

Executive Director Report for May 2025 Board Packet

NICK DEMSKE, EXECUTIVE DIRECTOR REPORT

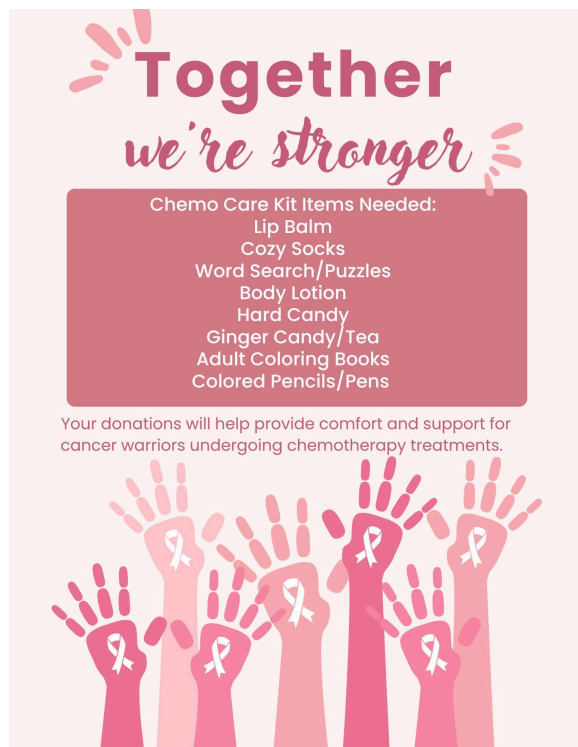
There is so much challenge across the country right now that libraries are facing--definitely in ways we've never seen in my life. I find it incredibly uplifting, though, that even while that storm is happening on a macro level, libraries like ours are still continuing to provide amazing service to their communities day in and day out, and most community members don't know anything about it beyond the fact that they love and can depend on their libraries. Here's just a few of the highlights from the RPL's activities over the month of April.

--We finally had **interview processes for both the Business Manager and the Deputy Director** roles. Those processes took a ton of time and effort, and a number of people contributed huge help, including people outside of this organization. Special thanks to Kathleen in the Finance Department and La'Neka in HR for serving on the interview panel for the Business Manager. And huge thanks to Rashanda in HR and Brandi, the assistant director of Kenosha PL, for serving on the interview panel for the DD role. I'm thrilled to announce **we've extended offers for both roles and they've both been accepted**. Our new Business Manager will start next week, and HR is still working on settling a start date for the incoming deputy director.

--We held our **2nd annual Local Author Fair** this month on the Saturday of the **Friends of the RPL's big spring book sale**. This annual program combo has proven to produce a lot of synergy and the community packs this building for that weekend. **The FOL made over \$6,300** in book sales and memberships this go round, the most they've made in a single book sale at least since before the pandemic. Huge thanks to our Friends group, and to Rebecca Leannah for leading on the Local Author's Fair.

-- The RPL continues to impact the field beyond just this community. As mentioned previously, I had submitted with a colleague in Appleton PL to present at the **Libraries Lead the Way community engagement conference, hosted by UW Madison's school of information sciences** every year. Library team promotions team members Shay King and Elkid Alarez also submitted a presentation for the conference. Lo and behold, both of the proposals were accepted, and even though there were presenters from libraries all over the country there, Racine PL was the only one presenting two different sessions. My Appleton colleague and I presented on the **Radical Librarianship Institute**, which we both were honored to participate in in 2023, and the resulting initiatives we started afterwards (The **RPL's participatory defense hub**). Shay ended up having to miss the conference due to covid paying them a visit, but Elkid presented also on **the library's "Stitch and Bitch" fiber arts program**, which has been going for years now. The presentation focused on small scale, low effort programs being opportunities for informal community engagement. Elkid did an excellent job with the presentation!

I always say a library is only as strong as its partnerships. Sometimes those partnership opportunities are right in front of your face. I want to thank one of our public service assistants, Willow Newell, for reaching internally to the library to see if we could play a part in collecting items for “Chemo Care Baskets,” which she was doing in conjunction with the Miss Racine organization. Here is the flier they used for that initiative and some photos of the results of that resource drive.





Lastly, I've pasted below here an email we received to our general reference email address which we all found very touching and kind. We know this library is incredibly meaningful to so many lives in the community. But we sure do appreciate when we hear that directly, and it's even more meaningful in a context like this, when someone is speaking on behalf of one of their loved ones who passed away. I'm very grateful to the community member who took the time to send this kind and considerate email to us:

"Hello,

During our calls my Uncle _____ talked about whichever library book he was reading, and he read four a week! Knowing him, I assume some of the staff came to know him at least in passing. He was sharp as a tack but his body felt its years, making him look small and frail.

Sadly Uncle _____ passed last week. His _____ obituary is up on [the funeral home's] website if anyone would like to read it. I know when I've worked community jobs, I'd always wondered when a regular was no longer making it in, so I wanted to provide some closure.

Thank you for all that you do! The work of the library is appreciated!"

March Programming Statistics

The Library presented 49 programs in March, which reached a total participation of 780 people.

Programs	Target Age Group	Type	Format	Participants	# of Programs	In House or Outreach
	General					
Racine Fiber Arts: Facts on Fabric	Interest (all Ages)	Group attending	In-person	6	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	24	1	Library
	General					
Chess Mates	Interest (all Ages)	Group attending	In-person	10	1	Library
Family Storytime	Children 0-5	Group attending	In-person	20	1	Library
Senior Bingo	Adult (19+)	Group attending	In-person	13	1	Library
Mahjong	Adult (19+)	Group attending	In-person	13	1	Library
Preschool and Toddler STEAM Time	Children 0-5	Group attending	In-person	10	1	Library
Browser Basics	Adult (19+)	Group attending	In-person	3	1	Library
Lapsit Storytime	Children 0-5	Group attending	In-person	20	1	Library
Stitch N Bitch	Adult (19+)	Group attending	In-person	3	1	Library
Scrabble	Adult (19+)	Group attending	In-person	8	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	22	1	Library
Family Storytime	Children 0-5	Group attending	In-person	28	1	Library
Craft Time with Miss Keiko	Children 0-5	Group attending	In-person	38	1	Library
Craft & Chat	Adult (19+)	Group attending	In-person	6	1	Library
Senior Dominoes	Adult (19+)	Group	In-person	7	1	Library

		attending				
Gmail Basics	Adult (19+)	Group attending	In-person	2	1	Library
Art Club	Adult (19+)	Group attending	In-person	4	1	Library
Senior Choice game day	Adult (19+)	Group attending	In-person	4	1	Library
YMCA	General Interest (all Ages)	Group attending	In-person	48	1	Library
Android Basics	Adult (19+)	Group attending	In-person	6	1	Library
Class Visit	Children 0-5	Group attending	In-person	19	1	Library
Senior Paint abstract art with Shannon	Adult (19+)	Group attending	In-person	5	1	Library
Take Your Child to Work Day @ The Innovation Lab	General Interest (all Ages)	Group attending	In-person	25	1	Library
Sister City Students Visit the Innovation Lab	Young Adult (12-18)	Group attending	In-person	10	1	Library
A Brie to Disa-Brie	Adult (19+)	Group attending	In-person	3	1	Library
Seasonal Screams	Adult (19+)	Group attending	In-person	4	1	Library
Senior Bingo	Adult (19+)	Group attending	In-person	6	1	Library
LEGO CLUB	Children 6-11	Group attending	In-person	23	1	Library
Local Author Showcase	General Interest (all Ages)	Group attending	In-person	62	1	Library
Ruff Readers	Children 6-11	Group attending	In-person	15	1	Library
Young Writers Guild	Children 6-11, Young Adult (12-18)	Group attending	In-person	5	1	Library

LEGO Club	Young Adult (12-18)	Group attending	In-person	1	1	Library
Hooks & Needles	Young Adult (12-18)	Group attending	In-person	1	1	Library
Reading Rainbow Book Club	Young Adult (12-18)	Group attending	In-person	5	1	Library
Hangout Hour: Movie Night	Young Adult (12-18)	Group attending	In-person	7	1	Library
Spring Craft Time	Children 0-5	Group attending	In-person	65	1	Library
A School's Out Craft Time	General Interest (all Ages)	Group attending	In-person	45	1	Library
Dance Party	Children 0-5	Group attending	In-person	15	1	Library
Chess Mates	General Interest (all Ages)	Group attending	In-person	10	1	Library
Chess Mates	General Interest (all Ages)	Group attending	In-person	11	1	Library
Know the Warning Signs - How to Keep Your Community Safe from Targeted Violence	Adult (19+)	Group attending	In-person	16	1	Library
Code.org at RMS	Young Adult (12-18)	Group attending	In-person	24	1	Outreach
Code.org at RMS	Young Adult (12-18)	Group attending	In-person	22	1	Outreach
Code.org @	Young Adult (12-18)	Group attending	In-person	25	1	Outreach
Code.org at RMS	Young Adult (12-18)	Group attending	Pre-recorded	22	1	Outreach

Code.org @ RMS	Young Adult (12-18)	Group attending	Pre-recorded	22	1 Outreach
Outreach - Parkinson Support Group Meeting	Adult (19+)	Group attending	In-person	14	1 Outreach
Memories Cafe	Adult (19+)	Group attending	In-person	3	1 Outreach

Patron Services

In April, staff answered 1245 questions via phone and 9590 in person. A total of 10835 questions were answered across all methods of communication. 89% of the reference questions were asked in person, while 11% were received over the phone.

Main Entrance People Counter	13916
Lake Ave Entrance People Counter	3004
Libby Checkouts	12042
Hoopla Checkouts	400
Comics Plus	209
Total # of phone calls (reference)	821
Total # of phone calls (curbside)	442
Total # of phone calls	1263
Avg. # of calls per day	50.52
Avg. # of calls per hour	5.26
Total talk time (reference)	2,843.97
Total talk time (curbside)	1384.12
Total talk time	4228.09
Avg. call length (reference)	3.46
Avg. call length (curbside)	3.13
Total phone questions	1245
In-person reference questions	9590
Total # of reference questions answered	10835

Computer usage - total logins	1463
Computer usage - total time	1420:10:28
Computer usage - avg. time per login	57.846
Faxes	673
Scans	2376

Social Worker report

submitted by Ashley Cedeño

Month: April 2025

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			
June		36	137	222			
July		39	111	238			
August		42	211	197			
September	6	33	159	211			

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	6
Applying for Benefits/Financial Assistance	6
Clothing/Laundry	
COVID-19	
Domestic Abuse	1
Education	1
Emotional Support	3
Employment	3
Food Insecurity	
Healthcare	3
Housing	6
Relating to Incident Report or Crisis	18
Internet/Hotspot	3
Legal	
Mental Health	
Re-entry Services	3
Refugee/Immigration Support	1
Sensory Room	1
Sexual Assault Services	
Substance Use	
Transportation (not including bus passes)	4

Veteran Services	
General Library Assistance (Non-swk)	124

**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: 77

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	
June		126	81	
July		101	97	
August		111	95	
September	62	107	66	
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.

- NA

Programs

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

- Coffee and Conversation
 - 4/10- 6 participants; Topic: Miracle Question
 - 4/24- 6 participants; Topic: Favorite movie/tv show genres
- **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 included **15** points of 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.

Other/Miscellaneous

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

- 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.
- Onboarded two new Public Safety Specialists (4/16 start date, 2 weeks of training)
- On interview panel for Innovator in Residence position

CHRIS TOBIAS, CIRCULATION, OUTREACH AND TECHNICAL SERVICES SUPERVISOR

Circulation Report of April Activities 2025

RPL circulated a total of 35,085 in April of 2025. 32,590 items from Main and 2,495 items from the Bookmobile. March's circulation was 37,777. Approximately 8,318 holds were placed and filled. 9,955 items loaned from our collection to other libraries, and 7,158 received for RPL patrons. 421 new library cards were issued during the month of April. Circulation for Home Delivery Services was 2,817 transactions in the month of April.

Consortium sorting / AMH activity:

- In March staff inducted 81,550 items through the automated material handler (AMH).

Technical Services Report of April Activities 2025

In April TSD staff placed orders for 782 items and received 710 previously ordered items. A total of 1,118 items were cataloged and processed for the library catalog.

The project to label abbreviated series statements and numbers on Adult and Juvenile fiction collections is continuing.

Inventory of Adult AV items has continued.

Circulation Statistics Year to Date

2025 Monthly Statistics	Jan-25	Feb-25	Mar-25	Apr-25	Total
Circulation					
Main	32,465	29,242	35,057	32,590	129,354
Bookmobile	3,064	2,623	2,720	2,495	10,902
Total	35,529	31,865	37,777	35,085	140,256
Home Delivery Service (circ count)	2,663	1,879	2,738	2,817	10,097
Bulk Loans (Outreach delivered)	362	382	343	382	1,469
Holds Placed	9,442	8,298	9,027	8,318	35,085
Interlibrary Loans					
ILL SHARE Loaned	11,015	8,884	10,553	9,955	40,407
ILL Loaned (Lender filled)	102	119	90	120	431
Total Loaned	11,117	9,003	10,643	10,075	40,838
ILL SHARE Received	7,704	6,958	7,515	6,947	29,124
ILL Received (Borrower filled)	178	201	201	211	791
Total Received	7,882	7,159	7,716	7,158	29,915

Overdrive Downloads					
Audiobooks	5,110	4,829	5,308	5,261	20,508
EBooks	4,720	4,397	5,000	4,593	18,710
Periodicals	2,165	2,030	2,208	2,188	8,591
Total downloads	11,995	11,256	12,516	12,042	47,809
Hours Open					
Main	241	224	241	240	946
Mobile	139.6	126.5	141.5	142.25	549.85
Total	380.6	350.5	382.5	382.25	1495.85
Library Cards Issued					
Adult	227	205	275	230	937
Juvenile	50	38	88	77	253
Restricted	6	5	1	6	18
Institute					-
Home Delivery		1	2		3
Outreach					
Lost Cards	104	82	104	108	398
Total	387	331	470	421	1,609
AMH Inductions	85,224	76,377	85,431	81,550	328,582

Circulation by Municipality Year to Date

Main		
Municipal Code	Circ #s	%
BRASHWAUBV	7	0.01%
BRGREENBYC	2	0.00%
DAMADISONC	64	0.05%
GTPLATTEVC	10	0.01%

KNBRISTOLV	3	0.00%
KNKENOSHAC	906	0.70%
KNPARIST	2	0.00%
KNPLEASPRV	4	0.00%
KNSALEMLKV	334	0.26%
KNSOMERSV	143	0.11%
KNTWINLAKV	12	0.01%
MIBAYSIDEV	21	0.02%
MIMILWAUKC	20	0.02%
MIOAKCREEC	46	0.04%
ONMINOCQUT	26	0.02%
OUAPPLETOC	6	0.01%
OUTOFSTATE	83	0.06%
RABURLINGC	80	0.06%
RABURLINGT	55	0.04%
RACALEDONV	29,192	22.57%
RADOVERT	14	0.01%
RAELMWOODV	763	0.59%
RAMOUNTPLV	22,533	17.42%
RANORTHBYV	399	0.31%
RANORWAYT	6	0.01%
RARACINEC	68,040	52.60%
RARAYMONDV	706	0.55%
RAROCHESTV	321	0.25%
RASTURTEVV	1,806	1.40%
RAUNIONGRV	344	0.27%
RAWATERFOT	21	0.02%
RAWATERFOV	87	0.07%
RAWINDPOIV	2,815	2.18%
RAYORKVILV	109	0.08%
RKBELOITC	1	0.00%
RKEDGERTO	14	0.01%
RKJANESVIC	1	0.00%
RKNEWARKT	2	0.00%
WAGERMANTV	6	0.01%

WKMUKWONAV	14	0.01%
WKVERNONV	4	0.00%
WKWAUKESHCH	12	0.01%
WOWISCRPDC	2	0.00%
WWELKHORNC	15	0.01%
WWSUGARCRT	4	0.00%
	299	0.23%
Total	129,354	100.00%

Bookmobile		
Municipal Code	Circ #s	%
KNKENOSHAC	19	0.17%
KNSOMERSV	10	0.09%
RACALEDONV	2,721	24.96%
RAELMWOODV	68	0.62%
RAMOUNTPLV	3,805	34.90%
RARACINEC	2,946	27.02%
RARAYMONDV	29	0.27%
RASTURTEVV	797	7.31%
RAUNIONGRV	31	0.28%
RAWINDPOIV	443	4.06%
RAYORKVILV	9	0.08%
WKBROOKFIC	23	0.21%
WWSUGARCRT	1	0.01%
Total	10,902	100.00%

Staff Continuing Education Activities and Positive Staff and Patron Stories

We had a reported total of 52 hours of CE from 10 staff members for June. Some of the highlights here include the last month of the Justice at Work at Public Libraries training, which

10 staff members have participated in, and the Lead the Way conference, which I mentioned in the beginning of this report, and which Elkid Alvarez and I both were invited to present at.

SHAY KING, HEAD OF BUSINESS DEVELOPMENT

Overview

Communications

April's communications focused on the Local Author Showcase and the Friends' spring book sale, the reopening of the seed library, the Youth Mental Health and Addiction Resource Fair, April closures and social services schedule changes, Shameless Creativity Craft Time, Mahjong Gatherings, the Miss Racine donation box to benefit chemotherapy patients, and the 2024-2025 season of Battle of the Books.

Program Marketing (5/7/25)

The April and May cycle of programs has 38 program listings. The paper calendar is in circulation. Copy, graphics, calendar listings and Facebook events are complete for all but two programs pending additional information.

The June through August cycle of programs has 86 active submissions, including 82 on-time and 4 late submissions. A number of submissions for regular, ongoing programs are not yet submitted, so this number will increase. Copy and calendar listings are complete for all on-time submissions except seven pending additional information. 20 graphics are pending completion and will be finalized within the week. 68 Facebook events are pending and will be posted a few a day until complete. The paper calendar will be in circulation by the beginning of June.

For the summer, the marketing team is preparing two new products:

- A trial run of a sneak peek flyer. To be published in early May, this flyer will cover the first week or two of summer programs and tease the upcoming arrival of the summer paper calendar. If successful, the sneak peek flyer will become a product offered each marketing cycle.
- A new Summer Reading Program insert to be included in paper calendars. It will also be available as a standalone flyer for patrons who want a marketing product that displays just SRP information.

Training and development

- Lead the Way conference (8~ hours, April 21-22) - Marketing and Outreach Assistant
 - In addition to Elkid's attendance at the conference, Shay and Elkid also spent early April preparing to present one of the panels at this conference: "Stitch N Bitch" N Ditch High-Pressure Programming." Shay did not attend due to illness,

but Elkid did a stellar job presenting on the marketing team's community engagement and staff wellness work with the Stitch N Bitch.

Viewership and Engagement

Press and Advertising

In April, the library was referenced **in the media [at least 25 times](#)**. The increase is due to a previously undiscovered source of coverage from Racine Sun, which has been adding our board meetings and some of our programs to their website.

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](#).

April appearances:

- **Tuesday, April 15:** Shay King, 7-8, in studio [recording pending]

Upcoming appearances:

- **Thursday, May 29:** Autumn Latimore, 7-8

Wind Point Stroll

Our ad for the April issue focused on the Youth Mental Health and Addiction Resource Fair. Our article focused on the Local Author Showcase and the Friends' booksale, Summer Scares, Resource Wednesdays and Facts on Fabric.

Our ad for the May issue promotes the Summer Reading Program. Our May article focuses on May closures, Summer Reading Program, and our fiber arts programs.

Racine Theater Guild

Our ad in the program of the March 28 - April 12 run of "Always a Bridesmaid" focused on the Local Authors Showcase on April 26.

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									101,285
Visitors	7,368	6,628	7,298	6,486									27,780

April most-viewed pages:

- [Home](#) - 12,964 views

- [Calendar](#) - 1,849 views
- [Hours & Locations](#) - 546 views
- [Library GO!](#) - 505 views
- [Use Your Library](#) - 383 views

Google Business Listing

April Google profile views: 2,194

April appearances in search results: 1,066

April calls: 381

April direction requests: 725

April website clicks: 2,704

Reviews

Aaron M, 5 stars — “Absolutely love the Racine Public Library! It's a true gem in the community. The staff are incredibly friendly and helpful, always ready to assist with finding books or recommending new reads.

The library's collection is extensive, and there's something for everyone—whether you're looking for the latest bestsellers, children's books, or resources for research.

The space itself is clean, bright, and welcoming, with plenty of comfortable seating to read or work. Plus, the events and programs they offer are top-notch, catering to all ages and interests. Highly recommend this library—it's a perfect spot to get lost in a good book or engage with the community!

Thanks Racine and Library Team!”

Cathy Anderson, 5 stars — “A true community gem — The library is an incredible free resource that offers so much more than books. It's a welcoming space where everyone can connect, learn, and relax.

I especially enjoy checking out the latest magazines, joining in for adult coloring and Coffee & Conversation, and of course, getting lost in a good book. Shoutout to the second-floor staff for always being kind and helpful—they make every visit even better.



Kenneth Michur, 5 stars — “This is the best library in the community, maybe the state.”

Searches that led viewers to our profile

- For libraries in general: “library,” “library near me” and other variants (576+)
 - Also includes Spanish searches: “biblioteca,” “biblioteca cerca de mi”
- For the Racine Public Library: “racine public library, 7th street, racine, wi,” “racine public library” and other variants (421+)
 - Also includes former locations or nonexistent branches: “library on 55th racine,” “mount pleasant wi library”
- For our hours: “racine public library hours,” “racine library hours” and other variants (80+)
 - Also includes “library hours,” “what time does the library close” and other variants that don’t specify which library (19+)
- For book sales (4+): “book sale racine,” “book sale west racine” and other variants
 - Also includes “book stores near racine, wi”
- For nearby locations: searches for Racine’s zip code (2+), “cine en racine,” “divino gelato cafe,” “milwaukee public library,” “oak creek public library,” “sandy’s popper, 6th avenue, kenosha, wisconsin”
- For services we offer: notaries in racine (2+), “Bookmobile,” “fax machine near me,” “printers racine,” “racine public library book drops”
- For our partners and system: “friends of the racine public library,” “share library wisconsin”
- “did racine wisconsin build a carnegie library”
- “lululemon”
- “Racine public library phone number”

Newsletter

2025	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Open rate	36.1%	37.2%	36.7%	34.6%								
Click rate	.8%	.7%	.8%	.9%								
Current recipients	22,280	22,286	23,168	23,179								

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

Social Media

Facebook

Current followers: 7,249

April views: 55,483

Instagram

Current followers: 1,482

April views: 1,030

TikTok

Current followers: 739

April views: 382

Ads

Our current social media ads are all hosted through Meta.

- Facts on Fabric event boost: March 12 - May 6, 2025
- Author Showcase event boost: March 26 - April 25
- Youth Mental Health & Addiction Resource Fair event boost: April 14 - May 7
- Targeted Violence Prevention event boost: April 29 - May 1

MELISSA DONALDSON, HEAD OF DIGITAL SERVICES AND INNOVATION

Digital Services and Innovation – April Updates

Programming

The Digital Services and Innovation (DSI) team successfully hosted 11 programs and events in April, engaging 171 participants. Additionally, the team produced 96 3D-printed items and completed six laser-engraved projects for patrons.

Podcasting Studio

The podcasting studio facilitated 40 appointments throughout April.

Tech Support

The DSI Lab staff provided community tech support, addressing 684 inquiries.

Library Technology Updates

- The social worker's laptop was replaced
- Two monitors were sent back for warranty work.

Partnerships

- Continued collaboration with the City of Racine Digital Divide Round Table
- Ongoing partnership with Racine Montessori School to provide Code.org classes for students.

Continuing Education

Melissa participates in the Justice at Work training alongside other RPL staff members.

Technology Services

Here's a narrative summary of the **Technology Usage at Racine Public Library for April 2025** based on the spreadsheet data:

Technology Usage Narrative – April 2025

In April 2025, Racine Public Library saw a stable and diverse usage of its technological services. **PC usage** remained strong, with 1,463 sessions totaling over 57 minutes per user per day. Interestingly, the number of guest passes (840) remained high, while library card logins slightly dipped to 559. Notably, use of **student IDs** jumped to 64—marking a significant increase over previous months.

Foot traffic was steady, with **16,920 total visitors** recorded across both entrances, maintaining the library's role as a vital community hub. **Print services** were used in 2,009 jobs totaling 6,643 pages, with a cost recovery of \$737.90.

The **Call Center** handled a combined total of 1,263 successful calls. Of these, 821 were reference-related and 442 were curbside calls. The average call length remained steady at just over 3 minutes, showing efficiency in patron support.

The **scanner and fax station** processed 2,376 scans and 673 faxes, with email transfers reaching an impressive 1,603—suggesting a growing digital-savvy user base. Meanwhile, the **study rooms** were booked 241 times, and the **Sensory Room** saw a surge in usage with 48 visits. “Ruff Readers,” a youth literacy program, hosted 52 participants, more than doubling previous attendance.

WiFi usage remained strong with 6,908 connections, while **digital checkouts** were also robust—Libby alone accounting for 12,042 checkouts. **Mango Languages** (12 sessions) and **LinkedIn Learning** stats were unavailable this month.

A standout this month was **Ancestry.com**, which saw a spike to 278 total retrievals and 257 unique searches, indicating a renewed interest in genealogy research.