

## **Wilmette Public Library Director's Report – August 20, 2024**

### **Library Activities for July-August 2024**

Anthony Auston, Director

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

The Welcome Desk transferred 316 phone calls in July (up 9% from June, but still reflecting the trend of fewer than half of all external calls to the library being answered first by the Welcome Desk operator since the introduction of the new telephone system and its autoattendant feature earlier this year). They answered 62 reference questions, and gave directions to 16 patrons over the phone.

In person, Welcome Desk staff answered 330 reference and 510 directional questions in June. The library had 22,785 visitors in July, averaging nearly 735 users each 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 311 bins in July.

The monthly AMH totals included 68,549 items processed in July. Continuing with past trending data, a little over 26,000 (approximately 38% of those items) were routed to Circulation as "exceptions" for further handling, including manual disc/part accounting/verification. The almost 40,000 other items were sorted and shelved, along with everything that came back on Circulation carts.

In July, Shelving staff supported other departments by:

- Charging nearly 522 WonderBooks and Vox Books
- Cleaning 24 discs that patrons had returned with notes for cleaning

Activities for the team this month included:

- Shelving staff continue to pull materials that need weeding for librarians. These areas are then back-shifted, re-merchandised, and new signage is created to reflect the new locations of collections. This month, work continued in the non-fiction 300s, Large Type, and Media Room collections.
- Thanks to all of the weeding that has taken place in the 700s and 800s on the lower level, we were able to backshift. The 700s are now all on the main stacks (none are shelved on the wall), making it much more user friendly. The 800s now start at the beginning of that wall. Because of these moves, we were able to shift the travel collection (900-919) to that area. All signage has been put up, both directional and endcaps.
- The new shelving for the area at the base of the lower level stairs was received this month and installed by Facilities Assistant Manager Aarin Olson. The displays are back up and continue to be popular, confirming our goals for merchandising in this area.

## **Collections / Technical Services (Manager Jessica Thomson)**

### **Physical (Adult and Youth Services)**

Technical Services Manager Jessica Thomson created numerous collection reports for selectors in both the Adult and Youth Departments to facilitate collection review in order to right size the physical collection. She also worked with Circulation Manager Matthew Hoffman to clean up data regarding long overdue items in the ILS.

Assistant Manager Shanti D'Costa worked with CCS on the annual fiscal year rollover procedures. In addition to updating fund allocations, Shanti worked with both CCS and Midwest Tape (our A/V vendor), to make adjustments to the A/V fund structures. This change had a ripple effect, due to the nature of EDI ordering. This task was very detail oriented and took several round of close review to get it accurate in the software.

Acquisitions Assistant Megan Brown has made significant progress on the project of standardizing call numbers and spine labels. Megan has completed roughly 450 of 470 fiction Hot Picks, 135 of 250 non-fiction Hot Picks, and 750 of 850 Book Club titles. This project has allowed for Adult Services to easily transfer titles from the Hot Picks collection to the regularly circulating collection. Megan has taken up changing those items in the ILS, having completed 27 such updates in the month of July. Megan has also been working on completing the biographies reclassification project that Megan Noone had been working on previously.

Jessica Thomson and Emma Standard, Technical Services Assistant in charge of Periodicals, met with Adult Services Manager Cathleen Blair and Shelving Manager Patsy deVuono to discuss options for reducing shelving in the Periodicals Room to adjust for the reduction of subscriptions. In addition a plan was made to remove the titles from the ILS and OCLC.

Processing Assistant Laura Krimsin-Morales continues to replace sun bleached spine labels in the Teen collection.

Technical Services staff have successfully managed absorbing a significant increase in withdraws into their regular workflow. The team withdrew over 6,000 items this month while also making improvements via several projects to make the collection more accessible to our patrons while also maintaining our dedication to acquiring, cataloging, and processing new materials for the collection in a timely manner.

The following items were added to the Library of Things collection in July: Film Reel Digitization Kit, and an additional metal detector and Giant Jenga were added due to patron interest.

### Top circulating titles in July:

- Adult fiction: *Table for Two: Fictions* by Amor Towles
- Adult non-fiction: *The Demon of Unrest: A Saga of Hubris, Heartbreak, and Heroism at the Dawn of the Civil War* by Erik Larson
- Teen fiction: *Bungo Stray Dogs* by Kafka Asagiri
- Teen non-fiction: *Taylor Swift and the Clothes She Wears* by Terry Newman
- Youth fiction: *Bluey: Shadowlands*
- Youth non-fiction: *A Sporting Chance: How Ludwig Guttman Created the Paralympic Games* by Lori Alexander
- Adult multimedia: *Anatomy of a Fall*
- Youth multimedia: *Harry Potter and the Goblet of Fire*

### **Digital (Digital & Maker Services Manager Lauren Kelly)**

#### Online Resources and eContent

July was the beginning of our fiscal year, so Digital & Maker Services Manager Lauren Kelly spent time processing the many renewals that happen at this time of the year, making sure prices align with this year's online resources budget, and planning for the coming year's usage statistic spreadsheet.

Lauren also compiled the annual IPLAR statistics related to digital collections, website usage, and public computer sessions. Lauren also provided online resources usage statistics about our Kenilworth patrons to Director Auston, with an estimated cost per resource.

#### **Online Resource Highlights for July 2024**

- Kanopy had 1,097 plays this month, up from 845 the same time last year (a 30% increase).
- Many of our general reference products, including Encyclopedia Britannica, BrainFuse, and Facts on File, are down slightly in July. This is an expected dip, due to school being out for the summer. We expect to see usage of these resources rise again in September.
- New York Times Online saw high usage this month, with 1,678 usage sessions, up from 815 in July of last year, and 1,084 in June 2024. As election season ramps up, perhaps our patrons are looking for authoritative information from this news source.

#### **OverDrive**

16,513 checkouts

- 7,988 ebooks (48.4%)
- 6,412 digital audiobooks (38.8%)
- 2,113 digital magazines (12.8%)

Top eBook titles by checkout:

1. The Women by Kristin Hannah (eBook) - 70
2. Funny Story by Emily Henry (eBook) - 50
3. The Heaven and Earth Grocery Store by James McBride (eBook) - 36
4. Swan Song by Elin Hilderbrand (eBook) - 33
5. The Covenant of Water by Abraham Verghese (eBook) - 32

Top eAudio titles by checkout:

1. The Women by Kristin Hannah (eAudio) - 50
2. Funny Story by Emily Henry (eAudio) - 35
3. Tom Lake by Ann Patchett (eAudio) - 28
4. The Heaven and Earth Grocery Store by James McBride (eAudio) - 27
5. The Anxious Generation by Jonathan Haidt (eAudio) - 24

The most popular magazines:

1. The New Yorker - 336
2. Us Weekly - 107
3. New York Magazine - 64

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

Collection	May	June	July
eAudiobooks	1403	809	835
eBooks	2476	3688	1948
eMagazines	29	135	9
Hoopla items	921	922	992
Monthly total:	4829	5554	3714

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

Collection	May	June	July
Hoopla	937	1785	1224

The complete July to-date FY2024-25 digital resource statistics are appended to this report.

## Technical Services Statistics

Full summary of materials added in the past three months:

Collection	May	June	July
Adult Fiction	481	380	<b>471</b>
Adult Non-fiction	450	349	<b>227</b>
Teen Fiction	39	27	<b>21</b>
Teen Non-fiction	3	10	<b>6</b>
Youth Fiction	377	362	<b>332</b>
Youth Non-fiction	129	71	<b>25</b>
Adult Magazines	476	452	<b>472</b>
Youth Magazines	28	25	<b>50</b>
Adult Multimedia	113	108	<b>72</b>
Youth Multimedia	27	14	<b>15</b>
Other (Library of Things, etc.)	26	38	<b>23</b>
Monthly total:	2149	1836	<b>1714</b>

Full summary of items withdrawn in the past three months:

Collection	May	June	July
Adult Fiction	463	1224	<b>833</b>
Adult Non-fiction	858	2318	<b>2141</b>
Teen Fiction	2	18	<b>10</b>
Teen Non-fiction	0	0	<b>1</b>
Youth Fiction	226	486	<b>747</b>
Youth Non-fiction	108	597	<b>1011</b>
Adult Magazines	501	573	<b>375</b>
Youth Magazines	18	2	<b>3</b>
Adult Multimedia	444	398	<b>679</b>
Youth Multimedia	6	27	<b>246</b>
Other	4	2	<b>3</b>
Monthly total:	2630	5645	<b>6049</b>

## Circulation (Manager Matthew Hoffman)

In July, the library officially launched its participation in the statewide interlibrary loan service, Find More Illinois. The ILL team filled 47 holds for patrons throughout the state from our collections.

Matthew and Assistant Manager Mark Cegielski met with Adult Services Manager Cathleen Blair to preview the staff scheduling software. Adult Services and Circulation are piloting this program to facilitate, plan, coordinate, and better visualize the library's staffing resources.

Mark Cegielski worked on the "long overdue" report from Technical Services to facilitate database cleanup.

Circulation staff has resumed representing the library at the Saturday French Market beginning in July, as part of the library's Community Engagement Committee. On July 20, Matthew and Sabrina Nizzi from DMS staffed the French Market and saw nearly a hundred patrons stop by the library's table.

On July 30, Matthew & Eti Berland from YS staffed the New Resident Verification Day at Joseph Sears School, issuing cards to a new Kenilworth family.

The library welcomed 180 new patrons in July.

### Current and Past Circulation by Fiscal Year

	2020/2021*	2021/2022	2022/2023	2023/2024	2024/2025
<b>July</b>	33,804	59,462	59,742	60,736	58,994
<b>Aug</b>	50,795	21,368*	59,932	62,545	
<b>Sept</b>	55,261	64,184	53,587	49,229	
<b>Oct</b>	55,820	50,538	53,994	55,226	
<b>Nov</b>	46,631	53,720	54,850	52,926	
<b>Dec</b>	35,822	51,141	51,452	53,499	
<b>Jan</b>	31,822	53,798	57,424	56,360	
<b>Feb</b>	32,640	49,767	52,127	54,534	
<b>March</b>	52,239	55,073	61,616	58,430	
<b>April</b>	52,875	53,537	54,517	54,773	
<b>May</b>	54,781	51,235	53,990	51,671	
<b>June</b>	56,560	55,012	56,630	56,941	
<b>Total YTD</b>	559,050	618,835	669,861	666,870	58,994

<b>Wilmette Public Library Monthly Statistics as a Whole For 7/2024</b>	
<b>Total Checkins</b>	<b>34,395</b>
Checkout Stations	20,423
Leap Checkout and Renewal	11,846
<b>Total Checkouts</b>	<b>32,274</b>
Auto-renewal	25,699
Power PAC Renewal	404
Leap Checkout and Renewal	221
Checkout Stations	250
<b>Total Renewals</b>	<b>26,720</b>
Number of your Library's items checked out system-wide	32,518
Holds Placed through your interface	6,078
Holds placed for/by your patrons	6,936
Holds Held	7,740
Holds Checked out	6,348
Holds Cancelled	1,528
Holds Unclaimed	1,109
Number Of Items Currently Out	35,790
<b>Unexpired Patrons on file</b>	<b>16,383</b>

<b>Wilmette Public Library 24/7 Pickup Lockers Monthly Statistics For 7/2024</b>	
<b>Total Checkouts</b>	<b>313</b>
<b>Wilmette Cardholder</b>	<b>89</b>
<b>CCS and/or Reciprocal Borrower Cardholder</b>	<b>40</b>
<b>Holds Held</b>	<b>371</b>
<b>Holds Unclaimed</b>	<b>44</b>

July to-date FY2024-25 circulation statistics are appended to this report.

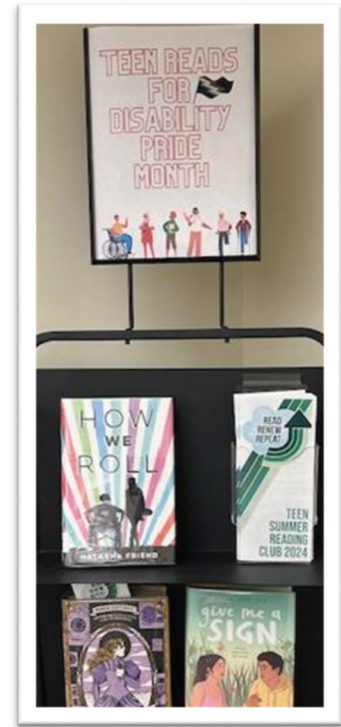
## Adult and Teen Services (Manager Cathleen Blair)

### Collection and Advisory Services



One of the most exciting facets of **Summer Reading Season** is the wealth of opportunity to engage with visitors and their reading choices. When participants submit their completed forms, they are invited to share any that sparked particular enthusiasm, and often that dialogue continues as they choose a coveted prize book from those curated by specialist staff. When one patron exclaimed, “These are all on my reading list. I can’t decide!” she was speaking for many of the nearly 100 adults who have already redeemed their reward. Since Summer Reading Club at Wilmette Public Library extends through August 15, full reporting will be included next month.

While looking for summer reads, visitors eagerly take advantage of **suggestions on display**, and librarians delight in amplifying materials ripe for discovery. July as Disability Pride Month was a featured theme in adult, teen, and audiovisual collection spotlights. Additional exhibits included Great Graphic Novels, The Olympic Games, and environmental responsibility books to partner with the Summer Reading 2024 theme of “Read, Renew, Repeat”.



Collections are not only a tool for service; they are a service in and of themselves. Because of this core principle and in preparation for strategic initiatives of maximizing library spaces and resources, department selectors have joined in prioritizing **materials assessment** as a key project directive. Outdated and well-worn items are making way to better highlight the new, unique, and most appealing of offerings, and the gains in circulation percentages testify to early impact.



## Teen Services

Because summer months offer teens more discretionary time, the Library strives to engage potential users with a variety of high appeal activities. One success story from July was the four-part **Crochet 101: Let's Get Hooked**, a series offered in partnership with artist Unika of Ulki Crochet Toys. Despite the extended commitment, this was one of our most popular offerings, and many responded to Teen Services Librarian Krista Hutley with raves. Our favorite:



“Thank you so much for this class. It has brought so much joy to [P] and was one of her favorite things to do. She practices all the time and is going to teach me and her friends.”



Another July highlight for teens and tweens was the Taylor Swift-themed **“I See the Great Escape” Escape Room**, offered in partnership with Youth Services Librarians Eti Berland and Jennifer Lee. Due to high demand, the number of sessions was increased to three, and each featured not only riddles and code-breaking fun, but also an activity room where participants were invited to color or make on-brand friendship bracelets while waiting for their turn. While this program necessitated significant time and planning by involved staff, the excitement of both the participants (grades 5-9) and the older teen volunteers showed it to be worth the investment, and growing relationships with the library were deepened.

## Genealogy and Local History Services



Local History and Genealogy Librarian EvaAnne Johnson collaborated with Culinary Historians of Northern Illinois to present a two-part culinary program on Saturday, July 27 entitled **Preserving Family Recipes**. Eva presented instruction and insights about creating a professional-grade cookbook using family gems, and afterward participants could discuss their traditional and generational recipes with a Historic Recipe Road Show culinary historian.

Although the weather's sunshine and unseasonably mild temperatures contributed to our welcoming a modest number of participants, this proved a benefit as each was able to enjoy longer individual discussions with the culinary historians and with Eva. Visitors also took advantage of the curated collection spotlights and information tables on display around the Auditorium.



## Business Services

On Friday, July 19, Business Librarian John Amundsen hosted the second installment of **Donuts & Databases**, a series of networking events presented in partnership between the Library and the Wilmette/Kenilworth Chamber of Commerce. The initiative is geared towards the business community, featuring demonstration of the library's business resources and research opportunities, and this meeting highlighted Gale Business: Plan Builder. Among the attendees was Eric Hubbard, Treasurer of the Wilmette/Kenilworth Chamber of Commerce, who commented, "Thanks again for the Donuts and Database series. I find it very interesting and helpful and I can't wait for the next one!"

## Adult and Teen Services Outreach

As the department continues to assess the balance between hosted programming in the building and services deployed to **partnerships and opportunities in the greater community**, we have begun a new project of expanded documentation. Insights gleaned will inform staff assignments and allocation of resources as we move into new seasons. A portion of data is included below:

Date	Event	Audience	Location	Interactions/Impact	AS Staff
7/9	Short Story Discussion	Older Adults	Mather Place	14	J McKeown
7/11	Delivery Service	Older Adults	multiple	18	J McKeown, N Wagner
7/11	Meet Your Librarians	All Ages	Gillson Beach	2	J McKeown
7/19	Technology Assistance Drop-In	Older Adults	Mather Place	6	J McKeown
7/22	Maker Activity: Shrinky Dinks	Teens	Warming House	5	K Hutley
7/25	Delivery Service	Older Adults	multiple	24	J McKeown, N Wagner
7/31	Maker Activity: Perler Beads	Teens	Warming House	5	K Hutley

As we know, numbers cannot reveal the full impact of personal connection, which is one reason we celebrate messages such as this: "Jill, you've probably received dozens of these emails, but here's another one, just so you know I'm thinking of all the lovely things you do for us here at Mather Place."

## Staff Activities

From June 28-July 2, Business Librarian John Amundsen attended the **2024 ALA Annual Conference** in San Diego. Much of John's time at the Conference centered around his professional involvement with the Reference and User Services Association's Business Reference and Services Section (RUSA-BRASS), specifically through his service on the BRASS Business Reference in Public Libraries Committee (BRPLC). This committee is charged with representing the needs of those providing business reference in public libraries, and as such, are looking to grow the ranks of public librarians in BRASS, an organization that tends to be weighted toward academic institutions.

In addition, John attended programs on artificial intelligence, future library trends, intellectual freedom, and other topics. He met with representatives from various Federal government agencies on resources and programs advocating for and supporting financial literacy, business research, and consumer education. He will be partnering with leadership to share key learnings from his attendance with colleagues and to design applications that enhance services to the Wilmette and Kenilworth communities.

Additional program details and statistics are appended to this report.

## Youth Services (Manager Andrea Vaughn Johnson)

### Programs

In July, Youth Services offered 64 events that were attended by 2,032 patrons.

This month, families enjoyed four “Wednesday Afternoon Big Shows” in the Auditorium. We presented Crosstown Exotics Traveling Reptile and Bug Show, Brent Allen's Weird and Wacky Magic, a Family Movie: Fantastic Mr. Fox, and Dan Gogh’s Magical Camp Adventure.

On July 29 YS Library Associate Diane dos Santos hosted a “Crafternoon” which attracted 70 attendees over a two-hour period. Kids refined their fine motor, creative problem-solving, and social, and early literacy (talking, playing) skills while bonding with family members and other crafters. Many children and adults made Olympic medals and wore them proudly (see below). A general feeling of well-being for themselves and the library was evident!



Spy Camp, presented by Youth Services Assistant Director Lisa Bigelow, drew 17 tweens for spy-themed activities including deciphering hidden messages, making their own spy gadgets, testing their observation and memory skills, and making disguises.



Teen Services Librarian Krista Hutley and Youth Services Librarians Jennifer Lee and Eti Berland put on a Taylor Swift themed escape room on July with original puzzles and props.



On July 19 Mother Goose stopped in for another surprise visit to share traditional rhymes with 16 children and adults. Children practiced their early literacy skills while strengthening attention spans and vocabulary and building imagination. Youth Services Associate Diane dos Santos, who performs as Mother Goose, is also planning a program with Youth Services Associate Reenie Ruckdaeschel called the Mother Goose Olympics on August 17.



In Youth Services Librarian Sheri Reda's storytime series Fractured Fairytales, children heard traditional folk and fairy tales and participated in connected activities like building miniature houses and testing their stability after hearing the story of The Three Little Pigs.



Students from New Trier High School partnered with Youth Services to present four music appreciation programs for kids in grades 1-4. Participants experienced the power of music with sing-alongs, read-alouds, and dancing.



## Outreach

Preschool Outreach librarian Ruth Bell presented 20 storytime visits at area preschools and summer camps which were attended by 490 children. Ruth also set up new StoryWalks in Hibbard Park and Vattmann Park.

Library staff set up an outreach table for activities and promoting library services at Gillson Beach on July 11.

In July Youth Services hosted four visits from 56 youth and teens in the NSSRA (Northern Suburban Special Recreation Association) programs.

## Book Displays

In July Youth Services displayed books on the themes Read, Renew, and Repeat and sports fiction to celebrate the Olympics.

## Special projects

Youth Services is seeing many happy faces at the Summer Reading Club booth in July. As of August 12, 603 children have turned in a reading log and 118 of them have completed a second! Thursday, August 15 is the last day for kids to show us their reading log to claim a vinyl sticker prize, get their photo taken for our Gallery of Readers, and choose their prize book.



School Engagement Librarian Eti Berland co-hosted an unconference session about Intellectual Freedom/Freedom to Read at Anderson's Bookshops LITpalooza conference in July, along with her colleague, Anna Rabin, a public school librarian in Milwaukee, WI.





Eti Berland served as a panelist at the ALA Annual conference in San Diego for the Graphic Novels and Comics Round Table’s panel, “Comics Challenges and How to Handle Them,” along with librarian Tayla Cardillo, comics publisher and creator C. Spike Trotman, and author David F. Walker. She shared resources from the Addressing Comics Challenges committee, which she co-chaired, including their recent zine project about the freedom to read, which she helped launch at ALA Annual. A digital archive of the project is available at <https://www.ala.org/gncrt/community-zine-project-digital-archive>.

Youth Services mascots Minty and Marshmallow joined Eti at the American Library Association’s annual conference and had all sorts of adventures. They met Dave Eggers, author of the 2024 Newbery medal winner *The Eyes and the Impossible*. His powerful speech was about the teachers who supported his curiosity and writing life - especially telling stories about monsters, so it was especially wonderful for the library beasties to meet him. Minty and Marshmallow also met author Cece Bell (*El Deafo*, *Rabbit and Robot*, and *Chick and Brain*) and best-selling and beloved author Geronimo Stilton!



Additional program details and statistics are appended to this report.

## Digital & Maker Services (Manager Lauren Kelly)

### Programs and Classes

Digital & Maker Services Librarian Janet Piehl ran this month's Maker Garden. This month's theme was "What Would You Do?" Patrons were invited to design and play with wooden frames and shapes. July marked the return of sand to the Maker Garden. Janet worked with Facilities to put fresh sand down and has monitored the area. An adult patron commented to Janet: "I love that you change the area out. It's so cute." Janet always notes when adults without children with them comment on the Maker Garden, as she feels like it shows that adults need to play, too!



Digital & Maker Services Assistant Manager Linnea Lundberg hosted an Intro to Android program this month with 10 attendees. It was a huge success, and a reporter for The Record North Shore was in attendance, and subsequently published an article about area library technology programming for seniors (<https://www.therecordnorthshore.org/2024/07/31/the-digital-divide-how-local-libraries-guide-seniors-through-tech-troubles/>). Participants were effusive with praise about the program, Linnea, and the library's offerings regarding tech help for seniors.

Digital & Maker Services Manager Lauren Kelly ran a virtual program on the topic of Photoshop: Digital Photo Restoration. They had 5 attendees who enjoyed seeing what Photoshop was capable of, and learning some tips and tricks to color correct, repair, and restore old family photos they have digitized.

Digital Services Assistant Doug McGillivray led a Python coding program about creating a simple password checking program that would give the user a welcome message if they typed the correct password. Five patrons attended this program and all of them had plenty of questions and enjoyed the program. Everyone left with a functioning program on their account.

Digital Services Assistant Alex Barzallo hosted "Cutting the Cable Cord" this month. This is a regular program from DMS, but always draws a crowd. This month Alex had 18 attendees. His presentation focused on the process of eliminating traditional cable subscriptions and explored streaming options as alternatives. He compared different streaming packages, including their features and pricing, and gave specific information about NBC's Peacock app for those interested in watching the Paris Olympics.

Digital & Maker Services Associate Ethan Herdrich ran the monthly Minecraft Club, with 10 attendees, a full house. Participants were challenged to create obstacle/parkour courses for each other to try. They spent most of the session making the courses so the kids want to try them again next month.



### The Studio

In July the Studio team had 472 reference interactions in the space, including 43 Studio tours. It was another busy month, with the Studio being exceedingly busy in the afternoons and weekends, as summer is in full swing. Often there are 3-5 separate groups in the space simultaneously working on projects.

### Studio Projects and Patron Stories

- A patron who regularly submits 3D print requests for cookie cutters recently shared photos of the finished products. Wow!



- One Friday afternoon six teenage girls came into the Studio to embroider matching black hoodies with a heart and their initials, in preparation for an upcoming road trip together. Their energy was infectious and they became proficient machine users quite quickly. The finished products were superb!



- Many patrons have participated in the Summer Reading Club sewing craft! This is a great introductory project that teaches sewing basics to even younger patrons.

- A couple of patrons used the 3D Printing post-processing kit, making their prints look even better with acrylic paint markers, forming foam, and gloss glaze.

- An older patron came into the Studio and explained they were a collector of vintage audio equipment. They had some old records that had non-standard holes for proprietary record players. They worked with Ethan to get started designing an adapter for a record player. Ethan got them set up on Tinkercad and showed them the basics of the program. They were able to figure it out and only had to ask a couple questions before they had finished designing the adapter. They were excited to see if it would fit and were ready to try again if it didn't work the first time.

- A couple times this month Ethan has interacted with a mom and daughter who come in to work on 3D prints. The daughter has been designing different rooms in a house. After picking up the prints they hang out in the Studio and use the finishing kit. Mostly the daughter is coloring the rooms she's made but she has also started gluing them together into a full house.



- A family came in to make buttons to put in an upcoming birthday party's goody bags.
- An older patron made a bunch of buttons featuring a picture of their sister that just beat cancer.
- A young patron wanted to 3D print a penguin and was so excited by the prospect, he imagined 3d printing a penguin army!
- "Literally why is everyone so nice here? I've never had a bad experience here." said a teen in the Studio.
- A family of four make stickers on the Silhouette Cameo cutter for about an hour and a half. Many were video game themed, and Lauren got to chat with the young patron about the new Zelda video game, which delighted them both.
- Taylor Swift themed projects show no signs of abating, and many patrons have contributed to the fan club scrapbook, including a patron who made a "Swiftie" embroidered shirt.



### Studio Updates

Throughout the month of July, we had teen volunteers in the Studio. They assisted patrons, especially on the button making machine, when the space was busy. If it happened to be a slower time, the teens made their own projects, becoming proficient makers on all the Studio equipment, and doing maintenance tasks such as winding bobbins. The volunteers were an amazing help to staff during instances when there were 5 or 6 groups in the space simultaneously.

The DMS team started to plan for our closure from August 19-25. During this time Studio staff will perform machine maintenance, engage in professional development and learning, work on displays, clean, and experiment with new materials and techniques.



Staff continued to implement instructional documentation for The Studio, including introductory projects and instruction binders. This month Lauren Kelly finished the Silhouette Cameo instruction binder. The intention with these binders is for patrons to follow along to get started in the event the Studio staff member is helping another patron.

In July, Doug McGillivray created projects for the display to show examples of what the Silhouette Cameo can create. The theme was “Technology” and included a paper pattern, a heat transfer, and Print & Cut examples to inspire patrons.

Studio staff continue to train on the new Hatch Embroidery software. The software allows patrons to make an embroidery design from any digital image, and greatly expands the design library for the machine. Deploying this software to patrons has been slower than anticipated, due to the complexity of the program.

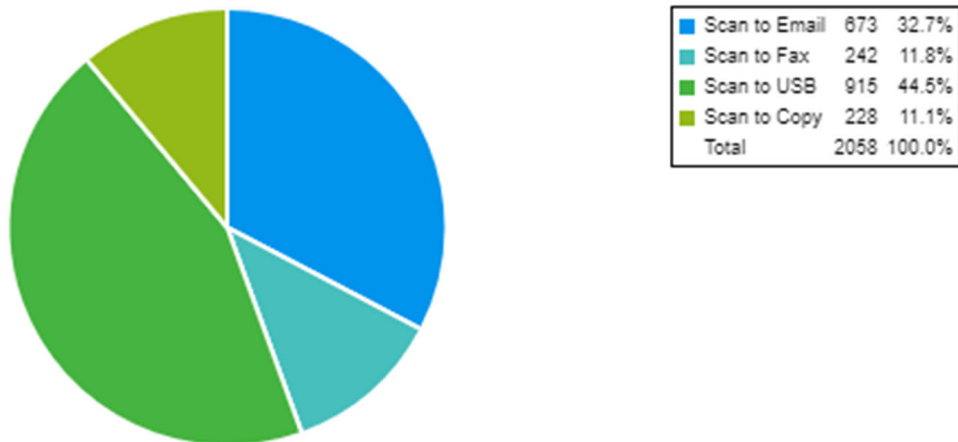
### 3D Printing

Patron Prints: 77

We have had a notable uptick in 3D print submissions since the Studio opened. Submissions have just about doubled compared to pre-Studio numbers. The prominent placement of the machines along with promotion have made this service more popular.

### Technology Desk + Department Updates

- In July, DMS staff had 556 reference interactions at the Technology Desk and 25 1:1s. Tutorial topics include: sending messages to health provider through portal, printing screenshots, saving files to phone, MacBook basics and settings, providing resources for a patron who was locked out of their computer, scan documents for insurance claim, Google Drive and Docs basics, digital coupon information, and more.
- In July, 2058 pages were scanned at the Scan Station.



- The TBS computer management system also allows for usage reports. In July, we had: 1254 bookings of first floor PCs, 60 bookings of the Studio Mac, and 29 uses of the Digitization Station.
- Linnea Lundberg started officially serving as PIC this month.
- Lauren Kelly worked with Jennifer Bartel to create a list of “bookable assets” for The Studio in Communico.
- Lauren Kelly (along with Senior Services Librarian Jillian McKeown) spoke with a reporter from The Record North Shore about what the library offers seniors and older adults looking for technology help. The reporter also attended Linnea Lundberg’s Intro to Android program and got glowing comments from patrons about our services at WPL. <https://www.therecordnorthshore.org/2024/07/31/the-digital-divide-how-local-libraries-guide-seniors-through-tech-troubles/>
- Patrons are taking advantage of our new digital 1:1 booking tool. We’ve had a number of sessions booked through the website, and we are working to add another service to our offerings – Basic Tech Help in Spanish, provided by Digital Services Assistant Alex Barzallo.
- This month Alex Barzallo began developing an instruction guide for patrons on how to operate the 8mm/Super 8 film reel to reel digitization device recently purchased for the Digitization Station. We hope to have this machine available around Labor Day.
- Finn Dos Santos is working to process seven board games for circulation in the Library of Things collection. This includes photographing and labeling many individual pieces and digitizing the game rules for the products.
- The recently implemented printing instructions for patrons (how to send wireless print jobs and how to retrieve / print a job) have been well received. The instructions have helped patrons who are attempting to do the process by themselves, which sometimes happens if staff are busy assisting other patrons.
- Digital Services Assistant Sabrina Nizzi wrote a blog post for the website, [“Tech Help for All!”](#)
- Sabrina Nizzi attended the French Market on July 20 with Circulation Manager Matthew Hoffman as part of her duties for the Community Engagement Committee. Sabrina interacted with more than 100 visitors at the market.



Additional program details and statistics are appended to this report.

## Communications and Events (Manager Sarah Beth Brown)

### July Programs

- This summer, Programming Coordinator Jennifer Bartel planned a four-week *Beginning French for the Traveler* class taught by Wilmette resident Heather Palmer. The class was full with a waitlist. Of special interest was one participant going to Paris to cheer on her daughter, a member of the U.S. Rowing Team, in the 2024 Paris Olympics!
- A popular virtual program this month was *Beethoven: The Man Behind the Music* presented by historian Anette Isaacs, with 31 patrons attending. The musical programs portraying biographical information along with a composer's music continue to be popular with our patrons.
- Instead of a structured traditional concert, we decided to try an all-request sing-along program with Kaleen Dolan. Even though attendance was lower than most of our concerts, we will continue to try different genres and types of programs in addition to keeping our tried- and true programming patrons enjoy. The patrons who attended stayed for the whole program and several requested we have Kaleen back.
- We hosted a Bachata Dance Workshop on the lawn with Desueño Dance. Because the program was on the lawn and visible to patrons entering and exiting the building, it drew walk-in attendance in addition to the patrons who attended due to seeing the program advertisement.

On the behind-the-scene portion of our programming efforts, Jennifer continued worked with other departments throughout the building to tighten our booking procedures. She is working with staff on booking assets using Communico, our online calendar platform.

Communications and Events manager Sarah Beth Brown, along with Anthony and Adult Services Manager Cathleen Blair, met with Family Action Network's Lonnie Stonitsch to discuss our ongoing partnership for the coming year. We are excited to continue to work with FAN on promoting their slate of great programs, and we are also hoping to deepen our partnership in the coming year with stronger connections to our own programs and collections.

### July Communications

July was a productive month for our communications team in terms of getting ready for our upcoming fiscal year and doing lots of behind-the-scenes work on a number of ongoing projects.

A major project for our team was getting ready to roll out new materials for new cardholders in anticipation of Library Card Signup Month in September. Content coordinator Lydia Fair worked on a new brochure and web content with information for new cardholders, and graphic



designer Sarah Rose worked on a variety of designs in conjunction with library card signup month. Sarah and Sarah Beth met with a variety of staff to begin coordinating events for LCSUM as well.

We also began work on the September-October newsletter, which always feels like a kick-off for the coming year. We're excited for our slate of programs and partnerships and look forward to sharing great new programs with the community!

In addition to these programs, Sarah kept busy in the area of graphic design, taking care of other requests in addition to the typical daily work:

- Provided graphics and files as needed across departments
- Created multiple new name badges including one for a student Librarian for the day
- Updated and created multiple new business cards and researched business card printers
- Ordered a new Giant Library Card Prop for photos and other promotions
- Assisted and took photos with the giant card and at other events
- Produced, updated and/or replenished a number of printed materials such as digital service handouts and program cancellation signage
- Created a suite of signage for Jennifer Bartel's very successful puzzle exchange program.
- Designed and produced graphics and signage for display around the library, including the carts in AS
- Updated printing handouts for DMS to include a QR code

Lydia also managed a number of projects in July, including:

- Took photos at the Meet Your Librarians at Gillson Beach summer reading outreach on July 11, and the Meet Lucy Knisley program on July 18.
- Continued to promote Summer Reading Clubs on social media and in the email newsletters. Other highlights from social media included a Library of Things promotion and posts promoting and wrapping up Lucy Knisley's visit. Lucy shared our July 15 post of staff pets reading her latest book to her Instagram story.
- Met with Sarah Beth, Sarah, and Katy to discuss promoting future Go Green Wilmette programs/collaborations with the library.
- Sent weekly email newsletters and one Youth Services family e-news. Promoted a number of DMS services in the event emails, including: new button design software, assistive devices for library computers, and tech 1:1 appointments.
- Published 3 blog posts to the staff blog, and wrote a blog post promoting hoopla's comic collection for Graphic Novels in Libraries Month.
- Ongoing: Organized & tagged photos on our google drive and backed them up on the shared drive.

### **Email, Social Media, and Communications**


Email newsletter statistics from July:

- 56,422 sends
- 1,134 clicks

A few of our more popular posts from July:

**Wilmette Public Library** is at **Wilmette Public Library**.  
 Published by Lydia Wpl  
 · 3 days ago · Wilmette · 🌐

Escape the dog days of summer with our Library of Things, a collection of useful, fun, and creative items you can check out at the Circulation Desk! From Giant Jenga and karaoke machines to Roku — there's so much to discover.  
 Learn More: [wilmettelibrary.info/libraryofthings](http://wilmettelibrary.info/libraryofthings)



17

1 share

**Wilmette Public Library** is at **Wilmette Public Library**.  
 Published by Lydia Wpl  
 · July 5 at 12:30 PM · Wilmette · 🌐

Explore your interests this summer with Libby, the library's reading app. You can sort by new releases, discover topical booklists such as Bridgerton read-alikes & beach reads, and much more!

Get started: [overdrive.com/apps/libby](https://overdrive.com/apps/libby)

👉 Summer Reading Clubs for all ages continue through August 15.



See insights and ads

Boost post

6

1 share



**wilmettelibrary**  
 Wilmette Public Library

**wilmettelibrary** We were thrilled to welcome award-winning comic creator Lucy Knisley to the library! 🎉 Lucy shared her journey with comics from her initial interest as a kid, to the creation of her latest book, "Woe: A Housecat's Story of Despair". She led a drawing lesson, shared tips for aspiring comic artists, and signed books from The Book Stall!

#wilmette #wilmettepubliclibrary #comics #librariesofinstagram

1w

View insights

Boost post

👍👍👍 Liked by **the\_book\_stall** and 39 others  
 July 19

Add a comment...

Post



## **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 July. Projects this month included: researching and applying equipment and software updates and replacements, workstation, software, and peripheral troubleshooting, configuration, and installation. Department staff assisted with hardware and software updates and troubleshooting; document and instruction creation; coordination with CVI on resolution of open tickets; self-checkout station maintenance; routine maintenance; equipment cleaning; and other updates.

One of the major projects this month was the migration of our email server in preparation for our anticipated computer system replacement project this fall, as we need to do this before we got new PCs and Office software for compatibility purposes. IT staff worked with CVI to migrate library email hosting to a new virtual server (Microsoft Windows Server 2022) with the latest version of Exchange (Exchange 2019 CU 14). Details about the forthcoming computing systems replacement project are provided under separate cover in this month's board packet.

The library's cyber security training platform, KnowBe4, was launched this summer and nearly every employee successfully completed the 3 training modules, including training on identifying malicious emails and making strong passwords. Staff found the training informative and helpful. Monthly phishing tests started in August to help provide staff with firsthand experience recognizing and applying expected standards for responding to potential cyber threats.

To help support our commitment to sustainability, Assistant Facilities Manager Aarin Olson ordered 9 volt rechargeable batteries for various applications in the library, including the frequently used microphones in the Auditorium. Christine and Aarin installed the battery charging stations in the AV closet in the auditorium in July, and Christine removed the non-rechargeable batteries from all of the microphones and added a sign in both closets asking staff to use the new batteries and return them to the charging station after use.

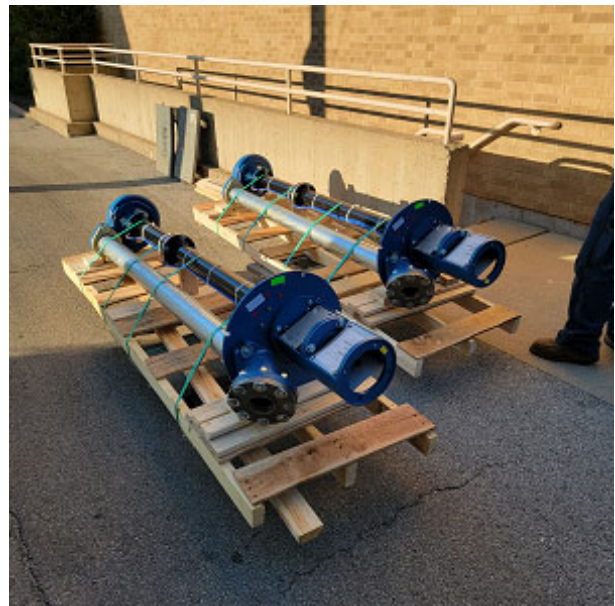
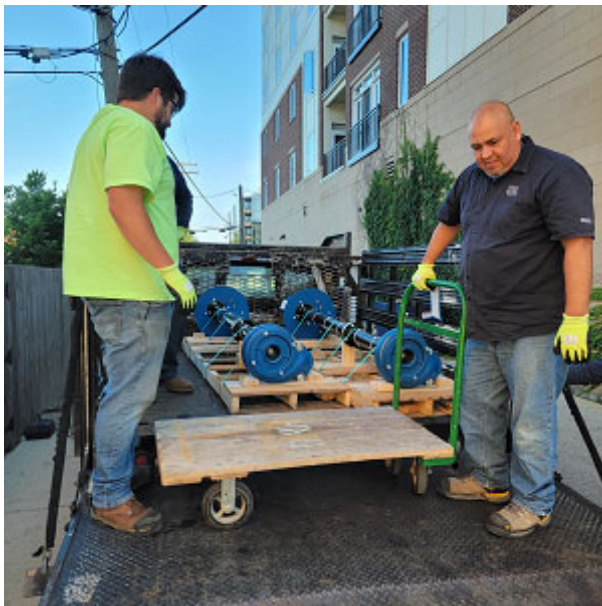
Michael continued to work with vendors and staff in implementing the various aspects of the new Help Desk software for both IT and Facilities departments this month. The support teams from Zendesk (help desk software) and AssetSonar (asset management software), along with implementation partner Satrdé, worked with Michael to lay out an order for the types of issues being submitted by staff and the information that would be required when needing help with those issues. We started creating a ticketing template for how staff will submit tickets as well as implementing the asset inventory. The system will help IT and Facilities staff to manage workflows, track progress on projects, keep a record of troubleshooting solutions, and maintain a robust asset inventory.

## Facilities/Safety (Manager Marcos Levy)

### Sump Pump Replacement

In July, we experienced a few downpours overnight and our temporary pumps (provided by Hill Mechanical following the failure of the original pumps in June), were able to perform without any concerns. Hill notified us in that the pumps were in and set up a date for installation that would not interfere with any morning library programming. The logistics of moving the two 8 foot sections in one piece was managed carefully by Hill's five man team. We were able to drill in the concrete for winch operations with minimal noise impact to the first floor. After the installation the technicians walked us through preventative maintenance for the new equipment and established schedules to help us avoid any pump failures for years to come. In the tech's enthusiasm of a successful installation he mentioned the pumps will last a lifetime, I just smiled.

Included below are the pictures taken of the pump delivery and installation. The old units were cut into several pieces to be removed from the building. Each new sump assembly weighs approximately 350lbs. and is made of cast iron. The motors for the units weigh 75lbs each. I am more than confident this repair was a success for the library.





## Human Resources (Manager Michael Boone)

### Recruiting & Personnel

#### Administration

After the July 26 application deadline for the Assistant Director position, we ended up with 19 applicants. From there, we pre-screened the top 5 candidates and scheduled 3 interviews. We will have two rounds of interviews, with each round conducted by an interview team including two public service department managers. We are hoping to complete both rounds by the end of August, as well as have a final decision and offer on the table.

### Benefits

#### FY25 Open Enrollment

Benefit renewal information has been released by the WIN Administration. Our medical and dental benefits will remain with BCBS of Illinois, and our vision benefits will remain with EyeMed. Insurance premiums have increased for both medical and dental this year:

- Medical premiums will increase 8.47%
- Dental insurance will increase a little over 8%. This is the first increase for dental in at least 6 years if not longer.

These increases will not take effect until January 1, 2025. Open Enrollment is schedule from October 28, 2024 through November 8, 2024. As usual, this is a passive enrollment where if you don't make any changes, participants do not need to take any action, except for enrollment

forms for the Flexible Spending Accounts. There is a fall renewal meeting on August 14, that HR Manager Michael Boone will attend to review the renewal and open enrollment information. As soon as enrollment materials are ready, Michael Boone will distribute accordingly.

**Training**

DISC Assessment

HR Source will facilitate an on-site training to our Leadership Team titled “Communicating with DISC”. This training focuses on assessing our individual personality traits and communication styles, and teaches us how to adapt our communication styles so that we can enhance communication with each other and other staff, teamwork, and overall productivity. Each leadership member will complete a personal assessment that will determine their individual communication style and then a facilitator from HR Source will come out to review these assessments and help us use this knowledge to effectively engage in positive and productive communication with one another. This training is scheduled for August 29.

**Staff Appreciation**

July Anniversaries

<b>Name</b>	<b>Department</b>	<b>Date of Hire</b>	<b>Years of Service</b>
Laura Krimsin-Morales	Technical Services	7/21/2006	18
Jenny Klein	Adult Services	7/31/2014	10
Carly Stauss	Technical Services	7/05/2018	6
Ethan Herdrich	Digital & Maker Services	7/05/2022	2
Finn dos Santos	Digital & Maker Services	7/22/2022	2

**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.

In July, nearly all staff participated in mandatory Cyber Security Awareness training.

On July 23, 9 library staff members from Youth Services (Diane dos Santos, Andrea Vaughn Johnson, Jennifer Lee, Susan Kaplan-Toch, Sarah Jo Zaharako, Hannah Stenback, Eti Berland, Sheri Reda), participated in a Neurodiversity Workshop presented by Stephanie Boron, Pediatric Speech-Language Pathologist and Assistant Professor at Northwestern. Ms. Boron presented a library staff training on how to make library programming more accessible to neurodivergent audiences. (The term “neurodivergent” describes people whose brain differences affect how their brain works. That means they have different strengths and challenges from people whose brains don’t have those differences. They include people with Autism Spectrum Disorder, Downs Syndrome, ADHD, intellectual disabilities, and sensory processing disorders.)

## Select Staff Meetings and Trainings

7/1-7/2: American Library Association Annual Conference [continued from June] (John Amundsen, Anthony Auston, Eti Berland)  
7/5: Women’s Club of Wilmette Collaboration (Cathleen Blair)  
7/10: Culinary Historians of Northern Illinois Collaboration (EvaAnne Johnson)  
7/11: Charmm’d PAG Discussion (Linnea Lundberg)  
7/11: Collection Selectors and Stakeholders Meeting  
7/12: CCS Circ/ILL Advisory committee (Matthew Hoffman)  
7/12: Winnetka-Northfield Public Library Collaboration (John Amundsen)  
7/15: Digital Equity Networking Group Kickoff Meeting (Linnea Lundberg)  
7/16: RAILS Webinar: Working with Difficult Patrons and Coworkers (Jillian McKeown)  
7/17: Genealogy and Local History Librarians Networking (EvaAnne Johnson)  
7/18: Community Engagement Committee  
7/18: Family Workshops Work! Hosting Literacy Workshops for Families of Preschoolers, by Kathryn Roberts and Nell Duke (Ruth Bell)  
7/18: Webinar: Organize Like an Archivist (EvaAnne Johnson)  
7/19: ATLAS Middle Managers Round Table (Jessica Thomson)  
7/19: Space Needs Assessment Core Staff Team  
7/22: Webinar: Tackle Your Photo Project (EvaAnne Johnson)  
7/22: FAN Programming Liaisons (Anthony Auston, Cathleen Blair, Sarah Beth Brown)  
7/23: Accessible Programs Training w/ Stephanie Baron in YPR (Janet Piehl)  
7/23: CCS site visit (Matthew Hoffman, Jessica Thomson)  
7/24: Electronic Content Consortium Governing Board Meeting (Lauren Kelly)  
7/24: RAILS Webinar “Making Your Library More Accessible” (Linnea Lundberg)  
7/24: Webinar: Paths to Professionalism [Institute of Genealogy and Historical Research] (EvaAnne Johnson)  
7/25 and 7/26: LITapalooza, Anderson’s Bookshops (Jennifer Lee, Eti Berland)  
7/30: Charmm’d virtual speaker series, “Leading with Artificial Intelligence” (Linnea Lundberg)  
7/31: Association for Professional Genealogists Chicago Networking (EvaAnne Johnson)

## **Attachments**

- July/FYTD program statistics;
- July/FYTD circulation statistics by item and material collections;
- July/FYTD online resource statistics by title and category;
- “The Digital Divide” article from the Record NorthShore



## July 2024 Program Statistics

Dept	Contact	Title	Virtual/In-Person	Date	Start time	Reg. #	Attend #
AS	Jillian McKeown	Dementia Caregiver Support Group (Virtual)	Virtual	7/8/24	7:00 PM	15	14
AS	Rachel Garcia	Classics & Contemporary Book Discussion	In-person	7/9/24	10:30 AM	NA	
AS	EvaAnne Johnson	How can Historical Context Help my Family History? (Virtual)	Virtual	7/13/24	1:00 PM	76	59
AS	John Amundsen	Donuts & Business Databases: Gale Business Plan Builder	In-person	7/19/24	9:00 AM	NA	3
AS	Jillian McKeown	Walking Book Club	In-person	7/25/24	9:30 AM	5	1
AS	EvaAnne Johnson	Preserving Family Recipes	In-person	7/27/24	1:00 PM	NA	6
CE	Jennifer Bartel	Wilmette Walk & Talk	In-person	7/8/24	9:30 AM	NA	2
CE	Jennifer Bartel	Life on the California Trail (Virtual)	Virtual	7/9/24	6:30 PM	31	24
CE	Jennifer Bartel	Beginning French for the Traveler	In-person	7/11/24	10:00 AM	22	20
CE	Jennifer Bartel	All-Request Sing-Along Show with Kaleen Dolan	In-person	7/12/24	7:00 PM	NA	18
CE	Jennifer Bartel	Taylor Swift's Literary Lyrics (Virtual)	Virtual	7/15/24	7:00 PM	30	25
CE	Jennifer Bartel	Armchair Travels	In-person	7/18/24	1:00 PM	NA	27
CE	Jennifer Bartel	Wilmette Walk & Talk	In-person	7/19/24	9:30 AM	NA	3
CE	Jennifer Bartel	Dance Workshop on the Lawn: The Bachata!	In-person	7/23/24	2:00 PM	NA	7
CE	Jennifer Bartel	Understanding Eating Disorders (Virtual)	Virtual	7/24/24	7:00 PM	45	25
CE	Jennifer Bartel	Ode to Beethoven: The Man Behind the Music (Virtual)	Virtual	7/25/24	7:00 PM	34	31
DMS	Janet Piehl	Water Bottle Stickers	In-person	7/9/24	10:30 AM	8	4
DMS	Ethan Herdrich	Minecraft Club	In-person	7/11/24	4:30 PM	10	10
DMS	Doug McGillivray	Intro to Python	In-person	7/11/24	6:00 PM	6	6
DMS	Janet Piehl	3D Printer Demo	In-person	7/15/24	6:00 PM	11	9
DMS	Sabrina Nizzi	Intro to the iPhone Messages App	In-person	7/18/24	10:00 AM	3	2
DMS	Finn dos Santos	Digitization Tools Showcase	In-person	7/19/24	4:00 PM	7	7
DMS	Lauren Kelly	Photoshop Basics: Digital Photo Restoration (Virtual)	Virtual	7/22/24	6:00 PM	14	5
DMS	Linnea Lundberg	3D Design Resources (Virtual)	Virtual	7/24/24	7:00 PM	10	3
DMS	Janet Piehl	3D Printing Meet-Up	In-person	7/25/24	6:30 PM	2	1
DMS	Alejandro Barzallo	Cutting the Cable Cord (Virtual)	Virtual	7/26/24	5:00 PM	26	18
DMS	Linnea Lundberg	Intro to Android Phones	In-person	7/29/24	2:00 PM	7	10
DMS	Lauren Kelly	Listening to Podcasts	In-person	7/30/24	2:00 PM	13	10
DMS	Ethan Herdrich	Virtual Reality Vacation	Virtual	7/30/24	5:30 PM	7	2
TEEN	Krista Hutley	Crochet 101: Let's Get Hooked!	In-person	7/10/24	4:00 PM	10	9
TEEN	Krista Hutley	I See the Great Escape: Taylor Swift Escape Room	In-person	7/11/24	8:00 PM	8	3
TEEN	Krista Hutley	Dungeons & Dragons: Candlekeep Mysteries	In-person	7/13/24	1:00 PM	6	6
TEEN	Krista Hutley	Crochet 101: Let's Get Hooked!	In-person	7/17/24	4:00 PM	10	7
TEEN	Krista Hutley	Teen Take & Make: Pressed Flower Lanterns (Take-Home Kit)	In-person	7/19/24	12:00 AM	30	30

## July 2024 Program Statistics

TEEN	Krista Hutley	Pokemon Go Explorers Club	In-person	7/22/24	2:00 PM	NA	0
TEEN	Krista Hutley	Crochet 101: Let's Get Hooked!	In-person	7/24/24	4:00 PM	10	7
TEEN	Krista Hutley	Dungeons & Dragons: Candlekeep Mysteries	In-person	7/25/24	1:00 PM	3	3
YS	Andrea Vaughn Johnson	YogiBees Preschool Class	In-person	7/1/24	2:30 PM	13	16
YS	Andrea Vaughn Johnson	YogiFireflies Class	In-person	7/1/24	4:00 PM	16	23
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/2/24	9:30 AM	NA	49
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/2/24	10:00 AM	NA	48
YS	Andrea Vaughn Johnson	Fractured Fairy Tales	In-person	7/2/24	4:00 PM	NA	6
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/3/24	9:30 AM	NA	45
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/3/24	10:00 AM	NA	46
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	7/5/24	9:30 AM	NA	50
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	7/6/24	9:30 AM	NA	50
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	7/7/24	12:30 PM	NA	50
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	7/8/24	9:30 AM	NA	50
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/9/24	9:30 AM	NA	38
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/9/24	10:00 AM	NA	32
YS	Andrea Vaughn Johnson	Fractured Fairy Tales	In-person	7/9/24	4:00 PM	NA	6
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/10/24	9:30 AM	NA	44
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/10/24	10:00 AM	NA	42
YS	Andrea Vaughn Johnson	Crosstown Exotics Traveling Reptile and Bug Show	In-person	7/10/24	3:30 PM	NA	105
YS	Andrea Vaughn Johnson	Crosstown Exotics Traveling Reptile and Bug Show	In-person	7/10/24	4:45 PM	NA	110
YS	Andrea Vaughn Johnson	Chess Club	In-person	7/10/24	6:30 PM	NA	10
YS	Andrea Vaughn Johnson	Babytime	In-person	7/11/24	9:15 AM	NA	21
YS	Andrea Vaughn Johnson	Babytime	In-person	7/11/24	9:45 AM	NA	13
YS	Eti Berland	Meet Your Librarians at Gillson Beach!	In-person	7/11/24	2:30 PM	NA	6
YS	Eti Berland	I See the Great Escape: Taylor Swift Escape Room	In-person	7/11/24	6:30 PM	8	8
YS	Krista Hutley	I See the Great Escape: Taylor Swift Escape Room	In-person	7/11/24	7:15 PM	5	6
YS	Lisa Bigelow	Lego Club	In-person	7/12/24	4:30 PM	20	5
YS	Andrea Vaughn Johnson	Spanish-English Bilingual Storytime	In-person	7/13/24	2:00 PM	NA	4
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	7/14/24	12:30 PM	NA	50
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	7/15/24	9:30 AM	NA	50
YS	Lisa Bigelow	Unicorn Magic	In-person	7/15/24	4:30 PM	20	19
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/16/24	9:30 AM	NA	46
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/16/24	10:00 AM	NA	20
YS	Andrea Vaughn Johnson	Fractured Fairy Tales	In-person	7/16/24	4:00 PM	NA	6
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/17/24	9:30 AM	NA	33
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/17/24	10:00 AM	NA	34
YS	Andrea Vaughn Johnson	Brent Allan's Weird and Wacky Magic	In-person	7/17/24	3:30 PM	NA	88
YS	Andrea Vaughn Johnson	Brent Allan's Weird and Wacky Magic	In-person	7/17/24	4:45 PM	NA	84

## July 2024 Program Statistics

YS	Andrea Vaughn Johnson	Babytime	In-person	7/18/24	9:15 AM	NA	23
YS	Andrea Vaughn Johnson	Babytime	In-person	7/18/24	9:45 AM	NA	9
YS	Eti Berland	Meet Lucy Knisley	In-person	7/18/24	4:30 PM	NA	24
YS	Jennifer Lee	Tween Lab: Edible Gardens	In-person	7/18/24	7:00 PM	12	10
YS	Eti Berland	Comic Crafts	In-person	7/19/24	3:00 PM	10	13
YS	Eti Berland	Meet Our Pets (Virtual)	Virtual	7/22/24	3:30 PM	0	0
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/23/24	9:30 AM	NA	31
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/23/24	10:00 AM	NA	21
YS	Andrea Vaughn Johnson	Fractured Fairy Tales	In-person	7/23/24	4:00 PM	NA	6
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/24/24	9:30 AM	NA	45
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/24/24	10:00 AM	NA	56
YS	Andrea Vaughn Johnson	Family Movie: Fantastic Mr. Fox	In-person	7/24/24	3:30 PM	NA	16
YS	Andrea Vaughn Johnson	Chess Club	In-person	7/24/24	6:30 PM	NA	4
YS	Andrea Vaughn Johnson	Babytime	In-person	7/25/24	9:15 AM	NA	21
YS	Andrea Vaughn Johnson	Babytime	In-person	7/25/24	9:45 AM	NA	16
YS	Andrea Vaughn Johnson	Crafty Coasters	In-person	7/25/24	4:00 PM	16	17
YS	Lisa Bigelow	Spy Camp	In-person	7/26/24	4:30 PM	26	17
YS	Andrea Vaughn Johnson	Mandarin Storytime	In-person	7/27/24	10:00 AM	NA	13
YS	Andrea Vaughn Johnson	Drop-In Crafternoon	In-person	7/29/24	1:00 PM	NA	70
YS	Eti Berland	Music Appreciation	In-person	7/29/24	4:00 PM	20	11
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/30/24	9:30 AM	NA	15
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/30/24	10:00 AM	NA	36
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/31/24	9:30 AM	NA	44
YS	Andrea Vaughn Johnson	Family Storytime	In-person	7/31/24	10:00 AM	NA	24
		Dan Gogh's Magical Camp					
YS	Andrea Vaughn Johnson	Adventure	In-person	7/31/24	3:30 PM	NA	81
		Dan Gogh's Magical Camp					
YS	Andrea Vaughn Johnson	Adventure	In-person	7/31/24	4:45 PM	NA	59
YS	Andrea Vaughn Johnson	Mother Goose	In-person	7/19/24	10:45 AM	NA	16
YS	Andrea Vaughn Johnson	Hibbard Park StoryWalk	In-person	7/1/24	n/a	NA	360
YS	Andrea Vaughn Johnson	Vattmann Park Storywalk	In-person	7/1/24	n/a	NA	360

08/01/2024

**Wilmette Public Library District  
Activity At WLK Branch Stations  
Monthly Statistics For 07/2024**

MaterialType	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	5	9	1	10	10	0	0	2.00
Bag	552	379	330	709	709	0	0	1.28
Blu-ray	1,629	210	189	399	474	75	53	0.24
Blu-ray New	99	139	2	141	155	14	7	1.42
Book	160,534	21,403	20,174	41,577	43,640	2,063	2,413	0.26
Book Hot	943	1,352	3	1,355	1,355	0	2	1.44
Book New	5,203	2,949	1,884	4,833	5,524	691	374	0.93
Boxset	0	11	6	17	17	0	11	0.00
Boxset New	0	1	1	2	2	0	1	0.00
Cassette	60	0	0	0	0	0	0	0.00
CD	13,620	437	417	854	1,106	252	105	0.06
CD Audiobook	4,759	233	192	425	463	38	34	0.09
CD Audiobook New	147	57	35	92	108	16	5	0.63
CD New	201	65	47	112	142	30	14	0.56
CD-ROM	0	1	1	2	2	0	1	0.00
DVD	13,809	1,950	1,318	3,268	3,614	346	242	0.24
DVD New	256	386	27	413	423	10	16	1.61
eAudiobook	64,944	0	0	0	0	0	0	0.00
eBook	82,720	0	0	0	0	0	0	0.00
eMagazine	5,172	0	0	0	0	0	0	0.00
ILL Material	0	35	5	40	40	0	0	0.00
Kit	9	9	0	9	9	0	2	1.00
Large Print	6,007	386	364	750	890	140	47	0.12
Large Print New	343	125	41	166	240	74	15	0.48
Magazine	4,007	360	654	1,014	1,014	0	0	0.25
Magazine New	242	2	0	2	2	0	0	0.01
Mobile Hotspot	20	32	0	32	32	0	0	1.60
MP3 Audiobook	0	1	5	6	6	0	1	0.00
Multimedia Kit	28	2	6	8	8	0	1	0.29
Newspaper	945	0	0	0	0	0	0	0.00
Online Resource	16	0	0	0	0	0	0	0.00
Other	21	340	1	341	341	0	1	16.24
Other Audiobook	0	5	4	9	9	0	5	0.00
Playaway	2,226	442	389	831	877	46	18	0.37
Playaway Audio Hot	0	0	2	2	2	0	0	0.00
Playaway Audio New	57	38	16	54	63	9	1	0.95
Record	1,565	1	1	2	4	2	0	0.00
Scores / sheet music	0	1	8	9	9	0	1	0.00
Seasonal AV	139	2	2	4	4	0	1	0.03
Seasonal Book	2,263	71	2	73	73	0	1	0.03
Special Collection	162	83	1	84	84	0	1	0.52
VHS	148	0	0	0	0	0	0	0.00
Videogame	1,162	411	415	826	849	23	36	0.71
Videogame New	58	33	2	35	43	8	4	0.60
Totals	374,071	31,961	26,545	58,506	62,343	3,837	3,413	0.16

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

08/01/2024

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 07/2024**

<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	46,897	6,229	3,603	9,832	11,043	1,211	1,006	0.21	3,435
Magazines	4,543	259	435	694	694	0	0	0.15	416
Multimedia	33,782	3,053	1,857	4,910	5,668	758	533	0.15	1,745
Nonfiction	58,176	4,257	4,538	8,795	9,780	985	784	0.15	4,322
Online	145,473	0	0	0	0	0	0	0.00	0
Other	733	869	338	1,207	1,207	0	0	1.65	308
Teen Fiction	2,859	583	573	1,156	1,247	91	179	0.40	553
Teen Multimedia	85	18	19	37	42	5	5	0.44	17
Teen Nonfiction	460	52	48	100	110	10	17	0.22	48
Teen Online	2,914	0	0	0	0	0	0	0.00	0
Youth Fiction	44,590	13,008	11,565	24,573	25,106	533	884	0.55	11,212
Youth Magazines	651	103	219	322	322	0	0	0.49	219
Youth Multimedia	6,071	1,391	1,223	2,614	2,720	106	47	0.43	1,173
Youth Nonfiction	22,334	2,435	2,302	4,737	4,875	138	135	0.21	2,251
Youth Online	4,465	0	0	0	0	0	0	0.00	0
Youth Other	36	17	0	17	17	0	3	0.47	0
<b>Totals</b>	<b>374,071</b>	<b>32,274</b>	<b>26,720</b>	<b>58,994</b>	<b>62,831</b>	<b>3,837</b>	<b>3,593</b>	<b>0.16</b>	<b>25,699</b>

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

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

Product	Metric Captured	Category	Jul-24	Jul-23	FY24-25 Total YTD	FY 23-24 YTD	FY23-24 Total	Cost per Use
AP Stylebook		General Reference	6	6	6	6	152	\$ 1.86
Brainfuse	Database Usage	Online Learning	30	58	30	58	659	\$ 11.05
CLCD: Children's Literature	Results	General Reference	0	55	0	55	995	\$ 1.16
Consumer Reports	Page Views	General Reference	1414	1402	1414	1402	16507	\$ 0.16
Consumers' Checkbook	Logins	General Reference	3	0	3	0	39	\$ 10.71
CreativeBug	Total Views	Online Learning	83	14	83	14	1125	\$ 0.69
DLIL eBooks	Checkouts	eBooks / AV	7988	7814	7988	7814	110816	\$ 2.39
DLIL audiobooks	Checkouts	eBooks / AV	6412	5393	6412	5393	69106	\$ -
DLIL magazines	Checkouts	Periodicals	2113	605	2113	605	25552	\$ 0.04
EBSCO Database Package	Total Requests	General Reference	10	31	10	31	378	\$ -
Encyclopedia Britannica	Documents + Media	General Reference	42	49	42	49	1847	\$ 0.30
Explore More Illinois	Uses	General Reference	4	9	4	9	53	\$ -
Facts on File (Infobase)	Total Views	General Reference	5	0	5	0	346	\$ 10.40
Find My Past	Total Views	Genealogy	14	13	14	13	869	\$ 1.14
FirstSearch (OCLC)	Total Searches	General Reference	100	543	100	543	3189	\$ -
Gale Courses	Course Logins	Online Learning	1	0	1	0	117	\$ 47.15
Gale Business Insights	Searches	Business / Finance	0	0	0	0	60	\$ 90.98
Gale Business: Demographics Now	Retrievals	Business / Finance	0	5	0	5	13	\$ -
Gale Business: Entrepreneurship	Searches	Business / Finance	6	0	6	0	34	\$ 136.47
Gale Business: Plan Builder	Searches	Business / Finance	44	0	44	0	106	\$ 13.13
Gale Directory Library	Searches	General Reference	15	0	15	0	37	\$ 72.44
Gale eBooks	Retrievals	General Reference	14	1	14	1	126	\$ 27.10
Gale General One File	Searches	General Reference	1	22	1	22	350	\$ 35.17
Gale UDeMy	Lectures Completed	Online Learning	73	112	73	112	1641	\$ 3.44
Hoopla	Circulations	eBooks / AV	1553	1426	1553	1426	18269	\$ 0.20
Kanopy	Plays	eBooks / AV	1097	845	1097	845	10731	\$ 0.09
LexisNexis (NexisUni)	Retrievals	Periodicals	114	70	114	70	1423	\$ 3.41
LinkedIn Learning	Total Videos Viewed	Online Learning	164	103	164	103	2176	\$ 3.13
Local History Digital Collection	Page Views	Genealogy	3560	11458	3560	11458	62852	\$ 0.06
Mango Languages	Total Sessions	Online Learning	87	92	87	92	871	\$ 3.94
Mergent Archives	Pages Viewed	Business / Finance	3	0	3	0	57	\$ 19.62
Mergent Intellect	Pages Viewed	Business / Finance	40	57	40	57	736	\$ 12.27
Morningstar	Record Views	Business / Finance	91	40	91	40	2542	\$ 3.06
Newsbank Chicago Community Collection	Full Text Views	Periodicals		21	0	21	311	\$ 18.32
Newsbank Heritage Hub	Full Text Views	Genealogy		3	0	3	246	\$ 7.78
Newspaper Archive	Total Page Views	Periodicals	118	42	118	42	836	\$ 5.30
New York Times Digital Edition	Usage Sessions	Periodicals	1678	815	1678	815	10046	\$ 0.22
Niche Academy	Total Views	Online Learning	22	49	22	49	393	\$ 4.62
Novelist	Total Requests	General Reference	58	80	58	80	1848	\$ 0.57
Oxford English Dictionary	Total Item Investigations	General Reference		15	0	15	382	\$ 4.65

Pebblego and Pebble Go Next	Article Views	General Reference	55	1	55	1	387	\$ 4.53
PressReader	Issues Opened	Periodicals	645	1117	645	1117	10711	\$ 0.52
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	244	970	244	970	7566	\$ 0.27
ProQuest: Chicago Tribune	Total Documents	Periodicals	135	362	135	362	2824	\$ 2.29
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	134	115	134	115	3023	\$ 1.47
ProQuest: CultureGrams	Total Pages Viewed	General Reference	23	0	23	0	2209	\$ 0.64
ProQuest: Fold3	Total Documents	Genealogy	19	26	19	26	537	\$ 2.40
ProQuest: Heritage Quest	Total Documents	Genealogy	37	56	37	56	2252	\$ 0.33
ProQuest: Newspapers.com	Total Documents	Periodicals	122	92	122	92	1888	\$ 3.39
ProQuest: New York Times	Total Documents	Periodicals	615	73	615	73	753	\$ 4.15
ProQuest: New York Times Historical	Total Documents	Periodicals	13	62	13	62	318	\$ 15.71
ProQuest: Research Library	Total Documents	Periodicals	57	65	57	65	1315	\$ 4.20
ProQuest: Wall Street Journal	Total Documents	Periodicals	639	480	639	480	6090	\$ 0.17
Record Information Service (Public Record)	Total Visitors	General Reference	169	279	169	279	2169	\$ 0.28
Reference Solutions (Reference USA)	Total Searches	Business / Finance	38	75	38	75	859	\$ 10.29
Scholastic Teachables	Documents	General Reference	381	145	381	145	1065	\$ 0.73
S&P Net Advantage	Total Usage	Business / Finance	207	125	207	125	2935	\$ 4.10
Statista	Result Clicks	Business / Finance	21	25	21	25	222	\$ 31.18
Tumblebooks	Book Views	eBooks / AV	8	7	8	7	565	\$ 1.13
Value Line	Logins	Business / Finance	480	393	480	393	6234	\$ 0.54
Weiss Ratings	Page Views	Business / Finance	13	31	13	31	237	\$ 12.76
World Book	Content Views	General Reference	34	17	34	17	460	\$ 4.46
OTHER								
App	Sessions	Library Technology		1429				
Website	Sessions	Library Technology	17343	17598				
Scan EZ Scan Station	Pages Scanned	Library Technology	2058	1549				
All Library Computer Use	Sessions	Library Technology	1526					



Wilmette librarian Linnéa Lundberg helps a library user with function on a smartphone during an event on July 29. | PHOTOS BY CLEO POOL/THE RECORD NORTH SHORE

Wilmette, Community

## The Digital Divide: How local libraries guide seniors through tech troubles

By Cleo Pool | 10:21 p.m. July 31, 2024



When you think of library events, you may think of storytime for children or authors speaking, but many local libraries have activated a loyal audience: seniors.

Libraries in The Record's coverage area host events for adults, but several also have events specifically catered to an older crowd. For example, the



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Winnetka-Northfield Public Library hosts a chair yoga Zoom class, allowing participants to strengthen their bodies while seated.

Beyond creative yoga classes, the libraries also offer courses that provide much-needed technology resources for adults and seniors. Offered both in person and online, the Wilmette Public Library and Winnetka-Northfield Public Library offer myriad programs geared toward helping seniors catch up with the latest technology tools.

### Wilmette Public Library

In August, the **Wilmette Public Library** will host iPhone & iPad iMovie basics and a virtual event called Intro to the Internet.

Lauren Kelly is the library's digital and maker services manager, and they help coordinate with Jillian McKeown, head of senior services, to create events that support seniors on their technological journeys.

"Some people come in every day, and they build relationships with us because we provide connection, space and safety," Kelly said. "Sometimes it's intimidating to get help on something that you perceive as difficult or even threatening."



Wilmette Public Library's Linnéa Lundberg (right) teaches a class how to use Android phones and devices.

The Wilmette Public Library on Monday, July 29, hosted Intro to Androids, where Digital Services Assistant Manager Linnéa Lundberg guided a group of 10 through the basics of their Android devices while also going around the room to support them one-on-one.

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By Staff | 1 day ago



### The Record: Shortcut

Don't miss a thing. Sign up for The Record's weekly recap newsletter featuring the top headlines of the past week.

Cindy Hill and Terri Rizzo are Wilmette residents who have now attended two Intro to Android events. They both felt that Lundberg has helped them feel more confident when using their phones.

Like several others, the library offers a **“book-a-librarian” service** during which library card holders can meet one-on-one with a librarian to have any tech questions answered. Many Intro to Android attendees had previously worked with Lundberg during a book-a-librarian timeslot.

### **Winnetka/Northfield Public Library**

Like Wilmette, the **Winnetka-Northfield Public Library** also hosts daytime events for seniors, providing entertainment and education for lifelong learners.

Coming up in August, the library will feature events for learning how to use browser extensions and Google Docs. They will host a Medicare 101 event and a free meeting with a certified financial planner.

Nick Mall is the Head of Adult Services for the library, and he said they have a volunteer who will come in to help guide guests. Mall said these events and the library staff can act as a “lifeline” to help target the digital divide that can come with age.

### **Highland Park Public Library**

The City of Highland Park has a large population of seniors and senior living communities. The **Highland Park Public Library** works to fill in where the community needs it.

Diana Alvey is the library’s social services coordinator and says their best resource for technology is their **“book-a-librarian” service**. Alvey refers to herself as “the library’s Google,” as she has helped aging residents make appointments with the DMV, pay their rent, set up their phones and much more.

As for events, she encourages guests to check out the library’s monthly event called **Memory Cafe**. Each month, they bring together neurodivergent individuals and caregivers to explore new topics; August’s is “art in nature.”

Alvey said Memory Cafe aims to “invoke memories that are meaningful and invite them to tell stories from their memories without making them feel embarrassed or ashamed about not knowing specific dates or events.”

## Glencoe Public Library

The **Glencoe Public Library** offers plenty of adult events like classic film discussions, visits from a musical theater legend and a garden discussion that are all coming up next month.

Glencoe Public Library does not hold technology-focused events, but it does have a database that can be accessed through its website, which has several tutorial videos. The **Glencoe Academy** has videos of the Microsoft and Google suites, social media platforms and computer basics.

Along with other libraries, Glencoe also offers a **“book a librarian” service**. Grace Hayek, the head of programs and communications, urges those with tech issues or questions to utilize the service to get specialized help.

Local libraries can be an underutilized resource for adults, but such events and opportunities provide seniors with a key connection to the digital world. For more information on all the offerings at events at local libraries, be sure to explore your library’s website or give them a call.

## Don’t forget about senior centers

**The North Shore Senior Center** has a campus in Northfield that caters to seniors in the surrounding communities. The nonprofit offers a diverse lineup of events for seniors, caregivers and professionals.

At the Northfield location, a **technology assistance lab** is open from 10 a.m. to noon on Fridays. The volunteer staff is there to provide help and answer questions free of charge.

Highland Park Senior Center also offers recreational and educational services for those 50 and older. Many of its free programs require a nominal membership fee, but it also hosts fee-based programming as an alternative. Residents and non-residents can learn more at the **city’s page for the senior center**, including information on its temporary relocation.

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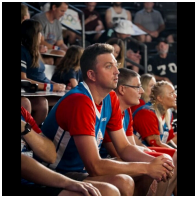
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### Cleo Pool

Cleo Saliano Pool is the 2024 Record Intern and an incoming senior at American University, studying journalism and graphic design. She recently worked for the Investigative Reporting Workshop, where she developed her passion for nonprofit news. Born and raised in Wilmette, Cleo loves reporting local news and connecting with her community.

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