

Date: May 8, 2020

To: The Urbana Free Library Board of Trustees

From: Celeste Choate, Executive Director

Re: Director's Report for Board Meeting of May 12, 2020

	VISION Nurturing growth by sparking curiosity and fostering a sense of belonging.	MISSION We encourage learning and enrich lives by providing access to diverse resources and programs.
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	We cultivate equity, mutual respect, and belonging by learning about and responding to our community. <i>WE WELCOME ALL.</i>
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Goal 1: We provide a welcoming and inviting space for dialogue and personal connections.

- We have purchased acrylic barriers that will allow patrons to interact with staff in a safer environment.

Goal 2: We engage the community to understand and respond to unique needs of our community.

- Library staff have been reaching out to community organizations to discuss how the Library can assist their efforts. We're partnering with Cunningham Township on a project that will involve the Urbana Park District, Habitat for Humanity, neighborhood organizations, and other community groups.
- Circulation staff who work on Home Delivery have been calling Home Delivery patrons to see how they are doing.
- We've sent out a flyer promoting eCards and eResources to 175 community contacts and to all Urbana businesses (through the Urbana Business Association). Postcards promoting eCard and eResources in English, French, and Spanish were distributed to food pantries and various locations around Urbana on May 1.



	We connect people with tools and resources for learning and leading fruitful lives. <i>WE SPARK CURIOSITY.</i>
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Goal 1: We connect people to resources and technology for personal growth leading to greater fulfillment.

- Since the launch of the [eCard program](#), we have issued 180 cards. eCards allow instant access to the Library's eResources for 90 days to Urbana residents without a card.
- The week of May 11, we will mail a postcard to 387 new homeowners in Urbana inviting them to try eResources for 90 day with an eCard number pre-printed on the postcard. This mailing removes the barrier of the homeowner having to sign up for the eCard and provides immediate access to our eResources. The postcard encourages new homeowners to convert their eCard to a regular card before the end of the 90 day period.
- To support our community and after consulting with City of Urbana and Cunningham Township staff, the Library is pleased to now subscribe to [Government Support Index](#), a comprehensive online resource providing detailed information on all federal domestic programs offering financial and non-financial assistance. This resource also provides updated information on programs created by the CARES Act.
- TUFL's wifi and hotspots have been highlighted in two Smile Politely articles which discuss internet access in CU and the critical importance of this access:
<https://www.smilepolitely.com/splog/heres-some-information-about-c-u-connect-wifi-access-points/>
<https://www.smilepolitely.com/opinion/access-to-internet-for-all-in-cu-is-not-as-utopian-as-it-seems/>

Goal 2: We expand horizons and facilitate knowledge exchange by offering diverse programs.

- The Library has continued its weekly Lunch & Lit: Bring Your Own Book Club with an average of 4 attendees per session. Participants have expressed their gratitude that the Library is offering a space where they can speak with others, be less isolated, and talk about something enjoyable.
- The week of May 10th, the Champaign County Historical Archives will launch a call for submissions for *Champaign County through COVID 19: A Community Collection*. CCHA will collect and preserve original stories, artwork, photographs, and other content generated by community members. Community member Robin Arbiter wrote a poem about



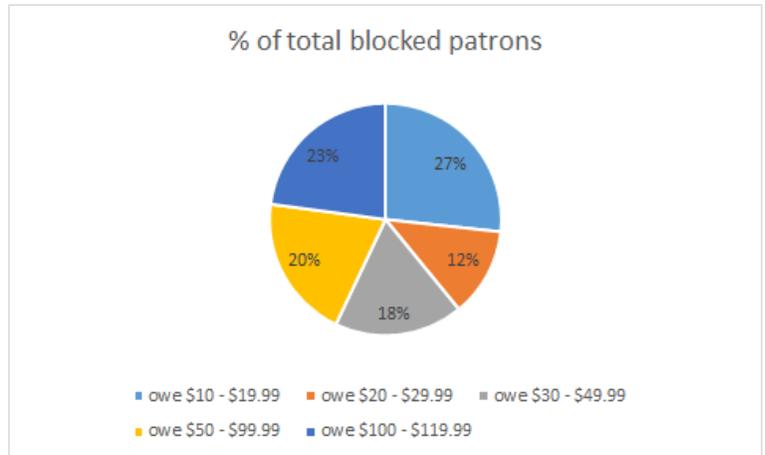
We help our community thrive by creating connections and working with partners.

WE CONTRIBUTE TO A STRONG SOCIAL FABRIC.

Goal 1: We make the community better for all by promoting diversity, equity and inclusion through our collections and programs.

- On May 2nd, the Library partnered with the Center for Latin American and Caribbean Studies at the University to offer an online Spanish Story Time. University students read the book [Marimba!: Animales from A to Z](#) by Pat Mora in Spanish and English to 12 community members who attended via Zoom.
- The Champaign County Historical Archives is using Archive-It, a web archiving service subscription that is funded by the Library's participation in the Community Webs grant project, to web archive local websites containing pertinent information concerning current events.
- Library staff across multiple departments are currently transcribing oral histories in the CCHA from the Illinois Nurses Association and the League of Women Voters to add records containing MP3 files of the recordings to the Local History Online catalog.

- Both UFL and Champaign Public have temporarily raised the patron account fee limit to \$49.99 to provide access to eResources while we are closed. UFL patrons with fees between \$10 and \$49.99 were sent an email message to notify them and encourage them to engage with UFL. The email notification about this change went out to 594 patrons and had a 32% open rate (industry average is 10%).



Goal 2: We stimulate connections and partnerships to create a vibrant, engaged community.

- The Library has loaned our TAZ 6 3D printer to the University to support its efforts in creating personal protective equipment (PPE) for essential workers. A community member has also borrowed one of the Library’s sewing machines to make masks that will be donated locally. Library staff are actively seeking additional interested community members to utilize our sewing machines (including those normally used in Teen Open Lab) to make masks for donation.
- The Library has been in touch with multiple community organizations including preschools, nursing homes, and Urbana schools to share information about our eResources, new eCards, and to offer virtual visits for story times. Our first virtual story time with a preschool will be held later this week.
- We recommend that the Library Board approve Resolution 2020-07, amending the intergovernmental agreement with the USD#116. This agreement expands our current IGA by offering library cards to all USD#116 students living outside the taxing district and to certified staffed and licensed support staff. In return, USD#116 has agreed to share a monthly newsletter created by the Library, promote the Library on social media, and review the Library’s blood-borne pathogen training materials regularly to ensure they remain current. These changes will provide better service to our community members and better outreach opportunities to the Library in order to serve our community more fully.
- The Champaign County Historical Archives has partnered with the Champaign County Chamber of Commerce and the Urbana Business Association to collect survey data regarding the effect of the stay-at-home order on local businesses.



We are mindful of the wide array of resources needed to serve evolving community needs and are transparent with our operations.

WE ARE A STRONG ORGANIZATION.

Goal 1: We steward our physical and financial resources to allow for growth and sustainability.

- Local property taxes are on schedule to be collected by June 1 and September 1 as usual.
- The Illinois Municipal League has indicated that Personal Property Replacement Tax revenue is expected to decrease 30% from the FY20 budget in FY21. Due to this and other changes, TUFL will present a revised FY21 budget to the Board before the meeting for its approval so the FY21 budget.

Goal 2: We cultivate continuous improvement among Board and staff members to create increased engagement, satisfaction, and retention.

- TUFL staff continue to participate in professional development opportunities as they work from home.



Look here for additional information and action item details that are outside of the scope of the strategic plan.

Circulation and Interlibrary Loan Policy. Staff recommend the following:

- Raise the “accumulated charges” limit at which point a patron’s card ability to checkout items is suspended from \$10 to \$25 to allow over 413 patrons with current cards and 1,187 patrons with expired cards to have library access. The fees remain on their accounts, but they would be able to check out materials. This change would provide greater access to Library service.
- Add wording similar to the wording the Board approved last month for the end of the Emergency Closings Policy that gives the Executive Director discretion to make changes to the policy due to a pandemic or similar, lengthy emergency. For example, this could include temporarily raising the limit at which borrowing privileges are suspended when the physical materials are not available because the building is closed to promote greater online access to patrons whose accounts are blocked. It would also allow temporary renewals of library cards for while the Library is closed.

Resolution 2020-06: Resolution 2019-07 approved in August 2019 conveyed property and temporary right of way and easements to the City for MCORE Project 5. The plan is included in the Board packet for reference. The City has requested a larger temporary easement for additional compensation. Staff recommend approving Resolution 2020-06, granting the larger easement.

Non-resident library cards. On a yearly basis, the Library Board needs to review and approve the method by which UFL determines the non-resident card fee. Please see the memo included in the Board packet. Staff recommend continuing to allow non-residents to purchase cards using the Tax Bill Method.

Requested FY20 Budget amendments for May:

- Due to the increased use of eresources while the building is closed:
 - Move \$2,000 from 80280802 51807 80103 Children’s Sound Recordings to to 80280802 51811 Downloadables.
 - Move \$1,000 from 80280802 51804 Audiobooks to to 80280802 51811 Downloadables.
 - Move \$2,000 from 80280802 51805 CDs to to 80280802 51811 Downloadables.
 - Move \$6,000 from 80280802 51806 DVDs to to 80280802 51811 Downloadables.
 - Move \$7,000 from 80280802 51801 Books to to 80280802 51811 Downloadables.
 - Move \$4,000 from 80280802 51801 80103 Children’s Books to to 80280802 51811 Downloadables.

- Move \$1,500 from 80280802 51804 Audiobooks to to 80280802 52910 Databases.
- Move \$1,000 from 80280802 51805 CDs to to 80280802 52910 Databases.
- Move \$750 from 80280802 51806 DVDs to to 80280802 52910 Databases.
- Move \$750 from 80280802 51801 Books to to 80280802 52910 Databases.
- New self-check equipment needs to be purchased in order to replacing aging, failing equipment installed in 2014. This promotes a positive patron experience overall, and promotes social distancing. In addition, in order to support ongoing work by staff who will work at home and in the Library, 19 additional laptop computers are being purchased.
 - Move \$19,830 from 80280801 50210 Insurance to 80280808 51500 Shared IT Costs.

Library eNewsletters: [Click here to sign up!](#)

May monthly eNewsletters did not go out since programs were canceled. However, we did continue our weekly eBlast to keep patrons updated. Our hope is to send this out every Friday while we are closed to keep patrons updated about resources they can access.

Week of April 5: <https://conta.cc/3bZLNh>

Week of April 12: <https://conta.cc/3acDriQ>

Week of April 19: <https://conta.cc/34U2GGA>

Week of April 26: <https://conta.cc/3d2J7P0>

Other Library news:

National Library Week at Urbana Free Library: <https://www.wcia.com/ciliving-tv/national-library-week-at-urbana-free-library/>

You can still check out e-books from our libraries:

<http://www.smilepolitely.com/splog/you-can-still-check-out-e-books-from-our-libraries/>

Book review by Becky Kasten: 'Vincent and Theo' explores Van Gogh brothers' relationship:

https://www.news-gazette.com/arts-entertainment/books/becky-kasten-vincent-and-theo-explores-van-gogh-brothers-relationship/article_57445a76-34fb-5e78-9b7f-f688c2557edc.html

Book review by Rachel Vellenga: Unfamiliar Stories of World War II: https://www.news-gazette.com/arts-entertainment/books/rachel-vellenga-unfamiliar-stories-of-world-war-ii/article_39bbf1c6-cd59-59ac-9def-da4e1efac971.html

Budget and current financial information is here: <http://urbanafreelibrary.org/your-right-know#fin>, with FY20 financial reports here: <https://urbanafreelibrary.org/financial-reports>.

Coronavirus/Love Letter

I went to see you today
Even though I knew
You had left the place
Where you have stood
For years.

I walked across the slabs
Of concrete, brick inlaid,
And stood before your door,
Tears gathering. How sad
To see walls cold and gray:
Even the stone here slumped
Forlorn.

You are you, but not you,
There and not there, because
You are more than clean lines
And shaded porch, more
Than the arched windows
Through which I can see
From Green Street to Elm.
You are more than the stacks
And racks holding all things
Watchable and readable,
Playable and teachable.
You are more than coffee
And Klezmer, more than
Resources for ancestor-finding
And chicken-minding, more than
A meeting place for archaeologists
And activists and miniature horses.
How strange on a bright afternoon
To see your doorways dark!

Come back, Librarians, you
Goodwill gate-openers and
Undersung public servitors:
Be well, and return to speed
Materials through the system,
To tap the keys you know
Will lead to illumination,
To point the way for seekers-
And happy wanderers.
Come back to take your places
Of welcome. I am frightened
And feel alone. I am mentally
Unwell but hopeful, I am

Young and old, vigorous
And declined, hesitant, loud,
Oblivious, falling in love,
Teen, tween, and baby,
Speaking in any of several languages,
Accompanied by a small black dog
Happily wearing a red vest.
I am in this crowd, and you
Are who I turn to when school is out,
Or my world feels too small, or the day
Is too fine or too bleak for there not to be
A destination to which
Arrival is always pleasure.

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