Youth & Teen Services by Arianne Carey
Patron Comments

Comment from Hubspot 12/3/2021 (this didn’t make it into last month’s report)
I don’t need any help but I am just here to say that you guys nailed it on the winter reading program. I just joined today and it is so fun. The challenge pushed me to read more. So keep making these fun challenge things. The website is also amazing with all the badges and achievements too. Thanks for making the winter reading program!!!

Donna Block visited St. John Brebeuf to review the resources available at the Library. She also helped judge the Science Fair.

“Love the WHALE take home craft!” -Grandparent picking up supplies to share with grandchild.

"We LOOOOVE the projects you have for us! So Creative So sweet" -Parent in KidSpace

KidSpace Happenings

Winter Reading ended on January 31 for Youth Services (Teen and Adult have different timeframes). This year we had a total of 477 patrons register and those children checked in at the Library 806 times over the two-month span. This is our best Winter Reading to date. Registration and Check-in’s were up dramatically. Mikey Orzechowski did a fantastic job promoting the event in the classroom, and the number of check-in’s were so drastically up. We
are also crediting the selection of this year’s ‘must have gadget’, the pop-it bracelet, for drawing the kids back to the building.

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<tr>
<td>Registrants</td>
<td>438</td>
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<td>Check-ins</td>
<td>259</td>
<td>414</td>
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Battle of the Books wrapped it 42nd season with the Author Awards Ceremony. Congratulations to Washington Elementary for their decisive win this year! As an annual treat for participating, we welcomed area author Carolyn Crimi to present to the children. She entertained them with a silly hat, scary stories, and a guest visit from her pug, Bo.

We brought back our service project for Martin Luther King Jr. Day. Sarah Muskivitch led a Valentines for Seniors program – meeting with young patrons to share Martin’s story and make cards to brighten the days of our home bound patrons.
Mikey Orzechowski, Rosie Camargo and MaryKay Stiff traveled to EM63’s Family Resource Center to take part in a parenting education series at Apollo School. They were filmed in a video segment to promote the Library to households throughout the district.

Allison Blaetz prepared a month of paper plate animal take and make kits to create a menagerie of interesting animals at home. She prepped 50 each of llamas, flamingos, whales, sloths, and groundhogs and set them up with a book display for each animal. The patrons were excited to visit each week and see which animal came next.

KidSpace is updating our genre and grade level booklists. These trifold bibliographies are updated periodically to ensure the titles included are fresh (published in the last 7 years) and reliably available on our shelves. A shout out to Sasha Vasilic for coming to our department meeting to review the functionality of Library Aware, the software that we use to build those bibliographies. We are also using this round of updates to apply a diversity audit – making sure to hold each list to a standard of inclusivity ensuring the diversity of our district is represented in these lists of best-books.

Mikey Orzechowski is firing back up Adaptive Hour, a chance for families with children with disabilities or diagnoses to come in to the Library an hour before we open to enjoy the space. In January, we invited the therapy dogs from Rainbow Animal Assisted Therapy to join us in welcoming littles and their families.
A Wonder Grounder shows off a frozen ornament he made for Lunar New Year. The children cut paper snowflakes, and froze them in water with a string. Once they are frozen, the ornaments can be hung outside in the cold.

Interesting Patron Interactions

A patron asked if we had any flyers or brochures in KidSpace that offer literacy tips for dyslexic kids and their grown-ups. She shared that her nephew was recently diagnosed with dyslexia, and that she wants to support him. We did not have anything to hand to her right then. She mentioned that she was attending a DS program on the lower level, and would be in the library for a couple of hours. Cate Levinson devised a search and found a great one-pager on Structured Literacy strategies on the International Dyslexia Association website. She printed up 10 copies, found the patron in her sewing class, and placed the remainder of the sheets in the parenting section.

KidSpace Displays

Dr. King’s Birthday
Boredom Busters Display (Projects, crafts, jokes, cooking)
Happy books (Book that have the word Happy on the cover)
Lunar New Year
Winter (Fiction Picture Books, Board Books, Poetry, nonfiction (animals, weather)
Blue Books- book covers that are blue and the word “BLUE” in the title
Teen

Donna and Rachel met with Evan White from Maine Township to discuss how the Teen Underground can support their Peer Jury program, which encourages teens with community service hour requirements to engage with community spaces and find new places to spend their time productively. Traffic in the Teen Underground continues to build. We are happy to have the teens under roof.
Material Services by Victoria P. Luz

Items ordered 1,790: Items received 1,588: Items input 2,359

A brief explanation of these numbers. When an order is placed with a vendor, an item record is created with a circulation status in the catalog of on-order. When a box arrives from the vendor and is received by MSD staff the circulation status becomes in-processing. A cataloger adds nationally standardized computer coded language to the record; processing staff add multiple physical identification labels and a barcode; using the check-in function in Polaris the item is input which changes the circulation status from in-processing to Available in the public online catalog.

Staff Training/Development/Activities

Victoria attended the Standard Cataloging Rules and Practice (SCRAP) Advisory Group Meeting. We reviewed areas of the CCS Catalogers Wiki (an online resource document for Catalogers) including subject treatment of undocumented immigrants, Bibliographic Input Standards, and several areas of National Cataloging Practice. Jamie and David were unable to attend the meeting but viewed the recording. Jamie also provided several thoughtful follow up questions and other input.

Brette Dorris from Ingram, our main book vendor, made an afternoon visit and demonstrated some of the newest tips and tricks for selectors from Adult and Youth Services and Material Services staff. Magda from MDS asked many good questions about the difficulty in reaching their customer service and the responsiveness. While Ingram has mostly gotten on top of the staff shortages at their warehouses, the office customer service staff is not to full capacity and they are changing the customer service platform as well. Brette did give us a good amount of insight as to how they’ve handled issues stemming from the supply chain delays experienced worldwide. Some customer service issues, and some quality control issues aside, they have made strides in getting materials to us in a timely way. This is one of the direct results of building excellent relationships between the library and vendors.

The annual magazine subscription renewal for the Adult, Youth and professional collections is wrapping up. This process adds new and removes current titles based on the Librarians’ skilled assessment of the collection, the usage as well as the community interests and requests.

Display & Art Committee

Franklin Gallery February 1-March 31 Self-Care is Self-Preservation: Featured Pieces by Black Artists

This year, as we celebrate Black History Month, we focus on the theme and importance of Black Health and Wellness. Health and Wellness is not just about the body, but about the mind and soul as well. Art is a medium for expressing one’s self and practicing self-care, especially when the world is threatening or is threatened by your existence. The featured pieces in the exhibit speak to the diverse environments and traditions that contribute to the fabric of Black culture. Please take the time to visit the Franklin Gallery and see this exceptional work.
Patron Services Department by Athena Crouse

Unclaimed item record monthly maintenance

CCS (our consortium of 27 libraries) will perform regular monthly item record maintenance on claimed items. The only qualifier for this is the claim must be 1 year or older. The first monthly maintenance was performed on January 28, 2022. Niles-Maine had 18 items eligible for deletion. This item record maintenance will take place the last week of each month.

Monthly Patron Purge criteria update

CCS has updated one of the qualifiers to the monthly patron purge to include users who have an account created 3+ years ago and do not have a last activity date. An example would be users who registered with the library, but never used their card. Previous monthly patron purges only included cards with a value in the Last Activity Date field. This update will help to create a cleaner database as well as more accurate library cardholder numbers.

Annual Fee Purge

The Annual Fee Purge by CCS is anticipated to happen in March 2022. All CCS libraries are opted in to this annual purge as determined by Governing Board policy. In this purge all fees for all libraries posted more than 7 years ago (for this purge it would be any fee posted prior to
March 1, 2015). The other option in this purge is offered for libraries who are recently gone fine free or those fine free libraries who have yet to participate in a bulk waive to include overdue fines. The libraries participating to waive overdue fines are: Fox River Valley, Glenview, Lake Forest, and Morton Grove.

**Long Overdue Block bug**

CCS has discovered a bug impacting how the block is applied in the long overdue block setting used by many fine free libraries, including Niles-Maine. Instead of being applied based on the transacting library, it is being applied based on the user’s registered branch. As a result, CPL and reciprocal borrower patrons registered to CCSB are not being blocked for long overdue items.

As a temporary solution, CCS will implement a long overdue block for CCSB patrons on Tuesday, March 1. Long overdue blocks will be applied to patrons registered to branch CCB if they have an item **15 or more days overdue**, regardless of which library the item was checked out at. They will be blocked from checking out new items, but they will not be blocked from renewing currently checked out materials.

**Phone Notice Caller ID issue-still not resolved**

CCS recently changed their AT&T service plan. An unintended side effect was that the caller ID name for phone notices changed from "Public Library" to "Cooperative Computer Services." CCS is continuing to work with AT&T to configure the caller ID on all outbound notice lines. Patrons may continue to receive calls from "Cooperative Computer Services" instead of "Public Library" during troubleshooting. The phone numbers have not changed.

**EMAIL notification update**

CCS has been working hard to create a more user-friendly EMAIL notice for all CCS patrons. They have been working with the Circulation and User Experience Advisory groups, as well as asking for patron feedback. Libraries had an opportunity to give their patrons input on the notices. Niles-Maine was one library who elected to participate. CCS embedded a survey link at the bottom of our email notices.

This project is in its final stages and CCS is hoping to wrap up by March. Some of the changes will include:

- Increasing the font size: the font size is currently set to size 10 and will be increasing to size 14
- Using a uniform font: currently the notices are using 4 different font styles in one notice. The new notice will have a single font (Arial)
- Removing redundant information: mailing addresses will be removed for both the patron and library, since these notices do not need to be mailed
- Simplifying the language used
• Adding library website and catalog links

Example of CURRENT email notice

Proposed email notice

RAILS Delivery Count

The RAILS (our library system) quarterly delivery count will begin next Friday, February 4 for pickup on February 7. During this week Patron Service Team Leaders/Supervisors will physically hand count all of the items in each of the delivery containers (blue bins) and complete the online count form for each day from Monday, February 7 through Friday, February 11. Results from this count to come in February’s report.
Bulk Updating Due Dates in Leap

On January 20th, I attended a CCS staff led online training for library staff on this new feature in LEAP. Staff now have the ability to bulk update item due dates, rather than needing to rely on CCS staff to perform this task. This feature is helpful if the library experiences unplanned closings. As always, the CCS staff did an amazing job of presenting this information, as well as creating additional supplemental documentation.

Cards for Kids Act

During the RAILS Member Update Meeting of 1/19/22, Dee Brennan, Executive Director of RAILS stated she has reached out to Senator Laura Murphy to build upon this existing act to expand and to include all minors in unserved areas, not just those who fall below the poverty level. (Sen. Murphy was responsible for initiating the Cards for Kids Act bill). This addition, if it were to pass, would NOT be required by libraries, but it would allow library boards the ability to waive the non-resident fee for minors who do not currently qualify, or meet the requirements of free/reduced lunches under the current Kids for Cards Act. More information to come as this new addendum is voted on.

Arianne, Mikey and I have begun discussions with each other on ways the schools in the areas of the unserved can reach out to the families who qualify for free/reduced lunches, informing them of their rights to a free card under the current Kids for Cards Act.

Passports

Passport Agents needed to take the recertification training for 2022 before March 31, 2022 in order to continue being an active Passport Agent. The library currently has ten active Passport Agents, all of which are from the Patron Services Department. The necessary recertification paperwork for 2022 to the Chicago Passport Agency has been completed and submitted. The Niles-Maine District Library continues to be an official Passport Acceptance Facility for 2022.

The month of January, once again proved to be one of the busiest months for this service. In January 2022, we accepted 157 applications, which is our busiest month since restarting Passport Services since COVID. For each application accepted, the library receives $35.

On weekends all of our passport appointments fill up quickly (weekends are usually booked out 2 weeks in advance), as well as our evening hours. Due to our staffing levels, we cannot expand our evening hours past 6:30 pm (M-Th), 5pm (F), and 3:30pm (Sa and S). We are also only able to book one appointment per every 30 minutes, whereas when we were fully staffed we could process two-four applications at a time. The demand for passports continues to rise and other agencies in the area such as Maine Township have begun referring patrons to the library. Also the Niles Post Office, due to their own staffing shortages and limited hours refer people to the Library for passports.

Passport Service is such a well received and appreciated service by our patrons, which can be noted by the patron comments left month after month. The availability of nights and weekends means parents do not have to take time off of work or pull their children out of school. The
atmosphere here is much more friendly and peaceful, children have something to do such as read through books, color, play with toys made readily available in the Passport office, and patrons are afforded the comfort and privacy of the Passport Office.

**Notary Service**

In January, we hit the highest number of documents notarized since resuming this service after COVID. In the month of January, we notarized 139 documents, which equates to about five stamps per day. Of these 139 documents, Patron Services Staff was responsible for 130.

**Digital Services by Suzanne Wulf**

**Programs**

The Digital Services team continued to offer programming in-person with reduced class sizes. Todd taught Resume Basics and despite low attendance, he provided helpful feedback to a patron who was working on his resume.

Carleigh offered a playful and creative class for attendees to create custom towels based on themes from the television show, Schitt's Creek. The people who attended really enjoyed the opportunity to create something together and in-person.

Lisa taught a class for attendees to make a hat and a pair of mittens using the library sewing machines. The smaller class size permitted Lisa to provide hands-on assistance to those who were looking to improve their sewing skills.

Josh provided instruction on how to format documents in Microsoft Word to a group of folks looking to improve their technology skills. Ruth offered iPad Tips and Tricks virtually and was able to successfully show how to navigate the iPad through Zoom.

Jabez taught a class for patrons to learn about digital payment apps such as Apple Pay, Vemo, and more.

Bernadetetta offered a cross stitch class where attendees learned the basics of cross stitching. They discussed how to read a cross stitch chart, prepare thread and fabric, find the center of the fabric, and make a row of cross stitches. The finished project from one of the attendees is stunning!
Despite the wintery weather, people came to the library for Ebru, the traditional Turkish paper marbling. Ebru, referred to as the “dance of colors on water”, is an art form produced by sprinkling color pigments on to thickened water and utilizing special brushes to create various designs then transferred onto a sheet of paper or other surfaces. Nejla and her daughter helped attendees with the step-by-step process, and answered questions about tools and water solution. Everyone tried this technique and created one of a kind art.

**Patron Comments & Interactions**

A patron who needed help scanning and faxing was very appreciative for the step-by-step guidance to fax and email a letter to a lawyer. Her previous attempts had been unsuccessful, so she was thrilled when she was able to send the documents without issues.

A patron came in and asked about COVID vaccination locations, she mentioned wanting to book an appointment at a CVS, so we directed her to use one of the computers and book through the CVS website. She needed a little bit of help filling out the form. She was able to fill out the form and was so happy that staff assisted her with scheduling an appointment for her booster shot.

From Josh’s Wifi vs Cellular class: “Love the instructor. Very easy to follow.”

From Carleigh’s Schitts Creek Kitchen Towel class: “I was so happy when you went back to in-person classes. Being retired it is something to really look forward to. The teacher was so enthusiastic and knowledgeable. Keep these classes. They are wonderful as are the teachers” ; “This was a lot of fun, looking forward to doing more projects. I will tell friends how much fun it is.”

From Bernadetta’s Needle Point class: “Good teacher, very hardworking and fun”

From Josh’s Microsoft Word: Formatting class: “Josh is a good teacher.” ; “The instructor was very easy to follow and he had a lot of patience with us.”

From Lisa’s DIY Winter Hats and Mittens class: “Fun project - very easy and very practical for now - in the winter.” ; “Thank you so much!”

From Bernadetta’s Experience the Art of Paper Marbling class: “I liked seeing different people using the same technique and produce different results.” ; “The Niles Library is great!” ; “Good teachers, good choices.” ; “LOVE!” ; “Thank you!” ; “Really appreciated learning a new
‘international’ art painting. Thank you!” ; “This class was so fun! I’m looking forward to more classes like this! I definitely had fun!”

Creative Studio

This month there were 59 successful 3D prints this month and 46 Maker Space visits. We had two visits from District 219’s Bridges Adult Transition Services. Visitors asked interesting questions about our maker equipment, were fascinated by the 3D printer and made custom pins using our button maker. Thank you to Bernadetta for being so welcoming to this group. Sheldon W. is a great enthusiast of 3D printing. He submits a lot of D&D models and later paints them. Here is one example.

This month for the podcast Jabez interviewed library staff Bernadetta, Mikey and Wynn to hear about the latest happening in their department. Todd took over podcast editing duties from Jason and produced a wonderful episode!

Database and Downloadables

In January we had 4,813 OverDrive checkouts and 467 of them were checked out through the Sora app, used in EMSD 63. We had 52 new OverDrive users this month and of the total checkouts 175 were magazines, 1,163 were audiobooks and 3,650 were eBooks.

The top titles checked out in January were:

1) “Wish You Were Here” by Jodi Picoult – 9
2) “The Maid” by Nita Prose – 9
3) “Invisible” by Danielle Steel – 8
4) “Find Me” by Alafair Burke – 7

Community Engagement
Judy and I attended the Niles Chamber Leadership Luncheon. We heard from Mayor George D. Alpogianis about upcoming projects in the Village. I was sworn in as the 1st Vice President of the Executive Board of the Chamber. The partnership between the Library and the business community represented by the Chamber is a valuable and important one.

Note from the Director

Businesses are important members of our community and contributors to its economic, social, and cultural fabric. The Niles Chamber of Commerce is a resource for businesses throughout the Library district. As with all segments of our district, the better Library staff understand the needs, concerns and issues facing our local businesses the better access to resources and services the Library can provide to all patrons.

**Adult & Outreach Services (AOS) by Mary Kay Stiff**

**Programs**

Adult Winter Reading started on Monday, Jan 3! This month we received 171 entries, with 40 different patrons participating. Maryellen conceived of this colorful, eye-catching display, complete with ballot box. Our patrons are happy to have the paper ballot option back. We are also accepting online forms through NMDL’s website which Maryellen is managing, with Julia’s help.

Maryellen worked quickly and efficiently to pull together a successful pop-up program on the photography of Dr. Cranston Knight-Ramirez, whose work featured in the Franklin Gallery in January month. Maryellen coordinated with Dr. Knight-Ramirez and we gathered an audience of 11 people for his virtual talk, on photographing local forest preserves during the pandemic.

Some other fun programs offered this month:

Skywatching Using Your Eyes (Maryellen) – 11 attendees (40+ viewed the recording afterwards)

Book Buzz read *Searching for Sylvie Lee*, and *A Woman is No Man* (Donette) – 9 attendees—two attended in person

Get Motivated, Stay Motivated, and THRIVE! Organizational workshop (Wynn) - 14 attendees
Start the New Year Meditation (Wynn) - 14 attendees. Comments from this class: “Thank you very much this was very insightful and validating.”; “Thank you for a good program! Thank you, Niles Maine Library!”

Chair Yoga (Wynn) - 33 attendees; Trivia Night (Stacy) -- 11 attendees; Buying & Selling a Home (Stacy) – 6 attendees

Among our department’s in-person offerings this month were WITS (Memory Workout for Older Adults) -- 2 people came in person; and an MLK Day Passive Display to celebrate MLK’s birthday. Stacy decorated the second floor with balloons, and offered adult coloring pages, markers and pencils, transcripts of MLK’s “I Have a Dream” speech in full, and an interactive board with the prompt, “What’s Your Dream for our Community or World?”

Community Engagement

Cecilia has been working diligently with the Coming Together group to plan community-wide programs highlighting individuals with disabilities and their experiences. Our department has several discussions planned in March and April. We are also participating with other libraries and organizations, in bringing Alice Wong in for a virtual author visit. In addition to authoring one of the Coming Together’s Core Texts this year, Disability Visability, Wong is a well-known disability rights activist.

Maryellen met with Tim Mondl of the Cook County Forest Preserves to plan 3 Adult programs for Summer. All are outdoor, so will be safe, and all are no cost to the Library! The icing on the cake is that they fit with our Summer Reading theme, “Reading Beyond the Beaten Path.”

In an interdepartmental collaboration including Mary Kay, and Youth Services staff Mikey and Rosie, we partnered with East Maine School District 63’s Family Resource Center (FRC) to plan a three-part educational series on our Library’s resources. The FRC offers resources for families, including afterschool care and enriching programs for parents and kids and childcare during programs. Our first presentation, “Get the Most Out of Your Library Card,” was
recorded at the Family Resource Center on January 25, and posted to their website for parents to watch from home. Mary Kay spoke about NMDL's adult resources and spaces, and Mikey covered Youth resources and spaces. Rosie translated our presentation into Spanish slide-by-slide. Two additional virtual programs on audiobooks at NMDL, are forthcoming this month. Stay tuned! This is an exciting partnership.

Judy attended the Chamber’s virtual Niles Morning Network which brings business owners into the Library.

Mary Kay, along with Librarians Mikey, and Cecilia, have been in conversation with M-NASR staff about expanding our quarterly before-hours Adaptability Hour to include adults with disabilities and diagnoses, in addition to kids. More on this soon!

**Department Activities**

*This month we answered a total of 2,507 questions at our service desks. This is an average of about 80 questions per day.*

We delivered a total of 434 items to 68 homebound and nursing home resident patrons. Karen checked out 73 items for bulk loan to Elison Independent Living community, and coordinated the pickup by Elison staff using their van. We welcomed five new homebound patrons, issuing each a new library card this month. Karen recommended *Major Pettigrew’s Last Stand* for the Romance book club at Elison, and placed holds for twelve CCS copies. Karen reviewed a Brain Games Launchpad, as a possible AgeOptions expenditure, and shared her thoughts on its appeal to older, homebound patrons. Karen continued work on identifying multi-resident buildings in Niles Library boundaries, by US Census tract.

We fulfilled 45 Interlibrary loan (ILL) requests from our NMDL patrons this month and processed 383 outside district lending requests. This made for a remarkably busy ILL month. Aileen has also been conducting research on new and improved labels for ILL books that will not damage paperback covers, ultimately saving us money that would otherwise have gone to damaged materials fees and fines to us from lending libraries that owned the material.

Maryellen and Mary Kay met with Victoria at the end of the month to start planning an April StoryWalk in the Franklin Gallery, to celebrate Poetry Month. Victoria helped us understand how we might design and display plates for our chosen poetry, gave us some props ideas for making the display more eye-catching, and helped us understand what items to request from Marketing for the installation.

Tax season is here! All of our usual federal and state tax forms arrived on time this month. The tax table is located in the Commons Café area and is already getting heavy use. Judy is staying on top of communicating to staff the resources available for tax form prep assistance in our area. This helps us answer the many patron questions about taxes appropriately and refer patrons efficiently.

We have been busy learning and practicing Hybrid programming set up, using Youth Services’ Battle of the Books as a model and the step-by-step documentation created by Rich. We were all set to begin offering hybrid programs, but this month Omicron hit and stopped most
person programming in its tracks. As staff learn and build their technical skills, we are moving toward scheduling programs as hybrid whenever possible, for spring and beyond. This offers our patrons the best of both worlds – in-person offerings that are recorded for folks at home who may not feel safe coming back in yet – while expanding the reach of the popular Adult virtual programs to maximize accessibility and attendance.

Maryellen is working on cleaning up our standing orders lists for nonfiction, identifying series and titles no longer in publication, and submitting cancellation sheets to Material Services Department.

Business Librarian Judy submitted a per capita request to update test prep books, Nolo collection (law for laymen), and For Dummies series books.

Judy sent out the AgeOptions Evaluation Survey to all December program registrants, and Cecilia submitted NMDL's First Quarter grant report.

Staff created displays this month included MLK Day (Jan 1-20); Holocaust Remembrance Day (Jan 20-Jan 31), which Wynn helped with; Healthy Habits (cookbooks, diets, well-being titles); Resolve to Reach (Fiction), from Maryellen and Pat; and the Winter Reading Club display + paper ballot box (Maryellen and Mary Kay).

Librarians Stacy, Wynn, Cecilia, and Maryellen dismantled, reshelved, and changed location of our Holiday display of paperbacks, Christmas and Hannukah-related movies, and music, on the second floor, back to storage. A BIG and physically demanding job, well done.

Librarians Maryellen, Mary Kay, and Cecilia have been very busy planning author events for spring/summer. Since we are not participating in the Illinois Libraries Present 6-month pilot program at this time, we are planning our own virtual author lineup, which is laborious but will hopefully allow us to offer wonderful author programs to our patrons. Stay tuned!

**Interesting Patron comments and questions**

Mary Kay did extensive research for a Edgebrook neighborhood patron interested in purchasing a NMDL card so she could use our home delivery services. She has used us as her “home” library for years, and is now losing her vision. According to the Illinois State Library, this patron does not qualify as a “non-resident,” because she lives within a library district, namely Chicago, and so is ineligible to purchase a NMDL card. I phoned CPL’s Edgewater branch and their Accessibility Department in the Harold Washington Main Library downtown and spoke with two managers to understand what Chicago PL could offer her. I learned that Chicago does not offer home delivery, but the Accessibility office serves as a branch of the Illinois State Library’s Talking Books program. They could mail the patron a listening device and audiobook cartridges to enjoy, then mail back. I phoned RAILS’s policy specialist and spoke with him just to make sure I understood the State Library’s policy correctly, before phoning the patron back and walking her through all her options: our Contact-free pickup, CPL’s digital audiobooks and a one-on-one to learn how to use them; IL State Talking Books program via CPL. She was
disappointed that she could not purchase our services, but happy that we did due diligence to satisfy her request.

*From Wynn:* A reporter from the Sun Times called the reference desk hoping to confirm some information for an obituary. She was trying to determine if Meinke Garden Center was the oldest business in Niles. I was able to ascertain that it is, through several sources in print and online. It was established in 1871!

*From Pat:* Young patron needed materials for a report on the history of impeachment.

*From Aileen:* Patron commented on how safe they feel with our masking rules and enforcement, on the second floor.

*From Karen:* “It’s like Christmas again. I love this.” - home delivery patron

*From Krystyna:* Phone call from a patron requesting detailed research on Japanese toilets, including capacity and specific areas to be cleaned, and photographs.

*From Maryellen:* Patron seeking measurements of the Great Pyramid in Egypt. Patron seeking a list of handymen in Indiana.

*From Cecilia:* I researched what the word/term “income” means for a patron. He wanted a variety of different sources and definitions for different uses of the word. He was homebound so I mailed him the printouts with the various definitions.

**Meeting and Committees**

Anti-Racist Action meeting was attended by Librarians Maryellen, Wynn, Stacy; Coming Together was attended by Cecilia; Building-Wide Programming Meeting by Librarians Mary Kay, Maryellen, and Cecilia

**Staff training or development**

Maryellen took a training on Ingram lists. Judy watched a recording for Booklist Webinar: “New Year-New Books 2022.” Stacy attended a 20s30s Programmers meeting hosted by RAILS.

As a member of the Adult Reading Round Table Steering Committee, Mary Kay has been planning and collaborating on two upcoming ARRT events: A nonfiction genre study on History, Politics, and War (she created the Politics bibliography) to co-facilitate in April 2022; and a Book Discussion Meeting which she will co-lead on *The Push*, by Ashley Audrain, in November 2022.

**Public Relations & Marketing by Sasha Vasilic**

**MNSAR Partnership:** Mikey, Youth Services Librarian/School Liaison and Mary Kay, Adult & Outreach Services Supervisor met with a Aaron Glickson from the Maine-Niles Association for Special Recreation. M-NASR provides fun, recreational, and beneficial opportunities to individuals with disabilities. This meeting was a kick start to a partnership with the association on event collaboration and more.
Love Your Library Month/Black History Month: During the month of January, the Public Relations & Marketing Department worked on two promotions that are happening in February. One is Love Your Library Month and the other is Black History Month.

The Public Relations & Marketing Department put together a display in the Patron Services Lobby for patrons to partake in a fun activity. Patrons can “send” library staff members and departments postcards showing their love and appreciation. The postcards will be delivered to the staff members and departments at the end of February. Patrons can also pick up a “We Love Our Library” poster to put up on their refrigerator or on their window at home.

For Black History Month, we worked closely with staff members serving on the Library’s Anti-Racism Actions Team on promotional needs including display signage, a flyer, posters throughout the Library building, and social media/website promotion. Annette, Graphic Design Coordinator, designed all the promotional materials. Robin, Public Relations & Marketing
Coordinator, coordinated the art pieces for an art exhibit which coincides with Black History Month Celebration.