

Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT FOR OCTOBER
November 17, 2020
Submitted by Executive Director, Ryan Livergood

EXECUTIVE SUMMARY

Highlights:

- The Youth Services Department began offering “Book Bundles” to patrons to help with COVID restrictions for browsing materials. They have been very popular so far.
- The Adult Services Department facilitated a virtual SMILE costume party for developmentally disabled adults, which had 11 participants and was a great success.

Meetings, programs, training attended:

- Gurnee Exchange Club (10/13).
- ILA Virtual Conference (10/20-10/22).
- Electronic Content Consortium Board Meeting (10/21).
- Gurnee Exchange Club (10/27).

Special plans for coming month:

- Staff annual performance evaluations.
- Candidate search for Head of IT position and/or identify IT vendor to assist us with our IT operations.

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: Laura Stone and I continue to remain in communication with the Friends. The Friends were grateful for the resolution the Board passed recognizing their contributions to WNPL. There are no immediate plans to reopen Book Ends.

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Fundraising:

Fundraising through October

	<u>October</u>	<u>Year to Date</u>
Annual Fund	\$ -	\$ 1,775.00
Gifts	0.00	55.00
Total	<u>\$ -</u>	<u>\$ 1,830.00</u>

Personnel:

Status of Organization: October

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

Public Relations/Graphics:

- The Friends of WNPL were celebrated during the month of October with special focus on Friends of the Library Week, Oct. 18-24.
- Coordination and design work for the van wrap was completed.
- Circulating hotspot publicity began.
- Four enews blasts were sent this month.
- Began reviewing and replacing COVID related signage and updating the lobby monitor presentation.
- WNPL hosted three authors in October and additional publicity was conducted in the form of Facebook boosts for Ashley Blooms and Libby Hellmann. A flyer was sent to district schools to promote the Lorelei Savaryn Read Aloud event.
- Staff assisted with a Library Connections episode in which Ryan interviewed Lake County Board Member Steve Carlson.
- Staff members attended virtual AdobeMAX conference sessions on Oct. 20-22. The conference was free, extremely informative, and staff appreciated the opportunity to attend.

Safety and Security Statistics:

- Patron Assists: 121
- Library Services: 18
- Behavior Violations: 241
- Unattended Children: 2
- Setups: 0
- Donations: 0
- Suspended Patrons: 4
- Final Warnings: 3

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- Gurnee Police and Fire Assists: 1
- Covid-19 Safety Contacts: 224
- Patrons Refused Entry without Mask: 41
- Patrons asked to wear mask properly or keep distance: 183

Patron Suspensions

Person(s) suspended	Length of Suspension	Violation/reason
Adult male	1 year	Threatening staff safety, abusive language towards patrons and staff, noncompliance with mask requirement, blocking entrance to the library after being asked to leave, and requiring a trespass to leave the property - pending identification
Adult male	1 month	Foul/abusive language towards staff and noncompliance with mask requirement - pending identification
Adult female	End of day warning	Noncompliance with mask requirement after several warnings in one visit
Adult female	End of day warning	Noncompliance with mask requirement after several warnings in one visit
Adult male	Final formal warning	Noncompliance with mask requirement after several warnings in one visit
Adult female	Final formal warning	Noncompliance with mask requirement after several warnings over multiple visits
Adult male	Final formal warning	Noncompliance with mask requirement after several warnings over multiple visits

Workshops, programs and training attended:

Date	Title	Hours	Staff
10/1	Metadata Quality	1	Hema S.
10/12	Caring for your Resources During COVID 19	1	Donna K.
10/13	Lake Villa District Library – Race Discussion	1	Jan M.
10/14	Highland Park Public Library – The New Jim Crow discussion	1.5	Jan M.
10/15	Deerfield Public Library – Art of the Harlem Renaissance	1	Jan M.
10/20	WNPL – Author Visit with Libby Hellmann	1	Jan M.
10/30	Security and Privacy: What Nonprofits Need to Know	1	Justine
10/30	5 Tips to Successfully Launch a Diversity Initiative at Your Nonprofit	1	Justine

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10/30	Virtual Workshop: Managing the Impact of COVID-19 on Nonprofits	1.5	Justine
10/30	Keeping Your Nonprofit's Systems Secure While Working Remotely	1	Justine
10/27	Graphic Jam	1	Justine
10/27	Must-Read Mysteries	1	Justine
10/27	YA for All- Genre Bending YA Titles that Can't be Missed	1	Justine
10/27	What is Digital Transformation and How Can Nonprofits Benefit?	1	Justine
10/27	Is the Cloud Safe? Ensuring Security in the Cloud	1	Justine
10/28	– Intro to Building PDF Forms	1	Justine
10/28	How Nonprofits Can Identify, Expose and Stop the Spread of Mis/Disinformation	1.5	Justine
10/28	– Digital Activism Organizing: Tools, Tactics and Training to Stand Together While Apart	1	Justine
10/28	Women Social Entrepreneurs in Civic Tech: How Voices of Women Help Us Advance Democracy	1	Justine
10/28	How to Rethink Products and Services Through Equity Design	1	Justine
10/29	– Digital Divide During a Pandemic: How to Work Toward Inclusion for Your Nonprofit Community	1	Justine
10/29	Expanding Your Online Community with Web Accessibility	1	Justine
10/19	Nonprofit Workforce Transition and Planning in Response to COVID-19	1	Justine
10/14	Fall Book Club Picks	1	Justine
10/14	Growing Through Conflict: Healthy Workplace Communication	1	Justine
10/14	Getting to the Heart of the Community through Discovery	1	Justine
10/14	How Libraries Can Meet the Evolving Needs of Patrons in the Digital Age	1	Justine
10/14	Being Customer Focused: New and Emerging Trends in Customer Service	1	Justine
10/14	Strengthen Equity, Diversity and Inclusion Practice through Self-Paced Learning	1	Justine
10/15	An Introduction to Digital Preservation, Part I & 2	2	Justine
10/15	Getting Started with Digitization: An Introduction for Libraries	1	Justine
10/15	Digital Citizenship: New Roles and Responsibilities in the Digital Age	1	Justine
10/15	Book Tasting in the Library: A Recipe for Reading	1	Justine
10/15	The Name of the Game: Playing Tabletop Games to Build 21 st Century Skills	1	Justine
10/15	Cloud Computing 101	1	Justine
10/4	What's Cooking: Fall 2020	1	Justine

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10/4	Library Love for LibraryReads	1	Justine
10/4	Celebrate a Decade of Booklist's Mystery Month!	1	Justine
10/7	Civil Legal Justice: The Crucial Role of Libraries	1	Justine
10/7	Is That Real? A Crash Course in Verifying Online Content	1	Justine
10/8	– Reducing Workplace Stress with Mindfulness	1	Justine
10/8	Grace Under Pressure: Tips and Tricks to Cultivate a Positive Approach	1.5	Justine
10/9	Putting the Public Back in Public Libraries: Community-Led Libraries	1	Justine
10/10	Toward Tech Savvy Trustees	1	Justine
10/10	When I'm 64: Financial Literacy Resources for Those Nearing and in Retirement	1	Justine
10/11	Why Wikipedia Matters for Health and Medical Information	1	Justine
10/11	Veterans and Mental Health: Understanding Common Struggles and Learning How to Provide Support	1	Justine
10/11	Visual Content: Level Up Your Social Media	1	Justine
10/1	PR Council of Lake County – Publications	1	Sandy, Nancy, Karen
10/20	AdobeMAX: How to Be the Social Media Creator Brands Love	.5	Sandy
10/20	AdobeMAX: Creating Great Images with Your Phone – Part One	.5	Sandy
10/20	AdobeMAX: Beginner Photoshop - Compositing Part 1 - Preparing Your Images	.5	Sandy
10/20	AdobeMAX: Uncovering the Mystery of Book Cover Design	.5	Sandy, Karen
10/20	AdobeMAX: Bold New Strokes for Illustration and Painting	1	Eric
10/20	AdobeMAX: Graphic Design - From Blank Screen to Brilliant	1.5	Eric
10/20	AdobeMAX: Keynote	1.5	Karen
10/20	AdobeMAX: A Joyful Life	.5	Karen
10/20	AdobeMAX: Communicate with Color	.5	Karen
10/20	AdobeMAX: Graphic Design: Blank Screen to Brilliant	1.5	Karen
10/20	AdobeMAX: Photoshop Skills Part 1	.5	Karen
10/20	AdobeMAX: Holding Your Life and Business Together	.5	Karen
10/21	AdobeMAX: Smarter Social Storytelling	.75	Eric
10/21	AdobeMAX: Graphic Design: Blank Screen to Brilliant (2)	1.5	Karen
10/21	AdobeMAX: Illustrator Workflows	.5	Karen
10/21	AdobeMAX: InDesign Type and Layout	.5	Karen
10/21	AdobeMAX: Good Design is Good Business	1	Karen
10/21	AdobeMAX: Max Sneaks	1	Karen
10/21	AdobeMAX: Adobe Animate	.5	Karen

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10/21	AdobeMAX: America in Spanish is America: Hispanic Diversity in Advertising	.5	Karen
10/21	AdobeMAX: Design Layout for Print: From Pixel to Paper with InDesign	.5	Karen
10/21	AdobeMAX: Mastering Infographics & Visual Communication	.5	Karen
10/22	AdobeMAX: InDesign Type and Layout	.5	Karen
10/22	AdobeMAX: Advanced Photoshop Tips	.5	Karen
10/22	AdobeMAX: Making Innovation Accessible and Designing Inclusive Experiences	.5	Karen
10/22	AdobeMAX: Video in the spotlight	1	Eric
10/28	AdobeMAX: Quick Tips for Creating the Most Engaging Social Media Videos	.5	Eric
10/28	AdobeMAX: Creative Ideas for Augmented Reality with Adobe Aero	.5	Eric
10/28	AdobeMAX: Rebranding and Outreach for Recreation.gov	.5	Eric
10/28	AdobeMAX: The Power of the Landscape in Concept Art	.5	Eric
10/29	AdobeMAX: The Life of an Illustrator and Artist, or Being a "Painter Without a Boss"	.5	Eric
10/29	AdobeMAX: Creativity Isn't a Talent - It's a Skill You Can Learn - Anthony Jones	.5	Eric
10/7	Strong Women and Girls	1	April
10/16	Brad Schneider's Office - K-12 Education	1	April
10/22	YA For All	1	April
10/30	Mad About Middle School	1	April
10/1-10/30	Enhancing Language Development in Childhood (Gale Courses)	24	Jenny
10/20	Evaluating, Auditing, and Diversifying Your Collections	2.25	Steven, Vicky
10/27	TBS Opening General Session (ILA), Featuring Eric Klinenberg	1	Steven
10/27	ILA Voices: Let's Talk EDI	1	Steven
10/28	Membership Meeting & President's Program	1	Steven
10/28	Demystifying Comics: Management of Graphic Novel Collections of All Sizes		Steven
10/29	Library Finance 101: Overview and Concepts	1	Steven
10/29	Make Your Data Useful: Telling Your Story and Advocating for Your Organization with Data	1	Steven
10/29	NNLM: Your Library Partner for a Healthy Community	1	Steven
10/28	Evaluating, Auditing, and Diversifying Your Collections	2.25	Steven, Vicky
10/29	Graphic Jam! / Booklist	1	Scott
10/14	B&T Cats Coffee Break- She Persisted series	1	Vicki P., Joanne T.
10/28	B & T Cats Coffee Break - Diversity	1	Vicki P.

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10/13	Zoom Storytime Basics	1	Rebekah
10/21	How to Influence Informal Learning	1	Rebekah
10/29	Digital Tools to Drive Customer Engagement	1	Rebekah
10/14	Keeping School's Safe: The Challenges of Covid-19	1	Cheryl
10/8	SLJ Picture Books for Fall (1 hr)	1	Patty
10/9	Reading Tools to the Rescue: Solutions for Learning on Couches or in the Classroom	1	Patty
10/16-10/31	Gale Course: Ready, Set, Read Lessons	7	Patty
10/20	How Educators Have Increased Parental Engagement to Help Children to Learn to Read During COVID-19	1	Patty
10/26	Building Equity in ECE Settings Through Perspective & Empathy	1.5	Patty
10/27	Preview of Spring 2021 Picture Books from Candlewick Press	1	Patty
10/8	Ezra Jack Keats Award Webinar	2	Vicky
10/13	My America: Uri Shulevitz	1	Vicky
10/15	Nikki Grimes/Carole Boston Weatherford	1	Vicky
10/27	Author & Educator Roundtable: Culturally Responsive Books in the Classroom	1	Vicky
10/14	Think & Do: The Impact of Words on Customer Satisfaction, Words to Use and Words to Lose Webinar	1	Doreen
10/15	What's Cooking Webinar	1	Dawn
10/26	Literary Development: How to Avoid COVID Slide & Digital Divide Pitfalls	1	Dawn
10/1	"Something New: A Silent Film Set to Music" Lecture	2	Liz
10/9	Rainbow Rowell Answers: What Happens After the Chosen One Saves the Day? Book Talk	1	Liz
10/13-10/16	ABOS Virtual Conference	30.0	Liz & Angela
10/22	Cold War Era Delights: Food Trends from 1945-1990	1	Liz

ADULT SERVICES

- Authors Libby Hellmann and Ashley Blooms visited with patrons via Zoom this month.
- We continue to tweak procedures for offering computer service. Due to the uptick in COVID cases, we made the difficult decision to offer no assistance on the computers unless we can keep adequate social distance.

CIRCULATION

- Adjusted quarantine period to 72 hours based on new research and guidance from RAILS.
- Desk staff began processing book bundles and circulating hotspots.

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IT

- Started meetings with potential IT vendors.

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.
- Continued configuration and deployment of new desk phones. Cutover to the new phone system is set for November 11th.

OUTREACH

- Picked up the new Outreach van after the exterior wrap was installed on 10/5.
- Two staff members attended the virtual ABOS Conference 10/13-10/16.
- Our small van passed the emissions test that is required by the state every two years.

TECHNICAL SERVICES

- Setup/processed 3Doodler kits for Youth Services.
- Processed hotspots for circulation.
- Extended expiration dates for 10/1 patrons.
- Utilizing new barcode cloner.

YOUTH SERVICES

- Worked with local school districts and the Book Stall to promote Lorelei Savaryn's debut middle grade novel.
- Collaborated with the high school librarian to provide book talks to 48 high school students.
- Handed out 200 Fire Safety bags provided from the Fire Department.
- Created Read with Me Early Literacy Kits to promote literacy for children aged 2 years and under. These are available by request at the Youth Services desk.

OCTOBER 2020 STATISTICS

MAIN LIBRARY CIRC

October 2020 Circulation	OCT ADULT	OCT YOUTH	OCT TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	624	209	833	2,026	772	2,798	6,768	-58.7%
Kits	0	164	164	0	428	428	736	-41.8%
Books	9,054	13,165	22,219	30,156	41,989	72,145	126,291	-42.9%
Music Compact Discs	941	120	1,061	2,702	282	2,984	6,486	-54.0%
DVDs/Blu-rays	7,675	856	8,531	23,693	2,733	26,426	60,941	-56.6%
Magazines	168	2	170	677	25	702	4,372	-83.9%
Video Games	511	0	511	1,539	0	1,539	3,685	-58.2%
Videoplayers	0	17	17	0	48	48	143	-66.4%
E-readers	0	0	0	0	0	0	0	N/A

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Umbrellas	0	0	0	0	0	0	30	-100.0%
Telescopes	0	0	0	3	0	3	26	-88.5%
Backpacks	0	1	1	0	1	1	121	-99.2%
Launchpads	0	9	9	0	59	59	0	N/A
Hotspots	57	0	57	0	0	0	0	N/A
ebooks (MMM, Hoopla)	4,188	0	4,188	11,434	0	11,434	10,985	4.1%
eaudiobooks (MMM, Hoopla)	3,463	0	3,463	14,760	0	14,760	12,047	22.5%
evideo (MMM, Hoopla)	393	0	393	1,916	0	1,916	889	115.5%
emusic (Hoopla)	123	0	123	649	0	649	484	34.1%
emagazines (Zinio)	0	0	0	1,193	0	1,193	1,080	10.5%
ecomicbooks (Hoopla)	187	0	187	10,235	0	10,235	350	2824.3%
Total emedia	8,354	0	8,354	40,187	0	40,187	25,835	55.6%
MAIN LIBRARY SUBTOTAL	27,384	14,543	41,927	100,983	46,337	147,320	235,434	-37.4%

**MMM=MyMediaMall

OUTREACH

TYPE OF MATERIAL	OCT ADULT	OCT YOUTH	OCT 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	90	16	106	492	-78.5%
Kits	0	4	4	0	37	37	682	-94.6%
Books	189	365	554	761	1,579	2,340	11,213	-79.1%
Music Compact Discs	6	0	6	39	2	41	264	-84.5%
DVD's	110	1	111	610	16	626	3,407	-81.6%
Magazines	28	0	28	108	0	108	280	-61.4%
Miscellaneous	0	0	0	0	0	0	32	-100.0%
OUTREACH SUBTOTAL	354	370	724	1,608	1,650	3,258	16,370	-80.1%

TOTALS

	OCT ADULT	OCT YOUTH	OCT 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	27,738	14,913	42,651	102,591	47,987	150,578	251,804	-40.2%

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Services Statistics	October	October	October	October	October	YTD Total	YTD Total	YTD Total	YTD Total	YTD	Prev.	Change
Oct-20	Adult	Youth	A-Bkm	Y-Bkm	Total	Adult	Youth	A-Bkm	Y-Bkm	Total	YTD	Change
											TOTAL	
DESK ACTIVITIES												
Information	1,897	93	84	0	2,074	5,864	337	428	0	6,629	20,681	-68%
Reference/Titles Req.	1,259	241	268	0	1,768	4,240	744	766	0	5,750	12,840	-55%
E-Mail Reference	65	0	0	0	65	174	0	0	0	174	102	71%
Instruction Questions	582	3	0	0	0	1,560	9	0	0	1,569	4,736	-67%
Total Desk Activities	3,803	337	352	0	3,907	11,838	1,090	1,194	0	14,122	38,359	-63%
INTERLIBRARY LOAN (ILL)												
ILL Lending Requests	Use: Lending Fill Rate Statistics				288					1,044	1,938	-46%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				147					580	1,023	-43%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				287					1,215	2,105	-42%
ILL Borrowing Filled	Use: Borrowing Requests Finished				156					616	1,370	-55%
Article Lending Requests	Use: Lending Fill Rate Statistics				1					7	1	600%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					2	0	N/A
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				1					6	11	-45%
Article Borrowing Filled	Use: Borrowing Requests Finished				0					3	6	-50%
CIRCULATION												
In-District cardholders					44,749					44,749	43,609	3%
Reciprocal cardholders					12,293					12,293	12,107	2%
Total Cardholders					57,042					57,042	55,716	2%
RBP Loaned					2,827					8,041	21,563	-63%
**RBP Borrowed										0	30,252	-100%
Holds					5,517					24,896	25,658	-3%
Patron Count Main					11,000					32,735	102,590	-68%
Self Check Out Use					13,334					39,828	102,690	-61%
BOOKMOBILE/VAN VISITS												
Neighborhood Stops					0					0	410	-100%
Preschools					0					0	38	-100%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					0					0	17	-100%
Special events					0					0	3	-100%
Total Bookmobile Stops					0					0	468	-100%
Total Patron Count					0					0	5,072	-100%
Homebound visits					26					79	140	-44%
Deposit Collection deliveries					2					13	22	-41%
Remote book drop pickups					0					0	104	-100%
Total Van Stops					28					92	266	-65%
Days BKM on road					0					0	86	-100%
In-House Programs/Tour												
# of Adult Programs					14					43	76	-43%
Adult Attendance					236					616	1,113	-45%
# of Youth Programs					59					185	194	-5%
Youth Attendance					1,226					5,441	4,312	26%
Adult Attendance					1,161					5,328	1,275	318%
# 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	4	-100%
Adult Attendance										0	43	-100%
# of Youth Prog. & Visits										0	7	-100%
Youth Attendance										0	477	-100%
Adult Attendance										0	218	-100%
# of BKM Prog. & Visits					0					0	2	-100%
Youth Attendance										0	15	-100%
Adult Attendance										0	11	-100%
ROOM USE												
Meeting Room Uses										0	127	-100%
Study Room Uses										0	3,090	-100%
INTERNET USAGE												
# of sessions					1,372					3,676	9,926	-63%
Total Hours					765					1,847	7,815	-76%
Average Session (minutes)					33					111	184	-40%
OTHER SERVICES												
Proctoring										0	3	-100%
Voter Registration					0					5	3	67%
Website views					26,021					79,105	119,911	-34%
New items processed					3,295					14,814	9,262	60%
Total materials Main library					301,735					301,735	293,758	3%
Total materials Outreach					16,211					16,211	17,458	-7%
TOTAL MATERIALS					317,946					317,946	311,216	2%
Adult Volunteer Hours					0.0					41.0	892.3	-95%
Student Volunteer Hours					18.0					63.5	377.7	-83%
Total Volunteer Hours					18.0					104.5	1,270.0	-92%

END