

## DIRECTOR'S REPORT

It's exciting to begin a new year. We've renovated most of our major areas and will be doing a few projects this year but nothing as major as what we did the past few years. It will be nice to settle into our new spaces.

On the list for 2020:

Engineering study

Book Discussion Nook Revamp

Digital Sign Debut

100<sup>th</sup> Anniversary of Women's Suffrage

African American Children's Book Illustrators Exhibit

Culinary Curiosity Exhibit

Phone System

Staff will participate in a Week of Workshops the last week of January. We did this last year as a mini staff institute and it was very well received. The Social Worker and various staff members present sessions throughout the week. The sessions will include, book discussions on Dopesick, trauma informed services, the process of revoking a patron's privileges and politics at your library.

# Adult Services Department

December 2019

## Recreational Marijuana Interactive Display

This month's interactive display invites patrons to get their questions answered about this change of Illinois Law in 2020. Questions from patrons will be integrated into a panel program on March 21. So far questions we've answered have included:

- How do we know people won't abuse the weed and open black markets?
- Will there be a stipulation on smoking in public places similar to cigarettes?
- Will there be DUI laws in effect to prohibit driving under the influence of marijuana?
- Where can I buy it safely?
- Should I buy it from private citizens?



## Group Study Rooms

Study rooms were incredibly busy this month, especially with the teens and college students studying for their exams and finishing up group projects.

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
<b>2019 Total Uses</b>	<b>1603</b>	<b>1567</b>	<b>1689</b>	<b>1518</b>	<b>1328</b>	<b>1355</b>	<b>1399</b>	<b>1713</b>	<b>1639</b>	<b>1557</b>	<b>1541</b>	<b>1563</b>
2018 Total Uses	1383	1541	1702	1499	1455	1442	1439	1587	1656	1594	1492	1629

## Patron Interactions

It was a relatively normal December, however the response to the Winter Reading Program was significantly higher this year and resulted in the uptick in "Other Consults".

	Reference Questions	Library Info Questions	Tech Consults (>15 min)	Other Consult (>15 min)
<b>December 2019</b>	<b>4200</b>	<b>1733</b>	<b>12</b>	<b>79</b>
December 2018	3764	1664	30	33
% Increase	+11.6%	+4.1%	-69.0%	+139.4%
Monthly Average (12 mo)	4191	1964	19	26

## KIDS' LIBRARY

December 2019

### PROGRAMS

Thank you to Chicago T-Trak for presenting their Polar Express model train day on December 7. It was a popular program, great for all generations. We appreciate all the time and effort of Chicago T-Trak, assembling the roomful of track and trains, hosting the all-day event, and clearing it all away. Thank you to Mitch Pietraszek and the whole T-Trak crew!

During December, EPL sponsored a holiday tree in Wilder Park. Families created ornaments here in the library, and staff member Marti Valasek hung them all on the EPL tree as a part of this community-wide holiday event. We were also invited to be a part of the Park District's Tree Lighting evening open house. Staff members Lori Hoegler and Jessica Krieter presented stories and crafts at Wilder Mansion.

PASSIVE PROGRAMS	Sessions	Total
Passive: 1000 Books Before K	all month	21
Passive: Baby Welcome Bags	all month	9
Passive: Winter Reading registration	all month	475

### SCHOOL/PRESCHOOL/SCOUT SERVICES

478 items checked out in December.

Date	School Visit	Grade	Kids/Teachers
Dec. 13	Hawthorne School	5 <sup>th</sup> grade	82
Dec. 16	Treetown Preschool	Ages 4 and 5	22
Dec. 17	Treetown Preschool	Ages 3 and 4	18

### OTHER KIDS' STATS

Total item circulation: 36,452

	2019	2018	Percent Change
Reference Questions	658	657	0.15%
Readers Advisory	50	141	-64.54%
Teacher Requests	71	87	-18.39%
TOTAL REF STATS	779	885	-11.98%
TOTAL DATAB USE	7562	6207	21.83%
TOTAL DOWNLOADS	621	*	
TOTAL STUDY RM	105	102	2.94%

### STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

Dec. 13	Joint Session on YS Management	AP	7.5 hours
			<b>Total: 7.5 hours</b>

# CIRCULATION REPORT

## December 2019

### TOTAL CIRCULATION:

**December 2019 = 86,205**      **FY 2019 = 1,211,750**  
**December 2018 = 92,511**      **FY 2018 = 1,256,501**

Circulation for December 2019 decreased 7% compared to December 2018.

Circulation for 2019 decreased 3% compared to 2018.

% of checkouts done on self-checks December 2019 = 28%

### Holds:

- Placed this month: 7,195
  - Staff placed = 1,004
  - Patron placed = 5,393
  - Placed in LINKin = 798
- Placed a year ago: 7,892
- Percent Change: -9%
- Amount of holds filled this month: 5,572
  - Elmhurst items = 4,710
  - LINKin items = 765
  - OCLC items = 97
- Filled a year ago: 6,713
- Percent Change: -17%
- Holds Not Picked Up: 736 (13%)

### ILL:

- ILL sent this month: 715 (LINKin = 358 / OCLC = 357 )
- ILL sent a year ago: 1,041
- Percent Change: -31%
- ILL received this month: 1,117 (LINKin = 1,012/ OCLC = 105)
- ILL received a year ago: 1,222
- Percent Change: -9%

**Non-Resident Cards purchased:** 2 for a total of \$336.61

### Book Sale Room:

- Revenue: \$ 458.53

### Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	63,306	73%
Digital Material	15,432	18%
Reciprocal Borrowers	5,012	6%
Interlibrary Loans Sent	715	1%
Outreach Patrons	506	1%
Teachers	478	1%
Elmhurst Work Perks	310	<1%
Non Residents-Unincorporated	291	<1%
Elmhurst College Students	70	<1%
Non Resident Taxpayers	50	<1%
Elmhurst Businesses	26	<1%
Limited Access	9	<1%
Total	86,205	100%

### # of Patrons Served at Drive-up Window:

- December 2019 = 1,952
- December 2018 = 1,989
- Percent Change: -2%

## **Highest Hourly Rate of Circulation Transactions:**

Sunday, December 1: Average 972 items/hour.\*

\*items checked in, checked out and renewed

## **Of Note:**

- Chris and Dina led Creative Card classes on December 9.
- Sam facilitated In Stitches on December 10.
- Debbie led Ciao! Italia on December 11.
- Debbie facilitated In Stitches on December 18.
- Keith facilitated Friday Features on December 6 and 20.
- Chris and Debbie worked in the Makery.
- Fifteen volunteers worked for 108 hours.
- 2,196 patrons signed have registered for our Text Notification service; 44 in December.

## **Notable Circulation Figures:**

- 15,432 Digital Media
  - 3,906 My Media Mall
  - 3,113 eLearning
  - 2,954 Freegal songs streamed
  - 2,254 Hoopla
  - 885 Freegal downloads
  - 785 Cloud Library
  - 765 RBG Digital
  - 569 Kanopy
  - 177 BookFlix
  - 11 TrueFlix
  - 7 Artist Works
  - 6 Tumblebooks
- 574 Electronic Devices
  - 135 Laptop
  - 125 Makery Equipment
  - 97 Creative Studio Visual and Audio Equipment
  - 65 KIDS LaunchPad
  - 38 Hot Spots
  - 28 ADS Media Player
  - 23 Projector
  - 14 Photo Equipment
  - 11 KIDS' Media Player
  - 10 ADS Nook
  - 9 Assistive Technology iPad
  - 7 KIDS' Nook
  - 7 VHS to DVD Converter
  - 4 ADS LaunchPad
  - 1 Graphing Calculator
- Items from Library of Extraordinary Things
  - 223 KIDS' Board Games
  - 180 Adult Board Games
  - 161 KIDS' Puppets
  - 142 KIDS' STREAM Kits
  - 73 KIDS' Puzzles
  - 71 Appliances
  - 27 Cake Pans

### ***Highlights from December:***

In December, we partnered with City Hall and got involved in their *Everyone Counts: Elmhurst* census communication effort. The City asked to use the Library as the backdrop for their “Trusted Voices” video segment. Elmhurst City Manager, D205 Superintendent, Park District Executive Director, and Public Library Director (our very own Mary Beth Harper) gave statements as to why everyone should participate in the census and why it matters. The video will soon air on [ElmhurstTV](#).

Marketing has also been revamping the Library’s website. Most recently, the *Create* tab has been completely reworked. Information was edited and reorganized to be clearer and easier to navigate. The drop-down menu now highlights information about the Creative Studio, Makery, and classes pertaining to equipment and software found in those creative areas.

700 copies of this year’s *Gift Guide* were printed and distributed. There were 188 visits to the online version, as well as 36 clicks (in the first 24 hours of delivery) on the day the eNewsletter was sent out.

### ***Marketing’s focus in January includes:***

#### ***Programming: Common Connection: Change***

Winter’s Common Connection theme is Change. We are offering a variety of events to help members of the Elmhurst community embrace and adapt to the only thing any of us can count on in life - Change. Topics include: immigration, dating, moving, parenting, and death.

#### ***Collection: Weiss Ratings Online***

One of our newest online business tools that helps guide people toward the best investment, banking, and insurance options. Offers accurate and unbiased ratings.

[elmlib.org/weiss](http://elmlib.org/weiss)

#### ***Service: Social Services at the Library***

Tracey O. is the Library’s full time Social Services Specialist. Emily B. is our Social Work Intern.


Please read the article on page 2 of Fine Print and our recent Press Release, as well as the reported *Suburban Life* story, (available through our online Press Center) for more details.

Social Work hours and *Quick Guide* can be found on the Bookmark page under Social Work Information.

#### ***Amenity: Order Online, Pick up at Drive-Up***

Patrons can skip the parking lot and text us, chat us, or call us to pickup **most** materials within an hour.

Here is some sample screenshots of our online presence from December:





**Elmhurst Public Library**  
Published by Rita Ziemlo Perona · December 16, 2019 at 4:59 PM ·

Local artist Donna Castellanos installed her interactive art exhibit, "I Can't Even Draw a Stick Figure" on the 2nd Floor of the Library today. Stop by and add your talents to this interactive community art project!

Also, be sure to stop by the Lobby and see her awe-inspiring, yet cozy, installation made entirely of recycled encyclopedia sets. #bookart #communityart #makearttogether

@DonnaCastellanosDesign

**1,739** People Reached

**134** Reactions, Comments & Shares

<b>78</b> Like	<b>38</b> On Post	<b>40</b> On Shares
<b>33</b> Love	<b>13</b> On Post	<b>20</b> On Shares
<b>2</b> Wow	<b>0</b> On Post	<b>2</b> On Shares
<b>1</b> Sad	<b>1</b> On Post	<b>0</b> On Shares
<b>14</b> Comments	<b>8</b> On Post	<b>6</b> On Shares
<b>6</b> Shares	<b>6</b> On Post	<b>0</b> On Shares

**327** Post Clicks

<b>162</b> Photo Views	<b>3</b> Link Clicks	<b>162</b> Other Clicks
---------------------------	-------------------------	----------------------------

**NEGATIVE FEEDBACK**

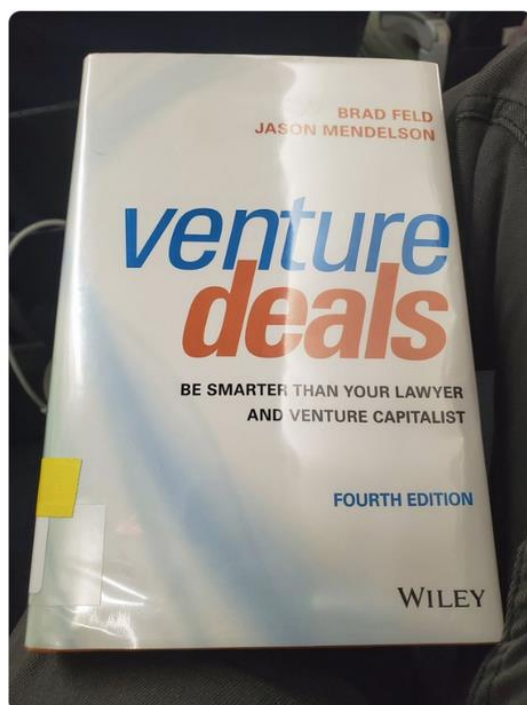
<b>2</b> Hide Post	<b>0</b> Hide All Posts
<b>0</b> Report as Spam	<b>0</b> Unlike Page

Reported stats may be delayed from what appears



**Kreshnik B. Ahmeti**  
@kreshnikbahmeti

Thank you @askelmhurst for being the best place my tax payer money go to. The plethora of content never ceases to amazes me; and the wealth i gain in knowledge is priceless. #jetlagged #bookstoread #elmhurstpubliclibrary



### Program Statistics - December 2019

<b>Adult Programs</b>	<b>Primary Event Type</b>	<b>Attendance</b>	<b>Sessions</b>
[VIP] Creative Card Making	Adult Program	36	2
Trading Titles	Adult Book Discussion	9	2
The Hunting Ground Film and Discussion	Adult Program	6	1
American Mah Jongg: Open Play	Adult Program	30	3
Ciao Italia! Culture and Conversation	Adult Program	14	1
Coloring for Mindfulness	Adult Program	8	1
Dish! Club for Cooks	Adult Program	4	1
Friends of the Library Meeting	Adult Program	9	1
Holiday Features:	Adult Program	91	4
In Stitches Needleworkers	Adult Program	8	2
Open Bridge & Pinochle Club	Adult Program	51	4
Present: Dementia Activity Club - Holiday Tunes Traditions	Adult Program	3	1
Scrabble Club	Adult Program	8	1
Star Wars Trivia	Adult Program	80	1
The Shakespeare Project of Chicago Presents: Christmas Comes But Once a Year	Adult Program	64	1
Wine Club	Adult Program	15	1
Elmhurst Business Connection	Business Program	3	1
Forms of Business Organization: Legal and Financial Considerations	Business Program	14	1
Beer Club	Library Club	15	1
Library Insiders: Holiday Gift Workshop in the Makery	Library Insiders	19	1
Next Chapter Book Club	Library Insiders	17	2
Last Chance! Makery Holiday Hours	Makery Program	30	1
Cricut Design Space Essentials	Makery Technology	12	1
Cricut Intermediate	Makery Technology	5	1
Drop-in Makery Help: Carvey & Easel	Makery Technology	0	1
Drop-in Makery Help: Cricut Design Space	Makery Technology	1	1
Drop-in Makery Help: Silhouette Studio	Makery Technology	0	1
Canva Basics: Simplified Graphic Design	Technology Class	6	1
Excel Basics: Projects	Technology Class	5	1
Get to Know the Creative Studio	Technology Class	2	1
iPhone Basics	Technology Class	8	1
Oculus Go: Virtual Reality	Technology Class	10	1
Podcasting Basics	Technology Class	7	1
Windows 10 Essentials	Technology Class	13	1
[VIP] Culture Club Scotland	Seniors	40	1
Breathing Through Change	Seniors	17	1
Senior Art Class: Painting Wine Bottles	Seniors	17	1
Senior Technology Series: Downloading eBooks & eAudiobooks	Seniors	10	1
Tracey Orick	Social Services Coffee	0	1
<b>Teen Programs</b>	<b>Primary Event Type</b>	<b>Attendance</b>	<b>Sessions</b>
Cram for Exams	High School Program	379	6
Dungeons & Dragons Sunday	High School Program	10	1
Monday Crafternoons	High School Program	29	3
PopUp Ornaments	High School Program	8	1
Smash Bros	High School Program	21	1
Smash Bros and Game Night	High School Program	18	1
Spill!	High School Program	5	2
Tuesday Crafternoon-More Ornaments!	High School Program	12	1
York Chamber Music Concert	High School Program	92	1



<b>Middle School Programs</b>	<b>Primary Event Type</b>	<b>Attendance</b>	<b>Sessions</b>
Buzz	Middle School	14	3
Hot Chocolate Bar	Middle School	11	1
Make Your Own Snow Globe	Middle School	19	1
Middle School Holiday Extravaganza	Middle School	17	1
Snacktime Celebration: National Cookie Day	Middle School	3	1
<b>Kids' Library Programs</b>	<b>Primary Event Type</b>	<b>Attendance</b>	<b>Sessions</b>
Chopped, Jr.	Elementary School	18	1
Code with ScratchJr	Elementary School	8	2
Kids' Makery Craft Lab: Cool Winter Decoration	Elementary School	7	1
Learn to Use a 3D Printer	Elementary School	8	1
Monarch Book Club	Elementary School	5	1
Ornament Make and Take	Elementary School	60	1
Way Cool Adventures: Lost in the Forest	Elementary School	15	1
YouTube Book Review Crew	Elementary School	4	2
Astronomy Explorers: The Story of a Star	Family Program	5	1
Culture Craft Drop-in	Family Program	68	2
Holly Trolley Storytime	Family Program	32	1
NYE Celebration: Circus Boy!	Family Program	250	2
Open LEGO Building	Family Program	26	1
Paw Patrol Viewing Party: Marshall and Chase on the Case!	Family Program	30	1
Polar Express T-Trak Train Celebration	Family Program	300	1
Sensory Friendly Makery Hours	Inclusive	17	1
Drop-in Crafting	Pop In Activity	42	1
Holiday Hoopla Storytime	Preschool	158	4
Rise & Shine Storytime	Preschool	443	10
Songs and Stories Drop-in	Preschool	173	8
Chicka Chicka Baby Drop-in	Storytime	229	9
Fun for Ones Storytime	Storytime	117	4
Road to Reading Drop-in	Storytime	176	8
Saturday Family Storytime Drop-in	Storytime	53	4
<b>ADS Passive Programs</b>		<b>50</b>	<b>14</b>
<b>Kids' Passive Programs</b>		<b>531</b>	<b>4</b>
<b>Adult Program Attendance</b>		<b>687</b>	<b>51</b>
<b>Teen Attendance</b>		<b>574</b>	<b>17</b>
<b>Middle School Attendance</b>		<b>64</b>	<b>7</b>
<b>Kids' Programs Attendance</b>		<b>2,244</b>	<b>68</b>
<b>Total Attendance</b>		<b>4,150</b>	
<b>Total Programs</b>			<b>161</b>

**Board Report  
December 2019**

	<b>Dec-19</b>	<b>Dec-18</b>	<b>PER CENT CHANGE</b>	<b>CUMULATIVE TOTAL FY 19</b>	<b>FY 18</b>	<b>PER CENT CHANGE</b>
<b>Circulation</b>						
Adult	51,572	53,311	-3%	664,398	685,378	-3%
Kids' Library	33,512	37,976	-12%	530,806	555,145	-4%
Unspecified	1,121	1,225	-8%	16,546	15,978	4%
Total	86,205	92,511	-7%	1,211,750	1,256,501	-4%
<i>Digital Material</i>	15,432	12,641	22%	180,300	172,277	5%
<i>Database Usage</i>	16,491	34,179	-52%	237,712	266,352	-11%
Number of Days Open	29	28		355	354	
<b>Online Statistics</b>						
Web Site Visits	129,690	176,264	-26%	1,609,495	2,463,607	-35%
Web Site Unique Visitors	123,768	169,623	-27%	1,625,252	2,393,286	-32%
Web Site Page Views	146,723	191,614	-23%	2,007,196	2,685,277	-25%
Sessions on Public Computers	24,490	19,573	25%	293,418	251,580	17%
Wifi Sessions	24,153	22,940	5%	291,371	260,383	12%
<b>Reference Queries</b>						
Adult Reference	4,200	3,764	12%	50,296	51,900	-3%
Kids' Library	779	885	-12%	16,141	14,162	14%
Total Reference Req.	4,979	4,649	7%	66,437	66,062	1%
<i>One to One Tutorials</i>	26	20	30%	294	263	12%
<b>Meeting Room Use</b>						
Library Programs	161	107	50%	2,043	1,843	11%
Public Meetings	85	79	8%	1,121	1,105	1%
*Group Study Rooms	1,603	1,383	16%	18,472	18,419	0%
Total Programs/Meetings	1,849	1,569	18%	21,636	21,367	1%
<i>Passive Programs</i>	18	5	260%	141	99	42%
<b>Program Attendance</b>						
Adults	687	859	-20%	12,667	13,512	-6%
Teens	574	N/A	#VALUE!	1,951	N/A	
Middle School	64	25	156%	2,298	N/A	
Kids	2,244	2,592	-13%	40,613	55,759	-27%
Library Wide	0	0	#DIV/0!	1,361	1,019	34%
Passive Program	581	1,046	-44%	13,860	11,294	23%
Total Program Attendance	4,150	4,497	-8%	72,750	70,290	3%
<b>Visitor Count</b>						
In-house	40,404	43,126	-6%	561,923	580,720	-3%
Drive-up	1,952	1,989	-2%	27,143	27,251	0%
Total	42,356	45,115	-6%	589,066	607,971	-3%
<i>Makery</i>	1,550	1,146	35%	16,767	16,966	-1%
<i>Creative Studio</i>	154	129	19%	1,594	1,688	-6%

**Board Report  
December 2019**

**Elmhurst Library Cards**

Card Holders 12/01/19	30,271
Added	92
Withdrawn	263
Purge of expired cards	
Card Holders 12/31/19	30,100

<b>Elmhurst Cards Used</b>	9,045	8,788	3%
----------------------------	-------	-------	----

**Nonresident Cards**

	<b>ADULT</b>	<b>JUVENILE</b>	<b>TOTAL</b>
Card Holders 12/01/19	62	7	69
Added	2	0	2
Expired	5	1	6
Card Holders 12/31/19	<b>59</b>	<b>6</b>	<b>65</b>

**Reciprocal Borrower Cards**

Card Holders 12/01/19	1,781
Added	55
Expired	61
Card Holders 12/31/19	1,775

**Collection Totals**

	<b>Adult</b>	<b>Juvenile</b>	<b>Total</b>
Books	125,620	74,663	200,283
Compact Discs	18,830	1,794	20,624
Playaways Audio	1,480	690	2,170
Magazines	6,944	135	7,079
DVDs	15,886	6,353	22,239
Blu-ray	1,577	512	2,089
CD-ROM	0	89	89
Console Video Games	851	835	1,686
Launchpads	7	51	58
Culinary Cupboard	78	0	78
Board Games/Puzzles	213	126	339
eReaders	55	0	55
Knitting Needles	43	0	43
Vinyl Records	162	0	162
Kits	12	219	231
Toys	0	342	342
eBooks	39,050	0	39,050
eAudio Recordings	21,817	0	21,817
eComics	5,661	0	5,661
eMusic	8,758	0	8,758
eVideo	33,395	0	33,395
eMagazines	193	0	193
Equipment (Circulating)	150	0	150
Media Players	17	0	17
Photo Equipment	11	0	11
Eco Devices	5	0	5
Makery (Equip. Power Cords)	19	0	19
Canvas Bags	2,790	0	2,790
Teachers Bags	76	0	76
Umbrellas	55	0	55
Creative Studio	68	0	68
<b>TOTAL</b>	<b>283,823</b>	<b>85,809</b>	<b>369,632</b>