

DIRECTOR'S REPORT

It's wonderful to be open with no time restrictions. Patrons are especially happy about having access to the study rooms. We are receiving requests for in-person programming and patrons are also interested in meeting rooms. Because Fine Print is produced so far in advance, most of the summer programs are still virtual. However, we will host some outdoor programs and will also offer pop-up programming in the summer to bridge the gap until fall programming begins.

We're also planning to open up meeting room reservations again. The parking lot resurfacing project is complicating things because we are going to relocate the drive-up to the west entrance and will use the meeting room hallway for our drive-up holds staging area. The Gathering Room is available and we hope to begin scheduling it soon based on reduced capacity rates.

We are still planning for the parking lot resurfacing to begin on May 17 but everything is contingent upon the weather. More details will be presented at the meeting.

Staffing Changes

We're beginning the transition away from remote work and the remote service desk. This began in April with the Kids Department staffing fewer remote shifts in order to be able to staff their public floor which is growing progressively busier. The big shift is coming on May 17 as we will no longer have any Adult Services staff providing public service from outside of the building at that point. June 2 will be the first day of Adult Services staff working all of their hours in the building.

Patron Interactions

Interactions held steady in April but we saw a slight increase in phone interactions as ADS staff began covering more remote shifts and Kids began to shift their focus to in-person services.

Virtual Meeting Rooms

Virtual meeting room use dipped slightly. We'll see moving forward if this is a trend.

Goodwill Workforce Connection, Agency of the Month

This month's social service display ties in with the program, Selling Your Transferrable Skills that happened on May 5th.



Creative Studios

The Creative Studio had 6 reservations after its soft opening in April. We've already seen more appointments than that in May and plan to begin accepting walkups, not just reservations, in June.

Teen Area

The Teen Area opened on April 19th. We've had numerous teens show up since then, including old and new faces. We have not, however, hit our initial capacity limit of 10 teens in the space.

Study Rooms

Demand for study rooms started to pick up in April and continues to grow rapidly. Mask restrictions were lifted from study rooms at the beginning of May.

The Kids' Library continues to be hard at work finalizing preparations for the 2021 Summer Reading Program (theme: Tails and Tales). Staff have been working on decorations (multiple biomes of the world will be given their own space to showcase the animals of that region), filming book talks for the schools and a puppet show for the preschools, and finalizing prizes (we're excited to offer more experiential opportunities to participants this year). As COVID-19 vaccines continue to be made readily available and as the state prepares to enter Restore IL Phase 5 this summer, we hope for and anticipate a busy summer being ahead of us. We're also looking forward to welcoming two new members to the Kids' Library this summer as we restart the hiring process after this past year's pause.

Nuala Maloney-Murphy, Michael Speers, Ruth Ronnau, and Shaira Rock all did an excellent job of staying calm and accommodating for the patrons who entered into lockdown with staff on Wednesday, April 28.

Linnea Dolan and **Shaira Rock**, with the assistance of **K Donohue**, created three captivating large displays for the department in April: "Don't Bug Me; I'm Reading", "Poetry/Poetree", and "Reduce, Reuse, Recycle." The latter consisted of items that can be recycled but aren't always, such as plastic grocery bags.

Programs

Allison Davis received compliments from a patron regarding her fun Tiny Musicians! program series, specifically the video on flutes. Staff have also complimented Allison on a job well done, mentioning how enjoyable the program is for adults and how Allison is able to provide a broader world and cultural view when she discusses the instrument.

Middle School programming continues to pick up. **Alea Perez** hosted a STEM-based puzzle challenge for the program Race to the Finish, in which participants were tasked with solving puzzles in order to move closer to the end. In all, 4 participants were active, with one going so far as to respond in rhyming verse, mimicking the puzzles they were tasked with solving.

Dia! (Diversity in Action) celebrated its 25th anniversary this year and **Gloria Walsh-Rock** and **K Donohue** helped ring it in by kicking off our monthly series on titles featuring characters from various marginalized groups.

School, Scouts, & Community Outreach

School – **Shaira Rock** and **Ruth Ronnau** crafted an innovative and engaging book talk concept for Middle School students featuring a cast of fictional characters using TikTok to talk about books they enjoyed and have drafted the assistance of numerous Kids' staff to help make it a reality. We can't wait to share it with students soon!

Outreach – Early Childhood Services Librarian **Katie Stringwell** had **3 virtual visits** with Bethel Early Learning Center, taking place on April 12th, 13th, and 16th. During these visits, she saw 62 three-, four-, and five-year-olds.

Staff Training

Nuala Maloney-Murphy, Lori Hoegler, Katie Stringwell, Lori Lorenz, Gloria Walsh-Rock, Jan Simmons, Ruth Ronnau, Allison Davis, Carol Chlystek, and Alea Perez participated in **20.8 hours** of staff training and networking opportunities. Topics included homeschooling, book publishing during COVID-19, storytime STEM, social responsibilities and libraries, Temple Grandin, and discussions on the book *What If I Say the Wrong Thing*.

April Marketing Topics included:

Program: *Career Programs*

Our Spring programming quarter is heavy on career programming. April featured *Why Am I Not Landing the Job Offer?*, *Resume vs the Robots: Beat the Applicant Tracking System*, and *Applying for Jobs Online*.
elmlib.org/career

Collection: *Investing Databases*

Information about the Library's Morningstar and ValueLine database subscriptions was shared.
elmlib.org/investing

Service: *Text Alerts*

Community members were reminded of our opt-in text alert systems. Alerts include reminders for item pickups, due dates, renewal information, and hold locations.
elmlib.org/textalerts

Community Connection: *Family Spring Bingo and PoeTree Project - Growing a Better World*

In April, we had two Community Connection events! Family Spring Bingo was a month long weekly event with new sheets posted every Monday for families to fill out together. For the PoeTree event, residents were invited to submit poems on the theme: "Growing a Better World."
elmlib.org/community

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

Post Details

Elmhurst Public Library
April 30

Reading 600 books is a huge accomplishment, and we're so happy Charlotte stopped by today—wearing her favorite colors, purple and yellow—so we could celebrate this exciting milestone! She's well on her way to #1000booksbeforekindergarten!
elmlib.org/1000books

Performance for Your Post

733 People Reached

28 Reactions, Comments & Shares

20 Like	20 On Post	0 On Shares
5 Love	5 On Post	0 On Shares
1 Wow	1 On Post	0 On Shares
2 Comments	2 On Post	0 On Shares
0 Shares	0 On Post	0 On Shares

20 Post Clicks

0 Photo Views	1 Link Clicks	19 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

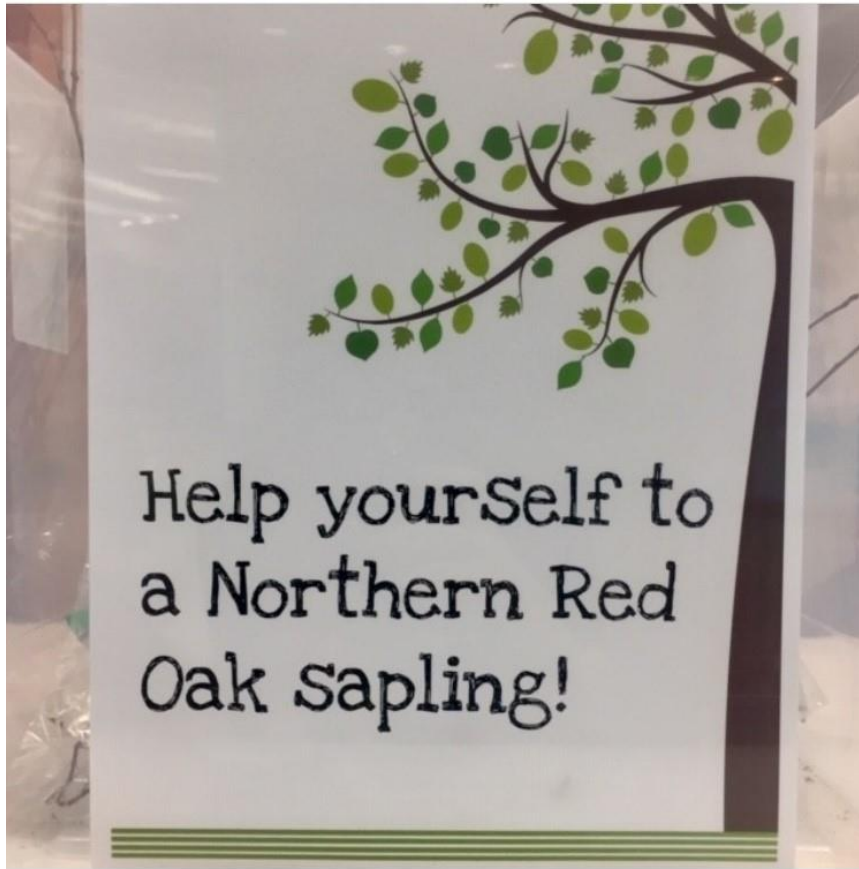




ASKELMHURST
Posts



askelmhurst



[View Insights](#)

Promote



Liked by palatinelibrary and 20 others

askelmhurst It's a great day to plant a tree! We still have some Red Oak saplings left over from our recent Tree Giveaway and we don't want them to go to waste! Stop by our Lobby and take one home.

April 28



PROGRAM STATISTICS

April 2021

Adult Programs	Primary Event Type	Attendance	Sessions
Applying for Jobs Online	Technology	8	1
Art Therapy Night: @Home Edition	20 and 30 Somethings	9	1
Bulbs for Summer	Adult Program	28	1
Ciao Italia!	Adult Program	5	1
Craft Club	Adult Program	2	1
Culture Club: Canada's Eastern Shores	Adult Program	39	1
Dos and Don'ts of Interior Design	Adult Program	47	1
Earth Day Adult Book Discussion: American Wolf: A True Story of Survival and Obsession in the West by Nate Blakeslee	Adult Book Discussion	12	2
Elmhurst Art Museum Book Discussion:High-Risers: Cabrini-Green and the Fate of American Public Housing by Ben Austen	Adult Book Discussion	8	1
GarageBand for Mac	Technology	4	1
Genealogy Club: Dig Into Your Research	Adult Program	5	1
Great Decisions	Adult Program	11	1
Library Board Meeting	Adult Program	11	1
NAMI Family and Friends	Health and Wellness	8	1
Next Chapter Book Club	Library Insiders	31	2
Parenting Book Discussion:	Parents	0	1
Procreate for iPad	Technology	7	1
Recording of Wills, Trusts, & Estate Planning		32	1
Resume vs the Robots: Beat the Applicant Tracking System	Career	17	1
Shakespeare Project Presents: By Help of Devils	Adult Program	53	1
Social Issues Learning Group	Library Club	6	1
Staying Mentally Fit	Adult Program	7	1
The Amazing World's Fairs of Chicago	Adult Program	98	1
Virtual Utility Bill Clinic	Adult Program	7	2
Why Am I Not Landing the Job Offer?	Career	4	1
Wills, Trusts, and Estate Planning Basics	Adult Program	38	1
TOTALS		497	29
Teen Programs	Primary Event Type	Attendance	Sessions
Minecraft Mondays	High School	23	4
Minecraft UHC	High School	43	4
Plan Your College Visits	High School	4	1
Smash Bros. Tournament	High School	11	3
Teen Advisors	High School	17	3
TOTALS		98	15
Kids' Library Programs	Primary Event Type	Attendance	Sessions
Bunny Hop Family Dance Party	Family	11	1
Celebrate Dia! Kids, Cultures, and Books	Elementary School	10	1
Fun for 3s, 4s, and 5s	Storytime	206	5
Kids' Online Chess	Elementary School	7	1
Little Wigglers Storytime	Storytime	151	4
Middle School : Painting with Slime	Middle School	40	1
Online LEGO Club	Elementary School	9	1

Race to the Finish	Middle School	4	1
Songs and Stories	Storytime	69	4
Spring Family Bingo	Family	78	4
Unpublished: Write to the Dogs	Elementary School	6	1
TOTALS		591	24
Passive Programs	Primary Event Type	Attendance	Sessions
Adult Passive Programs:			
@Home Kits: Seed Paper Tags	Makery	75	1
Beaded Mask Chain	Create	44	1
Gardening Tech & Apps	Technology	28	1
Keep Unpublished: Recording of Dos and Don'ts of Interior Design	Adult Program	30	1
Leave Unpublished - Needle Felted Bluejay	Adult Program	33	1
New Skill Saturday: Intro to Felting	Adult Program	71	1
New Skill Saturday: Paper Houseplant Shadow Box	Create	12	1
What We're Enjoying Wednesday	Books and Authors	31	1
What We're Enjoying Wednesday	Books and Authors	38	1
Teen Passive Programs:			
Take and Make Craft: Mason Jar Vase (High School)	High School	30	1
Take and Make Craft: Star Wars (High School)	High School	30	1
Kids' Passive Programs:			
1000 BksB4K, passive (keep unpublished)	Preschool	31	1
Bilingual Storytime: Mandarin & English	Storytime	15	1
Bunny Hop Party Kit		100	1
Growing a Better World: Tree Giveaway PASSIVE		128	2
Kids Travel & Create: Ghana	Elementary School	28	1
PoeTree Project: Growing a Better World	Elementary School	0	1
Tiny Musicians: Winds	Family	19	1
Unpublish: New Baby Books	Family	4	1
Adult Program Grand Total Attendance		859	
Total Passive Program Attendance		362	
Total Program Attendance		497	
Teen Program Grand Total Attendance		158	
Total Passive Program Attendance		60	
Total Program Attendance		98	
Middle School Program Grand Total Attendance		0	
Total Passive Program Attendance		0	
Total Program Attendance		0	
Kids' Program Grand Total Attendance		916	
Total Passive Program Attendance		325	
Total Program Attendance		591	
Passive Program Total Attendance		747	
Total Attendance		1,933	
Total Programs			88

STATISTICAL REPORT

April 2021

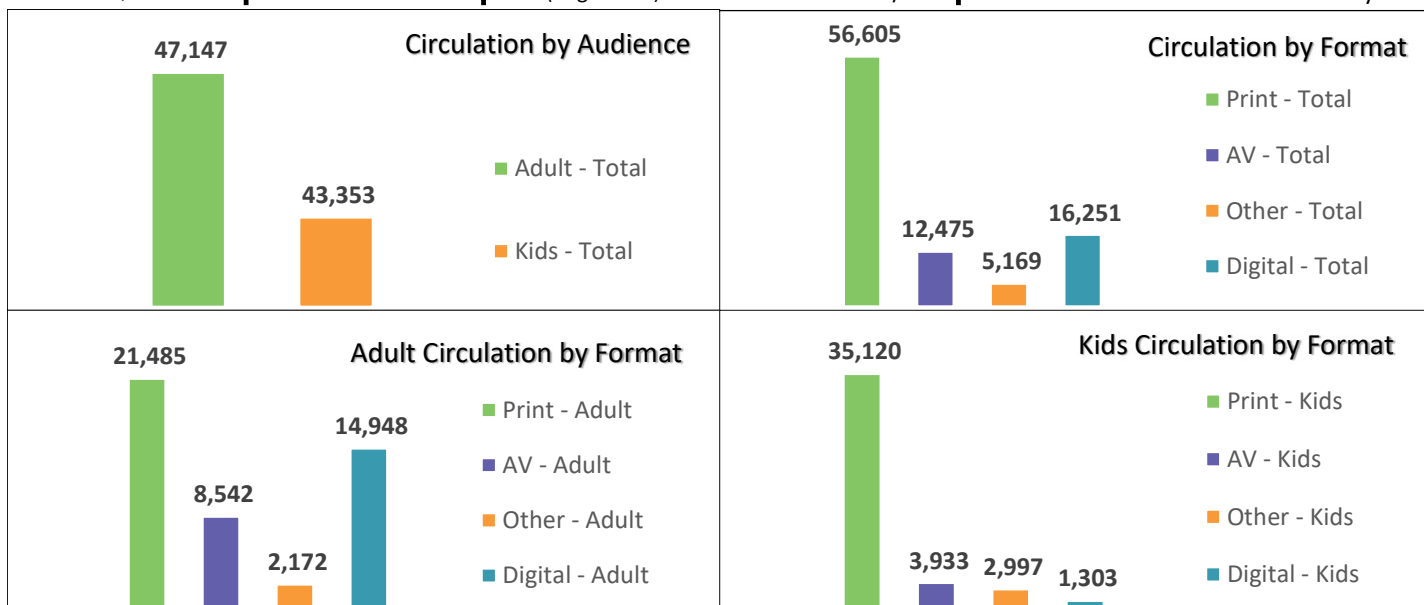
Circulation

Total Circulation
91,605 ↑ 167%
 34,307 last year
Card Holders
 24,970

Library Card Usage
7,577 ↑ 81%
 4,179 last year

Library Cards Issued
Elmhurst
 (Issued) **101** ↑ 106%
 49 last year
Reciprocal Borrower
 (Registered) **22** → 0%
 - last year

Interlibrary Loan
Borrowed **1,134** → 0%
 - last year
Lent **858** → 0%
 - last year



Technology Usage

Public Computer Use

5,025 → 0%
 - last year

Website Visits

120,777 ↑ 20%
 100,823 last year

Self Checkout

(% of total checkouts)

39% → 0%
 0% last year

WiFi Sessions

11,220 ↑ 696%
 1,410 last year

Reference Queries

Reference Questions Total

3,276 ↑ 523%
 526 last year

Reference Questions

Adult
2,236 ↑ 338%
 511 last year

Kids
1,040 ↑ 6833%
 15 last year

Meeting Room Use

Library Programs

88 ↑ 69%
 52 last year

Public Meetings

28 ↑ 600%
 4 last year

Group Study Rooms

313 → 0%
 - last year

Programs

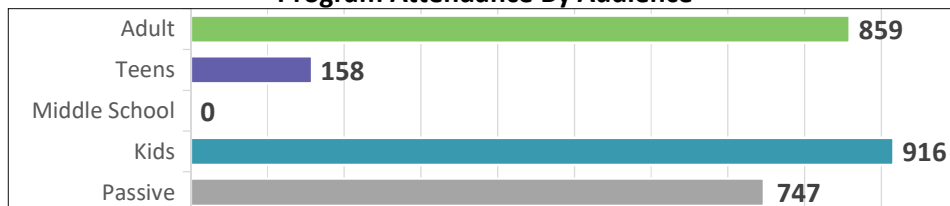
Program Attendance

2,680 ↓ -26%
 3,599 last year

Library Programs

88 ↑ 69%
 52 last year

Program Attendance By Audience



Library Visits

Total Visits

19,625 → 0%
 - last year

In House Visits

Makery **55** → 0%
 - last year

Walk-In
16,945 → 0%
 - last year

Drive-Up Visits
2,680 → 0%
 - last year

Creative Studio **10** → 0%
 - last year

Monthly Comparison

Total Circulation

91,605 167%
34,307 last year

Adult Circulation

47,130 54%
30,699 last year

Kids Circulation

43,341 1642%
2,488 last year

ILL Borrowed from Other Libraries

1,134 1%
1,121 last year

Digital Material Circulation

16,251 -50%
32,795 last year

Databases

8,509 -72%
29,938 last year

Reference Questions Total

3,276 523%
526 last year

One on One Tutorials

21 0%
- last year

Number of Programs

88 69%
52 last year

Program Attendance

2,680 -26%
3,599 last year

In-Person Visitors

16,945 0%
- last year

Drive-Up Visitors

2,680 0%
- last year

Year To Date Comparison

Total Circulation

383,516 20%
320,840 last year

Adult Circulation

203,037 5%
193,915 last year

Kids Circulation

175,297 44%
121,890 last year

ILL Borrowed from Other Libraries

5,182 3%
5,035 last year

Digital Material Circulation

70,858 -19%
87,549 last year

Databases

1,549,594 941%
148,883 last year

Reference Questions Total

13,414 -6%
14,306 last year

One on One Tutorials

167 49%
112 last year

Number of Programs

360 -26%
488 last year

Program Attendance

17,060 5%
16,291 last year

In-Person Visitors

59,903 -43%
104,813 last year

Drive-Up Visitors

14,170 142%
5,861 last year

Collection Totals

Books and Magazines

195,829

Library of Extraordinary Things and Electronics

6,144

Audio Visual

42,420

Digital

131,944

Notable Happenings in Circulation

- We issued 4 *Cards for Kids* library cards in April.
- One Non resident card was purchased this month for \$476.28
- The busiest day at the Drive Up Window was Monday, April 12.
 - 133 patrons were served that day.
 - 2,680 patrons were served at the Drive Up Window in April where they picked up holds and Craft Kits.
- We filled 6,593 holds this month.
- We eliminated the practice of quarantining returned material this month. The outside bookdrops are open all hours and the patron inductions to the sorter are open.