

## **Wilmette Public Library Director's Report – October 18, 2022**

### **Library Activities for September-October 2022**

Anthony Auston, Director

#### **Strategic Plan Progress Update**

The Board and Leadership Team began the next phase of the Library's strategic planning at a Strategic Planning Retreat in spring 2022. From late April through early May, the Library conducted a community survey collecting feedback from over 500 residents, and shared [the results of the survey](#) in June. The second survey of the strategic planning process launched in late August. Focusing this time on spaces in the library building, the survey generated over 400 responses through September 15. Staff is currently analyzing the feedback and preparing the future plan's structure and content.

In the coming weeks, staff, trustees, and our community will continue to review past performance and evaluate future opportunities. We'll reflect on current needs, emerging trends, 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.

#### **Welcome Desk**

In September, Welcome Desk staff answered 1,120 total phone calls, provided directional assistance to 677 patrons, and answered 682 reference questions. In addition to their regular tasks, Shelving staff had over 50 interactions with patrons, primarily in the Fiction and Media rooms.

Welcome Desk staff is working with the newly launched Person in Charge (PIC) team, comprised of public service managers and librarians. Assistant Director Leah White coordinated the launch and training of the team. On a rotating basis, the PIC is any public-facing, professional staff person who works 20 hours per week or more. They will work closely with the Director, Assistant Director, and Facilities/Safety Manager on a variety of issues that are largely service related. Often this will be a person scheduled to be at a public service desk, as they will have the best idea of what is happening in relation to services. The goal of the PIC is to promote and sustain a safe, secure, welcoming library environment. Assigned staff is reviewing their duties and updates to the Emergency Procedures manual. Staff has also gone over our new Code Adam procedures in order to help find missing children.

Welcome Desk and Shelving Manager Patsy deVuono has joined the new ALA group Bridging Deaf Cultures. The introductory meeting was September 13, and we will meet monthly. She's looking forward to learning how the library can better assist patrons and staff with hearing problems. She will also report to our Inclusion, Diversity, Equity, and Accessibility (IDEA) Committee about this topic.

Patsy has also become a member of the newly revised Library Support Staff Round Table (LSSRT) and hopes to become more involved with that group.

## **Collections**

In September, we added a portable film and slide digital scanner, thermal FLIR camera, travel plug adapters, and a metal detector to the Library of Things (LoT) collection. These items join other recent acquisitions that have started circulating this month including: karaoke machine, vehicle code reader, USB webcam, and telescope.

Digital Services Assistant Manager Linnea Lundberg photographed many Library of Things items in order to update the website: <https://www.wilmettelibrary.info/libraryofthings> and create laminated inserts showing all parts that circulate with the item. Circulation procedures and user guides for these items continue to be developed.

Circulation Assistant Megan Noone was trained by Technical Services Manager Jessica Thomson on how to reformulate the 921 biography call numbers for items already in the collection. This project will unify the biography call numbers under the same pattern: 921 Author's last name, First initial. Megan's project contributes to making the biographies more accessible to patrons.

Shelving staff are working with Circulation to take over the cleaning of any CDs and DVDs that need buffing. Our new disc cleaning machine has arrived and staff is learning how to use it.

Our recently updated system for tracking feedback from patrons about our physical media collections is going well. Shelving staff is continuing to replace printed/taped notes in items with new Quality Check post-it notes.

Public Service staff have deployed our new promotional book easels (and have ordered more to help promote circulation of materials in the stacks). Staff will be meeting this fall to establish a more comprehensive material merchandising plan for the building.

## **Digital**

### Databases and eContent

A clearer picture is starting to emerge regarding usage of the library's databases and eContent. Digital Services Manager Lauren Kelly has linked usage of products to vendor invoices, showing a cost per use metric. It's interesting to see which resources are heavily used and are at a low

cost, versus products that are relatively more costly with lower use. These resources may be under reconsideration when they come up for renewal.

Some Highlights:

- Hoopla had 1182 uses in September. This resource is consistently used month to month, with an average of 1243 uses between July-September. This resource is an excellent value at just \$1.93 per circulation.
- Newspaper Archive had 125 page views this month. This is a new resource as of July, and usage has just started to ramp up. The previous two months only has 2-3 page views, so usage is growing.
- Wall Street Journal is clearly a consistent favorite with patrons. Usage has averaged 417 documents per month this fiscal year.
- Value Line, one of our key stock and investment information resources, has shown high usage in recent months, with an average of 1395 downloads since July. We didn't track statistics on this resource last year, so it's great to see this usage.

Lauren Kelly worked with digital resource vendor AP Stylebook to change the library's subscription model to an institutional package that allows patrons to access the resource remotely. This updated product subscription is now on the [website](#) and available for use.

### OverDrive

This month we had 12,847 checkouts through OverDrive. Of these, 7,727 (60.1%) were eBooks, 4,352 (33.9%) were eAudiobooks, and 768 (6%) were digital magazines.

Wilmette Public Library again had the 6<sup>th</sup> highest number of circulations in the ECC Consortium, of which there are 139 members. This is impressive because WPL ranks 27<sup>th</sup> highest in population served. This indicates our library is performing well above our peer libraries in digital circulation per capita, a factor that has also contributed to our star ratings.

The top 5 titles by checkout were:

- 1) Verity by Colleen Hoover (eBook) - 47
- 2) I'm Glad my Mom Died by Jennette McCurdy (eAudio) - 45
- 3) Lessons in Chemistry by Bonnie Garmus (eAudio) - 35
- 4) Carrie Soto is Back by Taylor Jenkins Reid (eAudio) - 34
- 5) The Hotel Nantucket by Elin Hilderbrand (eBook) - 33

The most popular magazines were:

- 1) The New Yorker - 66
- 2) The Economist - 55
- 3) Us Weekly - 49

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

Collection	July	August	September
eAudiobooks	3560	937	1724
eBooks	5035	939	1788
eMagazines	0	51	218
Hoopla items	904	932	924
Monthly total:	9499	2859	<b>4654</b>

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

Collection	July	August	September
Hoopla	817	323	<b>688</b>

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

### Technical Services Statistics

Full summary of materials added in the past three months:

To date, in 2022, the total number of items added to the collection is 23,382. At this point last year, we had added 21,891. This 7% increase in new materials is a remarkable achievement for the team considering the scope of work involved in appropriately selecting, acquiring, inputting, processing, cataloging, and preparing these materials for circulation.

Collection	July	August	September
Adult Fiction	526	648	469
Adult Non-fiction	399	561	594
Teen Fiction	20	64	61
Teen Non-fiction	1	15	12
Youth Fiction	306	311	513
Youth Non-fiction	59	120	94
Adult Magazines	435	537	513
Youth Magazines	33	22	38
Adult Multimedia	339	291	212
Youth Multimedia	18	65	46

Other (Library of Things, etc.)	53	34	57
Monthly total:	2189	2668	<b>2609</b>

Full summary of items withdrawn in the past three months:

Collection	July	August	September
Adult Fiction	293	154	271
Adult Non-fiction	488	468	286
Teen Fiction	0	1	24
Teen Non-fiction	1	1	3
Youth Fiction	289	356	363
Youth Non-fiction	19	12	
Adult Magazines	788	494	93
Youth Magazines	5	5	5
Adult Multimedia	995	759	560
Youth Multimedia	21	32	111
Other	0	0	2
Monthly total:	2899	2282	<b>1718</b>

We sent 28 boxes of withdrawn books to Better World Books in September.

## Circulation

With the recent approval of the 24/7 pickup lockers, staff are in the beginning phase of planning for their arrival. Soon the library will have another tool for patrons to access information and physical materials within our collection.

The library welcomed 198 new library card users with 30 of them coming from online applications.

With D39 having a Teacher Institute Day on Friday, September 23 we saw one of our largest checkouts days for the month with 1,250 items going out to 279 card holders. We have also reinstated all 20 D39 school library cards for the school year, and have begun seeing teachers utilizing them, with 21 items going out this month.

In September, 46 patrons utilized Parking Lot Pickup, and 27 of those patrons were repeat users of the service.

ILL staff have seen an increase in materials sent out-of-state after including audiovisual materials. We sent out a total material count of 92 this month, 75 last month, and 66 from

when we first started the change. Staff have also been hard at work managing community book clubs, which has risen to 22.

We also continue to see activity from neighboring communities visiting our library and checking out materials. We remain popular with Evanston, Skokie, Chicago, Winnetka-Northfield, and Glenview with this month seeing 5,688 items going home to these patrons.

Circulation staff processed 5,596 items for holds that were checked out at our library. The ILL staff sent out 3,981 items to other CCS libraries for holds and borrowed 3,692 items to fill hold request. Outside of CCS, ILL sent 144 items throughout the state of Illinois, and 92 items to other locations around the continental US.

Of the 13,303 library cards that have been active in the last three years, 10,626 were used for physical materials from September 2021 to September 2022, which is 79.9% of our Wilmette cardholders.

<b>Wilmette Public Library Monthly Statistics For September 2022</b>	
<b>Total Checkins</b>	<b>29,795</b>
Checkout Stations	14,148
Leap Checkout and Renewal	12,950
<b>Total Checkouts</b>	<b>27,107</b>
Auto-renewal	25,620
Power PAC Renewal	434
Leap Checkout and Renewal	184
Checkout Stations	133
<b>Total Renewals</b>	<b>26,480</b>
Number of your Library's items checked out system-wide	27,067
Holds Placed through your interface	5,796
Holds placed for/by your patrons	6,258
Holds Held	6,466
Holds Checked out	5,596
Holds Cancelled	1,176
Holds Unclaimed	841
Number Of Items Currently Out	32,132
<b>Unexpired Patrons on file</b>	<b>14,824</b>

Current and Past Circulation by Fiscal Year

	2018/2019	2019/2020	2020/2021*	2021/2022	2022/2023
<b>July</b>	68,740	66,182	33,804	59,462	59,742
<b>Aug</b>	67,729	64,303	50,795	21,368	59,932
<b>Sept</b>	62,444	59,292	55,261	64,184	53,587
<b>Oct</b>	62,202	60,195	55,820	50,538	
<b>Nov</b>	61,400	61,307	46,631	53,720	
<b>Dec</b>	56,962	55,668	35,822	51,141	
<b>Jan</b>	60,403	61,130	31,822	53,798	
<b>Feb</b>	56,946	57,932	32,640	49,767	
<b>March</b>	62,305	29,435*	52,239	55,073	
<b>April</b>	59,323	28*	52,875	53,537	
<b>May</b>	59,032	87*	54,781	51,235	
<b>June</b>	61,772	7,422*	56,560	55,012	
<b>Total YTD</b>	739,258	522,981	559,050	618,835	173,261

\*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.

**Banned Books Week**

WPL celebrated intellectual freedom and Banned Books Week from September 18-24. The theme of this year’s event is “Books Unite Us. Censorship Divides Us.”

Banned Books Week is an annual event celebrating the freedom to read. Banned Books Week was launched in 1982 in response to a sudden surge in the number of challenges to books in schools, bookstores and libraries. Typically held



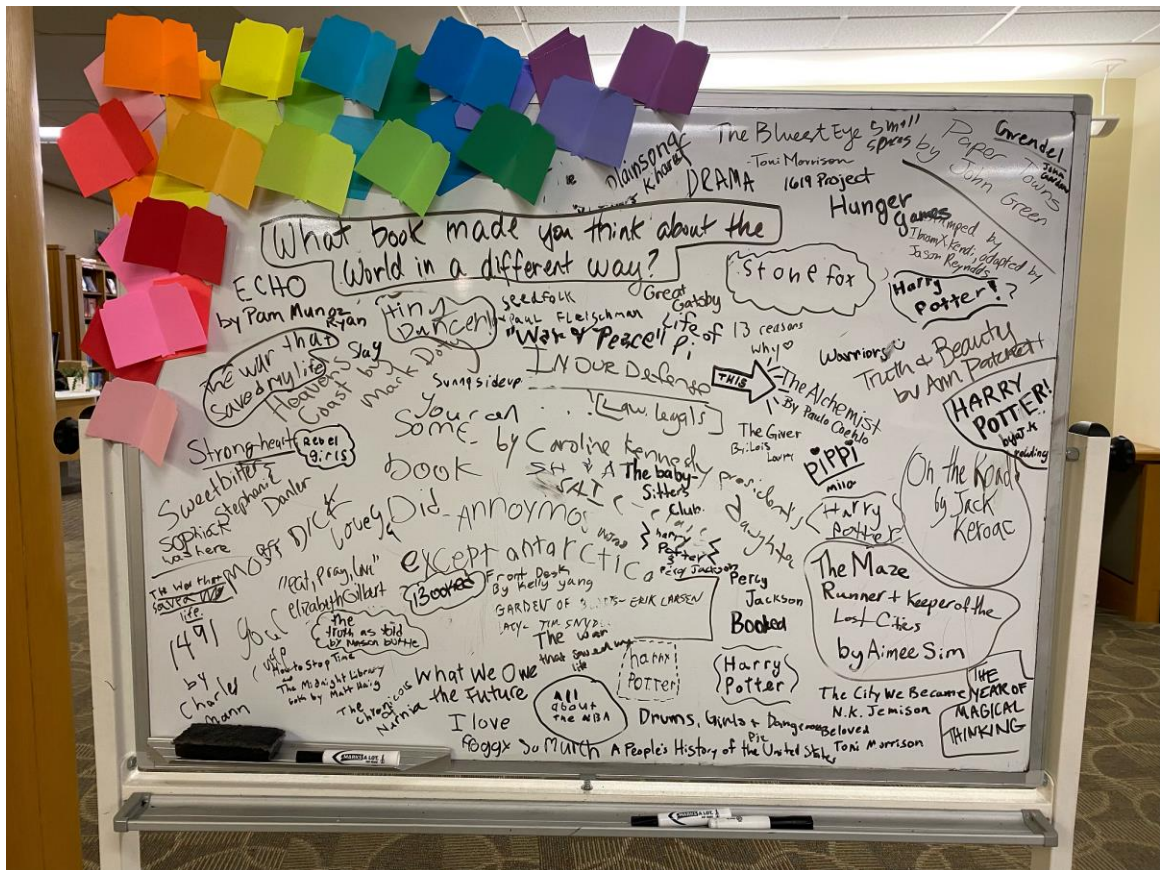
during the last week of September, it highlights the value of free and open access to information. Banned Books Week brings together the entire book community — librarians, booksellers, publishers, journalists, teachers, and readers of all types — in shared support of the freedom to seek and to express ideas, even those some consider unorthodox or unpopular.

Both Youth and Adult Services created interactive book displays and booklists. The Library also published a blog post and book list to our website:

<https://www.wilmettelibrary.info/posts/banned-books-week-2022-september-18th-24th>

Krista Hutley created a book river on the [Teen Services page](#) and posted quotations from authors about how challenges affect them on the teen services [Instagram channel](#) and on the Teen Room windows.

Rachel Garcia created an interactive white board display for Banned Books Week which asked the question: “What book made you think about the world in a different way?” Over two weeks, patrons filled the board with book titles. Pictures of the board were shared on our social media channels.



On November 16, Adult Services staff will be facilitating a discussion for the League of Women Voters of Wilmette concerning books that have recently been challenged or banned.



## Adult and Teen Services

Program	Name	Attendance
9/6 - Tips and Strategies on Saving for College (Virtual) with Dave Derrick & Alison Fyhrie	John Amundsen	3
9/9 - September Teen Take & Make	Krista Hutley	18
9/13 - Classics & Contemporary Book Group	Rachel Garcia	12
9/14 - Girls in Stem Club	Krista Hutley	4
9/17 - Dungeons & Dragons	Krista Hutley	9
9/19 - Wills, Trusts, and Estates (in-person) with Jacob K. Ehrensaft	John Amundsen	15
9/22 - Mechanic Shop Femme (Virtual)	Krista Hutley	15
9/28 - LWV of Wilmette and WPL Book Group	Rachel Garcia	10
9/28 - Murder We Read Book Discussion	Katy Jacob	1
9/29 - From Frontier to Statehood: Early Illinois Settlement	EvaAnne Johnson	canceled (will be rescheduled)

Adult Services Assistant Manager Rachel Garcia received the excellent news this month that the library has been awarded a grant to participate in the [Yiddish Book Center's 2023 "Stories of Exile" Reading Groups for Public Libraries program](#), which she applied for this summer. Rachel will participate in a workshop at the Yiddish Book Center in January and in 2023, the library will host a series of book discussions and supporting programs exploring the experience of diaspora, displacement, and migration through the lens of translated Yiddish literature. This is sure to be a valuable initiative to share with our patrons. We'll share more details as this programming series takes shape in the coming months.

Local History & Genealogy Librarian EvaAnne Johnson accepted a position on the Illinois State Archives Advisory Board/Illinois State Historical Records Advisory Board (ISAAB/ISHRAB). She will serve a three-year term, starting in October 2022.

EvaAnne Johnson virtually attended the Association of Professional Genealogists (APG) Professional Management Conference. The four-day conference was tailored for professionals in the genealogy field, including genealogical researchers, lecturers, librarians, and others in the genealogy field. Presentations included topics such as speaker training, genealogical writing and publishing, client relationships and communication, methodology, technology, and social media. Eva came away with ideas for improving programs and genealogy one-on-one sessions, and fostered connections with other genealogy professionals.

On September 15, Business Librarian John Amundsen attended the Wilmette/Kenilworth Chamber of Commerce's monthly Power Networking Breakfast, which welcomed WKCC's newest Executive Director Jennifer Herren Gatesman, who succeeded Cathy Voight in late August. John reached out to Jennifer, who will be scheduling a visit and tour of the library's business collection in October to discuss partnering on programming for the local business community.

Career counseling appointment requests have notably increased in September, with four requests being received by John Amundsen over the course of the month (since 2020, we've received 1-2 a month on average). WPL currently works with two volunteer counselors who have decades of experience in human resources. John connects incoming job seekers with the counselors, who schedule career consultations and resume/CV review over the phone or via Zoom.

John Amundsen contributed a featured article in the September 2022 issue of the *ILA Reporter* entitled "[Libraries Adapt, Reach Out, and Join Forces to Help Job Seekers Navigate the New Normal](#)" (p. 8-10). John has served on the ILA Reporter Advisory Committee since earlier this year and will rotate off in 2023.

In September, the study rooms were checked out 179 times, which is consistent with the number of checkouts over the past three months.

## Youth Services

This month we welcomed two new staff members to Youth Services, Eti Berland (she/her/hers) is now serving as our full-time Youth Services School Engagement Librarian and Ann Santori (she/her/hers) is our new substitute Youth Services Associate.

Our fall Storywalks were set up in September and will remain through November. Families are reading *Acorn Was a Little Wild* by Jen Arena in Vattmann Park and *The Worm Family Has Its Picture Taken* by Jennifer Frank in Hibbard Park.

In September our preschool outreach librarian Ruth Bell made 13 deliveries of picture books and activity kits to area preschools. She also made 13 storytime visits which were attended by 197 children and teachers.

We continued our partnership with area school art teachers, providing space to display art projects throughout the school year. A different school posts student work above the juvenile fiction shelves each month.



### Youth Services Programs

Youth Services presented 36 programs in September which were attended by 976 people.

9/8	Music and Movement with Teacher Dan	108
9/8	Fall Bike Parade	17
9/9	Lego Club	14
9/10	Mandarin-English Bilingual Storytime	3
9/12	Drop-In Free Play	37
9/12	Storytelling Club	3
9/13	Family Storytime	55
9/13	Family Storytime	18
9/14	Family Storytime	32
9/14	Family Storytime	11
9/15	Babytime	72
9/15	Babytime	21
9/15	Illustrators' Club	11
9/16	Marble Run	13

9/17	Wiggleworms Party!	55
9/19	Drop-In Free Play	24
9/19	Maker Corps: DIY Button Pins	0
9/20	Family Storytime	33
9/20	Family Storytime	16
9/21	Family Storytime	42
9/21	Family Storytime	23
9/21	Graphic Novel Book Club	10
9/22	Babytime	46
9/23	Dog Man Doodles	18
9/24	Little Play Cafe	34
9/26	Drop-In Free Play	46
9/27	Family Storytime	41
9/27	Family Storytime	21
9/28	Family Storytime	38
9/28	Family Storytime	27
9/28	STEAM Lab: Roller Coaster	13
9/28	Pajama Storytime	6
9/29	Babytime	46
9/29	2nd and 3rd Grade Book Discussion	8
9/30	Little Dabblers	14

Maker Appointments

Librarians trained with the maker equipment hosted 9 appointments in September which were attended by 31 children and adults. This month we debuted a slightly different format. With more programs happening indoors, the maker equipment is no longer set up permanently in the Youth Program Room. Set-up is done for each block of appointments. Appointments are generally held Monday evenings and Saturday afternoons, and two groups can attend appointments at the same time.



Maker Garden

In September’s Maker Garden, patrons were invited to design and build with wooden hoops of varying sizes.

Youth Services set up a hands-on learning station called Explore a Gourd this month with books, a drawing sheet, and prompts for conversation.



### Book Displays

Youth Services curated displays of books to highlight Intellectual Freedom, Deaf Awareness Month, and Hispanic Heritage Month.

### Special Projects

The Youth Services bulletin board offered patrons an opportunity to share where their ancestors came from by putting pins into maps of the world, U.S., and Chicago area.



## Digital Services

Digital Services September programs:

- 9/15: Email Etiquette (Ethan Herdrich); in-person, 1 patron
- 9/21: What is the Cloud? (Linnea Lundberg); virtual, 12 patrons
- 9/28: Design Animated E-Cards (Linnea Lundberg); in-person, 3 patrons
- 9/29: Cyber Security (Alex Barzallo); virtual, 15 patrons

After a staff member suggested we get a laminator in the Tech Center, we implemented this idea at a cost of less than \$150. Ethan researched laminators and made a suggestion for purchase. Patrons can now laminate documents and photos up to 8.5x11" in the Tech Center.

Digital Services also launched a new service – VHS Tape Digitization. This is located in the Tech Center at the same computer station as the professional slide / negative scanner, called the Digitization Station. Patrons can use this machine to convert VHS tapes to a digital file format and can also optionally burn the digital file to a playable DVD. Digital Services Associate Ethan Herdrich tested the software and wrote instructions for patron use.

With the new service additions in the Tech Center, Digital Services refreshed two web pages under our purview, [Computers & Media Stations](#) and [Print, Copy, Scan, Fax](#).

Lauren is working to build the web page for the upcoming 3D Printing Service and build webforms capable of emailing patron file submissions to the Digital Services inbox.

This month the Digital Services Department had our first department meeting in person with all five staff in attendance. The meeting was a great team-building event, and staff was introduced to the 3D Printing procedure and process.

## Communications and Events Programs

Virtual:

- 9/8: Stone Fruit Custard Tart with Kristyn Slick; 37 patrons
- 9/12: Fiddler on the Roof Opera Lecture with Opera Lovers Lecture Corps; 41 patrons
- 9/13: At Home Film discussion: Teacher's Pet; 6 patrons
- 9/20: Armchair Travels Presents: Incredible Iran with June Scott; 28 patrons
- 9/21: Nursery Crimes: Edward Gorey's Morbid Nonsense with Mark Dery; 38 patrons
- 9/29: Armchair Travels Presents: Pottering Around the UK with Claire Evans; 25 patrons

In-Person:

- 9/1: Armchair Travels: Lake Geneva with Theresa Goodrich ; 30 patrons
- 9/9: Friday Night Concert with BabeAlon 5; 33 patrons
- 9/15: International Film: The Sea Inside; 7 patrons
- 9/15: Armchair Travels: Three Cities in Africa with Linda Rubin; 13 patrons

In addition to the above programs, we saw the return of our partnership with Illinois Libraries Presents, and the start of our partnership with the Family Action Network (FAN). Illinois Libraries Presents hosted the first program of the year following a summer hiatus. Marlee Matlin spoke to an audience of more than 1700 over Zoom in celebration of Deaf Awareness Month. We were also excited to kick off our partnership with the Family Action Network. Sarah Beth is representing the library on the FAN Liaison Board, which is a great way to strengthen our partnership both with FAN and the many area organizations that serve as partners. The first FAN event that the library sponsored featured astrophysicist and folklorist Moiya McTier, who spoke about her book *The Milky Way: Autobiography of Our Galaxy*. We are excited for these partnerships to complement our in-house programming and provide a full range of programs for adults.

### **September Communications**

Our biggest news in September was the addition of content creator Lydia Fair! Lydia joined the department in early September, and we worked throughout the month on getting her to know the department, the library, and the Wilmette community. Now that we have a full staff in C&E department, Manager Sarah Beth Brown has been working on creating new workflows for use throughout the library to help manage the steady stream of requests that come into the department. We are using Monday.com to manage many of our projects, both inside our department and cross-departmentally, as well as using the product as a request form for items like nametags and website updates. We are thrilled to have a new staff member and new workflows!

Lydia had a busy first month, creating content for the library's social media accounts, taking and organizing photos, beginning to create web content, and taking part in a great deal of training on Communico and Constant Contact. She worked with Sarah Beth to create three of our weekly events email, a task that will transition entirely to her purview in short order! She has also begun to meet with various staff members to understand their work and how it can be highlighted on social media. One major project that Lydia has begun is organizing library photographs. Photos at the library have been haphazardly stored and organized for many years, and one of her first projects is developing a system that will both archive photos for future use and make them usable and findable for present use. Sarah Beth has begun meeting weekly with Sarah and Lydia to go over goals and tasks for the week from a communications and graphics perspective, which is helping us manage the variety of channels, both internal and external, that we use to communicate with patrons.

Sarah Rose has also had an extremely busy month providing a number of graphics and design projects for staff throughout the building. A few of the design projects she worked on in September:

- Library Card Sign Up Month signage: Created a suite of posters, flyers, and slides to be used around the building and on the website.
- New Library of Things updated signage, including handouts for The Block Party, new flyers, and posters showcasing some of our new LOT items.
- Helped provide giveaways for The Wilmette Block Party. Library-branded pop-its proved to be very popular!
- Worked with Leah White to design new comment card slips.
- Created new emergency closure posters for the vestibule poster holders.
- Took photos of multiple events including Friends Pop-up Sale, Blue Block Drop-in free play, the Big Library Takeover and more.
- Created a suite of signage and graphics for the Big Library takeover—including a themed photo shoot with Ruth from YS.
- Designed images and graphics for our website including the Hispanic Heritage month homepage slide & header.
- Designed a Poster for October’s IL Libraries Present: Jesmyn Ward. [*this event was unfortunately canceled by the author*]
- Created a promotional slide to be used at the FAN lecture series



In addition to these projects, Sarah helped staff members from various departments with design projects for readers’ advisory displays, nametags and name displays for staff and Kenilworth trustees, updated brochures, and updated and printed numerous flyers.

### Email, Social Media, and Communications

September is always a busy month at the library! We used our email newsletters to promote a number of initiatives, including Library Card Signup Month, the library space planning survey (results of this survey were shared at the September board meeting), the Big Library Takeover, THE Wilmette Block Party, and much more.

Email newsletter statistics from September:

- 56,731 Sends
- 1,038 clicks. The most popular clicks were for:
  - The Wilmette Block Party
  - The FAN Event with Moiya McTier
  - The library calendar
  - A seminar on Wills, Trusts, and Estate Planning Basics, and a local history program focusing on Early Illinois Settlement.

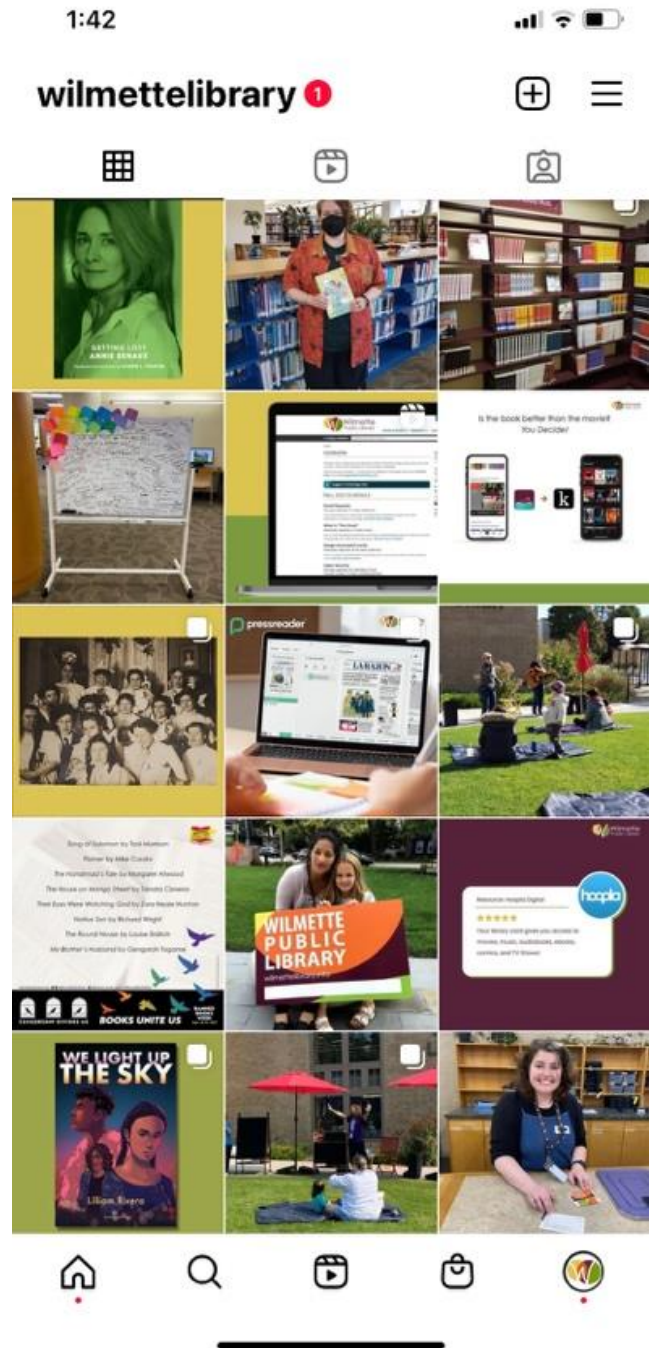


With the addition of Lydia to the communications team, we have begun reviewing the schedule of our emails and experimenting with the times of the week that are best to send them. The current schedule was created during COVID while the library was closed and we were not publishing a print newsletter. Now that we have a more robust communications suite, we will be taking time in the coming months to ensure that our email newsletters are making the best use of patron attention and promoting not just our programs but our collections and services as well. We are excited to find new ways to reach our community!

### Highlights from our Social Media

We are working to transition our social media accounts from a place to find event promotion to a place to engage with the library and get a peek into the wide range of services that we offer. Lydia has begun creating new content types for us, and the change in style is refreshing and exciting! These service-focused posts will be mixed with photo posts, reels, and stories featuring patrons, to maximize our engagement with the audience. Our Instagram grid looks cohesive and well-branded with the new post styles.

A few of our more popular Facebook posts from the month:



**Wilmette Public Library**  
 Published by Sarah Beth Brown · September 19 at 7:00 PM · 🌐

Visit the library to meet with representatives from your elected officials on the third Tuesday of each month. Representatives will be in the Vestibule to answer questions about Medicaid, unemployment benefits, rental assistance, and much more! This month, they will be at the library on Tuesday, September 20, 3:30-5pm.

215 People reached    10 Engagements    ↓ -1.0x average Distribution score    [Boost post](#)

7    1 Share

**Wilmette Public Library**  
 Published by Lydia Wpl · September 24 at 10:00 AM · 🌐

Stroll through our Storywalk at Vattmann Park to read *Acorn Was a Little Wild* by Jen Arena, a story about one young acorn's incredible adventure. 🌱🌳



294 People reached    19 Engagements    ↑ +1.3x higher Distribution score    [Boost post](#)

Scott Holleran and 9 others    1 Comment

**Wilmette Public Library is at Wilmette Public Library**  
 Published by Lydia Wpl · September 27 at 12:05 PM · Wilmette · 🌐

Join us Tuesdays and Wednesdays at 10am and 10:30am for Storytime fun on the Library Lawn. 📖🦋 Find our fall storytimes schedule here: [wilmettelibrary.info/events/storytimes](https://www.wilmettelibrary.info/events/storytimes)

#wilmetteparents #storytime #northshoreparents #northshore #wilmettelibrary #librariesretransform #wilmettepubliclibrary



42 People reached    16 Engagements    ↓ -5.1x lower Distribution score    [Boost post](#)

Scott Holleran and 5 others    1 Share

**Wilmette Public Library**  
 Published by Sarah Beth Brown · September 14 at 7:00 PM · 🌐

🦋🦋 The votes are in and BUTTERFLIES win! 🦋🦋

Visit the library on Friday, Sept. 16, and Saturday, Sept. 17 for the Big Library Takeover! All summer, kids voted on who would take over the library for a special themed weekend: butterflies, spiders, or bees. Butterflies win and we'll have special activities to celebrate!

212 People reached    14 Engagements    ↓ -1.0x average Distribution score    [Boost post](#)

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## Information Technology

IT Assistant Christine Hightower completed a range of troubleshooting and system improvements for both the staff and public in September, decluttered the IT office, and prepared for the new IT Manager. Projects this month included: researching equipment updates and replacements, workstation and peripheral troubleshooting, relocation, configuration, installation, and network optimization. Throughout the month, 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.

On September 26, we welcomed our new IT Manager Michael Pocrnich. Michael was most recently an IT Technician with Computer View Inc. (CVI), the library's local area network (LAN) management group. Michael has a unique portfolio of experience in 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.

Representatives from CVI briefed Michael on the LAN management in the library. They showed him the equipment in the server room, where the recently upgraded wireless access points were in the library, and discussed upcoming projects.

CVI configured and set up the new mac book pro for Lydia in Communications & Events. They also downloaded and installed all the requested apps for the new Digital Services iMac station, coming later this fall. DS staff are testing the iMac out to familiarize themselves with the applications on it and see if any final changes need to be made before setting it up for public use.

CVI installed Roxio and other maker apps on the Digital Services computers. They also added the drivers for the negative scanner to the DS department laptop.

## Facilities

### Electrical & Lighting

The library is coordinating with the village to install a grant-funded electric vehicle charging station along the north side of the building. When our electrician installs this new service, we'll also rough-in the electrical for the 24/7 outdoor lockers that were recently approved for this same general area of the building.

We recently updated the safety cameras on the exterior of the building to promote clearer visibility of the parking lot and grounds.

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. Replacement parts for defective light fixtures in the 900s room on the lower level are on order.

### 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 an upgrade and replacement of current snow blower. Staff is evaluating options for an implement that could effectively clean our walks and intermittently clear paths in our parking lot in between plow services, and may help with perimeter maintenance as well. We're hoping to present a proposal for this capital-eligible resource in November.

## **Human Resources**

### Recruiting & Personnel

#### **Adult Services**

After much deliberation, Adult Services Manager Jill McKeown has made the decision to return to her librarian roots and transition from her Manager role to our new full-time Senior Services Librarian. In this new role, Jill will focus on developing and expanding programming and outreach services to our growing senior community. Jill will officially transition to this new role after we have hired and trained a new Adult Services Manager for the department. HR Manager Mike Boone has recently posted the position on our website and RAILS with an October 28 application deadline. In the meantime, Jill will continue to serve in her Adult Services Manager role.

We have decided to put the part-time Adult Services Librarian position, with an emphasis on languages, on indefinite hold. After some workforce analysis, it was determined that another Substitute Adult Services Associate is needed for the team. Mike Boone has also scheduled interviews for our current Substitute Adult Services Associate opening in mid-October, and from those candidates, we should be able to make a selection by the end of the month.

## **Circulation**

We recently posted for a Substitute Circulation Assistant. Although this position is classified as a substitute with no regular hours, we are hoping to find someone with weekend availability to help cover those open shifts. Activity for this position has been particularly slow, though we're optimistic we'll find the right fit.

## Policy/Procedure

### **COVID-19 Policy/Protocols**

While COVID cases have fluctuated in the past couple of months, the virus has remained a steady presence, and we have had to maintain and update our procedures and protocols to help ensure the continued health and safety of our staff and patrons, as well as to keep up with CDC guidelines. Here are some updates to our protocols:

- Staff who are experiencing 2 or more COVID-related symptoms are expected to stay home and isolate for 5 days unless they can show proof of a negative COVID-19 test result.
- Staff who are exposed to an individual who has tested positive do not need to quarantine unless they are experiencing 2 or more symptoms, regardless of vaccination/booster status.
- The library has decided to continue to offer Emergency Sick Leave Pay that was initially rolled out as part of the Families First Coronavirus Response Act (FFCRA). This is used only for cases requiring quarantine or isolation in regards to COVID-19-related cases.

Mike Boone is working on getting a new notice out to all staff soon with the updates to our practices and protocols.

### **Affordable Care Act (ACA)**

In an effort to start planning for year-end activities, Finance Assistant, Marti Bellefontaine and HR Manager, Mike Boone, both attended a live webinar on September 15 regarding ACA tax filing procedures. This webinar focused on reviewing your data and the tools that our current payroll system offers to help sort and organize the data for our upcoming filings.

## Benefits

### **Flu Shot Clinics 2022**

This year's annual on-site Flu Shot Clinic saw a great turnout. We had roughly 45 staff members participate. Out of that 45, approximately half received the current COVID-19

Booster as well as the flu vaccination. This has been a well-received wellness benefit, and we are grateful that staff are strengthening their immune systems to help fight these viruses this season.

### **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.

9/1: Charmm'd Foundation Leadership Academy: Conquering Your Inner Saboteurs (Andrea Vaughn Johnson)

9/7: Advancing Access for Library Customers with Sensory Needs (Lisa Bigelow, Sarah Jo Zaharako)

9/8: Young Adult Services Forum Meeting (Krista Hutley)

9/9: CCS Technical Advisory Committee (Kim Hegelund)

9/10: Wilmette Block Party (Ruth Bell, Linnea Lundberg)

9/12: Digital Distraction: Use Technology, Don't Let It Use You (webinar) (Linnea Lundberg)

9/12: Kenilworth Park District Food Truck Happy Hour (Kim Hegelund)

9/13: CCS Database Management Committee Meeting (Jessica Thomson)

9/13: CCS training Leap Hour for Serials (Emma Standard)

9/15: ALSC Membership Committee meeting (Sarah Jo Zaharako)

9/15: Wilmette/Kenilworth Chamber of Commerce Power Networking Breakfast (John Amundsen)

9/15: CCS PAS Meeting (John Amundsen, Sarah Jo Zaharako)

9/16: LACONI TSS: The Stories We Tell: Meaningful Marketing of Technical Services (Jessica Thomson)

9/19: Fostering Racial Literacy with Children's Literature (Sarah Jo Zaharako)

9/19: Polishing Up on Patron Registration Webinar (Kim Hegelund)

9/19: Polaris Notice Bootcamp Webinar (Kim Hegelund)

9/19: Webforms Module Training from Library Market (Lauren Kelly)  
9/21: CCS Acquisitions Group Meeting (Jessica Thomson)  
9/21-9/24: Association of Professional Genealogists Professional Management Conference (4 days, Virtual)(EvaAnne Johnson)  
9/22: LACONI: Circulation Outside of the Building (Kim Hegelund)  
9/22: Library of Things Committee Meeting (Linnea Lundberg, Janet Piehl, Jessica Thomson)  
9/23: Nature Based Programs: Planning, Documentation, and Family Engagement (Ruth Bell)  
9/26: What's New in Children's Literature (Jennifer Lee)  
9/27: Middle Grade, Latest and Greatest (Jennifer Lee)  
9/27-29: JNUC, Jamf Nation User Conference (Christine Hightower)  
9/28: CCS Acquisitions in Leap, v. 7.2 Functions (Jessica Thomson)  
9/28: Diversity, Equity, and Inclusion (DEI) in Metadata Networking Group Meeting (Jessica Thomson)  
9/28: Horrible, Evil Library Books - intellectual freedom (Lisa Bigelow)  
9/29: EnvisionWare: Discover the Tablet Station (Christine Hightower)  
9/29: Tidying Up Circulation Webinar (Kim Hegelund)  
9/30: All-day workshop at Kohl Children's Museum, Discovering Art and Science Through Play (Jennifer Lee, Janet Piehl)  
9/30: Legacy Tree Webinar: Indirect Evidence, A Case Study: The Parents of Elizabeth Wingate in Maryland (1795–1860) (EvaAnne Johnson)

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**Attachments:**

Circulation statistics by item and material collections; Online resource statistics by title and category

10/01/2022

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 09/2022**

Material Type	Number Of Items	Local Charges	Local Renewals	Total	Total + Lender	CCS ILL Lender	CCS ILL Borrower	Ratio
AV equipment	31	28	1	29	29	0	0	0.94
Bag	559	342	309	651	651	0	0	1.16
Blu-ray	1,469	204	166	370	408	38	46	0.25
Blu-ray New	102	116	4	120	122	2	6	1.18
Book	172,170	17,113	20,240	37,353	38,926	1,573	2,048	0.22
Book Club Bag	1	0	0	0	0	0	0	0.00
Book Hot	1,150	1,285	6	1,291	1,291	0	2	1.12
Book New	5,838	2,699	1,783	4,482	5,105	623	371	0.77
Boxset	1	14	7	21	22	1	14	21.00
Cassette	60	0	0	0	0	0	0	0.00
CD	14,947	583	407	990	1,199	209	149	0.07
CD Audiobook	5,905	332	272	604	672	68	37	0.10
CD Audiobook New	247	97	54	151	170	19	11	0.61
CD New	275	125	124	249	270	21	11	0.91
DVD	18,446	1,908	1,414	3,322	3,582	260	265	0.18
DVD New	490	443	50	493	525	32	27	1.01
eAudiobook	63,047	0	0	0	0	0	0	0.00
eBook	79,869	0	0	0	0	0	0	0.00
eMagazine	4,618	0	0	0	0	0	0	0.00
Equipment	39	193	0	193	193	0	0	4.95
eReader	4	1	0	1	1	0	0	0.25
Game	1	1	0	1	1	0	0	1.00
ILL Material	0	73	4	77	77	0	2	0.00
Kit	0	3	0	3	3	0	3	0.00
Laptop	1	0	0	0	0	0	0	0.00
Large Print	7,528	392	321	713	824	111	50	0.09
Large Print New	343	84	49	133	190	57	11	0.39
Magazine	4,694	250	462	712	712	0	0	0.15
Magazine New	270	0	0	0	0	0	0	0.00
Map	1	1	1	2	2	0	0	2.00
Mobile Hotspot	12	13	0	13	13	0	0	1.08
MP3 Audiobook	0	1	1	2	2	0	1	0.00
Multimedia Kit	28	0	2	2	2	0	0	0.07
Newspaper	478	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	2,374	251	306	557	581	24	23	0.23
Playaway Audio New	65	32	28	60	65	5	2	0.92
Record	1,580	1	7	8	9	1	0	0.01
Scores / sheet music	0	1	3	4	4	0	1	0.00
Seasonal AV	258	11	0	11	11	0	0	0.04
Seasonal Book	2,415	212	0	212	212	0	2	0.09
STEAM equipment	21	9	0	9	9	0	0	0.43
STEAM Kit	15	11	0	11	11	0	0	0.73
VHS	149	0	1	1	1	0	0	0.01
Videogame	982	277	458	735	750	15	16	0.75
Videogame New	0	1	0	1	1	0	1	0.00
Totals	390,502	27,107	26,480	53,587	56,646	3,059	3,099	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



10/01/2022

**Wilmette Public Library District  
Activity At Wilmette Library Stations  
Monthly Statistics For 09/2022**

<b>Collection</b>	<b>Number Of Items</b>	<b>Local Charges</b>	<b>Local Renewals</b>	<b>Total</b>	<b>Total + Lender</b>	<b>CCS ILL Lender</b>	<b>CCS ILL Borrower</b>	<b>Ratio</b>	<b>Auto Renewal</b>
Fiction	47,577	4,870	3,126	7,996	8,829	833	673	0.17	2,991
Magazines	4,749	189	336	525	525	0	0	0.11	331
Multimedia	38,636	3,262	1,996	5,258	5,886	628	558	0.14	1,863
Nonfiction	70,106	3,498	4,150	7,648	8,528	880	693	0.11	3,923
Online	139,879	0	0	0	0	0	0	0.00	0
Other	647	650	314	964	964	0	2	1.49	299
Teen Fiction	2,670	361	465	826	875	49	129	0.31	445
Teen Multimedia	59	6	12	18	19	1	4	0.31	12
Teen Nonfiction	398	39	70	109	121	12	13	0.27	69
Teen Online	3,009	0	0	0	0	0	0	0.00	0
Youth Fiction	45,272	11,277	12,406	23,683	24,100	417	741	0.52	12,168
Youth Magazines	694	62	127	189	189	0	0	0.27	127
Youth Multimedia	8,623	1,129	1,293	2,422	2,487	65	50	0.28	1,246
Youth Nonfiction	23,483	1,744	2,185	3,929	4,103	174	236	0.17	2,146
Youth Online	4,664	0	0	0	0	0	0	0.00	0
Youth Other	36	20	0	20	20	0	0	0.56	0
<b>Totals</b>	<b>390,502</b>	<b>27,107</b>	<b>26,480</b>	<b>53,587</b>	<b>56,646</b>	<b>3,059</b>	<b>3,099</b>	<b>0.14</b>	<b>25,620</b>

Item Count is where the Item Owing Library = YOUR LIBRARY

Local Charge is where the Station\_Library = YOUR LIBRARY

Local Renewal is where the Station\_Library = YOUR LIBRARY

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

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

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

Category and Product	Metric Captured	July	August	September
<b>General Reference</b>				
CLCD: Children's Literature	Results	85	401	0
Consumer Reports	Page Views	948	664	1046
Consumers' Checkbook	Logins	8	6	13
Encyclopedia Britannica	Documents + Media	28	48	43
Facts on File	Total Views	24	90	16
FirstSearch (OCLC)	Total Searches	484	1555	669
Gale Directory Library	Retrievals	0	4	0
Gale eBooks	Retrievals	0	15	8
Gale General One File	Retrievals	5	11	1
Gale Legal Forms	Retrievals	0	0	0
Gale Literature Criticism	Retrievals	0	1	0
Gale Literature Resource Center	Retrievals	0	16	0
Gale Literature: Dictionary of Literary Biography	Retrievals	0	1	0
Gale Literature: Lit Finder	Retrievals	0	0	0
Gale Literature: Scribner Writer Series	Retrievals	0	2	2
Gale Literature: Something about the Author	Retrievals	0	0	0
Gale Literature: Twayne's Author Series	Retrievals	0	1	1
Novelist	Total Requests	175	128	67
Oxford English Dictionary	Total Item Investigations	13	6	0
Pebblego and Pebble Go Next	Article Views	1	4	0
ProQuest: CultureGrams	Total Pages Viewed	26	88	31
Public Records / Check Illinois	Total Visitors	219	225	226
Scholastic Teachables	Documents	182	122	17
Who's Who (Oxford University Press)	Total Item Investigations	0	0	0
World Book	Content Views	0	5	12
<b>Periodicals</b>				
DLIL magazines	Checkouts	711	625	768
LexisNexis - NexisUni	Retrievals	146	263	357
Newsbank Chicago Community Collection	Full Text Views	x	135	89
Newspaper Archive	Total Page Views	3	2	125
PressReader	Issues Opened	645	837	974

ProQuest: Chicago Tribune	Total Documents	277	218	303
ProQuest: Chicago Tribune Historical	Total Documents	111	358	125
ProQuest: Newspapers.com	Total Documents	55	189	2
ProQuest: New York Times	Total Documents	80	62	215
ProQuest: New York Times Historical	Total Documents	20	13	87
ProQuest: Research Library	Total Documents	143	64	70
ProQuest: Wall Street Journal	Total Documents	447	379	427
<b>Genealogy</b>				
Find My Past	Total Views	0	0	7
Newsbank Heritage Hub	Full Text Views	x	8	12
ProQuest: Ancestry Library Edition	Total Documents	525	2581	1073
ProQuest: Fold3	Total Documents	10	3	3
ProQuest: HeritageQuest	Total Documents	27	77	86
<b>Online Learning</b>				
Brainfuse	Database Usage	108	55	64
CreativeBug	Total Views	82	22	42
Gale Courses	Enrollments	0	7	2
Gale UDeMy	Total Videos Viewed	0	123	0
LinkedIn Learning	Total Videos Viewed	116	100	54
Mango Languages	Total Sessions	46	91	76
Muzzy	Sessions	2	3	0
Niche Academy	Total Views	30	40	19
<b>Business / Finance</b>				
Gale Business Insights: Global	Full Text Retrievals	2	0	0
Gale Business: Demographics Now	Retrievals	0	1	0
Gale Business: Entrepreneurship	Full Text Retrievals	1	0	0
Gale Business: Plan Builder	Retrievals	0	0	0
Mergent Archives	Pages Viewed	5	1	8
Mergent Intellect	Pages Viewed	31	31	26
Morningstar	Record Views	135	38	82
Reference Solutions	Total Searches	90	47	116

S & P Net Advantage	Total Usage	43	160	126
Statista	Searches	4	0	2
Value Line	Searches	1098	1456	1631
Weiss Ratings	Page Views	8	16	30
<b>eBooks / AV</b>				
DLIL eBooks	Checkouts	7391	7530	7727
DLIL audiobooks	Checkouts	4729	4715	4352
Hoopla	Circulations	1260	1287	1182
Kanopy	Plays	793	820	791
Tumblebooks	Book Views	25	8	44
OTHER				
App	Sessions	1477	1317	1262
Website	Sessions	15897	15519	14315

Product	Metric Captured	Category	July	August	September	October	Total	Cost per Use	Cost of Product	NOTES
Brainfuse	Database Usage	Online Learning	108	55	64		227	\$ 30.70	\$ 6,970.00	
CLCD: Children's Literature	Results	General Reference	85	401	0		486	\$ 2.08	\$ 1,010.00	
Consumer Reports	Page Views	General Reference	948	664	1046		2658	\$ 0.69	\$ 1,838.00	
Consumers' Checkbook	Logins	General Reference	8	6	13		27	\$ 16.67	\$ 450.00	
CreativeBug	Total Views	Online Learning	82	22	42		146	\$ 6.16	\$ 900.00	
DLIL eBooks	Checkouts	eBooks / AV	7391	7530	7727		22648			
DLIL audiobooks	Checkouts	eBooks / AV	4729	4715	4352		13796	\$ 2.29	\$ 83,453.02	
DLIL magazines	Checkouts	Periodicals	711	625	768		2104	\$ 0.51	\$ 1,072.59	
Encyclopedia Britannica	Documents + Media	General Reference	28	48	43		119	\$ 4.50	\$ 535.00	
Facts on File	Total Views	General Reference	24	90	16		130	\$ 24.57	\$ 3,194.20	last FY cost
Find My Past	Total Views	Genealogy	0	0	7		7	\$ 142.14	\$ 995.00	last FY cost
FirstSearch (OCLC)	Total Searches	General Reference	484	1555	669		2708	\$ -		
Gale Courses	Enrollments	Online Learning	0	7	2		9	\$ 560.71	\$ 5,046.36	
Gale Business Insights: Global	Retrievals	Business / Finance	2	0	0		2	\$ 2,830.37	\$ 5,660.73	
Gale Business: Demographics Now	Retrievals	Business / Finance	0	1	0		1	\$ 1,875.00	\$ 1,875.00	last FY cost
Gale Business: Entrepreneurship	Retrievals	Business / Finance	1	0	0		1	\$ 4,242.04	\$ 4,242.04	
Gale Business: Plan Builder	Retrievals	Business / Finance	0	0	0		0	#DIV/0!	\$ 1,875.00	last FY cost
Gale Directory Library	Retrievals	General Reference	0	4	0		4	\$ 875.00	\$ 3,500.00	
Gale eBooks	Retrievals	General Reference	0	15	8		23	\$ 152.17	\$ 3,500.00	
Gale General One File	Retrievals	General Reference	5	11	1		17	\$ 617.42	\$ 10,496.15	
Gale Legal Forms	Retrievals	General Reference	0	0	0		0	#DIV/0!	\$ 4,392.19	
Gale Literature Criticism	Retrievals	General Reference	0	1	0		1	\$ 12,071.00	\$ 12,071.00	last FY cost
Gale Literature Resource Center	Retrievals	General Reference	0	16	0		16	\$ 201.13	\$ 3,218.00	last FY cost
Gale Literature: Dictionary of Literary Biography	Retrievals	General Reference	0	1	0		1	\$ 482.00	\$ 482.00	last FY cost
Gale Literature: Lit Finder	Retrievals	General Reference	0	0	0		0	#DIV/0!	\$ 930.00	last FY cost
Gale Literature: Scribner Writer Series	Retrievals	General Reference	0	2	2		4	\$ 321.00	\$ 1,284.00	last FY cost
Gale Literature: Something about the Author	Retrievals	General Reference	0	0	0		0	#DIV/0!	\$ 990.00	last FY cost
Gale Literature: Twayne's Author Series	Retrievals	General Reference	0	1	1		2	\$ 954.50	\$ 1,909.00	last FY cost
Gale UDemoy	Lectures Completed	Online Learning	0	123	0		123	\$ 42.68	\$ 5,250.00	last FY cost
Hoopla	Circulations	eBooks / AV	1260	1287	1182		3729	\$ 1.93	\$ 7,196.91	
Kanopy	Plays	eBooks / AV	793	820	791		2404	\$ 0.87	\$ 2,103.00	
LexisNexis (NexisUni)	Retrievals	Periodicals	146	263	357		766	\$ 6.17	\$ 4,730.00	last FY cost
LinkedIn Learning	Total Videos Viewed	Online Learning	116	100	54		270	\$ 25.93	\$ 7,000.00	
Mango Languages	Total Sessions	Online Learning	46	91	76		213	\$ 16.02	\$ 3,412.80	
Mergent Archives	Pages Viewed	Business / Finance	5	1	8		14	\$ 77.43	\$ 1,084.00	last FY cost
Mergent Intellect	Pages Viewed	Business / Finance	31	31	26		88	\$ 95.59	\$ 8,412.00	
Morningstar	Record Views	Business / Finance	135	38	82		255	\$ 28.77	\$ 7,336.00	last FY cost
Muzzy	Sessions	Online Learning	2	3	0		5	\$ 340.00	\$ 1,700.00	last FY cost
Newsbank Chicago Community Collection	Full Text Views	Periodicals	x	135	89		224	\$ 23.04	\$ 5,160.00	
Newsbank Heritage Hub	Full Text Views	Genealogy	x	8	12		20	\$ -	\$ -	Free trial for 1 year
Newspaper Archive	Total Page Views	Periodicals	3	2	125		130	\$ 33.71	\$ 4,382.00	
Niche Academy	Total Views	Online Learning	30	40	19		89	\$ 18.99	\$ 1,690.00	last FY cost
Novelist	Total Requests	General Reference	175	128	67		370	\$ -		
Oxford English Dictionary	Total Item Investigations	General Reference	13	6			19	\$ 83.07	\$ 1,578.27	
Pebblego and Pebble Go Next	Article Views	General Reference	1	4	0		5	\$ 399.80	\$ 1,999.00	last FY cost
PressReader	Issues Opened	Periodicals	645	837	974		2456	\$ 2.97	\$ 7,292.38	
ProQuest: Ancestry Library Edition	Total Documents	Genealogy	525	2581	1073		4179	\$ 0.41	\$ 1,692.50	
ProQuest: Chicago Tribune	Total Documents	Periodicals	277	218	303		798	\$ 6.97	\$ 5,559.10	last FY cost

ProQuest: Chicago Tribune Historical	Total Documents	Periodicals	111	358	125	594	\$ 7.05	\$ 4,188.39	
ProQuest: CultureGrams	Total Pages Viewed	General Reference	26	88	31	145	\$ 9.23	\$ 1,339.00	
ProQuest: Fold3	Total Documents	Genealogy	10	3	3	16	\$ 76.67	\$ 1,226.73	
ProQuest: Heritage Quest	Total Documents	Genealogy	27	77	86	190	\$ 3.64	\$ 692.00	
ProQuest: Newspapers.com	Total Documents	Periodicals	55	189	2	246	\$ 24.30	\$ 5,977.99	
ProQuest: New York Times	Total Documents	Periodicals	80	62	215	357	\$ 14.04	\$ 5,013.22	
ProQuest: New York Times Historical	Total Documents	Periodicals	20	13	87	120	\$ 35.21	\$ 4,225.00	
ProQuest: Research Library	Total Documents	Periodicals	143	64	70	277	\$ 18.48	\$ 5,120.34	
ProQuest: Wall Street Journal	Total Documents	Periodicals	447	379	427	1253	\$ 0.78	\$ 974.79	
Record Information Service (Public Record)	Total Visitors	General Reference	219	225	226	670	\$ 0.86	\$ 575.00	last FY cost
Reference Solutions (Reference USA)	Total Searches	Business / Finance	90	47	116	253	\$ 33.44	\$ 8,460.00	
Scholastic Teachables	Documents	General Reference	182	122	17	321	\$ 2.90	\$ 931.00	
S&P Net Advantage	Total Usage	Business / Finance	43	160	126	329	\$ 35.81	\$ 11,781.00	last FY cost
Statista	Result Clicks	Business / Finance	4	0	2	6	\$ 2,166.67	\$ 13,000.00	last FY cost
Tumblebooks	Book Views	eBooks / AV	25	8	44	77	\$ 8.30	\$ 639.20	
Value Line	Downloads	Business / Finance	1098	1456	1631	4185	\$ 0.80	\$ 3,330.00	
Weiss Ratings	Page Views	Business / Finance	8	16	30	54	\$ 51.76	\$ 2,795.00	
Who's Who (Oxford University Press)	Total Item Investigations	General Reference	0	0		0	#DIV/0!	\$ 2,005.83	
World Book	Content Views	General Reference	0	5	12	17	\$ 113.53	\$ 1,930.00	
OTHER									
App	Sessions		1477	1317	1262				
Website	Sessions		15897	15519	14315				