Wilmette Public Library Director's Report – January 17, 2023
Library Activities for November 2022 - January 2023
Anthony Auston, Director

Wilmette Public Library Receives National Recognition as a 2022 Five-Star Library

For the fourth consecutive year, Wilmette Public Library has been awarded "Five Stars" in *Library Journal*'s annual evaluation of American public libraries.

Wilmette Public Library again ranked among the top 10 libraries nationwide with annual budgets of $5M-9.9M. The library holds the highest e-material circulation (11.08 per capita) and Wi-Fi sessions (32.10 per capita) for any library in its index category. The library also excelled in physical circulation (18.00 per capita) and library visits (8.32 per capita).

"We are delighted to again receive this recognition of our commitment to excellent service," says Anthony Auston, Library Director. "The Wilmette and Kenilworth community's continued support and enthusiasm for our library inspires us to continue to reach higher. We are honored to be a valued and trusted local resource and to be nationally recognized for it."

Wilmette Public Library was among 5,359 libraries that received *LJ* index scores based on statistical performance for 2020. Of the 258 libraries to achieve star ratings, 42 were from neighboring communities across Illinois. Elmhurst, Oak Park, Elk Grove, Northbrook, Cook Memorial (Libertyville), Ela Area (Lake Zurich), Downers Grove, and Des Plaines public libraries also earned a Five Star rating. According to Library Journal's findings, Illinois is the leading state for public library service trends.

2022 marks the 15th edition of the *Library Journal* Index of Public Library Service. Analyzing data from the Institute of Museum and Library Services (IMLS) Public Library Survey (PLS), *LJ* rates libraries' by the following statistical categories: physical and e-material circulation, number of visitors, program attendance, public computer usage, Wi-Fi sessions, electronic data retrievals, and library website visits per capita.

For more information about Wilmette Public Library's Five-Star status read the full article from *Library Journal*: https://www.libraryjournal.com/story/Americas-Star-Libraries-The-LJ-Index-of-Public-Library-Service-2022

Welcome Desk & Shelving

The Welcome Desk answered 1067 phone calls in November, and 966 in December.
The Welcome Desk answered 774 reference questions in November, and 645 in December.
They provided directional assistance to 730 patrons in November, and 556 in December.
Shelving staff helped at least 40 patrons throughout the building, mostly with directional questions.

The busiest time at the Welcome Desk remains the weekend, both Saturday and Sunday, which are also our busiest days for door traffic by hour. Tuesday also continues to be quite busy, with the morning hours having the most calls and questions.

Shelving staff unpacked and put 301 interlibrary loan delivery bins through the AMH in November, and 257 bins in December. Staff weeded 17 carts of materials with the AMH in November, and another 7 carts went through weed mode in December.

Collections

Physical

During November and December, the Library of Things collection expanded to include the follow new additions: a White Noise Machine, a Light Therapy Lamp, an Analog-to-Digital Converter, two Ring Lights, a Digital Luggage Scale, a Pulse Oxometer, and MP3 Boombox, a Moblie Phone Clip and two MiP Robots.

Digital

Databases and eContent

The Fiscal Year is halfway through, and management of the library's databases is progressing well. There are now six months of updated usage statistics, and a nice picture is emerging that tells the story of how our patrons are interacting with Online Resources.

Some Highlights:

- Kanopy had 881 video views in December. This is the highest number of uses we've seen so far this fiscal year. On December 23rd there was a spike in usage, with 49 plays in a single day. Many of our patrons seemed to hunker down during the winter storm and turn to the library for streaming entertainment. Hoopla usage was also higher than usual this month, with 1342 circulations.
- LinkedIn Learning had 234 videos viewed in December. This is also the highest number of uses we've seen this fiscal year. Examples of courses viewed include: Tableau Essential Training, PowerPoint Tips & Tricks, Learning Dropbox, Data Visualization, and QuickBooks Online Essential Training.
- Morningstar, a financial investment research database, saw a spike in usage in November, with 404 record views. The average usage during the rest of the fiscal year is 93 views per month. NetAdvantage (S&P), another financial information product, saw a spike in December, with 466 uses. The average for this product is typically 113 uses. Patrons seem to be looking for trustworthy financial information amid a tumultuous market, especially related to inflation and a possible recession.
- Consumer Reports had 1129 page views this month, the highest this fiscal year. It is possible this usage is explained by the holiday shopping season. Patrons are looking to objective, trustworthy ratings on products before purchasing gifts.

OverDrive

November:
    12,823 checkouts:
- 7544 eBooks (58.8%)
- 4584 eAudiobooks (35.8%)
- 695 eMagazines (5.4%)

December:
    13,059 checkouts:
- 7863 eBooks (60.2%)
- 4546 eAudiobooks (34.8%)
- 650 eMagazines (5.0%)

The top titles by checkout for November/December:
1) *Lessons in Chemistry* by Bonnie Garmus (eBook) - 101
2) *Lessons in Chemistry* by Bonnie Garmus (eAudio) - 86
3) *Horse: A Novel* by Geraldine Brooks (eBook) - 66
4) *Desert Star* by Michael Connelly (eBook) - 59
5) *It Starts With Us* by Colleen Hoover (eBook) - 59
6) *Our Missing Hearts* by Celeste Ng (eAudio) - 58
7) *Book Lovers* by Emily Henry (eBook) - 52
8) *Carrie Soto is Back* by Taylor Jenkins Reid (eBook) - 52

The most popular magazines were:
1) The Economist – 126
2) The New Yorker - 98
3) Us Weekly – 81
4) The New Yorker - 55

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

The total number of digital items added to the collection in 2022 is 51,599. In 2021, the library added 33,791 digital items in total.

Collection	November	December	2022 Total
eAudiobooks	470	1081	19721
eBooks	1038	1532	23577
eMagazines	48	72	703
Hoopla items	932	915	11198
Monthly total	2488	3600	**51599**

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

Collection	November	December	2022 Total
Hoopla	488	544	**7557**

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

Technical Services Statistics

Full summary of materials added in the past three months:

The total number of items added to the collection in 2022 is 28,705. In calendar year 2021, the library added a total of 29,860 items.

Collection	November	December	2022 Total
Adult Fiction	520	298	6145
Adult Non-fiction	539	409	6419
Teen Fiction	39	22	468

Teen Non-fiction	2	9	80
Youth Fiction	200	385	5948
Youth Non-fiction	44	130	1305
Adult Magazines	489	514	6118
Youth Magazines	37	27	391
Adult Multimedia	171	159	2570
Youth Multimedia	13	49	612
Other (Library of Things, etc.)	86	23	674
Monthly total	2140	2025	**28705**

Full summary of items withdrawn in the past three months:

The total of items withdrawn from the collection a in 2022 is 35,594. In 2021, the library withdrew 37,336 items.

Collection	November	December	**2022 Total**
Adult Fiction	259	159	6303
Adult Non-fiction	859	134	5685
Teen Fiction	9	1	267
Teen Non-fiction	0	0	74
Youth Fiction	442	207	4787
Youth Non-fiction	19	25	2469
Adult Magazines	367	1036	7342
Youth Magazines	4	4	390
Adult Multimedia	280	17	6347
Youth Multimedia	159	323	1891
Other	15	0	39
Monthly total	2413	1906	**35594**

Technical Services sent 56 boxes of withdrawn items to Better World Books and 10 boxes of A/V materials to Discover Books in November and December.

Circulation

Over the course of the last two months circulation staff has been preparing for our upcoming change in service model from Parking Lot Pickup to 24/7 Parking Lot Lockers. CCS created a branch for the lockers in Polaris to allow for a clear distinction for both staff and patrons when determining where they would like to pick-up their holds. Staff participated the testing of the branch in late November. The lockers arrived on December 7, and it was exciting to finally see how far we have come in a short amount of time. Nearly all circulation staff participated in a guided training two hours training from bibliotheca in mid-December. After the training, staff began building procedures, workflows, and lots of practicing with staff holds. We look forward to launching the service to the public soon!

Assistant Circulation Manager Mark Cegielski was tasked with our bi-yearly residency verification. This process uses the National Change of Address (NCOA) to confirm that library cardholders still reside within the library district. This process is completed annually to continue to offer a non-expiring card to current Wilmette and Kenilworth residents.

Circulation Manager Kim Hegelund led an in-person Networking Meet & Greet Mixer hosted by LACONI. This event welcomed circulation staff from all around Chicagoland to discuss relevant topics libraries were experiencing, explore best practices, untangle issues plaguing circulation, networking, and to catch-up with peers. This event followed the circulation roundtable from the day before at Harper College, which was attended by many west suburban libraries. Overall both meetings provided encouragement that circulation services are evolving along with many channels of services that libraries are working on to better reach their patrons.

Circulation Assistant Megan Noone has been assisting the Technical Services Department changing how the adult biographies are labeled. This is an exciting project for Megan, as they have started library school and this responsibility offers an inside look into what cataloging looks like and how it translates to end-user accessibility through the spine labels.

The ILL team continues to find innovative ways to locate hard to find materials for our patrons. Phone calls to universities for hard to find articles, information from old yearbooks, and what some describe as "the missing piece to the puzzle" in their search for information.

Circulation staff has had a very busy end of the calendar year. The weather-related closure of the library provided new ways to think of how we work to make sure patrons receive their materials, but also provided a new level of positive service. An unplanned closure has many moving pieces for circulation. We have to think of how our patrons are notified of their holds and their due dates. By being proactive in our methods it provides a much more efficient process. We partner with CCS to extend dues dates as we don't want patrons feeling that they need to return their materials on the due dates, we want them to be safe and not make an unnecessary journey to the library in inclement conditions. We extend held materials further out so patrons can come in a few days later to pick their holds up.

When we come back into the library, the process of clearing all the returns and the bins from our consortium is a big undertaking for staff and can take over half the day to complete! On the 26th of December, the book drops were overflowing and Shelving staff took the brunt of the check-ins, for a total of 2,242 items. Circulation staff processed 6 full carts of 1,213 items throughout the morning and afternoon and filled 418 holds for pickup at Wilmette. In comparison, on January 2nd there were 2,518 items, which leads us to believe that the cold snap did keep folks snuggled up with their materials for a bit longer. The undertaking that circulation staff takes on a daily basis can be compared to a duck on water, cool and calm on top, but those feet are paddling fast!

Circulation Statistics of Note for November/December

The library welcomed 2,169 new library card users this calendar year. Patrons have the ability to sign-up for a card online, in-person, through our outreach services like home delivery, schools, and organizations throughout the community. Over 66% of these new cardholders checked out physical materials since registering with us in 2022. The number of materials range from 1 to over 1,000.

Over the course of the year, 5 patrons accounted for just over 10,000 of our yearly circulation statistics! When speaking with our "super patron" who had the most checkouts this year they expressed the library is a "great resource" for their family. We have a wide variety of materials accessible to them from all over our consortium which helps them determine which books they will end up purchasing for their growing library at home.

Parking Lot Pickup
Since its inception in May of 2020, we have been able to safely and effectively connect our patrons with materials, DIY kits, program materials, and book clubs through our Parking Lot Pickup service. In 2022, we welcomed 794 appointments with 100 of them being consistent users of the service. We are excited for 2023 as we begin our change to a more convenient service model with the 24/7 Pickup Lockers.

Current and Past Circulation by Fiscal Year

	2018/2019	2019/2020	2020/2021*	2021/2022	2022/2023
July	68,740	66,182	33,804	59,462	59,742
Aug	67,729	64,303	50,795	21,368	59,932
Sept	62,444	59,292	55,261	64,184	53,587
Oct	62,202	60,195	55,820	50,538	53,994
Nov	61,400	61,307	46,631	53,720	54,850
Dec	56,962	55,668	35,822	51,141	51,452
Jan	60,403	61,130	31,822	53,798	
Feb	56,946	57,932	32,640	49,767	

March	62,305	29,435*	52,239	55,073	
April	59,323	28*	52,875	53,537	
May	59,032	87*	54,781	51,235	
June	61,772	7,422*	56,560	55,012	
Total YTD	739,258	522,981	559,050	618,835	333,557

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

Wilmette Public Library Monthly Statistics For 11/2022	
Total Checkins	**31,632**
Checkout Stations	16,882
Leap Checkout and Renewal	12,809
Total Checkouts	**29,691**
Auto-renewal	24,094
Power PAC Renewal	751
Leap Checkout and Renewal	229
Checkout Stations	85
Total Renewals	**25,159**
Number of your Library's items checked out system-wide	29,448
Holds Placed through your interface	5,578
Holds placed for/by your patrons	6,090
Holds Held	6,740
Holds Checked out	5,750
Holds Cancelled	1,148
Holds Unclaimed	410
Number Of Items Currently Out	32,137
Unexpired Patrons on file	**14,295**

Wilmette Public Library Monthly Statistics

For 12/2022	
Total Checkins	**28,429**
Checkout Stations	13,623
Leap Checkout and Renewal	12,471
Total Checkouts	**26,094**
Auto-renewal	24,322
Power PAC Renewal	609
Leap Checkout and Renewal	244
Checkout Stations	183
Total Renewals	**25,328**
Number of your Library's items checked out system-wide	25,932
Holds Placed through your interface	5,594
Holds placed for/by your patrons	5,814
Holds Held	6,451
Holds Checked out	5,708
Holds Cancelled	1,115
Holds Unclaimed	0
Number Of Items Currently Out	31,249
Unexpired Patrons on file	**14,283**

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

Adult and Teen Services

November/December Programs

Program	Name	Attendance
11/2: Find and Keep Great Employees	John Amundsen	5
11/8: Classics & Contemporary Book Discussion: *American Indian Stories*	Rachel Garcia and Katy Jacob	9
11/16: LWV/WPL Book Group: Banned Books	Rachel Garcia	6
11/17: Bring Your Own Book Club	Katy Jacob	1

11/30: Murder We Read: *Murder on the Red River*	Katy Jacob	1
11/10: Free Play All Day	Krista Hutley	5
11/14: MakerCorp	Krista Hutley	2
11/16: Girls in STEM	Krista Hutley	6
11/19: D&D,	Krista Hutley	2
November Teen Take & Make	Krista Hutley	24
11/3: Using Fold3	EvaAnne Johnson	24
11/12: Newberry Library Genealogy Resources	EvaAnne Johnson	75
12/1: Bring Your Own Book Club (Virtual)	Katy Jacob	5
12/13: Classics & Contemporary Book Discussion	Rachel Garcia & Jenny Klein	9
12/28: Murder We Read Book Discussion	Katy Jacob	1
12/1: Free Play All Day	Krista Hutley	4
12/2: Free Play All Day	Krista Hutley	2
12/5: MakerCorps	Krista Hutley and Janet Piehl	7
12/9: Teen Take & Make	Krista Hutley	24
12/10: Dungeons & Dragons	Krista Hutley	3
12/12: Teen Pizza Study Night	Krista Hutley	50+
12/19: Teen Pizza Study Night	Krista Hutley	50+

On November 1, Krista Hutley, Kim Hegelund, and Andrea Vaughn Johnson attended the New Trier Township Committee Meeting of the Whole, which focused on youth and teen services in New Trier Township. The meeting was attended by librarians, educators, and representatives from afterschool programs and social service programs in New Trier Township. Participants agreed it was a wonderful networking opportunity to meet community leaders and learn about such a variety of youth-serving organizations in the area.

On November 2, WPL partnered with Glenview, Skokie, and Evanston public libraries to present "Find & Keep Great Employees," a virtual program presented by PJ Weiland of ActionCOACH and Sarah Mitial of People Architectural Group, LLC. Weiland and Mitial discussed ways entrepreneurs can stand out from other employers, connect with qualified candidates, drive excitement about their open roles and their businesses. Out of 12 registrants of this multi-library program, five attendees registered through Wilmette.

EvaAnne Johnson partnered with the North Suburban Genealogical Society for their last program of the year, "Newberry Library's Genealogy Resources," with Newberry Librarian Matt Rutherford. Interest in this program was overwhelming, and many local residents, as well as several out-of-state researchers, tuned in to this virtual program. Eva's programs with the North Suburban Genealogical Society are always well attended and positively received by our community, and she has scheduled several more joint programs with them in the coming year.

The Wilmette/Kenilworth Chamber of Commerce had its monthly WK Power Networking Breakfast on November 10, during which Business Librarian John Amundsen spoke at length with Executive Director Jennifer Herren Gatesman and President Charles Hutchinson exploring ideas to better promote the library's business services, programs, and collections, including co-hosting virtual programs on our research resources and events hosted in the library. Charles and Jennifer also agreed to submit a guest post to the Strictly Business blog. John also connected with realtor Ali Wenzke, who offered to put out the word about SCORE mentoring to her local network. In addition to her real estate practice, Ali is a nationally published author of *The Art of Happy Moving,* which we have in our collection (and most other CCS libraries).

Small business mentoring from SCORE, the volunteer mentoring initiative from the Small Business Administration, continues to stimulate interest from our local entrepreneurial community, especially following promotion of the service in the weekly e-newsletter and the *Strictly Business* quarterly e-newsletter. John Amundsen has been working closely with our local mentor Mark Lieberman, who had four in-library mentoring appointments with early-stage entrepreneurs.

Over the course of 2022, the *Strictly Business* e-newsletter mailing list has increased by 40 subscribers to 277, an increase of 17% since its launch a year ago. The e-newsletter features guest blog posts from contributors in the business community, upcoming business-focused programs, as well as the latest books, periodicals, and databases.

John Amundsen worked with Wilmette/Kenilworth Chamber of Commerce President Charles Hutchinson, Peter Hansen of BVM Publishing, and library administration to place an article he wrote highlighting the library's business services in the December 2022 issue of *Wilmette Living* magazine. The magazine is distributed to households throughout the district. His contribution to the magazine is appended to this report.

In November, we hosted our first in-person Classics & Contemporary Book Discussion since the pandemic began. Librarians Rachel Garcia and Katy Jacob led a discussion of *American Indian*

Stories by Zitkala Sa. Everyone in attendance enjoyed the discussion and were happy that we were back in the building.

The League of Women Voters and WPL Book Group for November featured a discussion on banned books. Librarian Rachel Garcia gave a short presentation on censorship, how and why some people challenge books, as well as the current state of book banning in schools and libraries. Afterwards, attendees participated in a discussion on why the freedom to read is essential to communities. Two attendees asked for Rachel's presentation and handout. A special thank you to Youth Librarian Eti Berland for sharing some excellent resources that Rachel was able to use and share. Attendees from The League of Women Voters requested that we repeat the program in the spring.

December marked the end of the Wilmette 150 celebrations and the Village's Sesquicentennial Planning Committee. EvaAnne Johnson was recognized for her role in the Wilmette 150 festivities during the Wilmette Village Board meeting on December 13. The library participated in many of the Wilmette 150 celebrations, including Winterfest in February, the Block Party in September, and displaying art and photographs in the auditorium, offered several Wilmette 150-related programs at the library, and collaborated with the Wilmette Historical Museum to complete the Voices of Wilmette Oral History Project. EvaAnne was given several Wilmette 150 items that will be displayed in the Local History Room in the near future.

Teen Pizza Study Nights were back for the first time since January 2020, and they were a big hit. High school students showed up in big numbers for both nights (one for Loyola Academy finals and one for New Trier finals), and many expressed their thanks for the pizza break. Special thanks for Safety Coordinator Jim Kaspari for being a huge help both nights, even coming in on a scheduled day off to help out.

Krista Hutley is officially the manager of the Young Adult Services Forum (a group of YA-focused member library staff in the Illinois Library Association) from November 1 - October 31, 2023.

Youth Services

Families in Hibbard Park can stroll through our Winter StoryWalk! *Ten Ways to Hear the Snow* by Cathy Camper is a layered exploration of mindfulness, empathy, and what we realize when the world gets quiet.

Preschool Outreach Librarian Ruth Bell made 15 storytime visits to area preschools in November serving a total of 193 children and teachers. In December, she made 8 deliveries to our partner preschools.

On November 17, Youth Services School Engagement Librarian Eti Berland and Youth Services Manager Andrea Vaughn Johnson met with District 39's librarians to discuss our partnership and future projects.

Youth Services Programs

Youth Services presented 45 programs in November that were attended by 1,416 patrons.

Date	Title	Attendance
11/1	Family Storytime	29
11/1	Family Storytime	10
11/1	Big Kid Storytime	3
11/1	Chinese for Families (Virtual)	0
11/2	Family Storytime	38
11/2	Family Storytime	30
11/3	Babytime	50
11/3	K-9 Reading Buddies	12
11/4	Little Dabblers	46
11/4	Lego Club	21
11/5	Wiggleworms Party	59
11/6	Chess Club	13
11/8	Family Storytime	44
11/8	Family Storytime	23
11/8	Big Kid Storytime	10
11/8	Intro to American Sign Language	4
11/9	Family Storytime	46
11/9	Family Storytime	34
11/10	Babytime	54
11/10	Art for Big Feelings	10
11/10	2nd & 3rd Grade Book Club	8
11/11	Little Dabblers	68
11/12	Mandarin-English Bilingual Storytime	18
11/14	Maker Corps: 3D Snowflake Design	2
11/15	Family Storytime	35
11/15	Family Storytime	29
11/15	Big Kid Storytime	7
11/16	Family Storytime	37
11/16	Family Storytime	46
11/16	STEAM Lab: Forensic Science	10
11/16	Graphic Novel Book Club	6
11/17	Babytime	57
11/17	Illustrators' Club	14
11/18	Little Dabblers	50
11/18	Marble Run	25

Date	Title	Attendance
11/19	Little Play Cafe	52
11/19	Secret Gift Workshop	18
11/19	Secret Gift Workshop	19
11/20	Chess Club	17
11/23	Wiggleworms Party!	118
11/26	Little Play Cafe	38
11/29	Family Storytime	37
11/29	Family Storytime	45
11/29	Big Kid Storytime	10
11/30	Family Storytime	58
11/30	Family Storytime	50
11/30	Pajama Storytime	6

Youth Services presented 37 programs in December that were attended by 1,158 patrons.

Date	Title	Attendance
12/1	Babytime	49
12/1	K-9 Reading Buddies	12
12/2	Little Dabblers	40
12/2	Lego Club	19
12/3	Mandarin-English Bilingual Storytime	16
12/4	Chess Club	1
12/5	Storytelling Club	5
12/5	Maker Corps: Metal Stamped Jewelry	5
12/6	Family Storytime	38
12/6	Family Storytime	58
12/6	Big Kid Storytime	14
12/7	Family Storytime	48
12/7	Family Storytime	49
12/7	STEAM Lab: Forensic Science	22
12/8	Babytime	52
12/8	Art for Big Feelings	16
12/9	Little Dabblers	48
12/10	Wiggleworms Party!	63
12/11	Storytelling Performance	5
12/13	Family Storytime	47
12/13	Family Storytime	55
12/13	Big Kid Storytime	18
12/14	Family Storytime	41
12/14	Family Storytime	38
12/14	Graphic Novel Book Club	8
12/15	Babytime	64
12/15	Illustrators' Club	12
12/15	2nd and 3rd Grade Book Club	6

12/16	Little Dabblers	51
12/17	Little Play Cafe	45
12/17	Secret Gift Workshop	18
12/17	Secret Gift Workshop	19
12/18	Chess Club	15
12/20	Tree Cookie Decorations (2-4)	18
12/20	Tree Cookie Decorations (5-8)	18
12/21	Wiggleworms Party!	122
12/28	Pajama Storytime (Virtual)	3

Maker Programming

In November, we hosted 18 Maker Appointments attended by 60 kids, teens, and adults. In December, we hosted 22 Maker Appointments which were attended by 58 patrons. Appointments are currently 1.5 hours long and to accommodate more requests, two groups of patrons can sign up for each time slot.

At the library entrance patrons encountered our Maker Garden. In November, we were weaving with willow branches and in December, Maker Librarian Janet Piehl constructed a glowing Solstice log.

Special Projects

We're excited to introduce a new initiative, Let's Learn Together, which will help families engage with tough topics. For our first series, we're exploring racial literacy. Let's Learn Together will give families a practical framework for talking about race with children, using programs, books, and activities. Our first Let's Learn Together program will be on Sunday, January 15, and programs will run through the winter and spring. For more information visit the library's website at: www.wilmettelibrary.info/lets-learn-together.

On December 21, staff serving on the newly formed IDEA Committee met for the first time. The IDEA Committee will support Inclusivity, Diversity, Equity, and Accessibility work at the library. Members of the IDEA Committee will support the library's goals by identifying areas where we can improve, finding the best resources and staff training, and providing feedback on library initiatives.

<u>Drop-In Activities</u>

In addition to programs led by staff and outside presenters, Youth Services also makes drop-in activities available to visitors including interactive displays, our popular Imagination Playground blue blocks (pictured below), library scavenger hunts, and more.

Visitors to the children's room are revealing a mystery image by adding pixels of color to our Stick Together poster.
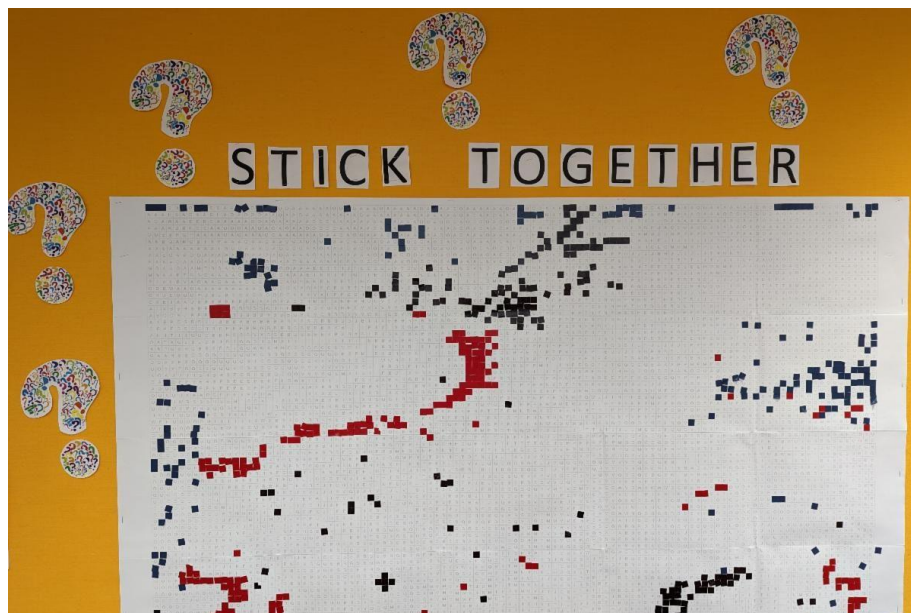
Librarians put out a rotation of early learning toys and manipulatives in the Youth Program Room when we do not have a storytime scheduled. We hosted five Drop-In Free Play times in November, serving 292 patrons, and three in December, serving 136 patrons.

202 kids added messages of gratitude to our Gratitude Tree in November. They expressed thanks for family and friends, puppies and warm blankets, school teachers, and librarians.

Dogs Win in the Voting Booth

Our community cast 384 ballots in the children's room in late October and early November. Picture books about voting, coloring pages, and a Cats or Dogs voting booth sparked conversations about voting, raising your voice, and civic engagement. Caregivers were frequently overheard talking with their kids about voting and participating themselves in the Midterm Elections. 144 votes were cast for Cats. 206 votes were cast for Dogs. (17 voted for both, so both Dogs and Cats got an additional 17 votes.) In total, Cats received 161 votes and Dogs received 223 votes.

Digital Services

November/December Programs & Classes:

- 11/8: Browser Extensions (Linnea Lundberg); 13 Attendees, Virtual
- 11/10: Google Drive (Ethan Herdrich); 11 attendees, Virtual
- 11/15: What is "The Cloud" (Ethan Herdrich); 10 attendees, Virtual
- 11/28: Exploring Archive.org (Ethan Herdrich); 5 attendees, In Person
- 11/29: Make Stickers with Silhouette Cameo (Linnea Lundberg); 5 attendees, In Person

- 12/6: Digitizing the '80s (Finn Dos Santos & Linnea Lundberg); 8 attendees, In Person
- 12/7: Creating Videos with TikTok (Ethan Herdrich); 8 attendees, In Person
- 12/8: Google Sheets Basics (Linnea Lundberg); 6 attendees, Virtual
- 12/13: Intro to Podcasting (Lauren Kelly); 8 attendees, Virtual
- 12/15: From Twitter to Mastodon (Linnea Lundberg); 8 attendees, Virtual
- 12/16: Cutting the Cable Cord (Alex Barzallo); 18 attendees, Virtual
- 12/21: 3D Printing Demo (Ethan Herdrich); 9 attendees, In Person

11/29: Making Stickers with Silhouette Cameo

12/6: Digitizing the '80s

DS staff conducted 22 one-to-one help interactions in the Technology Center.

This month, Linnea created a new program in response to the developing news about Twitter, called "From Twitter to Mastodon." This program was not in the print newsletter, but was instead promoted on the website and in eNewsletters. Eight patrons attended the program! This program showed our department can be nimble and responsive in providing information for our patrons about the complex and rapidly changing world of computers and technology.

3D Printing

In November, Digital Services launched the 3D Printing service in the Technology Center. Patrons can submit their designs through a form on the website. The new information is on our website at: https://www.wilmettelibrary.info/3dprint

Linnea Lundberg and Ethan Herdrich assembled and calibrated the printers to prepare them for action. Finn Dos Santos then assembled the enclosures, a crucial part of moving the machines into the public area of the Technology Center. Lauren crafted the web page and built the web form, while Ethan did the photography for the web page and hosted a 3D Printing Demonstration in
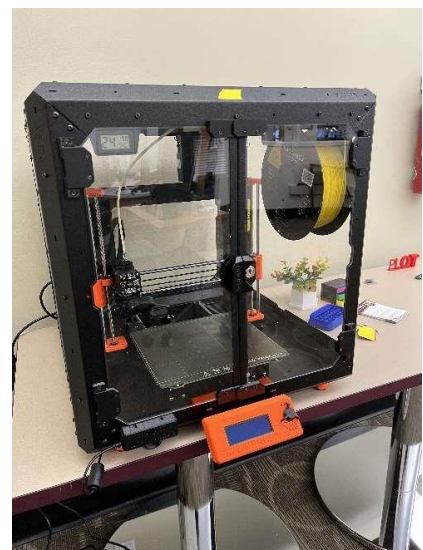
the Auditorium. The entire DS team worked together to provide this service! Additionally, Sarah Beth Brown was integral to promoting the service to our patrons, and Sarah Rose created a physical asset.

Patron Paul O. submitted a few prints right after the launch and expressed how great he thinks the service is. Paul said that the submission process "couldn't be easier," and he was so glad he no longer had to submit his jobs to Northbrook Public Library. He was also ecstatic about the quality of the prints, which were mostly small parts for home repair projects he designed himself in a 3D modeling software.

- November Submissions: 2
- December Submissions: 39

Communications and Events

November Programs

Virtual
- 11/7: Opera Lovers Lecture Corps: Verdi's Don Carlos; 16 patrons
- 11/8: At Home Film Series: The Cherokee Word for Water; 5 patrons
- 11/15: Carl Fabergé and His Jewelry Workshop with Olga Cardamone; **56 patrons**
- 11/16: An Evening with Caitlin Doughty with Illinois Libraries Present; 24 patrons
- 11/21: Betty White: A Lifetime of Laughter with Dr. Annette Bochenek; **57 patrons**

In-Person
- 11/3: Armchair Travels: Cuisine Quest: Southeast Asia and India with Brian Michalski; 10 patrons
- 11/11: Jeanne Becker Trio- Friday Night Jazz Concert; 38 patrons
- 11/14: Building Safer Communities Together with Wilmette Police Department; 26 patrons
- 11/17: Armchair Travels: Video tour of Delhi, Rajasthan, and Agra; 8 patrons
- 11/17: International Film Screening: *Ilo ILo*; 5 patrons
- 11/29: A Circumnavigator's View: The Gorillas of Rwanda with Dr. Virginia Mullin; 22 patrons

December Programs

Virtual
- 12/5 Armchair Travels: A Trip to Dubai and Abu Dhabi with Jeff Klapes; **45 patrons**
- 12/8 Adult Take & Make: Gift Wrapping Techniques using Creativebug; 20 patrons
- 12/12 Armchair Travels: Iceland: Exploring the Land of Fire and Ice with Alison Newberry and Matt Sparapani; 36 patrons
- 12/12 Update on Antisemitism in America with Sarah van Loon, the Chicago regional

director of the American Jewish Committee

- 12/13 Midwest Baking with Shauna Sever, Illinois Libraries Present; 25 patrons
- 12/13 At Home Film Series: Far From the Tree; 6 patrons
- 12/19 Retro Holiday Candies with Chef Kristyn of Mealtime Memories; 25 patrons

In-Person

- 12/1 Armchair Travels: Kauai, Hawaii with Barbara Sugden and Ron Vargason; 20 patrons
- 12/15 Armchair Travels: The Isles of Galapagos with Judy Bock; 16 patrons
- 12/15 International Film: *Glory*; 5 patrons
- 12/30 New Year's Eve Eve concert with Bobby Lewis, Andy Brown and Stewart Miller Jazz Trio; **95 patrons**

A jam-packed end of the programming year in our department! We were thrilled to host our annual New Year's Eve Eve Concert, which has been a staple of our calendar for more than a decade. It was a great way to wrap up a truly great year of programs at the library. Attendance numbers have returned to our pre-pandemic levels, and we are offering more events than ever now that we offer both in-person and virtual programs, plus asynchronous hands-on kits that patrons are able to work on at home.

November/December Communications

January-March Newsletter

This issue marks the start of our second year on our current newsletter schedule, where we run a 3 month issue in the winter. A great deal of coordination goes into getting three months of content ready in advance, from our programmers preparing more events, to increased graphics, to a greater focus on services in addition to our programming calendar. In this issue, we promoted the Winter Reading Club, announced our "5 Star Library" recognition, highlighted books in celebration of Black History Month in February, introduced the Let's Learn Together initiative, and much more. The issue went to print in mid-December and was in homes by December 27. This issue, which runs 16 pages, takes about 6 weeks to produce and involves considerable writing and multiple rounds of editing. It's always exciting to see it reach homes and program registrations begin!
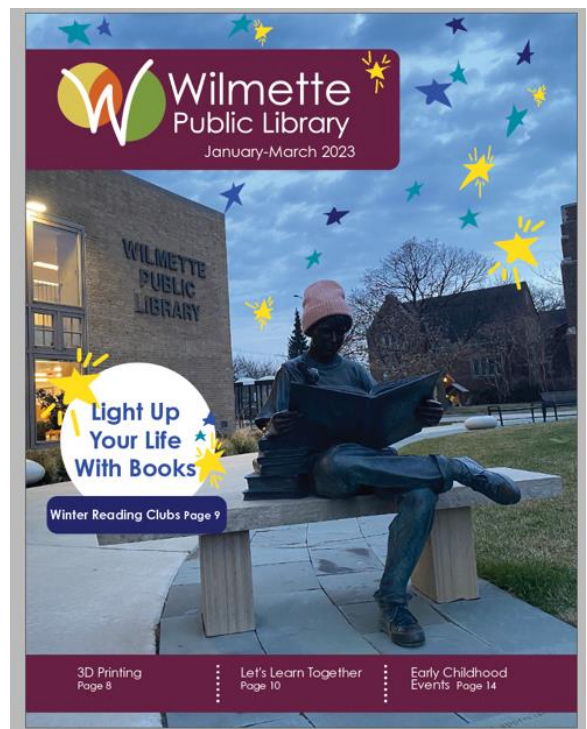
Winter Reading Club

In support of the Adult and Youth Services department, Sarah and Sarah Beth worked on a suite of graphics and promotions for this year's Winter Reading Club theme, Light Up Your Life With Books. Sarah designed a beautiful set of graphics, and Sarah Beth created print and online promotions, including reporting forms for adults and teens and an updated web page.

Let's Learn Together

Sarah Beth worked with Sarah Jo to help create language and promotions for our new Let's Learn Together initiative. Sarah created a bold and attractive brand for this initiative, and Sarah Beth put together a booklet that will be included in the LLT kits that Sarah Jo created. We also created content for our website, with a new landing page for the initiative that will grow as content is added for the series (https://www.wilmettelibrary.info/lets-learn-together). We are very excited about this new initiative and can't wait to see how it rolls out in the new year!

***Library Journal* 5-Star Announcement**

We were once again thrilled to be able to share the news of our 5-star recognition with the Wilmette community. We prepared graphics, a press release, a blog post on our website (https://www.wilmettelibrary.info/posts/wilmette-public-library-receives-national-recognition-five-star-library), and an email newsletter with information about the *Library Journal* stars, and what it means to receive a 5-star recognition. Lydia and Sarah both worked on this project, with Lydia writing the press release and Sarah creating dynamic graphics. This was a great project to close out a busy and exciting year!

In addition to these projects, we worked on other ongoing and department-specific projects:

- Sarah and Lydia worked with IT to begin migrating our digital signs in the building to the Communico software platform. They created new slides, received training on the platform, and worked on new workflows. The project has not fully transferred but both teams did considerable work in the late fall to be ready to go.
- Sarah and Sarah Beth worked with Kim on the new lockers. Sarah Beth worked on a communications plan, and Sarah worked on a vinyl wrap to brand the project. While it's too cold out now for the wrap, we are excited to have attractively branded outdoor lockers once the weather permits!
- Sarah has been designing display items for the Library of Things. This is an ongoing effort, as each item in the LoT has its own display piece, but has been a major project for Sarah, and we are excited to roll out the final product this winter.
- Lydia spent a good part of November and December learning how to use our website's content management system, and worked on a number of website projects. She created a landing page for Native American History Month, including a history of the Month, links to resources, and a collection of the library's programs. She also worked on the

landing page for the Let's Learn Together initiative, and will continue to help create and maintain pages throughout the site.

- Lydia is also working on a New Member Packet in conjunction with Kim and Sarah Beth. This is a long-term goal that we are excited to get rolling this year. Stay tuned for a final product in 2023!
- Lydia has continued to maintain our new photo archive, taking, adding, and tagging photos to make the pictures we take usable and findable, and also to make them accessible for archival purposes. This is a major ongoing project that has already made our work easier and more efficient.

In addition to the above projects, Sarah created signage for print use in the building and digital use online, nametags for staff who needed them, and updated brochures, bookmarks, and other print materials as needed by various departments.

Email, Social Media, and Communications

Email newsletter statistics from November:
- 68,214 Sends
- 1,145 clicks

Email newsletter statistics from December:
- 96,548 Sends
- 1,410 clicks

We used our email newsletters to announce the *Library Journal* 5-star recognition, introduce the community to Let's Learn Together, and announce the weather closure on December 23. The most popular clicks were for:
- An Evening With Caitlyn Doughty on November 16
- Gift Wrapping Techniques events on December 8
- Murder We Read on November 30
- Selected book recommendations in the December 21 general news email

Highlights from our Social Media

We had some great social media highlights in November and December. Lydia ran a great campaign where staff shared their favorite books from the year, and our 5 Star announcement received a lot of traction. Lydia has also been creating Stories for the library's Instagram page. These are ephemeral, so make sure to follow the library to see this great content!

A few of our more popular posts from the end of the year:

wilmettelibrary
Wilmette Public Library

View insights — Boost post

Liked by **wilmettebiz** and **44 others**

wilmettelibrary Looking for a change of pace? Work from the library! 📖 Our Periodicals Room has a great view of the library lawn and lots of natural light. Find it on... more

wilmettelibrary

View insights — Boost post

Liked by **gogreenwilmette** and **35 others**

wilmettelibrary We spy... two twinning librarians! Our youth and adult services managers Andrea and Jill were dressed alike for sweater weather.

wilmettelibrary
Wilmette Public Library

View insights — Boost post

Liked by **gogreenwilmette** and **31 others**

wilmettelibrary Which of these books sounds most interesting to you? Let us know in a comment! Check back next Thursday for more of our 2022 favorites. 📚 ... more

Wilmette Public Library is at **Wilmette Public Library**.
Published by Lydia Wpl · November 15, 2022 · Wilmette ·

Welcome to the library, Pip! 💗 Bring your baby in to Youth Services on their first visit to the library to receive a Books for Babies bag and book.

#northshoreparents #wilmette #kenilworth

| 109 | 62 | ↑ +1.2x average | Boost post |
| People reached | Engagements | Distribution score | |

Information Technology

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

Facilities and IT staff coordinated on the install of multiple new network cable and power outlet drops around the building, including Adult Services, the Teen Room, and in the Technology

Center, where staff are moving the position of the 3D printers to be more visible to patrons passing by the space.

Michael ordered a new printer for the Tech Center, which will allow patrons to print double-sided - something patrons have been requesting more recently.

Facilities and Safety

Electrical

Hy-Power Electric and Advanced Wire Solutions installed additional data and power in the following areas to following areas:

- Teen Room: lowered the TV for improved gaming, and installed updated video connections
- Adult Services: new data port for a relocated staff printer at the RA Desk
- Technology Center: new power and data for print stations, 3D printer, and staff service desk
- Facilities: new power and data for new workstation/productivity

Hy-Power also installed the power and data for the forthcoming 24/7 Lockers and public EV charging station:
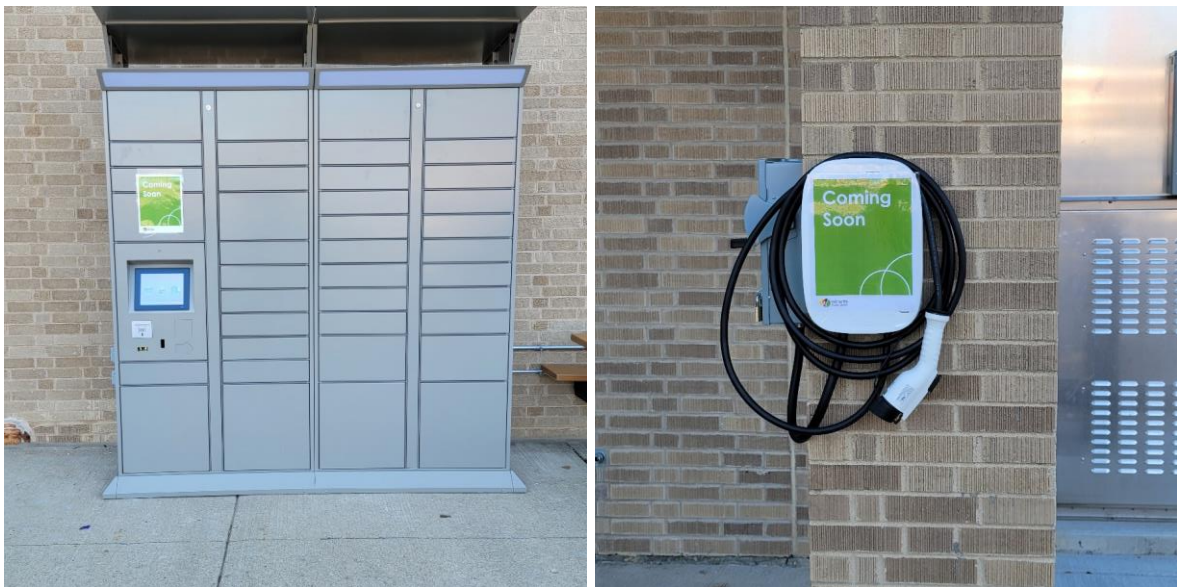
The new 24/7 lockers will launch in late January, and the new EV station will launch in February

The emergency back-up power generator that was originally installed in 1991 recently required an extensive repair due to its age. The unit has an expected service life of 40 years, but is reaching its end of life at this point. Technicians felt that this month's repair will be sufficient for the next 2 years. Staff is recommending a plan of replacement in the next budget cycle as

our building's emergency power needs have reached the capacity of our current generator. This project would be reserve fund eligible and is estimated at $60,000.

HVAC

While Hill Mechanical performed their regular preventive maintenance, they discovered the fan motor in our largest roof top unit was making noise that eventually led to a system failure the following week. This required a coordinated effort to mobilize the logistics of removing and replacing the 350lbs motor on the roof. Initially it was suggested we would need a crane and significant coordination, but after further discussion it was determined that there was a way to bring in specialized manual portable rigging equipment. This solution proved seamless and avoided us having to get a permit for street closures and the added expense of a crane. The new motor is in place has effectively extended the service life of this critical system.
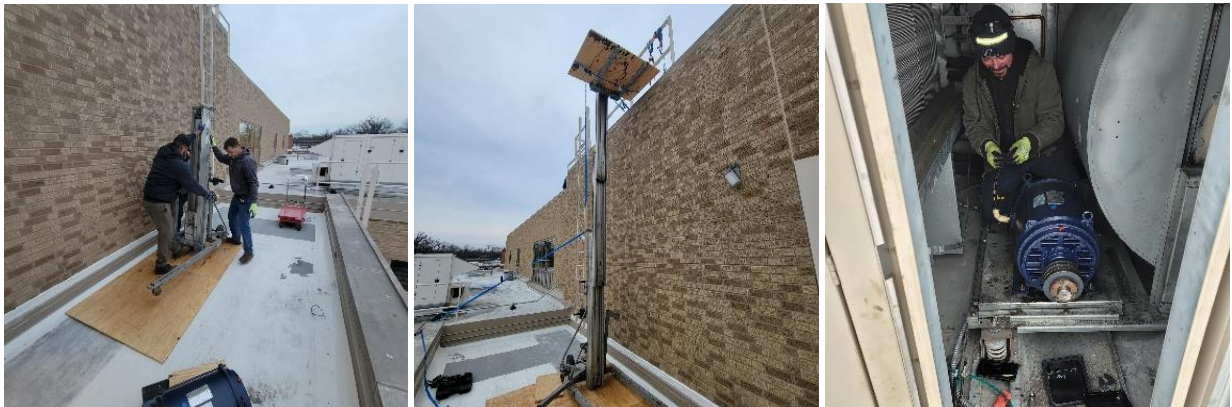
Technicians were able to use the elevator to get the motor to the third floor and rig the unit the remaining 20 feet.

Equipment

Following approval by the board in November, staff continued to evaluate the Ventrac snow removal tractor solution, including direct testimonials and testing from a current user of the implement. Staff confirmed that the tractor was the right solution for our needs and proceeded with procurement. The tractor was delivered just in time for the forecasted snowstorm Christmas weekend. It was a good opportunity to test the machine and its operation. With the snowblade attachment, the time and efficiency of clearing snow has been reduced significantly. We continue to maintain 2 smaller snow blowers for lighter snow accumulations.

Human Resources

Recruiting & Personnel

Turnover Rate 2022

Our recruiting efforts were certainly tested this last year as we saw a steady flow of turnover in staff resulting in a 14% turnover rate for the year. In total, we lost 13 staff members during this past year including 5 retirements and 8 voluntary resignations. On a positive note, we welcomed 19 new hires to the team in 2022.

Adult Services

In November, we decided to place the Adult Services Manager position on hold until after the new year. Director Auston made a few edits to the job description, and we have since reposted this position with an application deadline of February 4, 2023.

Shelving

HR Manager Michael Boone and Shelving Manager Patsy du Vuono are in the process of recruiting for two part-time Shelver positions. Both positions average out to approximately 9-10 hours per week, and will cover evening and weekend shifts. We were very fortunate that our posting received a healthy amount of applicants and we have a few interviews already scheduled.

Facilities

HR Manager Michael Boone recently posted for a Facilities Technician position. This full-time role replaces the former Facilities Engineer title, but will be responsible for the day-to-day responsibilities associated with general and preventative maintenance, and helps to ensure the building and grounds are safe and operational.

Training

EDI Training

In our continued effort to support and promote a welcoming, respectful, and safe workplace, Michael Boone has purchased a new training, **Unintentional Still Hurts: Overcoming Unconscious Bias**, which we will distribute in January of 2023. This new training raises awareness in regards to biases and micro-aggressions in the workplace, and will help staff learn how to identify and challenge those biases. This will be part of our core required training for all current and new staff.

Policy/Procedure

One Day Rest In Seven Act

The Illinois General Assembly announced changes to the One Day Rest in Seven Act that became effective January 1, 2023. They revised the definition of the time-period during which employees must have 24 hours of rest from a calendar week to a consecutive 7-day period. Under the old law, which covers non-exempt staff, employees could work 13 days in a row and not violate the act, and this change will prevent that from happening. Some scheduling changes were needed to accommodate this new change.

Family Bereavement Leave

This is an amendment to the current Child Bereavement Leave, which allows up to 10 days of unpaid leave to grieve the loss of a child. The revised law expands the definition of a qualified family member to include child, stepchild, spouse or domestic partner, sibling, parent, mother or father-in-law, grandchild, grandparent and step parent. This new definition went into effect on January 1, 2023.

<u>Staff Appreciation</u>

On Thursday, December 8, staff gathered in the Auditorium for a Staff Appreciation celebration. Staff enjoyed cake and hot cider, as well as various snacks that included gluten free and dairy free options. It was announced during this gathering that we would resume celebrating work anniversaries in the Staff Break Room on a quarterly basis again. We temporarily put this practice on hold during the pandemic. We are looking forward to once again recognizing and celebrating our staff's years of service in person.

Select Staff Meetings & Workshops

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

<u>Meetings and Webinars:</u>

11/1: New Trier Township Board Meeting of the Whole (Kim Hegelund, Krista Hutley, Andrea Vaughn Johnson)
11/2: Code Adam training video (Susan Kaplan-Toch)
11/4: LACONI Technical Services Section: Brave New World: Cataloging Books with RDA (Jessica Thomson)
11/8: *Library Journal* Jumpstart Inclusive Cataloging Webinar (Carly Stauss, Jessica Thomson)
11/10: Wilmette/Kenilworth Chamber Networking Breakfast (John Amundsen)
11/10: RAILS Business Interest Group Meeting (John Amundsen)
11/10: ILA Reporter Advisory Committee Meeting (John Amundsen)
11/10: Illinois Library Association Forum Open House (Krista Hutley)
11/10: Online with the CMC: Cataloging with an EDIA Focus (Jessica Thomson)
11/11: RAILS Technical Services Networking Meeting (Jessica Thomson)
11/15: Circulation Roundtable (Kim Hegelund)
11/15: Young Adult Services Forum meeting (Krista Hutley)
11/16: "Mayhem on a Manifest" genealogy webinar (EvaAnne Johnson)
11/16: CCS CAMM Meeting (Jessica Thomson)
11/16: DEI in Metadata Networking Meeting (Jessica Thomson)
11/17: RAILS Equity, Diversity, and Inclusion networking meeting (Jennifer Lee)
11/20: Best Fiction for Young Adults committee meeting (Krista Hutley)
11/28: Winter 2023 Librarian Preview with HarperCollins Children's Books (Jennifer Lee)
11/29: TOYS (Teen Or Youth Selectors) meeting (Jennifer Lee)
11/30: League of Women Voters Living Room Conversation (Anthony Auston, Lisa McDonald)

12/1: Library of Things Committee Meeting (Kim Hegelund, Linnea Lundberg, Janet Piehl, Jessica Thomson)
12/1: LEAP Basics for Technical Services Webinar (Carly Stauss)
12/1: Cataloging realia webinar by Illinois Heartland (Carly Stauss)

12/6: Persevering in the Face of Book Challenges, Booklist (Eti Berland)
12/8: Best Fiction for Young Adult committee meeting (Krista Hutley)
12/9: ALCTS Cataloging three-dimensional objects and kits with RDA (Carly Stauss)
12/9: CCS Technical Advisory Committee (Kim Hegelund)
12/9: Cataloging Kits Webinar by Illinois Heartland (Carly Stauss)
12/15: ALA Connect Live: Our Brave Communities: Facing Censorship Head On (Eti Berland, Sarah Jo Zaharako)
12/15: CCS Patron Access Services committee meeting (John Amundsen)
12/15: Illinois State Genealogical Society Fall Conference on-demand sessions (3 Sessions: Illinois Digital Archives Collections, Mining Newspapers for Genealogy, The Great Migration & The Midwest) (EvaAnne Johnson)
12/16: Illinois State Genealogical Society Fall Conference on-demand sessions (3 Sessions: The 1950 U.S. Census, The Pritzker Military Museum & Library Collections, and House Histories) (EvaAnne Johnson)
12/18: Best Fiction for Young Adult committee meeting (Krista Hutley)
12/19: bibliotheca Locker Training (June Bowe, Mark Cegielski, Linda Dahl, Patsy DeVuono, Kim Hegelund, Christine Hightower, Amy Jung, Kathy Kraemer, Louise Neidorf, Megan Noone, Michael Pocrnich, Rebecca Vrana-Naquin)
12/20: CCS: IT Technical Group Meeting (Christine Hightower, Michael Pocrnich)
12/20: RAILS Data in Libraries meeting (Lauren Kelly)
12/20: Random House Children's Books Spring 2023 Preview, Booklist (Jennifer Lee)
12/21: IDEA Committee Meeting (Laura Antolin, Eti Berland, Mike Boone, Patsy De Vuono, Ethan Herdrich, Christine Hightower, Krista Hutley, Katy Jacob, Andrea Vaughn Johnson, Jennifer Lee, Carly Stauss, Rebecca Vrana-Naquin, Sarah Jo Zaharako)
12/27: Meeting with CollectionHQ rep Kathie Graham (Jessica Thomson)

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Attachments:
Wilmette Living article by John Amundsen; FY22 ILLINET Interlibrary Loan and Reciprocal Borrowing Statistical Survey Report; November/December circulation statistics by item and material collections; November/December online resource statistics by title and category

By John L. Amundsen | MBA MLIS | Business Librarian Wilmette Public Library
Photo by Nancy Wagner

Wilmette Public Library wants you to know it means business.

The library has been an anchor for the villages of Wilmette and Kenilworth since 1884. Named a Library Journal 5-Star Library each year since 2020, it is beloved for its large collection of books, periodicals, and online resources, as well as events for children and adults. Now it aspires to be as renowned to the local business community.

The library's board and administration are seeking to increase awareness of its business resources by the many retailers, restaurants, professional firms, non-profits, and entrepreneurs in the area. To that end, the library established a new full-time librarian to oversee these efforts.

"We've long been a vital resource to Wilmette and Kenilworth," said the library's Executive Director Anthony Auston. "In that spirit, we want to strengthen our relationship with our thriving local business community and be responsive to their needs through outreach and our collections."

John Amundsen was hired as the library's business librarian in May 2021, becoming the primary point of contact for Wilmette and Kenilworth businesses and non-profit organizations. Over the past year, he has worked to package the library's business and financial resources, partnerships, and programming under a cohesive brand – Strictly Business @ Wilmette Public Library – that responds to the needs and goals of local business.
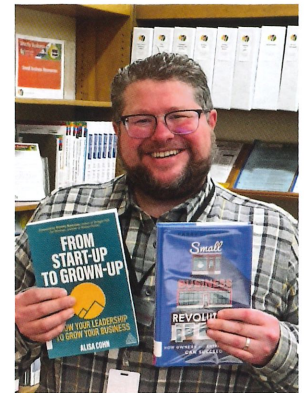
"I want all businesses in our community to know about our services," Amundsen said. "We offer so many resources that would otherwise be prohibitively expensive individually, and can work directly with business patrons to get the information they need to make decisions."

The library offers many online business resources, including Data Axle, a data research tool useful for prospecting and planning; Mergent Intellect, which provides a wealth of company and industry business intelligence; NexisUni featuring 15,000 news, business and legal sources; thousands of upskilling courses on LinkedIn Learning; and many more.

The library also features a comprehensive selection of the latest business, finance, economics, management, and entrepreneurship books, as well as periodicals and newspapers including the Harvard Business Review, Financial Times, Bloomberg Business Week, and Crain's Chicago Business.

Entrepreneurs can schedule one-on-one appointments with the business librarian for research consultations and assistance using the library's online resources. The library is also a site for free mentoring sessions with SCORE, the U.S. Small Business Administration's volunteer small business mentorship and training initiative.

Business owners and managers who run a business or non-profit organization with a physical presence in Wilmette or Kenilworth can sign up for a business library card. The business library card offers cardholders the same borrowing and online access privileges as residents.

To learn more about the library's business resources, visit wilmettelibrary.info/business or call business librarian John Amundsen at (847) 256-6954.
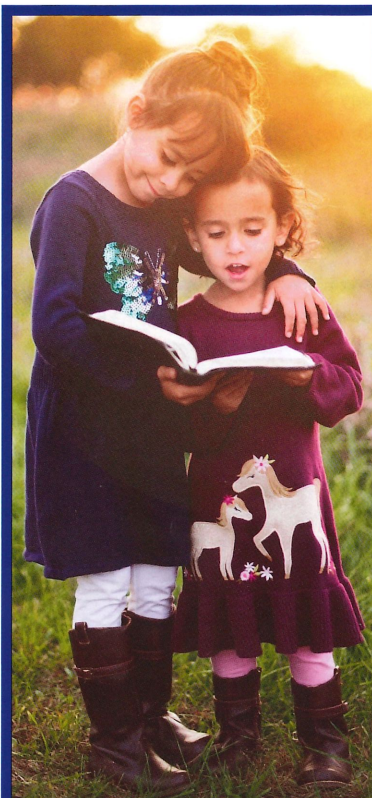
ILLINET
ILLINET INTERLIBRARY LOAN AND RECIPROCAL BORROWING STATISTICAL SURVEY

PURPOSES
The Illinois State Library, a division of the Illinois Office of the Secretary of State, is the agency responsible for the collection, comparison, and analysis of statewide interlibrary loan and reciprocal borrowing statistical data. Annually the Illinois State Library prepares and distributes the ILLINET Interlibrary Loan and Reciprocal Borrowing Statistical Survey in order to collect statewide interlibrary loan and reciprocal borrowing transaction data. The data collected is compared and analyzed for use within Illinois.

Illinois citizens are uniquely advantaged in the resource sharing model created and enhanced by Illinois libraries. The infrastructure upon which this system of resource sharing has been established is called ILLINET (The Illinois Library and Information Network). ILLINET is the cooperative multitype (academic, public, school, and special) network of Illinois libraries that work toward a common goal: optimizing resource sharing through seamless boundaries in order to provide quality service to the end user. Statewide resource sharing is further enhanced via the statewide delivery infrastructure, ILDS (The Illinois Library Delivery Service) and regional library system delivery.

The monitoring of the interlibrary loan and reciprocal borrowing traffic that flows seamlessly from library to library is paramount in measuring and evaluating the: (1) number of requests initiated, filled, and unfilled; (2) methods of requesting as borrowers and lenders; (3) impact of resource sharing options [interlibrary loan and reciprocal borrowing]; (4) effectiveness of statewide delivery; (5) trends that provide directions for addressing statewide needs, initiatives, and programs; and, (6) collaborative efforts of every individual Illinois library as a proactive partner in sharing resources throughout the multitype Illinois library community.

Fiscal Year Start Date (year-mm-dd)	2021-07-01
Fiscal Year End Date (year-mm-dd)	2022-06-30

IDENTIFICATION

1.1ISL Control #	30710
1.2ISL Branch #	00
1.3aLegal Name of Institution	Wilmette Public Library District
1.3bIf this locked question's answer has changed, then enter the updated answer here.	
1.4aMailing Address	1242 Wilmette Avenue
1.4bIf this locked question's answer has changed, then enter the updated answer here.	
1.5aFacility City	Wilmette
1.5bIf this locked question's answer has changed, then enter the updated answer here.	
1.6aFacility Zip	60091
1.6bIf this locked question's answer has changed, then enter the updated answer here.	
1.7aPhone (including area code)	8472565025
1.7bIf this locked question's answer has changed, then enter the updated answer here.	
1.8aLibrary FAX Number	8472566911
1.8bIf this locked question's answer has changed, then enter the updated answer here.	
1.9aRegional Library System	RAILS
1.9bIf this locked question's answer has changed, then enter the updated answer here.	
1.10aType of library	Public
1.10bIf this locked question's answer has changed, then enter the updated answer here.	
1.11Name of person completing this form	Louise Neidorf
1.12E-mail address	lrnddtd@wilmettelibrary.info

REQUESTS: (BORROWING)

2.1Did your library REQUEST materials through interlibrary loan?	Yes

DETAILS CONCERNING MATERIALS REQUESTED THROUGH INTERLIBRARY LOAN

2.3What was the total number of items requested by your library?	44,013

ITEMS RECEIVED VIA ILL

Estimate if necessary, details about Returnables and Non-returnables requested via Interlibrary Loan. The auto-calculate function will perform the mathematical totals for 2.6, 2.9 through 2.12. Remember to use 0 (zero, not alpha "o") as appropriate

IN-STATE

2.4Returnables	43,823
2.5Non-returnables	25
2.6TOTAL (2.4 + 2.5)	43,848

OUT-OF-STATE

2.7Returnables	151
2.8Non-returnables	14
2.9TOTAL OUT-OF-STATE (2.7 + 2.8)	165

TOTALS

2.10Total Returnables (2.4 + 2.7)	43,974
2.11Total Non-Returnables (2.5 + 2.8)	39
2.12TOTAL (2.10 + 2.11)	44,013
2.13Comments	

SUPPLYING: (LENDING)

3.1Did your library SUPPLY materials through interlibrary loan?	Yes

DETAILS CONCERNING REQUESTS RECEIVED:

3.3What was the total number of interlibrary loan requests RECEIVED by your library?	50,409

ITEMS SUPPLIED VIA ILL

Estimate if necessary, details about Returnables and Non-Returnables supplied via Interlibrary Loan. The auto-calculate function will perform the mathematical totals for 3.6, 3.9 through 3.12. Remember to use 0 (zero, not alpha "o")as appropriate.

IN-STATE

3.4Returnables	49,799
3.5Non-returnables	8
3.6TOTAL (3.4 + 3.5)	49,807

OUT-OF-STATE

3.7Returnables	558
3.8Non-returnables	14
3.9TOTAL (3.7 + 3.8)	572

TOTALS

3.10Total Returnables (3.4 + 3.7)	50,357
3.11Total Non-Returnables (3.5 + 3.8)	22
3.12TOTAL (3.10 + 3.11)	50,379
3.13Comments	

RECIPROCAL BORROWING

Reciprocal borrowing is made possible through cooperative arrangements among participating libraries and occurs when a patron physically goes to another library to borrow material.

4.1Did your library PARTICIPATE in reciprocal borrowing?	Yes
4.2If YES, report the number of materials LOANED via reciprocal borrowing.	65,223

DELIVERY

4.3Does your library utilize Illinois library delivery services: (IHLS, RAILS, or ILDS)	Yes
4.4If yes, what is the current weekly frequency of your library's delivery?	5x week
4.5Is this frequency enough to satisfy the needs of your patrons?	Yes
4.6What is your overall satisfaction level with your delivery service?	Very High
4.7Additional comments about delivery are welcomed	

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 11/2022

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
	1	0	0	0	0	0	0	0.00	0
Fiction	47,941	4,760	2,931	7,691	8,425	734	633	0.16	2,764
Magazines	5,057	156	392	548	548	0	0	0.11	391
Multimedia	38,325	3,680	2,061	5,741	6,363	622	753	0.15	1,845
Nonfiction	69,365	3,778	4,135	7,913	8,776	863	677	0.11	3,884
Online	140,862	0	0	0	0	0	0	0.00	0
Other	676	800	291	1,091	1,092	1	1	1.61	269
Teen Fiction	2,729	303	412	715	746	31	91	0.26	388
Teen Multimedia	60	7	8	15	16	1	2	0.25	6
Teen Nonfiction	403	28	60	88	93	5	9	0.22	57
Teen Online	3,000	0	0	0	0	0	0	0.00	0
Youth Fiction	45,105	12,429	11,196	23,625	24,070	445	725	0.52	10,931
Youth Magazines	762	81	181	262	262	0	0	0.34	181
Youth Multimedia	7,936	1,327	1,155	2,482	2,532	50	55	0.31	1,116
Youth Nonfiction	23,618	2,326	2,337	4,663	4,791	128	175	0.20	2,201
Youth Online	4,648	0	0	0	0	0	0	0.00	0
Youth Other	36	16	0	16	16	0	0	0.44	0
Totals	390,524	29,691	25,159	54,850	57,730	2,880	3,121	0.14	24,033

Item Count is where the Item Owing Library = YOUR LIBRARY

Local Charge is where the Station_Library = YOUR LIBRARY

Local Renewal is where the Station_Library = YOUR LIBRARY

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

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

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

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 11/2022

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
	0	2	0	2	2	0	0	0.00
AV equipment	41	26	1	27	27	0	0	0.66
Bag	573	423	286	709	710	1	0	1.24
Blu-ray	1,519	248	154	402	427	25	66	0.26
Blu-ray New	92	97	3	100	103	3	9	1.09
Book	171,770	18,195	18,737	36,932	38,326	1,394	1,822	0.22
Book Hot	1,109	1,330	5	1,335	1,335	0	2	1.20
Book New	5,983	3,197	1,967	5,164	5,817	653	413	0.86
Boxset	0	12	9	21	21	0	12	0.00
Cassette	60	0	0	0	0	0	0	0.00
CD	14,969	730	537	1,267	1,457	190	218	0.08
CD Audiobook	5,982	288	270	558	627	69	56	0.09
CD Audiobook New	235	104	50	154	195	41	12	0.66
CD New	264	118	95	213	245	32	13	0.81
DVD	17,285	2,143	1,345	3,488	3,729	241	328	0.20
DVD New	456	543	62	605	636	31	38	1.33
eAudiobook	63,939	0	0	0	0	0	0	0.00
eBook	79,863	0	0	0	0	0	0	0.00
eMagazine	4,690	0	0	0	0	0	0	0.00
Equipment	30	9	0	9	9	0	0	0.30
eReader	4	1	0	1	1	0	0	0.25
Game	2	3	0	3	3	0	0	1.50
ILL Material	0	63	4	67	67	0	0	0.00
Kit	0	1	4	5	5	0	1	0.00
Laptop	1	0	0	0	0	0	0	0.00
Large Print	7,571	351	306	657	760	103	44	0.09
Large Print Hot	2	0	0	0	0	0	0	0.00
Large Print New	336	99	48	147	202	55	19	0.44
Magazine	4,946	229	573	802	802	0	0	0.16
Magazine New	291	8	0	8	8	0	0	0.03
Map	0	1	0	1	1	0	1	0.00
Mobile Hotspot	12	17	0	17	17	0	0	1.42
MP3 Audiobook	0	1	0	1	1	0	1	0.00
Multimedia Kit	28	2	3	5	5	0	2	0.18
Newspaper	582	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	12	254	0	254	254	0	0	21.17
Playaway	2,402	295	216	511	532	21	10	0.21
Playaway Audio New	82	43	42	85	92	7	0	1.04
Record	1,579	1	2	3	5	2	0	0.00
Scores / sheet music	0	3	0	3	3	0	3	0.00
Seasonal AV	251	30	4	34	34	0	2	0.14
Seasonal Book	2,377	445	5	450	451	1	6	0.19
Special Collection	0	2	2	4	4	0	2	0.00
STEAM equipment	23	10	0	10	10	0	0	0.43
STEAM Kit	15	7	0	7	7	0	0	0.47
VHS	148	0	0	0	0	0	0	0.00
Videogame	982	356	424	780	791	11	37	0.79
Videogame New	0	4	5	9	9	0	4	0.00
Totals	390,524	29,691	25,159	54,850	57,730	2,880	3,121	0.14

Item Count is where the Item Owing Library = YOUR LIBRARY

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

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

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 12/2022

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
	1	0	0	0	0	0	0	0.00	0
Fiction	48,063	4,816	2,773	7,589	8,416	827	667	0.16	2,644
Magazines	4,617	185	223	408	408	0	1	0.09	219
Multimedia	38,482	3,684	2,112	5,796	6,475	679	782	0.15	1,922
Nonfiction	69,643	3,824	4,070	7,894	8,830	936	731	0.11	3,777
Online	141,471	0	0	0	0	0	0	0.00	0
Other	679	704	249	953	953	0	0	1.40	230
Teen Fiction	2,750	374	399	773	804	31	70	0.28	389
Teen Multimedia	64	8	7	15	17	2	3	0.23	6
Teen Nonfiction	412	42	56	98	103	5	17	0.24	54
Teen Online	2,994	0	0	0	0	0	0	0.00	0
Youth Fiction	45,282	9,498	11,779	21,277	21,641	364	635	0.47	11,416
Youth Magazines	785	39	142	181	181	0	0	0.23	141
Youth Multimedia	7,649	1,296	1,224	2,520	2,576	56	78	0.33	1,172
Youth Nonfiction	23,724	1,617	2,324	3,941	4,047	106	182	0.17	2,241
Youth Online	4,640	0	0	0	0	0	0	0.00	0
Youth Other	36	7	0	7	7	0	0	0.19	0
Totals	391,292	26,094	25,358	51,452	54,458	3,006	3,166	0.13	24,211

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

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 12/2022

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	42	36	2	38	38	0	0	0.90
Bag	573	327	242	569	569	0	0	0.99
Blu-ray	1,525	229	167	396	443	47	69	0.26
Blu-ray New	97	125	1	126	132	6	11	1.30
Book	172,822	15,163	19,028	34,191	35,592	1,401	1,800	0.20
Book Hot	1,074	1,251	3	1,254	1,255	1	1	1.17
Book New	5,619	2,814	1,976	4,790	5,514	724	430	0.85
Boxset	0	7	9	16	16	0	7	0.00
Boxset New	1	1	0	1	1	0	1	1.00
Cassette	60	1	1	2	2	0	1	0.03
CD	15,008	765	557	1,322	1,528	206	232	0.09
CD Audiobook	6,006	249	242	491	545	54	49	0.08
CD Audiobook New	242	82	60	142	172	30	12	0.59
CD New	233	78	69	147	189	42	14	0.63
DVD	17,025	2,230	1,450	3,680	3,954	274	370	0.22
DVD New	468	536	55	591	631	40	49	1.26
eAudiobook	64,423	0	0	0	0	0	0	0.00
eBook	79,902	0	0	0	0	0	0	0.00
eMagazine	4,762	0	0	0	0	0	0	0.00
Equipment	33	10	0	10	10	0	0	0.30
eReader	4	4	0	4	4	0	0	1.00
Game	2	2	0	2	2	0	0	1.00
ILL Material	0	42	2	44	44	0	0	0.00
Kit	0	2	1	3	3	0	2	0.00
Laptop	1	0	0	0	0	0	0	0.00
Large Print	7,647	319	324	643	740	97	39	0.08
Large Print Hot	2	0	0	0	0	0	0	0.00
Large Print New	279	108	58	166	212	46	20	0.59
Magazine	4,298	224	365	589	589	0	1	0.14
Magazine New	262	0	0	0	0	0	0	0.00
Mobile Hotspot	12	13	0	13	13	0	0	1.08
MP3 Audiobook	0	1	2	3	3	0	1	0.00
Multimedia Kit	28	0	0	0	0	0	0	0.00
Newspaper	842	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	12	269	3	272	272	0	0	22.67
Playaway	2,444	263	260	523	537	14	6	0.21
Playaway Audio New	85	41	21	62	68	6	0	0.73
Record	1,579	1	0	1	2	1	1	0.00
Scores / sheet music	0	1	6	7	7	0	1	0.00
Seasonal AV	249	54	1	55	55	0	3	0.22
Seasonal Book	2,418	510	4	514	514	0	9	0.21
Special Collection	0	1	0	1	1	0	1	0.00
STEAM equipment	23	5	0	5	5	0	0	0.22
STEAM Kit	15	3	0	3	3	0	0	0.20
VHS	148	0	0	0	0	0	0	0.00
Videogame	1,009	326	445	771	788	17	35	0.76
Videogame New	0	1	4	5	5	0	1	0.00
Totals	391,292	26,094	25,358	51,452	54,458	3,006	3,166	0.13

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Product	Metric Captured	Category	July	August	September	October	November	December	January	Total	Cost per Use	Cost of Product	NOTES
AP Stylebook	Page Views	General Reference	x	x	x	4	2	0		6	$ 40.00	$ 240.00	new product
Brainfuse	Database Usage	Online Learning	108	55	64	47	13	23		310	$ 22.48	$ 6,970.00	
CLCD: Children's Literature	Results	General Reference	85	401	0	313	45	0		844	$ 1.20	$ 1,010.00	
Consumer Reports	Page Views	General Reference	948	664	1046	995	1096	1129		5878	$ 0.31	$ 1,838.00	
Consumers' Checkbook	Logins	General Reference	8	6	13	7	2	2		38	$ 11.84	$ 450.00	
CreativeBug	Total Views	Online Learning	82	22	42	118	23	58		345	$ 2.61	$ 900.00	
DLIL eBooks	Checkouts	eBooks / AV	7391	7530	7727	7839	7544	7863		45894			
DLIL audiobooks	Checkouts	eBooks / AV	4729	4715	4352	4588	4584	4546		27514	$ 1.22	$ 89,662.83	
DLIL magazines	Checkouts	Periodicals	711	625	768	689	695	650		4138	$ 0.26	$ 1,072.59	
Encyclopedia Britannica	Documents + Media	General Reference	28	48	43	78	119	82		398	$ 1.34	$ 535.00	
Facts on File (Infobase)	Total Views	General Reference	24	90	16	3	135	0		268	$ 11.92	$ 3,194.20	last FY cost
Find My Past	Total Views	Genealogy	0	0	7	0	0	0		7	$ 142.14	$ 995.00	last FY cost
FirstSearch (OCLC)	Total Searches	General Reference	484	1555	669	720	222	194		3844	$ -		
Gale Courses	Enrollments	Online Learning	0	7	2	3	0	0		12	$ 420.53	$ 5,046.36	
Gale Business Insights: Global	Searches	Business / Finance	10	0	0	42	24	0		76	$ 74.48	$ 5,660.73	
Gale Business: Demographics Now	Retrievals	Business / Finance	0	1	0	0	0	2		3	$ 625.00	$ 1,875.00	last FY cost
Gale Business: Entrepreneurship	Searches	Business / Finance	2	0	0	0	0	0		2	$ 2,121.02	$ 4,242.04	
Gale Business: Plan Builder	Searches	Business / Finance	0	0	0	0	24	0		24	$ 78.13	$ 1,875.00	last FY cost
Gale Directory Library	Searches	General Reference	0	8	0	23	12	0		43	$ 81.40	$ 3,500.00	
Gale eBooks	Retrievals	General Reference	0	15	8	6	2	0		31	$ 112.90	$ 3,500.00	
Gale General One File	Searches	General Reference	10	20	14	18	9	6		77	$ 136.31	$ 10,496.15	
Gale Legal Forms	Searches	General Reference	0	0	0	11	7	0		18	$ 244.01	$ 4,392.19	
Gale Literarature Criticism	Searches	General Reference	0	92	0	0	0	40		132	$ 91.45	$ 12,071.00	last FY cost
Gale Literature Resource Center	Searches	General Reference	0	14	0	12	44	4		74	$ 43.49	$ 3,218.00	last FY cost
Gale Literature: Dictionary of Literary Biography	Searches	General Reference	0	8	0	1	8	4		21	$ 22.95	$ 482.00	last FY cost
Gale Literature: Lit Finder	Searches	General Reference	2	7	0	5	4	3		21	$ 44.29	$ 930.00	last FY cost
Gale Literature: Scribner Writer Series	Searches	General Reference	0	8	4	2	0	4		18	$ 71.33	$ 1,284.00	last FY cost
Gale Literature: Something about the Author	Searches	General Reference	0	7	1	0	0	4		12	$ 82.50	$ 990.00	last FY cost
Gale Literature: Twayne's Author Series	Searches	General Reference	0	8	4	2	0	4		18	$ 106.06	$ 1,909.00	last FY cost
Gale UDemy	Lectures Completed	Online Learning	0	123	0	80	27	19		249	$ 21.08	$ 5,250.00	last FY cost
Hoopla	Circulations	eBooks / AV	1260	1287	1182	1213	1273	1342		7557	$ 1.95	$ 14,711.78	
Kanopy	Plays	eBooks / AV	793	820	791	775	743	881		4803	$ 1.23	$ 5,930.00	
LexisNexis (NexisUni)	Retrievals	Periodicals	146	263	357	206	902	163		2037	$ 2.39	$ 4,872.00	
LinkedIn Learning	Total Videos Viewed	Online Learning	116	100	54	134	61	234		699	$ 10.01	$ 7,000.00	
Mango Languages	Total Sessions	Online Learning	46	91	76	31	45	59		348	$ 9.81	$ 3,412.80	
Mergent Archives	Pages Viewed	Business / Finance	5	1	8	0	2	6		22	$ 51.00	$ 1,122.00	
Mergent Intellect	Pages Viewed	Business / Finance	31	31	26	26	68	48		230	$ 36.57	$ 8,412.00	
Morningstar	Record Views	Business / Finance	135	38	82	83	404	126		868	$ 8.45	$ 7,336.00	last FY cost
Muzzy	Sessions	Online Learning	2	3	0	0	0	0		5	$ 340.00	$ 1,700.00	last FY cost
Newsbank Chicago Community Collection	Full Text Views	Periodicals	x	135	89	34	9	11		278	$ 18.56	$ 5,160.00	
Newsbank Heritage Hub	Full Text Views	Genealogy	x	8	12	13	23	38		94	$ -	$ -	Free trial for 1 year
Newpaper Archive	Total Page Views	Periodicals	3	2	125	127	36	48		341	$ 12.85	$ 4,382.00	
New York Times Digital Edition	Usage Sessions + Redem	Periodicals	665	590	532	538	533	514		3372	$ 0.65	$2,194.40	last FY cost
Niche Academy	Total Views	Online Learning	30	40	19	43	18	19		169	$ 10.00	$ 1,690.00	
Novelist	Total Requests	General Reference	175	128	67	61	51	82		564	$ -		
Oxford English Dictionary	Total Item Investigations	General Reference	13	6	32	20	13			84	$ 18.79	$ 1,578.27	
Pebblego and Pebble Go Next	Article Views	General Reference	1	9	4	0	8	3		25	$ 79.96	$ 1,999.00	last FY cost
PressReader	Issues Opened	Periodicals	645	837	974	1073	811	1089		5429	$ 1.34	$ 7,292.38	
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	525	2581	1073	433	249	902		5763	$ 0.29	$ 1,692.50	
ProQuest: Chicago Tribune	Total Documents	Periodicals	277	218	303	215	163	249		1425	$ 4.04	$ 5,753.66	
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	111	358	125	216	104	183		1097	$ 3.82	$ 4,188.39	
ProQuest: CultureGrams	Total Pages Viewed	General Reference	26	88	31	4	37	34		220	$ 6.09	$ 1,339.00	
ProQuest: Fold3	Total Documents	Genealogy	10	3	3	269	119	51		455	$ 2.70	$ 1,226.73	
ProQuest: Heritage Quest	Total Documents	Genealogy	27	77	86	52	27	135		404	$ 1.71	$ 692.00	
ProQuest: Newspapers.com	Total Documents	Periodicals	55	189	2	4	198	81		529	$ 11.30	$ 5,977.99	
ProQuest: New York Times	Total Documents	Periodicals	80	62	215	91	63	59		570	$ 8.80	$ 5,013.22	
ProQuest: New York Times Historical	Total Documents	Periodicals	20	13	87	19	2	41		182	$ 23.21	$ 4,225.00	
ProQuest: Research Library	Total Documents	Periodicals	143	64	70	113	142	110		642	$ 7.98	$ 5,120.34	

										Total		Cost/Use		Total Cost	
ProQuest: Wall Street Journal	Total Documents	Periodicals	447	379	427	426	321	408		2408	$	0.40	$	974.79	
Record Information Service (Public Record)	Total Visitors	General Reference	219	225	226	230	237	243		1380	$	0.42	$	575.00	last FY cost
Reference Solutions (Reference USA)	Total Searches	Business / Finance	90	47	119	114	152	100		622	$	13.60	$	8,460.00	
Scholastic Teachables	Documents	General Reference	182	122	72	17	57	5		455	$	2.05	$	931.00	
S&P Net Advantage	Total Usage	Business / Finance	43	160	126	127	111	466		1033	$	11.40	$	11,781.00	
Statista	Result Clicks	Business / Finance	4	0	2	8	12	5		31	$	419.35	$	13,000.00	last FY cost
Tumblebooks	Book Views	eBooks / AV	25	8	44	15	2	22		116	$	5.51	$	639.20	
Value Line	Logins	Business / Finance	198	231	268	297	330	393		1717	$	1.94	$	3,330.00	
Weiss Ratings	Page Views	Business / Finance	8	16	30	25	57	20		156	$	17.92	$	2,795.00	
Who's Who (Oxford University Press)	Total Item Investigations	General Reference	0	0	0	0	0			0	#DIV/0!		$	2,005.83	
World Book	Content Views	General Reference	0	5	12	11	30	19		77	$	25.06	$	1,930.00	
OTHER															
App	Sessions		1477	1317	1262	1410	1280	1308							
Website	Sessions		15897	15519	14315	15497	15377	15306							

Category and Product	Metric Captured	July	August	September	October	November	December	Total	Cost per Use	Cost of Product
General Reference										
AP Stylebook	Page Views	x	x	x	4	2	0	6	$ 40.00	$ 240.00
CLCD: Children's Literature	Results	85	401	0	313	45	0	844	$ 1.20	$ 1,010.00
Consumer Reports	Page Views	948	664	1046	995	1096	1129	5878	$ 0.31	$ 1,838.00
Consumers' Checkbook	Logins	8	6	13	7	2	2	38	$ 11.84	$ 450.00
Encyclopedia Britannica	Documents + Media	28	48	43	78	119	82	398	$ 1.34	$ 535.00
Facts on File (Infobase)	Total Views	24	90	16	3	135	0	268	$ 11.92	$ 3,194.20
FirstSearch (OCLC)	Total Searches	484	1555	669	720	222	194	3844	$ -	$ -
Gale Directory Library	Retrievals	0	8	0	23	12	0	43	$ 81.40	$ 3,500.00
Gale eBooks	Retrievals	0	15	8	6	2	0	31	$ 112.90	$ 3,500.00
Gale General One File	Retrievals	10	20	14	18	9	6	77	$ 136.31	$ 10,496.15
Gale Legal Forms	Retrievals	0	0	0	11	7	0	18	$ 244.01	$ 4,392.19
Gale Literarature Criticism	Retrievals	0	92	0	0	0	40	132	$ 91.45	$ 12,071.00
Gale Literature Resource Center	Retrievals	0	14	0	12	44	4	74	$ 43.49	$ 3,218.00
Gale Literature: Dictionary of Literary Biography	Retrievals	0	8	0	1	8	4	21	$ 22.95	$ 482.00
Gale Literature: Lit Finder	Retrievals	2	7	0	5	4	3	21	$ 44.29	$ 930.00
Gale Literature: Scribner Writer Series	Retrievals	0	8	4	2	0	4	18	$ 71.33	$ 1,284.00
Gale Literature: Something about the Author	Retrievals	0	7	1	0	0	4	12	$ 82.50	$ 990.00
Gale Literature: Twayne's Author Series	Retrievals	0	8	4	2	0	4	18	$ 106.06	$ 1,909.00
Novelist	Total Requests	175	128	67	61	51	82	564	$ -	$ -
Oxford English Dictionary	Total Item Investigations	13	6	32	20	13	0	84	$ 18.79	$ 1,578.27
Pebblego and Pebble Go Next	Article Views	1	9	4	0	8	3	25	$ 79.96	$ 1,999.00
ProQuest: CultureGrams	Total Pages Viewed	26	88	31	4	37	34	220	$ 6.09	$ 1,339.00
Public Records / Check Illinois	Total Visitors	219	225	226	230	237	243	1380	$ 0.42	$ 575.00
Scholastic Teachables	Documents	182	122	72	17	57	5	455	$ 2.05	$ 931.00
Who's Who (Oxford University Press	Total Item Investigations	0	0	0	0	0	0	0	#DIV/0!	$ 2,005.83
World Book	Content Views	0	5	12	11	30	19	77	$ 25.06	$ 1,930.00
Periodicals										
DLIL magazines	Checkouts	711	625	768	689	695	650	4138	$ 0.26	$ 1,072.59
LexisNexis - NexisUni	Retrievals	146	263	357	206	902	163	2037	$ 2.39	$ 4,872.00
Newsbank Chicago Community Collection	Full Text Views	x	135	89	34	9	11	278	$ 18.56	$ 5,160.00
Newspaper Archive	Total Page Views	3	2	125	127	36	48	341	$ 12.85	$ 4,382.00
New York Times Digital Edition	Usage Sessions	665	590	532	538	533	514	3372	$ 0.65	$2,194.40
PressReader	Issues Opened	645	837	974	1073	811	1089	5429	$ 1.34	$ 7,292.38
ProQuest: Chicago Tribune	Total Documents	277	218	303	215	163	249	1425	$ 4.04	$ 5,753.66
ProQuest: Chicago Tribune Historical	Total Documents	111	358	125	216	104	183	1097	$ 3.82	$ 4,188.39
ProQuest: Newspapers.com	Total Documents	55	189	2	4	198	81	529	$ 11.30	$ 5,977.99
ProQuest: New York Times	Total Documents	80	62	215	91	63	59	570	$ 8.80	$ 5,013.22
ProQuest: New York Times Historical	Total Documents	20	13	87	19	2	41	182	$ 23.21	$ 4,225.00
ProQuest: Research Library	Total Documents	143	64	70	113	142	110	642	$ 7.98	$ 5,120.34
ProQuest: Wall Street Journal	Total Documents	447	379	427	426	321	408	2408	$ 0.40	$ 974.79
Genealogy										
Find My Past	Total Views	0	0	7	0	0	0	7	$ 142.14	$ 995.00
Newsbank Heritage Hub	Full Text Views	x	8	12	13	23	38	94	$ -	$ -
ProQuest: Ancestry Library Edition	Total Documents	525	2581	1073	433	249	902	5763	$ 0.29	$ 1,692.50
ProQuest: Fold3	Total Documents	10	3	3	269	119	51	455	$ 2.70	$ 1,226.73
ProQuest: HeritageQuest	Total Documents	27	77	86	52	27	135	404	$ 1.71	$ 692.00

Online Learning											
Brainfuse	Database Usage	108	55	64	47	13	23	310	$	22.48	$	6,970.00
CreativeBug	Total Views	82	22	42	118	23	58	345	$	2.61	$	900.00
Gale Courses	Enrollments	0	7	2	3	0	0	12	$	420.53	$	5,046.36
Gale UDemy	Total Videos Viewed	0	123	0	80	27	19	249	$	21.08	$	5,250.00
LinkedIn Learning	Total Videos Viewed	116	100	54	134	61	234	699	$	10.01	$	7,000.00
Mango Languages	Total Sessions	46	91	76	31	45	59	348	$	9.81	$	3,412.80
Muzzy	Sessions	2	3	0	0	0	0	5	$	340.00	$	1,700.00
Niche Academy	Total Views	30	40	19	43	18	19	169	$	10.00	$	1,690.00
Business / Finance											
Gale Business Insights: Global	Full Text Retrievals	10	0	0	42	24	0	76	$	74.48	$	5,660.73
Gale Business: Demographics Now	Retrievals	0	1	0	0	0	2	3	$	625.00	$	1,875.00
Gale Business: Entrepreneurship	Full Text Retrievals	2	0	0	0	0	0	2	$	2,121.02	$	4,242.04
Gale Business: Plan Builder	Retrievals	0	0	0	0	24	0	24	$	78.13	$	1,875.00
Mergent Archives	Pages Viewed	5	1	8	0	2	6	22	$	51.00	$	1,122.00
Mergent Intellect	Pages Viewed	31	31	26	26	68	48	230	$	36.57	$	8,412.00
Morningstar	Record Views	135	38	82	83	404	126	868	$	8.45	$	7,336.00
Reference Solutions	Total Searches	90	47	119	114	152	100	622	$	13.60	$	8,460.00
S & P Net Advantage	Total Usage	43	160	126	127	111	466	1033	$	11.40	$	11,781.00
Statista	Searches	4	0	2	8	12	5	31	$	419.35	$	13,000.00
Value Line	Logins	198	231	268	297	330	393	1717	$	1.94	$	3,330.00
Weiss Ratings	Page Views	8	16	30	25	57	20	156	$	17.92	$	2,795.00
eBooks / AV											
DLIL eBooks	Checkouts	7391	7530	7727	7839	7544	7863	45894			$	89,662.83
DLIL audiobooks	Checkouts	4729	4715	4352	4588	4584	4546	27514	$	1.22	
Hoopla	Circulations	1260	1287	1182	1213	1273	1342	7557	$	1.95	$	14,711.78
Kanopy	Plays	793	820	791	775	743	881	4803	$	1.23	$	5,930.00
Tumblebooks	Book Views	25	8	44	15	2	22	116	$	5.51	$	639.20
OTHER											
App	Sessions	1477	1317	1262	1410	1280	1308	8054			
Website	Sessions	15897	15519	14315	15497	15377	15306	91911			