



2021 annual report

from the director

The World has Changed. Let's Make it Better.

2021 was truly a year of change for Wheaton Public Library (WPL). We worked hard to find safe, new ways to perform library services. Along the way, we experienced growth in our virtual programs, library card sign-ups, materials downloaded, new faces using the library, and so much more.

The Library Board of Trustees and staff worked side-by-side to build a new website that is even more inclusive and allows WPL to be a 24/7 library.

We can't forget that it was just in June 2021 when the Library fully re-opened its doors, and since that time, we have welcomed all of you safely back with full service, as well as curbside service. We took advantage of the West Side Plaza to provide in-person programming with story hours, book discussions, concerts, art projects and more. In addition, we continued to use Zoom to provide virtual programming for adults, teens and children.

The Library Board of Trustees and staff worked side-by-side to build a new website that is even more inclusive and allows WPL to be a 24/7 library. We launched a library app so users can browse and checkout collections with ease, we eliminated daily fines, we expanded hours to include year-round Sundays and Friday evenings, and we selected Altiro Latin Fusion to run the library café. This annual report highlights all we have offered since 2021, and when you look at the numbers, you will see that library service in Wheaton has exploded.

"The world has changed, let's make it better" is a quote that resonated with me. This is how we will continue to move forward in 2022. We will capitalize on what we learned over the past two years and we will continue to grow a stronger library. Thank you, Wheaton, for allowing us to continue to do what we do best – provide excellent library service.



Betsy Adamowski, Executive Library Director



mission statement

Wheaton Public Library is a welcoming destination that connects the community to literacy, information, ideas and experiences. Grow with us!

Board of Directors

Laurie Metanchuk, *President*

Alan Herbach, *Vice President*

Vallari Talapatra, *Secretary*

Simone Morton, *Treasurer*

Christine Fenne

Robert Lyon

Joe McHaley

Kathryn Staron

year highlights

Opened the Library with expanded hours to include Sundays year-round and Friday evenings

Completed an interior alteration project that included new service desks with removable acrylic safety shields, new shelving for the adult new book area, socially distanced teen furniture, new self-service area for self-checkout machines and relocated shelving in the tween area to increase space

Selected Altiro Latin Fusion to be the concessionaire for the Library Café

Eliminated daily overdue fines

Introduced a new mobile app for library services

Adopted the 2021-2023 Library Strategic Plan

Launched a new library website

Awarded the Exceptional Engagement Award by the Wheaton Chamber of Commerce

Planted a new garden on the east side of the Library

Launched a new e-newsletter service called Next Reads

Awarded a \$25,000 grant "On the Road to Recovery: Transforming Library Spaces" from the Illinois State Library to upgrade Meeting Room A with technology for hybrid programs

Celebrated College of DuPage *Frida Kahlo: Timeless Exhibition* with programs, displays, and window art

Courtney Tedrick, Community Engagement Department Head, received a Partners in Progress Award from the Wheaton Chamber of Commerce

Hosted the Wheaton Chamber of Commerce Plaza del Zocalo Business Exposition

Created an office space for the City of Wheaton Social Worker

Hosted quarterly blood drives with Versiti Blood Center of Illinois, 2 DuPage County Health Department Vaccination Vans, and an Illinois Department of Health Vaccination Clinic inside the Library

Partnered with the Downtown Wheaton Association for an all-ages StoryWalk™

Conducted a series of Diversity, Equity and Inclusion programs, panel discussions and displays

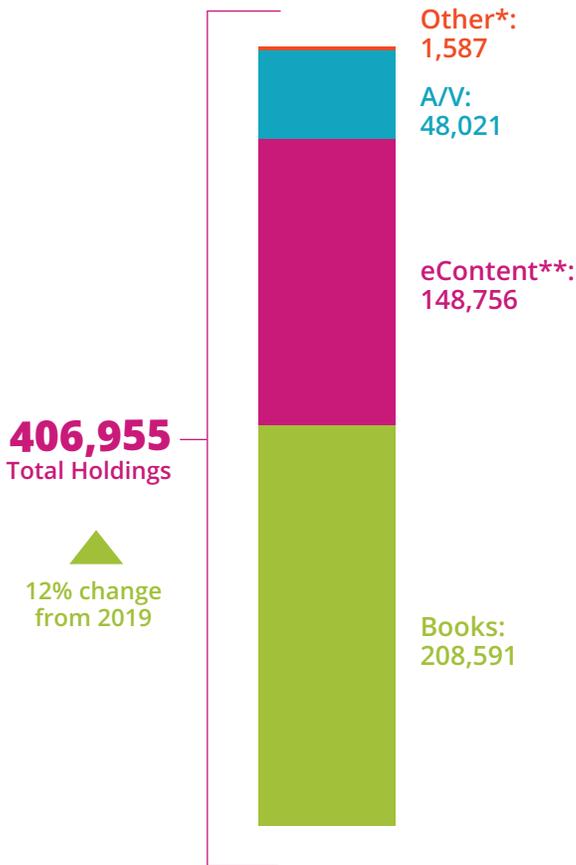
Displayed the traveling art exhibit, *Telling a People's Story*, on loan from Miami University in Ohio

Offered a series of pop-up Library events at Marian Park



collections

Materials Held: Adult, Teen & Youth



*Other = Magazines, Newspapers, Video Games, Learning Games, CD Kits, Framed Art, Vox Books **eContent = digital books, audiobooks and magazines from OverDrive & Axis360

programs

Adult, Teen & Youth



circulation



25,680
Total Cardholders

13% change from 2019

3,209
New Cards Issued

18% change from 2019

1,075,121

Total Items Loaned: Adult, Teen & Youth

6% change from 2019

Books

658,193

A/V

207,484

Other***/Misc

52,815

eContent

156,629

***Other = Magazines, Video Games, CD Kits, Readalong Books, Discover Packs, Tech Equipment, Framed Art & LINKin checkouts

databases

of Database Searches

38,197

Total Database Use

Magazines & Newspapers

14,356

Genealogy

8,837

Business & Jobs

6,948

Consumer Information

4,147

Homework & Skills Help

2,988

Other

921

library app

 **1,819**
Total Users

 **2,411**
Items Checked Out

7,022 
Holds Created

technology

 **397,545**

3D Print Jobs, Tech Checkouts, Mobile Print Jobs,
Public Computer Users, Wifi Users, & Website Visits

FRIENDS
OF
Wheaton Public Library

\$43,172

Total Raised from Nook Sales,
August Book Sale, & Holiday Book Sale

virtual visits

132,264
Total Virtual Visits


170% change
from 2019

Chat Questions

350

Email Questions

2,386

eNews Unique Opens

13,175

eNewsletters Unique Opens

5,044

At-Home Database Use

33,978

eContent Users

6,808

Social Media likes, shares, comments, etc.

31,416

Virtual Program Attendance

13,357

YouTube Views

25,750

in-person visits



221,568
Total In-Person Visits

Due to COVID-19 mitigation,
WPL operated with reduced hours
from July 2020 through May 2021.
Normal library hours resumed in
June 2021, as indicated by the
upward trend in attendance.