

DIRECTOR'S REPORT

The staff holiday lunch was wonderful. We enjoyed good food and good company. It's always a highlight of the year, and it's great to see so many staff members together in one place. Staff always express their gratitude to the Board for continuing to support the luncheon.

We've been refining processes in the Makery. There is now a reservation system for using the laser cutter. The laser cutter is extremely popular and it seems to make sense to have patrons reserve time slots to do their projects. Makery staff also set up a video for patrons to watch before making a reservation. The video informs patrons about preparing to use the laser. It informs them about materials that are acceptable for printing and to how to develop a design. We are trying to educate patrons about the complexity of the machines in the Makery so that their expectation isn't to have something made in a short amount of time without any preparation.

The Kids' renovation is moving along. Patrons have been very understanding and flexible using the space during construction. Kids' staff has been making the renovation one big adventure for our young patrons. The temporary wall around the construction area for the computer lab is now a giant coloring wall. Kids' staff are always so clever and creative! So far so good.

Adult Services Department

November 2017

| ADULTS | 1358 | | |
|---|-------------|---|-----------|
| 3D Printing Basics: Cookie Cutters | 13 | Illinois ICASH Program | 70 |
| Advanced Excel: Pivot Tables | 3 | In Stitches/Learning to Knit | 25 |
| Advanced iPhone | 11 | iPhone Accessibility | 4 |
| Beer Club | 16 | LinkedIn Profile Portraits | 39 |
| Board Game Club | 36 | Lyric Opera Lecture: The Pearl Fishers | 16 |
| Book Discussion: News of the World | 25 | Lyric Opera Lecture: Turandot | 17 |
| [VIP] Creative Card Making | 16 | Make New Friends with Little Goat Bakery: Friends of the Library Annual Meeting | 65 |
| Caregiver Series: Your Journey Through the Holiday Season and Special Occasions | 13 | Microsoft Publisher: Holiday Card Edition | 7 |
| Casablanca: 75th Anniversary Celebration | 35 | NaNoWriMo: Come Write In! | 19 |
| Ciao Italia! Culture and Conversation | 15 | Next Chapter Book Club | 44 |
| Coloring for Mindfulness | 6 | Open Bridge Club | 53 |
| Coming Together Film Series: Tickling Giants | 20 | Photoshop Clinic: Line Drawing | 9 |
| Coming Together: TED Talk Conversations About Islam | 5 | Pinochle Club | 16 |
| Compassion Series: Parental Compassion | 29 | Present: Dementia Activity Club | 8 |
| Computer and Technology Buying Guide | 3 | Read Between the Wines - Book Discussion at Flight 112 | 8 |
| Craft Lab: Woven Coasters | 15 | Read to Me! A Storytime for Grown-Ups | 1 |
| Craigslist Basics | 3 | Senior Technology Series: Google Docs, Sheets, and Slides Basics | 3 |
| Create a Mixed-Media Work of Art | 14 | Sewing Lab: Reusable Gift Bags | 6 |
| Cutting the Cable Cord | 4 | Silhouette Cameo: Thanksgiving Crafts | 14 |
| Digitization for Beginners | 12 | [VIP] Thanksgiving Centerpiece Arrangement | 11 |
| Dish! Club for Cooks | 9 | [VIP] Thanksgiving Favorites with Chef Susan Maddox | 60 |
| DIY CROP Day | 4 | Tangling Club | 4 |
| Elmhurst Art Museum Book Discussion: The Amazing Adventures of Kavalier & Clay | 7 | Target Your Market Using Social Media | 17 |
| Elmhurst Business Connection | 8 | The Deeper Meaning of Halal: Conscious Living, Clean Eating | 12 |
| Elmhurst Co-Working Connection | 3 | Veterans Storytelling Event | 70 |
| Elmhurst Job Club | 5 | VIP: Culture Club THE PHILIPPINES | 65 |
| Elmhurst Writers Group | 3 | What You Need to Know About Book Publishing and Marketing Strategies | 29 |
| Film Screening: The Mask You Live In | 10 | Wine Club | 7 |
| Fold3 Basics | 11 | York Chamber Music Concert | 102 |
| Free Career Counseling | 4 | | |
| Friday Features: A Man Called Ove | 77 | | |
| Friday Features: A United Kingdom | 33 | TEENS | 38 |
| Friday Features: Jackie | 33 | Cupcake Terrariums | 8 |
| Friday Features: The Zookeeper's Wife | 26 | Girls Who Code Club | 20 |
| [VIP] Great Decisions: Nuclear Security | 19 | Teen Sketch & Improv Jam | 9 |
| Genealogy Club: Dig Into Your Research | 6 | Teens: Paper Circuit Piano | 1 |
| Google Drive Basics | 5 | | |

Number of Adult Programs: 66

Number of Teen Programs: 4

Total Number of Programs : 70

Total Number of Programs Compared to November 2016 (58): + 20.7%

Total Attendance Compared to November 2016 (943): + 48%

Group Study Rooms

| | Dec | Nov | Oct | Sept | Aug | July | June | May | Apr | Mar | Feb | Jan |
|------------------------|------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 2017 Total Uses | | 1519 | 1583 | 1427 | 1349 | 1261 | 1344 | 1564 | 1397 | 1518 | 1408 | 1415 |
| 2016 Total Uses | 1333 | 1418 | 1434 | 1350 | 1302 | 1100 | 1276 | 1484 | 1388 | 1409 | 1472 | 1368 |

Patron Interactions

| | Reference Questions | Library Info Questions | Tech Consults (>15 min) | Other Consult (>15 min) |
|-------------------------|---------------------|------------------------|----------------------------|----------------------------|
| November 2017 | 4204 | 1849 | 14 | 8 |
| November 2016 | 4672 | 1436 | 21 | 7 |
| % Increase | -10% | 28% | -33% | 14% |
| Monthly Average (12 mo) | 4969 | 1769 | 29 | 15 |

KIDS' LIBRARY
November 2017

| PROGRAMS | Sessions/Dates | Kids | Adults | Totals |
|-------------------------------------|-----------------------|-------------|---------------|---------------|
| Chicka Chicka Baby (infants) | 8 sessions | 85 | 93 | 178 |
| Free to be Three | 3 Sessions | 29 | 21 | 50 |
| Fun for One | 2 Sessions | 31 | 31 | 62 |
| Rhyme Time (ages 1-2) | 8 sessions | 99 | 121 | 220 |
| Rise and Shine ST (ages 1-5) | 16 sessions | 569 | 486 | 1055 |
| Road to Reading ST (ages 3-5) | 7 sessions | 141 | 92 | 233 |
| Saturday Family Storytime | 4 sessions | 56 | 48 | 104 |
| Time for Twos | 3 sessions | 40 | 35 | 75 |
| We Love Reading (gr K-1 | 2 sessions | 44 | | 44 |
| Code with Scratch (gr K-2) | 2 sessions | 24 | | 24 |
| Music Factory (ages 3-5) | 1 Session | 8 | 5 | 13 |
| Drive-in Movie (families) | Nov 2 | 18 | 12 | 30 |
| Pokemon Draft (gr 3-8) | Nov 5 | 16 | | 16 |
| Culture Craft (families) | Nov 8 | 30 | 15 | 45 |
| Way Cool Adventures (gr K-1) | Nov 9 | 21 | | 21 |
| Read to the Dogs (gr K-8) | Nov 11 | 25 | 20 | 45 |
| LEGO Robotics (gr 3-5) | Nov 14 | 16 | | 16 |
| Sensory Storytime (families) | Nov 15 | 1 | 2 | 3 |
| Adoptive Storytime (families) | Nov 16 | 1 | 1 | 2 |
| Chopped Junior (gr 3-5) | Nov 16 | 16 | | 16 |
| 3D Printer (gr 3-5) | Nov 30 | 10 | | 10 |
| Homeschool Hangout (gr K-8) | Nov 16 | 12 | 5 | 17 |
| Open LEGO (families) | Nov 25 | 17 | 10 | 27 |
| Junior Science (gr K-2) | Nov 16 | 21 | | 21 |
| Thanksgiving STEM Party (families) | Nov 18 | 35 | 25 | 60 |
| Junior LEGO (gr K-2) | Nov 20 | 18 | | 18 |
| Science Friday (gr 3-5) | Nov 24 | 10 | | 10 |
| Makery Craft Lab (Gr 3-5) | Nov 27 | 10 | | 10 |
| Holiday Ornaments (gr 3-8) | Nov 29 | 10 | | 10 |
| Drop-in Craft (Thankful leaves) | November | | | 237 |
| 1000 Books participants (preschool) | November | | | 39 |

MIDDLE SCHOOL PROGRAMS

| | | |
|----------------------------|-------------|---------|
| 3D Printing: Middle School | November 9 | 8 kids |
| MS Taste Off: Fried Rice | November 16 | 16 kids |
| MS Bloxels | November 29 | 6 kids |

SCHOOL SERVICES AND GROUP VISITS

A total of 1089 items circulated to Elmhurst schools in November.

On November 7 and 9, Lori Hoegler and Shaira Rock attended a District 205 new teacher orientation. They spoke to the new teachers about the services and resources EPL has for teachers

and their classrooms. On November 8, Lori Hoegler attended a staff meeting at Emerson school to promote some of the new resources EPL's has to offer and remind staff about our services.

On November 9, Sharon Karpel presented three workshops at York High School on storytelling techniques. She saw 65 students and three teachers. On November 30, Lori Hoegler hosted 22 students and two teachers looking for materials on various research topics. Because that was the day the entire nonfiction collection was being moved, it was an adventure for everyone!

In November, Nuala Malone-Murphy hosted four scout visits with a total of 66 scouts and 12 leaders accompanying. New programs are being created by Nuala to meet the needs for visiting scout groups. Brownie Scouts visited to earn their "Computer Expert" badge.

PRESCHOOL SERVICES

EPD Wilder preschool enjoyed a Thanksgiving storytime with Sarah Burnside on the 17th. Twenty children and teachers listened, sang, and danced along. Twenty-seven Buttons and Bows 3-year-olds and six teachers received two visits from Sarah on November 28.

Preschoolers continue to count their way to "1000 Books before Kindergarten." In November, 39 children proudly presented their reading logs!

PROGRAM TOTALS

| | |
|-------------------------------|--------------|
| Children's programs | 87 |
| Children's program attendance | 2,934 |
| Middle school programs | 3 |
| Middle school attendance | 30 |
| Total programs offered | 90 |
| Total attendance | 2,964 |

VOLUNTEERS

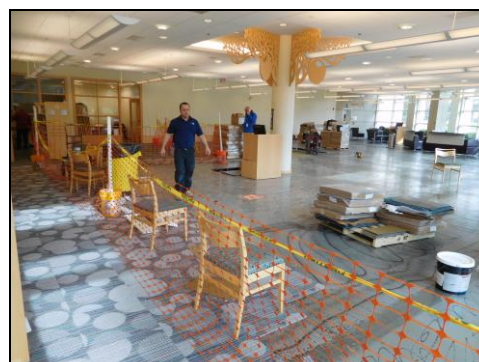
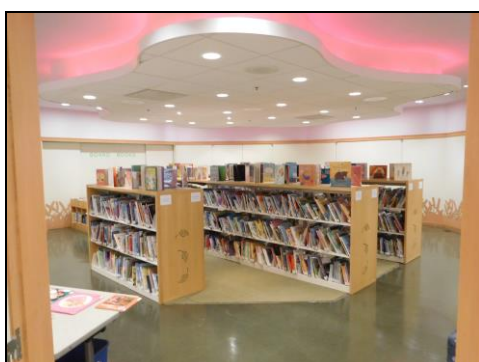
Five middle school volunteers donated 40 hours of service to the Library in November.

PROFESSIONAL DEVELOPMENT

| | | | |
|------------------------------------|--------|---------|------------------------------|
| Prairie State Story League | Nov 10 | 6 hours | Marti Valasek and Peg Martin |
| School Facilitator's Network Group | Nov 13 | 3 hours | Lori Hoegler |
| Supervisor Training webinar | Nov 27 | 1 hour | Gloria Walsh-Rock |

RENOVATION

In November, our curving wooden picture book shelving was demolished, the picture books moved into the Storytime Room and other temporary locations, and carpeting began.



CIRCULATION REPORT

November 2017

TOTAL CIRCULATION:

November 2017 = 95,160

November 2016 = 96,103

Circulation for November 2017 decreased 1% compared to November 2016.

% of checkouts done on self-checks November 2017 = 29%

Holds:

- Placed this month: 7,951
 - Staff placed = 1,535
 - Patron placed = 5,441
 - Placed in LINKin = 975
- Placed a year ago: 7,558
- Percent Change: 5%
- Amount of holds filled this month: 6,831
 - Elmhurst items = 5,768
 - LINKin items = 887
 - OCLC items = 176
- Filled a year ago: 6,467
- Percent Change: 6%
- Holds Not Picked Up: 618
- Percent of holds filled: 9%

ILL:

- ILL sent this month: 967 (LINKin = 714 / OCLC = 253)
- ILL sent a year ago: 920
- Percent Change: 5%
- ILL received this month: 1,246 (LINKin = 1,070/ OCLC = 176)
- ILL received a year ago: 1,324
- Percent Change: -6%

Non-Resident Cards purchased: 2 for a total of \$317.88

Unique Management Services:

- Accounts submitted this month: 21 @ \$8.95 = \$187.95
- Total cumulative recovery yielding an ROI of 12 to 1.

Book Sale Room:

- Revenue: \$ 758.95

Ecommerce:

| | | |
|---------------------------|----|----------|
| • Non-Resident Fees | \$ | 240.28 |
| • Lost items/Misc. | \$ | 496.00 |
| • Fines & Processing Fees | \$ | 2,153.00 |
| • Out of State Fees | \$ | 0.00 |
| • Total..... | \$ | 2,889.28 |

Breakdown of Monthly Circulation by Users:

| | | |
|------------------------------|--------|------|
| Elmhurst Patrons | 71,419 | 75% |
| Downloadable Material | 13,063 | 14% |
| Reciprocal Borrowers | 6,781 | 7% |
| Teachers | 1,089 | 1% |
| Interlibrary Loans Sent | 967 | 1% |
| Non Residents-Unincorporated | 656 | 1% |
| Outreach Patrons | 435 | <1% |
| Elmhurst College Students | 387 | <1% |
| Elmhurst Work Perks | 196 | <1% |
| Non Resident Taxpayers | 90 | <1% |
| Elmhurst Businesses | 77 | <1% |
| Total | 95,160 | 100% |

of Patrons Served at Drive-up Window:

- November 2017 = 2,230
- November 2016 = 2,200
- Percent Change: 1%

Highest Hourly Rate of Circulation Transactions:

Sunday, November 5: Average 1,168 items/hour!*

*items checked in, checked out and renewed

Of Note:

- We launched our new Text Notification service to staff.
- Chris and Dina led Creative Card Making classes on November 6.
- Darlene attended Circulation Manager Meeting at Aurora Public Library on November 8.
- Debbie represented the Library at the City Wellness Committee meeting on November 8.
- Circulation staff attended Guide to Dementia workshop on November 8.
- Debbie facilitated In Stitches on November 14.
- Sam facilitated In Stitches on November 22.
- Tracy, Chris, Debbie and Christy worked in the Makery.
- Twenty volunteers worked for 138 hours.

Notable Circulation Figures:

- 13,063 Digital Media
 - 3,851 My Media Mall
 - 391 Cloud Library
 - 927 Freegal downloads
 - 2,157 Freegal songs streamed
 - 0 IndieFlix
 - 1,449 Hoopla
 - 639 RBG Digital (formerly Zinio)
 - 2 PBS Video Collection
 - 3,190 eLearning
 - 119 BookFlix
 - 41 TrueFlix
 - 270 Tumblebooks
 - 27 Artist Works
- 452 Electronic Devices
 - 0 Assistive Technology iPad
 - 98 Laptop
 - 23 ADS Nook
 - 37 KIDS Nook
 - 15 Projector
 - 4 VHS to DVD Converter
 - 98 Creative Studio Visual and Audio Equipment
 - 64 KIDS LaunchPad
 - 7 ADS LaunchPad
 - 19 Media Players
 - 4 Photo Equipment
 - 24 Hot Spots
 - 59 Makery Equipment
- Items from Library of Extraordinary Things
 - 124 Adult Board Games
 - 108 KIDS' Board Games
 - 355 KIDS' Toys/Puzzles
 - 38 Appliances
 - 37 Cake Pans
 - 15 Adult Bags to Go
 - 12 KIDS Bags to Go

**Board Report
November 2017**

| | Nov-17 | Nov-16 | PER CENT CHANGE | CUMULATIVE TOTAL FY 17 | FY 16 | PER CENT CHANGE |
|-------------------------------|---------------|-----------------|----------------------------|-----------------------------------|--------------|----------------------------|
| Circulation | | | | | | |
| Adult | 53,913 | 53,671 | 0% | 625,989 | 670,652 | -7% |
| Kids' Library | 39,993 | 41,108 | -3% | 501,124 | 500,206 | 0% |
| Unspecified | 1,254 | 1,324 | -5% | 16,372 | 17,224 | -5% |
| Total | 95,160 | 96,103 | -1% | 1,143,485 | 1,188,082 | -4% |
| | | | | | | |
| Number of Days Open | 29 | 29 | | | | |
| | | | | | | |
| Digital Material | 13,063 | 11,644 | 12% | | | |
| | | | | | | |
| Web Site | | | | | | |
| Visits | 214,044 | 352,607 | -39% | 2,927,410 | 3,514,680 | -17% |
| Unique Visitors | 195,004 | 336,509 | -42% | 2,719,152 | 3,314,622 | -18% |
| Page Views | 253,033 | 386,115 | -34% | 3,332,941 | 3,929,527 | -15% |
| | | | | | | |
| Reference Queries | | | | | | |
| Adult Reference | 4,204 | 4,672 | -10% | 55,379 | 53,991 | 3% |
| Kids' Library | 1,535 | 1,401 | 10% | 15,213 | 18,631 | -18% |
| Total Reference Req. | 5,739 | 6,073 | -5% | 70,592 | 72,622 | -3% |
| | | | | | | |
| Meeting Room Use | | | | | | |
| Library Programs | 160 | 179 | -11% | 1,915 | 2,067 | -7% |
| Public Meetings | 104 | 120 | -13% | 1,126 | 898 | 25% |
| *Group Study Rooms | 1,519 | 1,418 | 7% | 15,785 | 15,001 | 5% |
| Total Programs/Meetings | 1,783 | 1,717 | 4% | 18,826 | 17,966 | 5% |
| | | | | | | |
| Program Attendance | | | | | | |
| Adults & Teens | 1,538 | 943 | 63% | 13,234 | 14,090 | -6% |
| Kids | 2,964 | 3,458 | -14% | 44,329 | 42,319 | 5% |
| Total Program Attendance | 4,502 | 4,401 | 2% | 57,563 | 56,409 | 2% |
| | | | | | | |
| Visitor Count | | | | | | |
| In-house | 44,007 | 44,564 | -1% | 532,332 | 528,184 | 1% |
| Drive-up | 2,230 | 2,200 | 1% | 25,528 | 26,746 | -5% |
| Total | 46,237 | 46,764 | -1% | 557,860 | 554,930 | 1% |
| | | | | | | |
| Elmhurst Library Cards | | | | | | |
| Card Holders 11/01/17 | 30,638 | | | | | |
| Added | 167 | | | | | |
| Withdrawn | 12 | | | | | |
| Card Holders 11/30/17 | 30,793 | | | | | |
| | | | | | | |
| Elmhurst Cards Used | 9,221 | 9,188 | 0% | | | |
| | | | | | | |
| Nonresident Cards | ADULT | JUVENILE | TOTAL | Reciprocal Borrower Cards | | |
| Card Holders 11/01/17 | 85 | 15 | 100 | Card Holders 11/01/17 | 1,993 | |
| Added | 4 | 1 | 5 | Added | 63 | |
| Expired | 6 | 3 | 9 | Expired | 69 | |
| Card Holders 11/30/17 | 83 | 13 | 96 | Card Holders 11/30/17 | 1,987 | |

**Board Report
November 2017**

| Materials (Selected Statistics) | Adult Added | Adult Withdrawn | Juvenile Added | Juvenile Withdrawn |
|--|------------------------|----------------------------|---------------------------|-------------------------------|
| Books, Non-Fiction | 821 | 1,031 | 117 | 775 |
| Books, Fiction | 939 | 710 | 346 | 692 |
| Compact Discs | 180 | 41 | 31 | 0 |
| Playaways Audio | 23 | 0 | 10 | 0 |
| Kits | 0 | 0 | 0 | 0 |
| Vinyl Records | 20 | 0 | 0 | 0 |
| CD-ROM | 0 | 0 | 0 | 0 |
| Board Games | 1 | 2 | 1 | 1 |
| DVD's | 224 | 206 | 44 | 626 |
| Blu-ray | 32 | 15 | 10 | 10 |
| Console Video Games | 19 | 0 | 24 | 0 |
| Toys | 0 | 0 | 9 | 0 |
| Launchpads | 0 | 0 | 0 | 0 |
| TOTAL | 2,259 | 2,005 | 592 | 2,104 |

| Collection Totals | Adult | Juvenile | Total |
|--------------------------|----------------|-----------------|----------------|
| Books | 131,772 | 80,460 | 212,232 |
| Compact Discs | 20,890 | 2,614 | 23,504 |
| Playaways Audio | 1,234 | 482 | 1,716 |
| DVDs | 15,565 | 6,936 | 22,501 |
| Blu-ray | 1,251 | 342 | 1,593 |
| CD-ROM | 0 | 179 | 179 |
| Console Video Games | 857 | 832 | 1,689 |
| Launchpads | 7 | 25 | 32 |
| Vinyl Records | 112 | 0 | 112 |
| Culinary Cupboard | 63 | 0 | 63 |
| Board Games | 82 | 55 | 137 |
| eReaders | 72 | 0 | 72 |
| Knitting Needles | 39 | 0 | 39 |
| Kits/Bags to Go | 12 | 35 | 47 |
| Toys | 421 | 0 | 421 |
| TOTAL | 172,377 | 91,960 | 264,337 |