

Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT FOR JULY 2020
August 18, 2020
Submitted by Executive Director, Ryan Livergood

EXECUTIVE SUMMARY

Highlights:

- We transitioned into Phase 6 of WNPL's building reopening plan on July 27. The transition has gone as well as we could have hoped, which I attribute to the tremendous amount of planning and work that got us ready for this phase. I can't understate what an incredible job the WNPL staff has done to get us to this phase. While our building capacity is limited to 50 patrons at a time and our services are limited (access to the collection, computer access, holds pickup, and copy/print/fax service), patrons are very grateful for the services we are able to provide.
- Our Summer Reading Program, Read to Remember, wrapped up on July 31. While the 664,264 minutes logged was short of our 750,000 minutes goal, I feel that this was a tremendous accomplishment considering the pandemic environment we are operating in right now.
- Jessica participated in the AART panel discussion called "Bookfluencers" which focused on readers' advisory efforts and social media. Almost 300 people attended virtually.
- The new library van was purchased on July 9.

Meetings, programs, training attended:

- Gurnee Exchange Club Board Meeting (7/7).
- Electronic Content Consortium Board Meeting (7/8).
- Intergovernmental Meeting (7/9).
- Library Director's Roundtable (7/13).
- Illinois Library Association Public Policy Committee Orientation (7/16).
- Gurnee Exchange Club (7/14, 7/28).

Special plans for coming month:

- Project planning for new phone system (if funding is approved by the Board).
- Initial meeting of WNPL's Equity, Diversity, and Inclusion Committee.

Special plans for the near future:

- Continued implementation of our phased reopening plan.
- Implementation of new phone system (if funding is approved by the Board).

ADMINISTRATION

Friends: The Friends cancelled their August meeting and the September Saturday book sale. They hope conditions improve enough to have the December Saturday book sale.

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Fundraising:

Fundraising through July

	<u>July</u>	<u>Year to Date</u>
Annual Fund	\$ -	\$ 11,110.76
Gifts	0.00	20,295.82
Total	\$ -	\$ 31,406.58

Personnel:

Status of Organization: July

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: None

Changes: None

Workshops, programs and training attended:

Date	Title	Hours	Staff
7/13	Lake Villa Library. Unbuilt Chicago Architecture	1	Jan M
7/15	Publicity Club of Chicago. Multicultural Marketing to Mosaic Communications	1.5	Jan M
7/19	All Souls. Race in America	1	Jan M
7/21	All Souls. Book Discussion	1	Jan M
7/22	Eddie's WNPL Opening Training: COVID -19 Conversations How to talk to patrons about COVID-19 health and safety restrictions at WNPL	1	Jan M, Gina, Jen, Laura S., Noreen Liz K, Betty S, Dawn L, Doreen R, Cheryl A, Angela C April Vicky S. Rebekah Joanne Cheryl L. Steven J.

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7/22	WNPL. Lunch & Learn: Chicago History	1	Jan M
7/22	Newberry Library. History of Bughouse Square Debates	2	Jan M
7/22	All Souls. Stories with Soul	1	Jan M
7/27	RAILS. Extreme Self Care for Extreme Times (Highly recommend)	1	Jan M
7/29	Cook Memorial Library. Celebrating Black Artists	1	Jan M
7/30	WNPL. Meet Press Reader	1	Jan M, Gina
7/21	ILA. Experience Required: Building Your Supervisory Skills When You're Not a Manager	1	Laura S
7/27	Omatic@Software. 8 Second Challenge for Nonprofits	1	Laura S
7/29	POL. Q&A: Foresight for a Civic Century	1	Laura S
7/29	IACRL. Town Hall- Reopening and Providing Student/Faculty Service – Public and Academic Libraries	1	Laura
7/15	Federal Depository Library Program. Not Just In English Anymore. Finding Government Resources in Other Languages	1	Gina
7/16	RAILS. How to Tackle Social Media in Time of Coronavirus & Times of Unrest	1	Gina
7/8	HR Roundtable	2	Jen
7/30	Back to School: What Employers Need to Know Related to COVID-19 and Childcare for the Upcoming School Year	1	Jen
7/7	Providing Library Senior Services in a COVID-19 World	1	Liz K
7/7	The Road Ahead: Library Services in a Post COVID-19 World	1.25	Liz K, Dawn L
7/14	A Novel Form: Graphic Novels Pt. 1	1	Liz K
7/21	Fall YA Announcements	1	Liz K
7/22	The Library in Your Pocket: Smart Solutions for Contactless Services	1	Liz K
7/28	Preventing Discrimination and Harassment: Managers IL Edition 232	2	Angela C
7/28	Book Club Picks: Online and in Person	1	Betty S, Doreen R
7/28	Our World: Global Citizenship in Kid Lit	1	Betty S
7/29	Reopening a Rural Library	.75	Betty S
7/29	Women in Focus: The 19 th in 2020	1	Doreen R
7/8	CATS TitleTalk 2020 Early Readers	.5	April
7/8	CATS TitleTalk 2020 Beginner Reader	1	April
7/17	LGBTQ + Children's Books	1	April
7/20	Random House Children's Books Fall 2020 pts 1 and 2	3	April
7/31	Traliant Preventing Disrimination and Harassment Training	1	April
7/7	At-Home Teaching and Learning with Young Children	1	Jenny
7/9	Effective Attendance Messaging and Interventions: Nudging Students and Parents to Engage	1	Jenny

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7/10	Embracing Anti-Bias Classrooms: A Response to Racism in America	1	Jenny
7/23	Social-Emotional Learning and Anti-Bias Education at Home: How to Encourage Kindness, Respect, and Empathy through Art and Storytelling	1	Jenny
7/23	Graphix: Get Drawn In	1	Scott
7/16	Reading Now! The Recording of Mindful Emotion Regulation and Young Children	4	Chery L.
7/17	Tips for Library Staff Dealing with COVID-19 Stress and Tips for Dealing with Angry Patrons	3	Cheryl L.
7/19	Being Trauma Informed; Care During a Pandemic	1	Cheryl L., Patty S.
7/20	Beyond COVID-19: Supporting Children, Families, and Staff to Reintegrate to the New Normal	1	Cheryl
7/21	Public Libraries Respond to COVID-19 Innovative Solutions in Times of Crisis	1	Cheryl L.
7/16	How to Mix STEM & Play with Learning	1	Patty S.
7/27	How Mindfulness Fits into Education in the Pandemic Era	1	Patty S.
7/30	Increasing Engagement in Remote Environment with Music-based Learning	1	Patty S.
7/1	SLJ Children's Book Buzz for Fall 2020	1	Joanne
7/8	CATS Title Talk Beginning Chapter Books	1	Joanne

Public Relations/Graphics:

- Assisted with the reopening of the library building on July 27 with numerous sign and publicity requests requiring a fast turnaround.
- The *Daily Herald* published an article about the library's reopening on July 17. <https://www.dailyherald.com/news/20200717/warren-newport-library-to-reopen-july-27>
- The Path to Reopening phased plan was revised and publicized again in mid-July.
- Publicity for contactless pickup, parking lot wifi, patron expectations for reopening the building and mask wearing were completed.
- Four enews blasts were sent this month.
- Assisted with editing and releasing a Library Connections episode, in which Ryan interviewed Dr. Christopher Brooke, an infectious disease expert from the University of Illinois. The episode was very well received via WNPL's social media presences.

Safety and Security Statistics:

- Improper Mask Wearing: 78
- Refused Entry for No Mask: 32
- Distancing Issues: 51

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ADULT SERVICES

- Creative Writing Contest entries have been submitted to the judges.
- Staff have been working on the One Book One Community program, which will start in earnest in September.
- Adult programs have been very well attended.
- All adult staff have been instrumental in brainstorming about how we can open safely for patrons and ourselves.

CIRCULATION

- Circulation staff expanded hours of contactless pickup and distributed book discussion books, craft/STEM kits, and printouts/tax forms.
- Shelving staff managed quarantine of materials and cleaning of return bins.
- Shelving staff shifted collections and displayed materials in preparation to reopen the library.
- Staff brainstormed about how to best safely serve the public when reopening.

OUTREACH

- Resumed delivery of library materials to homebound patrons and several deposit collections.
- New library van was purchased on 7/9/20.
- Identified vendor for new van retrofitting and began preliminary steps to move forward with that work.

TECHNICAL SERVICES

- Completed preparations for the introduction of the circulating Launchpad collection.
- Completed reclassification of adult nonfiction graphic novels.
- Completed 2021 Bluestem, Caudill, and Monarch award items.

TECHNOLOGY & FACILITIES

Technology:

- Moved three self-checkouts stations to new locations for social distancing requirements.
- Installed new patron counting software and viewing station.
- Reconfigured phone system for re-opening.
- Moved holds pickup circulation stations to meeting room B.
- Removed coin operator stations on all patron copy, fax and printing stations.

Facilities:

- Honeywell made repairs to RTU units 4 & 5 cooling systems.
- Anderson Pest Control conducted their monthly inspection.
- Replaced defective ejector pump in the server room.
- Completed preparations for reopening.
- Converted the Quiet Reading Room, Flex and Board Rooms to staff lounge areas to meet Covid-19 staffing guide lines.
- Installed plastic sheeting between staff stations for social distancing.

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- The west side parking lot repairs were completed by the city.
- RG Asphalt and Concrete completed parking bay striping to the west side parking lot.

YOUTH SERVICES

- Staff worked on collection development and sent in numerous carts.
- Moved some of our pre-recorded programs over to Facebook, and got a large increase in views.
- More than 3,300 people viewed and/or participated in our virtual programs during the month of July.
- Developed procedures for Take & Create projects to give people additional programming options beyond the screen.
- Worked with teen volunteers to create STEM instructional videos for virtual programming.

JULY 2020 STATISTICS

MAIN LIBRARY JULY CIRC

TYPE OF MATERIAL	JULY ADULT	JULY YOUTH	JULY TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	331	152	483	331	152	483	1,926	-74.9%
Kits	0	31	31	0	31	31	209	-85.2%
Books	4,859	5,298	10,157	4,859	5,298	10,157	35,603	-71.5%
Music Compact Discs	387	27	414	387	27	414	1,838	-77.5%
DVDs/Blu-rays	3,055	334	3,389	3,055	334	3,389	17,274	-80.4%
Magazines	192	0	192	192	0	192	1,228	-84.4%
Video Games	148	0	148	148	0	148	1,046	-85.9%
Videoplayers	0	5	5	0	5	5	35	-85.7%
E-readers	0	0	0	0	0	0	0	N/A
Umbrellas	0	0	0	0	0	0	9	-100.0%
Telescopes	0	0	0	0	0	0	6	-100.0%
Backpacks	0	0	0	0	0	0	0	N/A
Launchpads	0	11	11	0	11	11	0	N/A
ebooks (MMM, Hoopla)	4,826	0	4,826	4,826	0	4,826	2,759	74.9%
eaudiobooks (MMM, Hoopla)	3,935	0	3,935	3,935	0	3,935	2,895	35.9%
evideo (MMM, Hoopla)	548	0	548	548	0	548	275	99.3%
emusic (Hoopla)	191	0	191	191	0	191	163	17.2%
ecomicrobooks (Hoopla)	219	0	219	219	0	219	79	177.2%
Total emedia	9,719	0	9,719	9,719	0	9,719	6,388	52.1%
MAIN LIBRARY SUBTOTAL	18,691	5,858	24,549	18,691	5,858	24,549	65,562	-62.6%

**MMM=MyMediaMall

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OUTREACH CIRC

TYPE OF MATERIAL	JULY ADULT	JULY YOUTH	JULY TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	21	0	21	21	0	21	127	-83.5%
Kits	0	7	7	0	7	7	170	-95.9%
Books	215	257	472	215	257	472	2,424	-80.5%
Music Compact Discs	7	0	7	7	0	7	93	-92.5%
DVD's/Blu-rays	217	9	226	217	9	226	947	-76.1%
Magazines	33	0	33	33	0	33	67	-50.7%
Miscellaneous	0	0	0	0	0	0	5	-100.0%
OUTREACH SUBTOTAL	493	273	766	493	273	766	3,833	-80.0%

TOTAL CIRC

	JULY ADULT	JULY YOUTH	JULY 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	19,184	6,131	25,315	19,184	6,131	25,315	69,395	-63.5%

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Services Statistics	July	July	July	July	July	YTD Total	YTD Total	YTD Total	YTD Total	YTD	Prev.	Change
JULY	Adult	Youth	A-Bkm	Y-Bkm	Total	Adult	Youth	A-Bkm	Y-Bkm	Total	YTD	
											TOTAL	
DESK ACTIVITIES												
Information	534	72	110	0	0	534	72	110	0	0	0	N/A
Reference/Titles Req.	569	51	73	0	693	569	51	73	0	693	3,484	-80%
E-Mail Reference	53	0	0	0	53	53	0	0	0	53	21	152%
Instruction Questions	22	0	0	0	22	22	0	0	0	22	1,112	-98%
Total Desk Activities	1,178	123	183	0	768	1,178	123	183	0	768	4,617	-83%
INTERLIBRARY LOAN (ILL)												
ILL Lending Requests	Use: Lending Fill Rate Statistics				234					234	474	-51%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				141					141	260	-46%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				210					210	538	-61%
ILL Borrowing Filled	Use: Borrowing Requests Finished				104					104	329	-68%
Article Lending Requests	Use: Lending Fill Rate Statistics				4					4	0	N/A
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					0	0	N/A
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				2					2	7	-71%
Article Borrowing Filled	Use: Borrowing Requests Finished				1					1	4	-75%
CIRCULATION												
In-District cardholders					44,430					44,430	43,032	3%
Reciprocal cardholders					12,258					12,258	11,967	2%
Total Cardholders					56,688					56,688	54,999	3%
RBP Loaned					583					583	6,706	-91%
**RBP Borrowed										0	7,563	-100%
Holdings					7,400					7,400	6,227	19%
Patron Count Main					2,013					2,013	26,757	-92%
Self Check Out Use					2,070					2,070	29,382	-93%
BOOKMOBILE/VAN VISITS												
Neighborhood Stops					0					0	110	-100%
Preschools					0					0	6	-100%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					0					0	5	-100%
Special events					0					0	1	-100%
Total Bookmobile Stops					0					0	122	-100%
Total Patron Count					0					0	1,124	-100%
Homebound visits					24					24	24	0%
Deposit Collection deliveries					5					5	5	0%
Remote book drop pickups					0					0	26	-100%
Total Van Stops					29					29	55	-47%
Days BKM on road					0					0	23	-100%
In-House Programs/Tour												
# of Adult Programs					9					9	19	-53%
Adult Attendance					89					89	261	-66%
# of Youth Programs					52					52	60	-13%
Youth Attendance					1,687					1,687	1,959	-14%
Adult Attendance					1,640					1,640	359	357%
# 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					0	1	-100%
Adult Attendance					0					0	11	-100%
# of Youth Prog. & Visits					0					0	0	N/A
Youth Attendance					0					0	0	N/A
Adult Attendance					0					0	0	N/A
# of BKM Prog. & Visits					0					0	1	-100%
Youth Attendance					0					0	11	-100%
Adult Attendance					0					0	10	-100%
ROOM USE												
Meeting Room Uses										0	32	-100%
Study Room Uses										0	776	-100%
INTERNET USAGE												
# of sessions					197					197	1,190	-83%
Total Hours					81					81	744	-89%
Average Session (minutes)					24					24	38	-37%
OTHER SERVICES												
Proctoring										0	0	N/A
Voter Registration					0					0	0	N/A
Website views					28,581					28,581	30,965	-8%
New items processed					4,875					4,875	2,223	119%
Total materials Main library**					298,102					298,102	302,391	-1%
Total materials Outreach					16,043					16,043	17,463	-8%
TOTAL MATERIALS					314,145					314,145	319,854	-2%
Adult Volunteer Hours					0.0					0.0	185.0	-100%
Student Volunteer Hours					12.0					12.0	133.1	-91%
Total Volunteer Hours					12.0					12.0	318.1	-96%

END