### 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.

### o 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

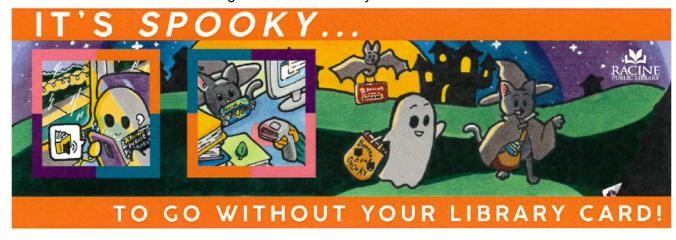
- (Ryan Dowd) Teenagers in Groups 1 hour
- ALA: Should it Stay or Should it Go? Evaluating Library Programming 1 hour
- Evolving Staff Roles, Policies, and Practices: Results from PLA's 2024 Annual
   Survey 1 hour
- Bias in Interviewing 1 hour

#### 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			

<sup>\*</sup>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

<sup>\*</sup>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.

<sup>\*\*</sup>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	

<sup>\*=</sup>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.)
  - o 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.
  - o 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:

- <u>Home</u> 12,709 views
- <u>Calendar</u> 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"
  - o 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 racime w," and "Things to do in milwaukee today"

#### Newsletter

2025	Jan	Feb	Mar	Apr	Мау	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.

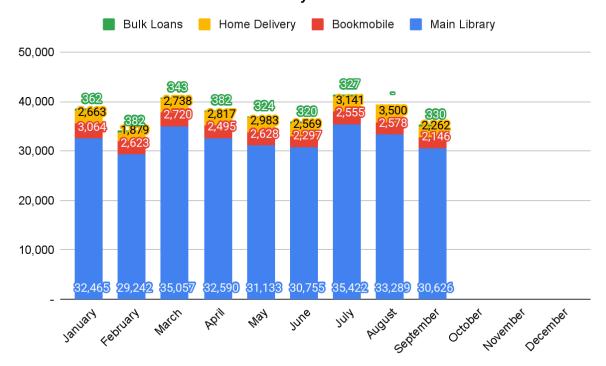
Inventory of various library collections continues.

## **2025 Year to Date Library Services Statistics**

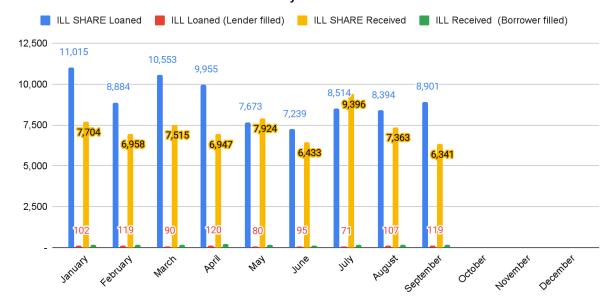
Prepared by Chris Tobias, Matt Jerke, and Lizzie Hjelle

### **Physical Circulation Statistics**

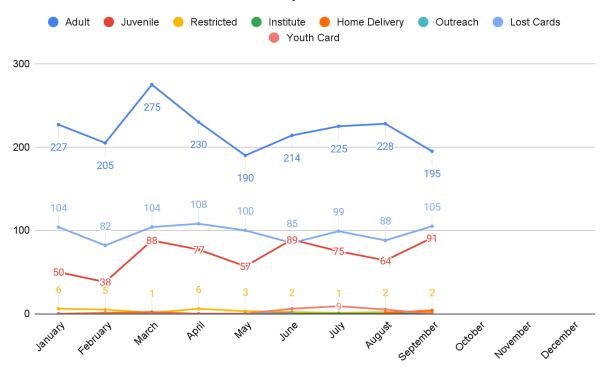
### 2025 Monthly Circulation



### Interlibrary Loans 2025



## 2025 Library Cards Issued



### Year to Date Circulation by Municipality

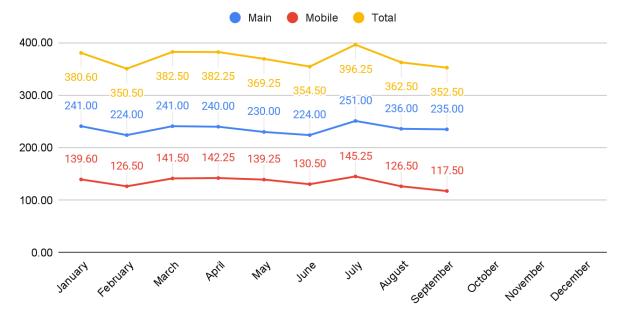
Main Library		Bookmobile	
BRASHWAUBV	7	Municipal Code	Circ #s
BRGREENBYC	2	KNKENOSHAC	31
DAMADISONC	120	KNSOMERSV	15
GTPLATTEVC	34	MICUDAHYC	1
KNBRISTOLV	8	OUTOFSTATE	13
KNKENOSHAC	1,823	RACALEDONV	5,391
KNPARIST	4	RAELMWOODV	77
KNPLEASPRV	20	RAMOUNTPLV	7,058
KNRANDALLT	3	RANORTHBYV	58
KNSALEMLKV	446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

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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            RKELOITC         14            RKCLINTONV         1            RKEDGERTOC         14            RKJANESVIC         5            RKNEWARKT         2            SBCASCADEV         7            SHSHAWANOC         11            WAGERMANTV         9            WAJACKSONV         1            WKBROOKFIC         2	RADOVERT	46		
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RARAYMONDV         1,691           RAROCHESTV         479           RASTURTEVV         3,665           RAUNIONGRV         693           RAWATERFOT         30           RAWATERFOV         136           RAWINDPOIV         5,693           RAYORKVILV         259           RKBELOITC         14           RKCLINTONV         1           RKEDGERTOC         14           RKJANESVIC         5           RKNEWARKT         2           SBCASCADEV         7           SHSHAWANOC         11           WAGERMANTV         9           WAJACKSONV         1           WKBROOKFIC         2	RANORWAYT	13		
RAROCHESTV       479         RASTURTEVV       3,665         RAUNIONGRV       693         RAWATERFOT       30         RAWATERFOV       136         RAWINDPOIV       5,693         RAYORKVILV       259         RKBELOITC       14         RKCLINTONV       1         RKEDGERTOC       14         RKJANESVIC       5         RKNEWARKT       2         SBCASCADEV       7         SHSHAWANOC       11         WAGERMANTV       9         WAJACKSONV       1         WKBROOKFIC       2	RARACINEC	137,042		
RASTURTEVV       3,665         RAUNIONGRV       693         RAWATERFOT       30         RAWATERFOV       136         RAWINDPOIV       5,693         RAYORKVILV       259         RKBELOITC       14         RKCLINTONV       1         RKEDGERTOC       14         RKJANESVIC       5         RKNEWARKT       2         SBCASCADEV       7         SHSHAWANOC       11         WAGERMANTV       9         WAJACKSONV       1         WKBROOKFIC       2	RARAYMONDV	1,691		
RAUNIONGRV       693         RAWATERFOT       30         RAWATERFOV       136         RAWINDPOIV       5,693         RAYORKVILV       259         RKBELOITC       14         RKCLINTONV       1         RKEDGERTOC       14         RKJANESVIC       5         RKNEWARKT       2         SBCASCADEV       7         SHSHAWANOC       11         WAGERMANTV       9         WAJACKSONV       1         WKBROOKFIC       2	RAROCHESTV	479		
RAWATERFOT       30          RAWATERFOV       136          RAWINDPOIV       5,693          RAYORKVILV       259          RKBELOITC       14          RKCLINTONV       1          RKEDGERTOC       14          RKJANESVIC       5          RKNEWARKT       2          SBCASCADEV       7          SHSHAWANOC       11          WAGERMANTV       9          WAJACKSONV       1          WKBROOKFIC       2	RASTURTEVV	3,665		
RAWATERFOV       136         RAWINDPOIV       5,693         RAYORKVILV       259         RKBELOITC       14         RKCLINTONV       1         RKEDGERTOC       14         RKJANESVIC       5         RKNEWARKT       2         SBCASCADEV       7         SHSHAWANOC       11         WAGERMANTV       9         WAJACKSONV       1         WKBROOKFIC       2	RAUNIONGRV	693		
RAWINDPOIV       5,693         RAYORKVILV       259         RKBELOITC       14         RKCLINTONV       1         RKEDGERTOC       14         RKJANESVIC       5         RKNEWARKT       2         SBCASCADEV       7         SHSHAWANOC       11         WAGERMANTV       9         WAJACKSONV       1         WKBROOKFIC       2	RAWATERFOT	30		
RAYORKVILV         259           RKBELOITC         14           RKCLINTONV         1           RKEDGERTOC         14           RKJANESVIC         5           RKNEWARKT         2           SBCASCADEV         7           SHSHAWANOC         11           WAGERMANTV         9           WAJACKSONV         1           WKBROOKFIC         2	RAWATERFOV	136		
RKBELOITC       14         RKCLINTONV       1         RKEDGERTOC       14         RKJANESVIC       5         RKNEWARKT       2         SBCASCADEV       7         SHSHAWANOC       11         WAGERMANTV       9         WAJACKSONV       1         WKBROOKFIC       2	RAWINDPOIV	5,693		
RKCLINTONV         1           RKEDGERTOC         14           RKJANESVIC         5           RKNEWARKT         2           SBCASCADEV         7           SHSHAWANOC         11           WAGERMANTV         9           WAJACKSONV         1           WKBROOKFIC         2	RAYORKVILV	259		
RKEDGERTOC       14         RKJANESVIC       5         RKNEWARKT       2         SBCASCADEV       7         SHSHAWANOC       11         WAGERMANTV       9         WAJACKSONV       1         WKBROOKFIC       2	RKBELOITC	14		
RKJANESVIC         5           RKNEWARKT         2           SBCASCADEV         7           SHSHAWANOC         11           WAGERMANTV         9           WAJACKSONV         1           WKBROOKFIC         2	RKCLINTONV	1		
RKNEWARKT         2           SBCASCADEV         7           SHSHAWANOC         11           WAGERMANTV         9           WAJACKSONV         1           WKBROOKFIC         2	RKEDGERTOC	14		
SBCASCADEV         7           SHSHAWANOC         11           WAGERMANTV         9           WAJACKSONV         1           WKBROOKFIC         2	RKJANESVIC	5		
SHSHAWANOC 11  WAGERMANTV 9  WAJACKSONV 1  WKBROOKFIC 2	RKNEWARKT	2		
WAGERMANTV 9 WAJACKSONV 1 WKBROOKFIC 2	SBCASCADEV	7		
WAJACKSONV 1 WKBROOKFIC 2	SHSHAWANOC	11		
WKBROOKFIC 2	WAGERMANTV	9		
	WAJACKSONV	1		
WKMUKWONAV 18	WKBROOKFIC	2		
	WKMUKWONAV	18		

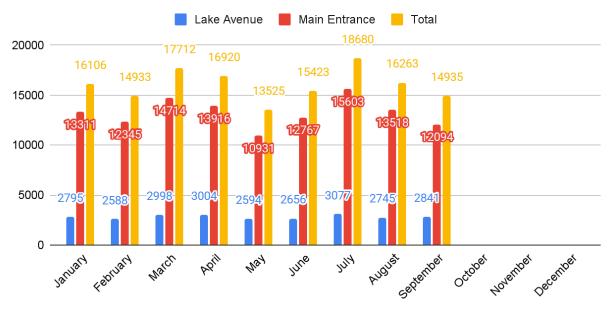
WKOCONOMOC	22	
WKVERNONV	18	
WKWAUKESHC	12	
WOWISCRPDC	3	
WUMARIONT	3	
WWELKHORNC	22	
WWGENEVAT	1	
WWLAFAYETT	4	
WWSUGARCRT	4	
WWTROYT	1	
WWWALWORTT	1	
	1,022	
Total	259,953	

### **Building Usage Statistics**

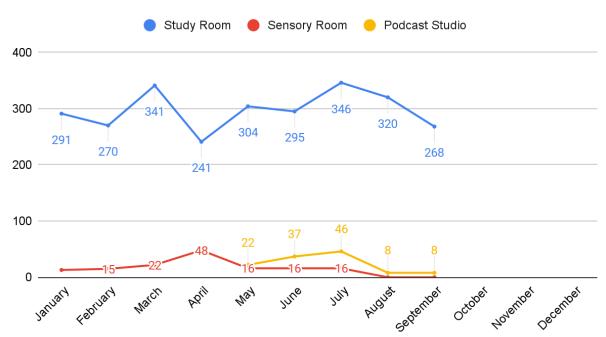
# 2025 Open Hours







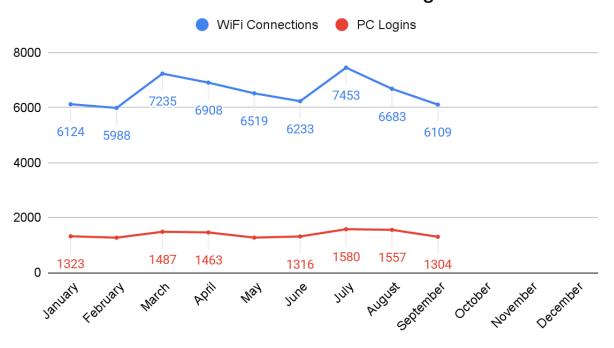
### 2025 Public Room Use



<sup>\*</sup>Sensory Room has been closed for maintenance since August, 2025.

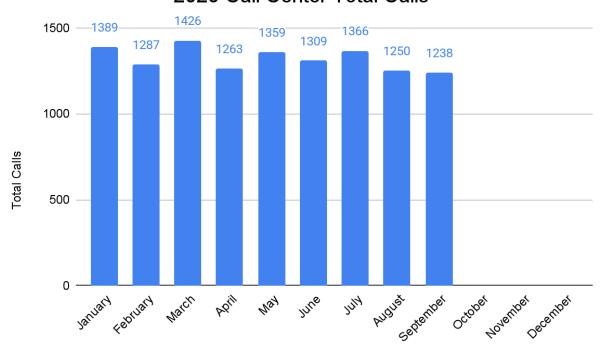
### **Technology Statistics**

# WiFi Connections and PC Logins

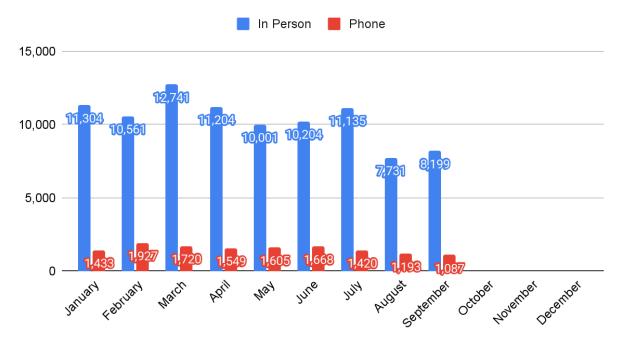


### **Reference Statistics**

### 2025 Call Center Total Calls



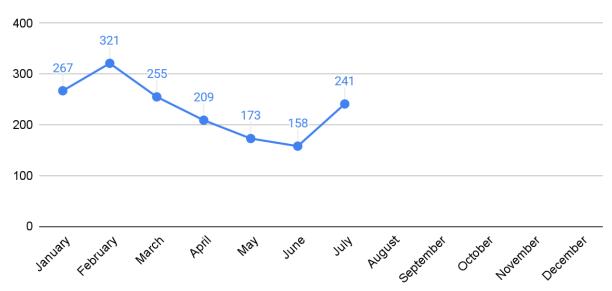
### 2025 Reference Interactions



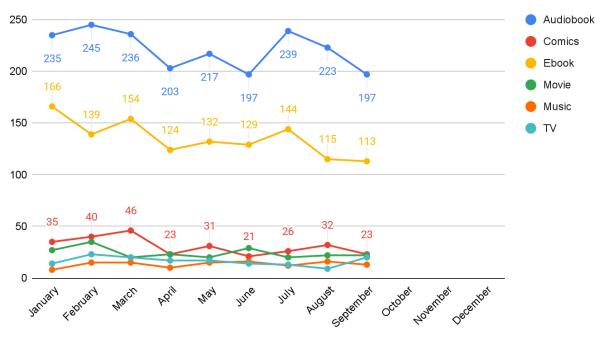
### **Digital Resource Usage Statistics**

### **Ancestry Usage 2025** Unique Searches Total Retrievals 800 631 557 600 424 400 317 25-278 226 134 60 200 April september Watch PILLY June Nay

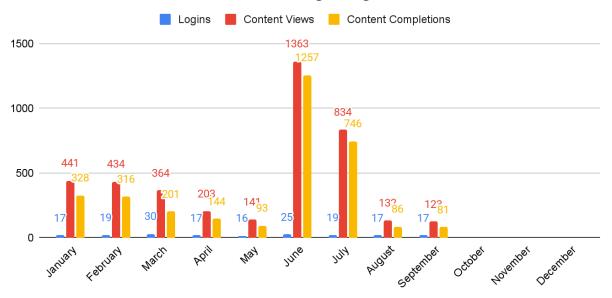
### Comics Plus Checkouts 2025



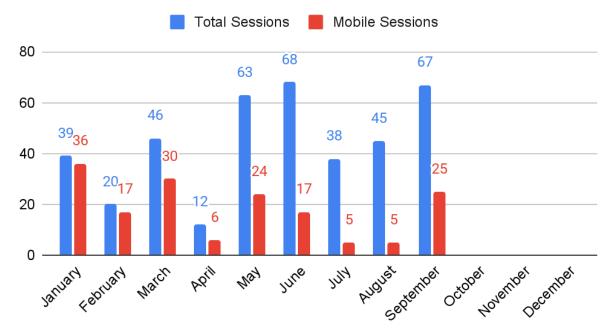
# Hoopla Downloads 2025



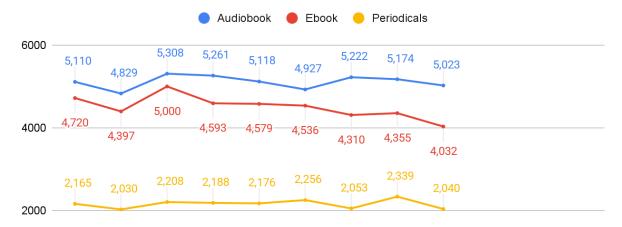
### LinkedIn Learning Usage 2025



# Mango Languages 2025



## Overdrive Downloads 2025





### <u>Digital Services and Innovation Activities Report - September 2025</u>

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.

# **III** 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:  $2,435 \rightarrow 1,741 (\downarrow 29\%)$ 

• **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.

# **n** Study & Sensory Rooms

• **Study Room**: 320 → 268 (↓ **16%**)

• Sensory Room: 0 both months

• Ruff Readers: 5 → 4 (slight decrease)

• Podcast Studio: 8 → 8 (stable)

# **MiFi**

• **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%**)

# LinkedIn Learning

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

# Mango Languages

• **Sessions**: 45 → 67 (increased by 39%)



- **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.