Director's Report – September 2020

Administrative Notes

- The District has applied both for Lake County COVID-19 Relief Fund reimbursement and FEMA Public Assistance Grant reimbursement for pandemic response related costs.
- All construction for the Upper Parking Lot Repair and Resurface / Canopy Repair is complete.
- Landscape construction for the Teaching Garden is underway.
- Furniture stored in the Study Rooms will be moved into temporary offsite storage to

Library Service Notes

- Public Access Computer sessions were restored in a limited fashion with 45 minute sessions separated by cleaning periods.
- Borrow by Mail service to in-district customers has started. Borrow by Mail will gradually replace Parking Lot Pickup services.
- In-person outdoor programs continued for Youth Services and started for Adult Services.
- Fine-Free services were implemented. Overdue rates / card pausing rates will be assessed after the first items out go over 28 days overdue.
- The Juvenile Read-Along collection, a project funded by the Pilot Programs initiative, is now available for customers to check out.

Library Service in the Future (Service Iteration 4 – October 26 – January 7)

- Study Rooms will reopen for limited 1 hour and 45 minute reservations the week of October 26.
- Public Access Computer sessions will be increased to 1 hour, with one session extension.
- Parking Lot Pickup service will end in Iteration 4.

Special Statistics Report (9/3 – 10/8)

What is our 'reach' right now?
Reach is the number of unique library users in a given time period. We want reach to increase.

- Digital reach (OverDrive) – **3,114** customers, up 19.5%.
- Physical reach – **2,658** customers, up 37.6%.
- Total reach, excluding overlap – **4,992**, up 25%.
- We're seeing a shift in customers from 'digital only' to 'digital and physical' service, indicating an increasing level of comfort with in-person visits.

How 'efficient' are customers' visits with respect to our collection?
Efficiency is measured by total items checked out per visit. We want efficiency to increase.

- Customers checked out **4.58** items per visit over this period, 0.4% down from 9/3.

How is door count changing?

Door count is not a good measure of the success of library interventions, rather, it is an 'input' for all other outputs. An increase in door count without an increase in other metrics has no meaning outside of customers visiting and not finding what they are looking for.

- Door count is up by **4.8%** between August and September.

Community Notes

Met with Village of Barrington Village Manager and other municipal heads for bi-weekly program and service updates.

Attended the Healthier Barrington Coalition meeting and the Community Health Council meeting.

Finalized MOU with the Barrington Breakfast Rotary Club for their support of the Teaching Garden, donation event in the works.

TEDx is on as a digital event for Thursday, November 12.