

We started curbside pickup June 1 and first had to work through the existing holds in the building, contacting patrons, seeing if they still wanted the items, and informing them of how to pick them up. This took most of the day. By early evening, the first list of new items on hold was run, which had over 1700 items on it. The entire first week was extremely busy, with large lists of holds every day, and the curbside service steadily busy at all hours. We sometimes had to go into overflow parking spots from our designated three curbside spots. The second week has operated at a more manageable pace. Once we settle into this we will get a sense of peak days and times. We plan to continue curbside service when we reopen the building on July 6<sup>th</sup>, which will give patrons multiple options depending on their comfort level with public interaction. Curbside service is somewhat labor intensive, but we should be able to operate it in conjunction with normal building operations. It has been rewarding putting something like this together so quickly and seeing something develop from idea to implementation much more rapidly than is the norm. It was extremely helpful that this was an existing idea out in the public sphere, which allowed us to borrow what seemed to work the best from other entities. Patrons were already familiar with the idea and the general process from stores and restaurants, which made patron education much easier. That piece is usually the biggest hurdle when we offer a new service.

### **Library Programs and Services**

**Childrens:** YouTube Storytime Views, 3 new storytimes, 387  
Bi-Weekly Children's Campaign to current program registrants, Averaging 51% Open Rate  
May School District 68 Flyer, 1,029 Opens = 42% Open Rate

**Adult:** Curbside Pickup Campaign: Website Feature, Signs, Press Releases  
Bi-Weekly E-News Campaign: Averaging 4100 Opens, 32% Open Rate  
Bi-Weekly Patch Article Submissions  
Bi-Weekly Village Updates

### **Services:**

E-Resources:  
Media on Demand: 4,738  
ERead Illinois/Axis 360: 499  
Downloadable Magazines (RB Digital): 630  
HOOPLA: 754 - 60 new patrons signed up for Hoopla service May, 248 patrons borrowed titles  
Kanopy: 525 plays  
TumbleBooks: 88  
BookFlix: 50  
Home Page Views: 14,224  
Aruba Wireless Total Sessions: 622

### **Staff Development and Training**

Since the Library's closure on March 13, 2020, staff have been busy participating in online continuing education and other work related projects. Each department's report is attached.

### **Library Operations**

Circulation for the month of May was 7,284  
Registered borrowers number 23,947 which is 72.5% of the jurisdictional population.  
People/Door Count for month: 0