

## Director's Report

It's great to be back in the Library! I've been in the office for over a month now working my usual 9-5 schedule. We welcomed non-management staff back this week for a "dress rehearsal" before patrons are back in the building. Staff have been shifting to provide for distancing. Those of us who came back to the building first, found that it takes a little while to get used to new procedures like wearing a mask, limiting meetings and wiping down surfaces. That's why we implemented the one week period for staff without patrons in the building.

We began accepting reservations for Library visits on Wednesday, June 10. So far, so good. The reservation system is easy to use. We look forward to this next phase of service where patrons can pick out their own materials.

We filled over 500 curbside orders so far. We also got the 300 plus holds that were here to patrons during curbside. We are now operating the drive up window for holds pickup and processing the new items that came in a few weeks ago.

# Adult Services Department

May 2020

## Staff Training in Preparation for Reopening

As numbers increased on the virtual desk, staff began working for Media Takeout and we prepared to reopen the building, we started adding part-time staff and staff from the Kids Department into the virtual desk. The current plan is to continue to staff the virtual service alongside in-building services to allow for the provision of service while we social distance.

## Remote Service Stats

	Reference	Technology Help	Programming	Meeting Rooms	Library Information	Total
Week 1 (4/26-5/2)	38	11	9	22	41	121
Week 2 (5/3-5/9)	54	14	11	62	46	187
Week 3 (5/10-5/16)	59	12	11	86	87	255
Week 4 (5/17-5/23)	80	14	4	88	157	343
Week 5 (5/24-5/30)	113	11	14	14	260	412
Week 6 (5/31-6/6)	132	19	9	35	293	488
Total for May 2020	332	51	41	250	567	1241
IPLAR for May	Reference: 383			Directional: 858		
Medium of Interaction for all dates	Zoom 342	Phone 907	Chat 338	Email 217		

## The Journey Back to Reopening

The chart below shows the number of questions the remote service desk has handled per day since we began on Monday, March 16. As I write this on June 10, the day reservations to enter the Library began being taken, we hit our highest day yet at 159 questions. That is just below 177 on June 12 one year before when the Library was fully open and running normally.



# KIDS' LIBRARY May 2020

## DEPARTMENT UPDATES

Preparations continue to be made as we gear up for reopening to the public. Staff have been participating in virtual reference desk training and updating displays, as well as continuing to fulfill patron Media Takeout (curbside pickup) orders.

## PROGRAMS

Although we find ourselves in a whole new environment, the department is still finding some comfort in the familiar as we gear up for Summer Reading. We've been collaborating with the Marketing department to prepare the online platform Wandoo for the Kids' department's first digital SRP offering ever. A generous donation from the Friends of the Library will allow us to provide fun prizes for our readers while supporting local businesses. We're excited to Create! with the community.

PROGRAMS	Sessions/Qty	Total Participants
Not Passive: Kids' Programs	14	528
Passive: 1000 Books Before K	all month	1
Passive: Write to the Dogs	All month	4

## SCHOOL/PRESCHOOL/SCOUT SERVICES

Total items checked out to teachers in May: 0

Date	Preschool Visit	Total Visits/Classes	Ages	Kids/Teachers
N/A				

Date	School Visit	Total Classes	Grade	Kids/Teachers
N/A				

Date	Scout Visit	Grade	Kids/Teachers
N/A			

<b>MIDDLE SCHOOL VOLUNTEERS</b>	<b>Total Volunteers: 0</b>	<b>Total Hours: 0</b>
---------------------------------	----------------------------	-----------------------

## OTHER KIDS' STATS

Total item circulation: 2,389 Year to Date: 109,803

## KIDS' LIBRARY May 2020

	May 2020	May 2019	Percent Change	Total YTD
Reference Questions	2	723	-99.72%	1784
Readers Advisory	65	78	-16.67%	268
Teacher Requests	0	10	-100%	316
<b>TOTAL REF STATS</b>	<b>67</b>	<b>811</b>	<b>-91.74%</b>	<b>2368</b>
<b>TOTAL DATAB USE</b>	<b>948</b>	<b>3582</b>	<b>-73.53%</b>	<b>26,379</b>
<b>TOTAL DOWNLOADS</b>	<b>1924</b>	<b>290</b>	<b>563.45%</b>	<b>6061</b>
<b>TOTAL STUDY RM</b>	<b>0</b>	<b>82</b>	<b>-100%</b>	<b>299</b>

### STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

**Total: 26.25 hours**

May 1	Beyond e-storytimes (webinar)		LH	1 hr
May 1	Must Have Middle Grade (webinar)		LL	1 hr
May 4	New Middle Grade Series (webinar)		LL	1 hr
May 4	Preschool Outreach Programmers meeting (virtual)		KS	2 hrs
May 5	Mental and Emotional Wellness Books for Young Readers (webinar)		LL	1 hr
May 5	Mental and Emotional Wellness Books for Young Readers (webinar)		GW	1 hr
May 6	AASL's Best Tips and Practices for Remote Learning		LL	1 hr
May 6	Book Blogging 101 (webinar)		NM	1 hr
May 6	Book Review Basics (webinar)		NM	1 hr
May 7	Being an Effective Remote Worker (webinar)		GW	1 hr
May 7	Home Sweet Office (webinar)		JS	1 hr
May 7	Being an Effective Remote Worker (webinar)		LH	1 hr
May 11	SLJ Level Up: Prep Your Literacy Toolkit (webinar)		KS	1 hr
May 11	How to Discuss eBooks with Patrons (webinar)		NM	1.5 hrs
May 12	Booklist: Global Citizens (webinar)		GW	1 hr
May 12	Sexual Harassment Training	RR, LD, BA, SR, KS	JS	1 hr/each
May 12	Sexual Harassment Training		AP	2 hrs
May 14	Harper Collins: Fall 2020 Book Preview (webinar)		LL	1 hr
May 18	SLJ: Working on Wellness: Books for Social Emotional Learning		KS	0.75 hr

# CIRCULATION REPORT

## May 2020

### TOTAL CIRCULATION:

**May 2020 = 33,298**

**May 2019 = 95,699**

- Total circulation for May 2020 decreased 65% compared to May 2019.
- Circulation of Digital Material for May 2020 increased 89% compared to May 2019
- 36 online library cards were created in May. 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 July 2.
- We began Curbside Pick-up at the west entrance on May 7. 304 Media Match Takeout orders were filled in May.
- We contacted the 338 patrons who had items on the Holdshelf when we closed and made the items available for pick up at the Curbside.
- We began accepting returns on May 26 at the east entrance. As of June 10, we have checked in 9,600 items.
- We began checking out new items on hold to patrons at the Drive-up window on June 8. 297 patrons have been served as of June 10.

Webinars and virtual meetings attended other than staff meetings:

- 5/4 Innovative Webinar-InnReach Reopening
- 5/4 Routific Demo
- 5/6 Innovative Webinar-Resources to Reopen
- 5/7 Being Effective Remote Worker
- 5/7 DuPage Circulation Manager Meeting
- 5/27 RAILS Returning to Work webinar

### Notable Circulation Figures:

- 28,393 Digital Media
  - 7,591 eLearning
  - 5,778 Digital Library of Illinois
  - 3,793 eMusic
  - 3,672 Hoopla
  - 3,185 eMagazines/Newspapers
  - 2,152 Cloud Library
  - 1,698 Kanopy
  - 281 Tumblebooks
  - 241 BookFlix
  - 2 TrueFlix

### Marketing's focus in June includes:

#### Building Reopening

Metaslidars images, permanent website link placement, continuous webpage updates, collaborating on the language found within the reservation system itself, short links, press releases, enews, and social media updates... The list of communication efforts supporting the building reopening goes on and on and is the priority in June. Getting the word out about how the Library will operate once we reopen on Monday, June 15 is crucial to patron success in using the Library and staff success with providing Library services in new ways.

#### Fine Print

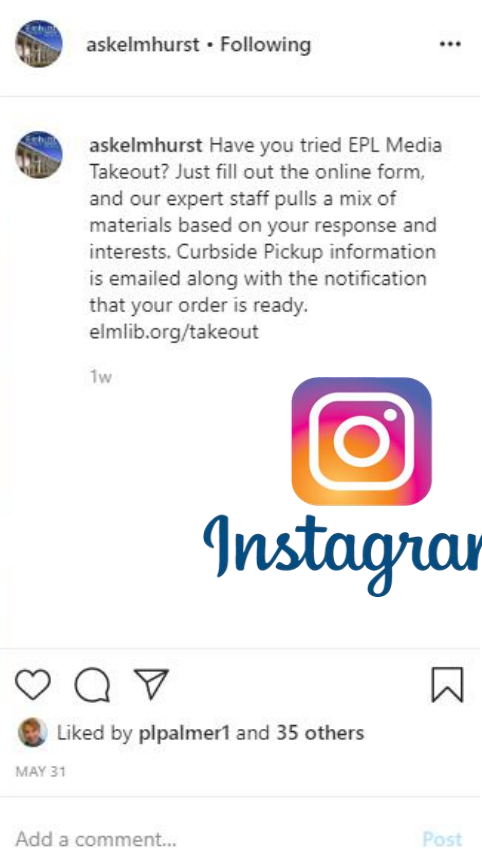
We did it! A printed version of the Library's quarterly newsletter was sent out to Elmhurst residents at the start of June. Typically, the process of putting the newsletter together is a three-month process, with some programs being planned even further out. The Marketing Team pulled this issue together in about a month's time (spanning April and May)! All of the plans for Summer's *Fine Print* had to be reevaluated, and ultimately scrapped, due to in-person programming being canceled, staff working from home, and the many unknowns that the COVID-19 virus placed on Library services. Thanks to staff in all departments, online Summer programming came together relatively quickly. Other elements of the issue that the Marketing staff is particularly proud came together are the *More Than Our Building* (p. 3-4) spread which features Library staff working from home, a comprehensive list of ways to contact and stayed tuned with EPL during the pandemic (on the back cover), and ads for various online collections and services (found throughout the issue).

### MORE THAN OUR BUILDING

### BEHIND THE SCENES #WFH



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



**Elmhurst Public Library** updated their status. Published by Carol Schlundt Pavlik [?] · May 27 at 10:03 AM · 🌐

The Library is accepting material returns!  
 Hours for Returns are:  
 Monday, Wednesday, Friday, Saturday from 9 a.m. – 12 p.m.  
 Tuesday and Thursday from 1 p.m. – 4 p.m.  
 Returns are only accepted at the east entrance of the Library (parking lot side). Drive-up book drops and window are closed. We will accept returns until we reach daily capacity.  
 Thank you for helping us get our 44,000 items back!

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

**4,382** People Reached      **518** Engagements      [Boost Post](#)

👍❤️😮 72      4 Comments 17 Shares


👍 Like      💬 Comment      ➦ Share      🌐

**4,382** People Reached

**154** Reactions, Comments & Shares ⓘ


<b>106</b> 👍 Like	<b>64</b> 📄 On Post	<b>42</b> 📄 On Shares
<b>13</b> ❤️ Love	<b>6</b> 📄 On Post	<b>7</b> 📄 On Shares
<b>3</b> 😮 Wow	<b>2</b> 📄 On Post	<b>1</b> 📄 On Shares
<b>15</b> 💬 Comments	<b>7</b> 📄 On Post	<b>8</b> 📄 On Shares
<b>17</b> 📄 Shares	<b>17</b> 📄 On Post	<b>0</b> 📄 On Shares

**364** Post Clicks

<b>6</b> 📄 Photo Views	<b>0</b> 📄 Link Clicks ⓘ	 <b>Clicks</b> ⓘ
---------------------------	-----------------------------	---

**NEGATIVE FEEDBACK**

1 Hide Post  
 0 Report as Spam





**Program Statistics - May 2020**

<b>Adult Programs</b>	<b>Primary Event Type</b>	<b>Attendance</b>	<b>Sessions</b>
Astrology	Adult Program	54	1
In Stitches Needleworkers	Adult Program	0	1
20s/30s Book Discussion:	Adult Book Discussion	2	1
Trading Titles	Adult Book Discussion	11	2
Great Decisions	Adult Program	4	1
Transferable Job Skills	Adult Program	17	1
Elmhurst Public Library Board Meeting	Adult Program	18	1
Next Chapter Book Club	Library Insiders	29	2
Accessing Senior Services	Seniors	20	1
Parenting in Changing Times	Parents	2	1
Practicing Gratitude	Seniors	4	1
Spoken Word	Seniors	1	1
Staying Connected	Seniors	0	1
Job & Career Connection - Am I Ready?	Business	19	1
Job & Career Connection - Identify Skills	Business	13	1
Common Connections: TED Talk Conversations	Common Connection	6	2
Coping with Anxiety	Social Services	66	1
Introduction to Consumer Databases	Technology	76	1
Google Maps App	Technology	8	1
<b>TOTALS</b>		<b>350</b>	<b>22</b>
<b>Teen Programs</b>	<b>Primary Event Type</b>	<b>Attendance</b>	<b>Sessions</b>
D&D Sunday	High School	12	2
Teen Smash Bros Online Tourney	High School	11	2
Teen Smash Bros.	High School	17	2
<b>TOTALS</b>		<b>40</b>	<b>6</b>
<b>Makery Programs</b>	<b>Primary Event Type</b>	<b>Attendance</b>	<b>Sessions</b>
Mother's Day Craft	Create	201	1
Sharpie Watercolor Scarf	Create	68	1
Scratch-off Art	Create	53	1
<b>TOTALS</b>		<b>322</b>	<b>3</b>
<b>Kids' Library Programs</b>	<b>Primary Event Type</b>	<b>Attendance</b>	<b>Sessions</b>
Chicka Chicka Baby on Zoom	Storytime	64	4
Family Dance Party on Zoom	Family	5	1
Read Aloud Fun	Storytime	247	4
What Is Ramadan?	Arts and Culture	92	1
Bubble Watercolors	Family	58	1
Kids' Online Chess	Elementary School	7	1
Kids Travel and Create - Philippines!	Elementary School	30	1
Elephant & Piggie & Pigeon Party	Elementary School	25	1
<b>TOTALS</b>		<b>528</b>	<b>14</b>
<b>Makerting Programs</b>	<b>Dept.</b>	<b>Attendance</b>	<b>Sessions</b>
New Skill Saturday: Simple Container Gardening	Home and Garden	337	5
DIY Bird/Squirrel Feeder	Online Program	28	1
What We're Enjoying Wednesday		432	4
<b>TOTALS</b>		<b>797</b>	<b>10</b>
<b>Adult Passive Programs</b>		<b>0</b>	
<b>Kids' Passive Programs:</b>			
1000 Books Before Kindergarten		1	1



Write to the Dogs		4	1
<b>Adult Program Attendance</b>		<b>1,469</b>	
<b>Teen Program Attendance</b>		<b>40</b>	
<b>Middle School Program Attendance</b>		<b>0</b>	
<b>Kids' Total Attendance</b>		<b>533</b>	
<b>Total Attendance</b>		<b>2,042</b>	
<b>Total Programs</b>			<b>57</b>

## TECHNICAL SERVICES ACTIVITIES REPORT

May 2020

The Library continued to be closed this month, with limited staff in the building. By the end of April Building and Grounds staff were regularly in the building so Technical Services notified our vendors that they could start shipping to us once again. Beginning May 14<sup>th</sup>, Paul Hartsaw and I started working regularly in the library to deal with receipts and invoices. **In slightly more than 2 weeks' time Paul received 2922 items, and ran invoices totaling \$63,620.62!**

I was able to spend some time cataloging and focused primarily on popular new releases that I knew had holds, as well as materials for the Kids' Library supporting summer reading and Award Nominees.

### DIGITAL COLLECTIONS

Management of the digital collections has continued throughout the closure with new files added and titles withdrawn.

- **Digital Library of Illinois**—33 new files were loaded this month containing 368 new titles - 270 eBooks & 98 eAudio.
- **Hoopla** – 7 new files were loaded this month containing 916 Hoopla MARC Records –  
200 eAudio, 200 eBook, 150 eComics, 150 eMusic, 216 eVideos
- **CloudLibrary** –4 files were loaded this month containing 91 new titles –  
90 eBooks & 1 eAudio.

### STAFFING

Andrea Robins, Assistant Dept. Head and Head of Acquisitions announced her retirement this month. Her last day is scheduled for June 12<sup>th</sup>. I have not been “hands on” with acquisitions in quite some time so I spent a significant amount of time meeting with Andrea to review acquisitions procedures and the use of B&T TitleSource 360.

I have been holding Weds. Morning Team meetings with department staff to keep them informed as things move forward with re-opening.

### STATISTICAL SUMMARY OF TECHNICAL SERVICES ACTIVITY FOR MAY

Items Received = 2,922

Items Catalogued = 940

Kathleen Murphy, Head of Technical Services

**Board Report  
May 2020**

	<b>May-20</b>	<b>May-19</b>	<b>PER CENT CHANGE</b>	<b>CUMULATIVE TOTAL</b>		<b>PER CENT CHANGE</b>
				<b>FY 20</b>	<b>FY 19</b>	
<b>Circulation</b>						
Adult	28,313	55,696	-49%	222,227	279,726	-21%
Kids' Library	4,942	38,626	-87%	126,832	214,173	-41%
Unspecified	44	1,377	-97%	5,079	7,080	-28%
Total	33,298	95,699	-65%	354,138	500,978	-29%
<i>Digital Material</i>	<i>28,393</i>	<i>15,004</i>	<i>89%</i>	<i>115,942</i>	<i>72,254</i>	<i>60%</i>
<i>Database Usage</i>	<i>13,675</i>	<i>14,479</i>	<i>-6%</i>	<i>162,558</i>	<i>122,619</i>	<i>33%</i>
Number of Days Open	0	30				
<b>Online Statistics</b>						
Web Site Visits	133,511	141,626	-6%	605,192	699,726	-14%
Web Site Unique Visitors	130,720	157,711	-17%	585,930	698,188	-16%
Web Site Page Views	144,594	209,040	-31%	672,523	844,948	-20%
Sessions on Public Computers	0	26,587	-100%	60,619	118,636	-49%
Wifi Sessions	1,643	25,928	-94%	66,093	119,981	-45%
<b>Reference Queries</b>						
Adult Reference	1,241	4,148	-70%	13,253	20,945	-37%
Kids' Library	67	723	-91%	2,361	6,775	-65%
Total Reference Req.	1,308	4,871	-73%	15,614	27,720	-44%
<i>One to One Tutorials</i>	<i>17</i>	<i>24</i>	<i>-29%</i>	<i>129</i>	<i>132</i>	<i>-2%</i>
<b>Meeting Room Use</b>						
Library Programs	57	201	-72%	545	805	-32%
Public Meetings	0	84	-100%	266	519	-49%
*Group Study Rooms	0	1,713	-100%	3,816	8,013	-52%
Total Programs/Meetings	57	1,998	-97%	4,627	9,337	-50%
<i>Passive Programs</i>	<i>0</i>	<i>2</i>	<i>-100%</i>	<i>84</i>	<i>17</i>	<i>394%</i>
<b>Program Attendance</b>						
Adults	1,469	952	54%	8,067	6,042	34%
Teen	40	50	-20%	1,274	500	155%
Middle School	0	1,742	-100%	141	1,846	-92%
Kids	533	6,610	-92%	7,996	18,299	-56%
Library Wide	0	0	0%	0	0	0%
Passive Program	0	347	-100%	1,586	2,649	-40%
Total Program Attendance	2,042	9,701	-79%	19,064	29,336	-35%
<b>Visitor Count</b>						
In-house	0	47,106	-100%	104,813	228,588	-54%
Drive-up	0	2,254	-100%	5,861	11,719	-50%
Total	0	49,360	-100%	110,674	240,307	-54%
<i>Makery</i>	<i>0</i>	<i>1,288</i>	<i>-100%</i>	<i>3,329</i>	<i>6,574</i>	<i>-49%</i>
<i>Creative Studio</i>	<i>0</i>	<i>151</i>	<i>-100%</i>	<i>334</i>	<i>693</i>	<i>-52%</i>

**Board Report  
May 2020**

**Elmhurst Library Cards**

Card Holders 05/01/20	29,450
Added	36
Withdrawn	239 Purge of expired cards
Card Holders 05/31/20	29,247

**Elmhurst Cards Used**                      4,563              9,808              -53%

**Nonresident Cards**

	<b>ADULT</b>	<b>JUVENILE</b>	<b>TOTAL</b>
Card Holders 05/01/20	59	9	68
Added	0	0	0
Expired	0	0	0
Card Holders 05/31/20	<b>59</b>	<b>9</b>	<b>68</b>

**Reciprocal Borrower Cards**

Card Holders 05/01/20	1,479
Added	0
Expired	135
Card Holders 05/31/20	1,344

**Collection Totals**

	<b>Adult</b>	<b>Juvenile</b>	<b>Total</b>
Books	126,054	72,486	198,540
Compact Discs	18,960	1,759	20,719
Playaways Audio	1,482	679	2,161
Magazines	7,197	124	7,321
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	78	0	78
Board Games/Puzzles	222	126	348
eReaders	55	0	55
Knitting Needles	47		47
Vinyl Records	163		163
Kits	19	214	233
Toys	0	330	330
eBooks	43,351		43,351
eAudio Recordings	23,251		23,251
eComics	6,487		6,487
eMusic	9,422		9,422
eVideo	34,831		34,831
eMagazines	193		193
Equipment (Circulating)	149	0	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	67		67
<b>TOTAL</b>	<b>294,019</b>	<b>83,459</b>	<b>377,478</b>