

## ATTACHMENT D

### DIRECTOR'S REPORT

- In-person programming and meeting room reservations are available. Notably, patrons are still enjoying attending programs virtually so it looks as though virtual programming is here to stay.
- This year's One Book One Community choice has been very popular. *Nature's Best Hope* by Doug Tallamy, is a fascinating read about ecology and preservation. I particularly liked that the author offers ways for all of us to get involved in protecting the environment by starting in our own backyard.
- We received proposals from four strategic planning consultants in response to the RFP. My plan is to review them with the Department Head Team and then bring them to you at the October meeting with a request for approval.

# ADULT SERVICES DEPARTMENT REPORT

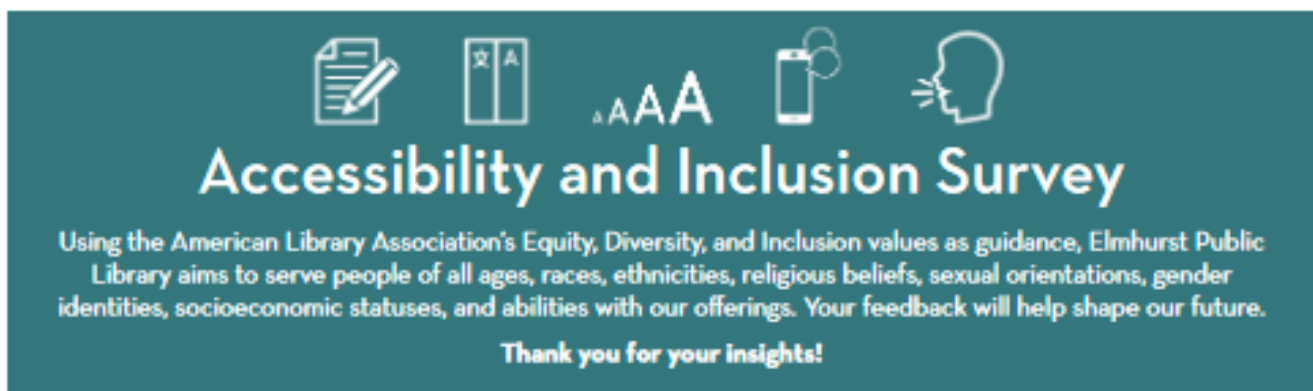
August 2021

## Patron Interactions

While the parking lot is evidence that we are continuing to see more users in the building, service interactions continue to be steady and lower than pre-pandemic numbers for this time of year.

## Creative Studios

The Creative Studios are seeing some increase in usage, but we still remain below an average of one use per day. While we started out limiting to only the main studio, based on patron need we've opened it up to allow for use of all the studios on an exception basis. I expect that the studios will be fully open in October.



## Accessibility and Inclusion Survey

Just a few notes on the results of the survey data that was collected. Overwhelmingly people were positive about their ability to access Library facilities and services. Of the very few people who reported barriers to access, most seemed to be related to awareness of Library services and amenities. One takeaway for Adult Services is that we plan to implement some sort of pathfinders, bookmarks, web resources, handouts, and/or service enhancements (TBD) to improve access for historically marginalized populations that we identify in Elmhurst (e.g. non-native English speakers, people with disabilities and LGBTQ patrons).

## Displays

A few displays currently up (in mid-September) include one highlighting the Elmhurst Walk-In Assistance Network and another relating to September 11.



# KIDS' LIBRARY DEPT REPORT

## August 2021

On August 27, a patron wrote "I ♥♥♥ our library! I called them this afternoon and left a message with the Children's Desk that I was taking my 5-year-old daughter with me to a Voting Rights March tomorrow. I asked if they had any books about marches and voting that I could read to her. I got a voicemail from one of the Children's Librarians (there are several) that she would leave me a selection of books in the drive-through window by 3pm! Here are 3 of the 6!" Thanks, **Shaira Rock**, for making this patron's day!

**Lori Hoegler** and **Alea Perez**, with support from Rita Andreuccetti, conducted phone and in-person interviews for the School Services Coordinator position. The candidates were fantastic and the department is looking forward to welcoming our newest team member on Monday, September 27.

### Programs

**Nuala Maloney-Murphy** says, about August 13's Pets in the Park program, that "[it] was a lot of fun. Patrons stayed for a long time returning to activities to do them again. Volunteers were key, we had a good group."

**Katie Stringwell** and **Amanda Murray** presented the 1000 Books Before Kindergarten Graduation Party on Saturday, August 21 for 15 attendees. Amanda says "it was fun to see which activities the kids gravitated towards. Bubbles were a clear winner."

**Gloria Walsh-Rock** has been leading the department through planning for our Winter Reading Program, and has worked with Marketing to design a fun reading log featuring our theme: *Stomping, Chomping, Reading* (Dinosaurs). In an effort to solidify the program model we first tried out for summer 2021, we will be asking participants to read for 40 days total and will again include the logs in Fine Print.

### School, Scouts, & Community Outreach

Most of our Early Childhood Services team - **Katie Stringwell**, **Amanda Murray**, and **Kelsey Wilcoxon** – attended a Preschool Teacher Open House on Wednesday, August 11. Katie presented while Amanda and Kelsey observed as part of their continued training. Although attendance was lower than we were hoping, the team received great feedback.

In general, outreach and Scout opportunities are increasing as we move further into the school year. We are already starting to add events to our fall calendar.

### Staff Training

All 14 Kids' staff attended part or all of Staff Institute Day on Friday, August 6, in which we learned more about racial equity, three community groups in Elmhurst, and media resources (books, audiobooks, videos, etc) on equity, diversity, and inclusion topics. **Jan Simmons**, **Carol Chlystek**, and **Linnea Dolan** participated in **5 hours** of training and networking opportunities. Topics included upcoming titles being published, Library Aware tips and tricks, and storytime basics.

# MARKETING DEPARTMENT REPORT

August 2021

## August Marketing Topics included:

### **Programming: Virtual Author Fair**

This year's annual fair looked a little different than years past. As it was all virtual, participants were able to attend from the comfort of their home and attend book talks and discussion panels with authors, and workshops on writing and becoming published.

### **Collection: eMagazines**

Over 3,000 titles are available through our two digital magazine providers, Libby and Flipster. With topics ranging from travel and fashion, to news and tech, there is a publication to suit all tastes. An intro tutorial is available at [elmlib.org/emagtutorial](http://elmlib.org/emagtutorial).

### **Services: Technology Tutorials**

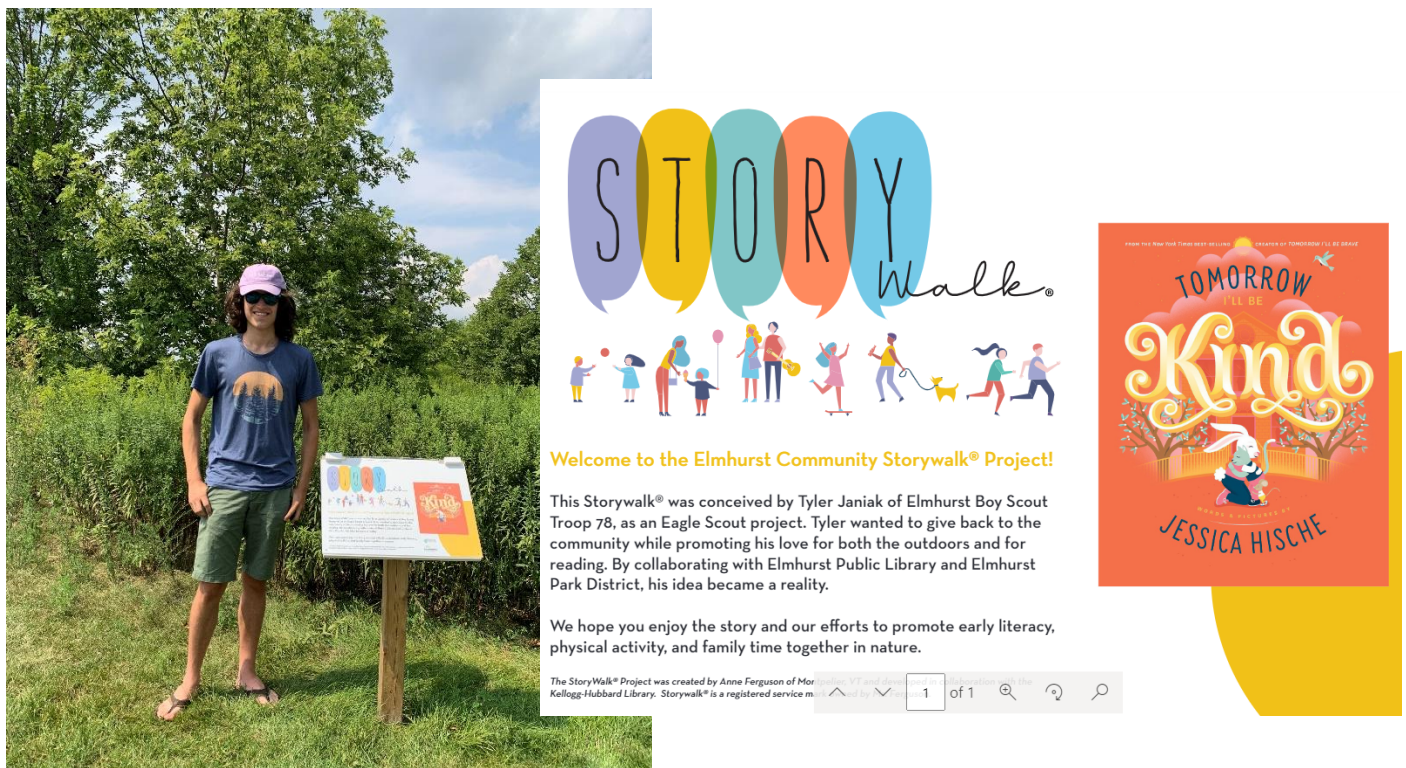
Sharpen your tech skill and discover new ways technology can help in daily life with the Library's *Technology Tutorials* YouTube playlist at [elmlib.org/tech](http://elmlib.org/tech).

### **Inside Scoop: Quarterly Reading Adventure**

This summer's reading adventure topic tied in with the Summer Olympics and asked people to read a book about women in sports. Quarterly topic suggestions are found at [elmlib.org/readingadventure](http://elmlib.org/readingadventure).

### **Community Connection: StoryWalk®**

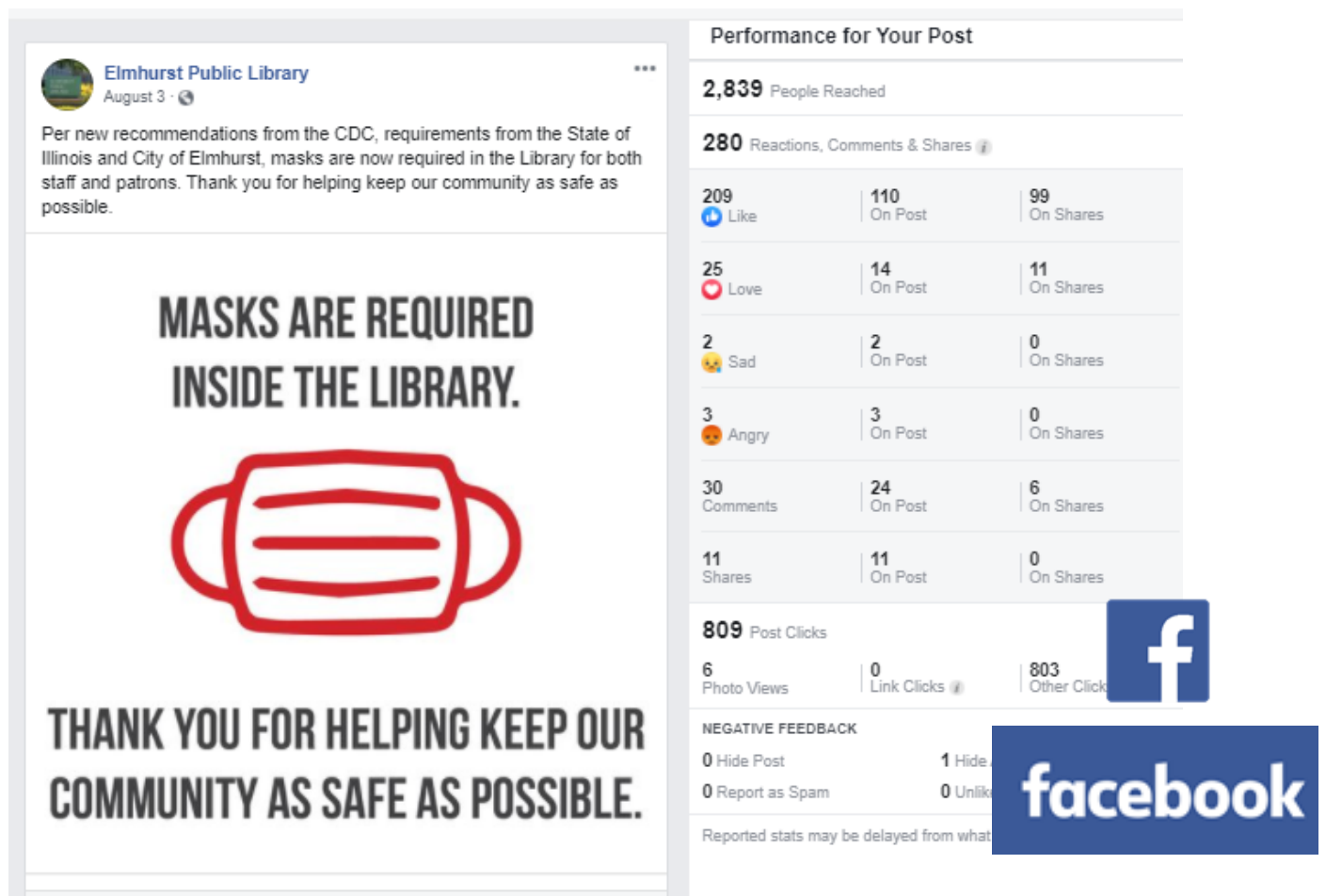
After many months of collaboration with Eagle Scout Tyler Janiak and the Elmhurst Park District, Elmhurst's first permanent StoryWalk® installation debuted in Eldridge Park. The Library will continue to update the stories periodically. The next one is slated to be installed in the Spring of 2022.



*Pictured: Tyler Janiak with the StoryWalk® Introductory panel.*



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



# PROGRAM STATISTICS

August 2021

Adult Programs	Primary Event Type	Attendance	Sessions
20/30s Zoom Party Games	20 and 30 Somethings	4	1
Ciao Italia!	Adult Program	5	1
Culture Club Castles of Europe	Adult Program	53	1
Cutting the Cable Cord	Technology	18	1
Elmhurst Business Connection	Business	16	2
EHM Adult Book Discussion:Summer of '69 by Elin Hilderbrand	Adult Book Discussion	5	1
Genealogy Club: Dig Into Your Research	Adult Program	5	1
Great Decisions	Adult Program	16	1
Identify Skills and Accomplishments for Your Job Search	Business	9	1
Internet and Computer Safety	Technology	9	1
Library Board Meeting	Adult Program	10	1
NARCAN Training	Social Services	7	1
Next Chapter Book Club	Library Insiders	18	2
Organizing 101: Back to School Basics	Adult Program	8	1
Peaches and Baseball	Common Connection	4	1
Social Issues Learning Group	Library Club	5	1
Staying Mentally Fit	Adult Program	5	1
The Transformative Power of Meditation	Adult Program	12	1
TV's Greatest Game Shows	Common Connection	39	1
Virtual Author Fair	Adult Program	78	1
<b>ADS Pop Up Programs</b>		139	7
<b>TOTALS</b>		<b>465</b>	<b>29</b>
Teen Programs	Primary Event Type	Attendance	Sessions
Dungeons & Dragons	High School	5	1
Minecraft Mondays	High School	19	4
Minecraft UHC	High School	22	4
Teen Advisors	High School	7	2
Video Game Tourney Night	High School	24	3
<b>TOTALS</b>		<b>77</b>	<b>14</b>
Middle School Programs	Primary Event Type	Attendance	Sessions
Middle School Volunteers: Pets at Butterfield Park	Middle School	11	1
<b>TOTALS</b>		<b>11</b>	<b>1</b>
Kids' Library Programs	Primary Event Type	Attendance	Sessions
Fun for 3s, 4s, and 5s	Storytime	39	4
Keep Unpublished:1000 Books Grad Party!	Family	15	1
Kids' Online Chess	Elementary School	4	1
Little Wiggles Storytime	Storytime	100	5
Movie in the Park: Raya and the Last Dragon	Family	200	1
Online LEGO Club	Elementary School	4	1
Pets at Butterfield Park	Family	50	1
Preschool Teachers' Open House	Adult Program	1	1
Saturday Stories	Storytime	77	4
YMCA Craft Usage	Elementary School	43	5
<b>Childrens' Pop Up Programs</b>		71	4
<b>TOTALS</b>		<b>604</b>	<b>28</b>
Passive Programs	Primary Event Type	Attendance	Sessions
<b>Adult Passive Programs:</b>			
3D Printed Photography	Technology	33	1
Adult Thirsty Work Display	Adult Program	7	1
Chalk Art with Karen Exiner	Common Connection	74	1
Craft Night from the Makery	Adult Program	155	1

Culture Club Castles of Europe	Adults	36	1
DIY Bookmark	Kits	35	1
Identify Skills	Adult Program	30	1
New Skill Saturday: How to Use the Sublimation Printer	Adult Program	60	1
New Skill Saturday: Make a Suncatcher	Create	27	1
Peaches and Baseball	Adults + Grades 9-12	8	1
The Discovery of Magic	Common Connection	44	1
What We're Enjoying Wednesday	Books and Authors	47	1
<b>Teen Passive Programs:</b>			
Teen Book Safe Craft	Teen	6	1
<b>Kids' Passive Programs:</b>			
1000 BksB4K, passive	Preschool	52	1
2022 Caudill	Elementary School	51	1
Bluestem	Elementary School	86	1
Celebrate Dial YouTube Reviews for Diverse Books	Elementary School	4	1
Coffee Cup Racers	Elementary School	60	1
Monarch	Elementary School	38	1
Under the Sea	Elementary School	70	1
What Does a Veterinarian Do?	Elementary School	23	1
<b>Adult Program Grand Total Attendance</b>		<b>1021</b>	
Total Passive Program Attendance:		556	
Total Program Attendance:		465	
<b>Teen Program Grand Total Attendance</b>		<b>83</b>	
Total Passive Program Attendance:		6	
Total Program Attendance:		77	
<b>Middle School Program Grand Total Attendance</b>		<b>11</b>	
Total Passive Program Attendance:		0	
Total Program Attendance:		11	
<b>Kids' Program Grand Total Attendance</b>		<b>988</b>	
Total Passive Program Attendance:		384	
Total Program Attendance:		604	
<b>Passive Program Total Attendance</b>		<b>946</b>	
<b>Total Attendance</b>		<b>2,103</b>	
<b>Total Programs</b>			<b>93</b>

# STATISTICAL REPORT

## August 2021

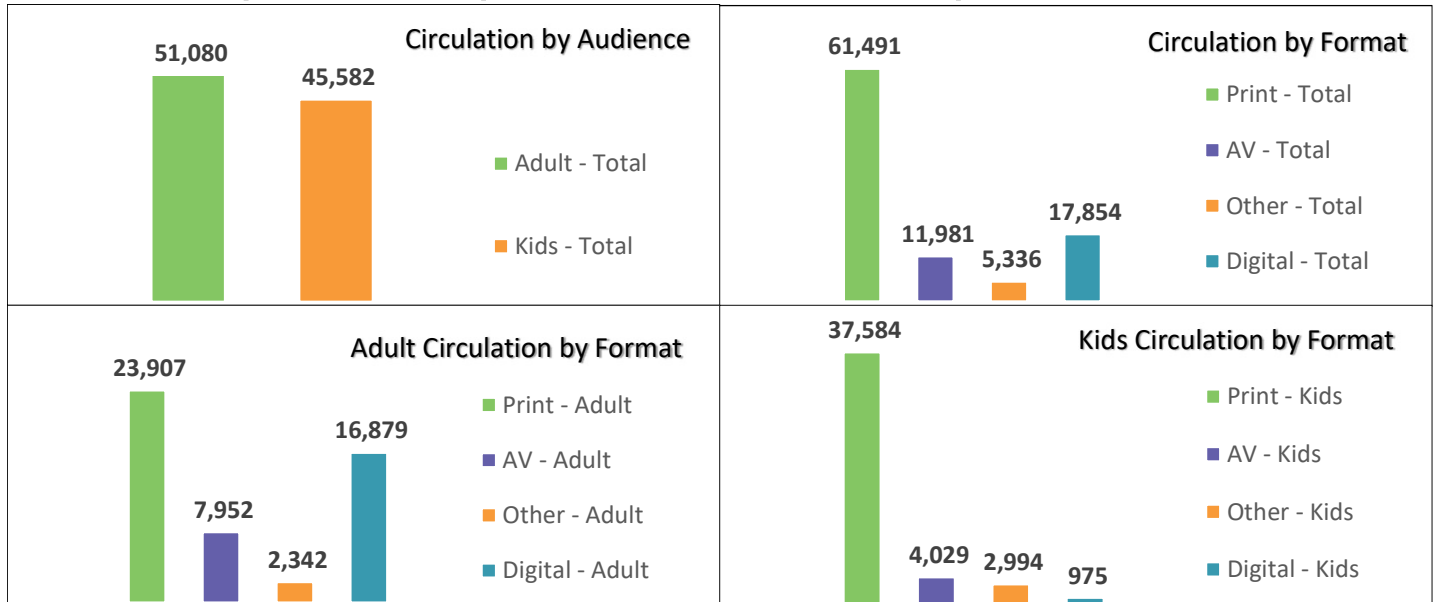
### Circulation

**Total Circulation**  
**97,781** ↓ -1%  
 99,180 last year  
**Card Holders**  
 24,966

**Library Card Usage**  
**8,614** ↑ 12%  
 7,677 last year

**Library Cards Issued**  
**Elmhurst** **252** ↑ 177%  
 (Issued) 91 last year  
**Reciprocal Borrower** **37** ↑ 106%  
 (Registered) 18 last year

**Interlibrary Loan**  
**Borrowed** **1,160** ↑ 29%  
 902 last year  
**Lent** **908** ↑ 2%  
 890 last year



### Technology Usage

#### Public Computer Use

**9,428** ↑ 395%  
 1,905 last year

#### Website Visits

**114,300** ↓ -9%  
 126,189 last year

#### Self Checkout

(% of total checkouts)

**44%** ↑ 33%  
 33% last year

#### WiFi Sessions

**16,727** ↑ 146%  
 6,789 last year

### Reference Queries

#### Reference Questions Total

**3,611** ↓ -12%  
 4,126 last year

#### Reference Questions

**Adult**  
**3,060** ↑ 7%  
 2,854 last year

**Kids**  
**551** ↓ -57%  
 1,272 last year

### Meeting Room Use

#### Library Programs

**93** ↑ 35%  
 69 last year

#### Public Meetings

**38** → 0%  
 - last year

#### Group Study Rooms

**1,086** → 0%  
 - last year

### Programs

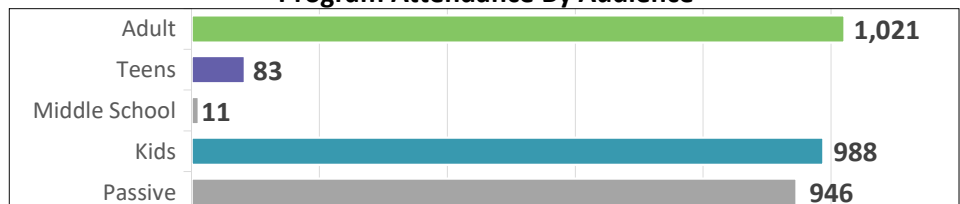
#### Program Attendance

**3,049** ↑ 154%  
 1,202 last year

#### Library Programs

**93** ↑ 35%  
 69 last year

#### Program Attendance By Audience



### Library Visits

#### Total Visits

**26,587** ↑ 61%  
 16,500 last year

#### In House Visits

**Makery** **340** → 0%  
 - last year

**Walk-In**  
**24,529** ↑ 96%  
 12,528 last year

**Drive-Up Visits**  
**2,058** ↓ -48%  
 3,972 last year


#### Creative Studio

**25** ↑ 2400%  
 1 last year



## Monthly Comparison

## Total Circulation

97,781  -1%  
99,180 last year

## Adult Circulation

51,055  -5%  
53,772 last year

## Kids Circulation

45,566  2%  
44,500 last year


## ILL Borrowed from Other Libraries

1,160  28%  
908 last year


## Digital Material Circulation

17,854  -5%  
18,792 last year

## Databases

15,919  43%  
11,149 last year

## Reference Questions Total

3,611  -12%  
4,126 last year

## One on One Tutorials

33  27%  
26 last year


## Number of Programs

93  35%  
69 last year


## Program Attendance

3,049  154%  
1,202 last year

## In-Person Visitors

24,529  96%  
12,528 last year

## Drive-Up Visitors

2,058  -48%  
3,972 last year

## Year To Date Comparison

## Total Circulation

784,088  24%  
631,964 last year

## Adult Circulation

406,378  7%  
378,469 last year

## Kids Circulation

367,926  49%  
247,190 last year

## ILL Borrowed from Other Libraries

9,784  55%  
6,306 last year

## Digital Material Circulation

137,806  -23%  
177,855 last year


## Databases

1,641,617  729%  
198,075 last year

## Reference Questions Total

28,392  9%  
26,103 last year


## One on One Tutorials

297  54%  
193 last year

## Number of Programs

774  -1%  
783 last year


## Program Attendance

34,674  33%  
26,011 last year

## In-Person Visitors

153,731  13%  
136,337 last year

## Drive-Up Visitors

22,880  35%  
16,977 last year

# STATISTICAL REPORT

August 2021

## Collection Totals

### Books and Magazines

194,176

### Library of Extraordinary Things and Electronics

5,948

### Audio Visual

41,568

### Digital

137,401

## Notable Happenings in Circulation

- We issued 0 *Cards for Kids* library cards in August.
- Three Non resident cards were purchased this month for a total of \$732.83
- The busiest day at the Drive Up Window was Monday August 16.
  - 106 patrons were served on that day.
  - 2,058 patrons were served at the Drive Up Window where they picked up holds and Craft Kits.
- We filled 5,726 holds this month.
- We became a Fine Free Library on Monday, August 9.