

Wilmette Public Library Director's Report – February 15, 2022

Library Activities for January-February 2022

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.

The year-end summary of progress towards our Strategic Plan goals, covering November 2020 through December 2021, was appended to the January 18, 2022 Director's Report.

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

In January, Youth Services Librarian Ruth Bell delivered 21 picture book kits to nine area preschools.

Adult Services Manager Jillian McKeown launched the Library's new OCLC EZproxy server on January 25, simplifying access to and granting patrons the highest level of security when logging into our digital resources remotely. Another advantage of this service is that the proxy will remember the user's IP address, so a user's library card credentials won't be required to log into each database over and over again. Access our online resources remotely here: <https://www.wilmettelibrary.info/online-resources>

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

Our annual One Book Everyone Reads programming (in support of Dawn Turner's *Three Girls from Bronzeville*) is nearing its final stages, and the committee is pleased to be presenting a diverse set of events that will explore the many different facets of Bronzeville, its residents and their storied histories later this spring. Ms. Turner has chosen author Alex Kotlowitz to facilitate her visit on Zoom author visit. The official launch of the series is March 11, facilitated by Communications and Events staff. The Library owns over fifty copies of the book (even more licenses of the ebook) in both our circulating collection and in Hot Picks, many of which are currently circulating.

In January, the League of Women Voters and WPL Book Group featured the title *Refugee High* by Elly Fishman. Amazingly, a member of the League was able to secure Principal Chad Thomas of Sullivan High School in Rogers Park, the site/subject of the book, to speak to attendees. Leader Lali Watt did a fantastic job interviewing Principal Thomas; the event garnered positive feedback.

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

On January 25, Business Librarian John Amundsen hosted Jen Lauer with the Women's Business Development Center for an overview of her organization's no-cost and low-cost resources, grants, and scholarships for area entrepreneurs in support of women- and minority-owned businesses.

John Amundsen was invited by the Wilmette/Kenilworth Chamber of Commerce to deliver a virtual lunchtime presentation highlighting the Library's online business resources. The [Lunch and Learn](#) program was held Wednesday, February 9 from noon to 1:00pm.

Teen Librarian Krista Hutley hosted her first program with the Illinois Student Assistance Commission (ISAC) on The College Application Process. ISAC presenters are all recent college graduates trained to present on a variety of college readiness topics, and Krista thinks their programs will be a good fit for the library going forward.

Objective 2.2: By March 2019, develop a flexible, functional, and inviting interior space plan that preserves core services while meeting the evolving expectations of our community.

John Amundsen worked with Adult Services Manager Jillian McKeown to relocate the consumer resources collection to its own table in the Reference area. This move frees up the study carrels in the Business Reference section as well as provides patrons an ideal space to browse our consumer periodicals and free educational handouts. Staff is planning to further improve the new table with additional seating, lighting, and signage.

Objective 3.4: By August 2019, develop a comprehensive plan to integrate diversity into library programming, services, and staff.

In celebration of Martin Luther King Jr. Day, 47 patrons searched the shelves for heroes of Black history with our Find the Greats activity. Families who found all the figures hidden throughout the children's room chose a free book from a selection of Black history and fiction titles.

Local language teacher Ling Liu presented Mandarin-English Bilingual Storytime on Saturday, January 15 to nine children who enjoyed stories, songs, and fun in Mandarin and English.

Objective 4.4: By December 2019, equip staff with professional development tools and leadership opportunities, and support individual paths for career growth.

John Amundsen will be writing a story for the June 2022 issue of the ILA Reporter highlighting how Illinois libraries have developed partnerships to support job seekers throughout the pandemic.

Krista Hutley is now a member of the Best Fiction for Young Adults blogging team for the Young Adult Library Services Association (YALSA) of the American Library Association (ALA). Her term started in January and goes through December 31, 2022.

The ILL Department has begun training Circulation Assistant Rebecca Vrana-Naquin on processing book club requests. On a monthly basis, the Library provides a popular service of placing bulk orders of 10-15 books from our own (and other libraries' collections) to fulfill the needs of 11 area book clubs.

Circulation Assistant June Bowe has also begun training on processing incoming OCLC materials that our patrons have requested. These material requests are for items not found in our consortium catalog, leading the ILL department to request them from all over the country. June informs patrons when the materials have arrived and processes them in accordance with our procedures.

Having both Rebecca and June trained in the ILL department provides them an opportunity to learn a new aspect of their department. It also offers versatility to the department, which ultimately help us to meet patrons' needs more efficiently and in a prompt manner.

Welcome Desk

In January, 11,419 patrons visited the library. We directly connected with 3,953 patrons at the Welcome Desk, and gave directions to 633 of them.

Adult Services received the most phone calls with 774. Circulation was next with 382. Questions about hours went up to 169, which generally happens around holidays when other agencies are closed and we remain open (like Martin Luther King Jr. Day). We added a new category this month: tax forms. It is the beginning of tax season and patrons want tax forms. There were 30 calls on this topic beginning on January 22, the start of the filing period for 2021 taxes. The Library receives a limited number of select print tax forms, which we offer with other tax resources near the Reference Desk. Staff in Adult Services and the Computer Room print forms for patrons and field a growing number of tax questions in the first four months of the year.

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.

To facilitate remote access to our wide array of subscription resources, Jillian McKeown worked with OCLC to develop and host our EZproxy server. The proxy service, which launched in late January, enables patrons to access our online resources offsite (though with the same services and options as though they were at the library, hence “proxy”), and with the highest level of data security. The EZproxy service simplifies access to our digital resources. After a patron logs into their library account with their library card number, they will have access to all of our online resources without having to re-enter their card number each time (this applies to databases that require library card authentication and does not apply to resources where they may need to create an account, such as with Kanopy, Hoopla and Libby, in which they will enter their specific account credentials).

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

Collection	November	December	January
eAudiobook Overdrive	207	722	540
eBook Overdrive	489	2102	1300
eMagazine Overdrive		124	40
Hoopla items	943	893	950
Monthly totals	2993	1639	2830

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

Collection	November	December	January
Hoopla	307	292	1039

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

Physical

TS Manager Jessica Thomson continued work on our database clean-up, completing the call number split project with CCS, correcting 273 call numbers and promoting consistency and ease of access for both patrons and staff. Jessica completed an additional database clean-up in order to support the Automated Material Handler, including the creation of 5 new shelf locations and changing locations for 657 items.

Jessica and Assistant TS Manager Matt Womack met with Krista to discuss re-cataloging the teen nonfiction collection into the Dewey Decimal Classification system to be consistent with the organization of the youth and adult nonfiction collections. The project commenced in January with the biographies and they're making great progress already.

Acquisitions Assistant Jacintha D'Silva placed an order for 34 VOX books and 45 Wonder books for the Youth collection, which is a large order and something we hadn't ordered for a while.

Periodicals Assistant Emma Standard completed the annual withdrawal of the previous year's periodicals for select subscriptions. She reports that the magazine boxes look fresher and more organized for patron browsing.

Acquisitions Assistant Shanti D'Costa has noticed that material shipments are increasing arriving very late from certain vendors. She has also experienced difficulty with vendors sending invoices without shipment and also shipping items without invoices. Shanti has observed that customer service from our vendors has declined in recent months, and that a lot of follow through is now required on our end to resolve issues like the above. Shanti has also noted that a great deal of the orders being submitted right now are for materials that will be published at a later date, and that publishers may be extending release dates beyond original projections. We'll continue to follow this trend and its impacts both on budget, planning, collection development, book discussions/programming, and overall patron experience.

RFID Project

Staff has had a full month using the Automated Material Handling system (AMH), and it is working quite well. Staff has figured out its quirks and hasn't had any mishaps. In January, we checked in 28,901 items on the AMH. A little over 11,000 of those were "exceptions" (items on hold, belonging to other libraries, requiring special handling, etc.). We anticipate that the proportion of these items will go down slightly in the coming months as we have realized that a number of the items were coded incorrectly, and some smaller items may need to be individually handled still. Starting in February, we will be checking in all of the blue delivery bins from RAILS on the AMH, which is significantly more efficient than manually handling these items. We have also started to use the AMH to check in all of the new materials that come from Technical Services and the Children's Department.

Staff continues to work with Bibliotheca on a special use of the AMH. Since the introduction of RFID tagging, we recognized that items removed the collection would need to have their tags deactivated in addition to being removed from the collection database. Staff asked our vendor if we could use the AMH to automate this process, that is, to deactivate the tags. Wilmette Public Library was their first client to suggest this function and has been working with us to develop and program this step to get what we're calling Weed Mode up and running. Shelves Michael Mah and Patsy DeVuono are also coordinating with Bibliotheca (and Circulation and Technical Services staff) to initiate and train in using our new inventory wands.

With the transition to RFID on the self-checkout stations, staff are being trained on tagging hold materials coming from area libraries that do not use RFID. This process will offer a simplified checkout process, no longer requiring patrons to look for and scan barcodes of materials. Instead, patrons can simply place material on the self-checkout station surface and watch the titles gratifyingly show-up on the screen as checked out.

Reference materials will also soon be inventoried, barcoded, and have RFID tags affixed. This process will replicate the current practices for all circulating materials and give staff the capability of scanning the barcodes into the database.

Technical Services Statistics

Full summary of materials added in the past three months:

Collection	November	December	January
Adult Fiction	580	391	415
Adult Non-fiction	612	648	775
Teen Fiction	34	22	36
Teen Non-fiction	6	5	5
Youth Fiction	500	501	668
Youth Non-fiction	80	132	151
Adult Magazines	536	525	457
Youth Magazines	35	32	38
Adult Multimedia	221	168	155
Youth Multimedia	49	53	61
Monthly totals	2653	2508	2831

Full summary of items withdrawn in the past three months:

Collection	November	December	January
Adult Fiction	140	227	547
Adult Non-fiction	138	281	398
Teen Fiction	3	2	3

Teen Non-fiction	0	3	30
Youth Fiction	428	563	335
Youth Non-fiction	606	358	1622
Adult Magazines	391	487	980
Youth Magazines	4	2	359
Adult Multimedia	27	127	19
Youth Multimedia	9	198	128
Other	1	2	1
Monthly Totals	1747	2250	4422

Shanti D’Costa and Ed Crabbe sorted and packed boxes of books for the Wilmette Harbor Rotary Club to support their third annual book drive for Open Books Chicago on January 29. In January, we donated all of the materials that would have gone to Better World Books to this cause instead, with over 30 boxes of books being contributed.

Circulation

The Circulation Department, in conjunction with Software Training Associate Linnéa Lundberg (Digital Services), are working to develop an instructional video on how to use the RFID feature of the self-checkouts. The voiceover work is being done by Peter Sandstrom (Shelving/Welcome Desk). Jessica Thomson and Anthony Auston are featured using the equipment. The video will launch in mid-February in tandem with the activation of the RFID feature on the self-checkouts.

In partnership with Technical Services, Shelving, and Youth Services, materials that were previously checked-in by the ILL Department will now be run through the AMH machine. These materials will either go to the exception bin for Circulation staff to determine the next course of action, or their home location for Shelves to return into the collection.

Multiple meetings were held with Bibliotheca support in determining additional shelf locations on the AMH, the future of weed mode, and the RFID tags security features. Fred Wallace, Jessica Thomson, Patsy deVuono, Kim Hegelund, and CVI worked on multiple occasions with Bibliotheca support in streamlining the process.

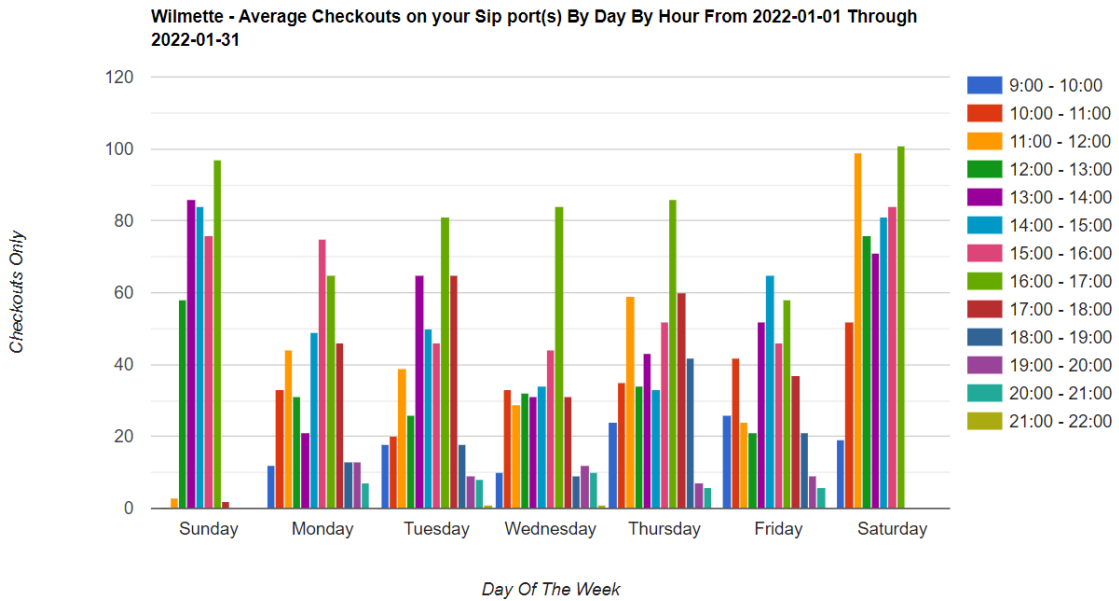
Circulation Statistics of Note

The Library welcomed 146 new patrons this month, and of those 48 used our online library card application system. Staff are preparing for the large spike of new library cards that will be made through our collaboration with District 39, as they have begun enrollment for 2022 fall students. Staff will begin making just over 100 cards in the next week.

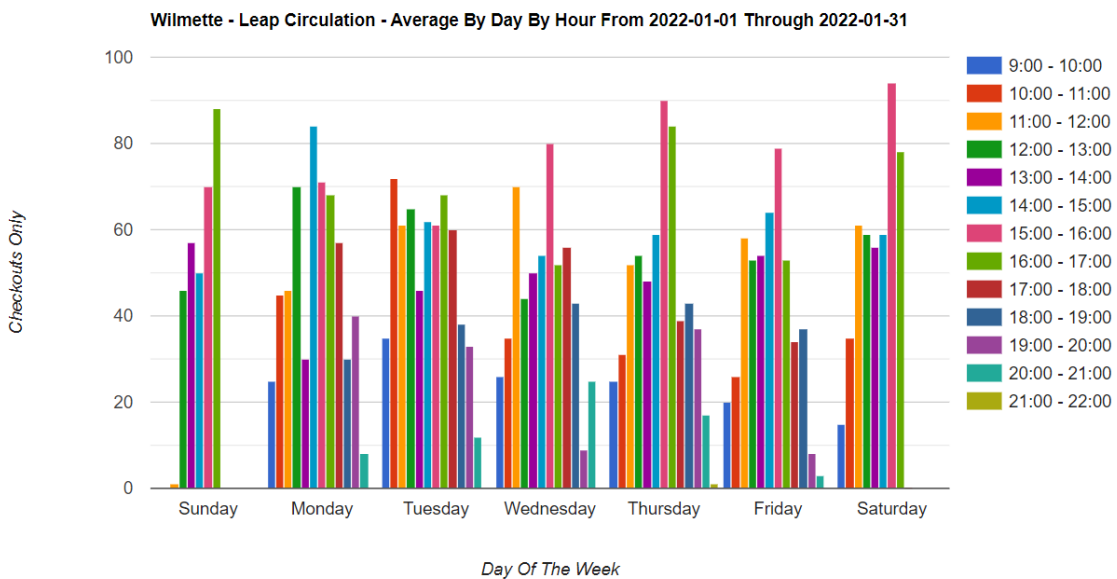
During the month of January, Parking Lot Pickup saw a large increase of use with 224 appointments, and of those 99 were repeat patrons over the course of the month. The ability for patrons to pick up kits, book club books, and other event-related materials saw a spike. The

winter card-making event saw multiple appointments for the service. Continuing to offer an alternative to coming into the building has provided a safe transaction for patrons, as well as ease of pick-up and go. The overall increase may be attributed to the regional spike in COVID-19 Omicron variant transmission during the month.

The self-checkout stations continue to account for roughly 46% of monthly checkouts. The popularity of the machines can be found in the Youth Services department, where 7,437 pieces of material, or 56.5%, were checked out of the 13,154 total checked out on the self-checkout machines.



The trending busy times are late morning to mid-afternoon and weekends. Evenings may not show our qualitative data, but the quantitative data shows after 7pm circulation noticeably is lower.



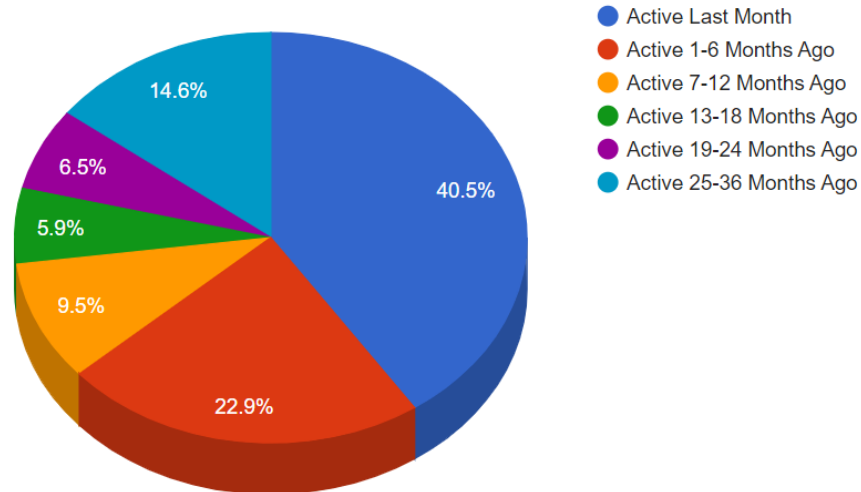
Overall circulation continues to stay consistent, with a bit of an increase over December. This month we circulated 53,798 items, which is a significant increase over 2021, as the library only offered Parking Lot Pick up for that time period.

Circulation	2022	2021	2020	2019
January	53,798	31,822	61,130	60,403
December		51,141	35,822	55,668
November		53,720	46,631	61,037

In January, 4,707 items were sent out to CCS libraries to fulfill holds by the ILL department. While Circulation staff processed 4,167 items to fill holds that were sent by other libraries. Overall, the department had 8,204 holds processed for pickup. Staff and patrons placed 8,073 holds in January.

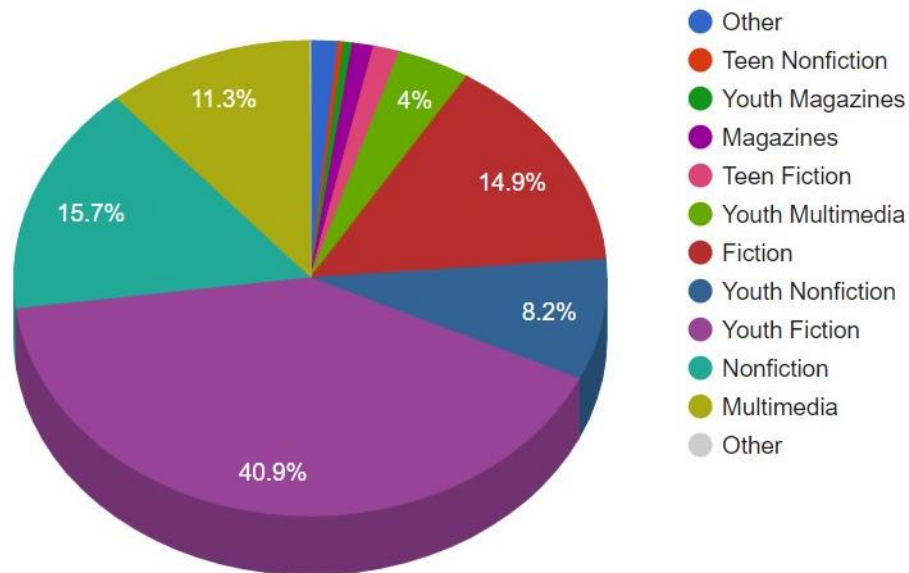
At the end of January, we had 14,295 cardholders. The pie graph below shows that 63.4% (9,063), of cardholders were active in the last six months, having checked-out physical materials or downloaded material from Overdrive/Libby.

Wilmette - Patrons By Last Activity Date As Of End-Of-Day Last Month



It's also interesting to see what collections went out for the month of January. Youth Fiction is the front runner with 40.9%, and adding in Youth Nonfiction accounts for almost half of our circulating statistics for the month. Circulation staff has noticed that youth materials are going out more in bulk quantities rather than a handful of books. The fixtures that hold our circulating totes tend to be filled two times a day if, not three on the second floor.

Wilmette - Monthly Average of Circulation by Collection During During 01/2022



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

Circulation staff has continued with themed its decorations led by Rebecca Vrana-Naquin and Kathy Kraemer. Hearts and snowflakes can be seen throughout the entrance welcoming patrons.

This month, a patron mentioned that they were having a hard week as they didn't know when their internet provider would be out to troubleshoot the issue at their home. A staff member mentioned our circulating Wi-Fi hotspots and how they could help. It just so happened that the unit became available that day for them, and we contacted the patron who has overjoyed and would be right in with their laptop. Linnéa Lundberg in Digital Services, showed them how to connect the device to their laptop and answered all their questions. The patron left the library pleased with learning all the other resources we have to help them in their time of need.

Adult Services

The Winter Reading Clubs launched on January 3. This year, Adult Services is asking patrons to "Broaden their Bookshelf" by reading genres, authors, and perspectives that they normally would not. Katy Jacob, Rachel Garcia, and Jillian McKeown have created several reading lists on the [Winter Reading Club \(WRC\) web page](#) for ideas and inspirations. A display is currently up in the Recent Arrivals area to promote the theme and provide reading suggestions. The adult and teen clubs entirely virtual, enabling participants to submit their reading lists online through the Library's website. For incentives, the Library is continuing to award our popular e-gift cards to The Book Stall in Winnetka. By the end of the month, we had already received 53 completed submissions. Librarian Rachel Garcia has been emailing e-gift cards to patrons and is enjoying the positive responses she is receiving. The Winter Reading Clubs are generously supported by the Friends of the Wilmette Public Library.

Beginning in January 2022, Business Librarian John Amundsen will be mailing out monthly welcome packets to new businesses registered with the Wilmette-Kenilworth Chamber, sharing information on our business library cards, an overview of our services, and a letter introducing him as the Library's dedicated business librarian.



Local History and Genealogy Librarian EvaAnne Johnson is helping to plan for next year's village sesquicentennial celebration. She met with Kathy Hussey-Arntson, Director of the Wilmette Historical Museum, to discuss a joint oral history project that they are launching, and to coordinate programs that each of agency will be hosting in 2022. Wilmette Library and the Historical Museum will work together to coordinate oral history kits and collect oral histories from Wilmette residents and community members, and communicate about upcoming 150th events. With Sarah Beth Brown, she also attended the village-wide Sesquicentennial Planning Committee Meeting. A staff committee was also formed within the library to start planning our signature programs in support of the 150 celebration. Learn more about the Village's history and the 150 events here: <https://wilmette150.org/>

This month, EvaAnne Johnson was working on catching up on indexing the articles and obituaries from the *Wilmette Life* and *Wilmette Beacon*. Indexing the newspapers had been paused during the pandemic. She successfully indexed 151 newspaper issues and 201 articles and obituaries from 2020-2022, and is working on finishing the rest. Librarians Suzanne Arist and Ted Remus are diligently working through indexing old issues of *Wilmette Life* from the 1950s, and are almost done with 1955.

Our student loan informational program (Student Loans: Big Changes Ahead) scheduled for January 4 was rescheduled to March 2, as the Department of Education extended its pause in interest and payments through early May. Given the extension and low registration immediately following the holidays, John Amundsen and presenter Karen Chan agreed that it would be best to postpone it to a later date.

On January 10, EvaAnne Johnson hosted Marian Burk Wood, author of *Planning a Future for Your Family's Past*, for an overview of planning for the future of your family's heirlooms, photographs, and genealogy research. This program fit in nicely with the Get Organized mini-series that was organized by Communications and Events, with a family history focus. The program was well-received and there were several holds on her book after the program.

Librarian Jennifer Klein, as part of her goals, has set out to complete one new blog post for the website per month. In January, Jenny wrote the post, "True Personal and Family Stories": <https://www.wilmettelibrary.info/posts/trilogy-true-personal-and-family-stories>. Jenny writes, "Fans of memoirs and family histories won't want to miss out on these three fascinating personal narratives, especially audiobook listeners."

Youth Services

Winter Reading Club



Our annual Winter Reading Club for all ages returned in January. Youth Services invite to read (or be read to) and to try family literacy activities to complete their reading log. All children who complete one reading log can choose a free book to keep.

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

Maker Appointments

In January, we made our popular new Maker Appointments service available more days and times during the week. Led by Youth Services Maker Librarian Janet Piehl, Maker Appointments are run by a mix of Adult and Youth Services staff members. Patrons can make one-hour appointments to use the Library's Maker equipment and materials to work on their own art, technology, or science projects with staff support. Patrons of all ages can learn to make stickers, design 3D prints, metal stamp jewelry, and more! Despite the pause in in-person programming in late January, staff hosted 22 appointments, which served 55 patrons.

Here are some examples of the projects patrons are working on in our pop-up Makerspace:

- Designing 3D printed dollhouse furniture and accessories to create a “Scientist Barbie”
- Stickers, made on the vinyl cutter, to personalize water bottles for a hockey team
- Sewing a stuffed animal, a cat from the Warriors books

Selected patron comments:

- “Of all the playdates I've had at the library, this was the funnest.” - elementary school-age boy
- A parent really appreciated that kids are allowed to use the equipment. She wants to come back and try something by herself. She said WPL is their favorite library because the culture is family-oriented and play-based.

- They enjoyed making keychains and magnets. Kids ages 5 and 7 were very engaged with the tools and want to come back and try more activities. The mom complimented the YS department on how well we have provided service throughout the pandemic.
- A patron had learned how to use the vinyl cutter in a previous session and was returning to make more stickers. “This thing is so cool!”
- “Can't wait to come back again once you restart the program!” --mom who attended with two young kids before the pause in in-person programs.

Find out more on the Maker web page: <https://www.wilmettelibrary.info/services/makers>

Maker Garden



In January, curious patrons investigated objects in the Maker Garden near the front entrance to see if the water inside them was liquid or frozen. Maker Youth Services Librarian Janet Piehl sets up new activities each month to spark creativity and learning about science and nature. Staff at the Welcome Desk report that patrons of all ages have commented how much they enjoy the Maker Garden.

Youth Services Programs

In January, Youth Services presented 23 in-person and virtual programs which were attended by 324 people.

Early Childhood Programs

Youth Services presented 13 virtual storytimes in January which were attended by 191 children and caregivers. These programs included Babytime, Family Storytime, Big Kid Storytime, and Pajama Storytime. In addition we offered the following programs from paid presenters:

1/3: Wiggleworms Party! (Virtual) During the storytime break, 22 patrons tuned in for music and dancing with a teacher from the Old Town School of Folk Music.

1/4: Wiggleworms Party! (Virtual) 28 more patrons tuned in for music and dancing with a teacher from the Old Town School of Folk Music.

1/15: Mandarin-English Bilingual Storytime – 9 children and their caregivers enjoyed stories, songs, and fun in Mandarin and English with local educator Ling Liu.

School Age Programs

1/6: K-9 Reading Buddies of the North Shore – 16 children read to therapy dogs.

1/8: Wendy and DB Interactive Concert – 24 patrons kicked off the new year with a live virtual concert and made their own musical instruments to play along.

1/13: 2nd and 3rd Grade Book Discussion – 15 kids discussed this month's book, *The Unbelievable Oliver and the Four Jokers*, by Pseudonymous Bosch, and made a craft together.

1/26: Graphic Novel Book Club – 7 children discussed *New Kid* by Jerry Craft and made their own comic book art.

1/28: Andertoons: Critter Collectors, grades 1-3 – 14 children drew collectible cartoon critters together based on suggestions from attendees.

1/28: Andertoons: Critter Collectors, grades 4-8 – 7 children drew collectible cartoon critters together based on suggestions from attendees.

STEAM Lab: Paper Circuits, which was scheduled for 1/26 was canceled due to pause in in-person programming.

Book Displays

In January, Youth Services curated displays of books to highlight picture books about gifts, giving, and receiving, and winter and hibernation. Staff favorites were displayed in the Junior High Room, Juvenile fiction, and hallway until January 24 when the hallway display shelves began featuring past award winners to celebrate the announcement of the American Library Association's Youth Media Awards.

Special Projects

Youth Services staff completed a nonfiction weeding project which allowed us to expand our juvenile fiction section, adding 32 shelves to accommodate this growing collection.

Youth Services partnered with the Xilin Chinese School to celebrate Lunar New Year. The school provided activity handouts and origami paper to distribute as well as traditional banners to display at the entrance to Youth Services. The banners, hand written in Chinese, ask for peace, good fortune, and for wishes to come true.



Highlights from our Social Media in January



wilmettelibrary
Wilmette Public Library



44 likes

wilmettelibrary Spotted today at the library. 👁️ Stop by to warm up by our cozy fire, enjoy a newspaper in a comfy chair, or browse the hot picks shelf for your next favorite read.



Wilmette Public Library
January 10 · 🌐

Our latest newsletter is in homes! Find information about upcoming events, Winter Reading Clubs, the Library of Things, and more! Note: in-person programs have been temporarily suspended, which is not reflected in the print newsletter. Visit our online calendar for the most up-to-date program information.
<https://www.wilmettelibrary.info/media/document/575>



Wilmette Public Library
January 7 · 🌐

In light of the rapid increase of COVID cases due to the omicron variant, we've decided to temporarily pause our on-site, in-person programs.

When possible, we have moved these programs to a virtual setting or rescheduled for a later date. Our online calendar has been updated to reflect the changes to our on-site programs. Find more information and all of our COVID safety protocols: [wilmettelibrary.info/covid-safety](https://www.wilmettelibrary.info/covid-safety)



Technology & Digital Services

IT Assistant Christine Hightower is now working primarily out of the IT office, while continuing to support the Digital Services team. IT Manager Fred Wallace directed CVI to configure a workstation for her, and he and IT Assistant Debi Thompson have been training Christine in the day-to-day operations of IT. Debi and Christine spent some time discussing the anticipatory nature of our operation. Being able to anticipate upcoming staff needs helps us to be able to respond to requests quickly and efficiently.

Computer guest passes are now available from staff at the Adult Reference West desk. The service was relocated here from the Circulation Desk to make it more convenient for patrons.

We welcomed Annabella Irvine to the Digital Services team in January. Fred arranged for Annabella's profile to be created and the entire Digital Services team worked together to train Annabella the last two weeks of January. She is now working the Technology Center Desk, daytime hours Mondays and Tuesdays.

Staff is developing technology classes for our upcoming quarterly newsletter in April/May. Training Associate Linnea Lundberg is also planning to soft launch a class in late February /early March.

The Technology team is cross-training in vMix to expand the talent pool of staff to support the live stream of Board meetings. Linnea produced the Library's first live-streamed board meeting in November. Christine is training to be back up for future in-person live stream events.

In the continued effort to prepare for more in person classes, Fred worked with CVI and Janet Piehl of Youth Services to configure two additional laptops that can be used for classes when necessary. These laptops will be housed in the Computer Room to be available to patrons, when not flagged for an upcoming class.

Christine is preparing to enhance the Library of Things promotions online. She'll be taking pictures of our collection and posting them to the website to help us better demonstrate the resources, and to better promote them as the collection continues to grow.

Staff continues to provide excellent customer service in the Computer Room. Recently, on a busy day in the room, three different patrons were working on significant projects, such as setting up a brand new email account, scanning family album photos, editing (using Word, color correction, resizing, and cropping) and printing high-quality images. Christine actively monitored and assisted all three patrons simultaneously.

Human Resources

Recruiting

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

Circulation

We continue to receive a steady yet small number of responses to the **Substitute Circulation Assistant** posting. We have already scheduled one interview for the week of Feb. 14, and are remaining hopeful we can fill this position soon.

Facilities

The search for the part-time **Safety Monitor** continues for the Facilities/Safety Department. Since we reposted on RAILS and Indeed, we've received a handful of resumes, but have yet to set up an interview yet. Most applicants are looking for full-time work or have accepted other positions.

Volunteers

We have been receiving several inquiries regarding volunteer opportunities at the Library. Since the pandemic we have put our Volunteer efforts on the backburner, but as the numbers start to decline, we may look at restarting this program. In particular, we have received inquiries from high school and college students looking for volunteer opportunities for the summer. Currently, the only departments that use volunteers are Youth Services who use teen volunteers for their Summer Reading Club program, and Adult Services who may use teen volunteer for some of their gaming programs.

Training

EDI Training

HR Manager Mike Boone met with Circulation Manager Kim Hegelund last week to discuss the Gender 101 training Kim attended on January 20 that was sponsored by LACONI, and presented by Lurie's Children's Hospital. Kim found the training extremely informational and thought our staff would greatly benefit from the information presented regarding gender identity, and strengthen our commitment to creating an environment that is welcoming to all. Mike has also looked at the training options offered through the Center on Halsted.

Special Projects

Staff Vaccination Policy

Our Vaccination and Testing Policy went into effective on February 1, 2022, and staff were very receptive and cooperative in providing their vaccination status by January 28, 2022.

COVID-19 Guidelines

With our new Vaccination and Testing Policy in place, the Library has adjusted our isolation and quarantine guidelines to meet the guidelines set by the CDC accordingly: Effective February 1, 2022, staff who test positive for COVID-19, may return to work after 5 full days of quarantine, as long as they are symptom free. We will not require tests to return.

In addition, the CDC has also adjusted their guidelines in regards to exposure cases and as a result, staff who are exposed to someone who has tested positive, depending on their current vaccination status, are to adhere to the following guidelines:

- If you are boosted, or have received your primary vaccinations from Pfizer or Moderna within the last 6 months, or received your primary vaccination from Johnson & Johnson within the last 2 months:
 - Wear a mask for 10 days around people.
 - Get a test on day 5 if possible.
- If you have completed full vaccination series with Moderna or Pfizer over 6 months ago or completed the Johnson & Johnson series over 2 months ago, or are unvaccinated;
 - Stay home for 5 full days. After that, wear a mask for another 5 days around people.
 - Get a test on day 5 if possible.

Masks

Since the surge of positive cases due to the Omicron variant, health experts are suggesting that N95 masks provide better protection than cloth masks. N95s have a tighter fit to the face than cloth masks and are made with a special material designed to block 95% of harmful particles. As a result, in an effort to promote safety and to allow staff to sample different mask options, the Library is offering each staff member two N95 masks. We've provided a few options/designs/brands for staff to choose from.

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:

1/25, 26: LibLearnX (American Library Association): Conversation with US Senator Mazie Hirono, The Candy Corn Question: Passive Programming that Pulls Them In, Problematic Authors, Their Works, and Intellectual Freedom: Q And A, Designing Storytime for the Whole Child, Jacqueline Woodson, History of Black Librarianship and Its Impact on the Present, Diversity or Adversity: Building Bridges Through Equity, Inclusion and Diversity Programming, Kelly Yang, Voices of Change (Susan Kaplan-Toch)

Training:

1/3: Maker Training: 3D printing (Diane dos Santos)
1/5: InfoPeople: Rekindling from Burnout (Sarah Jo Zaharako)
1/6: InfoPeople: Managing Conflict (Sarah Jo Zaharako)
1/6: Maker Training: vinyl printer (Diane dos Santos)
1/10: Maker Training (Krista Hutley)
1/11: Maker Appointments Orientation (Diane dos Santos, Sheri Reda, Sarah Jo Zaharako)
1/12: Newbery on Newbery: 100 years with 4 Newbery Authors (Alice Joseph)
1/11: Maker Training: 3D printing (Sheri Reda)
1/11: Maker Training: metal stamping and Lego WeDo (Sarah Jo Zaharako)
1/16: Maker Training: 3-D printing (Laura Antolin)
1/18: Maker Training: jewelry stamping (Diane dos Santos)
1/14: Maker Training: 3D printer (Diane dos Santos)
1/18: Maker Training: Lego WeDo and metal stamping (Sheri Reda)
1/17: DemographicsNow tutorials (John Amundsen)
1/17: Newbery on Newbery (Jennifer Lee)
1/24: Maker Training: vinyl printer, 3D printer (Sheri Reda)
1/20: Black History Month with World Book Online (Alice Joseph)
1/25: ALA Youth Media Awards 2022 (Alice Joseph, Susan Kaplan-Toch, Jennifer Lee)
1/31: Maker Training: 3D Printing, sewing machines (Amanda Jacover, Sheri Reda)

Webinars:

1/3: How to Build a Personal Genealogical Reference Library (Chicago Genealogical Society) (EvaAnne Johnson)
1/10: Become a Multimedia Specialist Learning Path (LinkedIn Learning) (Linnea Lindberg)
1/13: CollectionHQ DEI Analysis Module Training Webinar (EvaAnne Johnson)
1/15: Help yourself: tech tips weekly (LinkedIn Learning class) (Christine Hightower)
1/20: LACONI Gender 101 presented by The Potocsnak Family Division of Adolescent and Young Adult Medicine Ann & Robert H. Lurie Children's Hospital (Kim Hegelund and Megan Noone)
1/25: Igniting Business Growth with Jen Lauer, WBDC (John Amundsen)
1/30: Wilmette Historical Museum Annual Lecture: "Lost Landmarks" with John Jacoby (EvaAnne Johnson)

1/31: Harvard Business Review Webinar - Compassionate Leadership: How to Do Hard Things in a Human Way (Jessica Thomson)

Meetings:

- 1/5: Tea with Anthony - Virtual All-Staff Meeting (28 attendees live, also recorded)
- 1/11: School Facilitators Networking Group (Alice Joseph)
- 1/13: Young Adult Services Forum (YASF) Meeting (Krista Hutley)
- 1/14: CCS Circulation Technical Group Meeting (Kim Hegelund)
- 1/17: CCS User Experience Advisory Group Meeting (Kim Hegelund)
- 1/18: EDIT-YS (Equity, Diversity & Inclusion Team) meeting (Jennifer Lee)
- 1/12: CCS Governing Board Meeting (Anthony Auston)
- 1/17: Literacy/ESL Selection Meeting (Nancy Wagner, Matt Womack)
- 1/19: CCS SCRAP Advisory Group Meeting via Zoom (Jessica Thomson)
- 1/19: Genealogy and Local History Librarians Networking Meeting (EvaAnne Johnson)
- 1/19: Tea with Anthony - Virtual All-Staff Meeting (36 attendees live, also recorded)
- 1/20: Library of Things Committee Meeting (Kim Hegelund, Linnea Lundberg, Jillian McKeown, Janet Piehl, Jessica Thomson)
- 1/28: First Annual ILA Forum Open House (Krista Hutley)

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

02/01/2022

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 01/2022**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	20	6	0	6	6	0	0	0.30
Bag	482	508	233	741	741	0	0	1.54
Blu-ray	1,383	307	156	463	504	41	53	0.33
Blu-ray New	68	110	8	118	119	1	5	1.74
Book	171,500	18,265	18,056	36,321	37,906	1,585	2,221	0.21
Book Hot	1,214	1,298	141	1,439	1,441	2	0	1.19
Book New	6,044	3,029	2,033	5,062	6,007	945	438	0.84
Boxset	0	32	22	54	54	0	32	0.00
Cassette	61	0	0	0	0	0	0	0.00
CD	16,884	629	505	1,134	1,397	263	153	0.07
CD Audiobook	7,925	286	269	555	633	78	40	0.07
CD Audiobook Hot	1	0	0	0	0	0	0	0.00
CD Audiobook New	263	85	99	184	220	36	17	0.70
CD New	258	110	77	187	223	36	17	0.72
DVD	18,646	2,221	1,688	3,909	4,246	337	421	0.21
DVD Hot	1	0	0	0	0	0	0	0.00
DVD New	359	421	54	475	517	42	30	1.32
eAudiobook	49,287	0	0	0	0	0	0	0.00
eBook	83,542	0	0	0	0	0	0	0.00
eMagazine	4,100	0	0	0	0	0	0	0.00
Equipment	14	2	0	2	2	0	0	0.14
eReader	4	4	0	4	4	0	0	1.00
ILL Material	0	40	5	45	45	0	2	0.00
Kit	0	3	3	6	6	0	3	0.00
Laptop	6	0	0	0	0	0	0	0.00
Large Print	7,102	328	304	632	722	90	45	0.09
Large Print New	314	89	51	140	197	57	7	0.45
Magazine	4,050	292	577	869	869	0	17	0.21
Magazine New	262	0	0	0	0	0	0	0.00
Map	1	0	0	0	0	0	0	0.00
Mobile Hotspot	10	15	0	15	15	0	0	1.50
MP3 Audiobook	0	1	0	1	1	0	1	0.00
Multimedia Kit	28	3	2	5	6	1	3	0.18
Newspaper	554	1	0	1	1	0	0	0.00
Online Resource	27	0	0	0	0	0	0	0.00
Playaway	2,335	205	259	464	480	16	14	0.20
Playaway Audio New	71	18	17	35	48	13	1	0.49
Record	1,578	2	14	16	19	3	0	0.01
Scores / sheet music	0	2	1	3	3	0	2	0.00
Seasonal AV	315	6	1	7	7	0	1	0.02
Seasonal Book	1,925	219	0	219	221	2	3	0.11
Special Collection	0	5	1	6	6	0	5	0.00
STEAM equipment	21	13	0	13	13	0	0	0.62
STEAM Kit	15	12	1	13	13	0	0	0.87
Tablet	2	1	0	1	1	0	0	0.50
VHS	149	0	0	0	0	0	0	0.00
Videogame	1,002	291	362	653	656	3	41	0.65
Totals	381,823	28,859	24,939	53,798	57,349	3,551	3,572	0.14

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

02/01/2022

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 01/2022**

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
Fiction	48,096	4,860	3,157	8,017	8,899	882	697	0.17	2,942
Magazines	4,399	209	409	618	618	0	14	0.14	399
Multimedia	42,309	3,708	2,377	6,085	6,891	806	765	0.14	2,239
Nonfiction	69,283	4,347	4,099	8,446	9,513	1,067	891	0.12	3,813
Online	128,600	0	0	0	0	0	0	0.00	0
Other	538	576	238	814	814	0	2	1.51	205
Teen Fiction	2,583	331	431	762	823	61	101	0.30	402
Teen Multimedia	86	10	9	19	20	1	3	0.22	9
Teen Nonfiction	380	60	108	168	172	4	10	0.44	104
Teen Online	3,227	0	0	0	0	0	0	0.00	0
Youth Fiction	44,478	11,418	10,608	22,026	22,530	504	757	0.50	10,256
Youth Magazines	463	81	166	247	247	0	3	0.53	166
Youth Multimedia	8,873	1,012	1,144	2,156	2,219	63	65	0.24	1,099
Youth Nonfiction	23,343	2,222	2,192	4,414	4,577	163	264	0.19	2,107
Youth Online	5,129	0	0	0	0	0	0	0.00	0
Youth Other	36	25	1	26	26	0	0	0.72	0
Totals	381,823	28,859	24,939	53,798	57,349	3,551	3,572	0.14	23,741

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

Electronic Services to Patrons: July 2021 - June 2022

	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
GENERAL REFERENCE													
Children's Literature	5	0	15	2	0	0	16	0	0	0	0	0	38
Culture Grams	0	1	2	0	2	2	13	0	0	0	0	0	20
Facts on File	5	0	0	12	16	16	34	0	0	0	0	0	83
First Search	34	15	70	31	47	47	41	0	0	0	0	0	285
Gale Databases (ex. InfoTrac)*	79	14	27	81	25	25	71	0	0	0	0	0	322
Legal Forms	0	2	1	1	0	0	2	0	0	0	0	0	6
Novelist	39	22	51	201	98	98	91	0	0	0	0	0	600
PebbleGo	0	0	1	1	0	0	1	0	0	0	0	0	3
Reference USA^	46	21	27	29	22	22	31	0	0	0	0	0	198
World Book Reference Center	3	0	3	1	9	9	4	0	0	0	0	0	29
PERIODICALS													
Chicago Tribune	72	82	67	132	255	255	110	0	0	0	0	0	973
Chicago Tribune-Historical	273	159	181	491	262	262	315	0	0	0	0	0	1,943
Consumer Reports	87	64	90	70	89	89	112	0	0	0	0	0	601
Consumers' Checkbook	15	5	10	5	9	9	7	0	0	0	0	0	60
InfoTrac	9	3	9	4	0	0	5	0	0	0	0	0	30
Lexis Nexis	44	58	95	85	24	24	61	0	0	0	0	0	391
Mergent	0	0	0	0	1	0	19						
Morningstar	38	33	12	26	22	22	21	0	0	0	0	0	174
New York Times	38	45	46	19	41	41	50	0	0	0	0	0	280
New York Times-Historical	15	43	31	9	49	49	63	0	0	0	0	0	259
Newspapers.com	127	42	291	30	230	230	699	0	0	0	0	0	1,649
Press Reader	385	167	201	109	300	300	339	0	0	0	0	0	1,801
Proquest-Research Library	80	63	93	124	132	132	206	0	0	0	0	0	830
S&P NetAdvantage	180	139	20	6	0	0	0	0	0	0	0	0	345
Weiss Ratings	3	2	9	24	4	4	13	0	0	0	0	0	59
GENEALOGY													
Ancestry Plus	122	132	154	95	99	99	125	0	0	0	0	0	826
Heritage Quest	7	3	4	12	7	7	8	0	0	0	0	0	48
Fold3	0	0	0	0	0	65	52	0	0	0	0	0	
HOMEWORK/STUDY													
Brainfuse	51	6	94	168	14	14	74	0	0	0	0	0	421
Gale Courses	4	0	1	0	2	2	1	0	0	0	0	0	10

