

Interim Executive Director Report for July 2024 Board Packet (Annual Meeting)

NICK DEMSKE, INTERIM EXECUTIVE DIRECTOR REPORT

June was a busy, active start to summer for the RPL. As always, too many good things took place than can be named here. But here's a few to start:

- Some staff organized an incredibly creative and successful summer reading kick off event called "The Amazing Library Race," to go along with this year's summer reading program theme: "Adventure begins at your library!" It was an amazing program, modeled after the Amazing Race TV show. I've included a reflection on it from Shay King later in this report for more details.
- Our Facilities lead, Mike Monday, worked on getting not only the men's room bathroom door fixed (which broke again), but also the staff entrance in the clock tower, which has given us problems for many years. Both are working better than ever now.....so fingers crossed no one wants to break the men's room door again for a very long time!
- Mike also led on a long overdue effort to address some of the deteriorating landscaping features around the exterior of the library, and it proved to be a fantastic facelift. We'd been very focused on the interior of the building for the last few years that this just kept getting put off, but thanks to Mike for keeping it on his back burner, and the whole library has a much more inviting perimeter now, thanks to that work.
- Former President Trump came and spoke a block away from our building and, despite it being a bit of a logistical nightmare, the RPL team managed to keep the library going full steam without missing a beat. The line for the event backed up all the way to our Lake Avenue entrance and, despite being told the opposite, we had to navigate closed down streets, closed off parking lots and a number of other surprises. We weren't even sure if patrons would be able to get to us that day, but they did and the library managed to serve a lot of community members, even with the neighborhood experiencing such a high level of bzz and activity.
- A panel presentation proposal from the Wils City Library Collective (which RPL is a member of) has been accepted as part of the 2024 Wisconsin Library Association conference events in fall. The talk will be on strengthening staff in this time where it's often very hard to work in libraries. I was asked to speak on the panel specifically about the staff Coffee and Conversation program that Ashley, our social worker, has been facilitating once a month for staff members, and what effects it has had internally.
- In early June, about 10 of us from the library took a field trip to two libraries in the Madison PL system to see their facilities and resources, and see what inspiration we could take home with us. It proved to be a really positive learning and bonding experience for everyone who attended, and we were surprised to be most inspired by their efforts around the arts, sustainability and certain fundraising tactics they employed. We're looking forward to trying to work some of these efforts into our own library in the long term here.

July marks our official “annual meeting” and it also marks a year since I became interim ED. I won’t write too much reflecting about that here, but I’ll try to prepare a comment or two for the Board meeting regarding it. For now I’ll just say--I feel really privileged to have served in this role for the last year now and I especially am consistently blown away by and grateful for what an amazing, talented, diverse, and constantly evolving team the RPL is run by. They touch and change lives in their work every day, and I think the ripple effects on positive impact they have on this community really couldn’t be overestimated. I thank them for making the last year in this role go as well as it could--it’s an amazing team and an amazing family.

July Programming Statistics

The Library presented 47 programs in July, which reached a total participation of 821 people.

47 programs were groups attending and 0 were self-directed.

In person programs	total program attendance	0-5	6-11	YA	Adult	General
January						
February	772	250	44	160	68	250
March	607	221	84	62	113	127
April	742	57	39	65	138	443
May	731	44	159	42	102	384
June	821	286	73	56	82	324

All 47 programs were in person. They had an average attendance of 17.

Programs	Target Age Group	Type	Format	Partici pants	# of Progra ms	In House or Outreach
The Amazing Library Race Summer Reading Kickoff	General Interest (all Ages)	Group attending	In-pers on	56	1	Library
Young Writers Guild	Young Adult (12-18)	Group attending	In-pers on	3	1	Library
Lapsit	Children 0-5	Group attending	In-pers on	10	1	Library
Minecraft Junior	Children 6-11	Group attending	In-pers on	3	1	Library

Racine Fiber Arts: Facts on Fabric	Adult (19+)	Group attending	In-person	2	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	32	1	Library
Musical Craft	Children 6-11	Group attending	In-person	7	1	Library
Introduction to 3D Printing	Adult (19+)	Group attending	In-person	4	1	Library
Robotics, VR, 3D Printing Workshop 6th Grade Renaissance Villa	Young Adult (12-18)	Group attending	In-person	20	1	Outreach
Robotics, VR, 3D Printing Workshop 7th Grade Renaissance Villa	Young Adult (12-18)	Group attending	In-person	21	1	Outreach
Family Storytime	Children 0-5	Group attending	In-person	23	1	Library
Girls Who Code	Young Adult (12-18)	Group attending	In-person		1	Outreach
Make Stuff Series: Laser Engraved Puzzle	General Interest (all Ages)	Group attending	In-person	7	1	Library
Preschool Dance Party	Children 0-5	Group attending	In-person	29	1	Library
Iphone 101	Adult (19+)	Group attending	In-person	3	1	Library
Senior Bingo	Adult (19+)	Group attending	In-person	11	1	Library
Goodland Montessori Year End Picnic	General Interest (all Ages)	Group attending	In-person	45	1	Outreach
Stitch N Bitch	Adult (19+)	Group attending	In-person	8	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	29	1	Library
City of Racine Day	General Interest (all Ages)	Group attending	In-person	100	1	Outreach
Summer Scares - Author Talk with Gus Moreno	Adult (19+)	Group attending	In-person	9	1	Library
Language Tandem Program	Adult (19+)	Group attending	In-person	2	1	Library
Family Storytime	Children 0-5	Group attending	In-person	21	1	Library

Craft & Chat: Squishy Cupcakes	Young Adult (12-18)	Group attending	In-person	4	1	Library
Senior Dominoes	Adult (19+)	Group attending	In-person	6	1	Library
StoryWagon #1	Children 6-11	Group attending	In-person	41	1	Library
StoryWagon	General Interest (all Ages)	Group attending	In-person	19	1	Library
coding cadets	General Interest (all Ages)	Group attending	In-person	5	1	Library
Lapsit Storytime	Children 0-5	Group attending	In-person	13	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	20	1	Library
Family Storytime	Children 0-5	Group attending	In-person	35	1	Library
Iphone 101	Adult (19+)	Group attending	In-person	3	1	Library
A Brie to DisaBrie	Adult (19+)	Group attending	In-person	6	1	Library
Pollinator Patch Presentation & Weeding Session	General Interest (all Ages)	Group attending	In-person	14	1	Library
LEGO Club	Children 6-11	Group attending	In-person	12	1	Library
Scratch 101	Children 6-11	Group attending	In-person	10	1	Library
Stitch N Bitch	Adult (19+)	Group attending	In-person	11	1	Library
Paper Airplane Fest	Young Adult (12-18)	Group attending	In-person	2	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	34	1	Library
Summer Scares Adult Craft Night - Haunted Houses	Adult (19+)	Group attending	In-person	16	1	Library
Summer Scares Book Discussion & Movie	Young Adult (12-18)	Group attending	In-person	3	1	Library
Family Storytime	Children 0-5	Group attending	In-person	40	1	Library

Reading Rainbow Book Club	Young Adult (12-18)	Group attending	In-person	3	1	Library
Summer Scares Adult Movie Night	Adult (19+)	Group attending	In-person	1	1	Library
StoryWagon	General Interest (all Ages)	Group attending	In-person	38	1	Library
StoryWagon	General Interest (all Ages)	Group attending	In-person	40	1	Library
Open Robotics lab	Children 6-11	Group attending	In-person	0	1	Library
TOTAL				821	47	

Patron Services

In July, staff answered 1443 questions via phone and chat and 11320 in person. A total of 12763 questions were answered across all methods of communication. 89% of the reference questions were asked in person, while 11% were received over the phone or via chat.

Main Entrance People Counter	49431
Lake Ave Entrance People Counter	2471
Libby Checkouts	10184
Hoopla Checkouts	415
Total # of phone calls (reference)	807
Total # of phone calls (curbside)	367
Total # of phone calls	1174
Total # of questions via phone	1443
Avg. # of calls per day	46.96
Avg. # of calls per hour	5.1
Total talk time (reference)	2932.17 mins
Total talk time (curbside)	1130.13 mins
Total talk time	4062.3 mins
Avg. call length (reference)	3.63 mins
Avg. call length (curbside)	3.08 mins

In-person reference questions	11320
Total # of reference questions answered	12763
Computer usage - total logins	1394
Computer usage - total time	1391:19:00
Computer usage - avg. time per login	59.885 mins
Faxes	448
Scans	2131

Social Worker report

submitted by Ashley Cedeño

Month: Month: June 2024

Bus Passes

- Total bus passes given out: 81

Year/Month	2022	2023	2024
January		27	0*
February		45	0
March		54	10
April		72	93
May		99	86
June		126	81
July		101	
August		111	
September	62	107	
October	72	118	
November	44	18	
December	31	0 *	

*No bus passes available

Patron Interactions (drop-in, by appointment or phone call and non-swk library interactions): 287

**patron interactions do not include bus passes*

** prior to mid-2023, non-swk interactions were not tracked*

Year/Month	2021	2022	2023	2024
January		24	56	137
February		20	71	249
March		28	129	287
April		61	119	290
May		34	80	215
June		36	137	222
July		39	111	
August		42	211	
September	6	33	159	
October	15	40	189	
November	15	52	180	
December	19	40	118	

Social Work Service Interactions: 72

General Non-Social Work Interactions (Library Assistance): 150

Need/Concerns:

Aging and Disability Resources	4
Applying for Benefits/Financial Assistance	6
Clothing/Laundry	
COVID-19	
Domestic Abuse	1
Education	2
Emotional Support	1
Employment	9

Food Insecurity	
General Library Assistance provided by social worker	150
Healthcare	8
Housing	6
Relating to Incident Report or Crisis	14
Internet/Hotspot	
Legal	5
Mental Health	1
Re-entry Services	
Refugee Support	
Sensory Room	
Sexual Assault Services	
Substance Use	
Transportation (not including bus passes)	11
Veteran Services	
***Library Social Work Expertise requested	4

**General: Anything that falls under this category are interactions I have with patrons that do not relate to social services, such as assisting patrons with printing, certain reference questions, etc during desk coverage or rounds. These interactions also get reported under the general library data gathering of interactions.*

***Relating to Incident Report or Crisis: Anything that falls under this category are interactions I have with patrons that either directly result in an Incident Report, or in which I speak to a patron regarding their suspension, meet with a patron prior to the end of their suspension, or any other incident that occurs that may not result in an Incident report.*

****Starting in 2024, I will begin to track the times in which library professionals, social workers, social work students, etc., reach out to me requesting my expertise on library social work related issues/questions.*

Continued Education (CE) or Training:

- 6/11- NEOGOV Training: Mentoring for Leaders

Other:

- 6/3- Attended RPL Field Trip to Madison Public Library
- Coffee and Conversation program
 - 6/13/24- 2 participants; Topic: Open discussion, talk about anything you'd like to share

- 6/27/24- 0 participants; Topic: NA
- Staff Coffee and Conversation
 - 6/14/24- 5 participants; Topic: What's on your heart and mind today?
- 6/7- Interviewed potential BSW student (Social work intern)
- Met with Erin McBride, who was previously a supervisor at Arapahoe County Library (Colorado) to gain some insight around her experience supervising the social work and safety team simultaneously.
- 6/10- Met with Heidi Wagner to discuss a RYDE project and how RPL can collaborate

CHRIS TOBIAS, CIRCULATION, OUTREACH AND TECHNICAL SERVICES SUPERVISOR

Circulation Report of June Activities 2024

RPL circulated a total of 36,828 in June of 2024. 34,238 items from Main and 2,590 items from the Bookmobile. May circulation was 37,048. Approximately 8,475 holds were placed and filled. 8,215 items loaned from our collection to other libraries, and 6,668 received for RPL patrons. 440 new library cards were issued during the month of June. Circulation for Home Delivery Services was 1,896 transactions in the month of June.

Consortium sorting:

- In June staff inducted 75,884 items through the automated material handler (AMH).

Technical Services Report of June Activities 2024

In June TSD staff placed orders for 356 items and received 1776 previously ordered items. A total of 1367 items were added to the library catalog.

Dawn Seeger closed the Seed Catalog for the 2023 growing season. 8983 seed packets were taken.

Circulation Statistics Year to Date

2024 Monthly Statistics	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total
Circulation							
Main	34,417	34,913	35,817	35,559	34,087	34,238	209,031
Bookmobile	3,281	3,155	3,042	3,153	2,961	2,590	18,182
Total	37,698	38,068	38,859	38,712	37,048	36,828	227,213

Home Delivery Service (circ count)	2,216	2,241	2,735	2,201	2,516	1,896	13,805
Bulk Loans (Outreach delivered)	350	310	405	330	475	425	2,295
Holds Placed	10,673	8,698	9,030	9,029	8,281	8,475	54,186
Interlibrary Loans							
SHARE Loaned	10,610	8,531	7,936	8,764	7,637	8,142	51,620
ILL Loaned (Lender filled)	158	98	105	128	80	73	642
Total Loaned	10,768	8,629	8,041	8,892	7,717	8,215	52,262
SHARE Received	8,870	8,068	8,447	7,275	6,873	6,523	46,056
ILL Received (Borrower filled)	166	170	347	243	202	145	1,273
Total Received	9,036	8,238	8,794	7,518	7,075	6,668	47,329
Overdrive Downloads							
Audiobooks	4,487	4,050	4,701	4,569	4,761	4,348	26,916
EBooks	5,100	4,553	4,934	4,627	4,496	4,378	28,088
Periodicals	2,098	1,934	1,962	1,034	1,612	1,516	10,156
Total	11,685	10,537	11,597	10,230	10,869	10,242	65,160

downloads							
Hours Open							
Main	240	235	230	246	246	219	1416
Mobile	135.5	142	115	148.5	140.75	129	810.75
Total	375.5	377	345	394.5	386.75	348	2226.75
Library Cards Issued							
Adult	176	223	238	238	179	232	1,286
Juvenile	49	80	74	63	43	73	382
Restricted	4	2	9	5	6	9	35
Net Only	1	3	1	-	-	-	5
Home Delivery	1	3	1	-	1	3	9
Lost Cards	117	115	119	115	87	123	676
Total	348	426	442	421	316	440	2,393
AMH Inductions	86,526	81,306	80,739	86,438	80,082	75,884	490,975

Circulation by Municipality : Year to Date		
Main		
BRGREENBYC	22	0.01%
COPOYNETTV	12	0.01%
DAMADISONC	150	0.07%
DOWAUPUNC	4	0.00%
ECEAUCLAIC	2	0.00%
GTPLATTEVC	46	0.02%
KNBRISTOLV	27	0.01%
KNKENOSHAC	1,152	0.55%

KNPADDCKLV	15	0.01%
KNPARIST	20	0.01%
KNPLEASPRV	92	0.04%
KNSALEMLKV	223	0.11%
KNSOMERST	1	0.00%
KNSOMERSV	85	0.04%
KNTWINLAKV	17	0.01%
MIBAYSIDEV	9	0.00%
MICUDAHYC	1	0.00%
MIMILWAUKC	35	0.02%
MIOAKCREEC	86	0.04%
MNWAUSAUC	1	0.00%
ONMINOCQUT	11	0.01%
OUAPPLETOC	4	0.00%
OUHORTONVV	4	0.00%
OUTOFSTATE	8	0.00%
OZFREDONIV	17	0.01%
RABURLINGC	84	0.04%
RABURLINGT	103	0.05%
RACALEDONV	49,619	23.74%
RADOVERT	14	0.01%
RAELMWOODV	1,408	0.67%
RAMOUNTPLV	37,568	17.97%
RANORTHBYV	546	0.26%
RANORWAYT	29	0.01%
RARACINEC	104,670	50.07%
RARAYMONDV	550	0.26%
RAROCHESTV	328	0.16%
RASTURTEVV	2,474	1.18%
RAUNIONGRV	359	0.17%
RAWATERFOT	35	0.02%
RAWATERFOV	84	0.04%
RAWINDPOIV	7,053	3.37%
RAYORKVILV	1,246	0.60%
RKBELOITC	101	0.05%

RKJANESVIC	6	0.00%
WAFARMINGT	2	0.00%
WBOSHKOSHC	22	0.01%
WKDELAFIEC	3	0.00%
WKMENOMONV	30	0.01%
WKPEWAUKEC	4	0.00%
WKWAUKESH	5	0.00%
WWBURLINGC	9	0.00%
WWDARIENT	1	0.00%
WWDARIENV	2	0.00%
WWDELAVANC	27	0.01%
WWGENEVAT	22	0.01%
WWLAKEGENC	3	0.00%
WWLYONST	11	0.01%
WWSHARONV	5	0.00%
WWSUGARCRT	1	0.00%
WWWHITEWAC	19	0.01%
WWWHITEWAT	6	0.00%
	538	0.26%
Total	209,031	100.00%
Bookmobile		
KNKENOSHAC	34	0.19%
KNPLEASPRV	1	0.01%
KNSOMERSV	6	0.03%
RACALEDONV	4,300	23.65%
RAELMWOODV	49	0.27%
RAMOUNTPLV	6,591	36.25%
RARACINEC	5,355	29.45%
RARAYMONDV	73	0.40%
RASTURTEVV	1,012	5.57%
RAUNIONGRV	62	0.34%
RAWINDPOIV	684	3.76%

RAYORKVILV	3	0.02%
	12	0.07%
Total	18,182	100.00%

Staff Continuing Education Activities and Positive Staff and Patron Stories

We had only 2 hours of CE reported from a single staff member this past month. Everyone else was apparently too busy serving the public :)

An email **Shay King** sent to all staff after the Summer Reading Kick Off Event (“The Amazing Library Race”) took place:

“The Amazing Library Race was.....you guessed it.....Amazing!

I wanted to thank everyone for putting together such a delightful summer reading kickoff, especially to **Rebecca and Viridiana** for their leadership in the planning process. I had the joy of being there on Saturday to photograph the festivities, and I was really impressed with how smoothly everything went. The families who attended seemed to enjoy themselves thoroughly, and it was cool to see even the adults having a blast participating. The variety of activities was really creative, and the event even had the bonus effect of sparking a lot of checkouts and use of other services/spaces that day. I saw a bunch of the participants hang around afterwards to use the playspace, find books, etc.

To all of you who planned or or led the activities, and also to everyone working that day, thank you and great work! The event went impressively well, and I only heard good things from the attendees. Thanks for making the day such a blast for everyone involved.”

An email I sent to **Corey and Sabrina** of our Bookmobile team in late June:

“Hey Corey and Sabrina,

I received a call from a patron, Jinny Sullivan, whom it sounds like you're both plenty familiar with. She just called to shower you both with praise (and she mentioned another bkm employee, but said he hasn't been around.....so either Fulton or Tom, I'm guessing, but she didn't know).

She said she's 93 and significantly disabled and the extent to which you both go to make sure she is accommodated is so above and beyond that she can hardly believe it most days. I said "I'm so glad you let us know you've had a good experience," and she said "No, I've had YEARS of good experiences there." She called your service "exemplary". She said you've provided her with education, entertainment and just plain kindness. She said to thank those who have trained

you, but then also said she doesn't think you can train someone to do what you all do--that it just comes from the heart (and I'm inclined to agree with her). It was frankly inspiring hearing her talk about her experiences with you all and with bkm. She called it "critical life services" and emphasized over and over again how what you all do enormously increases her quality of life, as a disabled 93 year old woman. She said, word for word, "I could not exist without reading every day."

I know this is just one example of countless examples of lives that you all touch in your work on the road. And for years we've gotten nothing but glowing feedback about both of you. I personally want to thank you for the excellent level of work you bring to the library every day. And I thank you for making this library and this community better by what you all give to them.

I'll try to include this in the upcoming board report, so our Trustees hear of your great work as well. Thank you both again in the meantime, and have a great weekend.

Nick"

SHAY KING, HEAD OF BUSINESS DEVELOPMENT

Overview

Staffing (7/10/24)

Marketing Interns Azuri Lawson and Dea Pritchett will be with the Racine Public Library from June 24 through Aug. 16. In their few weeks here already, they've cleared the marketing team's backlog of signage and non-program graphics, added a ton of new program photos to our visual content library, and implemented new physical and digital resources for learning about library programs.

Communications

June communications focused on the July 4 closure, the Skeleton Glow-Up Contest, the seed library's closure for the year, the Techmobile's summer hours, virtual coding classes, and a call for donations to the Quilting with Pride community project.

Program Marketing (7/10/24)

There are 77 programs remaining through August. Copy, graphics, calendar listings, paper calendars, and Facebook events are complete for all except one rescheduled program, one late submission and one program awaiting registration details from a partner.

Our September through December cycle of programs has 65 submissions. Marketing is scheduled to be completed by Aug. 1. Copy is ready for 40, and graphic design will begin this week.

Marketing and Outreach Assistant Elkid Alvarez Maldonado has launched her redesign of the paper calendar, a booklet that lists all the programs, service changes, closures and library news pertaining to a given time period. Historically, these booklets encompassed a month at a time; now, she's redesigned them to hold a season's worth of content at once. The first expanded issue is our July and August issue, circulating now. The next issue will be our first full-season redesign, encompassing programs from September through December.

The redesign will hopefully improve program attendance, especially for programs at the start of the month; increase the amount of time marketing spends on non-program marketing; and fulfill a common patron request for calendars to be available earlier in advance.

June Print Marketing Distribution

- June paper calendar: 70
- Summer Bookmobile bookmarks: 200
- Magnets: 40
- Stickers: 50
- Libby cards: 50
- Total: 410

Training and development

- Madison Public Library Visit (4 hours) (Head of Business Development)
- Youth Employment Program Orientation (2 hours) (Marketing Interns)
- Fundamental Friday - June 28 (4 hours) (Marketing Interns)

Viewership and Engagement

Press and Advertising

In June, the library was referenced **in the media** [at least 25 times](#).

Don Rosen Show Appearances

Listen live in Racine at 99.9FM & 1400AM, or in Kenosha at 98.1FM. Listen to previous appearances at CivicMedia.us/shows/don-rosen-show.

June appearances:

- Thursday, June 6, 7-7:30 a.m. - Nick Demske, Interim Executive Director
- Thursday, June 20, 6:30-7:30 a.m. - Melissa Donaldson from the Innovation Lab

Upcoming appearances:

- Thursday, Aug. 15, 7-8 a.m. - Brianna Fuentes from Interlibrary Loans

- Tuesday, Aug. 27, 7-8 a.m. - Viridiana Rocha from Adult Services and Edward Larkin from Chess Mates

Wind Point Stroll

For the July issue, we submitted an ad promoting the Beyond Books Collection.

Racine Theater Guild

For the Guild’s July 19 - 28 run of “First Date,” we submitted a program ad promoting our Summer Reading Program.

Website

2024 Views & Visitors

2024	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Visitors	8,921	7,502	7,741	7,845	7,742	7,159							39,168
Views	28,427	24,609	25,988	26,691	25,108	25,133							130,848

May’s most-viewed pages:

- [Home](#) - 13,446 views
- [Calendar](#) - 2,115 views
- [Library GO!](#) - 564 views
- [Hours & Locations](#) - 490 views
- [Libby vs. hoopla](#) - 428 views

Google Business Listing

June Google profile views: 1,935
June appearances in search results: 980
June calls from Google profile: 374
June direction requests: 609
June website clicks: 2,601

Reviews

Mark Krause, 2 stars: “Why is on single cent being used to give away free bus passes? That is not a library's mission. It's outrageous.”

Searches that led viewers to our profile

- “racine public library, 7th street, racine, wi” (412+)
 - “Carnegie library racine wis”
- “library,” “library near me” and other variants (481+)

- “Biblioteca pública”
- “Library books”
- Our hours (103)
- Our services: the Bookmobile, printing, library cards, our events
- Searches for libraries nearby: Caledonia, Oak Creek, Sturtevant, Wauwatosa
- “Cliffs boathouse”
- The Racine Public Library Foundation
- “Racine zip code”
- “Racine, WI”

Newsletter

June open rate: 25.1%

June click rate: .7%

Current newsletter recipients: 20,407

Social Media

Facebook

Current followers: 6,951

June reach: 15,880

Instagram

Current followers: 1,347

June reach: 485

Ads

In June, we ran Meta ads for the Garden with Us program and Community Safe Zone trainings.

MELISSA DONALDSON, HEAD OF DIGITAL SERVICES AND INNOVATION

Programming

DSI Team hosted 11 programs in June with a total attendance of 80.

The DSI Team printed 71 items on the 3D printers for patrons.

The DSI Team did two laser-engraved projects for patrons.

Tech Support

- Digital Services and Innovation Lab staff had 138 appointments with patrons this month, which is about 69 hours of work.
- DSI had four support tickets come in from staff.

Partnerships

- Continue discussions on the Digital Divide. Melissa is on the City's Steering Committee to help write the City of Racine's Digital Equity Plan
- Outreach provided to Renaissance Villa School
- Partnering with Racine County Youth Summer Employment - Two interns, Elijah Stevens-Craft and Brian Phillips
- Partnering with the City of Racine Youth Employment Program - Two interns, Josiah Said and Jaylen Jones.

Techmobile

- Nothing to report for this month.

Continuing Education

Terrence

- Youtube Ozobot troubleshooting videos 30 mins
- Conveyor belt 3D videos 1.5 hours
- 3mf file use and conversion for 3D printing 1 hour
- Google Chat and Spaces tips and tricks 1.5
- Types of 3D print infill. How to utilize it. Youtube 2 hours