

Commissioner Brian Bannon, Chicago Public Library  
2016 Budget Testimony to the City Council

Thank you for the opportunity to testify before you today about Chicago Public Library and our proposed 2016 budget.

Chicago Public Library serves all Chicagoans, providing rich collections of materials, state-of-the-art technology and award-winning programs. The Library's footprint, now 80 locations strong, reaches every neighborhood of the city. Throughout our 140-year history, CPL has demonstrated a remarkable ability to evolve with the changing times and the needs of Chicagoans, and we have always done so while maintaining the commitment to access for all and excellent patron service.

We make information and knowledge available to all Chicagoans, from young children to older adults – inspiring continuous learning, exploration and growth. Our programs and services are aligned with the goals of the City – to equip Chicagoans with lifelong learning tools necessary to build healthy, successful communities.

The Library has demonstrable impact throughout the community – increasing literacy, bridging the digital divide, delivering a sense of excitement and wonder to all generations. We value the goodwill and support we enjoy from patrons across the city, from the City of Chicago and private support from the Chicago Public Library Foundation – and our growing national and international recognition. This is essential as libraries prepare all Chicagoans to excel in the knowledge economy.

While CPL's timeless mission will remain unchanged, we will continue to respond to the current and evolving needs of patrons that are trying to learn, thrive and grow in the 21st century by nurturing learning, supporting economic advancement and strengthening communities. Staff remains focused on providing the best library service to patrons throughout Chicago.

Public libraries have traditionally been best known for lending materials, but Chicago Public Library also:

- Is the biggest provider of free digital access in the city;
- Provides 24/7 access to library services at no cost - through the CPL website and apps for Android and Apple devices - to stream movies, TV and music, learn new languages, get homework assistance and read eBooks, audiobooks and magazines;
- Offers the largest, most comprehensive free after-school homework help program in the country, with both in-person and online options;
- Has a wide range of programs aimed at helping people improve digital skills, as well as prepare for the workforce and apply for jobs;
- Is the largest provider of preschool literacy programs anywhere in the city.

Chicago Public Library recently received national recognition for the hard work of our Children's Services Department in summer learning. CPL was selected as the first public library ever to win an award from the National Summer Learning Association, for excellence in our Rahm's Readers Summer Learning Challenge.

**Below are just some of the exciting initiatives and accomplishments from this year:**

- The Library received the National Summer Learning Association's inaugural Founder's Award, in recognition of Rahm's Readers Summer Learning Challenge. No other public library in the nation has ever been a finalist for a National Summer Learning Association award.
- In January, we formally launched our three year strategy, which has two foundational strategies and three programmatic focus areas that will continue to guide the Library's work for the next three years. The foundational strategies are access for all, ~~and~~ serving patrons effectively. The programmatic focus areas are nurture learning, supporting economic advancement and strengthening communities. This strategic plan allows CPL to strategically concentrate its work in areas that meet the current needs and priorities of patrons.
- Over 6,500 community members walked through the doors in late August on opening day of the new state-of-the art Chinatown Branch. The unique 16,370-square-foot, two story branch is nearly 6,000 square feet larger than the previous rental facility. Serving as a cultural and information center for not only Chinatown and Chicago residents, but also for tourists, the Chinatown Branch has consistently been one of the busiest branches in the Chicago Public Library system. This building was designed specifically for its location and cultural significance and serves as a bridge between old and new Chinatown.
- Our new Internet to Go: Wi-Fi Hotspot Lending Program was piloted in the Spring of 2015 at three neighborhood branch libraries to increase engagement with the internet in communities with extremely low use. Laptops/tablets are also included in hotspot checkout kits.
- The award-winning Rahm's Readers Summer Learning Challenge was extended from an eight-week program to a summer-long program to ensure learning opportunities are available during the duration of the out of school months. This year our partnership with Museum of Science & Industry and Adler Planetarium had children, families and caregivers exploring space and STEAM activities. We launched the program, themed "Explore and Soar," on June 8 with approximately 500 preschool students at the Museum of Science & Industry.

- We opened four newly constructed YOUmedia labs, providing the latest digital media tools for teens at Sulzer, Woodson Regional, Legler and Chinatown Branch libraries. CPL now has 12 locations supporting teen programming that encourages self-expression and helps build the 21st Century skills needed for college and career success. Program participation has grown by over 20% to more than 6,000 participants this year. Stronger outreach in new YOUmedia neighborhoods has led to deeper relationships with high schools and a more diverse group of participants. General attendance at YOUmedia sites also increased by almost 35%.
- The Library's Teen Services Department added college and career programming to the citywide YOUmedia effort and entered into a partnership with industry professionals in fashion, media and music to present STEAM studio for youth. The department also created career-focused partnerships with employers such as Groupon and Microsoft, and college-focused partnerships with University of Illinois, Columbia and Chicago Innovation Exchange at University of Chicago on behalf of YOUmedia students.
- With a \$300,000 grant from the Illinois State Library, CPL piloted a program that enabled CPL patrons to have more direct input into what titles were added to the library's collection. Titles that staff considered adding to the collection were preloaded into the Library catalog and new books were ordered and made available for check out once patrons placed the new titles on hold. 15,998 new items were ordered and received during this new patron driven acquisition pilot program. The total circulation of books purchased with the grant was more than 86,000 and that number will only increase as patrons continue to use the materials.
- CPL piloted Peer Learning Circles in libraries to help adults take advantage of free, high quality online learning opportunities. Early results of the pilot reflect higher than anticipated course completion rates among pilot participants. A second round of pilot courses and Learning Circles will be offered in the fall 2015 in anticipation of a wider launch in 2016.
- The Library continues to improve operational efficiencies in order to expedite the delivery of materials to patrons across the city. A centralized automated materials handling system will be constructed at the Harold Washington Library Center by the end of 2015-- taking an outdated process and bringing the library in line with other major circulation systems. This system will dramatically improve materials movement citywide, enabling patrons to receive items more quickly and increase return on investment per item purchased for the Library collections. Library materials are at the center of the CPL priorities and the Library will continue looking operational enhancements.

- CPL is turning the Harold Washington Library Center into an accessible and convenient customer focused program by maximizing the efficiency of the new automated materials handling system. The Library is providing new service points on the first floor of the building, including a consolidated circulation desk, multiple self-checkout stations and the installation of security gates, as well as working to enable elevators to stop on all floors in the building. This consolidation on materials movement will reduce the waiting period for patrons and increase return on investment for all circulating items.
- World Business Chicago and Gensler are working with the Library on an Economic Impact Study and Master Plan for the Harold Washington Library Center by the end of 2015. The Master Plan will provide a long-term vision for use of space in the building.

**CPL will continue to offer the following initiatives and programs in 2016:**

- Chicago Public Library continues to offer the largest, most comprehensive free homework help program in the country. In-person Teachers are available at CPL branches throughout the city and online homework help is available seven days per week. Homework help sessions increased by 15% to more than 92,000 sessions during the 2014-15 school year.
- The 2015-16 One Book, One Chicago selection is *The Third Coast*, by Thomas Dyja. Thanks to a new partnership with the Chicago Community Trust, the Library will offer a program in every CPL branch for the first time. The One Book, One Chicago program will also engage patrons digitally by supporting serialized reading online, sharing content through social media and initiating online discussions. This online reading experience was piloted for part of last year's program and will remain a key component this year.
- The Library continues to be a community anchor, offering programs that help residents access the information they need in their lives. Working with the Mayor's Office for New Americans, we expanded services for new Americans at CPL Citizenship Corners by offering more workshops on naturalization and financial education. CPL is partnering with eight community organizations to deliver enhanced services that focus on assistance in navigating the citizenship process.
- CPL initiated a tech lending pilot program for children, by circulating self-contained tablets, pre-loaded with apps for children ages three and older. The content includes reading, math and digital literacy. This pilot is in direct support of CPL's strategic vision of providing meaningful learning opportunities to school-

aged children by providing relevant digital content and resources. This pilot began in July and the Library will evaluate the efficiency of these devices after approximately six months of circulation.

- In partnership with the Department of Innovation & Technology, CPL implemented a new computer helpdesk solution that will allow us to gather better usage data on computer usage and problems and allow us to more quickly assess/address issues and problems. The project will continue through the end of 2015.
- Our library branches continue to serve as community centers, offering free meeting spaces to neighborhood groups, serving as early voting locations as well as providing workshops and classes on financial literacy, legal assistance, energy efficiency and computer literacy.
- CyberNavigators are providing digital skills training in 50 branches. They are narrowing the digital divide, opening up online resources for job searches and resume writing for nearly 100,000 Chicago adults.
- Maker Lab, the award-winning advanced manufacturing lab, will continue to bring together people of all ages and strengthen Chicago's economic competitiveness.
- The Library will continue to develop new library services and programs responsive to community needs using design thinking. The library continues to examine challenges and create solutions – in partnership with Aarhus Public Libraries in Denmark.

**Below are some of the exciting new projects and initiatives for 2016:**

- Thanks to a \$2.5 million grant from Exelon, the largest individual gift in the history of the Chicago Public Library Foundation, we plan to build out Early Learning Spaces that incorporate interactive play and discovery in neighborhood branches across the city and a “Flagship” Early Learning Space at HWLC. These spaces will offer our youngest learners an inviting and engaging environment in which to begin their path to literacy. CPL will combine innovative library design with evidence-based early childhood education theory, including the five practices of early literacy and learning (*Read, Write, Talk, Sing, and Play*) and early STEM practices. We will begin this design process through expert and stakeholder engagement this fall.

- Launch first Harold Washington Commemorative Lecture/Summit, honoring the late Mayor Harold Washington. This summit will offer expanded programming opportunities in partnership with the Chicago Urban League, HistoryMakers and Harold Washington Legacy Committee.
- Chicago Public Library will be a lead partner for Chicago's first ever Teen Lit Fest. The Chicago Teen Literary Festival will be a convergence of Chicago's young poets, fiction writers, zinesters, memoirists, bloggers, performers and more.
- Construction of a new façade and building envelope at Woodson Regional Library as well as smaller mechanical and structural repairs to various other CPL locations are also scheduled, funded by a \$10 million Illinois Public Library Construction Act Grant. Major repairs are scheduled for the building envelope of Sulzer Regional Library with \$5 million from the Western Avenue North TIF. 2FM will manage construction on these projects.
- CPL has many unique and high-interest archival collections and we want patrons to connect and engage with them both in the library and online. This project will create the first comprehensive plan for digitizing, preserving, processing and facilitating engagement with CPL digital collections. Notable archival collections include the Vivian G. Harsh Research Collection, Chicago Theater Project, Chicago Defender, Chicago Park District Archives, municipal records, and the Civil War Archives.
- Select and implement CPL's next Library Management System (LMS). The new LMS will be a hosted solution that will streamline and support core functions such as circulation, cataloging, purchasing, collections processing, etc. and will seamlessly integrate with patron facing services such as the library website and digital content like OverDrive, Zinnia and Hoopla.
- CPL will collaborate with the Office of the City Treasurer to deliver enhanced financial education to supplement existing financial literacy programs citywide.
- CPL will strengthen career services knowledge, resources and referral networks among librarians across the system by establishing strategic partnerships with the Illinois Department of Commerce and Economic Opportunity, Chicago Jobs Council, Chicago/Cook Workforce Partnership and other key workforce development providers.
- The Library will collaborate with business, workforce development, and community technology providers to launch a robust curriculum and online learning tools for digital literacy that will serve as an access point for patrons to engage in jobs, education and civic life. CPL will also work with Smart Chicago

Collaborative to build a digital skills curriculum for non-profits that will serve as a prototype for future small business classes.

**The following is an overview of the Library's 2015 operations:**

- Nearly 100,000 kids combined to read more than 70 million minutes over the summer through Rahm's Readers. This represents an increase of almost 15,000 participants.
- During the 2014-2015 academic year, we delivered more than 92,000 homework help sessions -- representing a 15% increase over the previous year.
- Over 6,000 teens participated in YOUmedia workshops through August, representing a 22% increase over the same period the previous year. General attendance at YOUmedia during the same period increased by 33% to almost 25,000 teens.
- By the end of 2015, nearly 10 million patrons will have visited a Chicago Public Library location to use computers, seek reference assistance, check out materials, attend an author program, take part in a children's program, attend a workshop, view an exhibit, or simply find a quiet place to read or study.
- The Library's website received over 41 million page views and nearly 3.3 million visitors through September 15, 2015, offering patrons 24/7 access not only to our catalog and rich online account services, but also to extensive sources of online information through subscription databases and resource and reading recommendations for all ages prepared by our librarians.
- During the first two thirds of 2015, CPL circulated more than 6.7 million items and is on track to see more than 11 million items checked out by the end of the year.
- As is the case across the country, the public library is the only access to computers and online information for many of our residents. Chicago Public Library has provided over 1.7 million people free access to the computers in library in just the first eight months of this year.
- The Library provided over 2.3 million free Wi-Fi sessions in the first 8 months in our locations in 2015.
- There are approximately one million active library card holders in the city. That's one-third of all Chicago households.

## **Looking Ahead**

As the world around us changes at an amazing pace, libraries are changing too and becoming true community anchors across our city. Public libraries continue to bridge the digital divide, made wider with fast changing technology, while also creating collaborative spaces in which community members come together to share, to make and to create. Children explore and discover the world around them through the guided tour provided by libraries and librarians, and teens tap into their talents and inspirations through mentor-led digital skills programs. Adults keep their love of learning, doing and reading alive through the diverse programs offered by the library.

Thanks to the support of Mayor Emanuel, the Chicago Public Library Board, the Chicago Public Library Foundation and the members of the Chicago City Council, Chicago Public Library is leading the way in public libraries with innovative ideas and creative solutions to meet the rapidly changing demands and needs of the citizens of this great city.



# Chicago Public Library

# 2016 Budget Hearing

## MBE/WBE Contracting Data

Period: 1/1/15 - 9/1/15

Total Purchases: \$7,950,377

<u>MBE/WBE Spend</u>	
WBE:	\$79,009 (.1%)
Asian MBE:	\$158 (.0001%)
African-American MBE:	\$1,131,886 (14.23%)
Hispanic MBE:	\$873,281 (11%)
Total Purchases:	\$2,084,336 (26%)

## Staffing Data

Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	3	3	3%
Black	7	24	31	31%
Hispanic	3	5	8	8%
White	25	34	59	58%
Total	35	66	101	
	35%	65%		

New Hires Ethnicity and Gender				
	Male	Female	Total	%
Asian	0	1	1	2%
Black	6	21	27	49%
Hispanic	2	7	9	16%
White	2	16	18	33%
Total	10	45	55	
	18%	82%		

Department Ethnicity and Gender					ALA	Chicago
	Male	Female	Total	%	%	%
Asian	19	41	60	6%	4	5.5
Black	102	298	400	40%	4	33
Hispanic	45	103	148	15%	4	29
White	119	267	386	38.8%	87	32
Amer Ind	2	0	2	0.2%	1	0.5
Total	287	709	996			
	29%	71%				

Interns N/A



# ORGANIZATIONAL CHART Commissioner's Office

