

**Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT
December 18, 2018
Submitted by Executive Director, Ryan Livergood**

EXECUTIVE SUMMARY

Highlights:

- Evaluations for WNPL staff are complete. We made some modifications to streamline the evaluation process this year, which resulted in a more efficient process that was well-received by staff. In addition, for the first time, we added emphasis on all staff working towards accomplishing organizational goals in addition to just individual goals.
- I had a chance to interact with at least two dozen patrons during Donuts with the Director on November 5. It was great having the opportunity to meet some WNPL patrons I didn't know. In addition to hearing several stories about how people love WNPL and our amazing staff, I was also able to answer a lot of questions people had about WNPL.

Meetings, programs, training attended:

- Gurnee Chamber of Commerce Mayor's Luncheon (11/7).
- Library Director Roundtable (11/8).
- "Stop by for Pie" Volunteer Appreciation Event (11/13).

Special plans for coming month:

- Fine-Free Transition Soft Launch.
- 2019 Consolidated Election Filing Period.

Special plans for the near future:

- Finalizing plans for *The Flex* and front of the library beautification planning: phase 2.
- Early 2019 outreach to non-users.
- Develop the foundation for WNPL bequest/planned giving program.

ADMINISTRATION

Friends: The next Saturday Book Sale is December 1. The Friends are holding a special holiday picnic for members on Thursday, December 6 at WNPL which is being catered by the new Mission BBQ restaurant in Gurnee.

Fundraising:

Fundraising through November			
		November	Year to Date
Annual Fund		\$ 1,065.00	\$ 8,695.00
Gifts		6.86	20,574.88
Total		\$ 1,071.86	\$29,269.88

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Personnel:

Status of Organization: November
 Number of full-time employees: 31
 Number of part-time employees: 58
 TOTAL number of employees: 89
 Full-time equivalents: 58

- 11/12-Barb McCreary, shelver, moved from 27.75 to 28 hrs week
- 11/12-Jan Dube, shelver, moved from 12 to 15 hrs week
- 11/12-Tammara Steffy-Lane, shelver, moved from 16.25 to 18.25 hrs week
- 11/12-Bike Kilic, shelver, moved from 14 to 14.25 hrs week
- 11/16-Russell Racean, IT Support Technician, separated from library
- 11/29-Christine Wolf, new hire, shelver, 12 hrs week
- 11/29-Emily Schmidt, new hire, shelver, 12 hrs week

Workshops, programs and training attended:

Date	Title	Hours	Staff
11/1-11/30	Coding Together, Learning Together	4 week course	Joanne
11/1	Lake County PR Council Meeting @ Six Flags	1.5	Sandy
11/2	21st Century Cataloging	6	Hema S., Nancy LO
11/8	Award-winning Toys, Games, Music & Books that Bridge the Classroom to Playroom	1	Janet
11/12	Creative Arts-Based STEM Learning in Early Childhood	1	Patty
11/12, 16, & 26	JJ's List Disability Awareness Training	1	Liz K., Betty S., Doreen R., Ginny G., Dawn L. & Cheryl A.
11/13	Tinker Meeting	4	Joanne T.
11/15	CATS TitleTalk	7	Scott K, Cheryl L., Vicki P., April B.
11/19	STEM in Early Education-Encouraging Problem-Solving	1	Janet
11/28	Booklist Webinar – Picture This! Books for the Youngest	1	Cheryl L., Janet C.
11/29	SNAILS Meeting	4	Jane F.

Public Relations/Graphics:

- Our marketing focus in November was Holiday Shopping at your Library, with an emphasis on sales of Sapphire Club cards and Celebration Square pavers.
- Our lobby display case featured original production artifacts from the holiday film, Home Alone 2, provided by a local resident and WNPL patron.

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- Additional department efforts included: winter edition of the Inside Angle was mailed on 11/21; Celebration Square dedication and Annual Fund letter; began work on fine-free campaign; and put up holiday decorations for public & staff areas.

Safety and Security:

- Patron assist-----305
- Patron contact: improper behavior-----97
- Book donation assist:-----62
- Patron contact: unattended children-----5
- Police assist-----5
- Setups for Meeting Rooms-----14

Patron Suspensions			
Date	Person(s) suspended	Length of Suspension	Violation/reason
11/2	Adult	One Year	Theft
11/20	Minor	One Day	Inappropriate language after multiple warnings

ADULT SERVICES

- Performance evaluations were completed.
- We have begun planning for the summer reading program.

CIRCULATION

- Completed annual evaluations.
- Launched cardless/PIN checkout at self-checks.
- Circulation manager worked with Deputy Director to revise circulation policies prior to going Fine-Free.

INFORMATION TECHNOLOGY & FACILITIES

Technology Items:

- Internet Station Usage: 2347 sessions; Total time:1842 Hours; Average Session 47 minutes.
- Staff continued work on the Windows 10 implementation.

Facility Items:

- 10 public meeting room setups.
- 20 program meeting room setups.
- BrightView removed four diseased pine trees.
- The facilities were switched over to full winter mode.

OUTREACH

- 11/1 Van's brakes were serviced at McClure's.
- 11/2 Bookmobile's Furnace was replaced at I/94-RV.
- 11/2 Bookmobile passed its 6 month Safety Inspection.

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- 11/9 Angela C. and Liz K. attended the quarterly B'LONG meeting at Wheaton Public Library.
- 11/16 Bookmobile received a Wet Service, Winterization, and replaced the Block Heater Cord at Lakeside International.
- 11/20 Obtained the annual Registration Sticker for the van.
- Outreach staff annual reviews were completed.

TECHNICAL SERVICES

- Created department goals.
- Completed staff evaluations.
- Set up Sierra for Fine-Free.

YOUTH SERVICES

- Annual reviews completed.
- Staff worked on weeding collections.
- Teen Photo contest was well received with well over 100 entries.

MONTHLY STATISTICS

<u>MAIN LIBRARY</u> TYPE OF MATERIAL	NOV ADULT	NOV YOUTH	NOV TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	1,421	460	1,881	7,792	2,490	10,282	11,656	-11.8%
Kits	0	165	165	0	917	917	1,919	-52.2%
Books	11,395	16,649	28,044	63,481	96,855	160,336	178,333	-10.1%
Music Compact Discs	1,713	266	1,979	8,289	1,444	9,733	12,628	-22.9%
DVD's	14,194	2,043	16,237	75,113	12,011	87,124	99,896	-12.8%
Magazines	1,086	70	1,156	6,246	669	6,915	7,212	-4.1%
Video Games	873	0	873	5,150	0	5,150	5,363	-4.0%
Videoplayers	0	44	44	0	256	256	362	-29.3%
E-readers	0	0	0	0	0	0	45	-100.0%
Umbrellas	5	0	5	55	0	55	27	103.7%
Telescopes	7	0	7	40	0	40	0	N/A
ebooks (MMM, Hoopla)	2,474	0	2,474	13,218	0	13,218	12,013	10.0%
eaudiobooks (MMM, Hoopla)	2,164	0	2,164	11,548	0	11,548	9,181	25.8%
evideo (MMM, Hoopla)	196	0	196	959	0	959	744	28.9%
emusic (Hoopla)	147	0	147	722	0	722	744	-3.0%
emagazines (Zinio)	323	0	323	902	0	902	700	28.9%
ecomicbooks (Hoopla)	79	0	79	378	0	378	325	16.3%
Total emedia **MMM=MyMediaMall	5,383	0	5,383	27,727	0	27,727	23,707	17.0%
MAIN LIBRARY SUBTOTAL	36,077	19,697	55,774	193,893	114,642	308,535	341,148	-9.6%

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OUTREACH

TYPE OF MATERIAL	NOV ADULT	NOV YOUTH	NOV TOTAL	Y.T.D. ADULT	Y.T.D. YOUTH	Y.T.D. TOTAL	PREVIOUS Y.T.D. TOTAL	PERCENT CHANGE Y.T.D.
Audiobooks	142	41	183	771	195	966	894	8.1%
Kits	0	168	168	0	912	912	855	6.7%
Books	598	2,550	3,148	3,227	12,291	15,518	15,995	-3.0%
Music Compact Discs	59	81	140	406	291	697	715	-2.5%
DVD's	730	193	923	4,116	1,020	5,136	5,676	-9.5%
Magazines	84	9	93	465	104	569	536	6.2%
Miscellaneous	6	0	6	9	0	9	2	350.0%
OUTREACH SUBTOTAL	1,619	3,042	4,661	8,994	14,813	23,807	24,673	-3.5%

TOTALS

	NOV ADULT	NOV YOUTH	NOV 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	37,696	22,739	60,435	202,887	129,455	332,342	365,821	-9.2%

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Services Statistics	Nov.	Nov.	Nov.	Nov.	Nov.	YTD Total	YTD Total	YTD Total	YTD Total	YTD	Prev.	Change
Nov-18	Adult	Youth	A-Bkm	Y-Bkm	Total	Adult	Youth	A-Bkm	Y-Bkm	Total	YTD	TOTAL
DESK ACTIVITIES												
Information	2,399	414	187	131	3,131	15,531	2,835	1,301	659	20,326	20,501	-1%
Reference/Titles Req.	1,909	650	470	175	3,204	11,420	3,621	1,623	1,003	17,667	18,198	-3%
E-Mail Reference	33	0	0	0	33	163	0	0	0	163	121	35%
Instruction Questions	987	42	0	0	1,029	5,339	261	0	0	5,600	5,151	9%
Total Desk Activities	5,328	1,106	657	306	7,397	32,453	6,717	2,924	1,662	43,756	43,971	0%
INTERLIBRARY LOAN (ILL)												
ILL Lending Requests	Use: Lending Fill Rate Statistics				485					2,625	2,881	-9%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				240					1,282	1,417	-10%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				457					2,721	3,235	-16%
ILL Borrowing Filled	Use: Borrowing Requests Finished				287					1,686	2,524	-33%
Article Lending Requests	Use: Lending Fill Rate Statistics				1					7	6	17%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					0	2	-100%
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				2					10	6	67%
Article Borrowing Filled	Use: Borrowing Requests Finished				1					2	2	0%
CIRCULATION												
In-District cardholders					41,842					41,842	39,249	7%
Reciprocal cardholders					11,566					11,566	10,975	5%
Total Cardholders					53,408					53,408	50,224	6%
RBP Loaned					5,658					31,890	35,554	-10%
**RBP Borrowed										17,859	39,006	-54%
Holdings					6,458					35,423	33,799	5%
Patron Count Main					23,415					134,816	159,107	-15%
Self Check Out Use					24,638					146,807	164,240	-11%
BOOKMOBILE/VAN VISITS												
Neighborhood Stops					90					495	510	-3%
Preschools					15					59	49	20%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					5					23	25	-8%
Special events					0					2	5	-60%
Total Bookmobile Stops					110					579	589	-2%
Total Patron Count					1,143					6,157	5,796	6%
Homebound visits					39					156	124	26%
Deposit Collection deliveries					3					16	10	60%
Remote book drop pickups					25					127	125	2%
Total Van Stops					67					299	207	44%
Days BKM on road					18					101	101	0%
In-House Programs/Tour												
# of Adult Programs					23					111	114	-3%
Adult Attendance					284					2,190	1,249	75%
# of Youth Programs										159	214	-26%
Youth Attendance					800					3,675	3,175	16%
Adult Attendance					250					1,724	1,660	4%
# of Bookmobile Tours					0					1	0	N/A
Youth Attendance					0					0	0	N/A
Adult Attendance					0					4	0	N/A
OUTREACH (Prog/ Visits)												
# of Adult Prog. & Visits					1					5	5	0%
Adult Attendance					15					60	58	3%
# of Youth Prog. & Visits					6					24	25	-4%
Youth Attendance					48					1,114	1,721	-35%
Adult Attendance					210					673	739	-9%
# of BKM Prog. & Visits					0					0	10	-100%
Youth Attendance					0					0	329	-100%
Adult Attendance					0					0	113	-100%
ROOM USE												
Meeting Room Uses					33					150	204	-26%
Study Room Uses										2,954	3,425	-14%
INTERNET USAGE												
# of sessions					2,347					14,986	15,917	-6%
Total Hours					1,842					11,491	12,442	-8%
Average Session (minutes)					47					228	233	-2%
OTHER SERVICES												
Proctoring					11					28	19	47%
Voter Registration					0					15	1	1400%
Website views					27,438					154,314	168,228	-8%
New items processed					2,464					12,354	13,728	-10%
Total materials Main library					303,026					303,026	302,924	0%
Total materials Outreach					18,380					18,380	18,824	-2%
TOTAL MATERIALS					321,406					321,406	321,748	0%
Adult Volunteer Hours					224.3					1,095.1	1,274.7	-14%
Student Volunteer Hours					156.5					945.3	540.6	75%
Total Volunteer Hours					381.0					2,040.5	1,815.3	12%