

### Director's Report

The Kids' Department is busy getting ready for summer reading. Besides decorating the department, getting the program set up, and coordinating volunteers, they also visit every elementary school in the district to muster excitement about the program. The Marketing Department is also very involved in summer reading. They produce the all the paper and do the promotion for the program. There are a lot of pieces to put together and it keeps them very busy. Circulation is also gearing up for summer, which is their busiest season.

Moving into this very busy season, we're happy to have our new Kids' Department Head, Alea Perez here. Alea started on May 13 and has jumped right in getting ready for summer reading with the rest of the department. She is no stranger to summer reading and I'm sure she'll feel right at home.

The new Fine Print is out and besides being very visually pleasing, it is filled with great information about the Library. The programming offerings continue to be exciting and plentiful and the special marketing sections are great reminders about all the wonderful things the Library has to offer the community.

**Board Report  
April 2019**

	<b>Apr-19</b>	<b>Apr-18</b>	<b>PER CENT CHANGE</b>	<b>CUMULATIVE TOTAL FY 19</b>	<b>CUMULATIVE TOTAL FY 18</b>	<b>PER CENT CHANGE</b>
<b>Circulation</b>						
Adult	53,896	56,616	-5%	224,029	231,768	-3%
Kids' Library	41,040	40,650	1%	175,547	173,727	1%
Unspecified	1,392	1,371	2%	5,703	5,813	-2%
Total	96,328	98,637	-2%	405,279	411,308	-1%
<i>Digital Material</i>	14,138	14,696	-4%	57,250	62,195	-8%
<i>Database Usage</i>	17,375	28,289	-39%	104,927	77,492	35%
Number of Days Open	29	29				
<b>Online Statistics</b>						
Web Site Visits	133,680	207,770	-36%	409,746	835,723	-51%
Web Site Unique Visitors	129,971	201,188	-35%	540,477	815,603	-34%
Web Site Page Views	152,722	222,241	-31%	635,908	903,186	-30%
Sessions on Public Computers	21,628	23,010	-6%	92,049	72,010	28%
Wifi Sessions	23,820	22,410	6%	94,053	68,709	37%
<b>Reference Queries</b>						
Adult Reference	4,340	4,654	-7%	16,797	16,260	3%
Kids' Library	1,047	958	9%	6,052	4,826	25%
Total Reference Req.	5,387	2,614	106%	22,849	21,086	8%
<i>One to One Tutorials</i>	24	16	50%	108	72	50%
<b>Meeting Room Use</b>						
Library Programs	0	151	-100%	444	571	-22%
Public Meetings	121	114	6%	435	426	2%
*Group Study Rooms	1,639	1,656	-1%	6,300	6,371	-1%
Total Programs/Meetings	1,760	1,921	-8%	7,179	7,368	-3%
<i>Passive Programs</i>	0	9	-100%	15	30	-50%
<b>Program Attendance</b>						
Adults	1,253	1,107	13%	5,090	4,438	15%
Teens	67	N/A		450	N/A	
Middle School	47	N/A		104	N/A	
Kids	3,300	3,787	-13%	11,689	13,316	-12%
Library Wide	0	N/A		0	N/A	
Passive Program	834	216	286%	2,302	879	162%
Total Program Attendance	5,501	4,894	12%	19,635	17,754	11%
<b>Visitor Count</b>						
In-house	48,240	46,987	3%	181,482	181,249	0%
Drive-up	2,503	2,448	2%	9,465	9,687	-2%
Total	50,743	49,435	3%	190,947	190,936	0%
<i>Makery</i>	1,174	1,146	2%	5,199	1,883	176%
<i>Creative Studio</i>	122	129	-5%	560	155	261%

**Board Report  
April 2019**

**Elmhurst Library Cards**

Card Holders 04/01/19	31,568
Added	125
Withdrawn	267
Purge of expired cards	
Card Holders 04/30/19	31,426

<b>Elmhurst Cards Used</b>	9,722	9,306	4%
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**Nonresident Cards**

	<b>ADULT</b>	<b>JUVENILE</b>	<b>TOTAL</b>
Card Holders 04/01/19	74	13	87
Added	2	0	2
Expired	2	1	3
Card Holders 04/30/19	<b>74</b>	<b>12</b>	<b>86</b>

**Reciprocal Borrower Cards**

Card Holders 04/01/19	1,825
Added	84
Expired	75
Card Holders 04/30/19	1,834

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# CIRCULATION REPORT

## April 2019

### TOTAL CIRCULATION:

**April 2019 = 96,328**

**April 2018 = 98,637**

Circulation for April 2019 decreased 2% compared to April 2018.

% of checkouts done on self-checks April 2019 = 29%

### Holds:

- Placed this month: 8,255
  - Staff placed = 1,382
  - Patron placed = 5,821
  - Placed in LINKin = 1,052
- Placed a year ago: 8,410
- Percent Change: -2%
- Amount of holds filled this month: 7,617
  - Elmhurst items = 6,453
  - LINKin items = 1,007
  - OCLC items = 157
- Filled a year ago: 7,730
- Percent Change: -1%
- Holds Not Picked Up: 866 (11%)

### ILL:

- ILL sent this month: 1,336 (LINKin = 1,072 / OCLC = 264 )
- ILL sent a year ago: 1,169
- Percent Change: 14%
- ILL received this month: 1,389 (LINKin = 1,228/ OCLC = 161)
- ILL received a year ago: 1,371
- Percent Change: 1%

**Non-Resident Cards purchased:** 2 for a total of \$494.98

### Book Sale Room:

- Revenue: \$ 465.47

### Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	72,104	75%
Digital Material	14,138	15%
Reciprocal Borrowers	6,023	6%
Interlibrary Loans Sent	1,336	1%
Teachers	942	1%
Non Residents-Unincorporated	479	1%
Outreach Patrons	596	<1%
Elmhurst Work Perks	272	<1%
Elmhurst College Students	243	<1%
Non Resident Taxpayers	120	<1%
Elmhurst Businesses	75	<1%
Total	96,328	100%

### # of Patrons Served at Drive-up Window:

- April 2019 = 2,503
- April 2018 = 2,448
- Percent Change: 2%

### Highest Hourly Rate of Circulation Transactions:

# CIRCULATION REPORT

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### Highest Hourly Rate of Circulation Transactions:

Sunday, April 28: Average 1,120 items/hour.\*

\*items checked in, checked out and renewed

#### Of Note:

- Sam facilitated In Stitches on April 9.
- Debbie let Ciao Italia on April 10.
- Debbie represented the Library at the City Wellness Committee Meeting on April 11.
- Debbie facilitated In Stitches on April 17.
- Keith facilitated Friday Features on April 5, 12 and 19.
- Tracy, Chris, Debbie and Christy worked in the Makery.
- Chris and Kim led Creative Card Class on April 1.
- Twenty-four volunteers worked for 86 hours.
- 1,786 patrons have registered for our Text Notification service; 44 in April.

#### Notable Circulation Figures:

- 14,138 Digital Media
  - 3,249 My Media Mall
  - 631 Cloud Library
  - 925 Freegal downloads
  - 2,936 Freegal songs streamed
  - 2,330 Hoopla
  - 955 RBG Digital (formerly Zinio)
  - 502 Kanopy
  - 2,426 eLearning
  - 27 Artist Works
  - 133 BookFlix
  - 3 TrueFlix
  - 21 Tumblebooks
- 430 Electronic Devices
  - 5 Assistive Technology iPad
  - 116 Laptop
  - 21 ADS Nook
  - 14 KIDS' Nook
  - 22 Projector
  - 9 VHS to DVD Converter
  - 54 Creative Studio Visual and Audio Equipment
  - 68 KIDS LaunchPad
  - 3 ADS LaunchPad
  - 13 ADS Media Player
  - 5 KIDS' Media Player
  - 11 Photo Equipment
  - 37 Hot Spots
  - 50 Makery Equipment
  - 2 Graphing Calculator
- Items from Library of Extraordinary Things
  - 132 Adult Board Games
  - 22 Caregiver's Corner Items
  - 25 Cake Pans
  - 17 Adventure Backpacks ← New Collection
  - 209 KIDS' Board Games
  - 222 KIDS' Toys
  - 168 KIDS' Puppets
  - 217 KIDS' STREAM Kits

# Adult Services Department

April 2019

Adults	1253		
Be Green While You Garden	20	Great Decisions: The Rise of Populism in Europe	20
Beer Club	14	House Etching Photoshop Clinic: Line Drawing for the Laser Cutter	9
Board Game Club	45	In Stitches Needleworkers	13
Book Discussion: <u>Spies in the Family</u>	23	iPhone Intermediate	11
Bridge & Pinochle Club	76	[VIP] Journey Through India: Indian Cooking Demonstration	40
Ciao Italia! Culture and Conversational Group	11	Keeping Green Space Green: DuPage Co. Forest Preserve	11
Coloring for Mindfulness	9	Mac OS X Essentials	3
Common Connection Film Series: <i>Dead Poets Society</i>	18	Marvel Cinematic Universe Trivia	36
Common Connections: TED Talk Conversations about Community	3	Microsoft Office Tips & Tricks	7
Community Conversations: Food Waste in Elmhurst	18	Money Smart Week - Money Matters	13
[VIP] Creative Card Making	16	Money Smart Week - To Your Credit	8
Cricut Design Space Essentials	11	Money Smart Week - Wills, Trusts, and Estate Planning Basics	64
CROP Day	6	Next Chapter Book Club	34
Cross Stitch Chicago at Brewpoint	5	Open Bridge Club	8
[VIP] Culture Club Uruguay	55	Present: Dementia Activity Club: Play Ball	8
Dish! Club for Cooks	8	Prohibition: A History	33
Drop-in Makery Help: Carvey & Easel	1	Senior Technology Series: Google Maps Basics	14
Drop-in Makery Help: Cricut Design Space	1	Social Services Coffee Chat	0
Drop-in Makery Help: Silhouette Studio	1	Tangling Club	5
Easel for Carvey Essentials	5	Tea Tin Clocks	25
Elmhurst Art Museum Book Discussion: <u>The Turner House</u>	10	Ukulele Circle	10
Elmhurst Business Connection	6	What Should I Eat in This Grab-and-Go World?	35
Excel Intermediate: Formulas	9	Wine Club	8
Friday Features: <i>Can You Ever Forgive Me?</i>	58	York Chamber Music Concert	80
Friday Features: <i>If Beale Street Could Talk</i>	44	Passive Program (2)	
Friday Features: <i>Instant Family</i>	34		
Friday Features: <i>The Mercy</i>	41	<b>Teens</b>	<b>67</b>
From Prairie to Tree Town: Tales of Old Elmhurst	72	Explore Virtual Reality	10
Genealogy Club: Dig Into Your Research	0	Library Orientation for High School	6
Good Giving: How to Donate and Volunteer Effectively	23	Maximize Your College Visits	8
Google Drive Basics	8	Monday Crafternoons	29
Google, SEO and YouTube Can Help Your Small Business	29	Spill	7
Grace Kelly: American Princess	78	Teen Improv Team	7

Number of Adult Programs:	58
Number of Teen Programs:	6
Total Number of Programs :	64
Total Number of Programs Compared to April 2018 (52):	23.1%
Total Attendance Compared to April 2018 (1107):	19.2%

**Group Study Rooms**

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
<b>2019 Total Uses</b>									<b>1639</b>	<b>1557</b>	<b>1541</b>	<b>1563</b>
2018 Total Uses	1383	1541	1702	1499	1455	1442	1439	1587	1656	1594	1492	1629

**Patron Interactions**

	Reference Questions	Library Info Questions	Tech Consults (>15 min)	Other Consult (>15 min)
<b>April 2019</b>	<b>4340</b>	<b>1770</b>	<b>24</b>	<b>14</b>
April 2018	4890	1855	23	16
% Increase	-11.2%	-4.6%	4.3%	-12.5%
Monthly Average (12 mo)	4361	1838	24	25

**KIDS' LIBRARY**

April 2019

<b>PROGRAMS</b>	<b>Sessions</b>	<b>Total</b>
Chicka Chicka Baby (infants)	9 sessions	186
Rise & Shine (ages 1-3)	18 sessions	1,098
Rhyme Time (ages 1-2)	8 sessions	151
Saturday Family Storytime	4 sessions	97
Road to Reading (ages 3-5)	4 sessions	146
Basic Keyboarding (grades k-5)	8 sessions	53
Pirates of Penzance	April 5	103
Lego Robotics Club	April 9	7
Homeschool Hangout	April 11	26
Literacy Alive! Early Literacy Fair	April 13	75
Jr. Lego Club (gr K-2)	April 16	21
Kids Makery Craft Lab	April 17	13
Way Cool Adventures (gr K-1)	April 18	22
Junior Lego Club	April 16	21
Chopped Junior	April 22	13
Parenting Book Discussion	April 24	8
Learn to Use a 3D Printer (gr 3-5)	April 25	7
Parent Child Makery	April 29	10
Exoplanets Presentation (gr k-8)	April 30	20
Passive: Culture-Club Drop-In Craft	April 10	46
Passive: Open Lego	April 20	17
Passive: 1000 Books Before K	all month	36
Passive: Frog naming votes	all month	632
Passive: What/Why do you read	all month	103

**MIDDLE SCHOOL PROGRAMS**

3D Printing: Middle School	April 11	4 designers
Snacktime Celebration	April 17	17 kids
Iron Chef	April 19	20 chefs
Virtual Reality	April 30	6 gamers

**SCHOOL SERVICES/PRESCHOOL SERVICES**

942 items checked out as teacher requests in April.

<b>Visits</b>	<b>Date</b>	<b>Participants</b>
Visit: Fit 4 Moms Group Storytime	April 10	10
Visit: YMCA Healthy Kids Night	April 22	76
Visit: Daisy Scout Tour	April 26	11
Summer Reading School Visit: Emerson	April 30, 7 performances	462

Preschool visit @epl: EPD	April 2	38
Preschool visit: Madison	April 4	400
Preschool Visit@EPL: IC	April 8	32
Preschool Visit@EPL: Treetown	April 8	20
Preschool Visit@EPL: Treetown	April 9	20
Preschool Visit@EPL: Bethel	April 11	32
Preschool Visit@EPL: Buttons & Bows	April 15	27
Preschool Visit@EPL: Buttons & Bows	April 15	22
Preschool Visit@EPL: Buttons & Bows	April 16	36
Preschool Visit@EPL: Buttons & Bows	April 16	21
Preschool Visit@EPL: Bethel	April 22	25
Preschool Visit@EPL: Bethel	April 25	32
Preschool Visit@EPL: Bethel	April 29	18
<b>Total Visits: 23</b>	<b>Total Visit Participants: 1,282</b>	

#### PROGRAM TOTALS

Children's Programs:	87	Children's Program Attendance:	3,359
Passive Children's Programs:	5	Passive Children's Attendance:	834
Middle School Programs:	4	Middle School Attendance:	47
<b>Total programs offered:</b>	<b>96</b>	<b>Total attendance:</b>	<b>4,240</b>

#### OTHER KIDS' STATS

Reference questions:	1,047
Total item circulation:	37,643
Total database usage:	4,321
Total downloads:	327
Study room use:	90

#### VOLUNTEERS

Two middle school volunteers donated nine hours of service to the Library in April.

#### STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

April 10	Music Workshop	Allison	4 hours
April 12	Prairie State Story League	Peg, Marti	7 hours total
April 16	Stop the Bleed Training	Gloria, Sarah, Peg	3 hours total
April 27	STEMCON at C.O.D.	Shaira	3 hours

**Total: 17 hours**

## TECHNICAL SERVICES ACTIVITIES REPORT

### April 2019

I attended my first meeting of the Inclusive Design Committee on April 9<sup>th</sup>.  
Three people from Tech attended the Stop the Bleed workshop on April 16<sup>th</sup>.

#### DIGITAL COLLECTIONS

- **MyMediaMall** – 9 new MyMediaMall files were processed this month containing 255 new titles – 178 eBooks & 77 eAudio
- **Hoopla** – 7 new files, containing 931 Hoopla MARC records were loaded into our catalog this month – 200 eAudio, 200 eBook, 231 eVideo, 150 eMusic, and 150 eComics.  
We also processed a file of 247 withdrawn titles.
- **Kanopy** – one file containing 96 new streaming video titles was loaded this month
- **CloudLibrary** – 2 files containing 90 new ebook titles was loaded this month.
- **Gale Virtual Reference** – Talking with Bryan Blank it was decided that we would remove the existing Gale Virtual Reference bib records from our catalog which I have done this month. The bibs were old and the links didn't work. The best path forward is to reload new bibs from Gale. Bryan wants to do more evaluating/redefining of this collection before reloading any bibs. Patrons still have access to Gale Virtual Reference, just not through links in our catalog.

The problem of double hold buttons for MyMediaMall and CloudLibrary first manifested itself the day after we upgraded to Sierra 4.1 at the end of January. Innovative has been looking into the problem for a while without success. In a recent email they said "We've got a burning hunch that this is not a bug, but something relating to configuration, yet we still haven't been able to point to what the problem is." Just this past week we were notified that while the problem isn't fixed, they have written a script to work around it until we upgrade to the latest version of Encore. They are essentially removing the extra place hold button. It appears to be working.

#### LIBRARY OF EXTRAORDINARY THINGS

- The Pizzell Press was replaced
- A mini muffin pan was added to the Culinary Cupboard
- 3 new portable CD players were added to the Kids' Library of Extraordinary Things. Two old ones were withdrawn.
- 4 iPads and 4 iPad Airs were cataloged for in-house use in the Kids' Library. These are not new items but were not previously cataloged.

#### STATISTICAL SUMMARY OF TECHNICAL SERVICES ACTIVITY FOR APRIL

Orders Placed = 1,622	Items Catalogued = 3,177	Books Repaired = 90
Items Received = 2,448	Items Withdrawn = 3,096	Sent to bindery = 0

Kathleen Murphy, Head of Technical Services

### *Highlights from April include:*

- A new branding project for the Creative Studios. These digital media labs are an amazing resource, but are hidden away behind closed doors. We worked with the Technology Programming Librarian, Jeremy Slayton, who manages the space to put together a marketing plan and to make the rooms more visible. The Library's Graphic Designer, Molly Schlecht, put together a logo, which will brand the brochure, series of posters, and will eventually grace the wall outside of the space too (similar to the one seen as you walk in to the Makery.)
- The launch of our newest online collection, Creativebug. We worked with the Digital Content Librarian, Jeannine Lau, on items that the Marketing Department needed to create, including: a metaslider for the home page, a short link, staff and public newsletter write-ups, a Fine Print "ad", business cards, posters and website updates. Additionally, Creativebug will be a featured Marketing topic over the summer to go along with our Summer Common Connection programming theme: Creativity.

### *Marketing's focus in May includes:*

#### **Program**

##### *Parenting programs*

Have you noticed the Parents programming page in *Fine Print*? It's strategically located in the Kids' part of the newsletter to reach busy parents who may bring their kids to the Library for programming, but are too busy to look at all of the things available to them as grown-ups. Some of the listed programs are designed to address parenting concerns, while others might benefit parents emotionally, financially, or creatively.

#### **Collection**

##### *Travel Center/Language Learning Collections*

The Travel Center, located on the 2nd Floor near the Fireplace, includes interfiled travel guides and DVDs, as well as maps. If patrons are going on a trip, they may be interested in our collection of foreign language grammar, phrasebooks, and audiobooks, too. They can even learn on the go with Transparent Languages, our online language learning tool that can be accessed through an app. Bon voyage!

#### **Service**

##### *School Visits*

The Kids' Library staff makes sure that every child in Elmhurst sees them before Summer Reading starts. In April, all preschoolers either visit or are visited for a special school-centered storytime. In May, all of the rest of the schools in Elmhurst are visited. These visits are an outreach service to ensure that all local students know about our super fun and popular Summer Reading program.

#### **Amenity**

##### *Drive-up Window*

It's not just for picking up materials! Here are some of the other things that are taken care of at the Drive-up Window:

- If receipts are needed, the drive-up folks are happy to print them out
- Materials can be renewed
- Doggie treats are given out to EPL's four-legged friends
- If someone can't carry out their Library checkouts (due to keeping track of children, health issues, or weather condition concerns), materials can be passed back to the Drive-up Window for immediate pick-up

Be sure to check out the May *In Focus* Lobby display,  
which features the Travel Center/Language Learning Collections topic!

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

