

Wilmette Public Library Director's Report – May 17, 2022

Library Activities for April-May 2022

Anthony Auston, Director

Strategic Plan Progress Updates

The Board and Leadership Team met for a Strategic Planning Retreat on Thursday, March 10, 2022 to officially kick off the next phase of the Library's strategic planning. From late April through May 6, the Library conducted a community survey collecting feedback, which is currently being compiled and reviewed to help inform the next Strategic Plan. In the coming weeks, staff, trustees, and our community will continue to 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>) continues 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.

Outreach Librarian Ruth Bell made nine deliveries of books and STEAM kits to area preschools and made five storytime visits to 88 children and their teachers.

Our April StoryWalk in Hibbard Park was *Amara and the Bats* by Emma Reynolds.

Objective 1.2: By February 2019, establish a committee to explore new outreach opportunities and deepen existing partnerships.

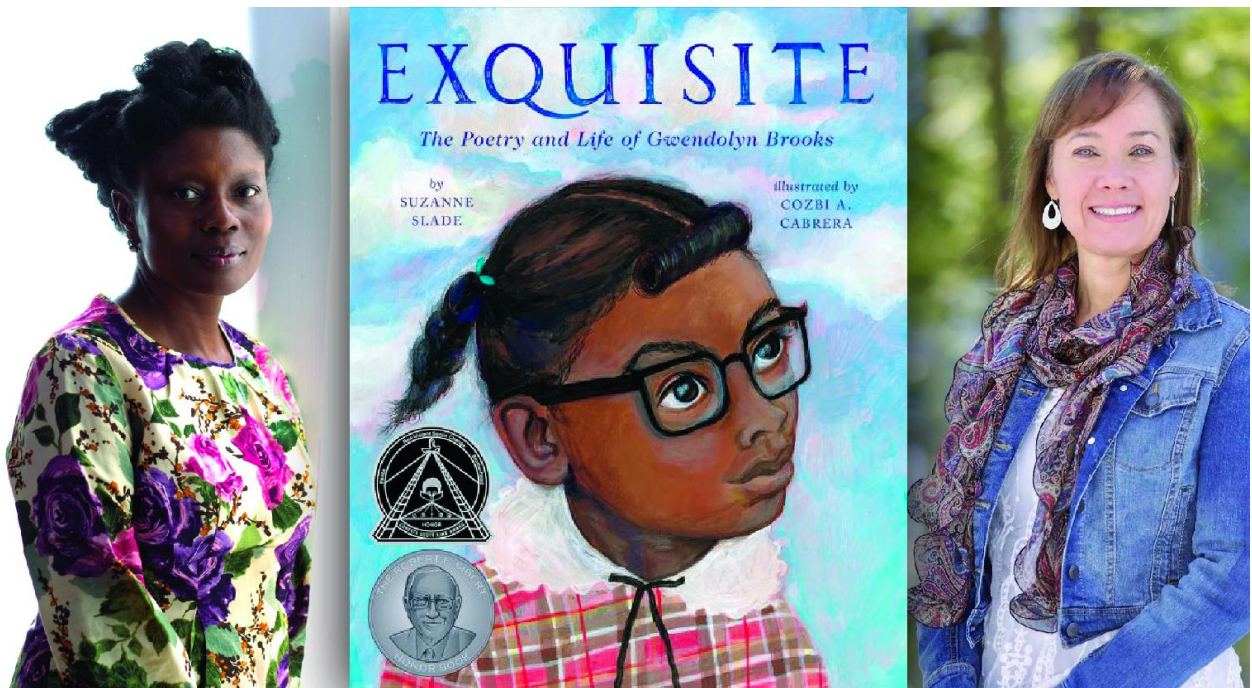
On April 22, Youth Services Librarian Alice Joseph and Youth Services Manager Andrea Vaughn Johnson met with the six School District 39 librarians and Tony DeMonte, Administrator for Technology, Information, and Safety, to discuss the progress of our current partnerships and projects such as Sora ebooks, library card registration, outreach visits, upcoming author visits, Reading Rally and Reading Challenge lists, and promotional opportunities.

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

The annual One Book, Everyone Reads (OBER) program for 2022 featured *Three Girls from Bronzeville* by Dawn Turner. Programs in support of include three librarian-led book discussions, a virtual walking tour of the Bronzeville neighborhood, a dramatic portrayal of Ida B. Wells, and a Blues 101 lecture and concert just to name a few. Like years past, the Library is partnering with The Book Stall to sell copies of the book including 50 copies with signed bookplates. The One Book team is looking forward to a successful series and author event.

On April 5, the Library hosted a virtual walking tour of Bronzeville with Bernard C. Turner, Executive Director of the Black Metropolis National Heritage Area Commission. He took the 99 participants (or screens) on a Zoom tour to the Walk of Fame and other neighborhood landmarks, as well as an exploration of the Great Migration that transformed the Black Belt into the Black Metropolis. The Library also purchased five of Mr. Turner's books directly from him and raffled them off to five Wilmette residents, who were all very excited to have won them!

Youth and Adult Services collaborated to celebrate our OBER programming by offering an all-ages program on Gwendolyn Brooks with author Suzanne Slade and Caldecott Honor illustrator Cozbi A. Cabrera as they discussed the creation of their award-winning picture book, *Exquisite: The Poetry and Life of Gwendolyn Brooks*. This stunning children's biography about the incomparable Gwendolyn Brooks, who became the first African American author to receive the Pulitzer Prize. Multiple staff attended the program.



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

On April 9, Assistant Director Leah White and Circulation Manager Kim Hegelund promoted the library's participation in the annual TedxWilmette event at Regina Dominican. The library staffed a table with information about our collections, programs, services, and provided the opportunity to register for a library card. The event also effectively served as the launch of our first community survey as part of the current strategic planning process.

On April 28, John Amundsen partnered with SCORE of North Cook and Lake Counties and the Evanston, Glenview, and Skokie public libraries and respective chambers of commerce to host “Supercharge your Website with SEO,” presented by SCORE mentor Dr. Margaret Eastwood. The program discussed the basics of Search Engine Optimization, which is a set of best practices in website development and content management intended to promote discoverability through search engine results (i.e., Google, Bing, etc.). Attendance is forthcoming from SCORE, who hosted this multi-library program.

Digital Services Associate Linnea Lundberg assisted a patron who lives in Wilmette who was writing to a Housing Specialist at Connections For The Homeless, our closest housing assistance organization, and a resource for a number of our patrons experiencing housing insecurity. Our patron was worried about the process and since Linnea has experience teaching computer classes for this organization, she was able to reassure and assist the patron with the application process. Linnea volunteers with Connections for the Homeless, teaching basic computer literacy classes for those in need of skill development.

Objective 2.3: Beginning June 2019, adjust current practices to increase ease of use of physical and digital collections, e.g., fines, wait time, holds.

Digital Services partnered with the IT department to create automatic time extensions for patrons using the computers. Patrons were previously limited to one hour on our public computers, but we found ourselves consistently extending the time. Now, as long as there isn't a reservation, patrons will just automatically receive an additional hour, allowing for seamless usage of our computers.

Digital Services Associate Linnea Lundberg is revamping the tech class portion of the website, making the information more accessible and providing crucial information that people will need when searching for tech classes. This section of the website will also promote some of our vital digital learning resources, such as LinkedIn Learning.

Objective 3.3: Beginning April 2019, develop intergenerational opportunities for youth and adults to work together on a shared goal.

The Library hosted 32 Maker Appointments in April, which were attended by 95 patrons. We added projects for very small children who have been accompanying their parents, such as play with Bee-bots and open-ended crafts. Staff experimented with the print and cut feature that works with the new inkjet printer and vinyl cutter.

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

In April Youth Services introduced a five-week language learning series on Zoom called Chinese for Families. Attendees learn Mandarin and Chinese words and culture with native speakers from language learning company NeuLingo.

Local language teacher Ling Liu presented stories and songs in our monthly Mandarin-English Bilingual Storytime on Saturday, April 9.

In an effort to foster inclusiveness, we hosted our first Gender 101 training, *Beyond the Binary*, on Friday, April 22. Hosted by Lurie Children's Hospital of Chicago, the training focused on shedding some light on some of the following objectives:

- Providing an overview of some of the key concepts and definitions associated with gender.
- Discuss ways to talk about gender diversity with associates and colleagues.
- Outline behaviors that promote an inclusive workplace environment for staff.

About 40 staff attended the live webinar and we will offer a recorded version for those staff who were not able to attend the live webinar.

Patsy deVuono completed the [LGBTQIA2+ Learning and Affirming Challenge](#), a weeklong series of tasks geared towards making you think about identity. Presented by academic librarian Jen Bonet from the University of Maine, the program provided a unique take on gender identity that included different cultures, and how we have changed the way we think.

Objective 4.3: Beginning October 2019, implement emerging technologies and provide curated digital resources to improve the user experience.

Several months in the making, CVI completed the update and installation of our new wireless access points around the library. The expanded network includes all new hardware and increased device connectivity and range. This project also officially extended the reach of the wireless network outside of the building, replacing the temporary exterior access points that were installed early in the pandemic.

Technology staff is researching the implementation of a new method of mobile device management for the library's public iPads. The management software will help to ensure that end-users will have a consistent experience, restoring devices to their "original" configuration after each patron use.

Assistant Director Leah White and Digital Services Associate Linnea Lundberg began planning for a new computer station in the Computer Room that will feature a Mac, along with digital software that will allow patrons to create digital content and access post-production editing tools.

Welcome Desk and Shelving

Welcome Desk staff connected with 4,858 patrons in April. We answered over 1,500 general calls to the library, routing the majority to Adult Services and Circulation. Staff distributed 88 masks; the library lifted its mask requirement on February 28 with the rest of the county.

Study Rooms officially re-opened on April 14. Although we did receive 53 phone calls about them over the month, there has not been a surge to use them. Nearly equal numbers of patrons made appointments with staff, as they did online. Others have simply inquired about procedures for booking.

The Automated Material Handler (AMH) sorted 32,769 items in April. 13,022 items (about 40% of all returns) were automatically checked in and ready for staff to shelve right away. The remaining 19,747 required special or further handling from staff. Trends are emerging for the still relatively new system. Tuesday is the busiest day for check-ins with almost 7,000 of the items for April checked in on a Tuesday. Sunday is the slowest day averaging around 300 items.

We have two new student volunteers, who help support our shelving team. Both students have teacher’s aides who help them with their work. They each work a couple of days a week.

Collections

Technical Services staff are preparing to implement Polaris Acquisitions, a new feature to the staff-side of the library catalog that will help simplify steps to our workflows. The Acquisitions team has a positive outlook on the potential for what it can do to help us streamline our processes. We have meetings scheduled for May with CCS staff and a fellow CCS library that has been using the Acquisitions module for a few years. These meetings will help us build a test environment to master the setup and new workflow. Then we'll build the live environment in June for the new fiscal year, with implementation in July.

Digital

Jessica Thomson worked with CCS to make our 1,534 LinkedIn Learning records visible, accessible, and available via the online catalog.

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

<u>Collection</u>	<u>February</u>	<u>March</u>	<u>April</u>
eAudiobooks	708	1480	2839
eBooks	1102	1450	2291
eMagazines	80	52	60
Hoopla items	950	950	927
Monthly total:	2840	3932	6117

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

<u>Collection</u>	<u>February</u>	<u>March</u>	<u>April</u>
Hoopla	269	296	517

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

Physical

This month we received the new shelving for the Media Room. This allowed us to backshift all of the feature films and television shows in our collection. The collection is much more accessible (easier to both browse and shelve) with the additional shelf space.

While backshifting, staff were also relabeling the television series titles. They were previously labeled with a traditional call number, 791.457. Jessica Thomson changed call number for these 2,646 items in the catalog, while shelving staff installed the new labels. Now the label simply reads DVD (or Blu ray) TV and the first two letters of the title. While the bulk of these titles have been relabeled, a number of them are out in circulation, and will be changed when they are checked back in. This has already helped shelving staff maintain the order of the collections, as often other Non-Fiction DVDs ended up mixed in with the Television series collection. The relabeling will make shelving much more efficient.

We are still waiting for the delivery of additional display shelves and bookends. Then any remaining signage will be updated after the collections have settled into their new space.

Adult Services librarian Katy Jacob evaluating the collection in an effort to get all of the audio books and Playaways onto the shelves and browseable. While they are not yet finished with this project, staff have already noted a positive impact.

When we get a chance, we will be redoing the CD packaging. All of the New CDs will be packaged so the flap opens in the front. There have been some issues with the flap coming off, so we are going to try this way instead.

Technical Services Statistics

Full summary of materials added in the past three months:

<u>Collection</u>	<u>February</u>	<u>March</u>	<u>April</u>
Adult Fiction	419	578	543
Adult Non-fiction	437	542	648
Teen Fiction	29	45	39
Teen Non-fiction	1	12	6

Youth Fiction	535	605	518
Youth Non-fiction	170	123	87
Adult Magazines	594	417	615
Youth Magazines	16	34	52
Adult Multimedia	153	209	162
Youth Multimedia	32	59	37
Other	59	38	60
			-
Monthly total:	2445	2662	2767

Full summary of items withdrawn in the past three months:

<u>Collection</u>	<u>February</u>	<u>March</u>	<u>April</u>
Adult Fiction	458	674	751
Adult Non-fiction	403	193	297
Teen Fiction	2	212	5
Teen Non-fiction	0	0	0
Youth Fiction	617	684	290
Youth Non-fiction	552	21	9
Adult Magazines	619	320	560
Youth Magazines	0	3	2
Adult Multimedia	86	651	773
Youth Multimedia	15	85	31
Other	11	2	2
Monthly total:	2763	2845	2720

Technical Services staff sent 29 boxes of withdrawn books to Better World Books, and 9 boxes of audiovisual items to Discover Books.

Circulation

The circulation department welcomed Angela McCarver as a substitute circulation assistant on Tuesday April 12th. Angela has previous experience working for a library in Missouri, and also currently works at a member library within our consortium. Angela will be trained by Amy Jung to confirm their current knowledge of Polaris and explaining the processes here at Wilmette Public Library.

As Amy Jung has been training new staff members over the past six months, we have reviewed and revised some procedures. We recently implemented an update on how we handle patron hold requests originating at the circulation desk; circulation staff are now walking the patron to the Adult Service desks to place the hold immediately, or even find a copy in the library.

Technical Service staff has begun sending materials to the circulation desk that need to have their RFID tags blanked before being weeded. This process is helpful for weeded materials that are sent to Books Down Under, and avoids confusion of discarded materials that are passing through the Bibliotheca gates that appear to have not been checked out.

ILL Staff have picked up another community book club, bringing up the total number of privately organized book clubs that we directly support to 16.

Park Ridge Public Library in collaboration with Bibliotheca presented on Open+, benefits of RFID, and concepts that the Fayetteville Public Library did with their recent remodel. The idea of Open+ is featured at Evanston Public Library Robert Crowne Branch and is being launched at Palatine Public Library District soon.

Circulation Statistics of Note

The library welcomed 123 new patrons this month, with 31 of applying through our website.

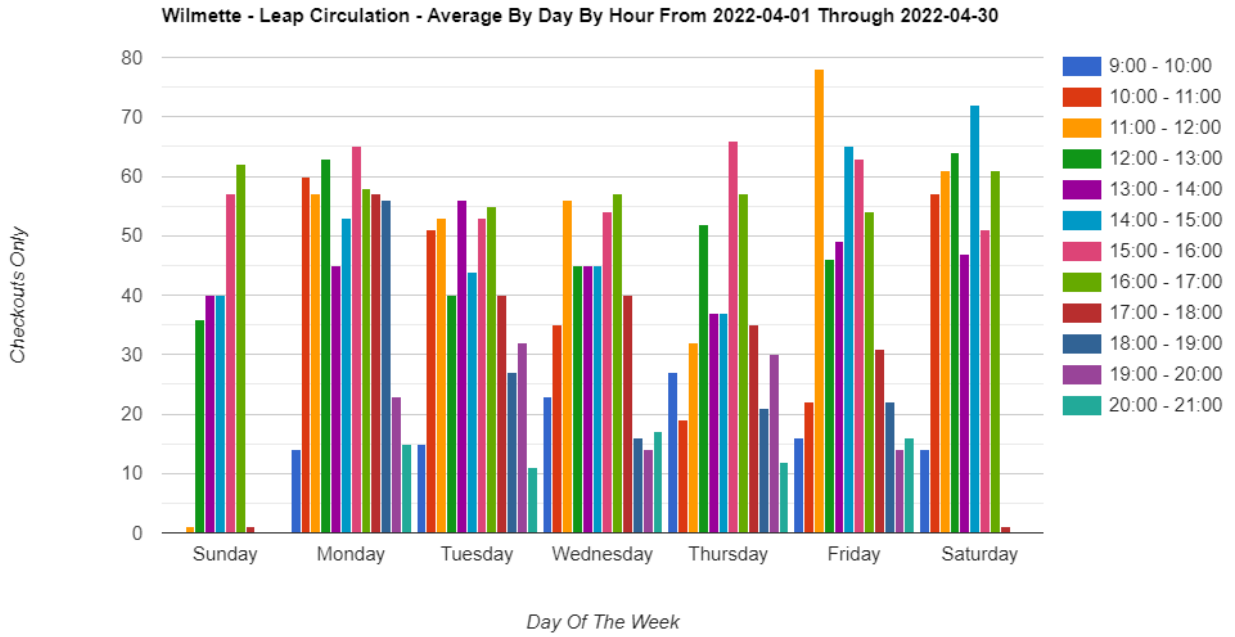
The circulation department continues its new resident/business partnership with the Chamber of Commerce Wilmette/Kenilworth this month. Staff mailed out welcome brochures to 29 new residents who moved into or around Wilmette. We had 4 households register for 5 cards since the mailing went out.

Parking Lot Pickup April saw 58 appointments, and of those 30 repeat patrons. While the numbers have been decreasing, the patrons utilizing the service have told us it is very helpful to them.

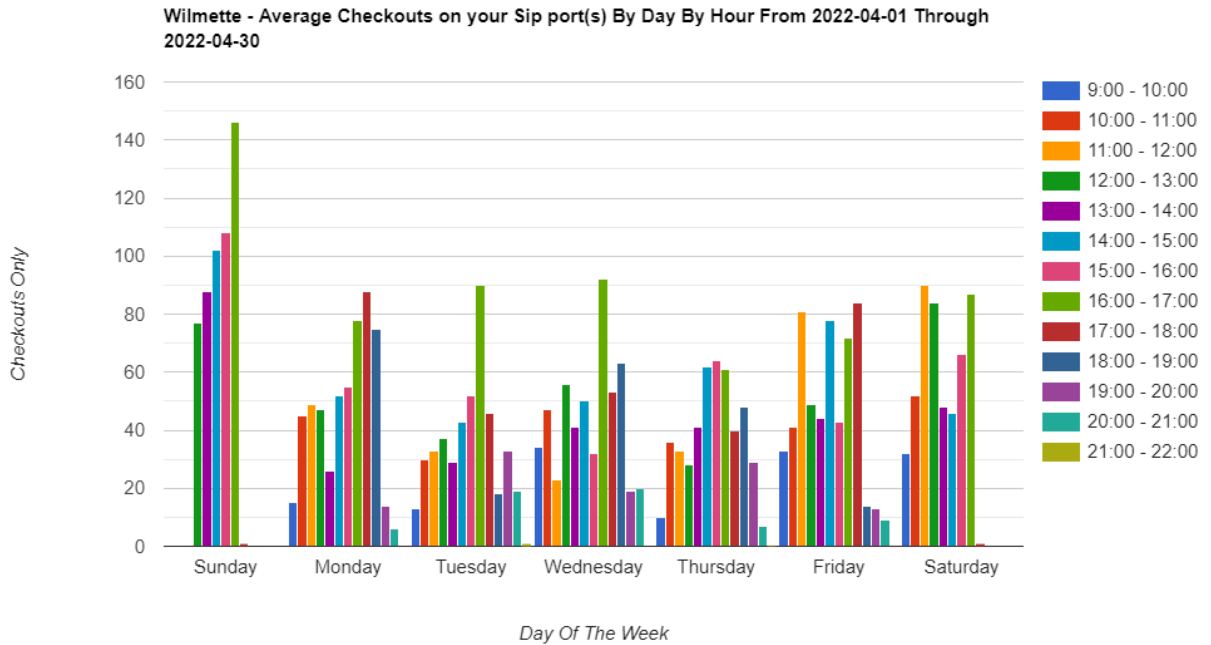
Circulation staff processed 6,600 items for holds that were checked out at our library. The ILL department sent out 3,318 items to other CCS libraries. Outside of CCS, ILL sent 115 items throughout the state of Illinois, and 55 items to other locations around the continental US. In May, it was determined we would begin to send out our multimedia collection outside of the state and this will include DVDs, Blu-ray, audiobooks, and playaways that are not labeled as new.

Circulation	2022	2021	2020	2019
April	53,537	52,875	28	59,323
March	55,073	52,239	29,435	62,305
February	49,767	32,640	57,932	56,946
January	53,798	31,822	61,130	60,403

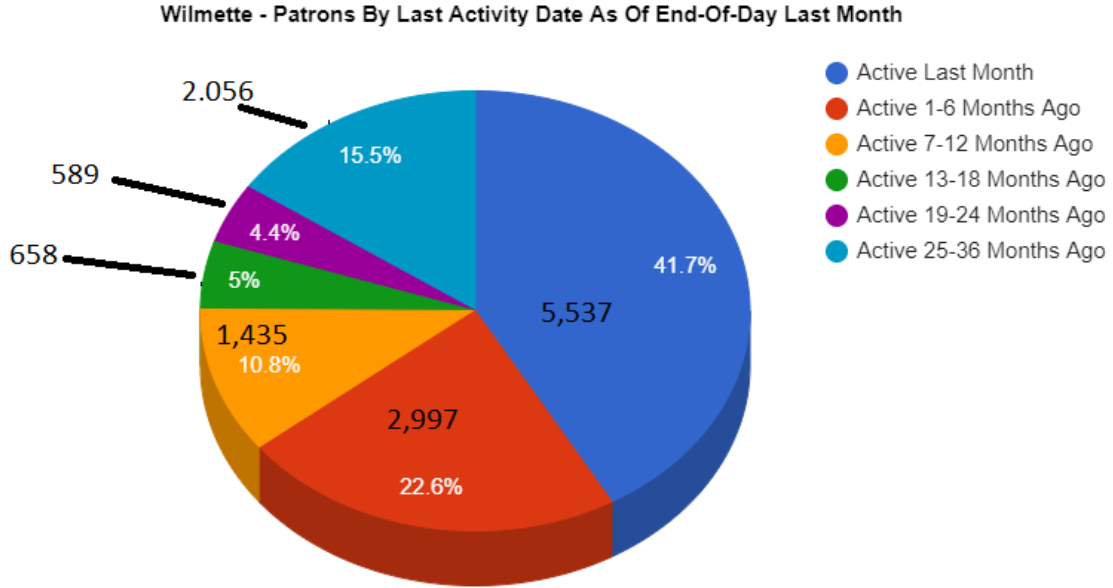
The following bar graph depicts the average circulation over the course of the month by hour.



The next graph shows the average checkouts over the course of the month at our checkout stations.



The pie chart below gives a picture of how many patrons have utilized the library accessing physical materials over a period of months. Of the 13,272 library cards that have been active in the last three years 9,969 were used for physical materials from April 2021 to April 2022 which is 75.1% of our Wilmette card holders.



Wilmette Public Library Monthly Statistics For 4/2022	
Total Check-ins	30682
Self Check-out	14810
Leap Check-out and Renewal	13136
Circ Check-out and Renewal	17
Total Checkouts	27963
Auto-renewal	24277
Power PAC Renewal	847
Leap Checkout and Renewal	250
Self Check-out	93
Third party renewal	107
Total Renewals	25574
Number of your Library's items checked out system-wide	28120
Holdings Placed through your interface	5721
Holdings placed for/by your patrons	6025

Holds Held	6600
Holds Checked out	5834
Holds Cancelled	1114
Holds Unclaimed	772
Number Of Items Currently Out	31486
Count of physical patron records at beginning of 04/2022	14665
Minus Patron records physically deleted	24
Minus Patron records that moved out of library district	1
Plus Patron records physically added	123
Plus Patron library was changed from some CCS library to "Wilmette"	17
Count of physical patron records at end of 04/2022	14780
Minus In-House and Test Cards	45
Minus Expired Cards	69
Unexpired Patrons on file	14666
Leap Registration at Wilmette	92
PAC Registration	31

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

Adult Services

In observation of Financial Literacy Month, Business Librarian John Amundsen hosted three virtual financial literacy programs throughout April, including: “Essentials of Your Financial Plan,” with Ed Gjertsen II, CFP(r), “Crypto 101,” also with Gjertsen, and “10 Tips for Maximizing your Retirement Savings” with personal finance expert Karen Chan, CFP(r).

- “Essentials of Your Financial Plan” on April 13 featured an interactive presentation guiding attendees through financial goal setting, investments, estate, tax planning, and steps to achieve financial independence and was attended by 17 of 17 registered;
- “Crypto 101,” held April 19, covered the basics of cryptocurrencies, blockchain, and meme coins, with the goal of giving attendees a better understanding of this emerging investment trend beyond the hype and the headlines, with 31 attending of 52 total registered;
- “10 Tips for Maximizing your Retirement Savings,” on April 21, which covered a wide range of retirement topics including rollovers, qualified charitable distributions, Roth conversions, and other tools that can help retirees manage income taxes, streamline (or even avoid) distributions. Other topics included required minimum distributions, when it

makes sense to take money out before reaching age 70 1/2, how to choose the right beneficiary, and what heirs can and can't do when they inherit an account. 31 of 37 registrants were present for the session.



Local History and Genealogy Librarian EvaAnne Johnson put the finishing touches on our new "Voices of Wilmette" Oral History Kits, a collaborative project with the Wilmette Historical Museum to collect stories from the Wilmette community during the village's sesquicentennial. The purpose of this project is to preserve the memories and experiences of individuals who are

connected to Wilmette, including current and former residents, business owners, school teachers, and others familiar with the community. As partners, the Library and Historical Museum will record, collect, archive, and share these recordings to provide future generations an opportunity to explore local history. The goal is to hear from a wide variety of people in our 150th year.

The project launched on April 6 with a program about oral histories, which was well-attended and recorded. Our five kits started circulating almost immediately, and several other interested community members scheduled appointments at the Museum to be interviewed by a volunteer. We purchased a subscription for a transcription service to help us transcribe the interviews faster, and to make them accessible in more than one format. Eva will continue to give updates about the project as we collect more oral histories throughout the rest of the year. To learn more and participate, visit: <https://www.wilmettelibrary.info/research/local-history/oral-history>

There was an increase in genealogy questions in April, including five Genealogy one-on-one sessions this month. Typical questions included getting started with our genealogy databases, oral histories, questions about genealogy DNA tests, finding someone's obituary, and locating someone's death date. There were also three visits to the Local History Room this month, mostly researching the history of their house.

Eva also attended the Indiana Genealogical Society Annual Conference in early April. The conference sessions covered topics related to Indiana and Midwest genealogical research, the 1950 census (which was just released on April 1!), and early New England genealogy. Eva has had several questions in the past few months about New England genealogy, so those sessions in particular are informative going forward. The session about the newly-released 1950 census was also exciting and informative, since it was the very first time that any of us had seen the 1950 census or been able to search in it.

Teen Services

Krista Hutley partnered with local comics and games store Heroines & Heroes to offer a three-hour beginner tabletop miniature painting workshop on Saturday, April 23. Eight teens enjoyed the program and three who had to cancel last minute were able to be given a painting kit to take home thanks to this partnership.

Heroines & Heroes have offered to Krista Hutley to be a source for graphic novel and manga purchases at a discount for the library, with monthly emails about what's popular or new in stock. This will benefit our local economy by directly supporting a small business.

Krista also hosted her monthly Teen Take & Make passive program. The Teen Take & Make for April, Volunteer Cheer, was making greeting cards for Cards for Hospitalized Kids and bookmarks for the library's homebound patrons.

We purchased a small mobile cart for the Teen Room for school supplies and easy passive craft programs for high school students to use, especially during finals. Krista made magnets and stickers to decorate the cart and made signage, and she will see what needs to be adjusted going forward as the cart is used and if there needs to be a budget for restocking supplies.

Youth Services

Children's Bookmark Contest

This month, kids were invited to design a bookmark with the theme of reading, books, and libraries for our annual bookmark design contest. The winning designs are printed and distributed at the library, and all submissions are displayed in Youth Services.

This project is funded by the Friends of the Wilmette Public Library.



Youth Services Programs

In April, Youth Services presented 29 in-person and virtual programs which were attended by 277 people.

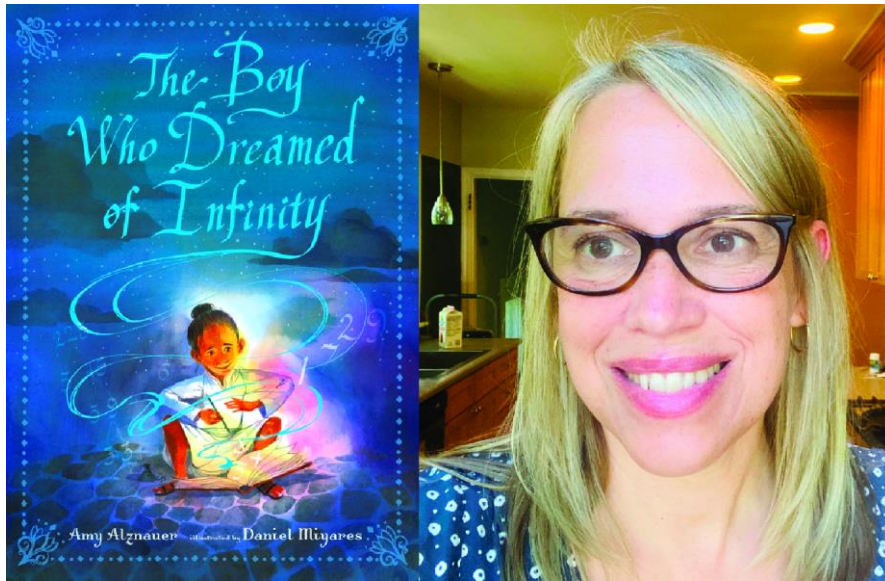
Early Childhood Programs

Youth Services librarians presented 16 virtual storytimes in April which were attended by 133 children and caregivers. Weekly programs included Babytime, Family Storytime, and Big Kid Storytime. We also offered an evening Pajama Storytime and Mandarin Storytime.

School Age Programs

Youth Services offered 12 programs for school age children in April, which were attended by 124 children.

On April 18, 25, and May 2, award-winning author and mathematician Amy Alznauer told the story of the mathematical genius Ramanujan that is described in picture book biography, *The Boy Who Dreamed of Infinity*, and led participants in grades 3-6 in math games and activities rooted in ancient India.



In-person programs:

4/7:	K-9 Reading Buddies of the North Shore - 21 children read to therapy dogs.	
4/13:	STEAM Lab: Fractals (K-2)	14
4/18:	Math Adventures with Amy Alznauer	5
4/20:	Graphic Novel Book Club	7
4/22:	The Art of the Spider	17
4/25:	Math Adventures with Amy Alznauer	14

Virtual programs:

4/12: Chinese for Families	9
4/14: 2nd and 3rd Grade Book Discussion	13
4/19: Chinese for Families	9
4/26: Chinese for Families	6

Poetry Month Activities

Children worked on a collaborative 100-line poem, which we called “One Hundred Ways to Bloom.” Children added their own lines throughout the month. The finished poem is appended to this report.

The Maker Garden returned for spring and National Poetry Month. Patrons created poems with words written on tree cookies, similar to magnetic poetry.

Book Displays

In April, Youth Services curated displays of books to highlight spring, rain, and frogs in the picture book area, siblings in the Junior High Room, and National Poetry Month in the second floor hallway.

Special Projects

Jennifer Lee worked with Community Services to create a Language Database Bookmark to guide patrons using our databases.

In honor of Earth Day, Youth Services created and distributed 225 Earth Day STEAM Kits and with materials to build a mini-terrarium from a plastic CD jewel case. On our staff blog, librarian Sheri Reda shared books for children and parents that balance serious environmental information with energizing optimism.

<https://www.wilmettelibrary.info/posts/earth-day-books-look-bright-side>



Communications and Events Programs

Virtual Programs:

- 4/5: Latin Hip Hop as a New Poetry with Catalina Maria Johnson; 10 patrons
- 4/12: At Home Film Discussion: Body Heat; 8 patrons
- 4/19: Afternoon with Ida B Wells (Sherrie Tolliver); 41 patrons
- 4/26: Armchair Travels Presents: Virtual Tour of the Baha’i Temple; 116 patrons

On-Site Programs:

- 4/7: Armchair Travels: Lyon, France with Gene Flynn; 18 patrons
- 4/14: Blues 101 with Fruteland Jackson; 21 patrons
- 4/21: International Film Screening: Under the Same Moon; 8 patrons
- 4/17: Armchair Travels: North Carolina with Nancy McCully ; 13 patrons

We were thrilled to begin our One Book, Everyone Reads (OBER) programming in April. Jennifer Bartel hosted two programs in support of OBER: an in-person blues concert with Fruteland Jackson, and a virtual Afternoon with Ida B. Wells. We also hosted an event in support of Wilmette's sesquicentennial, a virtual tour of the Baha'i Temple, which attracted more than 115 patrons on Zoom. We have enjoyed hosting events in support of the 150th celebration and hope to continue to host events of local historical interest in the future, as they have been extremely popular with the community.

Some patron feedback from our Baha'i Temple presentation:

"Thank you.. really appreciate everything you've done .. it's really been enjoyable.. so many wonderful presentations. Better than any others provided by senior centers etc."

"Thanks for the program. I have lived in Wilmette since 1957 and even before that I watched the beautiful Temple being built as I lived in Chicago and we drove out to see it regularly."

"I have not been back to visit the House of Worship in 15 years and it was great to "see" it again!" (from a patron viewing the program from Hawaii!)

We were also thrilled to take part in the Illinois Libraries Presents event featuring Nick Offerman (of Parks and Recreation) in conversation with Wilco's Jeff Tweedy. More than 70 Wilmette patrons registered to attend. This was the ILP event with the highest profile for this season, and we were thrilled to see more than 6,000 people attended virtually from across Illinois. This pilot season of ILP has provided a number of interesting, quality events and we look forward to taking part in the first full season, beginning in fall 2022.

In April, staff performed maintenance and training on Communico, our public calendar and room booking software. We made study rooms available for reservation again, using our Communico software for the first time to manage the booking process. Historically this process has been managed in a variety of low-tech ways, but we are excited to use the powerful Communico platform to help make this process smoother for patrons and staff. We also did a good deal of cleanup for the product throughout April, as many of our procedures and automated notifications had been altered for COVID and needed to be updated for our current and ongoing processes. We are back to hosting a full calendar of in-person and virtual events for all ages, and this was a worthwhile process to ensure that staff and patrons will be able to find the information they need from the public calendar.

April Communications

We had three primary communication focuses in April: One Book, Everyone Reads, our community survey, and a branding project for our Summer Reading Clubs.

In early April, our April/May newsletter was sent to homes, with a major focus on our OBER selection. We also created posters, bookmarks, and online graphics to promote the series in a variety of ways. We also ran an ad on Facebook for our signature author event through the end of April and into early May—these Facebook ads can get a post in front of a lot of extra eyes for a relatively low cost.

We launched a community survey in April in preparation to gather information for our Strategic Planning process. We sent the survey to patrons via our email newsletters and received more than 500 responses. This gave us great feedback to use in planning, but it also gave us great feedback on our email newsletters—our statistics show consistent high engagement with our emails, but this was proof that patrons are reading them, clicking on them, and taking time to give feedback as a patron and community member. We also made the survey available at the TEDx Wilmette event, throughout the library, following several of our adult Zoom events, and on our website and facebook pages. This enabled us to reach patrons in a variety of ways—those who primarily find information via our email newsletter (the primary method by far), but also those who interact with us in person or via our website. We wanted to make sure any number of patrons would be able to access the survey, however they find out their information about us.



The image shows a Facebook post from Wilmette Public Library. The post text reads: "We want to hear from you! This spring, we are embarking on a strategic planning process to help guide library services in the coming years. Please take a few minutes to fill out our survey and let us know how the library can help meet your needs. Fill out the survey here: wilmettelibrary.info/survey2022". Below the text is a photograph of a woman sitting on a grassy lawn, holding a large sign that says "WILMETTE PUBLIC LIBRARY" and "wilmettelibrary.info". At the bottom of the post, there are statistics: "1,073 People reached", "91 Engagements", and "↑ +2.9x higher Distribution score". A blue "Boost post" button is visible in the bottom right corner.

Sarah Rose created a suite of graphics for our Summer Reading Club theme: Read off the Beaten Path. This colorful line drawing is unique to Wilmette Public Library and will help define branding for one of our signature series.

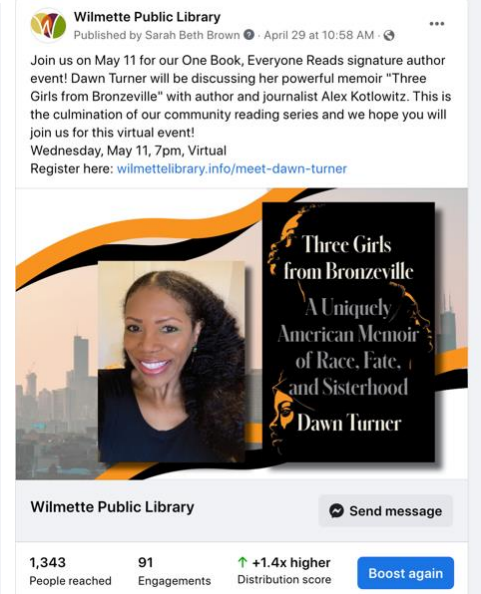
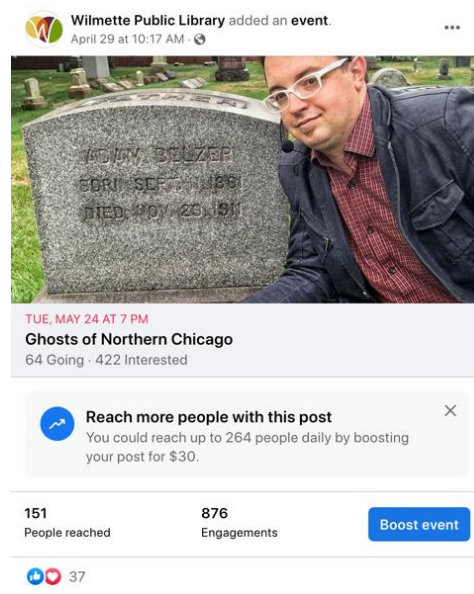
In addition to these major initiatives, we worked on a number of projects helping to edit and create collateral materials for projects throughout the library. Sarah has created a number of new graphics for the website, online calendar, and social media; and Sarah Beth has been working to publicize our smaller initiatives alongside our major projects, including the exciting launch of our Voices of Wilmette Oral History Project.

Email and Social Media

Email newsletter statistics from April:

- 82,865 sends
- 1,875 clicks (The most clicks went to the library community survey, the Illinois Libraries Presents event with Nick Offerman & Jeff Tweedy, and the registration link for the OBER author event with Dawn Turner.)

Highlights from our Social Media in April:



Digital Services

Our summer technology classes have been scheduled. Digital Services Associate Linnea Lundberg is coordinating with our Digital Services Assistants to add more in-person and Zoom learning opportunities.

This month our public classes included:

- 4/7: Google Calendar (virtual), 10 attendees
- 4/14: Cyber Security (virtual), 11 attendees
- 4/28: Google Search Operators (virtual), 2 attendees

Technology

As part of our annual technology recycling and sustainability efforts, staff collected retired library equipment. CVI then picked up our discards and handled the recycling.

Fred Wallace and Christine Hightower completed a range of troubleshooting and system improvements for both the staff and public in April. Projects this month included: researching equipment updates and replacements, workstation and peripheral troubleshooting, relocation, configuration, installation, and network optimization. Throughout the month, Fred and Christine assisted staff with equipment installation and training, reconfiguring/relocating workstations, coordination with CVI on resolution of open tickets, routine maintenance, equipment cleaning, and other updates.

As in-person programming is substantially returning after reliance on virtual platforms for the past 2 years, Christine is training event staff on the procedures to set up AV and technology in the Auditorium and the Youth program room. She is also working on detailed instructions for staff to refer back to while setting up. Training covers how to request technology and set up a computer and iPad in the Auditorium and the Youth Program Room.

Fred finished installing all of the swivel monitor stands at the Circulation, Reference, and Recent Arrivals desks.

Staff updated and installed 2 additional PC stations for patrons: adding one to the computer room and a third computer to the southwest corner of the first floor. Christine and Fred then rearranged the computers in numerical order, from 1-9 and the express station.

Our copier contractor, ISBS, updated the software and firmware of all the copiers in the building and performed routine maintenance of the equipment.

Facilities

Grounds maintenance resumed this month, with our gardens being restored and prepared for spring. Patches of turf were replaced in the Reading Circle and along the south side of the building.

Seasonal maintenance included deep cleaning of the carpeting throughout the building. Both the interior and exterior glass were also professionally cleaned. The HVAC systems were serviced to prepared for the cooling season.

We have issued new parking stickers for staff who park in the village parking lot situated between our patron parking lot and the post office parking lot. The new decals are registered with the Wilmette Police Department, and have very little identifying factors for safety purposes. We are currently in the process of distributing the new parking stickers to staff.

Human Resources

Recruiting

Digital Services

We are very excited to announce that we have hired Lauren Kelly (they/them/theirs), as our new Digital Services Manager. Lauren comes to us with a wealth of Digital Services knowledge and experience. Currently Lauren serves as the Assistant Head of Digital Services at Niles-Maine District Library where they manage all digital resources including databases, OverDrive (Digital Library of Illinois), and streaming media. Lauren has also worked as a Digital Services Assistant at Barrington Public Library, and at Indian Trails Public Library they were able to tap into their technical and creative skills as a Maker Space Coordinator. Lauren has also presented at ILA and participates in the RAILS ELSUM Networking Group. Outside of the library world, Lauren worked as a Coordinator of Program Development at the Adler Planetarium, and sold books at Women & Children First Bookstore. Their first day will be Monday, May 23.

We will soon be posting for a full-time Digital Services Associate who will not only provide technical assistance to patrons in the Computer Room, they will also teach technology-related classes as well. We are also looking for a part-time Digital Services Assistant to provide exceptional customer service and technical guidance to our patrons.

Communications and Events

We are in the process of finalizing the job description for a new Content Coordinator for our Communications & Events department. This newly created full-time position will focus on creating and developing content for a variety of print and digital platforms for the Library. We will be posting for this position in the next week.

Youth Services

HR Manager Mike Boone has been working with Youth Services Manager Andrea Vaughn Johnson and YS Maker Librarian Janet Piehl to identify candidates to prescreen and schedule interviews for the Summer Reading Club Assistant Floater position. We have 3 potential candidates we are scheduling interviews with and will hopefully have a selection made by the end of the month.

We are also recruiting for a Substitute Youth Services Associate. We were very fortunate to attract a strong pool of candidates from our posting on RAILS. YS Manager Andrea Vaughn Johnson is reviewing the candidate pool and will identify those candidates she would like to move forward in the recruitment process.

Adult Services

We are currently in the process of accepting applications for a Substitute Adult Services Associate. This role will provide reference desk coverage on an as needed basis.

Circulation

We are currently searching for a Substitute Circulation Assistant, and will soon be posting for a Part-time Circulation Assistant. This role will average out to approximately 10 hours a week covering shifts on Friday nights and weekends.

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:

Throughout April, Youth Services Librarian Sarah Jo Zaharako attended a 3-week course in Social Emotional Learning. The webinars and assignments were geared toward creating an action plan for wellness within the organization and in the community. This workshop provided examples and pathways for achieving our short and long-term strategic plan goals. Sarah Jo was particularly interested in Healing Library kits; Peace Circle training (for conflict management); and social services partnerships for mental health.

On April 28, managers Patsy deVuono, Kim Hegelund, and Jessica Thomson attended the regional BibliInsiders Community Event, presented by Bibliotheca at Park Ridge Public Library. The day included four presentations, and concluded with a tour of the library. Sessions included best practices, customer service, equity and access, and visioning for the future.

4/1 - 4/2: Indiana Genealogical Society Annual Conference (EvaAnne Johnson)

4/10: Wilmette Historical Museum: "Wilmette Across Three Centuries" (EvaAnne Johnson)

Webinars:

4/4: CCS Webinar – CCS Unlocking the Power of Record Sets (Carly Stauss, Jessica Thomson)

4/6: Monarch Award Webinar (Alice Joseph)

4/11 Data Forecasting: A Crash Course (Jennifer Lee)

- 4/13: Conversation with Author Dusti Bowling (Alice Joseph)
- 4/20: Lee & Low Books 2022 Showcase (Alice Joseph)
- 4/23: CCBC Choices Day (Janet Piehl)
- 4/27: Caudill Award webinar (Alice Joseph)
- 4/26: Virtual Tour of the Baha'i House of Worship (John Amundsen)
- 4/26: How to Implement Sustainability in your Facility (EvaAnne Johnson)
- 4/28: Digital Preservation's Impact on the Environment (EvaAnne Johnson)

Meetings:

- 4/6: Film Committee Meeting (Mark Cegielski, Alice Joseph, Jillian McKeown, Jessica Thomson, Nancy Wagner)
- 4/8: CCS Circulation Technical Group Meeting (Mark Cegielski and Kim Hegelund)
- 4/10: Best Fiction for Young Adults Committee Meeting (Krista Hutley)
- 4/11: NSLS Directors Meeting (Anthony Auston)
- 4/12: Finance Committee Meeting (Anthony Auston, John Risko)
- 4/13: Friends of the Library Board Meeting (Anthony Auston)
- 4/13: CCS Governing Board Meeting (Anthony Auston)
- 4/13: Wilmette 150 Planning Committee Meeting (EvaAnne Johnson)
- 4/14: Library of Things Committee Meeting (Kim Hegelund, Linnea Lundberg, Jillian McKeown, Janet Piehl, Jessica Thomson)
- 4/14: Young Adult Services Forum Meeting (Krista Hutley)
- 4/19: WPLD Board Meeting (Anthony Auston, Marti Bellefontaine, Christine Hightower, Marcos Levy, Linnéa Lundberg)
- 4/20: Genealogy and Local History Librarian Networking Meeting (EvaAnne Johnson)
- 4/20: Tea with Anthony (36 staff attended)
- 4/21: Find More Illinois Meeting (Kim Hegelund and Louise Neidorf)
- 4/21: NCOA meeting with CCS (Mark Cegielski)
- 4/26: Acquisitions in Leap: EDI Workflow (Shanti D'Costa, Jacintha D'Silva, Jessica Thomson, Matt Womack)
- 4/28: BiblioInsiders Community Event (Patsy de Vuono, Kim Hegelund, Jessica Thomson)
- 4/28: Kenilworth Public Library District Board Meeting (Anthony Auston)

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Attachments: Circulation Statistics by Collection, Circulation Statistics by Material Type, Digital Resource Statistics, North Shore Record article, Poetry Month collaborative poem

05/01/2022

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 04/2022**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	25	18	0	18	18	0	0	0.72
Bag	509	381	313	694	694	0	0	1.36
Blu-ray	1,405	238	172	410	438	28	96	0.29
Blu-ray New	75	156	11	167	170	3	8	2.23
Book	171,799	18,012	19,582	37,594	39,248	1,654	1,943	0.22
Book Hot	924	1,224	5	1,229	1,230	1	0	1.33
Book New	5,942	2,717	1,759	4,476	5,227	751	361	0.75
Boxset	0	25	5	30	30	0	25	0.00
Cassette	60	0	0	0	0	0	0	0.00
CD	16,499	846	547	1,393	1,642	249	256	0.08
CD Audiobook	7,458	254	254	508	575	67	34	0.07
CD Audiobook New	232	114	75	189	223	34	12	0.81
CD New	311	141	79	220	255	35	13	0.71
DVD	18,484	1,910	1,368	3,278	3,564	286	283	0.18
DVD New	326	504	53	557	585	28	21	1.71
eAudiobook	53,585	0	0	0	0	0	0	0.00
eBook	85,899	0	0	0	0	0	0	0.00
eMagazine	4,292	0	0	0	0	0	0	0.00
Equipment	18	52	0	52	52	0	0	2.89
eReader	3	0	0	0	0	0	0	0.00
ILL Material	0	65	2	67	67	0	2	0.00
Kit	0	7	4	11	11	0	7	0.00
Laptop	1	0	0	0	0	0	0	0.00
Large Print	7,236	329	284	613	719	106	47	0.08
Large Print New	322	77	46	123	169	46	7	0.38
Magazine	4,442	236	425	661	661	0	7	0.15
Magazine New	269	1	0	1	1	0	0	0.00
Mobile Hotspot	10	12	0	12	12	0	0	1.20
Multimedia Kit	28	2	5	7	7	0	2	0.25
Newspaper	618	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	1	2	1	3	3	0	1	3.00
Playaway	2,341	187	258	445	460	15	7	0.19
Playaway Audio New	78	35	28	63	76	13	2	0.81
Record	1,579	1	2	3	4	1	0	0.00
Seasonal AV	319	12	0	12	12	0	0	0.04
Seasonal Book	2,043	131	3	134	134	0	0	0.07
Special Collection	0	1	1	2	2	0	1	0.00
STEAM equipment	21	7	0	7	7	0	0	0.33
STEAM Kit	15	9	0	9	9	0	0	0.60
Tablet	2	0	0	0	0	0	0	0.00
VHS	149	0	0	0	0	0	0	0.00
Videogame	994	256	291	547	548	1	25	0.55
Videogame New	0	1	1	2	2	0	1	0.00
Totals	388,332	27,963	25,574	53,537	56,855	3,318	3,161	0.14

Item Count is where the Item Owing Library = YOUR LIBRARY

Local Charge is where the Station_Library = YOUR LIBRARY

Local Renewal is where the Station_Library = YOUR LIBRARY

Lender is where the Item Owing Library = YOUR LIBRARY and the Station_Library not = Item_Library

Borrower is where the Station_Library = YOUR LIBRARY and Item Owing Library not = Station_Library

05/01/2022

**Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 04/2022**

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
Fiction	47,742	4,555	2,935	7,490	8,325	835	647	0.16	2,755
Magazines	4,768	174	269	443	443	0	7	0.09	262
Multimedia	41,339	3,630	2,075	5,705	6,413	708	731	0.14	1,842
Nonfiction	70,025	3,860	4,438	8,298	9,371	1,073	727	0.12	4,192
Online	135,507	0	0	0	0	0	0	0.00	0
Other	567	527	315	842	842	0	2	1.49	297
Teen Fiction	2,476	276	395	671	724	53	89	0.27	357
Teen Multimedia	69	6	5	11	11	0	3	0.16	5
Teen Nonfiction	399	49	101	150	165	15	16	0.38	95
Teen Online	3,218	0	0	0	0	0	0	0.00	0
Youth Fiction	44,543	11,650	11,490	23,140	23,572	432	690	0.52	11,045
Youth Magazines	559	63	156	219	219	0	0	0.39	155
Youth Multimedia	8,868	1,055	1,068	2,123	2,175	52	61	0.24	1,042
Youth Nonfiction	23,147	2,102	2,326	4,428	4,578	150	188	0.19	2,229
Youth Online	5,069	0	0	0	0	0	0	0.00	0
Youth Other	36	16	1	17	17	0	0	0.47	1
Totals	388,332	27,963	25,574	53,537	56,855	3,318	3,161	0.14	24,277

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	6	0	0	0	44
Culture Grams	0	1	2	0	2	2	13	1	1	0	0	0	22
Facts on File	5	0	0	12	16	16	34	7	8	7	0	0	105
First Search	34	15	70	31	47	47	41	53	38	47	0	0	423
Gale Databases (ex. InfoTrac)*	79	14	27	81	25	25	71	47	19	26	0	0	414
Legal Forms	0	2	1	1	0	0	2	5	0	15	0	0	26
Novelist	39	22	51	201	98	98	91	34	32	38	0	0	704
PebbleGo	0	0	1	1	0	0	1	1	0	2	0	0	6
Reference USA^	46	21	27	29	22	22	31	37	23	17	0	0	275
World Book Reference Center	3	0	3	1	9	9	4	2	2	5	0	0	38
PERIODICALS													
Chicago Tribune	72	82	67	132	255	255	110	218	105	157	0	0	1,453
Chicago Tribune-Historical	273	159	181	491	262	262	315	135	190	159	0	0	2,427
Consumer Reports	87	64	90	70	89	89	112	65	75	66	0	0	807
Consumers' Checkbook	15	5	10	5	9	9	7	5	10	11	0	0	86
InfoTrac	9	3	9	4	0	0	5	1	6	4	0	0	41
Lexis Nexis	44	58	95	85	24	24	61	42	53	52	0	0	538
Mergent	0	0	0	0	1	0	19	23	6				
Morningstar	38	33	12	26	22	22	21	35	11	31	0	0	251
New York Times	38	45	46	19	41	41	50	46	36	191	0	0	553
New York Times-Historical	15	43	31	9	49	49	63	31	14	121	0	0	425
Newspapers.com	127	42	291	30	230	230	699	14	109	187	0	0	1,959
Press Reader	385	167	201	109	300	300	339	731	702	530	0	0	3,764
Proquest-Research Library	80	63	93	124	132	132	206	136	176	124	0	0	1,266
S&P NetAdvantage	180	139	20	6	340	0	73	253	261	260	0	0	1,532
Weiss Ratings	3	2	9	24	4	4	13	28	10	5	0	0	102
GENEALOGY													
Ancestry Plus	122	132	154	95	99	99	125	35	36	34	0	0	931
Heritage Quest	7	3	4	12	7	7	8	10	12	10	0	0	80
Fold3	0	0	0	0	0	65	52	23	48	6	0	0	194
HOMEWORK/STUDY													
Brainfuse	51	6	94	168	14	14	74	12	10	53	0	0	496

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During the pandemic, the library has kept programming going through online and outdoor activities. | PHOTO SUBMITTED

Wilmette, Community

Tell the Wilmette library how to improve. But hurry, the survey closes on Friday, May 6.

By Kathryn Calkins | 10:31 a.m. May 4, 2022



Wilmette community members have until the end of the week to contribute their thoughts on how the Wilmette



The Record is a nonprofit, community news site from



Public Library is used and what programming and services it should offer.

The library began conducting a public survey in April. Library Director Anthony Auston said the survey will inform the library's strategic planning process, which will help the library continue its community mission when the pandemic recedes.

As of Tuesday, May 3, the library had received more than 500 survey responses, including many creative suggestions from patrons, Auston said.

Before the pandemic, the WPL building was an activity hub. Besides offering collections services and computer terminals, it hosted speakers and special events, such as flower arranging and regular lecture series, including the popular Armchair Travels. The library also provided a venue for a knitting circle and writing group and many regular activities for youth and children.

The library, like many event venues big and small, pivoted to remote programming shortly after the pandemic began.

"We had to develop so much in March 2020," Auston said.

The library began services such as parking lot pick up, which allowed patrons to reserve library materials and meet a staff member outside rather than inside the building.

Staff also transferred any programming they could to a virtual setting. Andrea V. Johnson, the library's youth

former editors of 22nd Century Media

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Latest

Northfield, Sports

Still no head coach but on the field New Trier lacrosse is 'full strength' in wake of preseason hazing incident

By Joe Coughlin | 12 hours ago

Wilmette, Community

In Tribute: 'Best life' founder Erika Hlavacek leaves everlasting impact

By Joe Coughlin | 1 day ago

Kenilworth, News

Chamber picks new executive director

By Joe Coughlin | 2 days ago



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services manager, said families told her that virtual storytimes got them through the pandemic. Adults also embraced online offerings such as Armchair Travels and film discussions.

Communications and Events Manager Sarah Beth Brown said the web-based events created a sense of community and they are here to stay, even as in-person programs resume. Enjoying events from home is especially important for less-mobile residents, such as senior citizens, she added.

Auston noted that parking lot pick-up has been popular and will also remain as a service.

While many patrons tell the library they are eager to return to in-person events and activities, the transition is taking time. Auston said that events are planned months in advance, and the evolving nature of the pandemic makes organization difficult.

A jazz concert series scheduled for this summer on the library lawn, for example, had been planned for 2021.

“There’s no one-size solution for this,” Auston said.

The library is especially focused on bringing back in-person children’s and youth services. Outdoor in-person storytimes resumed in summer 2021, said Vaughn. Youth services returned last fall in the library’s auditorium. For the first time since early 2020, the library held an first indoor, in-person storytime on Tuesday, May 3.

The library has offered appointments in its popular Maker Space, where patrons can design 3D prints and make items such as stickers or metal jewelry, since September.

Auston looks forward to reviewing the survey responses and using them to inform the library's new strategic plan. Libraries, he said, enhance a community by promoting creativity, discovery and the exchange of ideas. He believes WPL will continue to do that both in person and online.

He also noted that WPL is ranked nationally in terms of how often and how much patrons use both the library's online and print collections.

"Wilmette Public Library has outstanding statistical measures," he said.

Visit the [online calendar](#) to see the library's current program offerings.

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helping young ones; being kind.

I want to fly and

learn everything I can—

the world, and favorite subjects

like Pegasus,

warm, beating, frantic, winged.

Flowers are fancie;

I go to the parc

to be someone else for a day.

I love pandas and penguins

and rainbows

and ice cream

and reading—

reading is fun like

dancing with stories

in the moonlight.

They shake the mountains

like tambourines

shaking in your hand.

I like cookies,

I love to read.

I love the library.

I love this book—

I love books—

I open my eyes and start to read!

I like cars, and blue . . .

be an outcast.

Be special and be you.

:/

The wind moves slowly on the lane,

blowing away leaves,

making trees sway.

Sun shines down oh so [unclear,] warming everything

[unclear] city play [unclear] indoors:

I get excited to start spring.

If you want me again look for me

In spring.

All animals wake up while flowers bloom.

Though it may look like disaster
hang on to your dreams,
a voice said look at the stars
with a telescope or
look at the sun
and look at the moon.

Though you may hear me holler,
give a yell, jump real high, your eyes to the sky.
Look up [unclear] and
look all around you and you will see
[I, caretaking]

Warmth comes back again!
The me I long to be, the fairy godmother:
birds sing, squirrels squeak. A family.

As the warm wind blows in the crisp air,
the sun burns
like hot coffee,
but warms the soul with light.

Though you may hear me holler,
I like gardening
and squeal noisily—
the joy of growing up.

I wrote a song for you—
Grow Your Way.

I wandered lonely as a—
I wrote a song for you today:
[rainbows]
[sunshine]
I love libraries....
I love you....

Spring is fleeting
Spring is bloomy and fresh!

I wandered lonely as a
tree
[Ellie]
Love is not easy.

[Take a different view:]
My dog is a furry fuzzy bundle of love.

I learn by going where I have to

Eat some cereal

I go to bed.

[Soak.]

Be brave and crazy out, to be fond

of cities fill'd with the foolish.

~~~~

I step inside and drive the reality,

fix the [unclear].

I am loved,

Just like you,

Just like me.

*--By All of Us, Together*