

## **Wilmette Public Library Director's Report – September 19, 2023**

### **Library Activities for August-September 2023**

Anthony Auston, Director

#### **Updates to this report**

This month we're introducing an update to our reporting for programming statistics. Historically, we've provided statistical program data department by department throughout this report. Over time, we've observed that this former method resulted in inconsistent data sets and disproportionately focused the narrative report on our output measures. Our new program reporting method consolidates all program output data into a single attachment (appended to this report, along with similar circulation and database reports), with our qualitative and narrative content still included in the individual department sections. The content of the attachment will ultimately help staff analyze data and compile necessary statistics for the Illinois Public Library Annual Report (IPLAR), while also providing a concise overview of our monthly programming performance.

#### **Library Operations Amidst Disruptive Threats**

Dozens of public libraries across the Chicagoland region received a series of disruptive, and ultimately non-credible, bomb threat hoaxes over the course of the past several weeks. Wilmette Public Library was the subject of two separate such incidents.

On Thursday, August 17, around 2:30pm, staff managing our Mosio chat platform received a bomb threat and called for assistance. Staff followed our bomb threat procedures and worked with local law enforcement, who responded, established a safe perimeter, and called for the immediate evacuation of the building. Staff did a great job of getting the public and their teams to safety, and following instructions from authorities. The Village stepped in and managed the crisis communications response so that I could manage the situation. Those updates were posted on social media. Following a thorough investigation of our 70,000 sq ft building by the Cook County bomb squad canine unit, we were given the "all-clear" at 4:40pm, and remained closed for the rest of the day out of an abundance of caution. We later learned that Morton Grove, Park Ridge, and Warren-Newport libraries also experienced bomb threats through their chat services that Thursday, and that both Glenview and Glencoe libraries also closed in response to this pattern of incidents that day. None of these threats proved credible.

The second bomb threat came through our chat service just before closing time on Sunday, August 20. Staff again followed procedures and worked with local law enforcement to safely evacuate and investigate. No credible threat was found. Given the nature of anonymity of calls originating from the chat service, we moved to discontinue that platform indefinitely.

Several articles covering this pattern of activity are appended to this report. This remains an ongoing investigation, with no stated motive for any of the threats across the region.

## **Summer Reading Clubs 2023**

Adult Services Manager Cathleen Blair and Youth Services Manager Andrea Vaughn Johnson have prepared a summary report for this year's "Find Your Voice" Summer Reading Clubs for adults, teens, and kids.

Their report, with images and statistics, is appended to this month's report.

## **Welcome Desk & Shelving (Manager Patsy deVuono)**

The Welcome Desk answered over 1,200 phone calls in August. Welcome Desk staff answered 478 reference and 637 directional questions as well. The library had 20,789 visitors in August, averaging about 670 users each open day.

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 August, Shelving staff unpacked and processed 338 bins, averaging 68 per week.

The monthly AMH total was 75,000, with roughly 28,000 items going to Circulation as "exceptions" for additional handling.

Shelving staff supported other departments in August by:

- Cleaning 26 DVDs and CDs
- Charging 493 WonderBooks and Vox Books
- Processing 17 carts of weeded materials

Following the Labor Day weekend holiday, on Tuesday September 4, after the CCS scheduled downtime for the migration of the Warren-Newport Library's collections into the Polaris system, we sent 9,722 items through the AMH, with about 3,000 going to Circulation for further input. The busiest days are usually around 3,000 items, so this event generated triple the workload for staff. Everyone did a great job, and we were able to get back to normal by Wednesday.

With the school year starting, we have new and returning interns. Aidan and Zach are back from Cove School, with Everett to start soon. It's great that they keep wanting to come back. New Trier has three new students helping this year. Vincent, Cassie, and Charlie are learning how to shelve in Youth Services, and are doing a good job as they get to know the library. Everyone in the department looks forward to working with the students.

## Collections / Technical Services (Manager Jessica Thomson)

### Physical (Adult and Youth Services)

The Library of Things Committee met in August to review and improve circulation procedures, kit maintenance, naming conventions, and withdrawing procedures. We added a stud finder and two SD card readers to the circulating collection.

Jessica Thomson has been working on catalog clean-up with the assistance of Selectors from both Youth and Adult Services to shelf check for items that have not circulated in over 10 years.

Emma Standard has been trained on how to change items from new to old in the ILS. This happens twice weekly for print and A/V materials from the Adult and Youth Departments. Emma is filling on for this important duty until the new Acquisitions Assistant is hired.

Carly Stauss also performed several database clean-up tasks including the 6 month status report, and the lost items report.

#### Top circulating titles in August:

- Adult fiction: *Tom Lake* by Ann Patchett
- Adult non-fiction: *The Wager: a Tale of Shipwreck, Mutiny, and Murder* by David Grann
- Teen fiction: *Naruto* by Masashi Kishimoto
- Teen non-fiction: *Sunshine: How One Camp Taught Me About Life, Death, and Hope* by Jarrett Krosoczka
- Youth fiction: *Splatoon* by Sankichi Hinodeya
- Youth non-fiction: *The Titanic* by Kate Messner
- Adult multimedia: *Fast X*
- Youth multimedia: *The Super Mario Bros. Movie*



### Digital (Digital & Maker Services)

#### Online Resources and eContent

This month, Lauren Kelly developed a spreadsheet to track patron and staff requests / suggestions for new products to add to our suite of online resources. As the cost-per-use analysis continues to give information about the usage of our products, some new resources could replace stale resources to better serve the evolving needs of the Wilmette community.

Lauren worked with ProQuest to get direct links to specific publications for easier access, specifically Crain's Chicago Business and Barron's.

Finally, Lauren worked closely with Circulation to update library card numbers for registered Kenilworth patrons who use digital resources, especially Libby.

### August Highlights

- CreativeBug saw an increase in usage this month, with 35 videos viewed, up from 14 in July. This resource was featured on the home page of the website recently. Perhaps the promotion helped!
- Ancestry Library Edition saw a spike in usage in August, with 2154 documents viewed. This is up from 970 in July.
- Many ProQuest newspaper products got higher than normal usage this month as well. This includes Newspapers.com with 481 views (up from 92), and Chicago Tribune Historical with 519 views (up from 115).  
LinkedIn Learning shows sustained usage this month with 185 videos viewed. Popular topics viewed on this platform were iCloud Essential Training, Writing a Resume, Re-Entering the Workforce, and Personal Branding.

### OverDrive

13,712 checkouts

- 7604 ebooks (55.5%)
- 5536 digital audiobooks (40.4%)
- 572 eMagazines (4.2%)

The top titles by checkout:

1. *Tom Lake* by Ann Patchett (eBook) - 64
2. *Hello Beautiful* by Ann Napolitano (eBook) - 43
3. *Happy Place* by Emily Henry (eBook) - 41
4. *Tom Lake* by Ann Patchett (eAudio) - 41
5. *The Five-Star Weekend* by Elin Hilderbrand (eBook) - 39
6. *Happy Place* by Emily Henry (eAudio) - 36
7. *The Covenant of Water* by Abraham Verghese (eBook) - 35
8. *Pineapple Street* by Jenny Jackson (eBook) - 32
9. *Tomorrow, and Tomorrow, and Tomorrow* by Gabrielle Zevin (eBook) - 31
10. *Lessons in Chemistry* by Bonnie Garmus (eBook) - 29

The most popular magazines:

1. *The New Yorker* - 77
2. *Us Weekly* - 21

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

Collection	June	July	August
eAudiobooks	1219	881	933
eBooks	2097	1613	1387
eMagazines	101	158	94
Hoopla items	924	911	939
Monthly total:	4341	3563	<b>3353</b>

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

Collection	June	July	August
Hoopla	453	588	<b>483</b>

The complete July to-date FY2023-24 digital resource statistics are appended to this report.

**Technical Services Statistics**

Full summary of materials added in the past three months:

Collection	June	July	August
Adult Fiction	636	475	601
Adult Non-fiction	480	387	409
Teen Fiction	36	32	31
Teen Non-fiction	9	17	17
Youth Fiction	725	570	401
Youth Non-fiction	246	98	163
Adult Magazines	443	458	471
Youth Magazines	24	34	34
Adult Multimedia	268	193	186
Youth Multimedia	135	21	43
Other (Library of Things, etc.)	49	30	66
Monthly total:	3051	2315	<b>2422</b>

Full summary of items withdrawn in the past three months:

Collection	June	July	August
Adult Fiction	1313	177	300
Adult Non-fiction	731	1286	1972
Teen Fiction	15	0	7
Teen Non-fiction	1	0	1
Youth Fiction	410	490	1180
Youth Non-fiction	63	26	255
Adult Magazines	640	396	414
Youth Magazines	2	5	26
Adult Multimedia	322	218	338
Youth Multimedia	61	198	220
Other	1	0	3
Monthly total:	3559	2796	<b>4716</b>

Technical Services sent 56 boxes of withdrawn items to Better World Books in August.

**Circulation (Manager Matthew Hoffman)**

We welcomed 244 new patrons in August!

The library board approved staff's proposed update to the Library Cards and Accounts policy. Following implementation and announcement in September, Wilmette cardholders will be able to permit one or more designated persons to pick up resources on hold for them. When a designated person picks up a hold, the items will be checked out on the record of the designated patron.

Matthew Hoffman and Assistant Circulation Manager Mark Cegielski completed the update of all library cards held by Kenilworth patrons. This summer, the library issued new library cards to all registered Kenilworth resident cardholders to better serve those users and to more seamlessly evaluate digital resource usage. Staff manually updated nearly 500 registered cards for patrons to pick up in the library by the end of August, and mailed the remaining cards.

CCS changed to MessageBee for text notification delivery; this has reduced/eliminated the number of undeliverable text notices.

**Current and Past Circulation by Fiscal Year**

	2018/19	2019/20	2020/21*	2021/22	2022/23	2023/24
<b>July</b>	68,740	66,182	33,804	59,462	59,742	60,736
<b>Aug</b>	67,729	64,303	50,795	21,368*	59,932	62,545
<b>Sept</b>	62,444	59,292	55,261	64,184	53,587	
<b>Oct</b>	62,202	60,195	55,820	50,538	53,994	
<b>Nov</b>	61,400	61,307	46,631	53,720	54,850	
<b>Dec</b>	56,962	55,668	35,822	51,141	51,452	
<b>Jan</b>	60,403	61,130	31,822	53,798	57,424	
<b>Feb</b>	56,946	57,932	32,640	49,767	52,127	
<b>March</b>	62,305	29,435*	52,239	55,073	61,616	
<b>April</b>	59,323	28*	52,875	53,537	54,517	
<b>May</b>	59,032	87*	54,781	51,235	53,990	
<b>June</b>	61,772	7,422*	56,560	55,012	56,630	
<b>Total YTD</b>	739,258	522,981	559,050	618,835	669,861	123,281

\*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

<b>Wilmette Public Library Monthly Statistics as a Whole For 8/2023</b>	
<b>Total Checkins</b>	<b>34,732</b>
Checkout Stations	18,625
Leap Checkout and Renewal	12,751
<b>Total Checkouts</b>	<b>31,377</b>
Auto-renewal	29,943
Power PAC Renewal	552
Leap Checkout and Renewal	176
Checkout Stations	390
<b>Total Renewals</b>	<b>31,168</b>
Number of your Library's items checked out system-wide	31,687
Holds Placed through your interface	5,837
Holds placed for/by your patrons	6,388

Holds Held	7,133
Holds Checked out	6,168
Holds Cancelled	1,326
Holds Unclaimed	879
Number Of Items Currently Out	32,915
<b>Unexpired Patrons on file</b>	<b>14,993</b>

<b>Wilmette Public Library 24/7 Pickup Lockers Monthly Statistics For 8/2023</b>	
<b>Total Checkouts</b>	182
<b>Wilmette Cardholder</b>	56
<b>CCS and/or Reciprocal Borrower Cardholder</b>	32
<b>Holds Held</b>	204
<b>Holds Unclaimed</b>	19

August to-date FY2023-24 circulation statistics are appended to this report.

### **Adult and Teen Services (Manager Cathleen Blair)**

Most notable this month is the culmination of Summer Reading Club 2023. We enjoyed a flurry of activity in the final weeks, and a separate spotlight of participation, celebration, and takeaways is included.

August is often a rebuilding month, one that supports resetting of Department and staff resources after summer demands. Regular teen programming continued, including successes in paired *Dungeons & Dragons* offerings and the popular “Teen Take & Make” craft kits, while other specialty areas took a pause. Statistics will now to be included in interdepartmental program reporting.

### **Special Projects**

Jillian McKeown revised Adult Services' ordering plan with Playaway to support monthly, rather than quarterly, access to the lightweight, dedicated audiobook players. This will enhance service, offering speedier access to new releases and special requests in this unique format.



Due to end-of-season vacations, department staffing trends somewhat lighter and is therefore focused on daily service demands, regular collection assessment and development, and future program planning. Additional priorities in August included adjusting chat protocols in response to threat incidents, designing service adjustments for CCS offline migration period, and ongoing preparation for significant service model enhancements in the fall.

### Statistics of Note

The library's Notary Services have proven to be very popular with our patrons . Since launch in mid-July, John Amundsen has performed 14 notarizations. Almost every notary patron has remarked on how much they appreciate the service, particularly as general notary services are being curtailed in other institutions such as banks. Adult Services will continue to monitor the demand of the service and will work with Administration to determine if further expansion of the service may be warranted.

The summer/fall *Strictly Business* quarterly e-newsletter was sent out on August 5th to 296 subscribers. The Fall issue spotlighted upcoming RAILS BIG "Financial Fitness" financial literacy programs in October, notary services, and recorded resource demonstrations. It also offered information on library cards for businesses, career counseling, and more. Since its relaunch, the newsletter has gained 76 new unique subscribers, a 26% increase.

There was an increase in usage of the Nintendo Switch in the Teen Room in late August. During this period in which teens are back from vacations, finished with summer camps, and waiting for school to start, an activity such as this is welcomed by bored teens. There were eight sessions of play, each around 2-3 hours, a substantial increase over July. Most of those sessions were logged August 19-27.

### Additional Patron Comments and Interactions

A patron recognized Jillian McKeown at one of the reference desks from the movie recommendation videos that she and her husband (of previous "Mike at the Movies" library programming) posted during quarantine, asking if Jill might ever consider making them again. The patron said she and her husband really liked how everything recommended was on Kanopy so they could look up the videos and watch right away.

A patron commented to Eva Johnson that she loves the redesign of the website. She finds it easy to navigate and says that it looks nice. She especially likes the genealogy and local history pages.

## Youth Services (Manager Andrea Vaughn Johnson)

Youth Services wrapped up a successful **Summer Reading Club** at the end of August. 626 children from babies to tweens finished one reading log and 225 of them went on to complete a second reading log! Each reading log tracks 20 days of reading and enriching activities. This summer we awarded 848 new paperback books, compliments of the Friends of the Library.

On August 3 we held our annual **Summer Reading Club Celebration** with a picnic and live entertainment on the library lawn. 200 patrons were entertained by Pocket Circus and their unique mix of acrobatics, juggling, comedy, and magic, with lots of audience participation. Thanks to funding by the Friends, we were able to give away over 200 shaved ices from the Kona Ice truck.



## Community Engagement & Outreach

Preschool Outreach Librarian Ruth Bell posted a new **StoryWalk** for August in Vattmann Park, *Bear Came Along* by Richard T. Morris.

On August 2, Ruth presented a storytime for the Kenilworth summer camp, attended by 56 children.

On August 31, School Engagement Librarian Eti Berland and Circulation Manager Matthew Hoffman represented the library at the Marie Murphy School (Avoca School District 37) Open House.

Several library staff represented the library at the **Wilmette Block Party** on September 9. They set up a photo booth and the Imagination Playground blue blocks, which were extremely popular. They talked with a lot of patrons, issued 12 new library cards, and gave out pop-it wrist straps, color change pencils, and sidewalk chalk.



Matthew Hoffman, Janet Piehl, Ruth Bell, Eva Johnson, and Laura Antolin at the Wilmette Block Party



## Special Projects

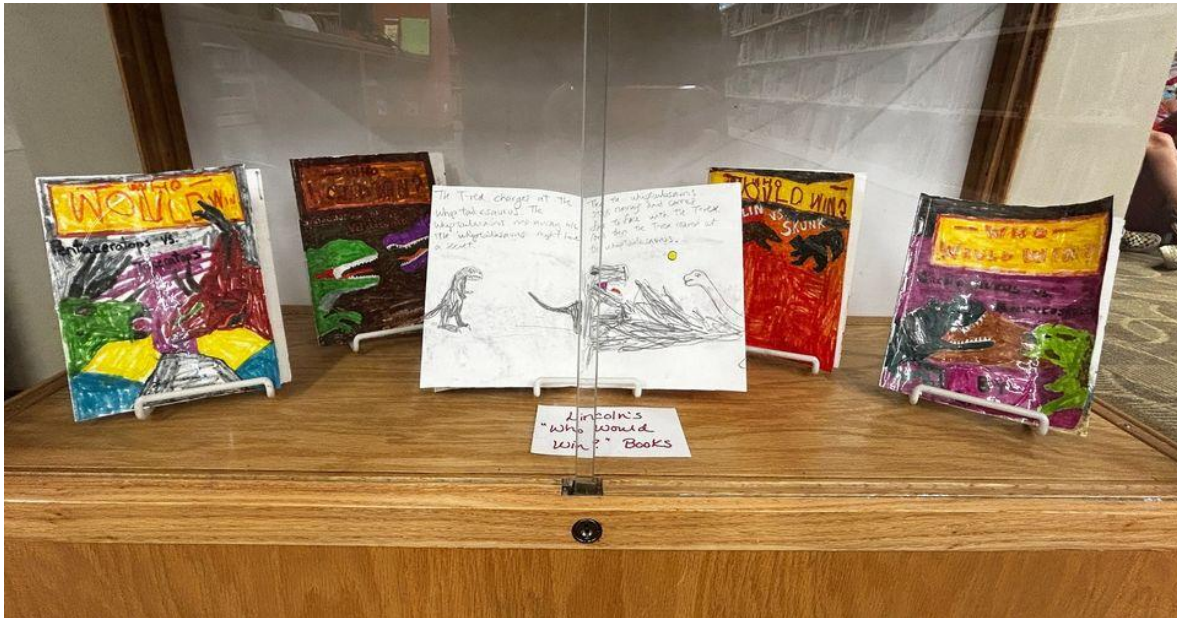
**Let's Learn Together Racial Literacy Classroom kits** are now available for school accounts. Designed to help early childhood educators build inclusive classrooms, these bags contain books, music, felt activities, and coloring sheets that are perfect for toddlers and preschoolers. Teachers can contact Youth Services at [youthdesk@wilmettelibrary.info](mailto:youthdesk@wilmettelibrary.info) or call 847-256-6945 to borrow a kit or arrange for a Let's Learn Together professional development workshop.

Early childhood educators that have attended the “Let’s Learn Together: Using Picture Books to Talk about...” programs have expressed interest in more professional development opportunities for teachers.

We have scheduled eight visits with the Northern Suburban Special Recreation Association (NSSRA) for the fall and winter. This partnership is a collaboration with Digital and Maker Services and Adult Services and will serve children and adults with mental and physical disabilities.



Three display cases in Youth Services are dedicated to showcasing nine different children’s collections each month. In August, we were so impressed with Lincoln’s original series of “Who Would Win” books!



## Youth Services Programs

In August Youth Services offered 32 events which were attended by 1,366 patrons, including nine open play sessions with our Imagination Playground. We also created an interactive bulletin board activity, a Stick Together poster that slowly revealed itself as kids added pixel stickers.

Wilmette ambassador and author of *The Art of Happy Moving*, Ali Wenzke, returned to present **How to Meet Friends at a New School**. This workshop was attended by 44 people, all families who are new to our community.

On August 29, Youth Services Librarian Sarah Jo Zaharako presented **Using Picture Books to Talk About Big Feelings**, A Let's Learn Together Parent-Teacher Program. Attendees learned how picture books can help children name and process feelings related to transitions, milestones, and relationships. Sarah Jo recommended books and modeled how to use stories and illustrations to create a safe and affirming space.



On August 4 Youth Services Librarian Jennifer Lee created the **Toddler Explorers** program on the lawn. 75 patrons, young and old, enjoyed sensory play experiences in six different activity stations.

Additional program details and statistics are appended to this report.

## Digital & Maker Services (Manager Lauren Kelly)

In addition to 5 other department programs this month, AS, DMS, and YS staff conducted **Maker Appointments** in the Youth Program Room, with 20 appointments, and 49 attendees.



DMS Librarian Janet Piehl ran this month's **Maker Garden**. This month's theme was "Hoop it Up." Patrons were invited to build and design with bamboo hoops of varying sizes. People made 3D orbs, runnels, and games.

### Program Highlights

- During a Maker Appointment, DMS Librarian Janet Piehl worked with a Wilmette resident who attended with her sister and nephew who were visiting from China.
- Also during a Maker Appointment, Ethan Herdrich helped three kids make buttons for their band's upcoming show. Rock on!
- Ethan developed and ran a Video Boot camp program for kids. He had wanted to do a video production program for a while and was really happy with how it turned out. The kids were enthusiastic, and it was hard to get them to stop working and actually finish their projects! Linnea ran a virtual program highlighting our digital newspaper and magazine offerings, called Down with Paywalls. This event had 12 attendees, including a board trustee.

### 3D Printing

3D printing (<https://www.wilmettelibrary.info/3dprint>) continues to be popular:

- August 3D Print Submissions: 19
- 3D Prints from Maker Appointments: 18

## Maker

Janet wrote a staff blog entry about the Maker Garden:

<https://www.wilmettelibrary.info/posts/whats-shakin-maker-garden>

Linnea deployed the Makers Outpost Teams to all staff. It has been nice to learn what staff members are into making!

The Experiential Learning and Maker Committee (ELM) reconvened in August, and Janet and Lauren also met with Sarah Beth about assets (physical and digital) that will be needed for the return of Maker Fest in early 2024. They also spent time developing the master list of tasks related to Maker Fest. The first action items are just beginning, such as a Save the Date in the upcoming newsletter.

Lauren coordinated a field trip for DMS full time staff to visit five area makerspaces. The event is scheduled for September 15.

## Other Department Updates

- In August, DMS staff completed 631 Reference Transactions and conducted 11 1:1 help interactions in the Technology Center. 1:1 Tutorial topics included: Getting started with Microsoft Word, searching for articles in NY Times (ProQuest), iPhone basics, organizing iPhone apps, importing music scores from Dropbox to iPhone, overview of photo editing software and how to install, copying and faxing.
- The newly upgraded Scan Station allows for robust usage reports. In August, 1,783 pages were scanned. Of those, 720 (40.4%) were Scan to Email, 228 (12.8%) were Scan to Fax, 829 (46.5%) were Scan to USB, and 6 (0.3%) were Scan to Google Drive.
- Ethan ran the monthly Board Meeting livestream in August.
- Ethan has started to research an accessible computer station for patrons who need assistive devices to use a PC. He will be writing up a proposal with his recommendations for implementation later this year.
- A patron donated a BetaMax and an 8mm videotape player to the library. Lauren and the DMS team are getting these items ready to launch for patron use as part of the Digitization Station in September.
- Finn has continued to work one additional shift per week to help with Library of Things processing work. They finalized the newly circulating vlogging kit and are also working on creating a 3D Printed Chess Set.
- Linnea has also been working on adding additional functionality to the Library of Things web page, including the addition of filters and correcting age ranges to match items for filtering.
- Linnea revamped the DMS Programming Information Packet as well as the upcoming DMS program document (for the Nov-Dec Newsletter) for reading ease and accessibility, including timelines and checklists.
- Lauren has initiated a trial with Gimlet, a desk statistics tracker tool that the library will

possibly implement to public service desks. They set up test pages, met with the vendor for a demonstration, and partnered with Colleen R. to try out the product to see if it is a good fit for our organization.

- Linnea and Lauren met with IT staff Michael P. and Christine H. to get a process in place for necessary software updates that are in use for DMS programs.
- Lauren has begun to coordinate with Michael P. on the upcoming TBS upgrade, transitioning from Envisionware to MyPC and Papercut, as well as installing a credit card reader on the print release station.
- Lauren coordinated with Sarah Jo Z. and Krista H. regarding an upcoming visit from NSSRA. DMS staff will be conducting a few maker-oriented demonstrations to this group in November.

## Communications and Events (Manager Sarah Beth Brown)

### August Programs

Despite being historically one of our quieter months, we had quite a lot going on in August! Jennifer Bartel's newer program, Wilmette Walk and Talk (pictured, right), continues to be popular. Additional late summer and early fall dates were added as well as the addition of a fall Local History Tour walk with Genealogy and Local History Librarian EvaAnne Johnson. It has worked well having additional staff members join the walks, enabling small groups to chat with conversations ranging from casual connections between community members to patrons informally chatting with staff about library services such as:



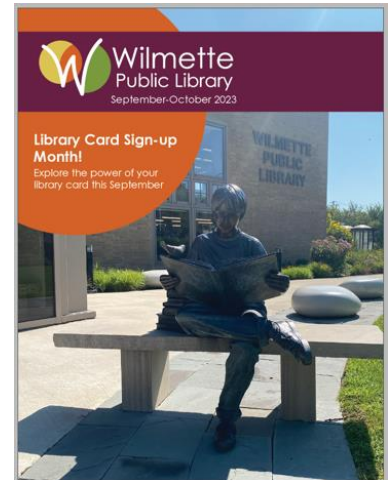
- Library of Things
- How to access e-books
- What other programs the library offers
- Author recommendations

Sarah Beth met with Lonnie Stonitsch, Executive Director of Family Action Network (FAN), as we looked forward to our second year as a FAN partner. We have signed on to sponsor a number of programs in September and October, and are looking forward to a fruitful partnership. One of our goals this year is to collect more feedback from FAN on attendance by Wilmette patrons—it's a bit tricky due to the nature of most FAN events, but we're hoping to get a few numbers to see what our patrons are enjoying and what we can tweak to make this partnership more accessible.



## August Communications

The September/October issue of the library's newsletter arrived in homes the last week of August. In addition to promoting a wide range of programs, this issue focused on Library Card Signup Month, highlighting an array of benefits patrons have access to as a Wilmette cardholder. As Wilmette has near-universal cardholder rates, we focus our LCSUM efforts on advocacy and awareness. Lydia Fair did a great job working with the departments to compile information to include for the LCSUM feature, and to be used in promotions throughout the month.



At the end of this summer, we completed a long-term goal of overhauling the way we produce and display information on the digital signs throughout the building. We moved to using Communico, our scheduling software, to manage the displays, making it faster and easier to create slideshows. Lydia and Sarah Rose created new workflows to ensure that the signs turn over in a timely fashion, and created a number of new slides to reflect the wide array of services and activities available in the building.

In addition to these projects, we worked on a number of cross-departmental projects as we geared up for fall and one of our busiest times of year. Sarah created new collateral including business cards, name plates, shipping labels, nametags, updated brochures, a limerick walk for YS, and much more. Working with Youth Services, she ordered new swag items to be used as library giveaways. She also researched new stock image sites, as our previous provider has gone out of business. We are excited for new options to try in this area! Lydia documented the end of our summer, taking photos at a variety of summer events. She has done a lot of work on the website, updating various pages and editing and publishing blog posts. She has also been working with the Book Stall to help cross promote events.

## Email and Social Media

Lydia spent much of August working on a new template for our weekly email newsletters, which we rolled out in early September. Our previous format and schedule had been a holdover from the early days of the COVID pandemic when we had suspended our print newsletter, and did not reflect the way the library was running at present. The new format presents a selection of weekly events and directs patrons to the full online calendar to find more, and also prioritizes promoting new services and resources. We want our email newsletters to more fully reflect the library's many offerings rather than just focusing on events, and we hope that this new format gives more space to the full array that we offer. The new format also prioritizes photos, which we hope will help grab patron attention. We will be testing this format through September and October, and evaluating it based on clicks and program attendance before deciding to stick with it or incorporate more elements of our previous format.

Email newsletter statistics from August:

- 73,319 Sends
- 2,023 clicks

### Highlights from our Social Media

 **wilmettelibrary**  
Wilmette Public Library



[View insights](#) [Boost post](#)

♥ 💬 📍

 Liked by klsuen and 74 others

wilmettelibrary In 2019, brothers Michael, David, and Steven Rabin visited our Summer Reading Club booth to recreate this sweet childhood photo. What's your favorite Summer Reading memory?

📢 There's still time to earn a free book this summer! Remember to turn in your completed reading logs before Summer Reading Clubs end on August 31. Visit the link in our bio to learn more.

#summerreading #summerreadingclub #findyourvoice #wilmettepubliclibrary #genealogyphotoaday #wilmette

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**Posts**

 **wilmettelibrary**  
Wilmette Public Library



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♥ 💬 📍

 Liked by verticaljen and 51 others

wilmettelibrary Our Summer Reading Club celebration with Pocket Circus was one for the books! Thank you to all the families who joined us for acrobatics, juggling, and magic on the Library Lawn. 📖🎪🎩

Thanks to the Friends of the Wilmette Public Library for their ongoing support of our Summer Reading Clubs.



## Information Technology (Manager Michael Pocrnich)

IT Manager Michael Pocrnich and IT Assistant Christine Hightower completed a vast range of troubleshooting and system improvements for both the staff and public in August. Projects this month included: researching equipment updates and replacements, workstation, software, 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, coordination with CVI on resolution of open tickets, routine maintenance, equipment cleaning, and other updates. Specific projects that the IT staff worked on included: CCS Polaris update, multi-factor authentication issues with a range of internal software, program support, Minecraft license acquisition and installation, email spam control configuration, Auditorium and Youth Program Room systems research and troubleshooting, SSL certificate renewals, outreach support, and equipment recycling.

CVI installed the new Cradlepoint internet router with no issues. The library now has full use of its 700MB bandwidth from Comcast. If needed in the future, the library now has the capability to upgrade to a higher speed, as this router will support speeds up to 2GB.

### Copier Renewal

Michael and Anthony worked with our multi-function copier systems vendor, Image Systems & Business Solutions (ISBS), to review our expiring contract, evaluate options and solutions, and

prepare modifications and specifications for our best renewal option. ISBS prepared a quote that incorporated unused copy credits from the expiring contract, as well as a discount that resulted in 2 free months of service and approximately \$12,000 in savings over the course of the next 4 year cycle compared to the prior contract total. The library has been satisfied with ISBS's equipment and service for the past several years, and this proposal further reinforced that experience. Anthony discussed the renewal proposal with the library board president and treasurer, and they agreed to proceed with the renewal by the end of August to capture the maximum return on the service credit offer. The new equipment will arrive in the coming weeks as a one-for-one replacement of the existing devices, with one of the less-well-used public machines moving to Technical Services as their new multi-function printer/copier/scanner.

### Public Computing/Printing Interface Upgrade Project

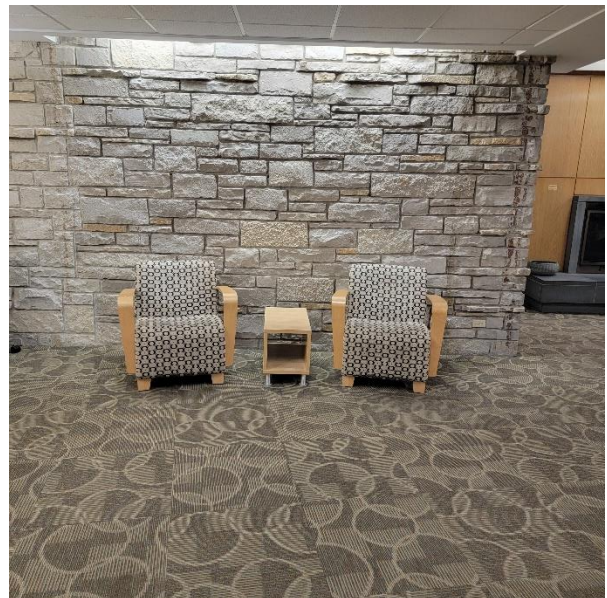
Following months of planning and preparation, in coordination with Adult Services and Technology Center staff, the library will be upgrading the interface that patrons use to check out computers and the associated print release stations. We'll also concurrently upgrade the coin towers at both the print release stations and the public copiers, which will now accept both credit cards and larger bills (\$10 and \$20). The new software (MyPC and Papercut) will essentially function the same way as the current systems, but will be easier to use for both patrons and staff, and will include the added benefit of not requiring a separate PC to run both the Apple environment and the individual print release stations. The installation is scheduled for Wednesday, September 20, and will include a period of downtime for the transition.

## **Facilities/Safety (Manager Marcos Levy)**

### Building & Grounds

The broken light fixture above the stone wall in Recent Arrivals has been an ongoing challenge. The original fixture was custom made and no parts were available to repair it. Marcos and Assistant Manager Aarin Olson figured out a way to remove the fixture and replaced it with 2 LED luminaires, which made a dramatic improvement to the area, providing more and better quality light for reading.

Aarin was also able to improve the vestibule lighting by replacing the fixtures. LEDs have a life cycle of 5 years before the lumen output drops. Facilities staff continue to address this issue around the building as needed.



Our safety camera system was serviced this month to maintain our monitoring capabilities. Johnson Controls is our provider and the quality of our system is premier. The Facilities and Safety team work together to ensure the library environment is safe. Marcos is planning to provide more training for the team to be appropriately prepared for situations that require critical thinking in customer service and response.

## **Human Resources (Manager Michael Boone)**

### Recruiting & Personnel

#### **Youth Services**

We hired Reenie Ruckdaeschel as a new part-time Youth Services Associate. Reenie brings an extensive background and experience in Youth Services to our organization. During her time at Glenview Public Library, Reenie served as Preschool Services Coordinator, Youth Services Librarian, and Assistant Department Head of Youth Services. Reenie has also worked as a Youth Services Librarian at Niles-Maine District Library. Currently, Reenie works as a Librarian at Large for Evanston Public Library, and also serves as the Director of Youth Ministry for St. Luke's Episcopal Church where she oversees the programming and events for children. Reenie's first day was August 10.

#### **Technical Services**

After receiving an overwhelming number of qualified candidates for the Acquisitions Assistant position, the hiring team, which consisted of TS Manager Jessica Thompson, TS Assistant Manager Shanti D'Costa, and Cataloging Librarian Carly Stauss, narrowed the search to 5 applicants to prescreen. From there we invited 4 candidates to interview. The interviews have been completed and we are in the final stages of selection. We should have an announcement about the successful candidate within a week.

### Benefits

#### **EBCFlex Year End Check-in**

On August 31, HR Manager Michael Boone attended a live webinar, *Mid-Year Check-In: Strategizing Your Upcoming Benefit Plans*, sponsored by EBCFlex, who administers our Health Reimbursement Account as well as our Flexible Spending Accounts. As we are closing in on the final months of the plan year, this webinar focused on efforts to ensure plan usage by participants, plan renewal timeframes, and information about the non-discrimination testing that's required annually to ensure that our plans maintain their tax exempt status.

#### **Secure 2.0 Act**

On August 25, HR Manager Michael Boone attended a webinar sponsored by Mission Square, who administers our 457 plan, regarding the new Secure 2.0 Act. This act, which was passed in Congress last year, requires employees over 50 who earn a minimum threshold to make voluntary catch-up contributions on a Roth or post-tax basis. This was

set to take effect on January 1, 2024, however Congress just pushed this new effective date back to January 1, 2026.

### Special Projects

#### **Hospitality Committee**

On August 25, the newly formed Hospitality Committee met for the first time to discuss the purpose of the committee, which is to help plan, organize, and facilitate staff recognition and appreciation events. The committee consists of the following members:

- Rachel Garcia, Adult Services Assistant Manager
- Eti Berland – Youth Services School Engagement Librarian
- Susan Kaplan-Toch – Youth Services Librarian
- Diane dos Santos – Youth Services Associate
- Jill McKeown – Adult Services Senior Services Librarian

We are currently working on the next quarterly Staff Anniversary celebration which has been tentatively slated for September 19.

#### **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:

##### Meetings and Webinars:

- 8/1: RAILS presents: Manga and Graphic Novels: Essentials and Best Practices (Jessica Thomson)
- 8/2: RAILS Introduction to Boundless (Jessica Thomson)
- 8/3: Let's Learn Together Planning Discussion: Gender
- 8/6: Best Fiction for Young Adults Committee (Krista Hutley)
- 8/8: Gender Inclusion in the Workplace (Cathleen Blair)
- 8/8: Gale Business: Plan Builder Update (John Amundsen)
- 8/9: Adult Services Managers Networking Group (Cathleen Blair)
- 8/10: Young Adult Services Forum (Krista Hutley)
- 8/10: CCS presentation Serials in Leap version 7.4 (Emma Standard)
- 8/11: Online Resources for Schools(Eti Berland, Lauren Kelly)
- 8/16: eBook Instruction for Seniors (Lauren Kelly, Jill McKeown)
- 8/16: CCS Cataloging and Metadata Management Technical Group (Carly Stauss)
- 8/16: RAILS Dementia Group (Jill McKeown)
- 8/17: B'Long Outreach Group (Jill McKeown)
- 8/17: Illinois Library Association Reporter Committee (Suzanne Arist)
- 8/18: Northeast Youth Services Managers meeting (Andrea Vaughn Johnson)
- 8/21: How to Author & Test Microsoft PowerPoint Presentations for Accessibility (Linnea Lundberg)
- 8/22: CCS New Manager Training (Matthew Hoffman)
- 8/22: Charmm'd Peer Advisory Group meeting (Michael Pocrnich)
- 8/22: Navigating Mental Health in the Workplace [NextGen] (Cathleen Blair)

8/24: Manga and Graphic Novels: Essentials and Best Practices (Krista Hutley)  
8/28: ELM Committee Meeting  
8/29: History Mosaic Vendor Demonstration (Cathleen Blair, EvaAnne Johnson, Lauren Kelly)  
8/29: Association for Professional Genealogists Chicago Group (Eva Johnson)  
8/29: Recharge Committee meeting (Sarah Jo Zaharako)  
8/30: Library of Things Committee Meeting  
8/31: Manga and Graphic Novels: Essentials and Best Practices (Jennifer Lee)

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Attachments:

Summer Reading Clubs Summary Supplement;  
August circulation statistics by item and material collections;  
August online resource statistics by title and category;  
August program statistics; news articles related to recent bomb threats

## Summer Reading Club 2023: *Find Your Voice*



Summer Reading Club at Wilmette Public Library is a long-standing and beloved tradition in Wilmette for all ages. The goal of Summer Reading programs for youth is to motivate children to read and learn during the summer break from school. Many studies show that children experience a loss of reading and comprehension skills if they do not read during the summer break. Research also shows that three factors that increase children's reading enjoyment are access to books, seeing reading modeled for them, and the freedom to choose their reading material. We build these elements into our program by encouraging children to read what they like, celebrating a culture of reading and learning in our programming and interactions at the booth, incentivizing frequent library visits, and rewarding finishers with a book of their choice. Most importantly, throughout the summer, as participants complete their reading log, they cement the habit of daily reading for enjoyment. It is through this multi-dimensional approach that we inspire and nurture a new generation of readers in Wilmette.

In Youth Services, the program serves all children, from babies and toddlers to younger teens entering 8th grade. Participants mark every day they read (or are read to) on a paper reading log. Kids can also mark days that they do a literacy-boosting activity like making a recipe or playing a board game. After ten days of reading or activities, members visit our Summer Reading Club booth to show us their log, talk about their reading, and have their picture taken for our Gallery of Readers, holding a book they love. After twenty days, members return to choose a free book from our prize cart. Prize books are purchased with funds from the Friends of the Library. Participants can go on to complete a second reading log, reporting another 20 days of reading and activities to earn a second prize book. We recruited 20 teen volunteers to staff the SRC booth.







Hundreds of our children participants are pictured on the walls throughout Youth Services

For Adults and Teens, in celebration of the theme of “Find Your Voice”, Summer Reading Club participants were invited to choose their own reading with no restrictions. Whether looking for enjoyment in familiar or popular authors, striving to identify stories in which they see themselves, or taking up the opportunity to meet fresh and exciting new voices, participants were cheered on throughout the summer and given opportunity to take home a new book of their choice.

### Teen program



To offer flexibility to busy teens, we offered three participation options:

Path A: Read two books and choose one to review for the library’s Teen Services webpage, <https://www.wilmettelibrary.info/services/teens>

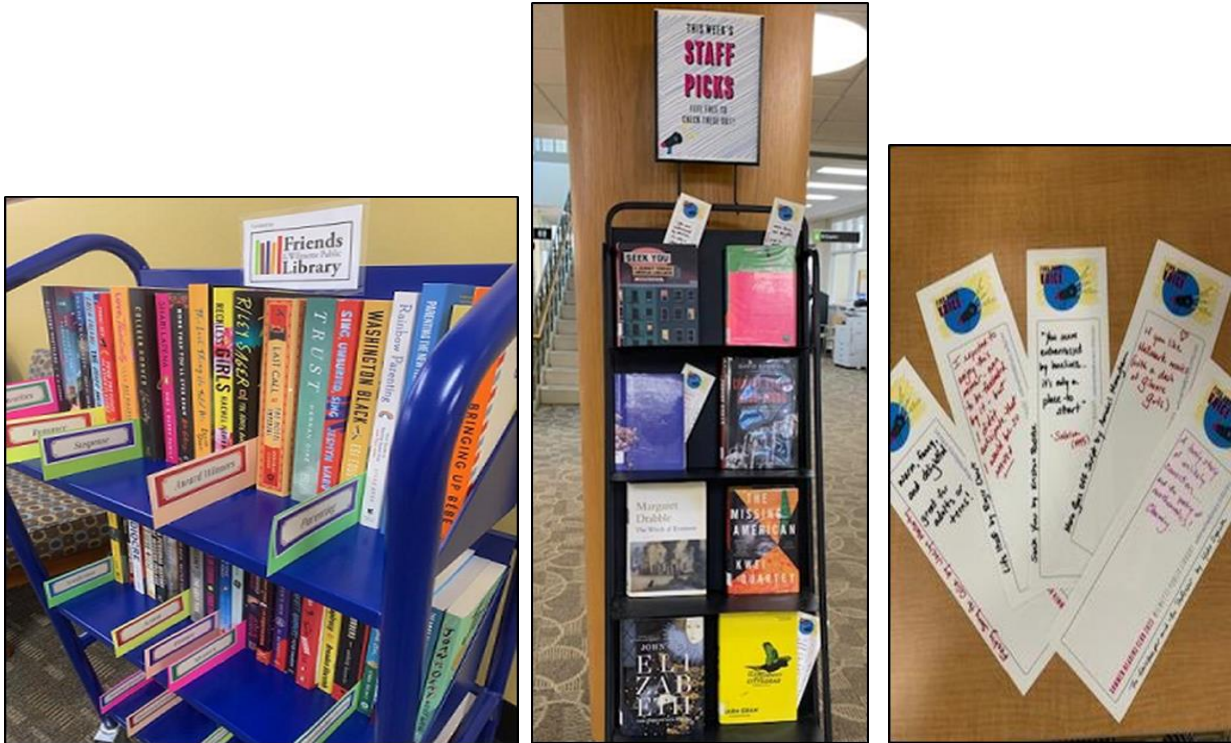
Path B: Read for a total of 20 hours, or

Path C: Read 10 hours and attend one Library program.

Those who reported completions were invited to choose a new hardcover YA book from a 2022-2023 selection.

## Adult program

Adult participants were asked to read four titles of their choosing, and those open to suggestions were greeted with branded displays and staff-annotated bookmarks to spotlight 'voices' in narrative. One example of response: "I'm so grateful for the Staff Picks shelf where I found this gem of a story. Both visually appealing with the artistry, and the writing provided such a clear mental picture." [*The Strange Library* by Haruki Murakami] After submitting their titles to staff, readers chose a current paperback title to take home for their own, thanks to the generous sponsorship of the Friends of the Library.



## **Summer Events**

Our Summer Reading Club for youth officially kicked off on June 13, with a performance by kindierock band Scribblemonster and free shaved ice from the Kona Ice truck, compliments of the Friends of the Wilmette Public Library. In total, Youth Services offered 118 programs in June, July, and August that were attended by 4,544 patrons. Little ones enjoyed weekly storytimes, a toddler sensory play event, Mother Goose events, drop-in play, and our Little Concert series. School age kids attended a magic show, shadow puppet show, cartooning workshops, Lego Club, Chess Club, crafts, movies, and more. We also offered drop-in scavenger hunts and activities so there was always something fun to try during a library visit. On August 3, we hosted our annual Summer Reading Club picnic. Over 200 attendees spread their blankets on the lawn and enjoyed free shaved ice from the Kona Ice Truck and a performance from Pocket Circus.



Pocket Circus performed at our annual Summer Reading Picnic on the lawn on August 3, 2023

For Adults who were interested in giving voice to their own stories, featured programs from three programming departments offered both introduction and inspiration: “The Art of Personal Storytelling”, “Finding Your Voice: A Creative Writing Workshop”, and “Intro to Podcasting”.

**Outreach**

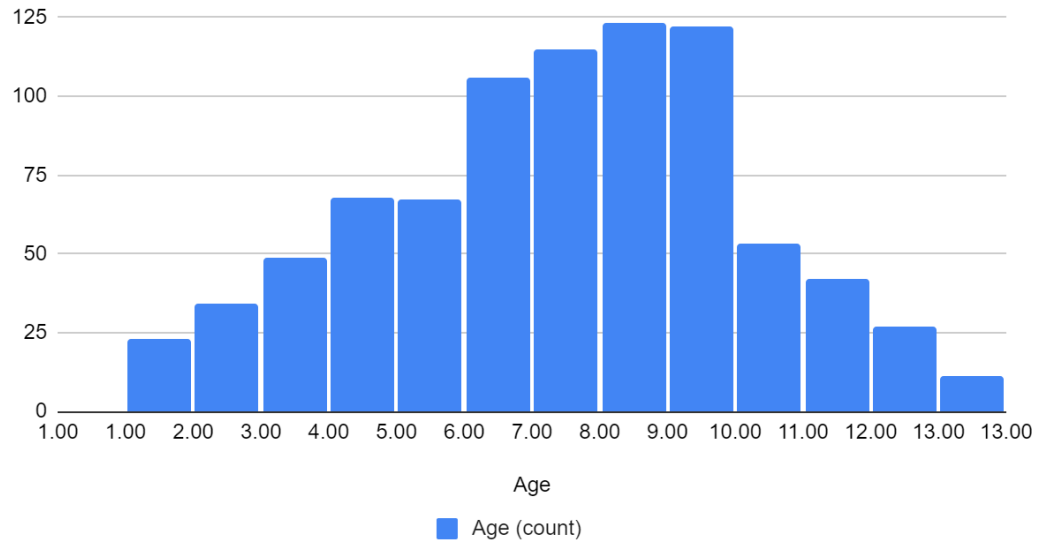
In June, Youth Services School Engagement Librarian Eti Berland, accompanied by Youth Services staff, visited seven schools to promote Summer Reading Club. Eti and staff gave a presentation to every student in District 39 K-4 schools and District 37’s Marie Murphy’s 6<sup>th</sup> and 7<sup>th</sup> graders and appeared in events at Sears School and Saint Francis Xavier. We distributed reading logs to all 4,002 students in these schools to make it easy for them to participate. This summer, Preschool Outreach Librarian Ruth Bell presented 42 storytime programs to area preschools and summer camps which were attended by 695 people.

## Results

### Children

626 children joined our Summer Reading Club in 2023, and 225 of those went on to complete a second log.

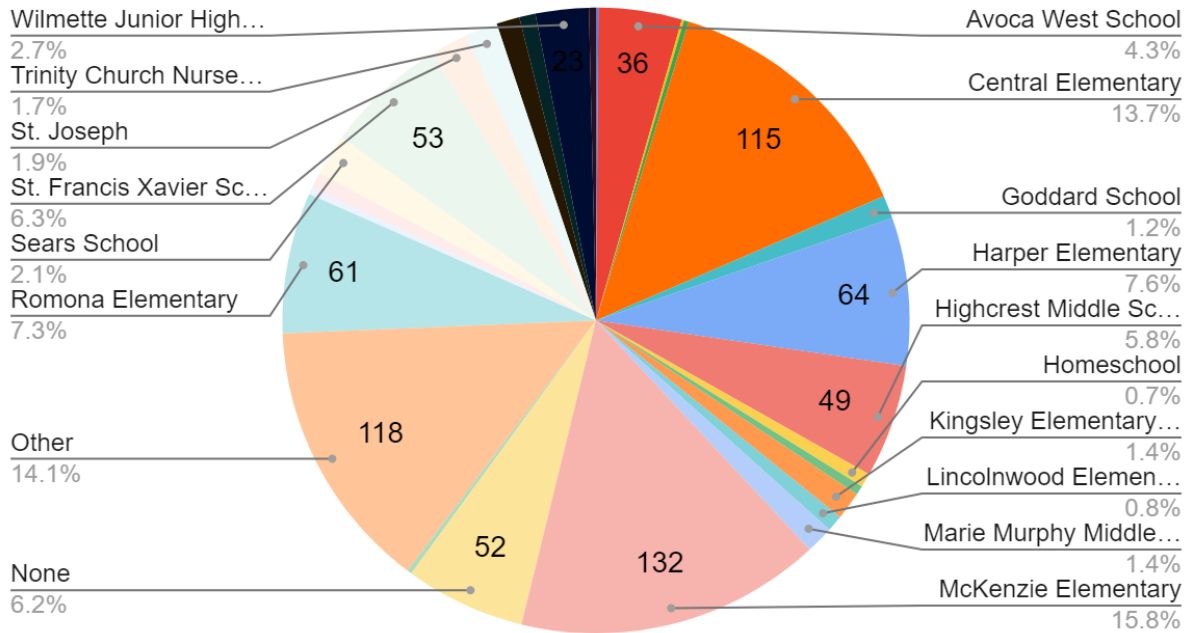
Histogram of Age



### Historical Program Participation

Completed	2023	2022	2021	2020	2019	2018	2017
<b>Youth Log 1</b>	<b>626</b>	561	736	506	951	934	1013
<b>Youth Log 2</b>	<b>225</b>	170	255	n/a	401	455	457
<b>Total Logs</b>	<b>851</b>	731	991	506	1352	1389	1470

## Count of School



## Teens

	2023	2022	2021	2020	2019
<b>Teen Reported Completions</b>	20	incomplete data	incomplete data	incomplete data	21

- Though students at each level of grades 7-12 took part, the largest group by far (35%) identified as incoming seniors, which is highly unusual in library summer programming.
- Seven separate area schools were represented, with the clear majority of 50% enrolled at New Trier High School.
- Most teens (75%) elected to complete Path B, that of reading for 20 hours.
- 80% of participants turned in paper forms, marking the first year Teen Librarian Krista Hutley received more paper than online completions in her experience, likely due to the greater ease of handing forms to in-person teens as an invitation.
- It is a recognized, ongoing challenge for libraries to connect with teens juggling summer schedules, but several interactions this year offer genuine encouragement. We will continue to experiment with how we might attract teen participation in ways that offer growing engagement, as well as to standardize reporting opportunities that represent multiple facets of growth and success.

## Adults

	2023	2022	2021	2020	2019
Adult Reported Completions	154	130	76+ [incomplete data]	165	150

- Adults achieved an 18% increase in completions over the previous year.
- Over half (55%) of participants opted to submit books on paper forms.
- Those who submitted online forms had opportunity to share their thoughts about each title, and almost all took advantage of the opportunity to engage with staff in this way.
- The most popular titles reported included *Demon Copperhead* by Barbara Kingsolver, *Lessons in Chemistry* by Bonnie Garmus, *Tomorrow and Tomorrow and Tomorrow* by Gabrielle Zevin, and *Throne of Glass* by Sarah Glass.
- Upon completion, patrons chose their prize from a selection of current releases, hand-picked by specialist staff and loosely categorized by genre or appeal to enhance browsing. Many patrons expressed appreciation that they were exposed to titles that they may not have known about, and some were receptive to customized mini-booktalks to help them choose. Several later reported back to staff how much they'd enjoyed their new stories and were now passing them onto others.



Learn more about our Summer Reading Clubs online:

<https://www.wilmettelibrary.info/summer-reading-club>



Summer Reading Club programs and prizes are generously funded by the [Friends of the Wilmette Public Library](#).

09/01/2023

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 08/2023**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	5	16	2	18	18	0	0	3.60
Bag	573	418	288	706	706	0	0	1.23
Blu-ray	1,601	243	233	476	525	49	77	0.30
Blu-ray New	139	148	5	153	154	1	12	1.10
Book	168,461	20,240	23,686	43,926	45,892	1,966	2,157	0.26
Book Hot	974	1,274	4	1,278	1,278	0	1	1.31
Book New	5,676	3,123	2,205	5,328	6,069	741	473	0.94
Boxset	0	16	3	19	19	0	16	0.00
Boxset New	0	1	0	1	1	0	1	0.00
Cassette	60	0	1	1	1	0	0	0.02
CD	14,741	587	531	1,118	1,389	271	156	0.08
CD Audiobook	5,559	301	303	604	682	78	45	0.11
CD Audiobook New	181	91	81	172	189	17	12	0.95
CD New	163	82	56	138	154	16	10	0.85
DVD	16,135	2,181	1,428	3,609	3,995	386	324	0.22
DVD New	311	483	48	531	540	9	29	1.71
eAudiobook	59,256	0	0	0	0	0	0	0.00
eBook	80,683	0	0	0	0	0	0	0.00
eMagazine	4,862	0	0	0	0	0	0	0.00
Equipment	2	1	0	1	1	0	0	0.50
ILL Material	0	76	9	85	85	0	0	0.00
Kit	8	1	2	3	3	0	0	0.38
Large Print	5,766	385	363	748	884	136	48	0.13
Large Print New	275	132	64	196	237	41	25	0.71
Magazine	4,151	313	691	1,004	1,004	0	0	0.24
Magazine New	250	0	0	0	0	0	0	0.00
Mobile Hotspot	20	33	1	34	34	0	0	1.70
MP3 Audiobook	0	1	0	1	1	0	1	0.00
Multimedia Kit	28	3	2	5	5	0	1	0.18
Newspaper	1,067	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	21	277	0	277	277	0	0	13.19
Other Audiobook	0	2	0	2	2	0	2	0.00
Playaway	2,445	369	504	873	898	25	13	0.36
Playaway Audio New	74	16	11	27	29	2	4	0.36
Record	1,567	2	3	5	6	1	0	0.00
Scores / sheet music	0	0	1	1	1	0	0	0.00
Seasonal AV	238	10	0	10	10	0	0	0.04
Seasonal Book	2,370	80	2	82	82	0	0	0.03
Special Collection	141	89	0	89	89	0	2	0.63
VHS	148	0	0	0	0	0	0	0.00
Videogame	1,111	378	632	1,010	1,032	22	37	0.91
Videogame New	0	5	9	14	14	0	5	0.00
Totals	379,080	31,377	31,168	62,545	66,306	3,761	3,451	0.16

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 Owing Library not = Station\_Library

09/01/2023

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 08/2023**

<b>Collection</b>	<b>Number Of Items</b>	<b>Local Charges</b>	<b>Local Renewals</b>	<b>Total</b>	<b>Total + Lender</b>	<b>CCS ILL Lender</b>	<b>CCS ILL Borrower</b>	<b>Ratio</b>	<b>Auto Renewal</b>
	2	0	0	0	0	0	0	0.00	0
Fiction	46,969	5,946	4,066	10,012	11,121	1,109	936	0.21	3,907
Magazines	4,780	236	471	707	707	0	0	0.15	465
Multimedia	37,844	3,581	2,268	5,849	6,667	818	681	0.15	2,130
Nonfiction	64,638	4,149	5,108	9,257	10,263	1,006	811	0.14	4,869
Online	137,301	0	0	0	0	0	0	0.00	0
Other	724	888	300	1,188	1,188	0	0	1.64	275
Teen Fiction	2,841	435	625	1,060	1,131	71	125	0.37	595
Teen Multimedia	86	13	20	33	38	5	5	0.38	20
Teen Nonfiction	435	33	78	111	117	6	7	0.26	76
Teen Online	2,951	0	0	0	0	0	0	0.00	0
Youth Fiction	44,972	12,586	13,970	26,556	27,078	522	651	0.59	13,493
Youth Magazines	688	77	220	297	297	0	0	0.43	218
Youth Multimedia	6,552	1,328	1,565	2,893	2,947	54	60	0.44	1,468
Youth Nonfiction	23,684	2,084	2,477	4,561	4,731	170	175	0.19	2,427
Youth Online	4,568	0	0	0	0	0	0	0.00	0
Youth Other	45	21	0	21	21	0	0	0.47	0
<b>Totals</b>	<b>379,080</b>	<b>31,377</b>	<b>31,168</b>	<b>62,545</b>	<b>66,306</b>	<b>3,761</b>	<b>3,451</b>	<b>0.16</b>	<b>29,943</b>

Item Count is where the Item Owning Library = YOUR LIBRARY

Local Charge is where the Station\_Library = YOUR LIBRARY

Local Renewal is where the Station\_Library = YOUR LIBRARY

Lender is where the Item Owning Library = YOUR LIBRARY and the Station\_Library not = Item\_Library

Borrower is where the Station\_Library = YOUR LIBRARY and Item Owning Library not = Station\_Library

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



Category and Product	Metric Captured	July	August	Total
<b>General Reference</b>				
AP Stylebook	Page Views	6	8	14
CLCD: Children's Literature	Results	55	25	80
Consumer Reports	Page Views	1402	1130	2532
Consumers' Checkbook	Logins	0	1	1
EBSCO Database Package	Total Requests	31	31	62
Encyclopedia Britannica	Documents + Media	49	29	78
Facts on File (Infobase)	Total Views	0	12	12
FirstSearch (OCLC)	Total Searches	543	732	1275
Gale Directory Library	Retrievals	0	4	4
Gale eBooks	Retrievals	1	2	3
Gale General One File	Retrievals	22	37	59
Gale Legal Forms	Retrievals	0	4	4
Novelist	Total Requests	80	202	282
Oxford English Dictionary	Total Item Investigations	15	0	15
Pebblego and Pebble Go Next	Article Views	1	0	1
ProQuest: CultureGrams	Total Pages Viewed	0	0	0
Public Records / Check Illinois	Total Visitors	279	251	530
Scholastic Teachables	Documents	145	123	268
SimplyAnalytics	Maps Created	6	1	7
World Book	Content Views	17	10	27
<b>Periodicals</b>				
DLIL magazines	Checkouts	605	572	1177
LexisNexis - NexisUni	Retrievals	70	115	185
Newsbank Chicago Community Collection	Full Text Views	21	28	49
Newspaper Archive	Total Page Views	42	31	73
New York Times Digital Edition	Usage Sessions	815	870	1685
PressReader	Issues Opened	1117	1140	2257
ProQuest: Chicago Tribune	Total Documents	362	443	805
ProQuest: Chicago Tribune Historical	Total Documents	115	519	634
ProQuest: Newspapers.com	Total Documents	92	481	573
ProQuest: New York Times	Total Documents	73	53	126

ProQuest: New York Times Historical	Total Documents	62	20	82
ProQuest: Research Library	Total Documents	65	84	149
ProQuest: Wall Street Journal	Total Documents	480	524	1004
<b>Genealogy</b>				
Find My Past	Total Views	13	34	47
Local History Digital Collection	Page Views	11458	5441	16899
Newsbank Heritage Hub	Full Text Views	3	35	38
ProQuest: Ancestry Library Edition	Total Documents	970	2154	3124
ProQuest: Fold3	Total Documents	26	46	72
ProQuest: HeritageQuest	Total Documents	56	6	62
<b>Online Learning</b>				
Brainfuse	Database Usage	58	46	104
CreativeBug	Total Views	14	35	49
Gale Courses	Enrollments	0	4	4
Gale UDemy	Total Videos Viewed	112	293	405
LinkedIn Learning	Total Videos Viewed	103	182	285
Mango Languages	Total Sessions	92	101	193
Muzzy	Sessions	1	8	9
Niche Academy	Total Views	49	15	64
<b>Business / Finance</b>				
Gale Business Insights	Full Text Retrievals	0	0	0
Gale Business: Demographics Now	Retrievals	5	0	5
Gale Business: Entrepreneurship	Full Text Retrievals	0	11	11
Gale Business: Plan Builder	Retrievals	0	18	18
Mergent Archives	Pages Viewed	0	1	1
Mergent Intellect	Pages Viewed	57	60	117
Morningstar	Record Views	40	77	117
Reference Solutions	Total Searches	75	85	160
S & P Net Advantage	Total Usage	125	231	356
Statista	Searches	25	10	35
Value Line	Logins	393	448	841

Weiss Ratings	Page Views	31	8	39
<b>eBooks / AV</b>				
DLIL eBooks	Checkouts	7814	7604	15418
DLIL audiobooks	Checkouts	5393	5536	10929
Hoopla	Circulations	1426	1506	2932
Kanopy	Plays	845	724	1569
Tumblebooks	Book Views	7	14	21
OTHER				
App	Sessions	1429	1466	2895
Website	Sessions	17598	18477	36075

Product	Metric Captured	Category	July	August	Total	Cost per Use	Cost of Product
AP Stylebook	Page Views	General Reference	6	8	14	\$ 19.29	\$ 270.00
Brainfuse	Database Usage	Online Learning	58	46	104	\$ 67.02	\$ 6,970.00
CLCD: Children's Literature	Results	General Reference	55	25	80	\$ 13.06	\$ 1,045.00
Consumer Reports	Page Views	General Reference	1402	1130	2532	\$ 0.98	\$ 2,477.00
Consumers' Checkbook	Logins	General Reference	0	1	1	\$ 450.00	\$ 450.00
CreativeBug	Total Views	Online Learning	14	35	49	\$ 16.84	\$ 825.00
DLIL eBooks	Checkouts	eBooks / AV	7814	7604	15418	\$ 1.69	\$ 44,403.88
DLIL audiobooks	Checkouts	eBooks / AV	5393	5536	10929		
DLIL magazines	Checkouts	Periodicals	605	572	1177	\$ 0.84	\$ 993.97
EBSCO Database Package	Total Requests	General Reference	31	31	62	\$ 67.52	\$ 4,186.00
Encyclopedia Britannica	Documents + Media	General Reference	49	29	78	\$ 6.86	\$ 535.00
Facts on File (Infobase)	Total Views	General Reference	0	12	12	\$ 284.55	\$ 3,414.59
Find My Past	Total Views	Genealogy	13	34	47	\$ 21.17	\$ 995.00
FirstSearch (OCLC)	Total Searches	General Reference	543	732	1275	\$ -	
Gale Courses	Enrollments	Online Learning	0	4	4	\$ 1,324.67	\$ 5,298.68
Gale Business Insights	Searches	Business / Finance	0	0	0	#DIV/0!	\$ 5,943.77
Gale Business: Demographics Now	Retrievals	Business / Finance	5	0	5	\$ 393.75	\$ 1,968.75
Gale Business: Entrepreneurship	Searches	Business / Finance	0	11	11	\$ 404.92	\$ 4,454.14
Gale Business: Plan Builder	Searches	Business / Finance	0	18	18	\$ 109.38	\$ 1,968.75
Gale Directory Library	Searches	General Reference	0	4	4	\$ 896.88	\$ 3,587.50
Gale eBooks	Retrievals	General Reference	1	2	3	\$ 1,195.83	\$ 3,587.50
Gale General One File	Searches	General Reference	22	37	59	\$ 186.80	\$ 11,020.96
Gale Legal Forms	Searches	General Reference	0	4	4	\$ 1,152.95	\$ 4,611.80
Gale Udemy	Lectures Completed	Online Learning	112	293	405	\$ 13.61	\$ 5,512.50
Hoopla	Circulations	eBooks / AV	1426	1506	2932	\$ 2.16	\$ 6,342.98
Kanopy	Plays	eBooks / AV	845	724	1569	\$ 1.31	\$ 2,060.00
LexisNexis (NexisUni)	Retrievals	Periodicals	70	115	185	\$ 26.34	\$ 4,872.00
LinkedIn Learning	Total Videos Viewed	Online Learning	103	182	285	\$ 24.56	\$ 7,000.00
Local History Digital Collection	Page Views	Genealogy	11458	5441	16899	\$ 0.22	\$ 3,700.00
Mango Languages	Total Sessions	Online Learning	92	101	193	\$ 17.68	\$ 3,412.80
Mergent Archives	Pages Viewed	Business / Finance	0	1	1	\$ 1,122.00	\$ 1,122.00
Mergent Intellect	Pages Viewed	Business / Finance	57	60	117	\$ 75.42	\$ 8,824.00
Morningstar	Record Views	Business / Finance	40	77	117	\$ 64.58	\$ 7,556.00
Muzzy	Sessions	Online Learning	1	8	9	\$ 188.89	\$ 1,700.00
Newsbank Chicago Community Collection	Full Text Views	Periodicals	21	28	49	\$ 108.45	\$ 5,314.00
Newsbank Heritage Hub	Full Text Views	Genealogy	3	35	38	\$ -	\$ 1,890.00

Newspaper Archive	Total Page Views	Periodicals	42	31	73	\$ 63.01	\$ 4,600.00
New York Times Digital Edition	Usage Sessions	Periodicals	815	870	1685	\$ 1.37	\$ 2,303.60
Niche Academy	Total Views	Online Learning	49	15	64	\$ 26.41	\$ 1,690.00
Novelist	Total Requests	General Reference	80	202	282	\$ 3.71	\$ 1,045.00
Oxford English Dictionary	Total Item Investigations	General Reference	15		15	\$ 110.48	\$ 1,657.18
Pebblego and Pebble Go Next	Article Views	General Reference	1	0	1	\$ 1,999.00	\$ 1,999.00
PressReader	Issues Opened	Periodicals	1117	1140	2257	\$ 2.31	\$ 5,219.20
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	970	2154	3124	\$ 0.56	\$ 1,751.73
ProQuest: Chicago Tribune	Total Documents	Periodicals	362	443	805	\$ 7.15	\$ 5,753.66
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	115	519	634	\$ 6.84	\$ 4,334.99
ProQuest: CultureGrams	Total Pages Viewed	General Reference	0	0	0	#DIV/0!	\$ 1,385.87
ProQuest: Fold3	Total Documents	Genealogy	26	46	72	\$ 17.64	\$ 1,269.97
ProQuest: Heritage Quest	Total Documents	Genealogy	56	6	62	\$ 11.55	\$ 716.22
ProQuest: Newspapers.com	Total Documents	Periodicals	92	481	573	\$ 10.80	\$ 6,187.22
ProQuest: New York Times	Total Documents	Periodicals	73	53	126	\$ 41.18	\$ 5,188.68
ProQuest: New York Times Historical	Total Documents	Periodicals	62	20	82	\$ 51.52	\$ 4,225.00
ProQuest: Research Library	Total Documents	Periodicals	65	84	149	\$ 35.57	\$ 5,299.55
ProQuest: Wall Street Journal	Total Documents	Periodicals	480	524	1004	\$ 1.00	\$ 1,008.91
Record Information Service (Public Record)	Total Visitors	General Reference	279	251	530	\$ 1.08	\$ 575.00
Reference Solutions (Reference USA)	Total Searches	Business / Finance	75	85	160	\$ 52.88	\$ 8,460.00
Scholastic Teachables	Documents	General Reference	145	123	268	\$ 3.54	\$ 950.00
S&P Net Advantage	Total Usage	Business / Finance	125	231	356	\$ 33.09	\$ 11,781.00
SimplyAnalytics	Maps Created	General Reference	6	1	7	\$ 1,879.77	\$ 13,158.42
Statista	Result Clicks	Business / Finance	25	10	35	\$ 185.71	\$ 6,500.00
Tumblebooks	Book Views	eBooks / AV	7	14	21	\$ 30.44	\$ 639.20
Value Line	Logins	Business / Finance	393	448	841	\$ 4.02	\$ 3,385.00
Weiss Ratings	Page Views	Business / Finance	31	8	39	\$ 71.67	\$ 2,795.00
World Book	Content Views	General Reference	17	10	27	\$ 75.06	\$ 2,026.50
OTHER							
App	Sessions		1429	1466	2895		
Website	Sessions		17598	18477	36075		
Scan EZ Scan Station			1549	1783	3332		

## Anthony Auston

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**From:** Wilmette Police Department <enews@wilmette.ccsend.com> on behalf of Wilmette Police Department <enews@wilmette.com>  
**Sent:** Thursday, August 17, 2023 3:09 PM  
**To:** Anthony Auston  
**Subject:** Wilmette Police Respond to Bomb Threat at Library - August 17, 2023

[EXTERNAL]

Wilmette Police Department | 847-256-1200 | Email | [www.wilmette.com](http://www.wilmette.com) | Twitter | Facebook

# Wilmette Police Department



## Crime Bulletin

**August 17, 2023**

The following email provides timely community crime information and alerts from the Wilmette Police Department. For more information, please visit the [Wilmette Police Crime Alerts, News Release & Incident Reports](#).

### Incident - Armed Subject

At 2:30 p.m. on August 17, the Wilmette Police Department was made aware of a bomb threat at the Wilmette Public Library. The building has been safely cleared and the library will remain closed for the day. Park Ave. from Wilmette Ave. to Central Ave. is closed; please stay clear of the area. The Cook County explosives team is assisting the Wilmette Police in the search of the facility. More information to follow.

## Anthony Auston

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**From:** Wilmette Police Department <enews@wilmette.ccsend.com> on behalf of Wilmette Police Department <enews@wilmette.com>  
**Sent:** Thursday, August 17, 2023 4:43 PM  
**To:** Anthony Auston  
**Subject:** Library Update: All Clear - August 17, 2023

[EXTERNAL]

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# Wilmette Police Department



## Crime Bulletin

**August 17, 2023**

The following email provides timely community crime information and alerts from the Wilmette Police Department. For more information, please visit the [Wilmette Police Crime Alerts, News Release & Incident Reports](#).

### Library All Clear

The all-clear has been given for the Wilmette Public Library after the Wilmette Police in coordination with the Cook County explosives team conducted an extensive search in response to a bomb threat.

Park Ave. has been re-opened and the library will resume normal operations on Friday, August 18.

UPDATE: WIPA 89.3 FM is off the air. As we work to fix the problem, please listen to our web stream. [Click here for more information.](#)

## Secretary of State condemns rash of bomb threats at libraries

NPR Illinois | 91.9 UIS | By [Sean Crawford](#)

Published August 22, 2023 at 10:42 AM CDT

 Print



*Campaign Website*

Alexi Giannoulias

Several Illinois libraries have been the target of bomb threats in recent days, according to Secretary of State Alexi Giannoulias. He issued a statement Tuesday morning.

"As the State's Librarian, I strongly condemn these threats of violence and intimidation that are unfortunately becoming all too common at libraries in Illinois and across our nation. The bomb threats received by Illinois libraries during the past several days represent a troublesome and disturbing trend that has escalated from banning books, to harassing and criminalizing librarians and now to endangering the lives of innocent people," he said.

The Secretary of State's Office did not say how many threats have been reported, but indicated the following libraries, all in northern Illinois, were among those to have received them.



- Wilmette Public Library
- Oak Park Public Library
- Warren-Newport Public Library

No injuries have been reported and, at least so far, police have been able to determine the threats were not credible.

The ACLU of Illinois also issued a statement about the threats.

"We should all be clear. The recent threats result from ideologically driven attacks on libraries, attacks from a small handful of loud voices who seek to ban books and displays that reflect and elevate the experiences and views of LGBTQ+ people, people of color and other voices too often ignored in our society. The language and misinformation driving these book bans sadly lead some to believe that threats of violence are an appropriate response to children's books they do not like," the ACLU said.

"Threats of violence against libraries make clear that each of us must support the work of all librarians across Illinois. It is time that we unite as a state in opposing the voices of anger that want to ban books and not allow ourselves to be coerced by threats. We encourage everyone to show support for their public library by increasing your patronage, attending a library board meeting or sharing a message of support with your local librarians. It is time to speak up."

Earlier this year, Giannoulias spearheaded the effort to pass a law punishing libraries that ban books. The governor later signed the measure that allows withholding funding to public or school libraries. Giannoulias said the bans are about "restricting the freedom of ideas that some disagree with."

"I wholeheartedly support our libraries, which are committed to serving our communities as safe, welcoming havens to learn and access ideas and especially our librarians who are dedicated public servants devoted to treating people with dignity and respect. Libraries and librarians protect our First Amendment right to free speech and our constitutional right to read," Giannoulias said.

"We must join together to stand up to fringe elements that resort to threats of violence and seek to destroy the fundamental freedoms that our nation was founded upon."

#### Tags

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#### Sean Crawford

Email Sean Crawford

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[Dabble Springfield, a place for artists and do-it-yourself crafters | Community Voices](#)

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[Jurors to decide whether ex-Madigan aide had memory lapse or chose 'loyalty over truth'](#)

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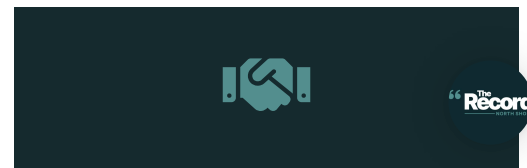


The Wilmette Public Library.

Wilmette, News

# Wilmette library reportedly received second bomb threat in August

By Joe Coughlin | 4:32 p.m. August 29, 2023



A second bomb threat came into the Wilmette Public Library three days after a [threat was made on Aug. 17](#).

Like the first one, a library employee received a digital message at 4:47 on Aug. 20 on the library's website that claimed bombs were located at all Cook County libraries, according to a Wilmette Police [incident report](#).

The library closed early, and local authorities searched and cleared the scene, the police report says. The Wilmette Police Department did not immediately return *The Record's* request for comment.

The Wilmette library is one of several suburban libraries victimized by false bomb threats in August. On Aug. 17, threats reportedly were also made against libraries in Glenview, Park Ridge, Gurnee and Lincolnwood. And on Aug. 20, Wilmette, [Park Ridge Oak Park and Warren-Newton](#) libraries were among the threatened local institutions, according to reporting from *Daily Herald*.

In a [statement made on social media](#), Illinois Secretary of State Alexi Giannoulias connected the bomb threats to ongoing culture wars that have seen libraries targeted for [offering certain books](#), welcoming [members of the LGBTQ+ community](#) and more.

“The bomb threats received by Illinois libraries ... represent a troublesome and disturbing trend that has escalated from banning books, to harassing and criminalizing librarians and now to endangering the lives of innocent people,” Giannoulias says in the statement. “I wholeheartedly support our libraries, which are committed to serving our communities as safe,

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By Joe Coughlin | 1 day ago

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welcoming havens to learn and access ideas and especially our librarians who are dedicated public servants devoted to treating people with dignity and respect.”

The Illinois chapter of the ACLU also chimed in. Chapter Director of Communication Edwin C. Yohnka said in a [statement](#):

“Public libraries are sanctuaries for communities to gather to read, study, go online, get out of the heat and explore new ideas. They are places to build community. For this reason, the recent bomb threats targeting public libraries across the Chicago area are sad and deeply troubling. But these disturbing events cannot be a trigger for giving into those seeking to ban materials and displays from our public libraries.”

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Tags [Wilmette](#) [News](#)

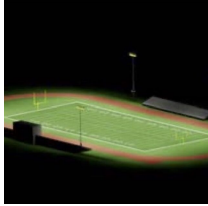


### Joe Coughlin

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

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Wilmette, News

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By Joe Coughlin | 2 days ago



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# Protect access to books and ideas at libraries facing threats of violence



Earlier this month, the Oak Park Public Library faced a warning its three buildings would be blown up.

## SUN-TIMES FILES

In the turbulent Vietnam War era, some college campus buildings were temporarily closed because anonymous callers said they had planted bombs, though often it turned out they hadn't. College educations suffered.

Now public libraries around the Chicago area and the nation — already beset by demands to remove books from their collections — are shutting their doors to give police time to search for bombs that anonymous messages say were planted. Although the closures haven't lasted long, it's a dangerous moment for a society when the very buildings that should be places of ideas and community are held hostage by a nameless individual or individuals who want to undermine the ideals for which libraries stand.

Libraries are venues in which to discover new ideas, going beyond what is taught in schools and acting as the people's universities for those seeking a lifelong education. The traditional image of a library as a building in which silence should reign belies its true role as an access point for free speech and fresh concepts that can be both eyeopening and controversial.

Earlier this month, the Oak Park Public Library faced a warning its three buildings would be blown up. Similar threats targeted libraries in Morton Grove and Gurnee, and also Wilmette and Park Ridge, which both received more than one. The Vernon Area Public Library in Lincolnshire received a bomb threat on Tuesday. Libraries in Glenview and Glencoe closed temporarily for safety reasons, even though they did not receive direct threats. In each case, the buildings were reopened

Elsewhere, a Yolo County library building in Davis, California, was evacuated briefly on Monday after a bomb threat. In all, that library received three bomb threats. The Iowa City Public Library was evacuated Tuesday afternoon after receiving a bomb threat. Tulsa, Oklahoma, elementary schools were targeted twice with bomb threats four times over the past week in an apparent dispute over book bans, one of numerous bomb threats in the Tulsa area.

Ironically, the late author Ray Bradbury — who wrote, “Without libraries what have we? We have no past and no future” — was born in Waukegan, less than five miles from the Warren-Newport Public Library, which also was the target of a recent bomb threat, sent via email.

After investigating, police said the suburban threats were “not credible.” But that misses the point. The intended damage was done.

To deter such threats in the future, investigations must continue until the person or persons who made the threats are tracked down and called to account, just as a Maryland man was arrested in March for allegedly spray painting “Groomer” on two libraries.

**LIBRARIES ARE VENUES IN WHICH TO DISCOVER NEW IDEAS, GOING BEYOND WHAT IS TAUGHT IN SCHOOLS AND ACTING AS THE PEOPLE’S UNIVERSITIES FOR THOSE SEEKING A LIFELONG EDUCATION.**

Threats of violence put library board members and staff in a difficult position. In the Vietnam War era, most threats to blow up campus buildings were “not credible.” But in 1970, a building was blown up at the University of Wisconsin-Madison, killing a postdoctoral researcher. Library buildings are vulnerable, built to be open and welcoming without such onerous security measures as checking backpacks and putting metal detectors at entrances.

Librarians have had a rough go of it in this century. The 2001 Patriot Act threatened librarians with sanctions if they disclosed federal agents had accessed the library records of patrons.

Now, some groups want to ban books, and in some states, laws are being passed that threaten libraries and librarians who don’t comply. Both the Illinois Library Association and the American Library Association say efforts to ban certain library books are at an all-time high.

Some politicians and people on social media have called librarians pedophiles. Some librarians have quit or have been fired for refusing to remove books.

Suzy Wulf, assistant director at the Prospect Heights Public Library, told us many librarians are stunned by the new antagonism because for so long libraries have been trusted and revered institutions.

“Libraries have always provided information on both sides,” Wulf said. “We have to have all of the information out there.”

At a moment like this, people who value libraries must vocally support them and push back against those who would hobble communities’ centers of intellectual exploration. Ed Yohnka of the American Civil Liberties Union of Illinois suggests attending library board meetings to show support. As the Illinois Library Association said in a statement, “Libraries are rightfully considered the cornerstones of democracy and freedom of speech.”

Americans are fortunate to have libraries dedicated to the free flow of ideas and information. But they live in a time when they need to stand tall to protect those resources.