

## Wilmette Public Library Director's Report – January 16, 2024

### Library Activities for November 2023 - January 2024

Anthony Auston, Director

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

The Welcome Desk answered over 1,000 phone calls in November, and 864 in December. Welcome Desk staff answered 913 reference and directional questions in November, and 834 in December. The library had 20,016 visitors in November, and 20,999 in December, averaging over 700 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. Shelving staff unpacked and processed 317 bins in November, and 266 in December.

The monthly AMH totals included 77,403 items processed in November, and 66,128 in December. Approximately 38% of those items are routed to Circulation as “exceptions” for further handling, including manual disc/part accounting/verification.

At year-end, Shelving staff supported other departments by:

- Charging 758 WonderBooks and Vox Books
- Processing 35 carts of weeded materials

Project highlights for the team included:

- Welcome Desk staff began tracking their public service contacts via our new data management system, Gimlet
- Welcome Desk Assistant Colleen Reese compiled and presented the annual desk statistics, tracking and reporting trends
- The CD collection was weeded and shifted
- Collections on the lower level, including the 800s and 900s, were weeded and shifted
- The Oversized collection was weeded and shifted, and new standards are in development to determine sizing of items eligible for the collection; titles will be relocated to this collection from the general collection
- The recent addition of the 4K Blu-ray collection is now 6 months old, so the initial titles have moved to the general DVD collection (after the Binge Boxes) in the Media Room, while the newest titles will remain with the new media in the lobby
- The Periodicals collection was shifted, and all of the shelves were dropped to promote accessibility and make the top shelves easier to browse
- Youth Services collections were substantially shelf-read and straightened
- Shelving staff completed a big move in Youth Services, shifting all of the Early Readers and the J Fiction to make room for the new Beginning Chapter Books section

## Collections / Technical Services (Manager Jessica Thomson)

### Physical (Adult and Youth Services)

The Library of Things Committee added several exciting things to the collection this month including: four Roku streaming devices, two have Max subscriptions and two have Disney+ subscriptions. Additionally, we added an external DVD/CD player, a video capture kit, a solar panel and a microscope for kids.



Jessica Thomson met with Director Auston to establish TS departmental priorities for 2024, including training for relevant staff on available data and resources to aid selectors in maintaining their collections, evaluation of weeding procedures and metrics, consolidation of loan rules, review of consortial and interlibrary impacts on existing holds and purchase alert ratios, and a comprehensive review of processing and spine label procedures.

As part of the labeling evaluation, TS staff have already begun several related projects. Laura Krimsin and Jessica Thomson met with Teen Librarian Krista Hutley to review and reassess the labeling of materials in the College Corner. Megan Noone continues to assist TS with the reclassification of biographical materials; Megan is in the process of updating artist books in the 750s. The entire TS team pitched in to relabel nearly 3,000 books for the newly created Youth Services Beginning Chapter Book collection.

In November, TS staff withdrew nearly 3 times the volume of materials that we do in a typical month. Selectors completed major weeding projects in both non-fiction and audiovisual collections.

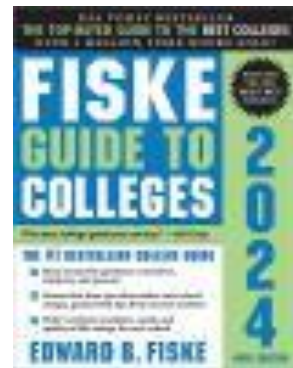
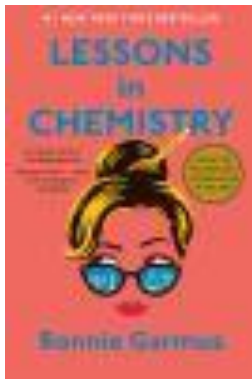
December saw a significant number of additional copies added to our collection of new and popular titles. We order additional titles “unprocessed” by the vendor, which means that they do not have covered dust jackets, so that we get them as quickly as possible. However, this trade-off means that our processors must take the additional step of covering the dust jackets which can be the most time-consuming task of their typical processing duties. Using this “unprocessed” method to get popular titles that have patron holds both reinforces the time-saving benefit of having items pre-processed with jacket covers by our vendor when possible, but also that it is important to fulfil patron requests as quickly as possible by using the skills of our processing team to take the extra step when necessary.

Megan Brown has created new spreadsheets to track orders from vendors with standing orders such as VOX and Playaway. Additionally, Megan has created a spreadsheet to track items awaiting a replacement or item credit.

Emma Standard began the annual task of withdrawing the “current + 1 year” periodicals for both the Adult and Youth Periodicals collections.

Top circulating titles in November/December:

- Adult fiction: *Lessons in Chemistry* by Bonnie Garmus
- Adult non-fiction: *While You Were Out: an Intimate Family Portrait of Mental Illness in an Era of Silence* by Meg Kissinger
- Teen fiction: *Fire Force* by Atsushi Okubo
- Teen non-fiction: *Fiske Guide to Colleges*
- Youth fiction: *Bob Bilby* from the Bluey series
- Youth non-fiction: *Guinness Book of World Records*
- Adult multimedia: *Oppenheimer*
- Youth multimedia: *Teenage Mutant Ninja Turtles: Mutant Mayhem*

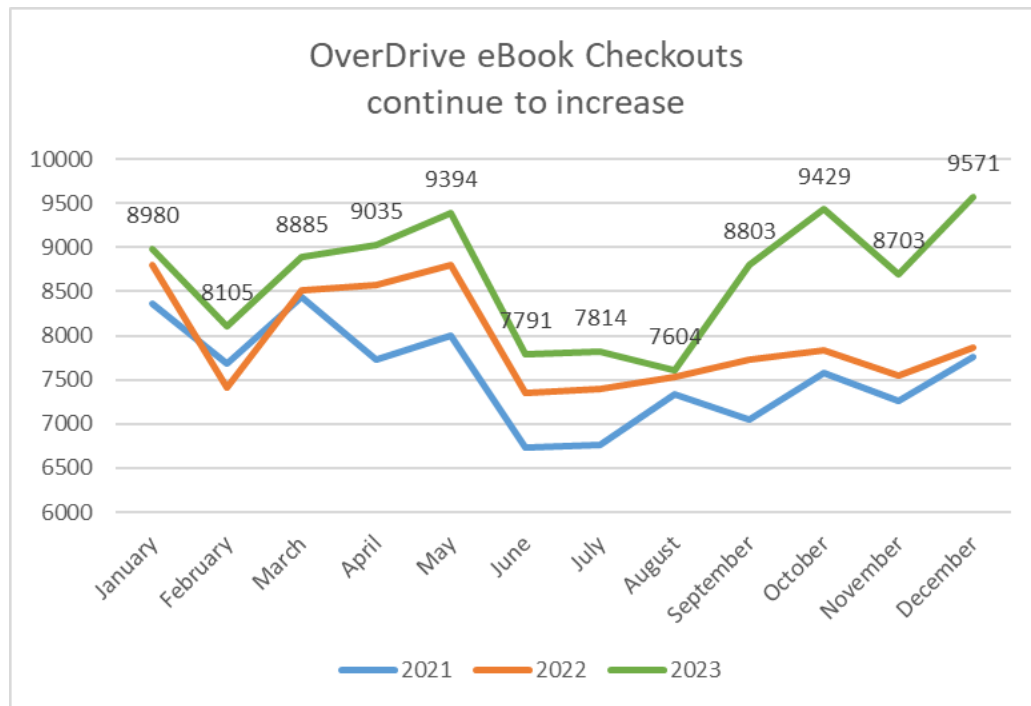


## Digital (Digital & Maker Services)

### Online Resources and eContent

In December, Lauren collaborated with Cathleen Blair to purchase eBook and eAudio licenses of Wilmette Reads titles in advance of the launch of that initiative. Lauren will monitor the holds list of those titles closely and implement a 2:1 ratio until the end of February to ensure a timely response to patron demand.

### Online Resource Highlights



- OverDrive eBook checkouts remain strong, especially compared to past years, and set another all-time local record with 9,571 checkouts in December.
- Overall usage of online resources was a bit lower in November than we saw in October, but one that increased over last month was Encyclopedia Britannica. Perhaps students are using this resource to research school projects.
- Brainfuse and Encyclopedia Britannica saw the highest usage all fiscal year in December, with 178 uses and 177 uses respectively. This spike coincides with high school finals, and the increase is undoubtedly due to end of semester learning and tests.
- Consumer Reports saw the highest usage we've seen all year, with 1823 page views. This is undoubtedly due to the coming holidays and Black Friday sales.
- CreativeBug also saw the highest engagement we've seen all year, with 74 videos viewed. Perhaps patrons undertook some holiday crafting projects!
- Hoopla usage was slightly higher than average this month, with 1541 checkouts. The average

this fiscal year has been 1455 checkouts. Perhaps folks needed some reading over the holiday or an audiobook for a road trip.

- Morningstar Investment Center got an update an aesthetic facelift. The result is a cleaner, easier-to-navigate interface that patrons seem to be responding to. Usage of this product jumped up to 615 record views in November, up from an average of 408.
- Wall Street Journal through ProQuest usage soared in December, with 787 documents accessed. The average this fiscal year has been 570 documents.
- Oxford English Dictionary statistics are unavailable at this time following a ransomware attack on the company. They hope to resolve the issue soon and provide usage statistics to customers. Access to the product is uninterrupted for patrons.

**OverDrive**

November: 16,294 checkouts	December: 18,139 checkouts
8,703 ebooks (51.4%)	9,571 ebooks (52.5%)
5,500 digital audiobooks (32.5%)	5,751 digital audiobooks (31.7%)
2,721 eMagazines (16.1%)	2,817 eMagazines (15.3%)

The top digital titles by checkout in December:

1. *Tom Lake* by Ann Patchett (eBook) - 61
2. *Tom Lake* by Ann Patchett (eAudio) - 58
3. *No Brainer* by Jeff Kinney (eBook) - 50
4. *The Woman in Me* by Britney Spears (eAudio) - 46
5. *Hello Beautiful* by Ann Napolitano (eBook) - 45
6. *Demon Copperhead* by Barbara Kingsolver (eBook) – 41
7. *The Heaven and Earth Grocery Store* by James McBride (eBook) - 37
8. *The Covenant of Water* by Abraham Verghese (eBook) - 36
9. *The Covenant of Water* by Abraham Verghese (eAudio) - 30
10. *Iron Flame* by Rebecca Yaros (eAudio) - 29

The most popular magazines:

1. *The New Yorker* - 456
2. *Us Weekly* – 98
3. *Cook's Illustrated* - 77

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

Collection	October	November	December
eAudiobooks	998	999	<b>1368</b>
eBooks	1690	1364	<b>1992</b>
eMagazines	110	65	<b>91</b>
Hoopla items	941	936	<b>924</b>
Monthly total:	3739	3364	<b>4375</b>

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

Collection	October	November	December
Hoopla	832	288	<b>991</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	October	November	December
Adult Fiction	555	496	<b>473</b>
Adult Non-fiction	485	533	<b>377</b>
Teen Fiction	44	29	<b>25</b>
Teen Non-fiction	9	1	<b>1</b>
Youth Fiction	487	318	<b>739</b>
Youth Non-fiction	50	84	<b>58</b>
Adult Magazines	510	442	<b>471</b>
Youth Magazines	38	33	<b>30</b>
Adult Multimedia	160	114	<b>117</b>
Youth Multimedia	36	36	<b>85</b>
Other (Library of Things, etc.)	28	26	<b>29</b>
Monthly total:	2402	2112	<b>2405</b>

Full summary of items withdrawn in the past three months:

Collection	October	November	December
Adult Fiction	250	384	<b>295</b>
Adult Non-fiction	760	2054	<b>707</b>
Teen Fiction	90	113	<b>9</b>
Teen Non-fiction	14	9	<b>3</b>
Youth Fiction	413	582	<b>530</b>
Youth Non-fiction	90	102	<b>37</b>

Adult Magazines	791	356	<b>767</b>
Youth Magazines	38	7	<b>183</b>
Adult Multimedia	54	2841	<b>123</b>
Youth Multimedia	6	281	<b>335</b>
Other	6	4	<b>2</b>
Monthly total:	2512	6733	<b>2991</b>

### Circulation (Manager Matthew Hoffman)

The library welcomed 132 new patrons in November, and 147 in December.

At year-end, 87 patrons have opted into our recent policy update allowing patrons to authorize a friend, neighbor, or family member to pick up their hold materials.

Circulation Assistant Megan Noone continues to assist Adult Services and Technical Services with our ongoing call number update project.

Matthew Hoffman was appointed chair of the library’s Community Engagement Committee.

After 31 years of dedicated service to the library and community, ILL Coordinator Louise Neidorf has announced that she will be retiring at the end of January 2024. Louise started at Wilmette Public Library in October 1992 as a full-time Circulation Clerk. Shortly after she started, Louise became the assistant to the Circulation Manager at time, and her role evolved into an acting Circulation Assistant Manager for the department. Five years later, Louise took on the responsibilities of heading up our Interlibrary Loan (ILL) services, and she has been instrumental in creating, developing, and refining the practices and procedures the ILL team follows today. With Louise’s unprecedented determination and meticulous attention to detail, she created an incredibly thorough, step-by-step ILL Procedural Guide to help train staff and ensure consistent continuity of service. Louise has cultivated strong relationships with patrons who rely on ILL services - especially the 28 local book clubs for which she tracks down multiple copies of titles each month. Louise’s work ethic, commitment to high quality service, and her sense of humor will be greatly missed.

### 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	49,229
<b>Oct</b>	62,202	60,195	55,820	50,538	53,994	55,226
<b>Nov</b>	61,400	61,307	46,631	53,720	54,850	52,926
<b>Dec</b>	56,962	55,668	35,822	51,141	51,452	53,499

<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	334,161

\*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 11/2023</b>	
<b>Total Checkins</b>	<b>32,428</b>
Checkout Stations	17,744
Leap Checkout and Renewal	11,523
<b>Total Checkouts</b>	<b>29,286</b>
Auto-renewal	22,739
Power PAC Renewal	361
Leap Checkout and Renewal	257
Checkout Stations	194
<b>Total Renewals</b>	<b>23,640</b>
Number of your Library's items checked out system-wide	29,099
Holds Placed through your interface	9,079
Holds placed for/by your patrons	9,847
Holds Held	7,992
Holds Checked out	7,701
Holds Cancelled	1,890
Holds Unclaimed	929
Number Of Items Currently Out	33,808
<b>Unexpired Patrons on file</b>	<b>15,439</b>



<b>Wilmette Public Library 24/7 Pickup Lockers Monthly Statistics For 11/2023</b>	
<b>Total Checkouts</b>	276
<b>Wilmette Cardholder</b>	71
<b>CCS and/or Reciprocal Borrower Cardholder</b>	39
<b>Holds Held</b>	294
<b>Holds Unclaimed</b>	18

<b>Wilmette Public Library Monthly Statistics as a Whole For 12/2023</b>	
<b>Total Checkins</b>	<b>30,324</b>
Checkout Stations	16,833
Leap Checkout and Renewal	11,346
<b>Total Checkouts</b>	<b>28,181</b>
Auto-renewal	24,339
Power PAC Renewal	394
Leap Checkout and Renewal	223
Checkout Stations	177
<b>Total Renewals</b>	<b>25,318</b>
Number of your Library's items checked out system-wide	27,632
Holds Placed through your interface	5,831
Holds placed for/by your patrons	6,380
Holds Held	7,604
Holds Checked out	6,830
Holds Cancelled	1,365
Holds Unclaimed	978
Number Of Items Currently Out	33,460
<b>Unexpired Patrons on file</b>	<b>15,560</b>

<b>Wilmette Public Library 24/7 Pickup Lockers  Monthly Statistics  For 12/2023</b>	
<b>Total Checkouts</b>	264
<b>Wilmette Cardholder</b>	80
<b>CCS and/or Reciprocal Borrower Cardholder</b>	26
<b>Holds Held</b>	295
<b>Holds Unclaimed</b>	30

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

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

#### Stories of Exile

The Stories of Exile series continued through November and December, expertly facilitated by Adult Services Assistant Manager Rachel Garcia. The full series included four book discussions and three supporting programs over four months, exploring the themes of migration, exile, and forced displacement. All events were well received and attended by



enthusiastic patrons ready to engage. A total of 181 patrons attended at least one event, with several community members choosing to participate in multiple discussions and programs.

While three of the four titles discussed focused on experiences of Yiddish-speakers, sponsoring organization The Yiddish Book Center encouraged libraries to make connections to other cultures in the selection of the fourth discussion title. Wilmette Library’s discussion of *The Painted Drum* by Louise Erdrich and presentation on “Indigenous Peoples History of Chicagoland” created a meaningful dialogue that honored not only the specific titles and represented experiences but also the spirit of the grant initiative.

Stories of Exile concluded on December 6 with a discussion of *The Glatstein Chronicles* led by Professor Anna Elena Torres.

Rachel Garcia, the director and leader of WPL’s chapter, received positive feedback from many in attendance throughout, and a generous donation from one of the participants was gifted to the Friends of the Library in honor of the series. In addition, she received a handwritten note of appreciation from one participant: “Rachel- Can’t thank you enough for your wonderful

organizing & leading these important discussions & books!" as well as the following email response:

*Congratulations on strong afternoon attendance at the Nov 29 program, "Indigenous Peoples History of Chicago." I am glad I attended. I thought Josie Starr's strengths were speaking clearly, an engaging presence, and interacting warmly with the audience...Please pat yourself on the back for this wonderful Stories of Exile series. Four wonderful books I only found because you have brought us this series.*

Titles from the series will be retained in the book club collection for two years, which will preserve the opportunity for even more community members to discover these rewarding titles.

### Senior Services

On November 17, the library hosted advocates from the offices of Congresswoman Jan Schakowsky and Congressman Brad Schneider to assist patrons with **Medicare Part D**. Facilitated by Senior Services Librarian Jillian McKeown, appointments were offered for advanced booking in order for patrons to receive personalized attention and advice.

Jillian also hosted a November 28 presentation of **The Heart of Hospice** with Aidan McCormack, volunteer coordinator with Moments Hospice, dispelling myths surrounding hospice care. Those in attendance sat in a circle and had an open and thoughtful conversation about hospice care, some sharing openly about personal experiences.

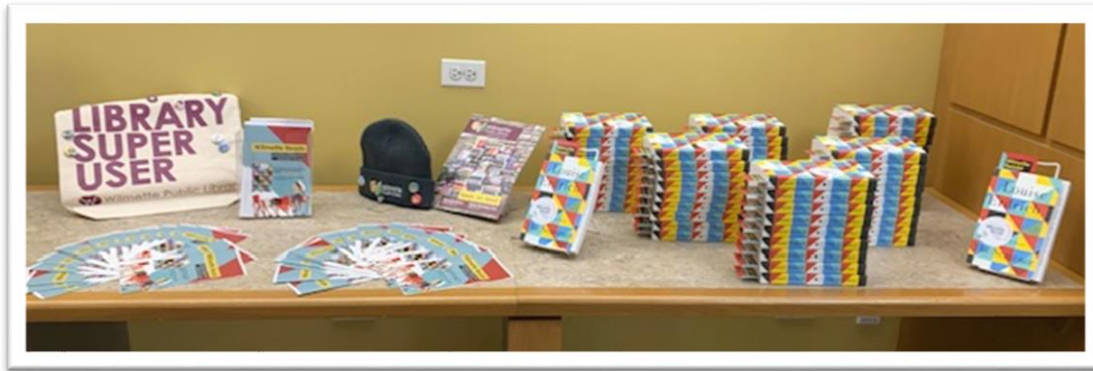
### Media Services

On November 16, the Library facilitated a screening of the documentary "Inquiring Nuns," followed by a Q&A between director and Kartemquin Films founder Gordon Quinn and local film professor Michael Smith. Enthusiastic attendees offered insightful questions and comments regarding the film's themes.



### Wilmette Reads

In November, development of a new community reading engagement event, **Wilmette Reads**, transitioned from ideation to specific planning stages. With a twin focus on the individual reading experience as well as the social aspects of book culture, this program draws from successful elements of both One Book Everyone Reads and the adult/teen iterations of Winter Reading Club. Patrons will be invited to customize their level and methods of participation, all with an emphasis on how we connect to and with stories. This event will take place in January and February 2024 and is possible through the generous sponsorship of the Friends of Wilmette Public Library. Learn more online: <https://www.wilmettelibrary.info/wilmette-reads>



We took advantage of the Early New Year's Concert, a popular Wilmette Library tradition, to formally announce the launch of Wilmette Reads 2024. During a brief introduction prior to the concert, attendees were invited to pause after the music to claim a free copy of *The Sentence* by Louise Erdrich, the spotlight title selected for group reading and shared discussion. Sixty books were placed into the hands of interested readers, thanks to the generous support of the Friends of the Library.

### Teen Services

**Teen Study and Pizza Night** for high school students during final exam week was the largest it has ever been, as for the first time both New Trier High School and Loyola Academy held their finals over the same dates. For several days students crowded into every available area throughout the library, and even the Youth Program Room, Small Meeting Room, and Auditorium spaces were reserved for eager students during peak times. On December 18, Teen Services Librarian Krista Hutley and Welcome Desk staff Anne Prohov served pizza and other snacks and drinks from 7-8pm to an estimated 120-150 grateful teens trying to keep up their energy and focus, and several expressed appreciation only for the food but also the welcome.

Teens were offered multiple outlets for play and creativity in November and December, as Krista facilitated regular recreational programs such as Dungeons & Dragons and the popular Teen Take & Make take-home activity kits. She also partnered with Youth Services staff to offer a *Hunger Games* Movie Party and a Let's Learn Together series program on Social Stress.

Additional partnering in December with Youth Services Librarians Eti Berland and Jennifer Lee made possible the hosting of a **Heartstopper Book Release Party** in honor of the publication of the fifth graphic novel. Well-attended with 15 teens enjoying snacks, completing a themed craft, and chatting about the books and TV show, the event was a success, as evidenced by this participants posing at the photo booth wall:



### Local History and Genealogy

Local History and Genealogy Librarian EvaAnne Johnson partnered with the North Suburban Genealogical Society to host a set of paired programs with presenter Jennifer Holik entitled **Researching the Veteran in Your Family**. In between the two sessions, attendees socialized with light refreshments. Members of the Society remarked that they hadn't been able to enjoy meeting together like that since before the pandemic, and one commented, "I liked the opportunity to meet in person and be able to mingle with our members and library patrons." In addition to the snacks and coffee, the hot chocolate was a big hit!

On December 13, Local History and Genealogy Librarian EvaAnne Johnson hosted an **Introduction to FindMyPast** with presenter Jen Baldwin, the Research Specialist and North American Content Manager for the genealogical resource. Twenty-eight attendees were introduced to the database and offered tips on how to reap best results. As one metric for success, the usage statistics for the WPL's subscription to FindMyPast were four times higher than the previous month, suggesting that many applied what they learned in exploring on their own after the instruction.

### **Special Projects**

#### Service Floor Changes

The culmination of months of preparation and collaboration, early December marked the official transition of public access computers and specialized equipment from the Technology Center onto the open service floor. The former Reference Desk was transformed into the **Reference and Technology Desk**, now staffed with partners from both Digital and Maker Services and Adult Services. Thanks to effective tone-setting and proactive assistance from staff at all service points, the adjustment for the public has been largely smooth. Remaining pieces of this stage of the project, including assessing implications for nearby collections, will be addressed in coming weeks.

#### Senior Services

On December 22, Senior Services Librarian Jillian McKeown visited Mather Place Senior Living in Wilmette and met with Emma Rand, Mather's Creative Engagement Manager. The two discussed how the Library can benefit Mather's residents, and going forward, Jill will lead a **short story book club** at Mather Place every second Tuesday, and will also offer a **monthly technology drop-in** to teach residents how to use and troubleshoot ebooks and other library e-resources.

On December 1, Jillian McKeown hosted the first meeting of a RAILS networking group she was instrumental in founding: **Programming for Seniors in Public Libraries**. Turnout for the Zoom gathering was strong, and librarians who serve older adults throughout Illinois engaged in lively conversation. More than half of the initial 70 registrants were in attendance, which is a notable showing for an inaugural group, and virtual meetings are planned to continue on a quarterly basis.

### Outreach

In November Teen Librarian Krista Hutley conducted her first partnered outreach program at the **Warming House Youth Center**, operated by Haven Youth and Family Services in Wilmette. She hosted a simplified Dungeons & Dragons encounter and highlighted the Library's teen program offerings. The following month she returned with book donations to offer a holiday book fair/book drive, gifting approximately thirty books to the staff and teens attending that night. In addition, she brought books with Latine authors and/or main characters for offering to the organization's refugee toy and book drive planned for the end of the month. Books bequeathed to these services were hardcovers in pristine condition, originally given to Krista by publishers as a part of her work with the Best Fiction for Young Adults Committee.

On December 7 and 8, Teen Services Librarian Krista Hutley and Youth Services Librarian Sarah Jo Zaharanko hosted three adult day groups from the Northern Suburban Special Recreation Association (NSSRA) with a tour of the inner workings of the library building and a coloring hangout in the Teen Room. Other Wilmette Library staff assisting with these visits were Facilities Managers Marcos Levy and Aarin Olson and Shelving Manager Patricia de Vuono. This was the second series of visits from NSSRA day groups, and the attendees and supporting staff seemed to have a great time learning about the library and having time to relax in the Teen Room, so much so that return visits in January and February 2024 are already being planned.

### Business Services

On November 22, John Amundsen hosted an appreciation lunch with longtime SCORE mentor Mark Lieberman and discussed potential programs in 2024. One strong possibility is an in-person, entrepreneur-focused program for those looking to start new businesses, highlighting SCORE mentoring and resources available through the library.

Looking forward, on February 22, Wilmette Public Library will host its first-ever **Strictly Business Lunch & Learn** session, a networking lunch featuring keynote speaker and area business coach PJ Weiland, with the aim of welcoming the Wilmette and Kenilworth business community to the library. As of the end of 2023, Business Librarian John Amundsen reports 12 registered out of 40 seats - a promising response and predictor so far in advance. Depending on registration and reception, this program may be the launch of an ongoing series of similar programs looking to position the library as a central resource to our thriving and vital local business community.

### Local History and Genealogy Services

November was a month when many patrons were learning about local history and researching their roots. During the week of November 13 alone, EvaAnne Johnson met with four Local History or Genealogy dedicated appointments and addressed two more research inquiries via email! Requested activities included viewing historical maps in the Local History Room, getting started with genealogy, writing articles for genealogical magazines, and conducting military research. Though December often tends to be a quieter month, EvaAnne was invited to solve a family tree mystery for one patron, who was appreciative of the specialty insight and guidance.

Additional collection and advisory spotlights in October included the celebration of Filipino American History Month and an Edgar Allan Poe-branded nod to spooky season that capitalized on a buzzy new Netflix adaptation of *The Fall of the House of Usher*.

### Advisory and Collection Services

Display spotlights in November enjoyed elevated rates of turnover, with additional titles needing to be rotated into place on a daily basis. Themes celebrated National Native American History Month, National Novel Writing Month (colloquially known as NaNoWriMo), and delights appropriate for seasonal Gatherings.



December collection promotion was equally popular, and visitors regularly helped themselves to a curated panorama of tones and styles of books featuring both December and ideas of the many ways one might Take Care of Yourself.

### **Staff Professional Development Reports**

Teen Librarian Krista Hutley completed her service with the American Library Association's Best Fiction for Young Adults Committee on December 30 with a final meeting. The list of recommended best fiction titles, with a top ten, will be unveiled in January to coincide with ALA Youth Media Awards on January 22, 2024.

In addition, Krista Hutley completed her coursework for American Sign Language for Library Staff, Level 1, earning a certificate and 36 credit hours. She will go on to Level 2 in January.

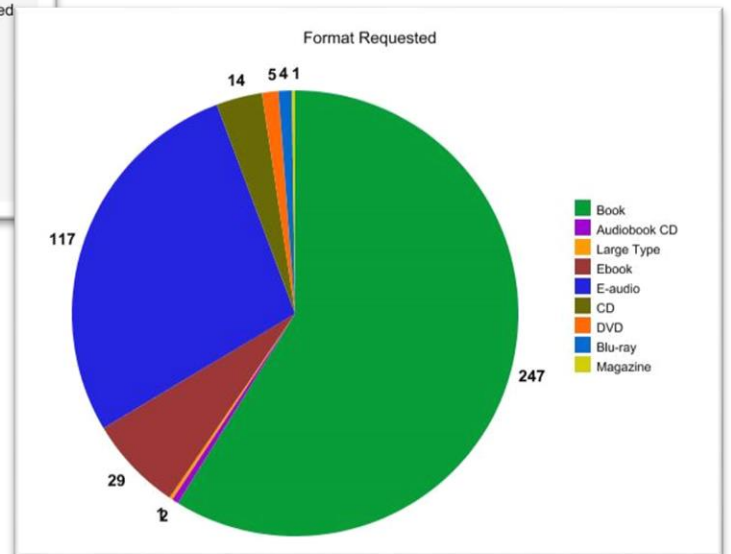
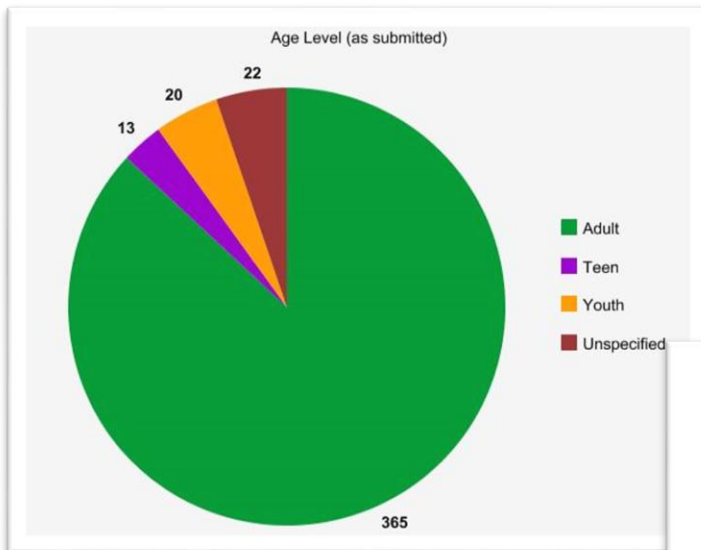
Through this course, she is learning to evaluate the Wilmette Public Library's accessibility options for deaf and hard of hearing patrons, particularly in regards to requesting accommodations for programs. Some specific takeaways include always turning on closed captioning for video programs, requiring the use of microphones for all presentations, including an email address option

as well as phone number for how to request accommodations, and ensuring that patrons can easily find how to request accommodations. Many libraries include a blanket statement on all of their calendar events, such as “Wilmette Public Library is committed to inclusion and accessibility. To request accommodations, please email [blank].” Because we do not currently follow this practice, this may present an opportunity for enhanced sensitivity and equitability, if seen as advantageous to supplement current efforts and messaging.

### Statistics of Note

October and November evidenced the highest number of **notary appointments** since the launch of the service in July. WPL had ten appointments during each of the two months, and December’s addition of four brought the number of executed notarizations to a total of forty for the six months active in 2023. The service continues to receive near-universal appreciation from patrons, as expressed at nearly every appointment.

Through the **Suggest a Title webform** on the library website, residents may request books or media for library selectors to consider adding to the collection. In 2023, patrons took advantage of this service to suggest 420 titles. Most requests (87%) were for Adult materials, often far in advance of publication. Print books remain the most requested format (59%), but the second most popular format, and one growing at a notable rate, is that of digital audio (29%).





## Youth Services (Manager Andrea Vaughn Johnson)

Youth Services has a new section for younger readers called Beginning Chapter Books. This section includes shorter, easier chapter books (many with illustrations), that bridge the distance between early readers and middle grade fiction. YS Assistant Manager Lisa Bigelow and YS Librarians Sheri Reda and Jennifer Lee worked together to create the section with help from Youth Services, Technical Services, Shelving, and Circulation staff. The section drew attention from patrons immediately. Jennifer Lee will be continuously working on evaluating juvenile fiction titles that would be a fit for this section and collaborating with ILL staff.



The Youth Services Family Features DVDs and Blu-rays got a refresh in November. While weeding, YS Librarian Sarah Jo Zaharako conducted a diversity audit and identified that the collection needs more representation of BIPOC stories and characters. She will be adding new diverse titles to the collection and featuring these selections in face-out displays.

Sarah Jo Zaharako collected staff picks for a Great Gift Books list which was shared in a program and on the [staff blog](#). Print copies were also available at the Youth Desk.

### Book Displays

In November and December, Youth Services displayed books to celebrate Native American Heritage Month, staff picks, gifts and giving, and winter weather.

## Youth Services Programs

Youth Services offered 64 programs in November attended by 2,441 people and 48 programs in December attended by 2,111 people. In addition, Youth Services staff creates daily drop-in activities that change monthly.

On Thanksgiving weekend, we were visited by animated dinosaurs at two Dinosaur Dimensions programs, attended by 91 and 49 people. Kids learned interesting facts about dinosaurs and had a chance to have their photo taken with a dino.



On November 30, librarians Krista Hutley and Sarah Jo Zaharako hosted the panel discussion Social Stress: A Let's Learn Together Parent/Educator Program to address social stresses specific to adolescents and teens. Panelists included Susan Antonini (LCSW, Adviser Faculty, New Trier High School), Kim Hassenfeld, (LCSW Counseling Center of the North Shore), and Tara Bagnola, (LCSW, Family Service of Glencoe). We discussed the science of the adolescent brain, strategies for embracing stress as a productive emotion, and positive communication tips for parents and teens.



Our Little Dabblers art programs attract dozens of little ones and their caregivers each week. The November program had toddlers making colorful prints with vegetables. In the December 1 program, we set up a white “room” that children were free to cover with dots!



We were thrilled when the author and illustrator of the picture book *Window Fishing* responded to our social media posts about an art project inspired by their book in the Art for Big Feelings program.



**Community Engagement & Outreach**

On November 7, Sarah Jo Zaharako presented a virtual workshop for preschool teachers and parents with the Alliance for Early Childhood titled [Using Picture Books to Talk about Race](#).

Wilmette Public Library is one of the first stops on the Wilmette Historical Museum’s Winter Scavenger Hunt: The Great Snowflake Search. Snowflake Bentley is the first known person to photograph snowflakes and prove that no two are alike. Kids aged 13 and younger can pick up a free scavenger hunt board in Youth Services and find their first snowflake. Boards can also be printed [on the museum website](#). If kids collect at least 5 signatures/stamps/stickers, they enter a raffle to win a copy of Jacqueline Briggs Martin’s book Snowflake Bentley. 10 signatures/stamps/stickers win participants a coupon for a free sprinkled cookie from Buck Russell’s.



On November 7, Youth Services Librarian Laura Antolin participated in Romona School's Family Night at their PTA Book Fair, tabling to share library resources, giveaways, and helping with a craft, as well as acting as a special guest reader. The Romona PTA shared, "We were so grateful for having Laura at our Book Fair Family Night last week, and for the support of the Wilmette Public Library in making our event a success! Laura was one of our mystery readers and the children really enjoyed her storytelling and really appreciated the color changing pencils!"



On November 17, Baker Demonstration School's Kindergarten class met with Youth Services Engagement Librarian Eti Berland for a special storytime about gratitude. The children each contributed pages to a book (using die-cut pages from our Ellison machine) for each of their teachers to express their appreciation. The group shared this feedback: "What a delightful day at the library. Thank you for your time, love of books and children, and your generosity."

On November 15, Sarah Jo Zaharako hosted a special education class from Central Elementary. Students enjoyed a storytime, craft and some free time to explore youth services.

Eti Berland was invited by the Central PTA to attend the Central School Book Fair Family Night, where she shared picture book read-alouds and promoted library programs to services to families who attended the book fair.

On November 10 and December 5, Youth Services School Engagement Librarian Eti Berland visited Joseph Sears School to help launch their Caldecott Club in their school library, which students K-2 will participate in. She shared the resources and program plans that she and Sarah Jo Zaharako created to help the school customize their program. Eti has promoted library programs to visiting 3<sup>rd</sup> and 5<sup>th</sup> grade classes and offered reader's advisory services to help them find books.



Eti also was invited to attend Harper Elementary's Maker Day on December 19. She observed and helped assist the teachers and students in the various stations, working to build connections across the school district with maker initiatives in the library. The YS department lent Harper their collection of zoetropes to support their zoetrope station. The Harper Learning Commons team shared, "I don't think this station would have been as successful if the kids hadn't had access to a real-life example of what they were creating. We so appreciate your partnership and support."

Eti visited Sears School on Tuesday, December 21 to promote our upcoming Winter Reading Club, sharing picture book read alouds and booktalking high interest books to help students start thinking about their reading plans for winter break.

The Sears School Librarian, Kristie Cerniglia, send us this message to thank Librarians Jennifer Lee and Carly Stauss for their help curating books for her: "You guys are absolutely AMAZING! I got to the library expecting to take forever since I thought I was going to start the search myself. Instead, the ladies at the desk were literally in the process of pulling and checking out the books on the list I had sent! ALL of you are AWESOME! Thank you so much for saving me and the third-grade teachers!!!!"

## Partnership Projects

Wilmette Public Library's partnership with the North Shore Special Recreation Association (NSSRA) kicked off in November with seven group visits to the library. On November 4, the youth program visited for a behind-the-scenes tour, storytime, craft, and free time for exploration. The coordinator commented that it was wonderful to feel so welcome in our library.



On November 28 and 29, Digital and Maker Services, in collaboration with YS, hosted three maker space visits for the NSSRA Adult Day program. Janet Piehl and Linnea Lundberg gave a 3D Printing demonstration and led the groups in making buttons.



On December 7 and 8, three adult day program groups from the NSSRA returned to the library for a behind-the-scenes tour hosted by teen librarian Krista Hutley and Youth Services librarian Sarah Jo Zaharako. They were greeted by Circulation staff member Kate Jordan, who shared some fun statistics about library circulation and visits. Facilities managers Marcos Levy and Aarin Olson gave a tour of the mechanical room, and Shelving department staff Mary Dormin and Manager Patsy De Vuono provided a demonstration of the Automated Material Handler. They ended their visits with a hang-out in the Teen Room, where they met with Digital and Maker Services staff Linnea Lundberg and Janet Piehl and collected the 3D printed projects they made the week before. All in all, six departments collaborated on the [Welcome Tours](#), which are now standard offerings at the library.



Additional program details and statistics are appended to this report.



## Digital & Maker Services (Manager Lauren Kelly)

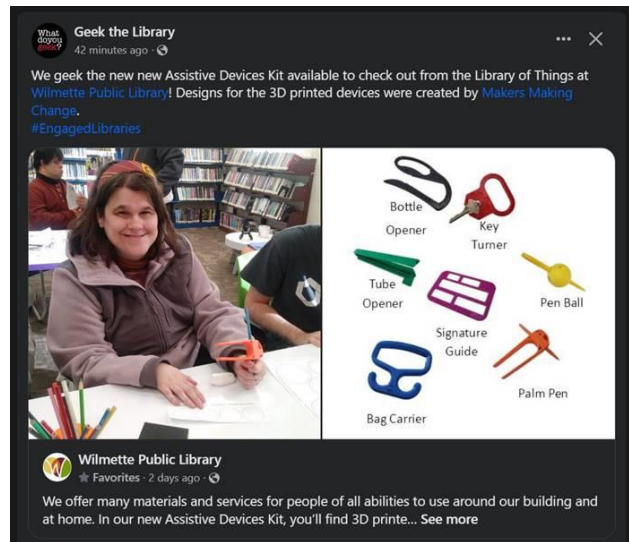
DMS staff conducted **Maker Appointments** in the Youth Program Room.

- November: 13 appointments, 25 attendees
- December: 17 appointments, 40 attendees

DMS Librarian Janet Piehl continues to prepare the **Maker Garden**. November's theme was "Tile for a While." Patrons were invited to build and design with tiles of varying shapes, sizes, and materials. December's theme was "Solstice Log." As the shortest day of the year approaches, while the weather is not great, and while many staff are on vacation and not available to tend the Maker Garden, Janet sets out a fake fire. It is intended to be reminiscent of a log burning on a TV fireplace. Janet made it out of found logs, string lights, and cello paper.



In November, DMS hosted three visits from Northern Suburban Special Recreation Association (NSSRA). The visits were coordinated by YS Librarian Sarah Jo Zaharako. Linnea and Janet led the programs, where they demonstrated the 3D printer and offered button making to the groups of adults with disabilities and their caregivers. Some group members tested our 3D printed assistive devices. This post was shared on the library's social media, and was reposted by **Geek the Library** (a national community awareness campaign highlighting the vital role of public libraries)!



### Program Highlights

- During a Maker Appointment, an elementary-school-age girl made buttons for the members of her Wings of Fire book club. She also made a WPL magnet and proudly told her father, "DAD! We have a library magnet!"
- Janet organized an appointment for a patron who had interest in technology-based Maker programming but few computer skills. Linnea hosted the appointment, at which she successfully used a laptop and made a paper lantern with the Silhouette Cameo!

- Linnea ran a very successful virtual program, Intro to Password Management for 17 attendees. She shared about the difference between data privacy and data security. Patrons seemed to appreciate the clarity Linnea provided on this topic and seemed to enjoy the program.
- Ethan continues to host the Minecraft Club for elementary-aged kids. This month they did a building challenge in a lava environment. They had a blast!
- Ethan continues to lead the monthly Minecraft Club. In December he had 10 participants. Ethan created a world with a half made village, tasked the participants with building up the village, and then at the end he would release monsters to attack the village. A few kids got really into figuring out how to survive the attack and built an underground bunker to hide.
- Janet helped two patrons in Maker Appointments make stickers out of their own art. A teen designed images in Procreate, then cut them with the Silhouette Cameo. She was so happy with her stickers that she did a little dance.
- The heat press got some good use during Maker Appointments this month! A teen applied a detailed lotus design to a t-shirt. The mom of a high school rower applied “port” and “starboard” to the legs of sweatpants, as a Christmas present for her daughter.
- Linnea worked with a family that came in for a Maker Appointment wanting to do Lego WeDo. They were absolute PROS! It was so cool to see them making all the creature robots the software was prompting them to do. After each success the parent was taking pictures and they were all working on taking turns and all this. It was super wholesome.

### 3D Printing

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

- November 3D Print Submissions: 25 / December 3D Print Submissions: 28
- 3D Prints from Maker Appointments: 11

We received a patron donation of a Prusa Mini 3D Printer. We gave the patron “naming rights” for the machine, and he chose to call it Leonardo. This machine will be a great addition to the department and can be taken on outreach visits or used in program demonstrations.

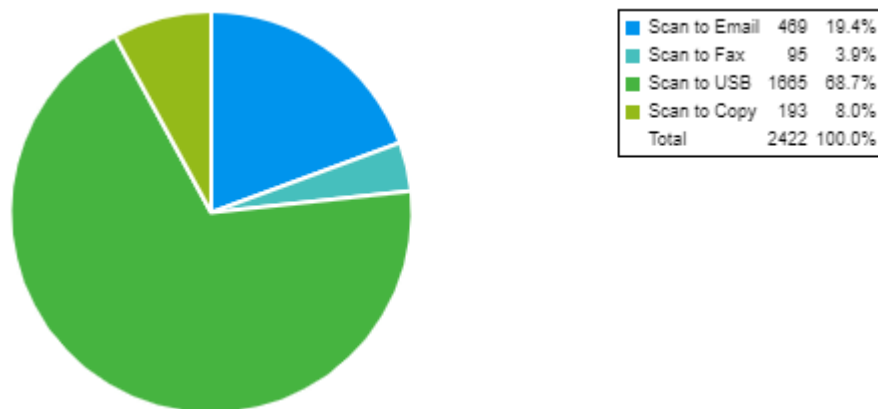
### Maker

- Janet has started learning about our new **Embroidery Machine** and has also researched and ordered supplies we will need to get started. She’s planning staff training on this equipment prior to the launch of the maker space in January.
- DMS full-timers have been meeting bi-weekly and making great progress on **planning our maker space**. In November we made headway with: a name for the space (The Studio), determining the amount and frequency of supply limits and how to track that, creating a studio@ email address, furniture, and more. In December we made headway with: weekly supply limits, copy for print assets, and more.
- Lauren coordinated with Facilities staff on getting the former Technology Center ready to be turned into The Studio! This involved shampooing the carpets, painting, building furniture, and more. The space looks great! We’re excited to bring in the equipment and supplies in January.

- Linnea drafted the new **Studio webpage**. It looks great!
- Linnea and Janet successfully launched the [3D printed assistive devices order form](#) and web site. Patrons can now request an assistive device to be 3D Printed for them. This is an expansion of the circulating Library of Things 3D printed assistive devices kit launched last month.

### Other Department Updates

- In November DMS Staff had 640 **Reference Transactions** and conducted 19 **1:1 help interactions** in the Technology Center. In December DMS Staff had 628 **Reference Transactions** and conducted 35 **1:1 help interactions** at the Technology Desk. 1:1 Tutorial topics include: iCloud, mobile apps, file management, digitizing film negatives, printing from Facebook Messenger, updating Kanopy app on Amazon Fire Stick, using Zelle money app, screen capture software to record phone screen, moving phone photos from internal storage to mini SD card, applying for a job online and creating email address, Photoshop basics, overview of business and investment online resources, downloading and converting HEIC image files, testing digitized DVD in a player, returning something to amazon including printing a shipping label, and more.
- The newly upgraded **Scan Station** allows for robust usage reports. In November, 2002 pages were scanned. In December, 2422 pages were scanned.



- The recently upgraded **TBS computer management system** also allows for usage reports. In November we had: 1084 bookings of 1<sup>st</sup> floor PCs, 56 bookings of 1<sup>st</sup> floor Macs, and 24 uses of the Digitization Station. In December we had: 875 bookings of 1<sup>st</sup> floor PCs, 10 bookings of 1<sup>st</sup> floor Macs, and 42 uses of the Digitization Station.
- In November, Lauren worked with Mike Boone to **post for two job positions**: Digital Services Assistant and Maker Space Assistant. In December the DMS Team interviewed candidates and made offers to two individuals, who will start as Digital Services Assistants in the new year!
- Lauren worked closely with IT Manager Michael Pocrnich and Adult Services Manager Cathleen Blair on the **1<sup>st</sup> floor Technology Center move** on Wednesday, December 6<sup>th</sup>. Computers and equipment were moved out of the Tech Center, and DMS is now staffing the Reference & Technology Desk with Adult Services. Staff navigated this transition with grace and confidence.
- Lauren worked with Sarah Rose to get **new computer numbers** that look polished, clear, and inviting.
- The DMS Team, led by Linnea, finalized all our **program offerings** for the Jan-Feb-Mar

newsletter cycle.

- Linnea worked with Jessica to successfully launch additional **circulating Roku devices** with Disney+ in the Library of Things collection. Linnea also trained staff on the circulation procedure for Roku devices.
- As part of the new phones project, Ethan assisted in the recording of **new greetings for the automated phone system**, serving as the recording engineer, operating the laptop, recording software and microphone.
- Ethan created expanded **tutorials for scanning** at the digitization station, specifically scanning film, negatives, and photographs with the Epson scanner.
- Ethan is preparing a list of equipment for the new **Assistive Computer Station**, intended to help patrons with disabilities use a computer at the library. We hope to launch this station in the new year.
- Janet trained the department on how to do the **LoT sewing machine** turnaround procedure.
- Finn has continued to work one additional shift per week to help with **Library of Things processing** work.
- Lauren finalized the **2024 DMS Desk Schedule**, with two service points and two new part time staff members represented.

## Communications and Events (Manager Sarah Beth Brown)

### November Programs

Our most popular virtual program in November with 37 patrons attending was *The Best of England's Dramatic Cornwall* presented by Claire Evans. Patron feedback has reflected a want for more history programs, and the Armchair Travels programs that combine travel or exploration of an area with historical context seem particularly well received.

### Connected Community:

These classes help us build a connected community by providing experiential and lifelong learning opportunities.

- Older adult patrons continue to enjoy introductory classes exploring different types of dance. This month we hosted DeSueño Dance in an Introduction to Country Line Dancing class on a Friday afternoon, with 26 patrons attending.
- In early December we hosted another Adult Coloring Drop-in program. We had 10 patrons attend and relax while coloring, listening to music and chatting.



As part of Native American Heritage Month in November, the library hosted the following programs:

- The Power of Native Women  
Monday, November 6 Adults
- Classics & Contemporary Book Discussion: *The Painted Drum* by Louise Erdrich  
Tuesday, November 14, Adults
- 2nd and 3rd Grade Book Club: *Jo Jo Makoons: Snow Day* by Dawn Quigley  
Thursday, November 16, Kids
- Indigenous Peoples History of Chicagoland  
Wednesday, November 29, Adults

### **December Programs**

- December's most well-attended programs included Make a Wire Woven Ring led by Wired Lotus with 20 patrons plus a waitlist. Hands-on craft programs are well-attended, and will hopefully spark extra interest in our soon opening Studio!
- *Chicago's Sweet Bakeries Remembered* with Cheryl Brown took place on Zoom with 62 patrons. Several commented they enjoyed a program on Chicago area history focusing on places they remembered from childhood. The program worked especially well during the holiday season since it resonated with patrons who have warm memories of the places mentioned from childhood.
- Our annual early New Year's concert with Bobby Lewis, Andy Brown and Stewart Miller attracted a full house with 100 patrons. We were joined by Adult Services Manager Cathleen Blair who introduced Wilmette Reads. We also surprised patrons with copies of Wilmette Reads featured book, *The Sentence* by Louise Erdrich.

In addition to these regularly offered programs, Jennifer worked on scheduling and coordinating upcoming events for Black History Month and Women's History Month, helping to ensure we include planning for our heritage months across all departments.

### **November/December Communications**

As the year came to a close, our Communications team was busier than ever! We took on a series of major projects to close out the year:

#### **Wilmette Reads**

We were thrilled to prepare for the January launch of Wilmette Reads, the new Friends-sponsored adult and teen reading series. This project required significant preparation, and Sarah Rose did a huge amount of work on branding and design. Over the course of November and December, she designed a new custom tote bag and winter hat, buttons to be distributed to participants, and a full suite of branding and print collateral items to be used for promotions in the building, in print, and online. In addition to designing the product, she sourced new vendors, which was surprisingly time-intensive to ensure we were able to meet our budget and time constraints. This was a major effort from Sarah and the beautiful final product



communicates our excitement for this new initiative. Alongside Adult Services, we also built the framework for this first iteration of Wilmette Reads, from the name to the structure to the variety of programs. The series is communicated in a print brochure, online in a dedicated webpage, and in the winter newsletter. The event had its formal kickoff with a surprise book giveaway at our annual Early New Year's Eve concert, and early response has continued to be positive and enthusiastic.

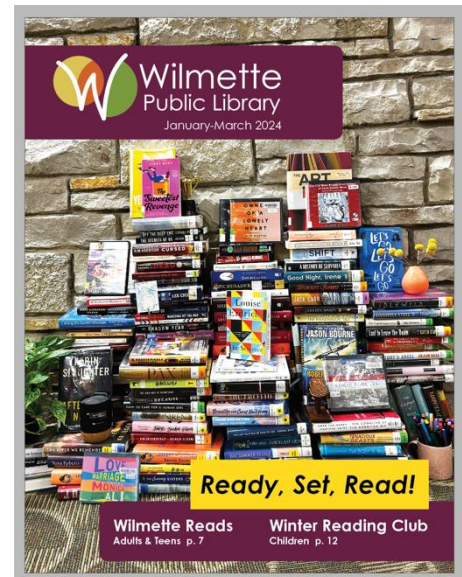
### Winter Reading

We worked with Youth Services to create branding and online communications for the children's winter reading club. One goal has been to differentiate Children's winter reading from Wilmette Reads, as this is our first year where we have two distinct programs running concurrently. YS has a lot of great ideas for this year's program and Lydia in particular has been working to ensure this program is communicated successfully.



### January-March Newsletter

The winter issue of the newsletter was a huge effort, encompassing three months of programs for all ages; information about Wilmette Reads, Children's Winter Reading, and the changes to the technology center and public computers; collection highlights for Women's History Month and the Library of Things; and a preview of the forthcoming Year in Review report. There is a huge amount of coordination that went into the creation of this newsletter, particularly because the printing deadline required us to organize many of our projects in time to announce them via the newsletter, even if project launch was still further out. We were particularly excited for a reading-focused issue, with a cover that put the focus squarely on our shared love of reading. It's a great time to get cozy with a good book, and we are excited to promote the wide varieties of ways patrons can enjoy our collections.



In addition to these major projects, the team worked on communications and planning for several other major ongoing projects, including The Studio makerspace, the phones project, and preparation for the forthcoming Year in Review Report.

Other projects the C&E team worked on in November and December include:

Sarah Rose worked on Holiday closure signs and communications; new signage for the public computers, including wayfinding and informational signage for the public, and new cohesive number signs for each computer; posters and signage including Cook County United Against hate, Emergency exits, business cards, comment cards, and other collateral as needed; and she offered design direction to other departments as needed for Maker Fest, program promotion, and more.

Lydia edited and published staff blog posts; helped promote programs and services including the Grace Lin author visit and the new 3d printed assistive devices; promoted Native American Heritage Month; worked with the Village to share library events via the Village newsletter; and took photographs at a variety of library events in November and December.

### Email and Social Media

In November and December, Lydia sent out our regular events and Youth Services emails, as well as a business email in conjunction with business librarian John Amundsen.

Email newsletter statistics from November:      Email newsletter statistics from December:

75,751 Sends

1,813 Clicks

75,751 Sends

1,755 Clicks

### Highlights from our Social Media:





**wilmettelibrary**  
Wilmette Public Library

wilmettelibrary This month, *Window Fishing* written by @dkdyson\_author and illustrated by @rudygutierrez\_art inspired these vibrant creations in Art for Big Feelings, and was a strong contender in our Caldecott Club! 🐟🐟

#widowfishing #wilmette #wilmettepubliclibrary #northshoreparents #librariesofinstagram #librariestransform

2w

dkdyson\_author Peace & wow!! Thank you deeply for this post !!! "Artists w/ BIG feelings"!! This is great !!!!

17h 1 like Reply

rudygutierrez\_art Thank you so much for this post! It warms my heart and inspires me so much to see these beautiful "Artists with Big Feelings"!!!

2w 4 likes Reply

doloresmaatman 🙌🙌🙌

2w 1 like Reply

dkdyson\_author Peace & yasssss look at the precious ones w their incredible art works!!!! Thank you deeply🙌🙌🙌

2w 4 likes Reply

[View insights](#)

👍🗨️📌

👤👤 Liked by scribblemonsterband and 26 others

December 18, 2023

😊 Add a comment...



**wilmettelibrary**  
Wilmette Public Library

wilmettelibrary Next time you stop by the library, you'll notice some exciting changes on our First Floor! Our public computers and technology equipment have moved to the Reference Area.

- ✔️ You'll be able to access all the same services that were available in the Technology Center, including internet and word processing, printing, faxing, and scanning.
- ✔️ Dedicated staff will be on hand to answer tech questions at the newly-renamed Reference and Technology Desk, alongside our Adult Services librarians.

Our staff is busy creating a new creative space in the former Technology Center. Stay tuned for more details and we look forward to welcoming you to this new space this winter! Visit the link in our bio to learn more.

#wilmette #wilmettepubliclibrary #librariesofinstagram #librariesofig #bookstagram #readersofig #librariestransform

4w

[View insights](#)

👍🗨️📌

👤👤 Liked by martibell2004 and 34 others

December 8, 2023

😊 Add a comment...



## **Information Technology (Manager Michael Pocrnich)**

IT Manager Michael Pocrnich and IT Assistant Christine Hightower completed a wide range of troubleshooting and system improvements for both the staff and public in November and December. Projects this month included: researching equipment updates and replacements, workstation, software, and peripheral troubleshooting, relocation, configuration, installation, and network optimization. Department staff assisted with hardware and software updates and troubleshooting, equipment installation and training, document and instruction creation, support to public meeting room reservations, coordination with CVI on resolution of open tickets (including deploying the new Teams application, updating the catalog PCs, and reimaging some patron computers to improve performance), 3D printing troubleshooting, routine maintenance, equipment cleaning, and other updates.

The telephone system replacement project continues to move forward, with an anticipated launch date now set for February. Stakeholders continue to meet regularly and plan the multiple steps necessary to migrate from an on-premises system to the new cloud-based interface. CVI will be an integral partner for the move, and will help set up the networking switch on the day of the cutover. Training materials are being prepared and an orientation session to the new desktop and mobile app interfaces will be provided in late January.

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

### Building Automation System Upgrade Project

Our Building Automation System (BAS) is approaching the finish line. We are currently going through the punch list, identifying remaining details to be addressed before the on-site IBS contractors' work is deemed complete. The final stage of the project is to have a formal training that will be recorded for our records to facilitate training of future facilities personnel. IBS has been helpful in improving the efficiency of the heating for our largest RTU (60 ton) collaboratively with Hill Mechanical. Below is an image of our new BAS home page, indicating which systems are included in the scope, with additional detailed interfaces to view behind each system. The new system allows us to review building operations online with eleven additional points that were added compared to the previous BAS.

### Maker Space/Technology Center Relocation Project

In early December, staff prepared the building for the relocation of the patron computers from the Technology Center to the Reference area along the south and west side of the first floor. Additional electrical and data were run to these spaces. Furnishings were relocated and/or newly installed.

Following the advice of our construction manager's referral, Marcos retained local contractor Monarch Electric, who worked on Morton Grove Library children's renovation project in 2022, to install the floor cores and data/electric for our project.



The newly upgraded Studio is taking shape. Facilities staff took on the challenge to paint, deep clean the carpet, remove center tables and custom wiring, assemble and install new cabinets, and frost the east window bank (Jim Kaspari) to improve the room for maker services.



### HVAC Maintenance

Hill Mechanical discovered a pilot ignition failure for our largest RTU unit. During the cold weather season there is a cycle termed “early morning startup” that preheats the building air supply for regular daily operation. When this process is in failure, the building setpoints are ineffective because of inadequate heating. The good news is our building is well insulated and is not as noticeable.

One of our smaller rooftop units was discovered to have a heat exchanger forming cracks. Cracked heat exchangers allow air from the furnace fan to enter the heat exchanger disrupting the flame and causing incomplete combustion. This produces even more carbon monoxide in

the flue gases than usual while the damaged heat exchanger allows this toxic mix into the air supply. This is a normal aging process for residential homes as well. Because it was identified early it does not compromise the air quality for the environment it serves. The advantage of having quarterly preventative maintenance servicing is priceless!

Hill Mechanical has scheduled the following services :

- Furnish and install (1) new Renzor G150 heat exchanger assembly (#273379)
- Furnish and install (1) new Renzor flame sensor (#272743)
- Furnish and install (1) new Renzor igniter (#272742)
- Furnish and install (1) new Renzor enthalpy sensor control (#222754)

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

### Recruiting & Personnel

#### **Turnover**

Overall for calendar year 2023, our turnover rate was about 8.5%. This was a welcome decrease from the 14% turnover rate we experienced at the end of 2022. During this past year, we saw 8 staff members leave the organization including 2 retirements. The majority of the resignations were part-time staff who found full-time work at other agencies. We did hire 9 new staff members this year including the Adult Services Manager, Circulation Manager, and Assistant Facilities Manager.

#### **Digital & Maker Services**

In December, HR Manager Michael Boone, along with Digital & Maker Services Manager Lauren Kelly and Assistant Manager Linnea Lundberg, screened and interviewed candidates for the Digital Services Assistant and Maker Assistant. While we didn't find just the right fit for the Maker Assistant we decided to hire two new Digital Services Assistants who are both scheduled to start in early January:

We have hired **Sabrina Nizzi** (she/her) as a new part-time **Digital Services Assistant**. Sabrina comes to us with extensive experience as a Digital Fluency Trainer, with a specialty in working with older clients, as well as a Digital Marketing Consultant. During the pandemic, Sabrina founded Student 4 Boomers, which is an intergenerational community service program that pairs high school students with older adults who are looking to improve their technical skills. Sabrina also worked at Winnetka-Northfield Library where she offer tech and Maker support to patrons. Sabrina's first day at the library was Tuesday, January 9.

We have also hired **Doug McGillivray** (he/him) as a **Digital Services Assistant**. Doug brings a unique combination of technical and educational experience to the table. Doug currently teaches programming at the Coder School in Deerfield, and also works as a Frontend Developer at Midwest Development where he creates interactive user interfaces. For 8 years, Doug has taught EL in both public and private schools here in

Illinois and abroad. Doug's first day was Monday, January 8.

## Policy

### **HR/Personnel Policy**

Executive Director Anthony Auston and HR Manager Michael Boone are in the final stages of reviewing and updating the Employee Handbook and personnel policies. Once all sections have been reviewed and updated, we plan to submit them to our HR Consultant, as well as our HR Legal representative, and then to our Leadership Team for review. Once those steps are completed, we will present to the Board for final review and approval. We are hoping to have this completed yet this winter.

### **Illinois Paid Leave For All Act**

One of the biggest updates to our policies was the addition of the Illinois Paid Leave For All Act, which ensures that all employees are able to earn up to 40 hours of paid leave based on their hours worked. Our current Vacation policy for full-time staff already meets and surpasses these requirements, but our vacation accrual process for part-time staff needed major modifications. We attended several seminars on the topic and talked with several colleagues from other libraries to see how they were implementing this new policy. We wanted a policy that would not only meet state regulations, but also be competitive in the market. Director Anthony Auston and HR Manager Michael Boone agreed on an accrual process that allows all part-time staff to accrue 2 hours of paid leave time for every 40 hours worked, up to a maximum of 75 hours in a 12-month period. This time can roll over from year to year up to the maximum amount, and can be used for any reason.

## Trainings/Conferences

### **Employment Law Conference**

On November 2, HR Manager Michael Boone attended HR Source's Employment Law Conference out in Naperville. This one day conference offered seminars on Overcoming Talent Scarcity, Conducting Workplace investigations, and effective employee selection tools. One of the main topics centered on Artificial Intelligence and how it will impact HR in the future. Some of the law updates focused on the expansion of current acts, such as, the Child Bereavement Act and VESSA (Victims Economic Security & Safety) Act.

## Benefits

### **Year-End Activities**

Michael Boone has been working with our rep from the WIN Administration to prepare our materials for the upcoming 2024 Open Enrollment period which is scheduled for October 30 – November 10. We were able to customize our Benefits Summary Sheet this year, and am currently working to calculate our 2024 rate sheets to reflect the 8% increase in medical premiums. Finance Assistant Marti Bellefontaine has been instrumental in reviewing our benefit data for our upcoming 1094-C and 1095-C reporting.

## Special Projects

### **2024 Holiday Gathering**

On December 14, 2023, the Hospitality Team put together a Holiday Gathering celebration for staff. Hosted in the Staff Break room, staff were treated to a variety of savory appetizers and snacks as well as hot cider and punch. The theme for the gathering was Winter Cabin, and there was even a heater that resembled an old stove that helped create the ambience of a warm, toasty cabin fireplace. Staff brought in homemade and store-bought desserts to share. Staff seemed to enjoy not only the delicious treats, but also the time they could mingle and socialize with one another as a team.

## **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:

- 11/2: Charmm'd Leadership Academy (Michael Pocrnich)
- 11/2: Person In Charge (PIC) Team Meeting
- 11/3: Collection Development Networking Group Meeting (Jessica Thomson)
- 11/5: Best Fiction for Young Adults Committee (Krista Hutley)
- 11/6: WBDC Library Outreach to Polish Entrepreneurs Discussion (John Amundsen)
- 11/7: Meeting: SCORE and Data Axle (John Amundsen)
- 11/7: LJ Course Module: Managing Through Burnout and Advocating for Staff (Cathleen Blair)
- 11/8: Adult Services Managers Networking Group (Cathleen Blair)
- 11/8-20: Association for Professional Genealogists Professional Management Conference (Eva Johnson)
- 11/8: iREAD meeting (Jennifer Lee)
- 11/9: Young Adult Services Forum (Krista Hutley)
- 11/9: IDEA Committee Meeting
- 11/13: RAILS Inclusive Cataloging: Maintaining Your Momentum (Jessica Thomson)
- 11/13: School Facilitators Networking Meeting (Eti Berland)
- 11/13: ALSC Public Awareness and Advocacy Committee meeting, Association for Library Service for Children (Sarah Jo Zaharako)
- 11/14: LJ Course Module: Crisis Management and Communications (Cathleen Blair)
- 11/15: All Staff Meeting
- 11/15: CCS CAMM Meeting (Jessica Thomson)
- 11/15: Recharge Committee meeting (Sarah Jo Zaharako)
- 11/15: Illinois Libraries Present Programming Meeting (Eti Berland)
- 11/16: Outreach: Warming House Youth Center (Krista Hutley)
- 11/17: LACONI/Recharge Networking Unconference (Sarah Jo Zaharako, Sheri Reda)
- 11/17: RAILS Technical Services Networking Group (Jessica Thomson)

11/21: Jamf 11.0 What's new webinar (Christine Hightower)  
11/24: Meeting: SCORE Mentor Partner (John Amundsen)  
11/27: Library of Things Committee Meeting  
11/30: 2024 Publishing Trends to Watch Webinar (Jessica Thomson)  
11/30: ILA Reporter Advisory Committee (Suzanna Arist)  
11/30: Experiential Learning and Maker Committee

12/1: Prioritization for Overwhelmed Multitaskers, Creative Mornings (Andrea Vaughn Johnson)  
12/1: RAILS Programming for Seniors in Public Libraries Group (Linnea Lundberg, Jill McKeown)  
12/3: Best Fiction for Young Adults Committee (Krita Hutley)  
12/4: ALSC Public Awareness and Advocacy Committee meeting, Association for Library Service to Children (Sarah Jo Zaharako)  
12/5: Charmm'd Leadership Academy (Michael Pocrnich)  
12/5: PDA Event: A Gentle Introduction to ChapGPT Webinar (Jessica Thomson)  
12/8: The Anatomy of a Meltdown, LACONI Youth Services Section (Eti Berland, Diane dos Santos, Janet Piehl, Sheri Reda)  
12/8: Dealing With Challenging Situations - LACONI @ Mount Prospect PL (Matthew Hoffman)  
12/11: Standing Ovation Customer Service (Matthew Hoffman)  
12/11: Youth World Languages Collection Meeting (Lisa Bigelow, Jennifer Lee, Carly Stauss, Jessica Thomson, Andrea Vaughn Johnson)  
12/14: A Place for Everything: Digital Files Organization CMC Webinar (Jessica Thomson)  
12/14: Midwest Tape Top Titles and Trends: The Latest on the Movie Industry Webinar (Jessica Thomson)  
12/15: CCS Circ/ILL Advisory Group (Matthew Hoffman)  
12/15: Researching Chicago Ancestors from Afar [NSGS] (Eva Johnson)  
12/30 Best Fiction for Young Adults Committee Meeting (Krista Hutley)

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Attachments:

November/December circulation statistics by item and material collections;  
November/December online resource statistics by title and category;  
November/December program statistics

12/01/2023

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 11/2023**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	5	16	4	20	20	0	0	4.00
Bag	567	382	215	597	597	0	0	1.05
Blu-ray	1,594	326	153	479	514	35	114	0.30
Blu-ray New	175	131	7	138	150	12	10	0.79
Book	167,272	18,352	18,146	36,498	38,105	1,607	2,149	0.22
Book Hot	943	1,202	1	1,203	1,203	0	2	1.28
Book New	5,544	3,044	1,700	4,744	5,434	690	492	0.86
Boxset	0	14	3	17	17	0	14	0.00
Boxset New	0	2	0	2	2	0	2	0.00
Cassette	60	0	0	0	0	0	0	0.00
CD	13,772	591	331	922	1,156	234	119	0.07
CD Audiobook	5,642	223	208	431	476	45	42	0.08
CD Audiobook New	174	59	48	107	144	37	6	0.61
CD New	156	78	25	103	118	15	8	0.66
DVD	14,163	2,002	1,120	3,122	3,379	257	274	0.22
DVD New	349	462	44	506	523	17	20	1.45
eAudiobook	59,910	0	0	0	0	0	0	0.00
eBook	81,176	0	0	0	0	0	0	0.00
eMagazine	5,126	0	0	0	0	0	0	0.00
ILL Material	0	37	7	44	44	0	0	0.00
Kit	4	2	0	2	2	0	0	0.50
Large Print	5,712	288	257	545	659	114	30	0.10
Large Print New	303	126	58	184	244	60	15	0.61
Magazine	4,376	242	582	824	824	0	0	0.19
Magazine New	246	3	0	3	3	0	0	0.01
Mobile Hotspot	20	27	0	27	27	0	0	1.35
MP3 Audiobook	0	2	1	3	3	0	2	0.00
Multimedia Kit	28	2	1	3	3	0	2	0.11
Newspaper	1,000	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	21	306	4	310	310	0	0	14.76
Other Audiobook	0	3	2	5	5	0	3	0.00
Playaway	2,503	312	271	583	596	13	5	0.23
Playaway Audio Hot	0	1	0	1	1	0	1	0.00
Playaway Audio New	88	29	32	61	68	7	4	0.69
Record	1,565	1	0	1	1	0	0	0.00
Scores / sheet music	0	2	4	6	6	0	2	0.00
Seasonal AV	218	33	0	33	33	0	1	0.15
Seasonal Book	2,325	496	6	502	503	1	4	0.22
Special Collection	136	84	3	87	87	0	6	0.64
VHS	148	0	0	0	0	0	0	0.00
Videogame	1,152	405	405	810	845	35	38	0.70
Videogame New	0	1	2	3	3	0	1	0.00
Totals	376,491	29,286	23,640	52,926	56,105	3,179	3,366	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 Owing Library not = Station\_Library

12/01/2023

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 11/2023**

<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>
Fiction	47,802	4,914	3,026	7,940	8,827	887	714	0.17	2,890
Magazines	4,868	191	425	616	616	0	0	0.13	422
Multimedia	35,359	3,341	1,659	5,000	5,642	642	595	0.14	1,580
Nonfiction	62,871	4,180	3,814	7,994	8,931	937	818	0.13	3,648
Online	138,735	0	0	0	0	0	0	0.00	0
Other	722	836	231	1,067	1,067	0	0	1.48	200
Teen Fiction	2,732	318	398	716	780	64	94	0.26	393
Teen Multimedia	88	12	18	30	38	8	3	0.34	17
Teen Nonfiction	437	43	67	110	113	3	10	0.25	66
Teen Online	2,944	0	0	0	0	0	0	0.00	0
Youth Fiction	44,571	11,859	10,604	22,463	22,884	421	859	0.50	10,235
Youth Magazines	754	54	157	211	211	0	0	0.28	147
Youth Multimedia	6,319	1,318	978	2,296	2,353	57	66	0.36	924
Youth Nonfiction	23,705	2,206	2,262	4,468	4,628	160	205	0.19	2,216
Youth Online	4,551	0	0	0	0	0	0	0.00	0
Youth Other	31	14	1	15	15	0	2	0.48	1
<b>Totals</b>	<b>376,491</b>	<b>29,286</b>	<b>23,640</b>	<b>52,926</b>	<b>56,105</b>	<b>3,179</b>	<b>3,366</b>	<b>0.14</b>	<b>22,739</b>

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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

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



01/01/2024

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 12/2023**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	5	11	0	11	11	0	0	2.20
Bag	566	366	334	700	700	0	0	1.24
Blu-ray	1,554	230	177	407	455	48	78	0.26
Blu-ray New	187	170	5	175	203	28	8	0.94
Book	167,412	17,053	19,276	36,329	37,792	1,463	2,163	0.22
Book Hot	846	1,026	4	1,030	1,030	0	1	1.22
Book New	5,500	2,931	1,894	4,825	5,536	711	509	0.88
Boxset	1	12	3	15	15	0	11	15.00
Boxset New	0	1	0	1	1	0	1	0.00
Cassette	60	0	0	0	0	0	0	0.00
CD	13,805	910	369	1,279	1,527	248	318	0.09
CD Audiobook	5,620	196	229	425	467	42	25	0.08
CD Audiobook New	182	81	41	122	157	35	10	0.67
CD New	120	79	21	100	131	31	16	0.83
DVD	13,967	2,100	1,273	3,373	3,637	264	365	0.24
DVD New	353	518	40	558	591	33	31	1.58
eAudiobook	60,656	0	0	0	0	0	0	0.00
eBook	82,061	0	0	0	0	0	0	0.00
eMagazine	5,206	0	0	0	0	0	0	0.00
ILL Material	0	37	2	39	39	0	0	0.00
Kit	4	2	1	3	3	0	1	0.75
Large Print	5,768	336	235	571	682	111	49	0.10
Large Print New	321	123	64	187	258	71	23	0.58
Magazine	4,216	275	500	775	775	0	1	0.18
Magazine New	246	0	0	0	0	0	0	0.00
Mobile Hotspot	20	22	0	22	22	0	0	1.10
MP3 Audiobook	0	2	1	3	3	0	2	0.00
Multimedia Kit	28	1	4	5	5	0	1	0.18
Newspaper	786	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	21	311	4	315	315	0	1	15.00
Other Audiobook	0	6	4	10	10	0	6	0.00
Playaway	2,508	257	329	586	602	16	7	0.23
Playaway Audio New	87	38	34	72	81	9	3	0.83
Record	1,565	0	0	0	0	0	0	0.00
Scores / sheet music	0	0	1	1	1	0	0	0.00
Seasonal AV	220	65	1	66	66	0	6	0.30
Seasonal Book	2,343	546	7	553	554	1	11	0.24
Special Collection	137	71	5	76	76	0	3	0.55
VHS	148	0	0	0	0	0	0	0.00
Videogame	1,128	400	455	855	891	36	41	0.76
Videogame New	0	5	5	10	10	0	5	0.00
Totals	377,665	28,181	25,318	53,499	56,646	3,147	3,696	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 Owing Library not = Station\_Library

01/01/2024

**Wilmette Public Library District  
Activity At WLK Branch Stations  
Monthly Statistics For 12/2023**

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewals
Fiction	47,980	5,085	3,190	8,275	9,181	906	823	0.17	3,022
Magazines	4,647	220	359	579	579	0	1	0.12	359
Multimedia	35,368	3,708	1,842	5,550	6,264	714	805	0.16	1,740
Nonfiction	62,540	4,063	4,304	8,367	9,312	945	825	0.13	4,084
Online	140,454	0	0	0	0	0	0	0.00	0
Other	722	810	342	1,152	1,152	0	0	1.60	308
Teen Fiction	2,748	300	296	596	636	40	79	0.22	288
Teen Multimedia	74	16	15	31	36	5	2	0.42	14
Teen Nonfiction	435	48	70	118	120	2	11	0.27	70
Teen Online	2,943	0	0	0	0	0	0	0.00	0
Youth Fiction	44,782	10,498	11,015	21,513	21,845	332	756	0.48	10,684
Youth Magazines	601	55	141	196	196	0	0	0.33	132
Youth Multimedia	6,069	1,258	1,118	2,376	2,447	71	87	0.39	1,087
Youth Nonfiction	23,725	1,850	2,358	4,208	4,340	132	165	0.18	2,292
Youth Online	4,544	0	0	0	0	0	0	0.00	0
Youth Other	31	6	1	7	7	0	1	0.23	1
Totals	377,665	27,917	25,051	52,968	56,115	3,147	3,555	0.14	24,081

Item Count is where the Item Owning Branch = YOUR BRANCH

Local Charge is where the Station\_Branch = YOUR BRANCH

Local Renewal is where the Station\_Branch = YOUR BRANCH

Lender is where the Item Owning Branch = YOUR BRANCH and the Station\_Library not = Item\_Library

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

Auto Renewal numbers are included in the numbers in the Renewal column

## November 2023 Program Statistics

Dept	Contact	Title	Virtual/In-Person	Date	Start time	Registrations	Attendance
AS	Rachel Garcia	Stories of Exile Book Discussion (Virtual)	Virtual	November 2	6:30 PM	22	21
AS	John Amundsen	Inflation and Small Business (Virtual)	Virtual	November 7	7:00 PM	0	
AS	Katy Jacob	Read Around the World Book Discussion	In-person	November 9	2:00 PM	0	2
AS	EvaAnne Johnson	Researching the Veteran in Your Family	In-person	November 11	12:00 PM	0	33
AS	Rachel Garcia	Classics & Contemporary Book Discussion	In-person	November 14	10:30 AM	0	12
AS	Jillian McKeown	"Inquiring Nuns" Documentary Film Screening	In-person	November 16	7:00 PM	0	22
AS	Jillian McKeown	Medicare Part D Appointments	In-person	November 17	9:00 AM	0	12
AS	Jillian McKeown	The Heart of Hospice	In-person	November 28	7:00 PM	0	4
AS	Rachel Garcia	Indigenous Peoples History of Chicagoland	In-person	November 29	2:00 PM	0	45
CE	Jennifer Bartel	Armchair Travels	In-person	November 2	1:00 PM	0	5
CE	Jennifer Bartel	Introduction to Country Line Dancing	In-person	November 3	1:00 PM	0	26
CE	Jennifer Bartel	The Power of Native Women (Virtual)	Virtual	November 6	7:00 PM	31	26
CE	Jennifer Bartel	A Taste of Love with Maya-Camille Broussard (Virtual)	Virtual	November 8	7:00 PM	0	17
CE	Jennifer Bartel	Jonas Friddle and Anna Jacobson	In-person	November 10	7:00 PM	0	28
CE	Jennifer Bartel	Opera Lovers Lecture Corps (Virtual)	Virtual	November 13	2:00 PM	29	26
CE	Jennifer Bartel	At Home Film Series (Virtual)	Virtual	November 14	7:00 PM	7	6
CE	Jennifer Bartel	International Film Screening	In-person	November 16	9:30 AM	0	1
CE	Jennifer Bartel	Armchair Travels	In-person	November 16	1:00 PM	0	15
CE	Jennifer Bartel	The Best of England's Dramatic Cornwall (Virtual)	Virtual	November 20	6:30 PM	44	37
CE	Jennifer Bartel	DIY Safari (Virtual)	Virtual	November 30	7:00 PM	22	21
DMS	Ethan Herdrich	Minecraft Club	In-person	November 8	4:30 PM	8	7
DMS	Linnea Lundberg	DIY Turkey Stencils	In-person	November 10	6:00 PM	5	1
DMS	Janet Piehl	Holiday Cards with Silhouette Cameo	In-person	November 13	6:30 PM	7	6
DMS	Lauren Kelly	Intro to the Internet	In-person	November 15	2:00 PM	0	
DMS	Linnea Lundberg	Intro to Password Management (Virtual)	Virtual	November 15	6:00 PM	15	17
DMS	Alejandro Barzallo	Cutting the Cable Cord (Virtual)	Virtual	November 30	5:00 PM	18	13
DMS	Ethan Herdrich	Ghost in a Jar: DIY Hologram	In-person	November 14	6:00 PM	7	3

## November 2023 Program Statistics

TEEN	Krista Hutley	Hunger Games Movie Party	In-person	November 3	4:30 PM	2	1
TEEN	Krista Hutley	Teen Take & Make: Beeswax Food Wrap (Take-Home Kit)	In-person	November 10	12:00 AM	26	26
TEEN	Krista Hutley	Dungeons & Dragons	In-person	November 11	1:00 PM	6	6
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 1	9:30 AM	0	28
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 1	10:00 AM	0	52
YS	Eti Berland	Crafting for a Cause: Plarn Blankets	In-person	November 1	4:30 PM	0	0
YS	Andrea Vaughn Johnson	Pajama Storytime	In-person	November 1	6:30 PM	0	7
YS	Andrea Vaughn Johnson	Babytime	In-person	November 2	9:15 AM	0	27
YS	Andrea Vaughn Johnson	Babytime	In-person	November 2	9:45 AM	0	30
YS	Sarah Zaharako	Art for Big Feelings	In-person	November 2	4:00 PM	19	16
YS	Eti Berland	K-9 Reading Buddies of the North Shore	In-person	November 2	6:00 PM	0	12
YS	Lisa Bigelow	Little Dabblers	In-person	November 3	9:30 AM	0	63
YS	Lisa Bigelow	Lego Club	In-person	November 3	4:00 PM	14	13
YS	Andrea Vaughn Johnson	Bollywood Dance Lesson	In-person	November 4	1:00 PM	30	30
YS	Eti Berland	Diwali Celebration	In-person	November 4	2:00 PM	0	100
YS	Ruth Bell	Building with Bits and Bobs	In-person	November 5	2:00 PM	0	28
YS	Jennifer Lee	Drop-In Free Play	In-person	November 6	9:30 AM	0	43
YS	Andrea Vaughn Johnson	An Evening with Grace Lin	In-person	November 6	7:00 PM	337	250
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 7	9:30 AM	0	58
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 7	10:00 AM	0	50
YS	Andrea Vaughn Johnson	Big Kid Storytime	In-person	November 7	4:00 PM	0	10
YS	Sarah Zaharako	Using Picture Books to Talk About Sharing	In-person	November 7	7:00 PM	0	0
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 8	9:30 AM	0	57
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 8	10:00 AM	0	56
YS	Andrea Vaughn Johnson	Babytime	In-person	November 9	9:15 AM	0	30
YS	Andrea Vaughn Johnson	Babytime	In-person	November 9	9:45 AM	0	38
YS	Sarah Zaharako	Caldecott Club	In-person	November 9	4:00 PM	6	3
YS	Jennifer Lee	Tween Lab: Coaster	In-person	November 9	7:00 PM	9	8
YS	Lisa Bigelow	Little Dabblers	In-person	November 10	9:30 AM	0	54
YS	Andrea Vaughn Johnson	Mandarin-English Bilingual Storytime	In-person	November 11	10:00 AM	0	17
YS	Andrea Vaughn Johnson	Chess Club	In-person	November 12	2:30 PM	0	11
YS	Jennifer Lee	Drop-In Free Play	In-person	November 13	9:30 AM	0	44
YS	Jennifer Lee	Printmakers Club	In-person	November 13	4:00 PM	12	11
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 14	9:30 AM	0	40
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 14	10:00 AM	0	35
YS	Andrea Vaughn Johnson	Big Kid Storytime	In-person	November 14	4:00 PM	0	10
YS	Andrea Vaughn Johnson	Improv at the Library	In-person	November 14	7:00 PM	9	8
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 15	9:30 AM	0	41
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 15	10:00 AM	0	43

## November 2023 Program Statistics

YS	Jennifer Lee	STEAM Lab: Treat Machine	In-person	November 15	4:30 PM	14	15
YS	Lisa Bigelow	Graphic Novel Book Club	In-person	November 15	7:00 PM	3	2
YS	Andrea Vaughn Johnson	Babytime	In-person	November 16	9:15 AM	0	28
YS	Andrea Vaughn Johnson	Babytime	In-person	November 16	9:45 AM	0	25
YS	Andrea Vaughn Johnson	Flavored Butter for the Table	In-person	November 16	4:30 PM	16	13
YS	Eti Berland	2nd and 3rd Grade Book Club	In-person	November 16	7:00 PM	5	5
YS	Lisa Bigelow	Little Dabblers	In-person	November 17	9:30 AM	0	65
YS	Andrea Vaughn Johnson	Little Play Cafe	In-person	November 18	10:00 AM	0	34
YS	Jennifer Lee	Coloring Party	In-person	November 20	9:30 AM	0	35
YS	Lisa Bigelow	Family Lego Drop-in	In-person	November 20	2:30 PM	0	44
YS	Andrea Vaughn Johnson	Wigglegorms Party!	In-person	November 21	10:00 AM	0	166
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	November 22	9:30 AM	0	70
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	November 24	9:30 AM	0	100
YS	Lisa Bigelow	Dinosaur Dimensions	In-person	November 25	11:00 AM	0	91
YS	Lisa Bigelow	Dinosaur Dimensions	In-person	November 25	2:00 PM	0	49
YS	Andrea Vaughn Johnson	Chess Club	In-person	November 26	2:30 PM	0	13
YS	Jennifer Lee	Drop-In Free Play	In-person	November 27	9:30 AM	0	62
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 28	9:30 AM	0	39
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 28	10:00 AM	0	51
YS	Andrea Vaughn Johnson	Big Kid Storytime	In-person	November 28	4:00 PM	0	10
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 29	9:30 AM	0	56
YS	Andrea Vaughn Johnson	Family Storytime	In-person	November 29	10:00 AM	0	57
YS	Jennifer Lee	Confetti Candle Lanterns	In-person	November 29	4:30 PM	10	10
YS	Andrea Vaughn Johnson	Babytime	In-person	November 30	9:15 AM	0	28
YS	Andrea Vaughn Johnson	Babytime	In-person	November 30	9:45 AM	0	29
YS	Sarah Zaharako	Social Stress	In-person	November 30	7:00 PM	10	8

## December 2023 Program Statistics

Dept	Contact	Title	Virtual/In-Person	Date	Start time	Registrations	Actual Attendance
AS	Rachel Garcia	Stories of Exile Book Discussion	In-person	December 6	2:00 PM	15	11
AS	Rachel Garcia	Classics & Contemporary Book Discussion	In-person	December 12	10:30 AM	0	15
AS	EvaAnne Johnson	FindMyPast: A Source for British & Irish Research (Virtual)	Virtual	December 13	3:00 PM	41	28
AS	Katy Jacob	Novels @ Night: Moon of the Crusted Snow	In-person	December 21	7:00 PM	0	0
AS	Katy Jacob	Read Around the World Book Discussion	In-person	December 28	2:00 PM	0	1
CE	Jennifer Bartel	Adult Coloring	In-person	December 1	1:00 PM	0	10
CE	Jennifer Bartel	Ludwig II of Bavaria: Germany's Fairy Tale King (Virtual)	Virtual	December 5	7:00 PM	41	39
CE	Jennifer Bartel	Surviving the Holidays with Lori Gottlieb (Virtual)	Virtual	December 6	7:00 PM	0	22
CE	Jennifer Bartel	Armchair Travels	In-person	December 7	1:00 PM	0	17
CE	Jennifer Bartel	At Home Film Series (Virtual)	Virtual	December 12	7:00 PM	6	4
CE	Jennifer Bartel	Make a Woven Wire Ring	In-person	December 15	1:00 PM	20	20
CE	Sarah Beth Brown	Experience The Nutcracker at Home! (Virtual)	Virtual	December 16	12:00 AM	0	47
CE	Sarah Beth Brown	Experience The Nutcracker at Home! (Virtual)	Virtual	December 17	12:00 AM	0	0
CE	Jennifer Bartel	Chicago's Sweet Bakeries Remembered (Virtual)	Virtual	December 18	7:00 PM	66	62
CE	Jennifer Bartel	Armchair Travels	In-person	December 21	1:00 PM	0	21
CE	Jennifer Bartel	Bobby Lewis, Andy Brown and Stewart Miller Jazz Trio	In-person	December 29	7:00 PM	0	100
DMS	Finn dos Santos	Digitizing the '80s and '90s!	In-person	December 1	4:00 PM	20	25
DMS	Lauren Kelly	Email Basics	In-person	December 5	2:00 PM	3	3
DMS	Ethan Herdrich	Google Photos	In-person	December 7	6:00 PM	11	7
DMS	Linnea Lundberg	Library of Things Petting Zoo	In-person	December 8	5:30 PM	3	3
DMS	Janet Piehl	Secret Gift Workshop	In-person	December 9	1:00 PM	20	18
DMS	Janet Piehl	Secret Gift Workshop	In-person	December 9	3:00 PM	21	18
DMS	Ethan Herdrich	Minecraft Club	In-person	December 13	4:30 PM	9	10
DMS	Linnea Lundberg	Advanced Canva: Gift Stickers	In-person	December 14	6:00 PM	8	3
DMS	Alejandro Barzallo	3D Print Your Own Snowflake	In-person	December 15	5:00 PM	10	7
TEEN	Krista Hutley	Dungeons & Dragons	In-person	December 2	1:00 PM	5	5

## December 2023 Program Statistics

TEEN	Krista Hutley	Teen Take & Make: Hot Cocoa Sugar Scrub (Take-Home Kit)	In-person	December 8	12:00 AM	24	24
TEEN	Krista Hutley	Teen Pizza Study Night	In-person	December 18	7:00 PM	0	150
YS	Lisa Bigelow	Little Dabblers	In-person	December 1	9:30 AM	0	56
YS	Lisa Bigelow	Lego Club	In-person	December 1	4:00 PM	20	24
YS	Andrea Vaughn Johnson	Spanish-English Bilingual Storytime	In-person	December 2	10:00 AM	0	12
YS	Ruth Bell	Building with Bits and Bobs	In-person	December 3	2:00 PM	0	20
YS	Jennifer Lee	Drop-In Free Play	In-person	December 4	9:30 AM	0	67
YS	Andrea Vaughn Johnson	Family Storytime	In-person	December 5	9:30 AM	0	53
YS	Andrea Vaughn Johnson	Family Storytime	In-person	December 5	10:00 AM	0	36
YS	Andrea Vaughn Johnson	Big Kid Storytime	In-person	December 5	4:00 PM	0	20
YS	Sarah Zaharako	Great Gift Books	In-person	December 5	7:00 PM	3	2
YS	Andrea Vaughn Johnson	Family Storytime	In-person	December 6	9:30 AM	0	43
YS	Andrea Vaughn Johnson	Family Storytime	In-person	December 6	10:00 AM	0	44
YS	Jennifer Lee	STEAM Lab: Treat Machine	In-person	December 6	4:30 PM	14	18
YS	Lisa Bigelow	Graphic Novel Book Club	In-person	December 6	7:00 PM	5	3
YS	Andrea Vaughn Johnson	Babytime	In-person	December 7	9:15 AM	0	30
YS	Andrea Vaughn Johnson	Babytime	In-person	December 7	9:45 AM	0	27
YS	Sarah Zaharako	Art for Big Feelings	In-person	December 7	4:00 PM	11	12
YS	Eti Berland	K-9 Reading Buddies of the North Shore	In-person	December 7	6:00 PM	0	12
YS	Lisa Bigelow	Little Dabblers	In-person	December 8	9:30 AM	0	61
YS	Andrea Vaughn Johnson	Mandarin-English Bilingual Storytime	In-person	December 9	10:00 AM	0	20
YS	Andrea Vaughn Johnson	Chess Club	In-person	December 10	2:30 PM	0	13
YS	Jennifer Lee	Drop-In Free Play	In-person	December 11	9:30 AM	0	36
YS	Andrea Vaughn Johnson	Family Storytime	In-person	December 12	9:30 AM	0	40
YS	Andrea Vaughn Johnson	Family Storytime	In-person	December 12	10:00 AM	0	51
YS	Andrea Vaughn Johnson	Big Kid Storytime	In-person	December 12	4:00 PM	0	16
YS	Andrea Vaughn Johnson	Improv at the Library	In-person	December 12	7:00 PM	8	8
YS	Andrea Vaughn Johnson	Family Storytime	In-person	December 13	9:30 AM	0	40
YS	Andrea Vaughn Johnson	Family Storytime	In-person	December 13	10:00 AM	0	51
YS	Eti Berland	Heartstopper Book Release Party	In-person	December 13	4:30 PM	12	15
YS	Andrea Vaughn Johnson	Babytime	In-person	December 14	9:15 AM	0	30
YS	Andrea Vaughn Johnson	Babytime	In-person	December 14	9:45 AM	0	29
YS	Sarah Zaharako	Caldecott Club	In-person	December 14	4:00 PM	4	3
YS	Jennifer Lee	Tween Lab: Gift Wrap	In-person	December 14	7:00 PM	5	5
YS	Lisa Bigelow	Little Dabblers	In-person	December 15	9:30 AM	0	54
YS	Andrea Vaughn Johnson	Little Play Cafe	In-person	December 16	10:00 AM	0	17
YS	Andrea Vaughn Johnson	Kugel: The Side Dish that Stole Our Hearts	In-person	December 16	1:00 PM	8	14
YS	Jennifer Lee	Coloring Party	In-person	December 18	9:30 AM	0	66
YS	Jennifer Lee	Sticker Party	In-person	December 19	9:30 AM	0	84

## December 2023 Program Statistics

YS	Andrea Vaughn Johnson	Imagination Playground	In-person	December 20	9:30 AM	0	150
YS	Andrea Vaughn Johnson	Hebrew Bilingual Storytime	In-person	December 21	10:00 AM	0	45
YS	Andrea Vaughn Johnson	Hebrew Bilingual Storytime	In-person	December 21	10:30 AM	0	15
YS	Eti Berland	2nd and 3rd Grade Book Club	In-person	December 21	7:00 PM	7	5
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	December 22	9:30 AM	0	150
YS	Andrea Vaughn Johnson	Little Play Cafe	In-person	December 23	10:00 AM	0	25
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	December 26	9:30 AM	0	150
YS	Andrea Vaughn Johnson	Wiggleworms Party!	In-person	December 27	10:00 AM	0	143
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	December 28	9:30 AM	0	150
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	December 29	9:30 AM	0	50
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	December 30	9:30 AM	0	100



Product	Metric Captured	Category	July	August	September	October	November	Total	Cost per Use	Cost of Product
AP Stylebook	Page Views	General Reference	6	8	6	6	30	56	\$ 4.82	\$ 270.00
Brainfuse	Database Usage	Online Learning	58	46	31	106	40	281	\$ 24.80	\$ 6,970.00
CLCD: Children's Literature	Results	General Reference	55	25	180	100	0	360	\$ 2.90	\$ 1,045.00
Consumer Reports	Page Views	General Reference	1402	1130	1306	1557	1823	7218	\$ 0.34	\$ 2,477.00
Consumers' Checkbook	Logins	General Reference	0	1	2	1	8	12	\$ 37.50	\$ 450.00
CreativeBug	Total Views	Online Learning	14	35	62	54	62	227	\$ 3.63	\$ 825.00
DLIL eBooks	Checkouts	eBooks / AV	7814	7604	8803	9429	8703	42353	\$ 1.42	\$ 98,665.68
DLIL audiobooks	Checkouts	eBooks / AV	5393	5536	5242	5504	5500	27175		
DLIL magazines	Checkouts	Periodicals	605	572	979	2497	2721	7374	\$ 0.13	\$ 993.97
EBSCO Database Package	Total Requests	General Reference	31	31	24	16	10	112	\$ 37.38	\$ 4,186.00
Encyclopedia Britannica	Documents + Media	General Reference	49	29	36	60	86	260	\$ 2.13	\$ 555.00
Explore More Illinois	Uses	General Reference	9	8	2	7	4	30	\$ -	
Facts on File (Infobase)	Total Views	General Reference	0	12	4	19	1	36	\$ 94.85	\$ 3,414.59
Find My Past	Total Views	Genealogy	13	34	10	97	10	164	\$ 6.07	\$ 995.00
FirstSearch (OCLC)	Total Searches	General Reference	543	732	199	119	254	1847	\$ -	
Gale Courses	Course Logins	Online Learning	0	12	14	21	11	58	\$ 91.36	\$ 5,298.68
Gale Business Insights	Searches	Business / Finance	0	0	2	0	1	3	\$ 1,981.26	\$ 5,943.77
Gale Business: Demographics Now	Retrievals	Business / Finance	5	0	0	0	0	5	\$ 393.75	\$ 1,968.75
Gale Business: Entrepreneurship	Searches	Business / Finance	0	11	4	0	0	15	\$ 296.94	\$ 4,454.14
Gale Business: Plan Builder	Searches	Business / Finance	0	18	0	0	0	18	\$ 109.38	\$ 1,968.75
Gale Directory Library	Searches	General Reference	0	4	1	0	4	9	\$ 398.61	\$ 3,587.50
Gale eBooks	Retrievals	General Reference	1	2	5	10	0	18	\$ 199.31	\$ 3,587.50
Gale General One File	Searches	General Reference	22	37	19	11	9	98	\$ 112.46	\$ 11,020.96
Gale Legal Forms	Searches	General Reference	0	4	1	0	0	5	\$ 922.36	\$ 4,611.80
Gale UDeMy	Lectures Completed	Online Learning	112	293	105	59	52	621	\$ 8.88	\$ 5,512.50
Hoopla	Circulations	eBooks / AV	1426	1506	1432	1456	1541	7361	\$ 2.12	\$ 15,602.91
Kanopy	Plays	eBooks / AV	845	724	920	937	945	4371	\$ 1.27	\$ 5,558.00
LexisNexis (NexisUni)	Retrievals	Periodicals	70	115	113	262	30	590	\$ 8.48	\$ 5,001.56
LinkedIn Learning	Total Videos Viewed	Online Learning	103	182	207	144	28	664	\$ 10.54	\$ 7,000.00
Local History Digital Collection	Page Views	Genealogy	11458	5441	6008	2649	9075	34631	\$ 0.11	\$ 3,700.00
Mango Languages	Total Sessions	Online Learning	92	101	86	70	88	437	\$ 7.81	\$ 3,412.80
Mergent Archives	Pages Viewed	Business / Finance	0	1	7	1	7	16	\$ 73.56	\$ 1,177.00
Mergent Intellect	Pages Viewed	Business / Finance	57	60	82	103	46	348	\$ 25.36	\$ 8,824.00
Morningstar	Record Views	Business / Finance	40	77	53	238	615	1023	\$ 7.39	\$ 7,556.00
Muzzy	Sessions	Online Learning	1	8	0	5	0	14	\$ 121.43	\$ 1,700.00
Newsbank Chicago Community Collection	Full Text Views	Periodicals	21	28	22	21	5	97	\$ 54.78	\$ 5,314.00
Newsbank Heritage Hub	Full Text Views	Genealogy	3	35	11	11	1	61	\$ -	\$ 1,890.00
Newspaper Archive	Total Page Views	Periodicals	42	31	105	16	7	201	\$ 22.89	\$ 4,600.00
New York Times Digital Edition	Usage Sessions	Periodicals	815	870	836	921	620	4062	\$ 0.57	\$ 2,303.60
Niche Academy	Total Views	Online Learning	49	15	18	50	31	163	\$ 10.37	\$ 1,690.00
Novelist	Total Requests	General Reference	80	202	53	78	157	570	\$ 1.83	\$ 1,045.00
Oxford English Dictionary	Total Item Investigations	General Reference	15	39	18	26		98	\$ 16.91	\$ 1,657.18
Pebblego and Pebble Go Next	Article Views	General Reference	1	0	2	5	2	10	\$ 199.90	\$ 1,999.00

PressReader	Issues Opened	Periodicals	1117	1140	1319	905	679	5160	\$ 1.01	\$ 5,219.20
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	970	2154	1644	609	148	5525	\$ 0.32	\$ 1,751.73
ProQuest: Chicago Tribune	Total Documents	Periodicals	362	443	274	364	260	1703	\$ 3.50	\$ 5,955.04
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	115	519	123	50	292	1099	\$ 3.94	\$ 4,334.99
ProQuest: CultureGrams	Total Pages Viewed	General Reference	0	0	0	7	41	48	\$ 28.87	\$ 1,385.87
ProQuest: Fold3	Total Documents	Genealogy	26	46	16	25	21	134	\$ 9.48	\$ 1,269.97
ProQuest: Heritage Quest	Total Documents	Genealogy	56	6	29	16	3	110	\$ 6.51	\$ 716.22
ProQuest: Newspapers.com	Total Documents	Periodicals	92	481	448	81	2	1104	\$ 5.60	\$ 6,187.22
ProQuest: New York Times	Total Documents	Periodicals	73	53	104	82	56	368	\$ 14.10	\$ 5,188.68
ProQuest: New York Times Historical	Total Documents	Periodicals	62	20	35	8	20	145	\$ 29.14	\$ 4,225.00
ProQuest: Research Library	Total Documents	Periodicals	65	84	66	169	188	572	\$ 9.26	\$ 5,299.55
ProQuest: Wall Street Journal	Total Documents	Periodicals	480	524	591	704	549	2848	\$ 0.35	\$ 1,008.91
Record Information Service (Public Record)	Total Visitors	General Reference	279	251	151	157	165	1003	\$ 0.57	\$ 575.00
Reference Solutions (Reference USA)	Total Searches	Business / Finance	75	85	48	47	58	313	\$ 27.03	\$ 8,460.00
Scholastic Teachables	Documents	General Reference	145	123	35	25	64	392	\$ 2.42	\$ 950.00
S&P Net Advantage	Total Usage	Business / Finance	125	231	435	376	153	1320	\$ 9.37	\$ 12,370.00
SimplyAnalytics	Maps Created	General Reference	6	1	2	5	1	15	\$ 877.23	\$ 13,158.42
Statista	Result Clicks	Business / Finance	25	10	20	17	9	81	\$ 80.25	\$ 6,500.00
Tumblebooks	Book Views	eBooks / AV	7	14	141	40	77	279	\$ 2.29	\$ 639.20
Value Line	Logins	Business / Finance	393	448	502	532	575	2450	\$ 1.38	\$ 3,385.00
Weiss Ratings	Page Views	Business / Finance	31	8	34	31	76	180	\$ 15.53	\$ 2,795.00
World Book	Content Views	General Reference	17	10	2	11	24	64	\$ 31.66	\$ 2,026.50
OTHER										
App	Sessions		1429	1466	1371	1423	1489	7178		
Website	Sessions		17598	18477	16845	16699	15582	85201		
Scan EZ Scan Station	Pages Scanned		1549	1783	2859	2127	2002	10320		

Category and Product	Metric Captured	July	August	September	October	November	Total
<b>General Reference</b>							
AP Stylebook	Page Views	6	8	6	6	30	56
CLCD: Children's Literature	Results	55	25	180	100	0	360
Consumer Reports	Page Views	1402	1130	1306	1557	1823	7218
Consumers' Checkbook	Logins	0	1	2	1	8	12
EBSCO Database Package	Total Requests	31	31	24	16	10	112
Encyclopedia Britannica	Documents + Media	49	29	36	60	86	260
Explore More Illinois	Uses	9	8	2	7	4	30
Facts on File (Infobase)	Total Views	0	12	4	19	1	36
FirstSearch (OCLC)	Total Searches	543	732	199	119	254	1847
Gale Directory Library	Retrievals	0	4	1	0	4	9
Gale eBooks	Retrievals	1	2	5	10	0	18
Gale General One File	Retrievals	22	37	19	11	9	98
Gale Legal Forms	Retrievals	0	4	1	0	0	5
Novelist	Total Requests	80	202	53	78	157	570
Oxford English Dictionary	Total Item Investigations	15	39	18	26	0	98
Pebblego and Pebble Go Next	Article Views	1	0	2	5	2	10
ProQuest: CultureGrams	Total Pages Viewed	0	0	0	7	41	48
Public Records / Check Illinois	Total Visitors	279	251	151	157	165	1003
Scholastic Teachables	Documents	145	123	35	25	64	392
SimplyAnalytics	Maps Created	6	1	2	5	1	15
World Book	Content Views	17	10	2	11	24	64
<b>Periodicals</b>							
DLIL magazines	Checkouts	605	572	979	2497	2721	7374
LexisNexis - NexisUni	Retrievals	70	115	113	262	30	590
Newsbank Chicago Community Collection	Full Text Views	21	28	22	21	5	97
Newspaper Archive	Total Page Views	42	31	105	16	7	201
New York Times Digital Edition	Usage Sessions	815	870	836	921	620	4062
PressReader	Issues Opened	1117	1140	1319	905	679	5160
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ProQuest: Chicago Tribune Historical	Total Documents	115	519	123	50	292	1099
ProQuest: Newspapers.com	Total Documents	92	481	448	81	2	1104
ProQuest: New York Times	Total Documents	73	53	104	82	56	368
ProQuest: New York Times Historical	Total Documents	62	20	35	8	20	145

ProQuest: Research Library	Total Documents	65	84	66	169	188	572
ProQuest: Wall Street Journal	Total Documents	480	524	591	704	549	2848
<b>Genealogy</b>							
Find My Past	Total Views	13	34	10	97	10	164
Local History Digital Collection	Page Views	11458	5441	6008	2649	9075	34631
Newsbank Heritage Hub	Full Text Views	3	35	11	11	1	61
ProQuest: Ancestry Library Edition	Total Documents	970	2154	1644	609	148	5525
ProQuest: Fold3	Total Documents	26	46	16	25	21	134
ProQuest: HeritageQuest	Total Documents	56	6	29	16	3	110
<b>Online Learning</b>							
Brainfuse	Database Usage	58	46	31	106	40	281
CreativeBug	Total Views	14	35	62	54	62	227
Gale Courses	Enrollments	0	12	14	21	11	58
Gale UDeMy	Total Videos Viewed	112	293	105	59	52	621
LinkedIn Learning	Total Videos Viewed	103	182	207	144	28	664
Mango Languages	Total Sessions	92	101	86	70	88	437
Muzzy	Sessions	1	8	0	5	0	14
Niche Academy	Total Views	49	15	18	50	31	163
<b>Business / Finance</b>							
Gale Business Insights	Full Text Retrievals	0	0	2	0	1	3
Gale Business: Demographics Now	Retrievals	5	0	0	0	0	5
Gale Business: Entrepreneurship	Full Text Retrievals	0	11	4	0	0	15
Gale Business: Plan Builder	Retrievals	0	18	0	0	0	18
Mergent Archives	Pages Viewed	0	1	7	1	7	16
Mergent Intellect	Pages Viewed	57	60	82	103	46	348
Morningstar	Record Views	40	77	53	238	615	1023
Reference Solutions	Total Searches	75	85	48	47	58	313
S & P Net Advantage	Total Usage	125	231	435	376	153	1320
Statista	Searches	25	10	20	17	9	81
Value Line	Logins	393	448	502	532	575	2450
Weiss Ratings	Page Views	31	8	34	31	76	180
<b>eBooks / AV</b>							

DLIL eBooks	Checkouts	7814	7604	8803	9429	8703	42353
DLIL audiobooks	Checkouts	5393	5536	5242	5504	5500	27175
Hoopla	Circulations	1426	1506	1432	1456	1541	7361
Kanopy	Plays	845	724	920	937	945	4371
Tumblebooks	Book Views	7	14	141	40	77	279
<b>OTHER</b>							
App	Sessions	1429	1466	1371	1423	1489	7178
Website	Sessions	17598	18477	16845	16699	15582	85201
Scan EZ Station	Pages Scanned	1549	1783	2859	2127	2002	10320

Product	Metric Captured	Category	July	August	September	October	November	December	Total	Cost per Use	Cost of Product
AP Stylebook	Page Views	General Reference	6	8	6	6	30	4	60	\$ 4.50	\$ 270.00
Brainfuse	Database Usage	Online Learning	58	46	31	106	40	178	459	\$ 15.19	\$ 6,970.00
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Consumer Reports	Page Views	General Reference	1402	1130	1306	1557	1823	1150	8368	\$ 0.30	\$ 2,477.00
Consumers' Checkbook	Logins	General Reference	0	1	2	1	8	0	12	\$ 37.50	\$ 450.00
CreativeBug	Total Views	Online Learning	14	35	62	54	62	74	301	\$ 2.74	\$ 825.00
DLIL eBooks	Checkouts	eBooks / AV	7814	7604	8803	9429	8703	9571	51924	\$ 1.16	\$ 98,665.68
DLIL audiobooks	Checkouts	eBooks / AV	5393	5536	5242	5504	5500	5751	32926		
DLIL magazines	Checkouts	Periodicals	605	572	979	2497	2721	2817	10191	\$ 0.10	\$ 993.97
EBSCO Database Package	Total Requests	General Reference	31	31	24	16	10	12	124	\$ 33.76	\$ 4,186.00
Encyclopedia Britannica	Documents + Media	General Reference	49	29	36	60	86	177	437	\$ 1.27	\$ 555.00
Explore More Illinois	Uses	General Reference	9	8	2	7	4	0	30	\$ -	
Facts on File (Infobase)	Total Views	General Reference	0	12	4	19	1	21	57	\$ 59.91	\$ 3,414.59
Find My Past	Total Views	Genealogy	13	34	10	97	10	44	208	\$ 4.78	\$ 995.00
FirstSearch (OCLC)	Total Searches	General Reference	543	732	199	119	254	64	1911	\$ -	
Gale Courses	Course Logins	Online Learning	0	12	14	21	11	2	60	\$ 88.31	\$ 5,298.68
Gale Business Insights	Searches	Business / Finance	0	0	2	0	1	0	3	\$ 1,981.26	\$ 5,943.77
Gale Business: Demographics Now	Retrievals	Business / Finance	5	0	0	0	0	3	8	\$ 246.09	\$ 1,968.75
Gale Business: Entrepreneurship	Searches	Business / Finance	0	11	4	0	0	4	19	\$ 234.43	\$ 4,454.14
Gale Business: Plan Builder	Searches	Business / Finance	0	18	0	0	0	0	18	\$ 109.38	\$ 1,968.75
Gale Directory Library	Searches	General Reference	0	4	1	0	4	0	9	\$ 398.61	\$ 3,587.50
Gale eBooks	Retrievals	General Reference	1	2	5	10	0	21	39	\$ 91.99	\$ 3,587.50
Gale General One File	Searches	General Reference	22	37	19	11	9	29	127	\$ 86.78	\$ 11,020.96
Gale Legal Forms	Searches	General Reference	0	4	1	0	0	0	5	\$ 922.36	\$ 4,611.80
Gale UDemmy	Lectures Completed	Online Learning	112	293	105	59	52	99	720	\$ 7.66	\$ 5,512.50
Hoopla	Circulations	eBooks / AV	1426	1506	1432	1456	1541	1424	8785	\$ 2.12	\$ 18,648.62
Kanopy	Plays	eBooks / AV	845	724	920	937	945	922	5293	\$ 1.27	\$ 6,731.00
LexisNexis (NexisUni)	Retrievals	Periodicals	70	115	113	262	30	102	692	\$ 7.23	\$ 5,001.56
LinkedIn Learning	Total Videos Viewed	Online Learning	103	182	207	144	28	88	752	\$ 9.31	\$ 7,000.00
Local History Digital Collection	Page Views	Genealogy	11458	5441	6008	2649	9075	2506	37137	\$ 0.10	\$ 3,700.00
Mango Languages	Total Sessions	Online Learning	92	101	86	70	88	61	498	\$ 6.85	\$ 3,412.80
Mergent Archives	Pages Viewed	Business / Finance	0	1	7	1	7	6	22	\$ 53.50	\$ 1,177.00
Mergent Intellect	Pages Viewed	Business / Finance	57	60	82	103	46	39	387	\$ 22.80	\$ 8,824.00
Morningstar	Record Views	Business / Finance	40	77	53	238	615		1023	\$ 7.39	\$ 7,556.00
Muzzy	Sessions	Online Learning	1	8	0	5	0		14	\$ 121.43	\$ 1,700.00
Newsbank Chicago Community Collection	Full Text Views	Periodicals	21	28	22	21	5	5	102	\$ 52.10	\$ 5,314.00
Newsbank Heritage Hub	Full Text Views	Genealogy	3	35	11	11	1	0	61	\$ -	\$ 1,890.00
Newspaper Archive	Total Page Views	Periodicals	42	31	105	16	7	8	209	\$ 22.01	\$ 4,600.00
New York Times Digital Edition	Usage Sessions	Periodicals	815	870	836	921	620	576	4638	\$ 0.50	\$ 2,303.60
Niche Academy	Total Views	Online Learning	49	15	18	50	31	23	186	\$ 9.09	\$ 1,690.00
Novelist	Total Requests	General Reference	80	202	53	78	157	294	864	\$ 1.21	\$ 1,045.00
Oxford English Dictionary	Total Item Investigations	General Reference	15	39	18	26			98	\$ 16.91	\$ 1,657.18
Pebblego and Pebble Go Next	Article Views	General Reference	1	0	2	5	2	0	10	\$ 199.90	\$ 1,999.00
PressReader	Issues Opened	Periodicals	1117	1140	1319	905	679	614	5774	\$ 0.90	\$ 5,219.20
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	970	2154	1644	609	148	146	5671	\$ 0.31	\$ 1,751.73

ProQuest: Chicago Tribune	Total Documents	Periodicals	362	443	274	364	260	355	2058	\$ 2.89	\$ 5,955.04
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	115	519	123	50	292	244	1343	\$ 3.23	\$ 4,334.99
ProQuest: CultureGrams	Total Pages Viewed	General Reference	0	0	0	7	41	6	54	\$ 25.66	\$ 1,385.87
ProQuest: Fold3	Total Documents	Genealogy	26	46	16	25	21	1	135	\$ 9.41	\$ 1,269.97
ProQuest: Heritage Quest	Total Documents	Genealogy	56	6	29	16	3	27	137	\$ 5.23	\$ 716.22
ProQuest: Newspapers.com	Total Documents	Periodicals	92	481	448	81	2	41	1145	\$ 5.40	\$ 6,187.22
ProQuest: New York Times	Total Documents	Periodicals	73	53	104	82	56	102	470	\$ 11.04	\$ 5,188.68
ProQuest: New York Times Historical	Total Documents	Periodicals	62	20	35	8	20	13	158	\$ 26.74	\$ 4,225.00
ProQuest: Research Library	Total Documents	Periodicals	65	84	66	169	188	110	682	\$ 7.77	\$ 5,299.55
ProQuest: Wall Street Journal	Total Documents	Periodicals	480	524	591	704	549	787	3635	\$ 0.28	\$ 1,008.91
Record Information Service (Public Record)	Total Visitors	General Reference	279	251	151	157	165		1003	\$ 0.57	\$ 575.00
Reference Solutions (Reference USA)	Total Searches	Business / Finance	75	85	48	47	58	66	379	\$ 22.32	\$ 8,460.00
Scholastic Teachables	Documents	General Reference	145	123	35	25	64		392	\$ 2.42	\$ 950.00
S&P Net Advantage	Total Usage	Business / Finance	125	231	435	376	153		1320	\$ 9.37	\$ 12,370.00
SimplyAnalytics	Maps Created	General Reference	6	1	2	5	1	3	18	\$ 731.02	\$ 13,158.42
Statista	Result Clicks	Business / Finance	25	10	20	17	9	15	96	\$ 67.71	\$ 6,500.00
Tumblebooks	Book Views	eBooks / AV	7	14	141	40	77	16	295	\$ 2.17	\$ 639.20
Value Line	Logins	Business / Finance	393	448	502	532	575	558	3008	\$ 1.13	\$ 3,385.00
Weiss Ratings	Page Views	Business / Finance	31	8	34	31	76	6	186	\$ 15.03	\$ 2,795.00
World Book	Content Views	General Reference	17	10	2	11	24	5	69	\$ 29.37	\$ 2,026.50
OTHER											
App	Sessions		1429	1466	1371	1423	1489	1350	8528		
Website	Sessions		17598	18477	16845	16699	15582	15246	100447		
Scan EZ Scan Station	Pages Scanned		1549	1783	2859	2127	2002	2422	12742		

Category and Product	Metric Captured	July	August	September	October	November	December	Total
<b>General Reference</b>								
AP Stylebook	Page Views	6	8	6	6	30	4	60
CLCD: Children's Literature	Results	55	25	180	100	0	0	360
Consumer Reports	Page Views	1402	1130	1306	1557	1823	1150	8368
Consumers' Checkbook	Logins	0	1	2	1	8	0	12
EBSCO Database Package	Total Requests	31	31	24	16	10	12	124
Encyclopedia Britannica	Documents + Media	49	29	36	60	86	177	437
Explore More Illinois	Uses	9	8	2	7	4	0	30
Facts on File (Infobase)	Total Views	0	12	4	19	1	21	57
FirstSearch (OCLC)	Total Searches	543	732	199	119	254	64	1911
Gale Directory Library	Retrievals	0	4	1	0	4	0	9
Gale eBooks	Retrievals	1	2	5	10	0	21	39
Gale General One File	Retrievals	22	37	19	11	9	29	127
Gale Legal Forms	Retrievals	0	4	1	0	0	0	5
Novelist	Total Requests	80	202	53	78	157	294	864
Oxford English Dictionary	Total Item Investigations	15	39	18	26	0	0	98
Pebblego and Pebble Go Next	Article Views	1	0	2	5	2	0	10
ProQuest: CultureGrams	Total Pages Viewed	0	0	0	7	41	6	54
Public Records / Check Illinois	Total Visitors	279	251	151	157	165	0	1003
Scholastic Teachables	Documents	145	123	35	25	64		392
SimplyAnalytics	Maps Created	6	1	2	5	1	3	18
World Book	Content Views	17	10	2	11	24	5	69
<b>Periodicals</b>								
DLIL magazines	Checkouts	605	572	979	2497	2721	2817	10191
LexisNexis - NexisUni	Retrievals	70	115	113	262	30	102	692
Newsbank Chicago Community Collection	Full Text Views	21	28	22	21	5	5	102
Newspaper Archive	Total Page Views	42	31	105	16	7	8	209
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