

Director's Report

We've been operating on a reservation basis since June 15. Patrons and staff are familiar with the new routine and things are going well so far. There are a few patrons who are not happy about the reservation model and we also have patrons who would like to stay for longer periods of time. However, most people are pleased to have library service and the grab and go model is working for them. Other libraries are operating under similar models. We have not turned anyone away because of capacity level.

We circulated 106,000 items in July. Circulation is down 10% from last July. However, automatic renewals are included in this month's statistics and were not included last year. Drive-up service increased by 83% because all holds are picked up at the drive-up now. Digital content circulation also increased by 26%. Given the circumstances, I'm pleased that we are seeing this much circulation. We are providing service both online and in-person. Online programming continues to gain momentum and the virtual reference service and meeting room service is also still being used.

We are talking about additional services the community may need once school, in whatever form, resumes in Elmhurst. Once again, we're dealing with a lot of unknowns and we will be proactive in planning and also flexible enough to handle patron requests that we can't anticipate.

Staff institute day took place the week of August 3-7. All staff participated in an online presentation about readers advisory. Staff will continue to attend virtual learning session this month to reinforce the presentation. We're gearing up to start the new Media Match service this fall, which will provide personalized advisory service to patrons interested in receiving reading, watching, and listening suggestions.

Adult Services Department

July 2020

Patron interactions remain steady but are still less than they've been in non-COVID times. More interesting, while 30% of our interactions in July 2019 were conducted with remote patrons (phone, chat email), in 2020 during these unique times we 57% of our interactions are with patrons off-site.

Remote Service Stats for Adult Services

(The numbers below reflect only Adult Services Staff, but the Remote Service is staffed by Kids staff as well.)

	Reference	Technology Help	Programming	Meeting Rooms	Library Information	Total
Week 5 (6/28-7/4)	453	110	18	0	278	859
Week 2 (7/5-7/11)	436	165	11	0	403	1015
Week 3 (7/12-7/18)	483	204	21	18	343	1069
Week 4 (7/19-7/25)	454	129	8	2	307	900
Week 5 (7/26-8/1)	508	237	15	15	246	1021
Total for July 2020	2055	772	68	35	1420	4350
Total for July 2019	2836	1446	326	N/A	1464	6072

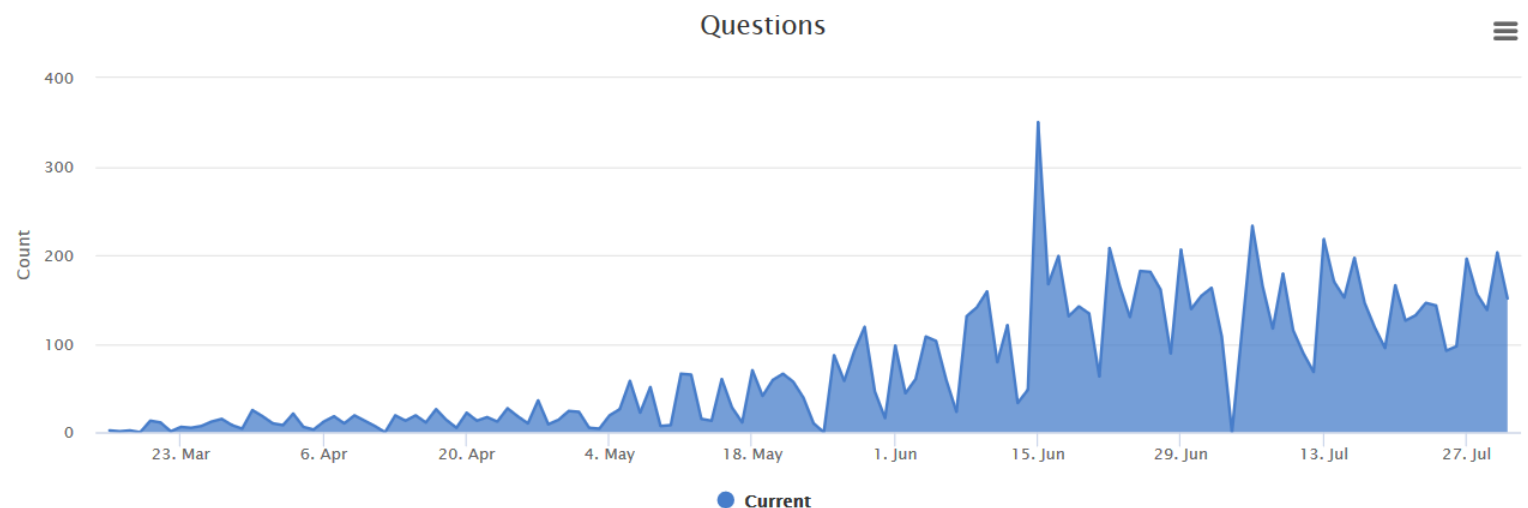
IPLAR for July 2020	Reference: 2827	Directional: 1523
IPLAR for July 2019	Reference: 4282	Directional: 1790

Reference Consults:	July 2020: 25 July 2019: 11	Technology Consults:	July 2020: 15 July 2019: 17
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Medium of Interaction for July 2020	Zoom 53 (1%)	Phone 1824 (42%)	Chat 273 (6%)	Email 322 (7%)	In Person 1878 (43%)
Medium of Interaction for July 2019	Zoom N/A	Phone 1647 (27%)	Chat 29 (.5%)	Email 78 (1%)	In Person 4330 (71%)

The Journey Back to Reopening

The chart below shows the number of patron interactions Adult Services has handled per day since we began on Monday, March 16.



KIDS' LIBRARY July 2020

DEPARTMENT UPDATES

Staff have been doing their best to keep an eye to District 205 with regards to school plans for the fall, to determine how we may best shore up our collections and services. We've also been paying particular attention to homeschooling requests as they've come in, in anticipation for higher than average requests. The fall is looking to be a busy one!

PROGRAMS

Summer Reading continued through July. A special thanks to the EPL Friends of the Library for sponsoring the prize drawing gift cards to local businesses for our readers. Now that families and kids are starting to visit the building, we are having some success marketing our online programs on the tables in the department. Families are enjoying the take-and-make kits related to prerecorded programs, and we've added registrations to some Zoom programs also. Even as Marketing continues to cover our social media landscape (Thanks!), we are happy to be able to broaden awareness of our online programs for our real-life visitors.

PROGRAMS	Sessions/Qty	Total Participants
Not Passive: Kids' Programs	26	576
Middle School Programs	1	31
Passive: 1000 Books Before K	all month	26
Passive: Write to the Dogs	all month	9
Summer Reading Program new registrations	July 1 - August 1	121

SCHOOL/PRESCHOOL/SCOUT SERVICES

Total items checked out to teachers in July: 69

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			

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

Total item circulation: 44,156 Year to Date: 178,618

KIDS' LIBRARY July 2020

	July 2020	July 2019	Percent Change	Total YTD
Reference Questions	1056	1022	3.33%	3393
Readers Advisory	42	115	-63.48%	346
Teacher Requests	3	1	200%	320
TOTAL REF STATS	1101	1138	-3.25%	4059
TOTAL DATAB USE	1450	7122	-79.64%	28,349
TOTAL DOWNLOADS	1294	622	108.04%	8887
TOTAL STUDY RM	0	157	-100%	299

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

Total: 25.5 hours

July 1 & 2	HMH Fall 2020 Showcase	NM	1.5 hrs
July 1	Hands-on and Virtual: Stem Learning from a Distance	SR	1 hr
July 2	Sexual Harassment Training	MS	1 hr
July 3	Mandated Reporter Training	MS	1 hr
July 3	Virtual Storytimes with CLEL	NM	1.25 hrs
July 3 & 7	Learn to Capture Great Photos with Your Smartphone	NM	1.75 hrs
July 6	Normalizing Conversations About Race	LH	1 hr
July 7	Diversity for Employees Training	RR	0.25 hrs
July 7	Diversity for Employees Training	LD	0.25 hrs
July 8	Diversity for Employees/Supervisors Training	AP	0.5 hrs
July 9	Diversity for Employees Training	NM	0.25 hrs
July 9	Diversity for Employees Training	SR	0.25 hrs
July 9	Diversity for Employees Training	LL	0.25 hrs
July 10	Diversity for Employees/Supervisors Training	LH	0.5 hrs
July 13	Diversity for Employees Training	CC	0.25 hrs
July 14	Grahix: Get Drawn In	NM	1 hr
July 16	Recreating the Conditions for Learning this Fall	LL	1 hr
July 17	Demystifying Genre: Adult and YA	LL	1.25 hrs
July 17	Demystifying Genre: Adult and YA	SR	1.25 hrs
July 17	Demystifying Genre: Adult and YA	GW	1.25 hrs
July 17	Graphic Novels Part 1	NM	1 hr
July 20	Scholastic Fall 2020 Preview	NM	0.75 hrs
July 21	Reopening Schools: A Scheduling Map for Educators	LL	1.25 hrs
July 22	Learning Tinkercad	NM	1.5 hrs
July 24	A Novel Form: Graphic Novels Part 1	SR	1 hr
July 24	Diversity for Employees Training	KS	0.25 hrs
July 28	Diversity for Employees Training	AD	0.25 hrs
July 29	Middle Grade Self Discovery	NM	1 hr
July 29	Book Club Picks	NM	1 hr
July 29	Parent Tips for Helping Kids Prep for School	GW	0.5 hrs
July 31	Diversity for Employees Training	GW	0.25 hrs

CIRCULATION REPORT

July 2020

TOTAL CIRCULATION:

July 2020 = 106,501

July 2019 = 117,945

Overall circulation for July 2020 decreased 10% compared to July 2019.

Circulation of Digital Material for July 2020 increased 26% compared to July 2019.

of Patrons Served at Drive-up Window:

- July 2020 = 4,267
- July 2019 = 2,338
- Percent Change: 83%

Busiest day at the Drive Up Window:

Tuesday, July 6: 220 Patrons

Holds:

- Placed this month: 9,899
- Placed a year ago: 8,487
- Percent Change: 17%
- Filled this month: 9,176
- Filled a year ago: 7,087
- Percent Change: 29%
- Holds Not Picked Up: 1,238 (13%)

ILL: Resumed July 20, 2020

- ILL sent 7/20-7/31: 507 (LINKin = 197 / OCLC = 310)
- ILL received 7/20-7/31: 164 (LINKin = 152/ OCLC = 12)

Non-Resident Cards purchased: 2 for a total of \$609.24

Notable Circulation Figures:

- 20,089 Digital Media
 - 5,396 Digital Library of Illinois
 - 4,538 eMusic
 - 2,924 Hoopla
 - 2,681 eMagazines/Newspapers
 - 1,860 Cloud Library
 - 1,546 eLearning
 - 974 Kanopy
 - 157 BookFlix
 - 8 Tumblebooks
 - 5 TrueFlix

MARKETING DEPARTMENT REPORT

July 2020

In July we had our first interdepartmental Marketing Committee meeting since the pandemic hit. It was good to recalibrate our messaging with the group and plan our marketing topics (Programs, Collections, Services, and Amenities – which is now “Inside Scoop”) through February. A new campaign was discussed with the group; *EPL The Heart of the Community*. Essentially, this campaign builds upon the existing structure already in use with our User Stories collection. We are encouraging our community to share what they love about the Library at elmlib.org/userstories. Check out the back cover of the Autumn *Fine Print* (below) to see the campaign kick-off!

The delayed Earth Day collection display in the Lobby was a big success. We invited the public to collect pop tabs and bread tabs throughout the Spring (as a Community Connection event) and then asked them to drop off their collections by July 31. We collected 15 pounds of pop tabs and 964 bread tabs! The pop tabs will be donated to Ronald McDonald House and the bread tabs will go to SCARCE.

Craft kits are a new service/program model we have experimenting with since our closure in the Spring. In July, we streamlined the system that provides guidelines on kits that will be offered in the Fall and Winter. Essentially, different programmers will be putting the kits together. Some of the kits will be tied to live Zoom or recorded YouTube programs. Others will have directions included in the pack. Moving forward, the plan is for kits to be advertised at the start of a week through social media and eNews. A limited amount of kits are available for pickup at the drive-up window. Kits are first come, first serve and can not be reserved.



the heart of the community

We like to hear from our patrons about their great experiences with Elmhurst Public Library, including the materials, programs, and services they were surprised to learn that we offer.

elmlib.org/userstories



"Thank you so much for this personalized book collection! You totally made her day!"



"This girl was so eager for some new reading material that after biking home, she didn't even come in the house (or take off her helmet). She devoured a few great books in the garage. We sincerely appreciate the time and efforts spent receiving and processing our requests. The books and stories have been a true gift during these difficult times. We love EPL, and are grateful for all you do. Many thanks!!"

"WOW! Thank you thank you thank you! You are doing an AMAZING job of trying to supply us all with our eBook requests. I'm so impressed because when I placed a hold and saw a six-month wait time, and now I'm getting it much much sooner, it's a miracle. Fortunately, we all have a lot of extra time at home these days. So, these new selections are greatly appreciated. Thank you so much for all that you do! I love our Library!!"



"We seriously have the best public library. thank you to the epl staff who took the time to virtually congratulate Tate on 900 books!"

"I just want to mention two things. 1. The library is awesome. So glad you're back. 2. All of the Adult Services staff members have been very responsive and helpful. Thank you for the work you do."



Hours:

M-F: 9 a.m. to 9 p.m.
Sat: 9 a.m. to 5 p.m.
Sun: 1 p.m. to 5 p.m.

Library Board Meetings:

Third Tuesday of each month
7 p.m. at the Library

Board of Trustees:

Sue Sadowski, President
Marsha Baker, Vice President
Carol Jacobsen, Secretary
Ingrid Becton
Teresa Menolascino
William Ryan
Bill Shanklin

Library Director
Mary Beth Harper

Head of Marketing & Communications
Rita Perona

Fine Print Editor
Cher Moore

Communications Specialist
Carol Pavlik

Graphic Designer
Molly Schlecht

For COVID-19 related updates,
visit elmlib.org/covid-19

LIBRARY CLOSED

Monday, Sept. 7 • Labor Day
Thursday, Nov. 26 • Thanksgiving

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



Performance for Your Post

2,068 People Reached

26 Likes, Comments & Shares

22 Likes	17 On Post	5 On Shares
0 Comments	0 On Post	0 On Shares
4 Shares	4 On Post	0 On Shares



16 Post Clicks

7 Photo Views	0 Link Clicks	9 Other Clicks
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NEGATIVE FEEDBACK

0 Hide Post	0 Hide
0 Report as Spam	0 Unlike

Reported stats may be delayed from what is shown on the post



Program Statistics - July 2020

Adult Programs	Primary Event Type	Attendance	Sessions
20s/30s Book Discussion: <i>Talking to Strangers</i> by	20 and 30 Somethings	3	1
20s/30s Grownup Show & Tell	20 and 30 Somethings	3	1
20s/30s PowerPoint Party	20 and 30 Somethings	5	1
Adult Book Discussion: <i>Five-Carat Soul</i> by James	Adult Book Discussion	3	1
Beyond the Blues Brothers	Adult Program	43	1
Ciao Italia!	Adult Program	11	1
Great Decisions	Adult Program	5	1
Harry Potter Trivia	Adult Program	86	1
Meditation in Times of Crisis	Adult Program	10	1
Simple Summer Meals	Adult Program	39	1
In Stitches Needleworkers	Adult Program	2	1
Music Production	Adult Program	12	1
Ukulele Circle	Adult Program	7	1
Library Board Meeting	Adult Program	9	1
Radio in the 1950s: From Golden Age to TV Age	Common Connection	51	1
Social Justice Learning Group	Library Club	35	1
Next Chapter Book Club	Library Insiders	25	3
Staying Connected	Seniors	0	1
Practicing Gratitude	Seniors		1
Spoken Word	Seniors	0	1
Cutting the Cable Cord: Live Q&A Session	Technology	14	1
Inkscape Design: Live Q&A Session	Technology	1	1
Intro to Easel for The Carvey	Technology	6	1
TOTALS		370	25
Teen Programs	Primary Event Type	Attendance	Sessions
Minecraft 4th of July Build Challenge!	High School	3	3
Minecraft Book Club	High School	2	1
Minecraft Monday	High School	17	4
Minecraft UHC	High School	21	4
D&D Sunday	High School	9	2
How to download York Summer Reading Books w/EPL ca	High School	0	1
TOTALS		52	15
Middle School Programs	Primary Event Type	Attendance	Sessions
Makery Program	Primary Event Type	Attendance	Sessions
Curbside Craft Kit: Origami		81	4
TOTALS		81	4
Kids' Library Programs	Primary Event Type	Attendance	Sessions
Bilingual Spanish Storytime	Storytime	34	1
Grades 2 - 3 Bad Kitty Party	Elementary School	8	1
Create a Masterpiece: Henri Matisse	Elementary School	33	1
Learn to Use a 3D Printer	Elementary School	16	1
Stop Motion Animation Workshop	Elementary School	45	1
Grades 4 - 5 Wings of Fire Party	Elementary School	11	1
Word Fun for K and 1	Elementary School	49	3
Kids' Online Chess	Elementary School	10	1
Absolute Science! Fabulous Foam!	Family	38	1
Family Dance Party on Zoom	Family	5	1
Family Cooking Creations	Family	48	1
Code with ScratchJr	Kids Technology	23	1

Just Desserts: Cake Pops	Middle School	31	1
Read Aloud Fun	Storytime	159	5
Storytime Zoom	Storytime	94	4
Chicka Chicka Baby on Zoom	Storytime	21	3
TOTALS		625	27
Marketing Programs	Primary Event Type	Attendance	Sessions
New Skill Saturday	Online Program	91	3
What We're Enjoying Wednesday	Books and Authors	342	5
La Croix La Soy Candles	Adult Program	43	1
Hand Lettering Basics	Adult Program	29	1
TOTALS		505	10
Passive Programs	Primary Event Type	Attendance	Sessions
Adult Passive Programs:			
Summer Reading Registration	Adult Program	147	1
Teen Passive Programs:			
Middle School Passive Programs:			
Kids' Passive Programs:			
1,000 Books Before Kindergarten		26	
Write to the Dogs		9	
Summer Reading Registration		121	
Adult Program Grand Total Attendance		1103	
Total Passive Program Attendance		147	
Total Program Attendance		956	
Teen Program Grand Total Attendance		52	
Total Passive Program Attendance		0	
Total Program Attendance		52	
Middle School Program Grand Total Attendance		0	
Total Passive Program Attendance		0	
Total Program Attendance		0	
Kids' Program Grand Total Attendance		781	
Total Passive Program Attendance		156	
Total Program Attendance		625	
Passive Program Total Attendance		303	
Total Attendance		1,936	
Total Programs			82

**Board Report
July 2020**

	Jul-20	Jul-19	PER CENT CHANGE	CUMULATIVE TOTAL FY 20	FY 19	PER CENT CHANGE
Circulation						
Adult	58,385	61,150	-5%	324,696	398,054	-18%
Kids' Library	47,951	55,507	-14%	202,690	329,870	-39%
Unspecified	166	1,288	-87%	5,398	9,665	-44%
Total	106,501	117,945	-10%	532,784	737,589	-28%
<i>Digital Material</i>	<i>20,089</i>	<i>15,946</i>	<i>26%</i>	<i>159,063</i>	<i>101,961</i>	<i>56%</i>
<i>Database Usage</i>	<i>12,521</i>	<i>14,479</i>	<i>-14%</i>	<i>186,926</i>	<i>164,741</i>	<i>13%</i>
Number of Days Open	30	30				
Online Statistics						
Web Site Visits	127,923	131,883	-3%	859,541	962,194	-11%
Web Site Unique Visitors	125,332	129,307	-3%	835,559	978,763	-15%
Web Site Page Views	154,086	152,590	1%	977,503	1,197,135	-18%
Sessions on Public Computers	1,279	25,730	-95%	62,178	169,353	-63%
Wifi Sessions	6,448	25,421	-75%	77,251	169,039	-54%
Reference Queries						
Adult Reference	2,827	4,282	-34%	18,081	28,785	-37%
Kids' Library	1,101	1,138	-3%	3,896	9,499	-59%
Total Reference Req.	3,928	5,420	-28%	21,977	38,284	-43%
<i>One to One Tutorials</i>	<i>25</i>	<i>11</i>	<i>127%</i>	<i>167</i>	<i>168</i>	<i>-1%</i>
Meeting Room Use						
Library Programs	82	202	-59%	714	1,186	-40%
Public Meetings	0	64	-100%	266	661	-60%
*Group Study Rooms	0	1,355	-100%	3,816	10,767	-65%
Total Programs/Meetings	82	1,621	-95%	4,796	12,614	-62%
<i>Passive Programs</i>	<i>4</i>	<i>15</i>	<i>-73%</i>	<i>92</i>	<i>44</i>	<i>109%</i>
Program Attendance						
Adults	956	1,295	-26%	9,648	8,016	20%
Teens	52	34	53%	894	580	54%
Middle School	0	125	-100%	141	2,038	-93%
Kids	625	3,083	-80%	11,302	24,966	-55%
Library Wide	0	484	-100%	0	1,200	-100%
Passive Program	303	2,798	-89%	2,824	12,253	-77%
Total Program Attendance	1,936	7,819	-75%	24,809	49,053	-49%
Visitor Count						
In-house	12,523	56,850	-78%	123,809	339,350	-64%
Drive-up	4,267	2,338	83%	13,005	16,185	-20%
Total	16,790	59,188	-72%	136,814	355,535	-62%
<i>Makery</i>	<i>0</i>	<i>1,288</i>	<i>-100%</i>	<i>3,329</i>	<i>9,579</i>	<i>-65%</i>
<i>Creative Studio</i>	<i>0</i>	<i>151</i>	<i>-100%</i>	<i>334</i>	<i>941</i>	<i>-65%</i>

**Board Report
July 2020**

Elmhurst Library Cards

Card Holders 07/01/20	28,997
Added	92
Withdrawn	545
Card Holders 07/31/20	28,544

Elmhurst Cards Used 8,325 10,752 -23%

Nonresident Cards

	ADULT	JUVENILE	TOTAL
Card Holders 07/01/20	45	6	51
Added	5	2	7
Expired	9	1	10
Card Holders 07/31/20	41	7	48

Reciprocal Borrower Cards

Card Holders 07/01/20	1,181
Added	15
Expired	130
Card Holders 07/31/20	1,066

Collection Totals

	Adult	Juvenile	Total
Books	123,877	72,987	196,864
Compact Discs	17,290	1,750	19,040
Playaways Audio	1,523	679	2,202
Magazines	7,434	222	7,656
DVDs	16,487	6,228	22,715
Blu-ray	1,816	533	2,349
CD-ROM	0	88	88
Console Video Games	824	848	1,672
Launchpads	7	53	60
Culinary Cupboard	78	0	78
Board Games/Puzzles	221	125	346
eReaders	55	0	55
Knitting Needles	47	0	47
Vinyl Records	163	0	163
Kits	12	221	233
Toys	0	330	330
eBooks	44,009	0	44,009
eAudio Recordings	23,064	0	23,064
eComics	6,783	0	6,783
eMusic	9,642	0	9,642
eVideo	35,491	0	35,491
eMagazines	193	0	193
Equipment (Circulating)	154	0	154
Media Players	17	0	17
Photo Equipment	12	0	12
Echo Devices	5	0	5
Makery (Equip. Power Cords)	19	0	19
Canvas Bags	2,763	0	2,763
Teachers Bags	75	0	75
Umbrellas	52	0	52
Creative Studio	67	0	67
TOTAL	292,180	84,064	376,244