DISTRIBUTION OF MEETING INFORMATION

Board Meeting Notices - Village Hall, League of Women Voters, WPLD website, WPLD trustees, front door of Library, WPLD legal bulletin board.
Agenda Hard Copy - Library legal bulletin board.
Agenda Email - All staff & President of the Friends of WPLD.
Agenda & Attachments Electronic Copy - WPLD website & all WPLD trustees.

NOTICE

Wilmette Public Library Board of Trustees will hold a virtual meeting to perform essential business only. Below are links to connect or call into the meeting.

Join by Computer:
https://us02web.zoom.us/j/87199938895?pwd=K296L1RtVVQzem5rQzRRdTJ6bTM4UT09
Meeting ID: 871 9993 8895
Passcode: 005714

Join by Phone:
+1 312 626 6799
Meeting ID: 871 9993 8895
Passcode: 005714

Wilmette Public Library

Board of Library Trustees Regular Meeting
Remote Audiovisual Conference
1242 Wilmette Avenue, Wilmette, IL 60091
Tuesday, November 17, 2020, 6:00 p.m.

Agenda

I. Call to Order and Roll Call. (Call to Order - President McDonald, Roll Call - Secretary Barshis)

II. Public Comment. (President McDonald) [10 minutes]
Meeting attendees who wish to address the WPLD Board of Trustees may do so here.

III. Review draft of Minutes. (President McDonald) [3 minutes]
A. October 20, 2020 Regular Meeting Minutes. **Attachment 1**

IV. Presentations.
A. FY19-20 Annual Audit Presentation (Dan Berg, Sikich) [30 minutes]
Mr. Berg will review drafts of the Communication with Those Charged with Governance, the Management Letter, and the Audit. Trustees received copies of the draft material prior to the meeting. The audit will be published on the WPLD website:
https://www.wilmettelibrary.info/library-finances

V. Treasurer's Report. (Treasurer Rodgers) [10 minutes]
A. Financial Reports for October 2020. **Attachment 2**
B. Bills and Salaries Check Detail for October 2020. **Attachment 3**

VI. Action Items.

A. Libraries of Illinois Risk Agency (LIRA) renewal of Property/Casualty and Workers Compensation Insurance for December 31, 2020 - December 31, 2021, for a contract total of $46,853. The Library has been a member of the LIRA insurance pool since 2017. The expiring annual agreement totaled $39,686. (Director Auston) [5 minutes] **Attachment 4**

B. Cancellation of December 2020 Regular Board Meeting. The meeting is scheduled for Tuesday, December 15, 2020. If the December meeting is cancelled, the next Regular Board Meeting will be Tuesday, January 19, 2021. (President McDonald) [3 minutes]

VII. Discussion Items.

A. Discuss Fiscal Year 2019-2020 Annual Report. (Director Auston) [5 minutes]

B. Serving Our Public 4.0 – Standards for Illinois Public Libraries. Review Chapter 12: Technology and Chapter 13: Marketing, Promotion, and Collaboration. (Director Auston) [3 minutes] **Attachment 5**

C. Review Updated Pandemic Response Plan. In response to rising COVID-19 cases, advisory recommendations from Illinois Department of Public Health, Cook County Department of Public Health, and other government officials, and an imminent state stay-at-home order, WPLD is making preparations to close the building to the public beginning Monday, November 23, and moving all material circulation operations to Parking Lot Pickup until further notice. (Director Auston) [15 minutes]

VIII. Director's Report. (Director Auston) [10 minutes]

A summary of Library department activities, a listing of meetings/workshops attended by the Director and staff, community engagement reports, monthly statistics, and other information are included in this section. **Attachment 6**

IX. Committees - Report on Meetings. [5 minutes]

A. ILA / RAILS Updates (ILA - Trustee Barshis, RAILS - Director Auston)

ILA coronavirus information page: https://www.ila.org/advocacy/coronavirus-resources
RAILS coronavirus information page: https://www.railslibraries.info/issues/178451

X. Information Items.

A. Communication. Comments from suggestion boxes will be distributed at the meeting.

B. For Thanksgiving, WPLD will close at 6:00pm on Wednesday, November 25 and remain closed on Thursday, November 26. For Christmas, WPLD will be closed Thursday, December 24 and Friday, December 25. For the New Year, WPLD will be closed Thursday, December 31 and Friday, January 1, 2021.

C. Three seats on the seven-member WPLD Board of Trustees will be open for the Tuesday, April 2, 2021 election. All seats will be for a full four-year term expiring in April 2025. Election packets containing petition forms and instructions are available in Administration. Completed nomination papers may be filed on weekdays from Monday, December 14, 2020 through Monday, December 21 10:00am – 5:00 pm in Administration.

XI. New Business/Old Business.

XII. Closed Meeting. After the monthly Board meeting, WPLD Trustees will convene in a closed session to perform the annual review of the Director's performance in compliance with 5 ILCS 120/2c(1).

XIII. Open Meeting. After the closed session, WPLD Trustees will convene in an open meeting to summarize activities conducted in the closed meeting.

XIV. Adjournment.

[Estimated meeting length: 100 minutes]

WILMETTE PUBLIC LIBRARY DISTRICT BOARD OF TRUSTEES MEETING MINUTES
Tuesday, October 20, 2020 at 6:00pm via remote audiovisual conference

ELECTRONIC ATTENDANCE: Trustees Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf, Director Auston. Director Auston was also physically present at the Library.

ELECTRONIC VISITORS: Liz Seager and Pamela Lurie, League of Women Voters – Wilmette; Nathan Wunrow (Bibliotheca)

STAFF: Marti Bellefontaine, Gayle Rosenberg Justman, John Risko, Jessica Thomson

I. Call to Order and Roll Call.
President McDonald called the meeting to order at 6:02 pm. Secretary Barshis called the roll.

II. Public Comment.
There was no public comment.

III. Review draft of Minutes.
A. September 15, 2020 Regular Board Meeting Minutes. Trustee Barshis moved approval of the minutes of the September 15, 2020 Regular Meeting Minutes as presented. Trustee Fishman seconded the motion. There was no discussion.
Aye – Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf
Nay – None
Absent or not voting – None
MOTION CARRIED

IV. Presentations. None.

V. Treasurer's Report.
A. Financial Reports for September 2020.
Trustee Rodgers reviewed the financial reports for September 2020. Trustee Rodgers noted that during September the WPL received $93,754.89 in real estate taxes, $12,181.80 in general fund interest, and $41,573.00 in Kenilworth administration fees. General Fund expenses are at 23.97% which is below the expected three-month rate of 25.0%. There were no unexpected expenditures.

B. Bills and Salaries Check Detail for September 2020.
Trustee Rodgers moved approval of the September 2020 Bills and Salaries Check Detail. Trustee Wolf seconded the motion. There was no discussion.
Aye – Barshis, Fishman, McDonald, Rodgers, Wolf
Nay – Johnson
Abstain – Riddle
Absent or not voting – None
MOTION CARRIED

VI. Action Items.
A. Contract Amendment: Shales-McNutt Construction (SMC). Amendment to AIA Document A134 – 2009 Dated January 22, 2019 Between Board of Trustees of the Wilmette Public Library District And Shales McNutt LLC

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This Amendment Dated September 22, 2020 For 2021 Interior Renovations. Extension of January, 2019 construction agreement with Shales-McNutt Construction for construction management services. Our Outdoor Renovation Project construction manager Jason Perkunas is available to once again be our construction manager for the 2021 Interior Renovation projects. Construction manager duties include preparing documentation for public bids, managing bidding processes, as well as managing construction services including coordinating trades. Trustee Rodgers moved to approve the contract amendment as stated with Shales-McNutt Construction in the amount of $16,215 for pre-construction services for the interior renovations which will be concluded by the end of January 2021. President McDonald seconded.

Aye – Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf
Nay – None
Absent or not voting – None
MOTION CARRIED

B. Contract Approval: Engberg Anderson Architects, who conducted the 2020 Capital Reserve Study, have identified priority items including resolving roof repairs, tuck pointing, water infiltration, electrical panel replacements, access control, and a security camera system upgrade. The scope of work for Phase 1, the Preliminary Design portion of the projects, consists of drafting preliminary documents. Trustee Rodgers moved to approve the contract with Engberg Anderson Architects for the preliminary design phase of the 2021 capital projects in an amount not to exceed $21,500. Trustee Wolf seconded.

Aye – Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf
Nay – None
Absent or not voting – None
MOTION CARRIED

C. Contract Approval: LPS Pavement Co. The permeable paver parking lot requires drive lane maintenance to restore, enhance, and protect the permeable pavers. The scope of work requires removing the pavers, releveling the substrata, reinstalling and/or replacing the bricks, infilling with aggregate, and then restriping the parking lot. This project will require closing the parking lot for approximately 10 days and cannot be done during the winter. This contract allows WPLD to retain LPS Pavement Co. at the contracted rate so that this work can be completed when conditions allow during the 2020-21 fiscal year. Trustee Wolf moved to approve the LPS Pavement Co. parking lot contract not to exceed $33,000. Trustee Rodgers seconded.

Aye – Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf
Nay – None
Absent or not voting – None
MOTION CARRIED

D. Contract Approval: Reliant Contract Glass Inc. Steel mullions at the west entrance curtainwall contain weeps which are intended to allow water to flow through them. In addition to other repairs to the glass wall system, those weeps have been found to be caulked, clogging the water elimination system, creating further water leaks. Trustee Rodgers moved to approve the contract with Reliant Contract Glass Inc. to address water leak remediation work on the west entrance curtainwall, and other window elevations, not to exceed $7,000. Trustee Wolf seconded.

Aye – Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf
Nay – None
Absent or not voting – None
MOTION CARRIED

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E. Contract Renewal: Complete Cleaning Company, Inc. has provided daily cleaning services for several years and have been impressive in their communications and adjustments to schedules during this unprecedented year. History of monthly charges: 2014 - 2016: $4,070; 2017 - 2019: $4,495; 2020: $4,629. Trustee Wolf moved to approve the Complete Cleaning Company, Inc. Service Agreement for February 1, 2021- February 1, 2022 at a cost not to exceed $57,204 ($4,767 per month for 12 months). Trustee Barshis seconded.

Aye – Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf
Nay – None
Absent or not voting – None
MOTION CARRIED

F. RFID RFP Recommendation: Approval of proposal from Bibliotheca for RFID tags, readers, self-checkout equipment, and an automated materials handling system in an amount not to exceed $175,000. Radio frequency identification (RFID) is a method of managing inventories and maintenance of collections in libraries. RFID systems enhance the security, availability, inventory, data metrics, and accessibility of our materials for both staff and patrons. An RFID tag will be placed inside all materials to add metadata to better track usage of collections and to maintain an inventory of both what is on the shelf as well as what has left the building. RFID allows for a better handling of materials at checkout as well as when items are returned. Circulation staff will be able to stack materials on a digital pad, checking multiple items out simultaneously and removing repetitive motions. An automated material handler (AMH) allows items to be scanned and sorted when returned. For collection maintenance, a hand tool allows staff to scan a shelf to determine if items are out of order and also identifies usage metrics for collections. After looking into RFID for a number of years, the pandemic has created a unique opportunity for this special project in that 1) it will provide a more contactless way of handling the collection, 2) the system enhances self-checkout, and 3) the labor for putting the targets in materials may allow staff to continue working on a key initiative should the building need to close again. Bibliotheca's modular AMH offering allows WPLD to reconfigure and grow into different solutions should we choose to move the AMH in a future renovation. It was noted that the price of this project has dropped considerably since first discussed years ago. Trustee Rodgers moved to approve the proposal for installation of the RFID system from Bibliotheca, including support, supplies, and hardware, for a cost not to exceed $175,000. Trustee Wolf seconded.

Aye – Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf
Nay – None
Absent or not voting – None
MOTION CARRIED

G. Ordinance No. 2020/21-198. Ordinance Levying Taxes for Library Purposes for the Fiscal Year 2020/21. Trustee Rodgers reported this is a continuation of a flat levy. While the zero increase levy will require shifting funds from operating reserves, those details will be addressed during upcoming Finance Committee meetings and with the fund balance policy currently under consideration for dealing with reserve funds. The proposed draft levy for 2020/21 was approved at the October 5, 2020 Finance Committee meeting, and reflects the same total as the 2018/19 and 2019/20 levies for a $0 increase. At this time, capital needs identified in the 2020 Capital Reserve Study exceed the amount of our current reserves and long-range planning suggests residents prefer to maintain consistent services, which this levy will provide. The deadline for filing the levy ordinance with the County Clerk is the last Tuesday in December. Trustee Rodgers moved approval for the levy for the 2020/21 fiscal year in the amount of $5,428,251. Trustee Wolf seconded.

Aye – Barshis, Fishman, McDonald, Rodgers, Wolf
Nay – Johnson, Riddle
Absent or not voting – None

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MOTION CARRIED

H. Resolution No. 2020/21-203. Trustee Wolf motioned approval of Resolution No. 2020/21-203 Instructions to Cook County Clerk Instructions to the Cook County Clerk regarding Wilmette Public Library's 2020/21 Levy. Trustee Fishman seconded.

Aye – Barshis, Fishman, Johnson, McDonald, Rodgers, Wolf
Nay – None
Abstain - Riddle
Absent or not voting – None
MOTION CARRIED

I. Holiday Closings for Calendar Year 2021. Trustee McDonald summarized the holiday calendar. Trustee Fishman moved to approve the holiday closings for calendar year 2021. Trustee Barshis seconded.

Aye – Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf
Nay – None
Absent or not voting – None
MOTION CARRIED

J. Board Authorization of Deputy Election Clerks. The local consolidated election will be held on Tuesday, April 6, 2021. Incumbent trustees whose terms are expiring are Dan Johnson, Ronald Rodgers, and Stuart Wolf. Interested Wilmette residents may pick up material in the WPL Administration office on the third floor of the Library. Petitions may be circulated for signature beginning Tuesday, September 22, 2020. Trustee Johnson moved to approve the authorization of Marti Bellefontaine, Michael Boone, and Nancy Jo Carroll as deputy election clerks. Trustee Barshis seconded.

Aye – Barshis, Fishman, Johnson, McDonald, Riddle, Rodgers, Wolf
Nay – None
Absent or not voting – None
MOTION CARRIED

VII. Discussion Items.

A. Summary of Finance Committee meeting of October 5, 2020. Trustee Rodgers noted the financial fund policies are being updated and of note is the Reserve Fund policy. Upon advice from attorneys, the Finance Committee is recommending that the policy for the General Fund reserves be for one year of expenditures. Once the Finance Committee has seen, reviewed, and recommended the draft policies, the Policy Committee will then review the same before it goes to the Board for final approval. The expectation is that funds will be moved from the General Fund to the Special Reserve (Building and Equipment) Fund.

B. Serving Our Public 4.0 – Standards for Illinois Public Libraries. Review Chapter 11 – Youth/Young Adult Services. Director Auston noted that WPLD exceeds the standards for this chapter, as was evidenced by Youth Services Manager Andrea Johnson's presentation at the September Board meeting. It was also noted that reviewing these standards is an anticipated requirement of the pending Per Capita Grant application.

C. Review Updated Pandemic Response and Reopening Plan. Director Auston noted additional restrictions are being added to the collar counties of Chicagoland as COVID-19 numbers increase. An online community survey has been posted to collect feedback on programs and services, hours, and WPLD's pandemic response. Given the current news, expanding services or hours at this point may not be logical. In the event further restrictions are imposed as they were in March, there may not be specifications for public libraries. Statistical figures

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indicate WPLD patrons are satisfied as circulation is down by only 4% from last year, and door counts remain steady for patrons visiting the Library. Should the need to take a step back occur, today looks different than the shutdown last March. Social distancing, capacity limits, barriers, quarantining returned materials, limiting access to certain services, and encouraging people not to dawdle may be enough of a shift in services that we are keeping patrons and staff safe, and not need to close the building suddenly. Should the numbers rise and the need for closing the building occur, we now have Parking Lot Pickup and expanded delivery infrastructure in place to keep those services available. To that end, the new Pacifica Hybrid has been purchased, the charging station has been installed, and procedures are being put in place for its usage. The new vehicle will be used for outreach and community engagement, homebound delivery, partner agency visits such as preschool/school deliveries, as well as remote drop pickups. Once our new Facilities Manager begins in mid-November, staff will have more flexibility to collect from the remote drops should the pandemic and staffing allow us to reopen the remote drops.

D. Director's Report. Director Auston noted the following from his report:

- Circulation remains strong despite the limitations of library operations due to the pandemic; total circulation is down only 4% from last year. Circulation of ebook collections are starting to level-off as more patrons return to the library and check out physical materials. A community survey has been circulated via email to the community distribution list and is also posted on the WPLD homepage. The survey has had over 400 responses to date. Patron comments indicate the use of eblasts and digital newsletters are a preferred means of finding out about library services, a definite change from past strength of our print newsletters. Until there is a clearer picture of what in-person programming options look like, we will continue with digital promotion and print postcards in place of our usual print newsletter.
- This week, School District 39 is launching a soft rollout of the OverDrive Sora project which provides students access to WPLD's ebook collection alongside District 39's collection when accessed from the District 39 webpage. Other digital resources for local students are compiled on our Homework Help page on our website, including Brainfuse and a popular new product called Scholastic Teachables.
- Our first virtual author event is happening October 21 with Arshay Cooper, author of *A Most Beautiful Thing* (now the subject of a documentary film of the same name). The event currently has over 450 people registered to attend. On November 9, WPLD is partnering with 10 other libraries in hosting Dr. Ibram X. Kendi, author of *How To Be An Antiracist* for a special program and conversation with WBEZ reporter Natalie Moore.
- Due to the pandemic and timing of retirements for longtime staff, the Library has lost a number of employees recently, and the Leadership Team has certainly been affected. Adult Services Manager Betty Giorgi, Finance Manager Barbara Griffiths, Office Manager Cynthia McMillan, Facilities Manager Randy Rankin, Circulation Manager Luciano Ward, and now Technical Services and IT Manager Gayle Justman have or will all retire this year. IMRF changes are the impetus for several changes including Gayle Justman and long-time Adult Services Assistant Manager Nancy Wagner. On the hiring end, we have recently welcomed Circulation Manager Kim Hegelund, and look forward to our new Facilities Manager, Marcos Levy, who will be joining us in November.

VIII. Committees – Report on Meetings.

A. ILA / RAILS Update. Trustee Barshis noted ILA's virtual conference from October 20-22. Dr. Rodgers will be given his ILA Trustee of the Year award on October 22nd. No RAILS update.

ILA coronavirus information page: https://www.ila.org/advocacy/coronavirus-resources
RAILS coronavirus information page: https://www.railslibraries.info/issues/178451

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IX. Information Items.

A. Communication. None to report.

B. The annual ILA Conference will be held virtually this year, October 20-22.

C. The fall Meet the Author event will be held Wednesday, October 21 at 7:00pm via Zoom with Arshay Cooper, author of *A Most Beautiful Thing*.

D. Our joint partnership with 11 area libraries to host a moderated conversation with bestselling and National Book Award-winning author Dr. Ibram X. Kendi (*How To Be An Antiracist)*, will be held Monday, November 9 at 6:00pm via Zoom.

E. Applications for the annual Public Library Per Capita Grant program are typically presented at the October meeting for review/approval, and due for submission by January 15 each year. The Illinois State Library has not issued the application requirements for 2021 to-date.

X. New Business / Old Business.

A. President McDonald noted the FY19-20 Audit will be completed soon and presented at the November 17 Regular Board meeting, which will help inform the work of the Finance Committee.

B. President McDonald will send out an evaluation of Director Auston to the Board. Trustees will meet in closed session following the regular business of the November Board meeting to complete the review.

C. The September League of Women Voters webinar encouraging members and community members to run for public office was canceled.

XI. Adjournment.

Trustee Wolf moved to adjourn the meeting. Trustee Barshis seconded the motion.
MOTION CARRIED BY VOICE VOTE.
The meeting adjourned at 8:19 pm.

_____

President or President pro-tem
Board of Library Trustees of the
Wilmette Public Library District, Cook County, IL

_____

Secretary or Secretary pro-tem
Board of Library Trustees of the
Wilmette Public Library District, Cook County, IL

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Wilmette Public Library

Notes on Financial Reports for October 2020

Revenue Report

During October, WPL received $276,010.42 in Real Estate Taxes, $13,285.15 in General Fund Interest, and $35,523.75.00 in Per Capita Grant proceeds.

Expenditure Report

Total General Fund expenses at 30.97% are below the expected three month rate of 33.3%. Several accounts show expenses higher than the four month rate, but at this point in the fiscal year these overages are all due to timing of expenses. For example, Periodicals (50400) is at 77.07% of budget due to a large annual renewal at the beginning of the fiscal year. Registrations (63000) are high due to registrations for annual ILA conference in October. Building Supplies (76200) are high due to COVID-related purchases, and Friends Purchases (58500) are running high because of large number of participants in the Summer Reading Program.

Check Detail, October 1 - 31, 2020

The largest General Fund checks were written to Wellness Insurance Network ($49,994.85), OverDrive, Inc. ($18,858.16), Baker & Taylor ($2,365.30, $10,279.49, $361.33, $11,526.86, $8,547.04), S & P Global Market Intelligence ($11,550.00), Brainfuse ($7,000.00), Midwest Tape ($3,383.17, $2,603.29, $1,703.47, $1,210.67), Cengage Learning ($259.43, $4,577.20, $735.46) and US Postmaster ($5,000.00).

The total amount in this report represents the expenses paid by check and does not include expenses paid by electronic transfer of funds, such as the bi-weekly payroll (10/9/20 for $110,308.17 and 10/23/20 for $110,659.03).

Certificate of Deposit Activity

Of the $13,285.15 in General Fund interest received during October, $12,820.47 was earned by the funds invested in the GF Certificates of Deposit.

One certificate of deposit (CD) matured in October and was transferred to a short term investment account (MaxSafe) at North Shore Community Bank. We will continue this approach as CDs mature until market volatility subsides. These short term accounts earn a better interest rate than a standard two year CD and allow us short term flexibility.

Statement of Assets, Liabilities Fund Balances

During the fiscal year, equity is composed of Beginning Fund Balances and Net Income for the year to date. After June 30, the net income/ (loss) for the prior year is designated as the Current Fund Balance. On the October 31, 2020 Statement, the Current Fund Balance represents the net income/ (loss) of ($7,117.57) for the fiscal year July 1, 2019 – June 30, 2020.

After the annual audit, this amount is combined with the Beginning Fund Balances to reflect the new Fund Balances. This change will be reflected in the November statement.

Wilmette Public Library
Statement of Assets, Liabilities and Fund Balances
As of October 31, 2020

	October 31, 2020
ASSETS	
Current Assets	
10005 · Rutherford Trust Funds	**163,397.53**
10010 · CIBC Bk MM Account (GF)	**1,748.25**
10050 · NSCB MaxSafe (GF)	**3,346,200.09**
10004 - NSCB MaxSafe (SRF)	**1,057,859.50**
10100 · Operating Checking	**789,729.27**
10200 · Payroll Checking	**177,614.58**
10300 · HRA & FSA Checking	**3,591.38**
10610 · Special Reserve MMF	**271,239.60**
10710 · Endowment MMF	**0.00**
10810 · Illinois Funds	**612,890.04**
10900 · Fifth Third Securities	**338,647.44**
11000 · CDs General Fund Total	**5,570,263.02**
16000 · CDs Special Reserve Fund Total	**3,672,539.15**
TOTAL ASSETS	**16,005,719.85**
LIABILITIES & EQUITY	
Liabilities	
26000 · Employee Payroll Liabilities	**6,311.80**
Equity	
30000 · Beginning Fund Balances	
30010 · General Fund Balance	**8,626,327.00**
30020 · IMRF/SS Fund Balance	**368,596.00**
30030 · Audit Fund Balance	**6,259.00**
30040 · Liability Fund Balance	**43,459.00**
30060 · Special Reserve Fund Balance	**6,154,905.00**
30070 · Endowment Fund Balance	**37,578.00**
30080 · Specific Programs	**183,147.00**
30000 · Beginning Fund Balances	**15,420,271.00**
39000 · Current Fund Balance	**(7,117.57)**
Net Income	**586,254.62**
Total Equity	**15,999,408.05**
TOTAL LIABILITIES & EQUITY	**16,005,719.85**

Wilmette Public Library
Revenue Actual vs Budget October 2020 (33.3% of Budget Year Completed)

		Current Month	YTD October 2020	FY 2020-21 Budget	$ Over(Under) Budget	% of Budget
INCOME						
*	43010 · GF Interest	13,285.15	52,527.76	125,000.00	(72,472.24)	42.02%
	44100 · Replacement Taxes	7,358.09	21,016.81	45,000.00	(23,983.19)	46.7%
	44200 · Kenilworth	0.00	77,096.75	166,604.00	(89,507.25)	46.28%
	45000 · Grants	35,523.75	1,561.19	38,656.00	(37,094.81)	4.04%
	46100 · Fines	238.83	643.03	-	643.03	100.0%
	46200 · Lost Materials	780.15	2,610.33	9,000.00	(6,389.67)	29.0%
	46400 · Service Fees	0.00	11.00	500.00	(489.00)	2.2%
	47000 · Miscellaneous Income	14.00	59.50	5,000.00	(4,940.50)	1.19%
	47100 · Copier Receipts	538.80	1,886.95	10,000.00	(8,113.05)	18.87%
	47200 · Room Rental	0.00	(70.00)	3,500.00	(3,570.00)	(2.0%)
	48000 · Gifts/Donations	14,503.08	14,528.08	40,000.00	(25,471.92)	36.32%
INCOME SUB-TOTAL		72,241.85	171,871.40	443,260.00	(271,388.60)	38.77%
	41010 · GF Taxes	276,010.42	2,264,631.36	5,308,603.00	(3,043,971.64)	42.66%
TOTAL INCOME		348,252.27	2,436,502.76	5,751,863.00	(3,315,360.24)	42.36%
*	In order to compare with annual budget, figures include only GF interest, not SS/IMRF, Special Reserve, or Endowment interest.					

WPL Expenditure Actual vs. Budget
October 2020
(33.3% of Budget Year Completed)

		Current Month	YTD October 2020	FY 2020-21 Budget	$ Over(Under) Budget	% of Budget
EXPENSE						
	50100 · Books	34,026.91	101,575.32	230,000.00	(128,424.68)	44.16%
	50200 · Continuations	3,759.04	13,312.47	45,000.00	(31,687.53)	29.58%
	50250 · Library of Things	0.00	0.00	0.00	0.00	0.00%
	50300 · Audio Visual Materials	13,698.29	40,841.54	100,000.00	(59,158.46)	40.84%
	50400 · Periodicals	1,422.95	34,681.42	45,000.00	(10,318.58)	77.07%
	50500 · Electronic Resources	56,730.61	283,406.34	660,000.00	(376,593.66)	42.94%
	50700 · Programming	4,939.99	9,822.26	45,000.00	(35,177.74)	21.83%
	50810 · ILL Expense	0.00	0.00	1,500.00	(1,500.00)	0.00%
	52000 · Newsletter	8,818.50	8,818.50	35,000.00	(26,181.50)	25.20%
	53000 · Promotion	1,060.60	1,160.60	10,000.00	(8,839.40)	11.61%
	54000 · Grant Expense	0.00	0.00	1,000.00	(1,000.00)	0.00%
	56000 · Rutherford Trust Expenditures	385.00	985.00	9,000.00	(8,015.00)	10.94%
	58500 · Friends Purchases	2,147.00	13,335.70	30,000.00	(16,664.30)	44.45%
	61000 · Personnel	205,821.57	974,789.99	3,451,289.00	(2,476,499.01)	28.24%
	62000 · Professional Memberships	345.00	2,650.27	6,500.00	(3,849.73)	40.77%
	63000 · Registrations	2,360.31	6,959.31	10,000.00	(3,040.69)	69.59%
	64000 · Travel/Mileage/Meals	466.19	2,396.18	10,000.00	(7,603.82)	23.96%
	65000 · Staff Development	523.38	2,714.63	15,000.00	(12,285.37)	18.10%
	66000 · Insurance - Employee	56,328.48	212,263.05	600,000.00	(387,736.95)	35.38%
	70100 · Accounting - PR & CrCd fees	830.84	3,000.68	15,000.00	(11,999.32)	20.00%
	70200 · Professional Fees	1,021.10	6,750.12	35,000.00	(28,249.88)	19.29%
	70310 · Library Supplies	2,080.66	10,773.28	30,000.00	(19,226.72)	35.91%
	70320 · Office Supplies	1,093.34	4,276.86	40,000.00	(35,723.14)	10.69%
	70400 · Copiers	2,270.32	9,309.20	28,000.00	(18,690.80)	33.25%
	70500 · Printing	0.00	194.40	5,000.00	(4,805.60)	3.89%
	70600 · Postage/Shipping	481.62	2,508.84	6,000.00	(3,491.16)	41.81%
	70700 · Telephone	1,013.35	3,271.76	15,000.00	(11,728.24)	21.81%
	74100 · Equipment/Furnishings/Computers	925.44	20,607.23	125,000.00	(104,392.77)	16.49%
	74150 · Equipment/Computer Maintenance	361.16	19,577.39	86,000.00	(66,422.61)	22.76%
	75000 · Insurance - Property/Casualty	0.00	0.00	27,500.00	(27,500.00)	0.00%
	76100 · Building Improvement	2,413.88	4,295.84	20,000.00	(15,704.16)	21.48%
	76200 · Building Supplies	3,952.42	15,262.48	28,000.00	(12,737.52)	54.51%
	76300 · Building Maintenance	20.68	14,085.30	85,000.00	(70,914.70)	16.57%
	76350 · Building Maint Contracts	7,341.00	32,327.80	100,000.00	(67,672.20)	32.33%
	76400 · Grounds Maintenance	1,334.00	1,574.83	40,000.00	(38,425.17)	3.94%
	76450 · Parking Lot Rent	0.00	2,850.00	13,000.00	(10,150.00)	21.92%
	76800 · Utilities	3,044.48	5,597.74	22,000.00	(16,402.26)	25.44%
	77000 · Sales & Use Tax Expense	0.00	0.00	100.00	(100.00)	0.00%
	77500 · Library Vehicle Expense	960.77	960.77	4,000.00	(3,039.23)	24.02%
TOTAL GENERAL FUND EXPENSE		421,978.88	1,866,937.10	6,028,889.00	(4,161,951.90)	30.97%
	92000 · SS/IMRF Fund	34,688.75	163,011.81	515,000.00	(351,988.19)	31.65%
	93000 · Audit Expense	0.00	2,250.00	11,000.00	(8,750.00)	20.45%
	94000 · Liability Fund	165.54	829.41	44,000.00	(43,170.59)	1.89%
	96000 · Special Reserve Fund	0.00	12,051.37	6,000,000.00	(5,987,948.63)	0.20%
	97000 · Endowment Fund	0.00	42,194.00	0.00	42,194.00	0.00%
TOTAL OTHER FUNDS		34,854.29	220,336.59	6,570,000.00	(6,349,663.41)	3.35%
TOTAL GENERAL & OTHER FUNDS		456,833.17	2,087,273.69	12,598,889.00	(10,511,615.31)	16.57%

All CDs Sorted by Maturity
Date October 31, 2020

Purchase Date	Maturity Date	Bank	CD	CD or CUSIP #	Interest Rate	Amount
General Fund						
May 9, 2018	November 9, 2020	*5th/3rd Connectone BK*	GF 6	18123-0D7C0G	2.75%	250,000.00
May 11, 2018	November 10, 2020	*5th/3rd Horizon Bk*	GF 7	18123-0D7B1D	2.60%	250,000.00
November 28, 2018	November 30, 2020	*5th/3rd Compass Bk*	GF 13	20451PVY9	3.10%	250,000.00
February 1, 2019	February 1, 2021	*CIBC/Private Bank*	GF 12	6920313	2.72%	544,098.89
March 19, 2019	March 19, 2021	*NSCB/Wintrust*	GF 5	64886	2.60%	556,771.60
April 15, 2019	April 15, 2021	*NSCB/Wintust*	GF 1	340182997	2.60%	550,965.32
May 13, 2019	May 13, 2021	*CIBC/Private Bank*	GF 11	6832170	2.50%	546,475.70
July 29, 2019	July 29, 2021	*NSCB/Wintrust*	GF 17	2733	2.17%	548,613.27
October 23, 2019	October 25, 2021	*5/3 Sallie Mae Bk Salt Lake*	GF 8	7954504U6	1.80%	245,000.00
October 23, 2019	October 25, 2021	*5/3 Sallie Mae Bk Salt Lake*	GF 8	7954504U6	1.80%	5,000.00
November 20, 2019	November 20, 2021	*CIBC/Private Bank*	GF 10	6932392	1.75%	506,559.43
November 24, 2019	November 24, 2021	*NSCB/Wintrust*	GF 2	3804744799	1.70%	525,255.26
January 18, 2020	January 18, 2022	*5/3 Wells Fargo Bk West*	GF14	949495AN5	1.80%	250,000.00
February 2, 2020	February 2, 2022	*NSCB/Wintrust*	GF 3	3804991322	1.65%	541,523.55
Total General Fund Individual CDs				*Weighted Avg Yield*	*2.26%*	*5,570,263.02*
Special Reserve Fund						
November 5, 2018	November 5, 2020	*5th 3rd 1st Bk of Greenwich*	SRF 20	31926GAL4	3.00%	250,000.00
January 8, 2019	January 8, 2021	*CIBC/Private Bank*	SRF 8	6956404	2.72%	555,962.92
January 8, 2019	January 8, 2021	*CIBC/Private Bank*	SRF 16	6939573	2.72%	390,825.41
February 28, 2019	February 26, 2021	*5th 3rd Ally Bank*	SRF 9	02007GHT3	2.60%	250,000.00
May 12, 2020	May 12, 2021	*CIBC/Private Bank*	SRF 10	134430	0.65%	575,784.07
October 15, 2019	October 15, 2021	*CIBC/Private Bank*	SRF 6	96545	1.65%	549,966.75
October 31, 2019	November 1, 2021	*5th 3rd Morgan Stanley BK*	SRF 21	ZQ2511637	1.80%	250,000.00
November 22, 2019	November 22, 2021	*5th/3rd BMW Bank NA*	SRF 1	ZQ6141993	1.70%	250,000.00
December 4, 2019	December 6, 2021	*5th/3rd Goldman Sachs Bk*	SRF 4	3814MKQ5	1.70%	250,000.00
February 28, 2020	February 28, 2022	*5/3 Investors Bank*	SRF 13	46176PMV4	1.60%	250,000.00
February 28, 2020	February 28, 2022	*5/3 Merrick Bank*	SRF 12	59013KFS0	1.60%	100,000.00
Total Special Reserve Fund Individual CDs				*Weighted Avg Yield*	*1.94%*	*3,672,539.15*
TOTAL CD's				**Weighted Avg Yield**	**2.13%**	**9,242,802.17**

Wilmette Public Library
Check Detail
October 2020

Type	Num	Name	Account	Paid Amount
Bill Pmt -Check	**EFT**	**Chase Card Services**	**10101 · General Fund Checking**	
Bill	9/10-10/9/20		50110.6 · 600's	(49.47)
			50100 · Books	(569.80)
			50113 · Reference	(36.00)
			50410 · AS Periodicals	(60.00)
			50530 · Computer Software	(424.90)
			50655 · Web Design	(50.00)
			63010 · Conference Registration	(810.31)
			65040 · Staff Recognition	(300.00)
			70600 · Postage/Shipping	(194.40)
			76200 · Building Supplies	(501.94)
			77500 · Library Vehicle Maintenance	(80.00)
				(3,076.82)
Bill Pmt -Check	**EFT**	**Synchrony Bank/Amazon**	**10101 · General Fund Checking**	
Bill	8.15-9.14.20		50110.1 · 100's	(33.95)
			50110.3 · 300's	(293.46)
			50110.6 · 600's	(19.17)
			50110.7 · 700's	(19.32)
			50110.8 · 800's	(38.66)
			50110.9 · 900's	(253.85)
			50111 · Fiction	(813.51)
			50120 · YS Books	(92.85)
			50315 · AS Video Games	(117.61)
			50722 · YS Program Materials	(239.91)
			70312 · YS supplies	(84.06)
			70320 · Office Supplies	(8.13)
			74110 · Equipment/Furnishings	(118.64)
			74152 · Computer Maintenance	(47.02)
			76200 · Building Supplies	(461.43)
			70100 · Accounting - PR & CrCd fees	(34.31)
				(2,675.88)
Bill Pmt -Check	**53150**	**Aflac**	**10101 · General Fund Checking**	
Bill	635320		26003 · AFLAC	(178.08)
				(178.08)
Bill Pmt -Check	**53151**	**Baker & Taylor**	**10101 · General Fund Checking**	
Bill	2035436743		50120 · YS Books	(223.32)
Bill	H50500570		50311 · AS Feature	(42.57)
Bill	H50500571		50311 · AS Feature	(22.01)
Bill	H50500572		50311 · AS Feature	(22.01)
Bill	2035482864		50120 · YS Books	(299.27)
Bill	2035458997		50120 · YS Books	(26.84)
Bill	H50357750		50312 · AS Non-feature	(69.77)
Bill	H50357751		50312 · AS Non-feature	(67.60)

Wilmette Public Library
Check Detail
October 2020

Bill	H50357752		50312 · AS Non-feature	(18.36)
Bill	H50621620		50311 · AS Feature	(22.01)
Bill	H50732070		50311 · AS Feature	(11.02)
Bill	H50732071		50311 · AS Feature	(36.72)
Bill	H50732080		50312 · AS Non-feature	(19.83)
Bill	H50770560		50311 · AS Feature	(57.30)
Bill	H50817630		50312 · AS Non-feature	(138.86)
Bill	2035500560		50110.0 · 000's	(30.10)
			50110.1 · 100's	(32.53)
			50110.2 · 200's	(26.36)
			50110.3 · 300's	(137.84)
			50110.5 · 500's	(60.99)
			50110.6 · 600's	(116.86)
			50110.7 · 700's	(53.68)
			50110.8 · 800's	(80.57)
			50110.9 · 900's	(160.18)
			50111 · Fiction	(560.83)
			50112 · H.S. Collection	(21.46)
			50111 · Fiction	(6.41)
				(2,365.30)

Bill Pmt -Check	**53152**	**Baker & Taylor Books**	**10101 · General Fund Checking**	
Bill	2035422961		50120 · YS Books	(38.28)
Bill	2035459270		50120 · YS Books	(355.69)
Bill	2035470245		50120 · YS Books	(289.93)
Bill	2035438711		50111 · Fiction	(20.97)
Bill	2035468165		50111 · Fiction	(327.72)
Bill	5016390191		50210 · AS Continuations	(1,380.98)
Bill	2035484831		50110.0 · 000's	(32.79)
			50110.2 · 200's	(41.09)
			50110.3 · 300's	(231.35)
			50110.5 · 500's	(15.23)
			50110.6 · 600's	(28.60)
			50110.7 · 700's	(39.60)
			50110.8 · 800's	(22.88)
			50110.9 · 900's	(221.90)
			50111 · Fiction	(509.04)
			50112 · H.S. Collection	(178.33)
			50111 · Fiction	(6.60)
Bill	5016417741		50110.3 · 300's	(10.68)
			50110.8 · 800's	(16.95)
			50110.8 · 800's	(0.14)
Bill	2035488255		50110.1 · 100's	(8.47)
			50110.2 · 200's	(9.52)
			50110.3 · 300's	(198.22)
			50110.5 · 500's	(32.99)
			50110.6 · 600's	(76.19)
			50110.7 · 700's	(22.60)
			50110.8 · 800's	(46.95)
			50110.9 · 900's	(209.25)
			50111 · Fiction	(297.53)

Wilmette Public Library
Check Detail
October 2020

		50112 · H.S. Collection	(24.28)
		50111 · Fiction	(4.63)
Bill	5016413755	50111 · Fiction	(10.71)
		50110.1 · 100's	(17.09)
		50110.3 · 300's	(120.96)
		50110.3 · 300's	(0.74)
Bill	5016419862	50210 · AS Continuations	(1,062.76)
Bill	2035492087	50110.1 · 100's	(25.85)
		50110.3 · 300's	(171.78)
		50110.4 · 400's	(10.71)
		50110.6 · 600's	(32.76)
		50110.7 · 700's	(14.20)
		50110.8 · 800's	(31.06)
		50110.9 · 900's	(113.88)
		50111 · Fiction	(55.48)
		50112 · H.S. Collection	(10.16)
		50110.3 · 300's	(2.33)
Bill	2035494719	50110.2 · 200's	(26.36)
		50110.3 · 300's	(129.45)
		50110.6 · 600's	(15.82)
		50110.9 · 900's	(22.84)
		50111 · Fiction	(153.97)
		50112 · H.S. Collection	(10.73)
		50111 · Fiction	(1.80)
Bill	2035495240	50110.3 · 300's	(211.44)
		50110.7 · 700's	(11.87)
		50111 · Fiction	(194.04)
		50110.3 · 300's	(2.09)
Bill	5016426115	50110.0 · 000's	(10.71)
		50110.7 · 700's	(16.36)
		50110.9 · 900's	(117.60)
		50111 · Fiction	(276.02)
		50111 · Fiction	(2.10)
Bill	5016434396	50111 · Fiction	(236.38)
Bill	2035505275	50110.1 · 100's	(14.87)
		50110.3 · 300's	(43.50)
		50110.5 · 500's	(84.70)
		50110.6 · 600's	(10.11)
		50110.7 · 700's	(19.78)
		50110.9 · 900's	(53.81)
		50111 · Fiction	(515.00)
		50111 · Fiction	(3.71)
Bill	2035507678	50110.1 · 100's	(2.98)
		50110.2 · 200's	(21.96)
		50110.3 · 300's	(59.81)
		50110.6 · 600's	(48.61)
		50110.7 · 700's	(73.19)
		50110.9 · 900's	(57.43)
		50111 · Fiction	(193.17)
		50111 · Fiction	(2.29)
Bill	2035508346	50110.1 · 100's	(36.59)
		50110.3 · 300's	(55.97)

Wilmette Public Library
Check Detail
October 2020

			50110.6 · 600's	(44.64)
			50110.7 · 700's	(100.20)
			50110.8 · 800's	(10.09)
			50110.9 · 900's	(27.69)
			50111 · Fiction	(166.92)
			50111 · Fiction	(2.21)
Bill	2035511115		50110.1 · 100's	(25.36)
			50110.3 · 300's	(157.30)
			50110.5 · 500's	(15.23)
			50110.6 · 600's	(60.90)
			50110.7 · 700's	(24.26)
			50110.9 · 900's	(238.38)
			50111 · Fiction	(222.72)
			50112 · H.S. Collection	(62.65)
			50110.9 · 900's	(4.03)
				(10,279.49)
Bill Pmt -Check	**53153**	**Barnes & Noble Inc**	**10101 · General Fund Checking**	
Bill	4025471		50110.1 · 100's	(22.40)
			50110.3 · 300's	(21.56)
				(43.96)
Bill Pmt -Check	**53154**	**Book Page**	**10101 · General Fund Checking**	
Bill	S49000		50410 · AS Periodicals	(588.00)
				(588.00)
Bill Pmt -Check	**53155**	**Cao, Baoqiang**	**10101 · General Fund Checking**	
Bill	lost book refund		46200 · Lost Materials	(18.00)
				(18.00)
Bill Pmt -Check	**53156**	**Cengage Learning Inc/ Gale**	**10101 · General Fund Checking**	
Bill	72165928		50110.3 · 300's	(48.73)
			50110.9 · 900's	(26.24)
			50111 · Fiction	(24.74)
Bill	72287500		50111 · Fiction	(22.49)
Bill	72287748		50111 · Fiction	(113.99)
Bill	72288071		50111 · Fiction	(23.24)
				(259.43)
Bill Pmt -Check	**53157**	**Chicago Tribune - Advertising**	**10101 · General Fund Checking**	
Bill	024697871000		53010 · Advertising/Publicity	(1,008.00)
				(1,008.00)
Bill Pmt -Check	**53158**	**Dairy Queen**	**10101 · General Fund Checking**	
Bill	75 $5 gift cards		58500 · Friends Purchases	(375.00)
				(375.00)

Wilmette Public Library
Check Detail
October 2020

Bill Pmt -Check	**53159**	**DEMCO**	**10101 · General Fund Checking**	
Bill	6824439		70310 · Library Supplies	(315.54)
Bill	6843477		70310 · Library Supplies	(515.58)
				(831.12)
Bill Pmt -Check	**53160**	**Findaway World LLC**	**10101 · General Fund Checking**	
Bill	328444		50323 · YS Audiobooks	(367.42)
Bill	329303		50313 · AS Audiobooks	(1,755.71)
				(2,123.13)
Bill Pmt -Check	**53161**	**Garvey's Office Products**	**10101 · General Fund Checking**	
Bill	PINV1980025		76200 · Building Supplies	(119.40)
				(119.40)
Bill Pmt -Check	**53162**	**Gowing, John**	**10101 · General Fund Checking**	
Bill	9.23.20		56000 · Rutherford Trust Expenditures	(200.00)
				(200.00)
Bill Pmt -Check	**53163**	**ILA**	**10101 · General Fund Checking**	
Bill	10.20-22 Conference		63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(125.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
			63010 · Conference Registration	(100.00)
				(1,525.00)
Bill Pmt -Check	**53164**	**Illinois State Genealogical Society**	**10101 · General Fund Checking**	
Bill	subscription		50622 · Virtual Reference Services	(40.00)
				(40.00)
Bill Pmt -Check	**53165**	**IntelliCorp Records, Inc.**	**10101 · General Fund Checking**	
Bill	1124740		65010 · Recruitment	(15.30)
				(15.30)

Wilmette Public Library
Check Detail
October 2020

Bill Pmt -Check	**53166**	**Jo-Ann Stores, LLC**	**10101 · General Fund Checking**	
Bill	DMARVA21-448		50512 · AS & YS Esubscriptions	(875.00)
				(875.00)
Bill Pmt -Check	**53167**	**Kanopy LLC**	**10101 · General Fund Checking**	
Bill	216642		50511 · AS E-Books & YS E-Books	(825.00)
				(825.00)
Bill Pmt -Check	**53168**	**Marquardt, James**	**10101 · General Fund Checking**	
Bill	9/22 honorarium		50710 · AS Programming	(200.00)
				(200.00)
Bill Pmt -Check	**53169**	**McDonald, Lisa**	**10101 · General Fund Checking**	
Bill	ILA & RAILS		64010 · Conference Trv/Mile/Meals	(72.56)
				(72.56)
Bill Pmt -Check	**53170**	**Midwest Tape**	**10101 · General Fund Checking**	
Bill	99382499		50323 · YS Audiobooks	(250.93)
Bill	99382643		50313 · AS Audiobooks	(74.98)
Bill	99382644		50313 · AS Audiobooks	(39.99)
Bill	99382645		50313 · AS Audiobooks	(314.92)
Bill	99382896		50314 · AS Music	(17.99)
Bill	99383096		50312 · AS Non-feature	(11.24)
Bill	99416635		50322 · YS Non-feature	(11.24)
Bill	99416637		50322 · YS Non-feature	(12.74)
Bill	99416638		50322 · YS Non-feature	(11.24)
Bill	99419746		50323 · YS Audiobooks	(1,100.76)
Bill	99419748		50314 · AS Music	(10.49)
Bill	99419989		50313 · AS Audiobooks	(114.97)
Bill	99420030		50313 · AS Audiobooks	(79.98)
Bill	99420031		50313 · AS Audiobooks	(413.90)
Bill	99420033		50313 · AS Audiobooks	(39.99)
Bill	99420034		50313 · AS Audiobooks	(119.97)
Bill	99420035		50313 · AS Audiobooks	(39.99)
Bill	99420036		50313 · AS Audiobooks	(29.99)
Bill	99420037		50313 · AS Audiobooks	(184.95)
Bill	99420090		50314 · AS Music	(11.24)
Bill	99420091		50314 · AS Music	(11.24)
Bill	99420094		50311 · AS Feature	(22.49)
Bill	99420096		50311 · AS Feature	(29.98)
Bill	99420634		70310 · Library Supplies	(317.97)
Bill	99450449		70310 · Library Supplies	(109.99)
				(3,383.17)
Bill Pmt -Check	**53171**	**Midwest Tape - Hoopla**	**10101 · General Fund Checking**	
Bill	99453232		50512 · AS & YS Esubscriptions	(2,603.29)

Wilmette Public Library
Check Detail
October 2020

				(2,603.29)
Bill Pmt -Check	**53172**	**MTM Vending & Water Cooler Services**	**10101 · General Fund Checking**	
Bill	2122		76350 · Building Maint Contracts	(120.00)
				(120.00)
Bill Pmt -Check	**53173**	**Postmaster**	**10101 · General Fund Checking**	
Bill	Permit 51		52000 · Newsletter	(5,000.00)
				(5,000.00)
Bill Pmt -Check	**53174**	**Quill Corporation**	**10101 · General Fund Checking**	
Bill	10339259	Quill Corporation	20000 · Accounts Payable	0.00
Bill	10331627		70320 · Office Supplies	(5.94)
Bill	10426707		76200 · Building Supplies	(14.76)
Bill	10426006		76200 · Building Supplies	(31.77)
Bill	10574861		70320 · Office Supplies	(36.07)
Bill	10573241		70320 · Office Supplies	(99.95)
Bill	10701088		70320 · Office Supplies	(108.09)
Bill	10701200		70320 · Office Supplies	(174.95)
Bill	10739727		70320 · Office Supplies	(79.90)
				(551.43)
Bill Pmt -Check	**53175**	**Recorded Books**	**10101 · General Fund Checking**	
Bill	76707673		50311 · AS Feature	(41.60)
Bill	76707538		50313 · AS Audiobooks	(486.80)
Bill	76708133		50313 · AS Audiobooks	(74.20)
				(602.60)
Bill Pmt -Check	**53176**	**Sun Life Employee Benefits/Assurant**	**10101 · General Fund Checking**	
Bill	10.1-10.31.20		66020 · Emp Life/LTD Insurance	(2,064.72)
				(2,064.72)
Bill Pmt -Check	**53177**	**The Book Stall**	**10101 · General Fund Checking**	
Bill	339787		58500 · Friends Purchases	(375.00)
				(375.00)
Bill Pmt -Check	**53178**	**The Teaching Company Sales, LLC**	**10101 · General Fund Checking**	
Bill	SINV09730845		50312 · AS Non-feature	(79.95)
				(79.95)
Bill Pmt -Check	**53179**	**Tsai Fong Books Inc.**	**10101 · General Fund Checking**	
Bill	7800		50110.4 · 400's	(303.12)
				(303.12)

Wilmette Public Library
Check Detail
October 2020

Bill Pmt -Check	**53180**	**Value Line Publishing**	**10101 · General Fund Checking**	
Bill	DN20-251408		50512 · AS & YS Esubscriptions	(3,195.00)
				(3,195.00)
Bill Pmt -Check	**53181**	**Wine Spectator**	**10101 · General Fund Checking**	
Bill	1 yr.		50410 · AS Periodicals	(59.95)
				(59.95)
Bill Pmt -Check	**53182**	**Advanced Disposal**	**10101 · General Fund Checking**	
Bill	T40002484371		76400 · Grounds Maintenance	(54.00)
				(54.00)
Bill Pmt -Check	**53183**	**Andertoons, LLC**	**10101 · General Fund Checking**	
Bill	Oct 13 &15		50721 · YS Performers	(300.00)
				(300.00)
Bill Pmt -Check	**53184**	**Baker & Taylor**	**10101 · General Fund Checking**	
Bill	H44646291		50311 · AS Feature	(41.85)
Bill	H50914330		50312 · AS Non-feature	(28.65)
Bill	H50914331		50312 · AS Non-feature	(22.01)
Bill	H50879440		50312 · AS Non-feature	(36.74)
Bill	H50879441		50312 · AS Non-feature	(19.83)
Bill	H50914320		50311 · AS Feature	(13.95)
Bill	H50914321		50311 · AS Feature	(14.69)
Bill	H50914322		50311 · AS Feature	(31.58)
Bill	H51071450		50312 · AS Non-feature	(45.54)
Bill	H51082780		50311 · AS Feature	(14.69)
Bill	H51035230		50312 · AS Non-feature	(29.39)
Bill	H51262830		50311 · AS Feature	(14.66)
Bill	H51292321		50312 · AS Non-feature	(18.36)
Bill	H51292320		50312 · AS Non-feature	(29.39)
				(361.33)
Bill Pmt -Check	**53185**	**Baker & Taylor Books**	**10101 · General Fund Checking**	
Bill	2035486609	Baker & Taylor Books	20000 · Accounts Payable	0.00
Bill	2035492119		50120 · YS Books	(425.33)
Bill	2035497199		50120 · YS Books	(546.50)
Bill	2035499949		50120 · YS Books	(317.86)
Bill	2035500029		50120 · YS Books	(503.66)
Bill	5016443272		50110.1 · 100's	(24.86)
			50110.3 · 300's	(14.13)
			50110.6 · 600's	(52.85)
			50110.7 · 700's	(33.90)
			50111 · Fiction	(84.21)
			50111 · Fiction	(1.05)
Bill	2035449419		50120 · YS Books	(414.91)

Wilmette Public Library
Check Detail
October 2020

Bill	2035505172	50120 · YS Books	(501.32)
Bill	2035511862	50120 · YS Books	(153.08)
Bill	2035516171	50110.1 · 100's	(14.24)
		50110.3 · 300's	(85.79)
		50110.6 · 600's	(211.13)
		50110.7 · 700's	(22.52)
		50110.8 · 800's	(48.54)
		50110.9 · 900's	(32.21)
		50111 · Fiction	(73.41)
		50112 · H.S. Collection	(10.73)
		50110.6 · 600's	(2.49)
Bill	2035514372	50120 · YS Books	(534.98)
Bill	2035516706	50110.0 · 000's	(73.81)
		50110.1 · 100's	(54.68)
		50110.3 · 300's	(181.16)
		50110.4 · 400's	(15.23)
		50110.6 · 600's	(24.65)
		50110.7 · 700's	(25.43)
		50110.8 · 800's	(8.93)
		50110.9 · 900's	(31.06)
		50111 · Fiction	(84.44)
		50110.3 · 300's	(2.50)
Bill	5016449513	50110.1 · 100's	(35.20)
		50110.7 · 700's	(21.24)
		50110.1 · 100's	(0.28)
Bill	2035470191	50120 · YS Books	(308.69)
Bill	2035517487	50120 · YS Books	(406.79)
Bill	2035521120	50110.0 · 000's	(42.58)
		50110.1 · 100's	(32.24)
		50110.3 · 300's	(69.28)
		50110.6 · 600's	(40.65)
		50110.7 · 700's	(44.71)
		50110.8 · 800's	(134.40)
		50110.9 · 900's	(11.90)
		50111 · Fiction	(94.63)
		50112 · H.S. Collection	(94.14)
		50110.8 · 800's	(2.82)
Bill	5016453315	50210 · AS Continuations	(350.99)
Bill	2035523580	50110.1 · 100's	(45.51)
		50110.3 · 300's	(127.92)
		50110.5 · 500's	(15.26)
		50110.6 · 600's	(120.02)
		50110.7 · 700's	(38.86)
		50110.8 · 800's	(45.49)
		50110.9 · 900's	(77.52)
		50111 · Fiction	(385.77)
		50112 · H.S. Collection	(10.16)
		50111 · Fiction	(4.33)
Bill	2035509302	50111 · Fiction	(113.07)
Bill	2035526593	50110.0 · 000's	(24.60)
		50110.2 · 200's	(44.26)
		50110.3 · 300's	(72.52)

Wilmette Public Library
Check Detail
October 2020

			50110.5 · 500's	(10.17)
			50110.6 · 600's	(162.61)
			50110.7 · 700's	(26.56)
			50110.9 · 900's	(31.08)
			50111 · Fiction	(177.44)
			50112 · H.S. Collection	(20.22)
			50111 · Fiction	(2.85)
Bill	2035477359		50120 · YS Books	(353.59)
Bill	5016460200		50110.6 · 600's	(96.83)
			50110.9 · 900's	(66.50)
			50110.6 · 600's	(0.82)
Bill	5016462045		50220 · YS Continuations	(108.78)
Bill	2035529693		50110.1 · 100's	(60.94)
			50110.2 · 200's	(10.11)
			50110.6 · 600's	(28.25)
			50110.7 · 700's	(36.73)
			50110.9 · 900's	(33.88)
			50111 · Fiction	(250.70)
			50112 · H.S. Collection	(10.73)
			50111 · Fiction	(2.16)
Bill	2035532383		50120 · YS Books	(457.78)
Bill	5016467314		50111 · Fiction	(9.57)
Bill	2035536818		50110.0 · 000's	(17.84)
			50110.1 · 100's	(10.68)
			50110.3 · 300's	(60.79)
			50110.5 · 500's	(27.68)
			50110.6 · 600's	(213.14)
			50110.7 · 700's	(92.60)
			50110.8 · 800's	(79.57)
			50110.9 · 900's	(101.65)
			50111 · Fiction	(563.56)
			50112 · H.S. Collection	(42.35)
			50111 · Fiction	(6.05)
Bill	2035542483		50110.0 · 000's	(46.34)
			50110.1 · 100's	(31.00)
			50110.3 · 300's	(180.03)
			50110.4 · 400's	(11.30)
			50110.5 · 500's	(23.61)
			50110.6 · 600's	(71.10)
			50110.7 · 700's	(37.34)
			50110.8 · 800's	(25.98)
			50110.9 · 900's	(57.80)
			50111 · Fiction	(415.24)
			50112 · H.S. Collection	(20.89)
			50111 · Fiction	(4.60)
				(11,526.86)
Bill Pmt -Check	**53186**	**Barnes & Noble Inc**	**10101 · General Fund Checking**	
Bill	4032177		50110.6 · 600's	(18.39)
Bill	4036399		50110.3 · 300's	(23.19)
				(41.58)

Wilmette Public Library
Check Detail
October 2020

Bill Pmt -Check	**53187**	**Barrow, Amy**	**10101 · General Fund Checking**	
Bill	002		50710 · AS Programming	(675.00)
				(675.00)
Bill Pmt -Check	**53188**	**Brainfuse, Inc.**	**10101 · General Fund Checking**	
Bill	2009174		50512 · AS & YS Esubscriptions	(7,000.00)
				(7,000.00)
Bill Pmt -Check	**53189**	**Call One**	**10101 · General Fund Checking**	
Bill	328363		70700 · Telephone	(1,013.35)
				(1,013.35)
Bill Pmt -Check	**53190**	**Cengage Learning Inc/ Gale**	**10101 · General Fund Checking**	
Bill	72360805		50512 · AS & YS Esubscriptions	(4,577.20)
				(4,577.20)
Bill Pmt -Check	**53191**	**Chicago Tribune - Advertising**	**10101 · General Fund Checking**	
Bill	025914835000		53010 · Advertising/Publicity	(52.60)
				(52.60)
Bill Pmt -Check	**53192**	**Colley Elevator - A**	**10101 · General Fund Checking**	
Bill	202902		76350 · Building Maint Contracts	(203.00)
				(203.00)
Bill Pmt -Check	**53193**	**Colley Elevator - B**	**10101 · General Fund Checking**	
Bill	202898		76350 · Building Maint Contracts	(203.00)
				(203.00)
Bill Pmt -Check	**53194**	**Comcast**	**10101 · General Fund Checking**	
Bill	109350537		50650 · Internet	(1,580.00)
				(1,580.00)
Bill Pmt -Check	**53195**	**Complete Cleaning Company**	**10101 · General Fund Checking**	
Bill	C15397		76350 · Building Maint Contracts	(4,629.00)
				(4,629.00)
Bill Pmt -Check	**53196**	**Computer View, Inc.**	**10101 · General Fund Checking**	
Bill	28780		74120 · Computers	(290.00)
				(290.00)
Bill Pmt -Check	**53197**	**Creekside Printing**	**10101 · General Fund Checking**	

Wilmette Public Library
Check Detail
October 2020

Bill	1936		52000 · Newsletter	(1,989.50)
Bill	1966		52000 · Newsletter	(1,829.00)
				(3,818.50)
Bill Pmt -Check	**53198**	**DEMCO**	**10101 · General Fund Checking**	
Bill	6847782		70310 · Library Supplies	(423.39)
				(423.39)
Bill Pmt -Check	**53199**	**Farina, Sophia**	**10101 · General Fund Checking**	
Bill			46200 · Lost Materials	(20.00)
				(20.00)
Bill Pmt -Check	**53200**	**Goodman, Barb**	**10101 · General Fund Checking**	
Bill	002		50710 · AS Programming	(675.00)
				(675.00)
Bill Pmt -Check	**53201**	**Hill Mechanical Services**	**10101 · General Fund Checking**	
Bill	549055		76350 · Building Maint Contracts	(2,186.00)
				(2,186.00)
Bill Pmt -Check	**53202**	**Metlicka, Scott**	**10101 · General Fund Checking**	
Bill	10/9/20		50730 · Community Serv Prog	(325.00)
				(325.00)
Bill Pmt -Check	**53203**	**Midwest Tape**	**10101 · General Fund Checking**	
Bill	99445076		50321 · YS Feature	(26.24)
Bill	99445078		50324 · YS Music	(9.89)
Bill	99445157		50311 · AS Feature	(38.24)
Bill	99445520		50322 · YS Non-feature	(11.24)
Bill	99445521		50322 · YS Non-feature	(11.24)
Bill	99445522		50323 · YS Audiobooks	(91.98)
Bill	99445159		50314 · AS Music	(10.79)
Bill	99445305		50313 · AS Audiobooks	(229.94)
Bill	99445306		50313 · AS Audiobooks	(64.98)
Bill	99445307		50313 · AS Audiobooks	(194.95)
Bill	99445309		50313 · AS Audiobooks	(114.97)
Bill	99445540		50314 · AS Music	(77.48)
Bill	99445550		50313 · AS Audiobooks	(34.99)
Bill	99445551		50313 · AS Audiobooks	(44.99)
Bill	99445552		50313 · AS Audiobooks	(89.98)
Bill	99471944		50322 · YS Non-feature	(11.24)
Bill	99471945		50324 · YS Music	(5.39)
Bill	99471954		50322 · YS Non-feature	(14.99)
Bill	99471955		50321 · YS Feature	(34.48)
Bill	99471956		50314 · AS Music	(25.03)

Wilmette Public Library
Check Detail
October 2020

Bill	99471957		50314 · AS Music	(8.99)
Bill	99471958		50314 · AS Music	(12.59)
Bill	99471947		50313 · AS Audiobooks	(68.98)
Bill	99471948		50313 · AS Audiobooks	(149.96)
Bill	99471949		50313 · AS Audiobooks	(79.98)
Bill	99471950		50313 · AS Audiobooks	(74.98)
Bill	99471951		50313 · AS Audiobooks	(39.99)
Bill	99471952		50313 · AS Audiobooks	(44.99)
Bill	99471953		50313 · AS Audiobooks	(79.98)
				(1,703.47)
Bill Pmt -Check	**53204**	**Millen Hardware**	**10101 · General Fund Checking**	
Bill	September 2020		50722 · YS Program Materials	(23.38)
			70310 · Library Supplies	(89.96)
			70312 · YS supplies	(35.94)
			76200 · Building Supplies	(639.95)
			76300 · Building Maintenance	(20.68)
				(809.91)
Bill Pmt -Check	**53205**	**Nels Johnson**	**10101 · General Fund Checking**	
Bill	1320314		76400 · Grounds Maintenance	(1,130.00)
				(1,130.00)
Bill Pmt -Check	**53206**	**New York Times**	**10101 · General Fund Checking**	
Bill	9/28-12/27/20		50410 · AS Periodicals	(650.00)
				(650.00)
Bill Pmt -Check	**53207**	**NiCor Gas**	**10101 · General Fund Checking**	
Bill	8/28-9/26/20		76810 · Heating/Cooling	(590.95)
				(590.95)
Bill Pmt -Check	**53208**	**Old Town School of Folk Music**	**10101 · General Fund Checking**	
Bill	10/13/20		50721 · YS Performers	(300.00)
Bill	10/15/20		50721 · YS Performers	(300.00)
				(600.00)
Bill Pmt -Check	**53209**	**OverDrive, Inc.**	**10101 · General Fund Checking**	
Bill	01018MA20314215		50511 · AS E-Books & YS E-Books	(17,172.35)
Bill	01018MA20315621		50511 · AS E-Books & YS E-Books	(1,685.81)
				(18,858.16)
Bill Pmt -Check	**53210**	**Pioneer Press**	**10101 · General Fund Checking**	
Bill	2 copies		50410 · AS Periodicals	(65.00)
				(65.00)

Wilmette Public Library
Check Detail
October 2020

Bill Pmt -Check	**53211**	**Pitney Bowes - meter**	**10101 · General Fund Checking**	
Bill	3104255134		70600 · Postage/Shipping	(287.22)
				(287.22)
Bill Pmt -Check	**53212**	**Quill Corporation**	**10101 · General Fund Checking**	
Bill	10802828		50722 · YS Program Materials	(61.55)
Bill	10980234		70320 · Office Supplies	(118.75)
Bill	11033930		70320 · Office Supplies	(9.23)
				(189.53)
Bill Pmt -Check	**53213**	**Reaching Across Illinois Library System**	**10101 · General Fund Checking**	
Bill	7363		50512 · AS & YS Esubscriptions	(82.50)
				(82.50)
Bill Pmt -Check	**53214**	**Regent Book Company**	**10101 · General Fund Checking**	
Bill	58901		50210 · AS Continuations	(17.09)
				(17.09)
Bill Pmt -Check	**53215**	**S & P Global Market Intelligence**	**10101 · General Fund Checking**	
Bill	2000181576		50512 · AS & YS Esubscriptions	(11,550.00)
				(11,550.00)
Bill Pmt -Check	**53216**	**Scholastic Library Publishing**	**10101 · General Fund Checking**	
Bill	24044667		50512 · AS & YS Esubscriptions	(913.00)
				(913.00)
Bill Pmt -Check	**53217**	**Staples Advantage**	**10101 · General Fund Checking**	
Bill	1631038821		76200 · Building Supplies	(1,955.26)
				(1,955.26)
Bill Pmt -Check	**53218**	**Sugden, Barbara**	**10101 · General Fund Checking**	
Bill	10/14/20		56000 · Rutherford Trust Expenditures	(185.00)
				(185.00)
Bill Pmt -Check	**53219**	**Swanson, Troy**	**10101 · General Fund Checking**	
Bill	10.01.20		50710 · AS Programming	(300.00)
				(300.00)
Bill Pmt -Check	**53220**	**The Book Stall**	**10101 · General Fund Checking**	
Bill	081820		58500 · Friends Purchases	(1,500.00)
				(1,500.00)

Wilmette Public Library
Check Detail
October 2020

Bill Pmt -Check	**53221**	**Thomas Klise/Crimson Multimedia**	**10101 · General Fund Checking**	
Bill	004046		50325 · YS Video Games	(194.13)
Bill	004047		50325 · YS Video Games	(382.97)
				(577.10)
Bill Pmt -Check	**53222**	**Velasco, Kirsten**	**10101 · General Fund Checking**	
Bill	10/08/20 program		50710 · AS Programming	(150.00)
				(150.00)
Bill Pmt -Check	**53223**	**Wellness Insurance Network**	**10101 · General Fund Checking**	
Bill	October 2020		66010 · Emp Health Insurance	(47.00)
			66010 · Emp Health Insurance	(49,947.85)
				(49,994.85)
Bill Pmt -Check	**53224**	**Andertoons, LLC**	**10101 · General Fund Checking**	
Bill	3256		50721 · YS Performers	(300.00)
				(300.00)
Bill Pmt -Check	**53225**	**Baker & Taylor**	**10101 · General Fund Checking**	
Bill	H51381140		50311 · AS Feature	(40.40)
Bill	H51406780		50311 · AS Feature	(39.66)
Bill	H51406790		50312 · AS Non-feature	(14.32)
Bill	H51406791		50312 · AS Non-feature	(12.49)
Bill	H51406792		50312 · AS Non-feature	(44.09)
Bill	H51339510		50312 · AS Non-feature	(14.69)
Bill	H51339511		50312 · AS Non-feature	(22.04)
Bill	H51475920		50311 · AS Feature	(60.93)
Bill	H51475921		50311 · AS Feature	(25.71)
Bill	H51511410		50311 · AS Feature	(39.63)
				(313.96)
Bill Pmt -Check	**53226**	**Baker & Taylor Books**	**10101 · General Fund Checking**	
Bill	2035481589		50120 · YS Books	(446.76)
Bill	2035489859		50111 · Fiction	(108.84)
Bill	2035542854		50120 · YS Books	(215.14)
Bill	5016476907		50110.2 · 200's	(15.26)
			50110.7 · 700's	(56.50)
			50110.8 · 800's	(14.66)
			50110.9 · 900's	(36.72)
			50110.7 · 700's	(0.62)
Bill	2035546910		50110.0 · 000's	(10.09)
			50110.1 · 100's	(16.10)
			50110.3 · 300's	(126.19)
			50110.5 · 500's	(46.56)
			50110.6 · 600's	(19.58)
			50110.7 · 700's	(69.06)

Wilmette Public Library
Check Detail
October 2020

		50110.8 · 800's	(74.90)
		50110.9 · 900's	(123.64)
		50111 · Fiction	(412.89)
		50112 · H.S. Collection	(10.16)
		50111 · Fiction	(4.55)
Bill	5016483934	50110.8 · 800's	(9.57)
Bill	2035551171	50110.0 · 000's	(40.26)
		50110.1 · 100's	(127.03)
		50110.2 · 200's	(10.09)
		50110.3 · 300's	(193.12)
		50110.5 · 500's	(20.17)
		50110.6 · 600's	(21.47)
		50110.7 · 700's	(74.74)
		50110.8 · 800's	(57.48)
		50110.9 · 900's	(84.07)
		50111 · Fiction	(232.57)
		50112 · H.S. Collection	(113.69)
		50111 · Fiction	(4.87)
Bill	5016488335	50210 · AS Continuations	(230.26)
Bill	2035554406	50110.1 · 100's	(24.28)
		50110.2 · 200's	(19.77)
		50110.3 · 300's	(14.87)
		50110.5 · 500's	(21.96)
		50110.6 · 600's	(54.82)
		50110.7 · 700's	(62.43)
		50110.8 · 800's	(15.26)
		50111 · Fiction	(284.05)
		50111 · Fiction	(2.49)
Bill	2035557184	50110.0 · 000's	(14.12)
		50110.1 · 100's	(26.10)
		50110.2 · 200's	(20.31)
		50110.3 · 300's	(87.19)
		50110.6 · 600's	(93.19)
		50110.7 · 700's	(68.93)
		50110.8 · 800's	(48.70)
		50110.9 · 900's	(22.60)
		50111 · Fiction	(87.83)
		50112 · H.S. Collection	(20.89)
		50110.6 · 600's	(2.45)
Bill	5016493975	50111 · Fiction	(80.40)
		50112 · H.S. Collection	(40.71)
		50110.7 · 700's	(15.79)
		50111 · Fiction	(0.68)
Bill	2035559603	50110.2 · 200's	(13.56)
		50110.3 · 300's	(110.15)
		50110.5 · 500's	(15.25)
		50110.6 · 600's	(116.94)
		50110.7 · 700's	(59.74)
		50110.9 · 900's	(77.87)
		50111 · Fiction	(96.07)
		50110.6 · 600's	(2.45)
Bill	2035559422	50120 · YS Books	(330.66)

Wilmette Public Library
Check Detail
October 2020

Bill	2035564268	50120 · YS Books	(105.72)
Bill	2035562232	50110.1 · 100's	(18.95)
		50110.3 · 300's	(150.76)
		50110.5 · 500's	(44.61)
		50110.6 · 600's	(106.80)
		50110.8 · 800's	(38.33)
		50110.9 · 900's	(168.57)
		50111 · Fiction	(246.28)
		50112 · H.S. Collection	(37.33)
		50111 · Fiction	(4.06)
Bill	5016502203	50111 · Fiction	(10.11)
		50110.9 · 900's	(38.00)
		50110.9 · 900's	(0.24)
Bill	2035568102	50110.1 · 100's	(22.57)
		50110.3 · 300's	(33.62)
		50110.5 · 500's	(10.12)
		50110.6 · 600's	(16.95)
		50110.7 · 700's	(57.34)
		50110.8 · 800's	(16.95)
		50110.9 · 900's	(76.08)
		50111 · Fiction	(167.56)
		50112 · H.S. Collection	(20.89)
		50111 · Fiction	(2.11)
Bill	2035570914	50110.1 · 100's	(100.74)
		50110.2 · 200's	(53.90)
		50110.3 · 300's	(228.23)
		50110.5 · 500's	(10.09)
		50110.6 · 600's	(216.42)
		50110.7 · 700's	(94.95)
		50110.8 · 800's	(22.60)
		50110.9 · 900's	(74.51)
		50111 · Fiction	(176.26)
		50112 · H.S. Collection	(40.59)
		50110.3 · 300's	(5.09)
Bill	2035573205	50110.1 · 100's	(43.20)
		50110.3 · 300's	(43.20)
		50110.6 · 600's	(64.65)
		50110.7 · 700's	(14.10)
		50110.8 · 800's	(34.45)
		50110.9 · 900's	(54.21)
		50111 · Fiction	(154.92)
		50112 · H.S. Collection	(10.73)
		50111 · Fiction	(2.10)
Bill	2035575890	50110.0 · 000's	(45.00)
		50110.3 · 300's	(136.40)
		50110.5 · 500's	(11.87)
		50110.6 · 600's	(90.97)
		50110.8 · 800's	(39.58)
		50110.9 · 900's	(84.80)
		50111 · Fiction	(283.09)
		50112 · H.S. Collection	(22.02)
		50113 · Reference	(10.68)

Wilmette Public Library
Check Detail
October 2020

			50111 · Fiction	(3.62)
				(8,547.04)
Bill Pmt -Check	**53227**	**Barrow, Amy**	**10101 · General Fund Checking**	
Bill	Arshay Cooper		50710 · AS Programming	(205.90)
				(205.90)
Bill Pmt -Check	**53228**	**Cengage Learning Inc/ Gale**	**10101 · General Fund Checking**	
Bill	72420415		50110.3 · 300's	(23.99)
			50111 · Fiction	(422.09)
Bill	72429331		50110.7 · 700's	(24.74)
			50110.9 · 900's	(25.49)
Bill	72438318		50111 · Fiction	(95.96)
Bill	72467893		50111 · Fiction	(28.49)
Bill	72474824		50111 · Fiction	(38.98)
Bill	7250216		50110.9 · 900's	(75.72)
				(735.46)
Bill Pmt -Check	**53229**	**Center Point Large Print**	**10101 · General Fund Checking**	
Bill	1793281		50111 · Fiction	(183.36)
Bill	1797223		50110.6 · 600's	(28.46)
			50110.3 · 300's	(28.46)
Bill	1802951		50111 · Fiction	(22.49)
				(262.77)
Bill Pmt -Check	**53230**	**Cole Information Services**	**10101 · General Fund Checking**	
Bill	4005788		50210 · AS Continuations	(466.95)
				(466.95)
Bill Pmt -Check	**53231**	**Cooper, Arshay**	**10101 · General Fund Checking**	
Bill	10.21.20		50710 · AS Programming	(200.00)
				(200.00)
Bill Pmt -Check	**53232**	**DEMCO**	**10101 · General Fund Checking**	
Bill	6853695		70310 · Library Supplies	(105.27)
				(105.27)
Bill Pmt -Check	**53233**	**Employee Benefits Corporation**	**10101 · General Fund Checking**	
Bill	3016982		660402 · HRA Fees	(140.25)
			660321 · FSA program fees	(69.75)
Bill	3045095		660402 · HRA Fees	(144.50)
			660321 · FSA program fees	(74.50)
				(429.00)
Bill Pmt -Check	**53234**	**Findaway World LLC**	**10101 · General Fund Checking**	

Wilmette Public Library
Check Detail
October 2020

Bill	330935		50323 · YS Audiobooks	(254.95)
Bill	332077		50323 · YS Audiobooks	(929.81)
Bill	332203		50323 · YS Audiobooks	(678.60)
Bill	332204		50323 · YS Audiobooks	(176.21)
				(2,039.57)
Bill Pmt -Check	**53235**	**Gartz, Linda**	**10101 · General Fund Checking**	
Bill	10.05.20		50710 · AS Programming	(200.00)
				(200.00)
Bill Pmt -Check	**53236**	**GovConnection, Inc.**	**10101 · General Fund Checking**	
Bill	70549138		74120 · Computers	(516.80)
				(516.80)
Bill Pmt -Check	**53237**	**Illinois Library Association-Dues**	**10101 · General Fund Checking**	
Bill	185449		62020 · Library/Trustee Memberships	(300.00)
				(300.00)
Bill Pmt -Check	**53238**	**Image Systems & Business Solutions**	**10101 · General Fund Checking**	
Bill	59864144		70400 · Copiers	(2,270.32)
				(2,270.32)
Bill Pmt -Check	**53239**	**J.T. Home Refurbishing**	**10101 · General Fund Checking**	
Bill	Charger install		76100 · Building Improvement	(802.50)
Bill			76100 · Building Improvement	(1,611.38)
				(2,413.88)
Bill Pmt -Check	**53240**	**JM Irrigation LLC**	**10101 · General Fund Checking**	
Bill	44605E		76400 · Grounds Maintenance	(150.00)
				(150.00)
Bill Pmt -Check	**53241**	**Lui, Xuli**	**10101 · General Fund Checking**	
				0.00
Bill Pmt -Check	**53242**	**Martello, Mark**	**10101 · General Fund Checking**	
Bill			46200 · Lost Materials	(35.00)
				(35.00)
Bill Pmt -Check	**53243**	**Mergent Inc**	**10101 · General Fund Checking**	
Bill	1673011069		50512 · AS & YS Esubscriptions	(1,181.56)
				(1,181.56)

Wilmette Public Library
Check Detail
October 2020

Bill Pmt -Check	**53244**	**Mid-Central Printing & Mailing**	**10101 · General Fund Checking**	
Bill	54673		50722 · YS Program Materials	(75.00)
				(75.00)
Bill Pmt -Check	**53245**	**Midwest Tape**	**10101 · General Fund Checking**	
Bill	99500489		50311 · AS Feature	(29.99)
Bill	99500517		50314 · AS Music	(20.23)
Bill	99500565		50313 · AS Audiobooks	(114.97)
Bill	99500567		50313 · AS Audiobooks	(89.97)
Bill	99500568		50313 · AS Audiobooks	(39.99)
Bill	99500569		50313 · AS Audiobooks	(34.99)
Bill	99500605		50314 · AS Music	(62.50)
Bill	99500607		50323 · YS Audiobooks	(51.99)
Bill	99500728		50322 · YS Non-feature	(11.24)
Bill	99501600		50313 · AS Audiobooks	(39.99)
Bill	99501601		50313 · AS Audiobooks	(57.98)
Bill	99527904		50322 · YS Non-feature	(67.45)
Bill	99527905		50313 · AS Audiobooks	(89.98)
Bill	99527906		50313 · AS Audiobooks	(74.98)
Bill	99527907		50313 · AS Audiobooks	(29.99)
Bill	99527908		50313 · AS Audiobooks	(49.99)
Bill	99527909		50313 · AS Audiobooks	(34.99)
Bill	99528080		50313 · AS Audiobooks	(89.98)
Bill	99528081		50313 · AS Audiobooks	(61.99)
Bill	99528082		50313 · AS Audiobooks	(44.99)
Bill	99528083		50313 · AS Audiobooks	(49.99)
Bill	99528084		50314 · AS Music	(37.77)
Bill	99528086		50314 · AS Music	(24.73)
				(1,210.67)
Bill Pmt -Check	**53246**	**Quill Corporation**	**10101 · General Fund Checking**	
Bill	11190444		70320 · Office Supplies	(10.20)
Bill	11305011		70320 · Office Supplies	(20.23)
Bill	11383947		70320 · Office Supplies	(208.39)
				(238.82)
Bill Pmt -Check	**53247**	**Reading Group Choices**	**10101 · General Fund Checking**	
Bill	INV-1362		50111 · Fiction	(18.40)
				(18.40)
Bill Pmt -Check	**53248**	**Robbins Schwartz**	**10101 · General Fund Checking**	
Bill	874101		70210 · Legal Fees	(112.50)
				(112.50)
Bill Pmt -Check	**53249**	**Rowman & Littlefield Publishing Group**	**10101 · General Fund Checking**	
Bill	11527304		50210 · AS Continuations	(141.23)

Wilmette Public Library
Check Detail
October 2020

Bill	11533918		50312 · AS Non-feature	(110.86)
				(252.09)
Bill Pmt -Check	**53250**	**StackMap, LLC**	**10101 · General Fund Checking**	
Bill	1160004		50512 · AS & YS Esubscriptions	(2,975.00)
				(2,975.00)
Bill Pmt -Check	**53251**	**Staples Advantage**	**10101 · General Fund Checking**	
Bill	1631477915		76200 · Building Supplies	(73.47)
				(73.47)
Bill Pmt -Check	**53252**	**Sun Life Employee Benefits/Assurant**	**10101 · General Fund Checking**	
Bill	11/1-11/30/20		66020 · Emp Life/LTD Insurance	(2,261.61)
				(2,261.61)
Bill Pmt -Check	**53253**	**Synchrony Bank/Amazon**	**10101 · General Fund Checking**	
Bill	9.15-10.13.20		50110 · AS Books	(19.60)
			50110.1 · 100's	(27.44)
			50110.2 · 200's	(33.22)
			50110.3 · 300's	(28.42)
			50110.6 · 600's	(67.04)
			50110.7 · 700's	(51.90)
			50110.8 · 800's	(18.63)
			50110.9 · 900's	(189.78)
			50111 · Fiction	(212.34)
			50112 · H.S. Collection	(48.24)
			50120 · YS Books	(368.94)
			50311 · AS Feature	(16.57)
			50313 · AS Audiobooks	(44.67)
			50722 · YS Program Materials	(249.96)
			70320 · Office Supplies	(209.63)
			74151 · Equipment Maintenance	(343.53)
				(1,929.91)
Bill Pmt -Check	**53254**	**The Teaching Company Sales, LLC**	**10101 · General Fund Checking**	
Bill	SINV09782005		50312 · AS Non-feature	(144.90)
				(144.90)
Bill Pmt -Check	**53255**	**Thomas Klise/Crimson Multimedia**	**10101 · General Fund Checking**	
Bill	004196		50325 · YS Video Games	(606.18)
Bill	004197		50325 · YS Video Games	(80.00)
Bill	004198		50315 · AS Video Games	(81.31)
				(767.49)
Bill Pmt -Check	**53256**	**Village of Wilmette - utilities**	**10101 · General Fund Checking**	

Wilmette Public Library
Check Detail
October 2020

Bill	631541		76820 · Water	(2,453.53)
				(2,453.53)
Bill Pmt -Check	**53257**	**Warehouse Direct**	**10101 · General Fund Checking**	
Bill	4719997-1		76200 · Building Supplies	(154.44)
				(154.44)
Bill Pmt -Check	**53258**	**Willson, Julia**	**10101 · General Fund Checking**	
				0.00
Check	**53259**	**Lui, Xuli**	**10101 · General Fund Checking**	
				0.00
Check	**53260**	**Willson, Julia**	**10101 · General Fund Checking**	
				0.00
Bill Pmt -Check	**53261**	**Lui, Xuli**	**10101 · General Fund Checking**	
Bill			46200 · Lost Materials	(8.00)
				(8.00)
Bill Pmt -Check	**53262**	**Willson, Julia**	**10101 · General Fund Checking**	
Bill			46200 · Lost Materials	(16.00)
				(16.00)

Operating Expenditures	(164,713.83)
Special Reserve B/E Expenditures	-
Total October Expenditures	**(164,713.83)**

LIBRARIES OF ILLINOIS RISK AGENCY (LIRA)
2020-2021 PROGRAM COST COMPARISON

Library: Wilmette Public Library

Statistical Information	2019-2020 Expiring	2020-2021 Renewal
Total Insurable Values (Includes Vehicles)	$32,754,525	$33,071,488
Employees	96	96
Vehicles	0	1

Fixed Costs	2019-2020 Expiring	2020-2021 Renewal
Package (Property, Liability, Auto, Crime)	$7,410	$6,063
Excess Property $300,000,000	$11,782	$16,048
Boiler & Machinery	$505	$519
Excess Liability $10,000,000 xs $1,000,000	$1,355	$1,650
Volunteer Accident	$300	$300
Cyber/Identity Theft	$580	$1,001
Crisis Protect (GCP) NEW COVERAGE FOR ALL MEMBERS	$0	$1,709
Gallagher Administration Fee	$2,780	$2,863
GB Claims Fee	$793	$917
GB Loss Control Fee	$1,000	$1,000
ILA Fee	$250	$250
Operation's Fee	$1,061	$1,230
Total Fixed Costs	**$27,816**	**$33,550**
		20.61%
Total Variable Cost (Loss Fund)	**$1,574**	**$3,043**
Workers Compensation Cost	**$10,296**	**$10,260**
		-0.35%

RENEWAL RESULTS Including New Coverage	**$39,686**	**$46,853**
		18.06%

LIRA

Libraries of Illinois Risk Agency

Full Membership Meeting

Marcus Henthorn, Area Senior Vice President
Tia Incapreo, Senior Account Executive
Michael J. McHugh, Area Senior Executive Vice President
Ali Sulita, Client Service Manager
Marissa Olszewski, Client Service Associate

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Gallagher

Insurance | Risk Management | Consulting

Membership Growth

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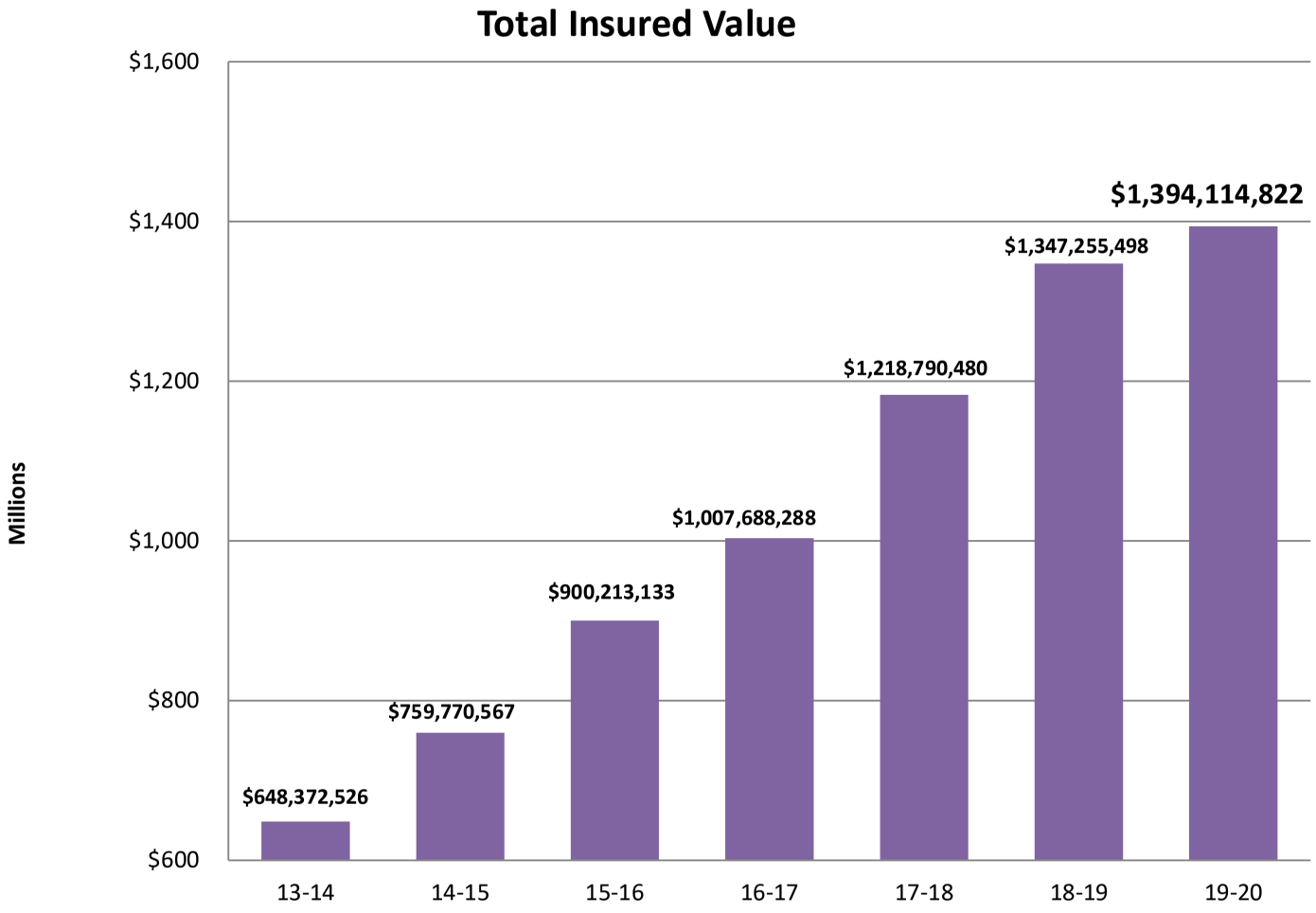
Membership Growth



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Statistical Information

As of October 15, 2020

PROPERTY/CASUALTY EXPOSURE			
	2018-2019	**2019-2020**	**% of Change**
LIBRARIES	56	58	3.57%
PROPERTY VALUES	$1,327,995,318	$1,390,384,129	4.69%
AUTO VALUE	$3,595,180	$3,730,693	3.77%
TOTAL INSURED VALUE	$1,331,590,498	$1,394,114,822	4.70%
VEHICLES	78	82	5.00%
BOOK MOBILES	9	8	-11.11%
TOTAL VEHICLES	87	91	4.60%

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LIRA Large Losses Over SIR

Since 9/30/2020

Loss Date	Loss Type	Description	Total Paid	Total Reserve	Total Experience	Loss Within SIR	Loss Above SIR
2013-3014	Property	Loss due to cold weather	$62,814	$0	$62,814	$35,000	**$27,814**
2015-2016	Property	Loss due to pipe burst	$137,688	$0	$137,688	$35,000	**$102,688**
2016-2017	Employment Practices	Suing Board for compensatory damages	$56,468	$0	$54,468	$50,000	**$4,468**
2018-2019	Property	Losses due to freezing pipes	$72,353	$0	$72,353	$50,000	**$22,353**
2019-2020	Property	Flood	$12,557	$2,087,894	$2,087,894	$50,000	**$2,087,894**
2019-2020	Property	During renovation project, sprinkler pipe fell causing damage	$5,487	$154,153	$160,000	$50,000	**$110,000**

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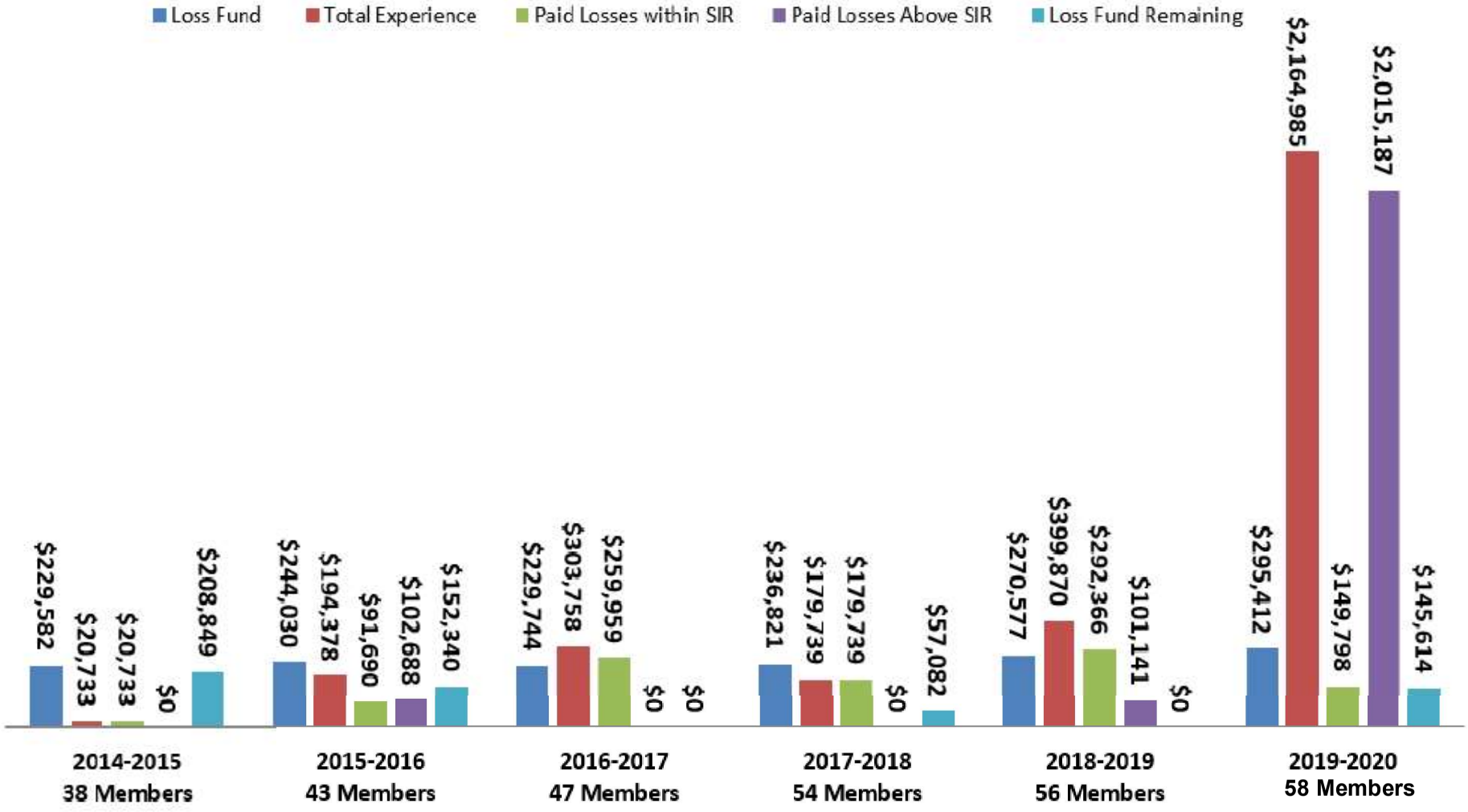
LIRA Property and Liability Loss Summary as of 9/30/20



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Insurance Market

Overview

- The insurance industry was continuing to harden prior to COVID19's impact on the insurance industry
- Nearly every single coverage segment of the insurance marketplace is looking for significant rate increases
- COVID19 has significantly impacted incurred but not reported claims
- The economic situation has significantly impacted insurance carrier profits
- For the first time in a long time, underwriters are being forced to underwrite for profit
- The insurance marketplace is truly in a "Hard Market"
- Property and excess liability markets seem to be hit the hardest.

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Insurance Market

Property

- Wildfires, Hurricanes, Unprecedented Flooding and Wind/Hail (Convective Storms) continue to become more frequent and more devastating across the county
- Replacement cost and cost of construction have increased
- Property reported has been undervalued/underinsured for years
- Insurance carriers are looking for rate increases.
- Three of Gallagher's largest property carriers reported average rate increases of 22% on their national property book.
- Favorable risk are seeing rate increases from 25 – 50%, Risks with losses are seeing anywhere from 75-100% increases
    - LIRA has a $2M+ property loss

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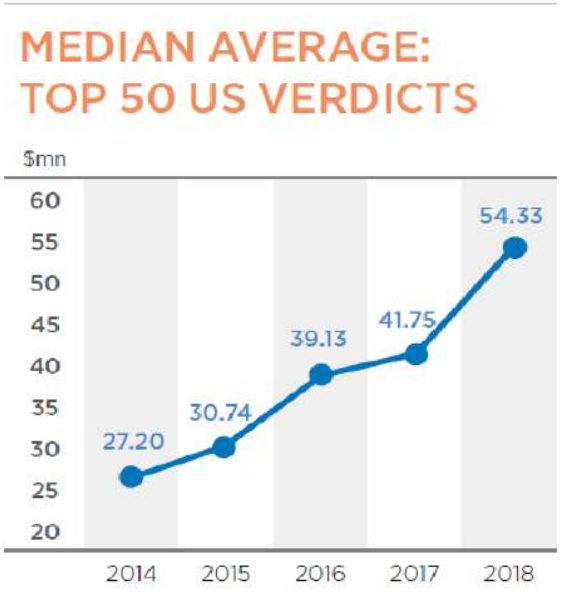
Insurance Market

Liability (Including Excess)

- Social Inflation and growing catastrophic verdicts (i.e. Sexual Abuse, Employment Practice, Auto, etc.) continue to effect the excess liability marketplace
- Insurance companies are not able to provide the same limits or capacity as they have in the past
- Insurance companies are charging significantly more for less limits. They have increased minimum premium thresholds
- Carriers are more stringently underwriting risks. This has prompted requests for additional underwriting data than in years past.
- Capacity issues within Cook County
- Entities with losses, may find it difficult to purchase coverage at any price.
- Insurance carriers are beginning to enhance their communicable disease exclusions in response to COVID-19 on all lines of coverage including liability



Source: Shaub, Ahmuty, Citrin & Spratt. https://mvvsp1.5gcdn.net/eac2fddf5b9b403c84c35ebc1bf20320

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Insurance Market

Cyber Liability

- Cyber – Due to an increase in claim activity as result of working from home/remote learning the we have been seeing 50%+ increases
- Minimum retentions and premiums are being increased
- Requiring duel authentication and offsite record storage
- The 2020 Beazley Breach Briefing* reported a 131% increase in ransomware attacks compared to the previous year. Reports of seven- and eight-figure ransom demands are becoming more common
- More scrutiny placed on underwriting questions and best practices in place
- Challenges with new work from home environment
- LIRA is not immune and has had been 6 reported claims since 2017

Intangibles

- Covid-19 – Volatility and uncertainty of global pandemic
- All-Time financial market volatility and uncertainty
- States removing statue of limitations (sexual abuse), carriers are exposed exponentially

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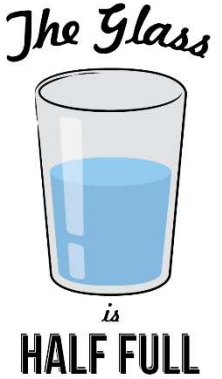
Benefits of Pooling

- Pools were created during times of hard markets. We are in the midst of one of the three most challenging insurance markets in modern history. Typically happen once every 15-20 years.
  - 1980's Casualty Crisis
  - 9/11 Hard Market
  - COVID-19 & "The Great Correction"
- Other carriers are facing the same pressures
- Pools have flexibility during a "hard market"
- Advantages of variable vs. fixed costs (building surplus)
- "Profits" (investment/underwriting income) retained by members, not the insurance carriers
- More leverage in the marketplace
- Over time the law of large numbers prevails



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LIRA
Libraries of Illinois Risk Agency

2020-2021 Renewal Updates: Property and Liability

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Marketing Summary

- This spring, the Gallagher LIRA team proactively forecasted significant increases in the insurance market. We spent significant resources on the renewal negotiations for the 2020/2021 renewal. This market is easily one of the hardest markets Public Entities have faced since middle 1980s.
- LIRA approached over 30 carriers and obtained multiple coverage options for multiple lines of coverage; resulting in an exponential amount of program options to present to the group during the hard market.
- COVID provided additional complications, presenting new challenges the insurance industry. To follow the theme of 2020, our pool experienced a large loss in excess of $2,000,000.
- 2020-2021 will now include pandemic exclusions
- The following presentation will break down our marketing of LIRA, in an effort to bring the most competitive program available in the global market.

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Marketing Summary

LIRA
Libraries of Illinois Risk Agency

CARRIER	COVERAGE	LIMITS	2019-20 EXPIRING	2020-21 PROPOSED	% DIFFERENCE FROM EXPIRING
Brit	**excluding TRIA**	**$1M limit SIR $400,000 Property $100,00 liability**	**$365,146**	**$298,787**	**-18.17%**
Brit	**Loss Fund**	**$2M Agg SIR $400,000 Property $100,00 liability**	**$298,000**	**$575,000**	**92.95%**
AIX	Package exiting market 2021	$10M limit SIR $100,000 Property $50,000 Liability	$445,560 package + excess	$530,193	18.98%
AIX	Loss fund	$10M Limit SIR $100,000 Property $50,000 Liability	$298,000	$434,161	45.69%
AIX	Package Exiting market 2021	$1M Limit SIR $100,000 Property $50,000 Liability	$363,633	$469,771	29.19%
AIX	Loss Fund	$1M Limit SIR $100,000 Property $50,000 Liability	N/A	$434,161	N/A
Brit	Cyber Liability	$1M Occ. $5M Agg. $2,500 Ret. OR $25,000 ret. *subject to favorable responses* $100,000 Ret. Cyber Extortion	$28,897	$37,701	30.47%
Ascot	**Cyber Liability**	**$1M Occ. $5M Agg. $5,000 Ret. *Cyber Crime Limit subject to questionnaire ($50k or $100k)**	**$28,386**	**$49,353**	**70.79%**
Travelers	**Excess Property Excluding TRIA**	**Recommended Quote $300MM Limit**	**$486,950 Rate: .0355 TIV $1,331,590,498**	**$676,492 Rate: .0466 TIV $1,394,114,823**	**38.14%**

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Marketing Summary Continued:

LIRA
Libraries of Illinois Risk Agency

CARRIER	COVERAGE	LIMITS	2019-20 EXPIRING	2020-21 PROPOSED	% DIFFERENCE FROM EXPIRING
Hallmark/Evanston **Swett & Crawford**	**Excess Liability**	**Quote** **$10M (split between two carriers)**	**$81,927**	**$99,766**	**21.77%**
Chubb	**Boiler & Machinery**	**Quote**	**$29,469** ***Rate: .0027126*** **$1,194,356,084**	**$29,804** **Rate: .003677** **$1,268,259,171**	**1%** **6%**
Star Indemnity & Liability / RPS	**AD&D**	**Quote**	**$19,500**	**$19,500**	**0.00%**
Hartford	**Work Comp**	**Quote**	**$659,256**	**$631,805**	**-4%**
Lloyd's	**Gallagher Crisis Protect**	**Quote** **Per member price**	**$43,207** **$1,490**	**$99,138** **$1,703**	**N/A** **14%**
Old Republic	Package	SIR $100,000		Indication pricing is In $1M range	
Great American	Package	SIR $100,000		Declined -cannot provide competitive pricing	
Munich	Package	SIR $100,000		Indication -would need higher SIR to be competitive	
Trident	Package	SIR $50,000		Declined -not writing new pools at this time	

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Marketing Summary Continued:

LIRA
Libraries of Illinois Risk Agency

CARRIER	COVERAGE	LIMITS	2020-21 PROPOSED
AXA XL	Excess Property	$300MM Limit	not competitive
Arch Specialty	Excess Property	$300MM Limit	not competitive
Allied World	Excess Property	$300MM Limit	no response to submission
Hartford	Excess Property	$300MM Limit	Declined -Due to Losses
Affiliated	Excess Property	$300MM Limit	Declined cannot complete with current rate
AIG	Excess Property	$300MM Limit	DECLINED Not writing pools
Berkshire E&S	Excess Property	$300MM Limit	no response to submission
C.N.A. E&S	Excess Property	$300MM Limit	Not writing pool
Genesis	Excess Property	$300MM Limit	Declined Can only provide reinsurance
Ironshore	Excess Property	$300MM Limit	not competitive
Munich	Excess Property	$300MM Limit	Declined can only participate in layered program
Liberty Mutual	Excess Property	$300MM Limit	Declined due to losses
Tokio Marine American Ins. Co.	Excess Property	$300MM Limit	Can only be part of excess layer and attach at $25M or up
Chubb	Excess Property	$300MM Limit	Not competitive

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Cyber Follow Up

- In coming days additional cyber questions will be sent out. Please review and respond as soon as possible:

1. Do the Applicants have a patch management program in place (with critical updated installed within 30 days of release)?
2. Do the Applicants have an Incident Response Plan, Business Continuity Plan and Disaster Recovery Plan in place?
3. Do the Applicants utilize multi-factor authentication for remote access and/or privileged accounts?
4. Are all new wire instructions and changes to wire instructions confirmed by a different communication method from how the request was received?

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Cyber – Avoiding Ransomware

LIRA
Libraries of Illinois Risk Agency

1. **BACKUP, BACKUP, BACKUP**

   Frequency – regularly (weekly minimum)

   Quality – all critical files and data

   Location – on and off-site, segmented from production systems

   Test Backups – establish procedures to regularly test Backups

   Build restoring from Backups into Incidence Response Planning

2. **Avoid being Phished**

   Implement Employee phishing training

   Use strong passwords – prevent duplication

   Deploy an email threat filter

3. **Secure Remote Access – Especially in current environment**

   Implement Multifactor Authentication (MFA) for remote access to systems and emails

   Only implement Remote Desktop Protocol (RDP) where necessary

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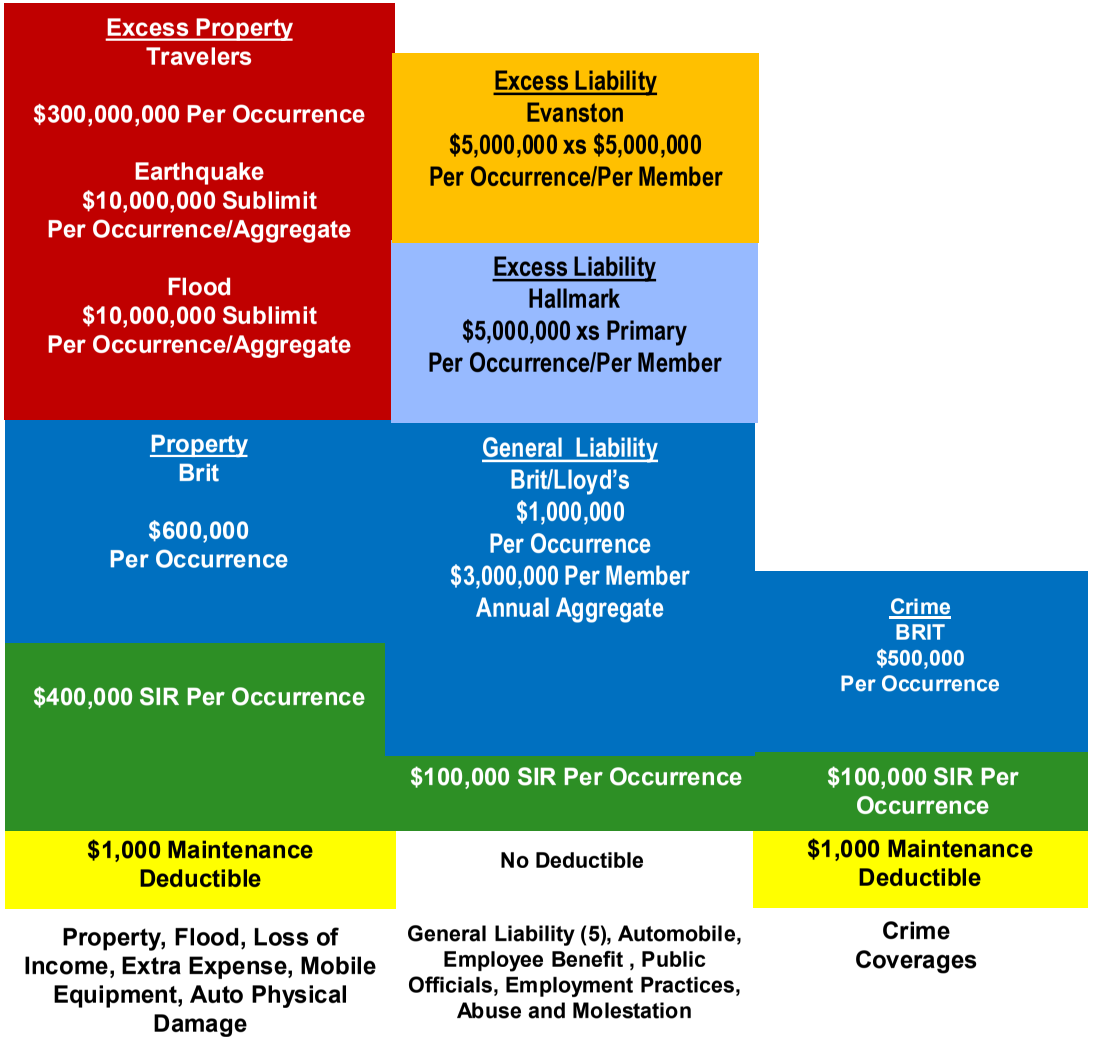
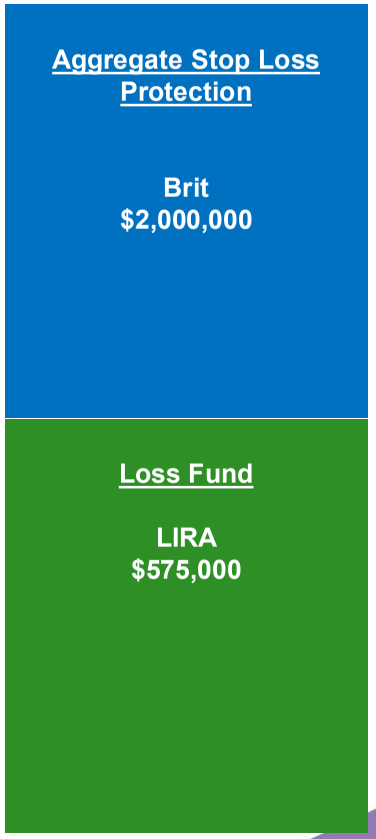
2020-2021 Recommended Program Structure





(1) Excess Property Limit of $300,000,000 is a per occurrence pool shared limit.
(2) Flood Limit is a pool shared limit of $10,000,000 for members. Zones "A" and "V" are excluded.
(3) Earthquake Limit is a pool shared limit of $10,000,000 for members.
(4) Annualized loss fund figure.
(5) Employee Benefits, Public Officials, and Employment Practices are on a claims – made basis.

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2020-2021 First Dollar Policies

Volunteer Accident	Workers Compensation	Equipment Breakdown	Cyber Liability
Starr Indemnity & Liability Company Accidental Death Benefit $100,000 Accidental Dismemberment Benefit $100,000 Accident Medical Expense Benefit $50,000 (Primary) $1,000,000 Aggregate Limit Weekly Accident Indemnity Benefits Weekly Maximum $300 for a max of 26 weeks	The Hartford Coverage A- Workers Compensation Statutory Coverage B – Employers Liability Bodily Injury by Accident $1,000,000 Bodily Injury by Disease Each Employee $1,000,000	Federal Insurance Company (Chubb) $150,000,000 Per Occurrence Limit $2,500 Maintenance Deductible	Ascot Specialty Insurance Privacy Liability $1,000,000 Regulatory Defense & Penalties $1,000,000 Cyber Extortion $1,000,000 Social Engineering $50,000 or $100,000 per occ/$250,000 agg *Pending survey response* Policy Aggregate $5,000,000 $5,000 Maintenance Deductible

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2020-2021 Renewal Updates: Workers Compensation

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Statistical Information:

As of October 15, 2020 Based on 58 Members

WORKERS COMPENSATION EXPOSURE			
	2019-2020	**2020-2021**	**% of Change**
TOTAL PAYROLL	$125,272,601	$126,818,826	1.2%

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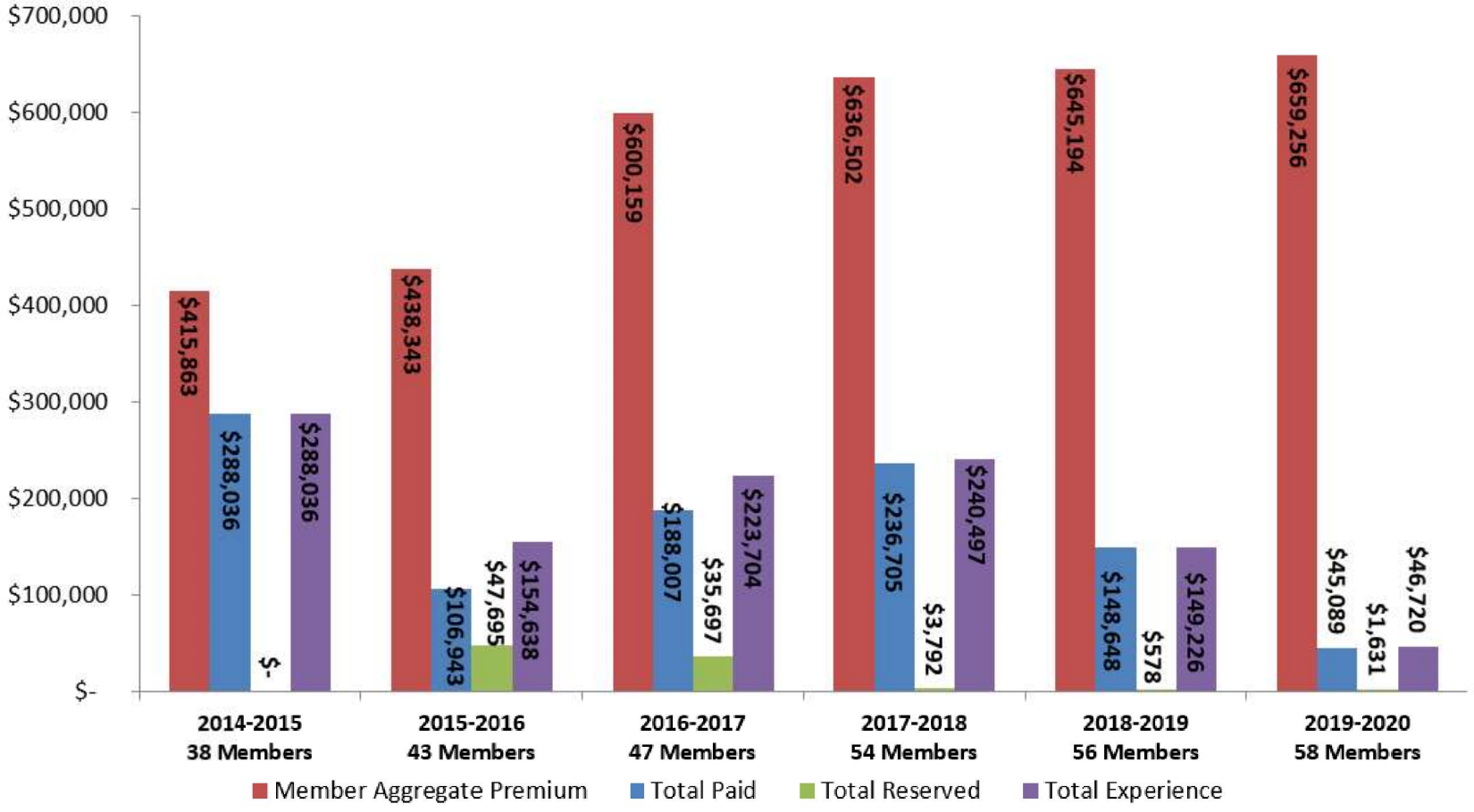
LIRA Workers' Compensation Loss Summary as of 9/30/2020



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Workers Compensation Renewal

Fixed Costs	2019-2020 Hartford Renewal Premium	2020-2021 Hartford Renewal Premium	Percentage Change
Workers' Compensation (58 Members)	$659,256	$631,779	-4.17%

Individual Workers Compensation Pricing for LIRA members is capped at a -/+ 10% debit/credit from expiring.

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Gallagher Crisis Protect

Gallagher Crisis Protect (GCP) is a comprehensive crisis management solution; combining indemnification for First Party, Third Party and Crisis Response with pre and post incident risk management services for a wide range of security events.

Incident Response:

- 24/7/365 Emergency Response Number to get immediate advice and support in a crisis;
- Consultancy Support from a panel of retained response consultant companies that are leaders in their field; these include but not limited to NYA, R3 Continuum & AIG Travel all coordinated through a single emergency response number;
- Access to live Incident log via the online Crisis Management Portal (ensuring key decisions and actions are captured as part of duty of care and audit purposes, especially important in the context of any future potential litigation)
- Guaranteed two hour onsite
- Post Incident Crisis Consulting
- Post Incident Information Guidance & Advice;
- Lessons identified
- Counselling Advice (PTSD)
- Legal support

Covered Perils:

Vicious Attack (including Active Shooter)
Acts of Terrorism
Sabotage
Civil Commotion
Assault
Blackmail
Deprivation
Detention
Disappearance
Emergency Repatriation
Employee Dishonesty
Extortion
Hijack
Hostage Crisis
Kidnap
Radicalization
Stalking
Threat
Cyber Extortion (consulting costs only)
Product Tamper (consulting costs only)

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Gallagher Crisis Protect

Civil Commotion – Rioting in Milwaukee is a concern for library who is unable to access premises to secure the location. If building was damaged during the riots, or violent acts took place on the event, the policy could respond;

1st party coverage

Policy limit in respect of damage and /or financial loss / temporary premises / medical services and hospitalization costs, Additional expenses. Death or disablement, Deprivation, Extra expense, Funeral expenses

3rd Party coverage

Judgments, settlements & defense costs

Crisis Consultant costs

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Gallagher Crisis Protect

Stalking - A Portland librarian, after being terminated from a library for intimidating behavior towards other faculty members, begins to stalk the Executive Director. She's followed on multiple occasions and bricks are thrown through the windows of her home.

1st party coverage

Sub-limited cover:

- Additional expenses
- Extra expense
- Financial loss costs

3rd Party coverage

Judgments, settlements & defense costs

Crisis Consultant costs

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LIRA
Libraries of Illinois Risk Agency

LIRA 2020-2021 Renewal Results

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Annual Pricing Summary

Fixed Costs	Recommended Carrier	2019-2020 Expiring	2020-2021 Renewal	Annual % Change
Package Policy (includes Property, General Liability, School Board Legal Liability, Automobile Liability and Physical Damage, Garage Liability, Inland Marine, EDP, Crime)*	Brit	$365,146	$298,787	-18.17%
Excess Property*	Travelers	$486,950	$676,492	38.92%
Boiler & Machinery	Chubb	$29,469	$29,804	1.14%
Excess Liability - $10,000,000	Hallmark & Evanston	$81,927	$99,766	21.77%
AD&D	Starr Indemnity	$19,500	$19,500	0.00%
Cyber/Identity Theft	Ascot	$28,897	$49,353	70.79%
Arthur J. Gallagher Risk Management Services Inc.		$249,018	$256,489	3.00%
GB Claims Administration Fee		$37,122	$42,908	15.59%
Gallagher Bassett Services, Inc. Loss Control Fee		$58,000	$58,000	0.00%
ILA Fee		$14,500	$14,500	0.00%
Ops Fee		$62,122	$62,122	0.00%
Total Fixed Costs		**$1,432,651**	**$1,607,721**	**12.22%**

* Please Note: Quotes includes the surplus lines taxes

Variable Cost	Recommended Carrier	2019-2020	2020-2021	Annual % Change
Loss Fund	Brit	$298,000	$575,000	**92.95%**
Total Variable Cost		**$298,000**	**$575,000**	**92.95%**

Total Property/Casualty Program	**$1,730,651**	**$2,182,721**	**26.12%**

Workers' Compensation	Recommended Carrier	2019-2020	2020-2021	Annual % Change
Workers' Compensation	Hartford	$659,256	$631,779	-4.17%
Total Workers' Compensation		**$659,256**	**$631,779**	-4.17%

Program Total	**$2,389,907**	**$2,814,500**	**17.77%**

GCP (2020 for all members)	Lloyd's	$43,207	$99,138	N/A

Program Total with GCP	**$2,433,114**	**$2,913,638**	**19.75%**

Chapter 12 (Technology)

Technology is ubiquitous and permeates most aspects of our lives, environments, and expectations. Libraries are challenged to cope with the integration of technology solutions for all library services as well as to plan for and assess the impact of technology based on users' expectations. Technology, however, is only a tool that is interwoven into all aspects of library services, programs, and operations. The significant keys that serve as the catalyst to unlock technology, the tool, include:

- an informed, qualified, and trained staff whose direct interaction, insight, and instruction in the provision of quality patron services are imperative;
- an adequate budget to maintain and improve all aspects of the library's technological environment and services; and,
- a long-range/strategic technology plan that embraces integration of new technologies into library services, programs, and operations.

The multifaceted roles for technology in the library environment include but are not limited to:

- communications conduit(s): telephone, fax, chat, email, social media;
- providing access to relevant digital content and enabling community members to create their own digital content (workstations, printers, use of software, Internet access, email, makerspaces);
- access to resources within and beyond the local library's resources through the library's website (e-books, audio books, real-time reference);
- expedited and enhanced patron services (automated circulation systems, self-checkout, e-commerce solutions);
- 24/7 library access (via the library's website); and
- improved staff efficiency in both serving patrons and in handling day-to-day routine library functions/operations (remote servers, Cloud, off-site servers).

Technology Standards

1. Based on local technology planning, the library ensures adequate technological access and maintains appropriate hardware/software that effectively accommodates both library operations and patron needs.
2. The library must have:
    - a telephone, with a listing in the phone book and via Internet search engine;
    - a telephone voice mail and/or answering machine;
    - a fax and/or scanner;
    - a photocopier;
    - effective Internet access, with sufficient capacity to meet the needs of both the staff and the public;
    - library and/or departmental email accounts for patron communication with the library (email must be read and responded to during library hours.)
    - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
    - up-to-date computers with sufficient capacity to meet needs for staff and public access;

- up-to-date printers with sufficient capacity to meet needs for staff and public access;
- up-to-date anti-virus protection and Internet security software installed on every library computer;
- up-to-date Internet browsers, web applications, and plug-ins;
- a valid email address, accessible via the library's website, for the library administrator; and
- a website that includes basic library information such as hours, location, contact, official name of library, and content required by the *Open Meetings Act*.

3. The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis. The wait time for patron-accessible workstations/devices is minimal and does not exceed 15 to 30 minutes.
4. The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness. Illinois libraries participate in the Illinois telecommunications network/backbone, i.e., the Illinois Century Network [www.illinois.net] when such participation is economically feasible.
5. The library provides 24/7 remote access to library services and resources through:
   - a web-accessible library catalog;
   - *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
   - appropriate regional, state, national, and international bibliographic databases;
   - other authenticated electronic resources that are available for direct patron use; and
   - virtual reference service, instant or text messaging services, and/or library email account.
6. The library staff must be:
   - computer literate;
   - trained to use and assist patrons in the use of electronic resources and materials; and,
   - accessible via phone, email, and/or through messaging services.
7. The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, email, productivity software, and the Internet.
8. The library provides web links and access to regional and/or statewide initiatives including:
   - regional library system consortial web-based catalogs;
   - the CARLI academic library catalog (I-Share);
   - Illinois State Library-sponsored databases/e-resources;
   - other electronic collections as available; and
   - virtual reference service.
9. As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.
10. The library has a board-adopted Internet acceptable use policy that is reviewed annually.
11. The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.

12. The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.
13. The library develops and updates at regular intervals a long range/strategic plan for its future technology needs based on community needs and priorities. The plan includes the date of implementation, the planned review schedule, and addresses, at a minimum, the areas noted below as required in the School and Libraries Program of the Universal Service Fund [www.universalservice.org/sl/applicants/step01/default.aspx]
    - goals and realistic strategy for using telecommunications and information technology;
    - a professional development strategy;
    - an assessment of telecommunications and information technology services, hardware, software, and other services needed;
    - budget resources; and
    - ongoing evaluation process.
14. The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies, community feedback about library technology, and service enhancements including but not limited to:
    - wireless access (Wi-Fi);
    - Internet connectivity upgrades sufficient for patron and staff use;
    - networking (local vs. wide area);
    - library Intranet;
    - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, and is interactive and mobile compatible;
    - patron self-checkout functionality;
    - new technologies/potential services; for example, social networking, makerspaces, and mobile apps;
    - current and functional meeting room technology;
    - adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and
    - ongoing staff continuing education/training related to all aspects of technological services.
15. The library protects the integrity, safety, and security of its technological environment via:
    - anti-virus software and other Internet security software;
    - Firewalls with advanced threat protection;
    - authentication;
    - routine installation of upgrades, patches, etc.;
    - scheduled data backup; and
    - remote/off-site storage of data backups with a plan for redundancy in case of backup failure.

16. The library's automated catalog and its components comply with current state, national, and international standards including, for example, but not limited to:
    - Illinois statewide cataloging standards [http://www.cyberdriveillinois.com/departments/library/grants/cmc.html]
    - MARC 21 (Machine Readable Cataloging) formats [www.dublincore.org/]
    - ANSI (American National Standards Institute);
    - NISO (National Information Standards Organization);
    - ISO (International Organization for Standardization); and
    - Specific standards including ANSI/NISO Z39.50 protocol, the Bath Profile, and ISO 16160, 10161.
17. The library is aware of E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC) and applies as determined by the local library board [www.usac.org/sl].

Technology Checklist

- ☐ Based on local technology planning, the library ensures adequate technological access and maintains appropriate hardware/software that effectively accommodates both library operations and patron needs.

- ☐ The library has:
    - a telephone, with a listing in the phone book;
    - a telephone voice mail and/or answering machine;
    - a fax and/or scanner;
    - a photocopier;
    - effective Internet access with sufficient capacity to meet the needs of both the staff and the public;
    - library and/or departmental email accounts for patron communication with the library (the library email account is reviewed and responded to during library hours);
    - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
    - up-to-date computers for staff and public access with sufficient capacity to meet needs;
    - up-to-date printers for staff and public access with sufficient capacity to meet needs;
    - up-to-date antivirus and Internet security software protection installed on every library computer;
    - up-to-date Internet browsers, web applications, and plug-ins;
    - a valid email address, accessible via the library's website, for the library administrator; and
    - a website that includes basic library information such as hours, location, contact, official name of library, and content required by the *Open Meetings Act*.

☐ The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis.

☐ The wait time for patron workstations does not exceed 15 to 30 minutes.

☐ The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness.

☐ The library provides 24/7 remote access to library services and resources through:

- a web-accessible library catalog;
- an Americans with Disabilities Act (ADA) compliant library website that is updated at least monthly;
- appropriate regional, state, national, and international bibliographic databases;
- other authenticated electronic resources that are available for direct patron use; and
- virtual reference service, and/or text messaging services, and/or a library email account.

☐ The library staff must be:

- computer literate;
- trained to use and assist patrons in the use of electronic resources and materials; and
- accessible via email and/or through messaging services.

☐ The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, email, productivity software, and the Internet.

☐ The library provides web links and access to regional and/or statewide initiatives including:

- regional library system consortial web-based catalogs;
- the CARLI academic library catalog (I-Share);
- Illinois State Library-sponsored databases/e-resources;
- other electronic collections as available; and
- virtual reference service.

☐ As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.

☐ The library has a board-adopted Internet acceptable use policy.

☐ The Internet acceptable use policy is reviewed annually.

☐ The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.

☐ The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.

☐ The library develops and updates, at regular intervals, a long-range/strategic plan for its future technology needs. The plan is based on community needs and priorities.

☐ The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies and service enhancements including but not limited to:

- wireless access (Wi-Fi);
- Internet connectivity upgrades sufficient for patron and staff use;
- networking (local area vs. wide area);
- library Intranet;
- an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, is mobile compatible, and is interactive;
- patron self-checkout functionality;
- new technologies/potential services; for example, social networking, makerspace, and mobile apps;
- current and functional meeting room technology;
- adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and
- ongoing staff continuing education/training related to all aspects of technological services.

☐ The library protects the integrity, safety, and security of its technological environment.

☐ The library's automated catalog and its components comply with current state, national, and international standards.

☐ The library is aware of E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC).

Chapter 13 (Marketing, Promotion, and Collaboration)

A public that is aware of all the services and collections offered by its library and that views its library as a positive, fundamental, and indispensable part of their community is the ideal achieved through an effective public relations and marketing program. In a hyper-connected, on-demand world, libraries must market and promote their services and demonstrate all they offer to the public. The library patron must be the center of every program or service the library provides. The library staff must be aware of the variety of programs and services and learn to promote them to library patrons during reference interviews and the check out process. Of imperative importance, the community must be aware of what the library is providing, and library staff should always make sure their library patrons leave the library satisfied—since it is highly likely that a library user who is not satisfied will not return.

Marketing, Promotion, and Collaboration Standards

1. The library staff develops, adopts, and reviews a marketing plan at regular intervals that supports the library's long-range and strategic plan.
2. The library staff and trustees participate in two or more cooperative activities with other community organizations, businesses, and institutions, such as Chamber of Commerce and service organizations.
3. The library's services and programs are regularly promoted in the community by using three or more publicity methods such as flyers, newsletters, brochures, library website, social networking, community calendars, posters, banners, displays, billboards, and presentations and speeches.
4. The library should maintain a social media presence on at least one of their community's most used platforms.
5. Information about library programs and services is provided to the community either through a print newsletter or email newsletter at least three times per year.
6. The library specifically invites local, state, and federal officials to visit the library, providing them a firsthand view of the library's services.
7. The library's website is updated at least monthly to reflect current and future programs, board minutes, library policies, and new material.
8. The board, administration, and staff assess the library's appearance at least once a year, using this information to revise the library's image in the community.
9. The board, administration, and appropriate staff visit other libraries at least once a year, or review other libraries' publications and websites to learn what services and programs other libraries offer their patrons.
10. The operating budget includes funds for public relations and marketing.
11. The library considers persons with special needs when developing and delivering information about the library's collections and services.
12. The library develops strategies to reach those groups that do not use the library.
13. One member of the staff coordinates the library's marketing efforts, but all staff receive customer service and marketing training.

14. The library includes public relations and customer service as part of the orientation of all new staff and board members.
15. The library develops a brand identity and all collateral material adheres to the library's brand for the most effective messaging.
16. The library administration ensures all board and staff members receive an orientation of the library covering the library's history, funding sources, long-range/strategic plan, and services.
17. The library builds on public relations and marketing efforts developed by state and national organizations, the state library, and the community.

Marketing, Promotion, and Collaboration Checklist

- ☐ The library has a communications plan that supports the library's long-range/strategic plan.
- ☐ The library staff and trustees participate in two or more cooperative activities with other community organizations.
- ☐ The library's services and programs are promoted in the community. Check the applicable publicity methods.
  - ◯ flyers
  - ◯ brochures
  - ◯ website
  - ◯ newsletter
  - ◯ posters
  - ◯ banners
  - ◯ displays
  - ◯ podcasting
  - ◯ presentations
  - ◯ speeches
  - ◯ billboards
  - ◯ other
- ☐ The library maintains at least one social media account.
- ☐ The library invites local, state, and federal officials to visit the library.
- ☐ The library's website is updated at least monthly.
- ☐ The board, administration, and staff conduct an annual library walk-through.
- ☐ The board, administration, and appropriate staff visit other libraries.
- ☐ The budget includes funds for public relations and marketing activities.
- ☐ The library's promotional methods and services are ADA compliant.
- ☐ A designated staff member coordinates the library's marketing efforts.

- ☐ The library's staff receives customer service and marketing training.
- ☐ The library's orientation for staff and trustees includes the library's public relations, customer service philosophy, library history, funding sources, and long-range/strategic plan.
- ☐ The library surveys patrons and the community to judge awareness of the library's programs and services.

Wilmette Public Library Director's Report – November 17, 2020

Library Activities for October-November, 2020

Anthony Auston, Director

Strategic Plan Progress Updates

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

Youth Services librarian Lisa Bigelow presented the best new picture books for the preschool classroom at The Alliance for Early Childhood Education's annual teacher professional development, "What's New in Children's Literature" on October 22.

The October StoryWalk in Vattmann Park was the picture book *Whoops!* by Suzi Moore. Beginning in October, the Library established a second monthly StoryWalk in Hibbard Park behind the Recreation Center. The October book was *Weasel is Worried* by Ciara Gavin.

Outreach Librarian Ruth Bell continued with contactless drop-offs and pick-ups of books and STEM Kits for Wilmette preschools, and is planning virtual visits to classes in Zoom. She is also working with preschools to set up StoryWalks for their classes to explore.

In partnership with District 39 librarians, Youth Services librarians presented two Remote Learning Resources Workshops for students in grades K-4 and 5-8 on October 26 and 28. We demonstrated how to find the information for assignments, especially important while learning at home without access to their school libraries.

Youth Services also partnered with representatives from Wilmette's League of Women Voters Emerging Leaders on a virtual program on October 27 for kids in grades 5-8 to talk about how this year's election process is unusual, and how kids can make a difference.

Objective 1.3: Host public forums for residents to explore and discuss communitywide issues or topics.

On October 1, Nancy Wagner welcomed Dr. Troy Swanson to discuss his program called, "What Bigfoot Can Teach Us About Fake News" where he used Bigfoot as an entry point to the larger discussion about how our brains interpret information and what this tells us about how we understand fake news. The talk challenged audience members to examine their own perspectives and how they shape their views on the world.

The Library hosted a joint book club discussion of "American Radicals: Nineteenth-Century Protest Shaped the Nation" by Holly Jackson with the League of Women Voters. The book explores the work of the lesser known dissenters that sparked the social revolution of the tumultuous Civil War era. While figures such as Frances Wright, William Lloyd Garrison and James Forten are largely forgotten today, the causes they were fiercely devoted to lay the

groundwork for iconic reformers such as Frederick Douglass, Elizabeth Cady Stanton and Henry David Thoreau.

The Village of Wilmette included an advisory (non-binding) referendum regarding adult-use cannabis sales on the ballot for the General Election on November 3. Nancy Wagner arranged a program on October 8, hosted by Kirsten Velasco, Outreach Manager and Jordan Asquith, Production Manager and Community Outreach, both with The Medical Cannabis Community to discuss the referendum. The presentation was an informational overview of cannabis, including its use both from a medical and recreational standpoint, as well as data about community impacts.

Rachel Garcia organized a novel program called, "Calling Gen Zers: Activism During COVID-19" featuring an online panel discussion with several young adults to learn how you can get involved in activism and advocacy in your local or college community. Recent New Trier graduate Haley Wint spoke to three young activists, Arisaid Gonzalez Porras, Austin Riddick, and Jennifer Sugijanto. Each has done incredible work in the areas of immigration reform/DACA, criminal justice reform, and Asian American advocacy and shared their experiences. They also discussed how to get involved in activism, including the skills you will need and the challenges you will face.

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

On October 6, Nancy Wagner hosted the League of Women Voters in an illuminating presentation called, "What You Need to Know to Vote in the 2020 Election." Every year, the League of Women Voters joins us on-site to register voters and offer information and this year they continued to share their nonpartisan expertise to our community virtually. They covered important dates, deadlines and processes for registration, early voting, mail-in ballots, and November 3 voting.

Objective 2.3: Adjust current practices to increase ease of use of physical and digital collections, e.g., fines, wait time, holds.

On Saturday, October 3, Krista Hutley offered an online practice ACT for high school students proctored by C2 Education. C2 provided test results and analysis in a follow-up meeting upon completion of the test. These tests were proctored on-site prior to COVID-19 and because this is an often-requested program by our patrons, we have continued to enable access virtually.

Since the library staff are not encouraging patrons to linger in the library, but we still want them to interact in creative ways, Teen Librarian Krista Hutley is offering a monthly "take and make" kit that teens can pick up and assemble at home. During October, Krista offered DIY Halloween Lanterns, offering 40 kits and all were taken.

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

Rachel Garcia hosted local author and activist Linda Gartz for a discussion of her book "Redlined: A Memoir of Race, Change, and Fractured Community in 1960s Chicago." She connected the dots between today's racial profiling and inequities to government policies of redlining. Most recently, we've seen Black Americans die at twice the rates of whites from COVID-19, and George Floyd's murder aroused world-wide protests against systemic racism, including redlining.

Our Youth Services picture book display from September through October was Latinx Voices in honor of National Hispanic American Heritage Month. Youth Services continues to update recommended reading lists to include more diverse and "own voices" titles.

Objective 4.4: Equip staff with professional development tools and leadership opportunities, and support individual paths for career growth.

In October, Jillian McKeown was a peer reviewer for an ALA grant called, "Resilient Communities: Libraries Respond to Climate Change" where she reviewed 21 grant applications from applicants all over the country stating why the grant money and resources would benefit their community.

Collections

Digital

Our school and study-oriented products saw an increase in October as school resumed. Brainfuse, our tutoring and study service, and World Book Encyclopedia saw substantial increases as students and caregivers seek assistance in the virtual learning environment. E-book and media statistics remain strong, however, you can see a slight wane in usage, but 8 months after our closure, we have retained roughly a 50% net increase in use after our peak in May. This is on trend nationally with digital product usage in libraries.

In Depth: OverDrive
Wilmette Library has been part of our OverDrive consortium (now called Digital Library of Illinois) for more than fifteen years. From its early days a small consortium, and as its developmental MyMediaMall phase came and went, it has grown and emerged as one of our core library services.

Patrons can borrow an e-book for up to 21 days and read it on the popular Libby app or nearly any e-reader device. When the time has elapsed, the item returns itself. Patrons can have up to 5 simultaneous checkouts. The OverDrive collection is a one-copy/one-user collection. This means that when all copies of a title are checked out, patrons queue on a holds list and are notified when it's their turn. Essentially, it functions exactly like the print collection.

All member libraries have access to 45,000 shared titles with a total of 80,000 shared copies for use by patrons from any member library. To alleviate congestion on these titles, libraries can opt to participate in the Advantage program. The Advantage program allows individual libraries within the consortium to select titles and copies that are only available to those individual libraries' patrons.

Our Advantage collection, selected by Jill McKeown (Adult Services) and Janet Piehl (Youth Services), supplement the shared collection and reduce waitlist times for our patrons. Jill and Janet monitor the holds list and select additional copies as appropriate. Stephen Koebel monitors the budget and meets with Jill and Janet quarterly to discuss their departmental needs and the overall status of the collection. Our Advantage collection comprises 3,000 unique titles with a total of 14,000 additional copies. Combined, our patrons have access to 48,000 unique titles with 94,000 copies.

Overall, the e-book and e-audiobook services we provide to patrons is well used and well loved. Usage and patron feedback have indicated that OverDrive is not only an essential service, but a great return on investment.

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

Physical

A new periodical subscription was added to the adult magazine collection. We will receive "The Quarterly: Journal of the Illinois State Genealogical Society" as part of our institutional membership to the Society.

Gayle Rosenberg Justman set up an account with Baker & Taylor so that our adult nonfiction books will arrive with Mylar jackets on them, saving a step for processing staff. Also, the adult fiction processed account was evaluated and it was decided that it makes more sense for us to barcode in-house (saves $0.15 per barcode) and to discontinue receiving a shelf list card for each book (saves $0.10 per card). After evaluating the time necessary for such a service, we decided that our Hot Picks and books with holds will not be ordered pre-processed to expedite delivery, but everything else will include the book jackets upon receipt. Because Baker & Taylor's processing department is back-logged due to library closures, Shanti D'Costa is doing an experiment (ordering one cart) to see how long it will take for books to be sent to us before we fully implement processed nonfiction. Adult Services librarians will be trained before we implement this new procedure as well.

Gayle Rosenberg Justman and Anthony Auston reviewed the 5 RFID proposals that the Library received in response to the RFP in August/September. Gayle participated in series of related webinars and a demo, and recommended that the Library choose Bibliotheca for our Winter 2021 RFID tagging project, which was subsequently approved by the Board at the October 20 Regular Meeting.

Both the Adult Services librarians and the Youth Services librarians are weeding in anticipation of tagging for RFID. We will continue to see an increasing volume of withdrawals in Technical Services prior to and throughout the duration of the tagging project.

Gayle Rosenberg Justman provided statistics on additions/deletions and the value of the collection to John Risko for the Library's audit. Gayle also provided information to Sarah Beth Brown for the annual report. Using collectionHQ's "top charts" feature, top ten lists of youth fiction, teen fiction, adult fiction, and adult nonfiction books were created. CCS web reports provided circulation statistics.

Technical Services Statistics

The Technical Services team continued to be very productive in October. Along with processing the large number of items that were sent to Technical Services to be withdrawn, we also had great numbers for additions to the collection.

We added 1,277 adult books, 38 teen books, and 569 youth books for a total of 1,884 books (an increase of 38 books over last month's total; we added 24 more adult books, 36 less teen books, and 50 more youth books). We added 190 adult AV items, 1 teen AV item, and 76 youth AV items for a total of 267 AV items (an increase of 40 AV items over last month's total; we added 2 more adult AV items, 4 less teen AV items, and 42 more youth AV items). 361 issues were added to the adult magazine collection and 40 issues were added to the youth magazine collection for a total of 401 magazines (an increase of 304 issues over last month's total).

Large numbers of items were withdrawn from the collection in October, continuing the trend begun in August. We withdrew 2,336 adult books, 287 teen books, and 760 youth books for a total of 3,383 books (an amazing increase of 1,334 books over last month's total). 750 AV items (699 adult AV items and 51 youth AV items) were also withdrawn (an increase of 393 items over last month's total). Weeding the adult audiobook collection is still ongoing. These items are particularly time consuming to mark as withdrawn. The total number of withdrawals will continue to remain high as we prepare for the implementation of RFID.

In terms of digital resources, 833 e-books and 8,944 e-audiobooks were added to our Overdrive collection in October. Last month, 1,073 e-books and 404 e-audiobooks were added to our OverDrive collection. Also, 898 music, video, e-book, and e-audiobook items were added to our Hoopla holdings and 585 items were removed. Last month, 944 music, video, e-book, and e-audiobook items were added to our Hoopla holdings and 318 items were removed.

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

Circulation

This month we welcomed our new Circulation Manager, Kim Hegelund. Kim previously worked at Evanston Public Library as Assistant Circulation Manager. With 20 years of customer service knowledge and 5 years of library experience, Kim values a culture of user-friendly service and continuity of our "yes" philosophy. To better understand our library, our goals, and garner a feel for what our growth looks like in the coming year she has been meeting with staff in her department and the Leadership Team one-on-one.

With the changing climate of the pandemic, Circulation staff has been working with patrons to make sure they are aware of our digital resources they can use from the comfort of their home. Staff is also informing our patrons about their ability to access their accounts using our app on their smart phones, including a digital library card they can scan at self-checkout. Parking Lot Pickup continues to provide a safe delivery of materials for both our staff and patrons. Our pickup bags increasingly provide printed information about our weekly digital programming.

The Library of Things collection has begun circulating again with special quarantine and cleaning procedures. Our mobile hotspots continue to be popular, followed by our Nintendo 2DS, and portable DVD players.

Andrea Vaughn Johnson introduced Kim to our partner D39 staff who work with library card signup in the schools. This month we began mailing new library cards home to students, along with an information packet on the Library and resources they can access remotely.

After careful consideration, and a detailed analysis of multiple authoritative sources, RAILS made its recommendation to member libraries to reduce the quarantine time for materials exchanged between libraries from 7 days to 3 days. The REALM study, and the literature surrounding it, has shown that the most likely way of transmitting the COVID-19 virus is direct contact between people and through respiratory droplets passed between people. We implemented our local procedures in support of this recommendation on Tuesday, October 27.

In October, we created 140 new library cards and additionally we had 104 patrons apply online for a library card. 383 patrons utilized our parking lot pickup service, while visitors to the library checked out 28,658 items. Patrons requested 8,634 items, just over 300 more than last month's 8,325 items.

Youth Services

Youth Services librarian Sheri Reda performed several booktalks about biographies, picture books, and chapter books about all kinds of elections in a video and booklist shared online. Website video and booklist: https://www.wilmettelibrary.info/books-and-more/recommendations/kids-book-lists/voting YouTube video only: https://www.youtube.com/watch?v=OdVd64SsvNs

During a one-week storytime break in October, we hosted two live Wiggleworms parties with music teachers from the Old Town School of Music on October 13 and 15. Youth Services also hosted two Cartooning with Andertoons virtual drawing workshops in October for grades 1-6 where kids learned how to draw monsters and discuss their work.

Parents and teachers can now access Scholastic Teachables with a Wilmette Public Library card. Teachables offers 30,000+ printable resources for Pre-K to Grade 6 including activity sheets and lesson plans, covering all subjects and themes, developed by teachers and curriculum specialists and vetted by Scholastic. Beginner readers can find 2,000+ customizable and printable Mini-Books for an instant-leveled home library. Learn more on our website: https://www.wilmettelibrary.info/resources/homework-help

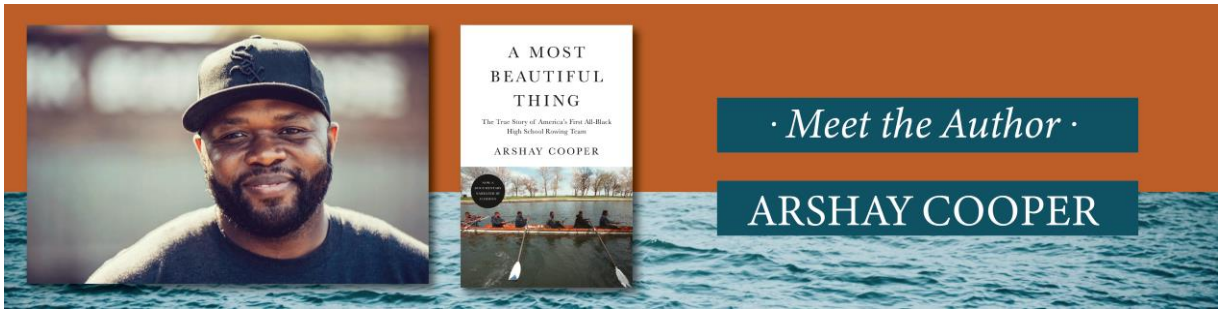
Youth Services' STEAM Kit for October was a project to help children learn about bones. A video tutorial was shared online to support the kit. The Bones STEAM Kit contained materials to explore the bones inside our hands and body. A video tutorial showed what kids could do with the materials in the kit (https://youtu.be/txHV9qRLYMg). Librarians assembled 270 of these take-home kits and all were taken by the third week of October!

Our themes for book displays for the month of October included fall and harvest, spooky stories, vehicles, pets, presidential elections, and puzzles.

Teen Programming

Krista Hutley was interviewed for *American Libraries* online about her innovative weekly Dungeons and Dragons programming (appended to this report): https://americanlibrariesmagazine.org/2020/11/02/escape-isolated-library-dungeons-dragons/

Meet The Author



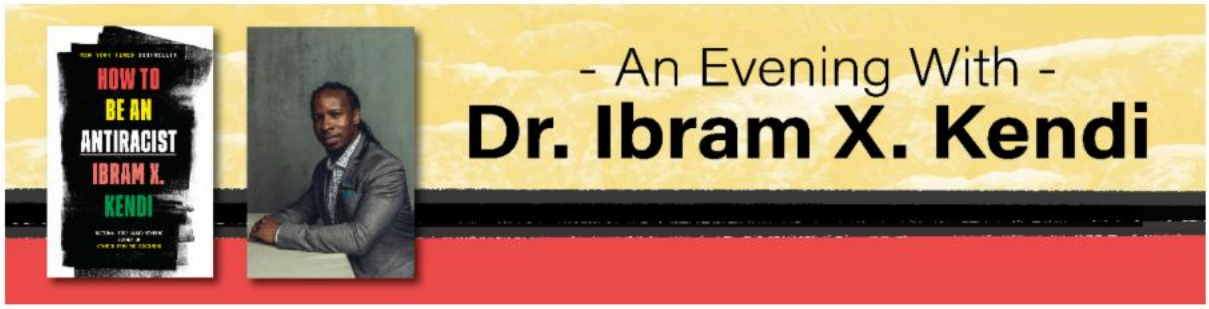
The Library hosted our first-ever virtual Meet the Author event on Wednesday, October 21 via Zoom, featuring Arshay Cooper discussing his inspiring memoir *A Most Beautiful Thing: The True Story of America's First All-Black High School Rowing Team*. 485 patrons attended and participated in an insightful question and answer session. Two "sold out" book club discussions were held the week prior to the event and were facilitated by librarians Rachel Garcia, Amy Barrow, and Barbara Goodman.

We partnered with Semicolon, a black woman-owned bookstore in Chicago, to sell signed copies of *A Most Beautiful Thing*. To purchase a copy, visit Semicolon's website: https://www.semicolonchi.com/arshay-cooper Learn more about the book and film, a new feature-length documentary, at the *A Most Beautiful Thing* website: https://www.amostbeautifulthing.com/

Community Services Programming

In addition to our Meet the Author event, CS hosted four other events this month:

- Classical Flute & Cello concert, "The Jet Whistle" with flutist Scott Metlicka and cellist Sara Sitzer (October 9, with 40 patrons)
- Armchair Travels Presents: Greece with Barbara Sugden and Ron Vargason (October 14, with 74 patrons)
- Shakespeare Project of Chicago: A Conversation w/ Director JR Sullivan (October 17, with 35 patrons)
- Film Discussion: *The Hours* (October 20, with 17 patrons)



On Monday, November 9, Dr. Ibram X. Kendi, one of the country's leading anti-racist voices, and the #1 New York Times bestselling author, National Book Award winner, and historian, discussed the context of his book *How To Be An Antiracist* with WBEZ's award-winning journalist Natalie Moore. Eleven area libraries shared in hosting the event (Arlington Heights Memorial Library, Aurora Public Library District, Deerfield Public Library, Glencoe Public Library, Highland Park Public Library, Lake Villa District Library, Northbrook Public Library, Schaumburg Township District Library, Skokie Public Library, Vernon Area Public Library, and Wilmette Public Library).

Nearly 6,000 patrons from the participating libraries registered for the virtual event, with 4,217 unique logins that evening. We estimate that, in many cases, there were more than 1 viewer associated with each login, making the actual attendance of the event much higher. Following the event, participants were asked to complete a survey. Of Wilmette Public Library's attendees, the majority rate the event "very good" to "excellent", and indicated that they "agree" to "strongly agree" that they are "more aware of racism and inequality in our society"

and that they “intend to apply what [they] just learned.” 128 local attendees also offered narrative feedback of the event, including the following comments about what they liked most about the event:

- The conversation was thoughtful and respectful and I was pleased that Natalie brought up the discussion of how those in my shoes/community can continue to work towards racial justice. In addition, I had not encountered the term environmental racism. Very educational evening.
- I had heard Professor Ibram X. Kendi speak before in a small setting, a book store in Andersonville, and I've heard Natalie Moore speak to a large crowd outside of the Newberry Library. So, I figured that this event would be nice but not particularly special. Oh my gosh, this was wonderful! The respectful, thoughtful, and kind way they discussed a very difficult topic and fielded questions peeled back another layer of the cloak of racism denial we white people have been raised to wear. I LOVE our library and so delighted to see all our regional libraries get together to make this happen.
- I thought the Wilmette library asked the most provocative and interesting question for us...and the key takeaway for me is that we must always "test" our "policies" in terms of the impact they may have on minorities of all kinds.
- I liked that the conversation was between two Black people without white people framing the narrative.
- This format is very helpful for me as a person who has sensory issues with noise, light, movement and crowds because it gave me easy access to a very important discussion between two people I admire, right from my living room. Thank you!
- The whole event, it was educational, eye opening and real.
- a needed reminder of my unwitting complicity.

Digital Services

The Computer Room saw high usage in October, especially during the afternoon hours. To address demand during peak times, we’ve decided to place an additional computer station in the Fiction room to be brought into service on an as-needed basis.

Christine Hightower worked with Michael Boone to develop a Google form for our daily health screening checklist for staff to complete before they enter the building. Digital Services has such a talented, creative, flexible, and adaptive staff.

Staff has also been working in Leadership Team to create a contingency plans for desk staffing in case of emergency. Christine is compiling all of our training and instructional documents into one master document for cross-training purposes. Gayle Justman created Polaris logins for the DS staff, should they have occasion to cover the Adult Services or Circulation desks.

Stephen also worked with Andrea, Jill, and Sarah Beth to synergize programming planning and assistance. DS staff members attend virtual programs to provide support to patrons, staff

members, and outside presenters. We reached critical mass in October with a large amount of programs and not enough staff hours to cover. Departments identified which programs need assistance and which do not, which has made the workload much more manageable for DS staff.
In October, we added a subscription to America's Test Kitchen All Access. It is available for patron use by calling the Reference desk for login credentials. It is a fantastic instructional resource for cooks and bakers, and patrons will be thrilled to have it. We're also looking at Medici.tv, an online resource for classical music information, performances, and recordings.

The development of our website redesign committee is underway. Non-supervisory staff members will join Stephen in the evaluation of our current website and development of our future website with the consultants. Leadership Team will also be involved. One change we're making from prior projects is early patron access to the beta development site with opportunity to provide direct feedback about it.

Stephen Koebel was appointed to the RAILS Equity, Diversity, and Inclusion committee. As the head of our own EDI committee, participation at the system level will help inform the actions we take here in Wilmette. We're excited for Stephen and the Library.

Technology

Fred Wallace and Debi Thompson completed a range of troubleshooting and system improvements for both the staff and public this month, including voicemail maintenance, workstation and peripheral configuration and installation, self-checkout maintenance, and other invaluable services.

Fred organized a trial test program, to determine the feasibility of allowing staff members to utilize Library provided hotspots for their programming, while working from home. The hope was that the hotspots would provide a more stable and stronger signal, to prevent glitches in cases where the staff member may not have a strong home internet service. He allowed the Adult Reference Department to use the hotspot for a 30-day period. The results were successful. The Youth Services Department is now in their 30-day trial period.

While our hardware phone system replacement project, a joint RFI project with the Village and Park District, ultimately dissolved when the Village elected to go their own way, excellent progress was made in the direction of new and improved phone service for the Library. Fred regularly coordinated with representatives from Comcast and Call One throughout the month to prepare a detailed report summarizing his findings and recommendation for future service. We expect to migrate to Comcast Business Voice in late November, and achieve some savings over our current Call One service, which was due to more than double in its rates. The Library's Internet service is also serviced by Comcast via fiber connection, however the phone service will be carried on a separate coaxial cable line.

After Gayle Rosenberg Justman attended a webinar about hacking, and sent IT the slides from the presentation, Fred and Debi discussed the impacts. Debi sent all staff an email regarding Ransomware, with tips to avoid threats and what to do if you suspect your computer has been hacked. Fred again shared his "Bad Email" presentation with staff.

Communications

Community Services staff finalized and distributed new nametags for all staff this month, featuring updated branding.

Sarah Rose and Sarah Beth Brown worked on designs for our new library vehicle's branded vinyl wrap. The proposed designs have incorporated our logo and branding colors, and are intended to create a feeling of playfulness while appealing to a range of audiences in promoting the Library wherever it's found in the community. We expect to finalize and install the wrap soon.

Staff worked on election-related communications, creating and promoting a webpage (in conjunction with Adult Services) with information on registering and voting in the 2020 election. This information was shared on our website and in social media and e-newsletters.

As COVID-19 cases increased, we made an extra push to communicate our safety measures to local patrons. We want to ensure that the public is aware of what we are doing to protect their health, as well as what we expect of them to help manage our safety together.

Sarah Rose worked on a number of graphics projects for departments throughout the building, including new directional signage for the Science Fiction area and care-package cards to be distributed in homebound deliveries.

Sarah Beth Brown compiled and produced the draft Fiscal Year 2019-2020 Annual Report, working with each department to determine highlights of the year. Her work also included finding and editing photos, collecting statistics and working with Sarah Rose to create info graphics, and building the format of the piece using Adobe Spark, the platform we used last year for the same project to great results. The report will be distributed via e-newsletter in mid-November to our full mailing list and will be shared on our website and social media channels. We will also produce a single page document to be distributed in-house with highlights from the full report.

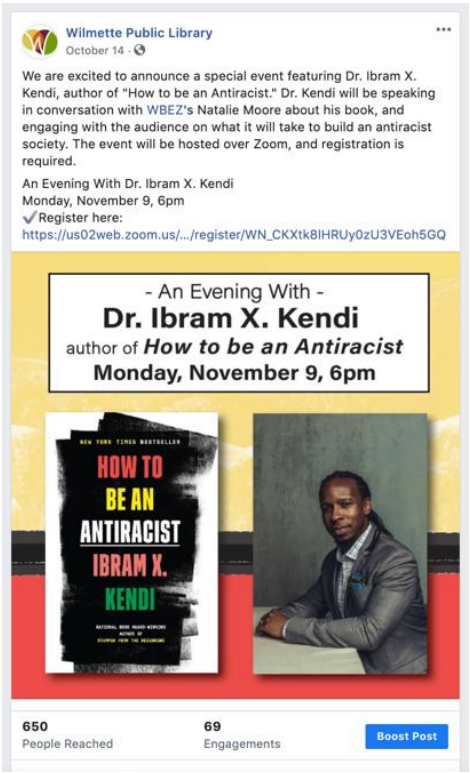
Social Media

In addition to promoting events, our social media in October focused on promoting voting and the census, reminding patrons of safety protocols, promoting our two big author events, and some fun and behind-the-scenes photos mixed in. A few of our popular Instagram and Facebook posts from the past month:

wilmettelibrary
teen take & make
Halloween Tea Lights
Skill level: Easy (sharp scissors)
Ages: jr. high; high school
View Insights
Promote
Liked by amanda42081 and 26 others
wilmettelibrary Our new teen take & make craft is out today, and flying off the shelves! If you want to grab one, stop by before they're gone. Missed it? Keep an eye out for upcoming craft kits— they debut about once a month!
View 1 comment
October 19

wilmettelibrary
View Insights
Promote
Liked by klsuen and 30 others
wilmettelibrary Our October STEAM kit is a little bit spooky! We're using pasta noodles as bones to explore skeletons. The kits come with everything you need... more
October 8

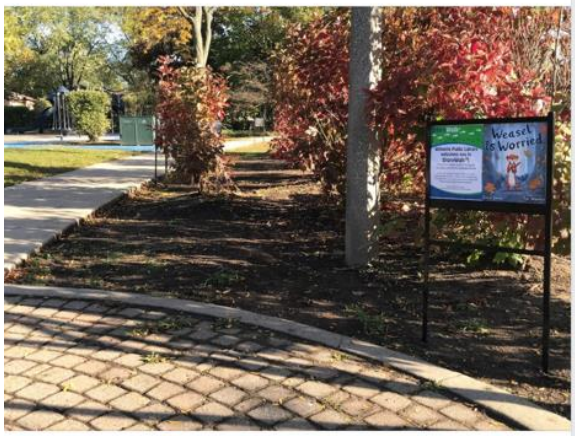
wilmettelibrary
STOP
View Insights
Promote
Liked by jillie__mae and 44 others
wilmettelibrary Always resourceful, our circ department hung up some of our bags to dry after giving them a good wash. Like all of our items, bags are also... more
View all 2 comments


Wilmette Public Library
October 14
We are excited to announce a special event featuring Dr. Ibram X. Kendi, author of "How to be an Antiracist." Dr. Kendi will be speaking in conversation with WBEZ's Natalie Moore about his book, and engaging with the audience on what it will take to build an antiracist society. The event will be hosted over Zoom, and registration is required.
An Evening With Dr. Ibram X. Kendi
Monday, November 9, 6pm
Register here:
https://us02web.zoom.us/.../register/WN_CKXtk8lHRUy0zU3VEoh5GQ
- An Evening With -
Dr. Ibram X. Kendi
author of How to be an Antiracist
Monday, November 9, 6pm
HOW TO BE AN ANTIRACIST
IBRAM X. KENDI
650
People Reached
69
Engagements
Boost Post

Wilmette Public Library
October 26 ·

Check out our new Storywalk in Hibbard Park behind the Recreation Center! Follow the path to read the picture book "Weasel is Worried" by Ciara Gavin. When Weasel is caught in a storm, he builds a fortress to hide in. But then he meets Mole, who loves to play in the wind and splash in the rain. Can Weasel learn to overcome his fears and find joy, whatever the weather?

You can also visit our Storywalk in Vattman Park, which is featuring "Whoops" by Suzi Moore this month.

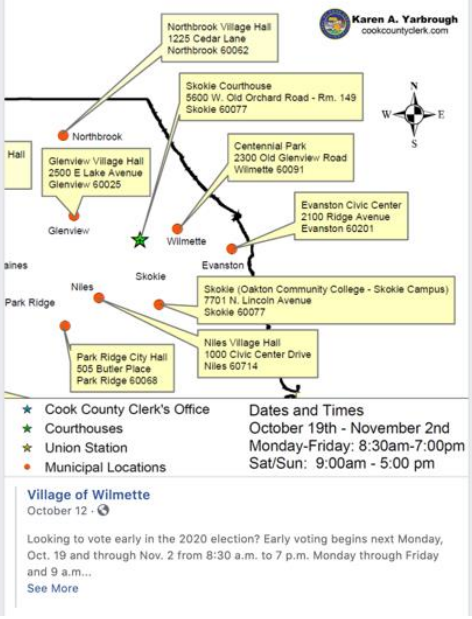


373	16	Boost Post
People Reached	Engagements	

April Howe-Lee, Molly Doll Mariano and 5 others — 1 Share

Wilmette Public Library
October 12 ·

Important voting info! Make sure you have a plan for voting this year: by mail or in person? Early or on election day? Check out early voting and mail-in drop box information below! 👇



Village of Wilmette
October 12 ·

Looking to vote early in the 2020 election? Early voting begins next Monday, Oct. 19 and through Nov. 2 from 8:30 a.m. to 7 p.m. Monday through Friday and 9 a.m...
See More

Wilmette Public Library
October 23 ·

Thank you to everyone who attended our Meet the Author event with Arshay Cooper this week. Arshay spoke movingly of his experience with rowing and writing his memoir, A Most Beautiful Thing. If you were unable to attend the event, we invite you to view the recording, which will be available through November 21.

YOUTUBE.COM
Meet the Author: Arshay Cooper, October 21, 2020

220	39	Boost Post
People Reached	Engagements	

Jamie Evans, Nancy Oliver Leifheit and 7 others — 3 Shares

Wilmette Public Library
October 28 ·

On October 28, 2020, due to the rapid spread of COVID-19 throughout Illinois, Governor Pritzker announced new mitigation measures for region 10, which includes the Village of Wilmette. Our current service model complies with the new regulations, so the library will not make any changes to our services at this time. You can learn more about our current service model and safety measure at the link below: https://www.wilmettelibrary.info/.../about-.../library-reopening

336	54	Boost Post
People Reached	Engagements	

Stephanie Linn, Joan Fishman and 23 others — 1 Comment

Like Comment Share

Human Resources

Recruiting

Our recruiting efforts continue as we fill a critical role in our Facilities Department and begin two new searches in our Technical Services Department:

Facilities – After an extensive and thorough interview process, we selected Marcos Levy as our new Facilities and Safety Manager. Marcos currently serves as the Facilities Manager at Cook Memorial Library in Libertyville where he manages the maintenance duties over two full-service libraries. Prior to his current job, Marcos also served as the Facilities Manager at Lake Forest Library for almost 19 years where he oversaw a number of major renovation projects. Marcos brings a nice mix of technical expertise and inter-personal skills to the Library. Marcos will supervise not only the Facilities Staff, but also the Safety Monitors as well. His first day will be Monday, November 16th.

Technical Services – We are currently in the process of trying to fill two key roles in the department:

- Technical Services Manager – With Gayle Rosenberg Justman's impending retirement from this position, we are soliciting candidates for her replacement. Gayle fine-tuned the job description, we posted the job on RAILS, and have reached out to a few of our professional affiliations to get the word out. We have placed an application deadline of November 20 to receive submissions.
- Periodicals/Mail/Processing Assistant – We are in the process of looking for a specialist to assist with processing periodicals, organizing our mail, and performing general processing duties in the TS department. We are off to a great start; we posted the job just over a week ago and we already have 15 applicants for the position. This week we will narrow those down to our pre-screening process and then move into the first round of interviews.

Policy/Procedure

Daily Health Screen Questionnaire – Last month, HR Manager Michael Boone reported that we were looking into a possible online service to capture daily Health Screening information from our staff. We evaluated a number of options, but ultimately decided that we would go with a Google form that was created internally by Christine Hightower in Digital Services. The form is concise, easy to use, and easily accessible. Staff can access the form on their Smartphone, home computer, or tablet at home, or they use the iPad we have set up at the staff entrance. The process reminds staff of our health and safety guidelines daily, helps reduce the potential risk of exposure, and assists with the contact tracing process should we encounter a positive case. The information will remain confidential in HR. We officially launched the new Employee Health Screen Questionnaire on Monday, November 9.

Events

Open Enrollment 2021 – We are in our second week of Open Enrollment where staff can make changes to their health care benefits and enroll in our Flexible Spending Account programs.

Changes made will be effective January 1, 2021. The last day of Open Enrollment is end of the business day on Friday, November 13.

Select Staff Meetings & Workshops

Since March, nearly all staff have been meeting virtually with one another multiple times 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 in October, including:

Community Meetings
Preschool Partners Meeting
Lapsit Leaders Meeting
Webinars and PD Attended
The Alliance for Early Childhood Education: What's New in Children's Literature

Webinars
Author & Educator Roundtable: Culturally Responsive Books in the Classroom
Zoom Storytime Basics
Lifting Up Early Childhood: The State of Early Care and Education
School Library Journal Day of Dialog
Bursting at the STEAMS
Observation of virtual storytimes at Gail Borden Library
Booklist: Middle Grade Fantasy
Brains on and But Why science podcasts
Difficult Patrons Webinar

Meetings, Conferences, Workshops

John Amundsen, Suzanne Arist, Jennifer Bartel, Rachel Garcia, Krista Hutley, EvaAnne Johnson, Gayle Rosenberg Justman, Stephen Koebel, Jillian McKeown, Sarah Rose, Jessica Thomson attend the virtual ILA (Illinois Library Association) Annual Conference. At the ILA Conference, Youth Services librarians attended sessions including Readers' Service for Social Change, Youth Services Water Cooler, Classic Picture Books are Boring, Improve Storytime, and Youth Services IGNITE Session.

EvaAnne Johnson attended the Illinois Genealogical Society Conference, October 5-9.

Debi Thompson attended the webinar hosted by RAILS, "The Virtual Meeting Experience and Beyond" presented by John Newton.

On October 2 and 3 several Youth Services librarians attended the Association for Library Service to Children's biennial Institute which was held virtually this year. Sessions attended included the Song and Story Share and Shift Systems: Your library Can Do Equity Work.

Staff in multiple departments attended virtual programs at other libraries to evaluate possible adaptation for use at WPL.

10/1: Charmm'd PAG: Stress at Work (Jillian McKeown)
10/2: Annual LIRA Safety Audit (Anthony Auston)
10/5: WPLD Finance Committee Meeting (Anthony Auston, Gayle Rosenberg Justman, and John Risko)
10/5: Ted Talk: How to Stop Talking About Implicit Bias and start Talking About Race (Jillian McKeown)
10/7: Envisionware Overview of RFID and Self-service Checkout Solutions webinar (Gayle Rosenberg Justman)
10/8: Financial Oversight webinar (Gayle Rosenberg Justman)
10/8: Bibliotheca demo (Anthony Auston and Gayle Rosenberg Justman)
10/8: Financial Oversight Guidelines for Non-Financial Library Managers and Leaders (Jillian McKeown)
10/13: Literacy Networking Meeting (Nancy Wagner)
10/13: Business Librarians Meeting (Nancy Wagner)
10/14: CCS Governing Board (Anthony Auston)
10/14: CCS SCRAP meeting (Jessica Thomson)
10/15: ILA Intellectual Freedom Committee (Suzanne Arist)
10/20: Genealogy Meeting (EvaAnne Johnson, Jillian McKeown, and Nancy Wagner)
10/20: Non-Profit Marketers Spectrum conference (Sarah Beth Brown)
10/20: AudioVisual Information Discussion Meeting (Nancy Wagner)
10/20: Wilmette Public Library Board Meeting (Anthony Auston, Marti Bellefontaine, Gayle Rosenberg Justman, John Risko)
10/21: Young Adult Services Forum (Krista Hutley)
10/21: Genealogy and Local History Librarians group (EvaAnne Johnson)
10/20: Kenilworth Public Library Board Meeting (Anthony Auston, Marti Bellefontaine)
10/22: SCORE: How to Pivot (Nancy Wagner)
10/23: 3D printer/Kid's Library Council planning meeting (Krista Hutley, Janet Piehl)
10/23: League of Women Voters Meeting Rachel Garcia
10/23: LJ Equity in Action Course Rachel Garcia
10/24: Illinois State Genealogical Society virtual conference (EvaAnne Johnson)
10/26: "RPG 101: Kids on Bikes", Chicago Public Library (Krista Hutley)
10/27: iRead Showcase (Suzanne Arist)
10/28: LexisUni Webinar (Jillian McKeown)
10/28: GenXers Racial Justice Programming (Rachel Garcia)
10/30: Capital Projects 2021 Planning Meeting (Anthony Auston)

Wilmette Public Library District
Fiscal Year 2019-2020+ Strategic Plan Goal Progress Summary
Tuesday, November 10, 2020

The Library's 3-year Strategic Plan (covering fiscal years July 2018 through June 2021), encompasses 5 broad organizational goal areas with related time-specific objectives and action steps, and has recently completed its first year. The entire plan, entitled *Shaping Our Future*, is available online at: https://www.wilmettelibrary.info/about/about-us/mission-and-strategic-plan

The following summary comprises a year-end review of staff's specific activities in fulfillment of the plan's goals and objectives in the following areas:

1. **Growing Community**:
Focus library services to promote strong connections in our community.

2. **Knowledge & Discovery**:
Create an adaptable environment that encourages pursuit of knowledge and discovery to enrich your life.

3. **Diversity & Inclusion**:
Create an inclusive environment so that all feel welcomed and served.

4. **Sharing Resources**:
Allocate staff, facilities, and other resources effectively to provide outstanding library services.

5. **Marketing & Communications**:
Increase visibility and awareness of the library's value to you and to your community.

1. Growing Community:

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

Youth Services staff promoted Library services and signed up families for library cards at three August 28, 2019 back-to-school events at McKenzie, Central, and Romona. They talked to 100 parents and children and registered 24 residents for library cards. Librarian Alice Joseph also worked an outreach table at Marie Murphy School's Open House on September 4. Most parents she spoke to already had library cards except for a family of three who all signed up for cards at this event.

The Library promoted Library Card Signup Month 2019 at the Library in September, throughout the community, and via social media. YS librarians coordinated four pop-up activity stations on our lawn and in Vattmann Park. These four events were visited by 78 people who received WPL promotional items, made WPL buttons to wear, and posed for photos with an oversized library card. Many of the photos were shared on our social media feeds. Staff also promoted the Library at the French Market on Saturdays during September; staff participants included Martha

Birkhold, David Bliss, Sheri Reda, Susan Zonia, Joan Blecher, Marti Bellefontaine, and Luciano Ward, as well as Trustee Stuart Wolf.

Our Storywalk in Vattmann Park and Riddlewalk in Mallinckrodt Park were popular community destinations throughout the pandemic. Due to the popularity of these safe, socially distant outdoor activities for families, we've had a number of patrons ask us if we could replace the picture book in our Storywalk more frequently. Historically we've posted a story with each season. Beginning in fall 2020, staff will update our story every month, and staff is exploring additional sites and opportunities to develop this service.

Youth Services Outreach
Youth Services librarian Ruth Bell conducted regular monthly outreach visits to preschools, daycares, and park district camps, presenting storytime, STEM activities, and Summer Reading Club programming to children throughout the District.

Preschool book & STEM kit Delivery Program
During the 2019-2020 school year we had 13 preschools participate in our monthly book & STEM kit delivery program. Teachers sent in their book and kit requests, YS librarians pulled the books, checked them out to the school card and delivered them to their locations. Materials came from the Wilmette Public Library collection as well as a separate seasonal preschool collection that was funded by a donation and a Creativity Grant. Children's Librarian Ruth Bell delivered 1212 books and 51 STEM kits to the 13 preschools over the 6 month period while schools were in session.

Participating schools:

All Things Bright and Beautiful Church of the Holy Comforter
Avoca Community Preschool
The BJE Early Childhood Center (Board of Jewish Education)
A Joyful Noise Preschool
Lechner Early Education Program at Romona Elementary School
Ronald Knox Montessori School
Rose Hall Montessori School
Sprouted Child Care & Early Education, by One Hope United
St. Francis Xavier School- Early Childhood Program
St. Joseph Early Childhood Program
Trinity Church Nursery School
Wilmette Community Nursey School
Wilmette Park District Early Childhood Center of Wilmette

Summer Reaching Club Outreach
To promote Summer Reading Club we couldn't rely on our usual presentations in the schools due to the pandemic this year. Staff created a promotional video that was shared widely in all Wilmette public and private schools with a description of this year's program. The video, created by librarian Lisa Bigelow, has been shared across multiple platforms and is hosted on the Library's YouTube channel: https://www.youtube.com/watch?v=juT3dWgigno

The library also created colorful lawn signs that were distributed to residents, local businesses, and community partners to raise visibility of this year's program around town.

Youth Services began planning the Summer Reading Club program in January, but had to quickly redesign the program for a changed world. During shelter-in-place parents reported being overwhelmed by online enrichment options and a desire for real-life experiences.

In the first week of June every household in Wilmette received a colorful mailer with summer reading logs and a literacy activity poster. Children and teens through 12th grade marked a space on their reading log for each day that they read to earn gift cards for ice cream and a book from The Book Stall in Winnetka.

To promote Summer Reading Club Youth Services created a promotional video that was shared widely in all Wilmette public and private schools with a description of this year's program. The video, created by librarian Lisa Bigelow had 437 views on the library's YouTube channel (Wilmette Public Library Kids & Teens Summer Reading Club 2020). The library also created colorful lawn signs that were distributed to patrons and community partners and posted in local parks to raise visibility of the program.

By the end of the summer, 538 youth and 42 teens reported ten days of reading to our online Summer Reading Club booth and received a $5 gift card for the Dairy Queen of Wilmette. 498 youth and 37 teens returned to report twenty days of reading and received a $15 gift card for The Book Stall. We were able to offer these exciting gift card prizes with the generous support of the Friends of the Library.

Each of the 1,036 e-gift cards emailed to young readers was accompanied by a personalized message from a Youth Services librarian, commenting on the books reported. Many parents expressed appreciation for this moment of connection during an isolated time. One parent's response made our day: "Thank you for your personalized and thoughtful responses to each of my kids! We appreciate all of the staff at the WPL during this crazy time, but your individualized emails really made us smile!"

To celebrate the end of Summer Reading Club, we hosted a virtual concert by popular children's band Wendy and DB on Friday, August 21.

Prior to 2020, the Adult Summer Reading Club was always in person; patrons picked up log sheets, filled them out and turned them in. This year, it was decided that we'd conduct a strictly online club where patrons submitted their "log sheets" through the library's website by filling out an online form. 165 adult patrons completed the reading club by listening to or reading four books from four different genres of their choosing. This is an impressive response from our community and is one of our highest completion rates ever.

Meet The Author

Susan Orlean, best-selling author of The Library Book spoke to an audience of approximately 200 people at Wilmette Junior High School on October 19, 2019. This was the Library's 7th *Meet the Author* event, bringing nationally recognized authors to speak and participate in conversation with the community through a Q&A session that follow the presentations. Ms. Orlean regaled the audience with her love of libraries and detailed how this particular story became a consuming research project for her. Her presentation was followed by a lively Q&A, and a book signing in partnership with The Book Stall.

Adult and Teen Services Outreach

On Monday, May 11, New Trier High School hosted a day-long virtual conference to present information for parents and teachers to support student learning. WPLD, Winnetka-Northfield PLD, and Glencoe PL were invited to update the school's libguide about local public library e-resources and co-host a workshop on the topic. The libguide is available at: http://newtrier.libguides.com/ResearchAssistance

New Trier High School expressed gratitude for our participation: "I am always amazed by the resources available to patrons from our local libraries and appreciate your input in sharing those with teachers, administrators and parents via our updated libguide. Strengthening the connection between schools and our local public libraries is always key, particularly in this time of remote learning."

Teen Librarian Krista Hutley hosted weekly online interactive Dungeons and Dragons games, and reached out to other librarians to strengthen her knowledge of online gaming, platforms, and programs, including popular games like Animal Crossing, Mario Kart, and online role playing sites to meet our community where they play. During this time at home, she is making connections to new groups, both professionally and with our youth and teens. Krista was interviewed by Cindy Shutts from *School Library Journal* about our virtual Dungeons and Dragons program; the article was posted on the Teen Librarian Toolbox: http://www.teenlibrariantoolbox.com/2020/05/cindy-crushes-programming-running-a-virtual-dungeons-and-dragons-program/. Krista's programming was also featured in the cover story of *American Libraries* magazine in November 2020: https://americanlibrariesmagazine.org/2020/11/02/escape-isolated-library-dungeons-dragons/

Adult Services staff have expanded our readers' advisory services and online book clubs using the Goodreads platform. Nancy Wagner has taken the lead in creating subject specific book lists on the site and has supported staff in adding new titles and content. Patrons now have access to another resource for curated titles, while staff can also use the new tools in support of their quality readers' advisory recommendations.

During the building closure, our Facebook page was a place to gather and share news and updates, but also a platform for our programming. Moving into fall programs, many of the programs that have been presented "passively" on Facebook will either be shared on YouTube, or re-formatted to be live, registered virtual programs. This will allow our programming to be more responsive to our participants, and will make our Facebook page more of a traditional social media channel. We will continue to share activity and book recommendation videos, along with photos of staff and the community and conversation starters. We had great success in our passive Facebook programs, with nearly 1,000 participants since we began sharing these programs in mid-April.

Mather Place Visiting Librarian

This year, in addition to conducting a monthly book discussion series at Mather Place, a rental community for those age 62 and better, the Library will send a visiting librarian once a month, beginning in August, to assist residents in using digital library materials and services. Adult Services Librarian Jenny Klein will staff the visiting librarian service in August and will continue on the third Tuesdays of the month. This pilot program is intended to assist residents in making full use of library services and programs. Reference services, help with the online catalog, and instruction on the downloadable and streaming collections will be provided.

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

The Community Engagement Committee was established in February 2019. The committee created and piloted an online form for staff to record Outreach, Advocacy, and Partnership activities. Reports of these activities were included as a regular supplement to the Director's Monthly Report in the Board Packet. Staff submits a new Community Engagement online form for every outreach visit and class visit to the library.

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

On Saturday, November 9, 2019, approximately 40 community members participated in a skills workshop "How to Talk Across the Political Divide" presented by the nationally recognized non-partisan organization, Better Angels. Attendees expressed appreciation for how the workshop that was designed to help participants effectively and respectfully communicate with others who may be on the opposite of the political spectrum.

On February 18, 2020, Pace Suburban Bus Service held a public hearing at the Library as part of a series of public hearings in 5 north shore communities. According to a statement: "Pace has proposed making a second phase of changes (as part of the North Shore Transit Service Coordination Plan and Market Analysis) in August 2020. The proposal was guided by input from transportation professionals and community stakeholders and includes streamlined routes, increased frequency on arterial roads, reduced waiting times, better connections to CTA trains, and an overall improvement to the public transportation network in North Cook County. The proposal includes changes to Routes 215, 225, 226, 422, and 423; the addition of a new Route 424; and the discontinuation of Routes 210 and 421. Public hearings were held in Chicago, Glenview, Niles, Northbrook, Evanston, and Wilmette to solicit public input on the proposed changes; riders can also provide feedback via our Public Hearing Comment Form: http://www.pacebus.com/sub/news_events/public_hearings_comments.asp."
Of immediate impact to the Library, Route 421 is slated to be discontinued altogether. Route 421 runs along Wilmette Avenue and connects Wilmette Library to Linden CTA, Edens Plaza, Loyola Academy, New Trier West, and the Northfield branch of the Winnetka-Northfield Library. Route 422, which currently stops a block east of Wilmette Library at Green Bay Road and Wilmette Avenue, is being restructured and absorbing "productive school trips" from route 421, however the proposed changes made no mention of accessibility to the Library. Director Auston attended the hearing at Wilmette Public Library and advocated for the retention of the bus stops at Park and Wilmette Avenues for patrons and staff who rely on Pace for access to the Library.

The Wilmette Writers Group meets weekly in the Small Meeting Room with Julie Johnson as facilitator. This group holds peer reviews in a supportive environment for aspiring writers. Some recent successes include:

a. "Theft of Air" by member Colby Vargas was published in Flash Fiction Magazine this month. Colby credited the group for their support saying, "The Wilmette group gave me great feedback! Thanks!"
https://flashfictionmagazine.com/blog/2020/01/07/theft-of-air/#more-32778

b. Member Doug MacDonald, had a translation (from the German) of a Rainer Maria Rilke poem published in the anthology "Nocturne: Poetry of the Night" from CultureCult press, and the British publication, HCE, published his piece “The Flies at the Pool in D.C.” http://herecomeseveryone.me/2019/08/31/flies-at-the-pool-douglas-macdonald/

On Saturday, October 5, 2019, Rachel Garcia and Jill McKeown invited area book lovers to our Book Club Open House. Over 30 attendees learned how the Library can help them select and acquire titles for themselves and/or their book groups. The open house provided a casual meet and greet environment, complete with snacks. Attendees visited tables featuring different topics like how to do research on authors and how to find reviews on books. The Book Stall delivered a “book buzz” talk on new titles that would be good for book groups.

On May 19, Nancy Wagner hosted local history librarian Tina Beaird for a Zoom lecture called, “Pandemic: 1918” with 62 participants in attendance.

On May 28, librarian Rachel Garcia hosted the League of Women Voters in a Zoom discussion of the book, “The Future is History: How Totalitarianism Reclaimed Russia” by Masha Gessen and had seven screens present. The Library is happy to be able to continue our partnership with the League.

Librarian Rachel Garcia planned and hosted a Zoom program called, “Parenting Through a Pandemic” on Saturday, June 6. Lauren Bondy, LCSW and co-founder of Parenting Perspectives, introduced new resources to our community to help provide parenting advice and a space to discuss issues and concerns with like-minded parents.

Teen Librarian Krista Hutley planned and facilitated a new group called the Do Something Club, who focused on LGBTQ+ Books and Activism on Tuesday, June 16. Krista created this program to appeal to teens who wanted to make a difference but weren’t sure how. The club pairs books and other media with current social issues, and then discusses what you can do about it in an engaging, entertaining, and informative way.

Objective 1.4: By November 2020, explore ways to connect local government, non-profits, businesses, and individuals with relevant community resources.

The Library served as a community partner on the Complete Count Committee Census 2020 with the Village of Wilmette. The committee coordinated efforts with village stakeholders to achieve as complete as possible Census count of the Village. The Library scheduled an informational program for the community presented by Rep. Jan Schakowsky and other elected officials on Saturday, February 8. The Library worked with the League of Women Voters of Wilmette to assist residents in filling out the online census form throughout 2020. Librarians and the League also assisted residents at Mather Place who required assistance navigating the online form.

Adult Services staff established a deeper relationship with the Wilmette/Kenilworth Chamber of Commerce and SCORE to provide more mentoring and learning opportunities for small businesses and entrepreneurs. On September 12, with a turnout of over 40 attendees, the Chamber hosted an event focused on "Problems Every Business Owner Should/Can Avoid." SCORE was the featured presenter. Librarian Nancy Wagner described library services and resources that would be useful for business owners. The Library, Wilmette/Kenilworth Chamber

of Commerce, and SCORE partnered to host a special workshop on January 9 to help Wilmette business owners reach their sales goals in 2020. Over 70 participants heard a panel discussion of SCORE experts discuss how to a devise a strategy to increase their customer base, including such topics as marketing, advertising, and networking. Library staff introduced and reviewed resources available to business owners.

On February 24, 2020, Director Auston and Youth Services Manager Andrea Johnson attended the Regular Meeting of Wilmette Public Schools District 39. Superintendent Dr. Kari Cremascoli announced that the school district was expanding its partnerships with Wilmette Public Library and Glenview Public Library through a collaboration for the purpose of increasing the number of students with library cards. Tony DeMonte, School Administrator for Technology, Information, and Safety, explained to the District 39 Board how both public libraries have historically partnered with the school's librarians in many ways, and that they are excited to expand the partnership to meet the needs of our shared constituents. Together we share the goal for every child in our community to obtain a public library card. He noted that opening up public libraries to students encourages reading outside of the school day and allows access to the library database for research.

Objective 1.5: By February 2021, establish and implement a library volunteer program.

HR Manager Michael Boone presented a draft universal Volunteer Application to the Leadership Team; all departments will use this form for potential volunteer candidates. Staff is developing a Task Force to identify volunteer needs in each department and to develop a volunteer job bank, as well as establish procedures for recruitment and on-boarding. The next goal is to create a Volunteer Handbook that will outline expected conduct for our volunteers, and help them get acclimated to our procedures and work culture.

Shelving and Switchboard Manager Patsy DeVuono continues to coordinate volunteers in her department. We have students from three area schools doing some form of work experience with us: Sophie and Quinn have worked for us each weekday morning shelving books. Eloise and Will work weekday afternoons straightening the shelves in Youth Services. They are from New Trier High School. Dylan, from Cove School, has been shelving DVDs for us every Tuesday afternoon. Alex and Will, from Arlyn School, have recently started shelving DVDs on Thursday mornings. Each of the students have a teacher working along with them, and are all doing a great job. We're grateful for their support and for the opportunity to work with them.

2. Knowledge & Discovery:

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

Two mini projectors, five Merge Cubes and five Merge VR/AR headsets were added to the circulating Library of Things, bringing the total number of items in this collection to 91. The collection includes:

Bee-Bot card mat (x5)
Bee-Bot: programmable floor robot (x5)
Bird watching kit (x2)
Cubelets discovery set (x5)

Portable DVD player (x7)
Magnifiers (x7)
iPad 2 (x2)
Merge cube (x5)
Merge headset (x5)
Nintendo 2DS (x7)
NOOK (x4)
Ozobit (x6)
Kill A Watt meter (x2)
Portable CD player (x7)
Sphero (x6)
Mini projector (x2)
Telescope (x2)
Mobile hotspot (x12)

All items are available for check-out, listed the catalog, and on the Library of Things web page: https://wilmettelibrary.info/books-and-more/library-of-things

Objective 2.2: By March 2019, develop a flexible, functional, and inviting interior space plan that preserves core services while meeting the evolving expectations of our community.

Staff observed an increased need for casual seating and study seating prior to the pandemic. To respond to that need, staff made room on the Mezzanine to increase the seating options on the south side of the room. Current efforts to right-size and relocate select reference books and the back periodical collections will help to free up additional space.

Objective 2.3: Beginning June 2019, adjust current practices to increase ease of use of physical and digital collections, e.g., fines, wait time, holds.

To promote ease of access and circulation, staff began barcoding individual issues of all periodicals beginning with the September 2019 issue of our magazine collections.

Responding to the pandemic gave us an opportunity to test our preparedness "to be more nimble and creative in how we provide services" and demonstrate our responsiveness in "creating an adaptive environment." Given the circumstances of this limited environment, staff did a remarkable job increasing accessibility and promoting ease of use our library card.

Coordinating with CCS, we extended all due dates. We suspended accrual of overdue fines. We renewed all recently expired and soon-to-be expired cards through the FY20-21, and unblocked all accounts with fines and other blocks, so every cardholder has access to our online resources during the closure. Any holds currently on the hold shelf at the time of the closure in March 2020 were held and made available for pick up after we resumed physical material circulation in June.

At the Library Board meeting on June 23, 2020, the Board unanimously approved the Library's plan to eliminate the collection of overdue fines on materials checked out from Wilmette Public Library, effective July 1, 2020. CCS will also facilitate the expunging of all outstanding overdue fines on Wilmette Public Library cards.

Librarian Ruth Bell spearheaded the design and production of 1200 take-home STEAM kits to distribute in the library. Each kit comes with instructions and all the supplies a child needs to do the project at home. We are also making video tutorials to show kids what to do with the materials in the kits. The first kit, Butterfly Chromatography, is available now in Youth Services. While the library building is closed, adapting our summer programs to a take-home model allows us to continue to provide families with educational, screen-free activities for the summer and help fight the effects of "summer slide."

In early July 2020, Bibliotheca installed our 2 new self-checkout machines. We've placed them both on the first floor for reopening: one is on the Circulation Desk near the entrance/exit, and the other is located in the main hallway across from the recent arrivals area. We're excited for this new, easy-to-use system, and so far patrons seem to enjoy the new resource too. These units are also compatible with our forthcoming RFID system, slated to get underway this coming fiscal year.

Objective 2.4: By September 2019, foster a "Culture of Yes" that allows for quick, low-cost, trial implementation of new ideas from patrons and staff.

Staff continues to maintain a running list of when we have to say "no" to a service question posed by a patron. This will help us to assess opportunities for changing the "no" to a "yes."

3. Diversity & Inclusion:

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

Youth Services updated language about our programming for disabilities. In the past we described our sensory-friendly performances with the phrase: "This performance is intended for children with special needs and their families." After learning that people with disabilities do not like to be described as having "special needs," the new description is: "This performance intended for children with sensory-input challenges and disabilities and their families." On the online event calendar we added a description: "Sensory-friendly shows are intended for children with autism spectrum disorders, sensory processing disorders, anxiety, or other cognitive or physical disabilities who have a low tolerance for crowds, loud noises, darkness, flashing lights, and other similar sensory input. Audience members can feel comfortable moving or vocalizing throughout the performance." In addition, Community Services changed the tag in our online event calendar from "special needs" to "sensory-friendly."

The Northern Suburban Special Recreation Association (NSSRA) scheduled two field trips to the Library and Youth Services: one self-guided visit in October and one librarian-led visit with a tour and guided activities in January. Staff highlighted our accessible technology and sensory-friendly events.

Youth Services designed a social story to help youth and adults with disabilities feel more comfortable visiting the library. A social story is a series of images and descriptions which help

prepare first-time visitors by showing what the library looks like and what they can expect during a visit. The social stories will be available to the public on our website.

Librarian Nancy Wagner continued to expand our partnership with Mather of Wilmette by offering delivery service to the roughly 125 senior patrons who live there. Nancy has continually kept the line of communication open with our senior population throughout the entire shelter-at-home, providing them with book recommendations and support.

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

Our second annual Maker Fest (Saturday, February 29) was attended by nearly 700 people, almost twice our attendance from last year. The event featured twenty local makers demonstrating art, technology, and design projects throughout the building and gave attendees the chance to experience hands-on learning. These included Evanston Rebuilding Warehouse who helped attendees make artistic creations from discarded building materials. Drake Baskets returned to demonstrate basket weaving and chair caning. Northwestern's Robotics Club showcased their student-produced machines. Sew On Central taught beginning sewing. Other activities included collage-making, beading, circuitry, knitting, and crocheting. Maker Fest is planned by an interdepartmental team led by Youth Services Maker Librarian Janet Piehl and Youth Services librarian Ruth Bell. The event received resounding positive feedback with over 90% of those surveyed reporting that they would use a space in the library dedicated to arts, technology, and design (Maker) projects, and 47% reporting that they had attended maker programming at WPL in the past. Survey respondents expressed interest in future maker programs, including equipment requests for a 3D printer, t-shirt press, sewing machine, and laser cutter.

On August 9, 2019, families joined us for a sing-along of traditional songs with the residents Mather Place of Wilmette. Seniors and children played tambourines and shakers and sang favorite songs from childhood. 35 adults and 5 children participated, and many of the residents expressed that the program stirred up happy memories of childhood and parenthood. Mather Place would like us to bring the program back in the future.

Monthly intergenerational programs Everyone Makes, Drop-In Chess, and Sing Together continued throughout the year. Youth Services hosted Family Tech Playground programs. The Library's new all-ages drop-in Maker Lab program, spearheaded by YS librarians, debuted on Saturday, October 5.

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

Antiracist Statement

People all around the country and the world were horrified by the killing of George Floyd in Minneapolis on May 25, 2020. Memorial services, marches, and demonstrations appeared in communities across the globe in the following days. Neighbors made chalk memorials on sidewalks all around the village, and in front of the library with flowers and candles. Many participated in the local Walk to End Racism on June 13.

Inspired by the national and local response of organizations and individuals issuing statements of committed action and support in recognizing the injustice of the death of George Floyd and countless other persons of color, the Library issued its own statement of support to our community on June 2:

> Wilmette Public Library stands in solidarity with all who are working to recognize and end racism and inequity. The fight for dignity, justice, and equality is a matter of basic human rights. We grieve with our nation as we collectively face the clear exposure of our deeply-rooted systems of racism and structural violence.
>
> We stand in support of our colleagues at the Black Caucus of the American Library Association and their Statement Condemning Increased Violence and Racism Towards Black Americans and People of Color.
>
> The Library is a place where all are welcomed and treated with dignity and respect. Our collections, services, and resources reflect the diversity of our community while also providing new opportunities to engage with neighbors and learn about cultures and viewpoints.
>
> We encourage you to explore these lists of antiracist resources for adults, resources for teens, and resources for youth & parents from our collections, highlighting Black voices, to provide perspectives that can help effect change in yourself, your home, and your community.
>
> We believe that words have the power to make change actionable. Now is the time to both listen and make our voices heard as we strongly denounce racism, hate, discrimination, and violence. Together we can build a more just, resilient, and inclusive community for all.

Staff prepared lists of resources for all ages to help inform and bring context to the growing concerns for promoting equity for all people. For parents wishing to teach their children about racial identity and racism, children's books provide an excellent starting point. Youth Services librarians created a new list to support these conversations and will continue to share more books, resources, and programs to help parents in this important work. Our Antiracist Booklist for Parents and Children can be found at https://www.wilmettelibrary.info/books-and-more/recommendations/antiracist-booklist-youth

Youth Services collected the updated Reading Rally and Reading Challenge book lists as well as summer reading lists from area schools and ordered additional copies of these titles for the e-book and print collections. In addition, we reviewed many of the new anti-racist book lists from other libraries and the media, checked our holdings, and added several titles to our collection.

Programs and Services

Civil rights activist and south side luminary Timuel Black appeared at the library on November 16, 2019 to an enthusiastic crowd of 106 attendees. His recently published *Sacred Ground: the Chicago Streets of Timuel Black* recounts his life within the context of the struggle for civil rights. Mr. Black elaborated on his experience as an African American negotiating the turbulent times

of the last 100 years in Chicago. A lively Q & A followed with a book signing. His popularity was further evidenced by the fact that The Book Stall sold out of the author's book at the event. Two Wilmette residents and former students of Mr. Black's from his years as a high school teacher in Hyde Park introduced themselves to him after the presentation and had a mini reunion.

Youth Services added a booklist with recommended books about gender expression and identity and we updated our rainbow reads bibliography. Staff expanded our booklist display spaces in the junior high room, children's fiction, and picture book areas to make space for these lists.

In an effort to help all patrons feel welcome in story time, Youth Services has been compiling a list of story time themes that work well in winter and around major holidays that are alternatives to celebrating holidays in story time. Staff also shared read-aloud books with each other that feature a diverse representation of race, gender, and ability, with a focus on "own voices" titles. An "own voices" book means that the author writing a main character who is part of marginalized group is a part of that marginalized group.

Librarians Nancy Wagner and Rachel Garcia attended the webinar "OwnVoices for All Readers: Incorporating EDI Values into Readers' Advisory Service," which is essential for all librarians but especially Rachel as our primary Readers' Advisory librarian, and Nancy said it "raised my consciousness about trying to be more inclusive in my book recommendations." Because of this webinar, Adult Services librarians are being encouraged to create their book recommendation lists to include a general ratio of 50/50 women and 30% #ownvoices. Own Voices is not a genre in and of itself, but instead: "#OwnVoices is a term coined by the writer Corinne Duyvis, and refers to an author from a marginalized or under-represented group writing about their own experiences/from their own perspective, rather than someone from an outside perspective writing as a character from an underrepresented group"

Our Place and the Library have restarted their book discussion group after a summer hiatus. Our Place (https://www.ourplaceofnewtrier.org/) is a community organization serving teens and adults with intellectual and developmental disabilities. One of their goals is to engage their members in the larger community. This book discussion group is held at the library to encourage their familiarity with this resource and to encourage group activities that are part of the larger community's aspirations.

After attending a Reaching Forward Conference in 2019, Librarian Rachel Garcia came back inspired to test out a "learning circle" at Wilmette Public Library. A learning circle is a study group for adults in a community who want to complete online course together, in-person. Learning circles are intended to be a comfortable, low-pressure environment to learn a new skill. Rachel chose a popular four week course that teaches basic signs and hand parameters in American Sign Language (ASL). Students practiced visual comprehension, signing, and basic expressive and receptive skills. Course materials were provided by Sign School. Rachel attended as a student and coordinated logistics including support services to make these virtual classrooms work. This series ran on Tuesdays in February 2020. Suzanne Symanietz from the Shelving Department visited at the end of each class to answer questions about signing and the deaf community."

In October 2019, we began offering an English Language Learners (ELL) Conversation Café facilitated by Susan Zonia. These informal gatherings provide non-native speakers an

opportunity to practice their English in a relaxed setting. We reached out to community members who attended a Chinese language story time and asked them to fill out a short questionnaire to determine interest. In January, we began holding the café twice a month.

Teen Librarian Krista Hutley continues her American Sign Language classes through a six week program via Gale Courses that began as a public program at the library. She also listened to a TED talk called "The Urgency of Intersectionality" by Dr. Kimberle Crenshaw, and an NPR podcast called "When Xenophobia Spreads Like A Virus" with a corresponding article, all of which will aid her knowledge on the EDI committee going forward.

Krista also coordinated with her contact at Our Place of New Trier (teens and adults with disabilities) and with Youth Services of Glenview/Northbrook (social & support group for teens, especially involved in LGBTQ support) to find and share resources with their members. Brittany of Our Place asked Krista for help looking for digital audiobooks she could use for their Next Chapter book club virtually, and Lizzy from YSGN asked about running virtual D&D and Krista was able to provide her with useful resources.

Before the pandemic closure, Youth Services librarian Sheri Reda attended a meeting of the newly formed RAILS Youth Services Equity Diversity and Inclusion group. They discussed the book How to be an Antiracist by Ibram X. Kendi and discussed ways to promote equity through programming.

The library planned a screening and discussion of *Intelligent Lives* on Saturday, March 14. The documentary follows three young adults with intellectual disabilities as they navigate high school, college, and the workforce. As soon as we can reschedule or offer access to this or similar films remotely we'll promote the opportunity.

The Youth Services department is working on establishing SMART goals around supporting diversity and anti-racism. These goals will help us track our progress in diversifying our collections, displays, book lists, programs, and our own professional development and reading choices.

In celebration of Pride Month, Krista Hutley planned a virtual role-playing game called "Be Gay Do Crimes," in which participants must save their parade float by pulling off the greatest heist of all time. These short adventures offer unlimited improvisation and a wild and frequently funny storytelling experience. Be Gay, Do Crimes was written by Evan Saft and based on Grant Howitt's microRPG, Honey Heist.

On June 30, Rachel Garcia hosted a program called "Montgomery Travelers' Discovery and Growth From Racial Inequality to Passion for True Justice," where several members of the local group, the Montgomery Travelers, shared pictures, stories and reflections. 55 people attended. From Rachel Garcia: I received great feedback from both of my antiracist programs this month. After the events, I worked with the presenters to send out an email to registrants with further resources to explore and several patrons wrote back expressing how glad they were that we were hosting these types of programs. Many were inspired to join local groups like HEROS (Healing Everyday Racism in Our Schools) and RAIN (Racial Awareness on the North Shore). I'm so excited that the library is making partnerships with these groups, I believe it will lead to some amazing and transformational programming for our community.

The Diversity and Inclusion Committee continues to meet and evaluate operations with a lens toward equity. It consists of Anthony Auston, Mike Boone, Rebecca Vrana-Naquin, Patsy DeVuono, Krista Hutley, Christine Hightower, Rosemarie Hohol, and Stephen Koebel (chair). The committee is developing a Diversity Statement and discussing a comprehensive plan to integrate diversity into library programming, services, and staff.

4. Sharing Resources:

Objective 4.1: By December 2018, improve the Library's outdoor space to provide an attractive, environmentally friendly space that maximizes safety, accessibility, and enjoyment.

The final construction item of the 2019 Outdoor Renovation Project was installed on October 7. The custom wooden bench comprising the entire back side of the monument sign at the corner of Wilmette and Park avenues is quickly becoming a popular destination for patrons and a highlight of the recent site improvements as a result of the project. With this last step complete, the Library submitted its final payments and updated our total costs for the project. In February, following the award of contracts to our successful subcontractor bidders, our total estimated project cost was $858,195. With the final payments complete in October, the actual project cost was $777,876; a difference of $80,319. Despite additional concrete work, bluestone, and revised ventilation of the snow-melt boiler, the project didn't require a penny of the $64,211 construction contingency and saved an additional $16,108. The Library credits both the quality of the results and the value-savings of this project to our partnership with Shales-McNutt Construction (SMC). SMC was instrumental in ensuring that the goals of the project were achieved while also helping the Library to sustain normal operations throughout the construction phases. As a result of the renovation project, we've expanded the entry plaza and improved access to the Library's entrance. Our new concrete surfaces will be cleaner, safer, and easier to maintain thanks to our new snowmelt system. We've expanded and beautified our butterfly garden with an accessible walking path and all-native plants, shrubs, and trees (complete with botanical signage to help inform patrons about the species on our site and maybe consider adding these plants in their own home gardens). We've added over a dozen new seating options throughout the site. We've repaired cracked sidewalks and added new and expanded bike racks. We've improved our irrigation system and enhanced our lawn to help support outdoor events and performances. An overview and timeline of the project is available online at: https://www.wilmettelibrary.info/about/about-us/projects

In June, our landscaping contractor, construction manager, and architect performed the Outdoor Renovation Project walkthrough to inventory the plants installed last fall, and determine which warranty items are due for replacement. Dozens of plants were identified for replacement and installation in the fall, when the project punchlist was closed. The new plantings are already beginning to flourish and bloom in a burst of color that's drawn renewed positive feedback this summer.

Objective 4.2: By February 2019, refine personnel and compensation policies to equitably recruit, retain, and recognize talented staff.

The Leadership Team conducted 2019 Performance Evaluations following the review and update of the evaluation tool. All staff completed an Employee Work Assessment self-evaluation.

Managers and supervisors completed the evaluation forms for their teams. All new hires will receive a 6-month review. Following completion of the annual process this winter, staff will receive a mid-year review in July/August for their 2020 goals.

Staff developed a Remote Work/Telecommuting Policy and Agreement to formalize our Work from Home practice and procedures in 2019. Formalizing the request and agreement process helped staff clearly define remote work schedules, work expectations, check-in and communication processes, as well as to set a timeframe for remote work privilege. We were grateful to have completed this foundation work prior to the shelter-in-place order following the 2020 pandemic, when all staff scaled their duties/tasks to the remote work environment for at least a period of 3 months.

Libraries in the region are bracing for the impact of the gradual increase to the state minimum wage over the next 6 years. The minimum wage will increase incrementally from $8.25 to $15 by Jan 1, 2025. To meet this requirement, our positions need to meet minimum thresholds for new hires while also making concessions for wage compression when the salary gap between a new hire and an experienced employee narrows. Administrative staff began preparing a plan for implementing this initiative with peer and legal counsel, noting that some area libraries are already administering supplemental, across-the-board increases as well as adjusting their overall salary grade scale by a percentage to address the potential gap for fairness and equity. Minimum wage was established at $10/hour on July 1, 2020. WPL currently does not have any positions that start at less than $10/hour. Human Resources Manager Michael Boone participated in a seminar in June through HR Source to explore ways to prepare for the incremental increase(s). Staff continues to evaluate these trends to ensure our compensation plan and pay grades are appropriately aligned to accept the increases.

The Library participated in the annual LACONI Salary & Fringe Benefits surveys. The compiled results are available to all participating libraries. The data results from the survey are a valuable benchmarking tool to compare our salaries and benefits and see where they fall within other neighboring libraries, ensuring that we are aware of trends and remain competitive in the local library labor market.

Objective 4.3: By October 2019, implement emerging technologies and provide curated digital resources to improve the user experience.

Adult Services librarians recently launched our Book a Librarian service. Patrons can fill out an online form stating what help they need and a librarian will either call or video conference with the patron. The full-time librarians have been calling patrons and our patrons have been excited to connect with us. Staff continue to serve across a wide variety of channels including chat, email, text messaging, phone call, and video conferencing.

Our full-time and part-time staff have been consistently communicating as we assign tasks for our staff to perform from home to better promote our resources and serve our patrons. Managers have been exploring each staff member's strengths and will continue to assign appropriate tasks. For example, part-time librarian Suzanne Arist has been using Creative Bug to make macramé wall hangings which helps to highlight the outcomes of this database for patrons.

Objective 4.4: By December 2019, equip staff with professional development tools and leadership opportunities, and support individual paths for career growth

In December of 2019, Adult Services Manager Jill McKeown completed the Charmm'd Leadership Academy first year series. This was a year-long program for up and coming leaders to learn leadership skills and techniques from others in nearby communities in leadership positions. The program utilizes the DISC method as a base for understanding communication styles. The training includes topics such as: Anatomy of Ethical Decision Making, The Art of Authentic Communication, Crucial Conversations, and Putting Principles into Practice. In 2020, Jill continued the second year of the Academy. Participants meet every other month to discuss real-life situations of conflict in their own workplaces and how to resolve them using knowledge gained in the 2019 session.

Andrea Vaughn Johnson attended the American Library Association Midwinter Meeting in Philadelphia, PA January 24-26. She attended the Leadership and Association for Library Service to Children (ALSC) meeting in which association news and announcements were presented. Attendees were walked through exercises and discussions about successfully dealing with change in an organization. She also attended the first meeting of the 2021 Sibert Medal committee. This national team of librarians will evaluate and select the most distinguished informational books for children published for children in 2020.

Ruth Bell attended the Opening Minds: Early Childhood Education Conference in Chicago 1/29-1/31. She attended presentations on current practices in early childhood development including social justice, mindfulness, tinkering/STEM, nature play, and dialogic reading.

Director Auston attended the Public Library Association Conference in Nashville, TN February 25-29. For staff who were interested in attending but couldn't go, PLA offered members the ability to listen and view some of their programming sessions via live teleconference. On February 27 and 28, staff met in the Board Room where they could watch sessions on the TV throughout the day. Some of the topics covered included: "Bringing Technology & Arts Programming to Senior Adults" and "Creating a Diverse, Patron-Driven Collection". We had approximately 12 employees attend sessions throughout both days. Feedback was very positive and despite a few technical issues, both days ran smoothly. We are hoping that PLA continues this option in the future.

Diane dos Santos, Susan Kaplan-Toch, and Andrea Vaughn Johnson attended webinars during the Public Library Association Virtual Conference on February 27 and 28, 2020. Diane attended a stimulating program Part Playground, Part Laboratory: Building New Ideas at Your Library, about "concept libraries" and how they test new concepts in library service. Andrea attended the Programming for All Abilities program which described several program ideas that welcome and accommodate people with disabilities. Topics covered included visual schedules, appropriate language, and activity ideas. Susan attended Bringing Technology and Arts Programming to Senior Adults and brought back several ideas for serving seniors in our adult and intergenerational programs.

Jennifer Lee attended the Chicago Comic & Entertainment Expo at McCormick Place on February 28. She saw presentations on anime, cosplay, comics in librarianship, graphic novels that support social emotional learning, and new books in the Star Wars franchise.

In June, all librarians were encouraged to attend the American Librarian Association Annual Conference, regardless of how many hours they worked at the library. Over half of the Adult and Youth Services teams took webinars and presentations on such subjects as #ownvoices, aiding seniors during a crisis, EDI programs, Intellectual Freedom, and more. This enabled staff to enhance their education and knowledge of library issues from a diverse group of educators, thereby bringing that knowledge to the Wilmette community.

Objective 4.5: By January 2021, implement interior space plan with a commitment to sustainable practices.

2020 Pandemic Response Initiatives

Most of May was focused on planning and preparing the Library to welcome staff back to the building from a nearly 3-month shutdown and remote work environment, and to begin preparing the building for the public within established health and safety guidelines.

Building maintenance continued and flourished during the closure. All work in the building was performed by staff and technicians with appropriately stringent guidelines (including face coverings, “social distancing,” hand washing, disinfecting wipes, and other steps to promote health and safety).

We continued painting walls and door frames in highly trafficked areas, including: the Youth Program Room, the fiction and genre fiction rooms, first floor back hallway by the public restrooms, second floor common hallways, elevator waiting areas, workrooms, study rooms, Books Down Under, and the staff locker room. We also finished painting the exterior stucco portions of the building.

Soil boring tests were performed in the parking lot to help determine why certain areas of the lot are developing ruts. This research has helped us prepare for scheduled maintenance of the lot in the next year.

We cleaned and in-filled some of our damaged interior wood surfaces, particularly on railings, columns, and public service desks.

We continued exploring how to add new equipment to our building automation system software to help us better perform proactive diagnostics and troubleshooting in the future. The geothermal, snow melt, and variable refrigerant flow systems are currently not connected to our main automation system.

Spring grounds maintenance resumed as our landscaping contractor refreshed the gardens, planters, and lawns. In May we installed a small section of bluestone on the southwest corner of the main entry plaza where patrons approaching from the intersection of Park and Wilmette Avenues had been cutting the corner, trampling the grass, and creating a muddy situation.

The Engberg Anderson long range Capital Reserve Study project was completed in Summer 2020. The report was shared and discussed with the Board and consultant at a Special Meeting in August, and will help the Library to better prioritize and maintain the building and grounds for decades to come.

We completed the professional digitization and organization/description of our collection of historical building drawings. The project results in an online tool that both staff and future architects and engineers can use to better plan for and maintain the building.

On May 15, Michael Boone attended a "Re-Opening The Workplace" webinar hosted by HR Source that addressed pre-opening preparations such as: workplace audits to ensure proper social distancing, assessing Personal Protective Equipment (PPE) inventory to ensure sufficient quantities of face coverings and gloves, and guidelines to ensure that staff are properly trained on how to put on, take off, and properly store PPE. Here are some of the entirely new documents and protocols we put together to help protect health and safety for all:

• **Safety Protocol Guide** - Based on recommended guidelines by the Centers for Disease Control (CDC), we prepared a document outlining expected safety practices and protocols for staff to follow while working in the Library:

- Physical Space & Social Distancing – we reiterated the importance of maintaining a 6 feet distance from other co-workers (and the public) at all times (when possible), limiting elevator usage to 1 person, as well as meal and bathroom assignments.
- PPE – we set expectations for wearing face coverings and gloves, addressed proper fit and care, and provided a videos demonstrating the recommended way to put on, remove, and store your face coverings.
- Hygiene & Cleaning Protocols – we reinforced the importance of frequent and consistent handwashing and we set protocols for cleaning personal workstations.

• **Health Screening Checklist & COVID-19 Reference Guides** - We put together reference materials addressing various "What if" scenarios that involved testing positive for COVID-19, experiencing symptoms, or exposure to someone who tested positive or is experiencing symptoms:

- Employee Health Self-Checklist – A daily checklist for employees to review before they report to work, asking a series of questions regarding symptoms associated with COVID-19, and questions regarding potential exposure. Based on their answers, employees may need to contact their supervisor and HR to determine whether or not they need to stay home and self-quarantine.
- Positive COVID-19 Test – A quick reference flyer that outlines steps an employee needs to take if they should receive a positive COVID-19 test result.
- Manager COVID-19 Reference Guide – A reference tool for managers to follow should an employee report a positive COVID-19 test result. This covers protocols for Contact Tracing as well as cleaning protocols and communication procedures to impacted staff members.
- COVID-19 Exposure Flowchart – A quick reference tool that, based on CDC recommended guidelines, addresses when an employee should either self-quarantine or self-monitor their health when potentially exposed to someone who has either tested positive, is getting tested, or is experiencing symptoms.

- **Policy**

  Employee Expense Reimbursement – In accordance with the Illinois Wage Payment & Collections Act, we enacted a policy to reimburse staff who were required to work from home during our shutdown for a monthly stipend for partial payment of their personal internet and cell phone usage. Our current Remote Work Policy states that we do not reimburse for these types of expenses as the remote work option is not mandatory or required. The monthly payout schedule is as follows:

  - Full-time Staff - $30/month
  - Part-time Staff (greater than 20 hours per week) - $20/month
  - Part-time Staff (fewer than 20 hours per week) - $10/month

5. Marketing & Communications:

Objective 5.2: Beginning November 2018, improve internal library communications and interactions across the organization.

It's no surprise that our team's communication culture was tested when it saw our highly collaborative and mutually supportive work family suddenly scattered and sheltering at home. Yet that culture has not only been sustained through this crisis, it has improved. Both seasoned and recent managers have enhanced internal coordination and inspired staff engagement through frequent emails, calls, and Zoom meetings. Departments are hosting weekly meetings, continuing cross-departmental cooperation, and promoting a spirit of togetherness despite the distance and challenges - and we're all learning along the way.

Staff implemented and began using our new Microsoft Teams software in June. This platform, including a desktop and mobile app, features collaborative document sharing and editing (without requiring the Microsoft Office suite to be installed on a given device), live chat functionality, team meetings/calls, and more. So far, this has been a great way to coordinate our reopening plans and work on projects together in real time, facilitating more timely and improved communications across departments.

Since March, the Director has hosted semi-weekly "Tea with Anthony" Zoom meetings, offering all staff an opportunity to regularly engage with one another across the organization and connect directly with Library Administration for up-to-the-minute updates. Feedback from these meetings has been positive and demonstrates how dedicated and engaged the staff of Wilmette Library are to their team, their roles, and their community.

Objective 5.4: Beginning July 2020, identify and reach out to people who are not currently aware of library services.

On March 11, Director Auston was the guest speaker at the Rotary Club of Wilmette's Regular Lunch Meeting. This was the first presentation of the library to this club in recent memory, and gave the Director an opportunity to introduce himself to a room of unfamiliar faces as well as reintroduce and update this community group's awareness of the Library's recent progress. It also afforded the opportunity for Director Auston to directly address the subject of the pandemic before a gathering of the community's elders and open the conversation about the cultural shift that was just days away.

The sudden closure of the Library on March 13 led to an overall plan to both promote our continuity of services, but also to promote the Library in general and anew. Communications have been a central part of our virtual strategy ever since, as we simultaneously promote and provide library access to patrons via our website, social media, and print communications. Staff managed a largely virtual library experience, response to the Black Lives Matter movement, Summer Reading Clubs, and the Library's move toward reopening. Each of these facets was balanced and shared on our website, social media, and email communications, and increasingly, at the building itself.

We continued to manage our Facebook, Instagram, and YouTube accounts as a place for virtual programs, official communications, community connection, and fun. The website was regularly updated to reflect our current service models, with new pages created as needed, and graphics provided by Sarah Rose. Staff worked closely with Stephen Koebel to post new webpages effectively. Our social media accounts have continued to grow, with a total of 1,031 Facebook followers on April 30 and 1,150 followers on Instagram. The growth has spiked when we have shared our accounts in our weekly emails, a practice we will continue to do going forward. We have had more engagement with our posts as well.

Our Summer Reading Clubs officially kicked off on June 8 with a direct mail piece and a dedicated page on our website. We promoted the clubs throughout the month, reminding kids and adults to read and participate in the clubs. Sarah Beth Brown worked on the website portion, including formatting reporting forms for both the kids and adult clubs, and Sarah Rose made a suite of graphics for usage throughout. We also created yard signs to promote the club and the library, which are available for the public to pick up in the library. Learn more about our clubs online: https://www.wilmettelibrary.info/events/spotlight/summer-reading-club

Throughout the summer staff worked to keep the public updated on our reopening plans, from Parking Lot Pickup in early June through our move to reopen the building at the end of the month. This work included keeping our web pages (including various FAQs) up-to-date; providing signage on the building to keep patrons aware of Parking Lot Pickup and our virtual and in-person services; crafting social media posts to provide updates about our plan; and working with Communico to format an appointment system for Parking Lot Pickup. With a lot of information to share and details changing quickly, staff created a number of communication tools to help address frequently asked questions.

Escape for the Isolated

Dungeons & Dragons offers online realms of fantasy, adventure

By Timothy Inklebarger (https://americanlibrariesmagazine.org/authors/timothy-inklebarger/) |

November 2, 2020

(/#facebook)
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(/#print)

Illustration: Katie Wheeler

When you seek the advice of a goblin priest in the fantasy world of *Dungeons & Dragons,* beware: Instead of helping you in your quest, he might try to feed you to a tentacled monster with a taste for adventurers.

A crew of six explorers—library patrons playing as a gnome, two half-elves, two humans, and a wood elf—learned this lesson during their weekly online game, led by Greenfield (Mass.) Public Library (GPL) Assistant Jeremiah Rood.

Latest Library Links (https://americanlibrariesmagazine.org/links/)

29m

(https://americanlibrariesmagazine.org/wp-content/uploads/2020/11/suffragepicket.j
National Woman's Party said earlier this month that it was donating a large collection of artifacts, many from the Belmont-Paul Women's Equality National Monument in Washington, to the Library of Congress and the National Park Service. The artifacts are "the materials that the National Woman's Party and its predecessor organization, the Congressional Union, assembled as their work, as part of how they demonstrated, how they fought for women's rights," according to Kristen Hammerstrom, the site's collections manager.

Washington Post, Oct. 25

AL Live

(http://americanlibrarieslive.org/)

(https://americanlibrariesmagazine.org/al-live/)

Spoiler alert: The adventurers went on to slaughter the monster, as well as the campaign's goblin king, before reaching the forgotten dwarf mine they were looking for, says Rood. As "dungeon master," he guides the players and sets the parameters of the game.

Rood, who launched GPL's program in June, joins a growing community of Dungeons & Dragons enthusiasts who are connecting through virtual library programs. Unlike libraries that transitioned their *Dungeons & Dragons* games from meetups at the library to online, Rood began holding virtual games during the pandemic as an inexpensive way to bring people together.

"I think what people miss in this time and what a library can offer is community," he says. "I don't think they need more stuff to do. They need more ways to interact."

The dungeon is open

Librarians who run *Dungeons & Dragons* programs emphasize the low-cost nature of the game and others like it. Krista Hutley, teen and adult librarian at Wilmette (Ill.) Public Library (WPL), has been holding games on a weekly, rather than monthly, basis since the pandemic lockdowns began for a fraction of the usual expense, she says. That's mainly because online gatherings don't require her to buy food for the participants.

"My cost for *Dungeons & Dragons* in person was all pizza," she says. "If you think about it, on average, I had 15 to 20 players once a month plus dungeon masters and myself—it was expensive. The games themselves were not."

Librarians typically use some combination of Zoom, Google Hangouts, and Discord to communicate during the games; some also use the online gaming platform Roll20, which offers shared maps and other features. Librarians also might consider using the Discord bot Avrae to perform the often burdensome mathematical calculations that follow each roll of the dice.

Platform ease of use is among librarians' top considerations, since games typically last between an hour and a half and three hours. After all, the more time you spend getting patrons logged in online, the less time everyone has to fight monsters.

Some librarians have made it even easier for patrons. Kathleen Uy, adult and teen librarian at White Oak Library (WOL) in Silver Spring, Maryland, uses the share-screen function on Zoom to display her Roll20 account, which makes it easier for participants to play the game. “I didn’t want patrons to have the added burden of having to create [their own] Roll20 accounts,” she says.

Mastering your domain

While Dungeons & Dragons’ low cost and popularity among teens make it an attractive program, librarians who are new to the game—particularly those who choose to serve as dungeon master—do face a learning curve.

(https://americanlibrariesmagazine.org/wp-content/uploads/2020/10/dnd-1.jpg)

Illustration: Katie Wheeler

Zoë DiGiorgio, library associate at Harford County (Md.) Public Library, says she had played *Dungeons & Dragons* only outside of work prior to becoming a dungeon master for the library. Even with her knowledge of the game, she describes leading an adventure as a learning experience.

“Becoming a dungeon master is tricky because there’s no one way to do it,” she says, noting the preparation it takes to learn the rules of the game.

She says the game can be a challenge to learn from an organizer’s perspective because you must understand the complex character sheets that define the players’ various traits. Dungeon masters also guide the narrative flow of the game, setting its pace and providing feedback to players.

That said, in some ways, operating in a digital environment is easier, she says. Working at a computer during the games allows her to quickly look up answers to players’ questions, and she’s found that younger kids are better behaved in the virtual world. “They know this environment now, and they’re really comfortable with it,” DiGiorgio says.

Libraries can also get their programs up and running online faster through collaboration with other libraries, she adds. Her library works with a staff member from another branch who serves as a game moderator—different from a dungeon master—and handles tech issues that arise during the games. “The moderator … can jump in and triage problems,” DiGiorgio says.

DiGiorgio advises finding a system that’s comfortable and suggests keeping notes explaining the process for later reference. She points out that it’s not hard to find blog posts and online videos that explain how to use Discord and other programs. “You don’t have to reinvent the wheel,” she says.

A new audience

Not only is *Dungeons & Dragons* attracting teens to the library, it’s also gaining the attention of younger middle-school students and adult patrons.

Arra Katona, teen services coordinator at Belmar Library in Lakewood, Colorado, says her library’s *Dungeons & Dragons* program was already in place prior to the pandemic, which made it easier to transition to an online environment. Its program has been so popular that the library holds two sessions every Saturday —one for beginning players and another for advanced.

The games at Belmar are for patrons ages 11–18, but one player participates with her father. Katona wouldn’t normally allow a parent to join but allows it in this case because he often coaches other players.

Meanwhile, WPL’s program is for grades 7–12. “I wanted to do that because our high school has a pretty big *Dungeons & Dragons* club that meets weekly,” Hutley says. She chose to include the high school age bracket to attract older students who could serve as dungeon masters. She also recruited adult volunteers—who underwent background checks—to help facilitate. Hutley ultimately created two groups, one for middle school kids and another for high school students, because of the games’ popularity.

She notes that her program uses Zoom and Roll20, which might be advanced for younger kids. “Roll20 is approved for ages 13 and up. It’s a little less protected [than other platforms],” she says.

“For the younger kids, it can be too much technology for them to figure out.”

Uy, who shares WOL’s dungeon master duties with her husband, says that in her program, which she markets to middle school kids through adults, parents commonly play alongside their children. Uy says in her experience, kids under 10 or 11 years old don’t do as well with *Dungeons & Dragons*.

GPL’s program is available to anyone who wants to participate. Rood originally focused on older patrons in their 30s and 40s, promoting game nights to those who might have watched the popular Netflix series *Stranger Things* (which draws heavily on 1980s popular culture, including *Dungeons & Dragons*).

“I thought we’d target people who wouldn’t necessarily do this but might give it a shot; I thought we’d get bored dads, but instead we got moms,” he says, noting that all but one of his six regular players are women. Rood uses Google’s video chat platform for the games, but players use only the voice function, so they can’t see one another. “I couldn’t pick them out on the street; I know only their voices and the characters they’re playing,” he says.

The longstanding stereotype is that *Dungeons & Dragons* players are mostly white and mostly male. However, the five librarians who discussed their programs with American Libraries reported a more diverse array of participants. The beginner’s group in Colorado, for instance, is made up of mainly female players—only two of the eight are male.

(https://americanlibrariesmagazine.org/wp-content/uploads/2020/10/dnd-2.jpg)

Illustration: Katie Wheeler

Several sources say they were unaware of the racial makeup of their group’s players because many participate without appearing on video. Three of the five libraries reported that the majority of players are white with some Asian and Latinx players, while about a quarter of players at Harford County Public Library are Black or biracial. WPL’s program attracts an above-average number of LGBTQ+ teens.

What’s the endgame?

Librarians running *Dungeons & Dragons* games remotely attest to its ability to build community during this time of isolation. But the game offers more than just a social outlet. Math, storytelling, acting—players develop a variety of skills, says DiGiorgio. "They're also learning teamwork, and they gain confidence; it's a great fit for libraries," she says. "It's a good escape, but it's also a good way to connect."

Rood echoes that sentiment. "Personally, I have a 4-year-old who I love dearly, and a wife who I love dearly, but when Daddy goes down to the basement, it's his time to play *Dungeons & Dragons,*" he says with a chuckle.

The games are also about personal connection. Hutley laments the departure of one participant, a student who is headed to college. "I'm so sad, because he's written 100–200 pages of a campaign guide in that world [of *Dungeons & Dragons*]; he's telling this incredible story," she says. "It's such a wonderful game, because you can use all kinds of creativity; you can tell any kind of story you want."

For many, online role-playing games are a lifeline, says Uy, who hosts games on Saturdays and Sundays for WOL patrons. She gives up her weekends because "I know things are hard on people," she says. "Some are totally alone and not with a quarantine family."
Rood says his players never talk about the elephant in the room that has sickened and killed so many and put millions of people out of work: "These people don't really talk about COVID-19 at all."

On the best nights, he says, everyone is sitting around, trading stories, laughing, and having a great time. "If that isn't a win in these difficult times, then I'm not really sure what is. ■

TIMOTHY INKLEBARGER is a writer living in Chicago.

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11/01/2019

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 10/2019

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
Fiction	51,240	5,754	3,008	8,762	9,590	828	651	0.17	2,819
Magazines	4,040	408	511	919	919	0	0	0.23	505
Multimedia	43,854	6,085	3,093	9,178	10,185	1,007	765	0.21	2,881
Nonfiction	80,676	4,746	4,525	9,271	10,148	877	746	0.11	4,222
Online	105,245	0	0	0	0	0	0	0.00	0
Other	453	294	306	600	600	0	4	1.32	272
Teen Fiction	2,474	311	378	689	729	40	90	0.28	367
Teen Multimedia	86	8	21	29	29	0	4	0.34	19
Teen Nonfiction	339	60	79	139	148	9	18	0.41	72
Teen Online	3,439	0	0	0	0	0	0	0.00	0
Youth Fiction	40,450	11,681	10,228	21,909	22,292	383	725	0.54	9,919
Youth Magazines	510	59	0	59	59	0	0	0.12	0
Youth Multimedia	9,666	2,247	1,743	3,990	4,064	74	103	0.41	1,682
Youth Nonfiction	25,147	2,359	2,268	4,627	4,740	113	213	0.18	2,174
Youth Online	6,128	0	0	0	0	0	0	0.00	0
Youth Other	37	12	11	23	23	0	0	0.62	10
Totals	373,784	34,024	26,171	60,195	63,526	3,331	3,319	0.16	24,942

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This report excludes transactions with these patron codes:
In-House Use
actions with these patron statistical Classe
Test User

11/02/2020

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 10/2020

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
Fiction	51,047	4,768	3,383	8,151	9,035	884	553	0.16	3,208
Magazines	3,366	125	212	337	337	0	3	0.10	212
Multimedia	43,905	4,564	2,804	7,368	8,213	845	687	0.17	2,633
Nonfiction	78,527	3,645	3,609	7,254	8,048	794	621	0.09	3,409
Online	108,355	0	0	0	0	0	0	0.00	0
Other	455	213	205	418	418	0	3	0.92	192
Teen Fiction	2,524	331	409	740	803	63	75	0.29	388
Teen Multimedia	95	10	36	46	48	2	4	0.48	33
Teen Nonfiction	402	63	83	146	156	10	13	0.36	83
Teen Online	3,334	0	0	0	0	0	0	0.00	0
Youth Fiction	41,979	11,466	12,290	23,756	24,338	582	1,434	0.57	11,704
Youth Magazines	733	101	217	318	318	0	0	0.43	217
Youth Multimedia	9,830	1,189	1,253	2,442	2,508	66	88	0.25	1,207
Youth Nonfiction	25,548	2,181	2,660	4,841	5,007	166	305	0.19	2,546
Youth Online	5,486	0	0	0	0	0	0	0.00	0
Youth Other	37	2	1	3	3	0	0	0.08	0
Totals	375,623	28,658	27,162	55,820	59,232	3,412	3,786	0.15	25,832

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11/01/2019

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 10/2019

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	23	11	20	31	31	0	0	1.35
Bag	329	208	261	469	469	0	0	1.43
Blu-ray	1,262	355	208	563	592	29	59	0.45
Blu-ray Hot	18	50	0	50	50	0	0	2.78
Blu-ray New	60	202	0	202	203	1	4	3.37
Book	183,561	18,151	17,828	35,979	37,220	1,241	2,058	0.20
Book Hot	1,393	1,873	230	2,103	2,103	0	0	1.51
Book New	6,360	3,796	2,096	5,892	6,747	855	327	0.93
Boxset	0	8	9	17	17	0	8	0.00
Cassette	56	0	0	0	0	0	0	0.00
CD	18,263	1,182	720	1,902	2,164	262	233	0.10
CD Audiobook	8,453	640	554	1,194	1,294	100	118	0.14
CD Audiobook New	547	272	179	451	563	112	13	0.82
CD New	351	202	83	285	362	77	2	0.81
DVD	19,208	3,770	2,336	6,106	6,443	337	377	0.32
DVD Hot	64	207	0	207	207	0	0	3.23
DVD New	399	713	96	809	933	124	20	2.03
eAudiobook	36,524	0	0	0	0	0	0	0.00
eBook	78,255	0	0	0	0	0	0	0.00
Equipment	13	2	2	4	4	0	0	0.31
eReader	4	3	0	3	3	0	0	0.75
ILL Material	63	52	12	64	64	0	4	1.02
Kit	0	5	4	9	9	0	5	0.00
Laptop	6	3	0	3	3	0	0	0.50
Large Print	7,394	343	224	567	647	80	35	0.08
Large Print New	359	206	79	285	359	74	9	0.79
Magazine	4,214	462	511	973	973	0	0	0.23
Magazine New	281	6	0	6	6	0	0	0.02
Mobile Hotspot	12	13	8	21	21	0	0	1.75
Multimedia Kit	30	1	1	2	2	0	1	0.07
Newspaper	62	1	1	2	2	0	0	0.03
ON-ORDER	1	2	0	2	2	0	0	2.00
Online Resource	33	0	0	0	0	0	0	0.00
Playaway	2,042	353	337	690	713	23	20	0.34
Playaway Audio New	92	69	37	106	121	15	2	1.15
Record	1,577	0	0	0	0	0	0	0.00
Scores / sheet music	0	1	1	2	2	0	1	0.00
Seasonal AV	132	75	0	75	75	0	0	0.57
Seasonal Book	1,176	536	5	541	541	0	5	0.46
Special Collection	100	23	5	28	28	0	5	0.28
STEAM equipment	21	4	7	11	11	0	0	0.52
STEAM Kit	16	8	4	12	12	0	0	0.75
Tablet	2	2	1	3	3	0	0	1.50
VHS	147	0	0	0	0	0	0	0.00
Videogame	881	214	312	526	527	1	13	0.60
Totals	373,784	34,024	26,171	60,195	63,526	3,331	3,319	0.16

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11/02/2020

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 10/2020

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
Activity Kit	4	0	1	1	1	0	0	0.25
AV equipment	23	9	1	10	10	0	0	0.43
Bag	356	151	199	350	350	0	0	0.98
Blu-ray	1,351	227	177	404	449	45	51	0.30
Blu-ray Hot	14	9	0	9	9	0	0	0.64
Blu-ray New	65	99	1	100	100	0	2	1.54
Book	182,822	17,285	19,807	37,092	38,662	1,570	2,685	0.20
Book Hot	1,764	1,442	227	1,669	1,670	1	0	0.95
Book New	6,164	2,832	1,906	4,738	5,519	781	263	0.77
Boxset	0	23	16	39	39	0	23	0.00
Cassette	60	0	0	0	0	0	0	0.00
Cassette Audiobook	1	0	0	0	0	0	0	0.00
CD	18,199	964	526	1,490	1,697	207	139	0.08
CD Audiobook	8,054	270	452	722	807	85	51	0.09
CD Audiobook New	397	157	96	253	312	59	5	0.64
CD New	258	96	63	159	207	48	1	0.62
CD-ROM	0	1	0	1	1	0	1	0.00
DVD	19,743	2,795	2,106	4,901	5,278	377	420	0.25
DVD Hot	116	87	0	87	87	0	0	0.75
DVD New	420	489	52	541	600	59	27	1.29
eAudiobook	42,379	0	0	0	0	0	0	0.00
eBook	74,768	0	0	0	0	0	0	0.00
Equipment	13	0	0	0	0	0	0	0.00
eReader	4	4	0	4	4	0	0	1.00
ILL Material	39	35	5	40	40	0	1	1.03
Kit	0	6	3	9	9	0	6	0.00
Laptop	6	0	0	0	0	0	0	0.00
Large Print	7,704	350	384	734	816	82	31	0.10
Large Print New	323	159	85	244	309	65	8	0.76
Magazine	4,074	228	429	657	657	0	5	0.16
Magazine New	3	0	0	0	0	0	0	0.00
Mobile Hotspot	12	11	0	11	11	0	0	0.92
Multimedia Kit	30	7	2	9	9	0	7	0.30
Newspaper	21	0	0	0	0	0	0	0.00
Online Resource	28	0	0	0	0	0	0	0.00
Playaway	2,285	220	240	460	480	20	10	0.20
Playaway Audio New	67	40	23	63	75	12	1	0.94
Record	1,577	5	0	5	5	0	0	0.00
Scores / sheet music	0	3	3	6	6	0	3	0.00
Seasonal AV	145	80	0	80	80	0	0	0.55
Seasonal Book	1,188	369	9	378	378	0	5	0.32
Special Collection	6	7	6	13	13	0	6	2.17
STEAM equipment	21	1	1	2	2	0	0	0.10
STEAM Kit	16	1	0	1	1	0	0	0.06
Tablet	2	1	0	1	1	0	0	0.50
VHS	148	1	0	1	1	0	0	0.01
Videogame	953	194	342	536	537	1	35	0.56
Totals	375,623	28,658	27,162	55,820	59,232	3,412	3,786	0.15

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Electronic Services to Patrons: July 2020 - June 2021

	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
GENERAL REFERENCE													
Children's Literature	0	0	0	0									0
Culture Grams	0	0	2	4									6
Facts on File	1	1	4	25									31
First Search	65	72	39	90									266
Gale Databases (ex. InfoTrac)*	57	180	56	58									351
Legal Forms	0	1	19	0									20
Novelist	69	36	182	111									398
PebbleGo	0	0	0	6									6
Reference USA^	482	118	129	10									739
World Book Reference Center	0	10	51	121									182
PERIODICALS													
Chicago Tribune	96	137	152	92									477
Chicago Tribune-Historical	202	216	271	120									809
Consumer Reports	104	73	92	111									380
Consumers' Checkbook	6	3	15	8									32
InfoTrac	22	6	4	20									52
Lexis Nexis	8	6	23	6									43
Morningstar	176	0	92	152									420
New York Times	108	152	98	119									477
New York Times-Historical	69	31	53	27									180
Newspapers.com	56	237	230	227									750
Press Reader	151	39	17	222									429
Proquest-Research Library	123	68	113	87									391
S&P NetAdvantage	521	155	111	0									787
Weiss Ratings	2	1	1	1									5
Zinio	1,303	1,152	1,371	1,451									5,277
GENEALOGY													
Ancestry Plus	1,975	2,308	5,065	3,515									12,863
Heritage Quest	130	147	316	77									670
HOMEWORK/STUDY													
Brainfuse	104	115	277	702									1,198

Gale Courses	2	5	1	5									13
Lynda Library	25	2	34	0									61
Mango Languages	104	95	41	24									264
Mosio - Chat/Text reference help	213	111	85	80									489
Muzzy Languages	0	0	0	0									0
Niche Academy	255	164	202	319									940
Email Reference	0	0	0	0									0
WPL Tech Classes - Attendees	0	0	0	0									0
WPL Proctored Exams	0	0	0	0									0
E-BOOKS/AV													
Cloud Library	0	0	0	0									0
Hoopla	1,534	1,497	1,481	1,535									6,047
Kanopy	967	779	770	369									2,885
Digital Library of Illinois-eBooks	7,986	7,211	6,754	6,860									28,811
Digital Library of Illinois-eAudiobooks	3,505	3,434	3,279	3,451									13,669
Recorded Books (eAudiobooks)	56	56	43	0									155
Tumblebooks	89	223	74	131									517
Appointments	0	0	0	0									0
Subtotal Librarian Interface	213	111	85	80	0	0	0	0	0	0	0	0	489
Subtotal E-Book/AV Use	14,137	13,200	12,401	12,346	0	0	0	0	0	0	0	0	52,084
Total (All)	20,566	18,841	21,547	20,136	0	0	0	0	0	0	0	0	81,090
WEB SITE													
Visits (all)	16,751	15,426	14,897	14,845									61,919
Unique Visitors	8,516	7,996	7,371	7,484									31,367
Pageviews	24,697	27,113	25,662	24,815									102,287
PowerPAC (public catalog)-Visits	12,531	12,656	11,833	12,821									49,841
Library App	642	595	915	750									2,902

#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