

Board Meeting of May 14, 2013
Departmental Reports

Associate Director, Kathy Wicks
April 2013 Activities

April 3: PLA Webinar: PLA Metrics
April 4: Friends of the Urbana Free Library
April 10: Strategic Plan: All Day Staff Meeting
April 18: Library Drupal Meeting

Graphics:

Work continues on the art work for Meagan's Reading Room for the Children's Summer Reading Program. Jennie Grace and Heather Sinclair are also completing print projects for the reading programs, including flyers, props for the children's staff skit, and bulletin boards.

Drupal Website:

The Drupal/Website committee meeting met on Thursday, April 18, at 9:00 AM. The agenda included the following:

- Evanced Summer Reader purchase
- Website statistics
- N-G website updates since last meeting
- PAC committee updates -- using Polaris record sets for website book lists
- Community input/suggestions for the website

Evanced Summer Reader:

We've been working with Evanced to install the settings and create the visual display for the new summer reader module. The online module will permit program participants to sign up for the program and record the books they read online.

The Friends have very generously paid for this year's subscription to the Evanced Summer Reader. We are very thankful for their support!

CU Catalog:

With pending space changes in the library, I've been experimenting with Polaris, creating record sets and reports that might assist with promoting the library's collection through the PAC, and subsequently on the website. With any list of library materials created, the goal is to create lists of materials that link to the PAC so users can place hold requests.

In April, links were added to the PAC that listed "on order" items at The Urbana Free Library. Because we do not use the Polaris acquisitions module, the "on order" records are manually created by Acquisitions Services staff for high demand materials. After lengthy research, I did discover a method of creating lists in Polaris that can easily transfer to a record set. Once the record set is created, a link can be created, which can be added to the PAC or to the website. I will be meeting with Kasia Hopkins of Adult Services this week, to brainstorm and move forward with this project.

Special Events:

The library's Fairy Tale Ball was held on Friday, April 5, 2013, from 6:00 to 9:00 PM. The total attendance for the evening was 1,087. The number was lower than previous years, but we were still pleased with the attendance. The Fairy Tale Ball was generously sponsored by Fred Schlipf and Diane Hillard.

On Saturday, April 13, at 3:00 PM, as part of the Boneyard Arts Festival, singer/songwriter Chris Vallillo and world percussionist Rocky Maffit performed selections from their new CD, *The Last Day of Winter*. The attendance for the concert was 94 people. The concert was hosted by the library, with generous support from JPE, Inc.; Tarrant Insurance Agency, Inc.; and Sara Tondini, Claymore Reality, Inc.

On a related note, sales for the cafe were high on both the day of the Fairy Tale Ball and the day of the Vallillo/Maffit concert.

Building and Maintenance:

JPE, Inc. has been hard at work, shifting furniture in the Archives staff office, moving storage items from a ground floor closet in preparation for adding shelving, and storing items in the Tepper. The rearranging also permits them the opportunity to clean carpets and linoleum.

Strategic Plan:

As part of the library's strategic plan, I sat in on the day long staff session with consultant Sandra Nelson on April 10. I found the meeting to be exhilarating!

Library Space Assessment:

At the request of IGW and Deb Lissak, I composed a list of future space needs for Graphics Services, Information Technology, the Administration office, Maintenance, and the library staff room.

Continuing Education:

On April 3, I sat in on a PLA webinar on library statistics, primarily statistics for online services, such as the website. It covered some statistical practices used by libraries, but I found the guidelines for using *Google Analytics* the most helpful.

Library Website Statistics for April (through Google Analytics):

- 26,391 visits to the site
- 13,033 unique visitors
- 45,486 page views

CU Catalog Statistics for April (through Google Analytics/Polaris):

- 15,156 visits
- 6,158 unique visitors
- 254,468 page views
- 10,3040 total searches

Evanced Calendar Statistics for April (through Google Analytics):

- 1,009 visits
- 451 unique visitors
- 2,278 page views

Acquisitions, Keran Harrington
April 2013 Activities

Projects:

Deb Lissak, Dawn Cassady, and I spent this month doing review, analysis, and reference checks for the RFPs we received from TechLogic, 3M, and Bibliotheca for RFID. We also had presentations from 3M/Polaris and Bibliotheca on their self-check units.

I participated in additional strategic planning sessions with Sandra Nelson.

I met with Acquisitions Services staff to review the outcomes of the strategic plan and how potential changes might affect the department.

I participated in an initial space planning meeting with Riley Glerum.

I met with Brian Robertson and Cindy Scheidemantel to review Adult Services proposal for moving some cataloging duties to Acquisitions Services. Subsequently, we met again with Kasia Hopkins and Anne Phillips to work out more details. Since Cindy and Anne are both gone for a part of May and June, we will start with Adult AV cataloging.

Volunteers:

11.5 volunteer hours were recorded in March

Training:

None

Miscellaneous:

Eleanore Brown and I interviewed applicants for shelver positions.

I arranged for replacement of a damaged Nook.

I was interviewed by GSLIS student, Roxanne Dunn, for her conservation project, *Conservation/Repairs in the Public Library*.

Gifts/Donations:

\$200.00 in memory of Donald Burkholder

Information Technology, Pat Clifford

April 2013 Activities

The new projectors with the wireless interface in the Lewis Auditorium and Satterthwaite Conference Room are working well. The only issue appears to be some static when using audio through the wireless connection in the conference room, which has not occurred in the auditorium. I will need to get into the ceiling to check the connections and devices and do some general troubleshooting to isolate this problem. In the mean time, since the venue is small, if audio is needed, I am recommending to either just turn the audio up on the laptop (which is generally sufficient) or use the external speakers that are available for our laptops.

We had a rash of malware infections around the first week of April that affected about 10 staff computers. They all triggered around the same time, so I suspect it may have been date activated. Removal software was not able to specifically identify the virus/malware that was involved. I quarantined each computer and was successfully able to remove all the infections and scanned all the servers to make sure it had not migrated to them. The infections have not reappeared, but I am still monitoring the situation.

A microfilm reader/printer machine in the Champaign County Historical Archives stopped scanning from the microfilm machine using the PowerFilm software. This is an Onerous program in that it can't simply be reinstalled because each installation requires a unique licensing code to activate the software. After a few of days of troubleshooting and communicating with the vendor, they were able to give me a fix that did not require reloading the software. They could offer no insight on why the problem occurred and what to do to prevent it in the future.

There was a long interruption of Internet connectivity on April 20 from approximately 2:00 to 6:00 PM. After working with ICN, the City, and the County, the problem was fixed for the start of business on the April 21. The problem was a dead switch at the courthouse that cut off our connection to ICN and the Internet. As the county does not have personnel on site on the weekends to address the problem, it took a while for them to respond.

The following incident requiring saving video from the security cameras occurred:

4/2/2013:	Disturbance in second floor computer lab
4/11/2013:	Disturbance/violence in the second floor computer lab
4/11/2013:	Alleged intimidation with weapon
4/22/2013:	Shoplifting from library cafe
4/24/2013:	Disturbance in second floor computer lab
4/25/2013:	Disturbance in second floor computer lab

Children's Services, Lora Fegley

April 2013 Activities

Statistics

Reference: 3466

Computer Use: 939

Total Program Attendance: 2840

Preschool Tales: 145

Babies Lap Time: 469

Toddler Time: 82

Special Music Programs: 76

Special Programs: 2068

Programs

Our **Fairy Tale Ball** was another big success - 1090 people came to dance, craft, watch a puppet show, fence (with nerf swords), have their fortune told and play games. Lots of positive comments about how wonderful the program is and how the families look forward to this yearly event. Our **Battle of the Books** challenge had three schools fighting it out to see who knew their book trivia best – with a

team from Yankee Ridge coming out the winner. One hundred and seventy people showed to compete or watch the competition. The UIUC Entomology department presented **Bugs Rule the World** and brought all kinds of bugs for the children to touch and hold. Forty-five people spent the Sunday afternoon learning all about cockroaches, worms and spiders. We hosted children's author **M. J. Parker** for two programs – one author presentation and a workshop on creative writing – a total of 21 people came for this program. We celebrated **Earth Day** with a re-cycling program and 24 people came. We had a **Money Smart** Week program, sponsored by PNC bank – gave away books and bookmarks. A small crowd of 4 participated. The **Day of the Book/Day of the Child/ El día de los niños/El día de los libros** is celebrated on April 30 of each year. This year we had our first program in which we read bilingual books, sang songs and made our own books.

We had performances from local elementary schools in conjunction with **The Boneyard Arts Festival** – they brought lots of people into the library. Many parents and children came in to admire the artwork created by the Urbana elementary school students. Our **Prairie Breezes** concert happened to fall on Boneyard weekend and we had David Howie present a show for 76 enthusiastic people. We were able to squeeze in the **Bowdacious String Band** for a show also – 75 people came to hear this band of children from ages 6 – 16.

Our multicultural Story Times this month included: **Aisan Story Time, Korean Story Time, Spanish Story Time and Korean Story Time**. Close to 100 people in total attended these programs which are often offered by the UIUC cultural groups. Our **Chess Club** had a total of 75 participants this month. **Art Lessons** for Children had 22 people making a popular spring craft – pinwheels!

Story Times

Babies' Lap Time, Toddler Time and Preschool Story Time attendance was back up this month and all programs are going strong. We have many grandparents come to these programs with their little charges, especially Chinese grandparents who know the library is a good place to be!

DIA – Diversity in Action Grant

We held our first DIA Book Club with funds given through an ALSC grant. There was an overwhelming response – with 130 people coming to share books, crafts and dinner. We wrote this grant so we could work more closely with the Dual Language programs from Leal and Prairie Elementary Schools – it has been a very positive experience. I have been asked to their International Day of the Child program, we have been able to waive the fee for out-of-the-district library cards for the summer and the library is more in tune with what those classes are doing. Our first grant report was due April 15 and we were able to send them a very positive report. We have two more sessions planned for June.

Outreach/Community Involvement

We attended the Kindergarten sign-up for the Urbana 116 school district. We represented the library and gave out information about our summer reading program. That evening we also attended the Summer Enrichment program held at the Champaign Public Library to inform parents about camp and other summer activities in the CU area. It was a great turn-out and people seemed very happy to pick up some information about *Have Book – Will Travel*, our summer reading program. Lora represented the library at Leal Elementary School's International Day of the Child – their auditorium was full of families and faculty all celebrating children! Lora and Elaine also visited two child care centers and read to preschool classes.

We had a Girl Scout troop come and take a tour of our children's department. One-hundred eighty five children visited our library with their classrooms this month.

Elaine attended Champaign Public Library's *Civility in the Workplace* workshop - she will bring this information back to the Patron Conduct Committee. There was a mandatory Strategic Planning meeting that all our full and part-time staff attended. We focused on implementing change. Lynn attended a wrap-up Battle of the Books meeting and the committee selected books for next year's "Battle".

Library Business

To help with communication between departments, Lora has been attending the Adult Services meetings and bringing any pertinent information back to the Children's Services Department. Lora has been attending meetings on the Strategic Plan, Campus Plan and re-organization of the library. An exciting, but busy time!

Adult Services, Anne Phillips

April 2013 Activities

Statistics

In February, the Adult Services Department had 6739 total Patron Interactions; this included 551 notarizations and 413 "hushmarks," our term for interactions involving patron behavior. There were 7656 unique computer lab sessions; 341 of these were adults in the Children's Department.

Staff Education and Training

Amber Castens attended a webinar on the Evanced Summer Reader product on April 1. Jeff Ginger, from the Champaign-Urbana Community FabLab, came to the Adult Services regular staff meeting and gave a one-hour presentation on using the FabLab equipment available to us through the DCEO grant.

Professional Activity

Joel Spencer attended a Youth Digital Media learning panel at the Graduate School of Library and Information Sciences on April 2. Amber trained new Tech Volunteers on April 4 and attended a Tech Volunteer Program brainstorming session on April 5. Mary Towner attended the Latino Partnership meeting on April 11 and the Latino Partnership Board meeting on April 17. Carol Inskeep was interviewed by a reporter from the Daily Illini's Buzz.

Programming

Teens

Manga Club	20
Teen Open Lab	5
Video Game Day	14
Teen Open Lab	24
Teen Open Lab	11
Teen Open Lab	10
Art Day	14

Adult

Game Day	14
101 Computer Class	8
UFLive	60
UFL Reads	7
Asia Lens film showing	10
Tech 21 Class	5
E-book Drop-In Session	3
MoneySmart Week Programs	13

Outreach

Clark-Lindsey Village Library Visit (Mary Towner)	8
Clark-Lindsey Village Library Health & Wellness Fair	61
Library Tour for ESL students	20
Community Forum on County Jail Expansion	100

Administration

Adult Services staff had much to contend with this month. Anne announced that she will retire in July. April is the primary planning month for the Teen Summer Reading Program; Amber and Joel are going to be very busy this summer! In addition to our regular tasks, we accelerated the pace of our deep weeding of the book collection and began developing criteria and running reports for weeding of the audio-visual collection. Staff attended a strenuous all-day meeting with our Strategic Planning consultant focused on the many changes ahead for our library. Anne attended 3 other meetings related to Strategic Planning. Forty-six incident reports were posted by Adult Services staff in April; six long-term bans were issued along with three warning letters.

Champaign County Historical Archives, Anke Voss April 2013 Activities

ARCHIVES USERS (including in-house/mail/email/phone requests)

Urbana	95
Champaign	79
Champaign County	54
Illinois	27
Out of State	16
Non-US	-
TOTAL	271

QUESTIONS

Reference	439
Other	136

INTERLIBRARY LOAN

	In-State	Out-of-State
ILL for Urbana Patrons	-	-
ILL to other libraries	8	27

INTERNET USE HOURS 267

PROGRAMS

Presentations/talks	2, 67 attended
Library/department tours	
School visits to library	
Genealogy/Local History classes	3, 45 attended
Other	

VOLUNTEER HOURS 55.75

PROGRAMS/OUTREACH

4/3: Anke met with UIUC history faculty, Kathy Oberdeck and Kristin Hogenson, in preparation for their upcoming, collaborative, World Histories from Below Teacher Training Workshop, scheduled for May 4 at the Illini Union.

4/4; 4/18; 4/25: Workshop: Intermediate Genealogy, taught by Nicole Miller. (The workshop meets weekly through May 2). 45 attended.

4/9: Eric presented to the Champaign County PEO chapter, a philanthropic organization for the advancement of women. 22 attended.

4/18: Marnie Hess presented to elementary students from Unit 4, at the Champaign County Court house, on life in Early Urbana. 45 attended

STAFF NEWS

4/3; 4/4; 4/15: At the invitation of Tom Teper, Associate University Librarian for Collections, Assistant Dean of Libraries, Head of Preservation, Anke served on the University of Illinois Libraries' Illinois History and Lincoln Collection, New Service Model taskforce. She attended the initial meeting of the taskforce, and two of the service subgroup meetings, but selected to step down on April 25.

4/4: The Archives serves as a partner on an IMLS Preservation Grant with the University of Illinois Libraries. Anke serves on the Grant Advisory Committee, which interviewed its last candidate for the project manager position.

4/17-4/20: Anke and Eric attended the Midwest Archives Conference, held in Indianapolis.

NEWS ABOUT COLLECTIONS & PROJECTS

Materials requested by our patrons this month:

Books/Journals: 486

Photos: 29

Microfilm Reels: 525

Vertical Files: 38

Maps: 5

Special Collections (Tepper): 13

Champaign County Records: 353

No noteworthy new accessions this month.

Archives volunteers and staff continued working on improving and adding Polaris records. While serving on the reference desk, Lara is transcribing the NG's photographers' notebooks, 1974-1991, which will improve access to the print negative collection tremendously; Donica is processing two collections (CU Women's Club; Urbana Neighborhood Associations); and Janna is processing the extensive photographic negative collection of Pilon Studio of Champaign.

Marnie, Norma, and Karla continue to do on-going indexing projects while on the reference desk. Amy Bishop continues to implement the ISHARB grant-funded project to re-house the McCandless photo collection, which is scheduled to be completed by the end of May. Archives volunteers, Mary Margaret Jones and Acquisitions Clerk, Karen Singer, continue to complete indexing series and tackle new projects. Volunteer Mary Twigg continues working on our backlog of title abstracts. GSLIS student volunteer, Kelsey Graham continued with her special collections processing project. Our two practicum students, Sierra Campbell (GSLIS, UIUC) and Debbie Reese (GSLIS, San Jose University) continued on their projects.

Circulation Services, Dawn Cassady

April 2013 Activities

1. It was a month o' meetings!
 - a. RFID—April 3, 17, 19, 30
 - b. Strategic planning—April 4, 9, 10, and 11
 - c. Dual-Language Program—April 16
 - d. Drupal—April 18
 - e. Practicum students—April 24, 25
 - f. Shelver interviews—April 24, 26, 29, 30
2. During April, Eleanore Brown and I did 12 interviews for shelvers in order to hire a crew of temporary help for the summer. We also have a fair number of regular shelvers and café baristas to replace because of summer trips, internships, life changes, and impending parenthood. Besides regular shelving and barista duties, we also need help to weed, place RFID tags, and shift the collection. Some of the temporary summer hires will become permanent as staff members' fall schedules work themselves out (or don't). Additional shelver interviews are scheduled for early May. Eleanore Brown has worked out a draft schedule, and we are planning to hire and train in waves so the first group will be ready when the initial departures of current staff begin after UIUC Finals week.
3. In addition to planning meetings for RFID, I also called library references for each of the vendors that submitted proposals. The combination of speaking to libraries that are using the products followed by webinar demonstrations of the self-checkout experience for patrons was very helpful in reaching a decision.
4. Over the past month, Circulation (and the rest of the library) has been using the 30-30-30 method suggested in the library security webinar "Black Belt Librarian." The consultant in that webinar suggests that for 30 days, every 30 minutes, staff members look around and assess the situation around them for 30 seconds. The idea is to become more aware of our

surroundings and what is happening around us, and also to send a subtle message to patrons that we are paying attention. We are taking things one step further and doing a walk-through of the front rooms and the front porch. Aside from security issues, staff members also are noting how people are using the front rooms and other areas of the library (e.g., private work, group meeting, etc.). At our next Circ staff meeting we will discuss whether or not to continue the 30-30-30 on a more informal basis for the long term.

5. There have been intermittent problems over the past month in Polaris with patrons being able to suspend hold requests in their online accounts. After a couple of weeks of troubleshooting at Polaris, the problem appears to have been fixed (fingers crossed). Fortunately, even while the problem was occurring staff members still were able to suspend hold requests for patrons from the staff side.
6. As part of the library-wide space assessment process, I spent a good chunk of time evaluating Circulation's current space usage and thinking about our future space needs in order to complete a questionnaire for the architect from Isaksen Glerum Wachter. While the scale of potential change for Circ is daunting, we are excited about the prospect of improving the overall patron experience and our staff efficiencies.
7. Outreach:
 - April 16—USD #116 Kindergarten Registration at the Civic Center
8. Door count for April 2013 = 42,139
9. Library card statistics for April 2013
 - a. 178 new cards issued
 - b. 202 renewals
 - c. 2 new non-circ card issued
 - d. 1 non-circ renewals
 - e. **Total = 383**