

DIRECTOR'S REPORT

Reflecting on 2018, we had another great year with many accomplishments. We were awarded five stars for the second year in row, we completed a major renovation of the Kids' Department, and we implemented several new initiatives like self-service holds and a new texting service. Over six hundred thousand visitors were welcomed this year and more than 1.3 items were checked out from the Library.

Programming continues to be a major draw to the Library. Crafting programs and cooking programs are always very well attended. Chicago restaurateur and cookbook author, Gale Gand, presented at the Library on Wednesday night. She is quite well known in the local market and the program was full. The Makery is also very busy at this time of year because patrons are making gifts and decorations for the holidays. I've said it before, but it is always fun to see what people are producing. I encourage you to drop down when you are at the Library to see all the great things that are happening!

Adult Services Department

November 2018

Adults 1086

[VIP] Creative Card Making	16	GreenMan Theatre Presents: "World War I: Life on the Front and Homefront"	46
[VIP] Culture Club - Japan	68	In Stitches Needleworkers	5
Apple iCloud Basics	9	iPhone Tips & Tricks	12
Beer Club	15	It Was A Crime to Be German	56
Board Game Club	35	Lyric Opera Lecture <i>Cendrillon</i>	8
Book Discussion: <u>Killers of the Flower Moon</u>	28	Lyric Opera Lecture <i>Il Trovatore</i>	6
Book Folding Art	27	Meditating on Gratitude	22
Cancer Reduction Awareness	9	My America: A Night of Stories	94
Ciao Italia! Culture and Conversational Group	16	NaNoWriMo - National Novel Writing Month	19
Coloring for Mindfulness	7	Next Chapter Book Club	34
Common Connection Film Series: <i>The Grapes of Wrath</i>	7	Open Bridge & Pinochle Club	62
Common Connections: "TED Talk Conversations about America"	2	Open Bridge Club	23
Cross Stitch Chicago at Brewpoint	5	PowerPoint Basics	4
Date Night at the Makery	6	Present: Dementia Activity Club	8
Dish! Club for Cooks	9	Quickbooks for Your Business	25
DIY CROP Day	6	Radio Goes to War	25
Elmhurst Art Museum Book Discussion: <u>Pilgrim at Tinker Creek</u>	5	Senior Technology Series: Word Basics	3
Elmhurst Business Connection	7	Social Services Coffee Chat	5
Excel Advanced: Lookup	9	Talking About Sex, Sexual Assault, and Consent	62
Excel Advanced: Pivot Tables	8	Tangling Club	4
Fold3 Basics	5	Technology Buying Guide	5
Friday Features: Finding Your Feet	23	Teen Improv Team Performance	5
Friday Features: First Reformed	38	Wine Club	8
Friday Features: Ocean's 8	30		
Friday Features: RBG	36		
Friday Features: <i>Won't You Be My Neighbor</i>	36	Final SAT Test Study Session	1
Friends Annual Meeting: Antiques Roadshow	60	Monday Crafternoons	24
Genealogy Club: Dig Into Your Research	2	Spill	23
Great Decisions: Global Health: Progress and Challenges	21	Sushi Friday	13
		Teen Improv Team	14
			Teens 75

Number of Adult Programs: 52

Number of Teen Programs: 5

Total Number of Programs : 57

Total Number of Programs Compared to November 2017 (70): -18.6%

Total Attendance Compared to November 2017 (1396): -16.8%

Group Study Rooms

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
2018 Total Uses		1541	1702	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)
November 2018	4038	1982	16	17
November 2017	4204	1849	14	8
% Increase	-3.9%	+7.2%	+14.3%	+112.5%
Monthly Average (12 mo)	4640	1849	25	21

KIDS' LIBRARY
November 2018

PROGRAMS	Sessions	Kids	Adults	Total
Chicka Chicka Baby (infants)	7 sessions	89	102	191
Rise & Shine (ages 1-3)	18 sessions	474	464	938
Rhyme Time (ages 1-2)	8 sessions	122	122	244
Saturday Family Storytime	3 sessions	47	46	93
Road to Reading (ages 3-5)	4 sessions	122	69	191
Fun for Ones	2 sessions	16	18	34
Times for Twos	2 sessions	22	21	43
Free to Be Three	2 sessions	31	22	53
We Love Reading (gr 1-2)	2 sessions	44		44
Music Factory (ages 3-5)	2 sessions	14	14	28
Jr. Lego Club (gr K-2)	2 sessions	15		15
Drive-in Movie (families)	Nov 1	13	10	23
American Girl Pajama Party (gr 1-3)	Nov 2	31		31
Diwali Dance Celebration (families)	Nov 3	80	50	130
3D Printing (gr 3-5)	Nov 8	8		8
Adoptive Family Fun (families)	Nov 8	3	3	6
Read to the Dogs (gr K-8)	Nov 10	20	5	25
Make A Card for a Veteran (all)	Nov 12	30	10	40
Code with Scratch Jr (gr k-2)	Nov 13	19		19
Asteroids! (families)	Nov 14	7		7
Homeschool Hangout (gr K-8)	Nov 15	16	7	23
Way Cool Adventures (gr K-1)	Nov 15	23		23
Make and Take Ornament (all)	Nov 26	22	14	36
Kids' Makery Craft Lab	Nov 28	12		12
Spanish Story Time (ages 1-5)	Nov 28	6	8	14
Jim Gill Live in Concert (family)	Nov 29	90	50	140
Passive: Vote for your Fav. Pet (all)	Nov 6			294
Passive: Drop in Art Day (all)	Nov 21	65	40	105
Passive: Open Lego (families)	Nov 24	20	10	30
Passive: Culture Club Craft (all)	Nov 28	5	4	9
Passive: Make a Veterans Day Card	Nov 12	30	10	40
Passive: 1000 Books Before K	all month	27		27

We are happy to welcome Erica Cullinan, our new Children's Program Coordinator, to the Kids' Library staff! Erica started with us on November 26.

MIDDLE SCHOOL PROGRAMS

Sushi Friday	Nov 2	24 kids
Friday Movie: Fantastic Beasts	Nov 9	15 kids
Great Oreo Taste-Off	Nov 30	17 kids

SCHOOL SERVICES

1129 items checked out on teacher cards circulated in November.

Shaira Rock and Lori Lorenz met with Mary Greska and her aid on Thursday Nov. 8 to discuss upcoming STEM fest at Edison school.

Scout Visits

			Kids	Adults
Scout Visit- Makery	4th grade	11/5/2018	12	5
Scout Visit-Tour	K	11/5/2018	16	10
Scout Visit- Makery	6th grade	11/7/2018	5	3
Scout Visit-Makery	3rd grade	11/14/2018	9	8
Scout Visit-Tour	1st grade	11/15/2018	12	4

PRESCHOOL SERVICES

Four classrooms of Buttons and Bows Preschoolers enjoyed holiday stories and songs with Sarah Burnside on November 26th and 27th for a total of 73 kids and teachers.

On November 30th, three classrooms of York Child Development Students learned about bringing stories alive for preschoolers through dramatic reading, rhyme, memorized story, props, song and puppets presented by Sarah Burnside for a total of 53 kids and teachers.

PROGRAM TOTALS

Children's Programs:	79
Children's Program Attendance:	2,621
Passive Children's Programs:	6
Passive Children's Attendance:	505
Middle School Programs:	3
Middle School Attendance:	56
Total programs offered:	88
Total attendance:	3,182

VOLUNTEERS

Four middle school volunteers donated nine hours of service to the Library in November.

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

11/7	Sarah B.	Lincoln Story League	2.5 hours
11/9	Marti V., Peg M.	Prairie State Story League	2.5 hours
11/12	Lori L.	School Facilitators Meeting	3 hours
11/13	Shaira R.	Tinker Meeting	2.5 hours
11/15	Lori H.	B&T New Title Talk webinar	6 hours
11/16	Allison D.	Supercharge your Collection webinar	1 hour
11/17	Gloria W.	ATLAS Managers Roundtable	2 hours

CIRCULATION REPORT

November 2018

TOTAL CIRCULATION:

November 2018 = 99,136
November 2017 = 95,160

Circulation for November 2018 increased 4% compared to November 2017.
 % of checkouts done on self-checks November 2018 = 30%

Holds:

- Placed this month: 8,315
 - Staff placed = 1,370
 - Patron placed = 6,020
 - Placed in LINKin = 925
- Placed a year ago: 7,951
- Percent Change: 5%
- Amount of holds filled this month: 7,265
 - Elmhurst items = 6,279
 - LINKin items = 844
 - OCLC items = 142
- Filled a year ago: 6,831
- Percent Change: 6%
- Holds Not Picked Up: 752 (10%)

ILL:

- ILL sent this month: 1,132 (LINKin = 844 / OCLC = 288)
- ILL sent a year ago: 967
- Percent Change: 17%
- ILL received this month: 1,232 (LINKin = 1,088/ OCLC = 144)
- ILL received a year ago: 1,246
- Percent Change: -1%

Non-Resident Cards purchased: 2 for a total of \$427.47

Unique Management Services:

- Accounts submitted this month: 13 @ \$8.95 = \$116.35
- Total cumulative recovery yielding an ROI of 12 to 1

Book Sale Room:

- Revenue: \$ 443.52

Ecommerce:

• Non-Resident Fees	\$	423.41
• Lost items/Misc.	\$	258.00
• Fines & Processing Fees	\$	1,342.85
• Makery	\$	122.50
• Total.....	\$	2,146.76

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	74,678	75%
Digital Material	13,924	14%
Reciprocal Borrowers	6,369	6%
Interlibrary Loans Sent	1,132	1%
Teachers	1,129	1%
Non Residents-Unincorporated	595	1%
Outreach Patrons	485	<1%
Elmhurst College Students	278	<1%
Elmhurst Work Perks	273	<1%
Non Resident Taxpayers	180	<1%
Elmhurst Businesses	81	<1%
Limited Access	12	<1%
Total	99,136	100%

of Patrons Served at Drive-up Window:

- November 2018 = 2,205
- November 2017 = 2,230
- Percent Change: -1%

Highest Hourly Rate of Circulation Transactions:

Sunday, November 25: Average 1,094 items/hour.*

*items checked in, checked out and renewed

Of Note:

- Debbie represented the Library at the City Wellness Committee Meeting on November 6.
- Sam facilitated In Stitches on November 13 and 21.
- Chris and Dina led Creative Card classes on November 12.
- Keith facilitated Friday Features on November 2, 16 and 30.
- Tracy, Chris, Debbie and Christy worked in the Makery.
- Twenty-seven volunteers worked for 95 hours.
- 1,477 patrons signed have registered for our new Text Notification service; 84 in November.

Notable Circulation Figures:

- 13,924 Digital Media
 - 2,848 My Media Mall
 - 666 Cloud Library
 - 912 Freegal downloads
 - 3,208 Freegal songs streamed
 - 0 IndieFlix
 - 2,095 Hoopla
 - 1,106 RBG Digital (formerly Zinio)
 - 269 Kanopy
 - 2,176 eLearning
 - 11 Artist Works
 - 129 BookFlix
 - 21 TrueFlix
 - 483 Tumblebooks
- 623 Electronic Devices
 - 0 Assistive Technology iPad
 - 119 Laptop
 - 26 ADS Nook
 - 30 KIDS' Nook
 - 26 Projector
 - 14 VHS to DVD Converter
 - 148 Creative Studio Visual and Audio Equipment
 - 106 KIDS LaunchPad
 - 1 ADS LaunchPad
 - 16 ADS Media Player
 - 7 KIDS' Media Player
 - 14 Photo Equipment
 - 49 Hot Spots
 - 64 Makery Equipment
 - 3 Graphing Calculator
- Items from Library of Extraordinary Things
 - 198 Adult Board Games
 - 223 KIDS' Board Games
 - 406 KIDS' Toys/Puzzles
 - 64 Appliances
 - 40 Cake Pans
 - 190 KIDS' STREAM Kits

One of November's highlights was the *My America* storytelling event. Nine local storytellers shared their firsthand experiences of what it means to them to be an American and how their lives are shaped by the American experience. This program was the featured event of our Autumn Common Connection theme – Red, White and Blue. Ninety-four people attended the event, so it clearly struck a chord with our patrons. We tested out a new marketing tactic to advertise the event too. Alongside the *My America* event poster, a large world map was hung in the Lobby with an invitation for visitors to place star stickers next to where their family originated (see attached Instagram post). Nine hundred and thirty-two people participated in the passive program / marketing effort!

Marketing topics we will focus on in December include:

Programs:

GreenMan Theatre Presents: It's A Wonderful Life

Elmhurst's own GreenMan Theatre Troupe performs a reading of the classic radio drama, *It's A Wonderful Life*. Co-sponsored by Elmhurst History Museum.

Spring Road Winter StoryWalk®

Enjoy the winter classic *Tacky the Penguin* by Helen Lester along the Prairie Path! This special StoryWalk® is the Library's contribution to the *Sleigh Rides, Ice Sculptures & Santa* event taking place on December 15 from 11 a.m.–2 p.m. Read, ride, and stay for the cocoa!

Collections:

Holiday Planning: Make it Special

Prepare for your next memorable event by checking out specialty items from the Library of Extraordinary Things. In addition to this specialty collection, we have books, music, and movies to help you make merry.

Service:

Holiday Gift Guide

Our gift to you! Elmhurst Public Library's 2018 Holiday Gift Guide is filled with giving suggestions for all ages. Recommended by our collection experts, you can find items for all ages and interests. Pick up a copy at the Library or view it online.

Amenity:

Stay cozy at the Library

Our beautiful building has so much to offer during the chilly winter months. Examples:

- Curl up in a warm chair by the fireplace
- Grab a warm beverage and catch up on your reading
- Practice hygge with coloring book and knitting stations on the 2nd floor
- Stave off cabin fever in the Kids' Library and Learning Garden
- Get caught up on and inspired by projects in our Creative Studio and Makery


Help us spread the word!

Here are some sample screenshots of our online presence from November:

Post Details

Elmhurst Public Library
Published by askelmhurst · November 1 ·

We are delighted to have the honor of being awarded Library Journal's five-star library ranking for the second year in a row! elmlib.org/stars



ELMHURSTPUBLICLIBRARY.ORG

EPL is a Five-Star Library | Elmhurst Public Library
For the second year in a row, Elmhurst Public Library received a...

Get More Likes, Comments and Shares
Boost this post for \$20 to reach up to 11,000 people.

5,138	877	Boost Post
People Reached	Engagements	

Ellen Richard Vosburg, Carol Chlystek and 143 others · 9 Comments · 27 Shares

Like Comment Share

Performance for Your Post


5,138 People Reached

498 Reactions, Comments & Shares

378	127	251
Like	On Post	On Shares
46	18	28
Love	On Post	On Shares
1	0	1
Wow	On Post	On Shares
46	9	37
Comments	On Post	On Shares
27	27	0
Shares	On Post	On Shares

382 Post Clicks

2	47	333
Photo Views	Link Clicks	Other Clicks



askelmhurst · Following

askelmhurst Place a sticker on our interactive display in the Lobby and tell us where your family comes from. Then, register for "My America: A Night of Stories" on Nov. 16 to hear storytellers reflect on what it means to be an American. #commonconnection #elmhurstpubliclibrary #elmhurstil



Instagram

Liked by dartwa and 30 others

NOVEMBER 6

Add a comment...

**Board Report
November 2018**

	Nov-18	Nov-17	PER CENT CHANGE	CUMULATIVE TOTAL		PER CENT CHANGE
				FY 18	FY 17	
Circulation						
Adult	53,717	53,913	0%	632,067	625,989	1%
Kids' Library	44,184	39,993	10%	517,170	501,124	3%
Unspecified	1,235	1,254	-2%	14,753	16,372	-10%
Total	99,136	95,160	4%	1,163,990	1,143,485	2%
<i>Digital Material</i>	13,924	13,063	7%	159,636	140,202	14%
<i>Database Usage</i>	18,408	N/A		0	N/A	
Number of Days Open	29	29				
Online Statistics						
Web Site Visits	199,988	214,044	-7%	2,287,343	2,927,410	-22%
Web Site Unique Visitors	196,118	195,004	1%	2,223,663	2,719,152	-18%
Web Site Page Views	217,962	253,033	-14%	2,493,663	3,332,941	-25%
Sessions on Public Computers	23,750	N/A		232,007	N/A	
Wifi Sessions	24,420	N/A		237,443	N/A	
Reference Queries						
Adult Reference	4,038	4,204	-4%	48,136	55,379	-13%
Kids' Library	1,144	1,535	-25%	13,277	15,213	-13%
Total Reference Req.	5,182	5,739	-10%	61,413	70,592	-13%
<i>One to One Tutorials</i>	21	N/A		243	N/A	
Meeting Room Use						
Library Programs	145	160	-9%	1,736	1,915	-9%
Public Meetings	106	104	2%	1,026	1,126	-9%
*Group Study Rooms	1,541	1,519	1%	17,036	15,785	8%
Total Programs/Meetings	1,792	1,783	1%	19,798	18,826	5%
<i>Passive Programs</i>	6	N/A		86	N/A	
Program Attendance						
Adults & Teens	1,161	1,538	-25%	12,653	13,234	-4%
Kids	3,182	2,964	7%	52,097	44,329	18%
Library Wide	0	N/A		569	N/A	
Total Program Attendance	4,343	4,502	-4%	65,319	57,563	13%
<i>Passive Program</i>	505	N/A		10,248	N/A	
Visitor Count						
In-house	46,889	44,007	7%	537,594	532,332	1%
Drive-up	2,205	2,230	-1%	25,262	25,528	-1%
Total	49,094	46,237	6%	562,856	557,860	1%
<i>Makery</i>	1,431	N/A		15,538	N/A	
<i>Creative Studio</i>	187	N/A		1,525	N/A	

**Board Report
November 2018**

Elmhurst Library Cards

Card Holders 11/01/18	32,337
Added	171
Withdrawn	348
Card Holders 11/30/18	32,160

Elmhurst Cards Used 8,766 9,221 -5%

Nonresident Cards

	ADULT	JUVENILE	TOTAL
Card Holders 11/01/18	76	14	90
Added	1	0	1
Expired	2	1	3
Card Holders 11/30/18	75	13	88

Reciprocal Borrower Cards

Card Holders 11/01/18	1,887
Added	55
Expired	52
Card Holders 11/30/18	1,890

**Materials
(Selected Statistics)**

	Adult Added	Adult Withdrawn	Juvenile Added	Juvenile Withdrawn
Books, Non-Fiction	455	570	103	394
Books, Fiction	869	977	312	1,083
Compact Discs	143	11	6	0
Playaways Audio	7	0	0	1
Kits	0	0	0	0
Software	0	0	0	0
CD-ROM	0	0	0	0
DVD's	238	7	36	2
Blu-ray	38	1	21	0
Console Video Games	8	0	3	1
Toys	0	0	1	2
Launchpads	0	0	0	0
Board Games	1	0	15	0
Vinyl Records	0	0	0	0
TOTAL	1,759	1,566	497	1,483

Collection Totals

	Adult	Juvenile	Total
Books	130,239	81,129	211,368
Compact Discs	22,003	2,500	24,503
Playaways Audio	1,352	587	1,939
Magazines	6,617	300	6,917
DVDs	16,006	7,121	23,127
Blu-ray	1,423	438	1,861
CD-ROM	0	168	168
Console Video Games	827	783	1,610
Launchpads	7	44	51
Culinary Cupboard	69	0	69
Board Games	136	99	235
eReaders	62	0	62
Knitting Needles	39	0	39
Vinyl Records	125	0	125
Kits	11	121	132
Toys	0	330	330
eBooks	26,209	0	26,209
eAudio Recordings	10,352	0	10,352
eMagazines	193	0	193
eMovies	128	0	128
TOTAL	215,798	93,620	309,418