

Executive Director Report for October 2024 Board Packet

This September the RPL turned 128 (our birthday is September 9th), and we had a lot to celebrate within our birth month.

For the second year in a row now, we've acted as the new host site and cos-sponsors of the African American Chamber of Commerce's Lake Front Expo event (previously held at the Bryant Center). The event showcased community organizations and resources, local vendors, brief speeches from political and community leaders, food trucks and some incredible performances by dance crews, acrobat troupes and more. It was an excellent event and, while all of this was going on in the library parking lots, the Friends of RPL were inside hosting a donation drive that resulted in a ton of community drop offs.

Later that week, we had over 100 people for a book release and signing event with Racine's own former NBA all star Caron Butler and his co-author Justin A Reynolds. They released their second novel in a series they're writing for tween-age readers. The event not only had great attendance, but it had great energy also, and there was so much positivity, connection and empowering messages in the air. The vendors sold out of books that night. A patron reached out to the RPL ahead of time saying she'd like to buy some books for people who can't afford them at the event, and that wound up providing over \$200 worth of novels to both kids and adults that I identified who otherwise couldn't have gotten one. The library closes at 8pm, but people were still waiting in line for signatures until after 9pm. Huge thanks to the team members who stuck around to make sure things continued to run smoothly, even after they were scheduled to go home.

Budget work and meetings continued to take a lot of my time, and will continue to likely even after our Board passes it, as city council deliberations about the budget begin soon, after the Mayor gives his budget address the night of October 28th.

The last three wins of the month I'll mention are:

1) The library submitted for the annual Institute of Museum and Library Services "National Library Leadership" grant. I only remember us applying for one other grant this large (\$100K) in the 17 years I've been here, and we've talked about this particular grant for years, but just never quite managed to make it apply when the time would come. Whether we have success with the application or not, I'm proud of our team and the community partners they worked with to get the application in.

2) We barely had the time to revel in our pride of that accomplishment, because during the same month, Melissa Donaldson, head of our Digital Services and Innovation department, contributed largely to a multi-million dollar grant application that the city's MIS department was submitting. She wrote in millions of dollars that would go towards further enabling the library to educate the community in the realm of digital literacy. So while we felt pretty proud of a \$100K application, Melissa involved the library in an exponentially bigger grant opportunity, through simple partnership.

3) Lastly, September was the month we began experimenting with free printing services. In late 2023, we received a \$5,000 donation to go towards this end and we knew it wouldn't last us the entire year. At first, we tried telling people there was a 20 page limit and using the honors system. After a couple of weeks, it was very evident we'd run out of money by Thanksgiving if we kept it that way--people were not keeping themselves to that limit--so we have now figured out a way to where the printers will automatically require payment at that threshold. What is most clear from it is--this is a service the community is very hungry and eager for, so we're grateful to the donors who have made this possible for the current moment, at least.



Photography by Calen Nelson, Yours Truly Photography

September Programming Statistics

The Library presented 34 programs in September, which reached a total participation of 587 people.

Programs	Target Age Group	Type	Format	Participants	# of Programs	In House or Outreach
Facts on Fabric: Racine Fiber Arts	Adult (19+)	Group attending	In-person	0	1	Library
Lapsit Storytime	Children 0-5	Group attending	In-person	8	1	Library
Chess Mates	General Interest (all Ages)	Group attending	In-person	5	1	Library
Family Storytime	Children 0-5	Group attending	In-person	20	1	Library
Senior Bingo	Adult (19+)	Group attending	In-person	10	1	Library
Lake Front Expo	General Interest (all Ages)	Group attending	In-person	100	1	Library
Lapsit Storytime	Children 0-5	Group attending	In-person	7	1	Library
Introduction to 3D Printing	Adult (19+)	Group attending	In-person	5	1	Library
Stitch N Bitch	Adult (19+)	Group attending	In-person	6	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	22	1	Library
Racine Montessori Outreach	Young Adult (12-18)	Group attending	In-person	25	1	Outreach

Caron Butler and Justin A Reynolds Author Talk and Book Signing	General Interest (all Ages)	Group attending	In-person	130	1	Library
Family Storytime	Children 0-5	Group attending	In-person	17	1	Library
Make Stuff	General Interest (all Ages)	Group attending	In-person	15	1	Library
Racine Montessori Outreach	Young Adult (12-18)	Group attending	In-person	25	1	Outreach
Tinkering with tinkercad	Children 6-11	Group attending	In-person	2	1	Library
Senior Dominoes	Adult (19+)	Group attending	In-person	4	1	Library
LEGO Club	Children 6-11	Group attending	In-person	4	1	Library
Lapsit Storytime	Children 0-5	Group attending	In-person	10	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	11	1	Library
Outreach at RMS	Young Adult (12-18)	Group attending	In-person	25	1	Outreach
Family Storytime	Children 0-5	Group attending	In-person	16	1	Library
Outreach at RMS	Young Adult (12-18)	Group attending	In-person	25	1	Outreach
Brie to DisaBrie	Adult (19+)	Group attending	In-person	4	1	Library
Smash Bash open lab	General Interest (all Ages)	Group attending	In-person	3	1	Library

Senior Uno	Adult (19+)	Group attending	In-person	4	1	Library
"Racine in the 1950 Census - Insights & Discoveries"	Adult (19+)	Group attending	In-person	7	1	Library
Stitch N Bitch	Adult (19+)	Group attending	In-person	6	1	Library
Paint with Ken	Adult (19+)	Group attending	In-person	7	1	Library
Bookmark Bash	General Interest (all Ages)	Group attending	In-person	8	1	Library
Outreach @ RMS	Young Adult (12-18)	Group attending	In-person	25	1	Outreach
Iphone 101	Adult (19+)	Group attending	In-person	1	1	Library
Big Sisters Class Visit	Young Adult (12-18)	Group attending	In-person	21	1	Library
Cutting the Cord	Adult (19+)	Group attending	In-person	9	1	Library
TOTAL				587	34	

Patron Services

In July, staff answered 1804 questions via phone and 11364 in person. A total of 13168 questions were answered across all methods of communication. 86% of the reference questions were asked in person, while 14% were received over the phone.

Main Entrance People Counter	2586
Lake Ave Entrance People Counter	13656

Libby Checkouts	10439
Hoopla Checkouts	469
Total # of phone calls (reference)	928
Total # of phone calls (curbside)	396
Total # of phone calls	1324
Total # of questions via phone	1804
Avg. # of calls per day	55.17
Avg. # of calls per hour	5.91
Total talk time (reference)	3315.25 mins
Total talk time (curbside)	1249.35 mins
Total talk time	4564.6 mins
Avg. call length (reference)	3.57 mins
Avg. call length (curbside)	3.15 mins
In-person reference questions	11364
Total # of reference questions answered	13168
Computer usage - total logins	1388
Computer usage - total time	1237:53:00
Computer usage - avg. time per login	53.511 mins
Faxes	664
Scans	1801

Social Worker report

submitted by Ashley Cedeño

Month: September 2024

Bus Passes

- Total bus passes given out: 66

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	97
August		111	95
September	62	107	66
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): 211

**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	238
August		42	211	197
September	6	33	159	211
October	15	40	189	
November	15	52	180	
December	19	40	118	

Social Work Service Interactions: 79**General Non-Social Work Interactions (Library Assistance): 132****Need/Concerns:**

Aging and Disability Resources	1
Applying for Benefits/Financial Assistance	5
Clothing/Laundry	2
COVID-19	
Domestic Abuse	1
Education	2
Emotional Support	75
Employment	
Food Insecurity	2
General Library Assistance provided by social worker	132
Healthcare	2
Housing	16
Relating to Incident Report or Crisis	6
Internet/Hotspot	5
Legal	6
Mental Health	1
Re-entry Services	
Refugee Support	
Sensory Room	3
Sexual Assault Services	1
Substance Use	
Transportation (not including bus passes)	13
Veteran Services	
***Library Social Work Expertise requested	1

**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:

- 9/17: CVMIC Training: Coaching and Feedback, 4 hours
- 9/19: How to Respond to Prejudicial Training (1.5 hours)
- 9/20: CPR Training (4 hours)

Other:

- 9/24: Ann Cooksey, Appleton Public Library; Sensory Room Tour/Visit
- Coffee and Conversation
 - 9/12/24- 3 participants; Topic: What is your favorite season and foods associated with it?
 - 9/26/24- 4 participants; Topic: Forgive and Forget
 - *Staff C&C:* 9/13/24- 5 staff attendees; Topic: What is your favorite season and foods associated with it?

CHRIS TOBIAS, CIRCULATION, OUTREACH AND TECHNICAL SERVICES SUPERVISOR

Circulation Report of September Activities 2024

RPL circulated a total of 33,673 in September of 2024. 30,772 items from Main and 2,901 items from the Bookmobile. August circulation was 39,301. Approximately 8,206 holds were placed and filled. 8,097 items loaned from our collection to other libraries, and 7,375 received for RPL patrons. 735 new library cards were issued during the month of September. Circulation for Home Delivery Services was 1,960 transactions in the month of September.

Consortium sorting / AMH activity:

- In September staff inducted 77,089 items through the automated material handler (AMH).

Technical Services Report of September Activities 2024

In September TSD staff placed orders for 893 items and received 675 previously ordered items. A total of 985 items were added to the library catalog.

The project to label abbreviated series statements and numbers on Adult Department fiction collections continues..

Circulation Statistics Year to Date

2024 Monthly Statistics	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Total
Circulation										
Main	34,417	34,913	35,817	35,559	34,087	34,238	36,150	36,587	30,772	312,540
Bookmobile	3,281	3,155	3,042	3,153	2,961	2,590	2,491	2,714	2,901	26,288
Total	37,698	38,068	38,859	38,712	37,048	36,828	38,641	39,301	33,673	338,828
Home Delivery Service (circ count)	2,216	2,241	2,735	2,201	2,516	1,896	1,910	2,306	1,960	19,981
Bulk Loans (Outreach delivered)	350	310	405	330	475	425	515	310	302	3,422
Holds Placed	10,673	8,698	9,030	9,029	8,281	8,475	8,101	9,002	8,206	79,495
Interlibrary Loans										
SHARE Loaned	10,610	8,531	7,936	8,764	7,637	8,142	9,222	8,265	7,944	77,051
ILL Loaned (Lender filled)	158	98	105	128	80	73	77	128	153	1,000
Total Loaned	10,768	8,629	8,041	8,892	7,717	8,215	9,299	8,393	8,097	78,051
SHARE Received	8,870	8,068	8,447	7,275	6,873	6,523	7,109	7,397	7,277	67,839
ILL Received (Borrower filled)	166	170	347	243	202	145	198	207	98	1,776
Total Received	9,036	8,238	8,794	7,518	7,075	6,668	7,307	7,604	7,375	69,615

Overdrive Downloads										
Audiobooks	4,487	4,050	4,701	4,569	4,761	4,348	4,443	4,747	4,545	40,651
EBooks	5,100	4,553	4,934	4,627	4,496	4,378	4,602	4,320	4,242	41,252
Periodicals	2,098	1,934	1,962	1,034	1,612	1,516	1,476	1,193	1,652	14,477
Total downloads	11,685	10,537	11,597	10,230	10,869	10,242	10,521	10,260	10,439	96,380
Hours Open										
Main	240	235	230	246	246	219	246	247	224	2133
Mobile	135.5	142	115	148.5	140.75	129	146.5	151.5	134	1242.75
Total	375.5	377	345	394.5	386.75	348	392.5	398.5	358	3375.75
Library Cards Issued										
Adult	176	223	238	238	179	232	245	227	246	2,004
Juvenile	49	80	74	63	43	73	93	71	333	879
Restricted	4	2	9	5	6	9	12	3	14	64
Net Only	1	3	1	-	-	-	1	-	-	6
Institute	-	-	-	-	-	-	2	-	-	2
Home Delivery	1	3	1	-	1	3	1	1	1	12
Lost Cards	117	115	119	115	87	123	133	123	141	1,073
Total	348	426	442	421	316	440	487	425	735	4,040
AMH Inductions	86,526	81,306	80,739	86,438	80,082	75,884	88,029	83,854	77,089	739,947

Circulation by Municipality Year to Date

Main		
Municipal Code	Circ #s	%
BRGREENBYC	29	0.01%
COPOYNETTV	12	0.00%
DAMADISONC	376	0.12%
DOWAUPUNC	4	0.00%

ECEAUCLAIC	5	0.00%
GTPLATTEVC	62	0.02%
KNBRISTOLV	42	0.01%
KNKENOSHAC	1,875	0.60%
KNPADDCKLV	29	0.01%
KNPARIST	20	0.01%
KNPLEASPRV	138	0.04%
KNSALEMLKV	288	0.09%
KNSOMERST	1	0.00%
KNSOMERSV	170	0.05%
KNTWINLAKV	19	0.01%
KNWHEATLAT	2	0.00%
MIBAYSIDEV	21	0.01%
MICUDAHYC	1	0.00%
MIMILWAUKC	35	0.01%
MIOAKCREEC	159	0.05%
MNWAUSAUC	1	0.00%
OCOCONTOFT	1	0.00%
ONMINOCQUT	13	0.00%
OUAPPLETOC	10	0.00%
OUHORTONVV	4	0.00%
OUTOFSTATE	15	0.01%
OZFREDONIV	78	0.03%
RABURLINGC	187	0.06%
RABURLINGT	123	0.04%
RACALEDONV	73,980	23.67%
RADOVERT	31	0.01%
RAELMWOODV	1,771	0.57%
RAMOUNTPLV	56,406	18.05%
RANORTHBYV	1,080	0.35%
RANORWAYT	34	0.01%
RARACINEC	155,957	49.90%
RARAYMONDV	923	0.30%
RAROCHESTV	424	0.14%
RASTURTEVV	4,187	1.34%

RAUNIONGRV	525	0.17%
RAWATERFOT	48	0.02%
RAWATERFOV	111	0.04%
RAWINDPOIV	10,376	3.32%
RAYORKVILV	1,773	0.57%
RKBELOITC	102	0.03%
RKJANESVIC	13	0.00%
RKMILTONC	1	0.00%
SBSHEBOYGC	12	0.00%
WAFARMINGT	2	0.00%
WAGERMANTV	1	0.00%
WBOSHKOSHC	22	0.01%
WKBROOKFIC	6	0.00%
WKDELAFIEC	3	0.00%
WKMENOMONV	30	0.01%
WKPEWAUKEC	28	0.01%
WKWAUKESHC	5	0.00%
WWBURLINGC	9	0.00%
WWDARIENT	6	0.00%
WWDARIENV	2	0.00%
WWDELAVANC	27	0.01%
WWEASTTRYT	1	0.00%
WWEASTTRYV	10	0.00%
WWELKHORNC	8	0.00%
WWGENEVAT	34	0.01%
WWLAKEGENC	3	0.00%
WWLINNT	1	0.00%
WWLYONST	27	0.01%
WWRICHMONT	1	0.00%
WWSHARONT	1	0.00%
WWSHARONV	7	0.00%
WWSRINGPT	3	0.00%
WWSUGARCRT	1	0.00%
WWWHITEWAC	19	0.01%
WWWHITEWAT	6	0.00%

	803	0.26%
Total	312,540	100.00%

Bookmobile		
Municipal Code	Circ #s	%
KNKENOSHAC	46	0.17%
KNPLEASPRV	1	0.00%
KNSOMERSV	12	0.05%
MICUDAHYC	1	0.00%
RACALEDONV	6,315	24.02%
RAELMWOODV	60	0.23%
RAMOUNTPLV	9,457	35.97%
RARACINEC	7,551	28.72%
RARAYMONDV	94	0.36%
RASTURTEVV	1,621	6.17%
RAUNIONGRV	82	0.31%
RAWINDPOIV	1,019	3.88%
RAYORKVILV	16	0.06%
RKEVANSVIC	1	0.00%
	12	0.05%
Total	26,288	100.00%

Staff Continuing Education Activities

We had a reported total of 81.5 hours from 15 staff members for the month of September. This includes 9 members of our staff who each went through a 4 hours CPR certification and training program with the Racine Fire Department staff.

SHAY KING, HEAD OF BUSINESS DEVELOPMENT

Overview

Communications

September communications focused on Seasonal Screams programming, Banned Books Week, the Clutch Time author event with Caron Butler and Justin Reynolds, the LGBT Center Safe Zone training series, the Friends of the Library's donation day, and the Lakefront Expo.

Program Marketing (10/10/24)

Our September through December cycle of programs has 98 programs left. Copy, graphics and calendar listings are complete for all. The September through December paper calendar is in print and available to patrons. Facebook events are complete for 89 programs and will be posted a few per day until all are live.

The Jan-March 2025 program marketing form is live for programmers to use. This version of the form has a number of changes from 2024's form, including an automation created by Josiah from the Innovation Lab that automatically creates room reservations and registration forms for programs. We're testing the automation for the Jan-March cycle; after the Nov. 1 submission deadline, Josiah and Shay will correct any issues and prepare the remaining 2025 forms for use.

Training and development

- Emerging Leaders: Coaching and Feedback - 3 hours (Head of Business Development)
- Emerging Leaders: Mentoring - 3 hours (Head of Business Development)
- What is a color? Perception or property? by djcbriggs - 30 minutes (Head of Business Development)

As of October, the Head of Business Development has completed the Emerging Leaders training series.

The Head of Business Development (Shay) and Marketing and Outreach Assistant (Elkid) submitted a proposal to present at the Lead the Way Conference in Madison in April. They were accepted to present a 60-minute presentation titled "Stitch N Bitch' N Ditch High-Pressure Programming: How Slow, Low-Structure Planning Turned a Crafting Circle into a Community Engagement Model."

Viewership and Engagement

Press and Advertising

In September, the library was referenced **in the media** [at least 28 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.

September appearances:

- Thursday, Sept. 12: Viridiana Rocha with BeLeaf to discuss upcoming conference at the library, 6-7, in studio
- Tuesday, Sept. 24: Glynis Kimbrough, 7-8, in studio

Upcoming appearances:

- Tuesday, Oct. 22: Friends, 7-8, in studio
- Thursday, Nov. 7: Brianna Fuentes, 7-8, in studio
- Tuesday, Nov. 19: Nick Demske, 7-8, in studio

Wind Point Stroll

For our October article, we covered the Bookmobile's fall schedule of stops and Halloween-themed programs. Our October ad focused on the fall book sale.

Racine Theater Guild

For the Guild's Sept. 13 - 29 run of "Murder on the Orient Express," we ran an ad promoting Banned Books Week.

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	8,209	7,251	6,778				61,406
Views	28,427	24,609	25,988	26,691	25,108	25,133	24,658	24,274	22,658				202,438

September's most-viewed pages:

- [Home](#) - 12,168 views
- [Calendar](#) - 1,855 views
- [Library GO!](#) - 649 views
- [Hours & Locations](#) - 374 views
- [Read, Watch and Listen](#) - 355 views

Google Business Listing

September Google profile views: 2,428

September appearances in search results: 1,170

September calls: 371

September direction requests: 585

September website clicks: 2,334

Reviews

Sunny Slick, 2 stars — "Be careful at that place ! They be having all them homeless please and them crazy people from the tower apartments standing out side just hanging out"

Luckey Juan, 5 stars — "Nice library and the services are great"

Searches that led viewers to our profile

- For libraries: "library," "library near me" and other variants (687+)
 - "biblioteca cerca de mi" and "biblioteca pública"
 - "libraries in wisconsin" and "wisconsin library"
- For the Racine Public Library: "racine public library, 7th street, racine, wi," "racine public library" and other variants (424+)
 - "Library on 55th racine"
 - "sturtevant library" and "sturtevant public library"
- Our hours: "racine public library hours," "racine library hours" and other variants (84+)
- For nearby locations: "42.7257682,-87.7810053" and "caledonia wi library" and "toft crossed library"
- For the Bookmobile
- For services we offer: "library printign" and other variants (3+), "notary racine wi," "public aid racine" and "racine library parking" (2+)
- For our events: "racine library events," "storytime," and "wagon library racine"
- "Racine book sale"
- "makenzie zimmerman racine"
- "things open to the public"

Newsletter

September open rate: 30.1%

September click rate: .9%

Current newsletter recipients: 21,773

Newsletter open rates were noticeably higher this month than August (24.2% opens, .6% clicks), even after accounting for a slight increase in these rates due to less accurate calculations in April through September. (If less accurate calculation had continued in September, rates would have been approximately 28% for opens and .8% for clicks.)

Open rates were fairly consistent across all newsletters in September.

Click rates were highest for the Sept. 13 issue (1.3%). The most clicked link was to BannedBooksWeek.org.

Social Media

Facebook

Current followers: 7,030

September reach: 17,883

Instagram

Current followers: 1,378

September reach: 486

TikTok

Current followers: 444

September views: 52,708

Marketing Intern Dea is developing a weekly schedule of posts for Instagram and TikTok, and Marketing Intern Azuri continues to post a weekly programs schedule to Instagram and Facebook each week. Thanks to their efforts, our Instagram posting schedule has been more active than it has in months, and our TikTok followers have nearly doubled over the last month.

Ads

We ran no Meta ads in September.

MELISSA DONALDSON, HEAD OF DIGITAL SERVICES AND INNOVATION

Digital Services and Innovation October Updates

Programming

In September, the DSI Team successfully hosted nine programs and events, attracting 253 participants. Additionally, the team produced 342 items using the 3D printers and completed 19 laser-engraved projects for patrons and outreach events.

Podcasting Studio

The podcasting studio managed 13 appointments in September.

Tech Support

The Digital Services and Innovation Lab staff provided tech support through 229 questions asked, amounting to approximately 114.5 hours of service.

Josiah has worked with the Marketing Department here at the library to automate some of the programming steps, making it easier for people to submit their programs. This project has been ongoing since Josiah returned to the library under the Youth Employment Program in June.

Partnerships

- Continued efforts on addressing the Digital Divide, with Melissa serving on the City's Steering Committee to contribute to developing the City of Racine's Digital Equity Plan.
- Partnered with Racine Montessori School to deliver a coding class for their 7th and 8th graders. Josiah and Felix are hosting the classes this year.
- Engaged with the City of Racine MIS department to draft a Digital Equity Competitive Grant grant proposal. The grant was submitted on 9/22/24. See the [linked](#) document for what we submitted to the City.

Techmobile

- Conducted 2 Techmobile stops.
- Attended the Lake Front Expo. Most of the DSI team worked this event. The activity we did was help people build [3D-printed turtles](#).

Continuing Education

- **Melissa**
 - CVMIC Course: Mentoring for Leaders - 3 hours
 - CVMIC Course: Coaching and Feedback - 3 hours
 - LinkedIn Learning Course: Diversity, Inclusion, and Belonging - 35 minutes
- **Terrence**
 - Tutorial of Calculating Running Totals in Google Sheets - 15 mins
 - Public vs Private IP addresses Tutorail - 1 hour
 - Envisionware Cloud9 Video 15 mins
 - Computer Networking Fundamentals/Network tutorials for Beginners Full Course on YouTube (Frist Section)
- **Matt**
 - AI for organizational leaders linkedin learning
 - Envisionware Cloudnine Webinar - 30 mins
 - Digital Literacy and Productivity Learning Pathy - 3 hrs 56 minutes
- **Jaylen**
 - LinkedIn Learning: Windows 11 for IT Support: Troubleshooting Basics
- **Michael**
 - LinkedIn Learning: Windows 11 for IT Support: Troubleshooting Basics