

DIRECTOR'S REPORT

Staff is getting ready for the STREAM Fest on October 20. The Fest will feature programming for patrons of all ages exploring the concepts of science, technology, reading, engineering, the arts, and math. Programs will take place throughout the Library in the meeting rooms, Makery, Kids' Program Room and upstairs. The new STREAM kits that the Kids' Library has developed are very popular. One hundred and ninety eight kits circulated last month. If this is any indication about the popularity of STREAM, the Fest is sure to be a big hit with patrons.

The dedication sign in recognition of the Ruth Christensen donation has been installed in the Makery. I will take a picture and send a letter to her relatives. We have all the dedication signs reinstalled in the Kids' area too. As we decrease shelves, it's sometimes difficult to reassign all the dedications. There are very few shelves left for dedication and the donation program will naturally phase itself out within the next few years.

Adult Services Department

September 2018

Adults	1316		
[VIP] American Cuisine with Chef Maddox: Southern Region	55	Great Decisions: U.S. Global Engagement and the Military	30
Assistive Chrome Extensions Basics	3	Illinois' 10 Defining Moments	37
Be an Informed Voter	20	In Stitches/Learning to Knit	12
Beer Club	11	Internet and Social Media Privacy	4
Board Game Club	52	KonMari 101: Tidy Your Home. Change Your Life.	67
Book Discussion: <u>Eleanor Oliphant Is Completely Fine: A Novel</u>	29	Library Insiders Summer Reading Party	15
Chromebook Basics for Parents	14	Lyric Opera Lecture <i>La Bohème</i>	16
Ciao Italia! Culture and Conversational Group	14	Movies on the Green: <i>The Blues Brothers</i>	100
Coloring for Mindfulness	9	Next Chapter Book Club	13
Common Connection Film Series: <i>The Butler</i>	15	Open Bridge & Pinochle Club	61
Common Connections: TED Talk "Conversations about America"	7	Open Bridge Club	14
[VIP] Creative Card Making	31	Present: Dementia Activity Club	8
Cross Stitch Chicago at Brewpoint	11	Senior Technology Series: Cloud Storage Basics	8
[VIP] Culture Club - Austria	56	Sketching Techniques to Make an Elegant House Portrait	29
Custom Stamp Making	23	Student Loan Programs: Before, During, and After College	10
Dish! Club for Cooks	7	Tangling Club	6
DIY CROP Day	8	The Library at the Farmers Market	72
Easel for the Carvey Essentials	6	The Shakespeare Project of Chicago: Jefferson & Adams	90
Elmhurst Business Connection	7	Video Marketing For Your Business	14
Elmhurst History Museum Book Discussion: <u>All Quiet on the Western Front</u>	21	Voter Registration	37
Excel Basics: Projects	10	Voting In Midterm Elections	17
Genealogy 101	8	Wine Club	11
Genealogy Club: Dig Into Your Research	4		
Gilmore Girls Trivia	108	Teens	88
Google Chrome and Extensions Basics	7	Begin Your College Search	8
Google Docs, Sheets, and Slides Basics	6	Friday Night Movie	7
Google Drive Basics	6	Monday Crafternoons	27
Great American Reads Film Series: <i>The Great Gatsby</i>	21	Teen Advisor Program	20
Great American Reads Film Series: <i>The Joy Luck Club</i>	31	Teen Improv Team	26
Great American Reads Film Series: <i>The Maltese Falcon</i>	22	Passive Programs (6)	
Great American Reads Film Series: <i>True Grit</i>	23		

Number of Adult Programs:	53
Number of Teen Programs:	5
Total Number of Programs :	58
Total Number of Programs Compared to September 2017 (67):	-13.4%
Total Attendance Compared to September 2017 (1140):	23.2%

Group Study Rooms

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
2018 Total Uses				1499	1455	1442	1439	1587	1656	1594	1492	1629
2017 Total Uses	1467	1519	1583	1427	1349	1261	1344	1564	1397	1518	1408	1415

Patron Interactions

	Reference Questions	Library Info Questions	Tech Consults (>15 min)	Other Consult (>15 min)
September 2018	4257	1791	20	18
September 2017	5118	1696	26	21
% Increase	-16.8%	5.6%	-23.1%	-14.3%
Monthly Average (12 mo)	4656	1807	25	19

KIDS' LIBRARY
September 2018

PROGRAMS	Sessions	Kids	Adults	Total
Chicka Chicka Baby (infants)	8 sessions	92	116	208
Rise & Shine (ages 1-3)	16 sessions	549	485	1034
Rhyme Time (ages 1-2)	10 sessions	96	103	199
Saturday Family Storytime	4 sessions	44	35	79
Road to Reading (ages 3-5)	4 sessions	97	62	159
Code with Scratch, Jr (gr K-2)	2 sessions	16	0	16
Hispanic Heritage Craft (all)	2 sessions	41	4	45
Jr. Lego Club (gr K-2)	2 sessions	22		22
Drive-in Movie	Sept 6	13	7	20
ioFrenzy (gr 3-5)	Sept 7	9	0	9
Read to the dogs (gr 3-8)	Sept 8	25	8	33
Thank You Service Dogs (all)	Sept 8	15	10	25
Courts Visit	Sept 10	10	1	11
Spanish Story Time	Sept 12	15	16	31
Prairie St. Story League	Sept 14	0	5	5
Parent/Child Makery	Sept 17	5	0	5
Farmer Fun with Dairy Delight	Sept 20	16	0	16
Homeschool Hangout	Sept 20	8	2	10
Traveling World of Reptiles	Sept 22	80	13	93
Kids Makery Craft Lab	Sept 26	11	0	11
Learn to Use a 3D Printer	Sept 27	9	0	9
Passive: Open Lego (families)	Sept 29	10	5	15
Passive: 1000 Books Before K	all month	34	0	34

MIDDLE SCHOOL PROGRAMS

Iron Chef	Sept. 21	17 chefs
Pow Rehearsals	Sept. 22	6 kids

SCHOOL SERVICES

680 items checked out on teacher cards circulated in September.

School Visits:

Sept. 12, 13 Hawthorne School 4th grade Bluestem book talks, 2 sessions: 80 kids, 3 teachers

Sept. 18 ABC room Hawthorne teacher visit at EPL 2 kids, 2 teachers

On Sept. 17 Lori Lorenz attended the School Facilitators' Network meeting at Glen Ellyn Public Library.

PROGRAM TOTALS

Children's Programs:	62
Children's Program Attendance:	2,089
Passive Children's Programs:	2
Passive Children's Attendance:	49
Middle School Programs:	2

Middle School Attendance:	23
Total programs offered:	66
Total attendance:	2,161

VOLUNTEERS

Five middle school volunteers donated eight hours of service to the Library in September.

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

Sept. 6	Sarah B. Author talk – Anderson's	2 hours
Sept. 6	Nuala M. Author talk – Anderson's	2 hours
Sept. 11	Shaira R., Tinker Meeting	3 hours
Sept. 13	Lori L. Reference USA Rep meeting	1 hour
Sept. 17	Lori L. School Facilitator's meeting	3 hours
Sept. 20	Disability Awareness Training	3 hours
Sept. 26	Nuala M., Carol C., Marti V., Disability Awareness Training	
Sept. 26	Ruth R. Makery Training Cricut	2 hours

CIRCULATION REPORT

September 2018

TOTAL CIRCULATION:

September 2018 = 94,518

September 2017 = 93,772

Circulation for September 2018 increased 1% compared to September 2017.

% of checkouts done on self-checks September 2018 = 30%

Holds:

- Placed this month: 8,071
 - Staff placed = 1,344
 - Patron placed = 5,785
 - Placed in LINKin = 942
- Placed a year ago: 7,959
- Percent Change: 1%
- Amount of holds filled this month: 6,537
 - Elmhurst items = 5,540
 - LINKin items = 880
 - OCLC items = 117
- Filled a year ago: 6,688
- Percent Change: -2%
- Holds Not Picked Up: 692 (11%)

ILL:

- ILL sent this month: 1,052 (LINKin = 805 / OCLC = 247)
- ILL sent a year ago: 979
- Percent Change: 7%
- ILL received this month: 1,213 (LINKin = 1,093/ OCLC = 120)
- ILL received a year ago: 1,415
- Percent Change: -14%

Non-Resident Cards purchased: 5 for a total of \$1,333.51

Unique Management Services:

- Accounts submitted this month: 5 @ \$8.95 = \$44.75
- Total cumulative recovery yielding an ROI of 12 to 1

Book Sale Room:

- Revenue: \$ 333.93

Ecommerce:

• Non-Resident Fees	\$	756.86
• Lost items/Misc.	\$	382.00
• Fines & Processing Fees	\$	1,788.30
• Makery	\$	0.00
• Total.....	\$	2,927.16

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	72,001	76%
Downloadable Material	12,977	14%
Reciprocal Borrowers	6,028	6%
Interlibrary Loans Sent	1,052	1%
Teachers	680	<1%
Outreach Patrons	528	1%
Non Residents-Unincorporated	472	1%
Elmhurst College Students	289	<1%
Elmhurst Work Perks	237	<1%
Non Resident Taxpayers	130	<1%
Elmhurst Businesses	124	<1%
Total	94,518	100%

of Patrons Served at Drive-up Window:

- September 2018 = 2,070
- September 2017 = 2,218
- Percent Change: -7%

Highest Hourly Rate of Circulation Transactions:

Sunday, September 16: Average 990 items/hour.*

*items checked in, checked out and renewed

Of Note:

- Jamie represented the Library at the Farmer's Market on September 5.
- Debbie facilitated In Stitches on September 11/ Sam facilitated In Stitches on September 19.
- Debbie represented the Library at the City Wellness Committee Meeting on September 13.
- Chris and Dina led Creative Card classes on September 17.
- Keith facilitated Friday Features on September 7 and 21.
- Tracy, Chris, Debbie and Christy worked in the Makery.
- Circ staff participated in disability awareness training on September 19 and 26.
- Twenty-two volunteers worked for 122 hours.
- 1,274 patrons signed have registered for our new Text Notification service; 133 in September.

Notable Circulation Figures:

- 12,977 Digital Media
 - 2,784 My Media Mall
 - 487 Cloud Library
 - 1,230 Freegal downloads
 - 2,610 Freegal songs streamed
 - 6 IndieFlix
 - 2,113 Hoopla
 - 451 RBG Digital (formerly Zinio)
 - 194 Kanopy
 - 2,475 eLearning
 - 8 Artist Works
 - 43 BookFlix
 - 92 TrueFlix
 - 484 Tumblebooks
- 481 Electronic Devices
 - 0 Assistive Technology iPad
 - 131 Laptop
 - 17 ADS Nook
 - 20 KIDS' Nook
 - 39 Projector
 - 6 VHS to DVD Converter
 - 74 Creative Studio Visual and Audio Equipment
 - 66 KIDS LaunchPad
 - 4 ADS LaunchPad
 - 13 ADS Media Player
 - 14 KIDS' Media Player
 - 7 Photo Equipment
 - 35 Hot Spots
 - 55 Makery Equipment
- Items from Library of Extraordinary Things
 - 178 Adult Board Games
 - 157 KIDS' Board Games
 - 414 KIDS' Toys/Puzzles
 - 49 Appliances
 - 31 Cake Pans
 - 198 KIDS' STREAM Kits ← **New Collection**

The Marketing team kicked off September by promoting our Red, White, and Blue Common Connection program theme. We hosted the League of Women Voters voter registration events; thirty people registered. We also offered programs to assist voters. On September 20, the Library brought in College of DuPage professor David Goldberg lecture on the importance of voting in midterm elections. On September 26, we offered a Be an Informed Voter program lead by ADS Librarians. They went over resources available at the Library to help voters make decisions for the midterm election.

Marketing also partnered with the Kids' Library to staff Rock the Block, an off-site event, on September 8. Marketing staff brought general interest materials to share with the community and helped out with the craft that the Kids' Library organized for the event, Pete the Cat puppets.

In September we start planning for our winter projects. We coordinate with selectors around the Library for recommendations for the Gift Guide that comes out in November. In conjunction with the Kids' Library we settled on the Kids Winter Reading program – "Under Covers" (as in reading in bed with a flashlight). We also worked with the Kids' Library to figure out some of the details of our next Story Walk, which will be up for the Spring Road Association Winter Fest in December, and coordinated a storytelling experience for the Explore Elmhurst Holly Trolley that will occur in December.

Looking forward, marketing topics we will focus on in October include:

Programs:

Shakespeare Project of Chicago: Pericles, Prince of Tyre on Oct 25 - EPL is one of only 8 libraries to have this group of professional actors perform this classic play!

Friends Annual Meeting on Nov 4 - Will feature an Antiques Roadshow experience. To attend, people must join the Friends group - elmlib.org/friends

Collections:

Local History/Yearbooks

With York just celebrating their 100th anniversary, people may be looking for local info. We have it!

Service:

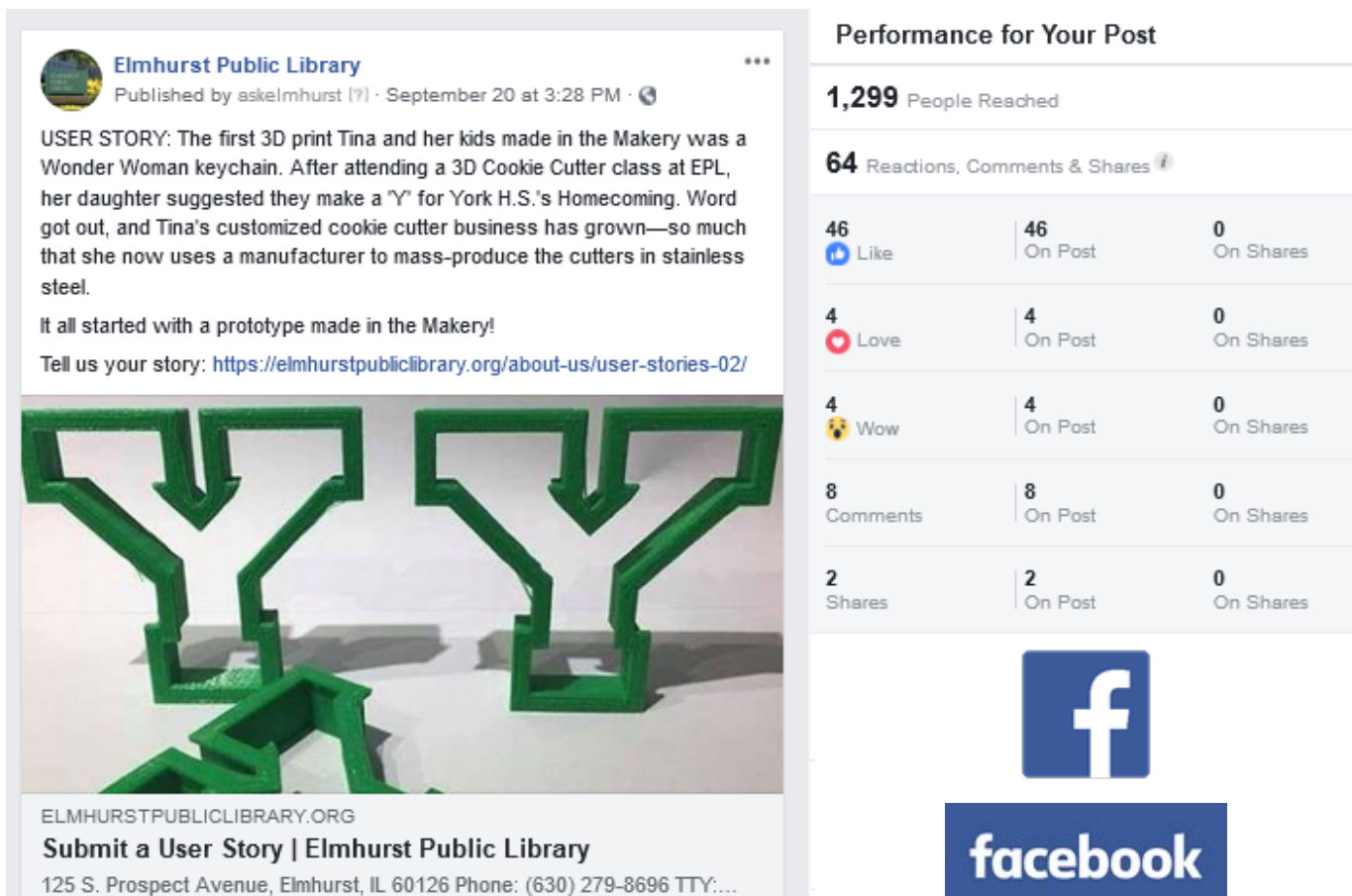
Voter Binder - The public can get informed about the upcoming elections by using a regularly updated binder, filled with up to date information, located in ADS.

Amenity:

"#Throwback Library" items. In Fine Print, we have some fun #TBL items pulled out, like the typewriter, boombox, record player and non-electronic play items (puzzles, puppets, and board games).

Help us spread the word!

Here are some sample screenshots of our interactive online presence from September:



**Board Report
September 2018**

	Sep-18	Sep-17	PER CENT CHANGE	CUMULATIVE TOTAL FY 18	FY 17	PER CENT CHANGE
Circulation						
Adult	51,165	52,359	-2%	523,367	517,888	1%
Kids' Library	42,135	39,990	5%	425,999	417,493	2%
Unspecified	1,218	1,423	-14%	12,253	13,733	-11%
Total	94,518	93,772	1%	961,619	949,114	1%
<i>Digital Material</i>	12,977	12,492	4%	132,202	113,561	16%
<i>Database Usage</i>	28,560	N/A		193,700	N/A	
Number of Days Open	29	29				
Online Statistics						
Web Site Visits	194,577	207,625	-6%	1,885,782	2,496,080	-24%
Web Site Unique Visitors	189,970	188,878	1%	1,829,509	2,326,333	-21%
Web Site Page Views	210,769	244,277	-14%	2,054,879	2,854,265	-28%
Sessions on Public Computers	23,300	N/A		182,930	N/A	
Wifi Sessions	23,550	N/A		185,929	N/A	
Reference Queries						
Adult Reference	4,257	5,118	-17%	39,495	46,652	-15%
Kids' Library	898	1,167	-23%	10,908	12,412	-12%
Total Reference Req.	5,155	6,285	-18%	50,403	59,064	-15%
<i>One to One Tutorials</i>	18	N/A		193	N/A	
Meeting Room Use						
Library Programs	124	146	-15%	1,373	1,552	-12%
Public Meetings	89	99	-10%	813	916	-11%
*Group Study Rooms	1,499	1,427	5%	13,793	12,683	9%
Total Programs/Meetings	1,712	1,672	2%	15,979	15,151	5%
<i>Passive Programs</i>	0	N/A		55	N/A	
Program Attendance						
Adults & Teens	1,404	1,140	23%	10,040	10,501	-4%
Kids	2,161	3,202	-33%	43,310	36,328	19%
Total Program Attendance	3,565	4,342	-18%	53,350	46,829	14%
<i>Passive Program</i>	57	N/A		9,527	N/A	
Visitor Count						
In-house	44,992	43,749	3%	440,475	444,477	-1%
Drive-up	2,070	2,218	-7%	20,711	21,029	-2%
Total	47,062	45,967	2%	461,186	465,506	-1%
<i>Makery</i>	1,074	N/A		12,506	N/A	
<i>Creative Studio</i>	161	N/A		1,155	N/A	

**Board Report
September 2018**

Elmhurst Library Cards

Card Holders 09/01/18	32,304
Added	199
Withdrawn	44
Purge of expired cards	
Card Holders 09/30/18	32,459

Elmhurst Cards Used 9,059 9,471 -4%

Nonresident Cards

	ADULT	JUVENILE	TOTAL
Card Holders 09/01/18	75	10	85
Added	11	5	16
Expired	15	1	16
Card Holders 09/30/18	71	14	85

Reciprocal Borrower Cards

Card Holders 09/01/18	1,890
Added	76
Expired	66
Card Holders 09/30/18	1,900

**Materials
(Selected Statistics)**

	Adult Added	Adult Withdrawn	Juvenile Added	Juvenile Withdrawn
Books, Non-Fiction	313	146	338	168
Books, Fiction	605	863	204	65
Compact Discs	152	68	4	4
Playaways Audio	7	3	17	0
Kits	0	0	9	1
Software	0	0	0	0
CD-ROM	0	0	0	0
DVD's	135	635	31	33
Blu-ray	35	58	4	7
Console Video Games	15	15	2	1
Toys	0	0	4	3
Board Games	3	0	0	0
Launchpads	0	0	6	1
Vinyl Records	0	0		
TOTAL	1,265	1,788	619	283

Collection Totals

	Adult	Juvenile	Total
Books	129,438	82,021	211,459
Compact Discs	21,901	2,482	24,383
Playaways Audio	1,333	576	1,909
Magazines	6,139	179	6,318
DVDs	15,727	7,063	22,790
Blu-ray	1,362	416	1,778
CD-ROM	0	168	168
Console Video Games	821	778	1,599
Launchpads	7	44	51
Culinary Cupboard	66	0	66
Board Games	131	84	215
eReaders	63	0	63
Knitting Needles	39	0	39
Vinyl Records	125	0	125
Kits	11	131	142
Toys	0	333	333
eBooks	25,770	0	25,770
eAudio Recordings	10,207	0	10,207
eMagazines	193	0	193
eMovies	128		128
TOTAL	213,461	94,275	307,736