

## Wilmette Public Library Director's Report – April 19, 2022

### Library Activities for March-April 2022

Anthony Auston, Director

#### Strategic Plan Progress Updates

The Board and Leadership Team met for a Strategic Planning Retreat on Thursday, March 10, 2022 to officially kick off the next phase of the Library's strategic planning. In the coming months, the Library will be collecting feedback and preparing to draft the next Strategic Plan. Staff, Trustees, and our community will review past performance and evaluate future opportunities. We'll reflect on emerging trends, conduct environmental scanning, meet together to learn about our operations and aspirations, and develop tools, questionnaires, and opportunities for community engagement and listening sessions. Stay tuned for more updates about this exciting process to build upon our legacy as we imagine our Wilmette Public Library of the future. Our current Strategic Plan (<https://www.wilmettelibrary.info/about>) will continue to guide us through fiscal year 2021-2022.

#### **Objective 1.1: Beginning October 2018, expand provision of library materials and programs outside of the established library facility.**

Visitors to Hibbard Park strolled through our March Storywalk, Happy Springtime by Kate McMullan.

In March, Preschool Outreach Librarian Ruth Bell made 9 book and kit deliveries to area preschools.

On Sunday, March 13, Youth Services hosted a visit from a Girl Scout troop. 21 Brownies and their troop leaders took part in a robotics activity in the Auditorium.

#### **Objective 1.2: By February 2019, establish a committee to explore new outreach opportunities and deepen existing partnerships.**

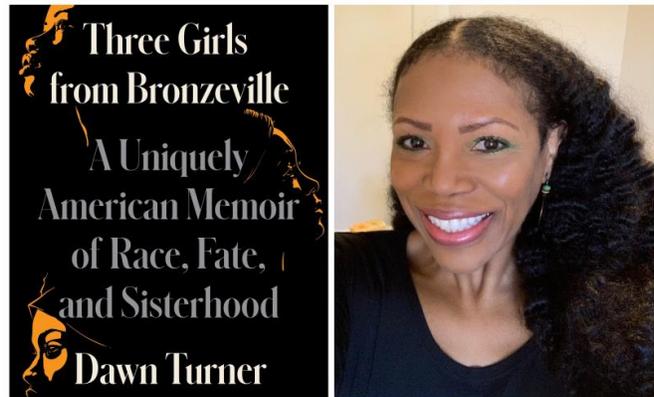
On March 10, John Amundsen attended the Wilmette/Kenilworth Chamber of Commerce Power Networking Breakfast at A. Perry Homes and met with almost 20 local businesspeople. The meeting allowed John to highlight and gather feedback and ideas to increase awareness among the business community of the library's business services. Following the meeting, he received three reference inquiries, suggestions for programming, as well as possible publicity opportunities with local media (more to follow in April).



On March 22, John Amundsen visited the Skokie Public Library to meet with Community Engagement Manager Nancy Kim Philips and Benjamin Anderson, their new Community Engagement Liaison for Economic Well-being (Skokie's business librarian) for a tour of the recently renovated business sections of the library and an overview of the business services SPL provides, including meeting space, physical and online collections, and inclusion of business services in their maker space.

**Objective 1.3: By April 2020, host public forums for residents to explore and discuss community-wide issues or topics.**

The One Book, Everyone Reads committee is very excited to unveil the Library's slate of supporting programs for our 2022 selection, *Three Girls from Bronzeville* by Dawn Turner, around March 11. Programs include three librarian-led book discussions, a virtual walking tour of the Bronzeville neighborhood, a dramatic portrayal of



Ida B. Wells, and a Blues 101 lecture and concert just to name a few. Like years past, the Library is partnering with The Book Stall to sell copies of the book including 50 copies with signed bookplates. The One Book team is looking forward to a successful series and author event.

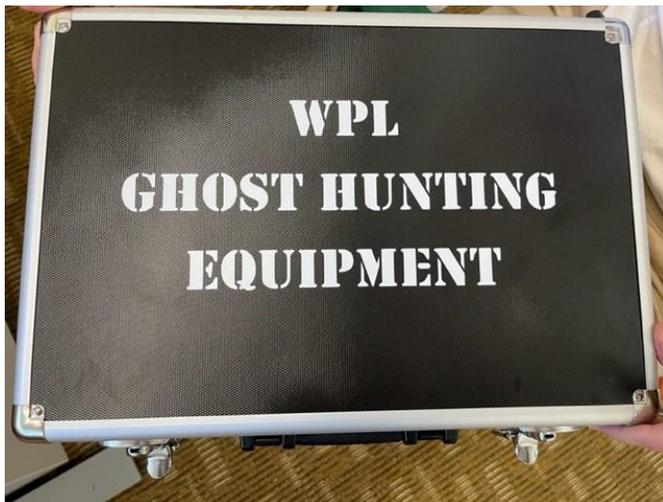
EvaAnne Johnson concluded her DNA genetic genealogy series with presenter Laura Street Chaplin. There was a lot of interest in this topic, and the three-part series allowed for a lot of in-depth learning about different techniques. Each of the programs had very high attendance, with 44 attending the first session, and 52 and 59 attending the second and third sessions. The first session covered genetic DNA basics, such as selecting a test, how DNA is passed down through each generation, and understanding different kinds of DNA tests. The second and third sessions covered techniques for interpreting your DNA results and using advanced tools to understand your DNA connections.

**Objective 1.4: Explore ways to connect local government, non-profits, businesses, and individuals with relevant community resources.**

On Thursday, March 17, John Amundsen facilitated and local attorney Lisa Bragança presented Aging and Elder Exploitation. This hour-long virtual program covered ways older adults and their families can work together to develop a plan to protect their assets and interests from predatory individuals and organizations. Prior to forming Bragança Law, Ms. Bragança served as Branch Chief in the Division of Enforcement of the Chicago Office of the Securities & Exchange Commission, where she handled investigations of accounting fraud, Ponzi schemes, insider trading, churning, and unsuitable investments. She is a long-time advocate for the rights of people with physical, cognitive, and psychiatric disabilities and has presented widely on elder financial exploitation.

**Objective 2.1: By July 2018, create a “Library of Things” that circulates non-traditional library items.**

Digital Services Associate Linnea Lundberg worked in conjunction with the Library of Things committee to create a Ghost Hunting Kit for circulation. The kit includes an electromagnetic frequency detector (EMF), voice recorder (for EVP), video camera, and two walkie talkies. Linnea is working with Adult Services Manager Jill McKeown to plan a ghost hunting related program with Chicago author and historian Adam Selzer for late May.



**Objective 3.2: Beginning January 2019, create and adapt library services to accommodate the needs of people living with disabilities.**

The default closed captioning option for YouTube is notoriously inaccurate. Digital Services Associate Linnea Lundberg is adding transcripts to the Library’s videos on YouTube, which will allow for more accurate subtitles for those who use this service, including those who are deaf or hard of hearing.

**Objective 3.3: Beginning April 2019, develop intergenerational opportunities for youth and adults to work together on a shared goal.**

Our new Maker Appointment service, staffed by Youth and Adult Services, continues to be popular and well-received by patrons of all ages. The library hosted 35 all-ages Maker Appointments attended by 81 patrons in March. In addition to projects with 3D print design, button-making, robotics, and vinyl sticker design and printing, attendees made a kimono, a felt duck head, and a clean/dirty dishwasher magnet. “I just love it here!” exclaimed one teen while they were working on sewing a stuffed Warrior cat. She and her family are repeat attendees.

**Objective 3.4: By August 2019, develop a comprehensive plan to integrate diversity into library programming, services, and staff.**

On March 16, multiple staff attended the second part of the RAILS Upstander training program on anti-bias intervention. Part One in February covered the basics of bias, point of view, stereotypes, and micro-aggressions, and Part Two in March explained how to take direct action in the moment when witnessing (seeing or hearing) micro-aggressions or even more overt forms of discrimination. The purpose is to challenge subtle and not-so-subtle forms of discrimination in order to create a more welcoming and safe environment for everyone.

On March 12, local language teacher Ling Liu presented stories, songs, and fun in Mandarin and English in our monthly Mandarin-English Bilingual Storytime.

On March 28, attendees in our Cooks and Books program learned about Nigerian-American cultural traditions and food. After listening to the picture book *Thank You, Omu!* by Oge Mora they learned to cook Thick Red Stew, Herbed Rice, and Hibiscus Tea Sparklers.

**Welcome Desk**

Welcome Desk staff connected with over 5,000 patrons in March (nearly 1,000 more than February). We answered nearly 1,500 general calls to the library, routing the majority to Adult Services and Circulation, while directly fielding requests for information about tax forms/services, donations, hours, and study rooms. Staff distributed 77 masks, despite the relaxation of the mask requirement on February 28.

**Collections**

**Digital**

John Amundsen has been evaluating two small business-focused Gale databases for possible addition to our collection of online resources: DemographicsNow and Business Plan Builder. DemographicsNow is a detailed demographic data on more than 24 million U.S. businesses and 206 million consumers with advanced GIS overlay and mapping tools and marketing research. Business Plan Builder is a guided tool where users self-identify their level of experience in starting a business and are then guided through assembling a Lean Canvas and other planning documents to help entrepreneurs secure funding and support.

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

<u>Collection</u>	<u>January</u>	<u>February</u>	<u>March</u>
eAudiobook	540	708	1480
eBook	1300	1102	1450
eMagazine	40	80	52

Hoopla items	950	950	950
Monthly total:	2830	2840	3932

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

<u>Collection</u>	<u>January</u>	<u>February</u>	<u>March</u>
Hoopla	1039	269	296

Year-to-date digital resource statistics are appended to this report.

### **Physical**

Following the compression of the CD collection after the single disc items were removed from jewel cases and replaced with new acrylic sleeves, an entire unit of Media Room shelving was freed up for expansion of our still popular DVD collections. In mid-April, we'll finally see the arrival of the long-on-order new shelving for this collection. The new shelving will allow us to expand our collections and provide more face-out promotion to help entice circulation.

Concurrent with the Media Room shelving replacement project, Technical Services and Shelving staff have been working on a project to re-label and re-code our popular TV-on-DVD collection. The new call numbers make searching for and discovering TV series titles much easier.

Jessica Thomson worked with media vendor Midwest Tape to establish a pilot process of having DVD-Blu-ray combo packs separated and processed as 2 items. Sarah Beth Brown provided the library logo that will be printed on the artwork, along with pre-installed labels and barcodes.

### **Technical Services Statistics**

Full summary of materials added in the past three months:

<u>Collection</u>	<u>January</u>	<u>February</u>	<u>March</u>
Adult Fiction	415	419	578
Adult Non-fiction	775	437	542
Teen Fiction	36	29	45
Teen Non-fiction	5	1	12
Youth Fiction	668	535	605
Youth Non-fiction	151	170	123
Adult Magazines	457	594	417
Youth Magazines	38	16	34
Adult Multimedia	155	153	209

Youth Multimedia	70	32	59
Other	61	59	38
<b>Monthly total:</b>	<b>2831</b>	<b>2445</b>	<b>2662</b>

Full summary of items withdrawn in the past three months:

<u>Collection</u>	<u>January</u>	<u>February</u>	<u>March</u>
Adult Fiction	547	458	674
Adult Non-fiction	398	403	193
Teen Fiction	3	2	212
Teen Non-fiction	30	0	0
Youth Fiction	335	617	684
Youth Non-fiction	1622	552	21
Adult Magazines	980	619	320
Youth Magazines	359	0	3
Adult Multimedia	19	86	651
Youth Multimedia	128	15	85
Other	1	11	2
<b>Monthly total:</b>	<b>4422</b>	<b>2763</b>	<b>2845</b>

Technical Services staff sent 30 boxes of withdrawn books to Better World Books.

## Circulation

The circulation department welcomed Kate Jordan as a substitute circulation assistant on Monday March 7. Kate was attracted to the position for its flexibility, her experience being in a similar position at another library, and that she grew up in Wilmette. Kate will be trained by Amy Jung on the ins and outs of her new position.

During the beginning of March, the acrylic barriers that had been installed as a precautionary measure during the early stages of the pandemic were taken down from the circulation desk. Conversations have been richer with our patrons, allowing staff to provide more complete information and updates about the library.

Mark Cegielski added language to our receipts promoting our OBER programming. At the bottom of our checkout receipts, the message now reads "Join the conversation! Our One Book, Everyone Reads selection for 2022 is Dawn Turner's powerful memoir, *Three Girls from Bronzeville*. Learn more: [wilmettelibrary.info/onebook](http://wilmettelibrary.info/onebook)."

In April, the library will perform routine cleanup tasks on the patron records database.

## Circulation Statistics of Note

The library welcomed 321 new patrons this month. We saw a large increase in our new D39 partnership, with over 200 cards being made. Additionally, 20 new patrons used our online library card application.

The circulation department continues our collaboration with the Wilmette/Kenilworth Chamber of Commerce this month. Staff mailed out welcome brochures to 29 new residents who moved into or around Wilmette.

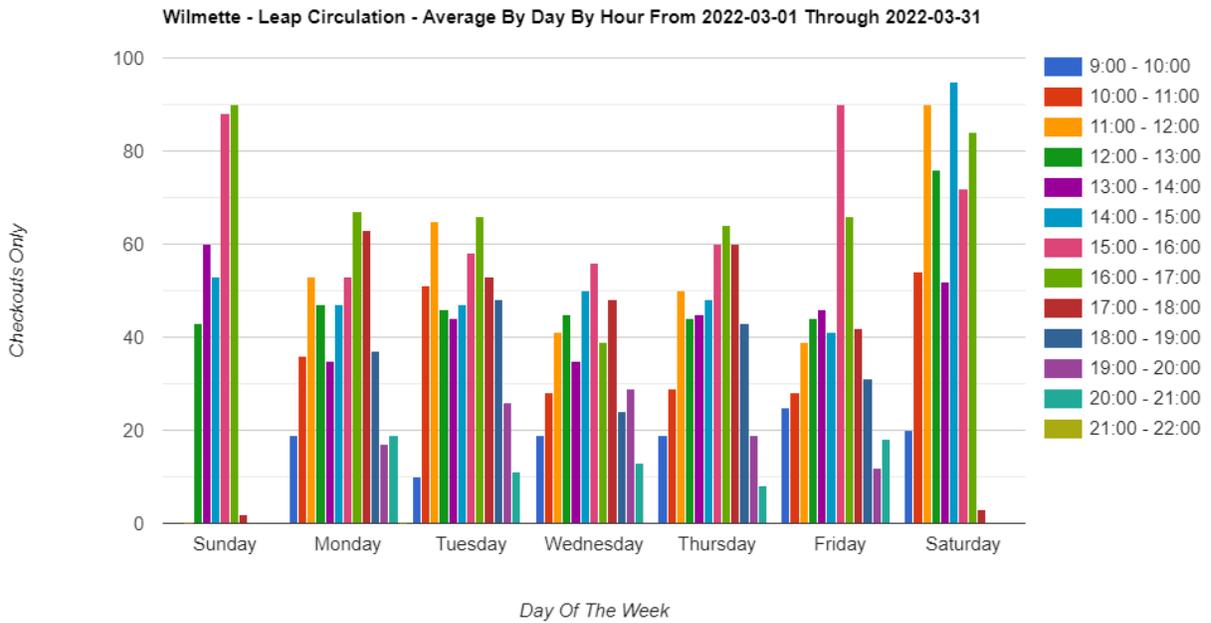
In March, Parking Lot Pickup saw 86 appointments, including 35 repeat patrons. Parking Lot Pickup is also used across departments for programming. Staff provided materials for the Teen Take & Make Edible Flower Kit, Book Club pickup, Make a Personalized Mug (Adult Kit), and Crafty Storytime.

Shelving and circulation staff processed 3,284 items for holds that were checked out at our library, which puts us in the top 3 libraries in CCS for borrowing. The ILL department had a busy month and sent out 3,454 items to other CCS libraries to fill patron requests, which puts us in the top 5 libraries in CCS for lending. Outside of CCS, ILL staff sent 170 items throughout the state of Illinois, and 64 items to other locations around the continental US. A library in Denmark reached out through OCLC to request physical materials to be shipped via plane instead of boat, since the boats take a bit longer. In the past we have supplied digital articles to this library, but alas we do not send physical materials internationally.

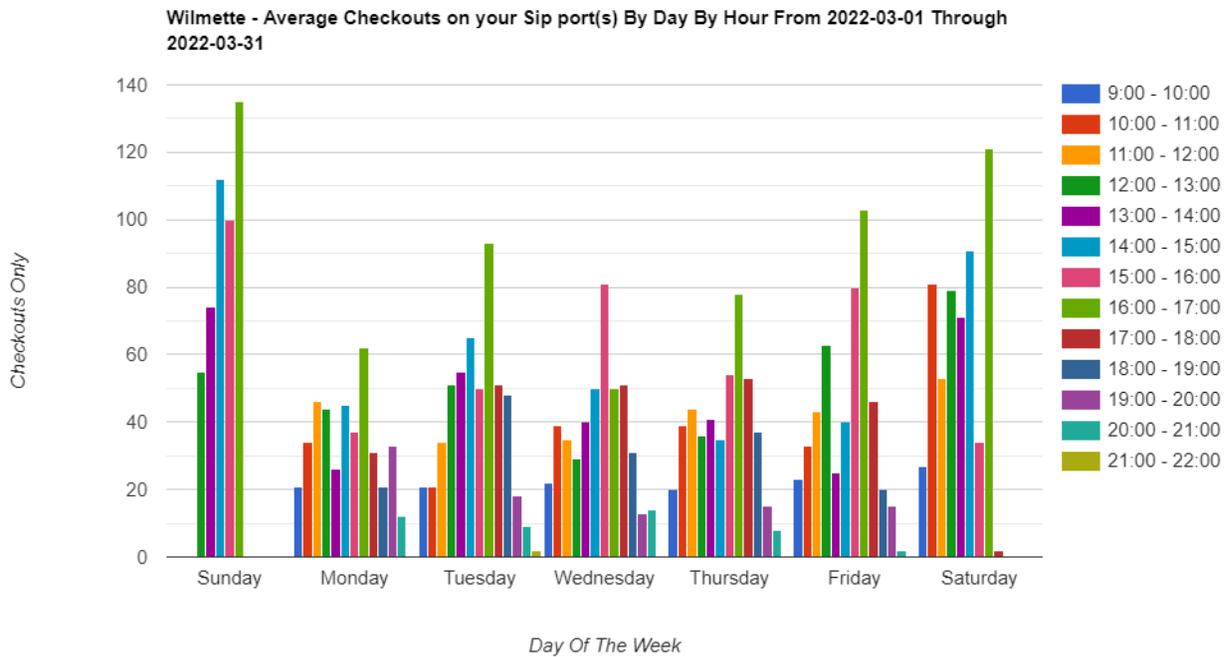
It is also important to note that in our monthly circulation statistics the library was visited by multiple users not living in Wilmette. Almost 5,550 items were checked out at our library by non-residents during the month of March. We see visitors from Chicago, Skokie, Evanston, Glenview, Winnetka, Palatine, and even as far as Lake Villa!

<b>Circulation</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>March</b>	55,073	52,239	29,435	62,305
<b>February</b>	49,767	32,640	57,932	56,946
<b>January</b>	53,798	31,822	61,130	60,403

The below bar graph depicts the average circulation over the course of the month by hour.



The next graph shows the average checkouts over the course of the month done at one of our seven self-checkout machines.



<b>Wilmette Public Library Monthly Statistics For 3/2022</b>	
Total Checkins	<b>31413</b>
Self-check Checkouts	14919
Leap Checkout and Renewal	14667
Circ Checkout and Renewal	27
Total Checkouts	<b>29613</b>
Auto-renewal	24167
Power PAC Renewal	701
Leap Checkout and Renewal	302
Self check Check out	139
Third party renewal	151
Total Renewals	<b>25460</b>
Number of your Library's items checked out system-wide	<b>29783</b>
Holds Placed through your interface	6347
Holds placed for/by your patrons	6513
Holds Held	7366
Holds Checkedout	6241
Holds Cancelled	1135
Holds Unclaimed	794
Number Of Items Currently Out	<b>31914</b>
Count of physical patron records at beginning of 03/2022	14488
Minus Patron records physically deleted	149
Minus Patron records that moved out of library district	5
Plus Patron records physically added	321
Plus Patron library was changed from some CCS library to "Wilmette"	10
Count of physical patron records at end of 03/2022	14665
Minus In-House and Test Cards	45
Minus Expired Cards	66
Unexpired Patrons on file	<b>14554</b>
Leap Registration at Wilmette	301
PAC Registration	20

Year-to-date circulation statistics are appended to this report.

## Adult Services



Local History and Genealogy Librarian EvaAnne Johnson put the finishing touches on our new "Voices of Wilmette" Oral History Kits, a collaborative project with the Wilmette Historical Museum to collect stories from the Wilmette community during the village's sesquicentennial. The purpose of this project is to preserve the memories and experiences of individuals who are

connected to Wilmette, including current and former residents, business owners, school teachers, and others familiar with the community. As partners, the Library and Historical Museum will record, collect, archive, and share these recordings to provide future generations an opportunity to explore local history. The goal is to hear from a wide variety of people in our 150th year. The project launched on April 6. To learn more and participate, visit:

<https://www.wilmettelibrary.info/research/local-history/oral-history>

## Teen Services

Teen Librarian Krista Hutley is working with New Trier student Elif O. to create a monthly STEM program for 6th-8th graders. The program will be open to all but focused on increasing access to science and math for girls. Elif hopes to partner with the Society of Women Engineers on this to turn this into a [SWENext club](#) with a sponsored counselor in a STEM field. If her application is accepted, the library will be the meeting place for the club and Krista will be the library sponsor. We intend to hold our first meeting in May as a lure to draw in people for when the club starts in earnest in September, hopefully with an official sponsor.

## Youth Services

### Youth Services Programs

In March, Youth Services staff presented 29 in-person and virtual programs which were attended by 308 people.

### Early Childhood Programs

Youth Services librarians presented 13 virtual storytimes in March which were attended by 142 children and caregivers. Weekly programs included Babytime, Family Storytime, Big Kid Storytime, and a monthly evening program, Pajama Storytime. We also offered the following early childhood programs from outside presenters:

- 3/12: Mandarin-English Bilingual Storytime (virtual)
- 3/22: Storytime with Sheneatha (virtual) 18
- 3/23: Wiggleworms Party! (virtual) 20
- 3/24: Wiggleworms Party! (virtual) 11
- 3/29: Crafty Storytime (virtual) 10
- 3/30: Tall Tales and Silly Songs with Todd Downing (virtual) 11

### School Age Programs

- 3/10: K-9 Reading Buddies of the North Shore - 12 children read to therapy dogs.
- 3/16: STEAM Lab: Fractals - 16 kids explored the never-ending patterns of fractals using straws.
- 3/17: 2nd and 3rd Grade Book Discussion (virtual) - 8 children discussed this month's book, *Weird but True 10*, and made a craft together.
- 3/23: Craft Stick Wall Hanging - 14 children designed and made wall hangings with colorful string and beads.
- 3/23: Graphic Novel Book Club - 4 kids discussed this month's selection, *Stargazing*, by Jen Wang, and made their own comic book art.
- 3/28: Cooks and Books: Thank You, Omu! (virtual) - 4 children cooked a family dinner inspired by the book *Thank You, Omu!*, by Oge Mora.
- 3/29: Andertoons: How Does Your Garden Grow (virtual) - 15 children in grades 1-3 developed their own individuality and curiosity in this fun drawing class.
- 3/29: Andertoons: How Does Your Garden Grow (virtual) - 8 children in grades 4-8 developed their own individuality and curiosity in this fun drawing class.
- 3/30: Light Painting - 4 kids in grades 5-8 used iPad cameras to capture designs made with lights in the dark.
- 3/31: Cooks and Books: *Watercress* (virtual) - 11 children cooked a family dinner inspired by the book *Watercress*, by Andrea Wang.

### Collection Projects

Collection maintenance is ongoing. Sheri Reda reviewed the Early Reader section to remove "grubby" copies due for replacement. Jennifer Lee continued working on a weeding project in the Junior High Room fiction.

Jennifer Lee is working with Technical Services to update all J and Y graphic novel call numbers to include the author's full last name, instead of the first two letters, for easier discoverability for patrons. She also created a list of specific series designations that help patrons easily locate popular genres on the shelves.

### Book Displays

In March, Youth Services curated displays of books to highlight food in the picture book area, Women's History Month in the Junior High Room and second floor hallway display.



### Other Department News

Our annual Children’s Bookmark Contest is back and we started accepting entries on March 21. Children can pick up an entry form at the Youth Services desk or print one from our website. Winning bookmarks will be printed and distributed at the library starting May 2, in celebration of Children's Book Week. All entries will be displayed in the Youth Services department. Designs must be turned in by Sunday, April 24.

<https://www.wilmettelibrary.info/events/bookmark-contest>

On April 1, Youth Services Librarian Sheri Reda and Safety Monitor Jim Kaspari set up playful signs and activities throughout the library for April Fools’ Day.

Sheri Reda published a post on the staff blog recommending books and movies that reference each other. <https://www.wilmettelibrary.info/posts/classics-go-movies>

### **Communications and Events Programs**

#### Virtual Programs:

- 3/8 At Home Film Discussion: The Disaster Artist; 8 patrons on Zoom
- 3/16 Lyric Opera Lovers: Tosca; 32 patrons on Zoom
- 3/21- Armchair Travels Presents: Namibia w/ Jeff Mishur; 39 patrons on Zoom
- 3/23 Bizarre History of Illinois with Chad Lewis; 44 patrons on Zoom

### On-Site Programs:

- 3/3 Armchair Travels: Seeking Spiceland w/ Cynthia Clampitt; 10 patrons in person
- 3/17 International Film Screening: You Will Die at Twenty; 8 patrons in person
- 3/17 Armchair Travels: DVD screening, *Visions of Ireland*; 11 patrons in person

### Take & Make Kits:

- 3/21- Make a Personalized Mug - full with 22 patrons

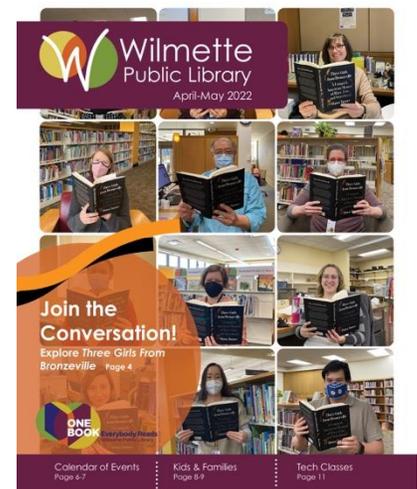
March was the beginning of a busy spring program season. Staff finalized our One Book, Everyone Reads program calendar, a cross-departmental effort featuring events for all ages.

Sarah Beth Brown worked with the public services departments to get our online study room reservations process up and running. For the first time, we are using Communico to book these spaces, and it prompted us to begin working on how all of our building spaces will be used going forward. We are looking at our virtual programs, on-site programs, and current room usage to analyze what is working, what we want to keep, what we need to modify going forward, and what processes are not serving us and need to be modified or sunset. As our staff grows and shifts, we are excited to implement procedures that create manageable workflows across departments.

Our inter-library cooperative author program initiative, coordinated by Illinois Libraries Presents (ILP), continues to move forward. In March, we hosted author Jenny Lawson in conversation with writer and humorist R. Eric Thomas. We are now halfway through the first programming cycle of the ILP partnership, which has brought big name authors to the Illinois library community at relatively low cost and very little effort for our staff. We are still working on getting turnout as high as we'd like to see, as marketing materials and even event dates are coming to us too late to include in our print newsletter. As they streamline their process we timing will allow us to be able to get these events into future newsletters. In the meantime, we're excited to share that we're hosting Nick Offerman and Jeff Tweedy later this month.

### March Communications

Our big push in March was getting One Book out to the community. Staff created a full suite of graphics, built out a dedicated web page, and shared the news in a special email announcement. We are getting good engagement with our One Book content and are excited to keep rolling out posts and content on our social media channels. We also got our April/May newsletter into homes. This issue has a major focus on One Book, while also introducing new assistant director Leah White and highlighting programs for all ages. Our print newsletter remains the basis of our program promotions, as it is delivered to every home in the community 5 times a year.



Sarah Rose worked on a number of projects throughout the month in addition to the major One Book push. We produced our annual ad for the Chamber of Commerce community guide, a promotional piece that attractively highlights the library as a resource for the whole community. We also updated a number of our collateral pieces, including business cards, mask signage, and a fresh batch of library cards.

We also invested time evaluating our communications efforts in March. Sarah and Sarah Beth updated procedures and standards for our internal signs. With limited wall space and a good deal of content to communicate to patrons, we are working on streamlining these processes to ensure the effectiveness of our communications while keeping the building looking tidy and attractive when patrons visit. Over the coming months, we will be tweaking our internal signage and adopting new tools to ensure that information is easy to find, frequently updated, and cohesive across departments.

### **Email and Social Media**

Now that we have moved out of the emergency phase of the pandemic and into a new normal, we have updated our email newsletter schedule to better reflect what our community needs to know and when they need to know it. We are continuing to send a weekly events email and a twice-monthly Youth Services email, but have reduced our general news emails from twice a month. Going forward, we will send them approximately monthly, or as often as necessary to highlight news, promotions, and new initiatives. This gives us more freedom in our communications and frees up staff resources for more creative ways to reach out to patrons.

Email newsletter statistics from March:

- 86,379 Sends
- 1,177 clicks (the most clicks were for the Adult Take & Make Kit in the March 14 events email, and the catalog link to *Three Girls from Bronzeville* in the One Book email announcement )

### **Highlights from our Social Media in March ...**

**Wilmette Public Library**  
Published by Sarah Beth Brown · March 9 ·

**SERVICE UPDATE:** The library building will have a delayed opening on Friday, March 11. Building hours on Friday will be 12-9pm. Work crews will be on-site on the morning of March 11 to test the building's safety systems. The building will be open to the public starting at noon, and will remain open until our regular closing time of 9pm. Regular hours will resume Saturday, March 12.

**Service Update**

212 People reached 3 Engagements - Distribution score **Boost post**

1 Share

**Wilmette Public Library**  
Published by Sarah Beth Brown · March 13 at 5:20 PM ·

**We're curious: What did you read this weekend??**

533 People reached 68 Engagements - Distribution score **Boost post**

5 Likes 15 Comments

Like Comment Share

Most relevant

Comment as Wilmette Public Library

**Jillian McKeown**  
The Paper Palace for a book club. Not super sure how I feel yet...

Like Reply Hide 4w

View 9 more comments

**Wilmette Public Library**  
Published by Sarah Beth Brown · March 31 at 11:22 AM ·

It's One Book, Everyone Reads season! This spring, we're reading, discussing, and exploring Dawn Turner's *Three Girls from Bronzeville*. Read the book then join us for a full schedule of supporting events, including our signature author event with Dawn Turner in conversation with Alex Kotlowitz on May 11. Find a copy of the book and our schedule of events at [wilmettelibrary.info/onebook](http://wilmettelibrary.info/onebook).

400 People reached 30 Engagements - Distribution score **Boost post**

20 Likes

**wilmettelibrary**

**View insights** **Boost Post**

Liked by martibell2004 and 45 others

wilmettelibrary 🥰 Happy Pi Day! You can celebrate by making a pie and then using pi to calculate the pie's surface area. Check out one of the many pie... more

jillie\_\_mae Look at that gorgeous pie rack!

March 14

**wilmettelibrary**

**View insights** **Boost Post**

Liked by martibell2004 and 38 others

wilmettelibrary Check out some of the great new books on our hot picks shelves right now! This gloomy weather is perfect for curling up with a good book-- what are you waiting for? Stop by and stock up for the weekend.

View all 2 comments

March 18

## Digital Services

3/9: Google Calendar class; 10 attendees on Zoom

3/31: Cyber Security class; 10 attendees in person

The library restarted public technology instruction for the first time since the pandemic began, starting out with a class on Google Calendar via Zoom, followed by an in-person class on cyber security, both facilitated by Digital Services Associate Linnea Lundberg. The in-person class went incredibly well and we are looking at adding in more in-person learning opportunities, in addition to our already scheduled Zoom classes.

We have started to plan out our instruction for the June, July, and August programming schedule, and Digital Services Assistants Alex Barzallo and Annabella Irvine will both start teaching courses; the curriculum and instruction coordination is being overseen by Linnea Lundberg.

We removed the plexiglass barriers from the Digital Services help desk in March, recognizing that they were ultimately a barrier to patrons, and provided little risk mitigation for COVID-19. Patrons have remarked how much easier it is to communicate with staff and access assistance with our computers.

We recently started to collect and review data to track how frequently all our computers in use, which helps staff determine how many additional computer stations may be needed, where they're most in demand, and for how long. The stations have been spread out throughout the first floor to help maintain safe distances in small space. In March, when we had 8 of our original 12 stations on the service floor, they were completely filled on 11 occasions. In early April, 2 additional stations were added on the first floor, bringing the total to 10 and hopefully helping to meet demand until we can accommodate more.

The digital services help desk answered 879 reference questions this month, which is the highest total number so far in fiscal year 2021-2022.

## Technology

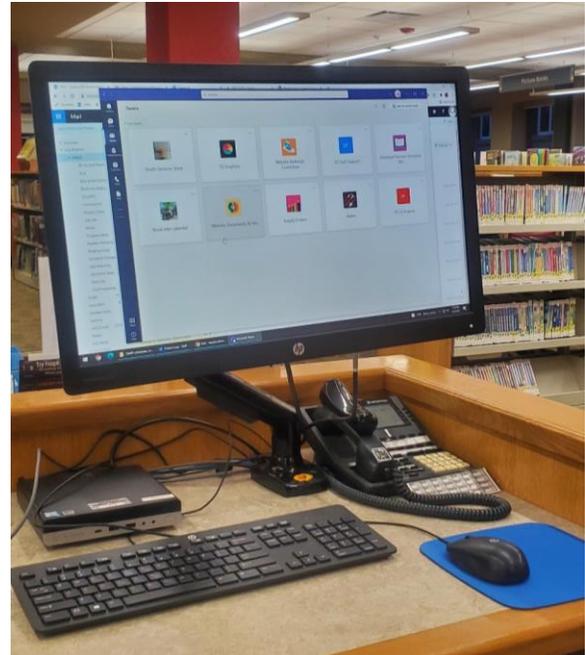
Fred Wallace and Christine Hightower completed a range of troubleshooting and system improvements for both the staff and public in March. Projects this month included workstation and peripheral troubleshooting, relocation, configuration, installation, and network optimization. Throughout the month, Fred and Christine assisted staff with equipment installation and training, reconfiguring/relocating workstations, coordination with CVI on resolution of open tickets, routine maintenance, equipment cleaning, and other updates.

To prepare for the electrical inspection on March 24, the night before Christine, Alex, Jim and Al shut down and unplugged all computers, printers, copiers, and other sensitive electronics to prevent damage in the event of a surge. The next day, Fred was able to seamlessly restore all of

the systems with only one workstation appearing to have been affected by the electrical test. Fred and CVI were ultimately able to restore that workstation.

Fred installed new swivel stands (pictured right) to service desk workstations across the library to facilitate public demonstration and instruction. The swivel stands allow staff to pivot the screen toward patrons while

Finally, after an extended period of backorder, our new wireless access points were delivered, configured, and installed. The new system greatly expands our network capacity and improves overall performance and range.



## Facilities

Fire Safety Consultants, Inc. (FSCI) conducted the final inspections of our 2021 Capital Repairs Project, including the fire safety systems and the electrical shunt trip at the new exterior power distribution panel. With all remaining systems passing inspection, the permit was officially closed, the final pay application was issued, and the project is now effectively complete. Staff is impressed by the magnitude and impact of the work we were able to address as part of this, our most ambitious capital repair and maintenance project of the 20 year cycle ending in 2040.

In addition to the above successful inspections, on March 15 our 3 boilers passed the biannual state fire marshal inspection.

In terms of other building improvements in March, Rick Merrell prepared and painted the second floor study rooms to prepare them for reopening in April. Marcos Levy rented a scissor lift to clean and update the Reference Area lighting and hanging fixtures, which were upgraded with LED; the first such work on this challenging-to-reach high ceiling in many years.

## Human Resources

### Recruiting

#### **Digital Services**

Due to low activity from our initial posting, we extended the deadline to apply for the Digital Services Manager to April 8, 2022. While the applicant pool is not as high as we would like, we have received a few potentially qualified candidates to move forward in the recruitment process.

### **Youth Services**

HR Manager has worked with Youth Services Manager Andrea Vaughn-Johnson to address staffing needs. As a result, will be posting for a Substitute Youth Services Associate and a Summer Reading Club Assistant (Floater). While the YS Associate is a substitute position with no regularly scheduled hours, this role will absences during illnesses and vacations. We are also requiring applicants for this role to be able to cover at least one shift per month to stay active on the sub list. The Summer Reading Club Floater is a temporary position to cover shifts, including one regular shift per week, for the duration of the summer program, which runs from June 20 through August 12.

### HR Conference

HR Manager Mike Boone attended the HR Source's All-Together Conference on March 24, 2022. Over all, the conference was very beneficial and offered some great recommendations for recruitment and retention strategies through reviewing and communicating your organizational brand, enhancing your benefits, and identifying training and promotional opportunities. We also learned some effective communication tips by Executive Consultant Jeanne Coomber who discussed ways to enrich your communication skills to ensure that you frame your conversations in a way that drive confidence, competence, trust, and respect.

### Special Projects

#### **EDI Training Initiatives**

Our training for Gender Equity 101 is scheduled for Friday, April 22 from 9:30am – 11:00am. Hosted by Lurie Children's Hospital of Chicago, this training session will focus on defining gender identity and gender-related issues, as well as identify ways we can all offer support and make adjustments to make sure everyone, both patrons and staff, feel comfortable and welcome at the Library. All staff are required to either attend the live webinar or watch the recorded version.

#### **Emergency Sick Pay Leave**

While the number of reported positive and exposure cases has declined, we have extended the Emergency Sick Pay Leave (ESPL) benefit through the end of June 2022. This benefit, which supplements up to 10 days of regularly scheduled pay for staff who need to quarantine due to a positive test result, COVID-related symptoms or an exposure incident, was set to expire on March 31, 2022. With the onset of another new variant looming, we thought it was best to extend the benefit in case numbers start to increase.

#### **HR Survey**

We are once again participating in an annual Library Survey provided by HR Source. The survey captures data from regional public libraries measuring and comparing details

related to operations, budget, staffing and benefits. Administration reviews and analyzes the results once compiled and shared with survey participants.

### **Select Staff Meetings & Workshops**

Since the pandemic shifted our operations in March 2020, nearly all staff have been meeting virtually with one another weekly, regularly with their teams, hosting or participating in Zoom meetings, and keeping up with professional reading and training. The overwhelming majority of staff have attended multiple developmental webinars and are cultivating new skills. The modified/remote environment has been especially conducive to professional engagement and future planning for the “new normal” of the foreseeable future. Staff have hosted and attended dozens of programs and developmental workshops on a diverse range of topics, including:

#### Events:

The biennial national Public Library Association (PLA) conference was held in Portland, Oregon from March 23-25. Anthony Auston attended in person, and Kim Hegelund attended virtually. This was the first in-person event for PLA since the pandemic, and was just as inspiring as past events - if just a bit smaller in attendance. PLA is our industry’s leading professional conference, learning, and networking event, and it regularly delivers in cultivating innovation, creativity, adaptability, and resilience in an industry whose scope of impact continues to grow just as the challenges it aims to face. This year’s programs overwhelmingly amplified the focus on library initiatives to support equity, diversity, inclusion, and social justice as well as addressing emerging challenges to intellectual freedom. Further topics included demonstrations of innovative solutions and spaces, using data to allocate resources to strategic outcomes, enhancing and leveraging staff talent to actualize strategic visions, crating equitable and inclusive policies, positioning community wellbeing as a library outcome, creative approaches to outreach, and preparing for and evaluating disaster response plans. We’re excited to bring these topics and ideas back to Wilmette and see which we can apply to our own planning.

Staff is also setting its sights on the American Library Association annual conference in Washington DC this June, with another set of staff attending in person and virtually. We’re looking forward to getting back out and drawing inspiration from our peers nationwide.

#### Training:

- 3/8: CCS SQL training session (Carly Stauss)
- 3/28: Maker Training: vinyl cutter (Sarah Jo Zaharako)
- 3/31: Civil Legal Justice training through WebJunction (Katy Jacob)

#### Webinars:

- 3/2: Innovative webinar – Polaris 7.1 Quick Hits (Jessica Thomson)
- 3/2: Notion Block by Block virtual conference (Christine Hightower)

3/2: Student Loans with Karen Chan (John Amundsen)  
3/3: RootsTech 2022: "Oral History - A Critical Key to a Great Family History" (EvaAnne Johnson)  
3/3: RootsTech 2022: "Innovators Portal" (EvaAnne Johnson)  
3/4: RootsTech 2022: DNA Painter series (EvaAnne Johnson)  
3/7: ALA Core Interest Group webinar - Creative Ideas in Technical Services (Jessica Thomson)  
3/7: Helping dyslexic and striving readers with evidence-based text (Jennifer Lee)  
3/9: ALA Core Interest Group webinar - Group Linked Data (Carly Stauss)  
3/11: ILA Launching an Oral History Project at Your Library (EvaAnne Johnson)  
3/14: HarperCollins Children's Books Summer 2022 (Jennifer Lee)  
3/17: Elder Financial Exploitation with Lisa Braganca (John Amundsen)  
3/17: RAILS Online Roundtable: The Ins and Outs of Material Challenges (Jessica Thomson)  
3/21: Strong Women and Girls (Jennifer Lee)  
3/28: Wilmette 150 Interfaith Service (Anthony Auston, Diane dos Santos)

Meetings:

3/3: CCS Database Management meeting (Jessica Thomson)  
3/3: ILA Intellectual Freedom Committee Meeting (Suzanne Arist)  
3/3: LACONI Meeting (Kim Hegelund)  
3/8: CCS UX Advisory Committee (Kim Hegelund)  
3/8: Tea with Anthony (over 40 staff attended)  
3/8: Tinker meeting--outdoor Maker programming (Janet Piehl)  
3/9: Village of Wilmette's Sesquicentennial Planning Committee (EvaAnne Johnson)  
3/10: WK Chamber of Commerce Networking Breakfast (John Amundsen)  
3/10: WPL Strategic Planning Retreat (Leadership Team, Board of Trustees)  
3/15: CCS IT meeting (Christine Hightower)  
3/15: Supporting Positive Outcomes in Library Communities: Focus on Equity & Inclusion Part 1 (Kim Hegelund)  
3/16: Upstander Training Part 2 (Diane dos Santos, Kim Hegelund, Krista Hutley)  
3/17: PAS technical group meeting (John Amundsen, Lisa Bigelow)  
3/18: ATLAS Libraries Middle Managers Round Table (Mark Cegielski, Jessica Thomson)  
3/22: Charmm'd Foundation Peer Advisory Group (Andrea Vaughn Johnson)  
3/30: RAILS EDI Committee (Leah White)  
3/31: Library of Things Committee Meeting (Kim Hegelund, Andrea Vaughn Johnson, Linnea Lundberg, Jillian McKeown, Janet Piehl, Jessica Thomson, Leah White)

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Attachments: Circulation Statistics by Collection, Circulation Statistics by Material Type, Digital Resource Statistics

04/01/2022

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 03/2022**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	19	19	0	19	19	0	0	1.00
Bag	508	417	274	691	691	0	0	1.36
Blu-ray	1,389	237	139	376	407	31	63	0.27
Blu-ray New	90	157	2	159	163	4	10	1.77
Book	171,490	19,190	19,190	38,380	40,022	1,642	2,099	0.22
Book Hot	951	1,230	81	1,311	1,311	0	0	1.38
Book New	5,866	2,827	1,917	4,744	5,562	818	361	0.81
Boxset	0	10	12	22	22	0	10	0.00
Cassette	60	0	0	0	0	0	0	0.00
CD	16,530	761	434	1,195	1,424	229	212	0.07
CD Audiobook	7,975	284	273	557	647	90	49	0.07
CD Audiobook New	234	114	76	190	220	30	8	0.81
CD New	286	109	77	186	218	32	11	0.65
DVD	18,528	2,137	1,499	3,636	3,955	319	340	0.20
DVD New	361	508	32	540	589	49	23	1.50
eAudiobook	50,972	0	0	0	0	0	0	0.00
eBook	84,247	0	0	0	0	0	0	0.00
eMagazine	4,232	0	0	0	0	0	0	0.00
Equipment	14	3	0	3	3	0	0	0.21
eReader	3	1	0	1	1	0	0	0.33
ILL Material	0	61	1	62	62	0	2	0.00
Kit	0	5	22	27	27	0	5	0.00
Laptop	1	0	0	0	0	0	0	0.00
Large Print	7,180	344	269	613	736	123	42	0.09
Large Print New	308	83	39	122	177	55	6	0.40
Magazine	4,276	271	485	756	756	0	3	0.18
Magazine New	265	1	0	1	1	0	0	0.00
Mobile Hotspot	10	12	0	12	12	0	0	1.20
Multimedia Kit	28	5	0	5	5	0	3	0.18
Newspaper	525	0	1	1	1	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Playaway	2,369	307	236	543	564	21	12	0.23
Playaway Audio New	78	21	30	51	58	7	0	0.65
Record	1,579	4	2	6	7	1	1	0.00
Scores / sheet music	0	1	0	1	1	0	1	0.00
Seasonal AV	319	10	0	10	10	0	0	0.03
Seasonal Book	1,985	203	4	207	208	1	1	0.10
Special Collection	0	1	4	5	5	0	1	0.00
STEAM equipment	21	1	0	1	1	0	0	0.05
STEAM Kit	15	3	0	3	3	0	0	0.20
Tablet	2	0	0	0	0	0	0	0.00
VHS	149	1	1	2	2	0	0	0.01
Videogame	970	275	360	635	637	2	21	0.65
Totals	383,853	29,613	25,460	55,073	58,527	3,454	3,284	0.14

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

04/01/2022

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 03/2022**

<b>Collection</b>	<b>Number Of Items</b>	<b>Local Charges</b>	<b>Local Renewals</b>	<b>Total</b>	<b>Total + Lender</b>	<b>CCS ILL Lender</b>	<b>CCS ILL Borrower</b>	<b>Ratio</b>	<b>Auto Renewal</b>
Fiction	47,946	4,859	2,932	7,791	8,638	847	700	0.16	2,717
Magazines	4,554	219	358	577	577	0	3	0.13	344
Multimedia	41,953	3,682	2,074	5,756	6,493	737	705	0.14	1,966
Nonfiction	69,680	4,215	4,499	8,714	9,777	1,063	794	0.13	4,158
Online	131,156	0	0	0	0	0	0	0.00	0
Other	557	512	275	787	787	0	2	1.41	244
Teen Fiction	2,442	327	334	661	700	39	87	0.27	324
Teen Multimedia	69	9	8	17	17	0	2	0.25	8
Teen Nonfiction	393	70	105	175	184	9	18	0.45	103
Teen Online	3,222	0	0	0	0	0	0	0.00	0
Youth Fiction	44,313	12,278	11,236	23,514	24,033	519	701	0.53	10,798
Youth Magazines	509	53	127	180	180	0	0	0.35	123
Youth Multimedia	8,864	1,252	1,096	2,348	2,425	77	64	0.26	1,061
Youth Nonfiction	23,068	2,132	2,416	4,548	4,711	163	207	0.20	2,321
Youth Online	5,091	0	0	0	0	0	0	0.00	0
Youth Other	36	5	0	5	5	0	1	0.14	0
<b>Totals</b>	<b>383,853</b>	<b>29,613</b>	<b>25,460</b>	<b>55,073</b>	<b>58,527</b>	<b>3,454</b>	<b>3,284</b>	<b>0.14</b>	<b>24,167</b>

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

## Electronic Services to Patrons: July 2021 - June 2022

	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
<b>GENERAL REFERENCE</b>													
Children's Literature	5	0	15	2	0	0	16	0	6	0	0	0	44
Culture Grams	0	1	2	0	2	2	13	1	1	0	0	0	22
Facts on File	5	0	0	12	16	16	34	7	8	0	0	0	98
First Search	34	15	70	31	47	47	41	53	38	0	0	0	376
Gale Databases (ex. InfoTrac)*	79	14	27	81	25	25	71	47	19	0	0	0	388
Legal Forms	0	2	1	1	0	0	2	5	0	0	0	0	11
Novelist	39	22	51	201	98	98	91	34	32	0	0	0	666
PebbleGo	0	0	1	1	0	0	1	1	0	0	0	0	4
Reference USA^	46	21	27	29	22	22	31	37	23	0	0	0	258
World Book Reference Center	3	0	3	1	9	9	4	2	2	0	0	0	33
<b>PERIODICALS</b>													
Chicago Tribune	72	82	67	132	255	255	110	218	105	0	0	0	1,296
Chicago Tribune-Historical	273	159	181	491	262	262	315	135	190	0	0	0	2,268
Consumer Reports	87	64	90	70	89	89	112	65	75	0	0	0	741
Consumers' Checkbook	15	5	10	5	9	9	7	5	10	0	0	0	75
InfoTrac	9	3	9	4	0	0	5	1	6	0	0	0	37
Lexis Nexis	44	58	95	85	24	24	61	42	53	0	0	0	486
Mergent	0	0	0	0	1	0	19	23					
Morningstar	38	33	12	26	22	22	21	35	11	0	0	0	220
New York Times	38	45	46	19	41	41	50	46	36	0	0	0	362
New York Times-Historical	15	43	31	9	49	49	63	31	14	0	0	0	304
Newspapers.com	127	42	291	30	230	230	699	14	109	0	0	0	1,772
Press Reader	385	167	201	109	300	300	339	292	259	0	0	0	2,352
Proquest-Research Library	80	63	93	124	132	132	206	136	176	0	0	0	1,142
S&P NetAdvantage	180	139	20	6	340	0	73	253	261	0	0	0	1,272
Weiss Ratings	3	2	9	24	4	4	13	28	10	0	0	0	97
<b>GENEALOGY</b>													
Ancestry Plus	122	132	154	95	99	99	125	35	36	0	0	0	897
Heritage Quest	7	3	4	12	7	7	8	10	12	0	0	0	70
Fold3	0	0	0	0	0	65	52	23	48	0	0	0	188
<b>HOMEWORK/STUDY</b>													
Brainfuse	51	6	94	168	14	14	74	12	10	0	0	0	443

Gale Courses	4	0	1	0	2	2	1	1	3	0	0	0	14
Lynda Library	16	109	46	93	25	25	56	31	32	0	0	0	433
Mango Languages	39	21	33	37	51	51	62	24	38	0	0	0	356
Mosio - Chat/Text reference help	54	77	120	59	38	38	47	36	33	0	0	0	502
Muzzy Languages	0	0	0	0	2	2	9	102	4	0	0	0	119
Niche Academy	153	71	58	69	31	31	72	38	41	0	0	0	564
Email Reference	29	16	16	19	10	10	30	13	16	0	0	0	159
WPL Tech Classes - Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0
WPL Proctored Exams	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>E-BOOKS/AV</b>													
Hoopla	1,178	1,351	1,221	1,261	1,366	1,366	1,432	1,392	1,392	0	0	0	11,959
Kanopy	766	627	777	882	982	982	1,052	774	745	0	0	0	7,587
Digital Library of Illinois-eBooks	6,748	7,612	7,032	7,067	7,422	7,422	8,151	6,645	7,897	0	0	0	65,996
Digital Library of Illinois-eAudiobooks	3,851	3,820	3,556	2,718	3,797	3,797	3,910	3,480	4,044	0	0	0	32,973
Tumblebooks	25	3	16	66	97	97	48	23	48	0	0	0	423
Appointments	17	18	20	33	9	9	20	12	2	0	0	0	140
Subtotal Librarian Interface	100	111	156	111	57	57	97	61	51	0	0	0	801
Subtotal E-Book/AV Use	12,585	13,431	12,622	12,027	13,673	13,673	14,613	12,326	14,128	0	0	0	119,078
Total (All)	14,637	14,846	14,500	14,072	15,929	15,653	17,546	14,162	15,845	0	0	0	137,147
<b>WEB SITE</b>													
Visits (all)	15,585	12,301	15,347	15,752	15,752	13,775	16,611	13,505	14,599				133,227
Unique Visitors	7,987	7,296	8,612	8,579	8,579	7,310	8,269	6,965	7,627				71,224
Pageviews	26,255	19,288	23,714	31,329	31,329	24,085	28,615	23,602	24,735				232,952
<b>PowerPAC (public catalog)-Visits</b>	13,227	9,310	12,563	12,209	12,209	11,588	13,821	11,687	12,599				109,213
<b>Library App</b>	825	725	697	1,400	1,400	1,182	1,370	1,564	3,662	0	0	0	12,825
#Facts on File includes: FactsOnFile; Issues & Controversies; Today's Science; World Almanac for Kids; World News Digest													
*Gale Databases include: Business Insights; Directory Library; Literature Resource; Small Business Resource Center; Virtual Reference Library; Twain's Author Series, and													
^Reference USA includes: Residential; Business/Employers; Healthcare; Canadian; New Business; New Movers/Home; Consumers/Lifestyles													
**Subtotal E-Books/AV Use is Hoopla through Appointments													
Subtotal Librarian Interface is Mosio Text/Chat, reference email and appointments total													