

**Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT FOR JANUARY 2019
February 19, 2018
Submitted by Executive Director, Ryan Livergood**

EXECUTIVE SUMMARY

Highlights:

- The decision was made to close WNPL early on Tuesday, 1/29 through Thursday, 1/31 due to Polar Vortex 2019. While I always hate to close, I am proud of the fact we took a leadership role and made the decision to close early enough during the week to prepare both patrons and staff for the closure. In addition, the building held up very well to the extreme temperatures.
- A four week book club for developmentally challenged patrons debuted this month. Patrons and their caregivers have provided positive feedback.

Meetings, programs, training attended:

- Healthy Communities Healthy Youth (1/10).
- Lake County Chamber of Commerce Economic Forecast Luncheon (1/17).
- Exchange Club (1/22).
- Electronic Content Consortium Board Meeting (1/23).

Special plans for coming month:

- ILA President's Day Legislative Breakfast.

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 voted to give the Library \$372.40 to purchase a bear costume. The costume will be used to help promote the Summer Reading Program and the bear character will appear at some programs for children.

Fundraising:

Fundraising through January			
		January	Year to Date
Annual Fund		\$ 3,190.00	\$ 17,050.00
Gifts		60.35	20,651.12
Total		\$ 3,250.35	\$ 37,701.12

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Personnel:

Status of Organization: January
 Number of full-time employees: 32
 Number of part-time employees: 56
 TOTAL number of employees: 88
 Full-time equivalents: 57

- 1/14/19-Smruti Savarkar: Adult Services 14 hrs week, Adult Services associate; Moved to IT & Facilities, full time 37.50, new title IT Support Technician.
- 1/18/2019-Nancy Stricker, Senior Graphic Artist, 37.50 hrs wk, retired from full time (Return to work PT 2/4)
- 1/28/19-April Barron, moved from PT 27 hrs week, to full time 37.50 hours, new title Senior Youth Services Associate.
- 1/28/19-Scott Krinninger, moved from PT 25 hrs week, to full time 37.50 hours, new title Senior Youth Services Associate.
- 1/31/2019-Jane Friess, Youth Services Librarian / School Liaison, 37.50 hrs wk, separated from library

Workshops, programs and training attended:

Date	Title	Hours	Staff
1/24	Self Care /Customer Service Webinar	2	Jess
1/24	How to Handle Angry Customers/Serving Mentally Ill Library Users	2	Amy B
1/3	Making of the Best Small Library in America	0.75	Liz K
1/22	Reads for the Reluctant: Tips and Tools to Help Engage Every Potential Reader	1	Ginny G
1/15	“A Universe of Stories” for 2019 Summer Reading	1 hr.	April B., Rebekah R.
1/15	Spiritually Thinking: Books for Mind, Body & Soul/webinar/1 hr.	1 hr.	Janet C.
1/16	A Conversation with the 2019 YALSA Excellence in Nonfiction Finalists	1 hr	Vicky S., Joanne T.
1/17	Presenting the 2019 Morris Award Finalists	1 hr.	Scott K.
1/21	Storytimes and Transitions	1 hr.	Patty S.
1/22	STEM for Little Sprouts	1 hr.	Janet C.
1/23	Bulling in Early Childhood Education	1 hr.	Janet C.
1/25	Intellectual Freedom	1.5 hrs.	Scott K.

Public Relations/Graphics:

- Our marketing focus in January was Fine-Free, with very positive feedback from patrons.
- Additional department efforts included: preparation for the spring Inside Angle; information needed for weather related closures and bookmobile off road; advance designing for Summer Reading Programs; and planning for department staffing changes.

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Safety and Security Statistics:

- Patron assist-----207
- Patron contact: improper behavior-----79
- Book donations-----26
- Patron contact: unattended children-----16
- Police assist-----5
- Setups for Meeting Rooms-----6

Patron Suspensions			
Date	Person(s) suspended	Length of Suspension	Violation/reason
1/9/2019	Minor	1 year	Criminal trespassing (violation of current suspension)
1/15/2019	Minor	1 month	Abusive language after warnings, second offense
1/16/2019	Minor	1 week	Vulgar language after warnings, second offense
1/24/2019	Adult	1 month	Vandalism, misuse of property

Requests under the Freedom of Information Act (FOIA):

Requester	Nature of Request	Date Requested	Date Replied
Locallabs	District Map	January 17, 2019	January 18, 2019

ADULT SERVICES

- An email form for purchase suggestions was developed as part of the Work Smarter, Not Harder initiative. This enables staff to complete and send a purchase suggestion to the appropriate staff member via email.

CIRCULATION

- Staff familiarized themselves with new policies/procedures and assisted patrons with transition to fine-free.
- Shelving staff adjusted schedules as necessary to manage heavy returns following holidays and snow days.

INFORMATION TECHNOLOGY & FACILITIES

Technology:

- The IT Technician position was filled.
- Staff continued work on the Windows 10 implementation.
- Staff received the new Windows 10 computers and conducted initial unpacking and testing of the new PC's.

Facilities:

- 11 public meeting room setups
- 22 program meeting room setups
- Anderson Pest Control completed their monthly inspection.

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- Door Systems, Inc. made repairs to the front entrance interior sliding door and conducted preventative maintenance inspections of all facility exterior doors.

OUTREACH

- Bookmobile resumed regular schedule on 1/7/19, ending a two week hiatus.
- Bookmobile was off road due to weather on 1/19/19, 1/22/19, 1/28/19-1/31/19.
- Van received service at McClure's on 1/22/19 to have an oil change, inspect tires for air leak, and to replace a dead battery.
- Filled LP tank on the Bookmobile for heat on 1/2/19.

TECHNICAL SERVICES

- Reclassified Fancy Nancy books.
- Reviewed processing procedures.

YOUTH SERVICES

- Jane Friess resigned from her position and much time was spent examining and redefining our school liaison roles and deciding how to fill those.
- Staff worked on updating booklists and the training manual.
- On January 20th, Lil 'Tridents,' one of WNPL's First Lego League teams, participated in the FLL state tournament at Elgin Community College. The 8 team members, grades 4-7, chose, researched and presented a solution to the problem of radiation poisoning that astronauts face in space. They also built, tested, and programed an autonomous robot to solve a set of challenges. Our team was coached by 6 members of WTHS's Trident Robotics Team.

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JANUARY STATISTICS

MAIN LIBRARY CIRC

TYPE OF MATERIAL	JAN ADULT	JAN YOUTH	JAN TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	1,234	449	1,683	10,291	3,340	13,631	15,833	-13.9%
Kits	0	166	166	0	1,211	1,211	2,453	-50.6%
Books	12,664	18,143	30,807	86,996	131,310	218,306	242,901	-10.1%
Music Compact Discs	1,565	207	1,772	11,375	1,849	13,224	17,126	-22.8%
DVD's	16,835	2,230	19,065	106,985	16,519	123,504	139,342	-11.4%
Magazines	1,274	79	1,353	8,590	799	9,389	9,996	-6.1%
Video Games	1,028	0	1,028	7,071	0	7,071	7,769	-9.0%
Videoplayers	0	25	25	0	306	306	457	-33.0%
E-readers	0	0	0	0	0	0	58	-100.0%
Umbrellas	3	0	3	63	0	63	30	110.0%
Telescopes	5	0	5	53	0	53		N/A
ebooks (MMM, Hoopla)	2,747	0	2,747	18,518	0	18,518	16,770	10.4%
eaudiobooks (MMM, Hoopla)	2,435	0	2,435	16,179	0	16,179	12,753	26.9%
evideo (MMM, Hoopla)	268	0	268	1,459	0	1,459	1,108	31.7%
emusic (Hoopla)	123	0	123	990	0	990	1,047	-5.4%
emagazines (Zinio)	373	0	373	1,540	0	1,540	967	59.3%
ecomicrobooks (Hoopla)	62	0	62	521	0	521	452	15.3%
Total emedia	6,008	0	6,008	39,207	0	39,207	33,097	18.5%
MAIN LIBRARY SUBTOTAL	40,616	21,299	61,915	270,631	155,334	425,965	469,062	-9.2%

**MMM=MyMediaMall

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OUTREACH CIRC

	JAN ADULT	JAN YOUTH	JAN TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	117	19	136	1,006	250	1,256	1,164	7.9%
Kits	0	127	127	0	1,203	1,203	1,182	1.8%
Books	571	1,663	2,234	4,343	16,182	20,525	21,182	-3.1%
Music Compact Discs	67	59	126	516	409	925	968	-4.4%
DVD's	705	118	823	5,563	1,316	6,879	7,418	-7.3%
Magazines	77	0	77	611	108	719	671	7.2%
Miscellaneous	2	0	2	19	0	19	4	375.0%
OUTREACH SUBTOTAL	1,539	1,986	3,525	12,058	19,468	31,526	32,589	-3.3%

TOTALS

	JAN ADULT	JAN YOUTH	JAN 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	42,155	23,285	65,440	282,689	174,802	457,491	501,651	-8.8%

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Services Statistics	January Adult	January Youth	January A-Bkm	January Y-Bkm	January Total	YTD Total Adult	YTD Total Youth	YTD Total A-Bkm	YTD Total Y-Bkm	YTD Total	YTD	Prev. YTD	Change
												TOTAL	
DESK ACTIVITIES													
Information	2,503	404	278	125	3,310	20,387	3,631	1,744	906	26,668	27,471	27,471	-3%
Reference/Titles Req.	2,115	590	373	155	3,233	15,349	4,698	2,339	1,313	23,699	25,140	25,140	-6%
E-Mail Reference	46	0	0	0	46	247	0	0	0	247	162	162	52%
Instruction Questions	906	34	0	0	940	7,053	329	0	0	7,382	7,110	7,110	4%
Total Desk Activities	5,570	1,028	651	280	7,529	43,036	8,658	4,083	2,219	57,996	59,883	59,883	-3%
INTERLIBRARY LOAN (ILL)													
ILL Lending Requests	Use: Lending Fill Rate Statistics				509					3,540	4,043	4,043	-12%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				268					1,755	1,991	1,991	-12%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				580					3,745	4,383	4,383	-15%
ILL Borrowing Filled	Use: Borrowing Requests Finished				361					2,313	3,344	3,344	-31%
Article Lending Requests	Use: Lending Fill Rate Statistics				0					7	7	7	0%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					0	3	3	-100%
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				1					13	14	14	-7%
Article Borrowing Filled	Use: Borrowing Requests Finished				0					2	7	7	-71%
CIRCULATION													
In-District cardholders					42,089					42,089	39,532	39,532	6%
Reciprocal cardholders					11,660					11,660	11,073	11,073	5%
Total Cardholders					53,749					53,749	50,605	50,605	6%
RBP Loaned					5,936					43,686	49,442	49,442	-12%
**RBP Borrowed										17,859	54,578	54,578	-67%
Holds					7,554					49,287	47,297	47,297	4%
Patron Count Main					21,765					179,489	221,515	221,515	-19%
Self Check Out Use					26,942					196,769	225,433	225,433	-13%
BOOKMOBILE/VAN VISITS													
Neighborhood Stops					65					640	654	654	-2%
Preschools					8					83	71	71	17%
Park Districts					0					0	0	0	N/A
Schools					0					0	0	0	N/A
Senior residential facilities					4					32	35	35	-9%
Special events					0					2	5	5	-60%
Total Bookmobile Stops					77					757	765	765	-1%
Total Patron Count					675					7,668	7,346	7,346	4%
Homebound visits					31					217	173	173	25%
Deposit Collection deliveries					3					22	17	17	29%
Remote book drop pickups					24					174	171	171	2%
Total Van Stops					58					413	309	309	34%
Days BKM on road					13					130	130	130	0%
In-House Programs/Tour													
# of Adult Programs					24					152	163	163	-7%
Adult Attendance					189					2,637	1,772	1,772	49%
# of Youth Programs					31					233	260	260	-10%
Youth Attendance					267					4,943	4,117	4,117	20%
Adult Attendance					55					1,843	1,903	1,903	-3%
# of Bookmobile Tours					0					1	0	0	N/A
Youth Attendance					0					0	0	0	N/A
Adult Attendance					0					4	0	0	N/A
OUTREACH (Prog./ Visits)													
# of Adult Prog. & Visits					1					7	7	7	0%
Adult Attendance										72	84	84	-14%
# of Youth Prog. & Visits					0					27	26	26	4%
Youth Attendance					0					1,170	1,738	1,738	-33%
Adult Attendance					0					688	741	741	-7%
# of BKM Prog. & Visits					0					0	10	10	-100%
Youth Attendance					0					0	329	329	-100%
Adult Attendance					0					0	113	113	-100%
ROOM USE													
Meeting Room Uses					27					210	275	275	-24%
Study Room Uses										3,624	4,825	4,825	-25%
INTERNET USAGE													
# of sessions					2,544					19,945	21,560	21,560	-7%
Total Hours					1,988					15,283	17,124	17,124	-11%
Average Session (minutes)					46					319	330	330	-3%
OTHER SERVICES													
Proctoring					1					37	26	26	42%
Voter Registration					0					15	2	2	650%
Website views					34,450					215,791	231,070	231,070	-7%
New items processed					2,286					16,700	18,891	18,891	-12%
Total materials Main library					298,722					298,722	303,262	303,262	-1%
Total materials Outreach					16,540					16,540	17,659	17,659	-6%
TOTAL MATERIALS					315,262					315,262	320,921	320,921	-2%
Adult Volunteer Hours					158.6					1,428.2	1,757.5	1,757.5	-19%
Student Volunteer Hours					38.3					1,117.4	742.8	742.8	50%
Total Volunteer Hours					196.9					2,545.7	2,500.3	2,500.3	2%

END