

## DIRECTOR'S REPORT

While circulation is down four percent, visitor counts are up fifteen percent! I've commented on this in the past but it's still interesting to note. Circulation is trending downward for most libraries. People are using libraries differently than they used to. It's now fairly mainstream to use You Tube when trying to figure out how to fix something or learn a new skill. Pinterest is heavily used for recipe curation and decorating ideas and everyone knows that Googling something is the primary form used to seek answers to questions. That's not to say that people still don't use - and love - books. After-all, almost one hundred thousand items were checked out in September. However, the trend is sloping downward and libraries are changing to meet this trend. Just like us, they are offering more programming, and better spaces to meet, relax, connect, and create. They are focusing on the physical space like never before. The building as a place where the community can come together to fulfill many different needs. We are experiencing this every day at EPL. Study room and meeting room usage is way up. Program attendance has skyrocketed, and residents are using their Library as THE place in town to work, relax, play, create, and connect. All good things!

Admin presented the Board approved strategic plan to the staff planning committee. The committee is very excited about the service initiatives and the internal initiatives. We asked staff members to sign up for areas of the plan that they would be interested in working on. There's a lot of positive energy surrounding the ideas. The plan will debut to the public in the next Fine Print.

# Adult Services Department

September 2015

## Programming

September	13 Technology Classes	134
September 1, 8, 16	In Stitches	28
September 1	Mollie's War	21
September 2	Culture Club: Germany	81
September 3,10,17,24	Family Caregiving 101: Overview of Tools and Resources	23
September 4	Wine Club	6
September 8	Introduction to Cupcake Decorating	9
September 8	Read Between the Wines: Book Discussion at Flight 112	12
September 9	Library at the Farmers' Market	61
September 9	Dish! Club for Cooks	9
September 9	Medicare Seminar	52
September 10	Creative Card Making	35
September 10	Craft Lab: Create. Make. Share.	6
September 10	Pinterest for Small Business: What's It All About? Should I Be There?	20
September 10	Blogspiration Club	2
September 10	Interview Coaching	6
September 11,18,25	Friday Features	62
September 12	TEEN - Practice PSAT	22
September 13	Finishing the Story	8
September 14,21,28,30	Sewing Club	13
September 14,21,28	Night at the Improv	24
September 14	Oktoberfest Sampling Smorgasbord	60
September 14, 28	Parlons en Francais	20
September 14	Teen Advisory Group	9
September 15	Genealogy Club	11
September 16	Paper Craft Club	0
September 16,17,17	Book Discussion: You Are One of Them	36
September 16	Ciao Italia! Conversational Group	12
September 16	Quilting Club	3
September 16	TEEN - How to Begin Your College Search Process	17
September 16	The History of American Beer	12
September 17	Elmhurst Business Connection	14
September 17	Intro to Zentangle	16
September 17	Autumn Leaves: A Painting Workshop	24
September 18	Read To Me! A Storytime for Grown-Ups	9
September 19	Grand re-opening of the 2 <sup>nd</sup> floor	200
September 20	The Arts & the Art of Dressing: 1920's Style	20
September 21	Conversemos en Espanol!	12
September 21	Meet the Author: Michael Peck	7
September 22	Film Series: Award-Winning Classics	7
September 24	Mindfulness for Seniors	13
September 25	TEEN - Let's Play Machi Koro	0
September 26	TEEN - Practice ACT	43
September 27	Lyric Opera Lecture: The Marriage of Figaro	20
September 28	The Pressured Child: Helping Your Child Find Success in School and Life	178
September 29	Book Club Party at the Elmhurst Art Museum	70

## Patron Interactions

In September we answered **5,120** reference questions on the 2<sup>nd</sup> floor. (Plus 1110 Library information questions.)



## Group Study Rooms

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
<b>2015 Total Uses</b>				<b>1331</b>	<b>1068</b>	<b>1098</b>	<b>1205</b>	<b>1035*</b>	<b>544</b>	<b>435</b>	<b>395</b>	<b>462</b>
2014 Total Uses	400	n/a	438	433	365	381	385	410	408	436	411	382
2013 Total Uses	352	362	446	397	358	372	362	416	411	375	345	380
2012 Total Uses	330	385	424	342	321	308	348	415	401	371	432	370
2011 Total Uses	352	399	379	367	337	356	310	384	411	423	372	374
2010 Total Uses	319	389	403	366	324	316	325	366	380	420	377	398

\*All study rooms open for whole month, whereas new ones were only open for a small part of April.

## Online Research Tool Statistics

	Sept 2015	August 2015	July 2015	June 2015	May 2015	April 2015	March 2015	Feb 2015	Jan 2015
All Magazine/News Indexes	9167	7601	9571	8649	8825	7637	13828	10,879	9766
Ancestry	3040	2912	1613	2496	1810	2076	3215	2214	4065
Consumer Reports.org	184	196	155	169	196	144	186	162	206
Morningstar	876	252	265	216	297	331	595	533	709
Novelist	144	321	200	211	266	232	442	190	170
Public Records	453	426	436	408	415	400	369	355	360
Reference USA	725	604	569	602	502	584	1052	948	552
Valueline	2340	2186	2314	2901	2827	2413	2776	2940	2705

\* Not available at time of report

## Digital Media Report

	Sept 2015	August 2015	July 2015	June 2015	May 2015	April 2015	March 2015	Feb 2015	Jan 2015
<b>E-Audiobooks</b>	<b>1207</b>	<b>1291</b>	<b>1456</b>	<b>1203</b>	<b>1026</b>	<b>932</b>	<b>1042</b>	<b>932</b>	<b>1027</b>
Hoopla	147	220	165	120	121	129	114	97	108
MyMediaMall	1001	1022	1214	1009	856	745	838	769	839
OneClickDigital	59	49	77	74	49	58	90	66	80
<b>E-Books</b>	<b>2823</b>	<b>3099</b>	<b>3096</b>	<b>3068</b>	<b>2776</b>	<b>2625</b>	<b>2950</b>	<b>2577</b>	<b>2965</b>
MyMediaMall	2372	2640	2604	2624	2330	2234	2485	2173	2424
3M Cloud	451	459	492	444	446	391	465	404	541
<b>E-Classes</b>	<b>674</b>	<b>685</b>	<b>460</b>	<b>567</b>	<b>447</b>	<b>530</b>	<b>1223</b>	<b>414</b>	<b>522</b>
Gale Courses Trial	3	15	6	8	8	N/A	N/A	N/A	N/A
Lynda.com	671	677	453	560	440	530	1223	414	522
<b>E-Magazines (Zinio)</b>	<b>786</b>	<b>887</b>	<b>782</b>	<b>644</b>	<b>973</b>	<b>741</b>	<b>1060</b>	<b>709</b>	<b>1519</b>
<b>E-Music</b>	<b>3642</b>	<b>4103</b>	<b>4206</b>	<b>4901</b>	<b>4702</b>	<b>5192</b>	<b>4937</b>	<b>5073</b>	<b>6865</b>
Freegal Downloads	1119	1224	1126	1119	1131	1333	1284	1199	1453
Freegal Streaming	2083	2266	2630	3278	2835	3148	2565	3098	4309
Hoopla	148	134	171	121	164	141	176	186	145
Naxos	292	479	279	383	572	570	912	590	958
<b>E-Tutoring (Tutor.com)</b>	<b>27</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>38</b>	<b>37</b>	<b>45</b>	<b>40</b>	<b>25</b>
<b>E-Videos</b>	<b>123</b>	<b>161</b>	<b>225</b>	<b>181</b>	<b>236</b>	<b>196</b>	<b>259</b>	<b>259</b>	<b>335</b>
Hoopla	115	145	211	159	213	193	237	241	275
Indieflix	4	14	13	20	16	0	20	14	51
MyMediaMall	4	2	1	2	7	3	2	4	9
<b>Transparent Languages</b>	<b>41</b>	<b>28</b>	<b>19</b>	<b>65</b>	<b>80</b>	<b>80</b>	<b>31</b>	<b>12</b>	<b>5</b>



## KIDS' LIBRARY September 2015

### PROGRAMS

Chicka Chicka Baby (infants):	8 sessions; 80 babies, 90 adults
Rhyme Time (ages 1-2):	4 sessions; 73 kids, 75 adults
Fall Fun (ages 1-3):	18 sessions; 626 kids, 542 adults
Pajama Storytime (families):	5 sessions; 33 kids, 26 adults
Saturday Family Storytime:	4 sessions; 50 children, 46 adults
Open LEGO:	1 session; 20 builders
Junior LEGO (gr K-2):	1 session; 28 kids
Minecraft:	1 session; 27 kids
Chess Club:	4 session; 49 kids

The Cursive Writing Workshop brought in 53 kids over four weeks. Computer Code Masters drew 41 kids over three weeks. Junior Scientists – Cool Colors brought in 17 kids in grades K-2 on September 17, and 16 kids in grades 3-5 attended Science Friday on September 18. The final outdoor movie of the season drew 400 people to the Wilder Park on September 23! The sponsors are already talking about next year since this was such a popular summer partnership.

The Kids' Library staff hosted a booth at Rock the Block, the street fair on York Road, on September 12. Over 300 kids created Mo Willems puppets and played Pigeon games. We saw lots of familiar faces and met new families, too.

### Color Science



### MIDDLE SCHOOL PROGRAM ATTENDANCE

DIY Lockers	1 session; 11 kids
POWS	2 sessions; 16 kids
Sewing	1 session; 5 kids
Movie	1 session; 1 kid
IC Science Fair Program	1 session; 62 kids

## SCHOOL SERVICES

Twenty-one classroom collections totaling 429 items circulated to nine schools.

Shaira Rock gave two presentations – to seven Elmhurst College students on September 3 (on popular materials for 2<sup>nd</sup> and 3<sup>rd</sup> graders) and six Elmhurst College students on September 28 (Social Studies-related picture books). On September 11, Shaira presented a talk about EPL services to eleven Pythagoras Children's Academy teachers. Sarah Burnside hosted the annual Preschool Teacher's Open House on September 1 for 18 appreciative teachers.

## PROGRAM TOTALS

Children's Programs:	57
Children's Program Attendance:	2,634
Middle School Programs:	6
Middle School Attendance:	95
<b>Total programs offered:</b>	<b>63</b>
<b>Total attendance:</b>	<b>2,729</b>

## VOLUNTEERS

Five middle school volunteers donated 12 of service to the Library in September.

## STAFF

Shaira and Lori Hoegler attended a Lincoln Story League meeting and Marti the Prairie State Story League meeting this month. Sharon Karpel represented the Library at the Youth Commission's presentation of "The Pressured Child" at Sandburg Middle School on September 28.

## Rock the Block



# CIRCULATION REPORT

## September 2015

### TOTAL CIRCULATION:

**September 2015 = 99,223**

**September 2014 = 103,235**

Circulation for September 2015 decreased 4% compared to September 2014.

% of checkouts done on self-checks = 27%

### Holds:

- Placed this month: 8,343
  - Staff placed = 1,494
  - Patron placed = 5,739
  - Placed in LINKin = 1,110
- Placed a year ago: 8,851
- Percent Change: -6%
- Amount of holds filled this month: 7,325
  - Elmhurst items = 6,001
  - LINKin items = 1,105
  - OCLC items = 219
- Filled a year ago: 7,113
- Percent Change: 3%
- Holds Not Picked Up: 740
- Percent of holds filled: 10%

### ILL:

- ILL sent this month: 1,057 (LINKin = 849 / OCLC = 208 )
- ILL sent a year ago: 1,105
- Percent Change: -4%
- ILL received this month: 1,577 (LINKin = 1,358 / OCLC = 219)
- ILL received a year ago: 1,589
- Percent Change: -1%

**Non-Resident Cards purchased:** 4 for a total of \$768.14

### Unique Management Services:

- Accounts submitted this month: 7 @ \$8.95 = \$62.65
- Total cumulative recovery of \$168,771.33 yielding an ROI of 12.08 to 1.

### Book Sale Room:

- Revenue: \$ 279.80

### Ecommerce:

• Non-Resident Fees	\$	225.48
• Lost items/Misc.	\$	442.95
• Fines & Processing Fees	\$	1,415.65
• Out of State Fees	\$	0.00
• Total.....	\$	2,084.08

### Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	77,321	78%
Downloadable Material	9,702	10%
Reciprocal Borrowers	8,788	9%
Interlibrary Loans Sent	1,057	1%
Non Residents-Unincorporated	829	1%
Outreach Patrons	524	<1%
Teachers	401	<1%
Elmhurst Businesses	277	<1%
Non Resident Taxpayers	149	<1%
Elmhurst College Students	139	<1%
Elmhurst Business Sticker	20	<1%
Homeless	16	<1%
	99,223	100%



# BOARD REPORT

## September 2015

	Sep-15	Sep-14	PER CENT CHANGE	CUMULATIVE TOTAL FY 15	FY 14	PER CENT CHANGE
<b>Circulation</b>						
Adult	57,407	58,254	-1%	539,863	559,368	-3%
Kids' Library	40,006	43,314	-8%	436,248	437,928	0%
Unspecified	1,810	1,667	9%	16,173	15,530	4%
Total	99,223	103,235	-4%	992,284	1,012,826	-2%
Total Minus ILL Sent	98,166	102,130	-4%			
Number of Days Open	29	29				
Downloadable Books & Media	9,702	8,298	17%			
<b>Web Site</b>						
Visits	302550	41,735	625%	2,696,974	371,212	627%
Unique Visitors	285359	23,495	1115%	2,534,824	212,142	1095%
Page Views	340909	82,429	314%	3,066,039	742,060	313%
<b>Reference Queries</b>						
Adult Reference	5,120	4,720	8%	50,063	43,964	14%
Kids' Library	1,565	2,152	-27%	17,705	18,624	-5%
Total Reference Req.	6,685	6,872	-3%	67,768	62,588	8%
<b>Meeting Room Use</b>						
Library Programs	136	110	24%	1,424	1,131	26%
Public Meetings	79	64	23%	638	544	17%
*Group Study Rooms	1,331	433	207%	7,573	3,611	110%
Total Programs/Meetings	1,546	607	155%	7,799	5,286	48%
<b>Program Attendance</b>						
Adults & Teens	1,447	723	100%	8,672	3,903	122%
Kids	2,729	1,576	73%	27,852	24,240	15%
Total Program Attendance	4,176	2,299	82%	36,524	28,143	30%
<b>Visitor Count</b>						
In-house	46,732	40,631	15%	415,669	390,580	6%
Drive-up	2,338	2,348	0%	21,116	20,593	3%
Total	49,070	42,979	14%	436,785	409,756	7%
<b>Elmhurst Library Cards</b>						
Card Holders 09/01/15	28,742					
Added	239					
Withdrawn	230					
Card Holders 09/30/15	28,751					
						Purge of expired cards
<b>Elmhurst Cards Used</b>						
	8,713	9,538	-9%			
<b>Nonresident Cards</b>						
Card Holders 09/01/15	80	27	107	<b>Reciprocal Borrower Cards</b>		
Added	7	0	7	Card Holders 09/01/15		2,390
Expired	2	2	4	Added		133
Card Holders 09/30/15	85	25	110	Expired		123
				Card Holders 09/30/15		2,400

# BOARD REPORT

## September 2015

<b>Materials (Selected Statistics)</b>	<b>Adult Added</b>	<b>Adult Withdrawn</b>	<b>Juvenile Added</b>	<b>Juvenile Withdrawn</b>
Books, Non-Fiction	776	974	248	230
Books, Fiction	965	1,099	348	1,623
Compact Discs	150	252	21	5
Playaways Audio	10	4	4	1
Kits	0	0	0	0
Software	0	0	0	0
CD-ROM	0	0	0	0
Videos	0	0	0	0
DVD's	278	94	74	113
Blu-ray	34	2	4	1
Console Video Games	24	8	5	2
Toys	0	0	0	1
Flashdrives	0	0	0	0
<b>TOTAL</b>	<b>2,237</b>	<b>2,433</b>	<b>704</b>	<b>1,976</b>

<b>Collection Totals</b>	<b>Adult</b>	<b>Juvenile</b>	<b>Total</b>
Books	144,535	112,982	257,517
Compact Discs	22,356	3,910	26,266
Playaways Audio	972	344	1,316
DVDs	15,127	9,094	24,221
Blu-ray	867	157	1,024
CD-ROM	0	279	279
Console Video Games	693	683	1,376
Kits	0	108	108
Toys	0	467	467
<b>TOTAL</b>	<b>184,550</b>	<b>128,024</b>	<b>312,574</b>