

Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT FOR SEPTEMBER 2019
October 15, 2019
Submitted by Executive Director, Ryan Livergood

EXECUTIVE SUMMARY

Highlights:

- Staff Development Day on September 13 was excellent. Ryan Dowd, author of *Librarian's Guide to Homelessness*, equipped staff with skills valuable for serving homeless patrons. The staff feedback about the program was very positive and the consensus was that the training was well worth it.
- WNPL hosted this year's Intergovernmental Picnic. We had a great turnout and everyone in attendance had a chance to learn what an amazing job all of the local government bodies do in terms of collaborating and communicating with each other.

Meetings, programs, training attended:

- New Warren Township Senior Center Open House (9/10).
- Representative Daniel Didech Library Roundtable (9/10).
- Healthy Communities Healthy Youth (9/12).
- Intergovernmental Dinner (9/12).
- Special Districts Summit Midwest (9/18).
- Electronic Content Consortium (ECC) board meeting (9/18).
- Library tour and meeting with State Representative Daniel Didech (9/19).
- United Way of Lake County 211 Launch Event (9/24).

Special plans for coming month:

- Reissuing bonds.
- Strategic Planning Process.
- Village of Gurnee 2020 Census Complete Count Committee.
- ILA conference presentation with President Jo Beckwith and Head of Circulation Meg Schmaus for library trustees on going fine free.

Special plans for the near future:

- Strategic Planning Process.
- Minimum Wage Compliance Action Plan.

ADMINISTRATION

Friends: The Friends September Saturday Book Sale produced \$2,068.75 in sales revenue and \$44.50 in donations for a total of \$2,113.25 in receipts.

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Fundraising:

Fundraising through September			
		September	Year to Date
Annual Fund	\$	410.00	\$ 910.00
Gifts		0.00	12.80
Total	\$	410.00	\$ 922.80

Personnel:

Status of Organization: September
 Number of full-time employees: 35
 Number of part-time employees: 58
 TOTAL number of employees: 93
 Full-time equivalents: 58

New Hires:

- 9-5 Jenny Haydysch, Youth Services Associate/Early Literacy, Youth Services, PT 24 hours a week.
- 9-9 Karen Gilpatrick, Graphic Artist, Administration/Communications, FT 37.50 hours a week.
- 9-26 Jen Waldvogel, Adult Services Associate, Adult Services, PT 10 hours a week.

Separations:

- 9-14 Emily Schmidt, Shelver, Circulation, 12 hours a week.
- 9-21 Taylor Krause, Shelver, Circulation, 14 hours a week.

Changes: None.

Open Positions:

- Shelver; Two positions- 10 & 14 hours.

Workshops, programs and training attended:

Date	Title	Hours	Staff
9/13	Guide to Homelessness	7 hrs.	75 staff members
9/16	Hittin' the Books: Back to School Titles for Your Students Webinar	1 hr.	Steven J.
9/18	Hidden Histories: Highlighting Untold Stories from the Past Webinar	1 hr.	Steven J.
9/20	New & Trending Content for Smart Collection Development Webinar	1 hr.	Steven J.
9/23	Tutor.com for the Adult Patron Webinar	1 hr.	Steven J.
9/24	Library Marketing Basics: Promoting on a Shoestring Budget Webinar	1 hr.	Steven J.
9/25	Three Content Trends to Start the School Year Right Webinar	1 hr.	Steven J.

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9/27	Diverse Titles for Youth and Young Adults Webinar	1 hr.	Steven J., Joanne T.
9/7	YA Book Buzz	1 hr.	Joanne T.

Public Relations/Graphics:

- Karen Gilpatrick joined the Communications Department as our new Graphic Artist.
- During the Sept. 4 Twice as Nice Mother & Child Mobile Diaper Pantry visit, a film crew from The Economist spoke with Ryan, Sandy & Eric while filming a piece that will focus on social issues related to poverty in the U.S.
- Staff attended the presentation of the WNPL Summer Reading Program trophy at St. Patrick School in Wadsworth on Wed., Sept. 11.
- Newsletters and buttons were made for the Intergovernmental Picnic; materials were designed for Donor events in October; and art, bookmarks, and a portable selfie screen were created for National Library Card Sign-up Month.
- WNPL's new Communico mobile app is now available in the Apple and Google Play app stores.

Safety and Security:

- Patron Assists: 302
- Library Services: 167
- Behavior Violations: 207
- Unattended Children: 11
- Setups: 13
- Donations: 47
- Gurnee Police and Fire Assists: 4

Patron Suspensions (16 total)

Person(s) suspended	Length of Suspension	Violation/reason
Adult	1 month	Abusive language towards staff.
9 Minors	1 week	Vault policy, noise, language, audio after warnings.
4 Minors	1 day	Language, noise, and noncompliance.
Minor	1 month	Foul/abusive language towards another person, 3 rd suspension.
Minor	1 week	Open audio after warnings, 3 rd suspension.

Requests under the Freedom of Information Act (FOIA):

Requester	Nature of Request	Date Requested	Date Replied
SmartProcure	Commercial – Purchasing records from 2013 to present	9/25/2019	9/25/2019

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ADULT SERVICES

- Our new hire, Jen Waldvogel, started Sept. 26.
- Kathie served on the Staff Development Day committee.
- Staff facilitated several programs on the month's "Harry Potter" theme, including an adult craft program, Harry Potter trivia, and a community wide book discussion.

CIRCULATION

- Shelves completed the shift of the adult non-fiction collection to get materials off the bottom shelf.
- With the help of Communications, circ staff promoted Library Card Sign-Up Month, issuing 251 new cards.

OUTREACH

- Interviewed and hired for open Outreach Associate position.
- Bookmobile participated in the annual Touch-a-Truck event where 599 visitors stopped in to see us on 9/13/19.
- Outreach staff attended Staff Development Day on 9/13/19.
- Bookmobile was off road on 9/28 & 9/30 due to a broken parking brake.

TECHNICAL SERVICES

- Continue to inventory library.
- Split juvenile graphic novels into fiction and nonfiction collections.

TECHNOLOGY & FACILITIES

- **Technology Items:**
 - Internet Station Usage: 2568 sessions; Total time: 2256 Hours; Average Session 53 minutes.
 - Staff worked to complete configurations of the new Teen Vault STEAM PC's.
 - Staff setup the new Clevertouch smartboard in the board room as a temporary home until the Flex construction is completed.
- **Facility Items:**
 - 7 public meeting room setups.
 - 21 program meeting room setups.
 - Anderson Pest Control completed their monthly inspection.
 - Honeywell completed preventative maintenance checks on several facility rooftop HVAC units.
 - The Flex remodel project began.

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YOUTH SERVICES

- Jenny Haydysch joined the Youth Services Department on September 5.
- Presented the School Trophy to St. Patrick School who won the Summer Reading School Contest for the second year in a row.
- Worked with technical services to help make non-fiction graphic novels easier to locate.
- Hosted a very successful program with the North Central O Gaugers Model Railroad in which over 800 kids and families participated.

SEPTEMBER 2019 STATISTICS

MAIN LIBRARY CIRC

TYPE OF MATERIAL	SEP ADULT	SEP YOUTH	SEP TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	1,151	361	1,512	3,730	1,401	5,131	6,318	-18.8%
Kits	0	210	210	0	572	572	567	0.9%
Books	11,413	18,197	29,610	37,850	59,143	96,993	99,820	-2.8%
Music Compact Discs	1,151	228	1,379	4,052	760	4,812	6,045	-20.4%
DVD's	11,818	2,135	13,953	39,812	6,751	46,563	54,072	-13.9%
Magazines	824	33	857	3,078	163	3,241	4,252	-23.8%
Video games	833	0	833	2,819	0	2,819	3,421	-17.6%
Videoplayers	0	38	38	0	115	115	171	-32.7%
E-readers	0	0	0	0	0	0	0	N/A
Umbrellas	8	0	8	23	0	23	36	-36.1%
Telescopes	9	0	9	19	0	19	25	-24.0%
Backpacks	0	34	34	0	89	89	0	N/A
ebooks (MMM, Hoopla)	2,714	0	2,714	8,203	0	8,203	8,161	0.5%
eaudiobooks (MMM, Hoopla)	3,225	0	3,225	9,139	0	9,139	7,024	30.1%
evideo (MMM, Hoopla)	186	0	186	707	0	707	600	17.8%
emusic (Hoopla)	119	0	119	388	0	388	428	-9.3%
emagazines (Zinio)	256	0	256	797	0	797	352	126.4%
ecomicrobooks (Hoopla)	80	0	80	237	0	237	226	4.9%
Total emedia	6,580	0	6,580	19,471	0	19,471	16,791	16.0%
MAIN LIBRARY SUBTOTAL	33,787	21,236	55,023	110,854	68,994	179,848	191,518	-6.1%

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OUTREACH CIRC

TYPE OF MATERIAL	SEP ADULT	SEP YOUTH	SEP TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	71	35	106	283	84	367	622	-41.0%
Kits	0	210	210	0	553	553	542	2.0%
Books	575	2,491	3,066	1,732	6,283	8,015	8,844	-9.4%
Music Compact Discs	22	37	59	104	108	212	433	-51.0%
DVD's	687	136	823	2,184	464	2,648	3,109	-14.8%
Magazines	66	0	66	217	4	221	373	-40.8%
Miscellaneous	9	0	9	16	0	16	3	433.3%
OUTREACH SUBTOTAL	1,430	2,909	4,339	4,536	7,496	12,032	13,926	-13.6%

TOTAL CIRC

	SEP ADULT	SEP YOUTH	SEP 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	35,217	24,145	59,362	115,390	76,490	191,880	205,444	-6.6%

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Services Statistics	Sept. Adult	Sept. Youth	Sept. A-Bkm	Sept. Y-Bkm	Sept. Total	YTD Total Adult	YTD Total Youth	YTD Total A-Bkm	YTD Total Y-Bkm	YTD Total	Prev. YTD	Change
												TOTAL
DESK ACTIVITIES												
Information	2,740	521	218	125	3,604	8,227	7,444	717	368	16,756	12,813	31%
Reference/Titles Req.	1,994	531	276	204	3,005	6,277	1,935	982	575	9,769	10,943	-11%
E-Mail Reference	28	0	0	0	28	75	0	0	0	75	97	-23%
Instruction Questions	1,151	31	0	0	1,182	3,330	176	0	0	3,506	3,339	5%
Total Desk Activities	5,913	1,083	494	329	7,819	17,909	9,555	1,699	943	30,106	27,192	11%
INTERLIBRARY LOAN (ILL)												
ILL Lending Requests	Use: Lending Fill Rate Statistics				458					1,426	1,567	-9%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				230					768	772	-1%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				463					1,537	1,717	-10%
ILL Borrowing Filled	Use: Borrowing Requests Finished				288					968	1,043	-7%
Article Lending Requests	Use: Lending Fill Rate Statistics				0					0	6	-100%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					0	0	N/A
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				0					7	5	40%
Article Borrowing Filled	Use: Borrowing Requests Finished				0					4	0	N/A
CIRCULATION												
In-District cardholders					43,435					43,435	41,111	6%
Reciprocal cardholders					12,052					12,052	11,485	5%
Total Cardholders					55,487					55,487	52,596	5%
RBP Loaned					4,477					16,376	20,036	-18%
**RBP Borrowed										0	17,859	-100%
Holdings					6,598					19,145	21,738	-12%
Patron Count Main					24,334					76,426	83,450	-8%
Self Check Out Use					23,274					79,153	92,952	-15%
BOOKMOBILE/VAN VISITS												
Neighborhood Stops					90					305	290	5%
Preschools					14					25	28	-11%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					5					13	13	0%
Special events					1					3	2	50%
Total Bookmobile Stops					110					346	333	4%
Total Patron Count					1,818					4,102	3,686	11%
Homebound visits					33					97	88	10%
Deposit Collection deliveries					5					16	10	60%
Remote book drop pickups					24					77	75	3%
Total Van Stops					62					190	173	10%
Days BKM on road					19					65	60	8%
In-House Programs/Tour												
# of Adult Programs					21					56	61	-8%
Adult Attendance					354					898	1,583	-43%
# of Youth Programs					62					136	94	45%
Youth Attendance					813					3,258	1,885	73%
Adult Attendance					335					847	986	-14%
# of Bookmobile Tours					0					0	1	-100%
Youth Attendance					0					0	0	N/A
Adult Attendance					0					0	4	-100%
OUTREACH (Prog./ Visits)												
# of Adult Prog. & Visits					1					3	3	0%
Adult Attendance					11					30	34	-12%
# of Youth Prog. & Visits					0					5	2	150%
Youth Attendance					0					342	84	307%
Adult Attendance					0					167	32	422%
# of BKM Prog. & Visits					0					1	0	N/A
Youth Attendance					0					11	0	N/A
Adult Attendance					0					10	0	N/A
ROOM USE												
Meeting Room Uses					29					88	78	13%
Study Room Uses					811					2,164	2,120	2%
INTERNET USAGE												
# of sessions					2,568	Numbers are less because of MyPC Error				6,837	9,564	-29%
Total Hours					2,256					5,376	7,228	-26%
Average Session (minutes)					53					137	134	2%
OTHER SERVICES												
Proctoring					0					3	14	-79%
Voter Registration					1					3	4	-25%
Website views					28,593					90,799	96,378	-6%
New items processed					2,339					7,107	6,992	2%
Total materials Main library					296,509					296,509	300,299	-1%
Total materials Outreach					17,600					17,600	18,100	-3%
TOTAL MATERIALS					314,109					314,109	318,399	-1%
Adult Volunteer Hours					254.0					635.6	643.8	-1%
Student Volunteer Hours					95.2					310.0	522.3	-41%
Total Volunteer Hours					349.2					945.6	1,166.0	-19%

END