

DIRECTOR'S REPORT

We are very busy working on new services and figuring out the procedures for delivering those services. We are in line with what others libraries are doing as most are planning some sort of curbside service. The libraries that have already started curbside, are experiencing great demand.

Fine Print is in production and will be mailed to patrons around the first week of June. I am incredibly impressed by the amount of online programming that our creative staff is offering patrons this summer. The issue is 22 pages and packed with programs and information to keep our patrons engaged and entertained. While some libraries are not publishing a newsletter, we are offering nearly as much as we did before the pivot to online programming.

I have been working regular 9-5 hours in the office for the past two weeks and will continue with my regular schedule from now on. Gradually, more staff will be working in the building, in shifts, to promote social distancing. We are also busy preparing the building for the eventual reopening of the Library.

Adult Services Department

April 2020

Virtual Meeting Rooms are Live

We launched the virtual meeting rooms in late April. We have 4 different organizations that have taken advantage of them so far. EPL staff have also been using them for meetings and the Social Worker is using them to meet with clients. We're also beginning to plan for a future in which we will likely have staff on desk in the library and on desk virtually.

Remote Service Stats

	Reference	Technology Help	Programming	Meeting Rooms	Library Information	Total
Week 1 (3/29-4/4)	30	15	11	N/A	36	92
Week 2 (4/5-4/11)	37	10	12	N/A	23	82
Week 3 (4/12-4/18)	60	5	7	N/A	30	102
Week 4 (4/19-4/25)	42	11	10	13	38	114
Week 5 (4/26-5/2)	38	11	9	22	41	121
Medium of Interaction for all dates	Zoom 45	Phone 269	Chat 109	Email 88		

KIDS' LIBRARY April 2020

DEPARTMENT UPDATES

New Early Childhood Services Librarian Katie Stringwell officially joined the department on Monday, April 20. We're so excited to have her on the team!

We also wish Marti Valasek and Peg Martin a very happy (and relaxing) retirement after 22 years at the library!

PROGRAMS

The Kids' staff continues to record videos of book readings, rhymes, and songs to add to our weekly Read Aloud Fun online program, as well as creating original material for other kid and family programs. Everyone is quickly learning the ins and outs of using their homes as a recording studio; kudos to the staff!

Alea, Gloria, Nuala, Lori H., and Katie put together a short video celebration for one of our 1000 Books Before Kindergarten participants and got a nice shout out on Instagram from the family.

PROGRAMS	Sessions/Qty	Total Participants
Not Passive: Kids' Programs	11	740
Passive: 1000 Books Before K	all month	3

SCHOOL/PRESCHOOL/SCOUT SERVICES

Total items checked out to teachers in April: 0

Date	Preschool Visit	Total Visits/Classes	Ages	Kids/Teachers
Fourteen preschool visits were scheduled for April prior to the pandemic; all were canceled.				

Date	School Visit	Total Classes	Grade	Kids/Teachers
One grade school and one middle school visit were scheduled for April prior to the pandemic; both were canceled.				

Date	Scout Visit	Grade	Kids/Teachers
Two scout visits were scheduled for April prior to the pandemic; both were canceled.			

MIDDLE SCHOOL VOLUNTEERS	Total Volunteers: 0	Total Hours: 0
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OTHER KIDS' STATS

Total item circulation: 23

KIDS' LIBRARY April 2020

	Apr 2020	Apr 2019	Percent Change	Total YTD
Reference Questions	14	868	-98.39%	1782
Readers Advisory	1	106	-99.06%	203
Teacher Requests	0	73	-100%	316
TOTAL REF STATS	15	1047	-98.57%	2301
TOTAL DATAB USE	702	4321	-83.75%	25,431
TOTAL DOWNLOADS	1921	594	223.4%	4137
TOTAL STUDY RM	0	90	-100%	299

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT Total: 37.35 hours

Apr. 1	Penguin TLA Hot new Books for K - 12 webinar	AD	0.5 hrs
Apr. 1	B&T Title Talks webinar	LL	1 hr
Apr. 2	Learning Excel Desktop	LL	1 hr
Apr. 2	Zoom tutorial	LL	1 hr
Apr. 4	COVID19 considerations for Early Childhood Professionals	AD	1 hr
Apr. 7	Lynda: Creative Thinking	NM	1 hr
Apr. 8	Building Students' Social Emotional Learning Through Literacy	AD	1 hr
Apr. 9	D205 Navigating COVID-19 w/Young Adults, Julie Lythcott-Haims	LL	1.45 hrs
Apr. 10	How to be Promoteable	LL	0.25 hrs
Apr. 11	How to Practically Implement the 6 Keys to Childhood Literacy	AD	1 hr
Apr. 13	IMLS Mitigating Covid webinar	LH	1 hr
Apr. 14	Lynda: Behavioral Insights, How to Have a Great Day Everyday	NM	0.5 hrs
Apr. 15	Facilitating Young Children's Learning with Nature	AD	1.5 hrs
Apr. 16	Library and School Sharing Made Easy by Overdrive	LL	0.4 hrs
Apr. 16	Lynda: Listening to Customers, Productivity Principles, etc.	NM	1 hr
Apr. 16	Makery: Mayku Formbox videos	NM	0.75hrs
Apr. 16	ETM Office Hour	AD	1.25 hrs
Apr. 17	YS Manager meeting	AP	0.75 hrs
Apr. 17	Email and Paper Management webinar	AP	1 hr
Apr. 18	Play-Based Approach: Emergent Curriculum, School Readiness	AD	1 hr
Apr. 20	Creative Thinking	LL	0.5 hrs
Apr. 20	Pub Libraries Respond to Covid: Innovative Ideas	LL LH	1 hr. each
Apr. 21	Lynda: Conquering the Five Career Derailers	NM	0.5 hrs
Apr. 21	Wandoo training webinar	GW	1 hr
Apr. 23	YS Manager Meeting	AP	1.25 hrs
Apr. 23	PL Connect: Reach More Young Readers by Overdrive webinar	LL	1 hr
Apr. 24	Beyond e-Storytimes webinar	GW NM	1 hr each
Apr. 27	Sexual Harassment Training	AD	1 hr
Apr. 28	Creativebug: Thread/Serger; Frame/Artwork; Sewing Machine Basics	NM	0.75 hrs
Apr. 28	In the Middle of It All: Books for the Middle Grade Reader in All of Us	LL	1 hr
Apr. 28	Sexual Harassment Training	LH	2 hrs
Apr. 29	Sexual Harassment Training	CC KD LL NM	1 hr each
Apr. 30	Beyond e-Storytimes webinar	LL	1 hr
Apr. 30	Sexual Harassment Training	GW	1 hr

CIRCULATION REPORT

April 2020

COVID-19 Edition

TOTAL CIRCULATION:

April 2020 = 34,307

April 2019 = 96,328

- Total circulation for April 2020 decreased 64% compared to April 2019.
- Circulation of Digital Material for April 2020 increased 72% compared to April 2019
- 52 online library card library cards have been created to date. This application is for Elmhurst residents without library cards to access to online materials while the building is closed.
- Due dates of checked out material were extended to June 30.

Webinars and virtual meetings attended other than staff meetings

- 4/14 Virtual In Stitches
- 4/14 Sierra Database Clean Up
- 4/15 Innovative Webinar-Closing procedures
- 4/16 RAILS Update webinar
- 4/16 RAILS Circulation Manager Meeting
- 4/21 Innovative webinar-Sierra Database Analysis
- 4/22 Innovative webinar-New Features in Sierra 5.1
- 4/29 Sexual Harrassment Training
- 4/30 Innovative Webinar-Library Services 2020 Update
- 5/4 Innovative Webinar-InnReach Reopening
- 5/4 Routific Demo
- 5/6 Innovative Webinar-Resources to Reopen
- 5/7 Being Effective Remote Worker

Notable Circulation Figures:

- 32,795 Digital Media
 - 11,379 eLearning
 - 5,503 Digital Library of Illinois
 - 4,820 eMusic
 - 3,873 Hoopla
 - 3,385 eMagazines/Newspapers
 - 1,879 Cloud Library
 - 1,420 Kanopy
 - 302 Tumblebooks
 - 234 BookFlix
 - 0 TrueFlix

MARKETING DEPARTMENT REPORT

April 2020

Marketing's focus includes:

Communications about our Online Services, Collections, and Programs

Community Connection Events, virtual chat and meeting rooms, expanded digital collections, Summer Reading, Zoom programs, YouTube programs, the list of new initiatives is ever increasing! With every new service or online offering that pops up around our virtual Library, Marketing figures out how to get the word out. We have dramatically increased our YouTube and Facebook presence since being closed, averaging two to three posts a day on each platform. We now send out two weekly eNewsletters; Monday's focuses on programming for the week and Friday's showcases other Library initiatives. Recent Friday subjects have included: *The Best of Your Virtual Library* and *A Community of Helpers*. Additionally, we had to completely rethink and redesign our approach to the Summer edition of our *Fine Print* newsletter, which will be sent out at the end of May.

EPL @ Home Programming

We recently migrated our @Home online programming presence back to the Library's online calendar system. When we started our @Home programming, we thought it would be a temporary measure. In order for it not to get confused with all of the canceled programs on the calendar, we created a webpage for the new listings. Since it looks as though online programming will continue for a while and is our "new normal", all programs will now show up in our SignUp calendar exclusively.



MONDAY May 11	DIY Bird/Squirrel Feeder Learn how to make a simple feeder for birds or squirrels using paper tubes and items from your kitchen. Astrology • 7 p.m. In this introduction to astrology, you'll learn how to read your natal chart to get insights on your strengths, embrace your best self, and prepare for the future. The program covers sun, moon, and rising signs, as well as planets and houses.
TUESDAY May 12	In Stitches Needleworkers • 12 p.m. Knitters, crocheters, and needleworkers of all skill levels. Work on your projects, share knowledge with others, and have fun! Accessing Senior Services • 3 p.m. Learn about the many services provided to seniors in Elmhurst. Representatives from the City of Elmhurst and Metropolitan Family Services explain services offered and answer any questions.
WEDNESDAY May 13	What We're Enjoying Wednesday Our staff is here to tell you what they've been reading, watching, listening to, and playing lately that they recommend. Teen Smash Bros. • 7 p.m. Compete in a Smash Bros. tournament.
THURSDAY May 14	Read Aloud Fun Join us for fun songs, stories, and activities with our Kids Library staff. TED Talks Join us for TED talks viewing and conversation. This month we will watch three TED Talks on the topic of language, as part of our Common Connection program series on access.
FRIDAY May 15	Coping with Anxiety During these uncertain times, anxiety about our ever-changing world is a constant. Tune in as EPL Social Worker Tracey Orick discusses how to manage your own anxieties and what tools are available to help. Friday Family Dance Party Bring the whole family to this Zoom dance party! Enjoy dancing to favorite storytime songs along with other kids and families.
SATURDAY May 16	Chicks Chicks Baby • 9:30 a.m. Join our Kids Library staff for twenty minutes of songs and rhymes perfect for infants. New Skill Saturday Discover how to make enchiladas the New Mexico way with Alex.
MONDAY May 17	Ciao Italia • 7 p.m. Interested in the language and customs of Italy? Improve your Italian language skills (all skill levels welcome) while exploring the lifestyle of the peninsula.

A sample poster of our weekly @Home events for social media

Here are some sample screenshots of our social presence from April:



#EPLChalkWalk

An example of one of
Community Connection events –
elmlib.org/community



Performance for Your Post

9,328 People Reached

731 Reactions, Comments & Shares

209 Like	209 On Post	0 On Shares
625 Love	288 On Post	337 On Shares
9 Wow	3 On Post	6 On Shares
55 Comments	21 On Post	34 On Shares
41 Shares	41 On Post	0 On Shares

1,176 Post Clicks

398 Photo Views	0 Link Clicks	778 Other Clicks
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NEGATIVE FEEDBACK

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

Reported stats may be delayed from what appears on posts



facebook

Program Statistics - April 2020					
Adult Programs	Dept.	Attendance	Views	Likes	Shares
ArtistWorks	Adult	N/a	85	7	2
Book Club: The Leavers	Adult	7	100	12	2
Cloud Painting	Adult	N/a			
Great Decisions	Adult	12	116	25	2
Great Decisions	Adult	8	70	17	5
How to Help During the COVID-19 Pandemic	Adult				
Lincoln on Immigration	Adult	N/a	145	9	
New Skill Saturday: Databases	Adult	N/a			
New Skill Saturday: Dutch Oven Bread	Adult	N/a		5	
New Skill Saturday: Regrowing Veggies	Adult	N/a	115	23	8
Next Chapter Book Club	Adult	9			
Next Chapter Book Club	Adult	10			
Practicing Gratitude	Adult	7			
Q&A with a Social Worker	Adult	2			
Quarantine Cuisine	Adult	72	133	23	1
Shakespeare's First Folio	Adult	36			
Spoken Word Outreach	Adult	5	112	19	3
Staying Connected	Adult	5	55	13	
Trading Titles	Adult	4	94	10	1
TOTALS		177	1025	163	24
Kids Programs	Dept.	Attendance	Views	Likes	Shares
Chicka Chicka Baby	Kids	30			
Chicka Chicka Baby	Kids	21			
Chicka Chicka Baby	Kids	20	24	12	
Kids Spring Crafts	Kids	N/a			
Read Aloud Fun	Kids	N/a	106	32	6
Read Aloud Fun	Kids	N/a			
Read Aloud Fun	Kids		102	17	2
Read Aloud Fun	Kids	N/a			
Read Aloud Fun	Kids	N/a	64	10	1
Watercolors w/Kids	Kids	N/a	107	26	8
Yoga for Families	Kids	N/a			
TOTALS		71	403	97	17
Makery Programs	Dept.	Attendance	Views	Likes	Shares
Cardmaking	Makery	N/a	60	17	
Illustrator Trace Feature	Makery	N/a			
Inkscape Trace Feature	Makery	N/a	38	17	4
TOTALS			98	34	4
Marketing Programs	Dept.	Attendance	Views	Likes	Shares
Book March Madness (final week)	Marketing	144			
Chocolate Avocado Mousse	Marketing	N/a	379	24	
New Skill Saturday: How to Fold a Fitted Sheet	Marketing	N/a	220	41	10
New Skill Saturday: Whipped Coffee	Marketing	N/a			
What We're Enjoying Wednesday	Marketing	N/a			
What We're Enjoying Wednesday	Marketing	N/a			
What We're Enjoying Wednesday	Marketing	N/a			
What We're Enjoying Wednesday	Marketing	N/a	285	18	3
Converting DVDs to Digital	Technology	N/a	57	17	1
TOTALS		144	941	100	14

Teen Programs	Dept.	Attendance	Views	Likes	Shares
D&D Sunday	Teen	5	84	14	2
D&D Sunday	Teen	7	31	7	
Plan Your College Visits	Teen	12	31	9	1
Smash Bros. Tournament	Teen	11	95	15	4
Smash Bros. Tournament	Teen	12			
Smash Bros. Tournament	Teen	6			
Smash Bros. Tournament	Teen	5	81	24	4
Smash Bros. Tournament	Teen	6	58	10	1
New Followers on Challonge.com (Smash Bros)	Teen		95	14	
TOTALS		64	475	93	12
Adult Program Attendance	321				
Kids Program Attendance	71				
Teen Program Attendance	64				
Total Attendance	456				
Total Programs	51				

**Board Report
April 2020**

	Apr-20	Apr-19	PER CENT CHANGE	CUMULATIVE TOTAL FY 20	CUMULATIVE TOTAL FY 19	PER CENT CHANGE
Circulation						
Adult	30,699	53,896	-43%	193,915	224,029	-13%
Kids' Library	2,488	41,040	-94%	121,890	175,547	-31%
Unspecified	1,121	1,392	-19%	5,035	5,703	-12%
Total	34,307	96,328	-64%	320,840	405,279	-21%
<i>Digital Material</i>	<i>32,795</i>	<i>14,138</i>	<i>132%</i>	<i>87,549</i>	<i>57,250</i>	<i>53%</i>
<i>Database Usage</i>	<i>29,938</i>	<i>17,375</i>	<i>72%</i>	<i>148,883</i>	<i>104,927</i>	<i>42%</i>
Number of Days Open	0	29				
Online Statistics						
Web Site Visits	100,823	133,680	-25%	471,681	558,100	-15%
Web Site Unique Visitors	98,456	129,971	-24%	455,210	540,477	-16%
Web Site Page Views	100,007	152,722	-35%	527,929	635,908	-17%
Sessions on Public Computers	0	21,628	-100%	60,619	92,049	-34%
Wifi Sessions	1,410	23,820	-94%	64,450	94,053	-31%
Reference Queries						
Adult Reference	511	4,340	-88%	12,012	16,797	-28%
Kids' Library	15	1,047	-99%	2,294	6,052	-62%
Total Reference Req.	526	5,387	-90%	14,306	22,849	-37%
<i>One to One Tutorials</i>	0	24	-100%	112	108	4%
Meeting Room Use						
Library Programs	52	160	-68%	488	604	-19%
Public Meetings	4	121	-97%	266	435	-39%
*Group Study Rooms	0	1,639	-100%	3,816	6,300	-39%
Total Programs/Meetings	56	1,920	-97%	4,570	7,339	-38%
<i>Passive Programs</i>	<i>0</i>	<i>0</i>	<i>0%</i>	<i>84</i>	<i>15</i>	<i>460%</i>
Program Attendance						
Adults	321	1,253	-74%	3,871	5,090	-24%
Teens	64	67	-4%	759	450	69%
Middle School	0	47	-100%	141	104	36%
Kids	71	3,300	-98%	6,791	11,689	-42%
Library Wide	0	0	0%	0	0	0%
Passive Program	0	834	-100%	1,586	2,302	-31%
Total Program Attendance	456	5,501	-92%	13,148	19,635	-33%
Visitor Count						
In-house	0	48,240	-100%	104,813	181,482	-42%
Drive-up	0	2,503	-100%	5,861	9,465	-38%
Total	0	50,743	-100%	110,674	190,947	-42%
<i>Makery</i>	<i>0</i>	<i>1,288</i>	<i>-100%</i>	<i>3,329</i>	<i>5,199</i>	<i>-36%</i>
<i>Creative Studio</i>	<i>0</i>	<i>151</i>	<i>-100%</i>	<i>334</i>	<i>560</i>	<i>-40%</i>

**Board Report
April 2020**

Elmhurst Library Cards

Card Holders 04/01/20	29,727
Added	49
Withdrawn	326
Purge of expired cards	
Card Holders 04/30/20	29,450

Elmhurst Cards Used 4,179 9,722 -57%

Nonresident Cards

	ADULT	JUVENILE	TOTAL
Card Holders 04/01/20	59	9	68
Added	0	0	0
Expired	0	0	0
Card Holders 04/30/20	59	9	68

Reciprocal Borrower Cards

Card Holders 04/01/20	1,632
Added	0
Expired	153
Card Holders 04/30/20	1,479

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	43,020	0	43,020
eAudio Recordings	23,058	0	23,058
eComics	6,345	0	6,345
eMusic	9,381	0	9,381
eVideo	34,840	0	34,840
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	292,823	83,053	375,876