

# Lifelong Learning and Literacy

at Evanston Public Library



**Who do we serve?**

**Professionals**

**New Evanstonians**

**55+  
(older adults)**

**Adults!**

**\*and teens**

**Job-seekers**

**Travelers**

**Readers**

**Movie-goers**

**Enthusiasts**

**Crafters**

**Students**



# Books on Wheels:

**126 currently-active users**

**6 senior living facilities**

**+ many individual residences**

**13 volunteers**

## **Delivering:**

- **Books**
- **Audiobooks on CD or Playaway**
- **Interlibrary loan items**
- **DVDs**
- **Bird-watching kits**



**“As an Evanston resident with significant mobility issues, I had been forced to only read books on my phone. This was fine, but I missed reading an actual book. With the availability of large print books the books I read has tripled.”**

**- Books on Wheels user S.B.**

**“I greatly appreciate being able to contact you with books I want to read and you find them for me. The volunteer does a great job of bringing those books to our concierge at Westminster Place for me to pick up, since I no longer have a car and am unable to get to the library to get the books myself.”**

**- Books on Wheels user M.M.**



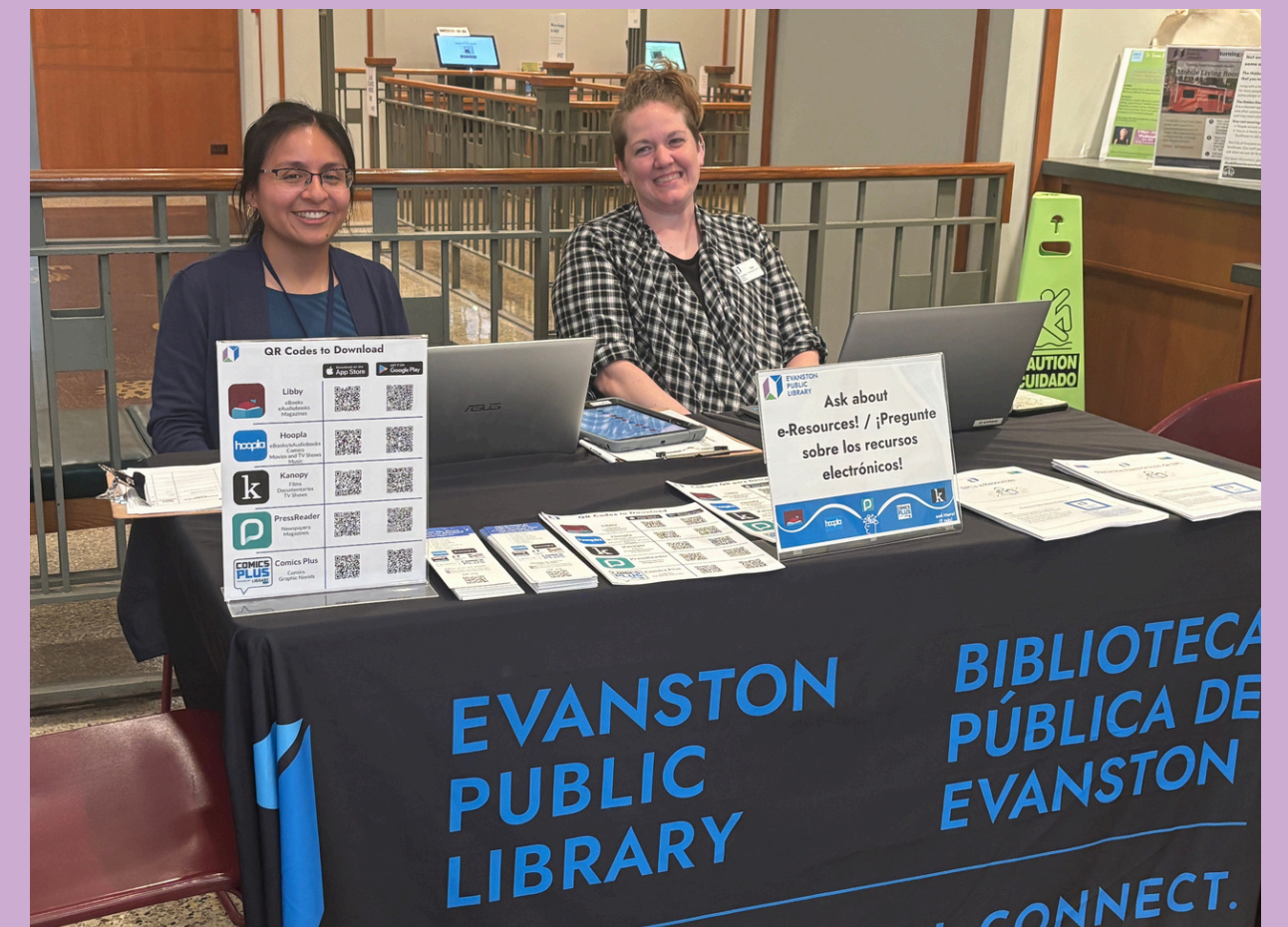
# Digital Collections

Several times per day, LLL staff are:

- Helping users who have never used our digital collection set up Libby, Hoopla, or Kanopy on their device
- Troubleshooting common issues with the apps both in-person and over the phone
- Answering questions about recent changes to Libby, Hoopla borrowing limit, Kanopy tickets, compatible devices, etc.

Lobby table:

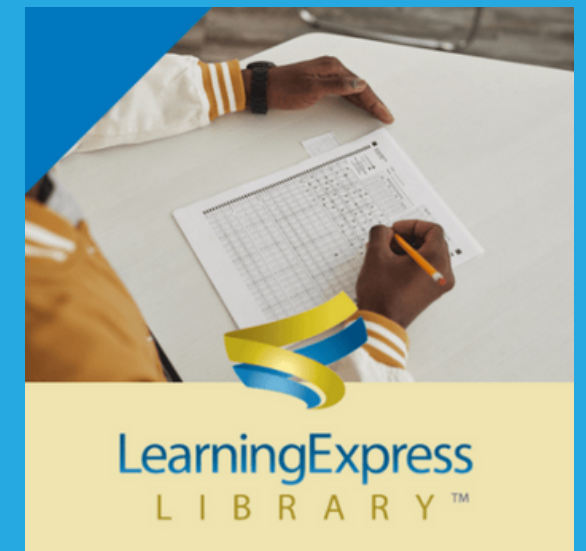
- Librarians Sally (left) and Katy (right) provided ebook assistance in the lobby of the Main Library building in both English and Spanish
- Some patrons may not come up to the 2<sup>nd</sup> floor if they're only picking up holds, heading to the Children's Room, or going to the computers on the 3<sup>rd</sup> floor



# Accessing Digital Resources

EPL offers access to over 50 databases on a broad spectrum of topics

Lifelong Learning and Literacy staff promote those resources to users, teach them how to access them from home or in the library, and troubleshoot issues as they arise.





# Displays, Lists, and LitMatch



LLL staff members create:

- Topical, thematic displays to highlight different programs or parts of the collection
- Staff book lists for the website
- Personalized book recommendations through LitMatch
- “Staff Picks” cards for standout titles to feature on our “Our Picks” table

“I adore that this service exists, and I am always excited when I use it. I have discovered books that I would not otherwise have known about.”

- LitMatch user A.V.

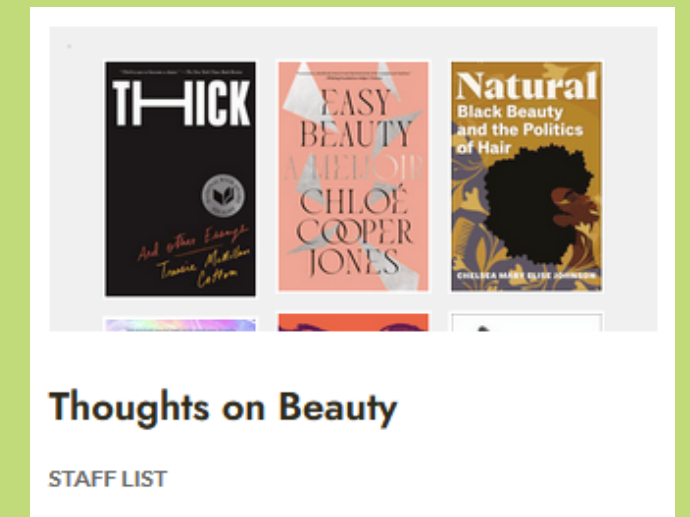
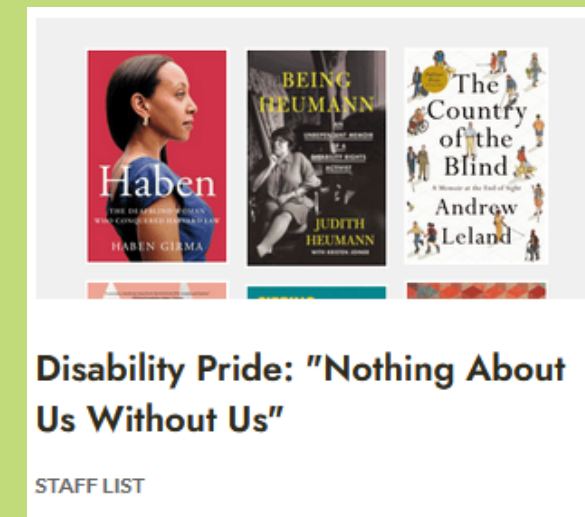
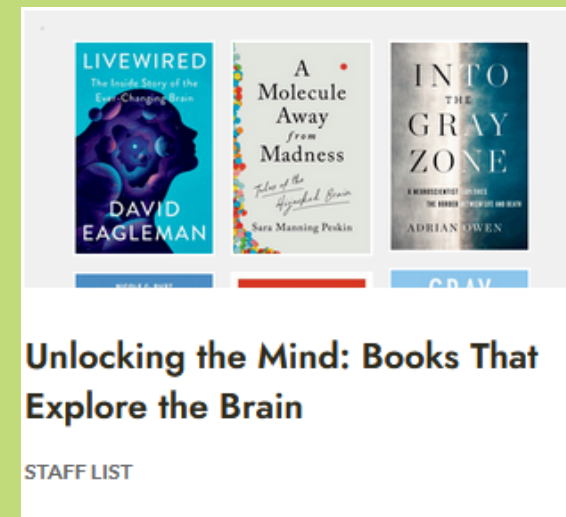
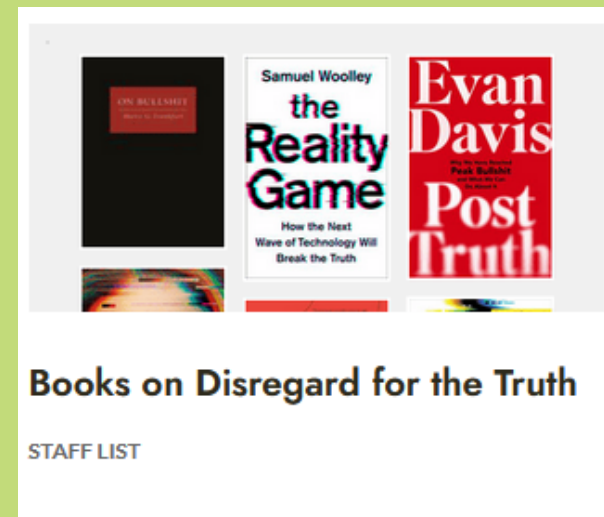
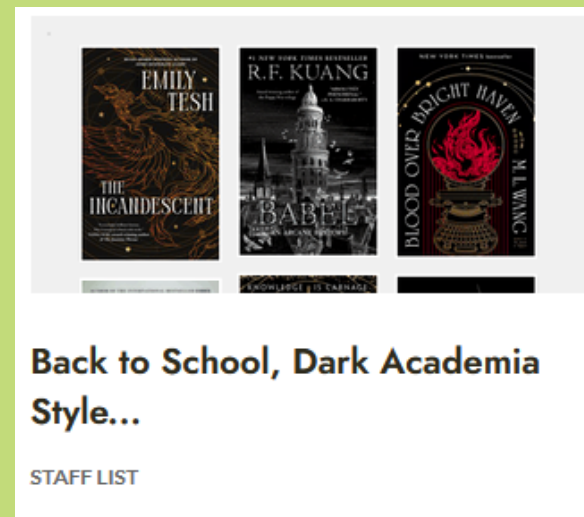
“Really nice work, I was sure there were no other authors I wanted to read - you proved me wrong 😎”

- Anonymous LitMatch user





# Displays, Lists, and LitMatch





# Reference Questions, Answered

- Every week, staff are utilizing expertise to:
  - Identify the correct information resource to address a patron's question
  - Assist patrons with accessing and navigating information resources
  - Prepare responses to longer or more involved questions, which are then delivered via email or picked up by patrons
  - Varying levels of complexity = varying amounts of staff time to respond
- Specialized questions:
  - Reparations and Genealogical research
  - Legal information resources
  - Business information resources
  - Consumer health resources
  - Nonprofits

"The staff member working last night helped me track down a music score I thought I wouldn't be able to get! They really went above and beyond." - VM commending EPL staff



# Partnerships for Programs and Services

LLL Staff develop and nurture partnerships with organizations providing services the library would otherwise be unable to offer. Sometimes these partnerships result in programs and events, other times they result in the partner organization offering expert services to library patrons within the library's facilities.

Partnerships take time and commitment to cultivate.

Examples:

- Howard Brown Health (free STI testing in the library once a month)
- Impact Behavioral Health (information and referrals for mental health services)
- Chicago Bar Association (Law at the Library presentations can feature experts on specific, relevant legal topics)
- Various Northwestern departments (presentations on topics of community interest from experts and scholars)
- League of Women Voters of Evanston (voter registration table on voter registration day, presentations to get library patrons interested in local government)

