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Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT FOR MARCH 2020
April 21, 2020
Submitted by Executive Director, Ryan Livergood

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EXECUTIVE SUMMARY

Highlights:
- The physical library was closed on Friday, March 13 due to the COVID-19 pandemic.
- WNPL staff has been amazing in terms of responding to the impacts of the COVID-19 pandemic. Just one example of this is how WNPL staff created and promoted the Virtually Yours free online resources page, Anywhere, Anytime (library resources) promotion, and the COVID-19 Find Help page.

Meetings, programs, training attended:
- Electronic Content Consortium Board Meeting (3/5).
- RAILS Resource Sharing Committee Board Meeting (3/9).
- Exchange Club Mixer (3/10).
- Gurnee Complete Count Committee Meeting (3/10).
- RAILS Member Meeting (3/16, 3/25).
- NSLS Director's Roundtable (3/23, 3/30)

Special plans for coming month:
- Responding to COVID-19 pandemic, including how to operate remotely and deliver service to patrons virtually.
- Present COVID-19 related budget changes for approval.
- Present Landscaping Plan for approval.

Special plans for the near future:
- Oversee scaling up our electronic content offerings, along with our virtual programs and services.
- Developing a plan for a phased reopening of the physical library.
- Developing a regular budget and a fiscal contingency budget plan for next fiscal year.

ADMINISTRATION

Friends: We have stayed in contact with our amazing Friends. I am happy to report that as of this writing all are safe and doing well in their homes.

Fundraising:

Fundraising through March				
		March	Year to Date	
Annual Fund		$ 1,535.00	$11,110.76	
Gifts		30.00	20,295.82	
Total		$ 1,565.00	$31,406.58	

Personnel:
Status of Organization: March
Number of full-time employees: 34
Number of part-time employees: 59
TOTAL number of employees: 93
Full-time equivalents: 59
New hires: None
Separations: None
Changes: None
Open Positions: Paused during covid-19 closure

*Workshops, programs and training attended

Date	Title	Hours	Staff
3/1-3/9	UWisc.-Continuing Education: Difficult Conversations in the Workplace	**3**	**Cathy S.**
3/10	SHRM/CDC Webcast: Preparing your business for coronavirus	**1.5**	**Jen Hoy**
3/31	Titletalk: CATS Summer 2020 Highlights	**1**	**Cheryl**
3/31	Setting the Stage for Early Literacy	**1**	**Cheryl**
3/31	Adobe Digital Summit	**.5**	**Sandy**
3/31	Adobe Digital Summit	**1.5**	**Karen G.**

* not complete list

Public Relations/Graphics:
- The monthly campaign theme was originally Bingo in the Books. As pandemic conditions changed, the Communications team responded to requests for publicity surrounding meeting room and program cancellations, as well as Bookmobile off road. As of 3/13, library closure became the focus. This was reinvigorated as of 3/25, when the library closure was extended.
- As of 3/14, the Moving Forward Together strategic plan survey was closed, and results delivered to Ryan and Noreen.
- Prior to the library closure, a fantastic lobby display case highlighting the history of the electric guitar was installed by Eric. A centerpiece was a custom designed woodcut of Jimi Hendrix.
- Publicity requests included: Bingo postponed; Craft Swap postponed; meeting rooms/programs/Bookmobile closures; library closure; Creative Writing Contest deadline

extended; Spring Reading Challenge; Read Outside Your Comfort Zone; expanded hoopla borrows; virtual book clubs/adult; virtual book club/teen; Fake News infographic.

- Worked with the social media team to share images of WNPL staff at home during closure as they worked behind the scenes and promoted library resources.
- Participated on the team that worked on the temporary WNPL card initiative and its promotion.
- Compiled a list of staff training resources that was made available on the staff intranet.
- Plans for the upcoming edition of the summer Inside Angle were put on hold, with a tentative plan for production.

Safety and Security Statistics: Not available

ADULT SERVICES
- Madelynn, Jess and Rachel presented the Fake News program on March 5.
- The department prepared for the pandemic closure, i.e. cancelled programs and study room reservations, contacted patrons, prepared phone messages and general staff room cleaning.
- Prepared staff for working remotely: learning Zoom, best practices for contacting staff, developing staff training schedules, answering email reference questions.
- Program staff brainstormed ideas for offering virtual programs.
- Participated in social media promotions.

CIRCULATION
- Meg & Cathy checked bookdrops and processed returns at the main library following the building's closure.
- Worked with IT, Communications, and TS to develop ecards.
- Worked with library staff to prepare for closure – halted collections referrals, cleaned work rooms, placed closed signs on remote and parking lot book drops.
- Answered circulation-related patron emails remotely.
- Shelvers began to shift in Juvenile Nonfiction.

OUTREACH
- Bookmobile Generator service/oil change completed on 3/6.
- Prepared for closure due to COVID-19 by contacting those immediately impacted by our closure (preschools, patrons, senior facilities, etc.) and ensured department staff had all needed information to access e-mail remotely during closure.
- Continued ongoing communication with both management team and department staff post library closure.
- Visited library to start up the Bookmobile and generator as recommended and drove the vehicle locally. Attempted the same with the van but the van would not start.

TECHNICAL SERVICES
- Finished setting up Launchpads for circulation in Sierra.
- Entered closed dates into system.
- Extended due dates.
- Extended expiration dates.
- Updated patron registration pages for catalog website.

TECHNOLOGY & FACILITIES

Technology:
- Prepared additional laptops with VPN for staff to use for remote work.

Facilities:
- Anderson Pest Control completed their monthly inspection.
- Citywide cleaning service began their new services.
- Verde Energy Efficiency Group installed the new thermostat system on twelve air handlers.
- Honeywell installed a new console display on the boiler.

YOUTH SERVICES

- Worked with Warren Township to present a program on Parenting in the Digital Age. This had a nice turnout, and we received positive feedback.
- Completed the SRP in Beanstack, but have since decided to modify based on extended closure and expected summer changes.
- Moved toys and manipulatives out of the public spaces prior to library closure.
- Removed seating and computers to allow for social distancing requirements prior to closure.
- Canceled all in-person programming from March 14 through the end of April in Communico due to library closure.
- Held our first virtual department meeting via Zoom on March 31.

MARCH 2020 STATISTICS

MAIN LIBRARY CIRC

TYPE OF MATERIAL	MAR ADULT	MAR YOUTH	MAR TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	469	182	651	9,736	3,434	13,170	16,864	-21.9%
Kits	0	75	75	0	1,551	1,551	1,654	-6.2%
Books	5,383	7,998	13,381	99,775	152,458	252,233	280,321	-10.0%
Music Compact Discs	512	100	612	11,595	1,747	13,342	16,473	-19.0%
DVD's	5,767	695	6,462	109,124	16,616	125,740	158,097	-20.5%
Magazines	409	36	445	8,125	323	8,448	11,548	-26.8%
Video Games	337	0	337	7,402	0	7,402	8,973	-17.5%
Videoplayers	0	15	15	0	307	307	382	-19.6%
E-readers	0	0	0	0	0	0	0	N/A
Umbrellas	1	0	1	38	0	38	72	-47.2%
Telescopes	5	0	5	53	0	53	60	-11.7%
Backpacks	0	9	9	0	236	236	0	N/A
ebooks (MMM, Hoopla)	3,814	0	3,814	25,828	0	25,828	23,857	8.3%
eaudiobooks (MMM, Hoopla)	3,176	0	3,176	26,706	0	26,706	21,287	25.5%
evideo (MMM, Hoopla)	517	0	517	2,126	0	2,126	1,968	8.0%

emusic (Hoopla)	164	0	164	1,080	0	1,080	1,258	-14.1%
emagazines (Zinio)	0	0	0	1,826	0	1,826	2,197	-16.9%
ecomicbooks (Hoopla)	221	0	221	975	0	975	691	41.1%
Total emedia	7,892	0	7,892	58,541	0	58,541	51,258	14.2%
MAIN LIBRARY SUBTOTAL	**20,775**	**9,110**	**29,885**	304,389	**176,672**	**481,061**	**545,702**	**-11.8%**

**MMM=MyMediaMall

OUTREACH CIRC

TYPE OF MATERIAL	MAR ADULT	MAR YOUTH	MAR TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	49	12	61	689	178	867	1,519	-42.9%
Kits	0	92	92	0	1,274	1,274	1,634	-22.0%
Books	296	1,377	1,673	4,557	17,729	22,286	26,417	-15.6%
Music Compact Discs	7	31	38	191	337	528	1,153	-54.2%
DVD's	307	53	360	5,242	952	6,194	8,877	-30.2%
Magazines	30	0	30	522	4	526	843	-37.6%
Miscellaneous	0	0	0	61	0	61	21	190.5%
OUTREACH SUBTOTAL	**689**	**1,565**	**2,254**	**11,262**	**20,474**	**31,736**	**40,464**	**-21.6%**

*TOTAL CIRCULATION

	MAR ADULT	MAR YOUTH	MAR TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
GRAND TOTAL	**21,464**	**10,675**	**32,139**	**315,651**	**197,146**	**512,797**	**586,166**	**-12.5%**

LIBRARY CLOSED MARCH 13th DUE TO COVID 19 PANDEMIC

Warren-Newport Public Library District
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April 21, 2020

Services Statistics	March Adult	March Youth	March A-Bkm	March Y-Bkm	March Total	YTD Total Adult	YTD Total Youth	YTD Total A-Bkm	YTD Total Y-Bkm	YTD Total	Prev. YTD TOTAL	Change
DESK ACTIVITIES												
Information	0	0	121	64	185	21,922	9,582	2,091	1,042	34,637	33,970	2%
Reference/Titles Req.	0	0	148	90	238	16,380	4,656	2,328	1,410	24,774	30,472	-19%
E-Mail Reference	0	0	0	0	0	243	0	0	0	243	309	-21%
Instruction Questions	0	0	0	0	0	8,261	405	0	0	8,666	9,495	-9%
Total Desk Activities	**0**	**0**	**269**	**154**	**423**	**46,806**	**14,643**	**4,419**	**2,452**	**68,320**	**74,246**	**-8%**
INTERLIBRARY LOAN (ILL)												
ILL Lending Requests	Use: Lending Fill Rate Statistics									3,251	4,584	-29%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)									1,731	2,252	-23%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics									3,602	4,778	-25%
ILL Borrowing Finished	Use: Borrowing Requests Finished									2,327	3,021	-23%
Article Lending Requests	Use: Lending Fill Rate Statistics									4	8	-50%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)									0	0	N/A
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics									27	20	35%
Article Borrowing Filled	Use: Borrowing Requests Finished									12	3	300%
CIRCULATION												
In-District cardholders					44,203					44,203	42,395	4%
Reciprocal cardholders					12,261					12,261	11,766	4%
Total Cardholders					**56,464**					**56,464**	**54,161**	**4%**
RBP Loaned					2,224					44,659	55,947	-20%
**RBP Borrowed										44,573	68,809	-35%
Holds					5,886					55,258	62,539	-12%
Patron Count Main					11,575					207,337	230,397	-10%
Self Check Out Use					21,642					211,680	248,821	-15%
BOOKMOBILE/VAN VISITS												
Neighborhood Stops					45					760	840	-10%
Preschools					6					96	112	-14%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					3					30	42	-29%
Special events					0					4	2	100%
Total Bookmobile Stops					**54**					**890**	**996**	**-11%**
Total Patron Count					**677**					**8,738**	**9,796**	**-11%**
Homebound visits					11					310	283	10%
Deposit Collection deliveries					3					50	29	72%
Remote book drop pickups					10					199	224	-11%
Total Van Stops					**24**					**559**	**536**	**4%**
Days BKM on road					9					156	171	-9%
In-House Programs/Tour												
# of Adult Programs										**144**	**197**	**-27%**
Adult Attendance										1,938	3,058	-37%
# of Youth Programs										**372**	**347**	**7%**
Youth Attendance										7,174	7,358	-3%
Adult Attendance										2,251	2,547	-12%
# of Bookmobile Tours					0					**0**	**2**	**-100%**
Youth Attendance					0					0	0	N/A
Adult Attendance					0					0	8	-100%
OUTREACH (Prog./ Visits)												
# of Adult Prog. & Visits										**8**	**9**	**-11%**
Adult Attendance										102	104	-2%
# of Youth Prog. & Visits										**11**	**27**	**-59%**
Youth Attendance										743	1,170	-36%
Adult Attendance										313	688	-55%
# of BKM Prog. & Visits					0					**10**	**5**	**100%**
Youth Attendance					0					81	87	-7%
Adult Attendance					0					35	17	106%
ROOM USE												
Meeting Room Uses										266	293	-9%
Study Room Uses					486					6,612	6,535	1%
INTERNET USAGE												
# of sessions					1,411					22,922	25,571	-10%
Total Hours					1,020					17,712	19,461	-9%
Average Session (minutes)					42					411	408	1%
OTHER SERVICES												
Proctoring										9	43	-79%
Voter Registration										8	16	-50%
Website views					27,389					255,026	277,222	-8%
New items processed					687					20,693	22,133	-7%
Total materials Main library					294,657					294,657	303,552	-3%
Total materials Outreach					16,649					16,649	17,470	-5%
TOTAL MATERIALS					**311,306**					**311,306**	**321,022**	**-3%**
Adult Volunteer Hours					128.5					1,815.4	1,873.7	-3%
Student Volunteer Hours					11.0					560.3	1,171.4	-52%
Total Volunteer Hours					**139.5**					**2,375.7**	**3,045.2**	**-22%**

END