Director's Report – July 2020

Administrative Notes

- The District, under guidance from Robbins Schwartz and Klein, Thorpe, and Jenkins, has verified the Fourth Amended Complaint in the case against the Village of Hoffman Estates and Sears Holdings.
    - The goal is to dissolve the Sears EDA and have the tax increments held redistributed to the taxing districts.
    - Sears Holdings and the Village will likely settle, which would route some of the funds from the EDA to both of those bodies.

- A data breach of our accounting service provider's services exposed some personally identifiable information of BALibrary vendors. We are in the process of informing them about the breach.

Library Closure Notes

The library closure to the public ended on July 27th.

Library Service Currently

Parking Lot Pickup service was available the entire month of July up to and including the Browse and Borrow reopening period.

- <u>Parking Lot Pickup</u>
  Parking Lot Pickup service has dramatically fallen off since Browse and Borrow service has started. Staff have encountered difficulty offering both in-person and drive-up service efficiently and effectively and are looking to modify the service with a mail delivery component or a reservation slot system.

  7/1-25 statistics:

  - 3,185 'visits' (-86%)
  - 10,367 physical item circulations (-79%)
  - 152 PLP transactions per open day

  7/27-8/2 statistics, after Browse and Borrow reopening:

  - 207 'visits'
  - 35 PLP transactions per open day (-76% over early July)

- <u>Browse and Borrow</u>
  Browse and Borrow service started at 9am on Monday, July 27th, with the library open its full complement of hours.

First week statistics:

- 7,616 physical item circulations (-38%)
- 2,007 customer visits (-59%)
- 3.8 items per visit (+52%)
- The peak capacity of the building was 60 customers – 38% of our maximum capacity under Illinois Department of Public Health guidelines.

Library Service in the Future

Management worked to revise the Pandemic Reopening Plan guided by insights gathered in the first weeks of reopening, resulting in a general timeline of when and which services will be restored in the coming months. Reopening will continue in the following set of steps, provided that Region 9 stays in Phase 4 and is not under any mitigation steps:

1. Service to remote pickup lockers and community book drops will be restored September 1.
2. Business Technology should reopen in mid-September.
    a. Study rooms and business cubicles will be made available for reservation at reduced occupancy.
    b. A limited number of computer stations will be made available for reservations of fixed duration.
    c. MakerLab in-person services will resume by appointment only.
3. Second floor study rooms will be made available for reservation at reduced occupancy after a review of study room reopening in Business Technology.
4. Public work tables and chairs will return at 25% capacity following the opening of the second floor study rooms and an assessment of customer demand.
5. Meeting room reservations will return after all of the above can be safely achieved.
6. In-person programming will not return until Phase 5.
7. Indoor play equipment, toys, and Youth Services manipulatives will not return until Phase 5.

Community Notes

Met with District 220 Assistant Superintendent for Teaching and Learning to discuss BALibrary interventions for remote learning.

- A primary issue is space and supervision – administrators and families are looking for spaces where children can be connected to their online classes outside of the house or with appropriate supervision. BALibrary may not be able to provide this service directly but is looking for alternatives.
- District 220 expressed an interest in engaging in an IGA to provide BALibrary services to all 220 students, including those outside of the District's boundaries.

Contacted Fox River Valley Public Library District Director to discuss options for offering IGA service to Carpentersville area 220 students.