

**Warren-Newport Public Library District**  
**EXECUTIVE DIRECTOR'S REPORT FOR SEPTEMBER**  
**October 20, 2020**  
**Submitted by Executive Director, Ryan Livergood**

**EXECUTIVE SUMMARY**

*Highlights:*

- Our “One Book One Community” program went well. Over 50 people checked out the book.
- We collaborated with Warren Township to host a program entitled “Stress Less for Kids.” This interactive program included breathing techniques and other coping mechanisms for children in grades 3-5 to use at home.

*Meetings, programs, training attended:*

- Gurnee Exchange Club Board Meeting (9/1).
- Intergovernmental Meeting (9/16).
- RAILS Resource Sharing Committee Meeting (9/21).
- Gurnee Exchange Club (9/22).
- Electronic Content Consortium Board Meeting (9/23).
- Library Director’s Roundtable (9/24).

*Special plans for coming month:*

- Finish implementation of new phone system with go live date in November.
- Complete second phase of LED lighting project.
- Complete candidate search for Security Supervisor position.

*Special plans for the near future:*

- Staff annual performance evaluations.
- Candidate search for Head of IT position and/or identify IT vendor to assist us with our IT operations.
- Share EDI Committee recommendations with the Board and implement some recommendations immediately if feasible.
- Complete open bid process for remainder of LED lighting project.

Warren-Newport Public Library District  
Executive Director's Report  
October 20, 2020

**ADMINISTRATION**

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

**Fundraising:**

Fundraising through September			
		September	Year to Date
Annual Fund		\$ 1,000.00	\$ 1,775.00
Gifts		0.00	55.00
<b>Total</b>		<b>\$ 1,000.00</b>	<b>\$ 1,830.00</b>

**Personnel:**

Status of Organization: September  
 Number of full-time employees: 34  
 Number of part-time employees: 55  
 TOTAL number of employees: 89  
 Full-time equivalents: 55  
 New hires: None  
 Separations: None  
 Changes: None  
 Open Position: Security Supervisor-FT

**Workshops, programs and training attended:**

Date	Title	Hours	Staff
	Promoting your e-collection	1	Justine
	Public Libraries and Healthy Communities	1	Justine
	Readers' Advisory Prescription	1.25	Justine
	Serving Patrons with Dementia	1	Justine
	Ten Easy Steps to Improve Your Technology Skills	1.25	Justine
	The Civic Lab and Beyond: Civic Engagement through Resources and Programming	2	Justine
	The Library of the Future –Learning with ALA's New Center for the Future of Libraries	1	Justine
	What's to Come in 2018? Assessing and Staying on Top of Adult Leisure Reading and Collection Development Trends	1.5	Justine
	Why Do I Like that Sign?	1	Justine
	You Belong @ Your Library: Welcoming and Serving the LBGQTQIA Community	1	Justine
	Be a Talking Book Ambassador: Learn How Talking Books Can Benefit Your Community	1	Justine

Warren-Newport Public Library District  
Executive Director's Report  
October 20, 2020

9/8	All About Vote by Mail- Cook Library	1	Jan M.
9/9	Diversity in Leadership – Bloomerang	1.25	Jan M.
9/9	Chicago Freedom Struggles through the Lens of Art Shay-Deerfield Library	1.25	Jan M.
9/10	Ibram Kendi: Hoe to Be an Antiracist – St. Louis University	1	Jan M.
9/14	Racial Justice and Civil War Monuments – Vernon Area Public Library	1	Jan M.
9/16	Everyday Inclusion Begins with Me – ACRL	1	Jan M.
9/21	Equity, Inclusion & a New World of Work – Atlantic	1	Jan M.
9/21	Bridging the Racial Divide – Atlantic	1	Jan M.
9/24	Race and Justice – Atlantic	1	Jan M.
9/1	Preventing Staff Burnout	1	Justine
9/2	Reference Interview: Time for a Tune-Up	1	Justine
9/4	– Libraries in a Post-Print World	1	Justine
9/4	Book Review Basics: Using Reviews and annotations for Readers Advisory	1	
9/6	Five Things to Know in Top Genres	1.5	Justine
9/6	Feel the Need to Weed: Library Weeding Basics	1.5	Justine
9/7	Genealogy Basics for Library Staff	1.5	Justine
9/10	– Customer Service Institute: Who's to Blame Here?	1	Justine
9/10	Customer Service in a Self-Service World	1	Justine
9/14	Customer Service Institute: Who Are These People?	1	Justine
9/16	Customer Service Institute – Your Library: Third Place?	1	Justine
9/17	Customer Service Institute: Dealing with Difficult Customers, Internal and External	1	Justine
9/20	Young Adult (YA) Crossovers: Adult Books for Teen Readers, Teen Books that Appeal to Adults		
9/22	Programming Ideas for Makerspaces		
9/22	Bookfluencers: Using Social Media to Recommend Books	1.5	Justine
9/23	Advanced Genealogy Research Techniques for Library Staff	1.5	Justine
9/24	Rebecca 'n' Rave	1.5	Justine
9/24	– Advocacy 101: When Advocacy Becomes Second Nature	1.5	Justine
9/25	Community Engagement: Serving Diverse Communities Where They Are	1.5	Justine
9/26	Being Customer Focused: New and Emerging Trends in Customer Service	1	Justine
9/29	Balancing Books and Social Issues: Homelessness and Trauma	1	Justine

Warren-Newport Public Library District  
Executive Director's Report  
October 20, 2020

9/30	Implicit Bias in the Library Workplace	1	Justine
9/20	Shelf Care Interview with Macmillan Marketing - New Titles and Graphic Novels	.5	Justine
9/17	Bringing Your Museum or Library to Virtual Audiences - Pt. 1 and Pt. 2	2	April B.
9/14-9/30	Enhancing Language Development in Childhood: Lessons 1 through 4	8	Jenny
9/8	SLJ TEEN LIVE - Virtual Events	1	Scott
9/30	Inclusive Reading/Booklist Webinar	1	Scott
9/16	Fall Youth Announcements from Booklist	1	Vicki P., Rebekah
9/26	How to Spot Fake News	1	Vicki P.
9/24	Maximizing and Measuring Virtual Programs	1	Rebekah
9/22	The Magic Triangle of Reading Aloud: The Book, The Child, The Adult	1	Cheryl, Patty
9/30	Virtual Handwriting Made Easy (Learning Without Tears)	1.5	Cheryl
9/22	Storytelling Math: Celebrate Math, Diversity & the Power of Storytelling	1	Patty
9/24	Gale Course - Computer Skills Lesson 12	1	Patty
9/25	Gale Course - Ready, Set, Read Orientation	1	Patty
9/28	Middle Grade Titles	1	Vicky S.
9/29	More Picture Books for Fall	1	Vicky S.
9/8	Picture Books for Fall 2020	1	Joanne T.
9/9	Fall Graphic Novels for all Levels	1.5	Joanne T.
9/15	Tinker Group Meeting	1	Joanne T.
9/24	Why Not YA Facebook Live: Interview with author Tiffany Jackson Grown	1.5	Joanne T.
9/24	Fall Teen/YA Book Buzz	1	Joanne T.
9/29	College of Dupage & Glenbard Parent Series: Long Way Down & Stamped: Racism, Antiracism and You	1	Joanne T.
9/22	What is Cataloging Ethics?	1.5	Hema S., Nancy LO
9/27	Cataloging Policies and Standards	1	Hema S.
9/30	Ibram X. Kendi's Ted Talk Interview: How to be an Anti-Racist	1	Nancy LO
9/3	PR Council of Lake County: First Amendment Law and Social Media	1.5	Sandy, Nancy S., Karen G.
9/4	Everyday Inclusion Begins with Me	1	Karen G.
9/16	Bookfluencers: Using Social Media To Recommend Books	1	Sandy, Karen G.

Warren-Newport Public Library District  
Executive Director's Report  
October 20, 2020

9/28-10/1	Adobe After Effects 3D text tutorial and practice	6.5	Eric
9/28 & 9/29; 10/1 & 10/2	Photoshop digital painting class and practice (Lynda.com - John Derry - Learning Digital Painting)	7.25	Eric
9/30	ALA webinar - Taking a Walk with the Library: StoryWalks, Walking Book Clubs	1	Nancy S.
9/14	Disney Publishing Worldwide Preview-webinar	1	Dawn L.
9/17	Libby Discover-webinar	.75	Dawn L.
9/17	An Evening with Tara Westover-book talk	1	Liz K.
9/24	Allie Brosh with Felicia Day: Solutions and Other Problems-book talk	1	Liz K.
9/16	Techsoup webinar-Protecting Patron Privacy in Public Libraries	1	Doreen R.
9/30	Lake County Virtual Town Hall	1	Angela C.

**Public Relations/Graphics:**

- Library Card Sign-Up Month was celebrated during September and our social media presences and website promoted library card acquisition and use. Several posts on social media inquiring about patrons' first library cards were very popular.
- Coordination and design work continued on the new van wrap.
- The fall edition of the Inside Angle was mailed mid-month.
- The fall edition of the School newsletter was emailed to district school administration and librarians. In addition, a curated (by Youth Services) list of School Resources targeting teachers and teaching staff was emailed in a follow up mid-month.
- A press release was issued to announce Library Board of Trustee petition packet availability.
- Assisted with editing and releasing a Library Connections episode, in which Ryan interviewed Lake County Clerk Robin O'Connor, sharing voter registration and voting resources. It was well received via WNPL's social media presences.

**Security:**

- Patrons asked to leave for COVID-19 Safety Violations (masks or social distancing) after multiple warnings: 13
- Patrons refused entry to building for COVID-19 Mask Noncompliance: 41
- Patrons asked to leave for conspicuous lingering or trespassing seating closures: 3

Warren-Newport Public Library District  
Executive Director's Report  
October 20, 2020

<b>Patron Suspensions</b>		
<b>Person(s) suspended</b>	<b>Length of Suspension</b>	<b>Violation/reason</b>
Adult	1 year	Public intoxication, open container in the library, and trespassing closed areas of the library after previous warnings.
Adult	30 days	Noncompliance with COVID-19 safety requirements after warnings (2nd Suspension).
Adult	30 days	Noncompliance with safety requirements after warnings, preventing staff in the performance of duties, and refusing accommodations to prevent the spread of communicable disease to patrons and staff.

**ADULT SERVICES**

- We developed a system for having patrons wait in a queue until a computer was available. We thought this would be necessary since we've increased computer time from a half an hour to an hour.
- Twenty people were served by our voters' registration event.
- We had 94 entries for the Creative Writing Contest.

**CIRCULATION**

- Ordered and received five additional Uline poly box trucks to handle quarantine of returned materials.
- Circ staff saw an uptick in use of remote lockers for contactless pickup.

**OUTREACH**

- Work continued to progress the process of completing the wrap for the new Outreach van.
- Outreach welcomed Betty back this month who will now be working her new schedule with reduced hours.

**TECHNICAL SERVICES**

- Evaluated a new barcode cloner.
- Completed materials to circulate with hotspots.

**TECHNOLOGY & FACILITIES**

**Technology:**

- Received new phone system equipment and began the configuration process.

**Facilities:**

- Anderson Pest Control conducted their monthly inspection.
- Parts are still on back order to replace the storm damaged light pole in the northwest corner of the parking lot.

Warren-Newport Public Library District  
Executive Director's Report  
October 20, 2020

- Honeywell made repairs to HVAC rooftop units 4 and 5.

**YOUTH SERVICES**

- We updated our school contact list and reached out to all of the school librarians in our district.
- Curated a list of library resources for educators to use this school year to help with remote learning.
- Applied for a grant to purchase additional econtent for the 2020/2021 school year.
- Added a “make & take” element to some of our virtual programs to get a better idea of engagement.
- Featured a bilingual storyteller for our first Costumed Characters Storytime.

**SEPTEMBER 2020 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	567	222	789	1,402	563	1,965	5,131	-61.7%
Kits	0	163	163	0	264	264	572	-53.8%
Books	8,922	13,479	22,401	21,102	28,824	49,926	96,993	-48.5%
Music Compact Discs	780	106	886	1,761	162	1,923	4,812	-60.0%
DVDs/Blu-rays	6,943	838	7,781	16,018	1,877	17,895	46,563	-61.6%
Magazines	170	13	183	509	23	532	3,241	-83.6%
Video Games	499	0	499	1,028	0	1,028	2,819	-63.5%
Videoplayers	0	18	18	0	31	31	115	-73.0%
E-readers	0	0	0	0	0	0	0	N/A
Umbrellas	0	0	0	0	0	0	23	-100.0%
Telescopes	1	0	1	3	0	3	19	-84.2%
Backpacks	0	0	0	0	0	0	89	N/A
Launchpads	0	15	15	0	50	50	0	N/A
ebooks (MMM, Hoopla)	2,094	0	2,094	11,377	0	11,377	8,203	38.7%
eaudiobooks (MMM, Hoopla)	3,631	0	3,631	11,297	0	11,297	9,139	23.6%
evideo (MMM, Hoopla)	493	0	493	1,523	0	1,523	707	115.4%
emusic (Hoopla)	137	0	137	526	0	526	388	35.6%
emagazines (Zinio)	0	0	0	1,193	0	1,193	797	49.7%
ecomicrobooks (Hoopla)	135	0	135	10,048	0	10,048	237	4139.7%
<b>Total emedia</b>	<b>6,490</b>	<b>0</b>	<b>6,490</b>	<b>35,964</b>	<b>0</b>	<b>35,964</b>	<b>19,471</b>	<b>84.7%</b>
<b>MAIN LIBRARY SUBTOTAL</b>	<b>24,372</b>	<b>14,854</b>	<b>39,226</b>	<b>77,787</b>	<b>31,794</b>	<b>109,581</b>	<b>179,848</b>	<b>-39.1%</b>

\*\*MMM=MyMediaMall

Warren-Newport Public Library District  
Executive Director's Report  
October 20, 2020

**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	41	10	51	69	16	85	367	-76.8%
Kits	0	18	18	0	33	33	553	-94.0%
Books	240	610	850	572	1,214	1,786	8,015	-77.7%
Music Compact Discs	21	2	23	33	2	35	212	-83.5%
DVD's	171	2	173	500	15	515	2,648	-80.6%
Magazines	41	0	41	80	0	80	221	-63.8%
Miscellaneous	0	0	0	0	0	0	16	-100.0%
<b>OUTREACH SUBTOTAL</b>	<b>514</b>	<b>642</b>	<b>1,156</b>	<b>1,254</b>	<b>1,280</b>	<b>2,534</b>	<b>12,032</b>	<b>-78.9%</b>

**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.
<b>GRAND TOTAL</b>	<b>24,886</b>	<b>15,496</b>	<b>40,382</b>	<b>79,041</b>	<b>33,074</b>	<b>112,115</b>	<b>191,880</b>	<b>-41.6%</b>



Warren-Newport Public Library District  
Executive Director's Report  
October 20, 2020

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	YTD Prev. YTD	Change
September	Adult	Youth	A-Bkm	Y-Bkm	Total	Adult	Youth	A-Bkm	Y-Bkm	Total	YTD	TOTAL
<b>DESK ACTIVITIES</b>												
Information	1,871	40	215	0	2,126	3,967	244	344	0	4,555	34,637	-87%
Reference/Titles Req.	1,113	207	326	0	1,646	2,981	503	498	0	3,982	24,774	-84%
E-Mail Reference	23	0	0	0	23	109	0	0	0	109	760	-86%
Instruction Questions	608	4	0	0	612	978	6	0	0	984	8,666	-89%
<b>Total Desk Activities</b>	<b>3,615</b>	<b>251</b>	<b>541</b>	<b>0</b>	<b>4,407</b>	<b>8,035</b>	<b>753</b>	<b>842</b>	<b>0</b>	<b>9,630</b>	<b>68,837</b>	<b>-86%</b>
<b>INTERLIBRARY LOAN (ILL)</b>												
ILL Lending Requests	Use: Lending Fill Rate Statistics				281					756	3,251	-77%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				155					433	1,731	-75%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				354					928	3,602	-74%
ILL Borrowing Filled	Use: Borrowing Requests Finished				179					460	2,327	-80%
Article Lending Requests	Use: Lending Fill Rate Statistics				2					6	4	50%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				2					2	0	N/A
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				0					5	27	-81%
Article Borrowing Filled	Use: Borrowing Requests Finished				0					3	12	-75%
<b>CIRCULATION</b>												
In-District cardholders					44,656					44,656	44,364	1%
Reciprocal cardholders					12,283					12,283	12,260	0%
<b>Total Cardholders</b>					<b>56,939</b>					<b>56,939</b>	<b>56,624</b>	<b>1%</b>
RBP Loaned					2,495					5,214	44,659	-88%
**RBP Borrowed										0	44,573	-100%
Holdings					6,085					19,379	61,584	-69%
Patron Count Main					10,396					21,735	207,337	-90%
Self Check Out Use					13,368					26,494	211,749	-87%
<b>BOOKMOBILE/VAN VISITS</b>												
Neighborhood Stops					0					0	760	-100%
Preschools					0					0	96	-100%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					0					0	30	-100%
Special events					0					0	4	-100%
<b>Total Bookmobile Stops</b>					<b>0</b>					<b>0</b>	<b>890</b>	<b>-100%</b>
<b>Total Patron Count</b>					<b>0</b>					<b>0</b>	<b>8,738</b>	<b>-100%</b>
Homebound visits					15					53	310	-83%
Deposit Collection deliveries					4					11	50	-78%
Remote book drop pickups					0					0	199	-100%
<b>Total Van Stops</b>					<b>19</b>					<b>64</b>	<b>559</b>	<b>-89%</b>
Days BKM on road					0					0	156	-100%
<b>In-House Programs/Tour</b>												
<b># of Adult Programs</b>					14					29	160	-82%
Adult Attendance					236					380	2,285	-83%
<b># of Youth Programs</b>					37					126	489	-74%
Youth Attendance					1,137					4,215	9,002	-53%
Adult Attendance					1,136					4,167	2,251	85%
<b># of Bookmobile Tours</b>					0					0	0	N/A
Youth Attendance					0					0	0	N/A
Adult Attendance					0					0	0	N/A
<b>OUTREACH (Prog/ Visits)</b>												
<b># of Adult Prog. &amp; Visits</b>										0	11	-100%
Adult Attendance										0	123	-100%
<b># of Youth Prog. &amp; Visits</b>										0	11	-100%
Youth Attendance										0	743	-100%
Adult Attendance										0	313	-100%
<b># of BKM Prog. &amp; Visits</b>					0					0	10	-100%
Youth Attendance					0					0	81	-100%
Adult Attendance					0					0	35	-100%
<b>ROOM USE</b>												
Meeting Room Uses										0	266	-100%
Study Room Uses										0	6,612	-100%
<b>INTERNET USAGE</b>												
# of sessions					1,204					2,304	22,922	-90%
Total Hours					618					1,082	17,712	-94%
Average Session (minutes)					29					78	411	-81%
<b>OTHER SERVICES</b>												
Proctoring					0					0	9	-100%
Voter Registration					4					5	8	-38%
Website views					24,503					53,084	319,992	-83%
New items processed					3,294					11,519	21,491	-46%
Total materials Main library					299,828					299,828	296,432	1%
Total materials Outreach					16,084					16,084	16,879	-5%
<b>TOTAL MATERIALS</b>					<b>315,912</b>					<b>315,912</b>	<b>313,311</b>	<b>1%</b>
Adult Volunteer Hours					0.0					41.0	1,815.4	-98%
Student Volunteer Hours					13.5					45.5	562.3	-92%
<b>Total Volunteer Hours</b>					<b>13.5</b>					<b>86.5</b>	<b>2,377.7</b>	<b>-96%</b>

END