

Racine Public Library Report for May 2026 Library Board Packet

Executive Director's Report - May

Prepared by Nick Demske

Since June is the month we traditionally don't hold a board meeting, the board typically gets two director's reports in the month of July. **This is the report for the month of May.** Since you have more to go through than usual, I'll keep my portion shorter than usual.

Some highlights in May included our annual **All Staff Training Day**, which we got a lot of positive feedback about afterwards, fortunately. You can read more about that in Lizzie's DD report, below. A huge mile marker for the organization was that, in May, **Corey and Sabrina, our two full time bookmobile drivers, moved on from the RPL** (Corey retired and Sabrina moved out of state). This presented big challenges, but also big opportunities for us, some of which I reference in my June report. **We did post the position of bookmobile assistant** in the month of May, though, to begin the process of filling that role.

Some other highlights include that **we were the host site for the monthly meeting of the Prairie Lakes Library System Directors** at the RPL in May. This is always a joy, but somewhat challenging, too, since we're very far away from some of those libraries (as far east in the system as you can go). Many directors showed up though and were really impressed with the beauty of our library and the breadth of services we offer.

Lastly, **the Racine County library directors--along with Steve Ohs of Prairie Lakes--went and spoke to the Racine County Board**, giving very brief updates about what we're up to and thanking the county for being one of our two major funding partners. The library directors of this county have never done that for this body before, so far as anyone around still remembers, and we're all grateful for how well the presentations were received, and glad we are establishing a more active line of communication with the county.

Check out the June report for part two. And dig into the rest of this month's report below to see what other great things the RPL team was doing for the month of May.....

Deputy Director's Report - May 2026

Prepared by Lizzie Hjelle

Projects and Updates

- **Circulation:** I continued as interim Circulation Supervisor this month, working with the circulation team on sustaining services while we worked on finalizing the Access Services Supervisor position. I focused on gathering existing procedural documentation and creating new documentation to support the new supervisor when they join the RPL team later this year.
- **All-Staff Training Day:** RPL hosted our annual staff training day on May 15th! This year, the library's leadership team worked to create a completely new format for the day's training, which included a large-group deescalation training by Rick Jenkins from Safer Libraries, and multiple small-group breakout sessions on a variety of topics. The library's Wellness Committee coordinated a series of passive activities for staff to engage with throughout the day, and staff from all departments contributed to bonding activities including cotton candy making and lawn games. This year, we also gifted each of our staff with an RPL t-shirt designed by ILL Library Assistant Bri.
- **Community Involvement:** One highlight of my month was presenting to the Governor's Council on Library and Network Development's Department of Corrections Committee about my experience and expertise as a former prison librarian. It was a pleasure to share my experience and advocate for improved library services for incarcerated folks in the state of Wisconsin.

Continuing Education

- Library Accessibility 101: Because People with Disabilities Need Libraries
 - New York State Library, 1 hour
- Empowering Library Staff and Customers: Building A Culture of Teamwork and Trust
 - New York State Library, 1 hour
- RPL All Staff Training Day
 - RPL, 6 hours
- Workflows Circulation Training
 - PLLS, 3 hours
- Safety for Leaders: Part 1
 - CVMIC, 3 hours
- Measuring trust: How to collect meaningful and actionable data
 - OCLC, 1 hour

Social Services Report - May 2026

Prepared by Ashley Cedeno, Head of Social Services and Public Safety

Patron Service Interactions

Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Social Service	82	83	66	69	90							
General Library Support	186	167	110	135	85							
Incidents Supported or De-escalated	20	27	38	29	26							
Return Plan	0	1	2	0	0							
Total Patron Interactions:	288	278	216	233	201							

Social Service Needs Addressed

(Social Service Total above)

Category of Need	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Aging and Disability Resources	7	3	4	6	3							
Applying for Benefits/Financial Assistance	7	9	6	7	13							
Clothing/Laundry			1		1							
Domestic Abuse			1		1							
Education		3	3	3	2							
Emotional Support	1	8	8	6	8							
Employment	16	9	7	2	3							
Food Insecurity	3	4	2	2	3							
Healthcare	3	2	4	8	8							
Housing	10	7	13	7	15							
Internet/Hotspot		2	1	1	1							
Legal	8	8	1	5	10							
Mental Health	2	5	2	1	2							
Re-entry Services	4		1		1							
Refugee/Immigration Support			1	2	2							
Sensory Room	3	7	7	5	3							
Sexual Assault Services					3							

Substance Use				1	1							
Transportation	12	16	4	13	9							
Veteran Services					1							

Bus Pass Program

Transportation need met:	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Medical/Healthcare	45	41	36	28	36							
Mental Health	3		1	2	5							
Employment	12	18	27	16	32							
Housing	2		4	4	2							
Re-entry Support	3	5	7	2	7							
Education	5			1								
Financial/Benefits related	10			1								
Legal/Court			1		2							
Other			2	2	2							
Total Bus Passes Distributed	80	64	78	55	86							

*Other- 2: Substance Use treatment

Programming Reports

Coffee and Conversation

- 5/28- Participants: 4 participants

Community Resource Fair

- 5/1- 11a-2pm
 - 19 registered organizations
 - 15 organizations participated (4 called in)
 - 48 patron attendees

Program Sponsorships

- 5/13- Job Center, Career Navigator: Resume and Job Search Help; 12p-2p
 - 1 participant

Community Engagement

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Communication/Collaboration with Community Organization	20	21	36	20	22							

Trainings and Professional Development

- 5/8 (2 hours)- NASW Webinar Training: Healing the Helping Professional: The Unfinished Business of Childhood
 - *This training is rooted in three years of research and interviews with social workers, therapists, and other helping professionals. This training examines the profound impact of unresolved childhood trauma and adversity on the personal and professional lives of those dedicated to serving others. Drawing on real-world experiences and emerging neuroscience, participants will explore how childhood adaptations—such as people-pleasing, over-functioning, and emotional vigilance—become both strengths and vulnerabilities in their work. Through a combination of self-reflective exercises, case examples, and trauma-informed strategies, this training uncovers the ways in which emotional contagion, secondary traumatic stress, and burnout take root in the helping professions. Participants will gain insights into how their personal histories shape their interactions with clients and colleagues, as well as their capacity to maintain boundaries and sustain emotional balance.*

Highlights

Social Work Intern Supervision

- This month marked the successful completion of Clytise's social work internship at RPL. The intern completed a total of 464 fieldwork hours during her two semesters. We completed the intern's final field evaluation this month alongside their field instructor. Final supervision meetings focused on reviewing progress, discussing professional development, and reflecting on key experiences and areas of growth throughout the intern's time with RPL. During their internship, the student supported a variety of library social work initiatives including patron assistance, resource referrals, program support, and other projects. This internship provided the student with an opportunity to experience generalist social work practice, and gain the ability to think critically and outside the box of what "traditional" social work is. I have appreciated Clytise's contributions and I wish her continued success in her future social work endeavors!

Sensory Room

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Room Uses/Picktime Reservations	0	0	20	30	39							

*Jan-Feb: closed for renovations

Other/Misc.

- During this year's Annual All Staff Training day that was held this month, I presented **"Self Care and Burnout in Libraries"** to staff. This presentation focused on the unique emotional labor that library staff encounter, and strategies to prevent burnout and compassion fatigue. The following is the presentation's summary:
 - *Have you ever had a library interaction that stuck with you long after it ended? Have you ever felt unexpectedly drained or emotionally "full" after a shift, even if your tasks were routine? Library work comes with a lot of unseen emotional labor, and this session creates space to talk about what that looks like. We will explore how emotional labor can build into burnout, compassion fatigue, or vicarious trauma. Together we'll walk through everyday strategies for setting boundaries and managing stress, along with a screening tool to help you reflect on your own well-being.*
- Considerable time, planning and effort were dedicated to passive programming for the **Annual Staff Training day**. Preparation included designing, setting up and facilitating wellness-focused spaces intended to support staff engagement and self care throughout the training day. I converted three of our Study Rooms into a meditation space, a stretching/yoga station and a sensory space to provide staff the opportunity to recharge or take a break. These efforts contributed to a positive experience and reinforced our commitment to supporting staff well-being.
- **Youth Restorative Return Procedure-** Significant progress was made toward the development and implementation of this procedure. Extensive time was dedicated to researching justice-centered approaches and drafting a structured process designed to support youth reintegration following incidents that required a suspension from library privileges. Efforts focused on creating a restorative, trauma-informed approach that promotes accountability and successful re-engagement while ensuring consistency across policy enforcement. This procedure is being developed to strengthen the relationships with youth, their adult parent/guardian/caregiver, and library staff, and provides clear guidance for facilitating the youth's return.
- **NASW Presentation-** A substantial amount of work was devoted to the planning and development of a session I will be presenting at the National Association of Social Work Conference in Washington D.C. in June, *"From Shelves to Support: Reimagining Libraries as Partners."* This presentation highlights the evolving roles of libraries as community-centered spaces, and is intended to be an instructional guide for social workers of all areas of practice to engage with their libraries for increased programming and access to services for the communities they serve. Preparation this month included developing presentation content, facilitating meetings with my co-presenters (two other library social workers in different states), creating a worksheet sheet for participants, "From Ideas to Action," and going through the data I've collected over the years in my work to highlight the impact of social services in libraries.
- **PSS Supervisory Role Transition/Transfer-** To support successful transition into my expanded responsibilities, I met with Becky (previous supervisor of the Public Safety Specialists), to discuss relevant information to transfer the supervisory role to myself. This meeting focused on reviewing current processes, staffing structures, and areas

requiring oversight. I am very appreciative of Becky and her transfer of knowledge to me so that I feel better prepared to take on this new role.

Marketing Report - May 2026

Prepared by Shay King, Head of Community Engagement

Overview

Marketing update

Cycle 3 bookmarks (June through August) for youth, adult, Innovation Lab and all-ages programs, as well as our summer programs brochure, are in distribution. We continue to distribute the 2026 all-year Senior and Social Services bookmarks.

This will be the last board report from the marketing team. Next month, this report will be the Community Engagement report. The marketing department transitioned to the community engagement department effective June 1, enfolding the following teams and staff under one department:

Formerly Bookmobile department:

- Bookmobile Clerk: Jaelyn Antonneau
- Bookmobile Drivers: Arnold Slaasted, Heather Saunders
- Substitute Bookmobile Drivers: Debbie Clemmons, Tom Malsack

Formerly circulation department:

- Home delivery coordinator: Katie Day
- Van driver: Lonnie Ruffin

Formerly marketing department:

- Head of Community Engagement: Shay King (formerly Head of Business Development)
- Marketing and Outreach Assistant: Elkid Alvarez Maldonado

Digital accessibility update

The following progress was made in May:

- In the process of ensuring all new or revised public-facing documents follow accessible header logic
- The following webpages now use accessible header logic:
 - [Job Opportunities](#)
 - [We Suggest](#)

Training and development

- All-staff training day: 6 hours each (Head of Business Development, Marketing and Outreach Assistant)

Viewership and Engagement

Press and Advertising

In May, the library was referenced **in the media** [at least 12 times](#).

Press highlights

- [City OKs 2025-28 contract for Racine Fire Staff Officers' union](#) - Journal Times, May 8
- [Racine Public Library bookmobile starts reduced summer schedule May 16](#) - Racine County Eye, May 15
- [Bookmobile hours reduced amid staff departures](#) - Journal Times, May 21
- [Bookmobile workers receive sendoff](#) - Journal Times, May 22

Website

2026 Views & Visitors

2026	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Views	27,193	24,185	25,526	23,882	23,462								124,248
Visitors	7,686	7,190	7,294	7,122	7,031								30,848

May's most-viewed pages

- [Home](#) - 12,492 views (down from 12,993)
- [Calendar](#) - 1,869 views (down from 2,054)
- [Hours & Locations](#) - 1,067 views (up from 411)
- [Job Opportunities](#) - 414 (up from 299)
- [Borrow from the Library](#) - 323 views (down from 384)

Changes

- Hours & Locations has replaced Library GO! as the third most-viewed page. This is due to our retirement of the Library GO! page and redirection of its traffic to the Hours & Locations page.
- Job Opportunities has returned to the list due to the Bookmobile Assistant job posting we opened in May.

Google Business Listing

- **Current rating:** 4.5 stars, 217 reviews
- **May Google profile views:** 2,617
- **May appearances in search results:** 1,103
- **May calls:** 388

- **May direction requests:** 760
- **May website clicks:** 2,093

Newsletter

2026	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Open rate	38.6%	30.4%	31.1%	31.7%	35.0%							
Click rate	1.3%	.9%	.7%	.8%	.7%							
Current recipients	25,366	25,376	25,390	25,409	25,638							

To sign up for our newsletter, visit RacineLibrary.info/newsletters.

Social Media

Facebook

Current followers: 7,848

May views: 21,535

Instagram

Current followers: 1,580

May views: 70

TikTok

Current followers: 1,030

May views: 165

Technical Services and Circulation Activities Report - May 2026

Prepared by Lizzie Hjelle, Interim Circulation Supervisor

Circulation By Location

Location	Items Circulated - Monthly	Items Circulated - YTD
Main Library	28,611	155,195
Bookmobile	2,031	12,473
Home Delivery	1,514	12,045
Bulk Loans	320	1,677
TOTAL	32,467	181,390

Holds and Interlibrary Loan

Service	Item Count - Monthly	Item Count - YTD
Holds Placed & Filled	7,658	42,212
ILL Loaned	8,098	45,052
ILL Received	6,697	35,066

Cardholder Registration

Library Cards Issued - Monthly	Library Cards Issued - YTD
307	1799

Consortium sorting / AMH activity:

- April statistics will be reported next month due to an issue with the AMH computer requiring maintenance at the time of writing.

Technical Services Report of Activities

A total of **893** items were cataloged and processed for the library's collection this month.

Digital Services and Innovation Activities Report - May 2026

Prepared by Melissa Donaldson, Head of Digital Service and Innovation

Monthly Highlights

- 725 technology assistance interactions were provided to patrons.
- 295 participants attended Innovation Lab programs and outreach events.
- 124 makerspace projects completed (73 3D prints and 51 laser engraving projects).
- 5,703 Wi-Fi connections recorded throughout the building.
- 13,404 digital materials checked out through Libby.
- Major outreach efforts reached nearly 180 students and community members through Wadewitz Elementary and the Red Apple STEAM Fair.

Innovation Lab Programs & Outreach

The Digital Services & Innovation Department presented 14 programs and outreach activities during May, serving 295 participants. Programs included Computer Basics classes, STEAM Time, Make Stuff, the Linux Users Group, Techquity, Minecraft Club, and community outreach initiatives. Notable outreach efforts included STEAM programming at Wadewitz Elementary School, serving 64 students, the Red Apple STEAM Fair, reaching 115 participants, and visits with St. Joseph's 7th and 8th-grade classes, serving 45 students.

Technology Assistance

Staff provided 725 technology assistance interactions during May, helping patrons with device setup, software troubleshooting, printing, email, internet access, and digital resource navigation. Matt provided 342 interactions, Tati 164, Melissa 111, Terrence 107, and Rastko 1.

Makerspace Services

The Innovation Lab completed 73 patron 3D-printing projects and 51 laser-engraving projects in May. These services continue to be among the most requested offerings in the department.

Public Technology Usage

Patrons completed 1,275 public computer sessions during May, including 602 library card sessions, 138 student ID sessions, and 535 guest pass sessions. The library Wi-Fi supported 5,703 wireless connections throughout the month.

Digital Resources

Digital resource usage remained strong with 13,404 digital checkouts through Libby, 182 unique Ancestry Library Edition searches, 88 Mango Languages sessions, 123 LinkedIn Learning course completions, and 38 Data Axle Reference Solutions searches. Biblio+ recorded 15 new patron signups, 4 active users, and 8 video views.

Department Projects & Initiatives

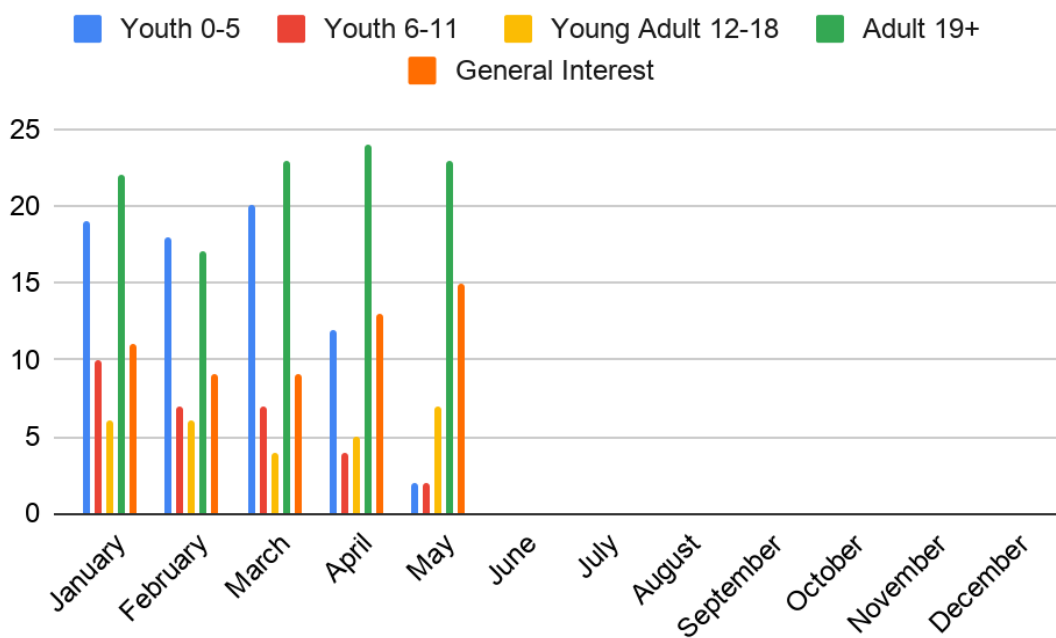
Staff continued planning for the Aspen Discovery catalog implementation, developed marketing and patron education materials for new digital services, participated in the Digital Coalition of Southeast Wisconsin, and provided ongoing technology support for staff, public technology, makerspace equipment, and digital services.

2026 Year to Date Library Services Statistics

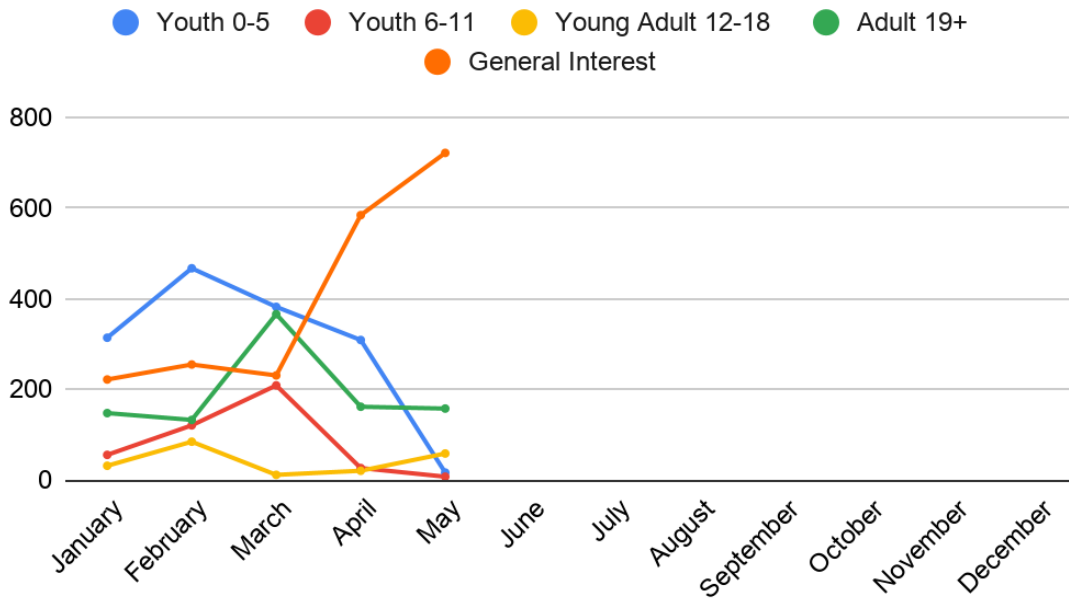
Library Programming Statistics

In March, the library hosted 58 programs attended by a total of 1,103 patrons.

2026 Number of Programs

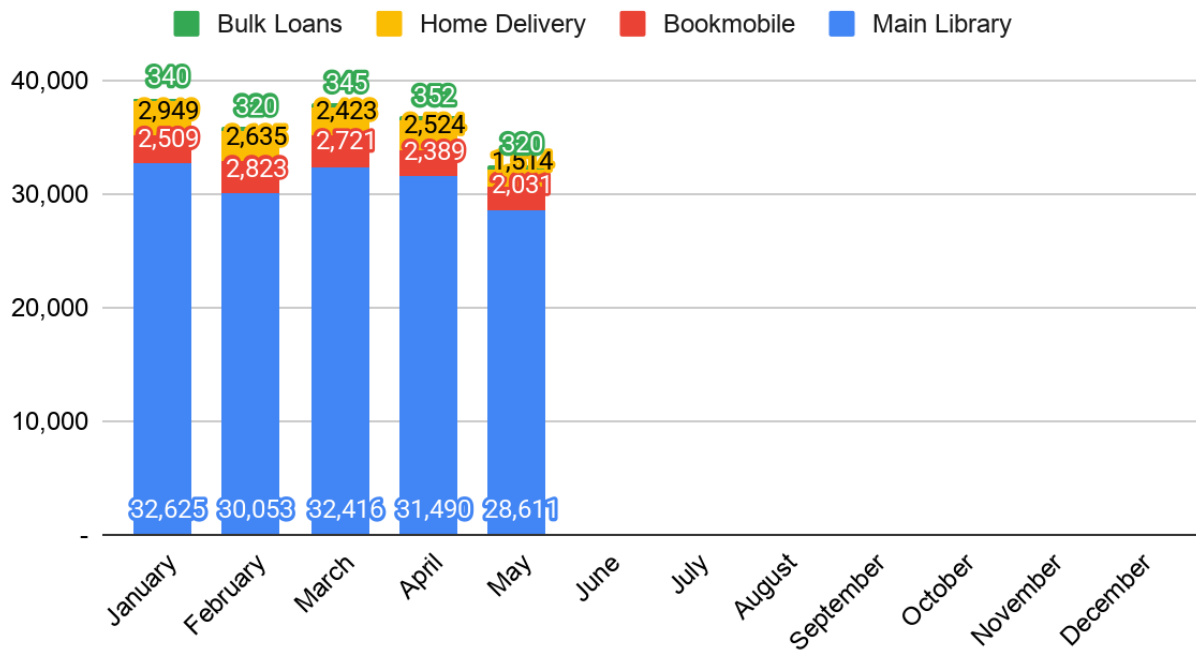


2026 Program Attendance

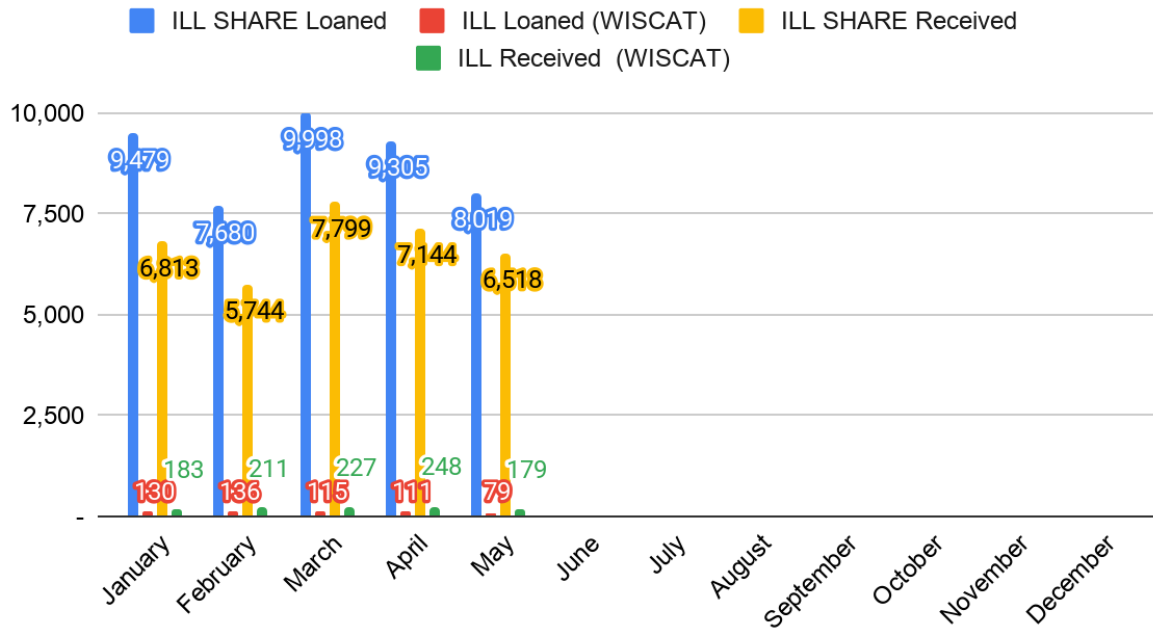


Physical Circulation Statistics

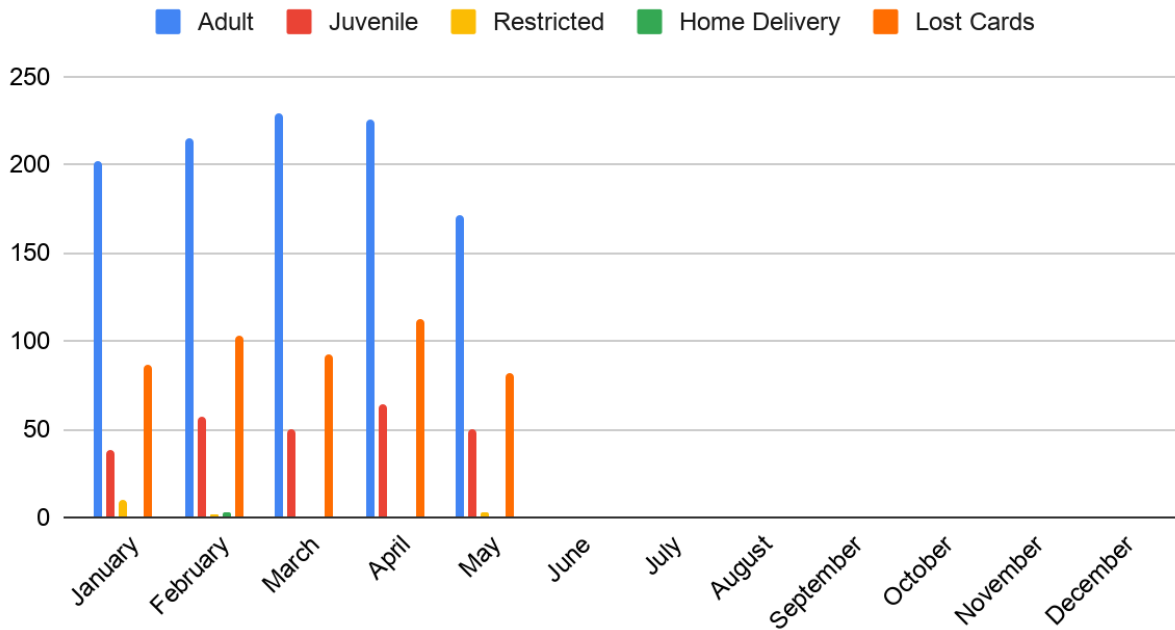
2026 Monthly Circulation



Interlibrary Loans 2026



2026 Library Cards Issued



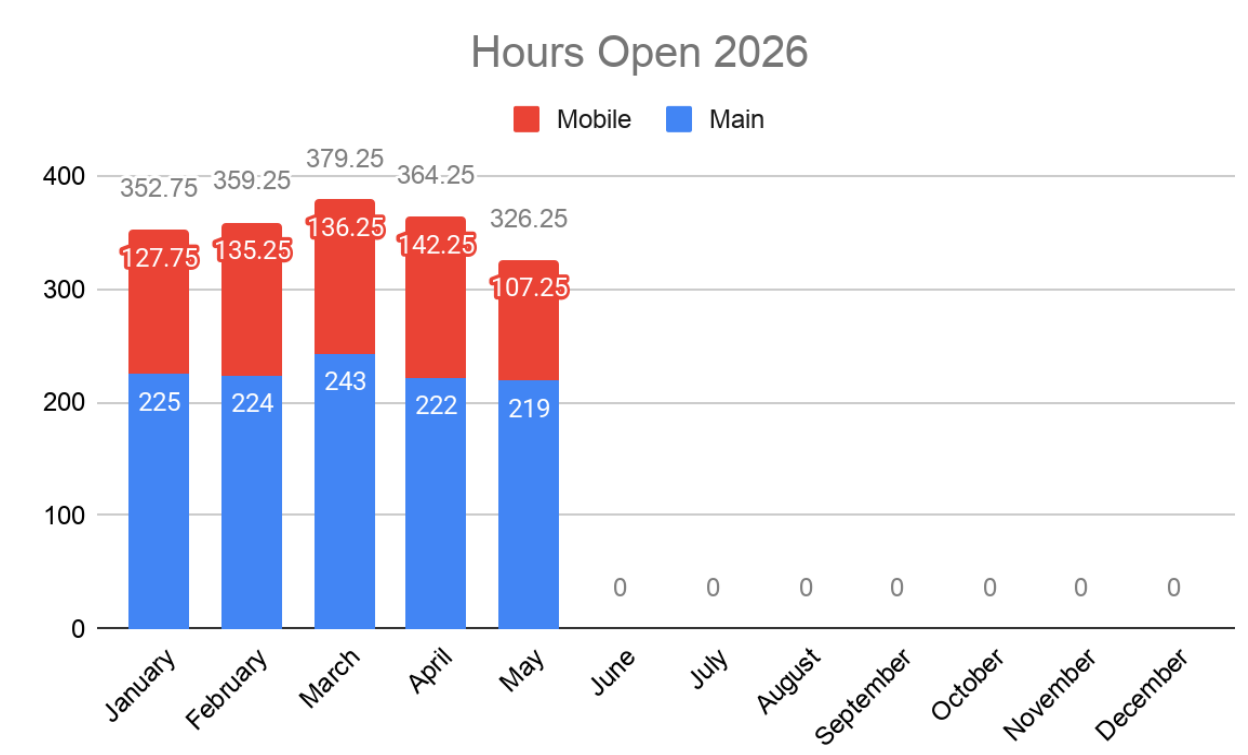
Monthly Circulation by Municipality

Main		Bookmobile	
BRASHWAUBV	7	KNKENOSHAC	52
BRGREENBYC	2	KNSOMERSV	16
DAMADISONC	210	MICUDAHYC	7
GTPLATTEVC	63	OUTOFSTATE	16
KNBRISTOLV	8	RACALEDONV	7,402
KNKENOSHAC	2,487	RAELMWOODV	91
KNPARIST	11	RAMOUNTPLV	9,535
KNPLEASPRV	46	RANORTHBYV	95
KNRANDALLT	3	RANORWAYT	1
KNSALEMLKV	506	RARACINEC	7,806
KNSOMERSV	261	RARAYMONDV	138
KNTWINLAKV	12	RASTURTEVV	1,977
MIBAYSIDEV	21	RAUNIONGRV	32
MICUDAHYC	14	RAWINDPOIV	1,267
MIMILWAUKC	23	RAYORKVILV	13
MIOAKCREEC	146	RKBELOITC	1
ONMINOCQUT	41	RKJANESVIC	4
OUAPPLETOC	6	WAJACKSONV	2
OUTOFSTATE	100	WKBROOKFIC	25
RABURLINGC	416	WWSUGARCRT	1
RABURLINGT	120		12
RACALEDONV	78,079	Total	28,493
RADOVERT	54		
RAELMWOODV	1,868		
RAMOUNTPLV	61,125		
RANORTHBYV	1,695		
RANORWAYT	33		
RARACINEC	186,026		
RARAYMONDV	2,444		
RAROCHESTV	599		
RASTURTEVV	5,049		

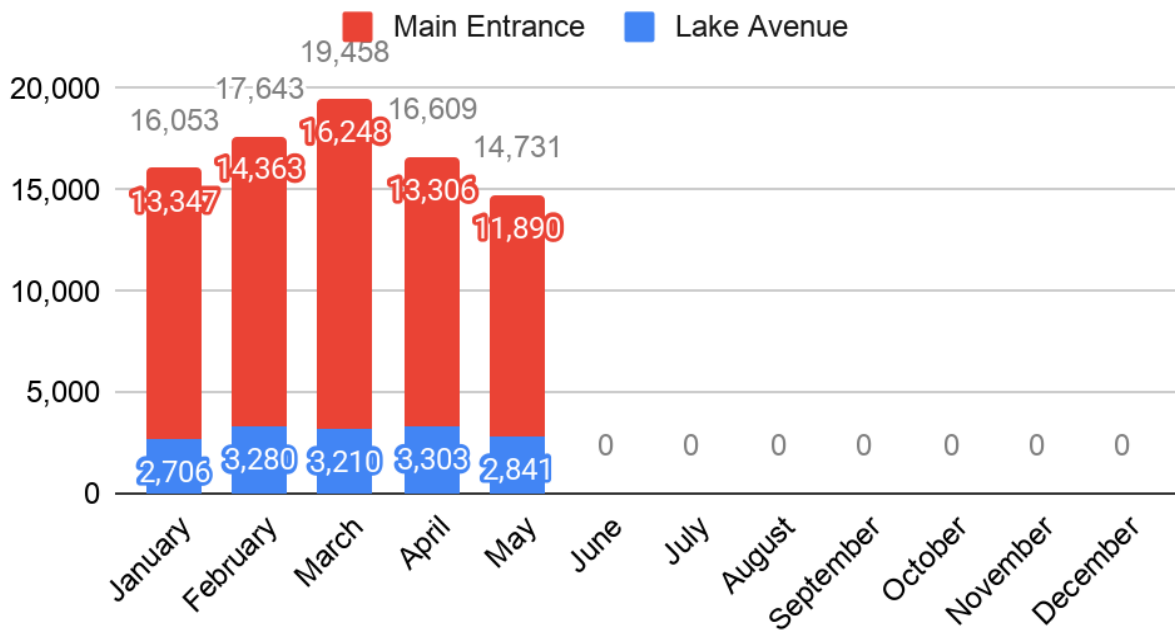
RAUNIONGRV	899		
RAWATERFOT	49		
RAWATERFOV	148		
RAWINDPOIV	7,544		
RAYORKVILV	267		
RKBELOITC	14		
RKBELOITT	3		
RKCLINTONV	1		
RKEDGERTOC	14		
RKJANESVIC	13		
RKJANESVIT	2		
RKNEWARKT	2		
RKSPRINGVT	1		
RKUNIONT	12		
SBCASCADEV	7		
SHSHAWANOC	11		
WAGERMANTV	9		
WAJACKSONV	2		
WKBROOKFIC	2		
WKMUKWONAV	32		
WKOCONOMOC	22		
WKVERNONV	21		
WKWAUKESHC	12		
WOWISCRPDC	3		
WUMARIONT	4		
WWDARIENT	1		
WWDELAVANC	6		
WWEASTTRYV	8		
WWELKHORNC	27		
WWGENEVAT	1		
WWLAFAYETT	4		
WWLAKEGENC	2		
WWLINNT	1		
WWLYONST	8		
WWSUGARCRT	10		

WWTROYT	1		
WWWALWORTT	1		
WWWILLIAMV	11		
	1,364		
Total	352,014		

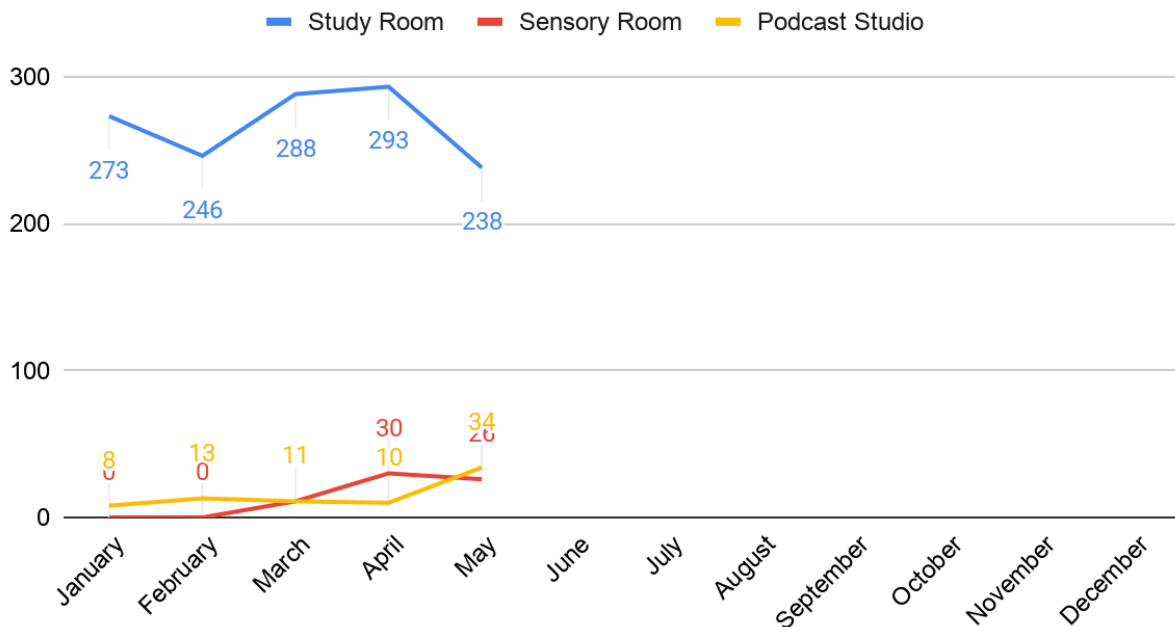
Building Usage Statistics



People Counter 2026



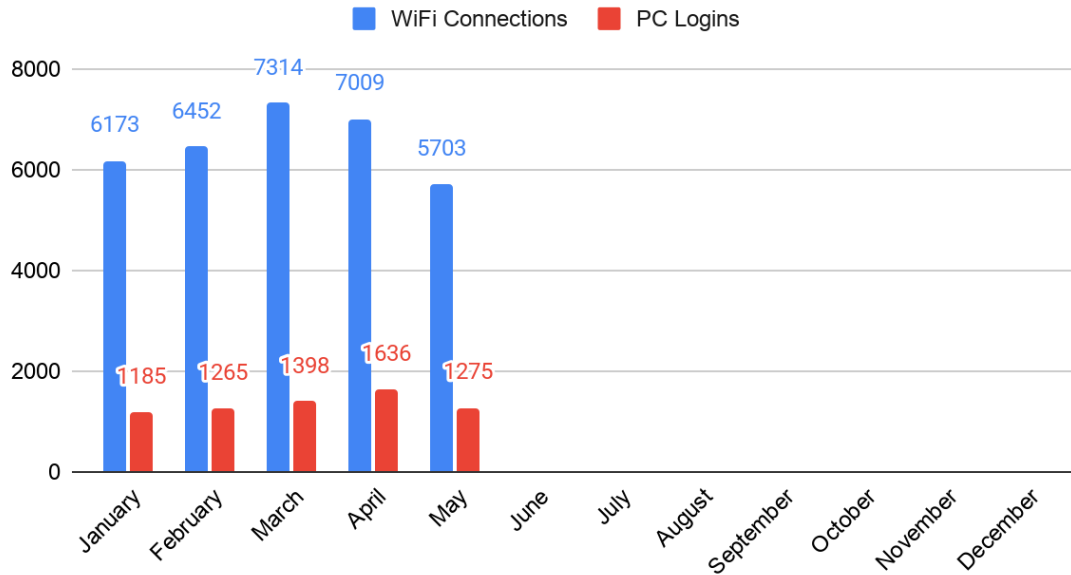
Public Room Use 2026



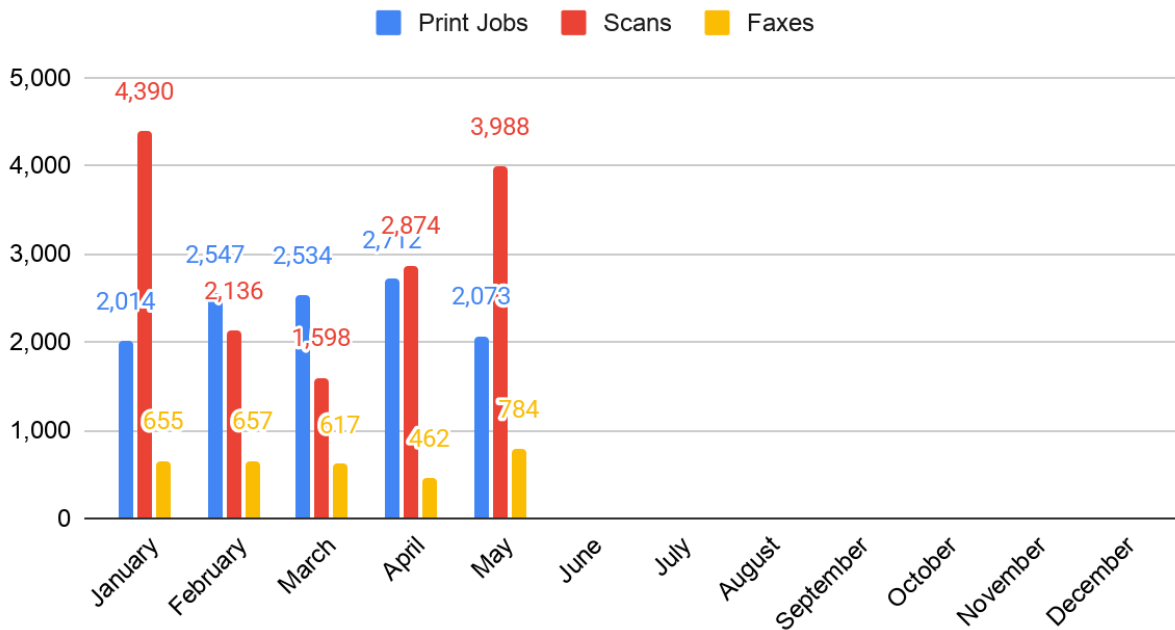
*Sensory Room was closed for maintenance August 2025 through March 2026

Technology Statistics

WiFi Connections & PC Logins 2026

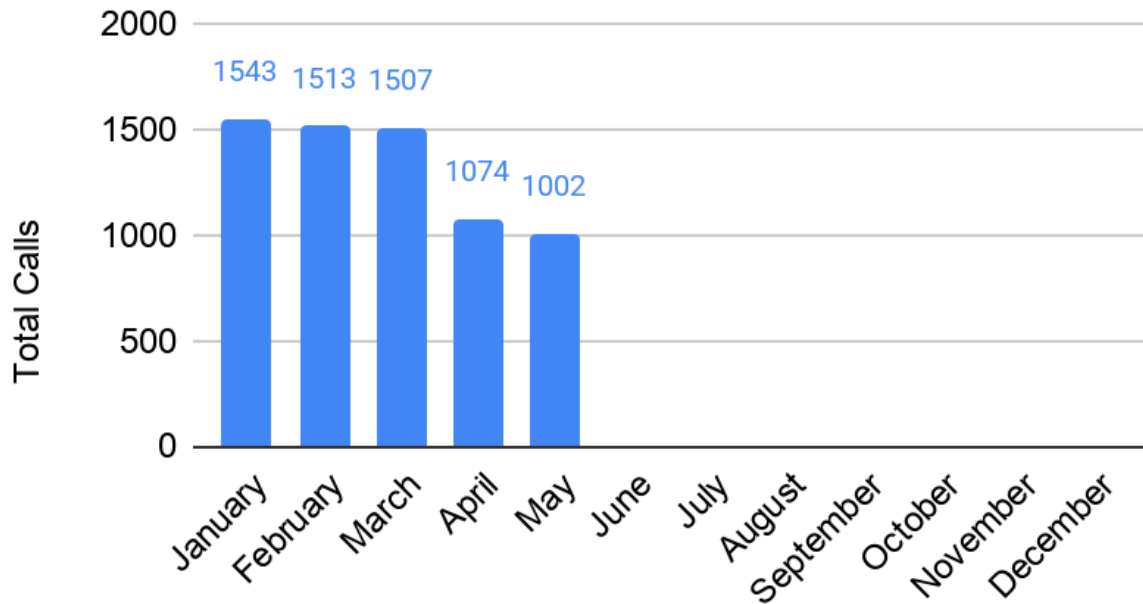


Printing, Scanning, & Faxing 2026

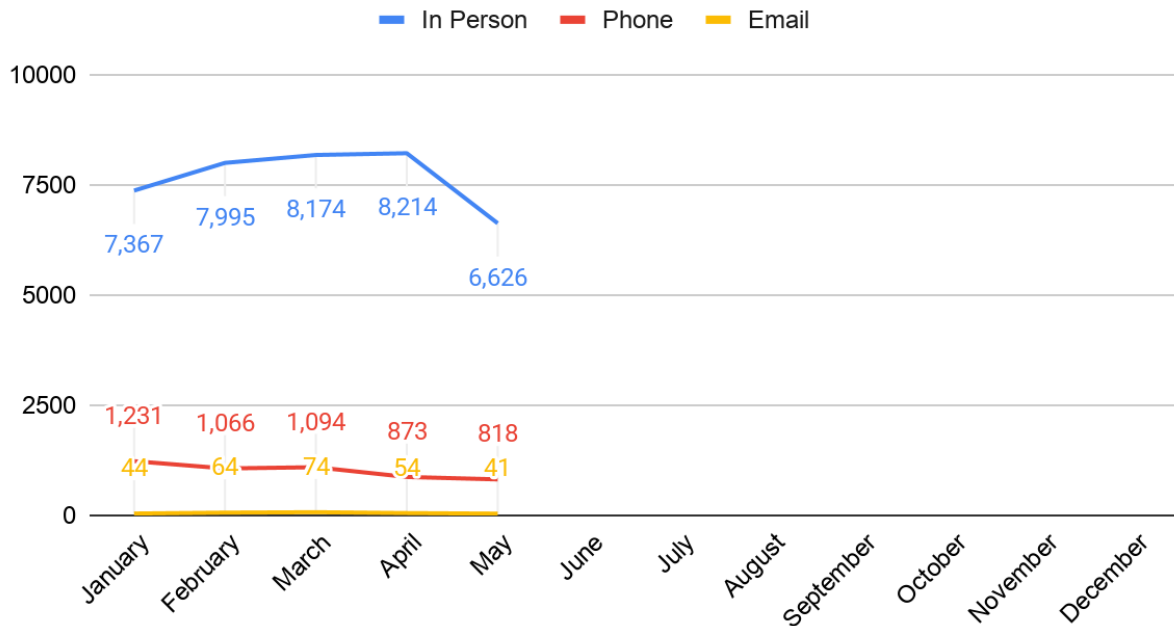


Reference Statistics

2026 Call Center : Number of Calls

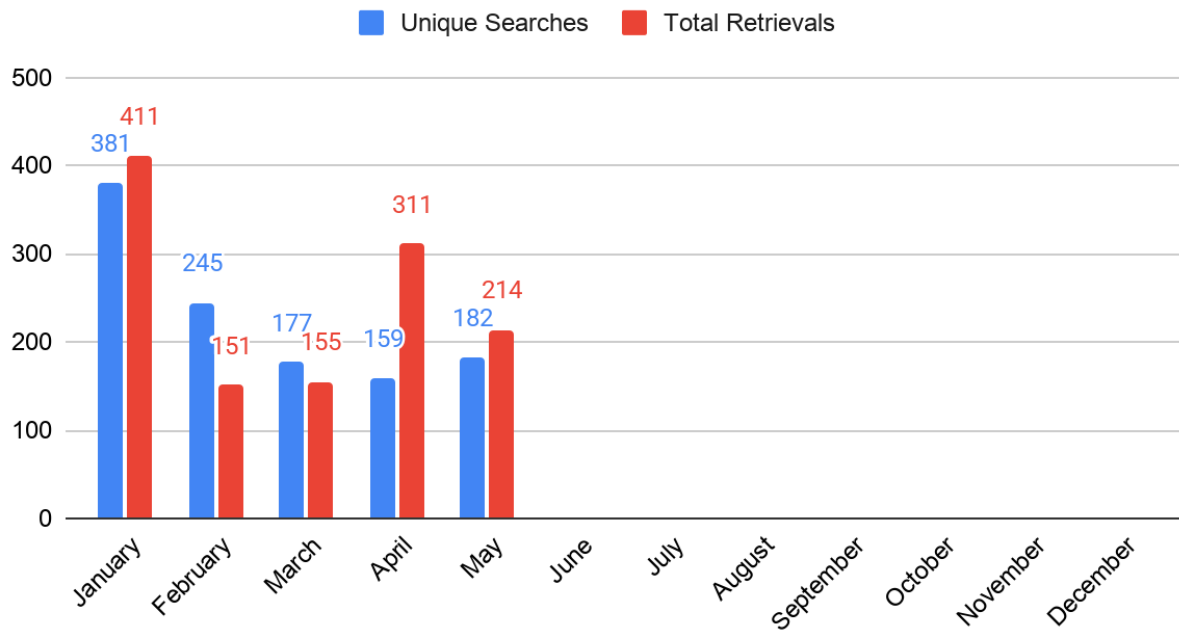


2026 Reference Interactions

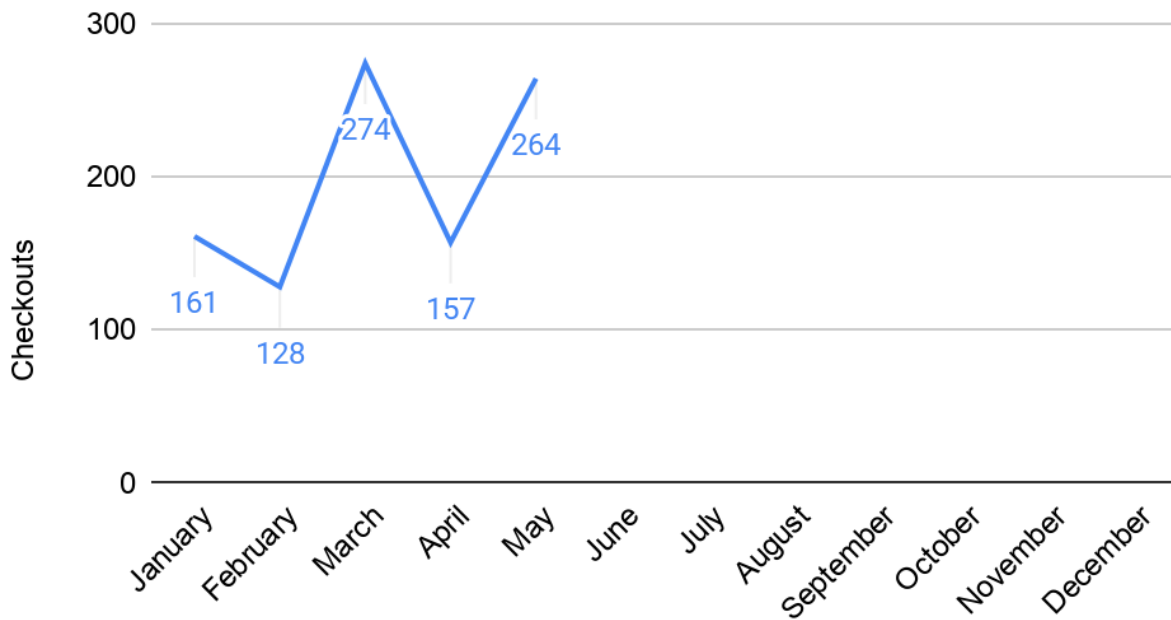


Digital Resource Usage Statistics

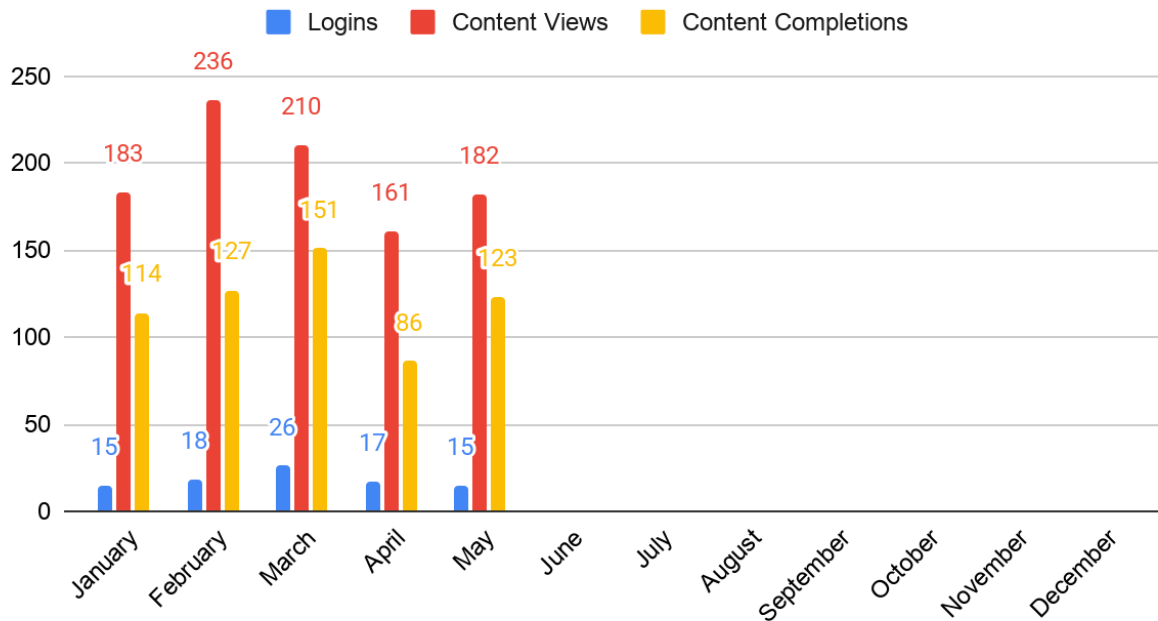
Ancestry Usage 2026



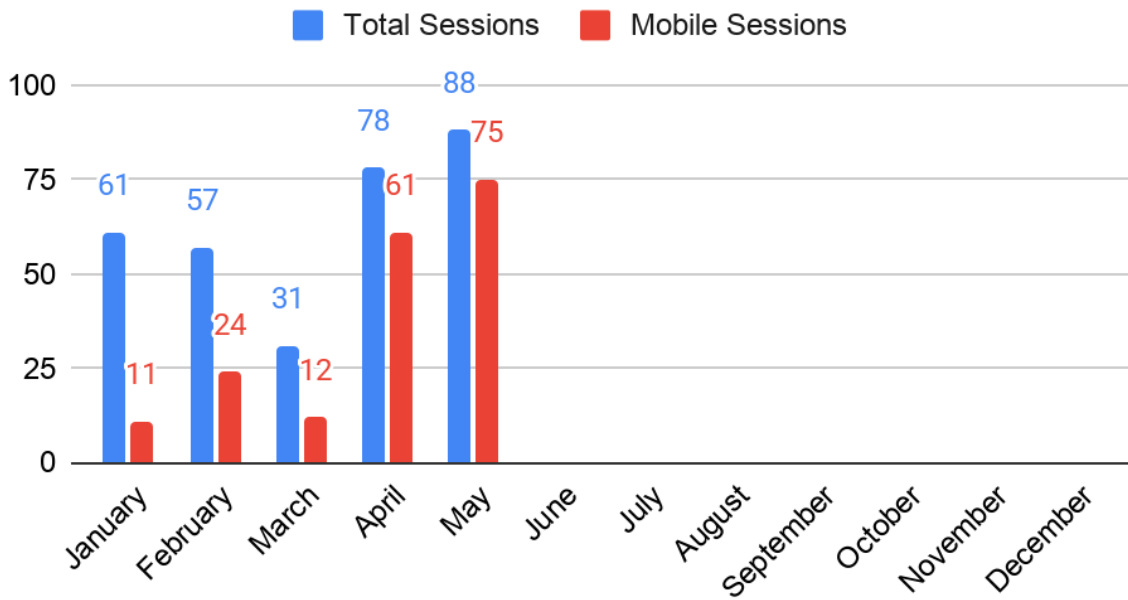
Comics Plus Checkouts 2026



LinkedIn Learning 2026



Mango Languages 2026



Overdrive (Libby) Downloads 2026

