

DIRECTOR'S REPORT

Staff members organized an open house for volunteers on Sunday, September 22 to acknowledge and thank them for all the wonderful work they do for the Library. Sixteen volunteers attended. The volunteers were given an EPL logo water bottle and a gift certificate to the coffee shop. Light refreshments were served and attendees used Makery equipment to craft. We are grateful for the many dedicated volunteers who give of their time to help make EPL even better.

The Friends of the Library will host their annual meeting on Tuesday, November 5. This year's program is about downsizing and organization. A representative from SCARCE will also be in attendance to talk about creating less trash through recycling when downsizing.

Adult Services Department

September 2019

Programming

The biggest program this month was “100 Things to do in Chicago Before You Die” (54 attendees), but the most notable attendance comes from the first nine of this Fall’s mystery-themed programs that brought in 128 attendees. Mysteries are clearly still popular in Elmhurst. Nonetheless, this September’s numbers seem low compared to last September. Last September’s numbers were inflated by Gilmore Girls Trivia, the Shakespeare Project, an outdoor showing of the Blues Brothers and KonMari which altogether brought in 365 attendees.

Adult Programs: Number of Programs:	60
Program Attendance:	899
Teen Programs: Number of Programs:	14
Program Attendance:	147
Passive Programs (Teen and Adult):	2
Total Number of Programs:	74
Total Program Attendance:	1048
% Change in Number of Programs Compared to Sept. 2018 (58):	+27.6%
% Change in Attendance Compared to Sept. 2018 (1404):	-25.4%

Group Study Rooms

With the summer over and students back in school, study rooms have picked back up to their normal pace. 1518 uses is a record number for September. Still, there is room for growth as average utilization per room is still below 85%.

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
2019 Total Uses				1518	1328	1355	1399	1713	1639	1557	1541	1563
2018 Total Uses	1383	1541	1702	1499	1455	1442	1439	1587	1656	1594	1492	1629

Patron Interactions

September was a little busier than average for this time of year. This is especially notable in light of the fact that we were also trialing removing phone calls off the public floor and trialing different ways of staffing the public floor.

	Reference Questions	Library Info Questions	Tech Consults (>15 min)	Other Consult (>15 min)
September 2019	4333	2165	20	34
September 2018	4257	1791	20	18
% Increase	+1.8%	+20.8%	0%	+88.9%
Monthly Average (12 mo)	4164	1959	21	24

KIDS' LIBRARY

Sept 2019

PROGRAMS	Sessions	Total
Chicka Chicka Baby (infants)	8 sessions	257
Rise & Shine (ages 1-5)	16 sessions	1006
Songs and Stories (ages 1-2)	8 sessions	198
Saturday Family Storytime	4 session	61
Road to Reading (ages 3-5)	8 sessions	167
Fun for Ones (gr 3-5)	4 sessions	125
Basic Keyboarding Skills (gr 2-5)	8 sessions	57
Culture Craft Drop-In	2 sessions	59
STEAM Week	5 sessions	96
STEAM Week Homeschoolers	5 sessions	52
Youtube Review Crew	2 sessions	23
Polish Storytime (all)	September 4	20
Super Second Grade Club	September 5	7
Rock the Block (all ages)	September 7	600
Way Cool Adventures	September 10	15
Homeschool Hangout	September 12	17
Read to the Dogs	September 14	48
Parent Book Discussion	September 20	4
Play it Forward: Bookmarks	September 21	25
Spring Road Fest	September 21	180
Chopped Jr	September 23	18
Code w/ Scratch Jr	September 24	9
Spanish Storytime	September 25	15
Tool Time for Tots	September 25	16
Learn to Use the 3D Printer	September 26	6
Picture Yourself with Banned Books	September 30	19
Passive: Cultivating Kindness	All Month	133
Passive: Open Lego (families)	September 28	15
Passive: 1000 Books Before K	all month	19

MIDDLE SCHOOL PROGRAMS

Snacktime Celebration	Sept. 8	8 kids
Craft Lab: Fandom-themed Fairy Jar	Sept. 23	16 crafters

SCHOOL/PRESCHOOL/SCOUT SERVICES

790 items checked out in September.

Hawthorne 3 rd grade Bluestem book talks	Sept. 17	23
Hawthorne 3 rd grade Bluestem book talks	Sept. 18	23
Hawthorne 4 th grade popular fiction book talks	Sept. 19	95
Hawthorne 3 rd grade Bluestem book talks	Sept. 20	23
Scout visit, grades 6 – 8	Sept. 30	10

PROGRAM TOTALS

Children's Programs:	80	Children's Program Attendance:	3,274
Passive Children's Programs:	3	Passive Children's Attendance:	167
Middle School Programs:	2	Middle School Attendance:	24
Total programs offered:	85	Total attendance:	3,465

OTHER KIDS' STATS

Reference questions:	939
Total item circulation:	41, 245
Total database usage:	1,531
Total downloads:	591
Study room use:	86

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

Sept. 10	School Facilitator's Network Group meeting (Hosted)	LL	3 hours
Sept. 10	Tinker Group meeting	SR	2 hours
Sept. 13	Prairie State Story League	MV	3 hours
Sept. 16	Storytelling and Humor in STEM Programming webinar	SB	1 hour
Sept. 23	ILA Presentation Skills webinar	SB	1 hour
Sept. 24	Banned People and Postcolonial Narratives webinar	AP	1 hour
Sept. 26	Special Needs and Inclusive Library Services meeting	MV	4 hours
Sept. 26-28	Education through Music	AD	10 hours
			Total: 25 hours

CIRCULATION REPORT

September 2019

TOTAL CIRCULATION:

September 2019 = 95,438

September 2018 = 94,518

Circulation for September 2019 increased 1% compared to September 2018.

% of checkouts done on self-checks September 2019 = 30%

Holds:

- Placed this month: 8,727
 - Staff placed = 1,374
 - Patron placed = 6,179
 - Placed in LINKin = 1,174
- Placed a year ago: 8,071
- Percent Change: 8%
- Amount of holds filled this month: 7,147
 - Elmhurst items = 5,970
 - LINKin items = 1,056
 - OCLC items = 121
- Filled a year ago: 6,537
- Percent Change: 9%
- Holds Not Picked Up: 690 (10%)

ILL:

- ILL sent this month: 1,012 (LINKin = 726 / OCLC = 286)
- ILL sent a year ago: 1,052
- Percent Change: -4%
- ILL received this month: 1,460 (LINKin = 1,337/ OCLC = 123)
- ILL received a year ago: 1,213
- Percent Change: 20%

Non-Resident Cards purchased: 1 for \$304.50

Book Sale Room:

- Revenue: \$ 526.16

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	70,212	74%
Digital Material	15,710	16%
Reciprocal Borrowers	5,905	6%
Interlibrary Loans Sent	1,012	1%
Elmhurst Teacher	790	1%
Outreach Patrons	693	1%
Non Residents-Unincorporated	370	<1%
Elmhurst Work Perks	340	<1%
Elmhurst College Students	236	<1%
Non Resident Taxpayers	97	<1%
Elmhurst Businesses	69	<1%
Limited Access	4	<1%
Total	95,438	100%

of Patrons Served at Drive-up Window:

- September 2019 = 2,215
- September 2018 = 2,070
- Percent Change: 7%

Highest Hourly Rate of Circulation Transactions:

Sunday, September 8: Average 1,123 items/hour.*

*items checked in, checked out and renewed

Of Note:

- Kim worked the Farmer's Market on September 4.
- Sam facilitated In Stitches on September 10.
- Keith facilitated Friday Features September 13 and 27.
- Debbie led Ciao Italia on September 11.
- Debbie facilitated In Stitches on September 18.
- Chris and Debbie worked in the Makery.
- 18 volunteers worked for 195 hours.
- 2,057 patrons have registered for our Text Notification service; 52 in September.

Notable Circulation Figures:

- 15,710 Digital Media
 - 3,481 Digital Library of Illinois
 - 2,241 Hoopla
 - 2,527 eLearning
 - 849 Cloud Library
 - 815 Freegal downloads
 - 4,014 Freegal songs streamed
 - 1,190 RBG Digital
 - 512 Kanopy
 - 19 Artist Works
 - 18 BookFlix
 - 5 TrueFlix
 - 39 Tumblebooks
- 490 Electronic Devices
 - 14 Assistive Technology iPad
 - 143 Laptop
 - 8 ADS Nook
 - 20 KIDS' Nook
 - 37 Projector
 - 8 VHS to DVD Converter
 - 99 Creative Studio Visual and Audio Equipment
 - 36 KIDS LaunchPad
 - 1 KIDS LaunchPad View
 - 2 ADS LaunchPad
 - 7 ADS Media Player
 - 4 KIDS' Media Player
 - 7 Photo Equipment
 - 34 Hot Spots
 - 69 Makery Equipment
 - 1 Graphing Calculator
- Items from Library of Extraordinary Things
 - 93 Adult Board Games
 - 58 Appliances
 - 27 Caregiver Corner – Games/Puzzles
 - 18 Umbrella
 - 172 KIDS' Board Games
 - 98 KIDS' Toys
 - 177 KIDS' Puppets
 - 116 KIDS' Puzzles
 - 223 KIDS' STREAM Kits

Highlights from September:

- September marks the first full month of using SignUp and Spaces, our new event calendar and online room reservation request system. Overall, the transition has gone well! As with any system change, we have had to adjust some procedures along the way. Marketing has been fielding questions and helping staff navigate the new waters.
- The new American Mah Jongg series has proven very popular! After a long search for an instructor, the stars aligned and an instructor found the Library instead! Feedback from participants has been positive. Over the Fall, we will conduct two beginners series and then host open play in November.
- The Marketing Department's space is shaping up! Staff recently moved into their new cubicles and feel more settled now that the heavy construction in the Department is done. Some furniture still needs to be delivered, which will allow for us to finish unpacking. We can't wait!

Marketing's focus in October includes:

Programming Topic: Clear the Clutter

We have two upcoming programs that encourage being green and cutting back!

Autumn Craft Swap on Saturday, October 12, 2019 • 1 p.m. - 4 p.m. • Large Meeting Room

Drop-Off Times (at Welcome Desk):

Monday, Sept. 30 • 6:30-8:30 p.m.

Wednesday, Oct. 9 • 10 a.m.-12 p.m.

Saturday, Oct. 12 • 10 a.m.-12 p.m.

Downsizing One Bite at a Time on Tuesday, November 5 • 5 p.m. • Large Meeting Room

Please note this is the Friends of the Library Annual Meeting. People need to sign up at elmlib.org/friends.

Collection: Scary Stories/Horror genre

The Library has loads of materials that will give folks a fright! Be sure to direct patrons to seasonal displays on both floors. An added bonus is the Kids' Library [Scary Writing Contest](#)! Submissions are due by October 13 at elmlib.org/scary.

Service: Business Center

Located on the 2nd Floor near the Computer Lab, the Business Center offers remote work pods with built-in charging stations. Additionally, the business reference shelves offer materials on owning and running a business, investing, managing employees, career planning, and resume assistance.

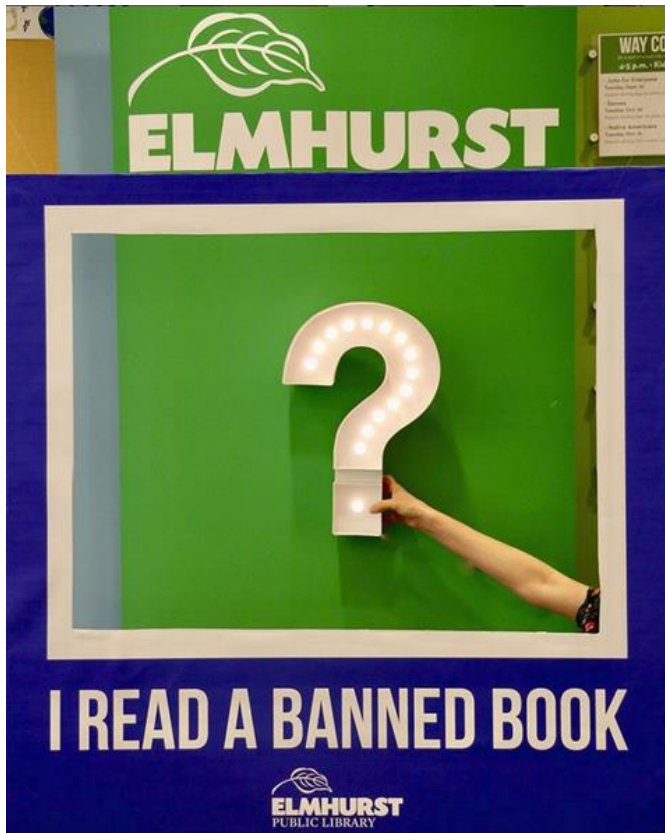
Amenity: Middle School Hangout and Teen Space

Now that students are back to school, let's help direct them to the spaces devoted to serving their needs. Both spaces offer flexible work and hangout areas, as well as age-appropriate materials.

The Middle School Hangout is located in the Kids' Library.

The Teen Space is located on the 2nd Floor.

Here is some sample screenshots of our online presence from September:



Performance for Your Post

1,143 People Reached

47 Reactions, Comments & Shares

33 Like	28 On Post	5 On Shares
8 Love	5 On Post	3 On Shares
0 Comments	0 On Post	0 On Shares
6 Shares	6 On Post	0 On Shares

29 Post Clicks

8 Photo Views	0 Link Clicks	21 Other Clicks
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NEGATIVE FEEDBACK

2 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts



**Board Report
September 2019**

	Sep-19	Sep-18	PER CENT CHANGE	CUMULATIVE TOTAL		PER CENT CHANGE
				FY 19	FY 18	
Circulation						
Adult	52,813	51,165	3%	508,578	523,367	-3%
Kids' Library	41,156	42,135	-2%	413,549	425,999	-3%
Unspecified	1,469	1,218	21%	12,533	12,253	2%
Total	95,438	94,518	1%	934,660	961,619	-3%
<i>Digital Material</i>	15,710	12,977	21%	133,646	132,202	1%
<i>Database Usage</i>	11,207	27,701	-60%	189,946	193,700	-2%
Number of Days Open	29	29				
Online Statistics						
Web Site Visits	125,714	194,577	-35%	1,218,100	1,885,782	-35%
Web Site Unique Visitors	122,169	189,970	-36%	1,224,889	1,829,509	-33%
Web Site Page Views	145,923	210,769	-31%	1,491,443	2,054,879	-27%
Sessions on Public Computers	24,780	23,300	6%	218,561	182,930	19%
Wifi Sessions	26,322	23,550	12%	220,368	185,929	19%
Reference Queries						
Adult Reference	4,333	4,257	2%	37,563	39,495	-5%
Kids' Library	939	898	5%	13,341	10,908	22%
Total Reference Req.	5,272	5,155	2%	50,904	50,403	1%
<i>One to One Tutorials</i>	34	18	89%	224	193	16%
Meeting Room Use						
Library Programs	159	124	28%	1,480	1,373	8%
Public Meetings	92	89	3%	836	813	3%
*Group Study Rooms	1,518	1,499	1%	13,613	13,793	-1%
Total Programs/Meetings	1,769	1,712	3%	15,929	15,979	0%
<i>Passive Programs</i>	5	8	-38%	54	63	-14%
Program Attendance						
Adults	899	1,404	-36%	9,885	10,040	-2%
Teens	147	N/A		816	N/A	
Middle School	24	N/A		2,150	N/A	
Kids	3,274	2,161	52%	30,228	43,310	-30%
Library Wide	51	N/A		1,251	N/A	
Passive Program	167	57	193%	12,478	15,219	-18%
Total Program Attendance	4,562	3,565	28%	56,808	53,350	6%
Visitor Count						
In-house	43,536	44,992	-3%	432,060	440,475	-2%
Drive-up	2,215	2,070	7%	20,721	20,711	0%
Total	45,751	47,062	-3%	452,781	461,186	-2%
<i>Makery</i>	1,344	1,074	25%	12,397	12,506	-1%
<i>Creative Studio</i>	132	161	-18%	1,186	1,155	3%

**Board Report
September 2019**

Elmhurst Library Cards

Card Holders 09/01/19	30,626
Added	233
Withdrawn	390
Card Holders 09/30/19	30,469

Elmhurst Cards Used 10,029 9,059 11%

Nonresident Cards

	ADULT	JUVENILE	TOTAL
Card Holders 09/01/19	71	12	83
Added	0	0	0
Expired	10	5	15
Card Holders 09/30/19	61	7	68

Reciprocal Borrower Cards

Card Holders 09/01/19	1,815
Added	92
Expired	103
Card Holders 09/30/19	1,804

Collection Totals

	Adult	Juvenile	Total
Books	126,635	78,182	204,817
Compact Discs	19,683	2,205	21,888
Playaways Audio	1,423	632	2,055
Magazines	7,494	269	7,763
DVDs	16,132	6,471	22,603
Blu-ray	1,603	495	2,098
CD-ROM	0	169	169
Console Video Games	864	817	1,681
Launchpads	7	42	49
Culinary Cupboard	76	0	76
Board Games/Puzzles	199	125	324
eReaders	58	0	58
Knitting Needles	41	0	41
Vinyl Records	149	0	149
Kits	13	197	210
Toys	0	347	347
eBooks	38,298	0	38,298
eAudio Recordings	21,334	0	21,334
eComics	5,396	0	5,396
eMusic	8,475	0	8,475
eVideo	26,663	0	26,663
eMagazines	193	0	193
Equipment (Circulating)	150	0	150
Media Players	14	0	14
Photo Equipment	11	0	11
Echo Devices	5	0	5
Makery (Equip. Power Cords)	18	0	18
Canvas Bags	2,812	0	2,812
Teachers Bags	76	0	76
Umbrellas	19	0	19
Creative Studio	66	0	66
TOTAL	277,907	89,951	367,858