Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT FOR MAY 2020
June 16, 2020
Submitted by Executive Director, Ryan Livergood

EXECUTIVE SUMMARY

Highlights:
- Our very own Eddie Kristan was recognized as one of *Library Journal*'s 2020 Movers & Shakers! WNPL is very proud of Eddie and this recognition couldn't be more deserved!
- Both our Youth Services and Adult Services Teams ramped up the number of virtual programs we are offering. They have been well-received by the community and staff has done a tremendous job of developing these programs under challenging circumstances.

Meetings, programs, training attended:
- NSLS Director's Roundtable (5/4, 5/11, 5/18).
- PPE Use for Library Staff Webinar (5/8).
- ILA Legislative Update Webinar (5/19).
- ALA Connect Live Webinar: COVID-19 and the Well-being of Library Workers (5/21).
- Gurnee Exchange Club (5/26).

Special plans for coming month:
- Responding to COVID-19 pandemic, including implementation of our phased reopening plan for the building and plan for safe staff return to the building.
- Finalizing the budget for next fiscal year.

Special plans for the near future:
- Continued implementation of our phased reopening plan.
- Development of a WNPL Equity, Diversity, and Inclusion Committee.

ADMINISTRATION

Friends: Laura Stone, our volunteer coordinator, is in regular communication with our Friends. To the best of our knowledge, they are safe and doing well in their homes.

Fundraising:
Fundraising through May

	May	Year to Date
Annual Fund		$ 11,110.76
Gifts	0.00	20,295.82
Total	$ -	$ 31,406.58

Personnel:
Status of Organization: May
Number of full-time employees: 34
Number of part-time employees: 56
TOTAL number of employees: 90
Full-time equivalents: 56
New hires: None
Separations: 5/15/20-Lisa Borbath, Adult Services Associate, 10 hrs week. 5/18/2020-Lisa Robinson, Circulation Clerk, 10 hrs week
Changes: None

Workshops, programs and training attended:

Date	Title	Hours	Staff
5/4	RAILS Guidelines for Considering Curbside Service	.25	Cheryl A.
5/4	Phased Reopening for Libraries	.5	Cheryl A.
5/4	Introduction to Copyright	1.5	Nanci K.
5/4	Meditation: Benefits and Practice	.5	Nancy LO
5/7	How to Spot Fake News	1	Hema S., Val
5/7	Libraries Respond to COVID-19	.5	Debbie G.
5/7	It's a Mystery Dewey Decimal Podcast	.5	Debbie G.
5/7	LACONI TS COVID-19 and Reopening Part 1	1.75	Debbie G., Nancy LO, Donna K., Amy M., Gretchen K., Cheryl A.
5/8	Libraries and the 2020 Census	1.5	Donna K.
5/8	Mythbusting: The Search for the TS Generalist	1	Donna K.
5/8	Focus on the Future: Trends in Libraries	.5	Donna K.
5/8	Global Trends in Libraries: Challenges and Changing Roles	1	Donna K.
5/8	Sierra SQL for Data Review	1	Nancy LO
5/9	Mitigating COVID-19 When Managing Paper Based, Circulation and Other Types of Collections	1	Nanci K.
5/13	COVID-19 Safety Tips for Reopening Your Library	1	Nancy LO, Amy M., Peggy M., Hema S., Gretchen K. Rebekah, Michelle, Patty, Vicky, Joanne
5/14	Promoting Your Library	1	Nanci K.
5/14	How to Access Your Community for Programs and Events	1	Nanci K.
5/16	OCLC Town Hall: Libraries and the COVID-19 Crisis	1.5	Donna K.

5/16	Curating Digital Tools and Resources	1	Donna K.
5/16	TS Librarians Matter at Your Library	1	Donna K.
5/16	A Digital Shift, Ebooks and Beyond	1	Donna K.
5/18	The Future We Make Together	.75	Nancy LO
5/18	Sierra Global Update Strategies for Record Maintenance	.75	Nancy LO, Gretchen K.
5/19	How We Must Respond to the Coronavirus Pandemic	1	Peggy M.
5/21	PPE Use for Library Staff	.5	Debbie G., Nancy LO, Donna K., Amy M., Nanci K., Gretchen K., Cheryl A. Rebekah, Noreen
5/21	ALA Year End Conversation	.5	Debbie G.
5/22	LACONI TS COVID-19 and Reopening Part 2	1.25	Debbie G., Nancy LO, Amy M., Donna K., Hema S., Gretchen K., Cheryl A.
5/23	Dealing with Angry Library Paton Behavior	1.25	Donna K.
5/23	Extreme Customer Service	1	Donna K.
5/23	Online Privacy and Safety	1	Donna K.
5/25	Sierra Resources to Reopen Physical Locations	1	Gretchen K.
5/28	HACES presentation	1	Nancy LO
5/28	Using Sierra Headings Report	.75	Gretchen K.
5/6	Communico Curbside Webinar	1	Kathie
5/8	Collection Development Meeting	1.5	Kathie
5/21	Libro Curbside Webinar	.5	Kathie
5/2	DigitalLead: Hot Spot Lending at Your Library".	1	Justine
5/8	"Reaching Your Reluctant Readers".	1	Justine
5/10	"Public Libraries Respond to Covid-19: Strategies for Advancing Digital Equity Now	1	Justine, Donna
5/29	"Tools for Building Digital Skills with Your Patrons and Staff"	1	Justine
5/20	Preventing Discrimination & Harassment: Employees IL Edition 232	2	Kathie, Donna, Rachel, Justine, Jess, Diahnn, Rebekah, Michelle, Jenny, Cheryl, Patty, Vicky, Joanne

5/15	Coronavirus: Reducing Risk in the Workplace by Safety+Health Magazine	1	Rachel
5/12	B2B Insights & National Safety Council podcast: Insights Inside Ep. 3: How Research and Insights Can Help Businesses Navigate Uncertain Times with Jane Fros	1	Rachel
5/31	Illinois Ethics (through Eastern Illinois University)	1	Amy B
5/2	Wholehearted Libraries - Soft Skills for 21st Century Professionals	1	Donna D
5/6	Public Libraries Respond to COVID-19: The Current Landscape	1	Donna D
5/15	Public Libraries Respond to COVID-19: Managing Stress and Anxiety	1	Donna D
5/21	Booklist Book Buzz: Adult Headliners	1	Donna D
5/12	Demco: Safety Tips for Reopening Your Library	1	Nancy S.
5/15	Sexual Harassment Training (mandated by WNPL)	45 min.	Nancy S.
5/22	Reaching Forward Friday Webinar Top Marketing Trends	1	Nancy S.; Karen G.
	Reaching Forward Friday Webinar: Advocacy for Introverts and Extraverts: How You Can Make a Difference in Trying Times	1	Nancy S.
5/18	Harvard Business Review Quarantined: How is the Business World Coping with COVID?	.5	Sandy
5/6	Tools for Creating Social Distancing Checkouts. Communico	1	Gina, Sandy
5/7	Lake County Virtual Town hall	1	Gina
5/12	Preventing Discrimination & Harassment: Employees IL Edition 232	1.5	Gina
5/14	RAILS – Everything Library Trustees Need to Know During COVID-19	2	Gina
5/15	ALA-United for Libraries – Working Together on Planning, Policy and Legal Issues	1	Gina
5/29	Bibliotheca: Phased Reopening of Libraries	1	Gina
5/27	Webinar: Return to Work	1.5	Jen H.
5/1/31	Frida Kahlo (Cook) Maker Monday (Grayslake) Lunch & Learn (Waukegan History Museum) Town Halls (Congressional and County) Graceland Cemetery (Mysterious Chicago) Fist Folio of Shakespeare (Newberry Library) Book Launch (All Souls) Real Mae West (Cook) Sell Your Stuff Online (Grayslake)	12	Jan M.
5/7	ALA United for Libraries – How Foundations and Friends Can Support Their Libraries During COVID-19	1	Laura
5/7	Little Green Light – Constituent Management	1	Laura

5/8	Reaching Forward Friday – Awkward, Ill Timed and Startling Situations	1	Laura
5/12	Libraryworks – Playing the Long Game – The Resiliency of Ordinary of People Like You	1	Laura
5/13	AL!VE (Assoc. of Leaders in Vol. Engagement) – Survey Results (from April Volunteer Managers in US and Canada)	1	Laura
5/14	LGL – Gift Management	1	Laura
5/21	LGL – Reporting 101	1	Laura
5/6	HarperCollins Fall 2020 Book Preview	1	Madelynn
5/6	Civil Legal Justice: The Crucial Role of Libraries	1	Madelynn
5/27	Online Reference and the Open Web: Boosting Strategies and Sources	1	Madelynn
5/30	*Booklist*'s Book Buzz: Adult Headliners	1	Madelynn
5/1	The Science of well being	5	Madelynn
5/1	- Dementia Awareness For Public Libraries	1	Val
5/3	Advanced Genealogy	1	Val
5/10	Beyond Assistive Techniques (Improving Library Services For Disabled)	1	Val
5/25	Booklist Expo Live streaming Audiobooks and Consumer Behavior -Library reads Book Buzz -Pivoting Through Crisis	3	Val
5/4	New Middle Grade Series	1	Michelle
5/12	Beyond E-Storytimes Virtual Programs & Services for Youth	1	Michelle
5/1	Creating Outstanding Online Storytimes	1.5	April, Jenny, Steven, Cheryl, Patty, Vicky
5/13	Happy and Calm: The Best Tools for Mindfulness Now	1	Jenny
5/14	3 Big Ideas for Implementing Effective Social and Emotional Learning Strategies	1	Jenny
5/15	Mommy and Me: Yoga with an Infant tutorial with Brett Larkin	1	Jenny
5/19	Mr. Rogers's Rules for Talking to Children. Playful Learning: What We can Continue to Learn from Fred Rogers	.5 .5	Jenny
5/27	Summer Learning Through our Public Libraries in a Time of COVID-19	1	Jenny
5/22	Engagement in Isolation: Keeping Kids and Caregivers Captivated During Covid-19	1	Rebekah, Vicky
5/4	A Play-Based Approach to Emergent Curriculum and School Readiness	1	Cheryl
5/8	HarperCollins Fall 2020 Children's Book Review Presentation	1	Patty

5/22	How to Practically Implement 6 keys to Early Childhood Reading	1	Patty
5/26	STEM: Connecting Science Through Children's Literature	1	Patty
5/28	Mental & Emotional Wellness: Books for Young Readers	1	Patty
5/29	Children's Book Buzz for Fall	1	Patty
5/4	New Middle Grade Series	1	Vicky
5/7&8	Everywhere Book Fest	4	Vicky
5/5	School Library Journal course: Evaluating, Auditing, and Diversifying your Collection	6	Joanne
5/20	3Doodler Learn From Home "Abstract Concepts" & "Explaining Atoms"	1	Joanne
5/28	CATS Title Talk – Diversity CATS Title Talk - Early Readers CATS Title Talk - Fantasy	3	Joanne
5/26	Post COVID-19 Return to Work: How to open your doors to your employees but not to their lawyers	1	Noreen, Jen H.
5/11-29	CompTIA A+	43	Smruti
5/7	Lake County Virtual Town Hall Meeting	1	Angela
5/28	Virtual Wills and Trusts	1.5	Angela
5/4	50 Amazing Skills You Can Learn on YouTube	.75	Betty
5/4	Understanding Brain Health as a Pathway to Relevant Adult Programming-webinar	1	Betty
5/11	Public Libraries Respond to COVID-19 webinar	1	Betty
5/14	Preventing Discrimination and Harassment (WNPL)	1	Betty, Doreen, Cheryl, Dawn
5/19	COVID-19: Safety Tips for Reopening Your Library webinar	1	Betty
5/21	Brain Pop	1	Betty
5/27	YouTube- 3 clips on topic of Procrastination	.5	Betty
5/27	The Clue is in the Title webinar	1	Betty
5/12	The Librarian Is – Podcast, 2 episodes	2	Liz
5/13	Dewey Decimal – Podcast	1	Liz
5/23	Short History of the Chicago River	1	Liz
5/-	Sign Language practice	12	Liz
5/1	5 Ways to Transform How Your Library Works with Your Community	1	Dawn
5/5	Severe Thunderstorm and Tornado Training – National Weather Service	2.25	Dawn
5/20	Strategies to Engage Reluctant Readers & Minimize an Elongated Summer Slide webinar	1	Dawn
5/1	Mango Languages-Spanish	1.5	Doreen
5/14	Getting Started with Libby	2	Doreen

5/21	Online Privacy: A Virtual Program-Guidelines for Keeping Your Digital Profile Secure	1	Doreen
5/26	The Joy of Perennials	1	Doreen
5/27	50 Amazing Skills You Can Learn on YouTube	.75	Doreen
5/4	Form Based Reader's Advisory When Your Readers and Staff are at Home – webinar	1	Cheryl A.
5/12	Ted Talks-The Cost of Work Stress and How to Reduce It	.25	Cheryl A.
5/13	What's New in Children's Literature 2020 by Penny Peck - webinar	1	Cheryl A.
5/14	Ted Talks-How to Tame Your Wandering Mind	.25	Cheryl A.
5/26	Library Love for Library Reads – webinar	1	Cheryl A.
5/27	Tune In and Turn It Up, Circulating Ideas - webinar	1	Cheryl A.
5/2	Recommendations for Library Services During the Covid-19 Pandemic – Georgia Libraries	1	Rose C.
5/2	How to Add Plexiglass to Your Counters	.25	Rose C.
5/5 - 5/15	WebJunction - Webinar - Being Customer Focused: New and Emerging Trends in Customer Service. WebJunction - Webinar - Cultivating Protective Factors for Safe Libraries and Resilient Communities. RAILS Guideines for Libraries Considering Curbside Service and/ or Phased Reopening April 2020 WebJunction - Creating a Culture of Yes at your Library and in your Community WebJunction - Dealing with the Difficult Patrons	5	Jeanine M.
5/22	WebJunction - Service Excellence in Challenging Times	1	Jeanine M.
5/28	Harassment and Discrimination training by Traliant RAILS Minutes for May 19 and May 27 on YouTube Curbside Communicator Tool Video - Unique Library Journal - Science-Based Reopening Plans in Everyday English	2	Jeanine M.
5/1-5/31	"How to Spot Fake News" Questions from RAILS Restore Illinois Phases Online Safety Covid-19: Safety Tips for Reopening Your Library How to Quarantine Public Library Materials Library Curbside Pickup Services	6	Katelyn R.
5/1 – 5/31	Healthy and happy at home: student mental health and distance learning – OCLC Webinar Summer Learning Through Our Public Libraries in a Time of Covid-19 - Webinar	2	Claudia S.
5/1 - 5/30	Tables of Content: Longest Table meals bring communities together for civil dialogue. By the Numbers: International Games Week. Advancing Racial Equity in Your Library [Oct 2018].	12	Alyssa Y.

	Toward a Trauma-Informed Model: Learn to ask "What happened?"—not "What's wrong?" [June 2019]. Public Libraries Respond to COVID-19: The Current Landscape [March 2020]. Public Libraries Respond to COVID-19: Managing Stress and Anxiety [April 2020]. Service Excellence in Challenging Times [Jan 2017]. WNPL's How To Spot Fake News event [May 7]. Growing Through Conflict: Healthy Workplace Communication. What Would Walt Do?: Quality Customer Service for Libraries [Dec 2012]. How to Traverse the World of Accents [Sept 2019]. American Libraries Dewey Decibel Podcast's Episode 50: Episode 50 looks at Zoombombing and protecting patron data / Privacy Concerns. Cultivating Protective Factors for Safe Libraries and Resilient Communities [March 2020]. Look First: Creating Exceptional Patron Experiences. A Trauma-Informed Lens Changes What You See.		
5/8	WNPL Library Connections: National Library Week and Twice As Nice Mother And Child. TED Talk: Fastest Way To Alphabetize.	1	Barbara M.
5/3	TED Talks -Fastest Way to Alphabetize	.5	Emily G.
5/19	Don't Leave Workers Out of the Library Narrative Protect Library Workers and Communities: Don't Open Libraries Until it's Safe Oak Park Public Library COVID-19 Library Building Reopening: Proposed Plan	1.5	Julie L.
5/8	Boston Public Library Finds Ways to Safely Serve Homeless, Recovering Patrons Thru Pandemic. TED Talk: Fastest Way To Alphabetize.	1.5	Julie L.
5/19	Libraries connecting you to coverage: Health Literacy TED Talk: Fastest Way To Alphabetize What Technology has changed What it is like to be Deaf: TED TALK American's Founders: Friends of Deaf: Gallaudet University Do we still need libraries; New York May 7, 2015 Why You Shouldn't Do Curbside During COVID-19	5	Tammara S.

Public Relations/Graphics:
- Publicity surrounding the announcement of Eddie Kristan as one of *Library Journal*'s 2020 Movers & Shakers was released May 8.
- Assisted Ryan with additional episodes of Library Connections. Episode 3 featured Adam Kreiger from Warren Township Youth and Family Services, and episode 4 featured Madelynn, Jessica and Rachel from the Adult Services department, discussing virtual programming.
- As a result of a phone interview, WNPL was featured in an article in the Lake County Journal.
- Branding for virtual programs developed by adult and youth was developed under the umbrella of *WNPL at Home*.
- Six enews blasts were sent this month and numerous publicity requests were filled.
- Prototypes and branding for contactless pickup were developed.
- Numerous publicity requests were filled.
- Summer Reading Program materials and graphics were revised. A bilingual promotional piece was developed. The final videos for SRP were edited and released, including a Spanish language version.
- The school newsletter was created and sent to area schools for distribution.
- The summer Inside Angle was produced in a condensed form.

Safety and Security: N/A

ADULT SERVICES
- Adult programming staff held several virtual programs this month which went very well. Staff and patrons are starting to get comfortable with the format.
- We booked author Lauren Willig to present virtually in June.
- Staff are working on an AART virtual presentation entitled "Bookfluencers" to take place in either July or August.
- Manager participated in meetings about offering phone reference service.
- Working on new tech curriculum for Libby and other resources and on booking programs for July.
- Staff have been attending webinars and completing book/movie reviews for social media

CIRCULATION
- Received 76 requests for e-cards.
- Shelving staff processed approximately 2,000 items that were returned prior to book drops being closed – included checking in, sorting, and shelving.
- Shelving staff prepared library to better accommodate return of 24,000 additional items – removed book displays, requested extra shelves, gathered extra book ends to place materials on tops of shelving units, processed denewing lists.
- Staff pursued continuing education opportunities from home.
- Staff planned for contactless pickup process.

OUTREACH
- Van was towed to McClure's, replaced the alternator on 5/5.
- Manager is working with Deputy Director on preliminary steps toward future new van purchase.

- Manager started Bookmobile generator and drove Outreach vehicles around Gurnee.
- Staff continued working on webinars and other ongoing training opportunities.

TECHNICAL SERVICES

- Created denewing lists to create shelf space.
- Created tentative schedule for TS return to work.
- Staff researched and handled the purchase of masks for staff use.
- Ran several on shelf holds lists in preparation for Contactless Pickup service.
- Created a patron information list for Contactless pickup calls.

TECHNOLOGY & FACILITIES

- **Technology Items**:
  - Staff configured and distributed new T-Mobile Hotspots for remote staff VPN use.
  - Staff have been attending eLearning classes for IT based technologies.
  - Staff have been configuring more laptops for VPN connections to allow for library staff to work remotely.
  - Staff moved and reconfigured wireless access points to allow for coverage in the west parking lot.
  - Staff moved two Circ RFID stations and phones to the lobby area to prepare for hold pickup service.

- **Facility Items**:
  - 0 public meeting room setups
  - 0 program meeting room setups
  - Citywide began the weekly deep cleaning of staff areas of the library.
  - Citywide stripped and waxed the VCT tile in the staff entrance and public vending areas.
  - Staff continue to paint several areas throughout the library.
  - Staff have been monitoring the library with daily visits.

YOUTH SERVICES

- Programming staff began offering a variety of daily virtual programs with the intent to reach patrons from birth through age 18.
- Staff reached out to local businesses and programmers to schedule virtual programs throughout the summer months.
- Staff began learning skills that would enhance their virtual programming and Reference skills when back in the building such as Spanish for Librarians and How to Use iMovie.
- Staff collaborated via email, phone and Zoom to write blog posts for the website, create new virtual programs, answer reader's advisory questions and help each other problem solve.
- We facilitated the purchase of a new youth specific database, BookFlix, to help expand digital access for our younger patrons.

MAY 2020 STATISTICS

MAIN LIBRARY MAY CIRC

TYPE OF MATERIAL	MAY ADULT	MAY YOUTH	MAY TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	0	0	0	9,736	3,434	13,170	20,072	-34.4%
Kits	0	0	0	0	1,551	1,551	2,099	-26.1%
Books	0	0	0	99,775	152,458	252,233	340,663	-26.0%
Music Compact Discs	0	0	0	11,595	1,747	13,342	20,167	-33.8%
DVD's	0	0	0	109,124	16,616	125,740	190,107	-33.9%
Magazines	0	0	0	8,125	323	8,448	13,771	-38.7%
Video Games	0	0	0	7,402	0	7,402	10,858	-31.8%
Videoplayers	0	0	0	0	307	307	456	-32.7%
E-readers	0	0	0	0	0	0	0	N/A
Umbrellas	0	0	0	38	0	38	96	-60.4%
Telescopes	0	0	0	53	0	53	66	-19.7%
ebooks (MMM, Hoopla)	0	0	0	30,839	0	30,839	28,895	6.7%
eaudiobooks (MMM, Hoopla)	0	0	0	30,226	0	30,226	26,854	12.6%
evideo (MMM, Hoopla)	0	0	0	2,822	0	2,822	2,350	20.1%
emusic (Hoopla)	0	0	0	1,241	0	1,241	1,502	-17.4%
emagazines (Zinio)	0	0	0	1,826	0	1,826	2,741	-33.4%
ecomicbooks (Hoopla)	0	0	0	1,309	0	1,309	823	59.1%
Total emedia	0	0	0	68,263	0	68,263	63,165	8.1%
MAIN LIBRARY SUBTOTAL	**0**	**0**	**0**	**314,111**	**176,436**	**490,547**	**661,520**	**-25.8%**

**MMM=MyMediaMall

OUTREACH MAY
CIRC

TYPE OF MATERIAL	MAY ADULT	MAY YOUTH	MAY TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	0	0	0	689	178	867	1,844	-53.0%
Kits	0	0	0	0	1,274	1,274	2,021	-37.0%
Books	0	0	0	4,557	17,729	22,286	32,267	-30.9%
Music Compact Discs	0	0	0	191	337	528	1,343	-60.7%
DVD's	0	0	0	5,242	952	6,194	10,948	-43.4%
Magazines	0	0	0	522	4	526	1,023	-48.6%
Miscellaneous	0	0	0	61	0	61	22	177.3%
OUTREACH SUBTOTAL	**0**	**0**	**0**	**11,262**	**20,474**	**31,736**	**49,468**	**-35.8%**

TOTALS

	MAY ADULT	MAY YOUTH	MAY 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	**0**	**0**	**0**	**325,373**	**196,910**	**522,283**	**710,988**	**-26.5%**

LIBRARY CLOSED MARCH 13th DUE TO COVID 19 PANDEMIC

Warren-Newport Public Library District
Executive Director's Report
June 16, 2020

Services Statistics / May-20	May Adult	May Youth	May A-Bkm	May Y-Bkm	May 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	0	0	0	21,922	9,582	2,091	1,042	34,637	41,944	-17%
Reference/Titles Req.	0	0	0	0	0	16,380	4,656	2,328	1,410	24,774	36,783	-33%
E-Mail Reference	163	0	0	0	163	435	0	0	0	435	364	20%
Instruction Questions	0	0	0	0	0	8,261	405	0	0	8,666	11,659	-26%
Total Desk Activities	**163**	**0**	**0**	**0**	**163**	**46,998**	**14,643**	**4,419**	**2,452**	**68,512**	**90,750**	**-25%**
INTERLIBRARY LOAN (ILL)												
ILL Lending Requests	Use: Lending Fill Rate Statistics									3,251	5,619	-42%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)									1,731	2,725	-36%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics									3,602	5,822	-38%
ILL Borrowing Filled	Use: Borrowing Requests Finished									2,327	3,718	-37%
Article Lending Requests	Use: Lending Fill Rate Statistics									4	10	-60%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)									0	0	N/A
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics									27	28	-4%
Article Borrowing Filled	Use: Borrowing Requests Finished									12	3	300%
CIRCULATION												
In-District cardholders					44,302					44,302	42,665	4%
Reciprocal cardholders					12,260					12,260	11,841	4%
Total Cardholders					**56,562**					**56,562**	**54,506**	**4%**
RBP Loaned					0					44,659	66,782	-33%
**RBP Borrowed										44,573	83,526	-47%
Holds					855					56,809	75,862	-25%
Patron Count Main					0					207,337	281,832	-26%
Self Check Out Use					0					211,747	297,896	-29%
BOOKMOBILE/VAN VISITS												
Neighborhood Stops					0					760	1,054	-28%
Preschools					0					96	157	-39%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					0					30	52	-42%
Special events					0					4	3	33%
Total Bookmobile Stops					**0**					**890**	**1,266**	**-30%**
Total Patron Count					**0**					**8,738**	**12,020**	**-27%**
Homebound visits					0					310	352	-12%
Deposit Collection deliveries					0					50	37	35%
Remote book drop pickups					0					199	276	-28%
Total Van Stops					**0**					**559**	**665**	**-16%**
Days BKM on road					0					156	214	-27%
In-House Programs/Tour												
# of Adult Programs					6					**150**	**278**	**-46%**
Adult Attendance					124					2,062	5,064	-59%
# of Youth Programs					54					**426**	**424**	**0%**
Youth Attendance					906					8,080	9,568	-16%
Adult Attendance										2,251	3,043	-26%
# 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										**11**	**11**	**0%**
Adult Attendance										123	133	-8%
# of Youth Prog. & Visits										**11**	**34**	**-68%**
Youth Attendance										743	2,070	-64%
Adult Attendance										313	745	-58%
# of BKM Prog. & Visits					0					**10**	**10**	**0%**
Youth Attendance					0					81	151	-46%
Adult Attendance					0					35	62	-44%
ROOM USE												
Meeting Room Uses										266	363	-27%
Study Room Uses										6,612	8,256	-20%
INTERNET USAGE												
# of sessions										22,922	31,447	-27%
Total Hours										17,712	23,739	-25%
Average Session (minutes)										411	492	-16%
OTHER SERVICES												
Proctoring										9	52	-83%
Voter Registration					0					8	18	-56%
Website views					17,765					289,685	338,140	-14%
New items processed										20,693	28,597	-28%
Total materials Main library					294,657					294,657	304,229	-3%
Total materials Outreach					16,649					16,649	17,228	-3%
TOTAL MATERIALS					**311,306**					**311,306**	**321,457**	**-3%**
Adult Volunteer Hours					0.0					1,815.4	2,346.9	-23%
Student Volunteer Hours					0.0					560.3	1,202.1	-53%
Total Volunteer Hours					**0.0**					**2,375.7**	**3,549.1**	**-33%**

END

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