

2018 Annual Report


covering the 2018 fiscal year, May 2017-April 2018



SELECT ANNUAL STATISTICS



SUMMER READING PARTICIPANTS
1,368



412,679 PATRON VISITS



334,601 CIRCULATION



REGISTERED CARD HOLDERS
13,588




12,868 WEST STATION BOOK DROP USES



DATABASES USES
222,059

Tech Classes
184
Attendees



12,058 COMPUTER USES

PROGRAMS
TOTAL PROGRAM ATTENDANCE
29,217
643

DVD2GO USES
2,721



723,120 WIRELESS SESSIONS

214 DIGITAL TUTORIALS



MEDIA LAB SESSIONS
668

MATERIALS NEW ADDED
13,603

REFERENCE AND READERS ADVISORY ASSISTANCE
88,438

NUMBER OF ITEMS IN THE COLLECTION **248,536**

LETTER FROM THE DIRECTOR

According to the results of the community needs assessment survey we conducted in FY2018, over 95% of adults and 82% of teens completing the assessment agreed or strongly agreed that the Library is relevant to the Lake Forest community. That vote of confidence encouraged us to redouble our efforts to focus on patron needs when crafting the Library's 2017–19 strategic plan. So far, implementing steps from the strategic plan have resulted in:

- ▶ Expanded adult, teen, and children's programming
- ▶ Development and delivery of new technology classes
- ▶ Increased Friday hours
- ▶ The addition of a Business and Outreach Librarian and a Head of Communications
- ▶ The adoption a new logo and mission statement—*Lake Forest Library: to inspire life-long learning, promote the free and respectful exchange of ideas, and build community*
- ▶ A new website and online event calendar and registration system
- ▶ A redesigned Library newsletter—*Beyond Words: News from under the Dome*
- ▶ Contracting of HGA Architects and Engineers to complete a feasibility study
- ▶ Collaboration with numerous local nonprofit and business partners
- ▶ And many more initiatives and accomplishments listed throughout this report

So on an average day ...

1,196 patrons visit, including 3 new patrons

895 check out an item, including 230 AV and 70 digital items

600 use a **database**

256 ask a **reference question**

120 participate in **Summer Reading**

85 attend one of the day's 2 programs

There are **35 new items** for them to peruse

2 receive expert help in the **Media Lab**

Together they connect **2096** times to Wi-Fi

**based on 345 days the Library is open*

Not to mention all the activities we don't have numbers on:

- Reading a newspaper in the Reading Room
- Getting tutored in the Reference Annex
- Studying in the Fine Arts Room
- Watching their children play on the puppet stage
- and so much more!



FY2018 was a challenging facilities year. The Children's Library was out of service for twelve days due to flooding. Continuing infrastructure and building issues led the Library Board to retain the architectural and engineering firm of HGA to conduct a feasibility study. HGA assessed the building's functionality as a library, the aging and failing infrastructure, and structural and ADA-compliance issues, and provided multiple building options. The Board is considering next steps to ensure we can provide 21st century library services in our beautiful, historic building.

The work of the Library's talented staff, the dedicated and tireless Friends of the Library, a supportive and reflective Board of Trustees and City Government, resulted in an outstanding year despite the ongoing facilities challenges.

The Board of Trustees and Library Staff are extremely proud of the work the Library has done this year and look forward to all that we will accomplish in FY2019.



Regards,

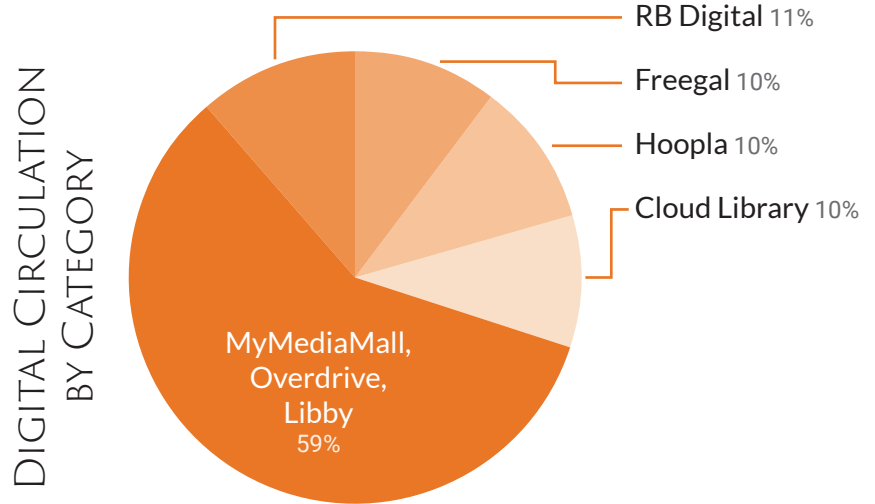
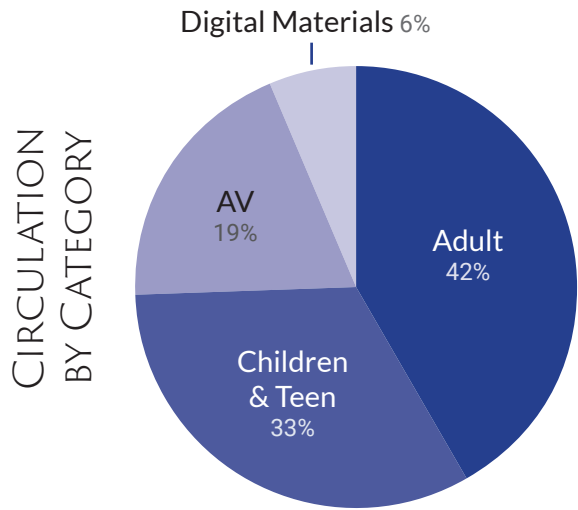
A handwritten signature in blue ink that reads "Catherine A. Lemmer".

Catherine A. Lemmer
Library Director

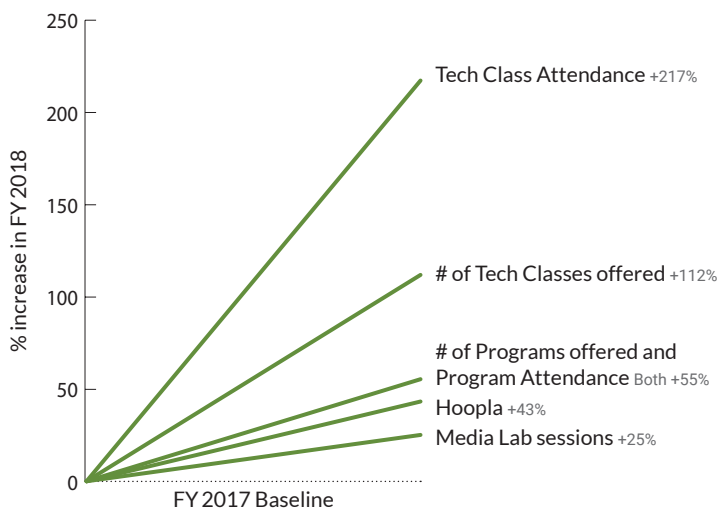
FY2018 REVENUES



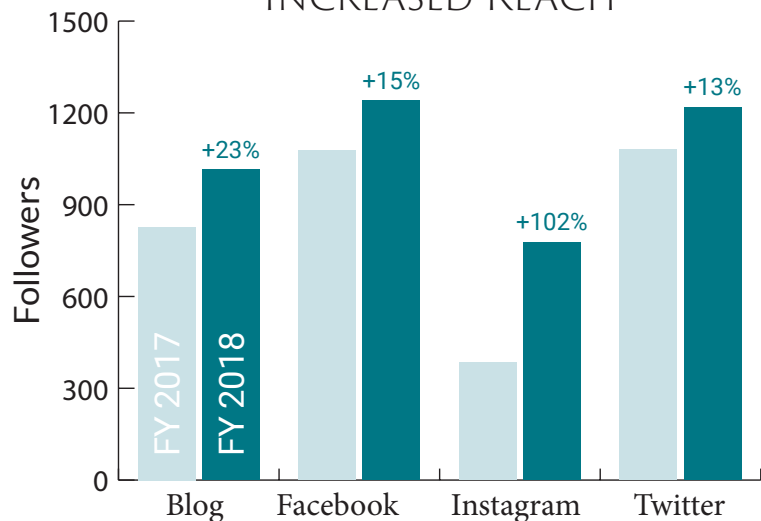
FY2018 EXPENDITURES



AREAS OF LIBRARY USAGE ON THE RISE



SOCIAL MEDIA INCREASED REACH



Focusing on the Patron

- ▶ Completed community needs assessment survey
- ▶ Adopted and began implementing the 2017–19 Strategic Plan
- ▶ Lengthened Friday hours to 6:00 pm
- ▶ Retained the architectural and engineering firm of HGA, Inc. to conduct a feasibility study
- ▶ Named a 4-Star Library by Library Journal and earned high rankings on the state level
- ▶ Added an Adult Services Librarian position focused on interacting with the business community
- ▶ Created Security Guidelines and Procedures Manual
- ▶ Commenced work on employee handbook and aligning benefits to similarly situated institutions

Library by the Numbers

- ▶ Ended FY2018 on budget without accessing reserves and increased capital improvement reserves
- ▶ Prepared FY2019 budget within estimated revenue lines
- ▶ Realigned employee benefits and accruals that will generate cost savings over next two years
- ▶ Aligned grant funding year with Library's fiscal year for more transparency
- ▶ Received per capita grant of \$15,044
- ▶ Received gifts of \$256,773
- ▶ Secured grant award of \$62,000 from the Friends of Lake Forest Library for FY2019
- ▶ Evaluated each ongoing service contract and issued RFPs for cost-saving opportunities

Telling the Library Story

- ▶ Added a Head of Communications position
- ▶ Participated for the first time in the Lake Forest Day parade
- ▶ Adopted a new logo and mission statement—*Lake Forest Library: inspiring lifelong learning, promoting the free and respectful exchange of ideas, and building community*
- ▶ Launched a new website to provide patrons easy access to up-to-date information about Library programs, services, and resources
- ▶ Revamped and rebranded the Library newsletter to serve as a marketing piece for Library services and upcoming programs—*Beyond Words, News from under the Dome*
- ▶ Established procedures to ensure consistent recognition of donor and grant funding support



Programming... Something for Everyone

- ▶ Hosted 643 programs for adults, teens, and children attended by 29,217 guests
- ▶ Added monthly mystery book and nonfiction book discussions
- ▶ Hosted first annual Summer Reading Kickoff program on the front lawn and throughout the Library
- ▶ Hosted first after-hours book club reception with funding from the Dick Family Foundation
- ▶ 1,368 readers of all ages participated in Summer Reading programs
- ▶ Hosted a Solar Eclipse event attended by over 350 people
- ▶ Expanded number of events and community participation in our One Book, One Community program, *Lake Forest Reads: Ragdale* featuring the popular author Ruth Ozeki
- ▶ Doubled community business participation in the second annual *With Love, From Your Library* campaign in February
- ▶ Hosted first Spring Break in the Children's Library with 12 programs
- ▶ Doubled the number of technology classes from 17 to 36, with attendance more than tripling from 58 to 184
- ▶ Children's Library added STEAM programming including Cooking with Kids, Girls Who Code, and monthly Tween Art Club and LEGO Club
- ▶ Children's Library presented 228 storytimes attended by over 5,300 children and 19 children's book discussions
- ▶ Children's Library outreach to local preschools reached over 1,800 children, including programming for children with special needs
- ▶ Continued efforts to identify additional community partners



COMMUNITY COLLABORATIONS

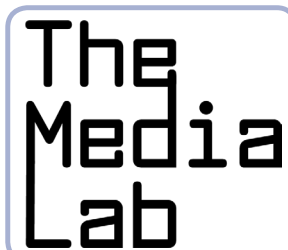


Concierge-Level Service

- ▶ Librarians answered 88,438 reference and reader's advisory questions
- ▶ Implemented Polaris, a new integrated library system with new features
- ▶ Extended lending periods for many materials to 3 weeks and introduced automatic renewals
- ▶ Added support for patrons hosting their own private book clubs
- ▶ Staff provided expert support during 668 Media Lab and 214 one-on-one Tech Help sessions

More than Books

- ▶ 25,951 eBooks, videos, magazines, and music titles were downloaded or streamed from our digital collection
- ▶ Added 13,603 new print and AV items, including Blu-ray discs, to the collection
- ▶ Added Mango (language instruction) to the Library's database selection
- ▶ Significantly increased digital collection size with content via MyMediaMall/Overdrive, Cloud Library, Hoopla, Freegal, and RBDigital

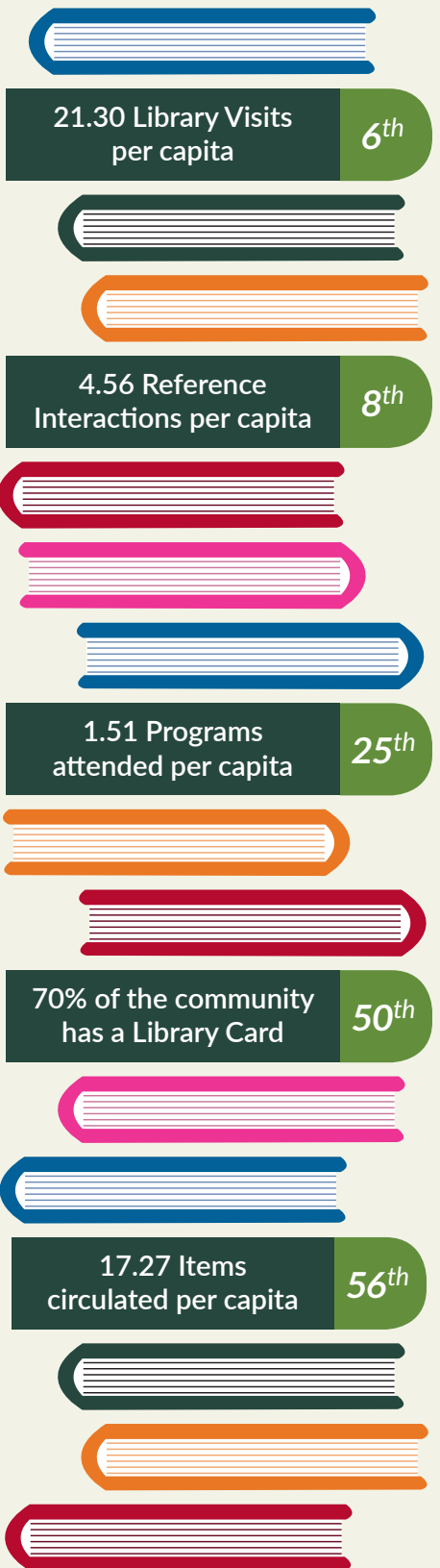


So many helpful services and materials were added this year!



HOW WE STACK UP

Our rankings compared to 658 other Illinois libraries



THANK YOU TO OUR DONORS!

\$50,000 or more

Edward J. Valonis Family Trust \$147,228

The Friends of Lake Forest Library \$89,000

\$15,000 or more

The Buchanan Family Foundation \$15,000

\$1,000 or more

The Dick Family Foundation \$2,000

The Reed Family Foundation \$2,500

Helen S. Reed, L. Keith Reed, and Peter S. Reed

Up to \$1000

Jeremy M. Batson, in memory of Richard Eser \$75

Mrs. Joan O. Bent \$300

Mary F. Grumhaus and David D. Grumhaus Fund \$200

Nora Maloy, in memory of James J. Bertucci \$50

WOW Book Club, in memory of George A. Collias \$140

WOW Book Club, in memory of Bobbi Niede \$280

Other donations

Local Authors

Paul A. Baffico *Last Mission for A Reluctant Patriot*

Mitchell T. Engel *Crimes of Arrogance*

Inaugural LEGO Gifts

Mary Kay Hanlon

Nanette Jenkins

Other Gifts

don fiore company, inc. Library gate seasonal planters

Maryann and Steven F. Pope Persian Sarough carpet

