

## Our Story 2019-2020

## Year in Review

This is the fourth consecutive year that we've sent out Our Story: Year in Review, and while we've seen many transformations in Library service over the years, this past year proved to be more unique than ever before.

We started the fiscal year in July 2019, when the Summer Reading Program was in full swing. The Program finished strong with 1,376 participants of all ages. At the tail end of the summer, SWAN launched its mobile app, making access to Library materials more convenient than ever. We also celebrated National Night Out in both Hickory Hills and Palos Hills.

As we moved into fall, the Library hosted a wildly successful Haunted Library Tour with over 600 patrons in attendance. During this time, we were contacted by ComEd to begin an energy-saving LED lighting project. More than 240 energy-efficient lightbulbs were installed, and when the project was completed in December 2019, the ComEd Energy Efficiency Program provided the Library with \$10,047.50 in incentives. As we moved towards the holiday season, we started a Giving Tree Campaign to collect items for local families in need, which were later donated to BEDS Plus.

Once 2020 rolled around, the Library ventured into our annual Winter Reading Program and completed the season with 374 participants. We also began ramping up our efforts in anticipation of the once-a-decade population count, the Census.

Our plans for the year suddenly came to a halt when the Library closed its doors on March 13, 2020 due to COVID-19. During such unique circumstances in a time of uncertainty, libraries and library workers have demonstrated resourcefulness, originality, and adaptability. As a transformative organization, this was no time to shut down all of our services. We asked ourselves, what can we do to reach our community? Our services have expanded significantly with the advancement of technology over the last few decades, and we knew we could use that to our advantage.

Our services go beyond the walls of the Library building - our patrons can access ebook platforms, research databases, language learning resources, homework help, and so much more. We wanted to make sure that our community members could still access Library services even with our doors closed. For those who didn't have a Library card but needed one, we offered them the opportunity to apply for and immediately receive an Instant Library Card so that they can access all of the Library's online resources. We also implemented a new service called Doorside Delivery, bringing materials directly to the homes of our community members, free of charge.

After a 13-week closure, we opened our doors to the public on June 15, 2020 with limited hours and services so that we can continue serving our community, but in a way that maintains the health and safety of all. This may not have been what we anticipated this past year, but our staff members have been instrumental in continuing to achieve the Library's mission of inspiring lifelong learning and exploration.



As we embark on the next year, we hope to be a beacon of support during these uncertain times, and we will continue to work hard to demonstrate the value of your Library. We thank you for your ongoing support and understanding.

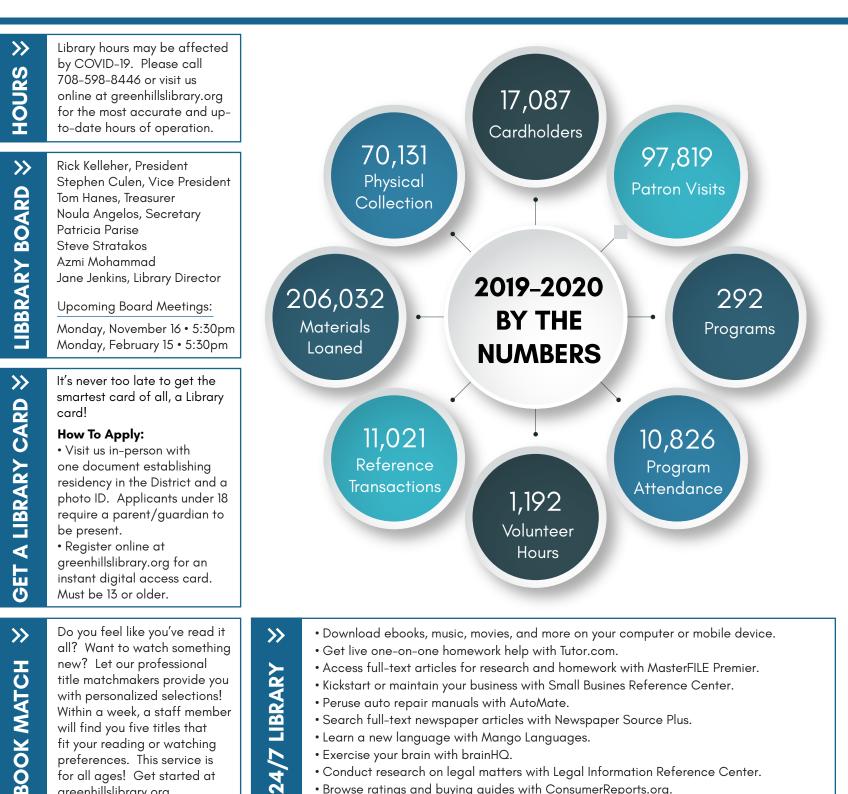
Jane Jenkins Jane Jenkins, Library Director



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