

**Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT FOR AUGUST
September 15, 2020
Submitted by Executive Director, Ryan Livergood**

EXECUTIVE SUMMARY

Highlights:

- I was invited to be a guest on 102.3 XLC's *Gurnee's Got It* Thursday morning radio segment on August 20. I discussed our "back to school" services for families and the feedback we received from the segment was very positive.
- WNPL was included in the *Chicago Tribune* article about area libraries reopening: <https://www.chicagotribune.com/suburbs/lake-county-news-sun/ct-lns-lake-libraries-reopen-st-0831-20200828-p6kw5oailzhapc54u4wqgchjm-story.html>

Meetings, programs, training attended:

- Gurnee Exchange Club Board Meeting (8/4).
- Library Director's Roundtable (8/24).
- Gurnee Exchange Club (8/11, 8/25).

Special plans for coming month:

- Begin implementation of new phone system.
- Project planning for second phase of LED lighting project.

Special plans for the near future:

- Share EDI Committee recommendations with the Board and implement some recommendations immediately if feasible.
- Complete open bid process for remainder of LED lighting project.

ADMINISTRATION

Friends: I continue to remain in communication with the Friends. There are no immediate plans to reopen Book Ends.

Fundraising:

Fundraising through August			
		August	Year to Date
Annual Fund		\$ -	\$ 775.00
Gifts		20.00	55.00
Total		\$ 20.00	\$ 830.00

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Personnel:

Status of Organization: August

Number of full-time employees: 33

Number of part-time employees: 55

TOTAL number of employees: 88

Full-time equivalents: 55

New hires: None

Separations: 8/8/20-Zoe Hill, Circulation Clerk, 12.75 weekly hours

Changes: 8/3/20-Betty Swank, Outreach Services Associate, change from 30.25 weekly hours to 7.75 weekly hours.

Workshops, programs and training attended:

Date	Title	Hours	Staff
8/1	Excel 2013: Macros	2.75	Nancy LO
8/5	Vernon Area Public Library – Chicago Architecture	1	Jan M.
8/5	Cook Memorial Library – Women's Suffrage	1	Jan M.
8/6	Cook Memorial Library – Riverside, A Planned Community	1	Jan M.
8/7	LibReads – Actively Anti-Racist Readers Advisory	2	Jan M.
8/11	Bloomerang – Intentional Leadership that Promotes EDI	1.25	Jan M.
8/12	ILA – We Can Walk Together; Dialogue on Race	1	Jan M.
8/12	WNPL – Author Visit Sahar Mustafa	1	Jan M.
8/15	Arcadia Books – Author Visit John Galligan	1	Jan M.
8/17	Milwaukee Public Library – Author Visit Larry Tye	1	Jan M.
8/17	Family Action Network Evanston – Author Interview with Robin DiAngelo “White Fragility”	1	Jan M.
8/20	RAILS – Sparks Podcast on EDI	.5	Jan M.
8/25	PUUUC – Book Talk “How to Be an Antiracist”	1.5	Jan M.
8/31	Subject Analysis (6 week class)	25	Hema S.
	– Responding to Challenges – Ensuring Your Library Is Prepared	1.5	Justine
	Don't Fence Me In: Rethinking Western Reader's Advisory	1	Justine
	Stranger than Fiction: Nonfiction Reader's Advisory for the Faint of Heart	1	Justine
	Creative Commons: helping Patrons and Students Find and License Online Content	1	Justine
	Developing Digital Citizens: Resources and Strategies	1	Justine
	Cybertaps for Librarians	1	Justine
	Public Library Technology Plans Made Easy	1	Justine
	Dementia Friendly Awareness for Libraries	1.5	Justine
	Fall Adult Announcements	1	Justine, Donna
	The Public Library's Role in Elections: Voter Education in a Post-Truth Era	1	Justine

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	Don't Play It Safe: Library Services to Latinos and Spanish Speakers	1	Justine
	Programming for Adults with Developmental Disabilities: Why and How?	1	Justine
	Online Reference and the Open Web: Boosting Strategies and Sources	1	Donna
	Podcast: American Libraries Dewey Decibel Podcast, Episode 52: Libraries and Sustainability	1	Donna
	The Death of Our Desire to Read Agatha Christie	1	Donna
	Demystifying Genre: How to Help Every Type of Reader	1	Donna
8/25	Fall Youth Announcements	1	Liz
8/7	Traliant Sexual Harassment Training	1	Karen, Sandy
8/6	PR Council – The ADA and Title II with John McGovern of the WT Group	1	Eric, Nancy S., Sandy
8/14	Public Libraries 2030: Conversations on Re-opening Public Libraries after Covid-19	3	Nancy S.
8/17	COVID Reopening Presentation – Eddie	1	Eric
8/18, 19, 20	Personal camera training on BMPCC 4K and Zhiyun Crane 3 gimbal	8	Eric
8/27	PLA Webinar: Understanding Power, Identity and Oppression in the Public Library	1	Nancy S.
8/13	2020 Andrew Carnegie Medals for Excellence	1	April B.
8/20	Reading for Justice	1	April B.
8/27	LGBTQ + Children's Books	1	April B.
8/13	Actively Anti-Racist Readers' Advisory from Library Reads	1	Steven J.
8/24	Back to School @ Home - Resources for Parents from Congressman Brad Schneider	1	Steven J.
8/8	Fall YA Announcements 2020	1	Scott K.
8/18	Booklist's Graphic Novel Panel, Part I	1	Scott K.
8/11	Mindful Emotion Regulation Strategies for Early Educators & the Children With Whom They Work	1	Patty S.
8/13	Music & Early Learning: Supporting Families in Making Music @ Home	1	Patty S.
8/26	Raising an Anti Racist Child	1	Vicky S.
8/27	Fall Youth Announcements/Booklist Webinar	1	Vicky S.
8/27	COVID-19: How to Cope with Ongoing Isolation/SIRSI/Dynix	1	Vicky S.
8/20	Facebook Live "Home Resources for Parents"	1	Joanne
8/21	Buzzing Books for Fall 2020	1	Joanne
8/11	Becoming Less Dependent on Event Revenue and Growing Independent Donors Post COVID for Non-profits	1	Laura S.

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8/11	From Physical to Virtual: How to Create Fundraising Success in a Virtual World – 3 Non-profits Weigh In on Lessons Learned	1	Laura S.
8/12	We Can Walk Together: Creating Meaningful Dialogue on Race in Our Communities	1	Laura S.
8/12	Brainfuse's HelpNow: Online Homework Help and Virtual Learning Services for Your Patrons During COVID-19 Crisis	1	Laura S.
8/19	Not All Heroes Wear Capes: Becoming a Legend in Virtual Learning	1	Laura S.
8/27	National Kidney Foundation Walk – Lace Up Campaign – Virtual Fundraising Event	1	Laura S.
8/12	Quarterly Meeting of CALVAN	1.5	Laura S.

Public Relations/Graphics:

- WNPL and the Gurnee Park District partnered once again to produce and host a StoryWalk in Hunt Club Park. The StoryWalk opened on Aug. 29 and will continue through September.
- Communications assisted with requests for reopening signage.
- Publicity included upcoming holiday closings, author visits, Costumed Character Storytime, and Animal Quest.
- Design work continued on the wrap for the new Outreach van.
- Production continued on the fall edition of the Inside Angle.
- Communications assisted with editing and releasing a Library Connections episode, in which Ryan interviewed Representative Joyce Mason, of the Illinois House of Representatives.

Security:

- We have not been requiring evening staff to compile a logbook because of safety concerns over passing said logbook between them without the ability to properly sanitize pages. Evening staff working 5-8 have been instructed to email Eddie notable issues such as suspensions or patrons being asked to leave. Minor patron incidents continue to occur with disappointing consistency and it is emotionally taxing on our staff to cope with unsafe resistance. Even compliant patrons who are simply disappointed in the loss of their routines have been hostile towards staff. We really appreciate the board's support in these matters.
- Patrons asked to leave for COVID-19 Safety Violations (masks or social distancing) after multiple warnings: 7
- Patrons refused entry to building for COVID-19 Mask Noncompliance: 37
- Patrons asked to leave for conspicuous lingering or trespassing seating closures: 5
- Formal Patron Suspensions: 3
- Area Police Activity (Soft-Lockdown) - 8/24/2020 WNPL went into soft-lockdown on advisement from GPD for police activity and a shots-fired incident in the Brookhaven Complex next door.

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Patron Suspensions		
Person(s) suspended	Length of Suspension	Violation/reason
Adult	30 days	Abusive language towards staff and noncompliance with COVID-19 safety standards (mask off).
Adult	One day	Noncompliance with COVID-19 safety standards after previously being asked to leave after 3 warnings (mask off). Patron continued to argue that he did not have to wear a mask until threatened with a lengthier suspension.
Adult	One day	Noncompliance with COVID-19 safety standards (mask off) and trespass of closed seating areas in Coco's Cove after multiple warnings and disregard of Youth Services staff. Patron continued to argue that he wanted to stay in the building and read until threatened with a lengthier suspension.

Requests under the Freedom of Information Act (FOIA):

Requester	Nature of Request	Date Requested	Date Replied
Better Government Association	WNPL full payroll expenditures for 2019 calendar year. The BGA annually makes this FOIA request.	8/13	8/24 (We requested an extension and the BGA agreed, which under the FOIA law is acceptable)

ADULT SERVICES

- Author Sehar Mustafah gave a Zoom presentation on Aug. 13.
- Liz (Outreach staff member) gave a presentation on Knitting on a Budget.
- The Creative Writing Contest winners were announced.

CIRCULATION

- Ordered and received six additional Uline poly box trucks to handle quarantine of returned materials.
- Adjusted quarantine period based on results from REALM study.
- Staff continued to develop and adjust to procedural changes resulting from the pandemic.

OUTREACH

- The new library van has completed having all modifications made while at CAD Industries.
- Art designs were reviewed and a design for the new van wrap was approved.

TECHNICAL SERVICES

- Database cleanup of the magazine collection was completed.
- Revised the process of weeding report creation.
- Set-up wifi hot spots in Sierra.

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TECHNOLOGY & FACILITIES

Technology:

- Received two new scan and fax stations from Today's Business Solutions to replace existing outdated units.
- Pursued demonstrations from five cloud based communication system providers.
- Partnered with Goto Connect for communication services.
- Received fifty new T-Mobile access points for public checkout.
- Staff migrated our existing Barracuda anti-spam email gateway to Barracuda's cloud services.

Facilities:

- Anderson Pest Control conducted their monthly inspection.
- Siemens Control Systems conducted their quarterly preventative maintenance service visit.
- Staff made preparations for the Vault collection to be opened to the public.
- Vignocchi Landscaping conducted storm debris cleanup.
- Received a quote from Ammco Electric to replace the storm damaged light pole in the northwest corner of the parking lot. Parts are on order, but are backordered due to Covid-19.
- Ammco Electric made repairs to a power disconnect on RTU units #4 and corrected power line issues to rooftop service power outlets on three RTU units.

YOUTH SERVICES

- Programmers scheduled programs in Communico for remainder of 2020.
- Redesigned Every Child Ready to Read booklists.
- Updated website pages to reflect virtual programming offerings as well as virtual learning offerings for parents and teachers.
- Created and assembled numerous "Take & Create" bags for kids and families.
- Worked with the Communications department and the Park District to set up a Storywalk at Hunt Club Park that will be available throughout the month of September.
- Researched "Book Bundle" as a new readers' advisory service.

AUGUST 2020 STATISTICS

MAIN LIBRARY CIRC

TYPE OF MATERIAL	AUG ADULT	AUG YOUTH	AUG TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	504	189	693	835	341	1,176	3,619	-67.5%
Kits	0	70	70	0	101	101	362	-72.1%
Books	7,321	10,047	17,368	12,180	15,345	27,525	67,383	-59.2%
Music Compact Discs	594	29	623	981	56	1,037	3,433	-69.8%
DVDs/Blu-rays	6,020	705	6,725	9,075	1,039	10,114	32,610	-69.0%
Magazines	147	10	157	339	10	349	2,384	-85.4%

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Video Games	381	0	381	529	0	529	1,986	-73.4%
Videoplayers	0	8	8	0	13	13	77	-83.1%
E-readers	0	0	0	0	0	0	0	N/A
Umbrellas	0	0	0	0	0	0	15	-100.0%
Telescopes	2	0	2	2	0	2	10	-80.0%
Backpacks	0	0	0	0	0	0	55	N/A
Launchpads	0	24	24	0	35	35	0	N/A
ebooks (MMM, Hoopla)	4,457	0	4,457	9,283	0	9,283	5,489	69.1%
eaudiobooks (MMM, Hoopla)	3,731	0	3,731	7,666	0	7,666	5,914	29.6%
evideo (MMM, Hoopla)	482	0	482	1,030	0	1,030	521	97.7%
emusic (Hoopla)	198	0	198	389	0	389	269	44.6%
emagazines (PressReader)	974	0	974	1,193	0	1,193	541	120.5%
ecomicbooks (Hoopla)	194	0	194	9,913	0	9,913	157	6214.0%
Total emedia	10,036	0	10,036	29,474	0	29,474	12,891	128.6%
MAIN LIBRARY SUBTOTAL	25,005	11,082	36,087	53,415	16,940	70,355	124,825	-43.6%

**MMM=MyMediaMall

OUTREACH CIRC

TYPE OF MATERIAL	AUG ADULT	AUG YOUTH	AUG TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	7	6	13	28	6	34	261	-87.0%
Kits	0	8	8	0	15	15	343	-95.6%
Books	117	347	464	332	604	936	4,949	-81.1%
Music Compact Discs	5	0	5	12	0	12	153	-92.2%
DVD's	112	4	116	329	13	342	1,825	-81.3%
Magazines	6	0	6	39	0	39	155	-74.8%
Miscellaneous	0	0	0	0	0	0	7	-100.0%
OUTREACH SUBTOTAL	247	365	612	740	638	1,378	7,693	-82.1%

TOTALS

	AUG ADULT	AUG YOUTH	AUG 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	25,252	11,447	36,699	54,155	17,578	71,733	132,518	-45.9%

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Services Statistics	August	August	August	August	August	YTD Total	YTD Total	YTD Total	YTD Total	YTD	Prev.	Change
Aug-20	Adult	Youth	A-Bkm	Y-Bkm	Total	Adult	Youth	A-Bkm	Y-Bkm	Total	YTD	
											TOTAL	
DESK ACTIVITIES												
Information	1,562	132	19	0	1,713	2,096	204	129	0	2,429	13,152	-82%
Reference/Titles Req.	1,299	245	99	0	1,643	1,868	296	172	0	2,336	6,764	-65%
E-Mail Reference	33	0	0	0	33	86	0	0	0	86	47	83%
Instruction Questions	348	2	0	0	350	370	2	0	0	372	2,324	-84%
Total Desk Activities	3,242	379	118	0	3,739	4,420	502	301	0	5,223	22,287	-77%
INTERLIBRARY LOAN (ILL)												
ILL Lending Requests	Use: Lending Fill Rate Statistics				241					475	968	-51%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				137					278	538	-48%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				364					574	1,074	-47%
ILL Borrowing Filled	Use: Borrowing Requests Finished				177					281	680	-59%
Article Lending Requests	Use: Lending Fill Rate Statistics				0					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				3					5	7	-29%
Article Borrowing Filled	Use: Borrowing Requests Finished				2					3	4	-25%
CIRCULATION												
In-District cardholders					44,521					44,521	43,272	3%
Reciprocal cardholders					12,270					12,270	12,010	2%
Total Cardholders					56,791					56,791	55,282	3%
RBP Loaned					2,136					2,719	11,899	-77%
**RBP Borrowed										0	15,513	-100%
Holds					5,894					13,294	12,547	6%
Patron Count Main					9,326					11,339	52,092	-78%
Self Check Out Use					11,056					13,126	55,879	-77%
BOOKMOBILE/VAN VISITS												
Neighborhood Stops					0					0	215	-100%
Preschools					0					0	11	-100%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					0					0	8	-100%
Special events					0					0	2	-100%
Total Bookmobile Stops					0					0	236	-100%
Total Patron Count					0					0	2,284	-100%
Homebound visits					14					38	64	-41%
Deposit Collection deliveries					2					7	11	-36%
Remote book drop pickups					0					0	53	-100%
Total Van Stops					16					45	128	-65%
Days BKM on road					0					0	46	-100%
In-House Programs/Tour												
# of Adult Programs					6					15	35	-57%
Adult Attendance					55					144	544	-74%
# of Youth Programs					37					89	74	20%
Youth Attendance					1,391					3,078	2,445	26%
Adult Attendance					1,391					3,031	512	492%
# 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	2	-100%
Adult Attendance					0					0	19	-100%
# of Youth Prog. & Visits					0					0	5	-100%
Youth Attendance					0					0	342	-100%
Adult Attendance					0					0	167	-100%
# 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	59	-100%
Study Room Uses					0					0	1,353	-100%
INTERNET USAGE												
# of sessions					903					1,100	4,269	-74%
Total Hours					383					464	3,120	-85%
Average Session (minutes)					25					49	84	-42%
OTHER SERVICES												
Proctoring					0					0	3	-100%
Voter Registration					1					1	2	-50%
Website views										28,581	62,206	-54%
New items processed					3,350					8,225	4,768	73%
Total materials Main library					298,466					298,466	301,291	-1%
Total materials Outreach					16,173					16,173	17,502	-8%
TOTAL MATERIALS					314,639					314,639	318,793	-1%
Adult Volunteer Hours					41.0					41.0	381.6	-89%
Student Volunteer Hours					20.0					32.0	214.8	-85%
Total Volunteer Hours					61.0					73.0	596.4	-88%

END