

Wilmette Public Library Director's Report – October 17, 2023

Library Activities for September-October 2023

Anthony Auston, Director

Librarian for a Day

The library hosted two “Librarian for a Day” visitors, Eliza and Jacob. These grade school students Romona (D39) and Marie Murphy (D37) were the recipients of a grand prize experience that the library donated to two area school fundraisers.

The students’ experiences featured individualized tours and participation in daily tasks, including opportunities in the following departments:

- Administration - Meet the Director and Admin staff
- Technical Services - Acquisition, processing, and cataloging a children's book
- Shelving - take a shelving cart up to Youth Services to shelve books
- Youth Services - work with librarians at the Youth Desk, learn about reference and readers advisory
- Circulation/Facilities - check items out, check outside drop box, and run items through the Automated Materials Handling system

Welcome Desk & Shelving (Manager Patsy deVuono)

The Welcome Desk answered over 1,000 phone calls in September. Welcome Desk staff also answered about 1,000 reference and directional questions. The library had 18,133 visitors in September, averaging about 604 users each open day.

Shelving staff receive and unpack interlibrary deliver bins every weekday morning. These bins include Wilmette items returned to other libraries as well as holds from other libraries to our patrons. In September, Shelving staff unpacked and processed 286 bins, averaging 71 per week.

The monthly AMH total was 63,000, with roughly 24,000 items going to Circulation as “exceptions” for further handling.

Shelving staff supported other departments in September by:

- Cleaning 23 DVDs and CDs
- Charging 370 WonderBooks and Vox Books
- Processing 17 carts of weeded materials

Staff continue to shift collections on the Lower Level. There will be quite a bit of room in some areas. The 800s should have a whole bank at the bottom of the stairs free to use, and the 900s will also have a lot of space to work with.

The shelves have been read and straightened in the Mystery/Suspense Room. The Science Fiction and Fantasy have also been read and straightened, and shelving staff have started in the fiction area. Both the Genre Room and the Fiction Room are getting tight and are in need of weeding.

Collections / Technical Services (Manager Jessica Thomson)

Physical (Adult and Youth Services)

The Library of Things Committee met in September to discuss workflow, a weeding project for outdated Things, a renaming project, adding assistive devices to the collection, and adding memory kits to the collection.

A second video capture device was added to the collection due to the popularity with patrons. Additionally, a new 35mm slide viewer was added to the collection.



Laura Krimsin reviewed supplies for replenishment and discovered that our suppliers have stopped offering the CD sleeves that we use for all our items. Laura proactively ordered all remaining CD sleeves available via our vendors. She also repaired a significant amount of CDs that were damaged.

Emma Standard was trained on how to input Large Type fiction materials.

Carly Stauss completed several database clean-up projects including the lost items report and the 6 months past due report.

Jessica Thomson shared the Top Circulation by Department Report and Monthly Budget Report to the Selectors.

Top circulating titles in September:

- Adult fiction: *Tom Lake* by Ann Patchett
- Adult non-fiction: *The Wager: a Tale of Shipwreck, Mutiny, and Murder*, by David Grann
- Teen fiction: *Naruto* by Masashi Kishimoto

- Teen non-fiction: *Hidden Systems: Water, Electricity, the Internet, and the Secrets We Use Every Day* by Dan Nott
- Youth fiction: *Stone Fox* by John Reynolds Gardiner
- Youth non-fiction: *Guinness Book of World Records*
- Adult multimedia: *John Wick Chapter 4*
- Youth multimedia: *Are You There God? It's Me, Margaret*



Digital (Digital & Maker Services)

Online Resources and eContent

This month Lauren met with Adult Services Manager Cathleen Blair to review online resources that require on-site access, and identified products that could be updated on the website to increase access for patrons. This included adding direct links to Crain's Chicago Business and Barron's.

Lauren also found a way to obtain usage statistics on Explore More Illinois, and has integrated them into the statistics sheet.

September Highlights

- OverDrive eBooks had 8,803 checkouts in September. This isn't as high as the peak of 9,394 checkouts in May, but it is on the higher end. For reference, the average number of eBook checkouts in FY 22-23 was 8,173 per month. OverDrive Magazines saw the highest number of checkouts ever this month with 979! This is much higher than the average in FY 22-23, which was 690.
- Kanopy saw a spike in usage in September, with 920 views. This is up from 724 in August.
- LinkedIn Learning shows sustained growth this month, with 207 videos viewed. This is up from 182 in August and 103 in July. Topics viewed on this platform include: Computer Literacy for Windows 10, Nonprofit Fundraising, Adobe Illustrator, and Leadership.
- Newspaper Archive showed higher than usual activity, with 105 page views. Some of our financial information resources had slightly higher usage than usual in September. Specifically, ValueLine had 502 logins, up from an average of 420 in July-August, and Mergent Intellect had 82 pages viewed, up from an average of 58 in July-August.

OverDrive

15,024 checkouts

- 8803 ebooks (58.6%)
- 5242 digital audiobooks (34.9%)
- 979 eMagazines (6.5%)

The top titles by checkout:

1. *Tom Lake* by Ann Patchett (eBook) - 55
2. *Tom Lake* by Ann Patchett (eAudio) - 50
3. *Hello Beautiful* by Ann Napolitano (eBook) - 43
4. *Happy Place* by Emily Henry (eBook) - 41
5. *The Covenant of Water* by Abraham Verghese (eBook) - 39
6. *Tomorrow, and Tomorrow, and Tomorrow* by Gabrielle Zevin (eBook) - 33
7. *The Five-Star Weekend* by Elin Hilderbrand (eBook) - 30
8. *Demon Copperhead* by Barbara Kingsolver (eBook) – 29
9. *Romantic Comedy* by Curtis Sittenfeld (eBook) – 29
10. *The Heaven and Earth Grocery Store* by James McBride (eBook) - 27

The most popular magazines:

1. *The New Yorker* - 98
2. *Us Weekly* – 52

Full summary of digital items added in the past three months:

Collection	July	August	September
eAudiobooks	881	933	1061
eBooks	1613	1387	1728
eMagazines	158	94	133
Hoopla items	911	939	778
Monthly total:	3563	3353	3700

Full summary of digital items withdrawn in the past three months:

Collection	July	August	September
Hoopla	588	483	448

The complete July to-date FY2023-24 digital resource statistics are appended to this report.

Technical Services Statistics

Full summary of materials added in the past three months:

Collection	July	August	September
Adult Fiction	475	601	535
Adult Non-fiction	387	409	474
Teen Fiction	32	31	27
Teen Non-fiction	17	17	15
Youth Fiction	570	401	272
Youth Non-fiction	98	163	109
Adult Magazines	458	471	483
Youth Magazines	34	34	41
Adult Multimedia	193	186	166
Youth Multimedia	21	43	76
Other (Library of Things, etc.)	30	66	50
Monthly total:	2315	2422	2248

Full summary of items withdrawn in the past three months:

Collection	July	August	September
Adult Fiction	177	300	138
Adult Non-fiction	1286	1972	506
Teen Fiction	0	7	4
Teen Non-fiction	0	1	1
Youth Fiction	490	1180	568
Youth Non-fiction	26	255	135
Adult Magazines	396	414	502
Youth Magazines	5	26	7
Adult Multimedia	218	338	52
Youth Multimedia	198	220	127

Other	0	3	35
Monthly total:	2796	4716	2075

Technical Services sent 43 boxes of withdrawn items to Better World Books in September.

Circulation (Manager Matthew Hoffman)

September was National Library Card Signup Month, and we welcomed 180 new patrons!

Circulation & Youth Services staff represented the library at the Wilmette Block Party on Saturday, September 9. We signed up a dozen applicants for library cards, and received many positive comments from patrons on how much they use and enjoy the library.

The Cooperative Computer Services (CCS) consortium’s migration project, welcoming our newest library member, Warren-Newport Public Library District (Gurnee, IL), was completed over Labor Day weekend. There was a period of downtime for CCS member libraries, who used an off-line mode to record transactions. We were able to successfully upload both our self-checkout station and circulation desk transactions. We’re excited to welcome Warren-Newport to our system, along with their 300,000 item collection now available to all members of our consortium.

CCS provides a new SMS text notification tool for patrons who opt to receive circulation notices via text. Staff now receives a daily report from MessageBee of any failed text notifications to our users so we can better serve them. Matthew trained on the new MessageBee service.

On September 18, we officially started promoting the new patron hold pickup authorization policy. We received 16 permission forms during last two weeks of September.

Megan Noone continued to assist in Technical Services when Circulation was fully-staffed. Megan and Mark assisted TS by de-tagging weeded materials while the AMH system’s “weed mode” was being repaired.

Interlibrary Loan (ILL) staff are now serving an impressive 25 active and independent book clubs in the community.

Current and Past Circulation by Fiscal Year

	2018/19	2019/20	2020/21*	2021/22	2022/23	2023/24
July	68,740	66,182	33,804	59,462	59,742	60,736
Aug	67,729	64,303	50,795	21,368*	59,932	62,545
Sept	62,444	59,292	55,261	64,184	53,587	49,229
Oct	62,202	60,195	55,820	50,538	53,994	

Nov	61,400	61,307	46,631	53,720	54,850	
Dec	56,962	55,668	35,822	51,141	51,452	
Jan	60,403	61,130	31,822	53,798	57,424	
Feb	56,946	57,932	32,640	49,767	52,127	
March	62,305	29,435*	52,239	55,073	61,616	
April	59,323	28*	52,875	53,537	54,517	
May	59,032	87*	54,781	51,235	53,990	
June	61,772	7,422*	56,560	55,012	56,630	
Total YTD	739,258	522,981	559,050	618,835	669,861	172,510

- *FY 19/20: building closed for a portion March-June due to pandemic
- *FY 20/21: building hours reduced by 20% overall due to pandemic
- *FY 21/22: building closed in August for 2 weeks for capital repairs

Wilmette Public Library Monthly Statistics as a Whole For 9/2023	
Total Checkins	29,357
Checkout Stations	15,933
Leap Checkout and Renewal	10,379
Total Checkouts	27,440
Auto-renewal	20,886
Power PAC Renewal	376
Leap Checkout and Renewal	169
Checkout Stations	226
Total Renewals	21,789
Number of your Library's items checked out system-wide	27,360
Holds Placed through your interface	5,636
Holds placed for/by your patrons	6,285
Holds Held	6,461
Holds Checked out	5,764
Holds Cancelled	1,086
Holds Unclaimed	739
Number Of Items Currently Out	34,034

Unexpired Patrons on file	15,182
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Wilmette Public Library 24/7 Pickup Lockers Monthly Statistics For 9/2023	
Total Checkouts	181
Wilmette Cardholder	58
CCS and/or Reciprocal Borrower Cardholder	26
Holds Held	209
Holds Unclaimed	11

September to-date FY2023-24 circulation statistics are appended to this report.

Adult and Teen Services (Manager Cathleen Blair)

On September 7, the Wilmette, Glenview, and Skokie public libraries hosted Wilmette-based realtor and best-selling author (*The Art of Happy Moving*, 2019) Ali Wenzke for tips for businesses on how to engage customers on social media, as part of ongoing efforts to recruit local members of the Wilmette-Kenilworth business community to share their expertise.

EvaAnne Johnson spent some time at the library’s booth at the Wilmette Block Party on September 9. More than 20 people enjoyed playing the Wilmette History Trivia Game that she created last year for the Wilmette 150 celebration. She also assisted with signing people up for library cards and handing out keychains to attendees.

SimplyAnalytics representative Juan Vazquez gave a virtual demonstration of this newly-acquired data and market research tool on September 12. The program, the latest installment of the *Strictly Business* Toolbox highlighting the library’s business resources, was recorded and will be shared in the Fall *Strictly Business* eNewsletter.

The inaugural entries in a new wave of programming for older adults included informational offerings of evergreen interest. “Wills, Trusts, and Estate Planning Basics” was led by attorney Jacob Ehrensaft, who has presented at the library on this topic for nearly a decade. Afterwards, one patron took Senior Services Librarian Jill McKeown aside to relay that she really appreciated programs like this and to emphasize how important they are.

The second featured topic was “Understanding Medicare Choices,” coordinated by Jill McKeown with a freshly installed counter display offering *Medicare & You 2024* booklets in Braille, English, and Spanish in the Reference area, accompanied by bilingual signage.

John Amundsen attended Let's Do Lunch on September 26, a joint networking luncheon hosted by the Wilmette/Kenilworth and the Winnetka-Northfield-Glencoe Chambers of Commerce at Marco Roma pizzeria. John gave a brief overview of the library's business services and resources to the group and networked with several area business owners interested in our offerings.

On September 27, local organization Open Communities educated interested attendees on Fair Housing rights and responsibilities in a long-awaited program and lively Q&A, offered jointly with Winnetka-Northfield Library.



On September 14, the anticipated "[Stories of Exile](#)" series began with a program about Jewish Migration in Europe in the 18th and 19th centuries. Rachel Garcia and EvaAnne Johnson partnered to present this program, which was extremely well-attended.

Book discussions and additional supporting programs will make up this grant-funded series and continue through the beginning of December.

A unique opportunity to take a virtual tour of the Yiddish Book Center was also offered as part of this series on September 21. Attendees were introduced to the unusual beginnings of this organization, the services it provides, samples of the collection, and insight into the Yiddish language. You can view a recording of this program here:

https://www.youtube.com/watch?v=ZimgCZx2i8&ab_channel=WilmettePublicLibrary

Special Projects

On September 21, John Amundsen and Sarah Jo Zaharako represented Adult and Youth Services at the CCS Patron Access Services (PAS) Committee quarterly meeting at CCS' new headquarters in Lincolnshire. Topics discussed included an opportunity for attendees to share feedback on Leap workflows, particularly regarding multitasking. CCS also discussed updates to the user interface of the PowerPAC NoveList integration.

On September 25, Krista Hutley met with Grace McManus, the new head of the Warming House, Wilmette's after-school social service program for teens, and talked about ways we could partner on programs and support one another. We planned an Intro to Dungeons & Dragons event in November and a Book Fair/Book Swap in December at the Warming House location. Moreover, Krista is assisting Grace in how to checkout and use many of our Library of Things items in programming.

Jill McKeown facilitated the curation and donation of discarded (no longer current) magazines to The Citadel Rehabilitation in Wilmette. This is a new venture in outreach partnership, and one that benefits residents who are reportedly very excited at the prospect of receiving newer reading materials.

Investing in community partnerships and exploring services as resources to communicate to seniors were two priorities in September. Jill McKeown met with a number of social service leaders, including those from the Council for Jewish Elderly SeniorLife, North Shore Senior Center, and New Trier Township. She became acquainted with an impressive array of on-site programs and services that may benefit library patrons. Highlights include free legal help, identifying in-home caregiver options, art classes, assistive equipment, and finance counseling.

Linnea Lundberg (DMS) provided select AS staff with a demo of the new Folge.me software on some of our computers. This software lets you quickly and efficiently create tutorials with screenshots and step-by-step instructions. EvaAnne Johnson is interested in using this software to make brief tutorials for some of our genealogy and local history digital resources.

Krista Hutley represented the Adult Services Department during the training in the Technology Center for MyPC and PaperCut, the new software to manage the public computers on September 20. The new procedures with this system seem better designed to assist patrons with printing and copying at the library, paying for their copies with credit cards, printing from personal devices, and integrating the library's Macs and PCs into the same management system.

Collection and advisory spotlights in September included the celebration of National Translation Month and the beginning of Hispanic Heritage Month.



Adult Services Staff News

On September 29, John Amundsen was presented with a Community Partner Award by the SCORE North Cook and Lake Counties Chapter. This honor is in recognition of both Wilmette Public Library's mentoring sessions and John's June 2023 ILA *Reporter* article highlighting public libraries' programming and mentoring partnerships with SCORE chapters across the Chicago metropolitan area.



Interesting Inquiry of the Month

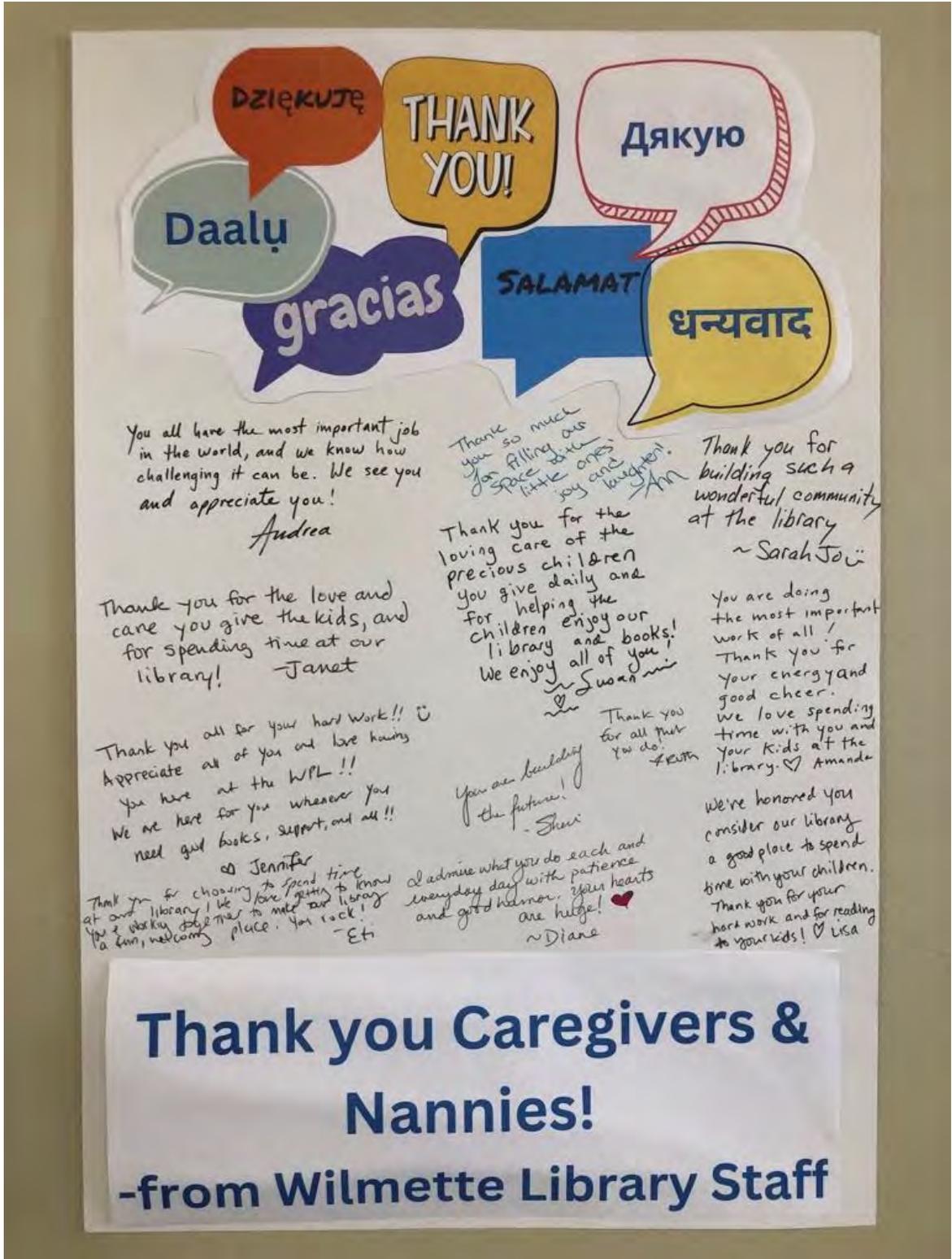
A patron called about an art book that included mention and illustration of a specific painting, hoping we could locate and scan the page to share with him. He revealed that he owns the original artwork and therefore was delighted when Suzanne Arist quickly identified and offered this page for his own reference.

Youth Services (Manager Andrea Vaughn Johnson)

Youth Services celebrated International Dot Day (September 15) with a scavenger hunt to find dots decorated by staff and a bulletin board where 175 children wrote or drew on their own dot to show how they want to make a difference in the world.



National Nanny Recognition Week was September 24-30 and on the morning of Friday, September 29, Youth Services honored the many caregivers who use the library with a card, decorations, and free coffee.



Community Engagement & Outreach

In September, Preschool Outreach Librarian Ruth Bell made six visits and delivered books and learning materials to St. Joseph's, All Things Bright and Beautiful, Avoca Community Preschool, and Ronald Knox Montessori School.

Youth Services Librarian Sheri Reda created a Limerick Walk in Mallinckrodt Park for the month of September.

On September 5, School Engagement Librarian Eti Berland and Circulation Manager Matthew Hofmann attended the Sears School Fun Fair and interacted with 130 attendees.

September 14 Eti tabled at the Avoca West Parent Teacher Council Ice Cream Social attended by 100 people.

On September 15 Eti and Amanda Jacover brought Dot Day activities to Avoca West, serving 427 students.

On September 25, Eti represented the library at the Food Truck Mondays Community Event at Kenilworth Park District, and interacted with 75 people.



Youth Services Programs

In September, Youth Services offered 56 programs attended by 1,432 patrons.

On September 28 Youth Services and Adult Services partnered to present School Stress: a Let's Learn Together Parent/Education program. Sarah Jo Zaharako and Krista Hutley organized a panel of educators and mental health professionals to talk to parents and students about stress, coping strategies, and mental health resources. Several middle schoolers attended with their parents and spoke about their experiences, which led to meaningful discussion and community building. A second LLT program on social stress is scheduled for November.

This month Eti Berland and Sarah Jo Zaharako launched the Caldecott Club, a literary program series for grades 2-5. They read two diverse picture books, talk about how the illustrations elevated the story, and attendees vote for their favorite. Each month this fall, two new books will be discussed and voted on, culminating in a winner at a voting party in December. They wrote a blog post about the program, 5 Reasons to Join Caldecott Club:

<https://www.wilmettelibrary.info/posts/5-reasons-join-caldecott-club>



Although the program *Using Picture Books to Talk about Autism: a Let's Learn Together Parent/Education Program* was canceled due to low registration, Sarah Jo Zaharako rescheduled and adapted the program for three caregivers interested in learning about resources and programs for their autistic children. Making these connections brought new patrons to the library. Growing our network of families with all abilities will inform future programming and help us build on our IDEA goals.

Special Projects

In September Youth Services displayed books featuring the themes “Be an Active Reader,” International Week of Deaf People, library card sign-up month, and Hispanic Heritage Month.

Youth Services Librarian Jennifer Lee created a bookmark “Resources for Struggling Readers.” The bookmark contains titles for decodable chapter books and high interest low vocabulary chapter books. Also, it includes information on helpful databases the library offers and collections to check out to help kids with reading and finding joy in it.

Youth Services Associate Diane dos Santos decorated the Youth Services department for fall with colorful mushrooms.

Additional program details and statistics are appended to this report.

Resources for Struggling Readers



High interest, low vocabulary chapter books

Controlled vocabulary and reading difficulty levels, but plots and topics appeal to older readers.

- **Here's Hank** series by Henry Winkler (J Winkler)
- **The Lark Ba Detective** series by Natasha Deen (J Deen)
- **Mr. Tiger, Betsy, and the Blue Moon** by Sally Gardner (J Gardner)

Decodable chapter books
High frequency and basic sight words that struggling readers can easily decode.

- **Meg and Greg** series by Elspeth Rae (J Rae)
- **Sam is Stuck** by Cigdem Knebel (J Knebel)
- **Fox Hunt** by Cigdem Knebel (J Knebel)



For more, search “High interest-low vocabulary” in the library catalog.

Also try:

SCHOLASTIC Teachables

Find worksheets, games, minibooks, and other tools to help build reading skills. Access from our website under Research.

Read-along Books

Chapter books with built-in speakers

Large Print Books for Children

Located in the Junior High Room

Audiobooks

Check out audiobooks, Books on CD and Play-aways

Questions? Ask a librarian!



Digital & Maker Services (Manager Lauren Kelly)

In addition to 7 other department programs this month, AS, DMS, and YS staff conducted **Maker Appointments** in the Youth Program Room, with 14 appointments, and 35 attendees.

DMS Librarian Janet Piehl ran this month’s **Maker Garden**. This month’s theme was “Play Setting.” Patrons were invited to build and design with bamboo forks and spoons. Janet published a [blog post about the Maker Garden](#) this month as well!



Janet also attended the **Wilmette Block Party** on September 9 with staff members from three other departments. She helped watch over the big blue blocks and set up a photo booth for Library Card Sign-Up Month.

Program Highlights

Ethan developed and ran a MineCraft Club for elementary-aged kids. All 6 registrants attended. He led them in a collaborative build in a local server. They had a ton of fun! Ethan will also be running the club monthly through the end of the year, and hopes to build a community (both physical and virtual) with the group. If the program remains successful, he will continue it in 2024.

3D Printing

3D printing (<https://www.wilmettelibrary.info/3dprint>) continues to be popular:

- September 3D Print Submissions: 21
- 3D Prints from Maker Appointments: 5

Linnea worked with a patron who generated a 3D file from a 3D scanner. It took multiple attempts to get the file to a printable state, but we were ultimately able to print the object.

One of our 3D Printers, Dolores, has had issues with overheating. Ethan is researching the issue and hopes to have a fix soon.

Maker

The ELM Committee reconvened in September, and the first tasks are starting to be done related to this year's event. There is a Save the Date in the upcoming newsletter. Janet drafted talking points for staff to use to communicate about the event to potential exhibitors, and the committee finalized the exhibitor application that will go live on in late October.

Lauren coordinated a field trip for full-time DMS staff to visit five area makerspaces. The team took the library van and went to Winnetka Public Library (The Studio), Indian Trails Public Library District (The Launch Pad), Glenview Public Library (Innovation Center), Niles-Maine District Library (Creative Studio), and Skokie Public Library (Studio). It was wonderful to see how other libraries run their maker spaces, connect with staff at those libraries, and take copious amounts of notes and photos to inform our future endeavors.

The Heat Press was deployed to Maker Appointments for patron use. We can't wait to see what our patrons will create using this exciting new equipment!

DMS Staff 3D Prints were displayed in a Youth Services "What do you collect" display in September.

Other Department Updates

In September DMS Staff had 642 Reference Transactions and conducted 21 1:1 help interactions in the Technology Center. 1:1 Tutorial topics include: Enlarging photos in Photoshop, iMovie Basics, Google Drive vs SharePoint, Options for using Microsoft Word including cloud-based solutions, Apple iCloud Storage including backups and encryption, Digitizing 8mm and hi8 tapes, email basics, scanning and faxing.

On September 20, IT deployed the new patron computer and print management product, MyPC and PaperCut (from TBS). DMS Staff were trained on the new system and re-opened the Technology Center that day. There was a learning curve for patrons, and some issues with file saving emerged, but overall the system is a huge upgrade for the library and will improve the patron experience. DMS has gotten tons of positive feedback about the credit card payment option for printing, which also allows patrons to pay for copies done at the Scan Station.



Linnea made sure the updates were reflected on our website so patrons have the most up to date information about our services.

The newly upgraded Scan Station allows for robust usage reports. In September, 2,859 pages were scanned. Of those, 1096 (38.3%) were Scan to Email, 220 (7.7%) were Scan to Fax, 1480 (51.8%) were Scan to USB, and 63 (2.2%) were Scan to Copy.

DMS added a new format to the Digitization Station. Patrons can now convert 8mm tapes to digital. A number of patrons have already used this service and were thrilled to see footage from old home movies for the first time in 30 years. Ethan developed new instruction guides to put in the binder at that station for patron use.

Linnea ran the monthly Board Meeting livestream in September. She is working on documentation for the livestream, specifically a “Primer” document.

Linnea also ran a virtual demo for staff about the Folge.me software, which can easily create tutorials based on screen clicks and keystrokes. Very cool! She already put the software to use when drafting an instruction document for YS and AS staff about the new patron computer system.

Finn has continued to work one additional shift per week to help with Library of Things processing work. They finalized the newly circulating metal detector this month.

Linnea made progress with AS Librarian Jillian M. on the circulating Memory Kits, which Finn will be helping to process.

Linnea has begun to research Roku devices and streaming services for circulation in the Library of Things.

Communications and Events (Manager Sarah Beth Brown)

September Programs

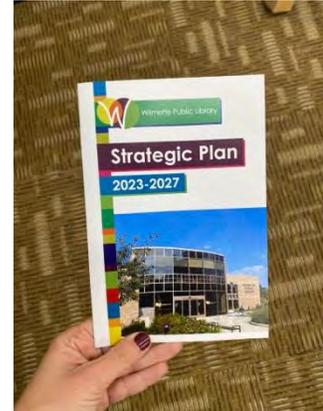
- On Sunday, September 10 we hosted a jazz concert featuring the Elaine Dame Trio with 50 patrons attending. Since we have historically hosted jazz programs on Friday evenings, we wanted to try a weekend jazz concert to offer a variety of days and times for patrons.
- We resumed Adult Drop-in Coloring for the first time since COVID began, with 5 patrons attending, some of whom had previously attended and were happy for it to return.
- Drop-in programs like Adult Coloring and Walk & Talks provide opportunities for patrons to interact socially at the library and support our values, including cultivating strong community connections.
- Our most popular virtual program this month was with Opera Lovers Lecture Corps on Thursday, September 28 discussing Wagner’s *The Flying Dutchman* with 21 patrons attending. The programs that Opera Lovers Lecture Corps offer feature the Lyric Opera of Chicago’s seasonal productions and appeal both to patrons planning to attend an opera in person as well as patrons interested in learning more about opera.

Sarah Beth has been working on updating our programming statistics to make them more usable for the coming years. As we strive to be more strategic in our programming, more intentional collections of programming statistics provide us with a base for deepening our

analysis. The first step in this effort has been the consolidation of programming statistics amongst all departments in our monthly reports, presented as an attachment with other statistics from our services and collections.

September Communications

We were pleased to officially introduce the strategic plan to the Wilmette community in September. We updated the website (<https://www.wilmettelibrary.info/strategic-plan>) and wrote an introduction to the plan that went out in the September/October newsletter. Additionally, we printed and distributed a high-quality, specially designed booklet that we will be able to use for the entire term of the plan.



Sarah Beth spent much of September was spent in planning mode, as our communications team is working on a number of large initiatives that will be taking place in late fall and throughout the winter. These include winter reading series, MakerFest, updates to the maker space, our annual report, and a 16-page edition of the newsletter in January-March. We are excited to work with other departments on these initiatives as they roll out in the coming months!

We also worked on a number of projects related to September's Library Card Signup Month and October's Freedom to Read Week. Sarah Rose created custom graphics for both initiatives and highlighted LCSUM on a bulletin board on the first floor. In addition, she created graphics for an interactive display for Freedom to Read Week in partnership with Rachel Garcia from Adult Services and Sarah Jo Zaharako from Youth Services. Both Sarah and Lydia Fair also worked with Rachel on the *Stories of Exile* series, creating branding for the series and a new page on our website (<https://www.wilmettelibrary.info/stories-exile>).

Sarah's other initiatives included creating flyers and other promotional signage including for the Will Linder Author Reading flyer, producing quarter sheet handouts promoting our new Family & Friends Designated Holds pick up policy, designing a new Struggling Readers Resources bookmark for Jennifer Lee and Youth Services, creating updated signage and handouts relating to our computer system/patron printing upgrade, and the normal variety of signage, collateral, and nametags.

Lydia also had a busy month, promoting Freedom to Read Week including sharing a list of frequently challenged books on our social media channels. She published 8 posts to the staff blog and wrote a post about the Annular Solar Eclipse Day, worked on slides for the digital display monitors, and shared our events with outside agencies.

Email and Social Media

This month, people really engaged with the post about the *Stories of Exile* program touring the Yiddish Book Center and the “Librarians for a Day” post (screenshots below). Sarah Beth posted about Hispanic Heritage Month, highlighting books by Hispanic and Latino authors, events at the library, and films on Kanopy. For Library Card Sign-Up Month, we focused on raising awareness about what current cardholders can do with a library card. Promotions included: VR headset, online homework help resources, Kanopy, K-9 Reading Buddies, and museum passes.

Email newsletter statistics from September:

- 76,383 Sends
- 1,843 clicks

Highlights from our Social Media

Wilmette Public Library is in **Wilmette.**
Published by Lydia Wpl · September 12 at 7:00 PM · 🌐

It would be hard to pick our favorite part of Saturday's THE Wilmette Block Party, but here are some highlights! 📸



25 📍 2 comments

Wilmette Public Library is at **Wilmette Public Library.**
Published by Lydia Wpl · September 19 at 12:00 PM · Wilmette · 🌐

Join us this Thursday, September 21 at 7pm for a virtual tour of the world's first Yiddish Museum! Jennifer Young, Education Program Manager at the [Yiddish Book Center](#), will guide us through the Center's collections, exhibits, and initiatives.

✓ Register here: wilmette.libnet.info/event/9000108

This program is part of our "Stories of Exile" series made possible by a grant awarded to Wilmette Public Library and twenty-seven other public libraries around the country by the Yiddish Book Center. Join us this fall as we use Yiddish literature as a lens to reflect upon the experience of exile, displacement, and migration shared across cultures and throughout history.

Learn more about Stories of Exile: wilmettelibrary.info/stories-exile



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👍👍👍 25 13 comments 7 shares

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wilmettelibrary Did you know you can check out a museum pass at the library to visit museums and cultural attractions throughout Illinois for free or at a discounted rate?

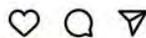
Participating museums include: Chicago Children's Museum, the Illinois Holocaust Museum & Education Center, The Field Museum, and many more.

#librarycardsignmonth #exploremoreillinois



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wilmettelibrary Ever wondered what a day in the life of a library book looks like? 📖 Our recent "librarians for a day" learned just that! Joseph and Eliza helped process, catalog, shelve, and check out books, emptied the book drops, moved items through our automated materials handling machine, AND helped out at the Youth Desk.

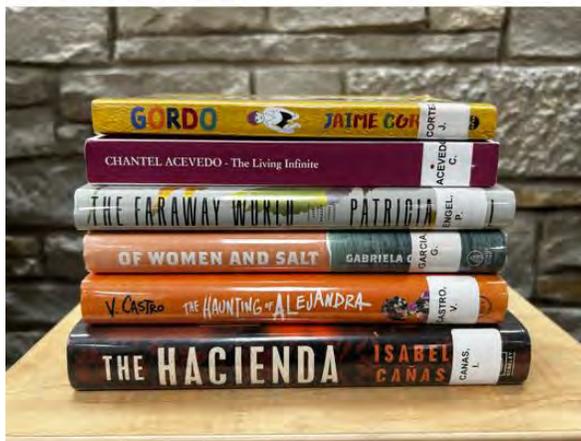
Thank you for joining us as our librarians for the day, Joseph and Eliza. It was wonderful to have you with us!

Wilmette Public Library is at Wilmette Public Library.
 Published by Lydia Wpl · September 28 at 6:00 PM · Wilmette · 🌐

We're honoring Hispanic Heritage Month all around the library with books by Hispanic and Latino authors. Stop by and check one out! 📖 🇺🇸

Looking for more ways to celebrate? Visit the link below to find programs for all ages including Armchair Travels: Barcelona and Spanish-English Bilingual Storytime.

wilmettelibrary.info/hispanic-heritage-month



See insights and ads

Boost post

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Information Technology (Manager Michael Pocrnich)

IT Manager Michael Pocrnich and IT Assistant Christine Hightower completed a vast range of troubleshooting and system improvements for both the staff and public in September. Projects this month included: researching equipment updates and replacements, workstation, software, and peripheral troubleshooting, relocation, configuration, installation, and network optimization. Throughout the month, the department assisted staff with software installation and troubleshooting, equipment installation and training, coordination with CVI on resolution of open tickets, routine maintenance, equipment cleaning, and other updates.

TBS installed our new patron PC and printing software this month. MyPC is our new patron PC reservation software which allows for much easier PC reservations along with better tracking and reporting of patron PC use. As an example, DMS is now able to reserve the digitization station for patrons up to 7 days in advance with 2 hour sessions. PaperCut is the software that allows patrons to release and pay for print jobs. With this software we have a touch screen release station and were able to add a payment device to the coin tower which allows payment by credit card, Apple Pay, and Google Pay. Being able to pay using these methods has long been requested by patrons and we are happy to be able to provide it now. Initial response has been very positive and since this software combination is also used by other libraries in the area, many patrons are already familiar with using it.

Patrons can now upload a wider variety of files and the files they upload are held for 24 hours as opposed to 4 hours previously. If needed, a patron can upload a file to this service while we are closed and come print it out the next morning. Visit our website to learn more about these new services (<https://www.wilmettelibrary.info/print-copy-scan-fax>) and to try the new wireless printing service (<https://wilmettepl.eprintitsaas.com/public/upload>)

The coin towers were also updated to allow for payment with larger bills. Patrons can now pay with \$10 and \$20 bills and get change in singles from the coin towers as well. The bill dispenser indicates what bills it has change for whether it be \$1, \$5, \$10, or \$20.

New copiers from ISBS were installed this month. They are updated versions of our previous ones so staff and patrons have had no trouble using them. All staff seem to enjoy using the new larger touch screens. The largest change was adding a staff copier to the Technical Services department which replaced 2 old printers they had previously been using.

With the board's approval of our proposed replacement solution for the telephone system in late September, staff proceeded with ordering the necessary equipment and began designing the system. CVI is waiting on the final modules for the chassis switch to arrive this week before proceeding with configuration and installation. Our phone order with GoTo was placed and paid for, we should be getting the new phones delivered by the end of the month. Anthony and I have been meeting with CTI/GoTo every week and are working on getting the new phone system setup in the cloud.

Facilities/Safety (Manager Marcos Levy)

Maker Space/Technology Center Relocation Project

During the compilation of statistical data and community feedback as part of the Strategic Plan compilation in 2022, patrons reinforced a long-standing request for the development of a dedicated creative studio and maker space. Staff evaluated opportunities to deliver this resource within the building's existing spaces without substantial cost or renovation, in an effort to explore the concept, service model, and emerging needs before the library begins its planning for the renovation of the first and lower levels.

The existing Technology Center, near the main staircase at the center of the first floor, has been identified as the ideal location to test our proof of concept. In order to establish this space as the future home of our first maker space, we will need to relocate some resources, including the patron computers. Since the computers have already moved a bit in the past few years due to necessary distancing in response to the pandemic, this project will aim to also improve our service model for accessing these computers and in response to changing patterns of use.

The computer relocation project is the first phase of staff's plans to deliver on the establishment of a dedicated creative studio and maker space, planned to launch in the first quarter of 2024.

This month, staff has begun to take steps to prepare the building for the relocation of the patron computers from the Technology Center to the Reference area along the south and west side of the first floor, due in early December. Additional electrical and data will be run to these spaces. Furnishings will be relocated and/or provisioned, and some collections will also be moved.



Facilities staff began by relocating 3 study carrels from the first floor west wall to the mezzanine area above it. These study carrels will now receive natural light, as well as dedicated electrical and USB charging. The open west wall will be the home to 3 patron computers in the coming weeks, to be installed on new and enhanced computer tables, and mirroring the 3 patron computers on the other side of the west lawn window.

Staff cleaned the brick wall and carpeting, and prepared the area for the electricians to do their work in October. Study tables were added to this space until the computers can be installed there.

4 additional computers will be installed adjacent to the Reference Desk. A new electrical and data core will be added to this area to accommodate this equipment and furniture. These computers are intended for those users who require more staff assistance with their computer work.

The Technology Center's print release station will be relocated to this same general area.

Staff are currently evaluating our furnishing options, as well as planning for this new service model.



Auditorium Project

We were unaware that the Auditorium's Hearing Loop audio system was not working until we were recently informed by a patron who often uses it for programs and meetings. The system's unique design includes an elaborate array of copper wire in the floor that sends the audio signal to the patron's hearing device. We worked with the original installer who located the problem due to a break in the wire from previous water damage that caused the wire to disintegrate. The system is back up and running, and the patron notified us that it's better than before.

Additionally, Sound Incorporated researched and found the reason for the audio distortion in our live streaming audio feed. The repair will give a better experience for our listeners. The vendor will also help us to clean up the audio equipment in our rack.

Building Automation System Project

With the board's approval of IBS to install our updated BAS in late September, a meeting was scheduled to gather project timeline and expectations. We expect the project to be complete by the end of the year (contingent on provision of materials), and with minimal to no impact to patrons.

Human Resources (Manager Michael Boone)

Recruiting & Personnel

Technical Services

We have hired Megan Brown (she/her) as our new full-time Acquisitions Assistant in Technical Services. Megan recently split her time between the Northbrook Public Library, where she worked part-time as an Acquisitions Assistant, and Indian Trails Public

Library, where she serves as a part-time Processing Assistant. Megan has performed many functions associated with Acquisitions, from ordering and vendor relations, to receiving and checking in materials. Megan also has supervised the acquisitions operations during her manager's leave of absence. Megan's first day was Monday, October 2.

Circulation

We also welcome Rachel Rothe to the Circulation Department as a new part-time Circulation Assistant. Rachel comes to us with an impressive amount of customer service experience as she has served as the Social Media and Customer Service Manager for an independent book store in Evanston for the past two years. Prior to that she worked as their Subscription Manager as well as their Literary Matchmaker where she handled over 400 customer inquiries monthly. Rachel is currently pursuing her MLIS degree, and will mainly work nights and weekends. Rachel's first day will be Monday, October 16.

Administration

We have recently re-posted the part-time Accounting & Payroll Coordinator position. We kept the parameters of the job the same, such as hours and duties, but we are tailoring our search on a more local level. We have placed a sign in our vestibule and have placed the posting on our e-newsletter as well as our Facebook page in hopes of attracting some local interest.

Policy

HR/Personnel Policy

Starting in September, Executive Director Auston and HR Manager Michael Boone have been meeting on a regular basis to review and update the HR policies in our Employee Handbook. Policies ranging from Meals and Break times to Family Medical Leave and Harassment will need to be reviewed for accuracy and compliance. Since the last review of these policies, new legislation has been introduced (Crown Act, Paid Leave for All Act) that we will need to ensure is included. We are also reviewing some of our benefits to determine if any enhancements are needed to remain as a competitive and current employer.

Paid Leave for All Act

On September 20, HR Manager Michael Boone attended a webinar providing some additional clarification on the law despite complaints that the state has left a lot of questions still unanswered surrounding tracking and compliance. We have taken a quick review of our options and feel that the accrual method is the best fit

Non-Discrimination Testing

On September 21, HR Manager Michael Boone attended a webinar sponsored by EBC Flex regarding our upcoming Non-Discrimination testing deadline. This webinar dove

deeper into the testing process and requirements than last month's Year-End Check-in webinar that just touched upon it.

Benefits

Open Enrollment

HR Michael Boone has been working with our rep from the WIN Administration to prepare our materials for the upcoming 2024 Open Enrollment period which is scheduled for October 30 – November 10. We were able to customize our Benefits Summary Sheet this year, and am currently working to calculate our 2024 rate sheets to reflect the 8% increase in medical premiums.

Special Projects

3rd Quarter Staff Anniversary Celebration

On September 19, staff gathered to celebrate all staff whose work anniversary fell in this period. This was the first celebration coordinated by the newly created Hospitality Team.

Select Staff Meetings & Workshops

Staff regularly attend conferences and developmental webinars, and are actively cultivating new skills through dozens of programs and workshops on a diverse range of topics, including:

Meetings and Webinars:

- 9/1: SLJ Censorship Town Hall (Eti Berland, Sarah Jo Zaharako)
- 9/7: EDIT-YS networking group (Jennifer Lee)
- 9/6: Freedom to Read Week (Cathleen Blair, Rachel Garcia)
- 9/6: DEI in the Workplace at the North Shore Senior Center (Jill McKeown)
- 9/7: IDEA Committee Meeting
- 9/8: Webinar: "3-2-1 Data Backup is Great, but First You Need to Find All of Your Data"
[Legacy Family Tree] (Eva Johnson)
- 9/8: B'Long Conference, Gail Borden Public Library (Jill McKeown)
- 9/12: Wilmette Leaders Group [Charmm'd] (Anthony Auston)
- 9/13: LACONI board meeting (Sarah Jo Zaharako)
- 9/15: ATLAS Middle Manager's Round Table Meeting (Jessica Thomson)
- 9/18: Charmm'd 2023 Peer Advisory Group meeting (Andrea Vaughn Johnson)
- 9/20: Association for Library Service to Children (ALSC) co-chairs meeting (Sarah Jo Zaharako)
- 9/20: CCS Patron Access Services Committee (John Amundsen)
- 9/20: Illinois Libraries Present Programming Committee meeting (Eti Berland)
- 9/20: Kenilworth Public Library District: Sears School Networking Meeting (Anthony Auston, Monica Dombrowski, Kate Donegan, Lara Scarborough)

9/21: Managing Difficult Conversations with Colleagues and Staff (Andrea Vaughn Johnson, Sarah Jo Zaharako)
9/21: PAS Technical Group meeting (Sarah Jo Zaharako)
9/22: Urban Libraries Conference (Eti Berland, Sheri Reda, Sarah Jo Zaharako)
9/22: Webinar: "Using Negative Evidence: The Power of Silence in the Records"
[Legacy Family Tree] (Eva Johnson)
9/25: Association for Professional Genealogists, Chicago Group (Eva Johnson)
9/26: Wilmette/Kenilworth Chamber of Commerce Networking Event (John Amundsen)
9/26: RUSA BRASS Business Reference in Public Libraries Committee (John Amundsen)
9/26: Library of Things Committee Meeting
9/27: ELM Committee Meeting
9/27: All-Staff Meeting (about 50 staff attended)
9/28: PIC Meeting (20 staff attended)
9/28: ILA Reporter Advisory Committee (Suzanne Arist)

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Attachments:

Strategic Plan Brochure;
September circulation statistics by item and material collections;
September online resource statistics by title and category;
September program statistics;

Mission

Wilmette Public Library welcomes everyone with collections, resources, and experiences that enrich the lives of individuals and our community.

Vision

Inspiring lifelong curiosity, exploration, and discovery

Values

At Wilmette Public Library, we:

- Champion intellectual freedom
- Advance inclusion, diversity, equity, and accessibility
- Promote literacy and a lifelong love of reading
- Curate vibrant collections and experiences
- Deliver specialized services and programming
- Cultivate strong community connections
- Establish and maintain valued partnerships
- Promote stewardship of sustainable practices
- Continuously evaluate, adapt, and innovate
- Act with courtesy, initiative, creativity, and flexibility

The 2023-2027 Strategic Plan is a reflection of our shared goals and aspirations. Created in response to feedback from community members, trustees, and staff, the plan addresses a range of strategic priorities and trends to help Wilmette Public Library grow and thrive in the coming years.

The plan includes updates to our mission and vision, and a new values statement outlining how we serve our community. Each of our three goal areas provide a framework for making decisions as we continue to create a **welcoming environment**, develop a **connected community**, and build a **sustainable future**.

In addition to our general outcomes and priorities, each fiscal year our team will establish a new set of initiatives that will guide our major projects for the coming months. We invite you to explore our current initiatives on our website.

Learn about the plan and our annual initiatives at wilmettelibrary.info/strategicplan



1242 Wilmette Avenue
Wilmette, IL 60091
wilmettelibrary.info



Wilmette Public Library

Strategic Plan

2023-2027



Welcoming Environment

Outcomes

- Reflect the diverse interests and needs of our community
- Simplify and enhance the library experience

Priorities

- Bridge gaps in services through outreach, digital resources, and partnerships
- Highlight the wealth of resources offered in our building and collections in more accessible and visually appealing ways
- Curate and promote quality collections in a variety of formats
- Provide welcoming spaces to meet the evolving needs of our community
- Foster a positive, collaborative work environment for all employees
- Prepare staff with professional development resources and leadership opportunities, and support individual paths for career growth

Connected Community

Outcomes

- Empower individual growth and an expanded mindset
- Foster belonging and understanding

Priorities

- Evaluate and maintain personnel and compensation policies to equitably recruit, retain, and recognize talented staff
- Preserve and enhance access to rare and unique local history resources
- Increase awareness and use of the library and its programs, resources, and services using existing popular channels of communication
- Explore and facilitate opportunities to grow and strengthen strategic partnerships
- Participate in community events, committees, and service organizations to demonstrate and promote the library's role in the community
- Develop and present valuable, outcome-oriented programs and events
- Enhance early literacy, experiential, and lifelong learning opportunities
- Host and promote public forums for residents to explore and discuss topics affecting our community

Sustainable Future

Outcomes

- Meet and anticipate future needs
- Preserve and promote the assets of the district

Priorities

- Prepare trustees to represent the interests of stakeholders through comprehensive orientation and continued development
- Conduct responsive and informed long-range capital planning
- Maintain building, grounds, and physical operations with sustainable and environmentally-responsible practices
- Revitalize and reimagine the first floor and lower level of the library

September 2023 Programming Statistics

Dept	Contact	Title	Virtual/In-Person	Date	Time	Registrations	Attendance
AS	John Amundsen	Build Your Business Brand on Social Media (Virtual)	Virtual	September 7	7:00 PM	51	27
AS	Rachel Garcia	Classics & Contemporary Book Discussion	In-person	September 12	10:30 AM	0	18
AS	John Amundsen	Strictly Business Toolbox: SimplyAnalytics (Virtual)	Virtual	September 12	7:00 PM	0	0
AS	EvaAnne Johnson	Jewish Migration in the 18th and 19th Centuries	In-person	September 14	3:00 PM	0	52
AS	Jillian McKeown	Wills, Trusts and Estate Planning Basics	In-person	September 20	7:00 PM	0	25
AS	Rachel Garcia	A Tour of the Yiddish Book Center (Virtual)	Virtual	September 21	7:00 PM	31	24
AS	Jillian McKeown	Understanding Medicare Choices	In-person	September 26	7:00 PM	0	25
AS	Cathleen Blair	Fair Housing 101 with Open Communities	In-person	September 27	7:00 PM	0	8
AS	Rachel Garcia	Read Around the World Book Discussion	In-person	September 28	2:00 PM	0	2
CE	Sarah Beth Brown	The Power of Story with Colson Whitehead (Virtual)	Virtual	September 6	7:00 PM	0	44
CE	Jennifer Bartel	Armchair Travels	In-person	September 7	1:00 PM	0	10
CE	Jennifer Bartel	The Elaine Dame Trio	In-person	September 10	2:00 PM	0	50
CE	Sarah Beth Brown	No Time to Fail	In-person	September 11	1:00 PM	0	22
CE	Jennifer Bartel	Adult Coloring	In-person	September 13	1:00 PM	0	5
CE	Anthony Auston	Heat Pump Information Program	In-person	September 14	7:00 PM	0	
CE	Jennifer Bartel	At Home Film Series (Virtual)	Virtual	September 19	7:00 PM	0	0
CE	Jennifer Bartel	Armchair Travels	In-person	September 21	1:00 PM	0	10
CE	Jennifer Bartel	International Film Screening	In-person	September 21	9:30 AM	0	7
CE	Jennifer Bartel	Wilmette Walk & Talk	In-person	September 22	9:30 AM	0	4
CE	Jennifer Bartel	Tacos & Tequila (Virtual)	Virtual	September 26	7:00 PM	16	10
CE	Jennifer Bartel	Opera Lovers Lecture Corps (Virtual)	Virtual	September 28	7:00 PM	22	17
DMS	Linnea Lundberg	Browser Extensions (Virtual)	Virtual	September 1	5:00 PM	12	8
DMS	Janet Piehl	School Supply Workshop	In-person	September 11	6:00 PM	7	2
DMS	Ethan Herdrich	Minecraft Club	In-person	September 13	4:30 PM	6	6
DMS	Linnea Lundberg	Symbols of Technology (Virtual)	Virtual	September 14	1:00 PM	5	3
DMS	Lauren Kelly	Computer Basics: Files & Folders	In-person	September 20	2:00 PM	5	5
DMS	Ethan Herdrich	Nintendo Switch Vinyl Stickers	In-person	September 28	4:30 PM	2	5
DMS	Alejandro Barzallo	Cutting the Cable Cord (Virtual)	Virtual	September 29	6:00 PM	9	6
TEEN	Krista Hutley	Dungeons & Dragons	In-person	September 2	1:00 PM	4	4
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	September 1	9:30 AM	0	61
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	September 2	9:30 AM	0	50

September 2023 Programming Statistics

YS	Andrea Vaughn Johnson	Imagination Playground	In-person	September 5	9:30 AM	0	50
YS	Andrea Vaughn Johnson	Mother Goose Story Time	In-person	September 6	9:45 AM	0	54
YS	Andrea Vaughn Johnson	Mother Goose Story Time	In-person	September 6	10:30 AM	0	29
YS	Andrea Vaughn Johnson	Pajama Storytime	In-person	September 6	6:30 PM	0	2
YS	Sarah Zaharako	Art for Big Feelings	In-person	September 7	4:00 PM	20	20
YS	Andrea Vaughn Johnson	Wiggleworms Party!	In-person	September 7	10:00 AM	0	105
YS	Andrea Vaughn Johnson	Healthy Teeth Storytime	In-person	September 8	10:00 AM	0	56
YS	Lisa Bigelow	Lego Club	In-person	September 8	4:00 PM	20	18
YS	Sarah Zaharako	Sensory Friendly Lego Hour	In-person	September 8	5:00 PM	3	2
YS	Andrea Vaughn Johnson	Spanish-English Bilingual Storytime	In-person	September 9	10:00 AM	0	20
YS	Andrea Vaughn Johnson	Chess Club	In-person	September 10	2:30 PM	0	8
YS	Jennifer Lee	Drop-In Free Play	In-person	September 11	9:30 AM	0	71
YS	Andrea Vaughn Johnson	Big Kid Storytime	In-person	September 12	16:00	0	6
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 12	10:00 AM	0	25
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 12	9:30 AM	0	37
YS	Andrea Vaughn Johnson	Improv at the Library	In-person	September 12	7:00 PM	7	6
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 13	10:00 AM	0	47
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 13	9:30 AM	0	19
YS	Andrea Vaughn Johnson	Babytime	In-person	September 14	9:15 AM	0	33
YS	Andrea Vaughn Johnson	Babytime	In-person	September 14	9:45 AM	0	26
YS	Sarah Zaharako	Caldecott Club	In-person	September 14	4:00 PM	2	3
YS	Jennifer Lee	Tween Lab: Book Art	In-person	September 14	7:00 PM	6	4
YS	Lisa Bigelow	Little Dabblers	In-person	September 15	9:30 AM	0	48
YS	Andrea Vaughn Johnson	Mandarin-English Bilingual Storytime	In-person	September 16	10:00 AM	0	17
YS	Jennifer Lee	Drop-In Free Play	In-person	September 18	9:30 AM	0	58
YS	Andrea Vaughn Johnson	Big Kid Storytime	In-person	September 19	16:00	0	17
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 19	10:00 AM	0	52
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 19	9:30 AM	0	37
YS	Sarah Zaharako	Using Picture Books to Talk About Autism	In-person	September 19	7:00 PM	0	0
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 20	10:00 AM	0	40
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 20	9:30 AM	0	36
YS	Jennifer Lee	STEAM Lab: Hurricane Challenge	In-person	September 20	4:30 PM	11	6

September 2023 Programming Statistics

YS	Andrea Vaughn Johnson	Babytime	In-person	September 21	9:15 AM	0	24
YS	Andrea Vaughn Johnson	Babytime	In-person	September 21	9:45 AM	0	38
YS	Lisa Bigelow	Little Dabblers	In-person	September 22	9:30 AM	0	54
YS	Lisa Bigelow	School's Out Movie: Dora and the Lost City of Gold	In-person	September 22	2:30 PM	0	4
YS	Andrea Vaughn Johnson	Little Play Cafe	In-person	September 23	10:00 AM	0	14
YS	Andrea Vaughn Johnson	Chess Club	In-person	September 24	2:30 PM	0	12
YS	Jennifer Lee	Drop-In Free Play	In-person	September 25	9:30 AM	0	40
YS	Sarah Zaharako	Marble Runs	In-person	September 25	2:00 PM	0	21
YS	Sarah Zaharako	Sensory Friendly Marble Runs	In-person	September 25	3:00 PM	1	0
YS	Andrea Vaughn Johnson	Big Kid Storytime	In-person	September 26	16:00	0	7
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 26	10:00 AM	0	43
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 26	9:30 AM	0	40
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 27	10:00 AM	0	43
YS	Andrea Vaughn Johnson	Family Storytime	In-person	September 27	9:30 AM	0	37
YS	Lisa Bigelow	Graphic Novel Book Club	In-person	September 27	7:00 PM	4	4
YS	Eti Berland	2nd and 3rd Grade Book Club	In-person	September 28	7:00 PM	4	3
YS	Andrea Vaughn Johnson	Babytime	In-person	September 28	9:15 AM	0	24
YS	Andrea Vaughn Johnson	Babytime	In-person	September 28	9:45 AM	0	23
YS	Sarah Zaharako	School Stress	In-person	September 28	7:00 PM	9	10
YS	Eti Berland	Back to School Karaoke Party	In-person	September 29	4:30 PM	6	5
YS	Lisa Bigelow	Little Dabblers	In-person	September 29	9:30 AM	0	34
YS	Andrea Vaughn Johnson	Little Play Cafe	In-person	September 30	10:00 AM	0	17
YS	Sarah Zaharako	Open Books, Open Minds	In-person	September 30	11:30 AM	2	9
YS		Hibbard Park Story Walk	In-person	September			360
YS		Vattman Park StoryWalk	In-person	September			360

10/01/2023

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 09/2023**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	5	2	0	2	2	0	0	0.40
Bag	571	345	195	540	540	0	0	0.95
Blu-ray	1,623	250	129	379	413	34	72	0.23
Blu-ray New	156	120	3	123	125	2	9	0.79
Book	168,698	17,521	16,660	34,181	35,850	1,669	2,100	0.20
Book Hot	1,041	1,168	5	1,173	1,173	0	0	1.13
Book New	5,685	2,714	1,532	4,246	4,891	645	395	0.75
Boxset	0	14	10	24	24	0	14	0.00
Boxset New	0	2	0	2	2	0	2	0.00
Cassette	60	0	0	0	0	0	0	0.00
CD	14,673	536	329	865	1,073	208	132	0.06
CD Audiobook	5,590	288	238	526	581	55	56	0.09
CD Audiobook New	175	80	64	144	161	17	7	0.82
CD New	164	61	25	86	107	21	5	0.52
DVD	16,177	1,859	1,149	3,008	3,291	283	284	0.19
DVD New	338	422	42	464	470	6	24	1.37
eAudiobook	59,501	0	0	0	0	0	0	0.00
eBook	80,884	0	0	0	0	0	0	0.00
eMagazine	4,977	0	0	0	0	0	0	0.00
Equipment	2	1	0	1	1	0	0	0.50
ILL Material	0	67	4	71	71	0	0	0.00
Kit	8	5	0	5	5	0	3	0.63
Large Print	5,780	327	257	584	691	107	43	0.10
Large Print New	288	91	57	148	190	42	24	0.51
Magazine	4,208	321	455	776	776	0	5	0.18
Magazine New	250	0	0	0	0	0	0	0.00
Mobile Hotspot	20	30	0	30	30	0	0	1.50
MP3 Audiobook	0	1	1	2	2	0	1	0.00
Multimedia Kit	28	5	2	7	7	0	5	0.25
Newspaper	1,160	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	21	259	0	259	259	0	1	12.33
Other Audiobook	0	1	4	5	5	0	1	0.00
Playaway	2,467	236	246	482	505	23	15	0.20
Playaway Audio Hot	0	2	0	2	2	0	2	0.00
Playaway Audio New	94	39	16	55	58	3	1	0.59
Record	1,565	1	3	4	5	1	1	0.00
Scores / sheet music	0	3	0	3	3	0	3	0.00
Seasonal AV	238	17	0	17	17	0	0	0.07
Seasonal Book	2,376	264	2	266	268	2	3	0.11
Special Collection	129	81	0	81	81	0	0	0.63
VHS	148	1	1	2	2	0	0	0.01
Videogame	1,124	306	359	665	688	23	13	0.59
Videogame New	0	0	1	1	1	0	0	0.00
Totals	380,242	27,440	21,789	49,229	52,370	3,141	3,221	0.13

Item Count is where the Item Owing Library = YOUR LIBRARY

Local Charge is where the Station_Library = YOUR LIBRARY

Local Renewal is where the Station_Library = YOUR LIBRARY

Lender is where the Item Owing Library = YOUR LIBRARY and the Station_Library not = Item_Library

Borrower is where the Station_Library = YOUR LIBRARY and Item Owing Library not = Station_Library

10/01/2023

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 09/2023**

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
Fiction	47,386	4,952	2,812	7,764	8,676	912	681	0.16	2,670
Magazines	4,891	245	311	556	556	0	1	0.11	309
Multimedia	37,981	3,298	1,638	4,936	5,554	618	595	0.13	1,558
Nonfiction	64,670	3,664	3,832	7,496	8,345	849	760	0.12	3,603
Online	137,876	0	0	0	0	0	0	0.00	0
Other	721	770	199	969	969	0	0	1.34	177
Teen Fiction	2,864	367	396	763	817	54	123	0.27	384
Teen Multimedia	86	9	11	20	30	10	4	0.23	11
Teen Nonfiction	450	46	54	100	103	3	19	0.22	54
Teen Online	2,947	0	0	0	0	0	0	0.00	0
Youth Fiction	44,753	11,021	9,554	20,575	21,038	463	790	0.46	9,255
Youth Magazines	727	76	144	220	220	0	4	0.30	144
Youth Multimedia	6,535	942	973	1,915	1,963	48	54	0.29	947
Youth Nonfiction	23,761	2,034	1,865	3,899	4,083	184	190	0.16	1,774
Youth Online	4,558	0	0	0	0	0	0	0.00	0
Youth Other	35	16	0	16	16	0	0	0.46	0
Totals	380,242	27,440	21,789	49,229	52,370	3,141	3,221	0.13	20,886

Item Count is where the Item Owing Library = YOUR LIBRARY

Local Charge is where the Station_Library = YOUR LIBRARY

Local Renewal is where the Station_Library = YOUR LIBRARY

Lender is where the Item Owing Library = YOUR LIBRARY and the Station_Library not = Item_Library

Borrower is where the Station_Library = YOUR LIBRARY and Item Owing Library not = Station_Library

The number of Auto Renewals is included in the numbers found in the Renewals Column

Category and Product	Metric Captured	July	August	September	Total
General Reference					
AP Stylebook	Page Views	6	8	6	20
CLCD: Children's Literature	Results	55	25	180	260
Consumer Reports	Page Views	1402	1130	1306	3838
Consumers' Checkbook	Logins	0	1	2	3
EBSCO Database Package	Total Requests	31			31
Encyclopedia Britannica	Documents + Media	49	29	36	114
Explore More Illinois	Uses	9	8	2	19
Facts on File (Infobase)	Total Views	0	12	4	16
FirstSearch (OCLC)	Total Searches	543	732	0	1275
Gale Directory Library	Retrievals	0	4	1	5
Gale eBooks	Retrievals	1	2	5	8
Gale General One File	Retrievals	22	37	19	78
Gale Legal Forms	Retrievals	0	4	1	5
Novelist	Total Requests	80	202	53	335
Oxford English Dictionary	Total Item Investigations	15	39	0	54
Pebblego and Pebble Go Next	Article Views	1	0	2	3
ProQuest: CultureGrams	Total Pages Viewed	0	0	0	0
Public Records / Check Illinois	Total Visitors	279	251	0	530
Scholastic Teachables	Documents	145	123	35	303
SimplyAnalytics	Maps Created	6	1	2	9
World Book	Content Views	17	10	2	29
Periodicals					
DLIL magazines	Checkouts	605	572	979	2156
LexisNexis - NexisUni	Retrievals	70	115	113	298
Newsbank Chicago Community Collection	Full Text Views	21	28	22	71
Newspaper Archive	Total Page Views	42	31	105	178
New York Times Digital Edition	Usage Sessions	815	870	836	2521
PressReader	Issues Opened	1117	1140	1319	3576
ProQuest: Chicago Tribune	Total Documents	362	443	274	1079
ProQuest: Chicago Tribune Historical	Total Documents	115	519	123	757
ProQuest: Newspapers.com	Total Documents	92	481	448	1021

ProQuest: New York Times	Total Documents	73	53	104	230
ProQuest: New York Times Historical	Total Documents	62	20	35	117
ProQuest: Research Library	Total Documents	65	84	66	215
ProQuest: Wall Street Journal	Total Documents	480	524	591	1595
Genealogy					
Find My Past	Total Views	13	34	10	57
Local History Digital Collection	Page Views	11458	5441	6008	22907
Newsbank Heritage Hub	Full Text Views	3	35	11	49
ProQuest: Ancestry Library Edition	Total Documents	970	2154	1644	4768
ProQuest: Fold3	Total Documents	26	46	16	88
ProQuest: HeritageQuest	Total Documents	56	6	29	91
Online Learning					
Brainfuse	Database Usage	58	46	31	135
CreativeBug	Total Views	14	35	62	111
Gale Courses	Enrollments	0	4	2	6
Gale UDemy	Total Videos Viewed	112	293	105	510
LinkedIn Learning	Total Videos Viewed	103	182	207	492
Mango Languages	Total Sessions	92	101	86	279
Muzzy	Sessions	1	8	0	9
Niche Academy	Total Views	49	15	18	82
Business / Finance					
Gale Business Insights	Full Text Retrievals	0	0	2	2
Gale Business: Demographics Now	Retrievals	5	0	0	5
Gale Business: Entrepreneurship	Full Text Retrievals	0	11	4	15
Gale Business: Plan Builder	Retrievals	0	18	0	18
Mergent Archives	Pages Viewed	0	1	7	8
Mergent Intellect	Pages Viewed	57	60	82	199
Morningstar	Record Views	40	77	65	182
Reference Solutions	Total Searches	75	85	48	208
S & P Net Advantage	Total Usage	125	231	0	356
Statista	Searches	25	10	20	55

Value Line	Logins	393	448	502	1343
Weiss Ratings	Page Views	31	8	34	73
eBooks / AV					
DLIL eBooks	Checkouts	7814	7604	8803	24221
DLIL audiobooks	Checkouts	5393	5536	5242	16171
Hoopla	Circulations	1426	1506	1432	4364
Kanopy	Plays	845	724	920	2489
Tumblebooks	Book Views	7	14	141	162
OTHER					
App	Sessions	1429	1466	1371	4266
Website	Sessions	17598	18477	16845	52920
Scan EZ Station	Pages Scanned	1549	1783	2859	6191

Product	Metric Captured	Category	July	August	September	Total	Cost per Use	Cost of Product	NOTES
AP Stylebook	Page Views	General Reference	6	8	6	20	\$ 13.50	\$ 270.00	
Brainfuse	Database Usage	Online Learning	58	46	31	135	\$ 51.63	\$ 6,970.00	
CLCD: Children's Literature	Results	General Reference	55	25	180	260	\$ 4.02	\$ 1,045.00	
Consumer Reports	Page Views	General Reference	1402	1130	1306	3838	\$ 0.65	\$ 2,477.00	
Consumers' Checkbook	Logins	General Reference	0	1	2	3	\$ 150.00	\$ 450.00	
CreativeBug	Total Views	Online Learning	14	35	62	111	\$ 7.43	\$ 825.00	
DLIL eBooks	Checkouts	eBooks / AV	7814	7604	8803	24221	\$ 1.92	\$ 77,658.10	
DLIL audiobooks	Checkouts	eBooks / AV	5393	5536	5242	16171			
DLIL magazines	Checkouts	Periodicals	605	572	979	2156	\$ 0.46	\$ 993.97	
EBSCO Database Package	Total Requests	General Reference	31	31	24	86	\$ 48.67	\$ 4,186.00	
Encyclopedia Britannica	Documents + Media	General Reference	49	29	36	114	\$ 4.87	\$ 555.00	
Explore More Illinois	Uses	General Reference	9	8	2	19	\$ -		
Facts on File (Infobase)	Total Views	General Reference	0	12	4	16	\$ 213.41	\$ 3,414.59	last FY cost
Find My Past	Total Views	Genealogy	13	34	10	57	\$ 17.46	\$ 995.00	last FY cost
FirstSearch (OCLC)	Total Searches	General Reference	543	732		1275	\$ -		
Gale Courses	Enrollments	Online Learning	0	4	2	6	\$ 883.11	\$ 5,298.68	
Gale Business Insights	Searches	Business / Finance	0	0	2	2	\$ 2,971.89	\$ 5,943.77	
Gale Business: Demographics Now	Retrievals	Business / Finance	5	0	0	5	\$ 393.75	\$ 1,968.75	last FY cost
Gale Business: Entrepreneurship	Searches	Business / Finance	0	11	4	15	\$ 296.94	\$ 4,454.14	
Gale Business: Plan Builder	Searches	Business / Finance	0	18	0	18	\$ 109.38	\$ 1,968.75	last FY cost
Gale Directory Library	Searches	General Reference	0	4	1	5	\$ 717.50	\$ 3,587.50	
Gale eBooks	Retrievals	General Reference	1	2	5	8	\$ 448.44	\$ 3,587.50	
Gale General One File	Searches	General Reference	22	37	19	78	\$ 141.29	\$ 11,020.96	
Gale Legal Forms	Searches	General Reference	0	4	1	5	\$ 922.36	\$ 4,611.80	
Gale Udemy	Lectures Completed	Online Learning	112	293	105	510	\$ 10.81	\$ 5,512.50	last FY cost
Hoopla	Circulations	eBooks / AV	1426	1506	1432	4364	\$ 2.15	\$ 9,377.63	
Kanopy	Plays	eBooks / AV	845	724	920	2489	\$ 1.29	\$ 3,219.00	
LexisNexis (NexisUni)	Retrievals	Periodicals	70	115	113	298	\$ 16.35	\$ 4,872.00	last FY cost
LinkedIn Learning	Total Videos Viewed	Online Learning	103	182	207	492	\$ 14.23	\$ 7,000.00	last FY cost
Local History Digital Collection	Page Views	Genealogy	11458	5441	6008	22907	\$ 0.16	\$ 3,700.00	last FY cost
Mango Languages	Total Sessions	Online Learning	92	101	86	279	\$ 12.23	\$ 3,412.80	
Mergent Archives	Pages Viewed	Business / Finance	0	1	7	8	\$ 140.25	\$ 1,122.00	last FY cost
Mergent Intellect	Pages Viewed	Business / Finance	57	60	82	199	\$ 44.34	\$ 8,824.00	
Morningstar	Record Views	Business / Finance	40	77	65	182	\$ 41.52	\$ 7,556.00	last FY cost
Muzzy	Sessions	Online Learning	1	8	0	9	\$ 188.89	\$ 1,700.00	last FY cost
Newsbank Chicago Community Collection	Full Text Views	Periodicals	21	28	22	71	\$ 74.85	\$ 5,314.00	
Newsbank Heritage Hub	Full Text Views	Genealogy	3	35	11	49	\$ -	\$ 1,890.00	
Newspaper Archive	Total Page Views	Periodicals	42	31	105	178	\$ 25.84	\$ 4,600.00	
New York Times Digital Edition	Usage Sessions	Periodicals	815	870	836	2521	\$ 0.91	\$ 2,303.60	last FY cost
Niche Academy	Total Views	Online Learning	49	15	18	82	\$ 20.61	\$ 1,690.00	last FY cost
Novelist	Total Requests	General Reference	80	202	53	335	\$ 3.12	\$ 1,045.00	last FY cost

Oxford English Dictionary	Total Item Investigations	General Reference	15	39		54	\$ 30.69	\$ 1,657.18	
Pebblego and Pebble Go Next	Article Views	General Reference	1	0	2	3	\$ 666.33	\$ 1,999.00	last FY cost
PressReader	Issues Opened	Periodicals	1117	1140	1319	3576	\$ 1.46	\$ 5,219.20	
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	970	2154	1644	4768	\$ 0.37	\$ 1,751.73	
ProQuest: Chicago Tribune	Total Documents	Periodicals	362	443	274	1079	\$ 5.33	\$ 5,753.66	last FY cost
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	115	519	123	757	\$ 5.73	\$ 4,334.99	
ProQuest: CultureGrams	Total Pages Viewed	General Reference	0	0	0	0	#DIV/0!	\$ 1,385.87	
ProQuest: Fold3	Total Documents	Genealogy	26	46	16	88	\$ 14.43	\$ 1,269.97	
ProQuest: Heritage Quest	Total Documents	Genealogy	56	6	29	91	\$ 7.87	\$ 716.22	
ProQuest: Newspapers.com	Total Documents	Periodicals	92	481	448	1021	\$ 6.06	\$ 6,187.22	
ProQuest: New York Times	Total Documents	Periodicals	73	53	104	230	\$ 22.56	\$ 5,188.68	
ProQuest: New York Times Historical	Total Documents	Periodicals	62	20	35	117	\$ 36.11	\$ 4,225.00	
ProQuest: Research Library	Total Documents	Periodicals	65	84	66	215	\$ 24.65	\$ 5,299.55	
ProQuest: Wall Street Journal	Total Documents	Periodicals	480	524	591	1595	\$ 0.63	\$ 1,008.91	
Record Information Service (Public Record)	Total Visitors	General Reference	279	251		530	\$ 1.08	\$ 575.00	last FY cost
Reference Solutions (Reference USA)	Total Searches	Business / Finance	75	85	48	208	\$ 40.67	\$ 8,460.00	
Scholastic Teachables	Documents	General Reference	145	123	35	303	\$ 3.14	\$ 950.00	
S&P Net Advantage	Total Usage	Business / Finance	125	231		356	\$ 33.09	\$ 11,781.00	last FY cost
SimplyAnalytics	Maps Created	General Reference	6	1	2	9	\$ 1,462.05	\$ 13,158.42	last FY cost
Statista	Result Clicks	Business / Finance	25	10	20	55	\$ 118.18	\$ 6,500.00	last FY cost
Tumblebooks	Book Views	eBooks / AV	7	14	141	162	\$ 3.95	\$ 639.20	
Value Line	Logins	Business / Finance	393	448	502	1343	\$ 2.52	\$ 3,385.00	
Weiss Ratings	Page Views	Business / Finance	31	8	34	73	\$ 38.29	\$ 2,795.00	
World Book	Content Views	General Reference	17	10	2	29	\$ 69.88	\$ 2,026.50	
OTHER									
App	Sessions		1429	1466	1371	4266			
Website	Sessions		17598	18477	16845	52920			
Scan EZ Scan Station	Pages Scanned		1549	1783	2859	6191			