Wilmette Public Library Director's Report – September 20, 2022
Library Activities for August-September 2022
Anthony Auston, Director

Strategic Plan Progress Update

The Board and Leadership Team met for a Strategic Planning Retreat in spring 2022 to launch the next phase of the Library's strategic planning. From late April through early May, the Library conducted a community survey collecting feedback, and shared the results of the survey in June.

The second survey of the strategic planning process launched on Friday, August 26. Focusing this time on spaces in the library building, the survey generated over 400 responses through September 15. Trustees also met directly with patrons during our busy Block Party weekend on September 10 to collect direct feedback at the library. 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.

A comprehensive overview of this year's strategic planning timeline, survey results, and a review of our 2018-2021+ plan's accomplishments were appended to the August 16, 2022 Board of Library Trustees packet of materials. Stay tuned for more updates about this exciting process as staff and trustees work to build upon our legacy as we imagine our Wilmette Public Library of the future.

Wilmette Block Party

The community was in full swing on Saturday, September 10, at the Wilmette Sesquicentennial Block Party. Wilmette Public Library was excited to be a part of the fun, with drop-in activities and the Friends Pop-Up Book Sale at the library and a table in the Kid Zone from 11-3pm.

Two library staff members and a teen volunteer staffed a busy table downtown, distributing library-branded pop-its, demonstrating robots from our Library of Things collection, handing out strategic plan space surveys, and promoting library programs and services. We also accepted applications for 28 new or replacement library cards!

Hundreds of children enjoyed building and playing with the big blue blocks, an incredible STEM play system that is making a return to our regular on-site programming.

In all, we estimate more than 400 people came by the booth downtown, while over 675 visited the building the same day (about 25% more than a regular Saturday).

Welcome Desk

This month, Welcome Desk staff has streamlined how they take statistics. Instead of marking every interaction, staff is focusing on the IPLAR statistical categories of Reference and Directional questions. For the time being, staff will still take stats on the amount of phone calls that are received.

In August, the team answered 470 reference questions and directed 711 patrons to various spots in the library. There were 1264 total phone calls, with the majority going to Adult Services. The fewest went to Books Down Under, with 48 patrons asking to be transferred there.

The Shelving team has started counting their patron interactions to better reflect our customer service in the stacks. We are keeping track of their reference or directional questions by floor. This month Shelving staff answered 76 questions, most being directional (58) and most of those on the first floor (34).
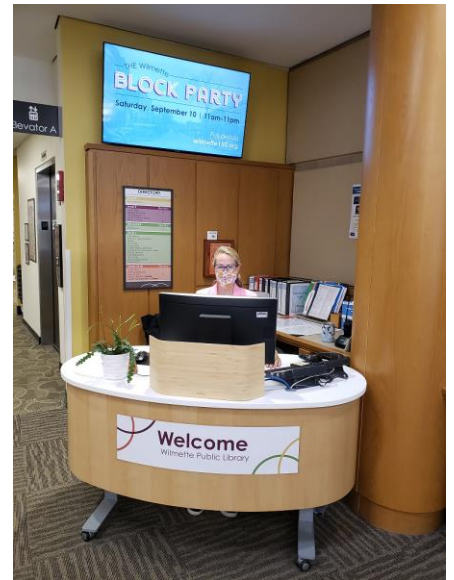
Collections

In August, we added added a Go Pro Hero 10 and a Vehicle Code Reader to the Library of Things collection. Digital Services Assistant Manager Linnea Lundberg has taken on the responsibility of doing photography for the collection and managing the collection's webpage. This month she added tiles of the items that have recently gone into circulation. The online catalog and collection page is refreshed and current.

Digital Services Manager Lauren Kelly worked to update many aspects of our online subscription research resources. They added new resources from Newsbank – Chicago Community Collection (270+ local newspapers) and Heritage Hub (Genealogy-focused obituaries). Lauren is also working to implement a new product, AP Stylebook, as digital resources for our patrons.

Emma Standard worked with Adult Services to make additional copies of the daily crossword puzzles in the Chicago Sun-Times, Chicago Tribune, and the New York Times in the hopes this will prevent the puzzles from going missing.

Laura Krimsin created a manual for Processing and Periodicals. It contains images and descriptions for each of the different item collections in the library. Emma Standard created a periodicals manual.

As of August 10, Shanti D'Costa completed all the re-ordering from both our EDI vendors, Baker & Taylor and Midwest Tape. This was a major task that needed to be completed due to the recent conversion to the use of the Acquisitions Module in Polaris.

We're implementing an updated system for tracking feedback from patrons about our physical media collections. Shelving staff are replacing printed/taped notes in items with new Quality Check post-it notes. The notes are changed out when staff checks in materials from the AMH. Circulation staff is also performing this update for A/V materials that are turned in to them. We are beginning to switch out the notes for items on the shelf too. The Playaways have been finished and the audiobooks (the collection that originally drove the need for such notes) are currently being worked on. All of the youth A/V has been updated. The rest of the Children's materials are in the process of being switched over. The project will take a while to complete, but new notes already look better.

We just received our long-delayed delivery of new book easels to help display and promote items in our collections. We've replaced all of the older book easels on the lower level and first floor collections. The youth collections are next. They look good and will be easier to store and deploy since they fold. Public Service staff will be meeting this fall to establish a more comprehensive merchandising plan for the building.

Volunteers

We currently have five students volunteering for us in the Shelving Department. Aiden, Kip, and Zach are from Cove School. Aiden and Kip come together on Monday and Wednesday mornings, while Zach is here on Tuesdays and Thursdays. They all shelve in the Media Room and take pride in their work. We understand that the Cove students can choose where they would like to go for their Work Study, and all three chose to come to the library. Aiden has even expressed interest in working here someday.

Julia and Alec come from New Trier, and they have a different schedule every week. Julia comes in the mornings and is shelving on the Children's area. Alec comes in the afternoons and shelves in the Easy Readers collection.

All of the students have job coaches that come with and supervise their work, following our regular training.

Baker & Taylor Outage

Over the weekend of August 20-21, Baker & Taylor (the nation's leading vendor of library books and media) experienced a server outage which affected our ability to submit orders via the Title Source 360 ordering application and to receive our shipments via EDI, which we had just established through our long in-development Acquisitions Module project. Ultimately, we

[learned](#) that this outage was caused by a [ransomware attack](#) launched against the Baker & Taylor network.

Shanti was diligent in contacting our representative from Baker & Taylor to be able to relay to us what the situation was like on a daily basis. We resumed receiving shipments on August 26, as they were able to restore the warehouse systems first. However, we had to manually receive all the EDI items ordered in order to make their status in Polaris change from "in-process" to "available". We will have to resolve any issues this creates once the EDI system is fully functional again.

We are very lucky in that our selectors are especially proactive in ordering items in advance of their publication date. Selectors were not able to create carts or submit orders while TS360 remains down. Our selectors' practice of pre-ordering will ensure that new materials continue to be delivered to Wilmette Public Library even throughout this service disruption.

One can only assume that we will be playing catch-up into October in order to submit all the orders that will be sent to TS once TS360 is restored and the selectors can catch-up on their ordering. It's been a humbling experience to witness one of our key partners being affected by the very kind of cyber-attack that we've spent the past few months training to avoid and respond to. Staff is looking forward to full restoration of Baker & Taylor's systems so we can resume the new workflows that we've been developing for these past 6 months.

Digital

Databases and eContent

Online Resources statistics continue to be honed by Digital Services Manager Lauren Kelly. This month all but two of our subscription databases are linked to a vendor invoice, showing a cost per use metric that is an important evaluation tool when considering product renewals. They also added a new resource, the Chicago Community Collection which has 270 local Chicagoland newspapers, including Wilmette Life.

Some Highlights:
• Gale Udemy had 123 lecture views in August. We did not track stats on this resource last year, so it's great to see this usage. Courses viewed include "Cloud Certifications," "Programming Languages," and "Software Development Tools."
• PressReader had 837 issues read in August, up from 645 issues in July. The most read publication was the New York Post, with 93 issues opened, followed by the Chicago Tribune, with 83 issues opened.
• Ancestry Library Edition was heavily used this month, with 2581 documents retrieved.
• Kanopy was a popular resource as well, with 820 plays. This is also a financially healthy product for the library in terms of ROI, as it costs $1.30 per stream on average.
• Mango Languages had 91 sessions this month. The most popular language was Italian, with 37 sessions. Interesting!

OverDrive

This month we had 12,870 checkouts through OverDrive, almost identical to last month. Of these, 7530 (58.5%) were eBooks, 4715 (36.6%) were eAudiobooks, and 625 (4.9%) were digital magazines. There were 82 new OverDrive users in the month of August.

Wilmette Public Library again had the 6th highest number of circulations in the ECC Consortium, of which there are 138 members. This is especially impressive because WPL ranks 27th highest by population size. This indicates our library is performing well above our peer libraries in digital circulation per capita.

The top etitles by checkout were:
1) Book Lovers by Emily Henry (eBook) - 48
2) The Paris Apartment by Lucy Foley (eBook) - 35
3) The Hotel Nantucket by Elin Hilderbrand (eAudio) - 35
4) Portrait of an Unknown Woman by Daniel Silva (eBook) - 34
5) Verity by Colleen Hoover (eBook) - 33
6) The It Girl by Ruth Ware (eBook) - 33

The most popular emagazines were:
1) Us Weekly – 54
2) The Economist – 54
3) The New Yorker - 50

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

Collection	June	July	August
eAudiobooks	53	3560	937
eBooks	2948	5035	939
eMagazines	31	0	51
Hoopla items	937	904	932
Monthly total:	3969	9499	**2859**

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

Collection	June	July	August
Hoopla	918	817	**323**

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

Technical Services Statistics

Full summary of materials added in the past three months:

Collection	June	July	August
Adult Fiction	582	526	648
Adult Non-fiction	481	399	561
Teen Fiction	43	20	64
Teen Non-fiction	9	1	15
Youth Fiction	782	306	311
Youth Non-fiction	101	59	120
Adult Magazines	523	435	537
Youth Magazines	24	33	22
Adult Multimedia	276	339	291
Youth Multimedia	91	18	65
Other	120	53	34
Monthly total:	3032	2189	**2668**

Full summary of items withdrawn in the past three months:

Collection	June	July	August
Adult Fiction	960	293	154
Adult Non-fiction	596	488	468
Teen Fiction	5	0	1
Teen Non-fiction	13	1	1
Youth Fiction	167	289	356
Youth Non-fiction	21	19	12
Adult Magazines	475	788	494
Youth Magazines	1	5	5
Adult Multimedia	35	995	759
Youth Multimedia	393	21	32
Other	1	0	0
Monthly total:	2667	2899	**2282**

We sent 15 boxes of books to Better World Books in August.

Circulation

The library welcomed 286 new library cardholders in August, with 49 of them coming from online applications. This feature is beneficial for both staff and patrons as it provides a seamless and expedited process at the circulation desk.

In August, 57,942 returned items were processed through the Automated Materials Handling system. Of those, 22,081 were A/V items that receive a manual confirmation step to confirm all the discs/parts are present with Circulation staff to complete check-in. Tuesdays are the busiest day for check-ins on average, while weekends are the slower days for returns.

Circulation staff processed 5,662 items for holds that were checked out at our library. ILL staff sent out 3,351 items to other CCS libraries for holds. Outside of CCS, ILL sent 146 items throughout the state of Illinois, and 75 items to other locations around the continental US. We have seen an increase in requests for articles and hard to find materials locally that we have been able to secure from across the country to the delight of our patrons.

We had 53 patrons utilize our Parking Lot Pickup service in August, and we saw just over half (28) of the patrons using the service continue to use it regularly month over month. This service also offers a great connection with our programming staff, as we saw the Teen DYI Take & Make Kits and our local bookclubs also utilizing Parking Lot Pickup.

Of our 13,393 library cards that have been active in the last three years 10,548 were used for physical materials from August 2021 to August 2022 which is 78.7% of our Wilmette card holders.

Wilmette Public Library Monthly Statistics For 8/2022	
Total Checkins	**33,270**
Checkout Stations	14,957
Leap Checkout and Renewal	16,856
Total Checkouts	**31,813**
Total Renewals	**28,119**
Number of WPL items checked out system-wide (CCS)	31,855
Holds Placed by staff for patrons	5,662
Holds Placed for/by patrons	6,168
Holds Held	6,950

Holds Checked out	5,865
Holds Cancelled	1,127
Holds Unclaimed	782
Number Of Items Currently Out	33,074
Unexpired/Registered Active Patrons on file	**14,822**

Above all, staff is excited to report that we've just had our best 2 months of physical material circulation since January 2020, with total monthly circulation for July and August 2022 closely resembling regular pre-pandemic figures.

Physical Circulation by Fiscal Year

	2018/2019	2019/2020	2020/2021*	2021/2022	2022/2023
July	68,740	66,182	33,804	59,462	59,742
August	67,729	64,303	50,795	21,368*	59,932
September	62,444	59,292	55,261	64,184	
October	62,202	60,195	55,820	50,538	
November	61,400	61,307	46,631	53,720	
December	56,962	55,668	35,822	51,141	
January	60,403	61,130	31,822	53,798	
February	56,946	57,932	32,640	49,767	
March	62,305	29,432*	52,239	55,073	
April	59,323	28*	52,875	53,537	
May	59,032	87*	54,781	51,235	
June	61,772	7,422*	56,560	55,012	
Total FY	**739,258**	**522,711**	**559,050**	**618,835**	**119,674**

* FY 19/20: building closed for a portion March-June due to pandemic
* FY 20/21: building hours reduced by 20% overall due to pandemic
* FY 21/22: building closed in August for 2 weeks for capital repairs

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

Summary Reading Club 2022

This summer our community got off the beaten path and explored new worlds with our Summer Reading Clubs! Our reading clubs for all ages are a great way to expand your reading, connect with the library community, and make sharing books part of your routine. Adults, teens, and children of all ages participated in the clubs from June through August.

Children of all ages logged their daily reading and completed literacy-boosting activities to earn free books in this year's Summer Reading Club. Summer Reading Club members completed 732 reading logs this summer! 561 kids completed one reading log and 170 kids completed a second. Children visited the Summer Reading Club booth in Youth Services to show progress on their log, talk about their favorite books, vote for the Big Library Takeover, and add their name to our wall of summer readers. For each completed reading log, the children could choose one book from our book cart to keep. Prize books are funded by the Friends of the Library.

The Adult and Teen Summer Readings Clubs wrapped up on August 31. For ease of participation, we enabled adults to choose how they submitted their log sheets; either online through a fillable form, or in person, where they picked up a print form and returned it to the Recent Arrivals Desk. We received 80 online forms, and 50 print, totaling 130 adults who read or listened to any four books of their choosing, or participated in their choice of activities

around the library. Their completion gift was the choice of a print book that they could pick up from the library, funded by the Friends. We received an overwhelmingly positive response from patrons who were excited to pick a physical book. The books were purchased from Women and Children First Bookstore (they offered us a discount in addition to no tax), and some of the print books were also donated from the Friends Books Down Under store.

The Teen Summer Reading Club had different options for teens in grades 8-12 to participate, including an online option and an in-person option. For the online option, teens had to read two books and review one with our online form; for the in-person option, they had a paper log to fill out after reading 20 hours or 10 hours plus attending a library program. We had 33 online forms submitted and 15 print, totalling 48 teens who participated this summer (as of September 7).

Reading Clubs are generously funded by the Friends of the Wilmette Public Library.

Adult and Teen Services

August Programs

Program	Name	Attendance
German Immigration to Chicagoland	EvaAnne Johnson	50 (in-person)
Teen Take & Make: S'mores Charms	Krista Hutley	18 (take home kit)
Non-Required Reading Book Club	Krista Hutley	1 (in-person)
Dungeons & Dragons	Krista Hutley	7 (in-person)
Harness the Power of Social Media to Scale your Business	John Amundsen	12 WPL attendees (virtual - 44 total)
Murder We Read Book Club	Katy Jacob	2 (virtual)

Local History and Genealogy Librarian EvaAnne Johnson invited genealogist Teresa McMillan to speak about German Immigration to Chicagoland, and to connect the program to the village's sesquicentennial, Teresa highlighted the experiences of the early German immigrants who settled in Gross Point. The in-person program was well-attended, with several attendees who were descendants of the Gross Point settlers. The audience was a good mix of genealogists and

those interested in local history, and the presentation was a broad introduction for genealogists interested in researching their German Chicagoland ancestors, and for local historians interested in the history of German immigration to the area.

On September 1, SCORE - the Small Business Administration's volunteer mentoring initiative - hosted its first one-on-one mentoring session in the library with mentors Mark Lieberman and Jim Axelrod. SCORE will be working closely with John Amundsen to develop regular monthly mentoring sessions in the library keyed to demand. SCORE mentoring is free and available to all area entrepreneurs at all stages and levels of experience either in person, via phone, or virtual meeting.

John Amundsen has further improved the newly-created Consumer Corner with recently arrived free consumer finance materials from the Consumer Finance Protection Bureau (CFPB). Free for patrons to take, these attractive and easy-to-understand booklets cover managing credit, building savings, debt management, and paying bills, as well as brochures on buying a home, purchasing a new car, money management for older adults, and other financial topics.

Business Librarian John Amundsen teamed up with SCORE North Cook and Lake Counties and the Glenview, Evanston, and Skokie Public Libraries to host "Harness the Power of Social Media to Scale your Business" on August 11. Presenter Troy Sandidge provided a high-level overview for small businesses on ways to incorporate social media efficiently and effectively into business, marketing, and sales infrastructure for growth.

On August 2, John Amundsen attended a virtual Grow with Google orientation, providing an overview of the large range of presentations and resources available to libraries to repurpose for programming for small businesses. John is currently pulling together a presentation on Design Thinking for Entrepreneurs using the Grow with Google material as well as drawing upon his background as a certified User Experience (UX) designer, which he will present on January 19; Wilmette will partner with Northbrook Public Library on this virtual program.

The Teen Room is in the beginning stages of a moderate makeover, starting with replacing the chalkboard wall with a whiteboard wall. This will eliminate the ongoing problems with chalk dust coating nearby books. In addition, the whiteboard will be more useful for teens as a study aid while also serving its general purpose as an eye-catching place for people to write comments and questions and draw. Teen Librarian Krista Hutley is in the process of selecting chairs and tables to replace the current furniture and researching under-the-counter locking cabinets for video game systems.

In August, the study rooms were checked out 187 times, which is consistent with the number of checkouts over the past two months.

Youth Services

On the evening of Monday, August 1, Youth Services and Circulation staff represented the Library at a Kenilworth New Resident Day event attended by 150 people. Visitors to the Library table designed and made buttons with our button maker and registered for library cards. [Kim should have # of library cards made.]

Visitors to Hibbard Park strolled through the story *Big Tree Down* by Laurie Lawlor. In Vattmann Park, families read (and sang along to) *Little Wolf's First Howling* by Laura McGee Kvasnosky.

On August 9, Youth Services made storytime visits to three Wilmette Park District early childhood classrooms (57 children and teachers) where we read stories, sang songs, and celebrated their participation in Summer Reading Club. Every child was awarded a picture book to keep, funded by the Friends of the Library.

A new Riddle Walk was set up in Mallinkrodt Park on September 6. Librarian Sheri Reda reported, "We got TWO thank yous as we were malleting the signs into place – one of which came with a rather lengthy reminiscence about last year's Riddle Walk."

Youth Services Programs

Youth Services presented 5 programs in August which were attended by 183 people.

8/2	Made in the Shade: Ice Cream in a Jar	12
8/3	Toddler Explorers	62
8/3	Dog Day	17
8/4	Summer Reading Club Picnic	77
8/20	Happy Moving	15

Toddler Explorers

Dog Day

Maker Appointments

In August, 59 children, teens, and adults attended 20 Maker Appointments. Toward the end of the month YS librarians began cleaning and reorganizing the Youth Program Room to allow for the transformation of the room from temporary maker space to youth programming area and back again.

Here are some examples of projects and comments from Maker Appointments:
- One patron exclaimed during their Maker Appointment, "We're having so much fun!"
- At their first appointment, patrons cut a sparkly unicorn t-shirt transfer on the vinyl cutter. They brought it back for a second appointment to iron onto a t-shirt.
- We received a suggestion for wedding-themed die-cuts.
- A father and daughter used Tinkercad to design a room decoration for another daughter who had just gone away to college.

Maker Garden

Kids and kids at heart built homes for fairies and gnomes in the Maker Garden in August. We have received a lot of positive comments about the Maker Garden and the creativity of our staff in providing engaging, hands-on activities every month.

Book Displays

Youth Services curated displays of books to highlight the great outdoors and later in the month, "Back to School." In the Junior High Room, we displayed staff picks and titled the display, "Start the school year with a good book."

<u>Special Projects</u>

Jennifer Lee created a bookmark to promote the online resources the library offers to help children to master new languages: Mango, BBC's Muzzy, Scholastic Teachables, and Tumblebook Library.

Communications and Events Programs

Virtual:
- 8/4: Farmer's Market Ravioli with Kristyn Slick; 18 patrons
- 8/9: At Home Film discussion: Memento; 7 patrons
- 8/16: Make a Macramé Keychain Adult Take & Make with Sunshine Craft Co.; 14 patrons on Zoom + 15 passive YT views
- 8/23: Inside the Life and Times of Clara Schumann with Anette Isaacs; **31 patrons**

In-Person:
- 8/11: Armchair Travels: Circling Lake Michigan with Nancy McCully ; **25 patrons**
- 8/19: Lunch Concert on the Lawn with Syncronia; **41 patrons**
- 8/25: Armchair Travels: Smartphone Photography; 15 patrons

This summer we expanded our adult programs to include several events scheduled on the lawn, including concerts, a theatrical reading with Shakespeare Project of Chicago, and yoga. While weather prompted us to move a few of the outdoor programs inside, attendance remained robust and feedback and support for the outdoor programs was quite high. As the numbers reflect, we have struck a balance between in-person and virtual programs that ensures we have programs scheduled for all interests and venue preferences. Community interest in music and fine arts remains high, in particular this month for the well-attended lecture on Clara Schumann. Some patron feedback:
- "This was an inspiring talk by Anette. Wow!"
- "Thank you for this wonderful and so interesting presentation. So well organized and illustrated and Annette Isaacs is a great presenter!"

One major project for Jennifer in August has been updating the way that we collect program statistics across departments. She worked with Linnea from Digital Services to create a spreadsheet that would allow us to gather statistics and slice and dice them as needed for evaluation and reporting, in particular the differing needs of the IPLAR report from year to year. As we move into our second year of hybrid programming, we are looking forward to having data that we can compare and report on to help us use our resources in the best possible way to provide quality programs to the Wilmette community.

As summer comes to an end, we are pleased to wrap up another summer with the library book bike, Professor Plum. With a return to more in-person programming, Professor Plum was scheduled to participate at 10 programs and events including Summer Reading Club kick-off

and closing celebrations, bike parades, concerts, and more. It was also parked in the vestibule as a steady presence through the summer.

August Communications

August was a busy month from a communications standpoint. We published the September/October library newsletter, which was mailed to more than 12,000 homes the last week of August. The issue promoted a number of exciting programs and initiatives: Library Card Sign-up Month, an event featuring actress and activist Marlee Matlin, Wilmette 150 celebrations, a wide-array of digital and maker-focused classes and workshops, and dozens of virtual and in-person programs for all ages and interests. The newsletter had 12 full pages of content for the first time since the pandemic started- it's exciting to have so much to promote to the community!

In addition to the newsletter, Sarah Beth worked with Anthony and Leah to begin a second community survey to start collecting more specific data to help plan spaces in the library. The survey included a Likert scale to help determine patron preferences for 12 possible uses of space in the library, including collections, programs, maker and hands on spaces, and more. The survey also provided space for open-ended feedback about what's important to the patron experience while visiting the library and what they'd like to see us add or change. As of September 13, more than 400 patrons responded to the survey. In step with this second survey, Sarah Beth created new content on the library's website to reflect the upcoming strategic planning process, which will serve as a hub for plan information over the coming months.

Sarah Rose was also busy in August, working on a number of projects throughout the library. A few of the projects she completed included:
- Updated Video game signage (Adult and Youth Services)
- Updated ILL slips
- Created signage and graphics to promote upgraded Wifi
- Wilmette 150 Block Party signage
- Library Card Sign-up Month signage
- Designed and ordered new Quality Check sticky notes
- Worked with Katy Jacob to create new signage templates for Hot Picks collection, including discussing project goals, writing copy, and creating a variety of colorway templates
- Updated Technology Center signage in conjunction with Digital Services
- Created a card with information on New Remote Print info card (with Digital Services)
- New signs for Technology Center's Digitization and Media stations

In addition to these projects, Sarah created numerous nametags, business cards, graphics for the public calendar, digital slides as requested by Sarah Beth, and assisted with graphics and photographs for the newsletter.

On top of these projects, C&E staff prepared to welcome our new content coordinator Lydia Fair to join the team in early September! This is an exciting new position for the library and we put considerable time into planning both Lydia's onboarding process and many new workflows and structures to ensure the team will be operating as effectively as possible over the coming months as she takes on more tasks. Lydia's areas of focus include social media management, writing email newsletters, helping to organize library photos, and coordinating content from a variety of departments. She'll be working closely with our graphic designer Sarah Rose, particularly in the area of creating signage and promotions throughout the building.

Email and Social Media

Through August, we used our email newsletters and social media to promote a number of programs and initiatives, including the end of this year's summer reading clubs, the space survey that was launched in late August, the Wilmette 150 Block Party, the vacancy on the Board of Trustees, and much more.

Email newsletter statistics from August:
- 81,757 Sends
- 1,767 clicks. The most popular clicks were for:
  - Space Planning Survey
  - Trustee vacancy information
  - Armchair Travels events, particularly Smartphone Photography and Circling Lake Michigan.

The most popular link in each events email is often, though not always, our calendar of events. This provides two great data points for us: 1) People are interested in seeing the full breadth of our programs, and 2) The link is at the bottom of the email, so it shows us that many people are scrolling all the way through all events in our email newsletter. A fun bit of data we can infer now that we have so many months of email newsletters experience.

Highlights from our Social Media in August

We had one of our most popular posts ever when we said goodbye to longtime, beloved children's librarian Alice Joseph. Nearly 300 people liked the post across Facebook and Instagram, and more than 50 left comments, thanks, and memories of Alice over the years. A great send off for Alice and a great sign of the small but mighty community we have in our social media channels.

wilmettelibrary

View insights

Liked by rgarcia667 and 29 others

wilmettelibrary That thing when your native plants garden grows taller than your staff! 🌿🐝🦋 #nativeplants

wilmettelibrary

View insights

Liked by martibell2004 and 47 others

wilmettelibrary Have you been curious about pickleball, the sport that's sweeping the nation?? 🏓🍴 Great news! We have added pickleball kits to our... more

Wilmette Public Library is at Vattman Park.
August 18 at 2:36 PM · Wilmette, IL · 🌐

It's a perfect day to stroll— or bike!— through our Storywalk in Vattman Park. 🙂

354	21	↓ -1.1x average
People reached	Engagements	Distribution score

Wilmette Public Library
Published by Sarah Beth Brown ❷ · August 30 at 3:39 PM · 🌐

📣 Last call for our Summer Reading Clubs!
If you haven't reported your summer reading yet, your last chance is Wednesday, August 31. Make sure to report on our online form (for adults and teens) or at our reporting booth (for kids) to receive your FREE BOOK!

310	10	↓ -1.2x average
People reached	Engagements	Distribution score

Digital Services

Digital Services July programs:

- 8/11: Google Applications (Alex Barzallo); in-person, 2 patrons
- 8/17: Cyber Security (Linnea Lundberg); in-person, 9 patrons
- 8/18: How to Operate a Windows PC (Alex Barzallo); virtual, 1 patron
- 8/24: Google Search Engine (Linnea Lundberg); virtual, 16 patrons
- 8/31: Google Calendar (Linnea Lundberg); virtual, 9 patrons

Linnea Lundberg worked with Sarah Beth Brown and Jennifer Bartel on ways to work with programming attendance data to better understand how patrons are engaging with our library's programs, to better evaluate program outcomes and to provide IPLAR stats next year.

This month DS staff made some changes to our main service point in the Technology Center. A new service desk was installed, and we created space to allow for upcoming changes, specifically the deployment of 3D printers and other exciting new resources later this fall.

Lauren and Linnea worked with Sarah Rose to update signage in the Technology Center, including a refreshed wireless printing card for patrons to be able to easily submit jobs to print from a mobile device.

Lauren implemented a new department-wide 1:1 tutorial procedure for patrons requesting Tech Help. This will provide better service for patrons while ensuring accurate numbers are being reported annually for IPLAR.

Digital Services Associate Ethan Herdrich crafted a proposal to purchase VR headset game systems to add to the library's programming and technology offerings. Lauren is working on determining the feasibility of implementation.

Ethan Herdrich trained on Maker Appointments in the Youth Program Room with Janet Piehl and will be conducting Maker Appointment session this fall.

Facilities

Lighting

Facilities staff continues to update the interior lighting with higher lumen LED fixtures, and is currently working on the Audio/Video Media Room on the first floor. Given the high ceilings in the room, this update will make it easier for patrons to see the media in the lower portion of stack areas.

Grounds Maintenance

Chalet continues to improve the appearance of our landscaping. The butterfly garden planter box area along the west wall (outside the Media Room) was restored in August. The first stage annuals were planted. Moving forward, perennials and annuals will be planted for sustainability in a confined planter box.

Facilities staff is researching additional outdoor storage for salt and snow removal equipment for snow maintenance. The village currently uses a sidewalk snow tractor that moves the snow effectively. Having a similar solution on-site will help the library move the snow in the parking lot in between snowplow service, and may help with perimeter maintenance as well.

Human Resources

Recruiting

Information Technology

We are excited to announce that we have hired Michael Pocrnich (he/him/his) as our new, full-time IT Manager. Michael comes to us from Computer View Inc. where he has worked as an IT Technician for the past 7 years. Michael is no stranger to the library field as most of his clients during his time at CVI troubleshooting technology issues have been local public libraries. In addition, Michael has also previously worked as a Technology Assistant at Park Ridge Public Library and as a Digital Literacy Specialist and Circulation Clerk at Skokie Public Library. With his Bachelor's degree in Information Technology, some of Michael's specialties include network account setup and maintenance, desktop and application installations, as well as virus and malware prevention. Michael's first day will be Monday, September 26.

Youth Services

We are also thrilled to announce that Eti Berland (she/her/hers) will serve as our new full-time Youth Services School Engagement Librarian. Eti brings a host of academic and library experience to us. For the past 3 years Eti has worked as the Youth and Teen Services Librarian at Lincolnwood Public Library, where she also provides outreach services to the local school district. Eti has also worked as the Head Librarian and as an Instructor at Hebrew Technical College. She was also a Curriculum Developer for the Walder Education Pavilion of Torah Umesorah Teacher's Center, where she helped teachers plan lessons and create instructional materials. Eti also taught 6th Grade Language Arts and 9th Grade English at local schools. Eti has also presented at both regional and national conferences including the National Council of Teachers of English, Reaching Forward, and the ALA Graphic Novels and Comics Roundtable. Eti's first day will be Monday, September 26.

We have another new addition to the Youth Services department as Ann Santori (she/her/hers) has accepted the role as our new substitute Youth Services Associate. Ann has worked the last 3 years as an Early Literacy Specialist and Youth and Teen Librarian at Lincolnwood Public Library. Ann was also a Children's Librarian at Cook Memorial Public Library for 2 years. Ann currently serves as an Adjunct SOIS Graduate School Instructor for Dominican University, where she teaches Picture Books and Early Literacy and Services for Children and Young Adults. Ann has presented at local and national conferences on topics such as the physiological and social-emotional benefits of play for children and the framework for providing alternative readers' advisory to patrons. Ann's first day will be September 15.

Adult Services

HR Manager Mike Boone is in the process of accepting applications for the part-time Adult Services Librarian position that is currently open. This 20 hour a week position will provide exceptional reference and reader's advisory assistance, with a focus on language learning and world language collections, to our adult and teen patrons.

Policy/Procedure

Transparency in Coverage

On August 31, 2022, HR Manager Mike Boone attended a webinar hosted by MarshMcLennan Agency regarding the Transparency in Coverage (TiC): Consumer price transparency tool webinar. The Transparency in Coverage Rule requires plan sponsors of self-insured plans and fully-insured group health plans to disclose extensive price and cost-sharing information.

This rule is being implemented in 2 to 3 phases:
- The first phase consisted of the public posting of pricing data known as machine-readable files by July 1, 2022. We have complied with this requirement by posting this link on our website as directed.
- The second phase offers an internet-based, consumer cost estimate tool that provides personalized, out-of-pocket cost estimates and other price-related data for predetermined services. This will be launched January 1, 2023.

We are in the process of determining who collects, compiles, and confirms the data that will be input into this cost estimate tool. It is recommended to have a written agreement with a Third Party Administrator (TPA) or insurer who will ensure that we are compliant with the components of the rule. As soon as we learn more information and what expectations are set, we will take the necessary steps.

<u>Benefits</u>

Flu Shot Clinics 2022

HR Manager Mike Boone has coordinated and scheduled our annual on-site Flu Shot Clinic for staff. The clinics are scheduled for Monday, September 19 and Tuesday, September 20, and will again be located in the Conference Room in the Administrative offices located on the 3rd floor. This year will be a little different, as Walgreens, who administers our annual immunization event, will also provide on-site COVID-19 boosters. Staff will be eligible to sign up for a flu shot, a COVID-19 booster, or both. We recommend all staff check with their own doctor prior to receiving any vaccinations to ensure health and safety.

Select Staff Meetings & Workshops

Since 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. Staff continue to attend developmental webinars and are actively 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:

All staff and trustees participated in Cyber Security training this month. In coordination with CVI, all regular and part-time staff and trustees (essentially everyone with a local email account) watched a series of several training videos on topics ranging from cyber attacks, phishing, malware, and ransomware, and how to recognize and respond when analyzing attempts to hijack data from individuals and the library. The library provided multi-lingual support to the training to ensure all staff receive and understand the training fundamentals. The next step in the training includes a "friendly" campaign where the training module randomly "attacks" the network and analyzes how well the we're able to avoid the threats given our training.

8/1: Ed2Go Oakton Community College: Ready Set Read! (Diane dos Santos)
8/1: Kenilworth New Resident Event (Laura Antolin, Kim Hegelund)
8/2: Grow with Google - Virtual Orientation (John Amundsen)
8/3: ALSC Membership Committee meeting (Sarah Jo Zaharako)
8/3-5: Chicago Comic and Entertainment Expo (C2E2) (Linnea Lundberg)
8/4: CCS Diversity Audit Tool Training (Jessica Thomson)
8/5: Chicago Comic and Entertainment Expo (C2E2) (Krista Hutley)
8/8: ILA Noon Network "Expanding Adult Technology Instruction..." (Linnea Lundberg)
8/8: Wilmette Leaders Peer Advisory Group (Anthony Auston)
8/10: Circulation Roundtable Meeting (Kim Hegelund)
8/10: Giving and Receiving Feedback presented by Leah White (Leadership Team staff)

8/11: LTC "Everything You Need to Know to Make a Makerspace" (Linnea Lundberg)
8/11: Onsite Bibliotheca Visit (Kim Hegelund)
8/11: Young Adult Services Forum meeting (Krista Hutley)
8/12: RAILS Technical Services Round Table (Jessica Thomson)
8/15: Adverse Childhood Experiences (ACEs) and the Library: An Introduction to Trauma-informed Library Service (Jennifer Lee)
8/15: Graphic Novels Book Buzz Part 2 (Jennifer Lee)
8/16: Highlighting experiences for integrating local history and genealogy materials with K-12 students (International Federation of Library Associations, Genealogy & Local History division)(EvaAnne Johnson)
8/17: CCS CATS Meeting (Carly Stauss, Jessica Thomson, Matt Womack)
8/17: Kenilworth TIF Joint Review Board Meeting (Anthony Auston)
8/23 L2 Learning "Virtual Escape Rooms" (Krista Hutley, Linnea Lundberg)
8/23: Something Old, Something New — Using Social Media to engage Communities with Local History Workshop (International Federation of Library Associations, Genealogy & Local History division) (EvaAnne Johnson)
8/24: De-Escalation Training (Lauren Kelly)
8/25: CCS Technical Group ILL meeting (Kim Hegelund, Amy Jung, Louise Neidorf)
8/25: EDIT-Youth Services meeting (Jennifer Lee, Sheri Reda)
8/25: Emergency Preparedness Workshop (Andrea Vaughn Johnson, Patsy deVuono)
8/26: Youth Services Managers Meeting (Andrea Vaughn Johnson)
8/29: LACONI meeting (Kim Hegelund)
8/31: Strategic Sprints: Results Focused Planning (Anthony Auston)

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Attachments:
Circulation statistics by item and material collections; Online resource statistics by title and category; *ILA Reporter* article by John Amundsen; *Record North Shore* article about Trustee Wolf's departure and vacancy on the board

09/01/2022

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 08/2022

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	29	22	0	22	22	0	0	0.76
Bag	561	426	311	737	737	0	0	1.31
Blu-ray	1,464	218	174	392	431	39	55	0.27
Blu-ray New	85	106	1	107	107	0	6	1.26
Book	171,580	20,774	21,312	42,086	43,754	1,668	2,173	0.25
Book Club Bag	1	0	0	0	1	1	0	0.00
Book Hot	1,189	1,530	4	1,534	1,534	0	2	1.29
Book New	5,678	3,002	1,846	4,848	5,584	736	413	0.85
Boxset	1	24	6	30	30	0	23	30.00
Cassette	60	0	0	0	0	0	0	0.00
CD	15,394	441	441	882	1,108	226	92	0.06
CD Audiobook	5,896	398	315	713	766	53	63	0.12
CD Audiobook New	215	113	74	187	200	13	14	0.87
CD New	303	125	89	214	238	24	9	0.71
DVD	18,412	2,196	1,527	3,723	4,011	288	274	0.20
DVD New	459	481	38	519	545	26	36	1.13
eAudiobook	64,156	0	0	0	0	0	0	0.00
eBook	88,360	0	0	0	0	0	0	0.00
eMagazine	4,400	0	0	0	0	0	0	0.00
Equipment	32	193	2	195	195	0	0	6.09
eReader	4	1	0	1	1	0	0	0.25
Game	2	1	0	1	1	0	0	0.50
ILL Material	0	43	5	48	48	0	1	0.00
Laptop	1	0	0	0	0	0	0	0.00
Large Print	7,506	410	349	759	900	141	48	0.10
Large Print New	328	97	49	146	203	57	6	0.45
Magazine	4,625	292	626	918	918	0	0	0.20
Magazine New	270	2	0	2	2	0	0	0.01
Map	1	0	0	0	0	0	0	0.00
Mobile Hotspot	12	13	0	13	13	0	0	1.08
MP3 Audiobook	0	2	1	3	3	0	2	0.00
Multimedia Kit	28	3	1	4	5	1	2	0.14
Newspaper	547	0	0	0	0	0	0	0.00
Online Resource	18	0	0	0	0	0	0	0.00
Other	1	0	0	0	0	0	0	0.00
Playaway	2,373	356	417	773	788	15	22	0.33
Playaway Audio New	72	32	23	55	66	11	1	0.76
Record	1,580	3	3	6	10	4	3	0.00
Scores / sheet music	0	3	1	4	4	0	3	0.00
Seasonal AV	325	19	0	19	19	0	0	0.06
Seasonal Book	2,435	63	1	64	65	1	1	0.03
Special Collection	0	0	2	2	2	0	0	0.00
STEAM equipment	21	5	0	5	5	0	0	0.24
STEAM Kit	15	9	0	9	9	0	0	0.60
VHS	149	0	1	1	1	0	0	0.01
Videogame	979	408	500	908	918	10	21	0.93
Videogame New	0	2	0	2	2	0	2	0.00
Totals	399,567	31,813	28,119	59,932	63,246	3,314	3,272	0.15

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 Owning Library not = Station_Library

Wilmette Public Library District
Activity At Wilmette Library Stations
Monthly Statistics For 08/2022

Collection	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio	Auto Renewal
Fiction	47,374	5,968	3,609	9,577	10,560	983	910	0.20	3,442
Magazines	4,782	228	461	689	689	0	0	0.14	436
Multimedia	38,985	3,386	2,008	5,394	6,052	658	568	0.14	1,842
Nonfiction	69,797	4,232	4,455	8,687	9,714	1,027	856	0.12	4,199
Online	149,014	0	0	0	0	0	0	0.00	0
Other	639	699	316	1,015	1,015	0	1	1.59	278
Teen Fiction	2,633	401	538	939	982	43	94	0.36	506
Teen Multimedia	59	13	8	21	21	0	4	0.36	8
Teen Nonfiction	390	47	86	133	139	6	11	0.34	84
Teen Online	3,065	0	0	0	0	0	0	0.00	0
Youth Fiction	45,110	13,057	12,639	25,696	26,131	435	588	0.57	12,272
Youth Magazines	661	66	165	231	231	0	0	0.35	165
Youth Multimedia	8,688	1,522	1,593	3,115	3,167	52	54	0.36	1,508
Youth Nonfiction	23,479	2,180	2,240	4,420	4,530	110	186	0.19	2,183
Youth Online	4,855	0	0	0	0	0	0	0.00	0
Youth Other	36	14	1	15	15	0	0	0.42	1
Totals	399,567	31,813	28,119	59,932	63,246	3,314	3,272	0.15	26,924

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 Owning Library not = Station_Library

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

Product	Metric Captured	Category	July	August	September	Total	Cost per Use	Cost of Product	NOTES
Brainfuse	Database Usage	Online Learning	108	55		163	$ 42.76	$ 6,970.00	
CLCD: Children's Literature	Results	General Reference	85	401		486	$ 2.08	$ 1,010.00	
Consumer Reports	Page Views	General Reference	948	664		1612	$ 1.48	$ 2,380.00	last FY cost
Consumers' Checkbook	Logins	General Reference	8	6		14	$ 32.14	$ 450.00	
CreativeBug	Total Views	Online Learning	82	22		104	$ 8.65	$ 900.00	
DLIL eBooks	Checkouts	eBooks / AV	7391	7530		14921			
DLIL audiobooks	Checkouts	eBooks / AV	4729	4715		9444	$ 2.40	$ 58,369.17	
DLIL magazines	Checkouts	Periodicals	711	625		1336	$ 0.80	$ 1,072.59	
Encyclopedia Britannica	Documents + Media	General Reference	28	48		76	$ 7.04	$ 535.00	
Facts on File	Total Views	General Reference	24	90		114	$ 28.02	$ 3,194.20	last FY cost
Find My Past	Total Views	Genealogy	0	0		0	#DIV/0!	$ 995.00	last FY cost
FirstSearch (OCLC)	Total Searches	General Reference	484	1555		2039	$ -		
Gale Courses	Enrollments	Online Learning	0	7		7	$ 720.91	$ 5,046.36	
Gale Business Insights: Global	Retrievals	Business / Finance	2	0		2	$ 2,830.37	$ 5,660.73	
Gale Business: Demographics Now	Retrievals	Business / Finance	0	1		1	$ 1,875.00	$ 1,875.00	last FY cost
Gale Business: Entrepreneurship	Retrievals	Business / Finance	1	0		1	$ 4,242.04	$ 4,242.04	
Gale Business: Plan Builder	Retrievals	Business / Finance	0	0		0	#DIV/0!	$ 1,875.00	last FY cost
Gale Directory Library	Retrievals	General Reference	0	4		4	$ 875.00	$ 3,500.00	
Gale eBooks	Retrievals	General Reference	0	15		15	$ 233.33	$ 3,500.00	
Gale General One File	Retrievals	General Reference	5	11		16	$ 656.01	$ 10,496.15	
Gale Legal Forms	Retrievals	General Reference	0	0		0	#DIV/0!	$ 4,392.19	
Gale Literarature Criticism	Retrievals	General Reference	0	1		1	$ 12,071.00	$ 12,071.00	last FY cost
Gale Literature Resource Center	Retrievals	General Reference	0	16		16	$ 201.13	$ 3,218.00	last FY cost
Gale Literature: Dictionary of Literary Biography	Retrievals	General Reference	0	1		1	$ 482.00	$ 482.00	last FY cost
Gale Literature: Lit Finder	Retrievals	General Reference	0	0		0	#DIV/0!	$ 930.00	last FY cost
Gale Literature: Scribner Writer Series	Retrievals	General Reference	0	2		2	$ 642.00	$ 1,284.00	last FY cost
Gale Literature: Something about the Author	Retrievals	General Reference	0	0		0	#DIV/0!	$ 990.00	last FY cost
Gale Literature: Twayne's Author Series	Retrievals	General Reference	0	1		1	$ 1,909.00	$ 1,909.00	last FY cost
Gale UDemy	Lectures Completed	Online Learning	0	123		123	$ 42.68	$ 5,250.00	last FY cost
Hoopla	Circulations	eBooks / AV	1260	1287		2547	$ 1.91	$ 4,859.72	
Kanopy	Plays	eBooks / AV	793	820		1613	$ 1.30	$ 2,103.00	
LexisNexis (NexisUni)	Retrievals	Periodicals	146	263		409	$ 11.56	$ 4,730.00	last FY cost
LinkedIn Learning	Total Videos Viewed	Online Learning	116	100		216	$ 32.41	$ 7,000.00	last FY cost
Mango Languages	Total Sessions	Online Learning	46	91		137	$ 24.91	$ 3,412.80	
Mergent Archives	Pages Viewed	Business / Finance	5	1		6	$ 180.67	$ 1,084.00	last FY cost
Mergent Intellect	Pages Viewed	Business / Finance	31	31		62	$ 135.68	$ 8,412.00	
Morningstar	Record Views	Business / Finance	34	0		34	$ 215.76	$ 7,336.00	last FY cost
Muzzy	Sessions	Online Learning	2	3		5	$ 340.00	$ 1,700.00	last FY cost
Newsbank Chicago Community Collection	Full Text Views	Periodicals	x	135				$ 5,160.00	
Newsbank Heritage Hub	Full Text Views	Genealogy	x	8				$ -	Free trial for 1 year
Newpaper Archive	Total Page Views	Periodicals	3	2		5	$ 876.40	$ 4,382.00	
Niche Academy	Total Views	Online Learning	30	40		70	$ 24.14	$ 1,690.00	last FY cost
Novelist	Total Requests	General Reference	175	128		303	$ -		
Oxford English Dictionary	Total Item Investigations	General Reference	13			13	$ 121.41	$ 1,578.27	
Pebblego and Pebble Go Next	Article Views	General Reference	1	4		5	$ 399.80	$ 1,999.00	last FY cost

Name	Metric	Category	Col1	Col2	Col3	Total	Unit Cost		Total Cost	Note
PressReader	Issues Opened	Periodicals	645	837		1482	$ 4.92	$	7,292.38	
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	525	2581		3106	$ 0.54	$	1,692.50	
ProQuest: Chicago Tribune	Total Documents	Periodicals	277	218		495	$ 11.23	$	5,559.10	last FY cost
ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	111	358		469	$ 8.93	$	4,188.39	
ProQuest: CultureGrams	Total Pages Viewed	General Reference	26	88		114	$ 11.75	$	1,339.00	
ProQuest: Fold3	Total Documents	Genealogy	10	3		13	$ 94.36	$	1,226.73	
ProQuest: Heritage Quest	Total Documents	Genealogy	27	77		104	$ 6.65	$	692.00	
ProQuest: Newspapers.com	Total Documents	Periodicals	55	189		244	$ 24.50	$	5,977.99	
ProQuest: New York Times	Total Documents	Periodicals	80	62		142	$ 35.30	$	5,013.22	
ProQuest: New York Times Historical	Total Documents	Periodicals	20	13		33	$ 128.03	$	4,225.00	
ProQuest: Research Library	Total Documents	Periodicals	143	64		207	$ 24.74	$	5,120.34	
ProQuest: Wall Street Journal	Total Documents	Periodicals	447	379		826	$ 1.18	$	974.79	
Record Information Service (Public Record)	Total Visitors	General Reference	219	225		444	$ 1.30	$	575.00	last FY cost
Reference Solutions (Reference USA)	Total Searches	Business / Finance	90	47		137	$ 61.75	$	8,460.00	
Scholastic Teachables	Documents	General Reference	182	122		304	$ 3.06	$	931.00	
S&P Net Advantage	Total Usage	Business / Finance	43	160		203	$ 58.03	$	11,781.00	last FY cost
Statista	Result Clicks	Business / Finance	4	0		4	$ 3,250.00	$	13,000.00	last FY cost
Tumblebooks	Book Views	eBooks / AV	25	8		33	$ 19.37	$	639.20	
Value Line	Downloads	Business / Finance	1098	1456		2554	$ 1.30	$	3,330.00	
Weiss Ratings	Page Views	Business / Finance	8	16		24	$ 116.46	$	2,795.00	
Who's Who (Oxford University Press)	Total Item Investigations	General Reference	0			0	#DIV/0!	$	2,005.83	
World Book	Content Views	General Reference	0	5		5	$ 386.00	$	1,930.00	
OTHER										
App	Sessions		1477	1317						
Website	Sessions		15897	15519						

Category and Product	Metric Captured	July	August	September
General Reference				
CLCD: Children's Literature	Results	85	401	
Consumer Reports	Page Views	948	664	
Consumers' Checkbook	Logins	8	6	
Encyclopedia Britannica	Documents + Media	28	48	
Facts on File	Total Views	24	90	
FirstSearch (OCLC)	Total Searches	484	1555	
Gale Directory Library	Retrievals	0	4	
Gale eBooks	Retrievals	0	15	
Gale General One File	Retrievals	5	11	
Gale Legal Forms	Retrievals	0	0	
Gale Literarature Criticism	Retrievals	0	1	
Gale Literature Resource Center	Retrievals	0	16	
Gale Literature: Dictionary of Literary Biography	Retrievals	0	1	
Gale Literature: Lit Finder	Retrievals	0	0	
Gale Literature: Scribner Writer Series	Retrievals	0	2	
Gale Literature: Something about the Author	Retrievals	0	0	
Gale Literature: Twayne's Author Series	Retrievals	0	1	
Novelist	Total Requests	175	128	
Oxford English Dictionary	Total Item Investigations	13	0	
Pebblego and Pebble Go Next	Article Views	1	4	
ProQuest: CultureGrams	Total Pages Viewed	26	88	
Public Records / Check Illinois	Total Visitors	219	225	
Scholastic Teachables	Documents	182	122	
Who's Who (Oxford University Press	Total Item Investigations	0	0	
World Book	Content Views	0	5	
Periodicals				
DLIL magazines	Checkouts	711	625	
LexisNexis - NexisUni	Retrievals	146	263	
Newsbank Chicago Community Collection	Full Text Views	x	135	
Newspaper Archive	Total Page Views	3	2	
PressReader	Issues Opened	645	837	

ProQuest: Chicago Tribune	Total Documents	277	218	
ProQuest: Chicago Tribune Historical	Total Documents	111	358	
ProQuest: Newspapers.com	Total Documents	55	189	
ProQuest: New York Times	Total Documents	80	62	
ProQuest: New York Times Historical	Total Documents	20	13	
ProQuest: Research Library	Total Documents	143	64	
ProQuest: Wall Street Journal	Total Documents	447	379	
Genealogy				
Find My Past	Total Views	0	0	
Newsbank Heritage Hub	Full Text Views	x	8	
ProQuest: Ancestry Library Edition	Total Documents	525	2581	
ProQuest: Fold3	Total Documents	10	3	
ProQuest: HeritageQuest	Total Documents	27	77	
Online Learning				
Brainfuse	Database Usage	108	55	
CreativeBug	Total Views	82	22	
Gale Courses	Enrollments	0	7	
Gale UDemy	Total Videos Viewed	0	123	
LinkedIn Learning	Total Videos Viewed	116	100	
Mango Languages	Total Sessions	46	91	
Muzzy	Sessions	2	3	
Niche Academy	Total Views	30	40	
Business / Finance				
Gale Business Insights: Global	Full Text Retrievals	2	0	
Gale Business: Demographics Now	Retrievals	0	1	
Gale Business: Entrepreneurship	Full Text Retrievals	1	0	
Gale Business: Plan Builder	Retrievals	0	0	
Mergent Archives	Pages Viewed	5	1	
Mergent Intellect	Pages Viewed	31	31	
Morningstar	Record Views	34	0	
Reference Solutions	Total Searches	90	47	

S & P Net Advantage	Total Usage	43	160	
Statista	Searches	4	0	
Value Line	Searches	1098	1456	
Weiss Ratings	Page Views	8	16	
eBooks / AV				
DLIL eBooks	Checkouts	7391	7530	
DLIL audiobooks	Checkouts	4729	4715	
Hoopla	Circulations	1260	1287	
Kanopy	Plays	793	820	
Tumblebooks	Book Views	25	8	
OTHER				
App	Sessions	1477	1317	
Website	Sessions	15897	15519	

John Amundsen, Wilmette Public Library

Libraries Adapt, Reach Out, and Join Forces to Help Job Seekers Navigate the "New Normal"

Illinois' libraries have long supported job seekers in their communities, from one-on-one job counseling to in-person events featuring presentations on interviewing techniques and resume building to networking. When the pandemic upended life as it was known in 2020, such programming—like all other aspects of library service—had to pivot to meet the demands of a new uncertain era. Often in doing so, libraries found strength in numbers and explored opportunities to expand collaboration.

According to the U.S. Bureau of Labor Statistics, unemployment in Illinois skyrocketed to 17.4% by April 2020, seeing over 1.1 million Illinoisans forced out of work. Unprecedented pressure was placed on the state's unemployment system as Washington initiated emergency measures including Pandemic Unemployment Assistance and the C.A.R.E.S. Act. Meanwhile, public libraries across the state, along with most other public venues, were closed to the public since the issuance of Executive Order 10, signed by Gov. J.B. Pritzker on March 20, 2020. The need for career support was growing by the day.

Mike Buhmann, career librarian at Skokie Public Library, led the "Navigating Your Job Search" series until his retirement at the end of 2021. The series started before Covid as an outgrowth of Skokie's career services, where volunteer counselors with backgrounds in human resources and academia would meet one-on-one with job seekers in the library. Buhmann would meet periodically with the counselors to evaluate progress of these individual sessions and decided to work together to develop a comprehensive program for people looking for jobs and career advice. This started as a half-day event with networking breaks featuring different aspects of job searching, encompassing resumes, cover letters, and interviewing skills. Skokie opened the series to libraries in surrounding communities to boost attendance, eventually expanding it to Evanston, Glenview, Morton Grove, Niles-Maine Township, Lincolnwood, and Wilmette. "We decided to offer it to other libraries to boost attendance and get a bigger turnout, said Buhmann. "Who cares where (the job seekers) are coming from?"

When the first Covid-era lockdowns began, Skokie and its partner libraries discussed ways to go forward with the "Navigating Your Job Search" series and bring it online, deciding to break up what was a four-hour, in-person series held on one day into four one-hour virtual sessions on Zoom held over the course of four weeks. Special content was added to the program in order to adapt to the Covid-era job market, including virtual interviewing tips and finding stay-at-home jobs. The relaunch also added a renewed emphasis on life-work balance, and career path choices as opposed to concentrating solely on tips and tools. "So many people were laid off," said Buhmann. "We were trying to give assistance and help them navigate unemployment however we could."

The virtual re-launch of the "Navigating" series saw strong initial attendance, with up to 50 people per session, and the group decided to further expand the programming by broadcasting the presentations on Facebook Live and uploading recordings to YouTube. The virtual "Navigating" series would ultimately be repeated several times from 2020 through November 2021.

CareerCollab offers another cooperative approach allowing libraries to expand their career offerings via a website, www.careercollab.org, where they can promote each other's events, resources, and program recordings to job seekers in Cook and Lake counties. CareerCollab originally was started by the Northbrook Public Library and the Vernon Area Public Library District as a way to reach a wider range of patrons when most programs went virtual in early 2020. "Rather than each library offering similar programs only to their patrons, we realized we could offer a broader range of programs and alternate hosting," said Northbrook Public Library Business Librarian Bryan Brugger. "Working together to increase our offerings of virtual programs made too much sense not to happen. There is minimal extra effort on our part to host a program, and the patrons at all participating libraries get to benefit."

When CareerCollab began, it focused on job search basics such as resume and cover letter writing, interview preparation, and using online resources such as LinkedIn, and has now expanded to in-person and on-demand workshops on topics including managing one's online presence, pay equity, and working with recruiters. Visitors to the site can also send a message to a career librarian. The site also has a comprehensive list of employment resources from the State of Illinois, Cook and Lake Counties, regional non-profits, and other public service organizations. While the individual libraries in CareerCollab provide their patrons with job seeking assistance and online resources offering live resume review, the group focuses on dividing the burden of generating job search programming. "Initially (CareerCollab) was focused among libraries serving similar demographics," said Brugger. "But (it) has expanded to a broader range of libraries, allowing people to choose to attend the events most relevant to their specific situation." CareerCollab has now expanded to include five libraries in Chicago's north suburbs, adding Indian Trails, Glenview, and Skokie to Northbrook and Vernon Area.

In central Illinois, "Get That Job!" at the Champaign Public Library connects job seekers in the central Illinois city of 89,000 with the wide array of employers in the surrounding area, encompassing higher education, technology, finance, manufacturing, retail, healthcare, and government. "Get That Job!" started before the pandemic, providing job seekers with one-on-one, customized consultation sessions, as well as in-person workshops, free professional headshots, and referrals to technology classes to sharpen computer skills. "Yes, we've definitely had to pivot," observed Jordan Neal, Career Librarian at Champaign Public Library. "But it allowed for great opportunities such as virtual programming and partnering with presenters outside of our local area. As Career Librarian, I started meeting with community members virtually in March 2020. We transitioned our in-person workshops to webinars in the summer of 2020."

The pause in in-person activities and transition to virtual programming didn't diminish participation earlier in the pandemic, Neal noted, even gaining new participants, though virtual participation has begun to diminish as in-person events are reintroduced.

"We just started presenting in-person events recently, so we are still learning what that looks like as pandemic restrictions are lifted," said Neal. "We are focusing on the return of our in-person programs. A lot of the magic happens during the Book-a-Librarian appointments where I can really focus on the needs of the individual."

To build on the success of "Get That Job!," the Champaign Public Library is partnering with a growing list of area organizations, including the Champaign County Regional Planning Committee, local career coaches, the City of Champaign, as well as the two major institutions of higher learning, the University of Illinois at Urbana-Champaign, and Parkland Community College. Neal has recently launched a series called "Ask an Employer," where representatives from employers in the area share their insights and feedback with job seekers. "Maintaining some connections was challenging as many agencies had to, understandably, dedicate their focus elsewhere," said Neal. "I made connections prior to the pandemic—especially as I had networked and prepared for the Community Job Fair—and that has helped with program planning over time."
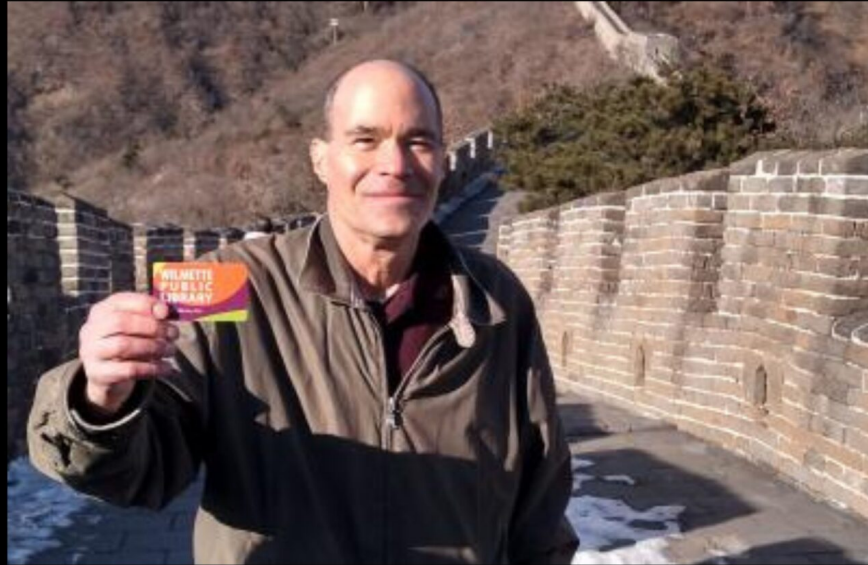
WHAT NEXT?

As most pandemic-era restrictions come to an end, many libraries are beginning to transition back to in-library programming in general, and while career librarians are excited to connect with job seekers on-site, virtual joint programs and services have presented a new and effective way to connect them to ideas and presenters, often on their schedule and in concert with other libraries and organizations.

CareerCollab is expanding its offerings and is now listing in-person, live sessions open to the public, but will also continue hosting online programs. "Virtual programs for the patrons… is likely something that will continue," observed Northbrook's Bryan Brugger. "Many meetings will remain virtual for the sake of convenience." While the future of the "Navigating" series has yet to be determined, many of the participating libraries are also working with initiatives such as CareerCollab.

Champaign is hoping to expand its career programming with other libraries, including the local community college that serves over 11,000 students. "We are constantly assessing, especially after we see the results of in-person events and programs," said Neal. "We will most likely continue to present some virtual programs. We have curated great playlists through our library's YouTube channel and see the benefit of maintaining and adding to that content stream."

Ultimately, the pandemic has forced many Illinois libraries to rethink and adapt their services, and not just on a temporary basis. Collaboration and virtual programming were brought to the fore during lockdown and provide a powerful example of the potential of both to extend libraries' reach and provide vital career assistance to Illinoisans. **ILA**

"A lot of the magic happens during the Book-a-Librarian appointments"

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Stuart Wolf served on the Wilmette Library Board from 2012-2020 and again from August 2021 to July 2022 | PHOTO SUBMITTED

Wilmette, News

Stuart Wolf's departure leaves opening on Wilmette Library Board

By Joe Coughlin | 11:17 p.m. September 6, 2022

The Wilmette Library Board of Trustees is seeking a new
member following the resignation of Stuart Wolf, who was
fulfilling the remainder of a seat that expires in 2023.

Wolf told the board on July 19 that he is moving out of the district and can no longer serve as trustee. He initially served two terms from 2012-2020. He was not re-elected the following year; however, was renamed to the board upon the resignation of Jan Barshis in August 2021.

The board approved Wolf's resignation at its July meeting and it went into effect July 31.

"It has been a great pleasure and thrill that you guys all voted to have me rejoin the board when I did," Wolf said July 19. "I can't tell you how sad it makes me to step down right now. … The passion and enthusiasm and dedication you all as board members showed to me is so encouraging to me for the future of the board and the library and what we can do on behalf of the community."

Library officials are accepting applications to replace Wolf through 6 p.m. on Thursday, Sept. 15. More information is available through a post on the library's website. Find an application form HERE. The open term expires in April 2023.

President Lisa McDonald said the board will still take advantage of Wolf living nearby in Evanston.

"I have always appreciated your energy and marketing savvy," she said. "… I look forward to picking your brain."

Trustee Joan Fishman thanked Wolf for his contributions to complicated discussions.

Latest

"Your clarity and your vision always comes through," she said. "I always think you are the voice of reason and so appreciate your laser focused point of view."

On a final note, Wolf credited his peers for their hard work and dedication, while encouraging them to keep perspective and poise, especially as libraries across the country face intimidation to remove books that address sensitive issues and cancel inclusive events. Recent threats drew a public statement from the American Library Association in June.

"It has become harder and harder for a library board and library to function in the world we're in today," he said. "… I think it's very important first and foremost to hear everybody's voice, but I think it's also important to measure how loud a vocal minority might be as a way to skew what is representative of the majority of our community.

"As I step down, I look forward to the library board staying strong and listening … and measuring the vocal quality of what you are hearing."

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Joe Coughlin is a co-founder and the editor in chief of The Record. He leads investigative reporting and reports on anything else needed. Joe has been recognized for his investigative reporting and sports reporting, feature writing and photojournalism. Follow Joe on Twitter @joec2319

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