

Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT FOR JUNE 2022
July 19, 2022
Submitted by Executive Director, Ryan Livergood

EXECUTIVE SUMMARY

Highlights:

- The Summer Reading Program kicked off on Wednesday, June 1. The library had a great start to the program with 462 patrons preregistered during the month of May. As of July 1, our community has already reached 50% of our reading goal of one million minutes read, and we expect to reach and or exceed the goal this year. A staff ambassador program was also initiated to encourage staff to help promote summer reading, and several staff members have already participated.
- Smruti and Eddie, along with a great team of volunteers and staff representing several departments at WNPL, conducted a “PassCon” Password Security workshop for staff before rolling out updated password security guidelines. The event had a good turnout and positive feedback. Our sale representative from OSG (our IT vendor) was present and was very impressed with the event. He told me that all of his clients should hold a workshop like this. (WSNH)

Meetings, programs, training attended:

- ILA Public Policy Committee Meeting (6/6).
- Exchange Club Board Meeting (6/7).
- FY 2021 Annual Meeting of the Old Skokie Road TIF District (6/10).
- WNPL Community Engagement Task Force Meeting (6/13).

Special plans for coming month:

- Continue Deputy Director recruitment process.
- Continue CCS Evaluation and Assessment.

Special plans for the near future:

- Continue 50th anniversary celebration planning.
- Quiet Reading Room renovation planning.

ADMINISTRATION

Community Engagement:

Partnerships:

- Lake County Workforce Development established partnership to bring workshops that will enhance our Young Adult Readiness Program. Workshops are set to include topics such as job searching, resume building, and interviewing.

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- Warren Township Youth Services developed a model for partnership that will allow WNPL to offer programs and workshops for mental health. Developing workshops for the fall based on mindfulness accredited program.
- Birth to Five Illinois discussions on how to come together and address the early childhood needs within our communities through partnership. Discussions on providing resources and activity at back-to-school event.
- Zacharias Sexual Abuse Center discussions on workshops aimed at sexual abuse prevention that will be developed and presented by a Prevention Specialist.
- Equal Hope discussions on workshops or health event aimed at providing free resources and free health screenings provided by the nonprofit to the community. Will provide free school supplies for the back-to-school event.
- Lake Behavioral Hospital discussions on how to partner to bring mental health awareness workshops and free mental health assessment to the community. Will provide free resource guides and snacks for back-to-school event.
- College of Lake County's Student Success Team finalized fall sessions about the Youth Empowerment Success Program geared towards the development of a Young Adult Readiness program for the fall. Finalized participation at the back-to-school event to promote partnership and the informational session we will be having at WNPL in the fall.
- Roberti Community House planning tour of the library for RCH volunteers that are part of our district. Finalized school supplies and snack donations for the back-to-school event.
- Rosalind Franklin University collaboration to bring informational resources to the back-to-school event and sharing of outreach event opportunities they will be attending.
- Developing Mental Health Committee in partnership with Roberti Community House and Advocate to help us better understand the mental health needs of our community.
- Brushwood Center at Ryerson Woods discussions regarding back-to-school event collaboration, organization of backpacks and resources to be distributed at event. Discussion on partnership to bring art and nature programs aimed at mental health wellness.
- Clean Power Lake County activist and artist from "Eddie's Environmental Justice Journey" coloring story book will be at the back-to-school event interacting with patrons with an interactive art activity with a focus on equity and environmental justice. Patrons will receive a free copy of the coloring story book to participate in the activity.
- HACES continued development of partnership for DACA and citizenship workshop model at WNPL. Finalizing plans for the first DACA workshop to be held in the fall. Finalized participation in back-to-school event, they will be providing resources and free snacks to patrons.

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- Big Brothers, Big Sisters finalized participation in back-to-school event, will be providing mentoring recruitment, interactive activity, and free fun prizes.
- Woodland School District discussed back-to-school event resources and providing patron requested registration information during the event and for our staff's reference.
- ACL partnership planning for Face Book Live hybrid event to discuss new state medical insurance for medically eligible seniors to be held in the fall or spring.

Outreach:

- Promoted June events and programs at local radio station Union Latina 1220 on Saturday's from 8am-12pm.
- HACES Fundraising Walk held on June 4th from 7am-12pm – promoted library resources and the launch of our Summer Reading Program.
- Lake County Community Leadership Roundtable held on June 15th from 8:30-11:30am – represented WNPL at the roundtable. Networking opportunity to connect WNPL with potential partner organizations while learning how to address economic and racial disparities at the intersection of health, climate, and nature in Lake County. Learned about efforts underway in our communities and committed to partnering with the organizations at the event to be a part of the collaborative solutions discussed at the roundtable.
- Brushwood backpack collection and distribution event held on June 21st from 12-1pm was available to help distribute and pickup donated backpacks for July 23rd event.

Committee Meetings:

- ACL held on June 9th from 9-10am discussed ACL's goals for the upcoming year and the best way forward in addressing mental health problems in the community particularly in youth and young adults. Discussed health concerns in the community, rising COVID and Monkeypox. Discussed outreach to community through an art contest for youth that creates health awareness.
- CLULC held on June 9th from 12-1pm participated in presentation given by the University Center of Lake County discussing programs and services and how they serve our community. Discussed membership renewals and benefits of CLULC's network.
- Statewide FACE Networking meeting held on June 13th from 10-11am learned about states efforts towards equity. Training on evidence-based funding and how it supports programs through equity and family engagement. Learned about the Latino Policy Forum that has videos that promote the benefits of bilingual programs to families. Videos are being translated to top languages.
- Community Engagement Task Force held on June 13th from 1-2pm – discussed back-to-school event and how to create engagement between patrons and partners attending. Discussed activity

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ideas for Hispanic Heritage and possible partnerships with community organizations for the celebration.

EDI:

- Continued focus on implementation of EDI goals within the subgroups to ensure goals are being shared with departments.
- Created a shared calendar to share important community outreach events that will help with our EDI goals.
- Connecting to possible partnership opportunities with a focus on EDI and health resources.

Friends: The Friends have decided to hold a Saturday Book Sale on August 6. This is somewhat out of necessity as the Friends are overwhelmed with book donations at this time. It will be an interesting experiment as this sale will be on the same day as Gurnee Days, which could either be a good thing or a bad thing.

Fundraising:

Fundraising through June			
		June	Year to Date
Annual Fund		\$ -	\$ 6,965.00
Gifts		0.00	372.77
Total		\$ -	\$ 7,337.77

Personnel:

Status of Organization: June

Number of full-time employees: 35

Number of part-time employees: 43

TOTAL number of employees: 78

Full-time equivalents: 54.15

New hires: None

Separations: None

Changes: 6/6/22 K. Rasmussen change from Circulation Associate to Circulation Supervisor/Interim Outreach Supervisor

Workshops, programs and training attended:

Date	Title	Hours	Staff
6/29	PIC training	2	Rachel, Amy L, Rebekah, Elise, Scott, Char, Katelyn
6/1	Pass-Con 2022 - Password Security Training	.5	April, Cheryl, Elise, Joanne, Paula, Vicky,

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			Rebekah, Katelyn, Char, Mary, Tracey, Kevin, Jeanine, Rose, Eddie, Amy L, Kathie, Rachel, Jess, Megan, Cynthia
6/1-6/17	Reading 101: A Guide to Teaching Reading and Writing	4	Jenny
6/2	Introducing Benchmark: Library Metrics and Trends (PLA	1.5	Eddie
6.2	LGBT+ Representation in Graphic Novels & Manga Webinar - Image Comics	1.5	Eddie
6/3	Creating Closer Connections: Elevating Librarian Expertise and Support at the Point of Need	1	Eddie
6/10	Unlocking Value: Keys to Incorporating Open Access in Library Collections	1	Eddie
6/14	Where Intellectual Freedom and Social Justice Meet - Freedom to Read Foundation	1.5	Eddie
6/20	Supporting Formerly Incarcerated Individuals with a Fresh Start	1	Eddie
6/27	Providing Library Senior Services in a COVID-19 World	1	Eddie
6/20	Reading in the NICU: Reclaiming Parenting of Newborns	.5	Jenny
6/28	The First Chapter: A Conversation with Dr. Robert Needlman	.5	Jenny
6/28	Banned Books and the Discomfort They Bring	.5	Jenny
6/20	Storytime with Puppets	1	Paula
6/30	How to teach magic	.5	Paula
6/30	Toddler storytime	1	Paula
6/14	Amazing Picture Books	1	Vicky
6/10	Compositional Techniques for Graphic Designers	1.75	Eric
6/20	Add Graphics to Complex Perspectives in Photoshop	1.25	Eric
6/22	Hootsuite/Talkwalker Webinar "build brand love"	1	Karen
6/23	Chicago Digital Government Summit	8	Smruti

Safety and Security:

- Patron Assists: 174
- Staff Assists: 15
- Mask Warning: N/A
- No mask: N/A
- Behavioral Contacts: 6
- Unattended Children: 0
- Book Donations: 60
- Room Set-Ups: 0

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- Gurnee Police & Fire Assists: 0
- Suspended Patrons: 0
- Patrons asked to leave EOD: 0

Summary:

6/9-A few kids got into a fight on the southwest side of the parking lot. First aid was given to one of the kids for a scratch on his face. Staff was unable to see the incident take place on camera. Incident report was written.

ADULT SERVICES

- Met with Alyssa and Doreen about keeping statistics, getting a handle on bookmobile workflow, the collection and readers' advisory.
- We are in the midst of our second department reading challenge of the year whereby we read different genres or formats. Currently, we are reading a different format than what we usually do, such as a graphic novel or audiobook. We email our reviews to the group.
- Megan and Cynthia are being trained as selectors.
- Cynthia has met with staff from CLC, HACES and the Job Center to establish community partnerships and offer programs at the library.
- Met with Cathy and Amy M about CCS.

CIRCULATION

- Assisted with password training.
- Tracey, new Circ clerk, finished training and working individually.
- Met with CCS group for final concerns and discussion.
- Met with HR, TS, and ED.
- Met with Outreach team for first time to find out procedures, areas of concern, availability.
- Ran ECF hotspot testing of workflow in Circ.

COMMUNICATIONS

- The department continued to interview candidates for our open hours.
- Multiple banners were designed and ordered to be utilized at community events to promote the library.
- The first StoryWalk title was installed at Hunt Club Park with the help of Youth Services at the beginning of June.
- Communications continued training and worked with IT on Exclaimer.
- Assisted with Staff Association Pride Month event and summer bulletin board.
- As part of an Internal Communications committee initiative, a survey was offered to staff for additional input about communication methods and challenges.
- Karen is working with other departments on an English/Spanish glossary for staff, per EDI Committee goals.
- Three enews blasts were sent during the month. The average open rate for emails has been increasing, currently at over 50%. Industry standard rate is approx. 23%.
- Projects completed: Friends August Saturday Sale, Disney Trivia and many additional requests for summer programming.
- Nearly 120 pieces of social media content were created and posted by Communications.

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FACILITIES

- Anderson Pest Control conducted their monthly inspection.
- American Backflow and Fire Prevention made repairs to the watermain backflow preventer system.
- Facilities staff worked with the IT staff to determine and remove a failing UPS system in the IT server room.
- Buckeye Power Systems made repairs to the facility standby generator.

INFORMATION TECHNOLOGY

- Assist the Executive Director with the IT budget.
- Updated the whitelist for Baker and Taylor.
- Server room was smelling of burning cable constantly. No services were affected. Issue was investigated in collaboration with other infrastructure staff and faulty UPS battery was removed.
- Setup Family Internet workstations for patron use. **(WSNH)**
- Signed contract for Internet upgrade project to 3 times the existing speed at a lower cost. **(WSNH)**
- Bought 65 Exclaimer licenses for standardized signature management.
- Finalized top level Shared drive structure for migration.
- Provided IT support for Outreach department changes.
- Worked with HR for cleanup of groups for separated staff.
- Volunteer workstation put back in service after Windows 10 upgrade.
- Shared drive was offline again. The root cause was
- Suspended a patron hotspot to trigger return. **(WSNH)**
- ECF hotspots are now available for patrons to checkout.
- Responded to ECF enquiry of change of Vendor and filed relevant paperwork.
- Processed Active directory and Office 365 requests.
- Troubleshooting of staff and patron equipment.
- Conducted scheduled Server maintenance.
- Performed scheduled backups and daily morning rounds.
- Resolved 73 web helpdesk tickets.

OUTREACH

- The Outreach Department Staff have temporarily been placed under the Circulation Department umbrella. Katelynn Rasmussen has assumed the role of Interim Outreach Supervisor.
- The Outreach Team, under this new leadership structure, is examining processes and trying to do their work better and more efficiently. **(WSNH)**
- Preschool Outreach is being handled by Youth Services and Collection Development is being handled by both Adult Services and Youth Services at this time.

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TECHNICAL SERVICES

- Continue to add the first name to adult biographies.
- Prepared for fiscal year rollover.
- Repackaged all backpacks.

YOUTH SERVICES

- Youth Services took over Preschool Outreach visits. We are currently evaluating services for potential changes in the Fall.
- Offered 425 Take and Make kits for the Summer Reading Program.
- Delivered 125 take home kits to Woodland Primary for a summer kick-off event.
- Compiled a list of book club suggestions for the Warren-Township Teen Center.
- Completed training for summer teen tech volunteers.

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JUNE STATISTICS

MAIN LIBRARY 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.
Audiobooks	420	208	628	5,151	1,995	7,146	7,191	-0.6%
Kits	0	123	123	0	1,771	1,771	1,144	54.8%
Books	8,894	14,803	23,697	102,312	154,406	256,718	198,066	29.6%
Music Compact Discs	601	48	649	9,855	763	10,618	7,841	35.4%
DVDs/Blu-rays	4,564	545	5,109	57,475	8,124	65,599	62,639	4.7%
Magazines	675	37	712	8,362	557	8,919	2,388	273.5%
Video Games	692	0	692	6,173	0	6,173	4,017	53.7%
Videoplayers	0	16	16	0	170	170	156	9.0%
Umbrellas	0	0	0	0	0	0	0	N/A
Telescopes	6	0	6	46	0	46	7	557.1%
Backpacks	0	23	23	0	227	227	13	1646.2%
Launchpads	0	21	21	0	180	180	162	11.1%
Hotspots	76	0	76	1,528	0	1,528	891	71.5%
ebooks (MMM, Hoopla)	4,190	0	4,190	41,728	0	41,728	41,934	-0.5%
eaudiobooks (MMM, Hoopla)	4,450	0	4,450	46,866	0	46,866	42,294	10.8%
evideo (MMM, Hoopla)	254	0	254	3,910	0	3,910	5,029	-22.3%
emusic (Hoopla)	108	0	108	1,330	0	1,330	1,600	-16.9%
emagazines (Overdrive)	238	0	238	2,590	0	2,590	1,900	36.3%
ecomicrobooks (Hoopla)	176	0	176	10,721	0	10,721	11,610	-7.7%
Total emedia	9,416	0	9,416	107,145	0	107,145	104,367	2.7%
MAIN LIBRARY SUBTOTAL	25,344	15,824	41,168	298,047	168,193	466,240	388,882	19.9%
**MMM=MyMediaMall								
OUTREACH 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.
Audiobooks	25	10	35	131	26	157	180	-12.8%
Kits	0	36	36	0	125	125	70	78.6%
Books	358	1,001	1,359	2,796	8,664	11,460	6,515	75.9%
Music Compact Discs	3	7	10	51	44	95	109	-12.8%
DVD's	190	14	204	1,801	178	1,979	1,425	38.9%
Magazines	26	0	26	438	0	438	300	46.0%
Miscellaneous	0	0	0	21	0	21	5	320.0%
OUTREACH SUBTOTAL	602	1,068	1,670	5,238	9,037	14,275	8,604	65.9%
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	25,946	16,892	42,838	303,285	177,230	480,515	397,486	20.9%

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Services Statistics	June	June	June	June	June	YTD Total	YTD Total	YTD Total	YTD Total	YTD	Prev.	Change
Jun-22	Adult	Youth	A-Bkm	Y-Bkm	Total	Adult	Youth	A-Bkm	Y-Bkm	Total	YTD	
	TOTAL											
DESK ACTIVITIES												
Information	1,874	217	9	0	2,100	17,274	1,330	721	45	19,370	12,580	54%
Reference/Titles Req.	1,207	469	3	10	1,689	13,857	3,323	4,399	105	21,684	17,712	22%
E-Mail Reference	26	0	0	0	26	381	0	0	0	381	1,300	-71%
Instruction Questions	622	33	0	0	655	7,473	147	0	0	7,620	3,572	113%
Total Desk Activities	3,729	719	12	10	4,470	38,985	4,800	5,120	150	49,055	35,164	40%
INTERLIBRARY LOAN (ILL)												
ILL Lending Requests	Use: Lending Fill Rate Statistics				0					2,853	3,126	-9%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					1,600	1,692	-5%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				0					3,985	4,169	-4%
ILL Borrowing Filled	Use: Borrowing Requests Finished				0					2,609	2,373	10%
Article Lending Requests	Use: Lending Fill Rate Statistics				0					2	14	-86%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					0	2	-100%
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				0					49	53	-8%
Article Borrowing Filled	Use: Borrowing Requests Finished				0					18	28	-36%
CIRCULATION												
In-District cardholders					29,198					29,198	30,955	-6%
Reciprocal cardholders					7,565					7,565	7,266	4%
Total Cardholders					36,763					36,763	38,221	-4%
RBP Loaned					0					2,879	22,420	-87%
RBP Borrowed					5,313					22,342	2,959	655%
Holdings					4,116					53,171	81,221	-35%
Patron Count Main					16,308					155,459	85,629	82%
Self Check Out Use					10,648					165,932	73,085	127%
BOOKMOBILE/VAN VISITS												
Neighborhood Stops					36					287	0	N/A
Preschools					3					4	1	300%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					0					0	0	N/A
Special events					0					0	0	N/A
Total Bookmobile Stops					39					291	1	29000%
Total Patron Count					0					814	8	10075%
Homebound visits					20					208	241	-14%
Deposit Collection deliveries					4					93	59	58%
Remote book drop pickups					13					39	0	N/A
Total Van Stops					37					340	300	13%
Days BKM on road					11					65	1	6400%
In-House Programs/Tour												
# of Adult Programs					13					142	125	14%
Adult Attendance					223					2,133	1,949	9%
# of Youth Programs					48					497	512	-3%
Youth Attendance					1,772					10,693	13,226	-19%
Adult Attendance					220					5,627	12,528	-55%
# of Bookmobile Tours					0					0	0	N/A
Youth Attendance					0					0	0	N/A
Adult Attendance					0					0	0	N/A
OUTREACH (Prog./ Visits)												
# of Adult Prog. & Visits					0					10	0	N/A
Adult Attendance					0					122	0	N/A
# of Youth Prog. & Visits					0					8	0	N/A
Youth Attendance					0					865	0	N/A
Adult Attendance					0					9	0	N/A
# of BKM Prog. & Visits					0					0	0	N/A
Youth Attendance					0					0	0	N/A
Adult Attendance					0					0	0	N/A
ROOM USE												
Meeting Room Uses					10					290	6	4733%
Study Room Uses					465					4,346	0	N/A
INTERNET USAGE												
# of sessions					1,353					14,079	7,059	99%
Total Hours					934					7,732	3,341	131%
Average Session (minutes)					42					385	260	48%
OTHER SERVICES												
Proctoring					2					4	0	N/A
Voter Registration					0					59	5	1080%
Website views					24,847					266,331	274,987	-3%
New items processed					1,868					30,189	33,245	-9%
Total materials Main library					331,798					331,798	301,400	10%
Total materials Outreach					13,968					13,968	16,315	-14%
TOTAL MATERIALS					345,766					345,766	317,715	9%
Adult Volunteer Hours					214.0					1,453.0	115	1163%
Student Volunteer Hours					39.0					252.8	127	100%
Total Volunteer Hours					253.0					1,705.8	242	606%

END