

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

EXECUTIVE SUMMARY

Highlights:

- We started offering contactless holds pickup on June 9. The Circulation, Facilities, and Security Teams all put a tremendous amount of effort into making sure we could offer this service smoothly and safely. It has been very well-received by our community.
- Our Summer Reading Program, Read to Remember, was launched on June 1, including two publicity videos, in English and in Espanol.

Meetings, programs, training attended:

- Library Director's Roundtable (6/1, 6/15, 6/29).
- Gurnee Exchange Club (6/9, 6/23).

Special plans for coming month:

- Responding to COVID-19 pandemic, including implementation of our phased reopening plan for the building with the intention of entering Phase 6 on Monday, July 27.
- Beginning terms on both the Illinois Library Association Public Policy Committee and the Gurnee Exchange Club Board.

Special plans for the near future:

- Continued implementation of our phased reopening plan.
- Development of a WNPL Equity, Diversity, and Inclusion Committee.

ADMINISTRATION

Friends: The Friends have officially canceled the September Book Sale.

Fundraising:

Fundraising through June			
		June	Year to Date
Annual Fund	\$	-	\$ 11,110.76
Gifts		0.00	20,295.82
Total	\$	-	\$ 31,406.58

Personnel:

Status of Organization: June

Number of full-time employees: 34

Number of part-time employees: 56

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TOTAL number of employees: 90

Full-time equivalents: 56

New hires: None

Separations: None

Changes:None

Workshops, programs and training attended:

Date	Title	Hours	Staff
6/9	Libraries Connecting You to Coverage: Health Literacy	1	Justine
6/1	Doing the Work Externally and Internally	1	Jess
6/1	Feel the Need to Weed	1.25	Donna K.
6/1	Tips to Handle ILL during the Covid-19 Shutdown	1	Donna K.
6/1	Reopening Your Library After the Pandemic	1	Donna K.
6/1	Eliminating Late Fines is a Win for Your Library	1.25	Donna K.
	Covid-19 Safety Tips for Reopening Your Library		
6/1	5 Ways to Transform How Your Library Works with Your Community	1	Cheryl A.
6/1	Public Libraries Respond to Covid-19	1	Cheryl A.
6/1	Hotspot Lending at your Library	1	Gretchen K.
6/1	Sierra Database Cleanup	1	Gretchen K.
6/3	Covid-19 Facts from the Frontline	1	Gretchen K.
6/4	Library New Letters: Best Practices	.75	Peggy M.
6/5	Supporting a Turned Outward Organizational Structure	1.25	Nanci K.
6/5	Excel 2010 Advanced Formulas and Functions	1.5	Nanci K.
6/6	White Fragility	5	Nancy LO
6/7	How to Get Serious About Diversity	1	Jess, Kathie
6/7	Answers & Updates to Pressing Questions & Concerns About Public Change, Covid-19 & Census Outreach	.25	Cheryl A.
6/7	Fine Free Libraries	1	Cheryl A.
6/8	Library Issues and Trends Before, During and After Covid-19	1	Donna K.
6/8	Digital Privacy and Security	1	Donna K.
6/8	Tips and Tactics for Time Management	1	Donna K.
6/8	Protecting Patron Privacy in Public Libraries	1	Donna K.
6/8	Advancing Racial Equity in Your Library	1	Donna K.
6/15	"#eBooks for All Campaign (PLA and ALA Public Policy & Advocacy Office.	1	Justine
6/5	Libby App	1	Justine
6/15	AVID meeting	1	Amy L
6/15	"Doing the Work Externally and Internally: Race, Equity, Diversity, and Inclusion"	1	Jen W., Rachel
6/9	Public Libraries and the Pandemic	1	Jen W
6/29	Social justice forum – Univ. of Alabama	1	Donna D
6/30	A Trauma-Informed Lens Changes What You See	1	Donna D.

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6/2020	Balancing Books and Social Issues: Homelessness and Trauma	1	Donna D.
6/2020	Cultural Humility in Public Libraries: Colleagues and Customers	1	Donna D.
6/2020	<u>Doing the Work Externally and Internally: Race, Equity, Diversity and ...</u>	1	Donna D.
6/2020	Libraries Prepare to Answer Civil Legal Questions in Times of Crisis	1	Donna D.
6/2020	Preventing and Treating Compassion Fatigue with Self-Care	1	Donna D.
6/2020	Reducing Workplace Stress with Mindfulness	1	Donna D.
6/2020	Serving Older Adults in a Changing World	1	Donna D.
6/2020	Weeding the Library Collection	1	Donna D.
6/3	Forgotten Feminist: Sophonisba Breckinridge and Women's Activism in Chicago	1	Madelynn
6/11	Sexual Harassment Training	1	Madelynn
6/15	WNPL COVID-19 training	.5	Madelynn
6/25	Herstory through Activism: Women, Libraries, and Activism	1	Madelynn
6/25	Suggesting Own Voices to All Readers: EDI and RA Service	1	Madelynn
6/25	Making Your Library Sustainable for Your Community and Our Future	1	Madelynn
6/25	Civic Duty?: Libraries and the Disenfranchised	1	Madelynn
6/25	Juntos: Latinx Family Engagement at Your Library	1	Madelynn
6/25	Expanding Worldviews: How Libraries Create Awareness of the UN Sustainable Development Goals and Inspire Change	1	Madelynn
6/26	No Small Matter	1	Rachel
6/1	Return of the River Otter. Lake County Forest Preserve	1	Jan M.
6/4	Rita's Quilt. Fremont Library	1	Jan M.
6/5	Sugar Refinery. Waukegan History	1	Jan M.
6/8	Craftivism. Elmhurst Library	2	Jan M.
6/9	Organizing 101. WNPL	1	Jan M.
6/10	Stories with Soul. All Souls	1	Jan M.
6/11	Frederick Douglass. American Writers Museum	2.5	Jan M.
6/15	Backyard Bird Basics. Great Lakes Audubon	1	Jan M.
6/17	Sun Records. WNPL	1	Jan M.
6/17	Fatherhood in Art History. Cook Library	1	Jan M.
6/18	Juneteenth Celebration. CLC	2	Jan M.
6/22	Congressman Brad Schneider Town Hall	1	Jan M.
6/23	Lake County Town Hall	1	Jan M., Gina
6/24	Who Was Typhoid Mary? WNPL	1	Jan M.
6/25	Author Lauren Willig. WNPL	1	Jan M.
6/29	Sacagawea. WNPL	1	Jan M., Gina

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6/	Preventing Discrimination and Harassment Training	1	Jan M.
6/2	Illinois Talking Books Outreach Center by Rose Chenoweth	1	Cheryl A.
6/9	Book Reviews Basics: Using Reviews and Annotations for RA	.5	Cheryl A.
6/16	Ted Talks: How To Turn Off Thoughts During Your Free Time, 10 Ways to Have a Better Conversation, Connected But Alone, How to Disagree Productively and Find Common Ground, 3 Secrets of Resilient People, The Beauty and Complexity of Finding Common Ground	1.5	Cheryl A.
6/5	COVID-19:Safety Tips for Reopening Your Library with Dr. Dipesh Navsaria-webinar	1	Dawn L.
6/	Return to WNPL Safely Training	1	Dawn L., Cheryl A., Doreen R., Betty S., Liz K., Angela C.; Eric S.; Sandy; Nancy S.; Karen G.; Gina
6/4	Plant Your Own Monarch Garden	1	Angela C.
6/15	Audubon-Backyard Bird Basics	1	Angela C.
6/18	Lake County Virtual Town Hall Meeting Bridge Building Forum	1	Angela C.
6/20	Vegetable Gardening in Small Spaces	1	Angela C.
6/30	Growing and Using Herbs	1	Angela C.
6/2	Khan Academy-Arithmetic and Organic Chemistry, Structures and Bonding	1	Doreen R.
6/10	Strategies to Engage Reluctant Readers and Minimize an Elongated Summer Slide-webinar	1	Doreen R.
6/3	Mango Languages Spanish	1.5	Betty S.
6/4	Summertime DIY Crafts and Gardening Titles and Tips	1	Betty S.
6/4	50 Amazing Skills You Can Learn on YouTube	.5	Betty S.
6/15	Book Club for Masochists: A Reader's Advisory Podcast	1.25	Betty S.
6/15	The Pod(y) in the Library and Solo: A School Library Story by Matt Imrie Podcast	.5	Betty S.
6/15	YouTube-Minimalism	.5	Betty S.
6/15	Beanstalk-Jammin' with David	.5	Betty S.
6/10	Preventing Harassment Training	1	Liz K.
6/18	Engaging EL Families in a Virtual World-webinar	1	Liz K.
6/22	Booklist's Middle Grade Panel-webinar	1	Liz K.
6/25	Lake County's June 23 rd COVID-19 Town Hall-Recording	1	Liz K.

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6/25	Library Issues and Trends: Before, During, and After COVID-19	1	Liz K.
6/2	Digital fatigue: what it is, how it happens, and ways to combat it and stay engaged	1	Jenny H.
6/17	Copyright, fair use, libraries, and digital storytimes	2	Jenny H.
6/18	Facilitating Meaningful Online Experiences with Young Children: Unexpected Challenges and Joyful Opportunities (Early Childhood Investigations)	1	Jenny H., Patty S.
6/19	Literacy without Limits: The Power of "I Wonder" (Colorado Libraries for Early Literacy)	1	Jenny H.
6/29	White Fragility	3	Steven J.
6/8	Youth Services Programming Palooza	1	Cheryl L., Patty S.
	Making a Culture While Distance Learning	1	Cheryl L.
	Understanding COVID-19 and it's Pandemic Impact	2	Cheryl L.
6/1	Embrace Race: Supporting Kids of Color in the Wake of Racial Violence	1	Patty S.
6/3	How to Support STEM & Physical Activity Home	1	Patty S.
6/3	Strategies to Engage Reluctant Readers	.5	Patty S.
6/29	Unpacking 3 Major Components of Reading; It's More Than Meets the Eye	1	Patty S.
6/30	Hands-on & Virtual: STEM Learning From a Distance	1	Patty S.
6/10	Fall 2020 Book Buzz	1.5	Vicky S.
6/11	Teen Readers' Advisory: Beyond Best Sellers and Award Winners	2	Vicky S.
6/12	Illustrator Chat with Pat Cummings, THE STORIED CAREER OF DIANE DILLON	1	Vicky S
6/16	Picture Book Parade	1	Vicky S.
6/18	Open Door Sessions-Kate DiCamillo and Jason Reynolds	1	Vicky S.
6/18	Middle Grade Panel	1	Vicky S.
6/20	Rebecca Skloot/Ed Yont - Science Books	1	Vicky S.
6/3	Virtual Makerspace	2	Joanne T.
6/10	CATS Title Talk - GN and Manga for Fall	1.5	Joanne T.
6/11	Teen Readers Advisory,Beyond Award Winners and Bestsellers	2	Joanne T.
6/13	A Novel Afternoon - MG AND YA Authors Share Their Stories	1	Joanne T.
6/13	Alex Award Winners Celebration	1.5	Joanne T.
6/17	CATS TitleTalk Politics and Activision	1	Joanne T.
6/19	Booklist Middle Grade Authors Panel	1	Joanne T.
6/24	Social Emotional Learning for Tweens and Teens	1	Joanne T.
6/25	Juneteenth Bookfest recordings	1	Joanne T.
6/25	The Kids are All Right: Writing for Black Kids	.5	Joanne T.
6/25	Black Stories Aren't Niche	1	Joanne T.

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6/25	Capturing the Moment	1	Joanne T.
6/8-6/9	After Effects tutorial and practice	3.5	Eric S.
6/10	3D after effects understanding tutorials and practice	5	Eric S.
6/11	Top 25 After Effects Effects Video	2.5	Eric S.
6/15-6/18	CorelDRAW software learning	8	Eric S.
6/17-18	Photoshop for iPad Pencil learning	5	Eric S.
6/23	After Effects character animation workflow	4.5	Eric S.
6/8	Reaching Forward Friday webinar: Awkward, Ill-timed and Startling Situations	1	Nancy S.
6/4	Peer 2 Peer Virtual Fundraising	1	Laura S.
6/10	Points of Light Volunteer Conference. Disruption and Innovation in the Civic Century, Foresight for a Civic Century, Stronger After the Strangeness: Innovating in a Post Pandemic World, and A World of Weavers (no choice on the first day)	3	Laura S.
6/11	Point of Light Volunteer Conference. All That We Share: Empowering Multi-Generational Service Teams for Impact, The Art of Managing Up and Down for Volunteer Managers, and Game On! Playing for Keep with Volunteers	3	Laura S.
6/12	Points of Light Volunteer Conference. Skills Certification Program for Young Volunteers, Unlocking Organization Capacity with Better Volunteer Retention, and Virtual Volunteering: Now, It's Essential	3	Laura S.
6/23	Been Verified – Engaging and Retaining Volunteers for Nonprofits – Coffee Hour	1	Laura S.
6/30	Been Verified – Candidate Commitment – Coffee Hour	1	Laura S.

Public Relations/Graphics:

- The Inside Angle was mailed. Extra copies are being distributed via contactless pickup.
- Assisted Ryan with the release of WNPL's Diversity and Inclusivity statement on June 5.
- The Path to Re-opening phased plan was publicized beginning June 19.
- Seven enews blasts were sent this month.
- Make and Take graphics have been developed for take with crafts to be distributed through the Adult and Youth Services departments this summer.
- Youth Services and Communications are beginning work on this year's Storywalk to be placed in a Gurnee Park District park.
- Designed digital graphics and assisted Youth Services with branding the popular Kids in the Kitchen video series.

ADULT SERVICES

- Bookflix is up and running.

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- Our virtual programs have been very successful and included a program by author Lauren Willig, a Lunch & Learn about the Legends of Sun Records, lectures about Typhoid Mary and Sacagawea, book discussions and technology offerings.
- We are getting ready to start phone reference the week of July 6.
- Investigated Chat and VOIP services to prepare for phone reference.

CIRCULATION

- Continued issuing e-cards.
- Shelving staff completed a major shift of the youth collection.
- Shelving staff pulled materials to fill patron requests.
- Desk staff developed workflows and began offering contactless pickup of holds.
- Adjusted email, text, and phone holds notifications to reflect new holds pickup process.

OUTREACH

- Outreach staff began working hours back at WNPL and completed preparations so that we can safely begin to offer homebound and deposit deliveries in July.
- Bookmobile passed its biannual Safety Inspection on 6/30.

TECHNICAL SERVICES

- Moved to working 50% time in the library.
- Created holds lists for circulation.
- Moved 2021 award books into the collection.
- Created new workflow for ILL during curbside delivery.
- Helped with Bookflix implementation.

TECHNOLOGY & FACILITIES

- **Technology Items:**
 - Staff reconfigured phone system for new service hours
- **Facility Items:**
 - Staff prepared building for library staff to return to work.
 - ILT Vignocchi, Inc. completed the installation of the new landscaping by the oak tree.
 - ILT Vignocchi, Inc. completed the installation of the paver bricks near the staff entrance.

YOUTH SERVICES

- Staff worked very hard on virtual programming, including offering daily programs for youth and families.
- Collaborated with the Huntington Learning Center to provide practice ACT/SAT programs for rising Juniors and Seniors.
- Created selection carts to send to Technical Services.
- Researched VOIP and chat services for expanded Reference Services.
- Finalized Summer Reading program, and began registration for the SRP.

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JUNE 2020 STATISTICS

MAIN LIBRARY JUNE CIRC								
TYPE OF MATERIAL	JUN ADULT	JUN YOUTH	JUN TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	93	41	134	9,829	3,475	13,304	21,768	-38.9%
Kits	0	8	8	0	1,559	1,559	2,289	-31.9%
Books	2,260	2,144	4,404	102,035	154,602	256,637	374,477	-31.5%
Music Compact Discs	164	4	168	11,759	1,751	13,510	21,910	-38.3%
DVD's	1,313	65	1,378	110,437	16,681	127,118	206,052	-38.3%
Magazines	100	0	100	8,225	323	8,548	14,703	-41.9%
Video Games	58	0	58	7,460	0	7,460	11,844	-37.0%
Videoplayers	0	0	0	0	307	307	500	-38.6%
E-readers	0	0	0	0	0	0	0	N/A
Umbrellas	0	0	0	38	0	38	111	-65.8%
Telescopes	0	0	0	53	0	53	73	-27.4%
ebooks (MMM, Hoopla)	5,106	0	5,106	41,177	0	41,177	31,537	30.6%
eaudiobooks (MMM, Hoopla)	3,737	0	3,737	37,710	0	37,710	29,651	27.2%
evideo (MMM, Hoopla)	564	0	564	4,109	0	4,109	2,585	59.0%
emusic (Hoopla)	137	0	137	1,535	0	1,535	1,597	-3.9%
emagazines (Zinio)	0	0	0	1,826	0	1,826	3,011	-39.4%
ecomicbooks (Hoopla)	200	0	200	1,767	0	1,767	915	93.1%
Total emedia	9,744	0	9,744	88,124	0	88,124	69,296	27.2%
MAIN LIBRARY SUBTOTAL	13,732	2,262	15,994	337,960	178,698	516,658	723,023	-28.5%
**MMM=MyMediaMall								
OUTREACH JUNE CIRC								
TYPE OF MATERIAL	JUN ADULT	JUN YOUTH	JUN 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	1	1	689	179	868	2,016	-56.9%
Kits	0	0	0	0	1,274	1,274	2,162	-41.1%
Books	13	14	27	4,570	17,743	22,313	34,972	-36.2%
Music Compact Discs	0	0	0	191	337	528	1,456	-63.7%
DVD's	17	7	24	5,259	959	6,218	11,847	-47.5%
Magazines	13	0	13	535	4	539	1,111	-51.5%
Miscellaneous	0	0	0	61	0	61	26	134.6%
OUTREACH SUBTOTAL	43	22	65	11,305	20,496	31,801	53,590	-40.7%
TOTAL CIRCULATION								
TYPE OF MATERIAL	JUN ADULT	JUN YOUTH	JUN 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	13,775	2,284	16,059	349,265	199,194	548,459	776,613	-29.4%

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Services Statistics	June	June	June	June	June	YTD Total	YTD Total	YTD Total	YTD Total	YTD	Prev.	Change	
Jun-20	Adult	Youth	A-Bkm	Y-Bkm	Total	Adult	Youth	A-Bkm	Y-Bkm	Total	YTD		
											TOTAL		
DESK ACTIVITIES													
Information	0	0	0	0	0	21,922	9,582	2,091	1,042	34,637	46,443	-25%	
Reference/Titles Req.	0	0	0	0	0	16,380	4,656	2,328	1,410	24,774	40,365	-39%	
E-Mail Reference	325	0	0	0	325	760	0	0	0	760	391	94%	
Instruction Questions	0	0	0	0	0	8,261	405	0	0	8,666	12,736	-32%	
Total Desk Activities	325	0	0	0	325	47,323	14,643	4,419	2,452	68,837	99,935	-31%	
INTERLIBRARY LOAN (ILL)													
ILL Lending Requests	Use: Lending Fill Rate Statistics										3,251	6,040	-46%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)										1,731	2,949	-41%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics										3,602	6,281	-43%
ILL Borrowing Filled	Use: Borrowing Requests Finished										2,327	4,028	-42%
Article Lending Requests	Use: Lending Fill Rate Statistics										4	11	-64%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)										0	0	N/A
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics										27	29	-7%
Article Borrowing Filled	Use: Borrowing Requests Finished										12	4	200%
CIRCULATION													
In-District cardholders					44,364					44,364	42,850	4%	
Reciprocal cardholders					12,260					12,260	11,887	3%	
Total Cardholders					56,624					56,624	54,737	3%	
RBP Loaned					0					44,659	72,653	-39%	
**RBP Borrowed										44,573	91,748	-51%	
Holds					4,775					61,584	81,949	-25%	
Patron Count Main					0					207,337	306,836	-32%	
Self Check Out Use					2					211,749	325,021	-35%	
BOOKMOBILE/VAN VISITS													
Neighborhood Stops					0					760	1,148	-34%	
Preschools					0					96	163	-41%	
Park Districts					0					0	0	N/A	
Schools					0					0	0	N/A	
Senior residential facilities					0					30	57	-47%	
Special events					0					4	5	-20%	
Total Bookmobile Stops					0					890	1,373	-35%	
Total Patron Count					0					8,738	12,935	-32%	
Homebound visits					0					310	392	-21%	
Deposit Collection deliveries					0					50	42	19%	
Remote book drop pickups					0					199	301	-34%	
Total Van Stops					0					559	735	-24%	
Days BKM on road					0					156	234	-33%	
In-House Programs/Tour													
# of Adult Programs					10					160	299	-46%	
Adult Attendance					223					2,285	5,326	-57%	
# of Youth Programs					63					489	471	4%	
Youth Attendance					922					9,002	10,559	-15%	
Adult Attendance										2,251	3,411	-34%	
# 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	12	-8%	
Adult Attendance										123	147	-16%	
# of Youth Prog. & Visits										11	36	-69%	
Youth Attendance										743	2,278	-67%	
Adult Attendance										313	745	-58%	
# of BKM Prog. & Visits					0					10	11	-9%	
Youth Attendance					0					81	158	-49%	
Adult Attendance					0					35	70	-50%	
ROOM USE													
Meeting Room Uses					0					266	406	-34%	
Study Room Uses										6,612	8,993	-26%	
INTERNET USAGE													
# of sessions										22,922	34,265	-33%	
Total Hours										17,712	25,701	-31%	
Average Session (minutes)										411	533	-23%	
OTHER SERVICES													
Proctoring										9	54	-83%	
Voter Registration					0					8	18	-56%	
Website views					30,307					319,992	369,924	-13%	
New items processed					798					21,491	31,991	-33%	
Total materials Main library					296,432					296,432	302,893	-2%	
Total materials Outreach					16,879					16,879	17,461	-3%	
TOTAL MATERIALS					313,311					313,311	320,354	-2%	
Adult Volunteer Hours					0.0					1,815.4	2,694.1	-33%	
Student Volunteer Hours					2.0					562.3	1,568.8	-64%	
Total Volunteer Hours					2.0					2,377.7	4,263.1	-44%	

END