

**Warren-Newport Public Library District
EXECUTIVE DIRECTOR'S REPORT FOR NOVEMBER 2019
December 17, 2019
Submitted by Executive Director, Ryan Livergood**

EXECUTIVE SUMMARY

Highlights:

- Staff installed a beautiful new READ display in the lobby, featuring diverse authors.
- WNPL hosted two very popular family programs this month: Dinosaur Encounter on 11/16 with 125 in attendance; and Frozen Sing-Along on 11/23 with 132 in attendance.
- We hosted our annual “Stop by for Pie” Volunteer Appreciation event in *The Flex* on 11/21. Our amazing volunteers had a wonderful time and enjoyed seeing our new space.

Meetings, programs, training attended:

- Exchange Club Membership Committee (11/12).
- Gurnee Complete Count Committee (11/12).
- Electronic Content Consortium (ECC) board meeting (11/13).
- Healthy Communities Healthy Youth (11/14).
- Exchange Club’s One Nation Under God Breakfast (11/26).

Special plans for coming month:

- 2019 Annual Appeal Letter.
- Strategic Planning Process.
- Village of Gurnee 2020 Census Complete Count Committee.

Special plans for the near future:

- Project Management Task Force.
- Minimum Wage Compliance Action Plan.
- Adult Space Project Planning.

ADMINISTRATION

Friends: The next Saturday book sale will be on December 7.

Fundraising

Fundraising through October			
		October	Year to Date
Annual Fund			\$ 910.00
Gifts		112.00	124.80
Total		\$ 112.00	\$ 1,034.80

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Personnel:

Status of Organization: November
 Number of full-time employees: 34
 Number of part-time employees: 59
 TOTAL number of employees: 93
 Full-time equivalents: 59
 New Hires: None
 Separations: None
 Changes: None

Open Positions:

- Shelver; Two positions- 10 & 14 hours
- Circulation Clerk; Two positions-14 & 12.25 hours

Workshops, programs and training attended:

Date	Title	Hours	Staff
11/12	TINKER Meeting	4	Joanne
11/14	AART Con	705	Jessica
11/6	Going Beyond the ABC Song: Music That Naturally Supports Children's Language Development (EdWeb)	1	Jenny H.
11/13	Guiding Students' Early Learning Journeys (EdWeb)	1	Jenny H.
11/27	Integrating Social-Emotional Learning Into Your Instructional Programs (EdWeb)	1	Jenny H.
11/27	Reaching New Heights: Winter/Spring Titles for Young Readers	1	Steven

Public Relations/Graphics:

- The current monthly campaign theme is Support Your Library, designed to promote awareness of the various methods of supporting WNPL.
- Staff have been working on the online version of the community survey.
- The lobby display case theme was National Picture Book Month, featuring many characters from popular picture books in the YS collections.
- Staff installed a new READ display in the lobby, featuring diverse authors.
- Staff worked with Admin to produce the Annual Fund mailing and holiday card.
- The winter Inside Angle mailed Nov. 15-16.
- Continuing to work with HR to assist with the onboarding project.

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Safety and Security:

- Patron assist-----342
- Patron contact: improper behavior-----210
- Donations-----41
- Patron contact: unattended children-----13
- Police assist-----8
- Setups for Meeting Rooms-----11

Patron Suspensions:

Person(s) suspended	Length of Suspension	Violation/reason
Adult	Indefinitely	Armed robbery
Adult	Indefinitely	Extensive history of abusive language, disorderly conduct, noncompliance with staff, and threatening behavior. Past history includes 4 lengthy suspensions, violent behavior towards staff, a charge of assault and battery against library staff in 2011, and a formal final warning from Security Supervisor in 2019.
Minor	One day	Vulgar language after final warnings
Adult	One year	Criminal trespassing, hazard to public safety, and resisting arrest for assault, robbery, and fraud charges (these incidents did not occur at WNPL)
Adult	Indefinitely	Determined unsafe without a guardian for disorderly conduct, threats of violence against staff and patrons, and abusive hate speech. Classified by Gurnee PD as an emotionally disturbed individual

ADULT SERVICES

- Amy L returned from leave.
- We started holding book discussions and computer programs in the Flex.
- Jess attended the AART Con at the Naperville PL.

CIRCULATION

- Received and responded to a request for information regarding our experience going fine free from the Rolling Meadows Public Library.
- Shelves began the process of moving the Juvenile Biography collection.

OUTREACH

- Angela attended Strong Start, Strong Finish meeting with Rebekah (WNPL-YS) and members from Districts #50 and #56 to work on community wide early literacy initiative on 11/8.
- Bookmobile service to senior residents was cancelled on 11/11 due to snow not cleared out of parking lots at those facilities.
- Front retractable step for Bookmobile replaced on 11/22.
- Inverter stopped working, dropped Bookmobile off at Cummins in Oak Creek, WI on 11/26.

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- Bookmobile was off road beginning 11/26 for inverter diagnosis/repairs.

TECHNICAL SERVICES

- Continue to inventory library.
- Reclassed PT collection.
- Reclassed J Ref collection.

INFORMATION TECHNOLOGY & FACILITIES

- **Technology Items:**
 - HP made repairs one of our virtual server hosts.
- **Facility Items:**
 - 10 public meeting room setups.
 - 18 program meeting room setups.
 - Anderson Pest Control completed their monthly inspection.
 - Honeywell made repairs to the boiler and RTU #8.
 - Siemens made repairs to the main mixing valve off the main boiler.

YOUTH SERVICES

- Worked with Technical Services to weed and reclassify the PT and J REF collections.
- Rebekah attended a Strong Start, Strong Finish meeting with Angela and members from Districts #50 and #56 to work on community wide early literacy initiative on 11/8, and again on 11/22 with a smaller committee to work on creating a website for the initiative.
- Explored a potential partnership with ChildServ.

NOVEMBER 2019 STATISTICS

MAIN LIBRARY CIRC

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	1,072	446	1,518	6,051	2,235	8,286	10,282	-19.4%
Kits	0	195	195	0	931	931	917	1.5%
Books	10,811	17,904	28,715	60,203	94,803	155,006	160,336	-3.3%
Music Compact Discs	1,355	212	1,567	6,880	1,173	8,053	9,733	-17.3%
DVD's	12,230	2,101	14,331	64,163	11,109	75,272	87,124	-13.6%
Magazines	831	16	847	5,012	207	5,219	6,915	-24.5%
Video Games	892	0	892	4,577	0	4,577	5,150	-11.1%
Videoplayers	0	48	48	0	191	191	256	-25.4%
E-readers	0	0	0	0	0	0	0	N/A
Umbrellas	3	0	3	33	0	33	55	-40.0%
Telescopes	3	0	3	29	0	29	40	-27.5%
Backpacks	0	33	33	0	154	154	0	N/A

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ebooks (MMM, Hoopla)	2,721	0	2,721	13,706	0	13,706	13,218	3.7%
eaudiobooks (MMM, Hoopla)	2,749	0	2,749	14,796	0	14,796	11,548	28.1%
evideo (MMM, Hoopla)	174	0	174	1,063	0	1,063	959	10.8%
emusic (Hoopla)	105	0	105	589	0	589	722	-18.4%
emagazines (Zinio)	277	0	277	1,357	0	1,357	902	50.4%
ecomicbooks (Hoopla)	106	0	106	456	0	456	378	20.6%
Total emedia	6,132	0	6,132	31,967	0	31,967	27,727	15.3%
MAIN LIBRARY SUBTOTAL	33,329	20,955	54,284	178,915	110,803	289,718	308,535	-6.1%

**MMM=MyMediaMall

OUTREACH CIRC

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	92	30	122	479	135	614	966	-36.4%
Kits	0	132	132	0	814	814	912	-10.7%
Books	524	1,970	2,494	2,847	10,860	13,707	15,518	-11.7%
Music Compact Discs	24	38	62	139	187	326	697	-53.2%
DVD's	613	73	686	3,421	672	4,093	5,136	-20.3%
Magazines	49	0	49	325	4	329	569	-42.2%
Miscellaneous	13	0	13	45	0	45	9	400.0%
OUTREACH SUBTOTAL	1,315	2,243	3,558	7,256	12,672	19,928	23,807	-16.3%

TOTAL CIRC

	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	34,644	23,198	57,842	186,171	123,475	309,646	332,342	-6.8%

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Services Statistics	Nov. Adult	Nov. Youth	Nov. A-Bkm	Nov. Y-Bkm	Nov. Total	YTD Total Adult	YTD Total Youth	YTD Total A-Bkm	YTD Total Y-Bkm	YTD Total	Prev. YTD	Change
November											TOTAL	
DESK ACTIVITIES												
Information	2,595	456	221	127	3,399	13,694	8,476	1,276	634	24,080	20,326	18%
Reference/Titles Req.	1,735	607	199	154	2,695	10,049	3,120	1,475	891	15,535	17,667	-12%
E-Mail Reference	22	0	0	0	22	124	0	0	0	124	163	-24%
Instruction Questions	892	40	0	0	932	5,388	280	0	0	5,668	5,600	1%
Total Desk Activities	5,244	1,103	420	281	7,048	29,255	11,876	2,751	1,525	45,407	43,756	4%
INTERLIBRARY LOAN (ILL)												
ILL Lending Requests	Use: Lending Fill Rate Statistics				407					2,345	2,625	-11%
ILL Lending Filled	Use: Lending Requests Filled by Day (to Excel)				214					1,237	1,282	-4%
ILL Borrowing Requests	Use: Borrowing Fill Rate Statistics				443					2,548	2,721	-6%
ILL Borrowing Filled	Use: Borrowing Requests Finished				266					1,636	1,686	-3%
Article Lending Requests	Use: Lending Fill Rate Statistics				1					2	7	-71%
Article Lending Filled	Use: Lending Requests Filled by Day (to Excel)				0					0	0	N/A
Article Borrowing Requests	Use: Borrowing Fill Rate Statistics				8					19	10	90%
Article Borrowing Filled	Use: Borrowing Requests Finished				1					7	2	250%
CIRCULATION												
In-District cardholders					43,739					43,739	41,842	5%
Reciprocal cardholders					12,137					12,137	11,566	5%
Total Cardholders					55,876					55,876	53,408	5%
RBP Loaned					5,244					26,807	31,890	-16%
**RBP Borrowed										0	17,859	-100%
Holds					5,586					31,244	35,423	-12%
Patron Count Main					22,896					125,486	134,816	-7%
Self Check Out Use					22,526					125,216	146,807	-15%
BOOKMOBILE/VAN VISITS												
Neighborhood Stops					85					495	495	0%
Preschools					14					52	59	-12%
Park Districts					0					0	0	N/A
Schools					0					0	0	N/A
Senior residential facilities					1					18	23	-22%
Special events					0					3	2	50%
Total Bookmobile Stops					100					568	579	-2%
Total Patron Count					835					5,907	6,157	-4%
Homebound visits					39					179	156	15%
Deposit Collection deliveries					5					27	16	69%
Remote book drop pickups					20					124	127	-2%
Total Van Stops					64					330	299	10%
Days BKM on road					17					103	101	2%
In-House Programs/Tour												
# of Adult Programs					16					92	111	-17%
Adult Attendance					240					1,353	2,190	-38%
# of Youth Programs					54					248	159	56%
Youth Attendance					683					4,995	3,675	36%
Adult Attendance					322					1,597	1,724	-7%
# 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					5	5	0%
Adult Attendance					11					54	60	-10%
# of Youth Prog. & Visits					0					7	24	-71%
Youth Attendance					0					477	1,114	-57%
Adult Attendance					0					218	673	-68%
# of BKM Prog. & Visits					4					6	0	N/A
Youth Attendance					41					56	0	N/A
Adult Attendance					8					19	0	N/A
ROOM USE												
Meeting Room Uses					29					156	150	4%
Study Room Uses					744					3,834	3,631	6%
INTERNET USAGE												
# of sessions					2,669					12,595	14,986	-16%
Total Hours					2,128					9,943	11,491	-13%
Average Session (minutes)					48					232	228	2%
OTHER SERVICES												
Proctoring					0					3	28	-89%
Voter Registration					0					3	15	-80%
Website views					25,319					145,230	154,314	-6%
New items processed					2,571					11,833	12,354	-4%
Total materials Main library					293,953					293,953	303,026	-3%
Total materials Outreach					17,380					17,380	18,380	-5%
TOTAL MATERIALS					311,333					311,333	321,406	-3%
Adult Volunteer Hours					175.9					1,068.2	1,095.1	-2%
Student Volunteer Hours					69.6					447.3	945.3	-53%
Total Volunteer Hours					245.5					1,515.5	2,040.5	-26%

END