

Executive Director Report for November 2024 Board Packet

NICK DEMSKE, INTERIM EXECUTIVE DIRECTOR REPORT

In the past few years, September and October have started becoming our slowest months of the year by certain metrics, probably in large part due to the start of the school year. Even with that being the case, the information below demonstrates that the library still managed to wildly outperform in a number of areas--even beyond my expectations. The first example below showing that, from last month to this month, the library doubled not only the amount of programs we offered, but the number of community members reached by them as well.

October was a pretty darn good month at the library. However, I am writing these words in late November--which has been a very trying, painful month. I will discuss both months a bit in person at our board meeting.

I'll start by saying this, though--the past two months have made me more grateful for the functionality, effectiveness and unity of our team than I maybe ever have been. And, in all sincerity, they have made me equally grateful for all of those qualities as they exist in you all, our board members, as well. Thank you for your service to such a critical pillar institution in the community. And thank you for serving well and respectfully of one another, and for appreciating the staff here for what they accomplish for this community every day.

I hope you enjoy reading about just a few of those many, many, many accomplishments in the information in this packet....

November Programming Statistics

The Library presented 65 programs in November, which reached a total participation of 1227 people.

Programs	Target Age Group	Type	Format	Participants	# of Programs	In House or Outreach
Racine Fiber Arts: Facts on Fabric	Adult (19+)	Group attending	In-person	0	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	35	1	Library
3D Print your Own Minecraft World	Children 6-11	Group attending	In-person	4	1	Library

Planning AHEAD	Adult (19+)	Group attending	In-person	8	1	Library
Outreach @ RMS	Young Adult (12-18)	Group attending	In-person	25	1	Outreach
Family Storytime	Children 0-5	Group attending	In-person	35	1	Library
Chess Mates	General Interest (all Ages)	Group attending	In-person	4	1	Library
Open Gaming Lab	General Interest (all Ages)	Group attending	In-person	1	1	Library
Outreach to Concordia Lutheran School	Young Adult (12-18)	Group attending	In-person	60	1	Outreach
Outreach @ RMS	Young Adult (12-18)	Group attending	In-person	25	1	Outreach
Hispanic Heritage Festival	General Interest (all Ages)	Group attending	In-person	100	1	Outreach
STEAM Time	Children 0-5	Group attending	In-person	15	1	Library
Lapsit	Children 0-5	Group attending	In-person	12	1	Library
Marian Housing Book Group	Adult (19+)	Group attending	In-person	4	1	Outreach
Minecraft Survival	Children 6-11	Group attending	In-person	2	1	Library
Stitch N Bitch	Adult (19+)	Group attending	In-person	7	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	19	1	Library
Planning AHEAD	Adult (19+)	Group attending	In-person	8	1	Library
Family Storytime	Children 0-5	Group attending	In-person	18	1	Library
Make Stuff: Pumpkin Ornaments	General Interest (all Ages)	Group attending	In-person	12	1	Library
Fabric Stamping	Adult (19+)	Group attending	In-person	5	1	Library
Senior Bingo	Adult (19+)	Group attending	In-person	15	1	Library
Senior Dominoes	Adult (19+)	Group attending	In-person	7	1	Library

Girls Who Code - Schulte	Young Adult (12-18)	Group attending	In-person	15	1	Outreach
Memories Cafe - Cafe de los recuerdos	Adult (19+)	Group attending	In-person	2	1	Outreach
Virus Protection and Correction	Adult (19+)	Group attending	In-person	1	1	Library
Minecraft building	Children 6-11	Group attending	In-person	2	1	Library
Lapsit storytime	Children 0-5	Group attending	In-person	9	1	Library
Introduction to 3D Printing	Adult (19+)	Group attending	In-person	1	1	Library
Family Storytime	Children 0-5	Group attending	In-person	23	1	Library
Puente Hispano Series: Mexican Consulate	Adult (19+)	Group attending	In-person	25	1	Library
Print Your Own Minecraft World	Children 6-11	Group attending	In-person	2	1	Library
Planning AHEAD	Adult (19+)	Group attending	In-person	8	1	Library
Outreach @ RMS	Young Adult (12-18)	Group attending	In-person	25	1	Outreach
Chess Mates	General Interest (all Ages)	Group attending	In-person	8	1	Library
Sip N Swipe	Adult (19+)	Group attending	In-person	3	1	Library
3D printing for kids	Children 6-11	Group attending	In-person	3	1	Library
Outreach @ RMS	Young Adult (12-18)	Group attending	In-person	25	1	Outreach
Girls Who Code -Schulte	Young Adult (12-18)	Group attending	In-person	12	1	Outreach
Emaus Church After School Program Outreach	Children 6-11	Group attending	In-person	18	1	Outreach
Puente Hispano Series: Unemployment Workshop	Adult (19+)	Group attending	In-person	1	1	Library
Mark Moran Antique Appraisals	Adult (19+)	Group attending	In-person	30	1	Library
Puente Hispano Series: Cop House Carne Asada	General Interest (all Ages)	Group attending	In-person	60	1	Outreach

Lapsit storytime	Children 0-5	Group attending	In-person	8	1	Library
STEAM Time	Children 0-5	Group attending	In-person	7	1	Library
Resin Printing 101	Adult (19+)	Group attending	In-person	1	1	Library
Stitch N Bitch	Adult (19+)	Group attending	In-person	8	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	17	1	Library
Planning AHEAD	Adult (19+)	Group attending	In-person	8	1	Library
Family Storytime	Children 0-5	Group attending	In-person	24	1	Library
Sip N Swipe	Adult (19+)	Group attending	In-person	3	1	Library
Outreach at Living Hope Academy	General Interest (all Ages)	Group attending	In-person	75	1	Outreach
Girls Who Code - Schulte	Young Adult (12-18)	Group attending	In-person	9	1	Outreach
Outreach - Little Women at Racine Theater Guild	Adult (19+)	Group attending	In-person	30	1	Outreach
Outreach at Roosevelt Middle Schoole	General Interest (all Ages)	Group attending	In-person	86	1	Outreach
Hibiki in Concert	General Interest (all Ages)	Group attending	In-person	125	1	Library
Lapsit Storytime	Children 0-5	Group attending	In-person	6	1	Library
Tuesday Tales	Children 0-5	Group attending	In-person	23	1	Library
Print your own Minecraft World	General Interest (all Ages)	Group attending	In-person	2	1	Library
Outreach @ RMS	Young Adult (12-18)	Group attending	In-person	25	1	Library
Craft Time with Miss Keiko	Children 0-5	Group attending	In-person	35	1	Library
Family Storytime	Children 0-5	Group attending	In-person		1	Library
Sip N Swipe	Adult (19+)	Group attending	In-person	3	1	Library

Girls Who Code - Schulte	Young Adult (12-18)	Group attending	In-person	13	1	Outreach
Outreach @ Racine Montessori	Young Adult (12-18)	Group attending	In-person	25	1	Library
TOTAL				1227	65	

Patron Services

In July, staff answered 1688 questions via phone and 12450 in person. A total of 14138 questions were answered across all methods of communication. 88% of the reference questions were asked in person, while 12% were received over the phone.

Main Entrance People Counter	13835
Lake Ave Entrance People Counter	3112
Libby Checkouts	10267
Hoopla Checkouts	430
Total # of phone calls (reference)	999
Total # of phone calls (curbside)	451
Total # of phone calls	1462
Total # of questions via phone	1688
Avg. # of calls per day	54.15
Avg. # of calls per hour	5.79
Total talk time (reference)	3353.98 mins
Total talk time (curbside)	1291.28 mins
Total talk time	4645.26 min
Avg. call length (reference)	3.36 mins
Avg. call length (curbside)	2.86 mins
In-person reference questions	12450
Total # of reference questions answered	14138
Computer usage - total logins	1631
Computer usage - total time	1685:17:00
Computer usage - avg. time per login	61.997 min
Faxes	800

Scans	2907
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Staff Continuing Education Activities and Positive Staff and Patron Stories

We had a reported total of 24.5 hours of CE from 4 staff members for October.

Here's some positive information on one of our resources that Rebecca, our Adult Services Supervisor, sent me:

"Nick,

Joe Barrette [from the Comics Plus digital resource we subscribe to] just called to let us know that we're doing better this year than we have previously, and we're down to \$1.48/circ, which is awesome as it means that we've doubled circulation of Comics Plus this year. Yay staff training. [this is referencing the fact that we had an all staff training just a couple months ago on the resource and it probably means staff have been referring patrons to it a lot more since]. We had 750 circulations for all of last year, but this year we're at 1669 before the end of the year. This is very exciting for me.

Sharing exciting news,

Rebecca"

And this is an e-mail Keiko, our Youth Services Supervisor, sent me--while she was on vacation, in London, visiting her daughter! It demonstrates just a bit how many legacy patrons and intergenerational relationships we're able to make at the library:

"Hi Nick,

One Thursday night, I saw one couple coming in and walking around as if looking for something. Several minutes later, I looked at them again when they were coming toward the reference desk. I got up and went to them saying, "I should know you!!!"

They are the parents of two children who are now parents themselves. Their daughter has 8 month-old girl, and the son has a third grade-son. The parents brought the children every week, and attended many programs. They themselves enjoyed learning and they are having great time doing artistic activities now together as well. We hugged like good old friends which is true!! We were so glad to be connected again! I suggested to bring their grandchildren to the library (The grandson is in Madison!).

It is always so good to see our patrons who committed and devoted to give their time bringing and spending their time in the library. It is not only their children's experience but also they can look back their devotion! And it is not done yet...I love to hear their own activities and life interest for many years to come. They are always welcome to come in to check the Youth Services Department.

Thank you from London!
Keiko”

Social Worker report
submitted by Ashley Cedeño
Month: October 2024

Bus Passes

- Total bus passes given out: 132

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	132
November	44	18	
December	31	0 *	

*No bus passes available

Patron Interactions (drop-in, by appointment or phone call and non-swk library interactions): 271

**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	271
November	15	52	180	
December	19	40	118	

Social Work Service Interactions: 102

General Non-Social Work Interactions (Library Assistance): 169

Need/Concerns:

Aging and Disability Resources	12
Applying for Benefits/Financial Assistance	8
Clothing/Laundry	2
COVID-19	
Domestic Abuse	
Education	6
Emotional Support	4
Employment	10

Food Insecurity	
General Library Assistance provided by social worker	169
Healthcare	7
Housing	13
Relating to Incident Report or Crisis	12
Internet/Hotspot	
Legal	7
Mental Health	8
Re-entry Services	
Refugee Support	
Sensory Room	
Sexual Assault Services	
Substance Use	
Transportation (not including bus passes)	13
Veteran Services	
***Library Social Work Expertise requested	

**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:

- 10/1: CVMIC Training: Leadership (Technical View), 4 hours
- 10/8: CVMIC Training: Leadership (Soft Skills), 4 hours
- 10/22: CVMIC Training: Leadership (People View), 4 hours
- 10/29: CVMIC Training: Safety for Leaders, 4 hours

Other:

- 10/15- Met with ADRC/Calah Arnett re: Potential partnership; established pop up hours at RPL
- 10/18- Met with Molina Healthcare/Mary Khang re: Potential partnership, established pop up hours at RPL
- 10/22- Met with Danielle Johnson, Johnson Foundation re: potential partnership, delegated to other staff as I do not have the availability to meet during their proposed times for their initiative/project
- 10/24- Met with Vivent Health/Del Guenther re: Health initiatives and potential future projects to partner in
- Coffee and Conversation
 - 10/10- 5 participants; Topic: What is a conspiracy theory you believe, if any?
 - 10/24- 2 participants; Topic: What's the coolest natural phenomenon you've ever seen? What's one you'd like to see one day?
 - *Staff C&C*: 10/11- 7 staff attendees; Topic: Forgiving and Forgetting

CHRIS TOBIAS, CIRCULATION, OUTREACH AND TECHNICAL SERVICES SUPERVISOR

Circulation Report of October Activities 2024

RPL circulated a total of 36,848 in October of 2024. 33,332 items from Main and 3,516 items from the Bookmobile. September circulation was 33,673. Approximately 8,819 holds were placed and filled. 8,496 items loaned from our collection to other libraries, and 7,831 received for RPL patrons. 484 new library cards were issued during the month of October. Circulation for Home Delivery Services was 2,758 transactions in the month of October.

Consortium sorting / AMH activity:

- In October staff inducted 82,851 items through the automated material handler (AMH).

Technical Services Report of October Activities 2024

In October TSD staff placed orders for 774 items and received 744 previously ordered items. A total of 1229 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	Oct-24	Total
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Hours Open											
Main	240	235	230	246	246	219	246	247	224	257	2390
Mobile	135.5	142	115	148.5	140.75	129	146.5	151.5	134	152	1394.75
Total	375.5	377	345	394.5	386.75	348	392.5	398.5	358	409	3784.75
Library Cards Issued											
Adult	176	223	238	238	179	232	245	227	246	246	2,250
Juvenile	49	80	74	63	43	73	93	71	333	122	1,001
Restricted	4	2	9	5	6	9	12	3	14	11	75
Net Only	1	3	1	-	-	-	1	-	-	1	7
Institute	-	-	-	-	-	-	2	-	-	1	3
Home Delivery	1	3	1	-	1	3	1	1	1	1	13
Lost Cards	117	115	119	115	87	123	133	123	141	102	1,175
Total	348	426	442	421	316	440	487	425	735	484	4,524
AMH Inductions	86,526	81,306	80,739	86,438	80,082	75,884	88,029	83,854	77,089	82,851	822,798

Circulation by Municipality Year to Date

Main		
Municipal Code	Circ #s	%
BRGREENBYC	29	0.01%
COPOYNETTV	12	0.00%
DAMADISONC	461	0.13%
DOWAUPUNC	4	0.00%
ECEAUCLAIC	5	0.00%
GTPLATTEVC	63	0.02%
KNBRISTOLV	47	0.01%
KNKENOSHAC	2,053	0.59%
KNPADDCKLV	29	0.01%
KNPARIST	20	0.01%
KNPLEASPRV	143	0.04%
KNSALEMLKV	328	0.10%

KNSOMERST	1	0.00%
KNSOMERSV	199	0.06%
KNTWINLAKV	21	0.01%
KNWHEATLAT	2	0.00%
MIBAYSIDEV	38	0.01%
MICUDAHYC	1	0.00%
MIFRANKLIC	3	0.00%
MIMILWAUKC	45	0.01%
MIOAKCREEC	181	0.05%
MNWAUSAUC	1	0.00%
OCOCONTOFT	1	0.00%
ONMINOCQUT	14	0.00%
OUAPPLETOC	10	0.00%
OUHORTONVV	4	0.00%
OUTOFSTATE	16	0.01%
OZFREDONIV	78	0.02%
RABURLINGC	244	0.07%
RABURLINGT	126	0.04%
RACALDONV	81,545	23.58%
RADOVERT	33	0.01%
RAELMWOODV	1,968	0.57%
RAMOUNTPLV	62,385	18.04%
RANORTHBYV	1,538	0.45%
RANORWAYT	34	0.01%
RARACINEC	172,574	49.90%
RARAYMONDV	1,016	0.29%
RAROCHESTV	444	0.13%
RASTURTEVV	4,614	1.33%
RAUNIONGRV	535	0.16%
RAWATERFOT	57	0.02%
RAWATERFOV	120	0.04%
RAWINDPOIV	11,632	3.36%
RAYORKVILV	1,922	0.56%
RKBELOITC	102	0.03%
RKJANESVIC	14	0.00%

RKMILTONC	1	0.00%
SBSHEBOYGC	12	0.00%
WAFARMINGT	2	0.00%
WAGERMANTV	1	0.00%
WBOSHKOSHC	22	0.01%
WKBROOKFIC	11	0.00%
WKDELAFIEC	3	0.00%
WKMENOMONV	30	0.01%
WKMUKWONAV	1	0.00%
WKPEWAUKEC	28	0.01%
WKWAUKESHC	5	0.00%
WWBURLINGC	9	0.00%
WWDARIENT	7	0.00%
WWDARIENV	2	0.00%
WWDELAVANC	28	0.01%
WWDELAVANT	5	0.00%
WWEASTTRYT	1	0.00%
WWEASTTRYV	10	0.00%
WWELKHORNC	10	0.00%
WWGENEVAT	34	0.01%
WWLAKEGENC	3	0.00%
WWLINNT	1	0.00%
WWLYONST	27	0.01%
WWRICHMONT	2	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%
	868	0.25%
Total	345,872	100.00%

Bookmobile		
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Municipal Code	Circ #s	%
KNKENOSHAC	57	0.19%
KNPLEASPRV	1	0.00%
KNSOMERSV	14	0.05%
MICUDAHYC	1	0.00%
RACALDONV	7,052	23.66%
RAELMWOODV	65	0.22%
RAMOUNTPLV	10,578	35.49%
RANORTHBYV	1	0.00%
RARACINEC	8,841	29.66%
RARAYMONDV	97	0.33%
RASTURTEVV	1,847	6.20%
RAUNIONGRV	86	0.29%
RAWINDPOIV	1,135	3.81%
RAYORKVILV	16	0.05%
RKEVANSVIC	1	0.00%
	12	0.04%
Total	29,804	100.00%

SHAY KING, HEAD OF BUSINESS DEVELOPMENT

Overview

Communications

October communications focused on our partnership with the Racine Theater Guild for their run of Little Women, voter registration, the Wisconsin Public Library Consortium’s survey, the Friends’ fall book sale, the early closure Oct. 28, service disruptions Oct. 22, and library programs: a Taiko performance, the Puente Hispano series, and an antiques assessment visit from Mark Moran.

Program Marketing (11/14/24)

Our September through December cycle of programs has 62 programs left. Copy, graphics and calendar listings are complete for all but one recent addition. The September through December

paper calendar is in print and available to patrons. Facebook events are complete for 57 and will be posted intermittently until all are live.

Live testing of the Jan-March 2025 program marketing form with the registration forms and Google Calendar events automation has gone smoothly so far. No critical issues were encountered, and any issues encountered were easy to address or work around.

By the end of November, marketing will prepare copy, graphics and calendar listings for all on-time submissions received. We received 68 on-time submissions and, so far, one late submission. Copy is complete for 27.

Training and development

- Emerging Leaders: Technical View - 3 hours (Head of Business Development)

Viewership and Engagement

Press and Advertising

In October, the library was referenced **in the media [at least 17 times](#)**. Press mentions have decreased due to local papers' recent staffing challenges and influx of media requests.

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.

October appearances:

- **Tuesday, Oct. 8:** Viridiana Rocha Hispanic Heritage Month, 6-7, in studio
- **Tuesday, Oct. 15:** Mark Moran, 7-8, phone call
- **Tuesday, Oct. 22:** Friends, 7-8, in studio

Upcoming appearances:

- **Thursday, Dec. 12:** Melissa Donaldson, 7-8, in studio

Wind Point Stroll

For our November article, we covered the Thanksgiving closure, a profile on Ken Michur, one of the instructors of Shannon Matuch's senior art programming series, and unexpected free services the library supports. November's ad focused on the Beyond Books Collection.

Racine Theater Guild

We were the Guild's feature partner on their Oct. 25 - Nov. 10 run of "Little Women." In addition to our regular ad with them, which focused on the Beyond Books Collection, we also included a

write-up in their program and callboard. Six staff members and five volunteers staffed a table in the Guild’s lobby during showtimes to promote books by women authors, items available in the Beyond Books Collection, senior programs, tech programs, and fiber programs.

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	6,842			68,248
Views	28,427	24,609	25,988	26,691	25,108	25,133	24,658	24,274	22,658	23,295			225,733

October’s most-viewed pages:

- [Home](#) - 12,484 views
- [Calendar](#) - 1,814 views
- [Hours & Locations](#) - 535 views
- [Library GO!](#) - 298 views
- [Read, Watch and Listen](#) - 153 views

Google Business Listing

October Google profile views: 2,300

October appearances in search results: 1,157

October calls: 414

October direction requests: 727

October website clicks: 2,257

Reviews

There were no new reviews in October.

Searches that led viewers to our profile

- For libraries: “library,” “library near me” and other variants (575+)
 - “Biblioteca,” “biblioteca cerca de mi” and two other Spanish searches
 - “Wisconsin public library”
- For the Racine Public Library: “racine public library, 7th street, racine, wi,” “racine public library” and other variants (495+)
 - “Library on 55th racine” and other variants (17+)
- Our hours: “racine public library hours,” “library hours” and other variants (65+)
- For nearby locations: “best buy, south green bay road, racine, wi,” “kenosha library,” “racine wi”
- “Racine book sale” (25)
- “Racine library events” (17)

- “Bookmobile” and other variants
- “Gas”
- “Mount pleasant wi library”
- “Racine zip code”
- “Racine library printing” and other variants
- “Racineinstech”
- “Restaurants”

Newsletter

October open rate: 33.4%

October click rate: .7%

Current newsletter recipients: 21,685

Newsletter open rates increased another 3% over the previous month, thanks especially to unusually high click rates (42%) on an email announcing service changes on Oct. 21.

Social Media

Facebook

Current followers: 7,053

October reach: 26,375

Instagram

Current followers: 1,404

October reach: 988

TikTok

Current followers: 631

October views: 77,640

Marketing Intern Dea’s work with TikTok sparked another boost of followers and views, increasing our follower count 44% over October and our view count by 47%.

Ads

We ran five Meta ads in October - four for different instances of the Puente Hispano event series, and one for the Taiko concert.

MELISSA DONALDSON, HEAD OF DIGITAL SERVICES AND INNOVATION

Digital Services and Innovation November Updates

Programming

The DSI Team successfully hosted 30 programs and events in October, attracting 492 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 34 appointments in October.

Tech Support

The Digital Services and Innovation Lab staff provided tech support through 287 questions asked.

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.
- Planning for the 2nd Digital Literacy Fair is underway for March 2025
- Visited Concordia School for an outreach for the 6/7/8th graders.
- Partnered with RUSD to host Girls Who Code at Shulte

Techmobile

- Conducted 2 Techmobile stops.
- Attended the 5 outreach stops throughout the community.

Continuing Education

- **Melissa**
 - Safety for Leaders - 3 hours
- **Matt**
 - iOS 18: iPhone and iPad Essential Training - 5 hours
- **Terrence:**
 - Spiceworks Demo - 30 mins