

Wilmette Public Library Director's Report – October 15, 2024

Library Activities for September-October 2024

Anthony Auston, Director

Welcome Desk & Shelving (Manager Patsy deVuono)

The library had 19,424 visitors in September, averaging nearly 650 users each day.

Welcome Desk staff answered 303 reference questions in person, and fielded 451 directional questions at the desk. Staff received 336 calls. Of those, 247 were direct transfers, 20 were directional questions, and 69 were reference questions that Welcome Desk staff could answer.

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 286 bins in September. With the CCS migration and downtime, deliveries and returns processing were effectively on pause September 27 through October 1; October numbers will skew higher in accounting for the backlog.

The September monthly AMH totals included 53,312 items processed for check-in, with 20,501 sent to Circulation as exceptions (including disc media and holds).

In September, Shelving staff supported other departments by:

- Charging about 450 WonderBooks and Vox Books
- Cleaning 22 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 and 700s, fiction, large type, and the Media Room collections. Technical Services staff also are pulling duplicates from the shelves, which is helping the process.
- The Fiction room had the shelves read and there was more room so they were shifted as we went along. The shelves along the wall have all been lowered for better access. There are no books on the bottom shelves in that area. In addition, many more shelves in the stacks of Fiction were lowered. We have a ways to go, but the room is looking much better.
- The student interns are back for the school year. We have three new people from New Trier – Tommy, Linus, and Hannah. They each have a teacher's aide with them to help. Aidan and Zach are both back from Cove School. They each have an aide, but we are trying to let them work alone as much as possible.
- Colleen Reese is updating endcap signage updates for the range of collection shifts.

Collections / Technical Services (Manager Jessica Thomson)

Physical (Adult and Youth Services)

Technical Services Manager Jessica Thomson continues to generate collection reports for selectors in both the Adult and Youth Departments to facilitate collection review in order to right size the physical collection. The entire Technical Services team continues to manage withdrawn materials as part of the collection management project, while the Facilities and Safety team have supported the library's effort to sustainably move these items along through our partners in the Friends of the Wilmette Public Library, Thrift Books, and B2.

Assistant Manager Shanti D'Costa worked with Facilities and the Friends of the Library group to review and assess changes to the withdrawing process.

Technical Services Assistant Emma Standard withdrew 690 issues of canceled subscriptions, reorganized and relabeled the magazine bins. The magnets are no longer being used which improves overall look of the space.

Acquisitions Assistant Megan Brown pulled duplicate titles in the Genre Fiction and Fiction rooms for withdrawing. Megan has also created a workflow for transferring items from the Hot Picks collection to the regular circulating collection.

Cataloging Librarian Carly Stauss continues to work on numerous tasks including the lost items report, 6 months past due report, updating Dewey numbers in the youth collection, updating the inputting spreadsheet to include J/Y nonfiction .

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

The following items were added to the Library of Things collection in September: two board games titled Azul and Carcassonne.

Digital (Digital & Maker Services Manager Lauren Kelly)

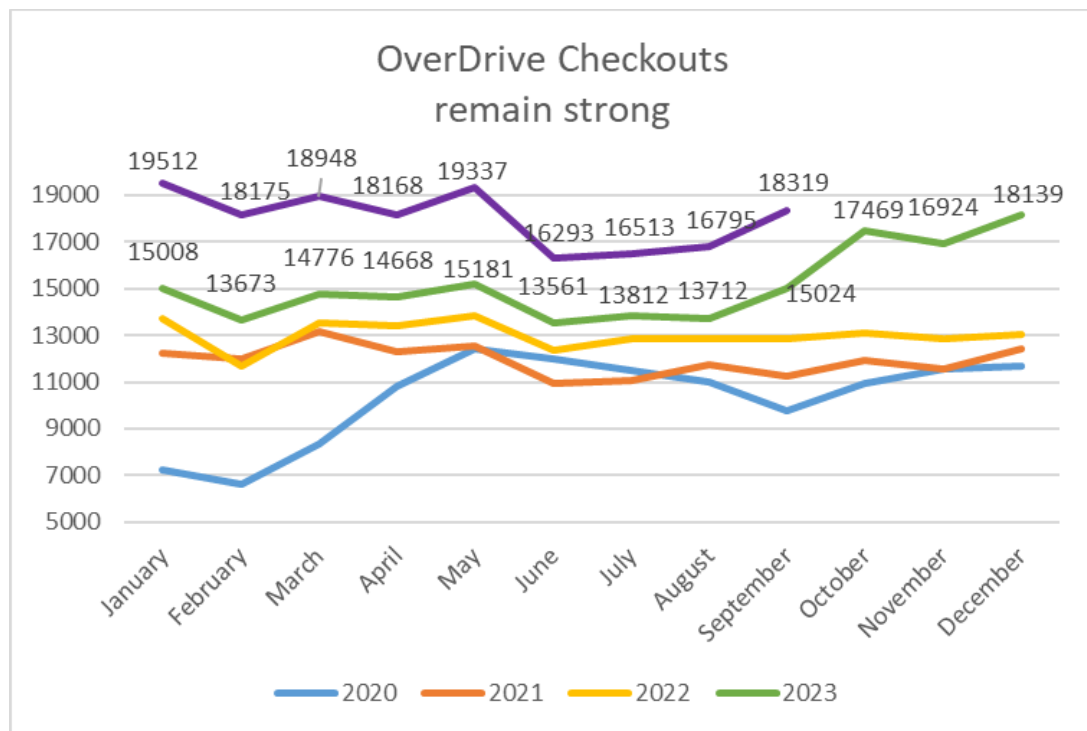
Online Resources and eContent

In September, Digital & Maker Services Manager Lauren Kelly worked to ensure authentication to digital resources during the CCS migration down time. We have been unable to get usage statistics for our Newsbank products for the last couple of months due to a ransomware attack on the company. All of the patron facing news content is now back up and accessible, but the back end statistics portal is still down.

Online Resource Highlights for September 2024

- Many general reference resources have seen a back to usual usage this month, will school back in full swing. Brainfuse tutoring, Encyclopedia Britannica, and Gale General One File all had the highest usage so far this fiscal year as students are likely looking for trustworthy information.
- Mango Languages saw a spike in usage with 178 sessions. The average uses from FY23-24 was 72 sessions per month.
- New York Times Digital Edition has had sustained increased usage, with an average of 1619 sessions so far this fiscal year. Last fiscal year the average was 837 sessions per month. This shows patrons are possibly relying on this news source as part of their routine, especially as we get closer to the November election.
- PressReader usage has fallen since last year, likely due in part to the ongoing issues with publisher distribution of the Chicago Tribune, as that paper is no longer on PressReader.

OverDrive



18,319 checkouts

- 9,630 eBooks (52.6%)
- 6,301 digital audiobooks (34.4%)
- 2,388 digital magazines (13.0%)

Top eBook titles by checkout:

1. The Women by Kristin Hannah (eBook) - 71
2. Funny Story by Emily Henry (eBook) - 48
3. The God of the Woods by Liz Moore (eBook) - 36
4. The Wedding People by Alison Espach (eBook) - 36
5. The Heaven and Earth Grocery Store by James McBride (eBook) - 29

Top eAudio titles by checkout:

1. The Women by Kristin Hannah (eAudio) - 65
2. Funny Story by Emily Henry (eAudio) - 39
3. The Anxious Generation by Jonathan Haidt (eAudio) - 25
4. Tom Lake by Ann Patchett (eAudio) - 24

The most popular magazines:

1. The New Yorker - 336
2. Us Weekly - 110
3. The Week - 90

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

Collection	July	August	September
eAudiobooks	835	1447	1014
eBooks	1948	2343	2821
eMagazines	9	82	78
Hoopla items	922	929	925
Monthly total:	3714	4801	4838

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

Collection	July	August	September
Hoopla	1224	701	405

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	July	August	September
Adult Fiction	471	418	375
Adult Non-fiction	227	352	340
Teen Fiction	21	29	30
Teen Non-fiction	6	15	5
Youth Fiction	332	340	315
Youth Non-fiction	25	112	60
Adult Magazines	472	435	363
Youth Magazines	50	28	35
Adult Multimedia	72	115	84
Youth Multimedia	15	18	49
Other (Library of Things, etc.)	23	37	23
Monthly total:	1714	1899	1679

Full summary of items withdrawn in the past three months:

Collection	July	August	September
Adult Fiction	833	1063	1652
Adult Non-fiction	2141	1858	2105
Teen Fiction	10	8	6
Teen Non-fiction	1	0	1
Youth Fiction	747	787	1130
Youth Non-fiction	1011	972	863
Adult Magazines	375	489	1141
Youth Magazines	3	5	19
Adult Multimedia	679	1281	3502
Youth Multimedia	26	7	11
Other	3	4	8
Monthly total:	6049	6474	10438

Circulation (Manager Matthew Hoffman)

The library welcomed 175 new patrons in September.

Circulation worked hard during Library Card Sign-Up Month. However, for a second September in a row, our overall circulation stats dropped to under 50,000. While we adjusted due dates for the CCS system-wide offline/migration project and some of the statistics for this downtime will be counted in October, this could indicate an overall slow-down with kids going back to school and summer reading coming to an end.

Angela McCarver assisted the library with the annual Block Party on September 7. She staffed the tent for all four hours that we were there. Angela reported that it went extremely well. There were approximately 235 patrons who came to the tent, and we had 9 patrons who signed up for library cards.

Rachel Rothe assisted with our last French Market event of the season on September 14. Library board president Joan Fishman was kind enough to give some of her time to this event as well.



Circulation Assistant Rachel Rothe promoted the library at the French Market on September 14, with help from Minty and Marshmallow

Circulation was also represented by Matthew at the September 9 Food Truck Mondays event in Kenilworth, and two pop-up events in the library vestibule on September 3 and 26, which saw 105 patrons stop by the table.

To help promote the library’s services to new users at our community engagement events, we now have a welcome brochure that we can offer to new residents.

We have also posted hours for a substitute position and will be interviewing shortly.

Matthew participated in the online Customer Service for Frontline Staff training program offered by Library Journal, which featured 5 presenters over the course of 4.5 hours. The workshop examined what is good customer service and how do we define it. Topics such as de-escalation and setting boundaries were also addressed. The training offered a better insight into one’s own self-awareness, self-management, social awareness, and relationship management. Concepts of which will be used as a framework to help shape customer service training for Circulation.



Current and Past Circulation by Fiscal Year

	2020/2021*	2021/2022	2022/2023	2023/2024	2024/2025
July	33,804	59,462	59,742	60,736	58,994
Aug	50,795	21,368*	59,932	62,545	56,891
Sept	55,261	64,184	53,587	49,229	44,457
Oct	55,820	50,538	53,994	55,226	
Nov	46,631	53,720	54,850	52,926	
Dec	35,822	51,141	51,452	53,499	
Jan	31,822	53,798	57,424	56,360	
Feb	32,640	49,767	52,127	54,534	
March	52,239	55,073	61,616	58,430	
April	52,875	53,537	54,517	54,773	
May	54,781	51,235	53,990	51,671	
June	56,560	55,012	56,630	56,941	
Total YTD	559,050	618,835	669,861	666,870	160,342

Wilmette Public Library Monthly Statistics as a Whole For 9/2024	
Total Checkins	26,298
Checkout Stations	15,198
Leap Checkout and Renewal	9,138
Total Checkouts	25,355
Auto-renewal	18,340
Power PAC Renewal	366
Leap Checkout and Renewal	126
Checkout Stations	151
Total Renewals	19,102
Number of your Library's items checked out system-wide	25,279
Holds Placed through your interface	5,112
Holds placed for/by your patrons	5,938
Holds Held	6,847
Holds Checked out	5,937
Holds Cancelled	1,198
Holds Unclaimed	832
Number Of Items Currently Out	34,551
Unexpired Patrons on file	16,820

Wilmette Public Library 24/7 Pickup Lockers Monthly Statistics For 9/2024	
Total Checkouts	305
Wilmette Cardholder	73
CCS and/or Reciprocal Borrower Cardholder	49
Holds Held	313
Holds Unclaimed	26

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

Adult and Teen Services (Manager Cathleen Blair)

Business and Financial Services

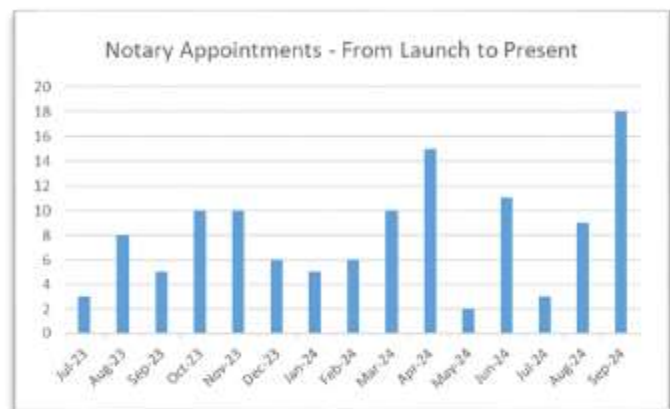
On September 13, Business Librarian John Amundsen hosted the third **Strictly Business: Donuts & Databases** networking and informational event at the Library. A number of attendees, including Executive Director Jennifer Herren Gatesman and Treasurer Eric Hubbard from the Wilmette/Kenilworth Chamber of Commerce (WKCC), joined as John provided an engaging and humor-filled demonstration of Data Axle's Reference Solutions. Whether a business leader or layperson, the attendees testified to all they learned, including one who left the comment, "This was really awesome, thank you so much!" WKCC co-sponsored the event, contributing to the advertised draw of coffee and light refreshments. The next Donuts & Databases offering is scheduled for Friday, October 18 and will feature an overview of company research tools, including Mergent Intellect and S&P NetAdvantage.



To keep resources fresh and appealing, John is working with Communication & Events staff to develop a new format for the business services brochure. The design of the update will be more evergreen, directing patrons to the website for the most up-to-date information on print and electronic resources, as well as building amenities available to our local partners.

Notary Service

Adult Services served its highest-ever number of notary appointments in September, serving 18 patrons. Appointment requests have notably increased since C&E pushed out communications via our news and social media channels as part of Library Card Sign-Up Month. Since its launch in July 2023, Business Librarian and Notary Public John Amundsen has assisted 121 patrons with notarization services, an average of approximately eight appointments each month. The impact transcends mere numbers, as one satisfied visitor exclaimed: "Thank you so much! Notary and Libby are my two favorite things about the library!"



Reference Service

One of the privileges of a general reference desk is to assist local instructors at all levels in curating primary sources, supporting materials, and audio-visual enhancements that may assist in creating lessons or presentations. Adult Services Librarian Ted Remus received such an inquiry on the topic of ancient Persia and supplied his expertise in collecting a variety of material from print holdings, subscription databases, YouTube collections, and specialized academic web resources for the patron, along with the benefit of his research insights.

Collection and Advisory Services

Freedom to Read Week, September 22-28, seeks to amplify the core value of intellectual freedom in public libraries and, more broadly, in society. Though frequently challenged books are featured on display, the discussion has been expanded to celebrate each reader's agency to make choices for themselves. In Adult Services, a sign celebrating the tagline of "Free People Read Freely" sparked positive public comment and conversation.



An in-house promotion of September as Classical Music Month was one of the busiest displays featured in recent memory, and Teen Services Librarian Krista Hutley invited students to choose their flavor of fall reading to match the seasonal vibe: Team Cozy or Team Creepy.



A display of Latinx Authors was installed to honor Hispanic Heritage Month, September 15 – October 15. We also invited fans of the Apple TV+ adaptation *Slow Horses* to browse books similar to the Mick Herron novels on which the series is based.



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, a pilot project of expanded documentation continues. Insights gleaned will inform staff assignments and allocation of resources as we move into new seasons. Select facets of September data are included below:

Date	Event	Audience	Location	Interactions/ Impact	AS Staff
9/7	Wilmette Block Party	All Ages	Wilmette Village Center	350+	S Allen-Simpson, K Hutley
9/10	Short Story Discussion	Older Adults	Mather Place	18	J McKeown
9/12	WJHS Curriculum Night	Parents of Teens	Wilmette Junior High School	12	K Hutley
9/20	Technology Assistance Drop-In	Older Adults	Mather Place	2	J McKeown (in partnership with S Nizzi, DMS)
9/30	Warming House Visit: Virtual Reality Headset Experience	All Ages	WPL [in-reach]	3	K Hutley
various	Delivery Service	Older Adults	multiple	38	J McKeown, N Wagner



Additional Statistics of Note

Teens used the Nintendo Switch in the Teen Room five times in September, for an average of 1.5 hours per visit, demonstrating that the students who newly discovered this offering during summer months are equally dedicated to creating time in busy school-year schedules to maintain their engagement with the library.

Staff Transition

With mixed emotions we celebrate a new chapter for one of our dedicated team. Librarian Katy Jacob has resigned their part-time position in Adult Services in order to accept a full-time opportunity with Evanston Public Library. As a valued team member since September 2021, they have been a leader in reader engagement and book discussion programming, as well as key contributor to various initiatives advocating for diversity-equity-inclusion representation, ecological responsibility, and intellectual freedom. Fortunately for the Wilmette community, they have expressed interest in serving as a substitute librarian associate in Adult Services moving forward, so even as we cheer this exciting professional accomplishment, we need not bid full farewell.

Additional program details and statistics are appended to this report.

Youth Services (Manager Andrea Vaughn Johnson)

Programs

In September, Youth Services offered 49 scheduled programs which were attended by 1,239 patrons. Here are a few highlights:

Nanny Appreciation Day

Our library celebrated Nanny and Caregiver Appreciation Day on September 20, with coffee and snacks for caregivers to show our appreciation, build rapport with caregivers, and greet all the new library users. Children made crowns for their caregivers and had their pictures taken. 40 caregivers and their little ones attended. It was a joyful experience for all!



Hungry Crafters

Youth Services Librarian Jennifer Lee's monthly Tween Lab has been relaunched with a new name, Hungry Crafters. The first program was making candy sushi. We had a great turnout with a full crowd of twelve tweens (and a waiting list). The parent of a regular attendee emailed to say, "Jennifer, [my child] loved this event so much! My kids love all your events. Thank you!"

Stuffed Animal Sleepover

Youth Services Assistant Manager Lisa Bigelow's "Stuffed Animal Sleepover" attracted sixteen children and their plushies on a Wednesday night to participate in a storytime, craft, and dance party before tucking their plushies in for the night. Later that evening, the stuffed animals visited the Circulation Desk, The Studio, and other places around the library. The next day, participants could pick up their stuffed animals and they received a photo slideshow of their adventures in the library.



We received a lot of positive feedback from parents and caregivers about Stuffed Animal Sleepover: "so sweet," "magical," "so much joy." Lots of folks asked when we will do it again.

Dress-Up Storytime

On Saturday, September 28, Community Engagement Librarian Sarah Jo Zaharako presented Dress-Up Storytime: A Let's Learn Together Family Program. Participants enjoyed a story, sang songs, and playing dress-up with costumes, gowns, scarves, animal ears, and more at this safe and affirming program for the whole family. Caregivers explored picture book recommendations about identity and expression.



Outreach

New stories were posted by Preschool Outreach Librarian Ruth Bell in our Hibbard Park and Vattmann Park StoryWalks in September.

Youth Services has been working hard to share resources to support our school partners. They have been able to renew all of the School Accounts that have been established with local school districts, which educators are able to use to check out materials for classroom use.

Youth Services launched their new Teacher Pick-up Spot at the Welcome Desk in mid-September, with the support of the Welcome Desk and Circulation Departments. Teachers with School Accounts can pick up Resources Bags of curated materials at the Welcome Desk that are already checked out, making their visits more efficient and ensuring educators have what they need as soon as possible. This new service has already been heavily used by teachers! They had 14 pick-ups in September.

Our staff have been very busy attending back-to-school events at our community partners. School Engagement Librarian Eti Berland attended the Avoca School District Open House at Marie Murphy School on Wednesday, August 28 to share library resources, library card sign-ups, recommended reading lists, and swag.

Teen Librarian Krista Hutley and School Engagement Librarian Eti Berland attended Kenilworth's Joseph Sears School Fun day on their first day of school. They signed people up for library cards, shared library resources, gave away swag and free books, and answered lots of questions about the library.



Eti Berland was invited by the Avoca West Parent Teacher Council (PTC) to attend their annual Ice Cream Social on September 12. She shared library resources, swag, information about signing up for library cards, and more! Patrons also had the opportunity to spin the library wheel and learn more about what they can do with their library cards.

The library was invited to attend Wilmette Junior High's Curriculum Nights for the first time to share library resources, Junior High booklists, swag, and library card sign-up information. Teen Librarian Krista Hutley attended the 7th grade Curriculum Night on September 12 and School Engagement Librarian Eti Berland attended the 8th grade Curriculum Night on September 19.

Preschool Outreach Librarian Ruth Bell and School Engagement Librarian Eti Berland visited Romona Elementary School on September 20 to collaborate with School Librarian Alicia Wiechert and her library helpers on a back-to-school video in their StoryWalk with library mascots, Minty and Marshmallow. The video is available on our YouTube channel/Instagram.



School Engagement Librarian Eti Berland and Youth Services Librarian Diane dos Santos visited Avoca West on September 26 as a culminating activity of their new nursery rhyme unit. All of the kindergartens joined them in the school library for a special visit from Mother Goose. Diane's Mother Goose program is a beloved part of our library's early childhood programming. Diane shared traditional rhymes using props and humor, showcasing her wit and responsiveness to the crowd of children rhyming along with her. Eti read picture books retellings of nursery rhymes. The children and teachers had a wonderful experience celebrating wordplay and storytelling.



Ruth Bell also delivered picture books and learning materials to eight of our partner preschools in September.

Block Party

The library tabled at the annual Wilmette Park District Block Party. Matthew Hoffman, Circulation Manager, worked with the Wilmette Park District, facilities staff and public services staff to coordinate our participation in the event. Sid Allen-Simpson (Adult Services), Ruth Bell (Youth Services), Angela McCarver (Circulation), Krista Hutley (Adult Services), and Eti Berland (Youth Services) staffed the library booth. Our library Helper and super-user, Ari, also helped at the booth. Hundreds of community members stopped by the booth to spin the wheel to learn what they could do with their library cards, learn more about library resources, take giveaways, and even sign up for library cards.



We also hosted a Welcome Visit on September 26 from participants in the NSSRA (Northern Suburban Special Recreation Association) which was attended by 11 patrons.

Book Displays

Our Names are Important

District 39 has launched a year-long initiative to promote equity and inclusion in every classroom through book recommendations and curriculum. Each month will feature a different theme of belonging, beginning with *Our Names are Important*. The project is driven by the district's Diversity, Equity, Inclusion, & Belonging committee. As the themes are aligned with WPL's strategic plan goal for a connected community, and to support our partnership with teachers and school librarians, Youth Services will be reflecting each theme throughout the year with book displays, [book lists](#), and interactive activities. This project is coordinated by Community Engagement Librarian Sarah Jo Zaharako.



To honor National Hispanic Heritage Month from September 15 to October 15, we celebrated Hispanic authors and cultures with book displays and a post on the library blog. (<https://www.wilmettelibrary.info/posts/national-hispanic-heritage-month-2024-upon-us>)

September was also Deaf Awareness Month, and Youth Services recommended fiction about the deaf experience in book displays and a library blog post. (<https://www.wilmettelibrary.info/posts/honor-deaf-awareness-month>)

In September Youth Services also displayed books highlighting Library Card Sign Up Month and the freedom to read for Banned Books Week.

Special projects

In August, Youth Services launched an in-house circulating tabletop game collection to spotlight interactive learning experiences through gaming. Patrons are able to borrow popular games like Spot-It, Candy Land, and Chutes and Ladders, and play them in the library. Many patrons have already become regular users of this collection.

Youth Services has added two new magazines based on patron feedback and interest. Oyla Magazine, a STEM magazine for middle school and up, has been added to the Junior High magazine collection. The Phoenix, a magazine with an array of comics, drawing tutorials, and more to inspire creativity and a love for reading, has been added to our selection of juvenile magazines. Current issues can be checked out immediately.

Any additional comments, news, patron feedback, or other items to share

One of our “super patrons” told us about how he and his family had moved to Wilmette from Chicago. The tween visited the libraries near his house in Chicago but thinks the offerings at WPL are much better and especially appreciates the resources and activities in Youth Services and the Studio. “This is my dream library!” he said. “I read so much more now that I come to this library.”



Kids sharing books in Youth Services in September



A teacher from Wilmette Community Nursery School picking up her school resource bag

Additional program details and statistics are appended to this report.

Digital & Maker Services (Manager Lauren Kelly)

Programs and Classes

Digital Services Assistant Doug McGillivray led a Scratch program on building a Flappy Bird Clone. The attendees learned about various programming concepts such as functions, loops, and if/else statements. All of the patrons finished their projects and left the class with a complete, working Flappy Bird clone game.



Digital Services Assistant Sabrina Nizzi hosted a program covering the Apple Tips App. There were many questions and shared stories within the group of 6 people, all over 50 years old. A few participants shared positive comments as they were leaving the library and another asked how they could let the Director know these types of programs are valuable. Sabrina let them know about the suggestion/comment cards available at the Welcome Desk.

Digital & Maker Services Associate Ethan Herdrich ran the monthly Minecraft Club, with nine attendees. Ethan started a new server for the kids and challenged them to start a village in a valley.



The Studio

In September the Studio team had 438 reference interactions in the space, up from 317 in August. The increase in numbers is expected, since in August we were closed for a week for our Re-energizing Recess. School is back in session and we are adjusting to new traffic patterns. Weekends continue to be busy, and often there are patrons in the space for the entire time we are open on those days.

Janet Piehl worked this month to invite our summer teen volunteers back into the Studio for ongoing volunteer opportunities. We're hoping to schedule them on weekends through the end of December, and for programs as needed. Janet reached out to the teens who volunteered this summer and worked with HR Manager Mike Boone to update the Volunteer Application on the website to include the Studio.

Janet is also working on developing a framework for welcoming group visits to the Studio. Two group visits are scheduled for the coming months, a visit by a group from the NSSRA, and a Cub Scout troop led by a local graphic novelist.

Weekends in the Studio are non-stop busy, and one staff member in the space is often not enough to assist all of the patrons. To alleviate this, we hope to have teen volunteers in the space on weekends. We have limited our laptop stations to the machine they are intended for, with one flex station. We hope this boundary will give staff agency to better manage the busy traffic flow.

DMS has finally launched the Hatch embroidery digitization software for patron use. This is powerful software that can convert any image into an embroidery design. Studio staff is thrilled to offer this to patrons, and we can't wait to see what they come up with.

The Digital & Maker Services team continued to implement instructional documentation for The Studio, including introductory projects and instruction binders. This month Ethan completed the Hatch instruction binder and Linnea completed the How to Download and Submit a Design for 3D Printing project. We are now finished with our instruction binders and are moving full steam ahead into creating project handouts to provide ideas to patrons who didn't come in with a plan.

Janet is testing new supplies for use in the Studio, hoping to decrease the cost of the sheets, buy in bulk, and maintain quality.

A regular patron and experienced fabric artist has offered to buy and donate a Serger to the Studio. Digital & Maker Services Manager Lauren Kelly is currently considering how this donation would impact our service.

In September Doug McGillivray visited the Park Ridge library Studio to see their equipment offerings and usage policies.

Lauren created this month's Silhouette Cameo display with a theme of "Back to School"



Studio Projects and Patron Stories

The mother of two teen volunteers provided some feedback about her daughters' experience this summer. She told us in an email: "This was so good for them. Sort of like a step into the working world without the demanding hours and pressure. They really enjoyed it."

Word has gotten out to the Junior Highs about making magnets in the Studio. We have seen many students of this age come in to make magnets to decorate their lockers. This shows in our desk statistics, as 189 questions / help were given on this tool (about 40% of our interactions).

An intermediate sewist took advantage of our space and equipment to make a pillow cover. It is gorgeous!

A young patron came in to heat press an Einstein quote onto a tote bag. Genius!

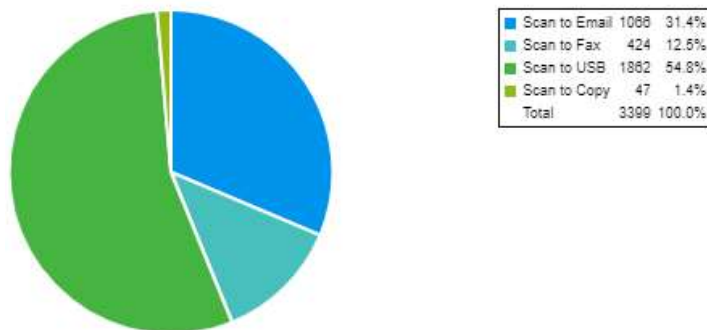
One Friday afternoon, an elementary-school-aged boy came in, telling Janet how he had been waiting all week to come to the Studio and couldn't decide which activity to do! He ended up making squishy stickers for his best friend's birthday. He learned how to use the "trace" function in Silhouette Studio and was able to make stickers that were shaped like the squishies (as opposed to squares). Janet appreciated his enthusiasm and took this as another example of how patrons are learning the machines and software.



Two members of a family contacted the Studio independently, within 10 minutes of each other, to inquire about making favors for a relative's 80th birthday party. They made photo buttons for the party and got instruction on Canva to make a custom card.

Technology Desk & Department Updates

- In September DMS Staff had 652 interactions at the Technology Desk, including 11 1:1s. Tutorial topics include: archiving scrapbooks, data storage and how to share video files with family, printing Google Docs, and more.
- In September 3399 pages were scanned at the Scan Station, a 26% increase from last month.



- The TBS computer management system also allows for usage reports. In September we had 1550 computer bookings (all locations)
- Linnea Lundberg ran the Board of Trustees livestream this month.
- This month Linnea Lundberg participated in a Library Card Sign-up Month Pop-Up in the vestibule, promoting our Library of Things collection and Online Resources.
- The department finalized our November and December program offerings, and is looking ahead to 2025. Linnea Lundberg has started to build digital infrastructure to make DMS program planning more efficient. The new spreadsheet she has built will allow staff to plan further ahead than just the next upcoming newsletter cycle and be more mindful and strategic about our offerings.
- Lauren Kelly, Alex Barzallo, and Ethan Herdrich met to plan the next steps for the Artificial Intelligence (AI) Lunch & Learn. Alex and Ethan will work together to plan this session for staff, and each of them will host a session in late October and early November.
- Ethan Herdrich worked with Teen Services Librarian Krista Hutley to purchase a new game for the Meta Quest 2 VR Headsets for Krista's event with the Haven Warming House.
- Janet Piehl has joined the Community Engagement Committee in place of Sabrina Nizzi. She is helping to create checklists and templates for planning visits.
- Digital Services Assistant Sabrina Nizzi attended the French Market on September 14th and shared that Board President Joan Fishman, worked a shift at this lovely event.
- Sabrina continues to visit Mather once each month with Senior Services Librarian Jillian McKeown to provide technology help for residents.

Additional program details and statistics are appended to this report.

Communications and Events (Manager Sarah Beth Brown)

September Programming

After a relatively quiet August, September kicked off a busy fall of programs at the library, courtesy of program coordinator Jennifer Bartel:

- We kicked off the new season with a classical concert featuring a duo piano concert with pianists Lam Wong and Nathan Canfield. We know that classical concerts are very well-attended and enjoyed by our patrons, and this concert was no exception with 80 patrons attending.
- A popular virtual program this month was *James Bond: The History, The Thrills* with 27 patrons attending. The program was presented by Steven Frenzel of Marquee Filmtalks and patrons commented it was nostalgic hearing music from the movies and liked the combination of clips from the movies along with hearing the history of the franchise and behind the scenes anecdotes.
- Eugene Flynn returned to present an in-person Armchair Travels program on Florence, Padua and Venice. The popular travel destinations in Europe are well-attended with a blend of patrons who have already been there, some who are planning trips there, and some are merely curious. Offering a variety of travel programs combining popular destinations with more obscure locations provides options for everyone.
- We tried something different with our adult drop-in coloring program and had paint by number kits with a fall scene available for patrons in addition to coloring pages and pencils. We had 16 patrons attend which is roughly double the usual attendance. It was a casual and fun community event while we listened to relaxing music and painted, colored, and chatted.

Patron feedback:

- Feedback shared from the reference desk staff from a patron: A patron came in this morning and wanted to compliment the Opera Lovers Zoom program last month. They said it was really informative and it was impressive that it was kept to an hour and you did a great job!
- We received a voicemail from a patron who regularly attends our At Home Film Discussion letting us know she would have to miss the next discussion, but wanted us to know she was pleased with the recent movie choices for discussion and appreciates the library offering this program.

September Communications

Communications and Events Manager Sarah Beth Brown has been working on initiatives for the coming year, including the 2025 newsletter schedule, beginning planning for the 2024 Annual Report, and a variety of other library and community projects and initiatives. One major project that we got off the ground was our forthcoming Wilmette Reads series, which we plan in

conjunction with Adult Services. We are excited to plan this reading series for the community and lay quite a lot of the groundwork for this series, which will begin on December 15, at the same time as children's Winter Reading.

We also ran a number of initiatives in September. In support of Library Card Sign-up Month, we ran a social media campaign highlighting uses for your library card throughout the entire month. Content coordinator Lydia Fair created engaging posts throughout the month highlighting the true wealth of resources available with a Wilmette library card. Community Engagement Librarian Sarah Jo Zaharako and Circulation Manager Matthew Hoffman (pictured right) connected with patrons in the vestibule as part of the campaign.



We also prepared communications in support of Hispanic Heritage Month (which runs September 15-October 15), and Freedom to Read/Banned Books week (which was at the end of September). We shared information about these initiatives on our website and in our digital communications.

Much of the work of communications is the quiet but vital work of internal signage and collateral materials used throughout the building, which Graphic designer Sarah Rose coordinates and produces. She worked on a variety of projects across departments, including:

- Updated signage for the Media Room
- Completed and sent the New Library Card Guide brochure to print
- Created a flyer for The Wild Robot program for YS to use to promote the program in the community
- Created signage for the studio, including updated closure signage and an updated supply limit sheet
- Worked with Sheri to provide design feedback and print her conference poster
- Designed a window decal display for The Studio (ongoing)
- Produced, updated and/or replenished a number of printed materials such as 3DPrinting info Cards and media handouts
- Produced a batch of Free to Read Bookmarks for Free to Read week in YS
- Worked with YS to order a new batch of totes for teacher/school use
- Ordered new Strictly Business branded pens
- Created signage and graphics for the CCS system update and downtime
- Created new name badges, door signs, and more for new staff and replacements

- Produced a sign for a newly alarmed door in Admin
- Deigned and ordered The Studio branded stamps for DMS
- Provided graphics, files, and design consulting as needed across departments

Content Coordinator Lydia Fair got started on a new brochure to add to our collection of welcome materials, which we hope to debut later this year. In addition to this project, she managed a number of communications activities, including:

- Took photos at the Library Card Sign-up Month pop-up events (September 3 & 26) and Nanny Appreciation Day (September 20)
- Sent weekly email newsletters, one Youth Services family e-news, and a genealogy and local history enewsletter
- Coordinated community communications, including sharing October book discussions with The Book Stall for inclusion in their enewsletter and social media and compiling October programs to share with managers/programmers
- Organized and tagged photos on Google drive/s. drive
- Continued to edit the Hispanic Heritage Month webpage as needed
- Published 5 blog posts to the staff blog

Email, Social Media, and Communications

Email newsletter statistics from September:

- 80,666 sends
- 1,318 clicks

A few of our more popular posts from September:



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

A Wilmette library card is one of the most powerful school supplies! Sign up for a card to access live online tutors, printable activity sheets, and much more. 📖
 Learn More: wilmettelibrary.info/home-work-help



See insights and ads Boost post

👍👍👍 12 1 share


Wilmette Public Library is at **Wilmette Public Library**.
 Published by Lydia Weil
 September 23 at 4:30 PM · Wilmette · 🌐

It's Freedom to Read Week! (Sept. 22-28) 📖 Freedom to Read Week, or Banned Books Week highlights the importance of open access to information and the effects of censorship. Join us this week, and every week, to celebrate your freedom to read! Find bookmarks outside of Youth Services.
 Learn More: ala.org/tbooks/banned
 #BannedBooksWeek



See insights and ads Boost post

👍👍👍 13 1 share



wilmettelibrary
 Wilmette Public Library

wilmettelibrary We popped into the Vestibule yesterday to share many great uses for your library card, including borrowing from the Library of Things! This handy collection allows you to check out tools, technology, and toys from the library just like you'd borrow a book.

📍 Stop by our next pop-up event on Thursday, September 26 from 10am-12pm.
 #LibraryCardSignUpMonth #wilmettepubliclibrary #wilmette

Murphy's_Rt #KeepReading 📖
 1 like · Reply · ...

View insights Boost post

👍👍👍 Liked by **wilmette** and 42 others
 September 8

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 September. 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; digital signage maintenance; routine maintenance; equipment cleaning; and other updates.

Following board approval of the Computer Systems Replacement Project, Michael continued to plan and implement the project initiatives in collaboration with partners at CVI and HP. He prepared the hardware orders (including 101 desktop computers, 30 notebook computers, and 30 desktop stands), as well as planning for the training and rollout necessary for the updated operating system software and new cloud-based collaborative office productivity software (Microsoft 365) for staff. The equipment will soon be delivered and the process of preparing software imaging, configuration, installation, and training will follow in the coming weeks. We expect the project to be complete by the end of calendar year 2024.

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, are working with staff stakeholders on the testing phase of the system. 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.

IT assisted the Circulation team with the CCS downtime/migration process in late September. Christine worked with Circulation Assistant Manager Mark Cegielski test the self-checkout stations before the downtime. They unplugged the Ethernet cables from the self-checkout stations to force them into offline mode and tested checking out books. Christine helped Mark test that books checked out offline would auto upload to Polaris after reconnecting the Ethernet cables on the self-checkout stations. They tested all seven self-checkouts and they worked as expected. Mark tested the offline client in preparation for the migration, and worked with Michael and CCS to enable uploading the files using the Polaris staff client. The offline procedures worked consistently throughout the downtime period, and the files were successfully uploaded to CCS when the system came back online, with all patron transactions and updates resolving as expected. Michael talked to CVI and they mentioned that for the next migration they could set a rule on the firewall to disable the self-checkout stations so staff will not have to unplug the Ethernet cables on all of them.

Human Resources (Manager Michael Boone)

Recruiting & Personnel

Facilities

We are very excited to announce that **Mike Siwinski** (he/him) will be joining Wilmette Public Library as our new full-time **Facilities Technician**. Mike currently splits his time as part-time Maintenance Associate at both Northbrook and Cook Memorial (Libertyville) Public Libraries. In addition to the maintenance and custodial services he provides, Mike is also experienced at assisting with program set-ups, including the technology, and security assistance. Mike's first day will be Monday, October 14.

Circulation

HR Manager Michael Boone has posted for a **Substitute Circulation Assistant** for our Circulation Department. We are hoping to find a candidate who has flexibility to cover day, evening and weekend shifts. So far, we've received about 17 applications, and we are currently in the prescreen phase before deciding who moves on to the interview process.

Digital & Maker Services

HR Manager Michael Boone has just posted for a part-time **Digital Services Assistant**. This part-time position will work approximately 8-12 hours a week and will provide much needed assistance on the Tech Desk helping patrons with technology questions and issues. We are still in the gathering application stage. Digital & Maker Services Lauren Kelly has identified a few candidates they would like prescreened.

Staff Appreciation

3rd Quarter Staff Anniversaries

Staff gathered in the Staff Break Room on Tuesday, September 24 to celebrate the work anniversaries of those staff hired in the months of July, August, and September. We had several staff members celebrating 20 + years of service with the library including Shelving Manager Patsy de Vuono, who celebrated 30 years, Youth Librarian Susan Kaplan-Toch, 25 years, Safety Coordinator Jim Kaspari & Safety Monitor Al Frumkin, both celebrate 22 years of service, while Circulation Assistants Cary Suen and Linda Dahl, celebrated 22 and 21 years with the library. Staff enjoyed treats that included cake, pie and torte to commemorate the day.

September Anniversaries

Name	Department	Date of Hire	Years of Service
Susan Kaplan-Toch	Youth Services	9/07/1999	25
Cary Suen	Circulation	9/12/2002	22
Linda Dahl	Circulation	9/05/2003	21
Suzanne Symanietz	Shelving	9/09/2013	11

Sarah Beth Brown	Communications & Events	9/18/2013	11
Margaret Schatz	Adult Services	9/20/2015	9
Bob Rizzo	Facilities & Safety	9/15/2017	7
John Amundsen	Adult Services	9/01/2020	4
Sarah Jo Zaharako	Youth Services	9/01/2021	3
Katy Jacob	Adult Services	9/03/2021	2
Lydia Fair	Communications & Events	9/06/2022	2
Eti Berland	Youth Services	9/26/2022	2
Michael Pocrnich	IT	9/26/2022	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, including:

Select Staff Meetings and Trainings

- 9/3: FAN Liaisons (Cathleen Blair, Sarah Beth Brown)
- 9/4: Weeding planning meeting (Anthony Auston, Cathleen Blair, Patricia De Vuono, Marcos Levy, Jessica Thomson)
- 9/5: Calling All Voters! author meet and greet (Sarah Jo Zaharako)
- 9/6: ALSC Children's Lecture Award committee (Eti Berland)
- 9/6: LACONI committee (Sarah Jo Zaharako)
- 9/6: RAILS Programming for Seniors Networking Group Meeting (Jillian McKeown, Sabrina Nizzi)
- 9/7: Baker & Taylor webinar: Introducing Hot Deals on TS 360 (Jessica Thomson)
- 9/9: Space Needs Assessment Core Team Meeting
- 9/10: In Person Meeting with OverDrive Rep Katie Strong and ECC Governing Board @ Palatine Public Library (Lauren Kelly)
- 9/10: Charmm'd Wilmette Leaders Group (Anthony Auston)
- 9/11: Friends of the Wilmette Public Library Board Meeting (Anthony Auston)
- 9/12: Charmm'd Leadership Academy: Navigating Ethical Leadership: A Panel Discussion (Linnea Lundberg)
- 9/12: Community Engagement Committee Meeting
- 9/17: Meeting with Midwest Tape Rep (Lauren Kelly, Jill McKeown, Jessica Thomson, Sarah Jo Zaharako)
- 9/17: SCORE Service and Collaboration (John Amundsen)
- 9/17: Notary Service Collaboration, consult with Glenview Public Library (John Amundsen)
- 9/18: CCS Acquisitions Group Meeting (Megan Brown)
- 9/18: Electronic Content Consortium Governing Board Meeting (Lauren Kelly)
- 9/19: Illinois Cataloging Mentorship Program (iCamp) orientation meeting (Carly Stauss, Jessica Thomson)
- 9/19: PAS Technical Group (Sarah Jo Zaharako)
- 9/23: EveryLibrary Banned Books Week panels (Eti Berland)
- 9/23: Green Pages: Transforming Libraries for a Sustainable Future (Anthony Auston)

9/24: Voter Registration Storytime Webinar (Eti Berland)
9/25: Alliance for Early Childhood Networking Coffee (Sarah Jo Zaharako)
9/24: All Staff Meeting
9/25: *Library Journal* Customer Service Training for Front Line Staff (Matthew Hoffman)
9/29: Intellectual Freedom to Suppressed Voices panel at Patrician Gallery (Eti Berland)
9/30: DePaul College of Education Fall Forum: Teaching Opportunities as the 2024 Election Approaches (Eti Berland)

Attachments

- September/FYTD program statistics;
- September /FYTD circulation statistics by item and material collections;
- September /FYTD online resource statistics by title and category

September 2024 Program Statistics

Dept	Contact	Title	Virtual/In-Person	Date	Start time	Reg. #	Attend #
AS	John Amundsen	Maximize Your Home's Value	In-person	9/4/24	6:00 PM	21	20
AS	Rachel Garcia	Classics & Contemporary	In-person	9/10/24	10:30 AM	4	18
AS	John Amundsen	Donuts & Business Databases: Building Lists	In-person	9/13/24	9:00 AM	8	6
AS	Jillian McKeown	Dementia Caregiver Support Group (Virtual)	Virtual	9/16/24	7:00 PM	15	14
AS	Rachel Garcia	The Secret Book of Flora Lea Book Discussion	In-person	9/18/24	10:30 AM	2	1
AS	Jillian McKeown	10 Warning Signs of Alzheimer's (Virtual)	Virtual	9/18/24	7:00 PM	40	15
AS	Jillian McKeown	Wills, Trusts, and Estate Planning Basics	In-person	9/24/24	7:00 PM	45	30
AS	Rachel Garcia	The Secret Book of Flora Lea Book Discussion (Virtual)	Virtual	9/25/24	7:00 PM	0	0
CE	Jennifer Bartel	Armchair Travels	In-person	9/5/24	1:00 PM	N/A	27
CE	Jennifer Bartel	Fall Forest Paint by Numbers	In-person	9/9/24	1:00 PM	N/A	16
CE	Jennifer Bartel	Pianists Lam Wong and Nathan Canfield	In-person	9/15/24	2:00 PM	N/A	80
CE	Jennifer Bartel	At Home Film Series (Virtual)	Virtual	9/17/24	7:00 PM	8	4
CE	Jennifer Bartel	Armchair Travels	In-person	9/19/24	1:00 PM	N/A	18
CE	Jennifer Bartel	In Focus: The Museum of Latin American Art (Virtual)	Virtual	9/19/24	7:00 PM	0	19
CE	Jennifer Bartel	James Bond: The History, the Thrills (Zoom)	In-person	9/20/24	2:00 PM	31	27
CE	Jennifer Bartel	Opera Lovers Lecture Corps (Virtual)	Virtual	9/23/24	7:00 PM	28	24
CE	Jennifer Bartel	Chicago: Shaping the Airline Industry	In-person	9/26/24	2:00 PM	N/A	8
CE	Jennifer Bartel	Going to Extremes (Zoom)	In-person	9/30/24	6:30 PM	34	25
DMS	Doug McGillivray	Program a Flappy Bird Game in Scratch	In-person	9/3/24	5:30 PM	5	3
DMS	Linnea Lundberg	Language Learning Online Resources (Virtual)	Virtual	9/4/24	6:00 PM	12	6
DMS	Ethan Herdrich	Google Docs and Drive	In-person	9/9/24	5:00 PM	20	15
DMS	Sabrina Nizzi	Intro to Tips App for iPhone & iPad	In-person	9/10/24	3:00 PM	7	6
DMS	Ethan Herdrich	Minecraft Club	In-person	9/19/24	4:30 PM	10	9
DMS	Janet Piehl	Alterations Workshop: Hemming Pants	In-person	9/19/24	6:30 PM	6	3
DMS	Janet Piehl	Metal Stamping	In-person	9/23/24	6:30 PM	8	8
DMS	Alejandro Barzallo	What is the Cloud (Virtual)	Virtual	9/26/24	5:00 PM	28	13
TEEN	Krista Hutley	Teen Take & Make: Faux Stained Glass Bookmark (TakeHome Kit)	In-person	9/13/24	12:00 AM	20	20
TEEN	Krista Hutley	Dungeons & Dragons: Character Creation For Beginners	In-person	9/14/24	1:00 PM	6	5
YS	Andrea Vaughn Johnson	Imagination Playground	In-person	9/3/24	9:30 AM	N/A	50
YS	Jennifer Lee	Coloring Party	In-person	9/4/24	9:30 AM	N/A	61
YS	Andrea Vaughn Johnson	Mindfulness Storytime	In-person	9/5/24	9:30 AM	N/A	40
YS	Andrea Vaughn Johnson	Mindfulness Storytime	In-person	9/5/24	10:30 AM	N/A	10
YS	Sarah Zaharako	Art for Big Feelings	In-person	9/5/24	4:00 PM	8	7

September 2024 Program Statistics

YS	Andrea Vaughn Johnson	Mandarin Storytime	In-person	9/7/24	10:00 AM	N/A	5
YS	Andrea Vaughn Johnson	Chess Club	In-person	9/8/24	2:30 PM	N/A	6
YS	Jennifer Lee	Drop-In Free Play	In-person	9/9/24	9:30 AM	N/A	36
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/10/24	9:30 AM	N/A	21
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/10/24	10:00 AM	N/A	21
YS	Andrea Vaughn Johnson	Story Explorers	In-person	9/10/24	4:00 PM	N/A	6
YS	Andrea Vaughn Johnson	Papier Mâché Vases	In-person	9/10/24	7:00 PM	8	8
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/11/24	9:30 AM	N/A	31
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/11/24	10:00 AM	N/A	33
YS	Jennifer Lee	STEAM Lab: Light-Up Critters	In-person	9/11/24	4:30 PM	14	12
YS	Andrea Vaughn Johnson	Pajama Storytime	In-person	9/11/24	6:30 PM	N/A	10
YS	Andrea Vaughn Johnson	Babytime	In-person	9/12/24	9:15 AM	N/A	40
YS	Andrea Vaughn Johnson	Babytime	In-person	9/12/24	9:45 AM	N/A	30
YS	Jennifer Lee	Hungry Crafters: Candy Sushi	In-person	9/12/24	7:00 PM	12	12
YS	Lisa Bigelow	Little Dabblers	In-person	9/13/24	9:30 AM	N/A	36
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/14/24	10:00 AM	N/A	6
YS	Jennifer Lee	Drop-In Free Play	In-person	9/16/24	9:30 AM	N/A	28
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/17/24	9:30 AM	N/A	46
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/17/24	10:00 AM	N/A	37
YS	Andrea Vaughn Johnson	Story Explorers	In-person	9/17/24	4:00 PM	N/A	6
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/18/24	9:30 AM	N/A	33
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/18/24	10:00 AM	N/A	32
YS	Andrea Vaughn Johnson	Babytime	In-person	9/19/24	9:15 AM	N/A	29
YS	Andrea Vaughn Johnson	Babytime	In-person	9/19/24	9:45 AM	N/A	33
YS	Sarah Zaharako	Nanny Appreciation Day	In-person	9/20/24	9:30 AM	N/A	40
YS	Lisa Bigelow	Lego Club	In-person	9/20/24	4:00 PM	19	13
YS	Andrea Vaughn Johnson	Drop-In Free Play	In-person	9/21/24	10:00 AM	N/A	17
YS	Andrea Vaughn Johnson	Spanish-English Bilingual Storytime	In-person	9/21/24	2:00 PM	N/A	0
YS	Andrea Vaughn Johnson	Chess Club	In-person	9/22/24	2:30 PM	N/A	5
YS	Jennifer Lee	Drop-In Free Play	In-person	9/23/24	9:30 AM	N/A	35
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/24/24	9:30 AM	N/A	37
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/24/24	10:00 AM	N/A	48
YS	Andrea Vaughn Johnson	Story Explorers	In-person	9/24/24	4:00 PM	N/A	11
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/25/24	9:30 AM	N/A	26
YS	Andrea Vaughn Johnson	Family Storytime	In-person	9/25/24	10:00 AM	N/A	26
YS	Lisa Bigelow	Stuffed Animal Sleepover	In-person	9/25/24	6:30 PM	20	16
YS	Andrea Vaughn Johnson	Babytime	In-person	9/26/24	9:15 AM	N/A	32
YS	Andrea Vaughn Johnson	Babytime	In-person	9/26/24	9:45 AM	N/A	23
YS	Eti Berland	Caldecott Club	In-person	9/26/24	4:00 PM	9	2
YS	Lisa Bigelow	Little Dabblers	In-person	9/27/24	9:30 AM	N/A	80
YS	Eti Berland	The Wild Robot Party	In-person	9/27/24	4:00 PM	20	16
YS	Sarah Zaharako	Dress-Up Storytime: A Let's Learn Together Family Program	In-person	9/28/24	10:00 AM	N/A	31
YS	Andrea Vaughn Johnson	STEM For Kids: Bridge-ineering	In-person	9/29/24	2:30 PM	12	25
YS	Jennifer Lee	Drop-In Free Play	In-person	9/30/24	9:30 AM	N/A	31

10/04/2024

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 09/2024**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	4	3	0	3	3	0	0	0.75
Bag	548	267	203	470	470	0	0	0.86
Blu-ray	1,609	206	113	319	363	44	91	0.20
Blu-ray New	115	129	2	131	137	6	10	1.14
Book	152,700	16,540	14,876	31,416	33,236	1,820	2,341	0.21
Book Hot	910	1,156	4	1,160	1,161	1	0	1.27
Book New	5,404	2,548	1,275	3,823	4,404	581	365	0.71
Boxset	0	13	6	19	19	0	13	0.00
Boxset New	0	1	0	1	1	0	1	0.00
Cassette	60	0	0	0	0	0	0	0.00
CD	12,191	387	257	644	903	259	104	0.05
CD Audiobook	3,899	192	138	330	362	32	36	0.08
CD Audiobook New	165	68	32	100	115	15	3	0.61
CD New	190	51	34	85	98	13	5	0.45
DVD	12,928	1,485	893	2,378	2,661	283	285	0.18
DVD New	259	269	23	292	306	14	19	1.13
eAudiobook	66,253	0	0	0	0	0	0	0.00
eBook	85,099	0	0	0	0	0	0	0.00
eMagazine	5,323	0	0	0	0	0	0	0.00
ILL Material	0	37	6	43	43	0	0	0.00
Kit	11	6	2	8	8	0	2	0.73
Large Print	5,529	367	215	582	715	133	72	0.11
Large Print New	368	104	37	141	232	91	17	0.38
Magazine	3,488	245	307	552	552	0	1	0.16
Magazine New	176	0	0	0	0	0	0	0.00
Mobile Hotspot	20	28	0	28	28	0	0	1.40
MP3 Audiobook	0	2	1	3	3	0	2	0.00
Multimedia Kit	28	3	1	4	4	0	3	0.14
Newspaper	964	0	0	0	0	0	0	0.00
Online Resource	16	0	0	0	0	0	0	0.00
Other	21	293	1	294	294	0	4	14.00
Other Audiobook	0	3	2	5	5	0	3	0.00
Playaway	2,128	249	295	544	556	12	12	0.26
Playaway Audio New	58	31	28	59	65	6	1	1.02
Record	18	0	0	0	1	1	0	0.00
Scores / sheet music	0	0	1	1	1	0	0	0.00
Seasonal AV	138	8	0	8	8	0	0	0.06
Seasonal Book	2,306	311	7	318	318	0	2	0.14
Special Collection	158	78	3	81	81	0	0	0.51
VHS	148	1	1	2	2	0	0	0.01
Videogame	1,159	244	337	581	601	20	15	0.50
Videogame New	87	30	2	32	34	2	2	0.37
Totals	364,478	25,355	19,102	44,457	47,790	3,333	3,409	0.12

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

10/04/2024

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 09/2024**

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
Fiction	44,950	4,892	2,391	7,283	8,315	1,032	797	0.16	2,251
Magazines	3,930	159	200	359	359	0	1	0.09	198
Multimedia	28,946	2,561	1,225	3,786	4,433	647	562	0.13	1,180
Nonfiction	54,876	3,357	3,256	6,613	7,459	846	802	0.12	3,064
Online	149,319	0	0	0	0	0	0	0.00	0
Other	727	691	213	904	904	0	0	1.24	191
Teen Fiction	2,906	337	385	722	772	50	132	0.25	340
Teen Multimedia	85	9	14	23	30	7	0	0.27	12
Teen Nonfiction	480	36	52	88	94	6	10	0.18	51
Teen Online	2,913	0	0	0	0	0	0	0.00	0
Youth Fiction	43,353	10,564	8,494	19,058	19,588	530	869	0.44	8,261
Youth Magazines	698	86	107	193	193	0	0	0.28	107
Youth Multimedia	6,122	806	926	1,732	1,785	53	51	0.28	895
Youth Nonfiction	20,675	1,841	1,837	3,678	3,840	162	184	0.18	1,788
Youth Online	4,459	0	0	0	0	0	0	0.00	0
Youth Other	35	16	2	18	18	0	1	0.51	2
Totals	364,478	25,355	19,102	44,457	47,790	3,333	3,409	0.12	18,340

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

Category and Product	Metric Captured	July	August	September	Total
General Reference					
AP Stylebook	Page Views	6	30	0	36
CLCD: Children's Literature	Results	0	180	0	180
Consumer Reports	Page Views	1414	1193	1131	3738
Consumers' Checkbook	Logins	3	6	1	10
EBSCO Database Package	Total Requests	10	56	44	110
Encyclopedia Britannica	Documents + Media	42	24	51	117
Explore More Illinois	Uses	4	13	0	17
Facts on File (Infobase)	Total Views	5	16	13	34
FirstSearch (OCLC)	Total Searches	100	104	0	204
Gale Directory Library	Retrievals	15	0	1	16
Gale eBooks	Retrievals	14	1	16	31
Gale General One File	Retrievals	1	10	59	70
Novelist	Total Requests	58	158	289	505
Oxford English Dictionary	Total Item Investigations	41	14	0	55
Pebblego and Pebble Go Next	Article Views	55	0	1	56
ProQuest: CultureGrams	Total Pages Viewed	23	30	5	58
Public Records / Check Illinois	Total Visitors	169	161	0	330
Scholastic Teachables	Documents	381	105	16	502
World Book	Content Views	34	8	13	55
Periodicals					
DLIL magazines	Checkouts	2113	1874	2388	6375
LexisNexis - NexisUni	Retrievals	114	65	7	186
Newsbank Chicago Community Collection	Full Text Views	0	0	0	0
Newspaper Archive	Total Page Views	118	38	66	222
New York Times Digital Edition	Usage Sessions	1678	1549	1630	4857
PressReader	Issues Opened	645	611	492	1748
ProQuest: Chicago Tribune	Total Documents	135	204	443	782
ProQuest: Chicago Tribune Historical	Total Documents	134	116	519	769
ProQuest: Newspapers.com	Total Documents	122	105	481	708
ProQuest: New York Times	Total Documents	615	605	53	1273
ProQuest: New York Times Historical	Total Documents	13	18	20	51

ProQuest: Research Library	Total Documents	57	87	84	228
ProQuest: Wall Street Journal	Total Documents	639	650	524	1813
Genealogy					
Find My Past	Total Views	14	32	132	178
Local History Digital Collection	Page Views	3560	1456	2648	7664
Newsbank Heritage Hub	Full Text Views	0	0	0	0
ProQuest: Ancestry Library Edition	Total Documents	244	1075	412	1731
ProQuest: Fold3	Total Documents	19	172	9	200
ProQuest: HeritageQuest	Total Documents	37	11	5	53
Online Learning					
Brainfuse	Database Usage	30	27	43	100
CreativeBug	Total Views	83	58	66	207
Gale Courses	Enrollments	1	2	7	10
Gale Peterson's Career & Test Prep	Sessions	13	13	0	
Gale Udemy	Total Videos Viewed	73	71	118	262
LinkedIn Learning	Total Videos Viewed	164	70	182	416
Mango Languages	Total Sessions	87	150	178	415
Niche Academy	Total Views	22	40	22	84
Business / Finance					
Gale Business Insights	Full Text Retrievals	0	0	0	0
Gale Business: Demographics Now	Retrievals	0	0	2	2
Gale Business: Entrepreneurship	Full Text Retrievals	6	0	0	6
Gale Business: Plan Builder	Retrievals	44	0	0	44
Mergent Archives	Pages Viewed	3	3	0	6
Mergent Intellect	Pages Viewed	40	33	134	207
Morningstar	Record Views	91	298	126	515
Reference Solutions	Total Searches	38	25	133	196
S & P Net Advantage	Total Usage	207	200	130	537
Statista	Searches	21	221	106	348
Value Line	Logins	480	456	497	1433
Weiss Ratings	Page Views	13	4	4	21

eBooks / AV					
DLIL eBooks	Checkouts	7988	8586	9630	26204
DLIL audiobooks	Checkouts	6412	6335	6301	19048
Hoopla	Circulations	1553	1645	1538	4736
Kanopy	Plays	1097	951	1019	3067
Tumblebooks	Book Views	8	19	20	47
OTHER					
App	Sessions	1545	1286	1382	4213
Website	Sessions	17343	16826	16051	50220
Scan EZ Scan Station	Pages Scanned	2058	2684	3399	8141
Patron Computer Use	Sessions	1526	1652	1550	4728

Product	Metric Captured	Category	Jul-24	Aug-24	Sep-24	Sep-23	FY24-25 YTD	FY 24-25 Avg	FY 23-24 YTD	Cost per Use
AP Stylebook	Page Views	General Reference	6	30	0	6	36	12	20	\$ 1.68
Brainfuse	Database Usage	Online Learning	30	27	43	31	100	33	135	\$ 11.17
CLCD: Children's Literature	Results	General Reference	0	180	0	180	180	60	260	\$ 1.19
Consumer Reports	Page Views	General Reference	1414	1193	1131	1306	3738	1246	3838	\$ 0.16
Consumers' Checkbook	Logins	General Reference	3	6	1	2	10	3	3	\$ 9.78
CreativeBug	Total Views	Online Learning	83	58	66	62	207	69	111	\$ 0.68
DLIL eBooks	Checkouts	eBooks / AV	7988	8586	9630	8803	26204	8735	24221	\$ 2.35
DLIL audiobooks	Checkouts	eBooks / AV	6412	6335	6301	5242	19048	6349	16171	\$ -
DLIL magazines	Checkouts	Periodicals	2113	1874	2388	979	6375	2125	2156	\$ 0.03
EBSCO Database Package	Total Requests	General Reference	10	56	44	24	110	37	86	\$ -
Encyclopedia Britannica	Documents + Media	General Reference	42	24	51	36	117	39	114	\$ 0.30
Explore More Illinois	Uses	General Reference	4	13	0	2	17	6	19	\$ -
Facts on File (Infobase)	Total Views	General Reference	5	16	13	4	34	11	16	\$ 10.03
Find My Past	Total Views	Genealogy	14	32	132	10	178	59	57	\$ 1.01
FirstSearch (OCLC)	Total Searches	General Reference	100	104		199	204	68	1474	\$ -
Gale Courses	Course Logins	Online Learning	1	2	7	14	10	3	26	\$ 55.09
Gale Business Insights	Searches	Business / Finance	0	0	0	2	0	0	2	\$ 94.12
Gale Business: Demographics Now	Retrievals	Business / Finance	0	0	2	0	2	1	5	\$ -
Gale Business: Entrepreneurship	Searches	Business / Finance	6	0	0	4	6	2	15	\$ 218.36
Gale Business: Plan Builder	Searches	Business / Finance	44	0	0	0	44	15	18	\$ 14.91
Gale Directory Library	Searches	General Reference	15	0	1	1	16	5	5	\$ 78.48
Gale eBooks	Retrievals	General Reference	14	1	16	5	31	10	8	\$ 25.28
Gale General One File	Searches	General Reference	1	10	59	19	70	23	78	\$ 33.84
Gale Peterson's Career & Test Prep	Sessions	Online Learning	13	13	0		26	9	0	\$ -
Gale UDeMy	Lectures Completed	Online Learning	73	71	118	105	262	87	510	\$ 3.96
Hoopla	Circulations	eBooks / AV	1553	1645	1538	1432	4736	1579	4364	\$ 0.57
Kanopy	Plays	eBooks / AV	1097	951	1019	920	3067	1022	2489	\$ 0.26
LexisNexis (NexisUni)	Retrievals	Periodicals	114	65	7	113	186	62	298	\$ 3.82
LinkedIn Learning	Total Videos Viewed	Online Learning	164	70	182	207	416	139	492	\$ 3.33
Local History Digital Collection	Page Views	Genealogy	3560	1456	2648	6008	7664	2555	22907	\$ 0.07
Mango Languages	Total Sessions	Online Learning	87	150	178	86	415	138	279	\$ 3.39
Mergent Archives	Pages Viewed	Business / Finance	3	3	0	7	6	2	8	\$ 21.40
Mergent Intellect	Pages Viewed	Business / Finance	40	33	134	82	207	69	199	\$ 11.86
Morningstar	Record Views	Business / Finance	91	298	126	53	515	172	170	\$ 2.75
Newsbank Chicago Community Collection	Full Text Views	Periodicals				22	0	0	71	\$ 22.14
Newsbank Heritage Hub	Full Text Views	Genealogy				11	0	0	49	\$ 9.59
Newspaper Archive	Total Page Views	Periodicals	118	38	66	105	222	74	178	\$ 5.49
New York Times Digital Edition	Usage Sessions	Periodicals	1678	1549	1630	836	4857	1619	2521	\$ 0.20
Niche Academy	Total Views	Online Learning	22	40	22	18	84	28	82	\$ 4.28
Novelist	Total Requests	General Reference	58	158	289	53	505	168	335	\$ 0.52
Oxford English Dictionary	Total Item Investigations	General Reference	41	14		18	55	18	72	\$ 4.68
Pebblego and Pebble Go Next	Article Views	General Reference	55	0	1	2	56	19	3	\$ 4.54
PressReader	Issues Opened	Periodicals	645	611	492	1319	1748	583	3576	\$ 0.60

ProQuest: Ancestry Library Edition	Total Documents	Genealogy	244	1075	412	1644	1731	577	4768	\$ 0.40
ProQuest: Chicago Tribune	Total Documents	Periodicals	135	204	228	274	567	189	1079	\$ 2.58
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	134	116	300	123	550	183	757	\$ 1.59
ProQuest: CultureGrams	Total Pages Viewed	General Reference	23	30	5	0	58	19	0	\$ 0.63
ProQuest: Fold3	Total Documents	Genealogy	19	172	9	16	200	67	88	\$ 1.96
ProQuest: Heritage Quest	Total Documents	Genealogy	37	11	5	29	53	18	91	\$ 0.33
ProQuest: Newspapers.com	Total Documents	Periodicals	122	105	244	448	471	157	1021	\$ 4.86
ProQuest: New York Times	Total Documents	Periodicals	615	605	80	104	1300	433	230	\$ 2.95
ProQuest: New York Times Historical	Total Documents	Periodicals	13	18	16	35	47	16	117	\$ 17.04
ProQuest: Research Library	Total Documents	Periodicals	57	87	55	66	199	66	215	\$ 4.22
ProQuest: Wall Street Journal	Total Documents	Periodicals	639	650	703	591	1992	664	1595	\$ 0.16
Record Information Service (Public Record)	Total Visitors	General Reference	169	161		151	330	110	681	\$ 0.32
Reference Solutions (Reference USA)	Total Searches	Business / Finance	38	25	133	48	196	65	208	\$ 9.99
Scholastic Teachables	Documents	General Reference	381	105	16	35	502	167	303	\$ 0.75
S&P Net Advantage	Total Usage	Business / Finance	207	200	130	435	537	179	791	\$ 4.61
Statista	Result Clicks	Business / Finance	21	221	106	20	348	116	55	\$ 13.20
Tumblebooks	Book Views	eBooks / AV	8	19	20	141	47	16	162	\$ 1.42
Value Line	Logins	Business / Finance	480	456	497	502	1433	478	1343	\$ 0.54
Weiss Ratings	Page Views	Business / Finance	13	4	4	34	21	7	73	\$ 15.11
World Book	Content Views	General Reference	34	8	13	2	55	18	29	\$ 4.38
								0		
OTHER										
App	Sessions	Library Technology	1545	1286	1382	1371	4213	1404	4266	
Website	Sessions	Library Technology	17343	16826	16051	16845	50220	16740	52920	
Scan EZ Scan Station	Pages Scanned	Library Technology	2058	2684	3399	2859	8141	2714	6191	
Patron Computer Use	Sessions	Library Technology	1526	1652	1550	597	4728	1576	597	