

Director's Report

It's been two and half months since we reopened. We're exploring options for providing more service since things have been going well. The Makery will reopen with reduced hours on a reservation basis on September 17. We're hoping to reopen the Creative Studios in October and we are planning on reopening the study rooms soon. We're also discussing allowing patrons to stay longer than an hour from 7:00-9:00. This time slot is consistently our least busy time. We're also going to try ending the reservation requirement and moving to a hybrid model. Patrons will need reservations for the Makery, the study rooms and the creative studios. Regular visits will be on a walk-in basis but the 60 person/hour limit will still be in effect. We have two months of data and anecdote as to how patrons are using the Library during the pandemic and easing up on some of the restrictions seems like a good idea. We will continue to assess the situation and we will bring back the reservation system if capacity limits become an issue. As always, we will follow the guidelines issued by the State and will revert back to a more limited model if necessary.

Adult Services Department

August 2020

Patron interactions remain steady but are still less than they've been in non-COVID times.

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 1 (7/26-8/1)	508	237	15	15	246	1021
Week 2 (8/2-8/8)	560	185	20	1	247	925
Week 3 (8/9-8/15)	435	138	4	5	274	856
Week 4 (8/16-8/22)	491	196	26	3	384	1101
Week 5 (8/23-8/29)	429	165	27	18	364	1003
Week 6 (8/30-9/5)	451	186	5	0	318	960
Total for Aug 2020	2104	750	78	27	1400	4360
Total for Aug 2019	2770	1675	666	N/A	1705	6825

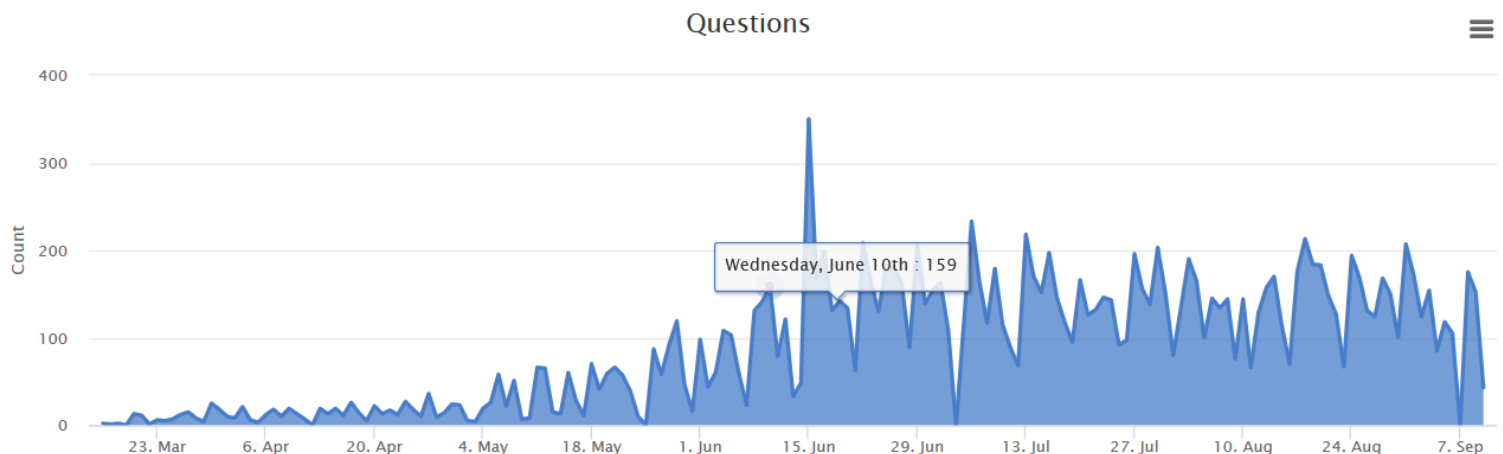
IPLAR for Aug 2020	Reference: 2854	Directional: 1505
IPLAR for Aug 2019	Reference: 4445	Directional: 2371

Reference Consults:	August 2020: 26 August 2019: 33	Technology Consults:	August 2020: 13 August 2019: 9
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Medium of Interaction for August 2020	Zoom 58 (1%)	Phone 1959 (45%)	Chat 172 (4%)	Email 305 (7%)	In Person 1866 (43%)
Medium of Interaction for August 2019	Zoom N/A	Phone 1647 (32%)	Chat 29 (.3%)	Email 70 (1%)	In Person 4551 (67%)

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 August 2020

DEPARTMENT UPDATES

August was an eventful month, due in large part to our inclement weather and power outages early on. Staff did an amazing job of adapting to the situation, which felt familiar in many ways to earlier in the year. Additionally, school started for one of our area private schools, Timothy Christian, on Wednesday, August 19th and on Monday, August 24th for a second private school, IC Grade School, as well as District 205. Although we anticipated a significant increase in traffic from students afterschool, so far, we've held steady.

PROGRAMS

Our first online Kids' Summer Reading Program came to a close in August, and we got some useful feedback from the summer survey created by Marketing. This feedback will be helpful as we plan for December's Winter Reading Program. On Aug. 29 Early Literacy Librarian Katie Stringwell hosted a Zoom party celebrating the kids who've read 1000 Books before Kindergarten. The festivities included goodie bags, interactive activities, and a special video appearance from author Todd Parr, who gave his personal congratulations to the readers and listeners on their achievement. A great time was had by all!

PROGRAMS	Sessions/Qty	Total Participants
Not Passive: Kids' Programs	18	318
Middle School Programs	0	0
Passive Programs	1	13

SCHOOL/PRESCHOOL/SCOUT SERVICES

Total items checked out to teachers in July: 84

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

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

Date	Scout Visit	Grade	Kids/Teachers
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N/A

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

Total item circulation: 40,891 Year to Date: 219,509

KIDS' LIBRARY August 2020

	Aug 2020	Aug 2019	Percent Change	Total YTD
Reference Questions	1202	777	54.7%	4595
Readers Advisory	31	62	-50%	377
Teacher Requests	4	71	-94.37%	324
TOTAL REF STATS	1237	910	35.93%	5296
TOTAL DATAB USE	766	5610	-86.35%	29,115
TOTAL DOWNLOADS	1094	454	140.97%	9981
TOTAL STUDY RM	0	89	-100%	299

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

Total: 68.08 hours

Aug 3	RA For All (Staff Institute Day)	AP KD GW LD	LH AD	1.75 hrs/each
Aug 4	RA For All (Staff Institute Day)	JS	SR	2 hrs/each
Aug 5	RA For All (Staff Institute Day)	NM	LL	1.75 hrs/each
Aug 6	RA For All (Staff Institute Day)	KS CC MS	NM	1.75 hrs/each
Aug 6	Booktalking (Staff Institute Day)		LH	1.05 hrs
Aug 6	Demystifying Genre (staff Institute Day)		AP	1.5 hrs
Aug 7	Booktalking (Staff Institute Day)		AP	1.05 hrs
Aug 7	Demystifying Genre (staff Institute Day)		NM	1.5 hrs
Aug 7	Back to the Future: What to Expect after 2020 in Middle Grade Publishing		AD	0.75 hrs
Aug 10	Booktalking (Staff Institute Day)	KD	KS	1.05 hrs/each
Aug 11	Preschool Outreach Programmers		CC	2 hrs
Aug 11	Booktalking (Staff Institute Day)		LL	1.05 hrs
Aug 12	Booktalking (Staff Institute Day)		JS	1.05 hrs
Aug 12	Diversity Training		AP	0.25 hrs
Aug 14	Managers of Children's and Teen Services Mtg		LD	2 hrs
Aug 17	Booktalking (Staff Institute Day)		AD	1.05 hrs
Aug 17	Demystifying Genre (Staff Institute Day)		NM	1.5 hrs
Aug 18	Booklist Graphic Novel Panel Part 2		KS	1 hr
Aug 19	BELS Meeting		SR	1.5 hrs
Aug 20	Booklist Graphic Novels Panel Part 1		LL	1 hr
Aug 20	Parent Tips for Helping Kids Prepare for School		LL	0.5 hrs
Aug 20	Study Skills and Student Success		NM	0.5 hrs
Aug 20	Demystifying Genre (Staff Institute Day)		LL	1.5 hrs
Aug 21	Mitel Phone Training	KD KS MS GW	AP	1 hr/each
Aug 22	When Antiracist Read Lists Aren't Enough		LL	0.88 hrs
Aug 24	Simple Ways to Win at Remote Learning in 2020		KD	1 hr
Aug 24	IL LapSit Leaders		LH	1 hr
Aug 24	Mitel Phone Training	AP LD	NM	1 hr/each
Aug 25	Back to School in the Time of COVID	LL	CC	0.75/each
Aug 25	Demystifying Genre (Staff Institute Day)		CC	1.5 hrs
Aug 25	Mitel Phone Training	NM	LH	1 hr/each
Aug 26	Demistifying Genre (Staff Institute Day)		KS	1.5 hrs
Aug 26	Booktalking (Staff Institute Day)	GW	KS	1.05 hrs
Aug 31	Demystifying Genre (Staff Institute Day)			1.5 hrs

CIRCULATION REPORT

August 2020

TOTAL CIRCULATION:

August 2020 = 99,180

August 2019 = 101,633

- Overall circulation for August 2020 decreased 2% compared to August 2019.
- Circulation of Digital Material for August 2020 increased 18% compared to August 2019.

of Patrons Served at Drive-up Window:

- August 2020 = 3,972
- August 2019 = 2,321
- Percent Change: 71%

Busiest day at the Drive Up Window:

Thursday, August 13: 203 Patrons

Holds:

- Placed this month: 10,152
- Placed a year ago: 8,873
- Percent Change: 14%
- Filled this month: 8448
- Filled a year ago: 7,309
- Percent Change: 16%
- Holds Not Picked Up: 939 (11%)

ILL:

- ILL sent this month: 890 (LINKin = 662 / OCLC = 228)
- ILL sent a year ago: 1,243
- Percent Change: -28%
- ILL received: 902 (LINKin = 855/ OCLC = 47)
- ILL received a year ago: 1,387
- Percent Change: -35%

Non-Resident Cards purchased: 1 for \$309.99

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	75,559	76%
Digital Material	18,792	19%
Reciprocal Borrowers	2,957	3%
Interlibrary Loans Sent	890	1%
Outreach Patrons	335	<1%
Elmhurst Work Perks	197	<1%
Non Residents-Unincorporated	188	<1%
Non Resident Taxpayers	128	<1%
Elmhurst Teachers	84	<1%
Elmhurst Businesses	31	<1%
Limited Access	13	<1%
Elmhurst University Students	6	<1%
Total	99,180	100%

Notable Circulation Figures:

- 18,792 Digital Media
 - 5,088 Digital Library of Illinois
 - 4,643 eMusic
 - 2,752 Hoopla
 - 2,198 eMagazines/Newspapers
 - 1,592 Cloud Library
 - 1,397 eLearning
 - 909 Kanopy
 - 210 BookFlix
 - 3 TrueFlix
 - 0 Tumblebooks

MARKETING DEPARTMENT REPORT

August 2020

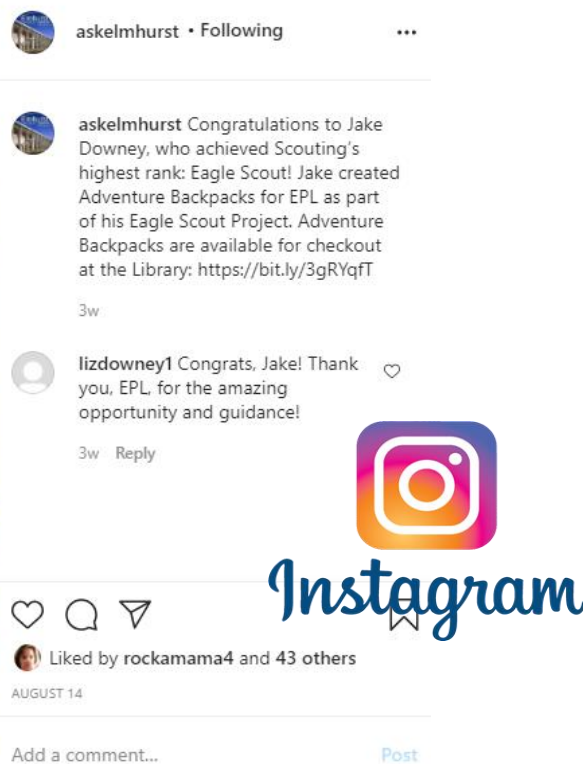
In August, the Marketing Team started an accessibility evaluation for all of EPL's digital marketing outlets. Our digital reach has increased tremendously since the pandemic started, so we thought we would take some time to evaluate what is working and what needs tweaking. We each did our own research regarding best practices for each of our niches (messaging, graphics, social media, website, programs) and then came together to discuss an article, *Federal Social Media Accessibility Toolkit Hackpad: Improving the Accessibility of Social Media for Public Service*, a "...shared document for the development of the Social Media Policy Toolkit, a shared service of the Federal Social Media Community of Practice lead by teams including The Department of Labor's Office of Disability Employment Policy." Some of the changes that came out of our discussion and research are: more conscientious use of "plain language" in social media posts, using less text in posters and graphics, and using camel case in hashtags. I am pleased to report that many suggested best practices were already in place.

An extension of that exercise has been reviewing the closed captioning on our YouTube programming. The autogenerated option currently available is glitchy and imprecise. We are collaborating with Kids' Library staff to determine the best process of editing the existing closed captioning. At the end of four weeks we will review our findings and time spent to figure out next steps.

Other August highlights include:

- Partnering with the Elmhurst History Museum. The Library served as a destination in their community-wide game of Clue.
- Celebrating Jake Downey, the creator of EPL's Adventure Backpacks, as he achieved Eagle Scout status.

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





Becky Morales
@kidworldcitizen

We ❤️ our library @askelmhurst !! First time here since March, and my kids are giddy. #libraries



5:41 PM · Sep 1, 2020 · Twitter for Android

20 Likes



Benjamin King @BenjaminDKing · 13h
Replying to @kidworldcitizen and @askelmhurst

This is such a wonderful library the staff is amazing. My daughter just discovered that she could ask them for recommendations based on books she liked and it blew her mind that she enjoyed their recommendations.



Becky Morales @kidworldcitizen · 11h
Isn't it a phenomenal library? I have lived in a lot of places, and this library outshines others x1000!!! The programs, the facilities, the makerspace, the recording studio, what it offers to patrons is astounding!



Benjamin King @BenjaminDKing · 11h
It is one of the best. My sister was in town visiting last summer and that was one of the first stops on her tour of Elmhurst and she could not believe all the great parts of it. Their programs are wonderful, from elementary to adult, everyone in my family loves them.



mary margaret borri @borri_mary · 14h
Replying to @kidworldcitizen and @askelmhurst
It's such a beautiful library!



Gabriel Botana @BadidonGab · 15h
Replying to @kidworldcitizen and @askelmhurst
Beautiful library indeed



twitter

Program Statistics - August 2020			
Adult Programs	Primary Event Type	Attendance	Sessions
Library Insiders: Tape Resist Art	Inclusive	7	1
20s/30s Hot Topics	20 and 30 Somethings	6	1
20s/30s Zoom Party Games	20 and 30 Somethings	7	1
Adult Book Discussion: Travels with Charley by John Steinbeck	Adult Book Discussion	7	1
Ciao Italia!	Adult Program	14	1
Great Decisions	Adult Program	9	1
If Statues Could Speak	Adult Program	62	1
Library Board Meeting	Adult Program	9	1
Next Chapter Book Club	Library Insiders	19	2
Social Justice Learning Group	Library Club	17	1
Job Search in the 21st Century	Business	15	1
Beyond Basic Grilling	Adult Program	37	1
Flower Sketches with Karen Exiner	Adult Program	85	1
Photoshop Express	Technology	19	1
Votes for Women: The 72-Year Struggle for Women's Suffrage	Adult Program	34	1
Cutting the Cable Cord: Live Q&A Session	Technology	7	1
Etsy for Business Essentials: Live Q&A Session	Technology	11	1
Excel Advanced - Pivot Tables: Live Q&A Session	Technology	5	1
Genealogy Club: Dig Into Your Research	Adult Program	4	1
In Stitches Needleworkers	Adult Program	0	1
Intro to Cricut Design Space	Technology	9	1
Practicing Gratitude	Seniors	1	1
Spoken Word	Seniors	0	1
Staying Connected	Seniors	2	1
TOTALS		386	25
Makery Program	Primary Event Type	Attendance	Sessions
New Skill Saturday: Quilling	Makery	28	1
Date Night from the Makery	Adult Program	36	1
TOTALS		64	2
Marketing Programs	Primary Event Type	Attendance	Sessions
What We're Enjoying Wednesday	Books and Authors	186	4
New Skill Saturday	Adult Program	100	4
TOTALS		286	8
Teen Programs	Primary Event Type	Attendance	Sessions
D&D Sunday	High School	4	2
Minecraft Monday	High School	18	5
Smash Bros Online Tourney	High School	25	4
Teen Jackbox Event	High School	7	1
TOTALS		54	12
Middle School Programs	Primary Event Type	Attendance	Sessions
TOTALS		0	0
Kids' Library Programs	Primary Event Type	Attendance	Sessions
Kids Travel and Create - Paris!	Elementary School	45	1
Learn to Use a 3D Printer	Elementary School	6	1
Kids' Online Chess	Elementary School	13	1
Family Dance Party on Zoom	Family	1	1
Keep Unpublished: 1000 Books Grad Party!	Family	34	1
Chicka Chicka Baby on Zoom	Storytime	13	5
Storytime Zoom	Storytime	70	4
Read Aloud Fun	Storytime	136	4
TOTALS		318	18
Passive Programs	Primary Event Type	Attendance	Sessions
Adult Passive Programs:			
Makery Craft Kit: Date Night		32	1

Makery: La Croix La Soy Candle Craft Kit		27	1
Makery: Flower Sketching Craft Kit		22	1
Teen Passive Programs:			
Middle School Passive Programs:			
Kids' Passive Programs:			
1000 Books Before K		13	1
Adult Program Grand Total Attendance		817	
Total Passive Program Attendance		81	
Total Program Attendance		736	
Teen Program Grand Total Attendance		54	
Total Passive Program Attendance		0	
Total Program Attendance		54	
Middle School Program Grand Total Attendance		0	
Total Passive Program Attendance		0	
Total Program Attendance		0	
Kids' Program Grand Total Attendance		331	
Total Passive Program Attendance		13	
Total Program Attendance		318	
Passive Program Total Attendance		94	
Total Attendance		1,202	
Total Programs			69

**Board Report
August 2020**

	Aug-20	Aug-19	PER CENT CHANGE	CUMULATIVE TOTAL FY 20	FY 19	PER CENT CHANGE
Circulation						
Adult	53,772	57,711	-7%	378,469	455,765	-17%
Kids' Library	44,500	42,523	5%	247,190	372,393	-34%
Unspecified	908	1,399	-35%	6,306	11,064	-43%
Total	99,180	101,633	-2%	631,964	839,222	-25%
<i>Digital Material</i>	<i>18,792</i>	<i>15,975</i>	<i>18%</i>	<i>177,855</i>	<i>117,936</i>	<i>51%</i>
<i>Database Usage</i>	<i>11,149</i>	<i>14,479</i>	<i>-23%</i>	<i>198,075</i>	<i>178,739</i>	<i>11%</i>
Number of Days Open	30	30				
Online Statistics						
Web Site Visits	126,189	130,192	-3%	985,730	1,092,386	-10%
Web Site Unique Visitors	121,005	123,957	-2%	956,564	1,102,720	-13%
Web Site Page Views	148,197	148,385	0%	1,125,700	1,345,520	-16%
Sessions on Public Computers	1,905	24,428	-92%	64,083	193,781	-67%
Wifi Sessions	6,789	25,007	-73%	84,040	194,046	-57%
Reference Queries						
Adult Reference	2,854	4,445	-36%	20,935	33,230	-37%
Kids' Library	1,272	2,903	-56%	5,168	12,402	-58%
Total Reference Req.	4,126	7,348	-44%	26,103	45,632	-43%
<i>One to One Tutorials</i>	<i>26</i>	<i>22</i>	<i>18%</i>	<i>193</i>	<i>190</i>	<i>2%</i>
Meeting Room Use						
Library Programs	69	135	-49%	783	1,321	-41%
Public Meetings	0	83	-100%	266	744	-64%
*Group Study Rooms	0	1,328	-100%	3,816	12,095	-68%
Total Programs/Meetings	69	1,546	-96%	4,865	14,160	-66%
<i>Passive Programs</i>	<i>4</i>	<i>5</i>	<i>-20%</i>	<i>96</i>	<i>49</i>	<i>96%</i>
Program Attendance						
Adults	736	970	-24%	10,384	8,986	16%
Teens	54	89	-39%	948	669	42%
Middle School	0	88	-100%	141	2,126	-93%
Kids	318	1,988	-84%	11,620	26,954	-57%
Library Wide	0	0	0%	0	1,200	-100%
Passive Program	94	58	62%	2,918	12,311	-76%
Total Program Attendance	1,202	3,193	-62%	26,011	52,246	-50%
Visitor Count						
In-house	12,528	49,174	-75%	136,337	388,524	-65%
Drive-up	3,972	2,321	71%	16,977	18,506	-8%
Total	16,500	51,495	-68%	153,314	407,030	-62%
<i>Makery</i>	<i>0</i>	<i>1,474</i>	<i>-100%</i>	<i>3,329</i>	<i>11,053</i>	<i>-70%</i>
<i>Creative Studio</i>	<i>1</i>	<i>113</i>	<i>-99%</i>	<i>335</i>	<i>1,054</i>	<i>-68%</i>

**Board Report
August 2020**

Elmhurst Library Cards

Card Holders 08/01/20	28,544
Added	91
Withdrawn	413
Card Holders 08/31/20	28,222
Purge of expired cards	

Elmhurst Cards Used 7,677 10,582 -27%

Nonresident Cards

	ADULT	JUVENILE	TOTAL
Card Holders 08/01/20	41	7	48
Added	0	0	0
Expired	2	1	3
Card Holders 08/31/20	39	6	45

Reciprocal Borrower Cards

Card Holders 08/01/20	1,066
Added	18
Expired	119
Card Holders 08/31/20	965

Collection Totals

	Adult	Juvenile	Total
Books	122,923	71,811	194,734
Compact Discs	17,366	1,751	19,117
Playaways Audio	1,552	692	2,244
Magazines	6,658	222	6,880
DVDs	16,292	6,090	22,382
Blu-ray	1,791	532	2,323
CD-ROM	0	88	88
Console Video Games	828	846	1,674
Launchpads	7	53	60
Culinary Cupboard	78	0	78
Board Games/Puzzles	221	125	346
eReaders	55	0	55
Knitting Needles	43	0	43
Vinyl Records	163	0	163
Kits	12	221	233
Toys	0	323	323
eBooks	44,349	0	44,349
eAudio Recordings	23,310	0	23,310
eComics	6,832	0	6,832
eMusic	9,671	0	9,671
eVideo	35,496	0	35,496
eMagazines	193	0	193
Equipment (Circulating)	158	0	158
Media Players	17	0	17
Photo Equipment	12	0	12
Echo Devices	5	0	5
Makery (Equip. Power Cords)	32	0	32
Canvas Bags	2,757	0	2,757
Teachers Bags	75	0	75
Umbrellas	52	0	52
Creative Studio	67	0	67
TOTAL	291,015	82,754	373,769