Wilmette Public Library Director's Report – March 21, 2022
Library Activities for February-March 2023
Anthony Auston, Director

Library Strategic Plan Update

The Board and Leadership Team began the latest phase of the Library's strategic planning in March 2022, and is preparing to complete the final steps of the project this spring. The past year's work has included two community surveys, compiled feedback from nearly 1,000 stakeholders, analysis of the results of the surveys, comparative study of relevant industry and area benchmarks, and the subsequent drafting and discussion of dozens of applicable goals.

The resulting draft plan includes a range of goals and outcomes across three key areas: a welcoming environment, a connected community, and a sustainable future.
Staff has also articulated the following library values as guiding principles for the plan:
- Champion intellectual freedom
- Promote literacy and a lifelong love of reading
- Advance inclusion, diversity, equity, and accessibility
- Cultivate strong community connections
- Establish and maintain valued partnerships
- Promote stewardship of sustainable practices
- Curate vibrant collections and experiences
- Deliver specialized services and programming
- Continuously evaluate, adapt, and innovate
- Act with courtesy, initiative, creativity, and flexibility

This month, the Leadership Team will meet to reflect on our current needs, emerging trends, and to explore our operations and aspirations in an effort to articulate and align our mission, vision, and guiding principles with our plan for the near future. Staff will have opportunities to meet with leadership to learn about the process, the big picture, and to see where the details fit within the broader goals. The Board will review the plan to ensure it reflects the community's aspirations for the library and the organization's capacity and steps to meet those goals. We anticipate that the final plan will be presented for approval in the coming weeks.

Staff Development Day

On Friday, March 3, 2023, Wilmette Public Library was closed to the public for our first in-person Staff Development Day since 2019. With nearly 80 staff members participating, over 90% of our team was able to attend this essential day of reflection, goal setting, training, team-building, and professional development.

As part of the director's State of the Library presentation that kicked-off the day, we took time to acknowledge how much our team has grown in the since 2019. We introduced our new(er) staff, welcomed back some former employees, talked up staff who recently made the

commitment from part-time to full-time, congratulated all of the staff who have been promoted, and celebrated over 50 staff who've marked milestone anniversaries of 5, 10, 15, 20, 25, and 30 years. Director Auston then briefly outlined our library operations and history, provided an overview of our statistical achievements of the recent past, along with projections and inferences of what some of the data suggests. He provided an overview of our key activities over the next year in terms of HR, policy, board relations, financial management, and work on our building and grounds. He previewed a few upcoming projects including the BAS, telephone system replacement, and local history digitization. He explored our committees and how that structure is growing and creating more opportunities for professional development and community engagement. He provided an overview of key trends in our industry and in area libraries. He then reported on our strategic planning process, the data we've collected, and the themes of our plan in development, as well as the process going forward. We then had a lively Q&A session exploring a number of topics in greater depth, including the future renovation, evolving services, technologies, and challenges and opportunities. Each step along the way staff offered mutual praise, demonstrating what sets the work culture at our library apart from other workplaces. Our team exhibited such incredible support and collegiality for other another that was evident and carried through the whole day.

The balance of the day featured three breakout sessions with three options for each, including department tours, orientations to new services and resources, and learning opportunities including ASL and yoga for wellness. We had a professional photographer on-site to take individual headshots of staff for the upcoming staff directory/onboarding project for our new intranet site, and the photographer also took a number of group photos of our team. Our afternoon keynote featured Wilmette Police Community Resource Officer and School Liaison Valerie Davis, who presented an overview of emergency preparedness, situational awareness, and active shooter-specific training. We closed the day with department meetings. Overall, Staff Day 2023 was a remarkable success and validated so much of what we know about our outstanding team. We'll provide more information about Staff Day in the March report, and feature photos of the day.

Many thanks to our 2023 Staff Day Committee for coordinating: Shanti D'Costa, Mary Dormin, Amy Jung, Susan Kaplan-Toch, Sarah Jo Zaharako, and committee chair Linnea Lundberg.

Welcome Desk & Shelving

Shelving and Welcome Desk Manager Patsy deVuono reviewed our new Merchandising Standards with the Shelving team this month. This new set of procedures will help keep the presentation of the collections uniform throughout the building. The standards were introduced to the collection staff at their January 27 meeting.

Patsy conducted a walkthrough of the collections and took notes on things that she would like to improve from a shelving perspective, noting places that need shifting or weeding and addressing inconsistencies in presentation.

Patsy met with Technical Servicves Manager Jessica Thomson to address consistency in labeling practices throughout the library. We are working on changing some labels, having new dots all in the same place, and having items that are marked "new" be reflected as such in the catalog.

Shelver Michael Mah has been very helpful training our new staff members, Savannah Teafatiller and Cindy Levine. Both are on their own now and doing a great job. We expect to complete the hire of another new team member in March.

Shelving staff have started shifting the lower level to remove all items from the bottom shelves. We are currently up to the 306 area. All of the shelves have been lowered a few rungs. This does help make materials more accessible and looks nicer.

Statistics of note for February:

The Welcome Desk answered 1308 phone calls in February. Welcome Desk staff answered 535 reference questions and directed 660 patrons to various destinations in the library. The Tech Center is picking up the amount of calls they get with 81 in February, compared to 39 in January. Shelving staff continue to help patrons throughout the building while in the course of their shelving duties.

Shelving staff receive and unpack interlibrary deliver bins every weekday morning. These bins include Wilmette items returned to other libraries as well as holds from other libraries to our patrons. In February, Shelving staff unpacked and processed 307 bins.

Staff uses the Automated Material Handling system (AMH) to check in the majority of our delivery items and returns. In February, the AMH processed 68,350 items. Of those items, 26,000 required additionally staff handling, including items on hold or items with multiple parts that need to be manually inventoried. These items are called "exceptions" and are separately processed by Circulation staff. Shelving staff has also started putting all of the materials to-be-reshelved through the AMH. This should help catch any errant items left out by patrons that may have gone "missing". It will also better reflect the amount of materials that staff handles on a day-to-day basis.

Staff also uses the AMH to de-activate RFID tags in items that weeded from the collections. Shelving staff processd 28 carts of weeded materials in February.

Collections

Physical

During the month of February we added an additional GoPro 10, several Anker charging cables for both iPhone/iPad and Andriod devices, 2 Anker USBC chargers, and 4 USB wall chargers to the Library of Things collection.

Digital & Maker Services Librarian Janet Piehl has been working on getting sewing machines into circulation for the Library of Things collection. She has been determining circulation procedures as well as which accessories (thread, bobbins, etc.) to include. Janet has also been collaborating with Jessica T. on cataloging the machines.

In February, Technical Services Manager Jessica Thomson coordinated a number of collection maintenance projects, and ran several reports for selectors to assist with weeding and determine usage statistics. Jessica Thomson and Circulation Manager Kim Hegelund began an assessment of the collection in collaboration with CCS to identify areas where circulation is stagnant or underperforming. Jessica also worked with CCS to revise the canceled title procedures for all of CCS. The concern was that patrons were still placing holds on unavailable materials because the bibliographic records were not being consistently removed.

Shanti D'Costa trained Emma Standard and Jacintha D'Silva on creating record sets to withdraw items from Polaris. Carly Stauss and Emma Standard began work on relabeling and reclassifying the Youth DVD TV collection. Megan Noone continued to work on re-classifying the 921 call numbers for the biography section of the adult collection. Emma Standard began the annual EBSCO periodicals renewal process.

Digital

Databases and eContent

This month was mostly status quo for our online resources. With the available funds that resulted from the Gale Literature cancellation, Digital Services Manager Lauren Kelly pursued a trial of EBSCO databases through a RAILS package deal. Adult Services staff are conducting trials of these products and will provide feedback in March.

Lauren attended the Adult Services Department meeting this month to engage staff on the topic of online resources and answer questions. They also hosted a program this month to promote digital magazines and newspapers called "Down With Paywalls."

Some highlights in February:
- Most online resource usage returned to normal after a spike in January.
- CLCD: Children's Literature had a massive spike in usage, likely due to one power user.

This resource saw 1477 results in February, markedly higher than the average of 120 results over the past 6 months.

- LexisNexis also saw high usage with 602 retrievals, up from an average of 309.
- Usage of Newspaper Archive has steadily risen over the course of the fiscal year. It started with 2-3 uses last summer, grew to 35-55 uses in the fall, and now in February has had 166 page views. This is a new product for us this fiscal year, and at this rate we will surely renew it next year.
- Usage of the business resource Statista was higher than usual this month, with 120 result clicks. Business Librarian John Amundsen is hosting a program about Statista in March, so perhaps promotion of that program already has patrons checking out the resource.

OverDrive

13,673 checkouts
- 8105 ebooks (59.3%)
- 4874 digital audiobooks (35.7%)
- 694 eMagazines (5.0%)

The top titles by checkout:
1. Spare by Prince Harry (eAudio) - 50
2. Lessons in Chemistry by Bonnie Garmus (eBook) - 41
3. Spare by Prince Harry (eBook) - 40
4. Lessons in Chemistry by Bonnie Garmus (eAudio) - 38
5. Tomorrow, and Tomorrow, and Tomorrow (eBook) by Gabrielle Zevin - 38
6. Horse by Geraldine Brooks (eBook) - 33

The most popular magazines:
1. The New Yorker – 54
2. Us Weekly – 44

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

Collection	December	January	**February**
eAudiobooks	1081	682	423
eBooks	1532	1365	799
eMagazines	72	106	23
Hoopla items	915	942	933
Monthly total:	3600	3095	**2178**

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

Collection	December	January	February
Hoopla	544	977	**1176**

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

Technical Services Statistics

Full summary of materials added in the past three months:

Collection	December	January	February
Adult Fiction	298	438	370
Adult Non-fiction	409	577	308
Teen Fiction	22	36	32
Teen Non-fiction	9	7	7
Youth Fiction	385	732	274
Youth Non-fiction	130	170	60
Adult Magazines	514	480	473
Youth Magazines	27	46	29
Adult Multimedia	159	142	278
Youth Multimedia	49	39	17
Other (Library of Things, etc.)	23	79	57
Monthly total:	2025	2746	**1905**

Full summary of items withdrawn in the past three months:

Collection	December	January	February
Adult Fiction	159	936	522
Adult Non-fiction	134	643	1098
Teen Fiction	1	134	17

Teen Non-fiction	0	51	1
Youth Fiction	207	503	690
Youth Non-fiction	25	53	408
Adult Magazines	1036	709	504
Youth Magazines	4	321	4
Adult Multimedia	17	383	540
Youth Multimedia	323	311	365
Other	0	1	2
Monthly total:	1906	4045	**4151**

Technical Services sent 28 boxes of withdrawn items to Better World Books in February.

Circulation

We announced the launch of our new 24/7 Pickup Lockers service to our residents through an email announcement on February 10. Since then, we have seen a steady increase of use from both our resident patrons and those in neighboring communities. Once warmer weather comes, we will vinyl wrap the lockers, which will officially complete the project. Several area libraries have taken, or will take, tours of our AMH and lockers to see the workflow, usability, appeal to having these new tools for staff efficiencies, and ways to connect to patrons during hours the library is closed.

ILL Staff were excited to report the addition of a few more private book club groups this month, bringing us up to 25, up from 15 this time last year. Staff have seen an increase in the request for articles and have enjoyed finding new processes to locate the information for our patrons.

Each quarter, the library participates in the RAILS delivery count, which provides information on materials moving between 594 RAILS libraries. This February, staff counted 2,214 items in 64 bins over the course of a week. In comparison, there were only four other libraries that sent out more materials, and it can be inferred based on the number of items and the size of our population that our community is using our library and requesting materials at a statistically impressive rate.

Library	Total Items	Total Bins	Population
Oak Park Public Library	3,422	98	53,224
Palatine Public Library District	2,543	63	66,321
Evanston Public Library	2,454	74	77,517

Downers Grove Public Library	2,302	59	49,654
Wilmette Public Library District	2,214	64	27,587

Circulation Statistics of Note for February

Circulation staff processed over 300 library cards this month. Roughly 130 came from our continued partnership with District 39 schools. We had the great pleasure of speaking with two new cardholders that made a special trip to the library after receiving their cards in the mail.

The graph below shows the relationship between circulation and how many visitors have been entering the library. This is not how many individual patrons have checked out, but the total circulation month over month compared to those walking through our front door.
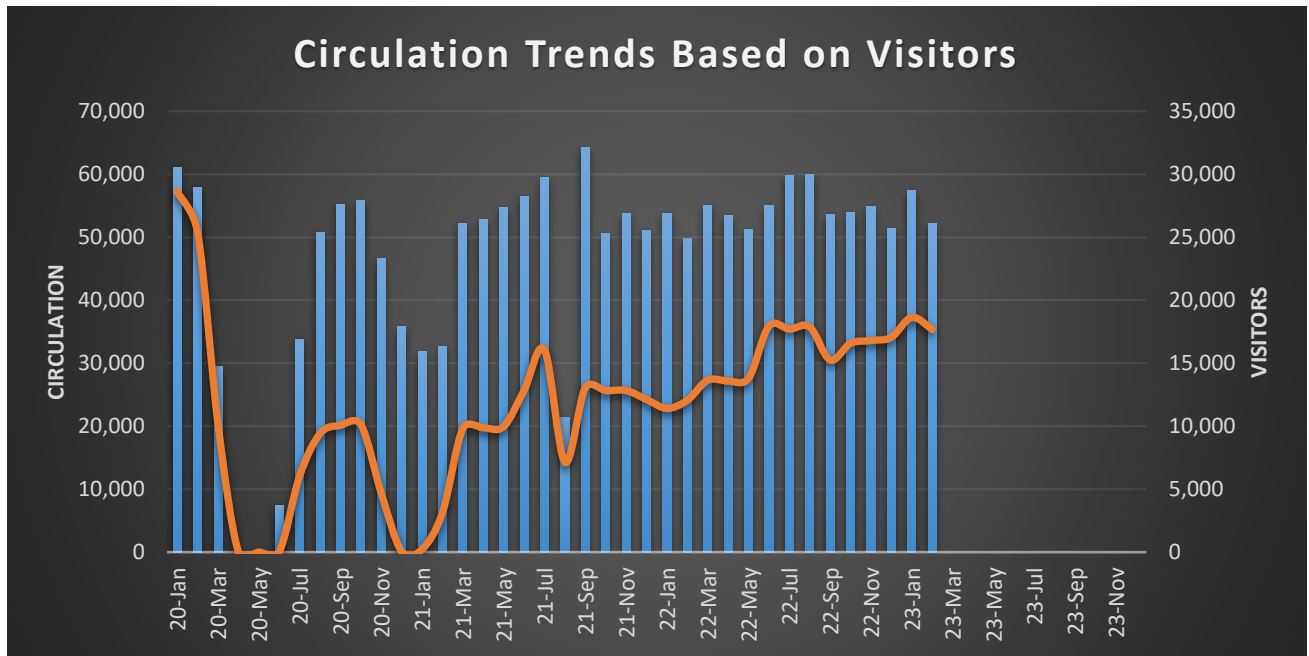
Current and Past Circulation by Fiscal Year

	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	57,424
Feb	56,946	57,932	32,640	49,767	52,127
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	443,108

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

Wilmette Public Library Monthly Statistics as a Whole For 2/2023	
Total Checkins	**29,820**
Checkout Stations	16,553
Leap Checkout and Renewal	12,007
Total Checkouts	**28,560**
Auto-renewal	22,584
Power PAC Renewal	548
Leap Checkout and Renewal	264
Checkout Stations	171
Total Renewals	**23,567**
Number of your Library's items checked out system-wide	28,249
Holds Placed through your interface	6,013
Holds placed for/by your patrons	6,391
Holds Held	6,988
Holds Checked out	6,003
Holds Cancelled	1,165
Holds Unclaimed	845
Number Of Items Currently Out	33,495
Unexpired Patrons on file	**14,549**

Wilmette Public Library 24/7 Pickup Lockers Monthly Statistics For 2/2023	
Total Checkouts	**80**
Wilmette Cardholder	**63**
CCS and/or Reciprocal Borrower Cardholder	**10**
Holds Held	**104**
Holds Unclaimed	**4**

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

Adult and Teen Services

February Programs

Program	Name	Attendance
Crafting for a Cause: Rescue Bears, 2/9	Krista Hutley (with Eti Berland and Jennifer Lee)	3
Teen Take & Make: Light-Up Card	Krista Hutley	30 (passive)
Dungeons & Dragons, 2/11	Krista Hutley	5
Crafting for a Cause: Rescue Bears, 2/17	Krista Hutley (with Eti Berland and Jennifer Lee)	7
Maker Appointments, 2/20	Krista Hutley	8
Women's Self-Defense Workshop, 2/27	Krista Hutley	17
Genealogy 101: Just the Basics, 2/3	EvaAnne Johnson	17
Starting a Business in Illinois, 2/22	John Amundsen	20
Classics & Contemporary: Hell of a Book, 2/14	Katy Jacob	9
Using Picture Books to Talk to Kids about Race, 2/28	Sarah Zaharako/Rachel Garcia	7

Advice for Future Corpses and Those Who Love Them Book Club discussion, 2/14	Jillian McKeown	4

Teen Librarian Krista Hutley and Youth Services Librarians Eti Berland and Jennifer Lee collaborated on two Crafting for a Cause: Rescue Bear tween/teen programs. Rescue Bears were originated by Erin Fountain, Executive Director of the Institute for Positive Mental Health. (Due to personal circumstances, Erin was unable to join the program as planned.) Rescue Bears are made from mismatched socks which are re-purposed into adorable little bears for those who need a little something to hold onto. Attendees could keep their creation or donate it to a teen going through a difficult time. We partnered with The Harbour in Park Ridge to donate the bears we collected to them. According to their website, "The Harbour offers immediate, stable and safe housing to homeless young people and young mothers with children. Every day we provide nutritious meals; services and support for continued education and employment; and individual counseling to help break the cycle of homelessness." Our staff and teens created 22 bears to donate to The Harbour.

Krista Hutley was asked to be the community sponsor for two different New Trier High School students for their Senior Projects, which take place during a period of four weeks in April and May where they work as an intern or trainee in a chosen field instead of attending school. One of the New Trier students will be working in the library for 100 hours during this period; the other will be working on her own project outside the library and checking in weekly with Krista.

Krista Hutley was accepted as a panelist with six other library staff to present at Chicago Comic and Entertainment Expo (C2E2). They will be presenting two panels on Friday, March 31, on educating others on developing tabletop role-playing game programs for children and teens in the library, school, or as an outreach tool.

EvaAnne Johnson attended her second meeting as part of the Illinois State Archives Advisory Board / Illinois State Historical Records Advisory Board. At this meeting in Springfield on 2/23, they made plans for the Archives Month 2023 poster, future professional development scholarships and classes, and the upcoming grant application process for grants that the Advisory Board gives out to repositories for the purpose of preserving Illinois historical records.

John Amundsen was awarded the 2023 ALA Reference and User Services Association Business and Reference Services Section (BRASS) Public Librarian Support Award. This annual award, sponsored by Morningstar, offers a cash award of $1,250 in travel funds for a public librarian who has performed outstanding business reference service to attend the ALA Annual Conference in Chicago.

Winter Reading Club 2023: Light Up Your Life with Books

184 children completed a reading log in this year's Winter Reading Club, up from 121 in 2022. Children reported 20 days of reading and literacy activities to complete their reading log and receive a free book of their choosing.

118 adults and 8 teens participated (43 completed our print form and 75 took advantage of our online form). Participation was down this year from 134 adults and 19 teens in 2022.

The Friends of the Wilmette Public Library again provided the funding to purchase our prize books from The Book Stall. The prize books for teens this year were supplied from the advance reading copies provided by Krista's YALSA committee.

Youth Services

Community Engagement

Our winter StoryWalk in Hibbard Park, *Ten Ways to Hear the Snow* by Cathy Camper continued through January.

Preschool Outreach Librarian Ruth Bell made eleven preschool visits in February, reaching 372 children and teachers. On February 2, Ruth created a picture book display at the Alliance for Early Childhood Education's Preschool Summit event, attended by 230 area teachers. On February 22 Ruth hosted a visit and tour of the library for 28 Trinity Church Nursery School children and parents.

Youth Services School Engagement Librarian Eti Berland visited Romona Elementary School for World Read Aloud Day, which is celebrated annually in over 173 countries and is all about bringing people together through the shared connection of reading aloud in all of our communities on February 1, 2023. She visited many classrooms, read engaging picture books to 186 students and promoted our Winter Reading Club. Some patrons even stopped by after the visit to check out the books she read!

Eti promoted library services and resources at the Avoca Fun Fair on February 26, sharing library bookmarks, activities, giveaways, and answering reference questions with 222 community members.

On February 15, Director Anthony Auston and Youth Services Librarian Sarah Jo Zaharako were part of a panel of booksellers and librarians at the Diversity in Publishing event at The Book Stall in Winnetka, in collaboration with the League of Women Voters Wilmette. The panel recommended books and discussed how libraries and bookstores select the books they carry, while offering strategies for people seeking to read titles that reflect a wide variety of experiences, cultures, and backgrounds. It was attended by 25 people.

On Sunday, February 19, Youth Services Associate Laura Antolin hosted a Wilmette Public Library table at a Wilmette History Museum event and Maker Librarian Janet Piehl hosted a visit from a Cub Scout group and led the 15 scouts in robotics activities.

Sarah Jo Zaharako initiated a partnership with Kick Start Therapeutic Preschool, presenting library services to the school's staff on February 8. They were given a school card and added them to the preschool deliveries. We are working on professional development opportunities for their therapists at the library, such as a storytime workshop, and planning outreach for their family night as well as classroom visits.

Youth Services Programs

Youth Services presented 55 programs in February that were attended by 1,873 patrons. In addition, patrons enjoyed several drop-in activities, including four "Drop-In Free Play" events, an I Spy bulletin board challenge, and WinterFest activities all day on Saturday, February 25.

Synchronous Programs

2/1	Family Storytime	47
2/1	Family Storytime	34
2/1	Pajama Storytime	3
2/2	Babytime	56
2/2	Art for Big Feelings	12
2/2	K-9 Reading Buddies of the North Shore	8
2/3	Little Dabblers	67
2/4	Mandarin-English Bilingual Storytime	16
2/5	Chess Club	10
2/7	Family Storytime	56
2/7	Family Storytime	54
2/7	Big Kid Storytime	17
2/8	Family Storytime	46
2/8	Family Storytime	50
2/9	Babytime	56
2/9	Sweet Messages for the Sweet	16
2/9	Crafting for a Cause: Rescue Bears	3
2/10	Little Dabblers	70
2/10	Lego Club	18
2/11	Little Play Cafe	51
2/12	Bagels: A Comfort Food Presentation	22
2/12	Let's Learn Together Family Workshop	12
2/13	Light-up Thank You Card	11
2/14	Family Storytime	37
2/14	Family Storytime	43
2/14	Big Kid Storytime	19

2/15	Family Storytime	41
2/15	Family Storytime	52
2/15	STEAM Lab: Static Electricity	13
2/15	Improv Group	5
2/16	Babytime	57
2/16	Illustrators' Club	19
2/16	Tween Lab: Candy Sushi	9
2/17	Little Dabblers	65
2/17	Crafting for a Cause: Rescue Bears	7
2/18	Little Play Cafe	55
2/18	Mammals and More!	103
2/19	Chess Club	11
2/21	Family Storytime	56
2/21	Family Storytime	47
2/21	Big Kid Storytime	11
2/22	Family Storytime	39
2/22	Family Storytime	40
2/22	Graphic Novel Book Club	9
2/23	Babytime	58
2/23	2nd and 3rd Grade Book Club	3
2/24	Little Dabblers	91
2/25	Wiggleworms Party!	102
2/26	Building with Bits and Bobs	25
2/28	Family Storytime	56
2/28	Family Storytime	39
2/28	Big Kid Storytime	19
2/28	Using Picture Books to Talk about Race	7

Drop-In Activities

2/6	Drop-In Free Play	43
2/13	Drop-In Free Play	53
2/20	Drop-In Free Play	65
2/25	WinterFest	150
2/27	Drop-In Free Play	44
Feb.	I Spy bulletin board challenge	275

Mammals and More!

On Saturday, February 18, Flying Fox Conservation Fund brought the zoo to the library in an entertaining and educational live animal program. 103 patrons interacted with a variety of reptiles, amphibians, birds, and insects and even had the chance to say hello to a slow-moving sloth named Steve.

Let's Learn Together
Racial Literacy

Our Let's Learn Together series continued in February. School Librarian Mindy Perry guest-presented to 12 patrons at the February 12 Let's Learn Together Family Workshop, sharing anti-racist strategies for every age and personality. Families also made customized buttons to take home and share.

Youth Services Librarian Sarah Jo Zaharako presented *Using Picture Books to Talk to Kids about Race* attended by seven parents and teachers. The eight Let's Learn Together kits containing books and activities have circulated 17 times since the start of the year. In a **post** on the library blog, we shared some of the best picture book titles to help enrich meaningful conversation and opportunities to build empathy and expand vocabulary.
https://www.wilmettelibrary.info/posts/lets-learn-together-racial-literacy-picture-books

Feedback for Let's Learn Together Family Workshop:
- "Really appreciated the context and space to talk about race with my child."
- "Thank you for creating an opportunity for the Wilmette Community to open hearts and minds."

- "We attended one of the Let's Learn Together workshops and really liked it and got some inspiration. We sincerely look forward to the next event!!!"

Crafting for a Cause: Rescue Bears

Teen Librarian Krista Hutley and Youth Services Librarians Eti Berland and Jennifer Lee collaborated on two Crafting for a Cause: Rescue Bear tween/teen programs. Rescue Bears were originated by Erin Fountain, Executive Director of the Institute for Positive Mental Health (due to personal circumstances, Erin was unable to join the program as planned).

Rescue Bears are made from mismatched socks which are re-purposed into adorable little bears for those who need a little something to hold onto. Attendees could keep their creation or donate it to a teen going through a difficult time. We partnered with The Harbour in Park Ridge to donate the bears we collected to them.

According to their website, "The Harbour offers immediate, stable and safe housing to homeless young people and young mothers with children. Every day we provide nutritious meals; services and support for continued education and employment; and individual counseling to help break the cycle of homelessness." Our staff and teens created 22 bears to donate to The Harbour.

Book Displays

In February, Youth Services curated displays of books to highlight Black History Month, staff favorites, mysteries, and in the Junior High Room, books with red covers - just for fun!

Special Projects

To join in the Wilmette WinterFest celebration on February 25, Youth Services created a "winter playscape" in the Youth Program room. Children also played a snowy scavenger hunt, made paper snowflakes, and found our blanket fort transformed into a winter wonderland. Outside, the Maker Garden and trees were decorated with ice garlands!

Digital & Maker Services

February Programs & Classes:

2/1: Cutting the Cable Cord (Ethan Herdrich), 23, Auditorium
2/11: Secret Gift Workshop 1 (Janet Piehl), 6, Youth Program Room
2/11: Secret Gift Workshop 2 (Janet Piehl), 8, Youth Program Room
2/13: Lovey-Dovey eCards (Linnea Lundberg), 3, Virtual
2/15: Down with Paywalls: Digital Newspapers & Magazines (Lauren Kelly), 20, Auditorium
2/23: Intro to Android (Alex Barzallo), 4, Small Meeting Room
2/23: Beyond 3D Printing (Linnea Lundberg), 15, Auditorium
2/28: Parental Controls and YouTube (Ethan Herdrich), 9, Auditorium

In February, DMS Staff conducted 37 1:1 help interactions in the Technology Center. Topics included: Using a webcam, laminating, checking out ebooks on the Libby app, uploading social security documents, saving and transferring image files, and more.

DMS and YS Staff also conducted Maker Appointments in the Youth Program Room:
TOTAL: 16 appointments, 34 attendees

DMS Librarian Janet Piehl ran this month's Maker Garden, a Solstice Log, Freezing and Melting craft. This passive program had 200 participants.

Since Janet Piehl joined the DMS department last month, we are in a unique position to provide intergenerational and age-neutral maker experiences to our community. This month Janet worked with Youth Services to plan and execute Winterfest on 2/25. She set up a winter video scene in the YPR and hung ice garlands outside the library in the Maker Garden for adults and youth to collaborate.

This month Ethan conducted some pop-up programs for both patrons and staff to demonstrate the new Meta Quest 2 VR Headset before it circulates in the Library of Things collection. Patrons and staff got to try out the new headset and experience virtual reality. Though it had low attendance, one patron remarked they were "blown away" and "will never forget this for the rest of my life."

Additionally, Ethan hosted a lively group that had many questions during "Cutting the Cable Cord." This was right around the time that Netflix soft announced the end of password sharing, so the program was extremely topical.

Patrons especially enjoyed Linnea's "Beyond 3D Printing" program. One participant emailed the library the following week to say "Thank you for the 'Beyond 3D Printing' presentation of last week. My husband and I found it very clear, interesting, informative, and relevant. We could see that the audience enjoyed it greatly, as they asked many questions and stayed overtime. We look forward to participating in future events."

Auditorium

Lauren Kelly worked with IT Manager Michael Pocrnich to move the livestreaming station into the Auditorium permanently, and get full-time DMS Associate Ethan Herdrich his own dedicated computer workstation. This update allows the department to troubleshoot livestreaming issues more effectively and not interrupt Ethan's workflow when that station needs to be used.

3D Printing

The 3D Printing service launched in November continues to be popular and serve a growing audience of interested patrons. One patron has been using the service to 3D print small items for home repair projects, such as a new dryer vent flap.

- February 3D Print Submissions: 19
- 3D Prints from Maker Appointments: 12

Communications and Events

February Programs

Virtual
- Tuesday, February 7: At Home Film Series: Eye in the Sky; 5 patrons
- Wednesday, February 8: Saying Yes to Your Story with Kwame Alexander ILP; 35 patrons
- Thursday, February 9: The Surreal World of Salvador Dali with Jeff Mishur of Art Excursions; **85 patrons**
- Thursday, February 9: Gun Safety in Our Communities (Family Action Network)
- Monday, February 20: Every Song Has a Story: Black Music's Impact on America with Linda Gorham; 35 patrons
- Tuesday, February 28: Building Walt Disney World's Magic Kingdom with Valerie Gugala; 35 patrons

In-Person
- Thursday, February 2: Armchair Travels: Amazing Castles Around the World with Barbara Barrett; 41 patrons
- Wednesday, February 15: Diversity in Publishing: A Seminar for Readers at the Book Stall
- Thursday, February 16: International Film Screening: Le Grand Voyage; 4 patrons
- Thursday, February 16: Armchair Travels: The Netherlands and Belgium: Windmills, Tulips and More with Eugene Flynn; 18 patrons
- Friday, February 17: Nicole Kestler Jazz Trio; 46 patrons
- Thursday, February 23: Intro to Magic for Adults with Trent James; 18 patrons

In addition to hosting the above programs, we finalized our One Book, Everyone Reads programs. With the new structure of One Book, much of the programming originates in the C&E department. Jennifer worked on a number of programs focusing on guerilla art movements, as well as coordinating a number of creative hands-on programs for the series. These events will take place in April and May in support of our May 11 signature event.

February is Black History Month, and we honored the month in a number of ways. Lydia worked to update our Black History Month landing page on our website, including library events as well as events hosted by the Village of Wilmette. The page is highlighted in February, but available as a resource year-round: wilmettelibrary.info/black-history-month

February Communications

Sarah Beth worked closely with Kim for the roll-out of our new 24/7 locker service. Because the lockers replaced Parking Lot Pickup (PLP), the communications needed to promote the lockers and teach patrons how to use them while also ensuring people knew that PLP would be ending. The lockers were promoted via email newsletters, our website, and our social media channels, and our website was updated in a number of places to reflect the change from PLP to lockers.

We announced our One Book selection to the community in mid-February. Our 2023 One Book Everyone Reads selection is *Now is Not the Time to Panic* by Kevin Wilson. Wilson's latest book, explores art, friendship, parenthood, and adolescence. Sarah and Lydia have been working behind the scenes on the promotions roll out, with the announcement of the full slate of programming to be shared with the community in mid-March. We are excited to share and explore this book with the Wilmette community this spring. Wilson will be speaking virtually to the community on Wednesday, May 11, in conversation with radio personality Alison Cuddy.

Additional projects:
- Sarah and Sarah Beth worked with the Staff Day committee to organize a photographer to take staff headshots and a group shot of the full library staff. We are excited to continue in partnership with professional photographers to supplement our ever-growing storytelling efforts! Sarah worked on additional staff day projects, helping with design for the day and working on staff anniversary certificates.
- Sarah's work on the Library of Things continued, as she continued to create graphics and displays for this wide scale branding project
- Both Sarah and Lydia worked with Sarah Jo on accessibility projects. Sarah created a one page, two-sided handout outlining WPL resources for Sarah Jo to use when presenting to a therapeutic school.
- Sarah worked with Youth Services and Circulation to update the welcome letter we send to new cardholders.
- Lydia worked on preparing One Book promotions in advance of our promotional push in March. She also created a new list of press contacts, which was necessary due to the changing media landscape of the past few years.

Sarah continued to create collateral materials to support our regular operations, including name badges for new staff and new staff roles, signage notifying patrons about major events and the staff day library closure, business cards for youth services staff, and updated and replenished signage and pamphlets as needed.

Email and Social Media

Lydia was busy creating content for our social media channels in February. She has been working to organize our photos, making it easier to find the perfect image to use in library promotions. Some of the February content included Winter Reading Club reminders, outdoor locker promotions, and Black History Month.

Email newsletter statistics from February:
- 81,911 Sends
- 1,588 clicks

The most clicks were for:
- State Service Hours on Tuesday, Feb. 21
- Illinois Libraries Presents event with Mary Roach on March 1

- The catalog link for *Now is Not the Time to Panic*
- The Zoom registration link for the One Book Author Event
- The Surreal World of Salvador Dali event on February 9

Highlights from our Social Media channels:

wilmettelibrary
Wilmette Public Library

Liked by jillie__mae and 34 others

wilmettelibrary Children's author Arianna Brooks joined us yesterday for a special presentation all about bagels! We made sweet and savory cream cheese while… more

View 1 comment

wilmettelibrary
Wilmette Public Library

Liked by jillie__mae and 27 others

wilmettelibrary Thanks to the The Flying Fox Conservation Fund for "hanging out" and teaching us about unique critters from around the world! 🦇… more

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 February. 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.

Michael worked with outgoing Finance Manager John Risko to prepare the technical details of our succession plan. Michael had CVI create a profile for our consultant from Sikich to facilitate access to necessary documents and emails. Michael also setup distribution groups to forward emails to key staff from various email addresses.

Michael merged the library's three Comcast accounts into one portal to make accessing accounts, checking system status, entering support tickets, and tracking billing and payments easier.

Michael purchased and configured 3 new laptops to support presentations and programming for the following uses:

1. The first laptop simplifies set-ups for staff-led programs events in the Auditorium and facilitates setting up for the board meeting livestream. The new laptop will be used for all events that need a computer. The former Auditorium desktop (previously used for the above purpose) will be reconfigured to be used as desktop PC in Digital & Maker Services. The livestream computer will be configured to be used for livestreams only.
2. The second laptop will be used in the Administration conference room for any staff meetings that required a laptop, and in cases where a such a laptop is required for an off-site conference or meeting.
3. The third laptop will be configured to replace the Digital & Maker Services department laptop which was not able to keep up with all the new programs being run on it.

Michael also purchased and configured 4 laptops to replace the 4 original Communications & Events Macbook Pro laptops. Additionally, Michael installed new monitors, keyboards, and mice for this team so staff can comfortably work in a mimicked desktop environment at their desks while also enjoying the convenience of the same equipment for remote use.

Human Resources

Recruiting & Personnel

Adult Services
We are excited to announce that we have hired Cathleen Blair as our new Adult Services Manager. Cathleen comes to us with 17 years of experience in Adult Services, including her most recent role as Assistant Department Head of Fiction-AV Teen Services for Mount Prospect Public Library. Supervising a department of 14, Cathleen also directs teams dedicated to advisory, book discussions, collection development, and reading program design. Cathleen also brings background in education, having taught English and literature to grades 6-12. Cathleen's first day will be April 17, and we are eager to welcome Cathleen to our Leadership team.

Shelving
HR Manager Michael Boone and the Shelving hiring team have been in interview mode the past couple of weeks for the part-time Shelver position. We have finally selected a candidate we would like to move forward with, and we are in the process of checking references. We hope to have an offer on the table early next week.

Technical Services
We recently posted for a Technical Services Assistant, responsible for copy cataloging materials, reviewing and verifying accuracy of bibliographic records, adding item records to the library catalog, and assigning classification and call numbers to library materials. This position will also run, sort, and distribute Cooperative Computer Services (CCS) reports, and works on a variety of database clean-up and revision projects. The deadline to apply was February 24, and we received about 10 strong applicants. We have narrowed the pool down to 5 candidates that we are in the process of pre-screening.

Youth Services

We are in the final stages of the recruitment process for a new part-time Youth Services Associate. This position will cover 2 weekend shifts per month and will pick up extra shifts as needed. We are hoping to have news to share in the next week.

<u>Staff Appreciation</u>

First Quarter Anniversary Celebration

We kicked off our quarterly Staff Work Anniversary celebrations on February 22. Staff snacked on cake, fruit, as well as some gluten-free and vegan options to celebrate the work anniversaries of staff members who were hired between January 1 and March 31. The next quarterly celebration is slated for some time in mid-May.

Select Staff Meetings & Workshops

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

2/1: GNCRT Addressing Challenges committee (Eti Berland)
2/2: Annual Preschool Kindergarten Summit (Ruth Bell)
2/3: De-escalation: A Crucial Tool in Libraries for Promoting Intellectual Freedom (Eti Berland)
2/3: RAILS Collection Development Networking group meeting (Jessica Thomson)
2/5: Best Fiction for Young Adults committee meeting (Krista Hutley)
2/6: LACONI Meeting (Kim Hegelund)
2/7: Wilmette Leaders Advisory Group meeting (Anthony Auston)
2/8: Saying Yes to Your Story: a Conversation with Kwame Alexander (Eti Berland, Sarah Jo Zaharako, Susan Kaplan-Toch, Jennifer Lee)
2/8: Circulation Round Table (Kim Hegelund)
2/8: Tour of 24/7 Pickup Lockers for Fountaindale Public Library staff (Kim Hegelund and Mark Cegielski)
2/8: LIRA Cyber Security Webinar (Anthony Auston, Michael Pocrnich)
2/9: Library of Things Committee Meeting (Kim Hegelund, Linnea Lundberg, Jill McKeown, Janet Piehl, Jessica Thomson)
2/10: Laconi YSS: Storytime Bootcamp (Susan Kaplan-Toch, Amanda Jacover)
2/10: RAILS Technical Services Networking group meeting (Jessica Thomson)
2/14: MCATS (Managers of Children's and Teen Services) meeting (Andrea Vaughn Johnson)
2/15: CCS CAMM virtual meeting (Carly Stauss, Jessica Thomson)
2/15: IL Libraries Present Programming Committee (Eti Berland)
2/15: MacKids 2023 Publisher Preview (Eti Berland, Jennifer Lee)
2/16: Young Adult Services Forum professional development meeting (Krista Hutley)
2/21: Sustainability Coordinator Lucy Mellen Orientation (Anthony Auston)
2/21: When a Place Is New (Legacy Family Tree Webinar) (EvaAnne Johnson)
2/22: Charmm'd Leadership Academy (Michael Pocrnich)

2/22: Charmm'd Peer Advisory Group meeting (Andrea Vaughn Johnson)

2/22: Spring 2023 Baker Diversity Lecture Series: Our Brave Communities with Lessa Pelayo-Lozada (Eti Berland)

2/23: Experiential Learning & Maker (ELM) Committee (Kim Hegelund, Ethan Herdrich, Lauren Kelly, Linnea Lundberg, Janet Piehl)

2/23: Illinois State Historical Records Advisory Board / Illinois State Archives Advisory Board meeting (EvaAnne Johnson)

2/24: Webinar: Creating Safe Spaces (Janet Piehl)

2/27: ALSC Membership Committee meeting (Sarah Jo Zaharako)

2/27: Association of Professional Genealogists Chicago Region Meeting: Discussion of Lineage applications (EvaAnne Johnson)

2/28: IDEA Committee Meeting (Laura Antolin, Michael Boone, Sarah Beth Brown, Patsy deVuono, Ethan Herdrich, Christine Hightower, Krista Hutley, Katy Jacob, Andrea Vaughn Johnson, Carly Stauss, Sarah Jo Zaharako)

2/28: Preparing for Challenges - How to be ready before you get one (GNCRT Addressing Challenges committee webinar) (Eti Berland)

2/28: Teen or Youth Selectors (TOYS) Group meeting (Jennifer Lee)

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Attachments:
February circulation statistics by item and material collections; February online resource statistics by title and category

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 02/2023

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	50	29	0	29	29	0	0	0.58
Bag	575	382	226	608	608	0	0	1.06
Blu-ray	1,428	207	139	346	380	34	64	0.24
Blu-ray New	137	120	3	123	125	2	8	0.90
Book	171,380	18,331	18,052	36,383	38,098	1,715	2,212	0.21
Book Hot	912	986	5	991	992	1	0	1.09
Book New	5,674	2,829	1,747	4,576	5,167	591	405	0.81
Boxset	0	11	7	18	18	0	11	0.00
Boxset New	1	4	0	4	4	0	4	4.00
Cassette	60	0	0	0	0	0	0	0.00
CD	14,826	788	408	1,196	1,421	225	290	0.08
CD Audiobook	5,744	215	192	407	469	62	36	0.07
CD Audiobook New	191	73	49	122	141	19	5	0.64
CD New	210	80	47	127	152	25	13	0.60
DVD	16,479	2,024	1,110	3,134	3,385	251	294	0.19
DVD New	461	422	50	472	501	29	38	1.02
eAudiobook	64,644	0	0	0	0	0	0	0.00
eBook	79,963	0	0	0	0	0	0	0.00
eMagazine	4,890	0	0	0	0	0	0	0.00
Equipment	34	9	0	9	9	0	0	0.26
eReader	4	5	0	5	5	0	0	1.25
Game	2	0	0	0	0	0	0	0.00
ILL Material	0	70	8	78	78	0	0	0.00
Kit	8	10	2	12	12	0	3	1.50
Laptop	1	0	0	0	0	0	0	0.00
Large Print	7,219	354	242	596	712	116	49	0.08
Large Print New	297	88	40	128	172	44	14	0.43
Launchpad	0	2	0	2	2	0	2	0.00
Magazine	3,798	294	570	864	864	0	0	0.23
Magazine New	254	0	0	0	0	0	0	0.00
Mobile Hotspot	20	25	0	25	25	0	0	1.25
MP3 Audiobook	0	1	0	1	1	0	1	0.00
Multimedia Kit	28	2	2	4	5	1	2	0.14
Newspaper	1,019	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	15	251	2	253	253	0	0	16.87
Other Audiobook	0	1	0	1	1	0	1	0.00
Playaway	2,458	213	236	449	472	23	4	0.18
Playaway Audio Hot	0	1	0	1	1	0	1	0.00
Playaway Audio New	67	22	19	41	46	5	1	0.61
Record	1,580	1	0	1	2	1	0	0.00
Scores / sheet music	0	2	1	3	3	0	2	0.00
Seasonal AV	246	8	0	8	8	0	0	0.03
Seasonal Book	2,335	306	4	310	312	2	2	0.13
Special Collection	0	1	0	1	1	0	1	0.00
STEAM equipment	25	9	0	9	9	0	0	0.36
STEAM Kit	13	8	0	8	8	0	0	0.62
VHS	148	1	0	1	1	0	0	0.01
Videogame	1,032	374	402	776	804	28	21	0.75
Videogame New	0	1	4	5	5	0	1	0.00
Totals	388,246	28,560	23,567	52,127	55,301	3,174	3,485	0.13

Item Count is where the Item Owing Library = YOUR LIBRARY

Local Charge is where the Station_Library = YOUR LIBRARY

Local Renewal is where the Station_Library = YOUR LIBRARY

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

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

03/01/2023

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 02/2023

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	47,398	4,519	2,465	6,984	7,792	808	689	0.15	2,341
Magazines	4,536	239	391	630	630	0	0	0.14	389
Multimedia	37,984	3,444	1,629	5,073	5,714	641	760	0.13	1,547
Nonfiction	68,795	4,159	4,177	8,336	9,337	1,001	901	0.12	3,915
Online	141,892	0	0	0	0	0	0	0.00	0
Other	701	772	236	1,008	1,008	0	0	1.44	208
Teen Fiction	2,661	351	456	807	847	40	85	0.30	443
Teen Multimedia	69	12	8	20	22	2	2	0.29	8
Teen Nonfiction	386	51	50	101	109	8	16	0.26	50
Teen Online	2,989	0	0	0	0	0	0	0.00	0
Youth Fiction	44,987	11,477	10,641	22,118	22,555	437	753	0.49	10,346
Youth Magazines	535	55	179	234	234	0	0	0.44	179
Youth Multimedia	7,026	1,111	1,032	2,143	2,205	62	37	0.31	965
Youth Nonfiction	23,608	2,346	2,303	4,649	4,824	175	241	0.20	2,193
Youth Online	4,634	0	0	0	0	0	0	0.00	0
Youth Other	44	24	0	24	24	0	1	0.55	0
Totals	388,246	28,560	23,567	52,127	55,301	3,174	3,485	0.13	22,584

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

Product	Metric Captured	Category	July	August	September	October	November	December	January	February	Total	Cost per Use	Cost of Product
AP Stylebook	Page Views	General Reference	x	x	x	4	2	0	0	2	8	$ 30.00	$ 240.00
Brainfuse	Database Usage	Online Learning	108	55	64	47	13	23	19	26	355	$ 19.63	$ 6,970.00
CLCD: Children's Literature	Results	General Reference	85	401	0	313	45	0	0	1477	2321	$ 0.44	$ 1,010.00
Consumer Reports	Page Views	General Reference	948	664	1046	995	1096	1129	1462	1254	8594	$ 0.21	$ 1,838.00
Consumers' Checkbook	Logins	General Reference	8	6	13	7	2	2	5	8	51	$ 8.82	$ 450.00
CreativeBug	Total Views	Online Learning	82	22	42	118	23	58	138	75	558	$ 1.61	$ 900.00
DLIL eBooks	Checkouts	eBooks / AV	7391	7530	7727	7839	7544	7863	8980	8105	62979		
DLIL audiobooks	Checkouts	eBooks / AV	4729	4715	4352	4588	4584	4546	5150	4874	37538	$ 1.78	$ 179,019.36
DLIL magazines	Checkouts	Periodicals	711	625	768	689	695	650	878	694	5710	$ 0.19	$ 1,072.59
Encyclopedia Britannica	Documents + Media	General Reference	28	48	43	78	119	82	113	55	566	$ 0.95	$ 535.00
Facts on File (Infobase)	Total Views	General Reference	24	90	16	3	135	0	38	20	326	$ 10.47	$ 3,414.59
Find My Past	Total Views	Genealogy	0	0	7	0	0	0	0	0	7	$ 142.14	$ 995.00
FirstSearch (OCLC)	Total Searches	General Reference	484	1555	669	720	222	194	55	250	4149	$ -	
Gale Courses	Enrollments	Online Learning	0	7	2	3	0	0	1	1	14	$ 360.45	$ 5,046.36
Gale Business Insights: Global	Searches	Business / Finance	10	0	0	42	24	0	3	0	79	$ 71.65	$ 5,660.73
Gale Business: Demographics Now	Retrievals	Business / Finance	0	1	0	0	0	2	0	0	3	$ 656.25	$ 1,968.75
Gale Business: Entrepreneurship	Searches	Business / Finance	2	0	0	0	0	0	2	0	4	$ 1,060.51	$ 4,242.04
Gale Business: Plan Builder	Searches	Business / Finance	0	0	0	0	24	0	0	0	24	$ 82.03	$ 1,968.75
Gale Directory Library	Searches	General Reference	0	8	0	23	12	0	0	10	53	$ 66.04	$ 3,500.00
Gale eBooks	Retrievals	General Reference	0	15	8	6	2	0	0	8	39	$ 89.74	$ 3,500.00
Gale General One File	Searches	General Reference	10	20	14	18	9	6	50	18	145	$ 72.39	$ 10,496.15
Gale Legal Forms	Searches	General Reference	0	0	0	11	7	0	0	13	31	$ 141.68	$ 4,392.19
Gale Literarature Criticism	Searches	General Reference	0	92	0	0	0	40	0	22	154	$ 78.38	$ 12,071.00
Gale Literature Resource Center	Searches	General Reference	0	14	0	12	44	4	10	0	84	$ 38.31	$ 3,218.00
Gale Literature: Dictionary of Literary Biography	Searches	General Reference	0	8	0	1	8	4	0	0	21	$ 22.95	$ 482.00
Gale Literature: Lit Finder	Searches	General Reference	2	7	0	5	4	3	4	0	25	$ 37.20	$ 930.00
Gale Literature: Scribner Writer Series	Searches	General Reference	0	8	4	2	0	4	0	3	21	$ 61.14	$ 1,284.00
Gale Literature: Something about the Author	Searches	General Reference	0	7	1	0	0	4	1	0	13	$ 76.15	$ 990.00
Gale Literature: Twayne's Author Series	Searches	General Reference	0	8	4	2	0	4	0	0	18	$ 106.06	$ 1,909.00
Gale UDemy	Lectures Completed	Online Learning	0	123	0	80	27	19	147	87	483	$ 11.41	$ 5,512.50
Hoopla	Circulations	eBooks / AV	1260	1287	1182	1213	1273	1342	1367	1345	10269	$ 1.71	$ 17,514.92
Kanopy	Plays	eBooks / AV	793	820	791	775	743	881	977	849	6629	$ 1.09	$ 7,225.00
LexisNexis (NexisUni)	Retrievals	Periodicals	146	263	357	206	902	163	128	602	2767	$ 1.76	$ 4,872.00
LinkedIn Learning	Total Videos Viewed	Online Learning	116	100	54	134	61	234	140	198	1037	$ 6.75	$ 7,000.00
Mango Languages	Total Sessions	Online Learning	46	91	76	31	45	59	60	47	455	$ 7.50	$ 3,412.80
Mergent Archives	Pages Viewed	Business / Finance	5	1	8	0	2	6	6	4	32	$ 35.06	$ 1,122.00
Mergent Intellect	Pages Viewed	Business / Finance	31	31	26	26	68	48	105	172	507	$ 16.59	$ 8,412.00
Morningstar	Record Views	Business / Finance	135	38	82	83	404	126	79	41	988	$ 7.65	$ 7,556.00
Muzzy	Sessions	Online Learning	2	3	0	0	0	0	5	0	10	$ 170.00	$ 1,700.00
Newsbank Chicago Community Collection	Full Text Views	Periodicals	x	135	89	34	9	11	11	51	340	$ 15.18	$ 5,160.00
Newsbank Heritage Hub	Full Text Views	Genealogy	x	8	12	13	23	38	11	67	172	$ -	$ -
Newpaper Archive	Total Page Views	Periodicals	3	2	125	127	36	48	29	166	536	$ 8.18	$ 4,382.00
New York Times Digital Edition	Usage Sessions + Redemp	Periodicals	665	590	532	538	533	514	571	401	4344	$ 0.53	$2,303.60
Niche Academy	Total Views	Online Learning	30	40	19	43	18	19	31	28	228	$ 7.41	$ 1,690.00
Novelist	Total Requests	General Reference	175	128	67	61	51	82	387		951	$ 1.10	$ 1,045.00
Oxford English Dictionary	Total Item Investigations	General Reference	13	6	32	20	13	110	35		229	$ 6.89	$ 1,578.27
Pebblego and Pebble Go Next	Article Views	General Reference	1	9	4	0	8	3	0	0	25	$ 79.96	$ 1,999.00
PressReader	Issues Opened	Periodicals	645	837	974	1073	811	1089	822	959	7210	$ 1.01	$ 7,292.38
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	525	2581	1073	433	249	902	547	358	6668	$ 0.25	$ 1,692.50
ProQuest: Chicago Tribune	Total Documents	Periodicals	277	218	303	215	163	249	234	117	1776	$ 3.24	$ 5,753.66
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	111	358	125	216	104	183	383	620	2100	$ 1.99	$ 4,188.39
ProQuest: CultureGrams	Total Pages Viewed	General Reference	26	88	31	4	37	34	0	172	392	$ 3.42	$ 1,339.00
ProQuest: Fold3	Total Documents	Genealogy	10	3	3	269	119	51	105	57	617	$ 1.99	$ 1,226.73
ProQuest: Heritage Quest	Total Documents	Genealogy	27	77	86	52	27	135	263	60	727	$ 0.95	$ 692.00
ProQuest: Newspapers.com	Total Documents	Periodicals	55	189	2	4	198	81	78	110	717	$ 8.34	$ 5,977.99
ProQuest: New York Times	Total Documents	Periodicals	80	62	215	91	63	59	111	67	748	$ 6.70	$ 5,013.22

												$		$	
ProQuest: New York Times Historical	Total Documents	Periodicals	20	13	87	19	2	41	21	23	226	$	18.69	$	4,225.00
ProQuest: Research Library	Total Documents	Periodicals	143	64	70	113	142	110	84	99	825	$	6.21	$	5,120.34
ProQuest: Wall Street Journal	Total Documents	Periodicals	447	379	427	426	321	408	452	226	3086	$	0.32	$	974.79
Record Information Service (Public Record)	Total Visitors	General Reference	219	225	226	230	237	243	246	249	1875	$	0.31	$	575.00
Reference Solutions (Reference USA)	Total Searches	Business / Finance	90	47	119	114	152	100	175	280	1077	$	7.86	$	8,460.00
Scholastic Teachables	Documents	General Reference	182	122	72	17	57	5	21	17	493	$	1.89	$	931.00
S&P Net Advantage	Total Usage	Business / Finance	43	160	126	127	111	466	134	125	1292	$	9.12	$	11,781.00
Statista	Result Clicks	Business / Finance	4	0	2	8	12	5	13	120	164	$	79.27	$	13,000.00
Tumblebooks	Book Views	eBooks / AV	25	8	44	15	2	22	10	17	143	$	4.47	$	639.20
Value Line	Logins	Business / Finance	198	231	268	297	330	393	428	467	2612	$	1.27	$	3,330.00
Weiss Ratings	Page Views	Business / Finance	8	16	30	25	57	20	22	14	192	$	14.56	$	2,795.00
Who's Who (Oxford University Press)	Total Item Investigations	General Reference	0	0	0	0	0	0	1		1	$	2,005.83	$	2,005.83
World Book	Content Views	General Reference	0	5	12	11	30	19	23	53	153	$	12.61	$	1,930.00
OTHER															
App	Sessions		1477	1317	1262	1410	1280	1308	1655	1474	11183				
Website	Sessions		15897	15519	14315	15497	15377	15306	19008	16613	127532				

Category and Product	Metric Captured	July	August	September	October	November	December	January	February	Total	Cost per Use	Cost of Product
General Reference												
AP Stylebook	Page Views	x	x	x	4	2	0	0	2	8	$ 30.00	$ 240.00
CLCD: Children's Literature	Results	85	401	0	313	45	0	0	1477	2321	$ 0.44	$ 1,010.00
Consumer Reports	Page Views	948	664	1046	995	1096	1129	1462	1254	8594	$ 0.21	$ 1,838.00
Consumers' Checkbook	Logins	8	6	13	7	2	2	5	8	51	$ 8.82	$ 450.00
Encyclopedia Britannica	Documents + Media	28	48	43	78	119	82	113	55	566	$ 0.95	$ 535.00
Facts on File (Infobase)	Total Views	24	90	16	3	135	0	38	20	326	$ 10.47	$ 3,414.59
FirstSearch (OCLC)	Total Searches	484	1555	669	720	222	194	55	250	4149	$ -	$ -
Gale Directory Library	Retrievals	0	8	0	23	12	0	0	10	53	$ 66.04	$ 3,500.00
Gale eBooks	Retrievals	0	15	8	6	2	0	0	8	39	$ 89.74	$ 3,500.00
Gale General One File	Retrievals	10	20	14	18	9	6	50	18	145	$ 72.39	$ 10,496.15
Gale Legal Forms	Retrievals	0	0	0	11	7	0	0	13	31	$ 141.68	$ 4,392.19
Gale Literarature Criticism	Retrievals	0	92	0	0	0	40	0	22	154	$ 78.38	$ 12,071.00
Gale Literature Resource Center	Retrievals	0	14	0	12	44	4	10	0	84	$ 38.31	$ 3,218.00
Gale Literature: Dictionary of Literary Biography	Retrievals	0	8	0	1	8	4	0	0	21	$ 22.95	$ 482.00
Gale Literature: Lit Finder	Retrievals	2	7	0	5	4	3	4	0	25	$ 37.20	$ 930.00
Gale Literature: Scribner Writer Series	Retrievals	0	8	4	2	0	4	0	3	21	$ 61.14	$ 1,284.00
Gale Literature: Something about the Author	Retrievals	0	7	1	0	0	4	1	0	13	$ 76.15	$ 990.00
Gale Literature: Twayne's Author Series	Retrievals	0	8	4	2	0	4	0	0	18	$ 106.06	$ 1,909.00
Novelist	Total Requests	175	128	67	61	51	82	387	0	951	$ 1.10	$ 1,045.00
Oxford English Dictionary	Total Item Investigations	13	6	32	20	13	110	35	0	229	$ 6.89	$ 1,578.27
Pebblego and Pebble Go Next	Article Views	1	9	4	0	8	3	0	0	25	$ 79.96	$ 1,999.00
ProQuest: CultureGrams	Total Pages Viewed	26	88	31	4	37	34	0	172	392	$ 3.42	$ 1,339.00
Public Records / Check Illinois	Total Visitors	219	225	226	230	237	243	246	249	1875	$ 0.31	$ 575.00
Scholastic Teachables	Documents	182	122	72	17	57	5	21	17	493	$ 1.89	$ 931.00
Who's Who (Oxford University Press	Total Item Investigations	0	0	0	0	0	0	1	0	1	$ 2,005.83	$ 2,005.83
World Book	Content Views	0	5	12	11	30	19	23	53	153	$ 12.61	$ 1,930.00
Periodicals												
DLIL magazines	Checkouts	711	625	768	689	695	650	878	694	5710	$ 0.19	$ 1,072.59
LexisNexis - NexisUni	Retrievals	146	263	357	206	902	163	128	602	2767	$ 1.76	$ 4,872.00
Newsbank Chicago Community Collection	Full Text Views	x	135	89	34	9	11	11	51	340	$ 15.18	$ 5,160.00
Newspaper Archive	Total Page Views	3	2	125	127	36	48	29	166	536	$ 8.18	$ 4,382.00
New York Times Digital Edition	Usage Sessions	665	590	532	538	533	514	571	401	4344	$ 0.53	$2,303.60
PressReader	Issues Opened	645	837	974	1073	811	1089	822	959	7210	$ 1.01	$ 7,292.38
ProQuest: Chicago Tribune	Total Documents	277	218	303	215	163	249	234	117	1776	$ 3.24	$ 5,753.66
ProQuest: Chicago Tribune Historical	Total Documents	111	358	125	216	104	183	383	620	2100	$ 1.99	$ 4,188.39
ProQuest: Newspapers.com	Total Documents	55	189	2	4	198	81	78	110	717	$ 8.34	$ 5,977.99
ProQuest: New York Times	Total Documents	80	62	215	91	63	59	111	67	748	$ 6.70	$ 5,013.22
ProQuest: New York Times Historical	Total Documents	20	13	87	19	2	41	21	23	226	$ 18.69	$ 4,225.00
ProQuest: Research Library	Total Documents	143	64	70	113	142	110	84	99	825	$ 6.21	$ 5,120.34
ProQuest: Wall Street Journal	Total Documents	447	379	427	426	321	408	452	226	3086	$ 0.32	$ 974.79
Genealogy												
Find My Past	Total Views	0	0	7	0	0	0	0	0	7	$ 142.14	$ 995.00
Newsbank Heritage Hub	Full Text Views	x	8	12	13	23	38	11	67	172	$ -	$ -
ProQuest: Ancestry Library Edition	Total Documents	525	2581	1073	433	249	902	547	358	6668	$ 0.25	$ 1,692.50
ProQuest: Fold3	Total Documents	10	3	3	269	119	51	105	57	617	$ 1.99	$ 1,226.73
ProQuest: HeritageQuest	Total Documents	27	77	86	52	27	135	263	60	727	$ 0.95	$ 692.00
Online Learning												
Brainfuse	Database Usage	108	55	64	47	13	23	19	26	355	$ 19.63	$ 6,970.00

										Total		Unit Cost		Total Cost
CreativeBug	Total Views	82	22	42	118	23	58	138	75	558	$	1.61	$	900.00
Gale Courses	Enrollments	0	7	2	3	0	0	1	1	14	$	360.45	$	5,046.36
Gale UDemy	Total Videos Viewed	0	123	0	80	27	19	147	87	483	$	11.41	$	5,512.50
LinkedIn Learning	Total Videos Viewed	116	100	54	134	61	234	140	198	1037	$	6.75	$	7,000.00
Mango Languages	Total Sessions	46	91	76	31	45	59	60	47	455	$	7.50	$	3,412.80
Muzzy	Sessions	2	3	0	0	0	0	5	0	10	$	170.00	$	1,700.00
Niche Academy	Total Views	30	40	19	43	18	19	31	28	228	$	7.41	$	1,690.00
Business / Finance														
Gale Business Insights: Global	Full Text Retrievals	10	0	0	42	24	0	3	0	79	$	71.65	$	5,660.73
Gale Business: Demographics Now	Retrievals	0	1	0	0	0	2	0	0	3	$	656.25	$	1,968.75
Gale Business: Entrepreneurship	Full Text Retrievals	2	0	0	0	0	0	2	0	4	$	1,060.51	$	4,242.04
Gale Business: Plan Builder	Retrievals	0	0	0	0	24	0	0	0	24	$	82.03	$	1,968.75
Mergent Archives	Pages Viewed	5	1	8	0	2	6	6	4	32	$	35.06	$	1,122.00
Mergent Intellect	Pages Viewed	31	31	26	26	68	48	105	172	507	$	16.59	$	8,412.00
Morningstar	Record Views	135	38	82	83	404	126	79	41	988	$	7.65	$	7,556.00
Reference Solutions	Total Searches	90	47	119	114	152	100	175	280	1077	$	7.86	$	8,460.00
S & P Net Advantage	Total Usage	43	160	126	127	111	466	134	125	1292	$	9.12	$	11,781.00
Statista	Searches	4	0	2	8	12	5	13	120	164	$	79.27	$	13,000.00
Value Line	Logins	198	231	268	297	330	393	428	467	2612	$	1.27	$	3,330.00
Weiss Ratings	Page Views	8	16	30	25	57	20	22	14	192	$	14.56	$	2,795.00
eBooks / AV														
DLIL eBooks	Checkouts	7391	7530	7727	7839	7544	7863	8980	8105	62979			$	179,019.36
DLIL audiobooks	Checkouts	4729	4715	4352	4588	4584	4546	5150	4874	37538	$	1.78		
Hoopla	Circulations	1260	1287	1182	1213	1273	1342	1367	1345	10269	$	1.71	$	17,514.92
Kanopy	Plays	793	820	791	775	743	881	977	849	6629	$	1.09	$	7,225.00
Tumblebooks	Book Views	25	8	44	15	2	22	10	17	143	$	4.47	$	639.20
OTHER														
App	Sessions	1477	1317	1262	1410	1280	1308	1655	1474	11183				
Website	Sessions	15897	15519	14315	15497	15377	15306	19008	16613	127532				