

**Warren-Newport Public Library District  
EXECUTIVE DIRECTOR'S REPORT FOR DECEMBER 2018  
January 15, 2019  
Submitted by Executive Director, Ryan Livergood**

**EXECUTIVE SUMMARY**

*Highlights:*

- The soft launch of fine-free in December went very well, and library staff is prepared for the official launch of fine-free on January 2.
- A new pop-up program debuted in December called “A Cup of Kindness”, whereby we gave patrons a cup of coffee or cider and asked them to fill out slips stating their experiences with acts of kindness. Almost 90 patrons participated. I had a chance to join staff and hand out cups of coffee and cider on December 26<sup>th</sup> and it truly was a wonderful program that delighted our patrons.
- Four candidates filed to run for the three upcoming vacancies on the Board.

*Meetings, programs, training attended:*

- Friends of WNPL Holiday Picnic (12/6).
- Electronic Content Consortium Board Meeting (12/19).

*Special plans for coming month:*

- Fine-Free Official Launch.
- Non-user outreach at Gurnee Park District’s Health and Wellness Expo.

*Special plans for the near future:*

- Finalizing plans for *The Flex* and front of the library beautification planning: phase 2.
- Develop the foundation for WNPL bequest/planned giving program.

**ADMINISTRATION**

**Friends:** The Friends raised \$1,435.50 at their December Saturday Book Sale.

**Fundraising:**

Fundraising through December			
		December	Year to Date
Annual Fund		\$ 5,165.00	\$ 13,860.00
Gifts		9.03	20,590.77
<b>Total</b>		<b>\$ 5,174.03</b>	<b>\$ 34,450.77</b>

Warren-Newport Public Library District  
 Executive Director's Report  
 January 15, 2019

**Personnel:**

Status of Organization: December  
 Number of full-time employees: 31  
 Number of part-time employees: 59  
 TOTAL number of employees: 90  
 Full-time equivalents: 57

**Status Changes:**

- 12/6/18-New Hire-Taylor Krause, shelver, 14 hrs week

**Workshops, programs and training attended:**

Date	Title	Hours	Staff
12/4-13	III Authority Control Workshop	12	Nancy LO
12/17	Sign Language, Songs & Felt Stories-Early Literacy Learning in Early Childhood	1	JC
12/18	Dreaming of STEAM: Hands-on Learning for Young Readers	1	CRL
12/18	Go To Graphic Novels	1	SK
12/28	Picture This! Books for the Youngest	1	SK
12/29	Out of this world nonfiction	1	SK

**Communications:**

- Our marketing focus in December was Holiday Shopping at your Library, with an emphasis on sales of Sapphire Club cards and Celebration Square pavers. We prepared for our change in fine-free policy.
- The lobby display case featured a collection of bears in their winter habitat on loan from a member of the Friends of WNPL.
- Additional department efforts included: preparation for the spring Inside Angle; holiday decorations for public & staff areas; information needed for holiday closures and bookmobile off road; and advance preparation for Summer Reading Programs.

**Safety and Security Statistics:**

- Patron assist-----216
- Patron contact: improper behavior-----247
- Book donations-----62
- Patron contact: unattended children-----12
- Police assist-----10
- Setups for Meeting Rooms-----6

<b>Patron Suspensions</b>			
Date	Person(s) suspended	Length of Suspension	Violation/reason
12/3	Minor	Permanent	Criminal trespassing, fighting, abusive language, 5 <sup>th</sup> suspension

Warren-Newport Public Library District  
Executive Director's Report  
January 15, 2019

12/5	2 Minors	1 month	Attempted theft, violation of Vault policy
12/6	Adult	Indefinite/pending	Solicitation, suspicious behavior
12/7	Adult	1 year	Disorderly conduct, hate speech towards patrons, criminal trespassing
12/15	Adult	1 day	Abusive language toward staff
12/21	Minor	1 month	Vulgar language after warnings, 3 <sup>rd</sup> suspension
12/21	Minor	1 day	Disorderly conduct after warnings
12/21	Minor	1 month	Disorderly conduct after warnings, 2 <sup>nd</sup> suspension
12/21	Minor	Indefinite/pending	Disorderly conduct, noncompliance, vulgar/abusive language, criminal trespassing

**Requests under the Freedom of Information Act (FOIA):**

Requester	Nature of Request	Date Requested	Date Replied
<b>Kaza Rhan, LocalLabs</b>	Election data for last held election in jurisdiction	12/13/2018	12/18/2018

**ADULT SERVICES**

- Staff has been working on the “Work Smarter, Not Harder” initiative and has already developed a streamlined way to register patrons for computers and deal with patron suggestion forms.

**CIRCULATION**

- Desk staff continue to assist patrons in the transition to PINs at self-checkout.
- Staff prepared for and promoted the transition to fine-free.
- Shelving staff willingly adjusted schedules to keep up with heavy returns during the holidays.

**INFORMATION TECHNOLOGY & FACILITIES**

**Technology Items:**

- Internet Station Usage: 2415 sessions; Total time:1804 Hours; Average Session 45 minutes
- Staff continued work on the Windows 10 implementation.

**Facility Items:**

- 10 public meeting room setups
- 26 program meeting room setups

**OUTREACH**

- The Bookmobile began its annual 2-week hiatus over Winter Break. Staff will work on general cleaning & maintenance, including a reorganization of the materials on the Bookmobile.
- On 12/27/18 the Bookmobile received a truck wash & wax.
- Preliminary work began to identify slow stops that may need adjustments or replacement for April's new Bookmobile Schedule.

**TECHNICAL SERVICES**

- Continue to purge fines in prep for fine free.

Warren-Newport Public Library District  
Executive Director's Report  
January 15, 2019

**YOUTH SERVICES**

- Teen staff hosted a very well attended Final's Café program for high school students. This was attended by 250 students.
- YS staff presented a number of drop-in activities for families to enjoy during winter break.

**MONTHLY STATISTICS**

**MAIN LIBRARY**

TYPE OF MATERIAL	DEC ADULT	DEC YOUTH	DEC TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	1,265	401	1,666	9,057	2,891	11,948	13,741	-13.0%
Kits	0	128	128	0	1,045	1,045	2,119	-50.7%
Books	10,851	16,312	27,163	74,332	113,167	187,499	207,850	-9.8%
Music Compact Discs	1,521	198	1,719	9,810	1,642	11,452	14,658	-21.9%
DVD's	15,037	2,278	17,315	90,150	14,289	104,439	118,806	-12.1%
Magazines	1,070	51	1,121	7,316	720	8,036	8,459	-5.0%
Video Games	893	0	893	6,043	0	6,043	6,526	-7.4%
Videoplayers	0	25	25	0	281	281	407	-31.0%
E-readers	0	0	0	0	0	0	52	-100.0%
Umbrellas	5	0	5	60	0	60	30	100.0%
Telescopes	8	0	8	48	0	48	0	N/A
ebooks (MMM, Hoopla)	2,553	0	2,553	15,771	0	15,771	14,289	10.4%
eaudiobooks (MMM, Hoopla)	2,196	0	2,196	13,744	0	13,744	10,857	26.6%
evideo (MMM, Hoopla)	232	0	232	1,191	0	1,191	926	28.6%
emusic (Hoopla)	145	0	145	867	0	867	874	-0.8%
emagazines (Zinio)	265	0	265	1,167	0	1,167	848	37.6%
ecomicrobooks (Hoopla)	81	0	81	459	0	459	397	15.6%
<b>Total emedia</b>	<b>5,472</b>	<b>0</b>	<b>5,472</b>	<b>33,199</b>	<b>0</b>	<b>33,199</b>	<b>28,191</b>	<b>17.8%</b>
<b>MAIN LIBRARY SUBTOTAL</b>	<b>36,122</b>	<b>19,393</b>	<b>55,515</b>	<b>230,015</b>	<b>134,035</b>	<b>364,050</b>	<b>400,839</b>	<b>-9.2%</b>

\*\*MMM=MyMediaMall

Warren-Newport Public Library District  
Executive Director's Report  
January 15, 2019

**OUTREACH**

	DEC ADULT	DEC YOUTH	DEC TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	118	36	154	889	231	1,120	1,006	11.3%
Kits	0	164	164	0	1,076	1,076	1,009	6.6%
Books	545	2,228	2,773	3,772	14,519	18,291	18,538	-1.3%
Music Compact Discs	43	59	102	449	350	799	841	-5.0%
DVD's	742	178	920	4,858	1,198	6,056	6,660	-9.1%
Magazines	69	4	73	534	108	642	606	5.9%
Miscellaneous	8	0	8	17	0	17	2	750.0%
<b>OUTREACH SUBTOTAL</b>	<b>1,525</b>	<b>2,669</b>	<b>4,194</b>	<b>10,519</b>	<b>17,482</b>	<b>28,001</b>	<b>28,662</b>	<b>-2.3%</b>

**TOTALS**

	DEC ADULT	DEC YOUTH	DEC TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
<b>GRAND TOTAL</b>	<b>37,647</b>	<b>22,062</b>	<b>59,709</b>	<b>240,534</b>	<b>151,517</b>	<b>392,051</b>	<b>429,501</b>	<b>-8.7%</b>

Warren-Newport Public Library District  
Executive Director's Report  
January 15, 2019

Services Statistics	Dec.	Dec.	Dec.	Dec.	Dec.	YTD Total	YTD Total	YTD Total	YTD Total	YTD	Prev.	Change
Dec-18	Adult	Youth	A-Bkm	Y-Bkm	Total	Adult	Youth	A-Bkm	Y-Bkm	Total	YTD	
												TOTAL
<b>DESK ACTIVITIES</b>												
Information	2,353	392	165	122	3,032	17,884	3,227	1,466	781	23,358	23,808	-2%
Reference/Titles Req.	1,814	487	343	155	2,799	13,234	4,108	1,966	1,158	20,466	21,362	-4%
E-Mail Reference	38	0	0	0	38	201	0	0	0	201	137	47%
Instruction Questions	808	34	0	0	842	6,147	295	0	0	6,442	6,139	5%
<b>Total Desk Activities</b>	<b>5,013</b>	<b>913</b>	<b>508</b>	<b>277</b>	<b>6,711</b>	<b>37,466</b>	<b>7,630</b>	<b>3,432</b>	<b>1,939</b>	<b>50,467</b>	<b>51,446</b>	<b>-2%</b>
<b>INTERLIBRARY LOAN (ILL)</b>												
ILL Lending Requests	Use: Lending Fill Rate Statistics				406					3,031	3,379	-10%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				205					1,487	1,675	-11%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				444					3,165	3,730	-15%
ILL Borrowing Filled	Use: Borrowing Requests Finished				266					1,952	2,915	-33%
Article Lending Requests	Use: Lending Fill Rate Statistics				0					7	6	17%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					0	2	-100%
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				2					12	11	9%
Article Borrowing Filled	Use: Borrowing Requests Finished				0					2	4	-50%
<b>CIRCULATION</b>												
In-District cardholders					41,943					41,943	39,374	7%
Reciprocal cardholders					11,601					11,601	11,021	5%
<b>Total Cardholders</b>					<b>53,544</b>					<b>53,544</b>	<b>50,395</b>	<b>6%</b>
RBP Loaned					5,860					37,750	41,551	-9%
**RBP Borrowed										17,859	46,315	-61%
Holdings					6,310					41,733	39,384	6%
Patron Count Main					22,908					157,724	189,036	-17%
Self Check Out Use					23,020					169,827	192,443	-12%
<b>BOOKMOBILE/VAN VISITS</b>												
Neighborhood Stops					80					575	594	-3%
Preschools					16					75	62	21%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					5					28	30	-7%
Special events					0					2	5	-60%
<b>Total Bookmobile Stops</b>					<b>101</b>					<b>680</b>	<b>691</b>	<b>-2%</b>
<b>Total Patron Count</b>					<b>836</b>					<b>6,993</b>	<b>6,625</b>	<b>6%</b>
Homebound visits					30					186	149	25%
Deposit Collection deliveries					3					19	11	73%
Remote book drop pickups					23					150	147	2%
<b>Total Van Stops</b>					<b>56</b>					<b>355</b>	<b>255</b>	<b>39%</b>
Days BKM on road					16					117	117	0%
<b>In-House Programs/Tour</b>												
<b># of Adult Programs</b>					17					128	136	-6%
Adult Attendance					258					2,448	1,485	65%
<b># of Youth Programs</b>					43					202	232	-13%
Youth Attendance					1,001					4,676	3,826	22%
Adult Attendance					64					1,788	1,789	0%
<b># of Bookmobile Tours</b>					0					1	0	N/A
Youth Attendance					0					0	0	N/A
Adult Attendance					0					4	0	N/A
<b>OUTREACH (Prog./Visits)</b>												
<b># of Adult Prog. &amp; Visits</b>					1					6	6	0%
Adult Attendance					12					72	71	1%
<b># of Youth Prog. &amp; Visits</b>					3					27	26	4%
Youth Attendance					56					1,170	1,738	-33%
Adult Attendance					15					688	741	-7%
<b># of BKM Prog. &amp; Visits</b>					0					0	10	-100%
Youth Attendance					0					0	329	-100%
Adult Attendance					0					0	113	-100%
<b>ROOM USE</b>												
Meeting Room Uses					33					183	238	-23%
Study Room Uses					670					3,624	4,095	-12%
<b>INTERNET USAGE</b>												
# of sessions					2,415					17,401	18,518	-6%
Total Hours					1,804					13,295	14,611	-9%
Average Session (minutes)					45					273	283	-4%
<b>OTHER SERVICES</b>												
Proctoring					8					36	26	38%
Voter Registration					0					15	1	1400%
Website views					27,027					181,341	196,577	-8%
New items processed					2,060					14,414	15,624	-8%
Total materials Main library					304,360					304,360	303,229	0%
Total materials Outreach					17,938					17,938	18,036	-1%
<b>TOTAL MATERIALS</b>					<b>322,298</b>					<b>322,298</b>	<b>321,265</b>	<b>0%</b>
Adult Volunteer Hours					174.5					1,269.6	1,524.2	-17%
Student Volunteer Hours					133.8					1,079.1	714.6	51%
<b>Total Volunteer Hours</b>					<b>308.3</b>					<b>2,348.8</b>	<b>2,238.8</b>	<b>5%</b>

END