

DIRECTOR'S REPORT

Another year is over. How quickly it goes by. Overall our circulation is down by 1% for the year but our visitor counts are up by 3%. Almost 600,000 visits were made to the Library this year and patrons checked out nearly 1.3 million items. Other notable statistics for the year are meeting room usage up 35% and program attendance up 28%.

Staff is getting excited about the second maker fair to be held on February 1. The print promotional piece about the makerspace is here and the infinity fold flyer has been a big hit with staff. We're excited about handing it out to patrons.

The Marketing Committee introduced its first Library-wide campaign to staff. The "Spread the Word" campaign encourages all staff members to actively use word of mouth advertising to let patrons, neighbors, and friends know about the great things the Library has to offer.

Adult Services Department

December 2016

Programming

December	12 Technology Classes	96
December 1	RESCHEDULED: Zentangle Ornaments	8
December 1,2	Help Decorate the Teen Space	3
December 1	Identity Theft Prevention	37
December 2	District 205 Transitions Program	13
December 2	Author Visit: An Evening with Elizabeth Berg	32
December 4	NEW DATE: Lyric Opera Lecture - <i>The Magic Flute</i>	12
December 6	Night of Dance, Day of Infamy	40
December 6,13,21	In Stitches Needleworkers	23
December 6	Trading Titles @ Flight 112	7
December 7,7	[VIP] Creative Card Making	32
December 7	Library Insiders: Healthy Holiday Choices	6
December 8	[VIP] Culture Club: Polar Exploration	34
December 8	Trading Titles	14
December 8	Board Game Club	9
December 8	Social Media Savvy for Your Business	16
December 9	York Chamber Music	80
December 10	DIY CROP Day	9
December 12	Present: Dementia Activity Club	2
December 12	<i>Hamilton: An American Musical</i> The Story and Music	52
December 13	Christmas in Chicago	32
December 13	Genealogy Club Special: Record Analysis with Excel	10
December 14	Dish! Club for Cooks	10
December 14	Ciao Italia! Culture and Conversational Group	22
December 14	Next Chapter Book Club	9
December 14,27	In Stitches @ Brewpoint	8
December 15	Elmhurst Business Connection	10
December 15	Elmhurst Co-Working Connection	6
December 16	Read to Me! A Storytime for Grown-Ups	5
Dec. 17,18,19,20	Study for Finals	580+
Dec. 19,20,21,22,23	Last-Minute Holiday Help Series	275
December 21	Craft Lab: Glass Etching	18
December 22	Coloring for Mindfulness	4
December30	Open Mic Nite & Party	15

Group Study Rooms

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
2016 Total Uses	1333	1418	1434	1350	1302	1100	1276	1484	1388	1409	1472	1368
2015 Total Uses	1309	1411	1467	1331	1068	1098	1205	1035	544	435	395	462
2014 Total Uses	400	400	438	433	365	381	385	410	408	436	411	382

Online Research Tool Statistics

	Dec 2016	Nov 2016	Oct 2016	Sept 2016	August 2016	July 2016	June 2016	May 2016	Apr 2016
All Magazine/News Indexes	30,515	14,055	13,357	8047	7578	6952	8517	7983	8195
Ancestry	1331	3469	1878	2633	1154	1187	1821	1188	2072
Consumer Reports.org	213	182	157	183	177	142	150	175	146
Morningstar	162	180	213	345	171	240	231	234	321
Novelist	317	207	279	251	197	221	335	328	369
Public Records	425	438	427	437	463	414	421	406	397
Reference USA	399	454	815	576	408	550	388	512	556
Valueline	3588	3703	3117	2908	2759	2914	3309	3145	2906

Digital Media Report

	Dec 2016	Nov 2016	Oct 2016	Sept 2016	August 2016	July 2016	June 2016	May 2016	Apr 2016
E-Audiobooks	1612	1658	1593	1514	1542	1636	1495	1488	1437
Hoopla	313	300	258	177	224	265	211	206	176
MyMediaMall	1299	1358	1335	1337	1318	1371	1284	1282	1261
E-Books	2732	2809	2953	3017	3480	3721	3578	3228	2992
Hoopla	150	133	98	81	87	89	90	118	87
MyMediaMall	2490	2327	2475	2516	2906	3134	2963	2667	2462
cloudLibrary	395	349	380	420	487	498	525	443	443
E-Classes	1236	1113	1205	1171	1258	850	635	1030	657
Gale Courses Trial	5	7	4	3	2	11	8	5	4
Lynda.com	1231	1106	1201	1168	1256	839	627	1025	653
E-Serials	1072	1283	1405	1369	1374	1327	1495	1576	2394
PressReader(News)	590	640	579	660	582	706	720	842	786
Zinio(Magazines)	482	643	826	709	792	621	775	734	1608
E-Music	4567	3875	4585	3260	4723	4367	3977	4993	3805
Freegal Downloads	1024	936	1135	1052	1127	1118	1083	1144	997
Freegal Streaming	3177	2631	2699	1757	2799	2756	2533	3255	2203
Hoopla	253	164	160	142	218	245	180	178	136
Naxos	113	144	591	309	579	248	181	416	469
E-Tutoring (Tutor.com)	26	47	36	43	28	3	6	20	12
E-Videos	206	190	164	161	214	263	250	270	230
Hoopla	188	183	161	149	206	258	245	259	223
InstantFlix/IndieFlix	18	5	0	4	0	1	2	7	2
MyMediaMall	0	1	0	3	4	0	2	4	0
PBS Video Collection	0	1	3	5	4	4	1	0	5
Transparent Languages	63	36	20	27	45	35	50	65	44

Patron Interactions	Reference Questions	Library Info Questions	3D Prints	Poster Prints
December 2016	4145	1438	63	4

KIDS' LIBRARY

December 2016

PROGRAMS	Sessions	Kids	Adults	Total
Chicka Chicka Baby ST (infants)	9 sessions	78	85	163
Rhyme Time (ages 1-2)	8 sessions	84	96	180
Rise and Shine Storytime (ages 1-5)	18 sessions	678	510	1188
Saturday Family ST (families)	3 sessions	32	27	59
Road to Reading (ages 3-5)	5 sessions	78	35	113
Drive In Movie (families)	December 1	45	15	60
Make & Take Ornaments (gr 3-5)	December 1	12		12
Holiday Card-Making (families)	December 3	40	20	60
3D printing (gr 3-5)	December 6	10		10
Spanish ST (families)	December 8	30	16	46
Way Cool Reindeer (gr K-1)	December 8	17		17
Squishy Circuits (gr 1-5)	December 8	10		10
POWS Winter Performance (families)	December 9	60		60
Read to the Dogs (families)	December 10	10		10
Holiday Card Crafting (gr 4-8)	December 12	14		14
Culture Craft (families)	December 14	10	2	12
Slither.io (gr 1-5)	December 16	16		16
Junior Lego (gr K-2)	December 19	22		22
Open Game Day (families)	December 28	12	3	15
Open LEGO (families)	December 29	22	12	34
NYE Dance Parties(2) (families)	December 31	103	63	166

Staff Marti Valasek and Peg Martin hosted the Make and Take Ornament program that allowed the Kids' Library to be represented among the decorated Wilder Park holiday trees this month. Thanks to patron Larry Muehring for joining us at our Polar Express Storytime as Santa Claus on December 23. Families were thrilled to be able to meet and talk with Santa. Kids' Library programs were featured twice on the front page of the *Suburban Life* this month, once for the Polar Express Storytime and once for the New Year's Eve Dance Party.

MIDDLE SCHOOL PROGRAMS

Holiday Extravaganza	December 8	16 students
3D Printing	December 15	12 students
DIY Snowflakes	December 21	8 students
Board Game Geeks	December 27	10 gamers

SCHOOL SERVICES

Eighteen classroom collections totaling 661 items circulated to ten Elmhurst schools: Conrad Fischer, Emerson, Edison, Lincoln, Immaculate Conception, Wee 3's Preschool, Courts Plus, Kensington Preschool/K, YMCA Preschool/K and Elmhurst Academy.

To motivate kids to sign up for the 2017 Winter Reading Program, Lori Hoegler visited four schools in December and presented booktalks and storytimes. We also, for the first time, sent promotional bookmarks to every student in all Elmhurst schools.

Elementary School Visits

December 12	Conrad Fischer	6 visits	437 students	18 teachers
December 20	Emerson	1 visits	94 students	4 teachers
December 20	Jackson	6 visits	440 students	12 teachers
December 21	Emerson	2 visits	142 students	4 teachers

PRESCHOOL SERVICES

Santa Wears a Red Suit was again the big favorite at Tree town Nursery School's Holiday visit. On December 19 and 20th, Sarah Burnside brought stories and songs of the season to 36 young friends and ten adults.

PROGRAM TOTALS

Children's Programs:	77
Children's Program Attendance:	3,464
Middle School Programs:	4
Middle School Attendance:	46
Total programs offered:	81
Total attendance:	3,510

VOLUNTEERS

One middle school volunteer gave one hour of service to the Library in December.

TRAINING

Lori Hoegler, December 1, Library Insiders	1
Lori Hoegler, Lincoln Story League	3
Shaira Rock, Lincoln Story League	3
Sharon K, Gloria W-R, Management Book Discussion	3
Shaira Rock, <i>Pop Literacy</i> by SLJ Webcast	1
Total:	11 hours

2017 All Aboard the Reading Express!

Winter Reading Program, 2017 – Registration as of January 11, 2017

Babies:	2
Age 1 – 5:	293
Kindergarten:	94
1 st Grade:	91
2 nd Grade:	73
3 rd Grade:	59
4 th Grade:	42
5 th Grade:	52
6 th Grade:	21
7 th / 8 th Grade:	33
TOTAL:	760



(Registration on January 13, 2016 was 588)

**Board Report
December 2016**

	Dec-16	Dec-15	PER CENT CHANGE	CUMULATIVE TOTAL FY 16	FY 15	PER CENT CHANGE
Circulation						
Adult	56,731	58,769	-3%	727,383	722,699	1%
Kids' Library	37,224	38,099	-2%	537,430	552,201	-3%
Unspecified	1,229	1,889	-35%	18,453	21,535	-14%
Total	95,184	98,757	-4%	1,283,266	1,296,435	-1%
Number of Days Open	28	29				
Digital Material	12,392	11,755	5%			
Web Site						
Visits	356,915	320,144	11%	3,871,595	3,625,768	7%
Unique Visitors	340,490	302,874	12%	3,655,112	3,410,126	7%
Page Views	390,704	354,357	10%	4,320,231	4,107,608	5%
Reference Queries						
Adult Reference	4,145	4,771	-13%	58,136	64,504	-10%
Kids' Library	1,053	1,355	-22%	19,684	22,565	-13%
Total Reference Req.	5,198	6,126	-15%	77,820	87,069	-11%
Meeting Room Use						
Library Programs	138	118	17%	2,205	1,880	17%
Public Meetings	73	79	-8%	971	853	14%
*Group Study Rooms	1,333	1,309	2%	16,334	11,760	39%
Total Programs/Meetings	1,544	1,506	3%	19,510	14,493	35%
Program Attendance						
Adults & Teens	1,529	1,650	-7%	15,619	12,287	27%
Kids	3,510	2,682	31%	45,829	35,627	29%
Total Program Attendance	5,039	4,332	16%	61,448	47,914	28%
Visitor Count						
In-house	41,659	46,204	-10%	569,843	551,514	3%
Drive-up	2,247	2,184	3%	28,993	28,011	4%
Total	43,906	48,388	-9%	598,836	579,525	3%
Elmhurst Library Cards						
Card Holders 12/01/16	28,439					
Added	157					
Withdrawn	18					
						Purge of expired cards
Card Holders 12/31/16	28,578					
Elmhurst Cards Used	9,029	9,151	-1%			
Nonresident Cards						
Card Holders 12/01/16	82	16	98	Reciprocal Borrower Cards		
Added	8	1	9	Card Holders 12/01/16	2,229	
Expired	5	1	6	Added	54	
Card Holders 12/31/16	85	16	101	Expired	71	
				Card Holders 12/31/16	2,212	

**Board Report
December 2016**

Materials (Selected Statistics)	Adult	Adult	Juvenile	Juvenile
	Added	Withdrawn	Added	Withdrawn
Books, Non-Fiction	684	1,279	286	92
Books, Fiction	511	825	334	566
Compact Discs	140	12	31	195
Playaways Audio	20	1	16	0
DVDs	183	106	77	62
Blu-ray	37	8	23	1
CD-ROM	0	4	0	0
Console Video Games	6	0	0	0
Launchpads	0	0	0	0
Vinyl Records	0	0	0	0
Culinary Cupboard	1	0	0	0
Board Games	1	0	1	0
Kits	0	0	1	1
Toys	0	0	0	0
TOTAL	1,583	2,235	769	917

Collection Totals	Adult	Juvenile	Total
Books	131,386	97,768	229,154
Compact Discs	22,827	3,751	26,578
Playaways Audio	1,168	448	1,616
DVDs	15,729	8,848	24,577
Blu-ray	1,220	310	1,530
CD-ROM	0	184	184
Console Video Games	762	760	1,522
Launchpads	7	19	26
Vinyl Records	78	0	78
Culinary Cupboard	49	0	49
Board Games	55	48	103
eReaders	72	0	72
Knitting Needles	31	0	31
Kits	0	52	52
Toys	0	434	434
TOTAL	173,384	112,622	286,006

CIRCULATION REPORT

December 2016

TOTAL CIRCULATION:

December 2016 = 95,184 FY 2016 = 1,283,266
December 2015 = 98,757 FY 2015 = 1,296,435

Circulation for December 2016 decreased 4% compared to December 2015.
 Circulation for FY 2016 decreased 1% compared to FY 2015.
 % of checkouts done on self-checks December 2016 = 28%

Holds:

- Placed this month: 8,204
 - Staff placed = 1,478
 - Patron placed = 5,781
 - Placed in LINKin = 945
- Placed a year ago: 8,858
- Percent Change: -7%
- Amount of holds filled this month: 6,883
 - Elmhurst items = 5,885
 - LINKin items = 822
 - OCLC items = 176
- Filled a year ago: 7,297
- Percent Change: -6%
- Holds Not Picked Up: 642
- Percent of holds filled: 9%

ILL:

- ILL sent this month: 855 (LINKin =621 / OCLC = 234)
- ILL sent a year ago: 998
- Percent Change: -14%
- ILL received this month: 1,229 (LINKin = 1,053 / OCLC = 176)
- ILL received a year ago: 1,585
- Percent Change: -22%

Non-Resident Cards purchased: 4 for a total of \$1,234.83

Unique Management Services:

- Accounts submitted this month: 8 @ \$8.95 = \$71.60
- Total cumulative recovery of \$184,022.83 yielding an ROI of 12 to 1.

Book Sale Room:

- Revenue: \$ 317.66

Ecommerce:

• Non-Resident Fees	\$	217.08
• Lost items/Misc.	\$	416.00
• Fines & Processing Fees	\$	1,766.05
• Out of State Fees	\$	0.00
• Total.....	\$	2,399.13

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	72,322	76%
Downloadable Material	12,392	13%
Reciprocal Borrowers	7,282	8%
Interlibrary Loans Sent	855	1%
Non Residents-Unincorporated	669	1%
Teachers	661	1%
Outreach Patrons	339	<1%
Elmhurst College Students	268	<1%
Elmhurst Work Perks	144	<1%
Non Resident Taxpayers	135	<1%
Elmhurst Businesses	117	<1%
Homeless	0	<1%
	95,184	100%

of Patrons Served at Drive-up Window:

- December 2016 = 2,247
- December 2015 = 2,184
- Percent Change: 3%

Highest Hourly Rate of Circulation Transactions:

Tuesday, December 27: Average 969 items/hour!*

*items checked in, checked out and renewed

Of Note:

- Debbie represented the Library at the City's Wellness Committee on December 7.
- Darlene attended Difficult Customer Service Situation Workshop at Green Hill Public Library December 8.
- Sam facilitated In Stitches on December 13.
- Debbie facilitated In Stitches on December 21.
- Chris, Dina, Dulce, and Malini assisted with various programs in December.
- Eleven volunteers worked for 22.5 hours.
- The Circulation Department welcomed Charlotte as our newest Page.

Notable Circulation Figures:

- 12, 392 Digital Media
 - 3,789 My Media Mall
 - 395 Cloud Library
 - 1,024 Freegal downloads
 - 3,177 Freegal songs streamed
 - 18 IndieFlix
 - 904 Hoopla
 - 482 Zinio
 - 0 PBS Video Collection
 - 2,028 eLearning
 - 241 BookFlix
 - 43 TrueFlix
 - 291 Tumblebooks
- 2,230 Magazines (ADS and KIDS)
 - 827 *Magazines to Go*
- 252 Electronic Devices
 - 0 Assistive Technology iPad
 - 64 Laptop
 - 24 ADS Nook
 - 38 KIDS Nook
 - 10 Projector
 - 15 VHS to DVD Converter
 - 54 Creative Studio Visual Equipment
 - 46 KIDS LaunchPad
 - 1 ADS LaunchPad
- Items from Alternative Collection
 - 129 Creative Studio Rooms
 - 99 Adult Board Games
 - 39 KIDS' Board Games
 - 378 KIDS' Toys/Puzzels
 - 18 Cake Pans
 - 44 Appliances
 - 18 Knitting Needles
- Items checked out for use in Library
 - 12 iPad (KIDS)