

Wilmette Public Library Director's Report – October 19, 2021

Library Activities for September-October 2021

Anthony Auston, Director

Strategic Plan Progress Updates

In the coming months, the Library will begin collecting feedback and preparing to draft its 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.

Our September Storywalk in Vattmann Park was up just in time for back-to-school season. *Never, Not Ever!* by Beatrice Alemagna tells the story of a little bat named Pascaline who does not want to go to school. When she screams "NEVER, NOT EVER," something extraordinary happens.

On September 23, Youth Services librarians presented picture books at the annual What's New in Children's Literature hosted by the Alliance for Early Childhood.

Preschool Outreach Librarian Ruth Bell made three virtual visits to area preschools, reaching 45 children and their teachers. She also delivered her storytime kits and STEM kits to three of our partner preschools.



On Sunday, October 10, Circulation Manager Kim Hegelund and Director Anthony Auston staffed the Wilmette Public Library table at the Kenilworth 125 block party. The event, celebrating the anniversary of the village's incorporation in 1896, drew Kenilworth residents and partner organizations for an afternoon of entertainment, food, recreation, and connection with neighbors, elected officials, and community organizations - like Kenilworth Public Library District (KPLD). 4 KPLD trustees attended and helped to inform participants about their District's Library Services Agreement with Wilmette Public Library and Winnetka-Northfield

Public Library, who were also present. Both libraries registered residents for library cards and promoted the collections, programs, and resources at each facility.

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

On September 18, Genealogy and Local History Librarian EvaAnne Johnson hosted, "Your House Has a Story: Researching the history of your Wilmette House." Patrons learned how to research their house's history, with a focus on Wilmette homes. Author and local historian Julia Johnas presented an illustrated, step-by-step program on how to research the history of your house. She served for more than 20 years as the research liaison to the Highland Park Historic Preservation Commission. This program was tailored specifically for those researching properties in Wilmette and its surrounding communities.

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

Several Youth Services staff have been viewing the Augusta Baker Storytelling Experience: Diversity, Equity, and Inclusion Programming for Children of All Ages lecture series, hosted by the University of South Carolina School of Information Science. In each kid-friendly session, experts talk about EDI themes at a level appropriate for children and their caregivers and educators. Topics include anti-racism, LGBTQIA+ issues, rainbow families, gender issues, and immigration.

Welcome Desk

September was our second busiest month for door traffic in 2021, with over 13,000 visitors to the building.

Welcome Desk Assistant Colleen Reese is making improvements to our Welcome Desk operations in her new full-time role. She reorganized the work space and implemented a number of efficiencies. Shelving/Welcome Desk Manager Patsy DeVuono is working with the team to promote enhancements to customer service in this new service point, following the relocation of the switchboard operation to this space this summer. Patrons have responded positively to this new role, with staff providing direct service to over 3000 patrons (nearly 1 in every 4 patrons to visit the library) in September. Staff also gave directions to 810 visitors, provided 25 masks, and answered over 1500 telephone calls. Staff noted that the majority of inbound general calls are ultimately forwarded to Adult Reference and Circulation, followed by questions about Books Down Under/Donations and library hours.



Collections

Digital

Each month our patrons access nearly 20,000 e-books, e-audiobooks, newspapers, magazines, streaming music, TV programs, and movies with their Wilmette Library cards. This figure is further augmented when including articles from databases, genealogy resources, business resources, homework help resources, and other digital products. August is a slowest month of the year, and that was reflected in both our digital circulation statistics and acquisitions data.

Digital additions were very high in September, the second largest number of additions this calendar year.

Summary of digital materials added to the collections in the past three months:

Collection	July	August	September
eAudiobook			
Overdrive	590	172	728
eBook			
Overdrive	1323	439	1739
eMagazine			
Overdrive	61	0	246
Hoopla			
items	866	950	950
Monthly			
total	2840	1561	3663

Summary of digital materials withdrawn from the collections in the past three months:

Collection	July	August	September
Hoopla	654	543	379

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

Physical

Shelving staff completed a substantial shifting project on the Lower Level in September. Collections in the ranges from the 000s through the 600s were back-shifted to make room for the Oversized collection to come downstairs from the Mezzanine into new shelving that we're expecting by the end of October. Welcome Desk Assistant Colleen Reese has been trained on how to make the endcap signs for the Lower Level, and now all of the signage is correct and reflects the current shelf order. Staff plans some additional shifting in the 700s and 800s to even out the shelves for consistency with the rest of the nonfiction collections.

In the Media Room, the CD collection has been shifted completely, owing largely to the recent introduction of new acrylic sleeves to replace our jewel cases. We expect to install updated signage soon. We're working with our shelving vendor to identify a solution for repurposing the empty shelving unit for the expansion of our DVD collections.

We added our first new Library of Things items in some months: new WiFi Hot Spots.

Technical Services Manager Jessica Thomson noted that we're beginning to see some supply-chain impacts in the delivery of our materials. Shipping delays, printer backups, and worker shortages are all impacting previously posted publication dates and forcing publishers to postpone new titles as well as affecting availability of backlist titles. This piece in the New York Times illustrates the cascading impacts of this scenario on booksellers, libraries, and consumers: <https://www.nytimes.com/2021/10/04/books/book-publishing-supply-chain-delays.html>

Technical Services staff completed a number of special projects with the collections. Jessica Thomson changed the location for 166 DVDs, as new DVDs for TV shows and documentaries were moved from Recent Arrivals to the Lobby. Jessica Thomson changed the location for 5 periodicals (a total of 52 items) and 1 newspaper (52 items) for the Business Reference Area project. Carly Stauss completed two database clean-up projects for statistical codes and specified languages. Laura Krimsin-Morales trained Angie Tomcik on how to process books which includes stamping, stickering, and in some instances covering books. Angie Tomcik created item records for 56 New Trier High School yearbooks; this completes the yearbook project and all available copies are now listed in the catalog. Shanti D'Costa worked with our vendors to extend pre-order cancellation periods due to the disruption in publishing and shipping of new books. Our purchase requests will now be active for 18 months (rather than 12) before being cancelled by the vendor.



RFID Project

With the radio frequency identification hardware installed, staff trained on equipment, the collection tagged, and all of the patron-facing equipment ready, staff are preparing for the next steps of the roll-out plan: implementation of the Automated Material Handling system. This final stage of the project has been delayed (and now delayed again) due to supply chain issues, the scarcity of certain parts in the final system, and ultimately the shipping of the units from overseas. We now expect delivery and installation of the AMH in late November, along with the collection inventory wands. Once the check-in system is fully operational, we can begin introducing RFID checkout via both the staff stations and the self-checkouts throughout the building, at which point the project will be substantially complete.

Technical Services Statistics

September was one the busiest months for material acquisitions this calendar year, with over 3,500 items added to the collection.

Summary of physical materials added to the collections in the past three months:

Collection	July	August	September
Adult Fiction	623	241	930
Adult Non-fiction	488	314	715
Teen Fiction	47	27	23
Teen Non-fiction	12	1	25
Youth Fiction	718	598	930
Youth Non-fiction	12	127	87
Adult Magazines	431	356	669
Youth Magazines	29	9	50
Adult Multimedia	157	44	306
Youth Multimedia	43	23	43
Monthly totals:	2560	1740	3778

Summary of items withdrawn in the past three months:

Collection	July	August	September
Adult Fiction	193	160	330
Adult Non-fiction	130	160	249
Teen Fiction	8	12	12
Teen Non-fiction	2	33	4
Youth Fiction	211	253	225
Youth Non-fiction	19	25	13
Adult Magazines	270	250	590
Youth Magazines	1	0	1
Adult Multimedia	12	307	33
Youth Multimedia	3	49	6
Other			1
Monthly Total:	849	1249	1464

Circulation

This September/October, when visitors enter the library they've been greeted with decorations celebrating the changing of the seasons. Come by to see our spooky displays!

Technical Services Assistant Angie Tomcik shared a document with Circulation staff to help streamline the way we move materials from department to department. Circulation now sends all items in need of repair to Adult or Youth Services for selectors to review and determine the next course of action. If an item is able to be repaired, or needs Technical Services' attention, staff will then route the material to them. We strive to provide quality materials in good condition for our users.

The recent low voltage cabling project has allowed for some improved locations for our self-checkout stations. Technology Manager Fred Wallace helped facilitate the relocation of the large self-check 1000 unit on the first floor from its temporary home in the Reference Desk area to its originally intended home outside the Computer Room (near Elevator B). Similarly, the second floor 1000 unit in Youth Services is now located near Elevator B by the department entry doors. The 1000 unit on the lower level has also been relocated to the main aisle of the non-fiction stacks beside the west stairs. Each of these units will now have more visibility to patrons.

Circulation Statistics of Note

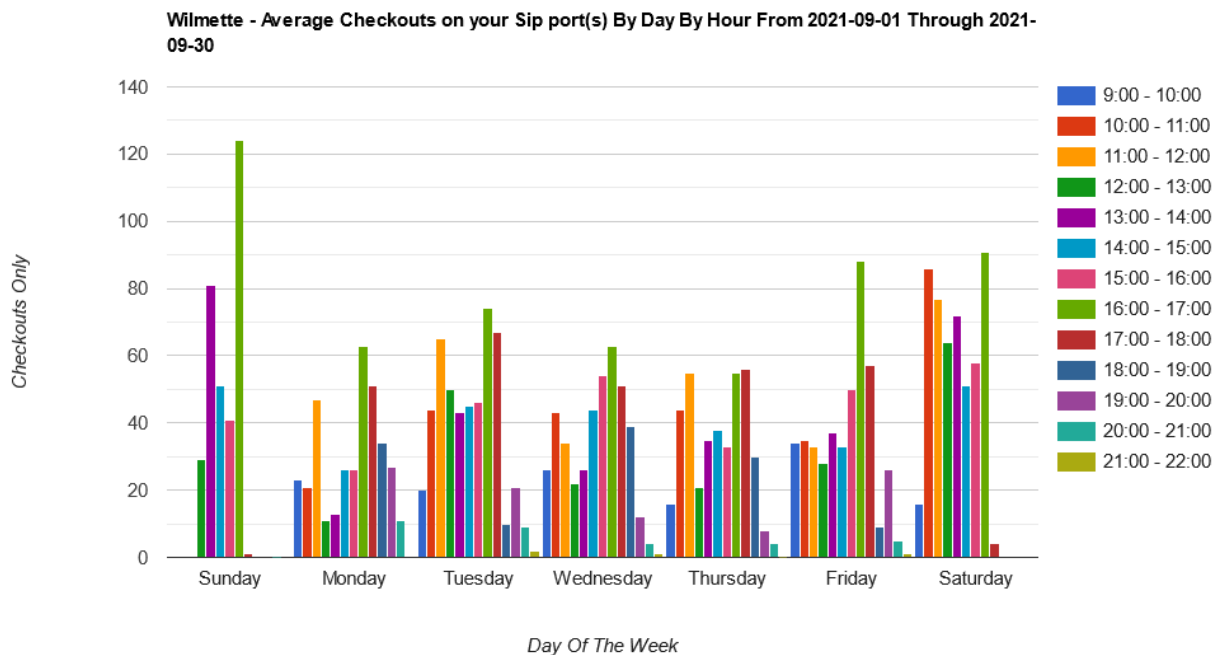
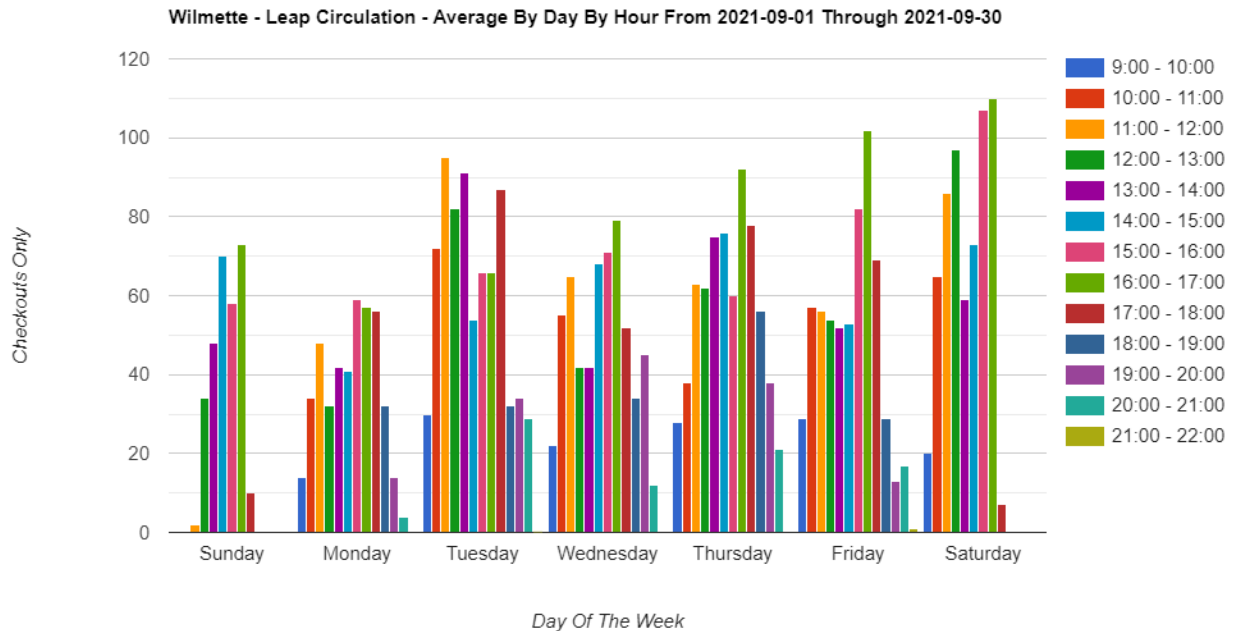
September is National Library Card Sign-up Month, and we saw a dramatic increase in new cardholders over the past two years. This year we welcomed 350 new Wilmette resident cards, with 55 residents applying using the online application process. In September 2020 and 2019 we registered, respectively 234 and 109 new cardholders. Our partnership with D39 continues to be successful as 172 of the 350 new cards this month came from the library card application process through the schools.



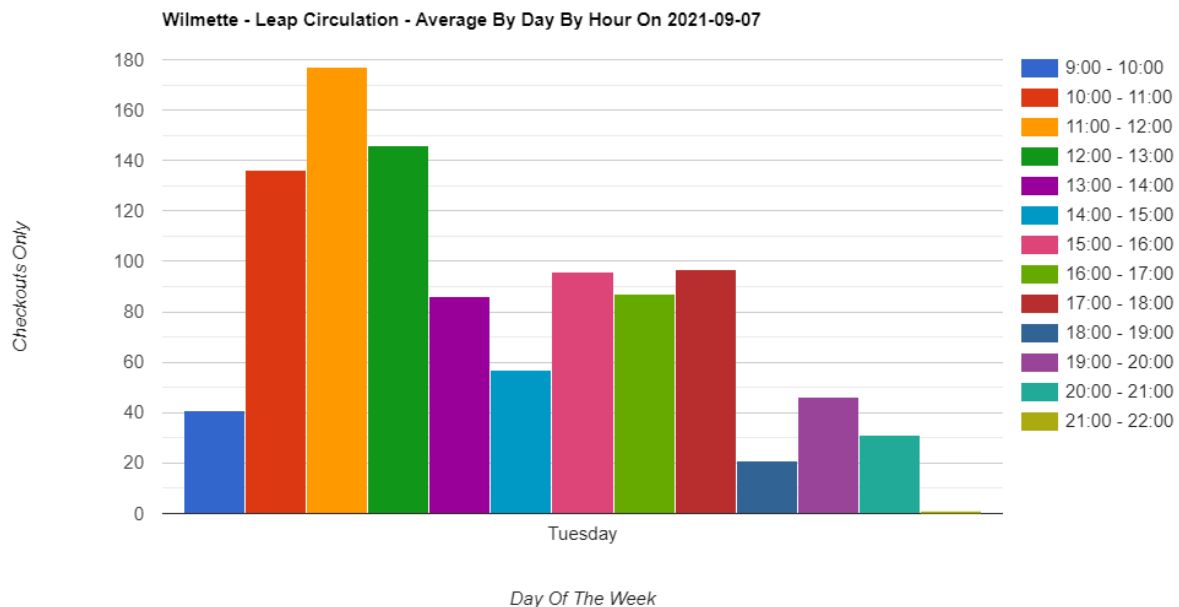
Parking Lot Pickup had 123 appointments; 60 individual patrons and 63 repeat patrons.

Staff processed 8,493 holds for patrons. Over the course of the month, patrons checked out 28,838 pieces of materials. Total circulation for September 2021 was 64,184. Comparing that to September 2020 (55,261), we were up 16.1%, and compared with September 2019 (59,292), we were up by 8.2% overall. It's exciting to see our statistics in recovery and building upon our pre-pandemic successes.

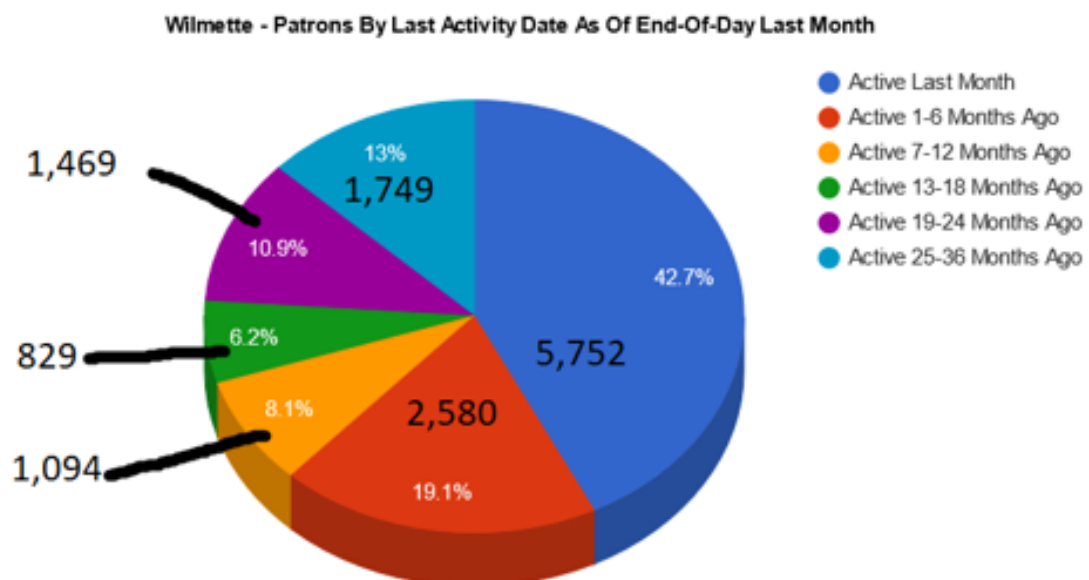
The below two graphs show the checkouts throughout the month of September. The first being total checkouts, and the second those done at self-checkout.



The Tuesday after Labor Day, Sept 7, 2021, Circulation staff checked in 3,427 items, checked out 1,787 items to 306 patrons, and filled 793 holds. Below is a graph showing the checkouts at Circulation that day. From 9:00am to 12:00pm we checked out a bulk of the 1,787 items.



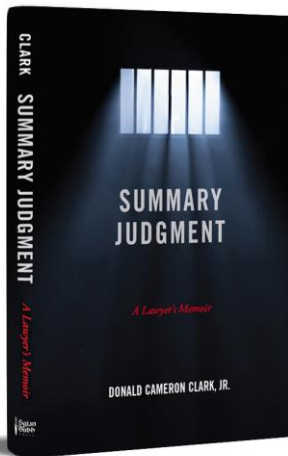
The pie chart below gives a picture of how many patrons have utilized the library through physical materials over a period of months (not including digital resources). Of the 13,473 library cards that have been active in the last three years, 9,426 were used from September 2020 to September 2021, which is 69.9% of our Wilmette cardholders.



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

Adult Services

On September 9, Business Librarian John Amundsen organized the program, “Bitcoin and Cryptocurrency: Is Crypto the Future of Finance or Just a Fintech Fad?” Patrons learned about the emerging asset class, from its present impact on the financial system to its implications for the future. The program was led by Mike Gershbein, from Very Smart People.



On September 28, the Library hosted author Donald Cameron Clark, Jr. to discuss his new legal memoir, *Summary Judgment: A Legal Memoir*. The book “is the fascinating true story of two Chicago lawyers and an Alabama nun who volunteer to represent a death row inmate and struggle to prove that he is not legally guilty, even while he is not truly innocent. Join Glenview-based author and corporate litigator Donald Cameron Clark, Jr. as he recalls his experience representing 20-year-old Tommy Hamilton, a condemned murderer awaiting execution by electrocution on death row in Alabama, in his final appeal. Summary Judgment shares this life-and-death tale as it unfolded in real time and raises the provocative issue of defending the guilty as an important aspect of justice work. Fans of true crime or legal thrillers will enjoy this evening with Clark, Jr., a renaissance man who believes in the power of storytelling, whether to a jury, to a theatre audience, or to his grandchildren.” (Publicist biography)

Every Monday evening at 5:00pm, Teen Librarian Krista Hutley hosts a new hang-out program called, "Your Space." Teens are welcome to drop-in to the Teen Room for board games, Nintendo Switch games, music, crafts, and more.

New Adult Services Website Enhancements

With our new website going live at the start of October, Adult Services is looking to enhance its online Readers’ Advisory (RA) offerings. Multiple “book rivers” and our interactive A-to-Z book recommendation page will ensure our fresh and exciting curated content will become valuable resources for patrons looking for their next great read. Rachel Garcia is leading our RA content and book rivers, and will train Katy Jacob to assist with this task.

Business Librarian John Amundsen continued to work on the Website Redesign Committee and was able to utilize his background in user experience design training to develop surveys for patrons and staff, as well as a script for an informal 1:1 interview process, ahead of the website launch. John worked closely with AS staff and assisted with finalizing web content before the targeted launch in early October.

The revitalization of WPL's Business resources, services, and physical space continued throughout September. Graphic Artist Sarah Rose developed the initial logos and banners for the Strictly Business branding, now featured on the new WPL Business & Investment webpage,

www.wilmettelibrary.info/business. Sarah will

also help develop print collaterals, including a business brochure available to local firms and non-profits, and giveaway items, including pens

and notepads, to be handed out at community business events and distributed to organizations that sign up for a card. The development of the physical space continues, with the relocation of additional bound indexes and directories in the basement and consolidation of business reference books freeing up additional shelf space for use for our College Corner and Job Search resources, and has resulted in a fuller, more inviting area, and will be further enhanced with new signage.



We've also consolidated our consumer-facing resources into a Consumer Corner with buyers' guides including the Used Car Price Guides, Consumer Reports, Weiss Ratings, Chicago Consumers' Checkbook, and other items into the center carrels; this and moving the College Corner guides to the wall shelves has opened up four new study spaces in the reference area for patrons.

Teen Librarian Krista Hutley has designed and developed the teen pages for the new website: <https://www.wilmettelibrary.info/services/teens>, and has done a fantastic job of including new and interesting content. For example, she has included upcoming Teen Take and Make projects which are always a huge success with our teen patrons, as well as instructions and how-to's for past projects that teens and adults can do on their own.

Youth Services

Summer Reading Club Final Numbers

In September, Summer Reading Club members reported their last reading logs and Youth Services tabulated our final participation numbers. We distributed 2000 reading logs in addition to the logs that were included in the direct mailer or printed from our website. 744 children completed 20 days of reading and chose a free book as their prize. 255 of those children went on to read another 20 days and collect a second free book, and 80 kids completed a third log and chose a third book. Thanks to the generosity of the Friends of the Library, we were able to purchase a wide selection of books for our readers and gave away 1,029 books.

Big Library Takeover

This year's Summer Reading Club participants voted for who would "take over" one weekend in September, and unicorns were the winner! Patrons visiting the library on Friday, September 17 through Sunday, September 19 saw the service desks decorated with sparkles and rainbows and Library staff dressed up in unicorn finery. Youth Services had a Find the Unicorn hunt, unicorn name tags, a unicorn crown craft for the kids, and giveaways. On Saturday and Sunday, we were visited by Victoria the Unicorn Princess who told stories and posed for photos with the children. Children were delighted and the event was great fun for the staff as well.



Maker Garden

Youth Services librarians Janet Piehl and Ruth Bell created the Library's new Maker Garden, where you can imagine, create, and play with natural materials! Our first activity is a Zen garden. The Maker Garden encourages patrons of all ages pause on their way in or out of the Library to make patterns with rocks and sand.



Youth Services Programs

In September, Youth Services presented 31 in-person and virtual programs which were attended by 570 people.

Indoor Programs

In September, we hosted our first indoor programs since March 2020.

On September 15, STEAM Lab returned to indoor in-person programs with Tower of Cards. Librarian Jennifer Lee led children in using index cards to build towers. Two attendees took our building challenge.

On September 29, librarian Jennifer Lee presented a craft program in our Auditorium called Felt Flower Headband which was attended by one child.

Also on September 29, librarian Lisa Bigelow started a new monthly program, Graphic Novel Book Club for kids in grades 4-6, socially distanced in the Auditorium. The inaugural program was attended by eight eager comic fans who discussed *All's Faire in Middle School* by Victoria Jamieson and made their own comic book art.

Outdoor In-Person Programs

Storytime on the Library Lawn returned on September 1, 4 with Youth Services librarians presenting seven programs a week. 448 children and caregivers attended the first two weeks of the fall session.

Story Ballet

On September 9, the Studio North Academy of the Performing Arts presented a Story Ballet program on the Library Lawn and was attended by 28 people. Little ones learned ballet steps and enjoyed an interactive story.

Maker Club for Families: Candy Catapult

On Saturday, September 18, 22 kids and adults enjoyed Maker Club for Families: Candy Catapult where they built catapults out of common household materials to toss candy at friends, neighbors, and trick-or-treaters from a safe (and fun) distance!

Tie-Dye Party with the Girl Scouts

On Saturday, September 25, Youth Services hosted a Tie-Dye Party with the Girl Scouts. Attendees heard a story about the colors of summer, learned the basics of color theory, and witnessed a demonstration on color blending as they learned how to tie-dye fabric.

Virtual Programs

Calvin Can't Fly ASL Storybook Screening

On Wednesday, September 8, families saw the picture book *Calvin Can't Fly: The Story of a Bookworm Birdie* by Jennifer Berne come to life with American Sign Language, music, sound effects, and animation. Attendees viewed the new storybook video together and learned ASL signs. This program was presented by All Sense Go whose mission is to make media more accessible through ASL.

3D Design with Tinkercad

On Tuesday, September 14, kids learned how to design a simple masquerade eye mask. Their designs were printed on our 3D printer for pickup at the Library.

Our 2nd & 3rd Grade Book Discussion met virtually on September 23, to talk about the book *Geeger the Robot Goes to School* and met the author, Jarrett Lerner! They also made a robot craft together.

Mandarin-English Bilingual Storytime

On Saturday September 25, six children and parents attended Mandarin-English Bilingual Storytime for stories, songs, and fun in Mandarin and English, presented by local educator Ling Liu.

New Staff

Youth Services welcomed two new staff members in September: Sarah Zaharako became our new part-time Youth Services Associate and Stefanie Brown also joined us as a Substitute Youth Services Associate. Sarah has worked in both public library and elementary school settings. She was also Co-Chair of California's Association of Children's Institute and currently serves as a

Collections Developer for a local bookstore in Evanston. Stefanie has been working in the Chicago Public School System for six years in literacy development and is working towards her MLIS.

Book Displays

In September, Youth Services curated displays to highlight high interest, fall, and spooky picture books, as well as fiction and nonfiction titles that celebrate Hispanic history.

Special Projects

School Library Cards

Just in time for Library Card Signup Month, Wilmette schools and Early Childcare Centers may now sign up for a School Library Card and submit a list of school staff eligible to use this card. School Cards can be used to check out Wilmette Public Library materials, and other Preschool Partners materials such as Storytime Kits & STEM Kits. Teachers may request materials for in-person pickup or delivery, or come into the library and select their own books and materials. Youth Services staff can pull books and other materials for teachers by request and prepare them for pickup (or delivery for preschools).

Preschool Delivery Service

In addition to her preschool visits, Preschool Outreach Librarian Ruth Bell coordinates delivery and pickup of books and STEM Kits such as microscopes, Beebots, balances, and a light table for area preschool/early childhood centers. This year she introduced Storytime Kits -- themed bags that include books, rhymes, and an accessory such as a flannel story or puppet. Kits may be checked out for 3 weeks on a School Library Card.

Communications & Events Programs

In September, Communications & Events staff hosted the following programs:

- 9/9: Awesome Australia with Brian Michalski; 55 patrons
- 9/14: At Home Film Discussion: Lured; 6 patrons
- 9/22: Opera Lovers Lecture: Macbeth; 43 patrons
- 9/20: Make a Mason Jar Luminary; 20 patrons

Programming scheduled by both Adult Services and C&E staff reached our Equity, Diversity & Inclusion (EDI) goals in a variety of ways in September:

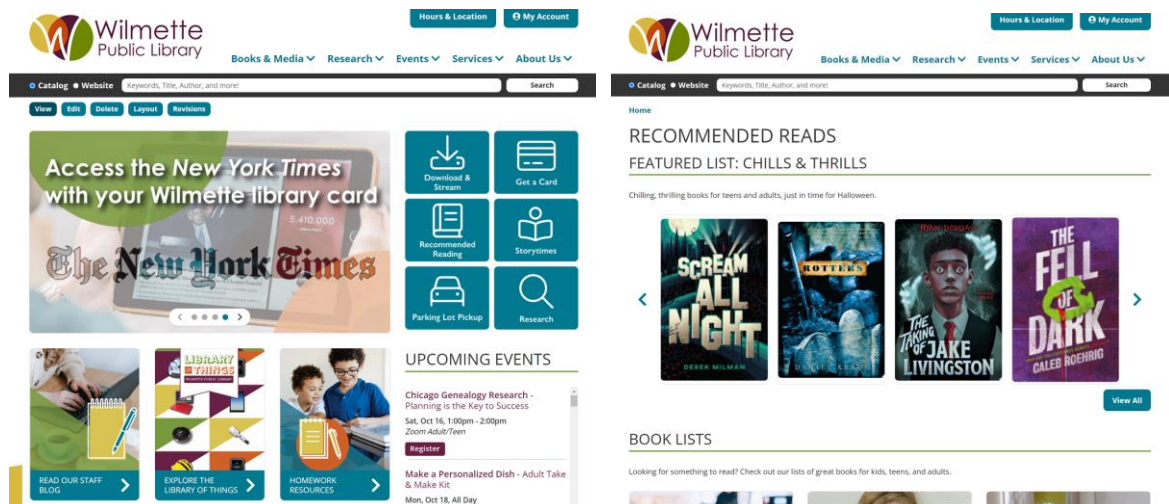
- Our Classics & Contemporary Book Group title, *Homeland Elegies*, is a work of autofiction (fictionalized autobiography) written by an author of Pakistani heritage exploring the life of immigrants in America today.
- Our partner book discussion group with League of Women Voters-Wilmette featured the title *The Sum of Us*, which explores inequality and how racism economically effects all of us.

Our travel programs, sponsored through the Rutherford Trust, continue to be standouts on our program schedule. We received some wonderful feedback this month: “Thanks for the trip to Australia--One of the best things I have ever seen on Zoom during this housebound time for me.” “Wonderful hour to see so many places. My son lives in Margaret River, owns two bicycle shops. I loved the people and miniature penguins on the Great Coast Rd. It is like the US but with more time to be friendly.” This feedback confirms that these travel series have allowed our community to continue to feel connected to the world even during this long period of isolation.

Near the end of the month we formalized a successful partnership we’ve participated in for the past year by joining the Illinois Libraries Presents collaborative programming pilot. Over the past year, we have participated in a number of virtual programs hosted in collaboration with other local libraries, most notably writers Ibram X. Kendi and Dr. Eve Ewing. These programs have allowed us to present more prominent speakers and, in particular, give weight to our EDI goals by presenting them with the backing of a large number of area libraries. These programs were successful and exciting, but needed structure to ensure that the format was equitable to libraries of all sizes and demographics. A committee worked in partnership with RAILS to form a sliding-fee membership program to host these types of events, and we signed on to participate in the first pilot program for the series, which will begin in 2022. We look forward to continuing these successful programs, with the organization and care that this committee is bringing to the work.

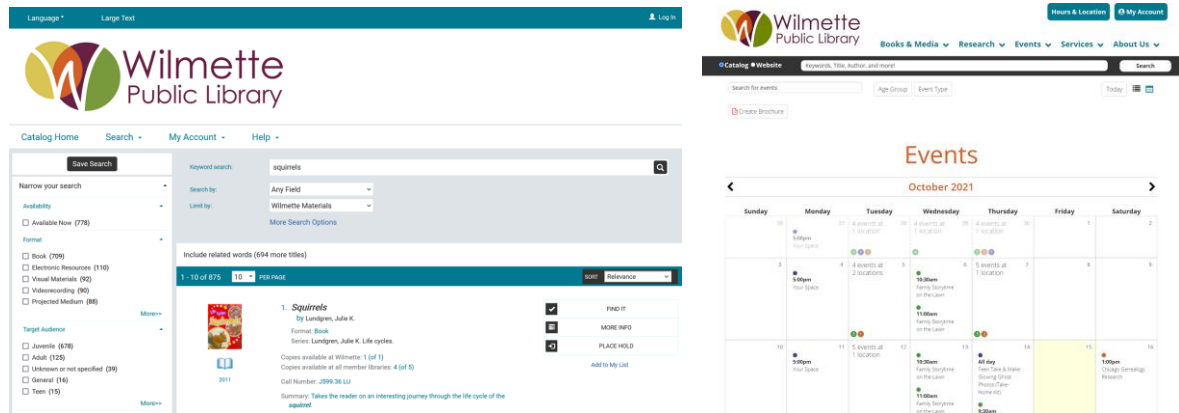
Communications

September was a jam-packed month on the communications front! As we came out of the library closure and into a full month of programs, staff worked on a variety of projects: Library Card Signup Month, a number of new service areas, the exciting Big Library Takeover weekend, and, of course, preparing for the launch of the new website in October.



New Website

In order to reach our targeted launch date of October 5, Sarah Beth Brown and the rest of the web redesign committee worked to ensure content was migrated, pages were edited, links worked, navigation was logical and correct, and that all of the new, exciting content types were populated for launch. This included photographing staff and board members, building book rivers, writing new landing pages, and much more. Sarah Beth worked with our partner [platform vendors at CCS (with help from Kim Hegelund) and Communico to incorporate the new site branding on our online calendar and library catalog by launch day.



Another major pre-launch project was to conduct user testing on the site. The committee created surveys for both the public and staff to solicit feedback on how the new site works and where it could be tweaked. We got a great response in our call for participants; we received more than 80 replies with useful comments about design choices, page layouts, broken links, and more. We had never undertaken user testing in a website redesign project, and giving ourselves an extra week before launch to go through this process proved invaluable. Adult Services Librarian John Amundsen was especially skilled in creating concise, thoughtful surveys to elicit the type of feedback that would be most valuable.

Library Card Signup Month

Staff promoted Library Card Signup Month in our communications and website in September. We ran a fun campaign on Facebook where staff members shared their favorite part of having a Wilmette Library card, which gave us a chance to highlight some staff members who are not often seen in our social media.

Sarah and Sarah Beth worked on new resident/new user welcome letters for Youth Services and Circulation. Sarah focused on a variety of branding and signage projects including updating the signage in the Large Type area, working on a branding package for our business area, helping Youth Services with branding for the new Maker Garden, and making a new book club template for Adult Services.

Email Communications & Social Media

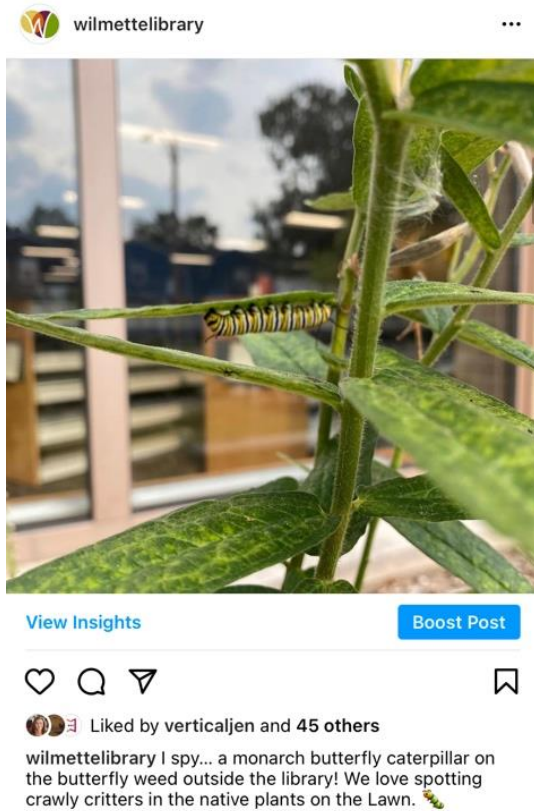
We used our email marketing platform in September to promote Library Card Signup Month, prepare for the new website, and begin promoting our busy fall calendar of virtual and on-site programming and events.

Email newsletter statistics from September:

- 80,378 Sends
- 26,690 Opens (36% open rate)
- +14% Better than Industry Average
67% Desktop, 33% mobile

Highlights from our Social Media in September





Technology

After months of production delays, our new laptops have finally arrived. The six new laptops, intended for staff use, are in-house, configured, tagged, and ready for use. IT was pleased to be able to add these much-needed computers to our available inventory.

After a request to vendor Mobile Beacon to replace two circulating WiFi hot spots that were not working, we received replacements for all ten units. Debi Thompson processed the hot spots, inserting the SIM card, activating, tagging, and charging each unit. She then labeled each unit on the back with information regarding the password and serial numbers. She also created a chart collecting the model numbers, serial numbers, IMEI, phone numbers, passwords, and tag numbers for our inventory records. The hot spots were then sent to Technical Services for processing before been placed into circulation.

With many new and replacement data cable runs being installed recently, Fred noticed that the primary switch in the server room was low on available ports. He worked with CVI to generate a current record of available ports to better prepare for our next big project: updating our wireless access points.

Two replacement digital display monitors were installed this month. These displays run the library's Navari slide show, promoting our services and events in highly-trafficked spaces on the first floor.

Staff responded to an Internet-wide SSL certificate issue in late September, which affected older computers and software installations (more about this event is covered here: <https://techcrunch.com/2021/09/21/lets-encrypt-root-expiry/>). Some patrons and staff experienced problems when attempting to access certain websites. Staff worked with CVI to create a rule that will allow the firewall to safely bypass certificate authentication and accept these sites until any necessary software could be updated.

The Teen Room computers have been updated and are back in-place. Fred completed the process and moved the Adult Internet station (that had been used temporarily in the Teen Room) back into storage. He also had Picture Viewer installed on the Negative Slide Scanner in the Technology Center.

Christine Hightower worked to update the procedure manual this month. She wrote instructions for using the negative scanner and how to do pagination. A tech savvy patron even provided staff with some tips and tricks!

Christine planned for the Library's return to in-person events. Working in cooperation with Youth and Adult Services, she reviewed upcoming events and created a spreadsheet to help keep track of equipment set-up needs. She trained Software Training Associate Linnea Lundberg in the procedures for setting up the Auditorium for upcoming in-person events. Linnea created a YouTube video on "How to WiFi Print" and a Cyber Security presentation.

Facilities and Safety

2021 Capital Repair Project

With the majority of our project complete, pending delivery and install of the remaining items affected by supply-chain issues, September-October was a relatively quiet month for the project after a several intense months prior. The key elements remaining include finalization of the Access Control system, installation of the remaining equipment for the Fire Alarm system, finish work in the Shelving/AMH workroom, and installation of the replacement mullion caps on the curtain wall on the west entrance. We expect all of this work to be completed by year-end.

The official project page has been updated to reflect the current status of the project, and includes an updated timeline as milestones and anticipated dates for action items as they are announced and/or completed: <https://www.wilmettelibrary.info/about-us/projects-initiatives>

The current timeline for key trades and sub-projects include the following accomplishments and estimates:

- Masonry and tuckpointing: complete
- Roofing work: complete
- Lower level drain tile project: complete

- Security/Access Control systems: cabling and hardware installation substantially complete, training and finish work estimated to be complete by October 30
- Fire Alarm system: cabling installation complete, hardware remains on backorder due to supply chain issues, estimated completion in November/TBD, current/primary system remains operable
- Electrical distribution project: complete
- Electrical panel relocation/replacement: complete
- Parking lot repairs/re-striping: complete

Human Resources

Recruiting

Recruiting remains at the forefront of our HR activities. While we have made significant headway in filling our current openings, we still have a few positions to fill and have identified other staffing needs. Here is a highlight of our current efforts:

- **Youth Services**
 - **Youth Services Associate** – I am pleased to announce that we have added another new face to the Youth Services team. **Linda Diekman** is our new **Substitute Youth Services Associate**. Linda comes to us with 15 years of experience as a school librarian where she taught information literacy and library skills to general and special education students. She has also provided readers advisory service to students, faculty and families and has served as an adjunct lecturer for almost 10 years, and has been a guest speaker for library courses and been a presenter at many local, state and national conventions. Linda's first official day was October 5, and we are thrilled to have Linda as part of the YS team.
- **Shelving**
 - **Welcome Desk Assistant** – I am pleased that we have completed our interviews and have narrowed our search down to two candidates. We are in final discussions to assess each candidate to ensure we select the right fit. As soon as we have made a final selection, will start to check references.
- **Circulation:**
 - **Circulation Assistant** – After completing the interviews last week, the hiring team has identified a candidate they feel is the best fit, and would like to bring on board. We are currently in the process of checking references first, and once we obtain the necessary successful references, we will move forward with an offer.
 - **Full-time Circulation Assistant** – With the transfer of Colleen Reese to the Welcome Desk Assistant, Circulation found they had a FT Circulation

Assistant position they needed to fill. After assessing scheduling needs, the management team decided that this would be a FT Evening and Weekend Shift position. We have just posted this rare opportunity and am collecting applicants at this time.

- **Technology:**

- **Digital Services Assistant** – We have just recently posted for a part-time Digital Services Assistant to help monitor the Computer Lab and teach some basic computer and program classes to patrons. This part-time position is roughly 15-19 hours per week and has flexibility to work a combination of morning, afternoon or evening shifts with a weekend rotation.
- **IT Assistant** – We are pleased to announce that **Christine Hightower** will be a **Full-time, IT Assistant** in our Technology Department. Christine will still cover shifts in the Computer Room and create the weekly schedule for the Digital Services staff, but she will focus primarily on providing support to Manager Fred Wallace and the Technology team. This transition started the week of October 3, and we are confident that Christine will be a valuable addition in this new, expanded role.

HR Policy/Procedures

2021 Vacation Rollover – We have decided to temporarily amend our vacation usage policy one more year and allow staff to carry over unused vacation balances into 2022. Any unused vacation balances from 2021 must be used by the end of the first quarter of 2022 (March 31, 2022). Any unused vacation past that point will be forfeited. This should put us back on track with our current policy, and staff will need to use 2022 vacation time by the end of calendar year 2022.

Special Projects

Flu Shots – We held two Flu Vaccination Clinics this year, one on September 28 and one on October 5. Walgreens administered the clinics again and we had over 40 staff participate this year, which is the highest number to date. We are happy to see more staff take advantage of this opportunity and invest in their health.

2022 Open Enrollment - 2022 Open Enrollment for health insurance is scheduled for November 1 through November 12. This is the time of year that benefits-eligible staff can add or drop coverages, add or drop dependents, and sign-up for Flexible Spending Accounts. There were no carrier or plan changes to medical, dental, or vision this year, however, there was a 6% increase in the medical premiums, which is the highest increase we've seen in a few years. Premiums for dental remain the same.

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:

Select September Meetings and Workshops

9/1: Family Homelessness and Libraries Webinar (Jillian McKeown)
9/7: Library of Things Committee Meeting (Kim Hegelund, Linnea Lundberg, Jillian McKeown, Janet Piehl, Jessica Thomson)
9/9: Young Adult Services Forum Meeting (Krista Hutley)
9/10: CCS Technical Group ILL Meeting (Mark Cegielski, Kim Hegelund)
9/13: Former NSLS Library Director’s Meeting (Anthony Auston)
9/13: Programming meeting with Evanston, Skokie and Glenview PLs (John Amundsen)
9/15: Tea with Anthony (all staff meeting)
9/20: Chapter Books and Early Readers Webinar (Jennifer Lee)
9/20: TOYS (Teen or Youth Selectors) Meeting (Jennifer Lee)
9/21: CollectionHQ review (Jessica Thomson)
9/21: Meet Your Local Horror Author RAILS webinar (Krista Hutley)
9/22: Friends of the Library Board Meeting (Anthony Auston)
9/23: Kenilworth TIF Joint Review Board Meeting (Anthony Auston)
9/23: Kenilworth Public Library District Board Meeting (Anthony Auston, John Risko)
9/24: LACONI (Kim Hegelund)
9/27: Library Journal’s Day of Dialog Virtual Author Session (Sheri Reda)
9/27: Setting Kids and Teens Up for Success with your OverDrive Digital Library (Jennifer Lee)
9/28: North Shore Legal Aid Meeting (Krista Hutley)
9/29: Patron Viewpoint Webinar (Kim Hegelund)
9/29: RAILS Strategic Planning 101 Workshop (Anthony Auston)
9/30: Landscape Management Meeting (Anthony Auston, Marcos Levy)
9/30: Book Stall Virtual Author Event (Sheri Reda)

==

Attachments: Circulation Statistics by Collection, Circulation Statistics by Material Type, Digital Resource Statistics, 10/8/21 North Shore Record Article on Friends of the Library, 10/9/21 Daily Herald Article on Cathy Park Hong Author Event

10/01/2021

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 09/2021**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	23	11	0	11	11	0	0	0.48
Bag	448	304	268	572	572	0	0	1.28
Blu-ray	1,369	220	246	466	493	27	89	0.34
Blu-ray Hot	7	8	0	8	8	0	0	1.14
Blu-ray New	47	72	0	72	76	4	5	1.53
Book	172,028	18,289	25,558	43,847	45,012	1,165	2,096	0.25
Book Club Bag	0	1	0	1	1	0	1	0.00
Book Hot	1,255	1,430	13	1,443	1,446	3	3	1.15
Book New	5,803	3,229	2,678	5,907	6,450	543	513	1.02
Boxset	0	16	10	26	26	0	16	0.00
Cassette	60	0	0	0	0	0	0	0.00
CD	16,812	658	727	1,385	1,578	193	195	0.08
CD Audiobook	7,781	438	631	1,069	1,131	62	80	0.14
CD Audiobook Hot	1	0	0	0	0	0	0	0.00
CD Audiobook New	286	131	131	262	294	32	11	0.92
CD New	215	109	54	163	183	20	10	0.76
CD-ROM	0	1	2	3	3	0	1	0.00
DVD	18,673	1,920	2,682	4,602	4,789	187	301	0.25
DVD Hot	18	24	0	24	24	0	0	1.33
DVD New	355	408	29	437	479	42	18	1.23
eAudiobook	47,884	0	0	0	0	0	0	0.00
eBook	82,002	0	0	0	0	0	0	0.00
eMagazine	3,828	0	0	0	0	0	0	0.00
Equipment	15	5	0	5	5	0	0	0.33
eReader	4	0	0	0	0	0	0	0.00
ILL Material	0	57	5	62	62	0	0	0.00
Kit	0	7	6	13	13	0	7	0.00
Laptop	6	0	0	0	0	0	0	0.00
Large Print	6,901	337	424	761	844	83	23	0.11
Large Print New	339	108	76	184	232	48	12	0.54
Magazine	4,424	348	740	1,088	1,088	0	9	0.25
Magazine New	253	0	0	0	0	0	0	0.00
Map	0	1	0	1	1	0	1	0.00
Mobile Hotspot	11	4	0	4	4	0	0	0.36
MP3 Audiobook	0	1	2	3	3	0	1	0.00
Multimedia Kit	29	5	9	14	15	1	4	0.48
Newspaper	284	0	0	0	0	0	0	0.00
Online Resource	27	0	0	0	0	0	0	0.00
Other	0	1	0	1	1	0	1	0.00
Playaway	2,271	188	522	710	717	7	14	0.31
Playaway Audio New	60	44	30	74	83	9	2	1.23
Record	1,577	3	4	7	12	5	0	0.00
Scores / sheet music	0	1	1	2	2	0	1	0.00
Seasonal AV	384	20	0	20	20	0	0	0.05
Seasonal Book	1,952	206	2	208	209	1	0	0.11
Special Collection	0	1	0	1	1	0	1	0.00
STEAM equipment	21	6	0	6	6	0	0	0.29
STEAM Kit	16	2	0	2	2	0	0	0.13
Tablet	2	0	0	0	0	0	0	0.00
VHS	149	0	0	0	0	0	0	0.00
Videogame	1,052	223	496	719	722	3	29	0.68
Videogame New	0	1	0	1	1	0	1	0.00
Totals	378,672	28,838	35,346	64,184	66,619	2,435	3,445	0.17

Item Count is where the Item Owning 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 Owning Library = YOUR LIBRARY and the Station_Library not = Item_Library

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

10/01/2021

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 09/2021**

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
Fiction	47,429	5,462	4,414	9,876	10,507	631	754	0.21	4,156
Magazines	4,275	269	475	744	744	0	9	0.17	456
Multimedia	41,833	3,518	3,420	6,938	7,499	561	713	0.17	3,263
Nonfiction	67,787	4,076	5,316	9,392	10,062	670	851	0.14	5,050
Online	125,281	0	0	0	0	0	0	0.00	0
Other	509	382	273	655	655	0	1	1.29	248
Teen Fiction	2,820	319	617	936	964	28	88	0.33	600
Teen Multimedia	96	3	33	36	36	0	3	0.38	33
Teen Nonfiction	378	49	153	202	207	5	10	0.53	152
Teen Online	3,258	0	0	0	0	0	0	0.00	0
Youth Fiction	44,520	11,602	15,229	26,831	27,207	376	733	0.60	14,945
Youth Magazines	686	79	265	344	344	0	0	0.50	242
Youth Multimedia	9,140	974	2,124	3,098	3,129	31	69	0.34	2,089
Youth Nonfiction	25,420	2,097	3,027	5,124	5,257	133	214	0.20	2,907
Youth Online	5,203	0	0	0	0	0	0	0.00	0
Youth Other	37	8	0	8	8	0	0	0.22	0
Totals	378,672	28,838	35,346	64,184	66,619	2,435	3,445	0.17	34,141

Item Count is where the Item Owning 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 Owning Library = YOUR LIBRARY and the Station_Library not = Item_Library

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

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

[illegible]

Mosio - Chat/Text reference help	54	77	120	0	0	0	0	0	0	0	0	0	251
Muzzy Languages	0	0	0	0	0	0	0	0	0	0	0	0	0
Niche Academy	153	71	58	0	0	0	0	0	0	0	0	0	282
Email Reference	29	16	16	0	0	0	0	0	0	0	0	0	61
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
E-BOOKS/AV													
Hoopla	1,178	1,351	1,221	0	0	0	0	0	0	0	0	0	3,750
Kanopy	766	627	777	0	0	0	0	0	0	0	0	0	2,170
Digital Library of Illinois-eBooks	6,748	7,612	7,032	0	0	0	0	0	0	0	0	0	21,392
Digital Library of Illinois-eAudiobooks	3,851	3,820	3,556	0	0	0	0	0	0	0	0	0	11,227
Tumblebooks	25	3	16	0	0	0	0	0	0	0	0	0	44
Appointments	17	18	20	0	0	0	0	0	0	0	0	0	55
Subtotal Librarian Interface	100	111	156	0	0	0	0	0	0	0	0	0	367
Subtotal E-Book/AV Use	12,585	13,431	12,622	0	0	0	0	0	0	0	0	0	38,638
Total (All)	14,637	14,846	14,499	0	0	0	0	0	0	0	0	0	43,982
WEB SITE													
Visits (all)	15,585	12,301	15,347										43,233
Unique Visitors	7,987	7,296	8,612										23,895
Pageviews	26,255	19,288	23,714										69,257
PowerPAC (public catalog)-Visits	13,227	9,310	12,563										35,100
Library App	825	726	697	0	0	0	0	0	0	0	0	0	2,248
#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													
^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													



Wilmette, Community

Local favorite Books Down Under ready to pick up where it left off

By Joe Coughlin | 11:24 a.m. October 8, 2021



When you meet Susan Morrison, small talk may quickly take a literary twist.



The Record is a nonprofit,
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former editors of 22nd
Century Media



“I am the kind of person who says to people, and they look at me funny, ‘Didn’t you always want to have your own bookstore?’” she said. “I really enjoy the whole thing. ... I really like books and know a lot about books. It’s really fun for me and the perfect volunteer job.”

Morrison is speaking of her work as a book sorter for Books Down Under, the primary revenue vehicle for the nonprofit Friends of the Wilmette Library.

Books Down Under has operated in a small space on the lower level of the Wilmette Public Library for 27 years, with Morrison volunteering for 15 of those years. For more than 18 months, however, the resale book shop has been closed as a pandemic precaution. That will change on Tuesday, Oct. 12, when Books Down Under will resurface under limited hours four days a week.

Morrison’s enthusiasm for libraries typifies the collective attitude that has fueled the success of Books Down Under and the Friends of the Library for decades.

“We’re a small army of book-loving, library-loving people,” said Margo Chambers, board president of the Friends. “We enjoy contributing to the community.”

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Books Down Under volunteers Ron Bell and Marilyn Stewart clean up the store prior to its reopening.

Chambers explained that the Friends fund special events and programming at the library, such as the popular One Book, Everyone Reads series that encourages residents to read the same book and participate in related programs.

The group also supports the library's summer and winter reading initiatives and other items from the library's "wishlist."

"If there are things that are on the library's wishlist but they are hesitant to spend the money, they can come to the Friends," Chambers said.

She recalled an interesting "wishlist" item from the early 1980s, when the library director was nervous about spending \$3,000 on an innovative new medium: compact discs.

"As Friends, we funded that," Chambers said.

Established in 1981, the Friends of the Library is celebrating its 40th anniversary, and Chambers is glad to reopen its main squeeze, the Books Down Under.

Books Down Under debuted in 1994 as a vehicle for consistent funding for the Friends. Chambers said it was named Books Down Under for two reasons: because it is located on the library's lower level and as an homage to Wilmette's sister city of Mona Vale, a suburb of Sydney, Australia.

The store carries thousands of pieces of gently used material, everything from classic literature, children's books and cookbooks to historical works, CD's or even sheet music. All of the items can be purchased at a reasonable cost — frequently \$1.

According to a 2019 tax document for the nonprofit, the Friends of the Library collected between \$20,000 and \$42,000 in gross receipts from 2014-2018. Chambers said the bookstore averaged around \$30,000 in revenue the past two years while accepting another \$10,000 from donations and membership. Thus, providing about \$40,000 in support to the library.



Volunteer Tom Kluss sorts donated books for Books Down Under.

Early in the pandemic, in the spring of 2020, public institutions such as the Wilmette Public Library were among the first to temporarily close. While the library returned with limited services weeks later, Books Down Under did not.

The saving grace for the program was an outdoor book sale over the summer. Morrison said when the volunteers arrived prior to the sale, several supporters were already lined up in waiting.

“We sold over a \$1,200 worth of books that day at a dollar a book,” she said. “It was like a rugby scrum of people trying to get to books. It really makes us feel good because we like customers would like us to reopen.”

And they will get their wish. Starting Tuesday, Oct. 12, Books Down Under will reopen under the following hours: 9 a.m.-5 p.m. on Tuesdays and Thursdays, 1 p.m.-5 p.m. on Wednesdays, and 9 a.m.-1 p.m. on Saturdays.

The store will also celebrate with a grand-reopening book sale from 9:30 a.m.-2:30 p.m. on Saturday, Oct. 23.

The reemergence of the bookstore will surely satisfy many local book seekers, but the benefits also reach the volunteers, many of whom offer their time because they love books, libraries or people — or all three, as is the case with Jackie Nussbaum, who has been with the Friends since the beginning.

Nussbaum, 92, said not visiting the library during the pandemic was difficult. To her, “it’s like going home.”

“I enjoy books and talking to people and when people come in, it’s always nice to talk to them and greet them, whether they buy a book or not,” she said. “It’s a nice, warm feeling.

“It feels so good being in the library and in the Books Down Under.”

Morrison feels the same way.

In fact, when her family was looking for a town to call home, Wilmette checked a big box for her.

“The reason I knew Wilmette was a good place when thinking of moving here is I couldn’t get a parking space at the library,” she said. “I think that says something about the community.”

For more information on the Friends of the Wilmette Library and Books Down Under, including how to donate



or become a volunteer, visit their [web page](#) or email wilmettepubliclibraryfriends@gmail.com.

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Tags Wilmette Community



Joe Coughlin

Joe Coughlin is a co-founder and the editor in chief of The Record. He leads investigative reporting and reports on anything else needed. Joe has been recognized for his investigative reporting and sports reporting, feature writing and photojournalism. Follow Joe on Twitter [@joec2319](#)

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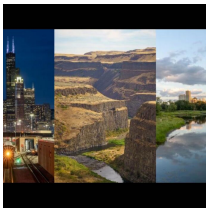


Glencoe, Community

Record Roundup: Local trick-or-treat hours and 20+ spooktacular events

The local calendar is loaded with festive haunts, frights and family fun, all leading up to the big day.

By Joe Coughlin | 17 hours ago



Wilmette, Community

Wilmette teen's photography displayed in Central location

An opening reception for the exhibit on Sunday, Oct. 3, saw guests purchase the prints — some more than once — right from the...

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Suburban libraries host public event with Pulitzer Prize finalist Nov. 4



Bestselling author Cathy Park Hong shares her book of essays with 21 Chicago area libraries. (*Courtesy of Beowulf Sheehan*)

Submitted by Joy Davis

Updated
10/9/2021 12:06 AM

On Thursday, Nov. 4, Cathy Park Hong will discuss her bestselling book, "Minor Feelings: An Asian American Reckoning," in a virtual conversation with Monica Eng, a reporter for Axios, at 7 p.m. via Zoom.

The book has been called "a ruthlessly honest, emotionally charged, and utterly original exploration of Asian American consciousness."

The conversation is being presented by 21 Chicago area libraries, which are eager to share this important conversation with their communities. Registration is free but required, and can be done at any of the participating library's websites.

"While the pandemic has pulled us away from each other in some respects, in other respects it is bringing us closer to incredible authors,"

said Xavier Duran, adult programming coordinator at Lisle Library District.

The pandemic inspired Hong's 2020 essays, which explore Asian American consciousness and racism in the U.S., a topic that has recently taken a more prominent role in public discourse.

"During this current climate with heightened anti-Asian racism, we hope Ms. Hong can help our readers become more informed and sensitive about this crisis," said Roz Topolski, community engagement programming coordinator at Vernon Area Public Library and the initial organizer of the event.

The collection blends memoir, cultural criticism, and history to "speak honestly about the Asian American condition -- if such a thing exists." It earned Hong the National Book Critics Circle Award for biography and was a finalist for this year's Pulitzer Prize. It was selected as one of the best books of 2020 by Time Magazine, which also named her one of the 100 most influential people of 2021. As a result, the book has been hard to keep on the shelf at local libraries.

Hong is the poetry editor of the New Republic and a professor at Rutgers University - Newark. She published three books of poetry before her nonfiction debut.

Participating libraries include: Arlington Heights Memorial Library, Aurora Public Library, Barrington Area Library, Clarendon Hills Public Library, Cook Memorial Public Library District, Deerfield Public Library, Downers Grove Public Library, Forest Park Public Library, Glencoe Public Library, Highland Park Public Library, Homer Township Public Library District, Indian Trails Public Library, Lake Villa District Library, Lisle Library District, Mount Prospect Public Library, Prospect Heights Public Library District, Schaumburg Township District Library, Skokie Public Library, Vernon Area Public Library, Wilmette Public Library and Winnetka-Northfield Public Library District.

Local independent bookstores Anderson's Bookshop, Barbara's Bookstore, Book Bin and The Book Stall are supporting the event.