

Racine Public Library Report for October 2025 Board Packet

Executive Director's Report - September

Prepared by Nick Demske

The RPL has had a really impressive start to spring, but the plans for much of that work began months and months ago. Appropriately for the season, we're just harvesting the fruits of our long term labor.

Some of the highlights from this month included:

- We hosted the **5th annual Lakefront Expo**, in collaboration with the African American Chamber of Commerce of Greater Racine, the NAACP Economic Development Committee, Professional Women's Network for Service and Racine County. It was a great event with over 200 attendees and dozens of organizations tabling. The best part for me, though, was the **Legacy on the Lake** portion--new this year. This was the segment of the event where we honored former RPL employee **Loretta Life**, the first black librarian to ever serve at the RPL. Board President Scroggins introduced Ms Life and I conducted a brief interview with her about her time at the RPL, in front of a standing room only audience. It was a beautiful, life giving event all around and Ms Life and her family thanked us profusely for honoring her in that way. Thanks to the many staff members who contributed to making this event a success.
- **We received an abundance of donated collectibles and memorabilia from children's author Kevin Henkes**, to consider including in the display case we were putting together to honor his legacy as a writer from Racine. I'll write more about the actual event in next month's board report, but when we received the items he donated to us in September--which even includes original artwork--we were blown away and it was like Christmas in the youth services department. Thank you so much to the YSD librarians and to our community partner, David Edwards, for all their work on that effort. And make sure you go see the display case next time you're in the library!
- After months of coordination, we received and spent **over \$8,000 in CDBG funds** from the city development department. These funds allowed us to purchase: **a new phone charging locker station**, which will prevent thefts of phones while people are charging them; **a new concrete pad and bike rack** for the lake ave entrance; **and a fence to restrict the lawn at the lake ave entrance** where the vent grates are. All three purchases have been great additions to our resources and we are especially *thrilled* with how effective the fence has been from preventing smoke from entering people's workspaces. When you're pursuing environmental solutions to problems, it's never certain whether the fix you pick will resolve the problem, or whether the problem will just find a way around the fix. I'm extremely happy that this fix appears to have resolved that long-term issue overnight and I'm very grateful to Becky and Pam in the business office, and especially Mike, our facilities lead, for doing so much work to get these improvements paid for and installed.

There were **plenty of challenges** in September too, as always. One patron attacked another (pregnant) patron early in the month. We had an incident with people being sexually inappropriate in one of the bathrooms. We had two unexpected closures because the water department had to do two (scheduled) water shut offs for our building to address some water infrastructure issues in the street. And an incredibly important team member, Viridiana--our programming librarian--had her last day before taking a job at another library (she'll be dearly missed). Our team has a tough job every day and they navigate these challenges with grace and professionalism.

But for all the challenges, there were also so many positive moments and wins. Too many to name, but you'll read about some more of them in the following reports (note the **Friend's big event** which our deputy director mentions in her report). One more I'll include here, though, is that **we received an *Ideas to Action* grant from the statewide library organization WiLS**. It's small, but it will provide \$5,000 to help support the participatory defense hub housed at our library.

The final thing I'll mention, though, which brought us joy and pride in September--**our staff member, Willow Newell, competed in the Miss America competition** (in her current role as Miss Wisconsin). While she wasn't chosen as one of the finalists, it was a great, unifying joy for us all to get to share in Willow's excitement and experience and she continues to represent Racine--and the whole state--so well. The RPL is super fortunate to be part of her journey.



Two Racine elders, Rev Lawrence Terry and Ms Loretta Life

Deputy Director's Report - September 2025

Prepared by Lizzie Hjelle

- **Deputy Director Projects**

- *Updating Internal Infrastructure and Processes*

- In collaboration with Business Manager Becky and the Adult Services, Youth Services, and Tech Services supervisors, I have been reviewing our collection development, acquisitions, and collection management practices, including moving towards more data-driven decision making in budget allocations.
 - In preparation for the Public Services and Programming Librarian's departure, we collaborated on a 3-year audit of our programming statistics and practices. This data will be used to evaluate our current programming and ensure we are meeting community needs while effectively using staff time and resources.
 - Policy and Procedure revisions have remained an ongoing priority, including reviewing the library's Emergency Procedures, Funeral Leave Handbook Policy, Sick Leave Handbook Policy, and Collection Development/Materials Reconsideration Policy.

- *Programs*

- The Friends of the Library successfully hosted the first installment of The Next Chapter, an annual author event on Friday, September 5th. I assisted with the planning and execution of this event, which focused on Romance authors this year, and look forward to next year's installment.

- **Deputy Director Continuing Education**

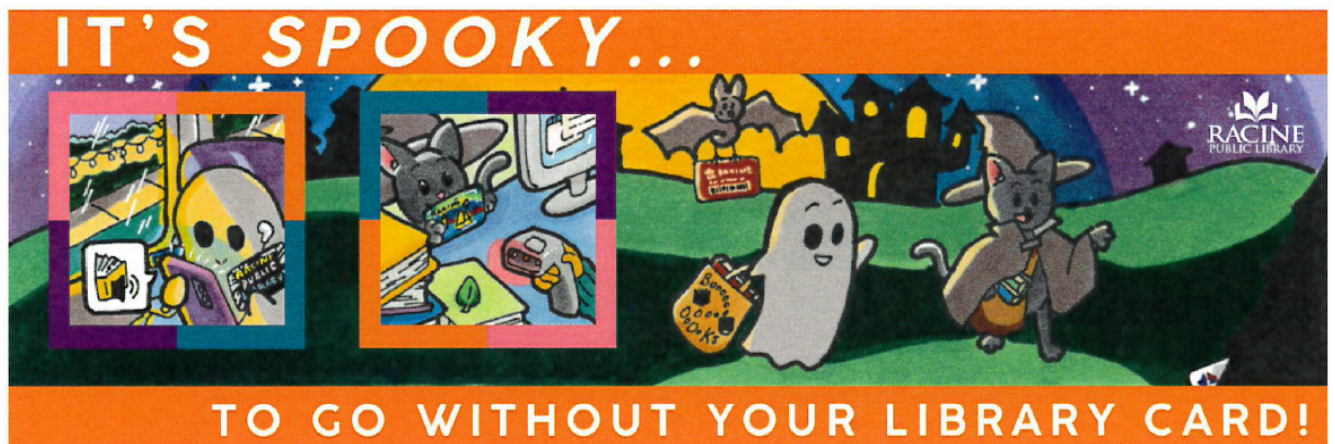
- (Ryan Dowd) Teenagers in Groups - 1 hour
 - ALA: Should it Stay or Should it Go? Evaluating Library Programming - 1 hour
 - Evolving Staff Roles, Policies, and Practices: Results from PLA's 2024 Annual Survey - 1 hour
 - Bias in Interviewing - 1 hour

- **Staff Continuing Education**

- September's All-Staff Meeting included a presentation from Circulation Clerk Alex T. about what they learned from the ALA course Expanding Access to Incarcerated People.
 - Staff completed a total of 41 continuing education hours in September.

- **Feel-Good Moments**

- Racine Public Library Staff and Local History Room resources were recently thanked in the acknowledgements of William McCann's recent memoir, *Yearnings*. The memoir details his experience at The Cove Schools in the 1960s, and McCann utilized resources and research assistance from RPL during his writing process. The acknowledgement reads:
 - *"Writing this memoir was tremendously helped by individuals in Racine, Wisconsin, particularly: the staff of the local history room of the Racine Public Library..."*
- Two Digital Services and Innovation staff received commendations from patrons for their excellent patron service in September:
 - Rastko, for his patience and skill assisting a patron seeking tech help with several personal devices
 - Terrence, for going above and beyond to accommodate a visiting class of middle school students interested in learning about the library's STEM resources.
- Librarian Joana employed her artistic skills to design several Halloween themed bookmarks for our public service desks to distribute. There are 4 RPL library cards hidden among the artwork - see if you can find them all!



September Programming Statistics

This month, the library hosted 43 programs with a total of 984 participants.

Age Range	# of Programs	Total Participants
Adult (19+)	20	422
Children 0-5	11	217
Children 6-11	3	33
General Interest (All Ages)	3	275
Young Adult (12-18)	6	37
Library	42	809
Outreach	1	175

Social Worker's Report - September 2025

Prepared by Ashley Cedeno, Library Social Worker

The purpose of the library social worker's monthly report is to document and analyze the social services provided within the library setting. This report tracks key aspects of the social worker's role, ensuring accountability, identifying trends, and improving services.

Patron Interactions

Summarizes the number of interactions with patrons. "SWK" interactions include social service appointments by phone or in person. "General" refers to library assistance of patrons not social service related. Starting in 2025, the distinction between the two is relayed in the below chart.

Bus Passes do not count towards patron interaction totals.

Year/Month	2021	2022	2023	2024	2025		
					SWK	General	Total
January		24	56	137	68	125	193
February		20	71	249	69	74	143
March		28	129	287	66	68	134
April		61	119	290	60	124	184
May		34	80	215	86	65	151
June		36	137	222	93	30	123
July		39	111	238	95	120	215
August		42	211	197	91	152	243
September	6	33	159	211	177	192	369
October	15	40	189	271			
November	15	52	180	201			
December	19	40	118	131			

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

Need/Concerns

Highlights recurring or emerging issues affecting patrons, helping to inform future service improvements. Includes assistance provided and common issues addressed.

Aging and Disability Resources	3
Applying for Benefits/Financial Assistance	2
Clothing/Laundry	1
COVID-19	
Domestic Abuse	
Education	1
Emotional Support	5
Employment	4
Food Insecurity	2
Healthcare	3
Housing	7
Relating to Incident Report or Crisis	19
Internet/Hotspot	
Legal	7
Mental Health	1
Re-entry Services	
Refugee/Immigration Support	4
Sensory Room	2
Sexual Assault Services	
Substance Use	1
Transportation (not including bus passes)	11
Veteran Services	
General Library Assistance (Non-swk)	192
Digital Navigator Program (all interactions)	104

**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.*

Bus Passes

Tracks the distribution of transportation assistance, ensuring proper allocation and identifying demand.

Total bus passes distributed this month: 64

Year/Month	2022	2023	2024	2025
January		27	0*	123
February		45	0	59
March		54	10	54
April		72	93	77
May		99	86	80
June		126	81	51
July		101	97	93
August		111	95	83
September	62	107	66	64
October	72	118	132	
November	44	18	62	
December	31	0 *	83	

*=No bus passes available

Continued Education (CE) or Training

Documents professional development efforts, such as courses or certifications completed.

- Field Supervisor Training at Carthage College: 4 hours (9/3)
- LIFT WI Training Module- Unauthorized Practice of Law in WI 101: 1 hour (9/4/25)
- LIFT WI Training Module- Criminal Records 101: 1 hour (9/12/25)

Programs

Information on programming events led by or assisted by the Library Social Worker.

- Coffee and Conversation

- 9/11 - 2 participants; Topic: General discussion about 9/11- Where were you when 9/11 happened? What do you remember, how did this event impact you?
- 9/25 - 2 participants; Topic: What was a significant turning point in your life?

Other/Miscellaneous

Captures additional relevant activities or observations that do not fit under the other categories.

- **Digital Navigators Program-** A significant portion of my time is being dedicated to supporting the Digital Navigator program. My level of involvement has grown beyond what I originally anticipated and agreed to which is reflected in the following:
 - **44** Intake applications
 - **60** Interactions related to this program, NOT including intakes (includes patron inquiries in person or phone, Staff inquiries, coordination with program organizers, etc.)
 - I spent a total of **26.6** hours dedicated to this program in the month of September
- Continued efforts in the **Safety Committee (SC)**-weekly meetings focused on reviewing incidents and improving library safety protocols. As safety-related concerns arise, my role as a library social worker continues to be a valuable resource in addressing these issues
 - **19** interactions related to safety and security
- **Resource Wednesdays** initiative has continued this month. I have remained actively engaged in refining protocols and procedures, managing agency registrations, and addressing inquiries from participating organizations. My work has included communication with local non-profits to coordinate event logistics, table availability, and overall planning to meet the diverse needs of our partners. Additionally, I maintained and distributed the Resource Wednesday calendar to all partner agencies.
 - **11** points of interaction with community partners related to Resource Wednesdays
- Hosting a BSW Carthage Social Work Student- **Field Placement/Internship-** Library Social Worker has agreed to host an intern for the 2025-2026 academic year. The purpose of the internship is to provide an under-grad level student with hands-on experience in a nontraditional social work setting, while learning to apply social work values in a community based environment.
 - Intern's first day: August 26th, 2025
 - Library Social Worker to provide weekly one-hour supervision
 - In the month of September, the process of onboarding and supervising the social work intern has been time-intensive, but intentional- to set the framework for the student's activities and goals.

Marketing Report - September 2025

Prepared by Shay King, Head of Business Development

Overview

Communication Topics

September's communications focused on the new phone charging lockers, the Lakefront Expo and Loretta Life celebration event, the Friends' Fall Donation Day, the Take Action partner program series, the Kevin Henkes author visit on Oct. 10, the Ink and Imagination passport program, two late openings due to maintenance, and the social services schedule.

Program Marketing (10/9/25)

The September through December cycle of programs has 72 active submissions remaining. All descriptions, graphics, calendar listings and Facebook events are complete. The paper calendar is in circulation.

Training and development

- All-staff meeting (2 hours, Sept. 26) - Marketing & Outreach Assistant

Viewership and Engagement

Press and Advertising

In September, the library was referenced **in the media** [at least 36 times](#).

Don Rosen Show Appearances

Listen live in Racine at 99.9FM & 1400AM, or in Kenosha at 98.1FM. Find previous appearances in our [media placements log](#).

September appearances:

- **Wednesday, Sept. 10:** Megan Harper and Phil Hill, board members of African American Chamber of Commerce - "[Exciting Events with the Racine Library](#)"
- **Thursday, Sept. 25:** Autumn Latimore, 7-8 - "[Upcoming Events at the Racine Library](#)"

Upcoming appearances:

- **Tuesday, Nov. 4:** Melissa Donaldson, 7-8
- **Thursday, Dec. 18:** Shay King, 7-8

Wind Point Stroll

Our September article covered the upcoming Thanksgiving closure, the Ink and Imagination passport program, the Friends' Fall Book Sale, Create with Ken and our Take Action partner program series. Our September ad featured our Beyond Books Collection.

Racine Theater Guild

In The Importance of Being Earnest's playbill (Sept. 5 - 21) we ran an ad focused on the Friends' fall book sale.

Website

2025 Views & Visitors

2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Views	26,544	23,669	26,896	24,176	24,475	24,792	25,496	24,066	25,055				224,169
Visitors	7,368	6,628	7,298	6,486	6,610	6,516	6,337	6,437	7,343				61,023

September's most-viewed pages:

- [Home](#) - 12,709 views
- [Calendar](#) - 2,274 views
- [Library GO!](#) - 932 views
- [Hours & Locations](#) - 533 views
- [Innovation Lab](#) - 453

The Friends' page moved from #4 in August to #12 in September now that The Next Chapter has passed. The Innovation Lab is a new addition to our top 5 (#5), likely due to the dramatic increase in public awareness of the City's Digital Navigators program offering \$10 laptops.

Google Business Listing

September Google profile views: 2,554

September appearances in search results: 986

September calls: 412

September direction requests: 776

September website clicks: 2,359

Reviews

We received no new reviews in September.

Searches that led viewers to our profile

- For the Racine Public Library: "racine public library, 7th street, racine, wi," "racine public library" and other variants (381+)
- For libraries in general: "library," "library near me" and other variants (552+)

- Including “biblioteca” and “library catalog”
- For our hours: “racine library hours,” “racine public library hours” and other variants (60+)
- For nearby locations: “kenosha library” and four other variants (19+) and “milwaukee public library”
- For library branches that don’t exist: “caledonia wi library,” “mount pleasant wisconsin library” “racine douglass branch”
- For individuals and organizations related to us: “Angela zimmermann library” and “friends of the library”
- For services we offer: “Best books to find in a library,” “notary public racine wi” and two other variants, “best places to study in racine wi,” “places to talk racine,” and “racine public library bookmobile”
 - Including events: “free things to do in racine wi,” “library events sign up,” “racine book sale” and “things to do in racine wisconsin in october”
- Miscellaneous searches: “Carnegie libraries in wisconsin,” “Jocolibrary,” “Music library,” “Play near me,” “renew stickers racine w,” and “Things to do in milwaukee today”

Newsletter

2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Open rate	36.1%	37.2%	36.7%	34.6%	38.0%	36.4%	36.3%	35.0%	37.2%			
Click rate	.8%	.7%	.8%	.9%	.8%	.7%	.7%	.6%	.6%			
Current recipients	22,280	22,286	23,168	23,179	23,427	23,427	23,992	24,153	24,165			

To sign up for our newsletter or view previous issues, visit RacineLibrary.info/newsletters.

Social Media

Prepared 10/9/25

Facebook

Current followers: 7,437

September views: 75,828

Instagram

Current followers: 1,543

September views: 2,696

TikTok

Current followers: 1,017

September views: 722

Ads

- Lakefront Expo event (second version): Boosted from Aug. 4 through Sept. 13.

- A Celebration of Kevin Henkes event: Boosted from Aug. 7 through Oct. 9.
- The Next Chapter event: Boosted from Aug. 21 through Sept. 5.

Technical Services and Circulation Activities Report - September 2025

Prepared by Chris Tobias, Circulation and Technical Services Supervisor

Circulation Report of September Activities 2025

RPL circulated a total of 32,772 items in September. 30,626 items from Main and 2,146 items from the Bookmobile. August circulation was 35,867. Approximately 7,857 holds were placed and filled. 9,020 items were loaned from our collection to other libraries, and 6,521 were received for RPL patrons. 397 new library cards were issued. Circulation for Home Delivery Services were 2,262 transactions.

- Circulation staff has begun shifting the Adult Fiction collection to better utilize shelf space.

Consortium sorting / AMH activity:

- In September staff inducted 80,054 items through the automated material handler (AMH).
- Hedberg Public Library began sorting items for Rock County. This has allowed us to send several Rock County libraries materials in commingled bins in lieu of sorting those items twice saving staff time.

Technical Services Report of September Activities 2025

In September TSD staff placed orders for 438 items and received 607 previously ordered items. A total of 1035 items were cataloged and processed for the library patrons.

The project to label abbreviated series statements and numbers on Adult and Juvenile fiction collections has continued.

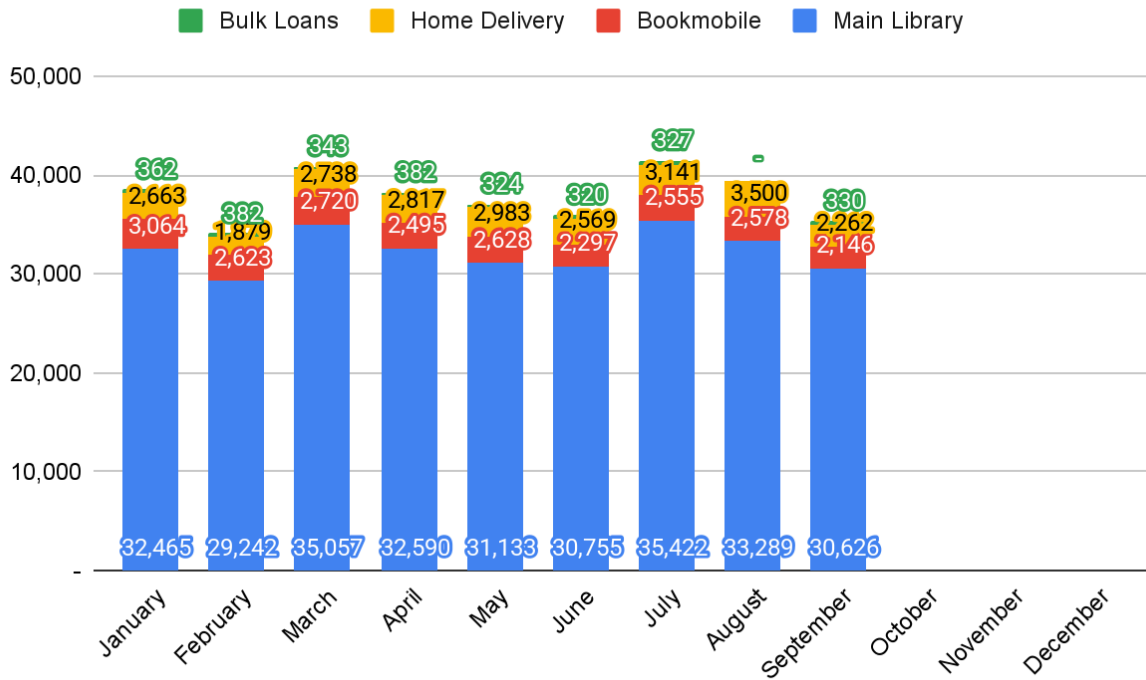
Inventory of various library collections continues.

2025 Year to Date Library Services Statistics

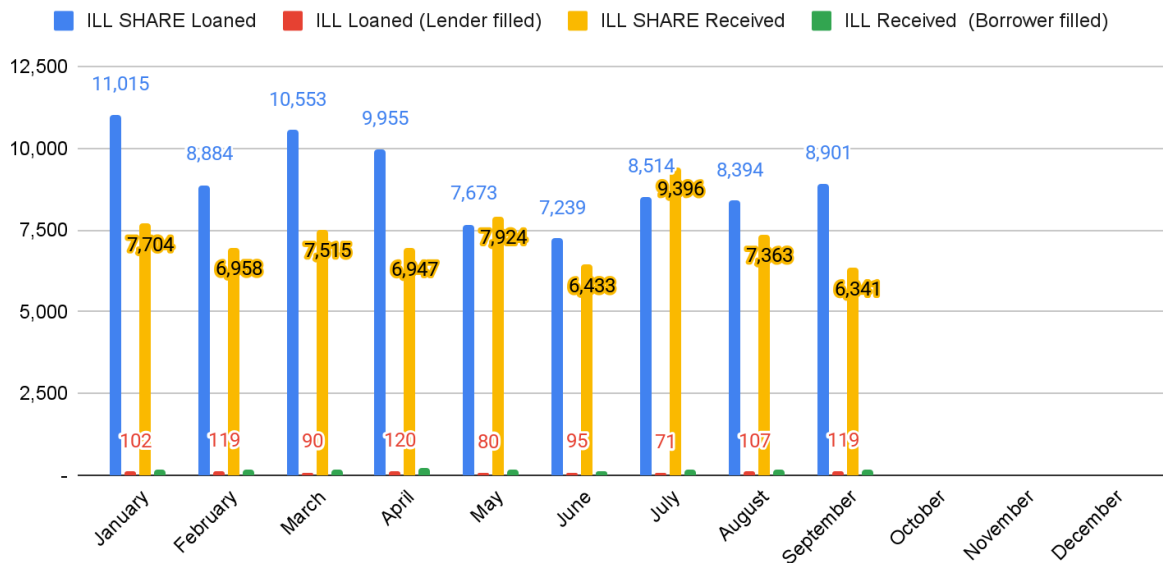
Prepared by Chris Tobias, Matt Jerke, and Lizzie Hjelle

Physical Circulation Statistics

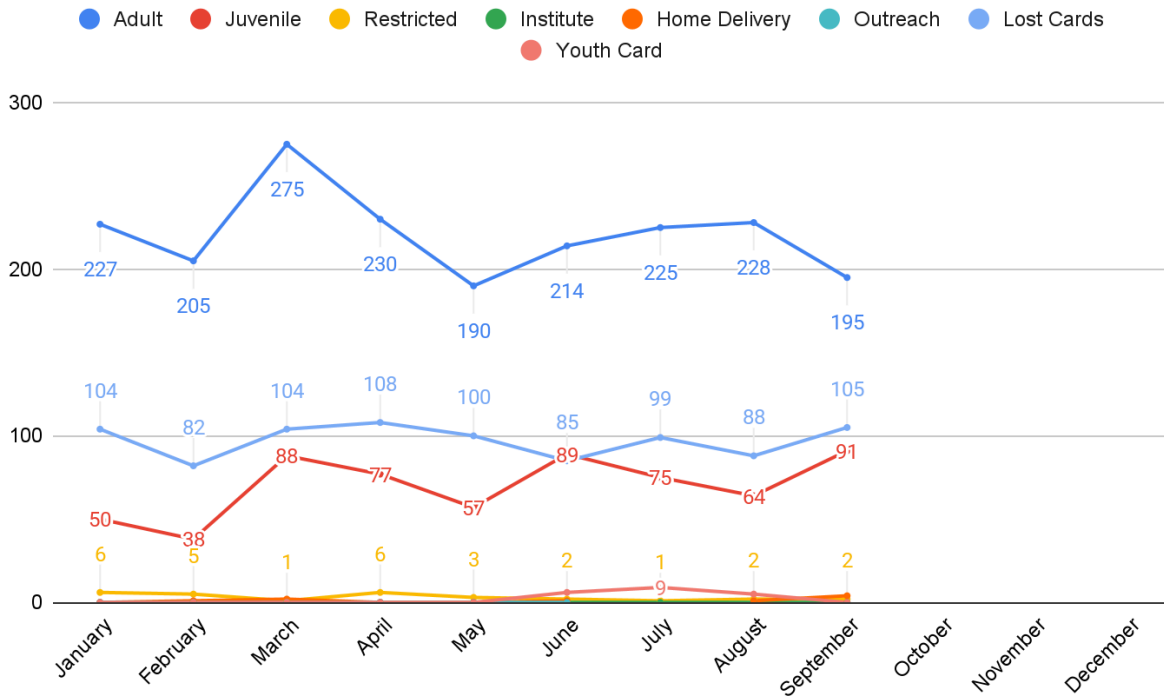
2025 Monthly Circulation



Interlibrary Loans 2025



2025 Library Cards Issued



Year to Date Circulation by Municipality

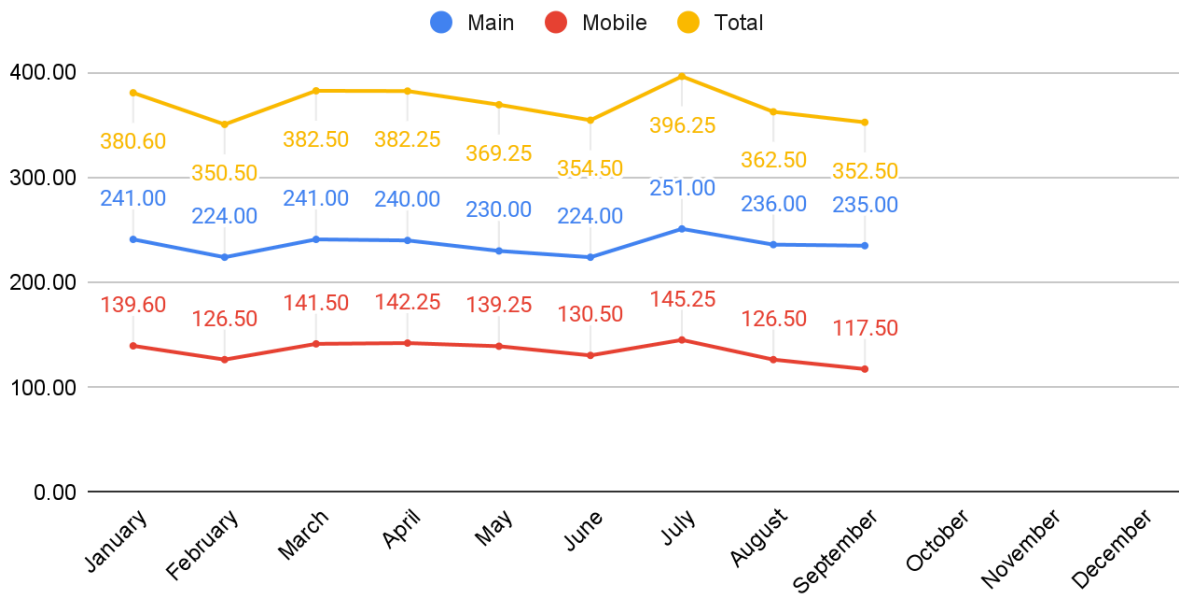
Main Library		Bookmobile	
BRASHWAUBV	7	Municipal Code	Circ #s
BRGREENBYC	2	KNKENOSHAC	31
DAMADISONC	120	KNSOMERSV	15
GTPLATTEVC	34	MICUDAHYC	1
KNBRISTOLV	8	OUTOFSTATE	13
KNKENOSHAC	1,823	RACALEDONV	5,391
KNPARIST	4	RAELMWOODV	77
KNPLEASPRV	20	RAMOUNTPLV	7,058
KNRANDALLT	3	RANORTHBYV	58
KNSALEMLKV	446	RANORWAYT	1
KNSOMERSV	206	RARACINEC	5,765
KNTWINLAKV	12	RARAYMONDV	112

MIBAYSIDEV	21	RASTURTEVV	1,462
MICUDAHYC	14	RAUNIONGRV	31
MIMILWAUKC	20	RAWINDPOIV	903
MIOAKCREEC	110	RAYORKVILV	10
ONMINOCQUT	27	RKJANESVIC	4
OUAPPLETOC	6	WAJACKSONV	2
OUTOFSTATE	100	WKBROOKFIC	25
RABURLINGC	260	WWSUGARCRT	1
RABURLINGT	89	Total	20,960
RACALEDONV	57,949	Municipal Code	Circ #s
RADOVERT	46		
RAELMWOODV	1,514		
RAMOUNTPLV	45,052		
RANORTHBYV	1,162		
RANORWAYT	13		
RARACINEC	137,042		
RARAYMONDV	1,691		
RAROCHESTV	479		
RASTURTEVV	3,665		
RAUNIONGRV	693		
RAWATERFOT	30		
RAWATERFOV	136		
RAWINDPOIV	5,693		
RAYORKVILV	259		
RKBELOITC	14		
RKCLINTONV	1		
RKEDGERTO	14		
RKJANESVIC	5		
RKNEWARKT	2		
SBCASCADEV	7		
SHSHAWANOC	11		
WAGERMANTV	9		
WAJACKSONV	1		
WKBROOKFIC	2		
WKMUKWONAV	18		

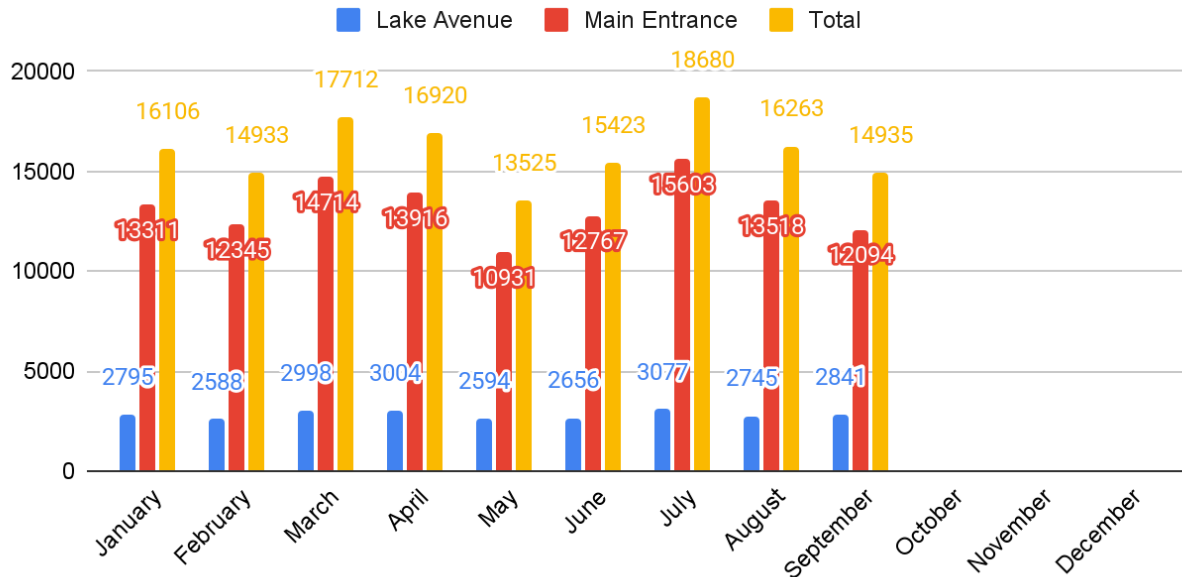
WKOCONOMOC	22		
WKVERNONV	18		
WKWAUKESHC	12		
WOWISCRPDC	3		
WUMARIONT	3		
WWELKHORNC	22		
WWGENEVAT	1		
WWLAFAYETT	4		
WWSUGARCRT	4		
WWTROYT	1		
WWWALWORTT	1		
	1,022		
Total	259,953		

Building Usage Statistics

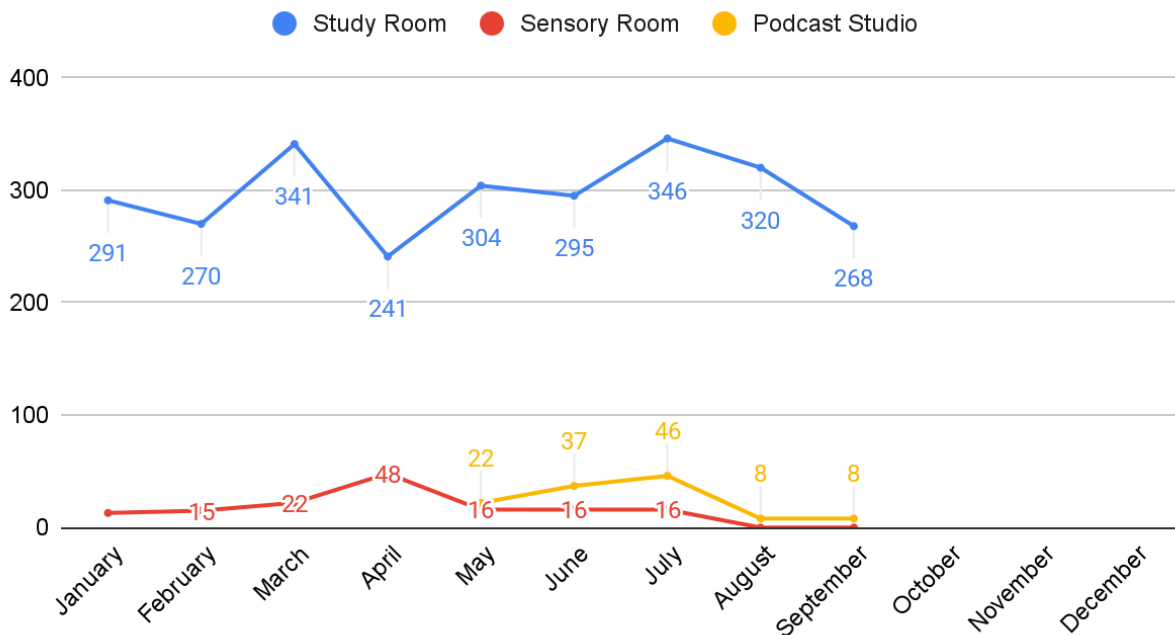
2025 Open Hours



People Counter 2025



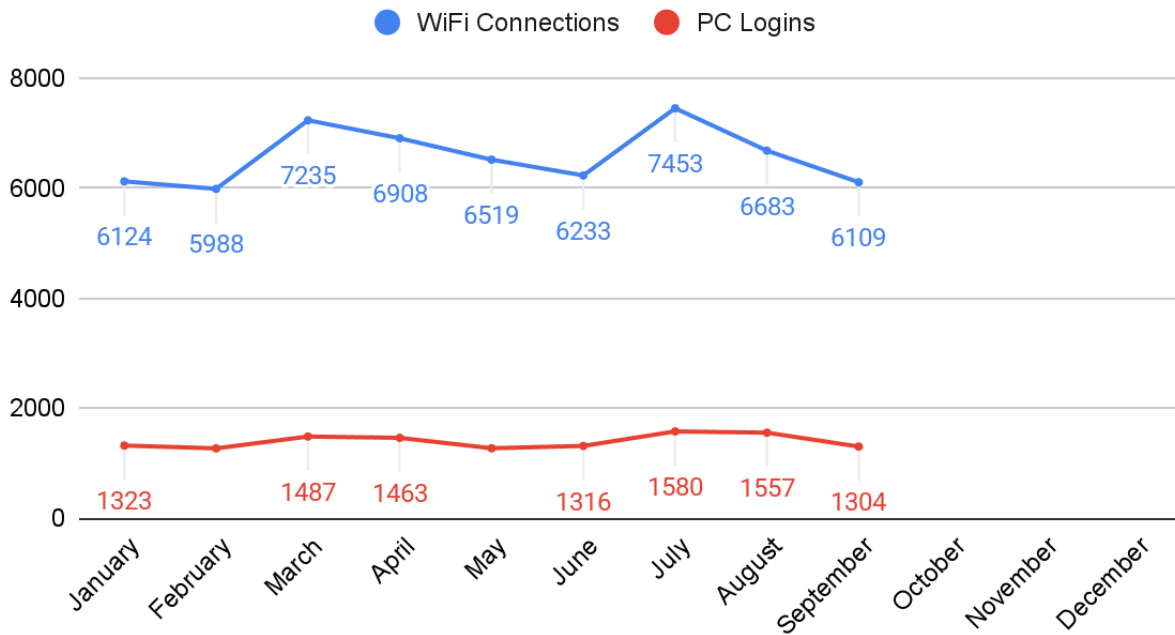
2025 Public Room Use



*Sensory Room has been closed for maintenance since August, 2025.

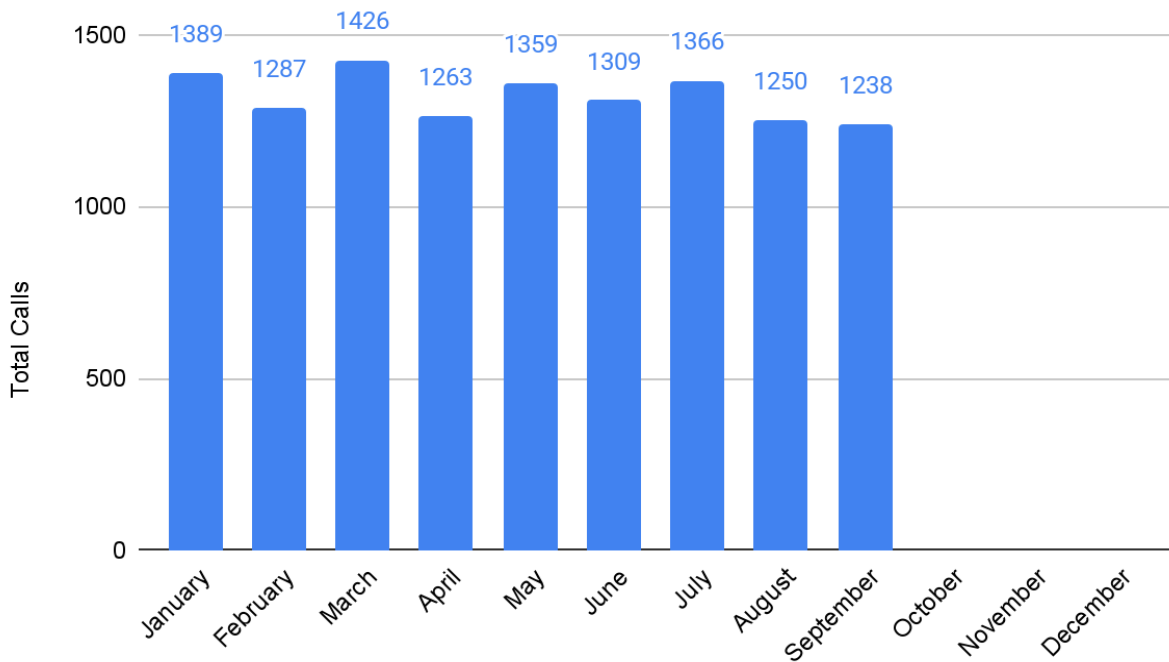
Technology Statistics

WiFi Connections and PC Logins

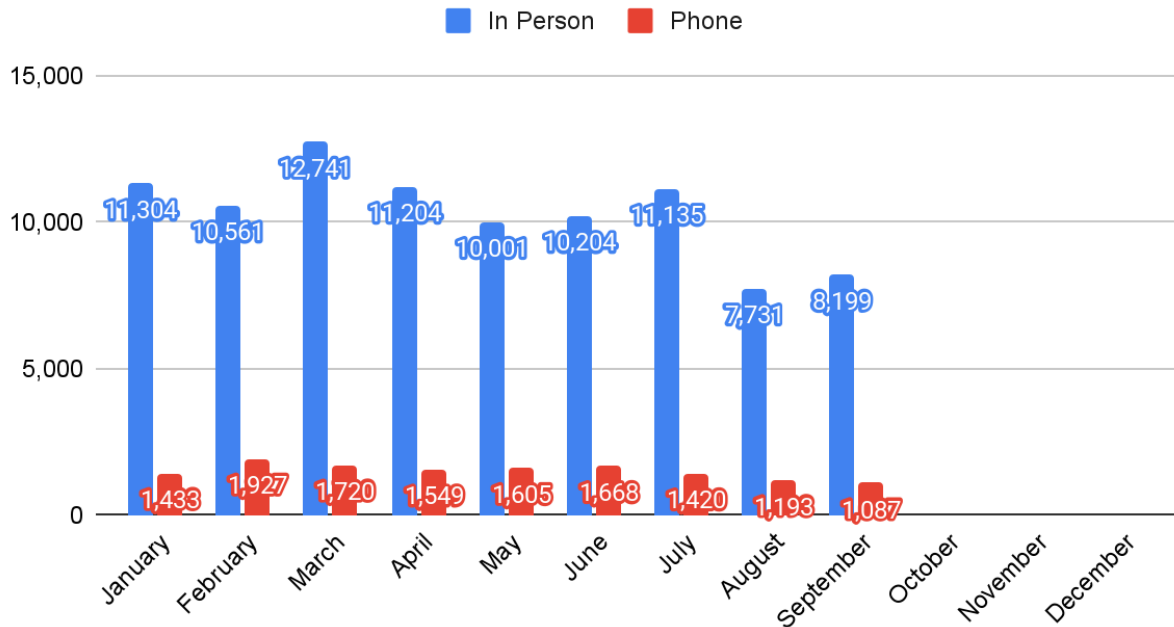


Reference Statistics

2025 Call Center Total Calls

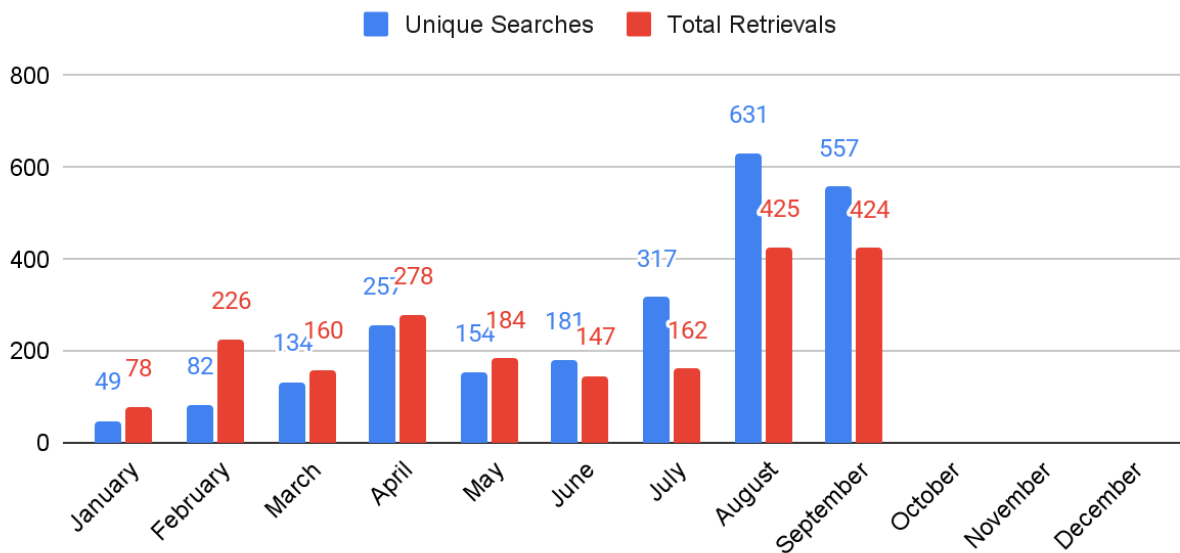


2025 Reference Interactions

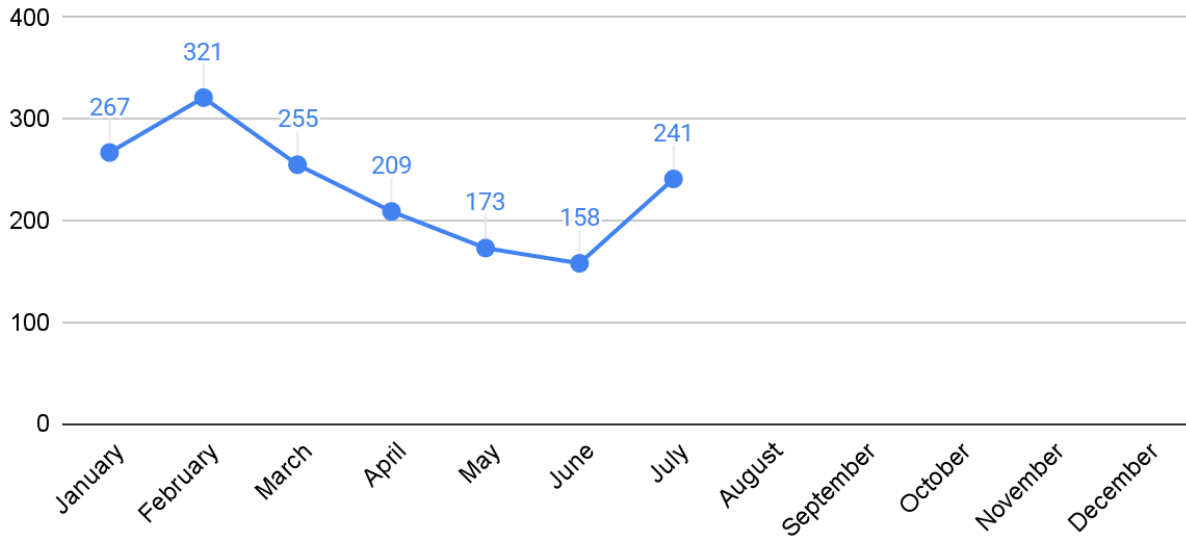


Digital Resource Usage Statistics

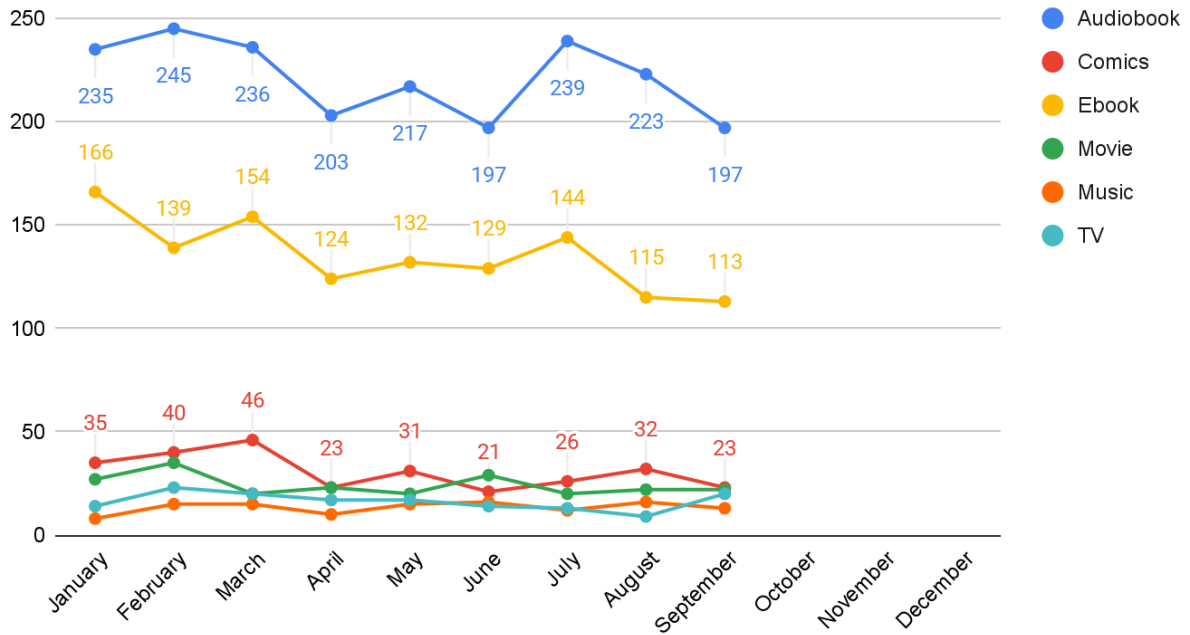
Ancestry Usage 2025



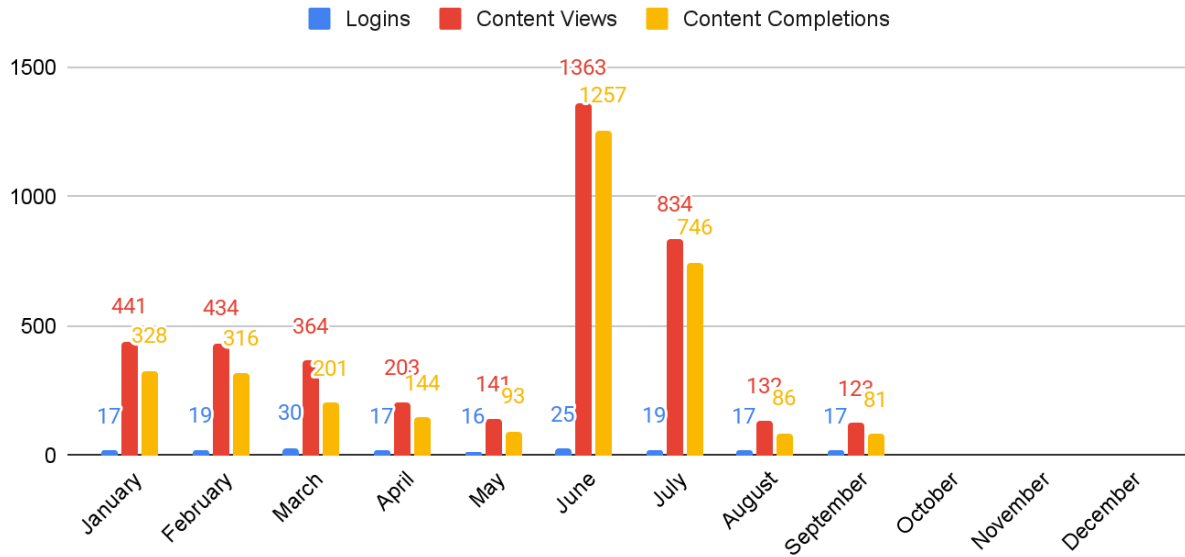
Comics Plus Checkouts 2025



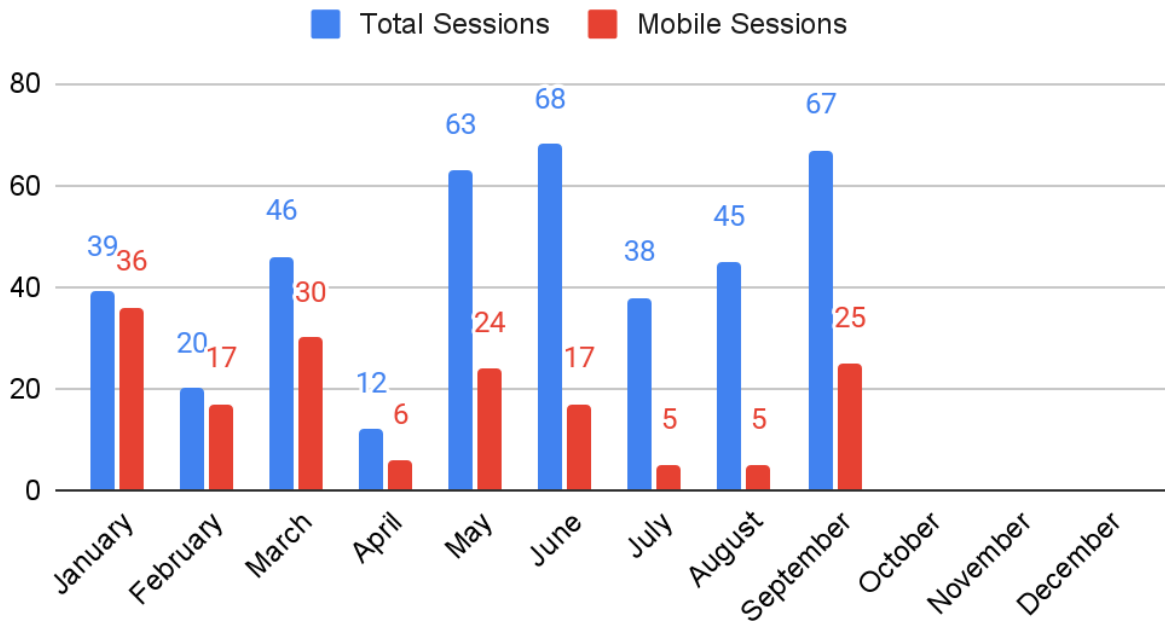
Hoopla Downloads 2025



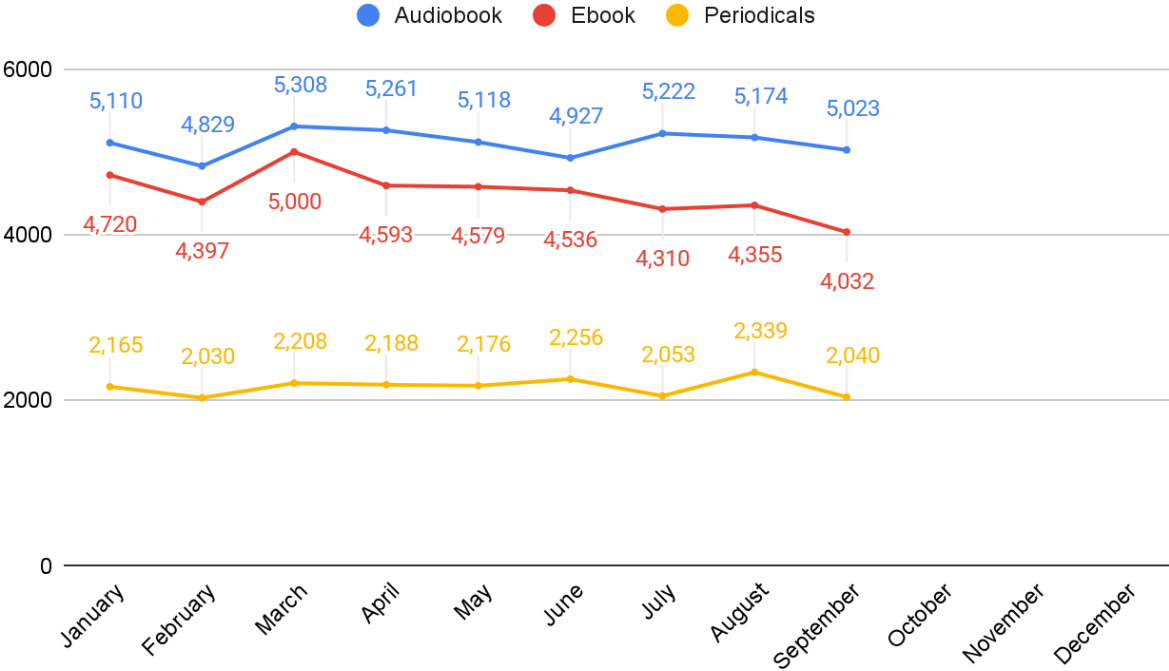
LinkedIn Learning Usage 2025



Mango Languages 2025



Overdrive Downloads 2025



Digital Services and Innovation Activities Report - September 2025

Prepared by Melissa Donaldson

Programming

The Digital Services and Innovation (DSI) team successfully hosted 10 programs and events in August, engaging 99 participants. In September, we hosted 5 programs with a total of 55 attendees. Additionally, the team produced 107 3D-printed items in August and 148 in June. We completed one laser-engraved project for patrons in August and twenty-nine in September.

The highlight of the month was a class visit to the Innovation Lab. Staff engaged the students with various STEAM activities. All had a fun time.

Podcasting Studio

The podcasting studio facilitated 8 appointments in August and 8 in September. This service was restricted for a couple of months due to being short-staffed.

Tech Support

The DSI Lab staff provided community tech support, addressing 553 inquiries in August and 574 in September.

In August, the staff fielded four help desk tickets from Staff and 1 in September.



PC Usage

- **Sessions:** August 1,557 → September 1,304 (↓ **16%**)
- **Average Session Time:** August 58.7 min → September 55.2 min (**slight decrease**)
- **Library Cards Logins:** 785 → 553 (↓ **29%**)
- **Student IDs:** 156 → 118 (↓ **24%**)
- **Guest Passes:** 616 → 633 (**stable**)
- **Unique Logins:** 910 → 836 (↓ **8%**)

Takeaway: September saw a drop in overall computer usage and student logins.



People Counter

- **Total Visitors:** August 16,263 → September 14,935 (↓ **8%**)



Patron Print Jobs

- **Print Jobs:** August 1,850 → September 2,076 (↑ **12%**)
- **Pages:** 6,018 → 7,602 (↑ **26%**)
- **Cost:** \$734.6 → \$977.8 (↑ **33%**)

Takeaway: Printing demand surged in September despite fewer PC sessions.



Scanner & Fax

- **Scans:** 2,435 → 1,741 (↓ **29%**)
- **Fax:** 750 → 632 (↓ **16%**)
- **Email Sends:** 743 → 701 (↓ **6%**)
- **USB Use:** 852 → 282 (↓ **67%**)
- **Printers:** 85 → 126 (↑ **48%**)

Takeaway: September had less scanning/fax/email/USB activity, but printer use rose.

Call Center

Reference

- Calls: 828 → 864 (↑ **4%**)
- Avg. Call Length: 3.61 → 3.46 mins (**slight decrease**)

Curbside

- Calls: 422 → 374 (↓ **11%**)

Combined

- Total Calls: 1,250 → 1,238 (**stable**)
- Avg. Call Length: 3.33 → 3.25 mins (**slight decrease**)

Takeaway: Reference calls rose, curbside dropped, overall volume steady.



Study & Sensory Rooms

- **Study Room:** 320 → 268 (↓ **16%**)
 - **Sensory Room:** 0 both months
 - **Ruff Readers:** 5 → 4 (**slight decrease**)
 - **Podcast Studio:** 8 → 8 (**stable**)
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WiFi

- **Connections:** 6,683 → 6,109 (↓ **9%**)

Ancestry.com

- **Image Retrievals:** 113 → 104 (**slight decrease**)
- **Text Retrievals:** 312 → 320 (**slight increase**)
- **Unique Searches:** 631 → 557 (↓ **12%**)

Takeaway: Use held steady overall, but fewer unique users in September.

Digital Checkouts

- **Libby:** 9,854 → 9,055 (↓ **8%**)
 - **Hoopla:** 417 → 388 (↓ **7%**)
 - **Comics Plus:** 228 → 197 (↓ **14%**)
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LinkedIn Learning

- **Logins:** 17 → 17 (**flat**)
 - **Views:** 132 → 123 (↓ **7%**)
 - **Completions:** 86 → 81 (↓ **6%**)
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Mango Languages

- **Sessions:** 45 → 67 (increased by **39%**)
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Overall Insights

- **Usage Down in September:** Most categories (PC use, WiFi, visitors, study rooms, digital checkouts) declined.
- **Printing & Call Reference Increased:** Despite fewer sessions, printing volume increased, and reference calls rose.
- **Student Engagement Dropped:** Noticeable decrease in student ID logins and unique Ancestry searches.
- **Digital Services Slowed:** Fewer e-checkouts, LinkedIn Learning views, and WiFi sessions.