Wilmette Public Library Director's Report – June 20, 2023
Library Activities for May-June 2023
Anthony Auston, Director

Welcome Desk & Shelving

Shelving staff continued to support our shifting and accessibility in the stacks project this month. In the Large Tyoe collections, items that had previously been stored on the bases of the shelving unit were shifted onto the shelving above, while higher shelves were adjusted downward to promote better visbility and accessibility for patrons and staff alike.

The first floor Fiction room has also been shifted as much as possible. The books in Science Fiction/Fantasy and the A through H authors in regular fiction have been shifted so there are no items on the bottom shelves. The Mystery/Suspense room is also being shifted. The rest of the fiction shelves remain tight. Staff also flagged over 500 items that were in bad shape, with cracked spines or water damage, and anything that didn't match our standards for ciculating materials.

Statistics of note for May:

The Welcome Desk answered about 1,300 phone calls in May. Welcome Desk staff answered over 1,000 reference and directional questions as well. The library had 17,965 visitors in May, averaging about 620 users each open day; Mondays were the busiest weekdays, while the weekends had the highest traffic per hour.

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 May, Shelving staff unpacked and processed 268 bins, averaging 67 per week.

Staff uses the Automated Material Handling system (AMH) to check in the majority of our delivery items and returns. In May, the AMH processed 65,698 items. Of those items, nearly 25,000 required special 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.

Shelving staff supported other departments in May by:
- Cleaning 34 DVDs and CDs
- Charging 336 WonderBooks and Vox Books
- Processing 15 carts of weeded materials from Adult and Youth Services

Collections

Physical

During the month of May we added an additional Karaoke Machine to the Library of Things collection. DMS Librarian Janet Piehl updated the circulating sewing machines check-in procedure and trained DMS staff on how to turn around these items for the next patron. DMS Associate Ethan Herdrich worked to set up the additional Nintendo Switch and the two additional Meta Quest 2 devices for circulation. DMS Assistant Manager Linnea Lundberg has started to work with DMS Assistant Finn Dos Santos to help with processing Library of Things items.

Carly Stauss and Emma Standard continued work on relabeling and reclassifying the Youth DVD TV collection and replacing cases when needed.

Carly also worked on several data clean-up projects including the 6 month status report, and items missing one or more values.

Jessica Thomson assisted Adult and Youth Services Librarians with CollectionHQ searches and created reports for collection analysis.

In order to promote our quality collections, Laura Krimsin has been re-labeling sun damaged DVDs and mending the digipak cases for music CDs. She worked with the IT department to select and purchase two new Thermal Transfer label printers. These printers are smudge and smear resistant, will fix the issue of fading that has occurred with past labels and most the most cost effective option.

Technical Services staff were thrilled to welcome Emma Standard (former part time Periodicals/Mail/Processing Assistant) into her new full time Technical Services Assistant role. Emma will continue her previous role of overseeing the daily tasks of the periodicals collection and the mail. Emma will now also be assisting the Cataloging Librarian with copy-cataloging fiction materials.

Selectors have been working diligently to complete the allocation of the remaining funds in their FY2-23 collection budgets. TS staff typically see an uptick in the volume of materials coming into the department as we enter the final months of the fiscal year. The TS team has been wonderful in helping each other out where needed. Having cross-trained staff that can adapt to the needs of our highly-interconnected workflow is a real asset at this time of the year.

Top circulating titles in May:

- Adult fiction: *Lessons in Chemistry* by Bonnie Garmus
- Adult non-fiction: *The Wager: a Tale of Shipwreck, Mutiny, and Murder* by David Grann
- Teen fiction: *Dr. Stone* by Ricchiro Inagaki
- Teen non-fiction: *Fiske Guide to Colleges*
- Youth fiction: *Yotsuba!* by Kiyohiko Azuma
- Youth non-fiction: *Who is Jackie Chan?* by Jody Jensen Shaffer
- Adult multimedia: *The Fabelmans*
- Youth multimedia: *Onward*

Digital

Online Resources and eContent

This past month, DMS Manager Lauren Kelly worked to reconcile the databases budget and plan out the rest of the fiscal year. They also created a new spreadsheet for next year with anticipated costs of renewals to inform the FY 23-24 budget. Some July renewals have already been confirmed.
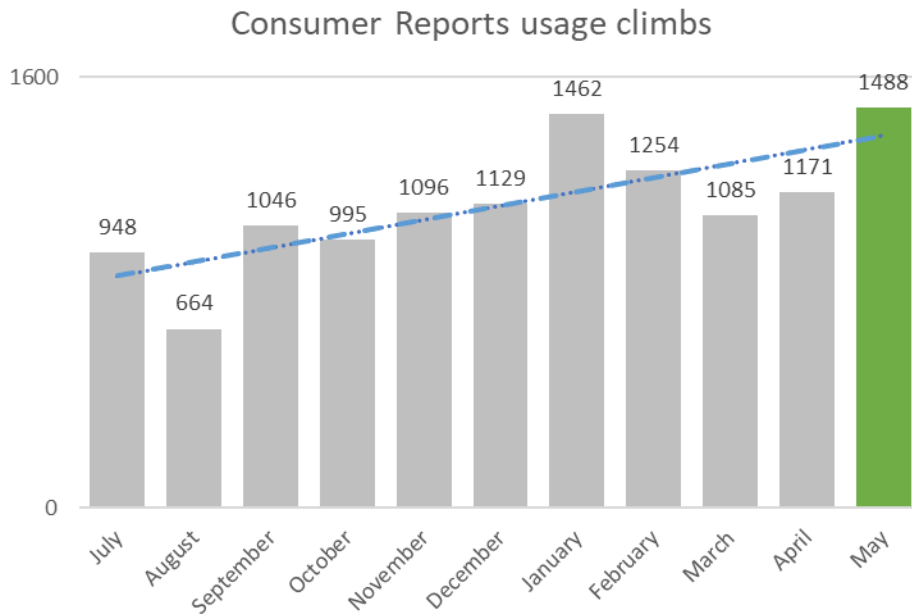
News was released that the Libby app is now available for download on Kindle Fire tablets. This information comes at the heels of the old OverDrive app sunsetting on May 1. Lauren shared this info with Adult Services staff who handle the bulk of eBook troubleshooting inquiries.

This month Lauren met with several online resource representatives. Juan Vasquez from SimplyAnalytics gave a demonstration of our newest product to Lauren and John Amundsen. This data visualization application makes it easy for anyone to create interactive maps and reports using thousands of demographic, business, and marketing variables.
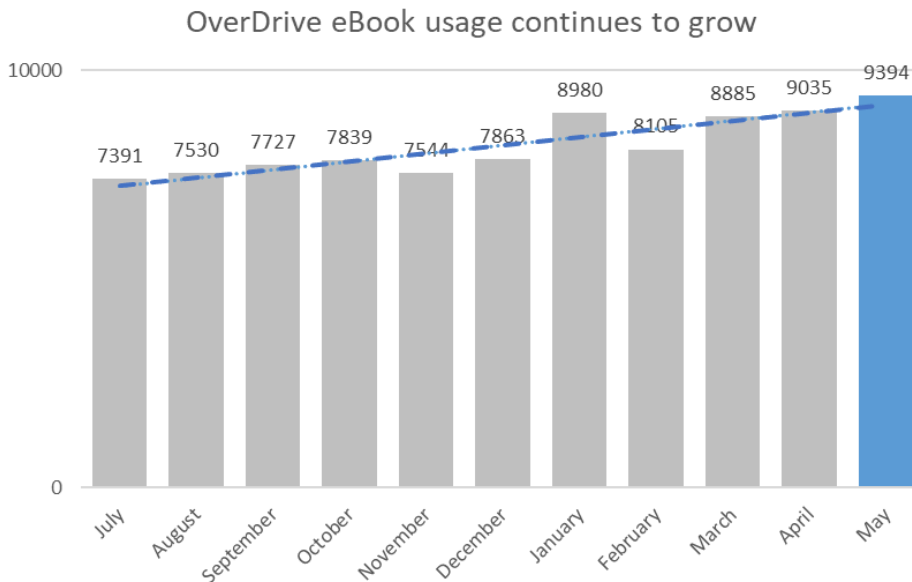
Along with Sarah Jo Zaharako and Cathleen Blair, Lauren met with the Midwest Tape / Hoopla customer support representatives. Staff were able to ask questions and learn more about reporting capabilities to better understand how materials are being processed, and how patrons are using the hoopla digital media resource.

Online Resources Highlights for May:

- Consumer Reports saw the highest number of page views yet this fiscal year, with 1488. This is up from an average of 1122.

Consumer Reports usage climbs

| Month	Views
July	948
August	664
September	1046
October	995
November	1096
December	1129
January	1462
February	1254
March	1085
April	1171
May	1488

- OverDrive saw another increase in eBook checkouts this month with 9394 eBook circulations. This is again a new record for the number of eBook circulations in one month (data analyzed from January 2020-today). Circulation has been trending upwards since Lauren took over ordering in October 2022. The new selection strategy they implemented may be causing this upward trend.

OverDrive eBook usage continues to grow

| Month	Circulations
July	7391
August	7530
September	7727
October	7839
November	7544
December	7863
January	8980
February	8105
March	8885
April	9035
May	9394

- Mango Languages had a further increase in usage, with 122 sessions in May. The average number of sessions from July-April was 62. Perhaps patrons are looking forward to some international travel this summer. The most popular language was Italian.

Mango Languages increases
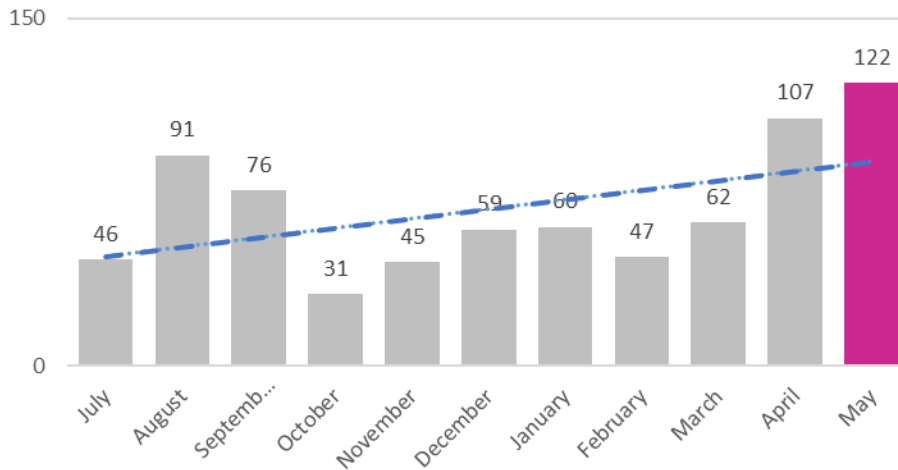
- <u>Pressreader</u> again set a record in May. We saw the highest usage yet this fiscal year, with 1577 issues opened, up from an average of 972. The top publications were: Chicago Tribune (161), Chicago Sun-Times (122), New York Daily News (92), and The Boston Globe (91).

PressReader usage trends upwards
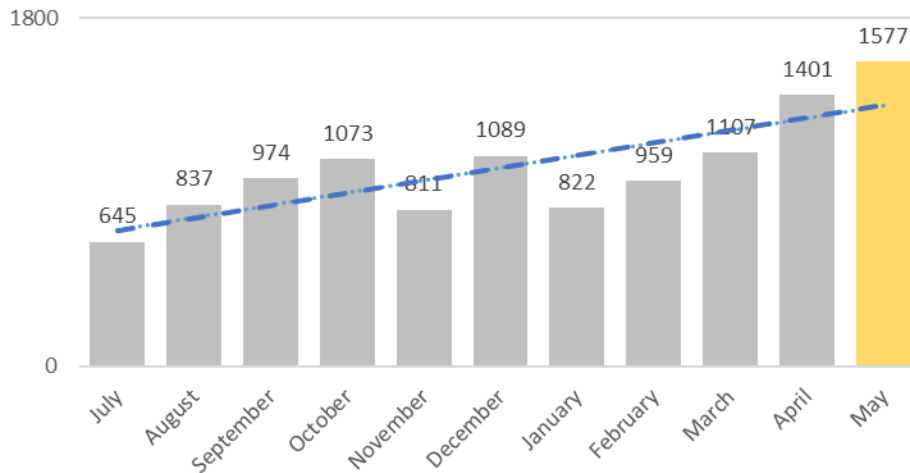
<u>OverDrive</u>

15,181 checkouts
- 9394 ebooks (61.9%)
- 5216 digital audiobooks (34.4%)
- 571 eMagazines (3.7%)

The top titles by checkout:
1. *Happy Place* by Emily Henry (eBook) - 50
2. *Tomorrow, and Tomorrow, and Tomorrow* by Gabrielle Zevin (eBook) - 48

3. *Pineapple Street* by Jenny Jackson (eBook) - 39
4. *Horse* by Geraldine Brooks (eBook) - 38
5. *Hello Beautiful* by Ann Napolitano (eBook) - 37
6. *Demon Copperhead* by Barbara Kingsolver (eBook) - 36

The most popular magazines:
1. *The New Yorker* - 64
2. *Us Weekly* - 42

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

Collection	March	April	**May**
eAudiobooks	820	1262	1065
eBooks	1997	2589	1996
eMagazines	75	89	65
Hoopla items	922	913	889
Monthly total:	3814	4853	**4015**

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

Collection	March	April	**May**
Hoopla	373	1060	**640**

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	March	April	**May**
Adult Fiction	579	462	603
Adult Non-fiction	487	479	581
Teen Fiction	64	25	69
Teen Non-fiction	5	2	5
Youth Fiction	404	347	781
Youth Non-fiction	54	15	180

Adult Magazines	524	468	525
Youth Magazines	42	36	43
Adult Multimedia	182	115	147
Youth Multimedia	42	105	72
Other (Library of Things, etc.)	46	35	47
Monthly total:	2429	2089	**3053**

Full summary of items withdrawn in the past three months:

Collection	March	April	**May**
Adult Fiction	734	731	502
Adult Non-fiction	1127	814	970
Teen Fiction	50	1	5
Teen Non-fiction	0	0	1
Youth Fiction	523	248	298
Youth Non-fiction	160	38	23
Adult Magazines	405	772	507
Youth Magazines	2	5	16
Adult Multimedia	218	55	62
Youth Multimedia	207	136	19
Other		1	0
Monthly total:	3426	2801	**2403**

Technical Services sent 70 boxes of withdrawn items to Better World Books in May.

Circulation

Each quarter the library participates in the RAILS delivery count. This routine data collection provides information on materials moving between the 594 RAILS libraries. We submitted 56 bins holding 1,879 items averaging 33.55 per bin.

ILL/Circulation Assistant Amy Jung made a presentation to the CCS ILL Technical Group (May 18) on placing multiple holds in OCLC. In the demonstration we learned when there aren't enough copies of a book in CCS for a book club, ILL can expand their search through OCLC. In OCLC, ILL can create multiple holds in one transaction. This allows for the holds to contain all of the same information, without doing it one at a time. Where some information might be missed. Creating multiple holds helps ILL track the same titles.

Circulation Assistant Megan Noone has finished updating the 921 (biography collection) book labels project for the Technical Services department. Megan has now started on the Biography DVDs. They will continue assisting on future projects.

The library welcomed 158 new patrons this month. 30 patrons used our online library card application system. Through our collaboration with District 39, we made 31 new cards; come fall 2023, this number will increase due to registration of new students.

Assistant Manager Mark Cegielski worked with CCS to start the process for our bi-yearly patron verification. This process enables the library to verify that patron still reside within the library district and are eligible for a local library card. This process starts with nearly 14,600 cardholders and only affects a handful of patrons, the remaining patrons' cards are valid until they move from their current registered address.

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	61,616
April	59,323	28*	52,875	53,537	54,517
May	59,032	87*	54,781	51,235	53,990
June	61,772	7,422*	56,560	55,012	
Total YTD	739,258	522,981	559,050	618,835	613,231

*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 5/2023	
Total Checkins	**30,287**
Checkout Stations	15,605
Leap Checkout and Renewal	11,385
Total Checkouts	**27,023**
Auto-renewal	25,997
Power PAC Renewal	505
Leap Checkout and Renewal	229
Checkout Stations	145
Total Renewals	**26,967**
Number of your Library's items checked out system-wide	27,119
Holds Placed through your interface	5,642
Holds placed for/by your patrons	6,243
Holds Held	6,632
Holds Checked out	5,703
Holds Cancelled	1,117
Holds Unclaimed	755
Number Of Items Currently Out	31,493
Unexpired Patrons on file	**14,638**

Wilmette Public Library 24/7 Pickup Lockers Monthly Statistics For 5/2023	
Total Checkouts	**173**
Wilmette Cardholder	**40**
CCS and/or Reciprocal Borrower Cardholder	**28**
Holds Held	**199**
Holds Unclaimed	**24**

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

Adult and Teen Services

May Programs

Program	Presenter	Attendance
5/2 - Transition a Good Idea into a Great Business (Virtual)	John Amundsen	51
5/3 - The Devil, You Say? (Virtual) (OBER)	Rachel Garcia	4
5/4 - One Book, Everyone Reads Book Discussion (Virtual)	Katy Jacob	6
5/6 - Basic Digitization Techniques for Genealogists	EvaAnne Johnson	14
5/9 - Classics & Contemporary Book Discussion: No-No Boy	Katy Jacob	11
5/10 - Business Toolbox: Gale Business Plan Builder (Virtual)	John Amundsen	0
5/10 - Creativity in the World of Artificial Intelligence (OBER)	Jillian McKeown	28
5/10 - Girls in Stem	Krista Hutley and Elif Ozturk	canceled
5/11 - Business Toolbox: Gale DemographicsNow	John Amundsen	0
5/12 - Teen Karaoke Party	Krista Hutley (with Eti Berland and Jennifer Lee)	10
5/13 - Dungeons & Dragons	Krista Hutley	canceled
5/22 - Teen Pizza Study Night	Krista Hutley	35
5/25 - Let's Talk About Choosing Books for Teens and Adults	Rachel Garcia, Krista Hutley, & Katy Jacob	1

Special projects

One Book, Everyone Reads
One Book, Everyone Reads came to an exciting close with the library's author event on May 11. Kevin Wilson appeared in conversation with facilitator Alison Cuddy, and our virtual audience

was treated to a warm and insightful discussion. The fact that *Now is Not the Time to Panic* was a top circulating title of April and May showed that the featured book resonated with WPL readers. Thank you to the Friends of the Library for continuing to supportg our efforts to create a valuable community-wide conversation.

Local History and Genealogy
EvaAnne Johnson is wrapping up the oral history project that was conducted for last year's Wilmette 150 celebrations in collaboration with the Wilmette Historical Museum. All the interviews have been transcribed with an AI software and have been manually corrected and edited. The oral histories will soon be available in the Library's Local History Digital Collections (https://history.wilmettelibrary.info/2816728/data?grd=357) as well as the Museum's website (https://wilmettehistory.org/oral-histories/).

New Notary Service
John Amundsen has received his commission from the Illinois Secretary of State as a Notary Public and is finalizing the website and registration process. Limited notary services will be available on an appointment basis for Wilmette Public Library cardholders starting June 15th as a 'soft launch.' After a pilot period, collaborative marketing will be developed to expand community awareness of these services.

Business Services and Networking
On May 23, John Amundsen attended "Let's Do Lunch," a networking event hosted by the Wilmette/Kenilworth Chamber of Commerce and the Winnetka-Northfield-Glencoe Chamber of Commerce at the Kenilworth Community Cafe's patio. John was given an opportunity to address the attendees and gave a brief summary of the programming, services, and resources for small businesses available at Wilmette Public Library. The event was attended by 25 representatives of businesses and nonprofits serving Chicago's North Shore.

Left to right: Business Librarian John Amundsen with Wilmette/Kenilworth Chamber of Commerce Exec. Dir. Jennifer Herren; best-selling author and Baird & Warner realtor Ali Wenzke; and Peter Hansen, President of Moomba Arts, LLC at "Let's Do Lunch," a networking event hosted by the WKCC and the Winnetka-Northfield-Glencoe Chamber of Commerce.

Advisory and Collection Services

Cultural heritage months are opportunities to amplify the contributions of creators who bring rich and diverse perspectives to storytelling and who represent different life experiences. Though these works are regularly included in displays, book group rosters, and personalized recommendations, dedicated months offer opportunity to engage as part of a wider national conversation. May's spotlights honored Jewish American History Month and Asian and Pacific Islander Month:
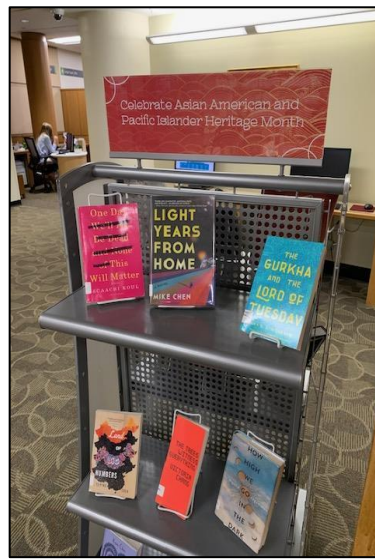

In April and May, Jill McKeown and Mary Dormin collaborated on a substantial refresh of the Large Type Collection. Employing a combination of statistical report analysis and physical condition assessment, a large number of items were removed, donated, or replaced. The end result now supports additional face-out display and provides a more inviting and accessible browsing experience.

Teen Services

Krista Hutley continued working with New Trier senior project students Emily Levins and Elif Ozturk through May 12. Emily did a staggering amount of work indexing the local history vertical files for Eva, as well as helped with a number of youth and teen programs, and assisted with prep work on the teen board game collection. (Picture of Emily with her presentation board - the showcase was a requirement to the completion of the senior project)
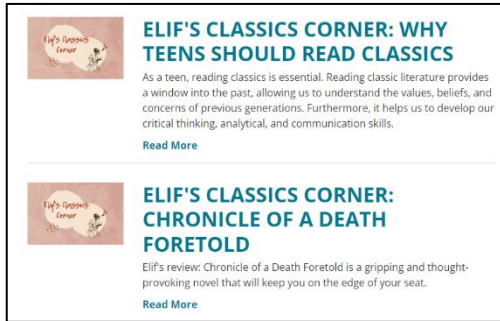
Elif read four lengthy classic novels and wrote book reviews for the Just for Teens blog (available here - https://www.wilmettelibrary.info/services/teens), as well as an essay on the importance of reading classics for high school students. These blog posts will be published in May and June. Both students were a pleasure to work with!

Krista Hutley visited the Wilmette Junior High with Eti Berland to promote the youth and teen summer reading programs during the library's lunch club. In addition to introducing the seasonal reading programs, they also presented on select programs, offered targeted booktalks of appealing titles, and set up the karaoke machine for the rest of the period.

Youth Services

Community Engagement & Outreach

On May 17, Youth Services Librarian Sarah Jo Zaharako presented a Let's Learn Together Workshop on Racial Literacy in the Early Childhood Classroom for preschool staff at St. Joseph's. She received valuable feedback for building Racial Literacy Preschool Literacy Kits, which will be available for teachers in the Fall. The school added several of the books presented to their collection and they are interested in partnering on a teacher workshop in the future.

Preschool Outreach Librarian Ruth Bell made 13 deliveries of books and materials to area preschools and presented 25 storytimes to a total of 435 people.

Youth Services has also been hard at work promoting Summer Reading Club at our local schools. Youth Services School Engagement Librarian Eti Berland led SRC promotions at seven schools. Many staff joined her in these visits to St. Francis Xavier's Book Fair, Marie Murphy School (along with librarians from Glenview and Winnetka-Northfield Library), Wilmette Junior High, McKenzie Elementary School, Central Elementary School, Romona Elementary School (with Glenview Library), and Harper Elementary School. Eti and the librarians spoke to a total of 1,988 students across Wilmette. Reading logs were distributed at all of these visits.


McKenzie Elementary School visit

On May 19, 29 patrons met us at Vattmann Park to enhance their bicycles and strollers at our Bike Decorating event to celebrate National Bike Month.

<u>Adaptive and Accessible Services</u>

Sensory Resources landing page
Youth Services created a Sensory Resources landing page to promote upcoming sensory-friendly programming, social stories, welcome tours, and links to the WPL accessibility page and blog posts about resources and collections for people living with disabilities.
https://www.wilmettelibrary.info/sensory-friendly-resources
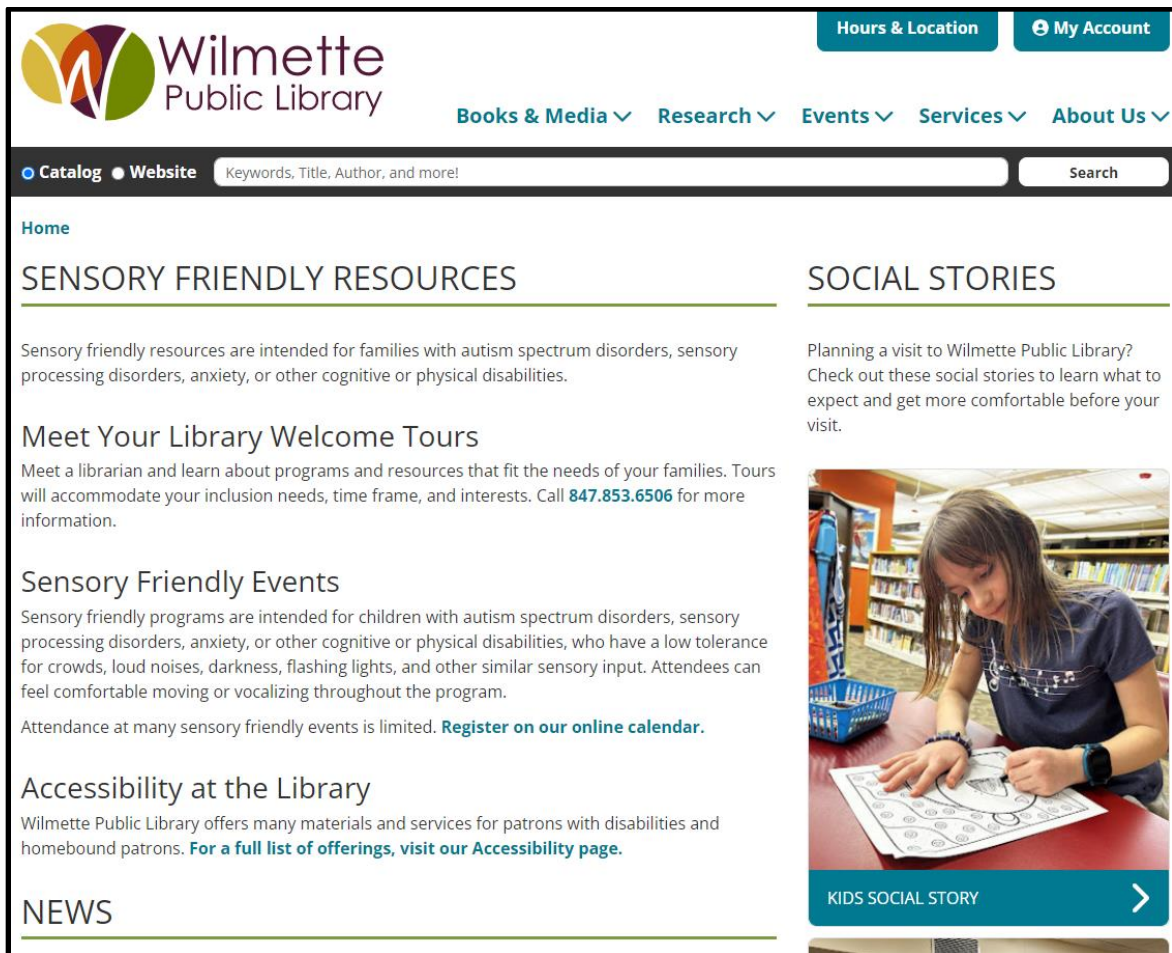
Sensory-Friendly Tools
Youth Services now offers sensory friendly tools for children to borrow during their visit to the library. These items help kids cope with stress and sensory struggles so they can enjoy all the library has to offer:
- Noise canceling headphones help block unwanted sounds like the hum of fluorescent lights or the volume of collective voices. They can help a child focus on storytime or browse books.

● Weighted lap animals provide extra sensory input, which can help with concentration and ease stress and anxiety. Patrons can ask for one to use during storytime or other programs.
● Sensory toys are available in the Junior High Room for any patron who benefits from a little fidgeting.
● Dimmer switches and window shades allow us to adjust the brightness in the Youth Program Room and the main Youth Services area.

AAPI Heritage Month

In May Youth Services honored Asian American and Pacific Islander Heritage Month with two book displays and Youth Services Librarians Eti Berland and Jennifer Lee created a post on the staff blog to share recommendations for kids.
https://www.wilmettelibrary.info/posts/asian-american-and-pacific-islander-heritage-month-book-recommendations
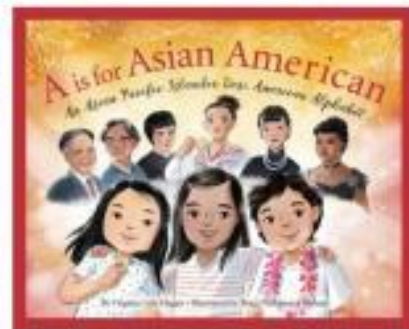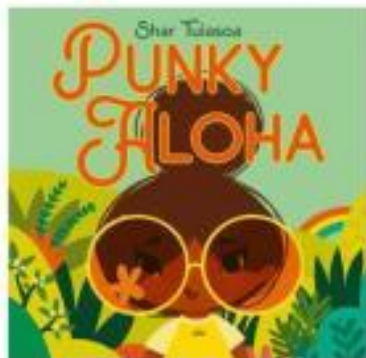
Youth Services Programs

The Force was strong at our Star Wars Day program on Friday, May 5 (Revenge of the Fifth!). Organized by Youth Services Assistant Manager Lisa Bigelow, the event drew 64 patrons for Star Wars crafts, activities, and photo ops with our green screen.

Saturday, May 6 was Free Comic Book Day! Youth Services Librarian Jennifer Lee distributed comic books and prizes she acquired from the Free Comic Book Day organization and partnered with Wilmette comic book store Heroines and Heroes who also provided us with free comics to give out on the day.

We also hosted a viewing party for the Illinois Libraries Present event, Drawing Comics with Jarrett J. Krosoczka, illustrator of the National Book Award finalist Hey, Kiddo and the Lunch Lady series.

Youth Services offered 61 programs in May, including self-directed events, that were attended by 1,923 patrons.

Date	Program	Attendance
5/2	Family Storytime	53
5/2	Family Storytime	56
5/2	Big Kid Storytime	9
5/3	Family Storytime	47
5/3	Family Storytime	51
5/3	Upcycled Comics Masks	15
5/3	Pajama Storytime (Virtual)	3
5/4	Babytime	14
5/4	Babytime	33
5/5	Little Dabblers	22
5/5	Star Wars Day: Revenge of the Fifth	64
5/6	Little Play Cafe	38
5/6	Drawing Comics with Jarrett J. Krosoczka	7
5/7	Let's Learn Together Family Workshop	10
5/8	Flower Making Workshop	10
5/9	Family Storytime	26
5/9	Family Storytime	58
5/9	Big Kid Storytime	9
5/10	Family Storytime	42
5/10	Family Storytime	46
5/10	Graphic Novel Book Club	10
5/11	Babytime	22
5/11	Babytime	32
5/11	Art for Big Feelings	3
5/12	Little Dabblers	64
5/12	Lego Club	17
5/12	Teen Karaoke Party	9
5/13	Little Play Cafe	35
5/14	Chess Club	13
5/16	Family Storytime	26
5/16	Family Storytime	45
5/16	Big Kid Storytime	8
5/16	Improv at the Library	12
5/17	Family Storytime	44
5/17	Family Storytime	42
5/18	Babytime	11
5/18	Babytime	31
5/18	Illustrators' Club	8
5/18	Tween Lab: Make a Comic Book	5
5/19	Little Dabblers	88

5/19	Bike Decorating	29
5/20	Wiggleworms Party!	64
5/21	Building with Bits and Bobs	14
5/23	Family Storytime	23
5/23	Family Storytime	43
5/23	Big Kid Storytime	5
5/24	Family Storytime	44
5/24	Family Storytime	45
5/25	Babytime	21
5/25	Babytime	45
5/25	2nd and 3rd Grade Book Club	2
5/26	Little Dabblers	46
5/31	Let's Talk About Choosing Books for Kids	0

Self-Directed Activities:

5/1	Drop-In Free Play	61
5/8	Drop-In Free Play	66
5/15	Drop-In Free Play	49
5/22	Drop-In Free Play	28
5/26	Imagination Playground	50
5/27	Imagination Playground	50
5/30	Imagination Playground	50
5/31	Imagination Playground	50

Special Projects

Youth Services Librarian Jennifer Lee created shelf talkers for the Junior High Area to recommend and highlight good series for patrons browsing the shelves.

Jennifer Lee also added decodable chapter books to support struggling readers in the Juvenile fiction collection. The books are designed to help struggling readers by using high frequency, basic sight words that readers can easily decode.

Jennifer also added a new product to our collection, Wonderbook Chapter Books. These "Readalongs" combine a chapter book with a built-in audiobook, allowing children to hear the book read aloud while they read.

Digital & Maker Services

May Programs & Classes:

- 5/4: 3D Printing Demo (Ethan Herdrich); 3 Attendees, Auditorium
- 5/6: Secret Gift Workshop Session 1 (Janet Piehl); 5 attendees, YPR
- 5/6: Secret Gift Workshop Session 2 (Janet Piehl); 12 attendees, YPR
- 5/10: What is the Cloud? (Lauren Kelly); 18 attendees, Virtual
- 5/19: 3D Print a Coaster (Alex Barzallo); 4 Attendees, Auditorium
- 5/20: Get Your Bike Ready for Sprint (External Presenter, coordinated by Janet Piehl); 18 attendees, Library Lawn
- 5/24: How to Livestream (Ethan Herdrich); 7 attendees, Auditorium
- 5/26: Digitizing the '80s (Finn Dos Santos & Linnea Lundberg); 10 attendees, Auditorium
- 5/30: Google Chrome Password Manager (Linnea Lundberg); 11 attendees, Auditorium

DMS, YS and AS Staff also conducted Maker Appointments in the Youth Program Room:
TOTAL: 13 appointments, 23 attendees

DMS Librarian Janet Piehl ran this month's Maker Garden. This month's theme was "Knot It!" Patrons were invited to play with ribbons, yarn, and string that were attached to lines held up by stakes in the Maker Garden. They braided, knotted, tied, and more.

In May, DMS Staff conducted 21 1:1 help interactions in the Technology Center. Topics include: Navigating Ancestry.com, exporting an audio recording from a phone and attaching it to an email, updating a Gmail password, restoring an old photo, downloading and editing a PDF then reuploading it, accessing and printing a lease agreement, recovering Hoopla password and account, using the digitization station.

DMS Updates

DMS Associate Ethan Herdrich is working on putting together an instruction binder for patrons to use at the Digitization Station. The department has added new tools at that station in recent months, and this resource will help patrons use the equipment with clear, concise instructions. Centralizing and updating all of the instructions is a quick and free way to improve the patron experience for those looking to digitize analog media.

DMS Assistant Manager Linnea Lundberg researched tools to automate tutorial creation, saving hours of staff time it takes to capture screenshots, type instructions, and format documents for handouts and other instructions. After trying out a number of products both free and paid, she landed on Folge.me. She then worked with Lauren Kelly, Michael Pocrnich, Jill McKeown, and John Amundsen to try it out and decided on purchasing 10 licenses for staff use.

<u>3D Printing</u>

3D printing the designs created in Maker Appointments has been integrated into the general 3D printing workflow in DMS. It is no longer a separate process with a separate pick up location. This will eliminate patron confusion, drastically improve the turnaround time for submitted 3D prints from Maker Appointments, and get patrons comfortable with using the web form.

- May 3D Print Submissions: 22
- 3D Prints from Maker Appointments: 5

The DMS team got positive feedback from a patron who had submitted an object to be printed during a Maker Appointment. The patron admired the quick turnaround of our 3D print service down in the Technology Center compared to when we only had one 3D printer and one staff member managing submissions. "I would come in multiple times and couldn't get my son's 3D print - it took months. Is it different now?" We were happy to inform her that things have changed and our turnaround time is 1-2 days on average.

The DMS Team printed 50 Nintendo Switch game cartridge DVD case holders for Tech Services to hold the circulating Switch games.

Communications and Events

May Programs

<u>In Person</u>

Tuesday, May 2:	One Book, Everyone Reads Film Screening: *Style Wars* (1983); 5 patrons
Thursday, May 4:	Armchair Travels: Maine with Ralph Danielsen; 22 patrons
Sunday, May 7:	Community Art Show Opening Reception: Off the Beaten Path; 30 patrons
Tuesday, May 16:	An Introduction to the Art of Chinese Papercutting with Yvonne Wolf; 20 patrons
Thursday, May 18:	International Film Screening: *Fraulein*; 4 patrons
Thursday, May 18:	Armchair Travels: Lake Titicaca with Judith Bock; 10 patrons
Sunday, May 21:	Classical Concert with Pianist Lam Wong; 22 patrons

<u>Zoom</u>

Saturday, May 6:	Drawing Comics with Jarrett J. Krosoczka with Illinois Libraries Present; 22 patrons
Tuesday, May 9:	At Home Film Series: *Columbus*; 4 patrons
Thursday, May 11:	One Book Everyone Reads Signature Event- Kevin Wilson in Conversation with Alison Cuddy; 150 patrons
Wednesday, May 17:	On Being Fabulous with Jonathan Van Ness and Kristi Yamaguchi with Illinois Libraries Present; 19 patrons

Tuesday, May 23:	Springtime in Paris cooking demonstration with Susan Maddox; 40 patrons
Wednesday, May 24:	Anatomy of a Breakthrough: How to Get Unstuck with Family Action Network
Thursday, May 25:	Armchair Travels: Cuba After Castro - A Country in Transition with Barry Pell; 34 patrons

Sarah Beth Brown and Jennifer Bartel began talking about ways to better track and report on program statistics in the coming fiscal year, as part of the initiatives outlined in the new strategic plan. We are excited for more comprehensive data reporting that will help us see the full breadth of programs presented by our four programming departments at the library.

One Book, Everyone Reads

May featured the culmination of our One Book Everyone Reads annual community reading series (https://www.wilmettelibrary.info/onebook/2023). Communications & Events and Adult Services staff hosted a number of programs exploring this year's book, *Now is Not the Time to Panic*, including our main event with author Kevin Wilson in conversation with Alison Cuddy.

We were thrilled with this year's season, receiving great feedback from patrons and using the series as a way to experiment with programs (Make a Mini Masterpiece) and reintroduce our much-loved community art shows. The planning team (Jill McKeown, Rachel Garcia, Katy Jacob, Krista Hutley, Lydia Fair, Sarah Rose, and Jennifer Bartel) developed and hosted exemplary programs, made creative and useful collateral materials, and met each deadline along the way. We are really proud of this year's series and the wonderful conversation between Kevin Wilson and Alison Cuddy. Kudos to all of the staff members who helped put on this huge effort, particularly the Technical Services team for all of their help in ordering and processing 80+ copies of the book and helping devise more seamless ways for patrons to access their copies. The full team met in late May to wrap up this year's series and begin thinking about our community reading initiatives for the coming year. Thank you to the Friends of the Library for their continued support for helping us put on creative, dynamic reader-centric programming.

May Communications

Summer Reading Club Materials
- Sarah Rose created a custom branding suite for this year's summer reading clubs to support the theme "Find Your Voice." This design was incorporated into a wide variety of collateral materials, from reading logs and flyers to banners and t-shirts for all staff. Lydia Fair worked on the website for Summer Reading Club details and online reporting, which went live at the start of June: https://www.wilmettelibrary.info/summer-reading-club

June-August Newsletter

- The summer months are covered in our 3 month, 16 page newsletter issue, which is one of our major communication pieces of the year. This year's summer newsletter included a spread promoting Summer Reading as well as a feature on audiobooks (a nice tie-in for the Find Your Voice theme), introduced new board members and new Adult Services manager Cathleen Blair, highlighted programs and reading lists supporting LGBTQ+ Pride, and promoted nearly 200 programs for all ages. The newsletter was mailed to all homes in Wilmette the last week of May, and will be available in the building through August.
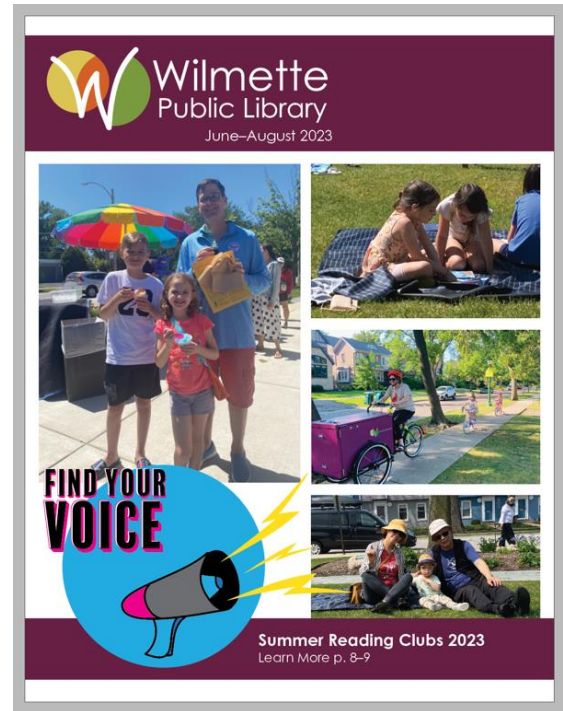
In addition to these initiatives, our communications team worked on a number of small projects throughout the library and online. Sarah produced business cards and nametags, created numerous flyers and digital slides including a flyer highlighting Sensory Friendly events to be shared at offsite locations, and designed a large number of graphics for use in print and online. Lydia updated webpages for SRC and Pride, took photos at a number of events, wrote email newsletters on a variety of topics, and edited and managed the staff blog.

Email and Social Media

Our newsletters this month focused on promoting One Book, Everyone Reads, the strategic plan focus groups in early May, and the new social stories, in addition to program and resource promotion.

Email newsletter statistics from May:
- 73,545 Sends
- 1,186 clicks
- The most clicks were for:
    - Springtime in Paris Cooking Demonstration on May 23
    - Anatomy of a Breakthrough FAN event with Adam Alter on May 24
    - Zoom Registration for Author Event with Kevin Wilson on May 11
    - What is the Cloud class on May 10

Highlights from our Social Media channels:

Wilmette Public Library is at **Wilmette Public Library**.
Published by Lydia Wpl · May 18 at 12:00 PM · Wilmette · 🌐

No stage? No problem! 👐 Librarian Jennifer caught some creative thinking in the play area yesterday.

See insights and ads   Boost post

👍❤️😮 25   2 comments

Wilmette Public Library is at **Wilmette Public Library**.
Published by Lydia Wpl · May 5 · Wilmette · 🌐

It's National Small Business Month and we're excited to offer a new online resource to help your business or nonprofit thrive! Try out SimplyAnalytics to create interactive maps and reports using thousands of demographic, business, and marketing variables.

Visit wilmettelibrary.info/business to connect with a mentor, stay up-to-date on the latest management trends, and more.

See insights and ads   Boost post

👍❤️ 6   1 comment 2 shares

wilmettelibrary
Wilmette Public Library

wilmettelibrary The Force was strong at our Star Wars Day program!

#starwars #starwarsday #revengeofthe5th #maytheforcebewithyou #librariesofinstagram #wilmette #wilmettepubliclibrary

3w

winnlib Looks like the best day ever!
3w 1 like Reply

smackbar Me cosplaying Leia on the library Insta was not on my bingo card for this year 😅
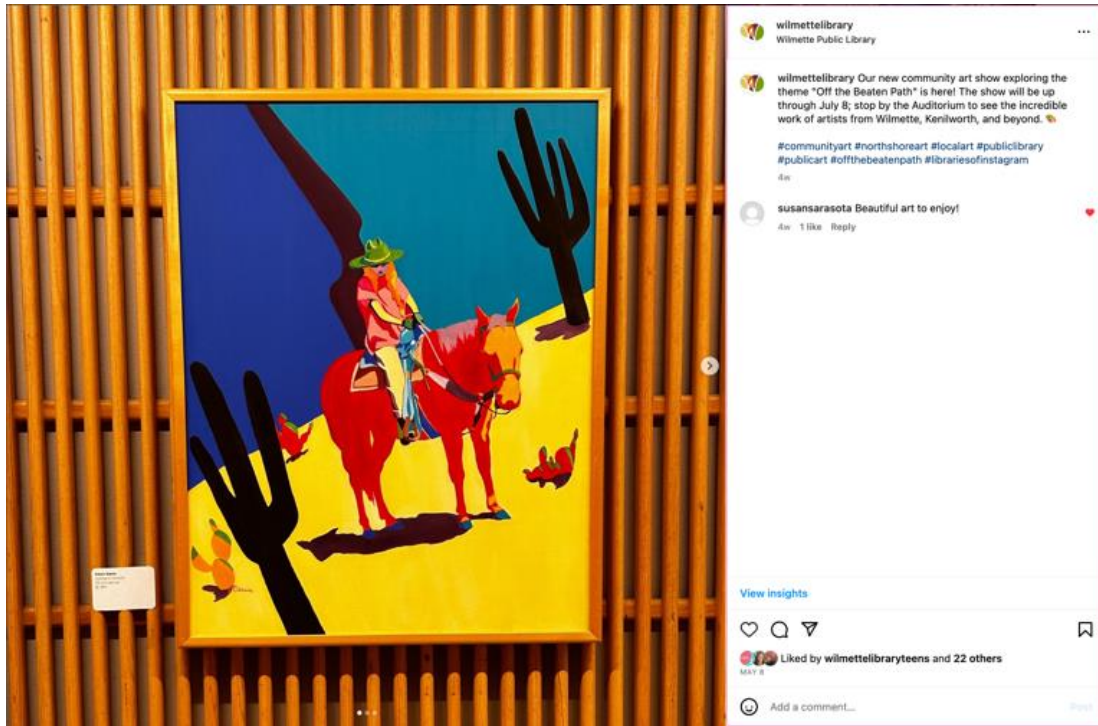3w 4 likes Reply

View insights

♡ ○ ◁   🔖

Liked by **martibell2004** and **31 others**
MAY 16

☺ Add a comment...   Post

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 May. 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 software installation and troubleshooting, equipment installation and training, reconfiguring/relocating workstations, coordination with CVI on resolution of open tickets, routine maintenance, equipment cleaning, and other updates.

Christine was instrumental in facilitating a resolution of a number of issues associated with our Bibliotheca equipment. Settings on the checkout stations were found to be inconsistent; Christine and Mark analyzed and resolved the issue. Account summary data printed on receipts from the checkout stations was also found to be inconsistent; Christine and Mark resolved the issue and updated the settings. Finally, one of the checkout stations' barcode scanner failed and required replacement. Bibliotheca replaced the equipment under warranty.

Michael continues to evaluate and refine the quotes for the telephone system replacement project. We expect to compile a comprehensive summary of the top proposed solutions for administrative and staff review in the coming weeks. Once the finalist solutions have been selected, Michael will coordinate demonstrations for staff to test the equipment and features. Following this analysis, we expect to make a recommendation to the Board for the new system, with our goal remaining to provision and install the updated solution by calendar year-end.

Human Resources

<u>Recruiting & Personnel</u>

Circulation

We are excited to announce that we have hired Matthew Hoffman (he/him), as our new Circulation Manager. Matthew brings over 20 years of Circulation experience and has served as the Assistant Manager of Patron Services at Park Ridge Public Library since 2002. In this role, he not only assists in managing the daily operations of the Circulation department, but he also takes on the supervisory responsibilities of all the pages at the library as well. Matthew has also served as the acting Circulation Manager for periods of time when needed. A published writer with an MFA in writing, Matthew also helped create the library's blog, PRPL Focus, and also hosts their Classic Film Series program. Film is clearly a passion of Matthew as he also offers classic film programming services to the local movie house in town, the Pickwick Theatre. Matthew's first day will be Monday, June 26.

Facilities

We have promoted our Facilities Technician, Aarin Olson (he/him) to our new Facilities Assistant Manager. While Aarin has only been with us a short time since he started as Facilities Technician back in February of this year, he has already proven himself to be a valuable member of the department. From the start, Aarin has jumped right in to get to know the library, and has taken initiative on several Facilities-related projects. As Facilities Assistant Manager, Aarin will help Facilities & Safety Manager, Marcos Levy, in managing the day-to-day operations of the department to ensure that the physical needs of the building and grounds are met. We are certain that Aarin's experience and skill-set are a good mix for this critical role.

Technical Services

We have transferred our current part-tie Periodicals/Mail/Processing Assistant Emma Standard (she/her), to a full-time Technical Services Assistant position. Emma joined the Technical Services Department back in December of 2020 where Emma has been instrumental in the upkeep and organization of the Periodicals collection, and collaborates with librarians from Adult and Youth to curate those collections. In her new role, Emma will assist the Cataloging Librarian with inputting item level data for fiction books. Emma will also continue to assist with withdrawing and processing materials. We're thrilled Emma is stepping into this full time role to help keep the workflows running smoothly and reinforce TS operations.

Administration

We are in the final weeks of collecting applications for our Assistant Director position. We have received about 12 applications. The deadline to apply is June 16. After the deadline, Director Anthony Auston will review the applicant materials and decide who we would like to move forward in the recruitment process, starting with a phone screen.

<u>Special Projects</u>

Salary Structure

In an effort to ensure that our salaries are not only in line with the current labor market but also competitive for our region, HR Manager Michael Boone assisted Director Anthony Auston in updating our current salary schedule concurrently with FY23-24 budget planning. Typically the salary structure increases annually somewhere between 1.6% – 1.9% based on comparative benchmarking data from HR Source. As a result of the findings, we identified staff members who needed a market adjustment based on the new salary scale. Adjustments were applied and staff members were informed of their upcoming adjustments.

Staff Training

Youth Services Manager Andrea Vaughn Johnson set up three de-escalation practice sessions on May 25, June 1, and June 5 for staff to review and role play the De-escalation Basics training that was offered virtually to all staff.

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>

5/1: Strategic Planning Community Forum (Anthony Auston, Cathleen Blair)
5/1: New Trier Township Regular Board Meeting (Sarah Jo Zaharako)
5/1: Yiddish Book Center Grant Check-In/Get-Together (Rachel Garcia)
5/2: Newly Elected Wilmette Officials Orientation/Training (Anthony Auston)
5/3: Personal Digital Archiving (Northeast Document Conservation Center) (EvaAnne Johnson)
5/4: Illinois State Historical Records Advisory Board (ISHRAB) Site Visit to Museum of Anesthesiology (EvaAnne Johnson)
5/5: Illinois State Historical Records Advisory Board (ISHRAB) Site Visit to Ukrainian National Museum (EvaAnne Johnson)
5/5: Reaching Forward Annual Conference (Jennifer Bartel, Diane Dos santos)
5/6: Reconstructing Communities Using Sanborn Maps, Census Records, and City Directories (Arizona State Archives) (EvaAnne Johnson)
5/1: Strategic Planning Community Forum (Anthony Auston)
5/10: Friends of the Library Board Meeting (Anthony Auston)
5/10: Webinar: CollectionHQ - Promoting your Collection (Jessica Thomson)
5/11: Intro to Fusion 360 Webinar from AutoDesk (Linnea Lundberg)
5/11: Let's Learn Together: Choosing Books Meeting (Rachel Garcia, Krista Hutley, Katy Jacob)
5/11: Young Adult Services Forum (YASF) meeting (Krista Hutley)
5/13: RAILS: A Look Inside How to Run an Efficient and Effective Library Board Meeting (Anthony Auston)

5/16: Wilmette Leaders Group (Anthony Auston)
5/17: CCS Cataloging and Metadata Maintenance Meeting (Carly Stauss)
5/18: ILL Technical Group Meeting (Amy Jung, Louise Neidorf, Mark Cegielski)
5/18: Library of Things Committee Meeting
5/23: Off-site multi-chamber networking event (WKCC + WNGC) (John Amundsen)
5/24: Charmm'd Peer Advisory Group meeting (Andrea Vaughn Johnson)
5/25: Experiential Learning & Maker (ELM) Committee (Lauren Kelly, Janet Piehl, Linnea Lundberg, Ethan Herdrich)
5/25: RAILS Dementia Outreach Group (Jillian McKeown)
5/25: Inclusivity, Diversity, Equity and Accessibility (IDEA) committee
5/26: School visit with Eti Berland - Wilmette Jr. High School (Krista Hutley)
5/30: Civilians at War: Records of Participation in U.S. Military Conflicts (US National Archives 2023 Genealogy Webinar Series) (EvaAnne Johnson)
5/30: TOYS (Teen or Youth Selectors Group) meeting (Jennifer Lee)
5/31: Basic Military Records at NARA: Revolutionary War to 1917 (US National Archives 2023 Genealogy Webinar Series) (EvaAnne Johnson)
5/31: How to Tell a Story with Your Library's Data presented by Ann K. Emery at Northbrook Public Library (Sarah Beth Brown, Lauren Kelly, Jessica Thomson)

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Attachments:
May circulation statistics by item and material collections; May online resource statistics by title and category; *ILA Reporter* article on SCORE by John Amundsen

Public Libraries as Business Incubators: Partnering with SCORE

Public libraries have much to offer entrepreneurs in the communities we serve. We offer our patrons access to a wealth of business intelligence, from statistics to analyses, and everything in between. We can certainly show our business patrons how to use these databases and where that information comes from, but one piece is missing: synthesis and strategy, and how entrepreneurs can act on the information they find. Librarians, even those with MBAs, are not consultants nor mentors. Filling this void for many libraries is SCORE (www.score.org), a resource partner for the Small Business Administration. Founded in 1964 as the Service Corps of Retired Executives, it is the nation's largest network of volunteer business mentors, with 10,000 volunteers serving all 50 U.S. states and territories.

As a brand-new business librarian charged with engaging our local business community in Chicago's North Shore suburbs, I had a general idea of the value proposition my library presented to entrepreneurs. Indeed, the availability of crucial information for business formation and growth — so-called business intelligence — available in business resources prompted me to pursue an MBA after library school to engage in this work. Upon starting at Wilmette Public Library, my predecessor introduced me to Mark Lieberman, a retired IT entrepreneur and mentor with SCORE whose mentoring motto is "together, we can."

Lieberman's career in IT spanned several decades, where he worked in programming and software sales, eventually founding four firms. "Along the way, I've programmed, managed programmers, sold software, and managed others who sold software," Lieberman said. "I've started four businesses. Two worked and two failed. But I've had a lot of fun doing it."

Upon selling his most recent business, he was looking for something new. "I had just sold a company and I had absolutely nothing to do with my time," he said. "It was the fourth business I had started so I felt I had a pretty good background, but I was too old to keep going and lucky enough to have enough money to allow me to try something new. A friend told me about SCORE so I went for an interview."

Having mentored with SCORE for over 14 years, Lieberman's mentoring territory for SCORE's North Cook and Lake Counties chapter encompasses Highland Park, Wilmette, and Niles, but following the pandemic and the advent of video conferencing, gained clients as far away as Chicago's Beverly neighborhood on the Far South Side.

While Lieberman works with businesses from the ideation phase onward, most of his clients with operating firms have less than $2 million in revenue and staffs ranging from a handful of people to a headcount of 20. Interestingly, Lieberman measures the success of his mentoring not by financial performance or securing venture capital, but through how an entrepreneur feels about their progress. "When a client sticks with me, and when you can tell they are feeling successful about what they have done, then I share their success," he said. "Sometimes I've spent long periods with some clients only to have seen them feel very dejected. It's when they come to talk about something and when they are very animated about doing so — that's when I know I've been successful."

Lieberman's list of successful clients includes a Wilmette-based nutritionist and tour guide, who merged her two passions into selling tours highlighting the beauty of Italy and the 'joy of living well by eating right.'

"Filling this void for many libraries is SCORE (www.score.org), a resource partner for the Small Business Administration."

"She had a real niche business!" Lieberman enthused. "I helped her mostly with marketing and the moral support to keep going. Today, she is running a highly successful travel business with connections all over Italy...her biggest problem was getting prospects to know about the unique tours she could offer. She finally solved that by making YouTube videos and spending a lot of time on LinkedIn."

Glenview Public Library Business Librarian Claire McCully similarly inherited a long-standing relationship between her library and SCORE when she started in her position. "The partnership has been very cooperative," she said. "The Library not only refers patrons to SCORE for assistance, but SCORE also refers patrons for one-on-one help with business databases and other resources. Being able to refer business owners and entrepreneurs to each other really helps to provide more complete assistance for local small business owners."

McCully offered one-on-one mentoring on site once a month as well as hosted business programming from the organization before the onset of COVID-19. "Businesses have been facing lots of challenges since the pandemic," McCully said. "SCORE has been an excellent resource for local small business owners and entrepreneurs. The one-on-one appointments they offer ensure that business owners can get help with their specific questions and work through difficult situations. The virtual format allows for a lot more flexibility and we are now able to offer appointments once or twice a week, helping many more business owners and entrepreneurs."

The pandemic also expanded the way McCully hosted SCORE programming, reaching out to libraries in neighboring communities and chambers to broaden reach. "The partnerships help to make sure important information is reaching a wider audience," she added. "Before the pandemic, we partnered with SCORE and the Glenview Chamber of Commerce to offer a Lunch & Learn program called *Growing Your Mailing List & Targeting New Customers*. SCORE presented about ways to grow your mailing list and I was able to show a short demo of some of the Library's business databases that can help with reaching new customers as well. Sharing about so many different resources in one program was a fantastic way to share a wide range of ideas and resources with the business community."

The Naperville Public Library's (NPL) partnership with its local chapter, SCORE Fox Valley, is a departure from most public libraries' relationships with the organization. In addition to connecting entrepreneurs with mentors for one-on-one sessions, Naperville integrates SCORE into its NaperLaunch initiative, a multi-week, cohort-based small business curriculum. "We work closely with a small group of Fox Valley mentors to offer our NaperLaunch Academy curriculum," said NPL's Business Librarian, Lindsay Harmon. "We currently offer two 4-week series per quarter – *Starting a Business* and *Growing*

a Business – that take participants through the startup process for ideation and basic financial concepts to business planning and marketing and sales strategy. In addition to serving as instructors, these mentors also provide one-on-one mentoring for the participants."

Since its inception in 2016, more than 175 entrepreneurs have graduated from the NaperLaunch program. NPL also has a 'mastermind group' that meets monthly, as well as a bi-monthly startup roundtable, both facilitated by Harmon and a mentor from SCORE Fox Valley. "Before the pandemic, we had regular drop-in mentoring hours," said Harmon. "We also hosted weekly roundtables and marketing meetups that were co-sponsored with SCORE, and at least one of the Fox Valley chapter mentors would attend to staff the registration table and provide information about their services. Since the pandemic began, SCORE [Fox Valley] has pivoted away from in-person services; now, we occasionally co-sponsor one of their online workshops and I often refer local business owners and entrepreneurs to their website to request a mentor."

In addition to mentoring, SCORE offers libraries free access to live and interactive webinars on a wide range of business topics. "We work with presenters who have expertise on topics such as business planning, Google analytics, accounting, human resources, and many other topics," said Alan Blitz, Co-chair, Education and Marketing Team, SCORE North Cook and Lake Counties. "We have several library collaborations on the calendar this year, which is excellent outreach to the small business community."

The organization also provides business planning templates that include easy-to-follow instructions to consider the many aspects of running a business, anticipate challenges and develop strategies to succeed, which can then be used during a one-on-one mentoring session.

SCORE views libraries as critical community partners for their work, offering space and resources for those starting their own businesses. "Libraries are my favorite locations for several reasons," said Lieberman. "First, that SCORE mentor that I mentioned [earlier] established a network of libraries that housed our mentoring so I quickly learned about libraries. Second, libraries offer a quiet place for clients and me to reflect on the client's problems. Finally, libraries have immediate access to materials that my clients often don't even know exist."

Partnering with SCORE can be as elaborate as hosting in-library mentoring and webinars to simply referring entrepreneurs to the *Find a Mentor* section of SCORE's website. Illinois is served by chapters in population centers as well as regional affiliates in neighboring states. Libraries interested in establishing relationships with SCORE mentors and exploring business webinar topics can visit the organization's website, www.score.org to search for chapters in their area. **ILA**

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 05/2023

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	5	2	0	2	2	0	0	0.40
Bag	576	355	237	592	592	0	0	1.03
Blu-ray	1,494	224	145	369	401	32	47	0.25
Blu-ray New	106	93	3	96	99	3	4	0.91
Book	171,405	16,987	20,773	37,760	39,462	1,702	1,955	0.22
Book Club Bag	0	1	0	1	1	0	1	0.00
Book Hot	1,004	1,153	5	1,158	1,158	0	0	1.15
Book New	5,738	2,927	1,928	4,855	5,492	637	369	0.85
Boxset	0	9	5	14	14	0	9	0.00
Boxset New	0	1	1	2	2	0	1	0.00
Cassette	60	1	0	1	1	0	0	0.02
CD	14,994	770	457	1,227	1,491	264	268	0.08
CD Audiobook	5,557	272	240	512	570	58	38	0.09
CD Audiobook New	144	82	60	142	152	10	14	0.99
CD New	144	71	47	118	133	15	12	0.82
DVD	16,592	1,921	1,272	3,193	3,484	291	266	0.19
DVD New	345	464	33	497	501	4	21	1.44
eAudiobook	58,026	0	0	0	0	0	0	0.00
eBook	79,723	0	0	0	0	0	0	0.00
eMagazine	4,665	0	0	0	0	0	0	0.00
Equipment	2	2	0	2	2	0	0	1.00
ILL Material	0	55	2	57	57	0	0	0.00
Kit	8	5	0	5	5	0	1	0.63
Large Print	5,825	360	285	645	748	103	39	0.11
Large Print New	260	94	56	150	179	29	20	0.58
Magazine	4,026	238	568	806	806	0	0	0.20
Magazine New	250	0	0	0	0	0	0	0.00
Mobile Hotspot	20	25	0	25	25	0	0	1.25
MP3 Audiobook	0	0	2	2	2	0	0	0.00
Multimedia Kit	28	3	2	5	6	1	2	0.18
Newspaper	1,006	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	15	248	2	250	250	0	0	16.67
Other Audiobook	0	0	3	3	3	0	0	0.00
Playaway	2,470	223	303	526	549	23	7	0.21
Playaway Audio New	56	23	25	48	50	2	0	0.86
Record	1,580	0	2	2	3	1	0	0.00
Scores / sheet music	0	0	3	3	3	0	0	0.00
Seasonal AV	244	3	0	3	3	0	0	0.01
Seasonal Book	2,355	49	14	63	63	0	0	0.03
Special Collection	143	59	0	59	59	0	0	0.41
VHS	148	0	0	0	0	0	0	0.00
Videogame	1,076	301	491	792	812	20	23	0.74
Videogame New	0	2	3	5	5	0	2	0.00
Totals	380,108	27,023	26,967	53,990	57,185	3,195	3,099	0.14

Item Count is where the Item Owing Library = YOUR LIBRARY

Local Charge is where the Station_Library = YOUR LIBRARY

Local Renewal is where the Station_Library = YOUR LIBRARY

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

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

06/01/2023

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 05/2023

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	47,073	5,091	3,091	8,182	9,033	851	684	0.17	2,948
Magazines	4,649	191	428	619	619	0	0	0.13	426
Multimedia	38,091	3,505	1,938	5,443	6,110	667	677	0.14	1,841
Nonfiction	67,432	3,941	4,740	8,681	9,643	962	747	0.13	4,430
Online	134,895	0	0	0	0	0	0	0.00	0
Other	723	736	241	977	977	0	0	1.35	219
Teen Fiction	2,764	417	392	809	869	60	118	0.29	377
Teen Multimedia	78	11	19	30	36	6	2	0.38	18
Teen Nonfiction	396	58	92	150	159	9	23	0.38	88
Teen Online	2,957	0	0	0	0	0	0	0.00	0
Youth Fiction	45,395	10,109	12,137	22,246	22,712	466	624	0.49	11,850
Youth Magazines	633	47	140	187	187	0	0	0.30	140
Youth Multimedia	6,852	946	1,135	2,081	2,132	51	37	0.30	1,105
Youth Nonfiction	23,543	1,957	2,614	4,571	4,694	123	187	0.19	2,555
Youth Online	4,581	0	0	0	0	0	0	0.00	0
Youth Other	45	14	0	14	14	0	0	0.31	0
Totals	380,108	27,023	26,967	53,990	57,185	3,195	3,099	0.14	25,997

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	May	Total	FY Average	Cost per Use	Cost of Product	NOTES
AP Stylebook	Page Views	General Reference	4	14	2	$ 17.14	$ 240.00	new product
Brainfuse	Database Usage	Online Learning	10	418	38	$ 16.67	$ 6,970.00	
CLCD: Children's Literature	Results	General Reference	0	2396	218	$ 0.42	$ 1,010.00	
Consumer Reports	Page Views	General Reference	1488	12338	1122	$ 0.15	$ 1,838.00	
Consumers' Checkbook	Logins	General Reference	0	59	5	$ 7.63	$ 450.00	
CreativeBug	Total Views	Online Learning	16	644	59	$ 1.40	$ 900.00	
DLIL eBooks	Checkouts	eBooks / AV	9394	90293	8208	$ 1.62	$ 232,431.15	
DLIL audiobooks	Checkouts	eBooks / AV	5216	52964	4815			
DLIL magazines	Checkouts	Periodicals	571	7595	690	$ 0.14	$ 1,072.59	
Encyclopedia Britannica	Documents + Media	General Reference	95	845	77	$ 0.63	$ 535.00	
Facts on File (Infobase)	Total Views	General Reference	21	469	43	$ 7.28	$ 3,414.59	
Find My Past	Total Views	Genealogy	13	160	15	$ 6.22	$ 995.00	
FirstSearch (OCLC)	Total Searches	General Reference	742	5331	485	$ -		
Gale Courses	Enrollments	Online Learning	0	18	2	$ 280.35	$ 5,046.36	
Gale Business: Insights	Searches	Business / Finance	7	154	14	$ 36.76	$ 5,660.73	
Gale Business: Demographics Now	Retrievals	Business / Finance	25	42	4	$ 46.88	$ 1,968.75	
Gale Business: Entrepreneurship	Searches	Business / Finance	0	6	1	$ 707.01	$ 4,242.04	
Gale Business: Plan Builder	Searches	Business / Finance	4	28	3	$ 70.31	$ 1,968.75	
Gale Directory Library	Searches	General Reference	6	62	6	$ 56.45	$ 3,500.00	
Gale eBooks	Retrievals	General Reference	7	77	7	$ 45.45	$ 3,500.00	
Gale General One File	Searches	General Reference	41	241	22	$ 43.55	$ 10,496.15	
Gale Legal Forms	Retrievals	General Reference	1	53	5	$ 82.87	$ 4,392.19	
Gale Literarature Criticism	Searches	General Reference		153	17	$ 78.90	$ 12,071.00	did not renew
Gale Literature Resource Center	Searches	General Reference		85	9	$ 37.86	$ 3,218.00	did not renew
Gale Literature: Dictionary of Literary Biography	Searches	General Reference		13	1	$ 37.08	$ 482.00	did not renew
Gale Literature: Lit Finder	Searches	General Reference		29	3	$ 32.07	$ 930.00	did not renew
Gale Literature: Scribner Writer Series	Searches	General Reference		22	2	$ 58.36	$ 1,284.00	did not renew
Gale Literature: Something about the Author	Searches	General Reference		13	1	$ 76.15	$ 990.00	did not renew
Gale Literature: Twayne's Author Series	Searches	General Reference		22	2	$ 86.77	$ 1,909.00	did not renew
Gale UDemy	Lectures Completed	Online Learning	175	1122	102	$ 4.91	$ 5,512.50	
Hoopla	Circulations	eBooks / AV	1418	14553	1323	$ 1.81	$ 26,279.96	
Kanopy	Plays	eBooks / AV	663	8809	801	$ 1.26	$ 11,117.00	
LexisNexis (NexisUni)	Retrievals	Periodicals	129	3216	292	$ 1.51	$ 4,872.00	
LinkedIn Learning	Total Videos Viewed	Online Learning	33	1234	112	$ 5.67	$ 7,000.00	
Local History Digital Collection	Page Views	Genealogy	1162	12140	2023	$ 0.17	$ 2,107.48	
Mango Languages	Total Sessions	Online Learning	122	746	68	$ 4.57	$ 3,412.80	
Mergent Archives	Pages Viewed	Business / Finance	0	48	4	$ 23.38	$ 1,122.00	
Mergent Intellect	Pages Viewed	Business / Finance	59	796	72	$ 10.57	$ 8,412.00	
Morningstar	Record Views	Business / Finance	34	1127	102	$ 6.70	$ 7,556.00	
Muzzy	Sessions	Online Learning	2	14	1	$ 121.43	$ 1,700.00	
Newsbank Chicago Community Collection	Full Text Views	Periodicals	52	555	56	$ 9.30	$ 5,160.00	
Newsbank Heritage Hub	Full Text Views	Genealogy	3	185	19	$ -	$ -	1yr free trial

Newpaper Archive	Total Page Views	Periodicals	1	710	65	$	6.17	$ 4,382.00
New York Times Digital Edition	Code Redemption + Usage	Periodicals	425	5847	532	$	0.39	$2,303.60
Niche Academy	Total Views	Online Learning	45	339	31	$	4.99	$ 1,690.00
Novelist	Total Requests	General Reference	117	1424	129	$	0.73	$ 1,045.00
Oxford English Dictionary	Total Item Investigations	General Reference		289	29	$	5.46	$ 1,578.27
Pebblego and Pebble Go Next	Article Views	General Reference	0	33	3	$	60.58	$ 1,999.00
PressReader	Issues Opened	Periodicals	1577	11295	1027	$	0.65	$ 7,292.38
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	532	8757	796	$	0.19	$ 1,692.50
ProQuest: Chicago Tribune	Total Documents	Periodicals	259	2338	213	$	2.46	$ 5,753.66
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	78	2875	261	$	1.46	$ 4,188.39
ProQuest: CultureGrams	Total Pages Viewed	General Reference	1	420	38	$	3.19	$ 1,339.00
ProQuest: Fold3	Total Documents	Genealogy	17	668	61	$	1.84	$ 1,226.73
ProQuest: Heritage Quest	Total Documents	Genealogy	110	1090	99	$	0.63	$ 692.00
ProQuest: Newspapers.com	Total Documents	Periodicals	4	1043	95	$	5.73	$ 5,977.99
ProQuest: New York Times	Total Documents	Periodicals	137	1088	99	$	4.61	$ 5,013.22
ProQuest: New York Times Historical	Total Documents	Periodicals	18	399	36	$	10.59	$ 4,225.00
ProQuest: Research Library	Total Documents	Periodicals	105	1161	106	$	4.41	$ 5,120.34
ProQuest: Wall Street Journal	Total Documents	Periodicals	467	4235	385	$	0.23	$ 974.79
Record Information Service (Public Record)	Total Visitors	General Reference	216	2601	236	$	0.22	$ 575.00
Reference Solutions (Reference USA)	Total Searches	Business / Finance	32	1216	111	$	6.96	$ 8,460.00
Scholastic Teachables	Documents	General Reference	28	665	60	$	1.40	$ 931.00
S&P Net Advantage	Total Usage	Business / Finance	137	1847	168	$	6.38	$ 11,781.00
Statista	Result Clicks	Business / Finance	18	236	21	$	27.54	$ 6,500.00
Tumblebooks	Book Views	eBooks / AV	37	234	21	$	2.73	$ 639.20
Value Line	Logins	Business / Finance	526	4213	383	$	0.79	$ 3,330.00
Weiss Ratings	Page Views	Business / Finance	10	228	21	$	12.26	$ 2,795.00
Who's Who (Oxford University Press)	Total Item Investigations	General Reference		1	0	$	2,005.83	$ 2,005.83
World Book	Content Views	General Reference	23	246	22	$	7.85	$ 1,930.00
OTHER								
App	Sessions		1352	15442	1404			
Website	Sessions		16944	179000	16273			

Category and Product	Metric Captured	May	Total	Cost per Use	Cost of Product
General Reference					
AP Stylebook	Page Views	4	14	$ 17.14	$ 240.00
CLCD: Children's Literature	Results	0	2396	$ 0.42	$ 1,010.00
Consumer Reports	Page Views	1488	12338	$ 0.15	$ 1,838.00
Consumers' Checkbook	Logins	0	59	$ 7.63	$ 450.00
Encyclopedia Britannica	Documents + Media	95	845	$ 0.63	$ 535.00
Facts on File (Infobase)	Total Views	21	469	$ 7.28	$ 3,414.59
FirstSearch (OCLC)	Total Searches	742	5331	$ -	$ -
Gale Directory Library	Retrievals	6	62	$ 56.45	$ 3,500.00
Gale eBooks	Retrievals	7	77	$ 45.45	$ 3,500.00
Gale General One File	Retrievals	41	241	$ 43.55	$ 10,496.15
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Gale Literature: Dictionary of Literary Biography	Retrievals		13	$ 37.08	$ 482.00
Gale Literature: Lit Finder	Retrievals		29	$ 32.07	$ 930.00
Gale Literature: Scribner Writer Series	Retrievals		22	$ 58.36	$ 1,284.00
Gale Literature: Something about the Author	Retrievals		13	$ 76.15	$ 990.00
Gale Literature: Twayne's Author Series	Retrievals		22	$ 86.77	$ 1,909.00
Novelist	Total Requests	117	1424	$ 0.73	$ 1,045.00
Oxford English Dictionary	Total Item Investigations	0	289	$ 5.46	$ 1,578.27
Pebblego and Pebble Go Next	Article Views	0	33	$ 60.58	$ 1,999.00
ProQuest: CultureGrams	Total Pages Viewed	1	420	$ 3.19	$ 1,339.00
Public Records / Check Illinois	Total Visitors	216	2601	$ 0.22	$ 575.00
Scholastic Teachables	Documents	28	665	$ 1.40	$ 931.00
Who's Who (Oxford University Press	Total Item Investigations	0	1	$ 2,005.83	$ 2,005.83
World Book	Content Views	23	246	$ 7.85	$ 1,930.00
Periodicals					
DLIL magazines	Checkouts	571	7595	$ 0.14	$ 1,072.59
LexisNexis - NexisUni	Retrievals	129	3216	$ 1.51	$ 4,872.00
Newsbank Chicago Community Collection	Full Text Views	52	555	$ 9.30	$ 5,160.00
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New York Times Digital Edition	Usage Sessions	425	5847	$	0.39		$2,303.60
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ProQuest: Newspapers.com	Total Documents	4	1043	$	5.73	$	5,977.99
ProQuest: New York Times	Total Documents	137	1088	$	4.61	$	5,013.22
ProQuest: New York Times Historical	Total Documents	18	399	$	10.59	$	4,225.00
ProQuest: Research Library	Total Documents	105	1161	$	4.41	$	5,120.34
ProQuest: Wall Street Journal	Total Documents	467	4235	$	0.23	$	974.79
Genealogy							
Find My Past	Total Views	13	160	$	6.22	$	995.00
Local History Digital Collection	Page Views	1162	12140	$	0.17	$	2,107.48
Newsbank Heritage Hub	Full Text Views	3	185	$	-	$	-
ProQuest: Ancestry Library Edition	Total Documents	532	8757	$	0.19	$	1,692.50
ProQuest: Fold3	Total Documents	17	668	$	1.84	$	1,226.73
ProQuest: HeritageQuest	Total Documents	110	1090	$	0.63	$	692.00
Online Learning							
Brainfuse	Database Usage	10	418	$	16.67	$	6,970.00
CreativeBug	Total Views	16	644	$	1.40	$	900.00
Gale Courses	Enrollments	0	18	$	280.35	$	5,046.36
Gale UDemy	Total Videos Viewed	175	1122	$	4.91	$	5,512.50
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Muzzy	Sessions	2	14	$	121.43	$	1,700.00
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Business / Finance							
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eBooks / AV							
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Tumblebooks	Book Views	37	234	$	2.73	$	639.20
OTHER							
App	Sessions	1352	15442				
Website	Sessions	16944	179000				