

Staff had rich opportunities for professional development in August. An interactive program *Keep Cool Under Pressure* taught staff a **non-engagement** strategy at the staff in-service. Basics of non-engagement include respectfully listening to the Public, taking your time and making observations not judgements, practicing self-control so that you respond neutrally, knowing the "rules" or policies of the Library, and ultimately remaining calm and feeling confident as you provide service.

Circulation, Adult & Teen and other staff attended a SWAN library conference for hands-on training with patron and library records and analytics. Speakers also covered trending topics, with Chicago Public Library staff outlining challenges in providing services to migrants or community newcomers, and a former law enforcement crisis negotiator discussing interacting with someone suffering a mental health crisis. Our Circulation Services Manager and Library Director presented as part of a panel; WPL is one of the first libraries in SWAN (a group of 100 libraries) to offer parents an easy way to **get a public library card** or renewal, plus other library benefits, for their child during the school registration process.

Around the Library, over 200 patrons entered the annual "Back-to-School Checkout Challenge," checking out 10 or more items to earn a chance to win a backpack. Six backpacks were awarded.

### Library Programs and Services

#### **Children's:**

##### In-Person Programs

Stories in the Park, 75

I SPY, 142

Checkout Challenge, 222

Pete the Cat Screams for Ice Cream, 62

1000 Books Before Kindergarten Visits, 4

Scavenger Hunt (Dog Days of Summer), 200

Building Blocks for Tots, 400

Take & Make Crafts, 2 Projects, 400

##### Virtual Programs Past Views, 41

Prize Basket Drawing, Live, 71

Prize Basket Drawing YouTube Past Views, 162

#### **Adult:**

##### In-Person Programs

Art Gallery: Ebony Williams

Artist Reception, 30

Live Music: Saddle Shoe Sisters, 126

Live Music: Friday Night Music, Hollywood Musicals, 48

Introduction to Google Sheets, 6

Google Sheets Functions, 5

Introduction to Google Slides, 3

Craft & Sip, 46 (including 7 teens)

Book Discussion, *The Other Black Girl* by Zakiya Dalila Harris, 4

Senior Cards & Games, 2 sessions, 16

Puzzle Pack: 250

Adult & Teen Take & Make, 150

#### **Tween/Teen:**

Tween Take and Make, 1 project, 100

Teen Volunteering, 3 sessions, 8 volunteers, (5 volunteer hours)

Pizza & Service - Back to School Celebration, 22

## Community

**Outreach:** Virtual: Literacy DuPage ESL Conversation Group, 4 sessions, 21  
Golden Years Seniors Group Presentation, 62

**Services:** E-Resources:  
Media on Demand Total: 5,198  
Ebooks: 2,433  
E-Audiobooks: 1,839  
Magazines: 926  
ERead Illinois/Axis 360: 384  
Ebooks: 167  
E-Audiobooks: 217  
HOOPLA: 1,424  
Ebooks: 422  
E-Audiobooks: 877  
Videos: 92  
Music: 33  
Kanopy Videos: 326 Plays  
BookFlix: 69  
New York Times: 1,029 issues

Website Users: 7,645  
Curbside Pickup: 35 pickups  
Book Bundles for Children: 30 items  
Interlibrary Loans Received: 3,257  
3D Printer Jobs: 2  
Reference Questions: 3,312 in Adult/Teen and 1,636 in Children's  
Public PC Sessions: 1,363 in Adult/Teen and 270 in Children's  
Study Rooms: 626 in Adult and 27 in Children's  
Outreach/Homebound Visits: 9  
Volunteer Hours: 61.5 for Adult  
Museum Adventure Passes: 49  
Aruba Wireless Total Sessions: 35,713

**Displays:** **Children's Services Department:** Hispanic Heritage Month; Family Fun Month; Just Keep Reading; Halloween Board Books; Animal Board Books; Back to School; Banned Books; Creepy Crawly; Explore Steam; Shelf and Book Bundles; Teacher Packs; Grab and Go

**Adult Services Department:** Hot Title You Might Have Missed; Dog Days of Summer; Summer Fiction; Fantastical Futures; Teen Displays - Mental Health, College/Life Skills, & Dark Academia (Fiction)

## Staff Development and Training

36 employees attended our August 30 Staff In-Service Meeting. The topic was *Keep Cool Under Pressure* presented by Martina Mathisen.

<b>Adult/Teen Services:</b>	George Kalinka	Meeting at Village to discuss translation devices SWAN Expo Translation Services Training Staff In-Service
	Savannah Derrig	SWAN Expo Translation Services Training Staff In-Service
	Chris Keefe	How to Use PowerPoint and AI to Create Better Presentations, Faster What I learned About Training at the Movies
	Dana Kraszczyński	SWAN Expo

Dee LaPorta Translation Services Training  
Staff In-Service  
Kate Lagerstrom SWAN Expo  
Linda Montalvo Translation Services Training  
Staff In-Service  
Denise Murray SWAN Expo  
Gayle Szpytek SWAN Expo

**Children's Services:**

Jessica Smith Staff In-Service  
Elizabeth Burns Staff In-Service  
Kristina Grudem DK School & Library Fall Preview webinar  
Booklist Amazing Picture Books webinar  
Staff In-Service  
Jenn Shunt Staff In-Service  
Visited Villa Park Sensory Story Time  
First Amendment and Illinois Libraries  
Graphic Novel and Manga Showcase  
DK School & Library Fall Preview webinar  
Mary Sue Reese Staff In-Service  
Mary Ann Steinhaus Strong Girl Characters: A Discussion with Women AAPI  
Writers

**Circulation Services:**

Julie Lombardo SWAN Expo  
Staff In-Service  
Ryan Babic SWAN Expo  
Staff In-Service  
Kara Higley-Kubik Staff In-Service  
Qing (Willow) Inglis Staff In-Service  
Sabrina Kahren Managing Systems that Help!  
SWAN Expo  
Staff In-Service  
Ana Karun Staff In-Service  
Eileen Neuffer SWAN Expo  
Staff In-Service  
Isabella Oberg SWAN Expo  
Staff In-Service  
Michele Sarussi SWAN Expo  
Staff In-Service  
Aziz Shakir SWAN Expo  
Staff In-Service  
Dee Thurman SWAN Expo  
Staff In-Service

**Technical Services:**

Amy Weiss LACONI CS: Managing Systems that Help!  
Staff In-Service  
Tess Forbes SWAN Expo  
Staff In-Service  
Dulce Polivka MARC21 Standard Training  
Staff In-Service  
Sharada Kamath Staff In-Service

**Administration:**

Patti Naisbitt SWAN Expo Panel  
Getting Your Library AI Ready: LACONI  
Staff In-Service  
Kyle Bradshaw Staff In-Service  
Laura Dygus Staff In-Service  
HR Source Peer Hub  
AI Workplace Policy and Training Essentials

Deb Fowler	HRA of Greater Oak Brook Roundtable
Matt Hennessy	Staff In-Service
	SWAN Expo
	Staff In-Service
Kim Neidermyer	Staff In-Service

### **Library Operations**

Circulation for the month of August was 43,619, a decrease of .004% from August 2023. Registered borrowers number 22,875, which is 67% of the jurisdictional population. People/Door Count for month: 14,803