Director's Report

It's an understatement to say that things are different. When we met last month I had hoped we would be back to some sort of business as usual by now but it does not look like that's going to happen for a while. I'll use this report to give you some information on what I've been doing during the shelter-in-place. This list is not all inclusive.

- Plan staff work from home procedures and tasks.
- Meet with management staff on Monday and Thursday mornings to get reports on what they are doing and what their staff is doing.
- Plan for the new advisory service initiative called Media Match that we hope to implement in the fall.
- Plan new services to fit into social distancing guidelines when we eventually reopen.
- 2021 budget.
- Develop a plan for reopening the Library, which includes safe handling procedures for the 44,000 items that will be returned.
- Work with Elmhurst College class to develop survey.

Webinars and virtual meetings attended other than staff meetings:

- 3/25   RAILS COVID – 19 Related
- 3/26   Minimum Wage
- 3/31   COVID -19 HR Related Issues
- 4/2   Etown Lowdown Podcast Interview
- 4/3   DuPage Directors
- 4/8   Digital Content – usage and statistical tracking
- 4/14   DuPage County Treasurer Committee Meeting
- 4/16   RAILS Member Update
- 4/16   Web Designer – Media Match interface
- 4/16   Rotary Zoom Meeting

Adult Services Department
March 2020

Up and Running Outside the Building

The transition to remote services came together quickly. Starting Monday, March 16, we had started answering patron questions again through email and chat during all normal Library hours. Public service via phone was up by midweek with staff taking calls via skype. Since then we have responded to nearly 300 patron inquiries. While initially questions revolved around due dates and whether patrons could return items, questions in the last 2 weeks have always been more than 50% reference, technology help and program related. We're starting to offer limited videoconference service on the week of April 20. We're also exploring whether patrons would be interested in using virtual meeting rooms to connect with others.

Remote Service Stats

	Reference	Technology Help	Programming	Library Information	Total
Week 1 (3/16-3/22)	7	0	2	21	30
Week 2 (3/23-3/29)	13	4	2	38	57
Week 3 (3/30-4/5)	30	16	11	34	91
Week 4 (4/6-4/12) Easter Sunday	36	8	12	23	79

	Phone	Chat	Email	Face to Face	
Medium of Interaction for all dates	113	96	48	Starts 4/20	

Group Study Rooms

Study room numbers end when the building closed on Mar 13.

	Mar	Feb	Jan		Dec	Nov	Oct	Sept	Aug	July	June	May	Apr
2020 Uses	**665**	1543	1608	2019 Uses	1603	1567	1689	1518	1328	1355	1399	1713	1639
2019 Uses	1541	1541	1563	2018 Uses	1383	1541	1702	1499	1455	1442	1439	1587	1656

Patron Interactions

These numbers are inclusive of remote service statistics.

	Reference Questions	Library Info Questions	Tech Consults (>15 min)	Other Consult (>15 min)
March 2020	**2192**	**910**	**15**	**11**
March 2019	4431	1868	17	26
% Increase	-50.5%	-51.3%	-11.8%	-57.7%
Monthly Average (12 mo)	4112	1855	18	27

DEPARTMENT UPDATES

We are so proud of the staff members who were on site during the afternoon of the library's closure: Lori Hoegler, Gloria Walsh-Rock, Shaira Rock, Nuala Maloney, Lori Lorenz, and Marti Valasek. Thanks also to members of other departments who pitched in at the Kids' Help Desk checking materials out to crowds of patrons.

New Library Assistant Linnea Dolan officially joined the team on Wednesday, March 18.

PROGRAMS & OUTREACH

Storytime Around Town was held at Park Place Retirement Center on March 6. Seniors enjoyed folk tales and songs from classic Americana.

Kids' Program totals (not Passive): 33 programs, 898 attendees.

PASSIVE PROGRAMS	Sessions	Total
Passive: 1000 Books Before K	all month	10
Passive: Baby Welcome Bags	all month	0
Passive: March Kids' Book Madness	all month	20
Passive: Shamrock Wand craft		100

SCHOOL/PRESCHOOL/SCOUT SERVICES

Total items checked out to teachers in March: 370

Date	Preschool Visit	Total Visits/Classes	Ages	Kids/Teachers
No visits were scheduled in March prior to the pandemic.				

Date	School Visit	Total Classes	Grade	Kids/Teachers
One middle school visit was scheduled prior to the pandemic; it was canceled.				

Date	Scout Visit	Grade	Kids/Teachers
Three scout visits were scheduled prior to the pandemic; all were canceled.			

OTHER KIDS' STATS

Total item circulation: 24,057

	Mar 2020	Mar 2019	Percent Change	Total YTD
Reference Questions	343	1017	-66.27%	1768
Readers Advisory	39	144	-72.92%	202
Teacher Requests	55	60	-8.33%	316
TOTAL REF STATS	**437**	**1221**	**-64.21%**	**2286**
TOTAL DATAB USE	**3023**	**5541**	**-45.44%**	**24,729**
TOTAL DOWNLOADS	**1010**	**422**	**139.34%**	**2216**
TOTAL STUDY RM	**68**	**90**	**-24.44%**	**299**

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT		**Total: 16.5 hours**	
Mar. 4	Lincoln Story League	NM	3 hrs
Mar. 5	Heat Press Makery Training	LL	0.5 hrs
Mar. 5	Heat Press Makery Training	GW	0.5 hrs
Mar. 5	Heat Press Makery Training	SR	0.5 hrs
Mar. 10	Tech Class Networking Meeting	SR	1.5 hrs
Mar. 13	Prairie State Story League	JS	3 hrs
Mar. 24	Mandated Reporter Training	LH	1 hr
Mar. 26	COVID Virtual Services (ALA)	LH	1 hr
Mar. 27	Public Libraries Respond to COVID-19 (PLA)	GW	1 hr
Mar. 28	Baker & Taylor CATS Summer 2020 Highlights video	AD	1 hr
Mar. 28	Ryan Dowd's Librarian's Guide to Homelessness	JS	3.5 hrs

MIDDLE SCHOOL VOLUNTEERS	**Total Volunteers: 2**	**Total Hours: 2**

CIRCULATION REPORT
March 2020
COVID-19 Edition

TOTAL CIRCULATION:

March 2020 = 73,461
March 2019 = 107,468

The Library building closed to the public at 5 P.M. on Friday, March 13 which accounts for the decrease in total circulation.
- Total circulation for March 2020 decreased 32% compared to March 2019.
- Circulation of Digital Material for March 2020 increased 46% compared to March 2019

Actions taken due to closure of Library building
- March 13: text alert goes out at 1 P.M to patrons announcing 5 P.M. closing.
- 10,750 items were checked out on March 13 (represents 30% of physical items checked out in March)
- Dues dates for items checked out after March 1 were updated to April 8 (then again until May 15 when the stay at home order was extended)
- Overdue fines on material will not accrue while the building is closed
- Outside book drops closed and patrons asked to keep all library material until we reopen
- Temporarily renewed Elmhurst library cards with expiration dates from January-April 2020 to allow for access to online materials
- Created online library card application for Elmhurst residents without library cards to access to online materials
  - To date, 24 cards have been created

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	47,230	65%
Digital Material	21,044	29%
Reciprocal Borrowers	3,394	5%
Loans Sent	633	1%
Teachers Interlibrary	370	1%
Outreach Patrons	311	<1%
Non Residents-Unincorporated	173	<1%
Elmhurst College Students	129	<1%
Elmhurst Work Perks	115	<1%
Elmhurst Businesses	37	<1%
Non Resident Taxpayers	25	<1%
Total	73,461	100%

Notable Circulation Figures:

- 21,044 Digital Media
  - 4,353 eMusic
  - 4,532 Digital Library of Illinois
  - 2,914 eMagazines/Newspapers
  - 2,865 Hoopla
  - 3,354 eLearning
  - 1,215 Cloud Library
  - 884 Kanopy
  - 345 BookFlix
  - 39 TrueFlix
  - 543 Tumblebooks

Highlights from March:

March was an eventful month for the Marketing Department! On Tuesday, March 10 we co-hosted the *Separating the Art from the Artist* event with Elmhurst College. The presenters were dynamic, the topic was thought-provoking, and the event was well-attended.

Later that same week, the decision to close the Library was made, heeding advice from health officials to help stop the spread of COVID-19. That Friday, March 13 was a flurry of activity. Marketing had a long checklist of things to communicate to the public and the staff so that everyone knew how to proceed with the Library's decision to first cancel programs and then close to the public. By the following week, the Marketing Department was figuring out virtual program opportunities, using new software for many facets of our work, dramatically increasing social media presence, updating website elements as they evolved and grew, and adjusting to working remotely. Staff has been amazingly agile and creative during this challenging, but rewarding, time.

Marketing's focus in March includes:

Communications about our Online Services and Collections

We've expanded downloadable and streaming offerings! We're offering new services, like Online Library Card Registration and virtual reference and social services! We've evolved our programming to be virtual! All of these things have needed to be publicized via our various communication channels. Marketing has been working hard to share all of the wonderful things staff have been working on to continue to serve our public.

EPL @ Home Programming

All programming has shifted online. We offer prerecorded segments (promoted on the website and social media, and always available on our YouTube channel) and live Zoom programs with staff (that require registration and passwords to maintain security.) We are working with outside presenters to set up live programs as well. We branded this type of virtual programming "EPL @ Home" and are using the house design (seen below on EPL's Home page) to visually alert the public of our new efforts.
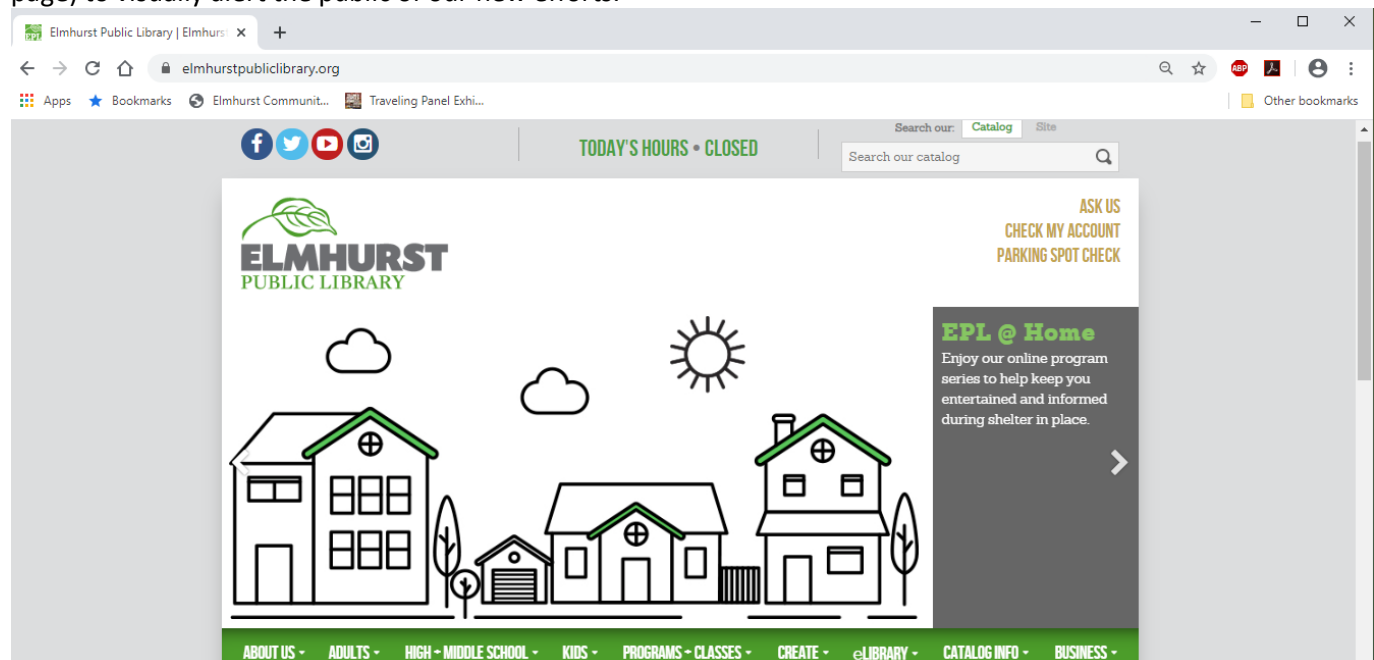
Here are some sample screenshots of our online presence from March:

Elmhurst Public Library
Published by Carol Schlundt Pavlik [?] · March 20 at 3:41 PM · 🌐

Chat, text, email, and phone services now available! Get your questions answered from your dedicated Library staff—at a safe distance—during regular hours:
9 a.m.-9 p.m. Monday-Friday
9 a.m.-5 p.m. Saturday
1-5 p.m. Sunday

HAVE QUESTIONS FOR STAFF?

CHAT WITH A STAFF MEMBER:
ELMLIB.ORG/ASKUS

TEXT OR CALL:
(331) 642-0375

EMAIL: REFERENCE@ELMLIB.ORG

955 People Reached

16 Likes, Comments & Shares ℹ️

11 Likes	**11** On Post	**0** On Shares
3 Comments	**3** On Post	**0** On Shares
2 Shares	**2** On Post	**0** On Shares

49 Post Clicks

2 Photo Views	**1** Link Clicks ℹ️	**46** Other Clicks ℹ️

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

facebook

askelmhurst · Following

askelmhurst Send a friendly card, note, or drawing to someone that might need a smile! This week, we encourage everyone to send something to:
Residents of Lexington Square
400 W. Butterfield Rd.
Elmhurst, IL 60126
#elmhurstpubliclibrary

2w

Liked by katie.cullen82 and 17 others

MARCH 28

Add a comment...

Instagram

Program Statistics - March 2020			
Adult Programs	**Primary Event Type**	**Attendance**	**Sessions**
20 + 30 Somethings Board Game Night	20 and 30 Somethings	11	1
[VIP] Creative Card Making	Adult Program	33	2
American Mah Jongg	Adult Program	23	2
Ciao Italia! Culture and Conversational Group	Adult Program	8	1
Coloring for Mindfulness	Adult Program	3	1
Elmhurst Public Library Board Meeting	Adult Program	25	1
In Stitches Needleworkers	Adult Program	5	1
Open Bridge & Pinochle Club	Adult Program	26	2
Open Bridge Club	Adult Program	8	1
Scrabble Club	Adult Program	15	1
Separating Art from the Artist	Adult Program	180	1
Social Media for Your Small Business	Business	35	1
Common Connection Film Series: Waiting for Superman	Common Connection	7	1
Common Connections: TED Talk Conversations About M	Common Connection	6	1
Democracy in America: A Tea at Hull House with Jane Ad	Common Connection	60	1
Friday Features: : Jojo Rabbit	Friday Features	58	1
Next Chapter Book Club	Library Insiders	15	1
Cricut Design Space Essentials	Makery Technology	7	1
Jackbox Game Night	Marketing	10	1
Lord of the Rings trivia with Baig of Tricks	Marketing	101	1
Storytime for Grownups	Marketing	176	1
Tangling	Marketing	121	1
What We're Enjoying Wednesday	Marketing	315	1
Parenting Book Discussion: Siblings without Rivalry	Parents	4	1
[VIP] Culture Club: French Polynesia	Seniors	22	1
Excel Basics: Projects	Technology	14	1
iPhone Basics	Technology	10	1
Senior Technology: All About Apps	Technology	10	1
Teen Programs	**Primary Event Type**	**Attendance**	**Sessions**
Crafternoon	High School	21	2
Dungeons & Dragons Sunday	High School	10	1
High School Trivia Quiz - Popup Program	High School	18	1
Smash Bros + Board Games	High School	44	2
Spill!	High School	20	2
Teen Job / Volunteer Fair	High School	85	1
Teen Resume Workshop	High School	0	1
The Technical / Vocational Education Pathway to a Grea	High School	2	1
Middle School Programs	**Primary Event Type**	**Attendance**	**Sessions**
Design Your Own Tote Bag	Middle School	8	1
Snacktime Celebration: National Oreo Day	Middle School	5	1
Kids' Library Programs	**Primary Event Type**	**Attendance**	**Sessions**
3D Design Workshop: Games	Kids Technology	8	1
Basic Keyboarding Skills	Elementary School	11	2
Bilingual Spanish Storytime	Preschool	23	1
Chicka Chicka Baby Drop-in	Storytime	41	3
Culture Craft Drop-in	Pop In Activity	51	2
EPL Storytime Around Town	Storytime	27	1

Fun for Ones Storytime	Storytime	46	2
Homeschool Hangout	Elementary School	21	1
Junior LEGO Club	Elementary School	9	1
Read Aloud Fun	Marketing	52	1
Rise & Shine Storytime	Storytime	344	6
Road to Reading Drop-in	Storytime	111	4
Saturday Family Storytime Drop-in	Storytime	4	1
Songs and Stories Drop-in	Storytime	56	2
The Music Factory	Preschool	26	2
Way Cool Adventures: Amazing Dragons	Elementary School	14	1
We Love Reading!	Elementary School	54	2
Adult Passive Programs:			
March Madness (Marketing)	Marketing	298	1
Kids' Passive Programs:			
1000 Books Before K		10	1
March Kids' Book Madness voting		20	1
Shamrock wands		100	1
Adult Program Attendance		**1,308**	
Teen Program Attendance		**200**	
Middle School Program Attendance		**13**	
Kids' Total Attendance		**898**	
Total Attendance		**2,419**	
Total Programs			**81**

BOARD REPORT
March 2020

	Mar-20	Mar-19	PER CENT CHANGE		CUMULATIVE TOTAL		PER CENT CHANGE
					FY 20	FY 19	
Circulation							
Adult	44,804	58,066	-23%		163,216	170,133	-4%
Kids' Library	27,639	47,891	-42%		119,403	134,507	-11%
Unspecified	1,018	1,511	-33%		3,914	4,311	-9%
Total	73,461	107,468	-32%		286,533	308,951	-7%
Digital Material	*21,044*	*14,401*	*46%*		*54,754*	*43,112*	*27%*
Database Usage	*34,422*	*14,479*	*138%*		*118,945*	*87,552*	*36%*
Number of Days Open	13	31					
*Library Building Closed March 13 at 5 pm							
Online Statistics							
Web Site Visits	111,278	148,502	-25%		370,858	424,420	-13%
Web Site Unique Visitors	106,360	144,539	-26%		356,754	410,506	-13%
Web Site Page Views	125,347	168,244	-25%		427,922	483,186	-11%
Sessions on Public Computers	9,023	24,614	-63%		60,619	70,421	-14%
Wifi Sessions	12,120	25,128	-52%		63,040	70,233	-10%
Reference Queries							
Adult Reference	2,192	4,431	-51%		11,501	12,457	-8%
Kids' Library	430	1,221	-65%		2,279	5,005	-54%
Total Reference Req.	2,622	5,652	-54%		13,780	17,462	-21%
One to One Tutorials	*27*	*26*	*4%*		*112*	*84*	*33%*
Meeting Room Use							
Library Programs	81	169	-52%		436	444	-2%
Public Meetings	43	119	-64%		262	314	-17%
*Group Study Rooms	665	1,557	-57%		3,816	4,661	-18%
Total Programs/Meetings	789	1,845	-57%		4,514	5,419	-17%
Passive Programs	*4*	*7*	*-43%*		*84*	*15*	*460%*
Program Attendance							
Adults	1,308	1,588	-18%		3,550	3,837	-7%
Teens	200	202	-1%		695	383	81%
Middle School	13	20	-35%		141	57	147%
Kids	898	3,540	-75%		6,720	8,389	-20%
Library Wide	0	0	0%		0	0	0%
Passive Program	428	590	-27%		1,586	1,468	8%
Total Program Attendance	2,847	5,940	-52%		12,692	14,134	-10%
Visitor Count							
In-house	19,511	49,096	-60%		104,813	133,242	-21%
Drive-up	1,021	2,399	-57%		5,861	6,962	-16%
Total	20,532	51,495	-60%		110,674	140,204	-21%
Makery	*584*	*1,288*	*-55%*		*3,329*	*4,025*	*-17%*
Creative Studio	*51*	*151*	*-66%*		*334*	*438*	*-24%*

Elmhurst Library Cards

Card Holders 03/01/20	29,670	
Added	72	
Withdrawn	15	Purge of expired cards
Card Holders 03/31/20	29,727	

Elmhurst Cards Used   8,879   8,995   -1%

Nonresident Cards	**ADULT**	**JUVENILE**	**TOTAL**	**Reciprocal Borrower Cards**	
Card Holders 03/01/20	57	9	66	Card Holders 03/01/20	1,742
Added	2	0	2	Added	39
Expired	0	0	0	Expired	149
Card Holders 03/31/20	**59**	**9**	**68**	Card Holders 03/31/20	1,632

Collection Totals	**Adult**	**Juvenile**	**Total**
Books	125,545	72,071	197,616
Compact Discs	18,944	1,759	20,703
Playaways Audio	1,482	679	2,161
Magazines	7,279	124	7,403
DVDs	16,451	6,221	22,672
Blu-ray	1,766	531	2,297
CD-ROM	0	88	88
Console Video Games	810	848	1,658
Launchpads	7	53	60
Culinary Cupboard	72	0	72
Board Games/Puzzles	222	126	348
eReaders	55	0	55
Knitting Needles	47		47
Vinyl Records	163	0	163
Kits	12	223	235
Toys	0	330	330
eBooks	42,667	0	42,667
eAudio Recordings	22,760	0	22,760
eComics	6,195	0	6,195
eMusic	9,231	0	9,231
eVideo	34,578	0	34,578
eMagazines	193	0	193
Equipment (Circulating)	149		149
Media Players	17		17
Photo Equipment	12		12
Echo Devices	5		5
Makery (Equip. Power Cords)	19		19
Canvas Bags	2,777		2,777
Teachers Bags	75		75
Umbrellas	52		52
Creative Studio	25		25
TOTAL	**291,610**	**83,053**	**374,663**