

## Wilmette Public Library Director's Report – November 16, 2021

### Library Activities for October-November 2021

Anthony Auston, Director

#### Strategic Plan Progress Updates

In the coming months, the Library will begin collecting feedback and preparing to draft its next Strategic Plan. Staff, Trustees, and our community will review past performance and evaluate future opportunities. We'll reflect on emerging trends, conduct environmental scanning, meet together to learn about our operations and aspirations, and develop tools, questionnaires, and opportunities for community engagement and listening sessions. Stay tuned for more updates about this exciting process to build upon our legacy as we imagine our Wilmette Public Library of the future. Our current Strategic Plan (<https://www.wilmettelibrary.info/about>) will continue to guide us through fiscal year 2021-2022.

#### **Objective 1.1: Beginning October 2018, expand provision of library materials and programs outside of the established library facility.**

In October, families walked through the story *Clever Little Witch* written by Muon Van and illustrated by Hyewon Yum. In this story, Little Linh, the cleverest witch on Mãi Mãi Island, tries to cast a spell that will turn her impossible little brother into a goldfish, but it doesn't turn out quite as she planned.

Youth Services Outreach Librarian Ruth Bell gave a presentation at the 2021 Association of Bookmobile and Outreach Services Virtual Conference, "Jazz Up Your Outreach" on 10/11/2021. With co-presenter Kary Henry from Deerfield Public Library she gave a talk titled POPCORN! Preschool Outreach Programs - Creating Outstanding Relationships with our Neighbors. The presentation was attended by 322 librarians.



Preschool Outreach Librarian Ruth Bell made 17 in-person visits to area preschools where she presented storytime to a total of 221 children and teachers.

On Sunday, October 10, Circulation Manager Kim Hegelund and Director Anthony Auston staffed the Wilmette Public Library table at the Kenilworth 125 block party. The event, celebrating the anniversary of the village's incorporation in 1896, drew Kenilworth residents and partner organizations for an afternoon of entertainment, food, recreation, and connection

with neighbors, elected officials, and community organizations - like Kenilworth Public Library District (KPLD). 4 KPLD trustees attended and helped to inform participants about their District's Library Services Agreement with Wilmette Public Library and Winnetka-Northfield Public Library, who were also present. Both libraries registered residents for library cards and promoted the collections, programs, and resources at each facility.

**Objective 1.3: By April 2020, host public forums for residents to explore and discuss community-wide issues or topics.**

On October 13, Wilmette Library participated in an author discussion with multiple Illinois libraries, held in partnership with Racial Awareness in the North Shore (RAIN) and Together is Better Alliance (TiBA). Author Richard Rothstein discussed his book *The Color of Law & Reversing Segregation*. He presented an overview of policies that led to racial segregation in American communities and what can be done to reverse these practices and work towards racial equity.

**Objective 1.4: Explore ways to connect local government, non-profits, businesses, and individuals with relevant community resources.**

On October 7, Business Librarian John Amundsen hosted "Wills, Trusts & Estate Planning Basic: Steps to Plan for the Future and Protect Your Wishes." Attendees learned about wills, trusts, powers of attorney probate and guardianship with attorney Jacob K. Ehrensaft. He explained how to select the appropriate advocate to make healthcare and financial decisions on your behalf when you cannot, and the importance of updating existing documents to reflect changes in the law and personal circumstances.

On October 19, John Amundsen hosted "Understanding Medicare: Know Your Options" for those approaching 65 or those currently enrolled in Medicare. Area insurance professional John Larson presented an educational seminar about Medicare, exploring enrollment periods, understanding parts A, B, C, and D, as well as covering gaps with co-insurance and deductibles. Those new to Medicare learned about what Medicare covers (and what it doesn't), and potential out-of-pocket costs. Current enrollees gained a better understanding of how the system works and how to make informed decisions to maximize benefits while minimizing costs.

## **Welcome Desk**

October was our third busiest month of 2021 (behind July and September) for door traffic, with over 12,900 visitors to the building.

Staff connected with 3,161 patrons at the Welcome Desk this month, and provided directional assistance to 536. Staff reported 1,435 inbound switchboard calls, with 562 calls being forwarded to Adult Services. Calls for Circulation and calls about the Friends and material donations were the next most popular requests.

We welcomed back Anne Prohov, a former member of our Shelving team, this month. She has officially started as our new evening Welcome Desk Associate. Mary Dormin provided her training in this new role.

## Collections

### Digital

Each month our patrons access nearly 20,000 e-books, e-audiobooks, newspapers, magazines, streaming music, TV programs, and movies with their Wilmette Library cards. This figure is further augmented when including articles from databases, genealogy resources, business resources, homework help resources, and other digital products. August is a slowest month of the year, and that was reflected in both our digital circulation statistics and acquisitions data.

Digital additions continued to be high in October. This is the third largest month of additions this calendar year.

Summary of digital materials added to the collections in the past three months:

Collection	August	September	October
eAudiobook			
Overdrive	172	728	691
eBook			
Overdrive	439	1739	1286
eMagazine			
Overdrive	0	246	86
Hoopla			
items	950	950	930
Monthly total	1561	3663	2993

Summary of digital materials withdrawn from the collections in the past three months:

Collection	August	September	October
Hoopla	543	379	198

Year-to-date digital resource statistics are appended to this report.

## Physical

Mary Dormin has been installing new inserts into our legacy Nintendo Switch and 3DS video games. This creative solution to better secure the tiny game cartridges was made with the Library's 3D printer and they are working out great! Laura Krimsin-Morales is using these in our new videogames too.

In sign that we're incrementally making steps forward to a post-pandemic world, Jessica Thomson changed the availability status for the Library of Things bird watching kits and VR headsets that had been temporarily withheld from circulation due to pandemic precautions. Maintenance of these and other items that require special handling is again sustainable.

Carly Stauss completed a large database clean-up project generated from CCS web reports. Jessica Thomson changed the catalog location for 405 oversized books from the mezzanine to their new location in the lower level.

Shelving Manager Patsy DeVuono is happy to report that the collections on the lower level of the library have now been completely shifted, straightened, and had the shelves read for proper organization and order. This has been an ongoing project that started last year with the weeding project that resulted in gaps in various areas. The 900s were shifted first, which made room for the Non-Fiction DVDs, and we have just completed the project by bringing down the Oversized Collection from the Mezzanine. All of the Non-Fiction Collections (except for Large-Type) are now shelved on the lower level. Colleen Reese made new endcap signs for all of the areas that have been shifted. It was a long project, but the results are remarkable.



Shelving staff has now started to “read” and straighten in the second floor Youth Department. Staff has already made their way through the Y and J sections, as well as various smaller collections. We were pleased to find and appropriately relocate a number of items that were in the wrong section, which can happen in the children's area with kids “helping” put things away. Staff is also taking care when shelving to ensure everything remains in its proper place.

Shelving staff are preparing relocate from their temporary workroom in the Quiet Study Room; they were displaced by the introduction of Parking Lot Pickup during the pivot to remote services in the early stages of the pandemic. They'll soon share their workroom with the new Automated Material Handling (AMH) system, which will require a number of changes from their current procedures, but Patsy reports that staff is excited to try new things and figure out the best way of working efficiently.

### **RFID Project**

With the radio frequency identification hardware installed, staff trained on equipment, the collection tagged, and all of the patron-facing equipment in place, staff are ready for the next steps of the roll-out plan: implementation of the AMH. This final stage of the project has been delayed (and now delayed again) due to supply chain issues, the scarcity of certain parts in the final system, and ultimately the shipping of the units from overseas. We now expect delivery and installation of the AMH in early December, along with the collection inventory wands. Once the check-in system is fully operational, we can begin introducing RFID checkout via both the staff stations and the self-checkouts throughout the building, at which point the project will be substantially complete.

### **Technical Services Statistics**

October continues the upward trend of a high volume of new materials added to the collections.

Summary of physical materials added to the collections in the past three months:

Collection	August	September	October
Adult Fiction	241	930	559
Adult Non-fiction	314	715	617
Teen Fiction	27	23	66
Teen Non-fiction	1	25	22
Youth Fiction	598	930	642
Youth Non-fiction	127	87	111
Adult Magazines	356	669	514
Youth Magazines	9	50	38
Adult Multimedia	44	306	201
Youth Multimedia	23	43	38
Monthly totals:	1740	3778	2808

Summary of items withdrawn in the past three months:

Collection	August	September	October
Adult Fiction	160	330	342
Adult Non-fiction	160	249	339
Teen Fiction	12	12	384
Teen Non-fiction	33	4	3
Youth Fiction	253	225	843
Youth Non-fiction	25	13	67
Adult Magazines	250	590	387
Youth Magazines	0	1	3
Adult Multimedia	307	33	95
Youth Multimedia	49	6	157
Other		1	8
Monthly Total:	1249	1464	2628

We did not ship any boxes of withdrawn materials to Better World Books in October. Last month we did not ship any as well. With the reopening of Books Down Under, the Friends get first choice of discarded books, hence the decline in shipments to Better World.

## Circulation

This month the Circulation Department welcomed Jesús Maldonado, our new Circulation Assistant. Amy Jung provided two weeks' worth of training on all things Circulation and WPL. Their onboarding process will continue, gaining knowledge and training on aspects of their role. Welcome Jesús!

We are excited to share that in November we will be bringing back a tote bag that patrons can purchase. Sarah Rose worked diligently with Circulation staff on finding the right bag that meets the needs of our patrons. The totes hold lots of books, can be worn cross-body or carried with handles, feature zipper closure to keep contents secure and dry, and have an internal zipper pocket (perfect for holding a library card) and convenient external open pocket. The bags retail for \$15, and are available now at the Circulation Desk.





Assistant Circulation Manager Mark Cegielski and Circulation Manager Kim Hegelund have started the interview process for the open full-time Circulation Assistant position.

### Circulation Statistics of Note

During the month of October, CCS performed a mass renewal of Wilmette cardholders that had not moved from their registered address. This resulted in 12,531 card being renewed; patrons did not have to take any action nor physically come into the library to renew their cards. This convenient auto-renewal feature allows patrons that are still not ready to return to the building to retain access to our resources virtually or physically through parking lot pickup.

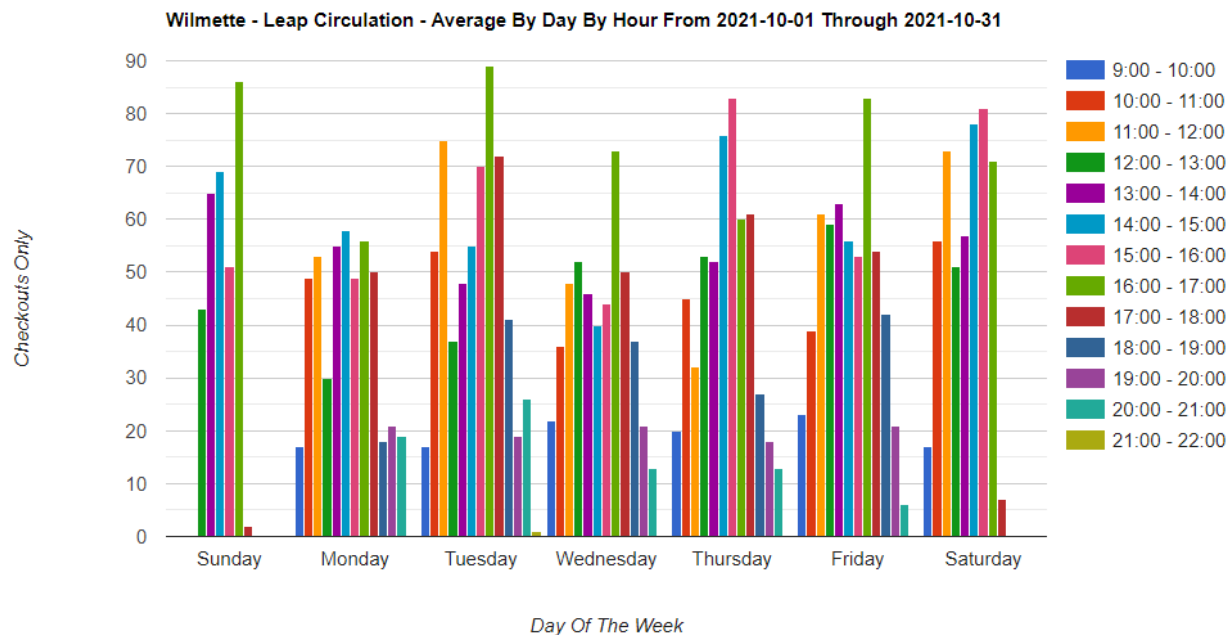
The library welcomed 134 new patrons this month, with 20 coming from online registration.

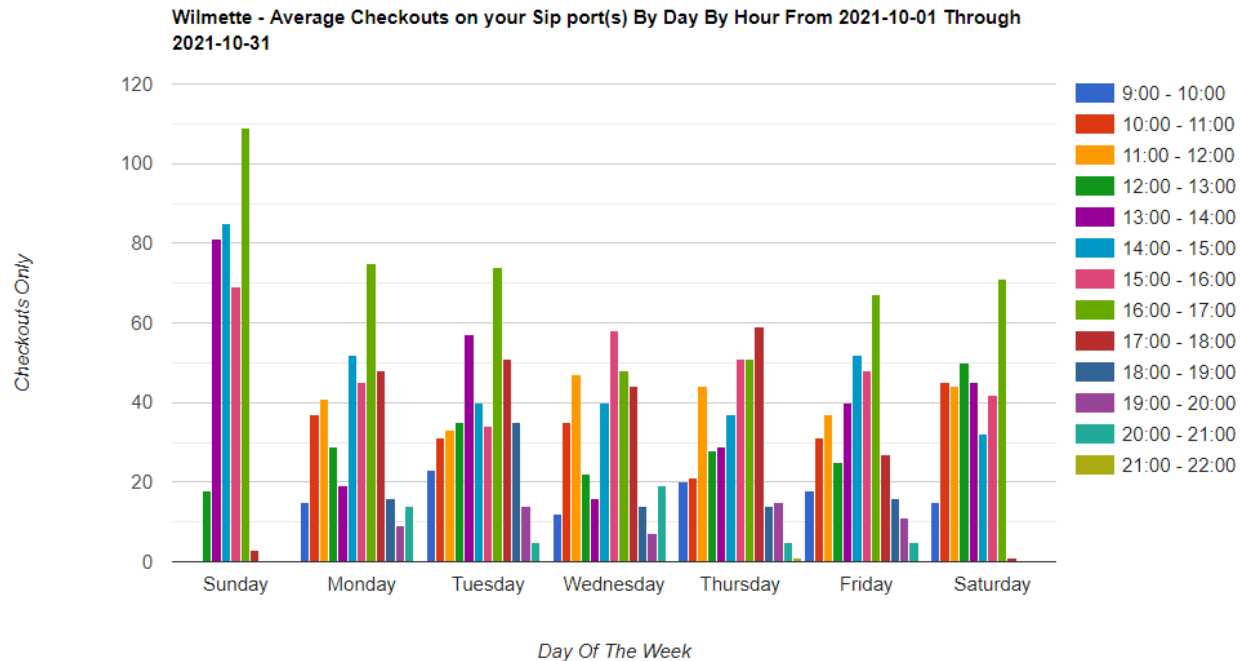
Parking Lot Pickup had 86 appointments, 46 individual patrons and 40 repeat patrons.

In October, staff processed 6,812 holds for patrons - just below our 2019 figure (7,014). However, of those patrons with holds, they picked up 1.1% more items than 2019, or roughly 71 more items. Over the course of the month, patrons checked out 26,565 items.

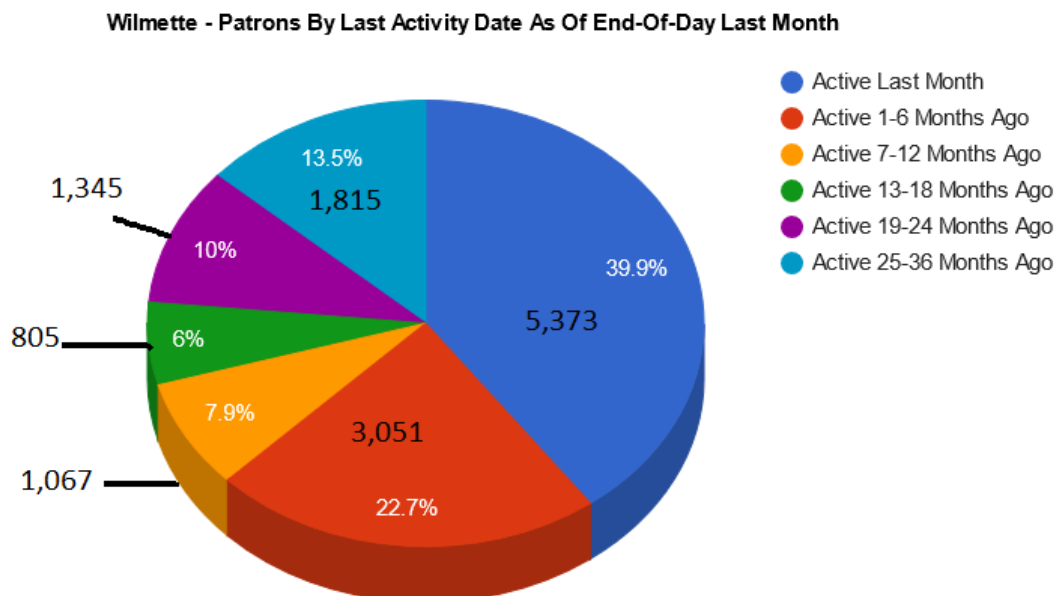
Total circulation for October 2021 was 50,538. Compared with October 2020 (55,820), we were down 9.46%, and in October 2019 (60,195), we were down 16.04%.

The below two graphs show the checkouts throughout the month of October. The first showing total checkouts and the second those done by patrons at self-checkout.





The pie chart below gives a picture of how many patrons have utilized the library through physical materials over a period of months (this does not include electronic materials). Of the 13,456 library cards that have been active in the last three years, 9,491 were used from October 2020 to October 2021, which comprises 70.5% of our Wilmette cardholders.



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



## Adult Services

In October, the Library presented “Frida Kahlo: Timeless - Inside the Exhibition” with Diana Martinez, Director of the McAninch Arts Center at the College of DuPage, and Justin Witte, Curator and Director of the Cleve Carney Museum of Art. They took us inside the creation of the exhibit, which featured twenty-six original works by the artist along with reproduced clothing, photographs, and a Kahlo-inspired garden, the immersive exhibit explored the complexities of her art and life. This fascinating program was well-attended and our patrons offered thoughtful questions and showed an appreciation of the artist.

Strictly Business continued to evolve in October, with the finalization of our new business services brochure as well as a half-page flyer developed with Circulation promoting our new business library cards. Both were produced in time for the Wilmette/Kenilworth Chamber's networking event on the October 14, where it was distributed to all attendees. Copies of both items are now in the business area, as well as the slat wall. Additional copies will be produced and brought to the Chamber office on Linden and will be distributed at community events. John Amundsen is working with Sarah Beth Brown and Sarah Rose to develop additional marketing materials, including promotional post-its and pens. John also launched our first-ever quarterly *Strictly Business* e-newsletter, which was sent out to over 200 recipients on November 3. Finalized in October, the newsletter highlights our many online business resources, latest monographs, and a feature column written by a guest contributor from Wilmette/Kenilworth businesses.

John is also in contact with our vendors to arrange virtual demonstrations of our research databases for patrons and staff in 2022. He will also be leading presentations on various aspects of business intelligence research, with dates forthcoming.

On October 16, Local History and Genealogy Librarian EvaAnne Johnson hosted “Chicago Genealogy Research: Planning is the Key to Success.” Patrons learned about doing genealogical research in Chicago and Cook County. More specifically, those signed up were taught how to conduct research concerning Chicago and Cook County, where to locate online points of entry for Chicago records, and how to plan for on-site research. A case study demonstrated how to apply these techniques and was presented by genealogist and researcher Jeanne Bloom.

Teen Librarian Krista Hutley has created another popular teen take and make: Glowing Ghost Photos. Registered teens can take home and create their own creepy glow-in-the-dark ghost photos for Halloween.

Krista coordinated with Processing Assistant Laura Krimsin-Morales to discuss writing book reviews for our new YA Reads blog. Laura subsequently wrote her first review for *Under the Whispering Door* by T’J Klune.

## Youth Services

### Youth Services Programs

In October, Youth Services presented 36 in-person and virtual programs which were attended by 695 people. This included 26 storytimes which were attended by 616 people.

Youth Services Assistant Manager Lisa Bigelow held her second monthly Graphic Novel Book Club for grades 4-6. The program is meeting in-person in the auditorium. Eight kids came in September, nine in October, which is the perfect size group for this activity. Each month, they read a different middle grade graphic novel and discuss it. The kids have been very enthusiastic to talk about the monthly selection and how it relates to their own lives. Discussion is paired with a YouTube draw-along activity, either led by the author or otherwise thematically linked to the book. Librarian Susan Kaplan-Toch relayed this compliment from a parent, who “waxed eloquently about how important your book club is to her and to her daughter! She said her daughter is not an enthusiastic reader, but she loved your book club! She loves the books! She hopes you will continue to do these book clubs! She says a big THANK YOU!” The club will continue to meet monthly during the school year.

### Indoor Programs

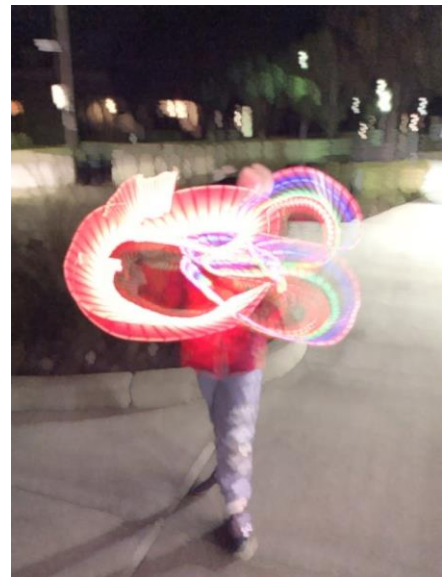
Youth Services continued to present a variety of indoor programs for the school age audience, in the auditorium with limited attendance to promote social distancing.

K-9 Reading Buddies of the North Shore returned October 7 for a monthly series. 15 children read to licensed therapy dogs.

On October 18, tweens in Maker Club: Outdoor Light Painting experimented with lights and long exposure photography apps in the early evening darkness, using iPads to create amazing designs.

On October 20, children took a tower of cards challenge in STEAM Lab.

On October 27, nine children made magic wands with paper mâché and personalized them with colorful materials.



### Virtual Programs

In our October 21<sup>st</sup> and 22<sup>nd</sup> Grade Book Discussion, fifteen kids chatted about this month's book, *Magic on the Map #1: Let's Mooove!* by Courtney Sheinmel and Bianca Turetsky, and made a craft together.

On October 23, two families attended Mandarin-English Bilingual Storytime for stories, songs, and fun in Mandarin and English, presented by local educator Ling Liu.

To celebrate the spooky season, on Saturday, October 30, Youth Services invited the Firefly Family Theater to present a puppet show. Spark's (Not-So) Spooky Stories with puppets, original music, dance, and interactive movement was attended by 15 children.



### **New Staff**

We welcomed Linda Diekman on October 5 as our new Substitute Youth Services Associate. Linda comes to us with 15 years of experience as a school librarian at various school districts where she taught information literacy and library skills to general and special education students. She has also provided readers advisory service to students, faculty and families and has served as an adjunct lecturer for almost 10 years. In addition, Linda has been a guest speaker for library courses and a presenter at many local, state, and national conventions.

### **Book Displays**

In October, Youth Services curated displays of books to highlight fall, spooky stories and nonfiction, high-interest picture books, magic and fantasy novels, and new Y fiction in the Junior High Room.

### **Special Projects**

#### Explore More Illinois



Wilmette Public Library patrons can now get discounts at museums and attractions throughout Illinois as well as in nearby Kenosha, Wisconsin, with the Explore More Illinois museum pass. Sites include the Chicago Children's Museum, the Illinois Holocaust Museum, the Block Museum of Art, and many more. To view available discounts and to reserve passes, patrons visit the Explore More Illinois reservation website, select Wilmette Public Library from the dropdown menu, and enter their library card number.

#### Department Decorations and Cheer

Youth Services librarians have made the children's room sparkle with autumn colors to celebrate fall. Children have been writing the title of their favorite books on a paper leaf to add to our tree mural. They also constructed a paper sculpture to hang behind the Youth Desk and hung several garlands of foil leaves and paper sculptures around the space.



## Communications & Events Programs

We doubled the number of programs hosted by our department in October. Creative Experiences Coordinator Jennifer Bartel has done excellent work in creating a varied, balanced calendar of cultural programs in both virtual and in-person formats. Virtual programs continue to be well-attended, and we have resumed several core programs in-person, specifically Armchair Travels (bi-monthly for now) and International Film Screenings. Many patrons have been happy to have in-person options for events, and Jennifer is working closely with Facilities to make sure we are providing distanced seating and enforcing mask usage for everyone's health. We will continue to work towards a balance of in-person and virtual programming to provide offerings for everyone.

- 10/7: Armchair Travels: Morocco with Nancy McCully; 11 patrons (in person)
- 10/12: At Home Film Discussion: The Big Night; 8 patrons (virtual)
- 10/13: Richard Rothstein event –multi library event; 47 WPL patrons (virtual)
- 10/18: Make a Personalized Dish Adult Take & Make; 20 patrons (passive)
- 10/21: International Film: A Girl Missing; 6 patrons (in person)
- 10/21: Armchair Travels: Egypt with Barbara Sugden & Ron Vargason; 24 patrons (in person)
- 10/22: Jazz Concert with Petra van Nuis Jazz Trio; 47 patrons (virtual)
- 10/28: Monster Mash with Steven Frenzel; 21 patrons (virtual)

### EDI Goals in October:

Adult programs featured a number of diverse authors and subjects in October. Here are a few of the ways we explored diversity in our programs:

- Color of Law event with Richard Rothstein addressed historical racial issues.
- LWV Book discussion of *The Second* explored the issue of race and the second amendment.
- Classics & Contemporary title *Near to the Wild Heart* is written by a Brazilian woman of Jewish decent.
- *Frida Kahlo: Timeless* featured an exploration of the iconic Mexican artist.

## Communications

The primary focus in October was getting the new website up and running. We launched the site on Tuesday, October 12, following a period of user testing and staff review. The site launch was essentially smooth, with few hiccups and a joint effort between staff, CVI, and Library Market to manage any early issues. Over the following weeks, we continued to work on the site, improving our database access, patching re-directs, enhancing pages, building up homepage content, and much more. We have instituted processes for ensuring the book rivers continue to provide fresh content and are building up our staff blogs. We've also continued to train staff on using the site, as this new platform is truly collaborative and allows staff and departments to have autonomy of their own areas.

In addition to launching the new site, Sarah Beth Brown published the November/December newsletter, which arrived in homes the week of October 25. In addition to highlighting our virtual and on-site programs in November and December, we included a spotlight on our streaming services Kanopy, hoopla, and Overdrive/Libby. In each issue we are aiming to include our services as well as our programs.

Sarah Beth also worked on promoting our Meet the Author event with Omar El Akkad in December, creating a new page on our website, announcements in print and online, and working with Sarah to create a custom graphics suite.



Graphic Artist Sarah Rose working on projects for departments throughout the library in October. As services in the building have gradually reopened and we've added in services both old and new, staff requests for graphics have increased markedly. Sarah's involvement in these library-wide projects have helped to deepen our brand, improve our optics, and ensured clear and consistent communications no matter which department or staffer initiates the project. A few of the projects she worked on in October included: a welcome brochure for new Wilmette residents; signage for the new Welcome Desk; brochures for the small business service area; updated wayfinding to display currently accessible building areas; RFID tags for non-Wilmette items; a new logo for the local history service area; and new library bags to be sold at Circulation. Sarah also worked on a steady stream of graphics for the website and online calendar.

## Email Communications & Social Media

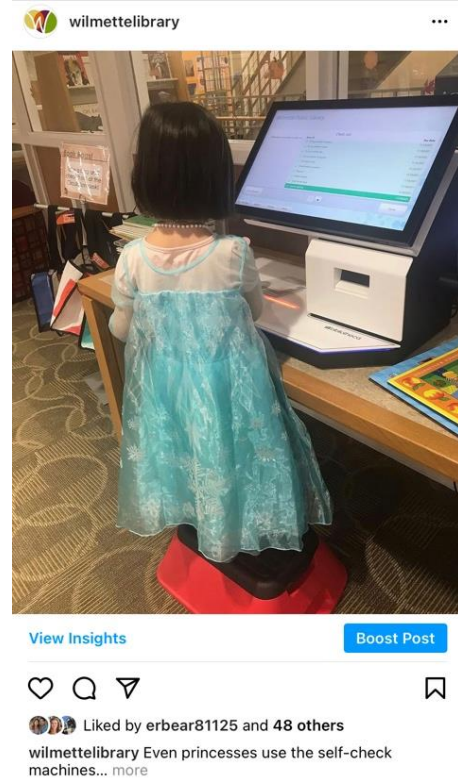
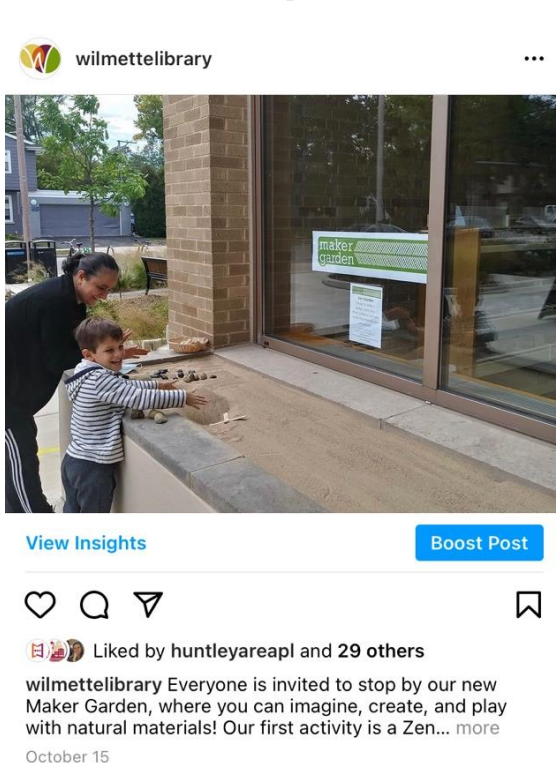
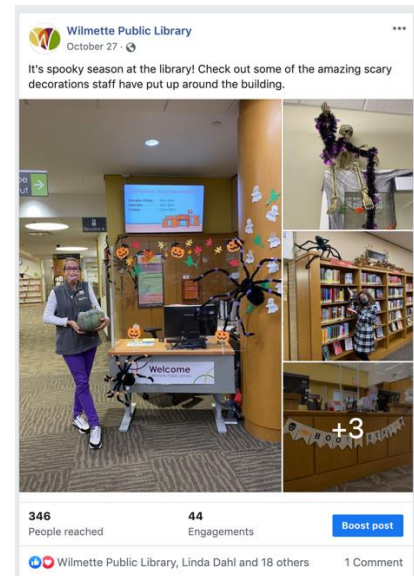
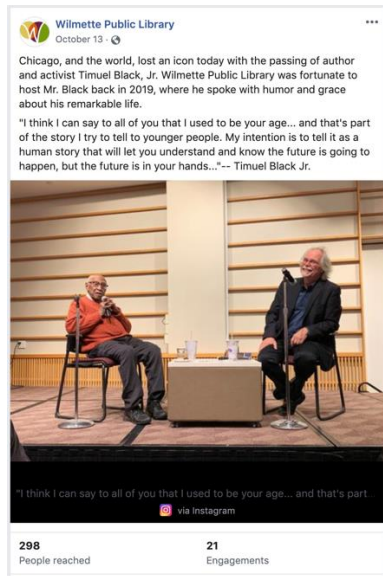
In October, we used our email marketing platform to promote the new website, Meet the Author, Maker appointments, and our full schedule of upcoming programs.



## Email newsletter statistics from October:

- 76,370 Sends
- 26,947 Opens (38% open rate)
- +15% Better than Industry Average
- 74% Desktop, 26% mobile

## Highlights from our Social Media in October



## Technology

We are very pleased to report that the project to upgrade and enable the video recording and live broadcast of Board Meetings is nearing completion following a trial run in early November. A dedicated computer workstation was researched, purchased, and configured by CVI under IT Manager Fred Wallace's direction. The computer will be used for in-person Board Meetings and future programs held in the Auditorium. Fred also coordinated a safer, more efficient configuration of the equipment, which will result in fewer exposed wires and cables on the floor, and a more comfortable environment for users.

As part of the setup, Fred coordinated with Facilities Manager Marcos Levy and Jimmy Lee of CVI to configure this new workstation to send live video feeds of our Board Meetings to our YouTube channel. Our existing equipment did not create any compatibility issues with the new set up. Two video monitors have been installed. One will show the equipment as it is running and the other show the live feed, showing the meeting as it will display in the recorded video. Software Training Associate Linnea Lundberg has pioneered the system and is our the primary recording expert. Her prior experience in video recording and editing has been invaluable to the process. She is currently familiarizing herself with the new setup and will train other staff members as well.

Fred and IT Assistant Debi Thompson worked with CVI regarding what looked to be a firewall issue regarding website certifications inside of the Library. CVI created a rule to temporarily bypass certificate authentication while the issue was researched.

A feedback form on the Library's new website was having an issue with submissions being trapped by our mail server's antivirus software and sent to spam. The problem was resolved once the email address was whitelisted by CVI. Debi and Fred helped coordinate the resolution.

Printers in various parts of the Library mysteriously stopped working one day. It was not the result of Halloween goblins, but a result of a Windows update that managed to break network printing. Debi kept Library staff updated on the problem. CVI was able to apply a fix, tested the result and all printers were once again up and running.

To help Linnea develop additional resources and training materials, Fred had CVI install six apps for her to use to create online classes for patrons. The apps include Audacity (for audio editing), MiniTool Moviemaker (light video editing/gif-ing), Davinci Resolve (extensive video editing), Photoscape X, and OBS Studio.

IT Assistant Christine Hightower updated six iPads for the Youth Services event on October 18. She also assisted Fred in the Server Room in removing unused network cords from the server to free up additional ports.

The negative scanner was popular this month and Christine instructed four patrons on how to use the scanner effectively.



In coordination with Kim, Jessica and Sarah Rose, Christine created the instructions for the mobile hotspots and laminated them. They are now at the DS Desk to be added to the hotspots as they are returned.

For the Library of Things committee meeting Linnea created an “Additional Ghost Hunting Details” document and sent it to Janet Piehl and Kim Hegelund. In the document, she listed the final items, their pieces and how DS would erase the data and charge the unit before the kit would go back to Circulation.

## **Facilities and Safety**

### **2021 Capital Repair Project**

With the majority of our project complete, pending delivery and install of the remaining items affected by supply-chain issues, October was a relatively quiet month for the project after a several intense months prior. The key elements remaining include finalization of the Access Control system, installation of the remaining equipment for the Fire Alarm system, finish work in the Shelving/AMH workroom, and installation of the replacement mullion caps on the curtain wall on the west entrance. We expect all of this work to be completed by year-end.

The official project page has been updated to reflect the current status of the project, and includes an updated timeline as milestones and anticipated dates for action items as they are announced and/or completed: <https://www.wilmettelibrary.info/about-us/projects-initiatives>

The current timeline for key trades and sub-projects include the following accomplishments and estimates:

- Masonry and tuckpointing: complete
- Roofing work: complete
- Lower level drain tile project: complete
- Security/Access Control systems: substantially complete
- Fire Alarm system: cabling installation complete, hardware remains on backorder due to supply chain issues, estimated completion in December, current/primary system remains operable
- Electrical distribution project: complete
- Electrical panel relocation/replacement: complete
- Parking lot repairs/re-striping: complete

## **Human Resources**

### Recruiting

Recruiting remains at the forefront of our HR activities. Here is a list of our current efforts:

- **Administration**
  - **Assistant Director** – We recently posted our new Assistant Director position. This role will help lead our public service departments (Adult Services, Circulation, Digital Services, Shelving/Switchboard, Youth Services). The position is posted on our website, RAILS, and ALA. We set an application deadline of 11/26/21. It is early to report, but we have already started to see quite a few applications begin to roll in. Based on this activity so far, we are optimistic that we will find the right candidate for this position.
- **Shelving**
  - **Welcome Desk Assistant** – We are pleased that we have hired Anne Prohov as our new part-time Welcome Desk Assistant. Anne previously worked for us as a Shelver and Circulation Assistant for about 5 years. We are confident that with Anne’s library history and knowledge of our programs and services, that she will be a valuable addition to our team.
- **Circulation:**
  - **Circulation Assistant** – We are happy to announce that we have hired Jesus Maldonado as our new part-time Circulation Assistant. Jesus recently graduated from Lawrence University with a B.A. in English and Global Studies. At school, Jesus served as a Writing Tutor for students and as a Teacher’s Assistant for the Spanish Department. Jesus also worked as an intern at the Art Institute of Chicago, planning and leading virtual and in-person tour experiences for visitors in English and Spanish. Jesus is also exploring the possibility of a career in library sciences. We are certain that with Jesus’ customer service skills and positive attitude, they will make a great addition to the team.
  - **Full-time Circulation Assistant** – We are excited to report that we have hired Megan Noone as our full-time Circulation Assistant. Megan currently works two part-time Circulation positions at River Forest Public Library and Hinsdale Public Library, so she is very familiar with the responsibilities of this position. Megan also comes with a creative writing background, having graduated from Knox College with a B.A. in Creative Writing. Tentatively, Megan’s first day will be at the end of this month.
- **Technology:**
  - **Digital Services Assistant** – Our search for a part-time Digital Services Assistant has been a slow process. The few applicants that we have received have not resulted in any interviews yet, primarily due to schedule conflicts or the desire for full-time hours. We have posted this open position, in addition to our website and RAILS, on CCJobnet.com, Handshake, and Indeed.

- **Facilities/Safety:**

- **Safety Monitor** – We have recently posted for a part-time Safety Monitor position. This will be about approximately 18 hours per week covering mainly evening and some afternoon shifts, while also providing coverage on a weekend rotation.

### Special Projects

**2021 Fiscal Year Performance Evaluations** - We shifted our evaluation period from the calendar year to our fiscal year. This is the first year that we have incorporated the new review period. Staff complete a Self-Assessment form, and then managers meet with staff to review the employee's overall performance and sets goals for the current fiscal year. We are happy to report that a majority of evaluations have already been submitted to date.

**HR Source Employment Law Conference** - HR Manager Michael Boone attended a virtual Employment Law Conference sponsored by our consultants, HR Source, on Thursday, November 4. This conference covered current topics including Vaccination Mandates, Cyber Security Risks, Remote Work Continuation, EDI, and Employee Handbook Updates.

**Non-Discrimination Testing** - This is the time of year to complete the IRS-required non-discrimination testing on our cafeteria plans. Cafeteria plans are benefits that can be paid for using pre-tax dollars. The test is to determine if our plans discriminately favor highly compensated employees. EBCFlex, who manages our HRA and FSA accounts, performs the testing for us. Michael Boone supplies them with data regarding our staff and our benefit plan premiums.

### **Select Staff Meetings & Workshops**

Since the pandemic shifted our operations in March 2020, nearly all staff have been meeting virtually with one another weekly, regularly with their teams, hosting or participating in Zoom meetings, and keeping up with professional reading and training. The overwhelming majority of staff have attended multiple developmental webinars and are cultivating new skills. The modified/remote environment has been especially conducive to professional engagement and future planning for the "new normal" of the foreseeable future. Staff have hosted and attended dozens of programs and developmental workshops on a diverse range of topics, including:

### Events:

10/11: Midwest Business Librarians Summit at Purdue University in West Lafayette, Indiana. Held each year, MBLS is a day-long conference bringing together librarians specializing in business services in both academic and public libraries. The keynote

presentation was delivered by Katrina Stierholz, Director of Library and Research Information Services with the Federal Reserve Bank of St. Louis. Ms. Stierholz discussed various online resources (including its FRED online database) and financial literacy programs for adults, kids, and teens pulled together by the St. Louis Fed, including a few that may form the basis for future programming at WPL. Throughout the day, the group viewed vendor presentations highlighting business reference databases, and attended break-out sessions on DEI, databases, and business programming. (John Amundsen)

10/12: Sheri Reda and Alice Joseph viewed the Illinois Library Association keynote program, a virtual discussion on anti-racism in books and ways to use displays to counter racism in conventional history.

10/12: Alice Joseph attended several other ILA Conference programs including EMBEDding EDI into Early Literacy Programs, President's Program, and Reaching Beyond Library Walls Through Inclusive Family Programming.

10/13: Truth and Reconciliation: Decolonizing Approaches Within Social Memory Institutions. How Canadian Libraries are dealing with how indigenous peoples have been treated and how to address this going forward. Recording available on the ALA website: <https://www.ala.org/rt/irrt/initiatives> (Patsy DeVuono)

10/13: ILA Presentation: DIY Takeout (Take & Make) (Krista Hutley)

10/14: ILA Presentation: If You Build It, They Will Come (Discord) (Krista Hutley)

10/17-30: [Illinois State Genealogical Society Fall Conference](#) (EvaAnne Johnson)

Including the following programs:

- Annual Meeting
- The Night Chicago Burned
- Illinois Military Resources
- Exploring Historical Dimensions for Effective Storytelling
- IRADS at WIU, EIU, and SIU
- Ordering Death Certificates from Illinois State Archives

10/21: *Library Journal Fall Summit*. It focused on libraries as the center of community recovery, covering everything from job searches to health, to race issues. The keynote speaker was Celeste Headlee, whose new book is *Speaking of Race*. (Patsy DeVuono, Mary Dormin)

10/21: *Library Journal* program on Realizing an Equity-Centered Library Culture. Achieving an equity based culture means focusing on fostering a sense of belonging, not just fairness. (Sheri Reda)

### Training:

10/14: Susan Kaplan-Toch, Andrea Vaughn Johnson viewed the What's New in Children's Literature, an annual presentation of new picture books hosted by The Alliance for Early Childhood, highlighting EDI sensitivity, social emotional learning, imaginative play, autism sensitivity, and classroom readalouds.

10/18: Andrea Vaughn Johnson, EvaAnne Johnson, Susan Kaplan-Toch, Jennifer Lee, and Janet Piehl attended the RAILS workshop "Auditing Your Collection for Diversity and Inclusion," in which presenters from Glen Ellyn PL shared how they are auditing their youth collection for EDI and how they promote diversity through displays, location, and more.

### Webinars:

10/4: Diversity in Books (Jennifer Lee)

10/5: Augusta Baker "How to be an ally" webinar (Sheri Reda)

10/11: MacKids school and library winter 2022 preview (Jennifer Lee)

10/13: Innovative webinar: Authority Control in Polaris (Jessica Thomson)

10/13: Lerner Webinar: Reading WOKE Nonfiction (Alice Joseph)

10/13: ILA Conference: Advisory Online: Transferring Your Skills to Social Media & Beyond (Rachel Garcia)

10/13: ILA Conference: How to Make History: Creating Public Library-University Partnerships to Digitize Cultural Heritage (EvaAnne Johnson)

10/14: ILA Conference: Chronicling Your Community: Beginning Your Local History Collection (EvaAnne Johnson)

10/14: Program: Virtual Genealogy Escape Room (McHenry County Illinois Genealogical Society) (EvaAnne Johnson)

10/17: Wilmette Historical Museum Program: The Great Chicago Fire with Carl Smith (EvaAnne Johnson)

10/18: RAILS webinar: Auditing Your Collection for Diversity and Inclusion (Jessica Thomson)

10/18: Batavia PL Program: Researching the Great Chicago Fire and your genealogy (EvaAnne Johnson)

10/19: DPLA Webinar: Genealogy (EvaAnne Johnson)

10/19: Harper College Webinar: From the Family Kitchen (EvaAnne Johnson) 10/20: From the 19th Century to Today: Giving a Voice to People Through Time using Stories Past and Present (Alice Joseph)

10/21: *Library Journal* DEI Analysis workshop (Sheri Reda)

10/22: IUG Steering Committee Polaris Cataloging webinar (Jessica Thomson)

10/25: HarperCollins children's books winter 2022 book preview (Jennifer Lee)

10/28: New England Historic Genealogical Society Webinar: Basics of New England Research (EvaAnne Johnson)

Meetings:

10/7: L2 Equity Diversity and Inclusion-Youth Services (Sheri Reda)  
10/8: CCS Technical Service Circulation Meeting (Kim Hegelund)  
10/12: T.O.Y.S. (Teen or Youth Selectors) networking meeting (Jennifer Lee, Sheri Reda)  
10/13: Bibliotheca Rep Site Visit (Anthony Auston, Patsy DeVuono, Kim Hegelund, Jessica Thomson)  
10/14: Wilmette/Kenilworth Chamber Networking Breakfast (John Amundsen)  
10/20: CCS Governing Board Meeting (Kim Hegelund, Jessica Thomson)  
10/20: One Book Everyone Reads Meeting (Sarah Beth Brown, Rachel Garcia, Jillian McKeown, with programming partners Amy Barrow, Barb Goodman)  
10/20: Genealogy and Local History Librarians Networking meeting (EvaAnne Johnson)  
10/26: Public Service Managers Committee (Anthony Auston, Patsy DeVuono Kim Hegelund, Andrea Johnson, Jillian McKeown, Jessica Thomson)

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Attachments: Circulation Statistics by Collection, Circulation Statistics by Material Type, Digital Resource Statistics

11/01/2021

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 10/2021**

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
Fiction	47,644	4,827	2,931	7,758	8,586	828	643	0.16	2,754
Magazines	4,478	204	402	606	606	0	14	0.14	394
Multimedia	41,939	3,553	2,059	5,612	6,282	670	690	0.13	1,949
Nonfiction	68,065	3,531	3,868	7,399	8,247	848	730	0.11	3,616
Online	126,536	0	0	0	0	0	0	0.00	0
Other	515	413	200	613	613	0	1	1.19	181
Teen Fiction	2,501	241	378	619	659	40	70	0.25	370
Teen Multimedia	86	13	10	23	23	0	5	0.27	10
Teen Nonfiction	397	67	90	157	168	11	9	0.40	88
Teen Online	3,251	0	0	0	0	0	0	0.00	0
Youth Fiction	44,192	10,769	10,625	21,394	21,862	468	768	0.48	10,327
Youth Magazines	722	56	165	221	221	0	0	0.31	162
Youth Multimedia	9,044	1,053	997	2,050	2,101	51	60	0.23	956
Youth Nonfiction	25,570	1,821	2,247	4,068	4,230	162	159	0.16	2,149
Youth Online	5,188	0	0	0	0	0	0	0.00	0
Youth Other	36	17	1	18	18	0	3	0.50	0
Totals	380,164	26,565	23,973	50,538	53,616	3,078	3,152	0.13	22,956

Item Count is where the Item Owning Library = YOUR LIBRARY

Local Charge is where the Station\_Library = YOUR LIBRARY

Local Renewal is where the Station\_Library = YOUR LIBRARY

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

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

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



11/01/2021

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Item Count is where the Item Owing Library = YOUR LIBRARY

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

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

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

[illegible]

Muzzy Languages	0	0	0	0	0	0	0	0	0	0	0	0	0
Niche Academy	153	71	58	69	0	0	0	0	0	0	0	0	351
Email Reference	29	16	16	19	0	0	0	0	0	0	0	0	80
WPL Tech Classes - Attendees	0	0	0	0	0	0	0	0	0	0	0	0	0
WPL Proctored Exams	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>E-BOOKS/AV</b>													
Hoopla	1,178	1,351	1,221	1,261	0	0	0	0	0	0	0	0	5,011
Kanopy	766	627	777	882	0	0	0	0	0	0	0	0	3,052
Digital Library of Illinois-eBooks	6,748	7,612	7,032	7,067	0	0	0	0	0	0	0	0	28,459
Digital Library of Illinois-eAudiobooks	3,851	3,820	3,556	2,718	0	0	0	0	0	0	0	0	13,945
Tumblebooks	25	3	16	66	0	0	0	0	0	0	0	0	110
Appointments	17	18	20	33	0	0	0	0	0	0	0	0	88
Subtotal Librarian Interface	100	111	156	111	0	0	0	0	0	0	0	0	478
Subtotal E-Book/AV Use	12,585	13,431	12,622	12,027	0	0	0	0	0	0	0	0	50,665
Total (All)	14,637	14,846	14,500	14,086	0	0	0	0	0	0	0	0	58,069
<b>WEB SITE</b>													
Visits (all)	15,585	12,301	15,347	15,752									58,985
Unique Visitors	7,987	7,296	8,612	8,579									32,474
Pageviews	26,255	19,288	23,714	31,329									100,586
<b>PowerPAC (public catalog)-Visits</b>	13,227	9,310	12,563	12,209									47,309
<b>Library App</b>	825	725	697	1,400	0	0	0	0	0	0	0	0	3,647
#Facts on File includes: FactsOnFile; Issues & Controversies; Today's Science; World Almanac for Kids; World News Digest													
*Gale Databases include: Business Insights; Directory Library; Literature Resource; Small Business Resource Center; Virtual Reference Library													
^Reference USA includes: Residential; Business/Employers; Healthcare; Canadian; New Business; New Movers/Home; Consumers/Lifestyles													
**Subtotal E-Books/AV Use is Hoopla through Appointments													
Subtotal Librarian Interface is Mosio Text/Chat, reference email and appointments total													