

Director's Report

We're not exactly sure why, but circulation was up by 13% this month. This is a phenomenal increase. When Orland Park Public Library left the SWAN consortium, they experienced similar increases in circulation. This large increase may be attributed to more of our materials being here for our patrons to check out or, there was an error in SWAN's statistical calculations. Either way, we are happy to see this increase. Usage statistics are very important for assessing our performance. It will be interesting to see what happens in the coming months.

The Library's 10 year anniversary party was a huge success. The Public Information Department did a great job of planning the celebration. Many patrons attended the behind the scenes Library tours and the Friday afternoon reception was well attended. Several of our Elmhurst dignitaries stopped by as well as current and former Trustees and staff. I heard positive comments from many who attended the reception. It really was a wonderful afternoon.

The audio-visual upgrade work began on the morning of the 7th. It's very exciting to see this project finally being implemented. I can't wait to see how we will use the technology. I have challenged staff to be thinking of ways to use the Mondopads for programming. When the project is complete, we will schedule informational sessions for staff and patrons to learn about the new equipment.

When you receive your newsletter next month, you will see a new program subject heading. We are hosting several "club" meetings at the Library. Clubs are meant to encourage hobby enthusiasts to meet and share ideas. This expands upon our community center/collaborative learning space/creative workspace idea. Right now, we're hosting an open knitting group, card making group, Italian conversation and culture group, and a recipe sharing group. We hope to have more ideas and more clubs meeting here soon. Let me know if you have an idea! We also included a new section on our statistical report. Please notice the Program Attendance section. While both Kids' and ADS were reporting their program attendance in their department reports, the overall program attendance rates will be more accessible in the main report. We will also be able to compare to previous years.

Adult Services Department

September 2013

Programming

| | | |
|------------------------------|---|-----------|
| September | 4 Computer Classes | 51 |
| September 4 | EPL @ the Farmers Market | *no count |
| Sept 4,9,11,16,18 | Literacy Tutor Training | 148 |
| Sept 5, 7,12,14, 19,21,26,28 | Drop-in eReader help! | 15 |
| September 9, 23 | Parlons en Francais | 13 |
| September 10 | Open Knit Night at the Library | 7 |
| September 12 | Walt Disney World 101 | 26 |
| September 16 | Conversemos en Espanol! | 7 |
| September 18, 19 | September Book Discussion-Unlikely Pilgrimage of Harold Fry | 38 |
| September 21 | Practice ACT | 34 |
| September 22 | Lyric Opera lecture: Otello by Giuseppe Verdi | 24 |
| September 23 | JVS Career Counseling - 30 Minute Session | 5 |
| September 24 | Ciao Italia! Conversational Club | 8 |
| September 24 | ABC's of Photo Organization | 50 |
| September 24 | Read Between the Wines-Book Discussion at Flight 112 | 17 |
| September 30 | Career Readiness Before College | 14 |

Upcoming Event:

GreenMan Theater performs spooky stories of the season

Oct 29 @ 7-8:30

Elmhurst's own GreenMan Theatre Troupe performs chilling tales and stories of the Halloween season.

Staff Training, Development & Instruction

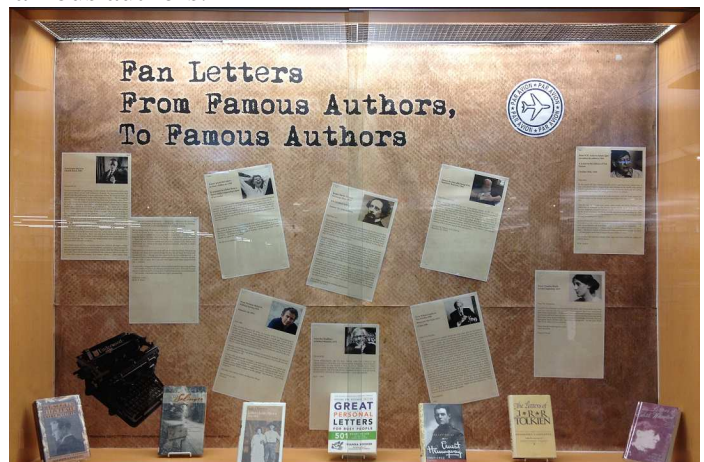
| | | | |
|--------|--|---------|---|
| Sept 3 | Kollbocker attended a RA SIG meeting | Sept 5 | Sanderson gave a presentation at the Rotary Club |
| Sept 3 | Lau attended the webinar meaningful use: libraries connecting patrons to ACA resources | Sept 10 | Kollbocker attended a RA webinar on the romance genre |
| Sept 4 | Blank attended the Farmers Market | Sept 24 | Kollbocker attended a RA SIG meeting |
| | | Sept 28 | Patti Palmer at YA Lit Conference. |

Displays

Books, Media & More – September

- Foodie Mysteries -Margie Kollbocker
- Celebrating Jane Austen's Pride and Prejudice @ 200 yrs - Betty Laliberte
- Banned Books Week - September 22–28, 2013
Hannah Payne
- Hispanic Heritage Month - Betty Laliberte
- Affordable Care Act – Jeannine Lau & Rachelle Bell
- Based on the Book - Hannah Payne
- Need a Vacation? - Katie Cortesi
- America's Funniest Movies - Ariana Haze
- Jazz Festival - Anne Swanson
- Our Planet Earth - Jackie Lehrer
- DIY - Jackie Lehrer

Glass Case: Fan letters from famous authors to famous authors.



Group Study Rooms

| | Dec | Nov | Oct | Sept | Aug | July | June | May | Apr | Mar | Feb | Jan |
|------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 2013 Groups | | | | 248 | 207 | 214 | 180 | 216 | 234 | 212 | 185 | 213 |
| 2013 Individuals | | | | 149 | 151 | 158 | 182 | 200 | 177 | 163 | 160 | 167 |
| 2013 Total Uses | | | | 397 | 358 | 372 | 362 | 416 | 411 | 375 | 345 | 380 |
| <i>2012 Total Uses</i> | <i>330</i> | <i>385</i> | <i>424</i> | <i>342</i> | <i>321</i> | <i>308</i> | <i>348</i> | <i>415</i> | <i>401</i> | <i>371</i> | <i>432</i> | <i>370</i> |
| <i>2011 Total Uses</i> | <i>352</i> | <i>399</i> | <i>379</i> | <i>367</i> | <i>337</i> | <i>356</i> | <i>310</i> | <i>384</i> | <i>411</i> | <i>423</i> | <i>372</i> | <i>374</i> |
| <i>2010 Total Uses</i> | <i>319</i> | <i>389</i> | <i>403</i> | <i>366</i> | <i>324</i> | <i>316</i> | <i>325</i> | <i>366</i> | <i>380</i> | <i>420</i> | <i>377</i> | <i>398</i> |
| <i>2009 Total Uses</i> | <i>323</i> | <i>340</i> | <i>398</i> | <i>347</i> | <i>295</i> | <i>286</i> | <i>311</i> | <i>344</i> | <i>363</i> | <i>357</i> | <i>325</i> | <i>351</i> |

Patron Interactions

In August we answered **5614** reference questions on the 2nd floor.

A selection of Database Statistics

| | Sept 2013 | Aug 2013 | July 2013 | June 2013 | May 2013 | Apr 2013 | Mar 2013 | Feb 2013 | Jan 2013 | Dec 2012 |
|---------------------------|--------------|-------------|--------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|
| All Magazine/News Indexes | N/A | 8244* | 2564 | 2178 | 1346 | 1607 | 1818 | 2402 | 2481 | 1569 |
| Ancestry | 2900 | 1731 | 3948 | 2402 | 2592 | 5005 | 2476 | 3458 | 2416 | 2222 |
| Transparent Language | 25 | 18 | 29 | 70 | 61 | 22 | 15 | 24 | 42 | 5 |
| Consumer Reports.org | 161 | 227 | 267 | 239 | 306 | 219 | 248 | 233 | 265 | 283 |
| Downloadable Books | 2665 | 2934 | 3237 | 2778 | 2463 | 2334 | 2842 | 2361 | 2821 | 2300 |
| Freegal | 987 | 1015 | 1010 | 971 | 1003 | 1050 | 1081 | 1050 | 1119 | 1242 |
| Morningstar | 388 | 984 | 1059 | 423 | 596 | 861 | 895 | 752 | 1823 | 756 |
| Novelist | 25,536 | 2547 | 775 | 238 | 319 | 258 | 295 | 274 | 490 | 325 |
| Public Records | 351 | 354 | 339 | 359 | 351 | 378 | 374 | 360 | 359 | 349 |
| Reference USA | 806 | 865 | 857 | 960 | 1035 | 806 | 987 | 1087 | 1630 | 1055 |
| Tutor.com Learning Suite | 73 | 22 | 9 | 13 | 92 | 73 | 54 | 57 | 54 | 57 |
| Valueline | 3832 | 3994 | 3808 | 1829 | 1753 | 2079 | 3690 | 3662 | 5012 | 3206 |
| Zinio (emagazines) | 659 | 503 | 530 | 470 | 497 | 625 | 712 | 753 | 945 | 872 |

*This spike is likely due to some of our indexes being included in the new catalog.



Kristin Sanderson

Outreach and Assistive Technology Librarian

One of my favorite things about my role as Outreach and Assistive Technology Librarian is that it gives me a chance to get to know patrons on a more personal level and provide service that really fits their needs. More than one hundred Elmhurst patrons receive delivery and pick-up service due to a long-term illness, disability or advanced age. The last thing people should be worried about when they are ill or in the hospital is how they are going to get their library books back on time. I'm very proud to be part of an organization that goes above and beyond to help people in times of need, and displays compassion for those who are experiencing difficult circumstances.

This service is made possible by my amazing team of six volunteers who donate several hours per month to bring the library to people who can't get here on their own. This model is not just about saving staff time. It's about connecting people with their neighbors. Through this service, we are advancing our vision statement of "providing support and resources" for Elmhurst residents to "gather and interact with each other," something that our homebound patrons have little chance to do. We are also giving people a chance to help out in their community in a meaningful way.

In addition to the homebound delivery program, we provide myriad technology resources for patrons with a variety of disabilities. This year we have improved on our offerings by upgrading the software on our assistive computers that help those with vision or other physical disabilities, and by acquiring four iPads with assistive apps. I enjoyed the opportunity to launch this service and have learned a lot about by talking with patrons. So far, I have worked with a senior citizen "early adopter" who has been using an iPad to help other residents in his retirement community who have low vision learn how to download ebooks. I have also been talking with parents of kids who have autism to learn how they are using the devices. Patrons are thrilled when they learn this service is available, and I'm excited that word is getting around.

KIDS' LIBRARY

September 2013

PROGRAMS

| | |
|-----------------------------|------------------------------------|
| Rhyme Time for 1's and 2's: | 4 sessions; 53 children, 48 adults |
| Saturday Family Stories: | 3 sessions; 32 children, 28 adults |
| Open Chess/Pokemon/Yu-Gi-Oh | 2 sessions; 18 players |

Fall Fun was a bit hit this month, with 16 sessions drawing 725 happy listeners, kids and grown-ups alike. Musician Laura Doherty presented a concert for kids on September 14 that was enjoyed by 45 people, and she donated two CDs to our collection. Her songs are perfect for our storytimes! Twenty-two kids learned how to act and talk like a pirate with Kevin Adaire on "Talk Like a Pirate Day," September 19. Chess Club brought in 11 kids this month. LEGO builders numbered 15 this month. They created scenes and posed for photos that were PhotoShopped into their LEGO scene. The "LEGO-size Me" pictures are on our website and each participant got a copy. Open LEGO drew 37 builders this month.

Four students attended the Book Discussion for 2nd and 3rd graders on September 17 to discuss *White Fur Flying* by Patricia MacLachlan. This month 33 grade school students came to play Minecraft on our computers and with their own devices. Neil Bonk and Billy Basso are working with us on this complicated but wildly popular program. By next month, we think the glitches will be ironed out.

We began a four-week session called "Be a Magician" on September 26. John Hausheer and other members of the Society of American Magicians in Elmhurst lead this program which teaches kids magic tricks. Ten students attended the first session, and they learned some fabulous tricks to share!

MIDDLE SCHOOL PROGRAM ATTENDANCE

| | |
|---|----|
| Video Game Club on September 9: | 4 |
| Duct Tape Club on September 18: | 3 |
| Project Runway on September 20: | 18 |
| Safe Sitter on September 28: | 9 |
| Minecraft Zone Version on September 30: | 13 |

SCHOOL SERVICES

Twenty-two classroom collections totaling 492 items circulated to 10 schools.

Madison School hosted an informative session for parents of special needs preschoolers on Friday, September 20th. Sarah Burnside represented the library with a presentation which highlighted the library's services and collections for this population. She also shared a "Book Etiquette" lesson featuring *Pirates Love Underpants* by Claire Freedman. Fifteen parents were in attendance.

Thirty preschool teachers were treated to an open house featuring new picture books and library updates. Nuala Maloney-Murphy and Sarah Burnside shared book talks and rainbow treats, and sent each teacher home with a handmade storytelling kit based on Édouard Manceau's *Windblown*.

Children's Programs: 36
 Children's Program Attendance: 1,142
 Middle School Programs: 6
 Middle School Attendance: 109

Total programs offered: 42
 Total attendance: 1,251

VOLUNTEERS

Six middle school volunteers worked a total of 16 hours, helping out in the Kids' Library.

Selected Databases (Documents Retrieved)

| 2013 | Sept |
|-----------------------------|------|
| Amazing Animals | 7 |
| America the Beautiful | 2 |
| AWE Early Literacy Stations | 976 |
| BookFlix | 987 |
| Encyclopedia Americana | 75 |
| Grolier Multimedia | 24 |
| Encyclopedia | |
| Grolier Online | 14 |
| Lands and Peoples | 31 |
| Literature Crit. Online | 6 |
| New Book of Knowledge | 2 |
| New Book of Popular Science | 23 |
| NoveList K-8 | 232 |
| Something About the Author | 0 |
| TrueFlix | 96 |
| Tumblebooks | 54 |
| World Book Encyclopedia | 2040 |



STAFF

Sarah Burnside attended a webinar presented by Tutor.com on September 5.

DISPLAYS/EXHIBITS

Our large display welcomed Autumn, and our smaller displays held many collections - Back to School, Hispanic Heritage Month, Science Fair Resources, and more.

CIRCULATION REPORT

August 2013

TOTAL CIRCULATION:

September 2013 = 130,215

September 2012 = 115,620

Circulation for September 2013 increased 13% compared to September 2012.

% of checkouts done on self-checks = 28%

Holds:

- Placed this month: 11,109
- Placed a year ago: 10,509
- Percent Change: 6%

- Holds Not Picked Up: 805
- Percent of holds placed: 7%

ILL:

- ILL sent this month: 1,078 (LINKin = 732 / OCLC = 346)
- ILL sent a year ago: 7,707
- Percent Change: -86%

- ILL received this month: 1,155 (LINKin = 845 / OCLC = 310)
- ILL received a year ago: 5,548
- Percent Change: -79%

Non-Resident Cards purchased: 4 @ \$1,227.46

Unique Management Services:

- Accounts submitted this month: 17 @ \$8.95 = \$152.15
- Total accounts submitted: 1,236
- Total cumulative recovery of \$126,851.13 yielding an ROI of 12 to 1.

Book Sale Room:

- Books Sold: Went to donation model in August 2012
- Revenue: \$ 594.72

Ecommerce:

| | | |
|---------------------------|----|--------|
| • Non-Resident Fees | \$ | 0.00 |
| • Lost items/Misc. | \$ | 65.00 |
| • Fines & Processing Fees | \$ | 681.10 |
| • Out of State Fees | \$ | 0.00 |
| • Total..... | \$ | 746.10 |

of Patrons Served at Drive-up Window:

- September 2013 = 1,489
- September 2012 = 1,750
- Percent Change: -15%

Highest Hourly Rate of Circulation Transactions:

Sunday, September 15th. Average 1,191 items/hour!*

*items checked in, checked out and renewed

Meetings Attended:

- Sam attended project update meetings with Innovative on September 3rd, 9th, 17th and 24th
- Sam attended INN Reach meetings on September 5th, 12th and 19th.
- Debbie attended a Wellness Committee Meeting at City Hall on September 9th.
- Sam attended CS Direct WebEx training on September 24th.

Of Note:

- With the exception of Sunday, the 1st, September was our first full month operating as a standalone library. Our monthly circulation was up 13% from last September, and it was the highest circ'ing September in EPL's history. When drilling down the monthly circulation statistics, where we really soared was in print material! Adult fiction, non-fiction and paperbacks had their highest circ'ing month this year. In KIDS', circulation of the same material is only 2nd to June (Summer Reading Kick off month). Magazines, audio books and KIDS' kits also had their highest circulation statistics for the year.
- September was Library Card Sign Up Month. Patrons were invited to play Library Bingo. We welcomed 268 new patrons to the Library.

Notable High Circulation Figures:

- **44,939 books from the KIDS Library**
- **35,725 books from the ADS**
- 3532 Audio Books
- 500 Kits/Toys/Games
- 4,311 Digital Audio Media
 - 2,289 My Media Mall
 - 315 3M Cloud
 - 61 One Click Digital
 - 987 Freegal
 - 659 Zinio
- 3,199 Magazines (ADS and KIDS)
 - 1098 *Magazines to Go*
 - *701 magazines were browsed within the Library. *Not included in the 3,199 reported circulation statistics.*
- 559 Blu-Rays
- Devices checked out for use in Library
 - 33 Laptops (KIDS)
 - 49 iPads (KIDS)

BOARD REPORT September 2013

| | Sep-13 | Sep-12 | PER CENT CHANGE | CUMULATIVE TOTAL FY 13 | FY 12/13 | PER CENT CHANGE |
|------------------------------|-----------|-----------|--------------------|---------------------------|----------|--------------------|
| Circulation | | | | | | |
| Adult | 70,556 | 67,447 | 5% | 361,874 | 297,593 | 22% |
| Kids' Library | 58,420 | 47,830 | 22% | 300,582 | 239,144 | 26% |
| Unspecified | 1,239 | 343 | 261% | 3,139 | 1,456 | 116% |
| Total | 130,215 | 115,620 | 13% | 665,595 | 538,193 | 24% |
| Number of Days Open | 29 | 29 | | | | |
| Downloadable Books & Media | 4,311 | 4,748 | -9% | | | |
| Web Site | | | | | | |
| Visits | 40,762 | 48,433 | -16% | 225,970 | 248,667 | -9% |
| Unique Visitors | 23,429 | 28,480 | -18% | 145,095 | 141,006 | 3% |
| Page Views | 74,653 | 96,529 | -23% | 439,255 | 512,411 | -14% |
| Reference Queries | | | | | | |
| Adult Reference | 5,614 | 5,116 | 10% | 28,168 | 27,382 | 3% |
| Kids' Library | 1,825 | 1,896 | -4% | 11,527 | 10,215 | 13% |
| Total Reference Req. | 7,439 | 7,012 | 6% | 39,695 | 37,597 | 6% |
| Meeting Room Use | | | | | | |
| Library Programs | 73 | 72 | 1% | 551 | 519 | 6% |
| Public Meetings | 37 | 36 | 3% | 128 | 139 | -8% |
| Total Programs/Meetings | 110 | 108 | 2% | 679 | 658 | 3% |
| Program Attendance | | | | | | |
| Adults & Teens | 457 | | | | | |
| Kids | 1,251 | | | | | |
| Visitor Count | | | | | | |
| In-house | 40,100 | 40,355 | -1% | 241,024 | 244,408 | -1% |
| Drive-up | 1,479 | 1,750 | -15% | 8,316 | 9,089 | -9% |
| Total | 41,579 | 42,105 | -1% | 249,340 | 253,497 | -2% |
| Library Cards | | | | | | |
| Card Holders 09/01/13 | 29,555 | | | | | |
| Added | 268 | | | | | |
| Withdrawn | 334 | | | | | |
| Card Holders 09/30/13 | 29,489 | | | | | |
| Elmhurst Cards Used | | | | | | |
| | 9,245 | 9,206 | 0% | | | |
| Nonresident Cards | | | | | | |
| Card Holders 09/01/13 | 74 | 26 | 100 | | | |
| Added | 8 | 7 | 15 | | | |
| Expired | 3 | 0 | 3 | | | |
| Card Holders 09/30/13 | 79 | 33 | 112 | | | |

BOARD REPORT

September 2013

| Materials (Selected Statistics) | Adult | Adult | Juvenile | Juvenile |
|--|--------------|------------------|-----------------|------------------|
| | Added | Withdrawn | Added | Withdrawn |
| Books, Non-Fiction | 461 | 1,453 | 195 | 3 |
| Books, Fiction | 979 | 1,238 | 982 | 662 |
| Cassettes | 0 | 0 | 0 | 0 |
| Compact Discs | 190 | 168 | 24 | 1 |
| Playaways Audio | 13 | 1 | 4 | 1 |
| Kits | 0 | 0 | 1 | 0 |
| Software | 0 | 0 | 0 | 0 |
| CD-ROM | 0 | 0 | 0 | 0 |
| Videos | 0 | 0 | 0 | 0 |
| DVD's | 166 | 1 | 60 | 253 |
| Blu-ray | 7 | 0 | 0 | 0 |
| Playaways View | 0 | 0 | 0 | 0 |
| Console Video Games | 0 | 0 | 0 | 2 |
| Toys | 0 | 0 | 0 | 6 |
| Flashdrives | 0 | 0 | 0 | 0 |
| TOTAL | 1,816 | 2,861 | 1,266 | 928 |

| Collection Totals | Adult | Juvenile | Total |
|--------------------------|----------------|-----------------|----------------|
| Books | 178,620 | 117,269 | 295,889 |
| Cassettes | 0 | 0 | 0 |
| Compact Discs | 22,993 | 4,163 | 27,156 |
| Playaways Audio | 693 | 252 | 945 |
| Video Cassettes | 0 | 0 | 0 |
| DVDs | 14,766 | 9,974 | 24,740 |
| Blu-ray | 309 | 0 | 309 |
| Playaways View | 0 | 0 | 0 |
| CD-ROM | | 378 | 378 |
| Console Video Games | 496 | 644 | 1,140 |
| Kits | 0 | 196 | 196 |
| Toys | 0 | 398 | 398 |
| TOTAL | 217,877 | 133,274 | 351,151 |

Public Information Report

September 2013

News Links: (click link to view)

<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept-6-Independent.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-6-Press.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-12-Independent.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-13-Press.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-19-Independent.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-20-Press.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-20-Press2.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept-27-Press.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept-27-Press2.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/10th-anniv.-press-release-Independent.jpg>

Community Outreach:

Farmers Market (Sept. 4) 1

93 interactions
 21 questions answered
 10 people checked out books.

Programs/Events:

Library Card Sign-up Month:

BINGO (Sept. 1-30) 2

BINGO cards passed out: 1,000
 BINGOs completed: 117
 New Card Sign-ups: 268

New Yelp Review!

Sarah T.
 6 reviews
 255 stars
 Man, I like food
 Fort Lauderdale, FL

[Compliment](#)
[Send Message](#)
[Follow This Reviewer](#)

★★★★★ 9/23/2013

There's lot of study space here. It's literally next to Elmhurst college and there are places to eat within walking distance. In fact, there's a mini cafe near the entrance.

Was this review ... ?

☒ Useful
☐ Funny
☐ Cool

Social Media Statistics:

| | Oct 2012 | Nov 2012 | Dec 2012 | Jan 2013 | Feb 2013 | Mar 2013 | Apr 2013 | May 2013 | June 2013 | July 2013 | Aug 2013 | Sept 2013 |
|---------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|-------------|--------------|
| Facebook likes: | 1135 | 1164 | 1202 | 1225 | 1293 | 1342 | 1373 | 1389 | 1413 | 1428 | 1471 | 1514 |
| Twitter followers: | 506 | 526 | 528 | 536 | 553 | 567 | 593 | 614 | 646 | 659 | 689 | 711 |
| Yelp views: | 129 | 102 | 100 | 117 | 168 | 150 | 111 | 109 | 125 | 183 | 364 | 416 |
| stars (of 5) | 4.58 | 4.68 | 4.68 | 4.67 | 4.48 | 4.67 | 4.67 | 4.67 | 4.69 | 4.70 | 4.55 | 4.53 |
| Bookletters visits: | 1120 | 872 | 1024 | 1137 | 1071 | 1102 | 1279 | 803 | 1007 | 1725 | 1090 | 1186 |

Highlights:



Celebrate the 10th Anniversary of the "New" Library Building!

On October 4, 2003, the final book was passed from the Wilder Mansion to the new Library building at 125 S. Prospect Avenue. A decade later, we're excited to spend the day celebrating with you! No registration required.