DIRECTOR'S REPORT

We are monitoring the situation with the Coronavirus and advising staff as necessary. Staff put together an informational handout, which directs patrons to reliable sources for facts about the virus. I have also directed staff to wipe down desk surfaces hourly and use other commonsense procedures as advised by health officials. We have not cancelled any programs yet but we will keep track of what other institutions in Elmhurst are doing.

The program *Separating the Art from the Artist – Can We? Should We?,* was well attended. The information that was shared and the discussion that ensued were very interesting. It made me feel proud that the Library brought such a thought-provoking program to our community. It tied in so directly with our mission and hosting at the College adds to the collaborative nature of the Library.

"Coronavirus: What to Know" Informational Display

We didn't have any interactive displays in February, but at the start of March we rolled out a display about the Coronavirus. This display is informational and designed to fight disinformation that is being created. While the display has some books that relate to epidimiology, the main component is a handout/bookmark about the facts of Coronavirus. If you're curious, you can find it on the 2nd floor or at this url: https://elmhurstpubliclibrary.org/lib/wp-content/uploads/Coronavirus.pdf

Group Study Rooms

	Feb	**Jan**		Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	**Mar**
2020 Uses	**1543**	**1608**	2019 Uses	1603	1567	1689	1518	1328	1355	1399	1713	1639	1557
2019 Uses	1541	1563	2018 Uses	1383	1541	1702	1499	1455	1442	1439	1587	1656	1594

Patron Interactions

With the Winter Reading Challenge finished, reference consultations are back to normal.

	Reference Questions	Library Info Questions	Tech Consults (>15 min)	Other Consult (>15 min)
February 2020	**4918**	**1871**	**16**	**24**
February 2019	3965	1913	19	18
% Increase	+24.0%	-2.2%	-15.8%	+33.3%
Monthly Average (12 mo)	4298	1935	18	28

Report from the Public Library Association Conference

Many thanks to the Board for my opportunity to attend the Public Library Association Conference this February. While there were many takeaways, I am most excited about upgrades that I am hoping to roll out on our very popular simple scan machines, comparing notes with Darien Library in Connecticut on their online readers' advisory service, and adapting the Kent District Library's response manual for supporting staff in dealing with challenging public service situations. I also learned a lot from various vendors in the exhibit hall. Thank you. –Bryan Blank

PROGRAMS & OUTREACH

We had another successful Winter Reading Program, with a total of 1,210 participants. Thank you to School of Rock for hosting 3 programs for us here during Winter Reading. Also, thanks again to our crew of partnering therapy dog handlers and their dogs for coming to us for meet-and-greets during our pet-themed Winter Reading Program.

Winter Reading "Paws for Tales"
December 21 – February 29
Total registered: 1,210
Total completed: 615
Previous year registration: 1,486
Previous year completed: 763

PASSIVE PROGRAMS

PASSIVE PROGRAMS	Sessions	Total
Passive: 1000 Books Before K	all month	49
Passive: Baby Welcome Bags	all month	5
Passive: Winter Reading registration	all month	108
Open Lego	February 29	50

SCHOOL/PRESCHOOL/SCOUT SERVICES

Total items checked out to teachers in February: 1352

Date	Preschool Visit	Total Visits/Classes	Ages	Kids/Teachers
Feb. 10	Mary Queen of Heaven PreK	1 visits, 2 classes	3/4/5	28
Feb. 10	Mary Queen of Heaven PreK	1 visits, 1 class	3/4/5	26

Date	School Visit	Total Classes	Grade	Kids/Teachers
Feb. 4	York HS SR Open House	1		85

Date	Scout Visit	Grade	Kids/Teachers
Feb. 3	Tiger Badge	1st	6
Feb. 13	Daisy Badge	1st	12
Feb. 17	Makery Project	3rd	8
Feb. 20	Tour	K	6
Feb. 28	Digital Photo Badge	4th	12

OTHER KIDS' STATS

Total item circulation: 43,358

KIDS' LIBRARY February 2020

	Feb 2020	Feb 2019	Percent Change	Total YTD
Reference Questions	628	959	-34.52%	1425
Readers Advisory	88	115	-23.48%	163
Teacher Requests	42	178	-76.4%	261
TOTAL REF STATS	**758**	**1252**	**-39.46%**	**1849**
TOTAL DATAB USE	**8040**	**6160**	**30.52%**	**21,706**
TOTAL DOWNLOADS	**563**	**542**	**3.87%**	**1206**
TOTAL STUDY RM	**123**	**113**	**8.85%**	**231**

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT		Total: 32.25 hours	
Feb. 3	SPARK (Spanish Programming)	GW	2 hrs
Feb. 4	Census	NM	1 hr
Feb. 5	Outlook	CC	0.75 hrs
Feb. 11	Buried in Paper organizational workshop	GW	1 hr
Feb. 14	Managers of Children's and Teen Services Mtg	AP	2 hrs
Feb. 14	Prairie State Story League	PM	3 hrs
Feb. 20	Readers' Advisory Interest Group	LH	3.5 hrs
Feb. 22	Anderson's Children's Literature Breakfast	LH	4 hrs
Feb. 28	C2E2	SR	7.5 hrs
Feb. 28	C2E2	AP	7.5 hrs

MIDDLE SCHOOL VOLUNTEERS	Total Volunteers: 2	Total Hours: 3

CIRCULATION REPORT
February 2020

TOTAL CIRCULATION:

February 2020 = 107,174
February 2019 = 99,241

Circulation for February 2020 increased 8% compared to February 2019. Auto Renewal was implemented 1/21/20
           % of checkouts done on self-checks February 2019 = 25%

Holds:
- Placed this month: 8,839
  - Staff placed = 1,297
  - Patron placed = 6,569
  - Placed in LINKin = 973
- Placed a year ago: 9,355
- Percent Change: -6%

- Amount of holds filled this month: 7,027
  - Elmhurst items = 5,969
  - LINKin items = 929
  - OCLC items = 129
- Filled a year ago: 7,754
- Percent Change: -9%

- Holds Not Picked Up: 732 (10%)

ILL:
- ILL sent this month: 693 (LINKin = 381 / OCLC = 312)
- ILL sent a year ago: 1,289
- Percent Change: -46%

- ILL received this month: 1,440 (LINKin = 1,310/ OCLC = 130)
- ILL received a year ago: 1,450
- Percent Change: -1%

Non-Resident Cards purchased: 1 for $448.54

Book Sale Room:
- Revenue: $ 327.53

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	81,824	76%
Digital Material	15,763	15%
Reciprocal Borrowers	6,041	6%
Teachers	1,352	1%
Interlibrary Loans Sent	693	1%
Outreach Patrons	491	<1%
Non Residents-Unincorporated	397	<1%
Elmhurst Work Perks	237	<1%
Elmhurst College Students	230	<1%
Non Resident Taxpayers	87	<1%
Elmhurst Businesses	59	<1%
Total	107,174	100%

# of Patrons Served at Drive-up Window:
- February 2020 = 2,335
- February 2019 = 2,374
- Percent Change: -2%

Highest Hourly Rate of Circulation Transactions:
Sunday, February 16: Average 1,163 items/hour.*
*items checked in, checked out and renewed

Notable Circulation Figures:

- 15,763 Digital Media
  - 3,552 eMusic
  - 3,930 Digital Library of Illinois
  - 2,666 eMagazines/Newspapers
  - 2,166 Hoopla
  - 1,288 eLearning
  - 827 Cloud Library
  - 788 Kanopy
  - 381 BookFlix
  - 100 TrueFlix
  - 65 Tumblebooks

- 568 Electronic Devices
  - 131 Laptop
  - 94 Makery Equipment
  - 89 Creative Studio Visual and Audio Equipment
  - 87 KIDS LaunchPad
  - 41 Hot Spots
  - 22 ADS Media Player
  - 18 Projector
  - 17 KIDS' Nook
  - 15 ADS Nook
  - 12 Assistive Technology iPad
  - 11 Photo Equipment
  - 11 VHS to DVD Converter
  - 8 KIDS' Media Player
  - 8 ADS LaunchPad
  - 4 Graphing Calculator

- Items from Library of Extraordinary Things
  - 312 KIDS' STREAM Kits
  - 267 KIDS' Board Games
  - 222 Adult Board Games
  - 206 KIDS' Puppets
  - 121 KIDS' Puzzles
  - 70 Appliances
  - 20 Knitting/Crochet Needles

Highlights from February:

On February 12, the Library held its first Facebook Live class. Molly Schlecht, Graphic Designer, and Jeannine Lau, Digital Content Librarian, presented a livestream soapmaking class. Cheryl Moore, Public Information Coordinator, handled videography and technical issues. The goals of this class were two-fold: to provide an accessible class for folks limited by inclement weather or driving in the dark, as well as to investigate how we can incorporate streaming technology into how we present events. We it's peak, we had 19 viewers.

A lot was learned from teaching this class. We'll be investigate different kinds of recording equipment for future attempts. Also, we're considering what kind of programs would benefit from a livestream. We'll be incorporating some shorter Facebook Live videos to market some of the Library's offerings in the near future too!

Marketing's focus in March includes:

Programming: 2020 Census Drop-In Help
Saturday, March 21 from 10-11:30 a.m.
Wednesday, April 1 from 7-8:30 p.m.
The Census starts on March 12! The Library is partnering with the City's *Everyone Counts: Elmhurst* campaign to encourage all community members to fill out their forms.
In addition to one-on-one help, there will be an interactive Lobby display talking up the Census.

Collection: TV series - Binge Bags
Don't let a rainy day ruin your fun! Check out Binge Bags, staff-curated packs of themed DVD/Blu-Ray.
Themes include *British Comedies, DC v. Marvel,* and *Movies Filmed in Chicago*. Bags are available near the Checkout Desk.

Service: Online account functions
Everyone is busy. Access online Library accounts at elmlib.org/account.

Some account functions to highlight for patrons:
- Freeze (keeps your place in the Holds line if you're out of town)
- Reading history (list starts from the time it's turned on)
- Personal information modification (in case of name or contact info changes)
- Online fine payments

Amenity: Life Cycle of a Hold
The graphic on page 4 of the Spring *Fine Print* illustrates the work that goes on behind the scenes to get requested books into patrons' hands.

More than 7,000 holds are placed a month. 89% of them are picked up. We're aiming for 100%. Help spread the word.

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

Sandra T.
Elmhurst, IL
320 friends
361 reviews
475 photos

★★★★★ 2/1/2020
1 photo · 4 check-ins

Just another place to love in my suburban life...

I have been to a class on Georgia O'Keefe. Great class!! I really enjoy learning about artists. The actress even performed a bit while she told us the tale. I plan on signing up for more classes at this fabulous place.

They have a great little cafe that is maintained by a local coffee shop. I am truly impressed by the gluten free options.

My young grandchildren love this place. The children's section has fun things to do for all age levels. I swear, we had to pull them away!

The employees are helpful and friendly. The place is kept clean, so you don't have to worry about using their facilities.

Useful 4   Funny 1   Cool 3

yelp

Elmhurst Public Library
Published by Carol Schlundt Pavlik [?] · February 7 · ⊘

We ❤️ Libraries! "Despite the proliferation of digital-based activities over the past two decades — including digital books, podcasts, streaming entertainment services and advanced gaming — libraries have endured as a place Americans visit nearly monthly on average."
https://news.gallup.com/.../library-visits-outpaced-trips-mov...

NEWS.GALLUP.COM
In U.S., Library Visits Outpaced Trips to Movies in 2019
Of nine leisure activities, visiting a library is the one Americans did...

✔️ **Get More Likes, Comments and Shares**
When you boost this post, you'll show it to more people.

1,309	19	
People Reached	Engagements	**Boost Post**

Steger-South Chicago Heights Library, Linda Fischer and 36 others   3 Shares

👍 Like   💬 Comment   ↗ Share

Performance for Your Post

1,309 People Reached

41 Reactions, Comments & Shares ⓘ

37 👍 Like	32 On Post	5 On Shares
7 ❤️ Love	6 On Post	1 On Shares
0 Comments	0 On Post	0 On Shares
3 Shares	3 On Post	0 On Shares

19 Post Clicks

0 Photo Views	4 Link Clicks ⓘ	15 Other Clicks ⓘ

NEGATIVE FEEDBACK

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

Reported stats may be delayed from what appears on posts

f

facebook

Program Statistics - February 2020			
Adult Programs	**Primary Event Type**	**Attendance**	**Sessions**
[VIP] Creative Card Making	Adult Program	41	2
[VIP] Date Night at the Makery	Adult Program	10	1
[VIP] History of Chocolate	Adult Program	34	1
Adult Book Discussion	Adult Program	16	3
American Mah Jongg	Adult Program	28	3
Be an Informed Citizen	Adult Program	22	1
Charles Darwin and His Revolutionary Idea	Adult Program	37	1
Ciao Italia! Culture and Conversation	Adult Program	10	1
Coloring for Mindfulness	Adult Program	7	1
CROP Day	Adult Program	1	1
Dish! Club for Cooks	Adult Program	4	1
Facebook Live Crafting: Diamond Soapmaking	Adult Program	465	1
Friday Features: Downton Abbey	Adult Program	193	4
Great Decisions	Adult Program	25	1
How to Plan for Your Post-Holiday Remodel or Refresh	Adult Program	41	1
In Stitches Needleworkers	Adult Program	6	2
Introduction to the Ketogenic Diet and Intermittent Fastin	Adult Program	39	1
Libray Board Meeting	Adult Program	12	1
Lyric Opera Lecture: The Queen of Spades	Adult Program	7	1
Make My Retirement Days Special	Adult Program	21	1
Open Bridge & Pinochle Club	Adult Program	56	4
Open Bridge Club	Adult Program	12	2
Present: Dementia Activity Club - Artist Study: Norman Ro	Adult Program	0	1
Scrabble Club	Adult Program	17	1
State Pride Cross Stitch and Embroidery Mash-up	Adult Program	10	1
TED Talk Conversations: Getting Out of Your Comfort Zone	Adult Program	3	1
The Shakespeare Project of Chicago: Romeo and Juliet	Adult Program	58	1
Valentine's Day Drop-in	Adult Program	24	1
Wine Club	Adult Program	4	1
Elmhurst Business Connection	Business Program	5	1
Grow Your Business With Free Library Resources	Business Program	15	1
Mastering the Phone Interview	Business Program	15	1
Beer Club	Library Club	19	1
Library Insiders Karaoke Night and Winter Celebration	Library Insiders	22	1
Next Chapter Book Club	Library Insiders	43	3
Jewelry Making Essentials	Makery Program	10	1
Raising a Confident Daughter	Parents	63	1
[VIP] Culture Club India	Seniors	32	1
Dating Over 50: Online and Beyond	Seniors	9	1
Rescheduled: Career Transitions for Older Workers	Seniors	18	1
Resume Revamp: Tell the Story Behind the Story	Seniors	21	1
Senior Housing 101	Seniors	24	1
Senior Technology Series: All About Apps	Seniors	9	1
Android Essentials	Technology Class	10	1
Backing Up Your Photos to Mac	Technology Class	4	1
Backing Up Your Photos to PC	Technology Class	6	1
Converting VHS to DVD & Digital	Technology Class	17	1
Excel Advanced: Pivot Tables	Technology Class	7	1
Get Your Resume Ready	Technology Class	17	1
Photoshop Basics	Technology Class	7	1
Teen Programs	**Primary Event Type**	**Attendance**	**Sessions**
Anime / Manga Drawing Workshop - Beginners	High School Program	10	1
Anime / Manga Drawing Workshop: Advanced	High School Program	5	1
Dungeons & Dragons Sunday	High School Program	4	1
High School Trivia Quiz - Popup Program	High School Program	8	1

		Attendance	Sessions
Make Your Own Pasta	High School Program	22	1
Monday Crafternoons	High School Program	20	3
Smash Bros + Board Games	High School Program	81	4
Spill!	High School Program	27	3
VR Day	High School Program	14	1
York Chamber Music Concert	High School Program	113	1

Middle School Programs	**Primary Event Type**	**Attendance**	**Sessions**
3D Printing: Basics	Middle School Programs	4	1
Beginner Sewing Club	Middle School Programs	38	4
Buzz	Middle School Programs	9	3
DIY Mug and Hot Chocolate	Middle School Programs	14	1
Snacktime Celebration: National Muffin Day	Middle School Programs	4	1

Kids' Library Programs	**Primary Event Type**	**Attendance**	**Sessions**
Code with ScratchJr	Elementary School	8	2
Homeschool Hangout	Elementary School	25	1
Homeschoolers STEAM Week	Elementary School	103	5
Morning STEAM!	Elementary School	23	1
Read to the Dogs	Elementary School	59	1
School of Rock Instrument Petting Zoo	Elementary School	42	1
School of Rock: Rookie Musicians Preview	Elementary School	21	1
STEAM week	Elementary School	95	5
Therapy Dog Fridays	Elementary School	75	2
Way Cool Adventures: Things We Love!	Elementary School	11	1
Culture Craft Drop-in	Family Program	35	2
Family Valentine Card-Making Party	Family Program	102	1
Robin's Dog Stars	Family Program	135	1
Parent/Child Makery Class	Parents	16	1
School of Rock: Little Wings	Preschool	34	1
The Music Factory	Preschool	70	4
Scout Visit	Scout Visit (P)	8	1
Scout Visit NM	Scout Visit (P)	36	4
Chicka Chicka Baby Drop-in	Storytime	264	9
Free to Be Three Storytime	Storytime	101	4
Rise & Shine Storytime	Storytime	910	16
Road to Reading Drop-in	Storytime	192	8
Saturday Family Storytime Drop-in	Storytime	76	3
Songs and Stories Drop-in	Storytime	309	10

Kids' School Visits		139	4
Adult Passive Programs:			**32**
Kids' Passive Programs:			
Winter Reading Program Feb registration		**108**	**1**
1000 Books Before Kindergarten		**49**	**1**
New Baby Welcome Bags		**5**	**1**
Leap Day Lego		**50**	**1**
Adult Program Attendance		**1,576**	
Teen Program Attendance		**304**	
Middle School Program Attendance		**69**	
Kids' Total Attendance		**2,889**	
Total Attendance		**5,050**	
Total Programs			**217**

BOARD REPORT
February 2020

	Feb-20	Feb-19	PER CENT CHANGE		CUMULATIVE TOTAL PER CENT		
					FY 20	FY 19	CHANGE
Circulation							
Adult	58,376	54,278	8%		118,412	112,067	6%
Kids' Library	47,353	43,513	9%		91,764	86,616	6%
Unspecified	1,445	1,450	0%		2,896	2,800	3%
Total	107,174	99,241	8%		213,072	201,483	6%
Digital Material	*15,763*	*14,071*	*12%*		*33,710*	*28,711*	*17%*
Database Usage	*56,239*	*14,479*	*288%*		*84,523*	*73,746*	*15%*
Number of Days Open	29	28					
Online Statistics							
Web Site Visits	122,393	135,531	-10%		259,580	275,918	-6%
Web Site Unique Visitors	118,241	131,028	-10%		250,394	265,967	-6%
Web Site Page Views	143,169	154,139	-7%		302,575	314,942	-4%
Sessions on Public Computers	26,200	23,580	11%		51,596	45,807	13%
Wifi Sessions	25,785	22,960	12%		50,920	45,105	13%
Reference Queries							
Adult Reference	4,918	3,965	24%		9,309	8,026	16%
Kids' Library	758	2,518	-70%		1,849	3,784	-51%
Total Reference Req.	5,676	6,483	-12%		11,158	11,810	-6%
One to One Tutorials	*28*	*24*	*17%*		*85*	*58*	*47%*
Meeting Room Use							
Library Programs	217	152	43%		355	275	29%
Public Meetings	98	101	-3%		219	195	12%
*Group Study Rooms	1,543	1,541	0%		3,151	3,104	2%
Total Programs/Meetings	1,858	1,794	4%		3,725	3,574	4%
Passive Programs	*36*	*4*	*800%*		*80*	*8*	*900%*
Program Attendance							
Adults	1,576	1,130	39%		2,242	2,249	0%
Teens	304	130	134%		495	181	173%
Middle School	69	20	245%		128	37	246%
Kids	2,889	2,554	13%		5,822	4,849	20%
Library Wide	0	0	0%		0	0	0%
Passive Program	212	152	39%		1,158	878	32%
Total Program Attendance	5,050	3,834	32%		9,845	8,194	20%
Visitor Count							
In-house	42,445	41,930	1%		85,302	84,146	1%
Drive-up	2,335	2,374	-2%		4,840	4,563	6%
Total	44,780	44,304	1%		90,142	88,709	2%
Makery	*1,361*	*1,288*	*6%*		*2,745*	*2,480*	*11%*
Creative Studio	*134*	*151*	*-11%*		*283*	*315*	*-10%*

Elmhurst Library Cards

Card Holders 02/01/20	30,047	
Added	169	
Withdrawn	546	Purge of expired cards
Card Holders 02/28/20	29,670	

Elmhurst Cards Used   9,404   8,714   8%

Nonresident Cards	ADULT	JUVENILE	TOTAL	Reciprocal Borrower Cards	
Card Holders 02/01/20	59	6	65	Card Holders 02/01/20	1,770
Added	1	3	4	Added	74
Expired	3	0	3	Expired	102
Card Holders 02/28/20	57	9	66	Card Holders 02/28/20	1,742

Collection Totals	Adult	Juvenile	Total
Books	125,376	71,922	197,298
Compact Discs	18,927	1,763	20,690
Playaways Audio	1,482	680	2,162
Magazines	7,143	100	7,243
DVDs	16,342	6,222	22,564
Blu-ray	1,747	522	2,269
CD-ROM	0	88	88
Console Video Games	806	848	1,654
Launchpads	7	53	60
Culinary Cupboard	78	0	78
Board Games/Puzzles	222	126	348
eReaders	55	0	55
Knitting Needles	43	0	43
Vinyl Records	163	0	163
Kits	12	221	233
Toys	0	330	330
eBooks	39,710	0	39,710
eAudio Recordings	22,469	0	22,469
eComics	6,057	0	6,057
eMusic	9,081	0	9,081
eVideo	34,261	0	34,261
eMagazines	193	0	193
Equipment (Circulating)	153	0	153
Media Players	17	0	17
Photo Equipment	12	0	12
Echo Devices	5	0	5
Makery (Equip. Power Cords)	19	0	19
Canvas Bags	2,784	0	2,784
Teachers Bags	75	0	75
Umbrellas	52	0	52
Creative Studio	67	0	67
TOTAL	**287,358**	**82,875**	**370,233**