

Director's Report

As we approach the winter season, the area is facing new pandemic mitigations. The Department Head team is closely monitoring these regulations and will adjust as necessary. We have procedure in place to shift service and limit capacity even further, if required. We did not bring back in-person programming or meeting room service, which means that we do not have to cut back on group gatherings. Staff is working under a hybrid model and patrons are encouraged to use the Library as a grab and go model.

Sue Sadowski and I presented the budget to the City Council on November 2. City Council members asked questions about services and procedures. Specifically, they asked about the type of social services that are available to patrons and about equipment lending in our Library of Extraordinary Things. They also asked about whether the Library adopted the fine free model. There was a question about our general fund balance and I explained that we carry a balance that allows us to operate from January to June when we receive our first tax payment. I also reminded City Council members that the Library will be 18 years old in 2021 and we are planning our budget accordingly for a building with aging equipment and infrastructure. We also mentioned that the Library Board unanimously voted to approve a zero percent levy this year and that next year we will reduce the levy to reflect the payoff of the building bonds.

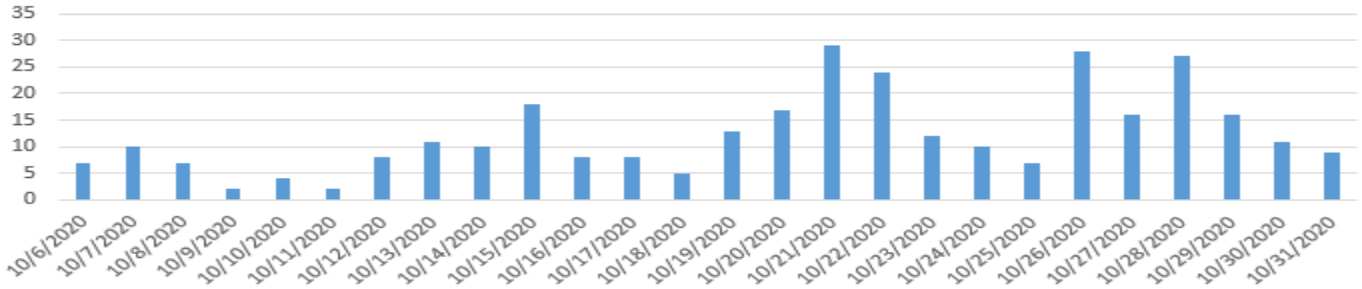
Adult Services Department

October 2020

With the launch of the study rooms at the start of the month and the Creative Studio at the end of the month, October saw many patrons in the building.

Study Rooms

The study rooms opened Tuesday, October 6. In October, 319 reservations were made by 154 patrons. Usage has grown even faster in November with 180 reservations in the first 10 days alone.



Creative Studio

The Creative Studio reopened on Wed, 10/28. It was a soft opening with no marketing initially. We had 3 uses in the last 4 days of the month.

Remote Service Stats for Adult Services

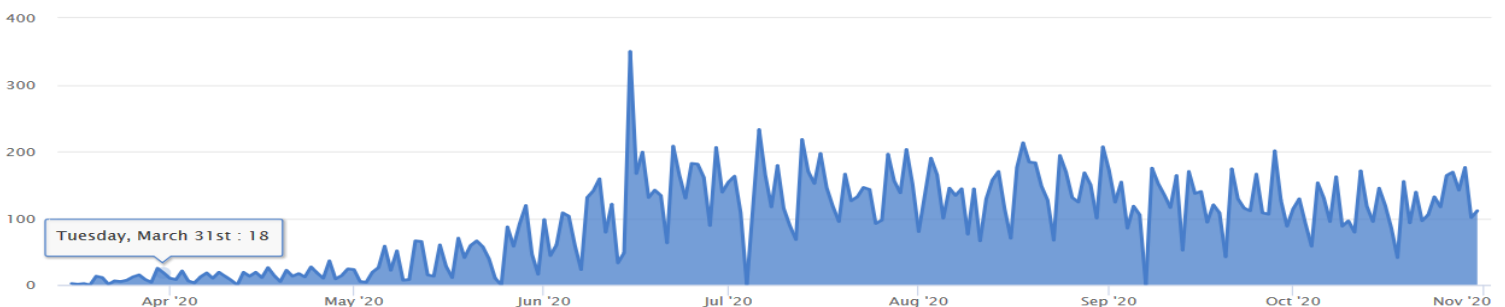
(The numbers below reflect only Adult Services Staff, but the Remote Service is staffed by Kids staff as well.)

	Reference	Technology Help	Programming	Meeting Rooms	Library Information	Total
Total for Oct 2020	1686	830	65	78	1011	3670
Total for Oct 2019	2765	1743	351	N/A	1621	6480
IPLAR for Oct 2020	Reference: 2516		Directional: 1154			
IPLAR for Oct 2019	Reference: 4508		Directional: 1972			
Reference Consults:	October 2020: 10		October 2019: 9			
Technology Help:	October 2020: 14		October 2019: 16			
Medium of Interaction for October 2020	Zoom: 85	Phone: 1216	Chat: 123	Email: 242	In Person: 2004	
for October 2019	Zoom: N/A	Phone: 1777	Chat: 42	Email: 59	In Person: 4636	

The Journey Back to Reopening

This shows the number of interactions Adult Services has handled per day since Monday, March 16. ☰

Questions



KIDS' LIBRARY October 2020

DEPARTMENT UPDATES

We continue to make connections with young children as best as we can and had a particularly great set of opportunities recently. School Services Librarian Lori Lorenz coordinated a recorded library tour for our local elementary schools, to share how they can best plan their visits to the library during the pandemic. Additionally, Lori, alongside other Kids' staff, recorded Spooky Stories for our community's students that were a huge hit! Both videos reached over 3400 students. Lastly, we had a fun interaction at the library. Young patron Cal came to visit on a Thursday morning after attending Fun for 3s, 4s, and 5s and asked to see Miss Katie. When she came out to visit with him, he performed a short piece from the Broadway musical *Hamilton* for her, specifically from the song "Aaron Burr, Sir."

PROGRAMS

Zoom storytimes for preschoolers have been very successful, as our storytime staff engage with over 30 folks each session. Even our youngest library friends have enjoyed storytime. Storyteller K hosted a Chicka Chicka Baby infant storytime with 13 participants that included a baby just 8 days old! Per K, "He has attended EVERY WEEK OF HIS LIFE!"

PROGRAMS	Sessions/Qty	Total Participants
Not Passive: Kids' Programs	75	7,863
Middle School Programs	0	0
Passive Programs	8	807

SCHOOL/PRESCHOOL/SCOUT SERVICES

Total items checked out to teachers in October: 309

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

Date	School Visit	Total Classes	Grade	Kids/Teachers
	COVID Library Tour for Students, recorded	8 schools	GrK-5	3427 students
	Spooky Stories Story Time and Book Talks, recorded	8 schools	GrK-5	3427 students

Date	Scout Visit	Grade	Kids/Teachers
N/A			

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

Total item circulation: 43,665 Year to Date: 306,232

KIDS' LIBRARY October 2020

	Oct 2020	Oct 2019	Percent Change	Total YTD
Reference Questions	1109	904	22.68%	6,769
Readers Advisory	27	70	-61.43%	444
Teacher Requests	12	50	-76%	342
TOTAL REF STATS	1148	1024	12.11%	7,555
TOTAL DATABASE	1198	6232	-80.78%	30,631
TOTAL DOWNLOADS	1289	535	140.93%	12,446
TOTAL STUDY RM	0	112	-100%	299

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT Total: 26.5 hours

Oct 6	Library Journal: Equity in Action		AP	2 hrs
Oct 13	Zoom Storytime Basics	AD	LH	1 hr/each
Oct 13	Library Journal: Equity in Action		AP	2 hrs
Oct 15	Middle Grade Fantasy Explore Our Worlds		NM	1 hr
Oct 15	iMovie for iOS Essential Training		NM	1 hr
Oct 16	iMovie for iOS Essential Training		NM	1 hr
Oct 16	Youth Manager Meeting		AP	2 hrs
Oct 21	How to Influence Informal Learning – A Focus on Public Libraries		LL	1 hr
Oct 23	How to Avoid COVID Slide & Digital Divide Pitfalls	GW	NM	1 hr/each
Oct 24	Using Books to Engage Young Children in Talking About Race/Justice		GW	1 hr
Oct 26	Helping Parents Support Their Children's Well-being During Distance Learning	NM	LL	1 hr/each
Oct 26	ETM Motivation		AD	1.5 hr
Oct 27	ETM Motivation Breakout Session for New Studiers		AD	1 hr
Oct 27	Zoom Storytime Basics		GW	1 hr
Oct 27	Midwest Tape/Hoopla Training		LH	1 hr
Oct 27	Digital Well-being During Tough Times		LL	1 hr
Oct 28	Voices of Storytelling Math	NM	GW	1 hr/each
Oct 30	Booklist: Mad About Middle School		LH	1 hr
Oct 30	Culturally Responsive Books in the Classroom		NM	1 hr

CIRCULATION REPORT

October 2020

TOTAL CIRCULATION:

October 2020 = 102,355

October 2019 = 98,389

- Overall circulation for October 2020 increased 4% compared to October 2019.
- Renewals account for 47% of the circulation of materials.
- Circulation of Digital Material for October 2020 increased 9% compared to October 2019.

of Patrons Served at Drive-up Window:

- October 2020 = 4,019
- October 2019 = 2,305
- Percent Change: 74%

Busiest day at the Drive-up Window:

Wednesday, October 28: 215 Patrons

Holds:

- Placed this month: 9,510
- Placed a year ago: 8,134
- Percent Change: 17%
- Filled this month: 8,480
- Filled a year ago: 6,955
- Percent Change: 22%
- Holds Not Picked Up: 872 (10%)

ILL:

- ILL sent this month: 887 (LINKin = 653 / OCLC = 234)
- ILL sent a year ago: 1,018
- Percent Change: -13%
- ILL received: 1,285 (LINKin = 1,206/ OCLC = 79)
- ILL received a year ago: 1,484
- Percent Change: -13%

Non-Resident Cards purchased: 2 for a total of \$578.06

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	77,958	76%
Digital Material	17,985	18%
Reciprocal Borrowers	4,070	4%
Interlibrary Loans Sent	887	1%
Outreach Patrons	431	<1%
Elmhurst Teachers	309	<1%
Non Residents-Unincorporated	208	<1%
Elmhurst Work Perks	169	<1%
Non Resident Taxpayers	130	<1%
Elmhurst University Students	131	<1%
Elmhurst Businesses	74	<1%
Limited Access	3	<1%
Total	102,355	100%

Notable Circulation Figures:

- 17,985 Digital Media
 - 4,831 Digital Library of Illinois
 - 3,972 eMusic
 - 2,920 eMagazines/Newspapers
 - 2,573 Hoopla
 - 1,571 Cloud Library
 - 1,048 eLearning
 - 987 Kanopy
 - 58 BookFlix
 - 19 Tumblebooks
 - 6 TrueFlix

October was another busy month. Work on the Winter *Fine Print* was in full swing. In addition to laying out the newsletter, this process requires multiple drafts to be reviewed by staff; programs are then followed up on, and after things are sent to the printer, the edits approved in the final version of *Fine Print* are then made in our online calendar, after which the events are officially published. It is a very involved process, but with the various members of our team contributing, it goes smoothly.

Marketing also started a new social media campaign, Bookstagram on Instagram. Books featured on our *What We're Enjoying Wednesday* program are attractively photographed (and made Insta-worthy) and the recommendation made by the staffer is written up, too. It is a way to give another life to the work our staff put forth in their recommendations. We hope to make Bookstagram a weekly addition to the Library's online presence.



Sample Bookstagram from October 29.

October Marketing Topics included:

- **One Book, One Community.** Continuing to promote our OBOC title, *We Fed an Island* by José Andrés, has been a priority. We used social media and our eNews platform to get the word out. We also worked with Elmhurst University to arrange for our giant banner to get a second use. In November it will hang on their fence at Park Ave. and Prospect Ave., a relatively high traffic area in Elmhurst. It hung at the corner of Spring Rd. and St. Charles in September.
- **Voter information.** Leading up to the elections, we were sure to let the public know how to research their ballot. In addition to promoting our physical binder, we shared an online list people can use to make informed choices - <http://elmlib.org/vote>.
- **Virtual Meeting Rooms.** This online service provides our community with an online option for meetings since our Meeting Rooms continue to be closed.
- **Joining the Friends.** Unfortunately, our Friends of the Library group was unable to host their annual membership program. However, we were able to help promote the group so that new members could join and existing members remembered to renew.
- **Short and Scary Writing Contest.** This event was promoted as our monthly Community Connection event. In addition to asking kids to submit stories through a variety of promotions, the Kids' Library arranged for the winners to record themselves reading their stories. As of 11/13/2020, this YouTube program has 298 views! Additionally, this program was sponsored by the Friends of the Library.

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



Performance for Your Post

4,196 People Reached

89 Reactions, Comments & Shares

65 Like	18 On Post	47 On Shares
17 Love	4 On Post	13 On Shares
5 Comments	0 On Post	5 On Shares
4 Shares	4 On Post	0 On Shares

141 Post Clicks

24 Photo Views	0 Link Clicks
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NEGATIVE FEEDBACK

- 0 Hide Post
- 0 Report as Spam

Reported stats may be delayed



askelmhurst • Following

askelmhurst CORRECTED DATE: Craft Kit for Shrinky Dink magnets are available starting Monday, October 19, on a first come, first serve basis at the Drive-up window. Relive your childhood and create a grown-up version of a shrinky dink craft. Watching the step-by-step directions at elmlib.org/youtube starting Oct. 23.

4w



16 likes
OCTOBER 12



Add a comment...

Post

Program Statistics - October 2020

Adult Programs	Primary Event Type	Attendance	Sessions
Buy Your First Home	Adult Program	7	1
Ciao Italia!	Adult Program	17	1
Cozy Comfort Cuisine	Adult Program	44	1
Culture Club: Puerto Rico	Adult Program	22	1
Etsy for Business Essentials, Part 2	Technology	1	1
Felt Coffee Cozies	Create	38	1
Genealogy Club: Dig Into Your Research	Adult Program	5	1
Go Figure: Navigating the 2020 Presidential Campaign Trail	Adult Program	21	1
Great Decisions	Adult Program	12	1
GreenMan Theatre Presents: Spooky Stories	Adult Program	37	1
How to Use LinkedIn for Job Searching	Adult Program	11	1
In Stitches Needleworkers	Adult Program	0	1
Instagram Basics	Technology	9	1
Kitchen Mixology	20 and 30 Somethings	7	1
Library Board Meeting	Adult Program	10	1
Lost Restaurants of Chicago	Adult Program	59	1
Madam President	Adult Program	54	1
New Skill Saturday: DIY Book Pumpkin	Create	25	1
New Skill Saturday: Heritage Quest	Adult Program	13	1
New Skill Saturday: Introduction to Beading	Adult Program	16	1
New Skill Saturday: Marble Planter	Create	15	1
New Skill Saturday: Pumpkin Whipped Coffee	Adult Program	25	1
Next Chapter Book Club	Library Insiders	31	2
One Book, One Community Book Discussion: <i>We Fed ar	Adult Book Discussion	12	2
Project Shakespeare: A Conversation with J.R. Sullivan, Dir	Adult Program	15	1
Shrinky Dink Magnets	Adult Program	49	1
Social Justice Learning Group	Library Club	12	1
Sourcebooks Book Buzz	Adult Program	20	1
What We're Enjoying Wednesday	Books and Authors	127	4
TOTALS		714	34
Teen Programs	Primary Event Type	Attendance	Sessions
College Major and Career Planning	High School	14	1
Dungeons & Dragons Sundays	High School	7	2
Minecraft Mondays	High School	29	4
Minecraft UHC	High School	44	4
Smash Bros. Teen Tournament	High School	23	4
Teen Advisors	High School	17	4
Teen Jackbox Event	High School	16	4
Understanding the Sticker Price of Higher Education	High School	11	11
TOTALS		161	34
Middle School Programs	Primary Event Type	Attendance	Sessions
TOTALS		0	0
Kids' Library Programs	Primary Event Type	Attendance	Sessions
Anytime Storytime	Storytime	108	4
Chicka Chicka Baby on Zoom	Storytime	32	5
Code with Scratch Jr	Kids Technology	10	1
Family Art Time: Paper Tube Art	Family	42	42
Fun for 3s, 4s, and 5s	Storytime	192	5
Homeschool Writing Prompt	Elementary School	17	1

Kids' Online Chess	Elementary School	9	1
Kids Travel & Create: Canada	Elementary School	37	1
Learn to Use a 3D Printer	Elementary School	13	1
Let's Get Reading! Cast Your Vote	Elementary School	4	1
Little Wiggles Storytime	Storytime	161	4
Native American Fry Bread	Elementary School	10	1
Outdoor Explore: Leaves!	Preschool	42	1
Pumpkins, Songs, & Stories	Storytime	30	1
Short and Scary Winning Writers Read Their Stories	Family	289	1
Spooky Book Talks	Family	3,427	3
Talking with Young Children about Race	Parents	13	1
Virtual Tour District 205	Family	3,427	1
TOTALS		7,863	75
Passive Programs	Primary Event Type	Attendance	Sessions
Adult Passive Programs:			
Makery Passive Program : Día de los Muertos Craft Kit	Craft Kit	44	1
Kids' Passive Programs:			
1000 Books Before Kindergarten		807	8
4 weeks of voting			
Discovery kit			
Hispanic Heritage Month			
Scary Writing Entries			
Skeleton Discovery Kits			
Adult Program Grand Total Attendance		758	
Total Passive Program Attendance		44	
Total Program Attendance		714	
Teen Program Grand Total Attendance		161	
Total Passive Program Attendance		0	
Total Program Attendance		161	
Middle School Program Grand Total Attendance		0	
Total Passive Program Attendance		0	
Total Program Attendance		0	
Kids' Program Grand Total Attendance		8,670	
Total Passive Program Attendance		807	
Total Program Attendance		7,863	
Passive Program Total Attendance		851	
Total Attendance		9,589	
Total Programs			152

**Board Report
October 2020**

	Oct-20	Oct-19	PER CENT CHANGE	CUMULATIVE TOTAL		PER CENT CHANGE
				FY 20	FY 19	
Circulation						
Adult	53,688	54,149	-1%	485,209	562,728	-14%
Kids' Library	47,383	42,753	11%	341,174	456,301	-25%
ILL Received	1,285	1,487	-14%	8,739	14,020	-38%
Total	102,355	98,389	4%	835,122	1,033,049	-19%
<i>% Renewal</i>	<i>47%</i>	<i>25%</i>				
<i>Digital Material</i>	<i>17,985</i>	<i>16,466</i>	<i>9%</i>	<i>213,566</i>	<i>150,112</i>	<i>42%</i>
<i>Database Usage</i>	<i>13,175</i>	<i>17,336</i>	<i>-24%</i>	<i>223,465</i>	<i>207,282</i>	<i>8%</i>
Number of Days Open	31	31				
Online Statistics						
Web Site Visits	126,564	132,510	-4%	1,240,166	1,350,610	-8%
Web Site Unique Visitors	122,097	152,285	-20%	1,201,864	1,377,174	-13%
Web Site Page Views	144,654	221,179	-35%	1,419,407	1,712,622	-17%
Sessions on Public Computers	5,521	25,947	-79%	73,006	244,508	-70%
Wifi Sessions	12,927	22,475	-42%	106,794	242,843	-56%
Reference Queries						
Adult Reference	3,670	4,508	-19%	27,054	42,071	-36%
Kids' Library	1,148	1,024	12%	7,392	14,365	-49%
Total Reference Req.	4,818	5,532	-13%	34,446	56,436	-39%
<i>One to One Tutorials</i>	<i>24</i>	<i>22</i>	<i>9%</i>	<i>235</i>	<i>246</i>	<i>-4%</i>
Meeting Room Use						
Library Programs	75	230	-67%	943	1,710	-45%
Public Meetings	0	95	-100%	266	931	-71%
*Group Study Rooms	319	1,689	-81%	4,135	15,302	-73%
Total Programs/Meetings	394	2,014	-80%	5,344	17,943	-70%
<i>Passive Programs</i>	<i>9</i>	<i>11</i>	<i>-18%</i>	<i>105</i>	<i>65</i>	<i>62%</i>
Program Attendance						
Adults	714	1,237	-42%	12,151	11,122	9%
Teens	161	286	-44%	1,199	1,102	9%
Middle School	0	75	-100%	141	2,225	-94%
Kids	7,863	5,599	40%	20,038	35,827	-44%
Library Wide	0	57	-100%	0	1,308	-100%
Passive Program	851	464	83%	3,775	12,942	-71%
Total Program Attendance	9,589	7,718	24%	37,304	64,526	-42%
Visitor Count						
In-house	16,193	47,209	-66%	165,301	479,269	-66%
Drive-up	4,019	2,305	74%	24,641	23,026	7%
Total	20,212	49,514	-59%	189,942	502,295	-62%
<i>Makery</i>	<i>94</i>	<i>1,459</i>	<i>-94%</i>	<i>3,445</i>	<i>13,758</i>	<i>-75%</i>
<i>Creative Studio</i>	<i>1</i>	<i>129</i>	<i>-99%</i>	<i>336</i>	<i>1,311</i>	<i>-74%</i>

**Board Report
October 2020**

Elmhurst Library Cards

Card Holders 10/01/20	27,892		
Added	112		
Withdrawn	251	Purge of expired cards	
Card Holders 10/31/20	27,753		

Elmhurst Cards Used 7,737 9,392 -18%

Nonresident Cards

	ADULT	JUVENILE	TOTAL
Card Holders 10/01/20	39	6	45
Added	1	0	1
Expired	6	0	6
Card Holders 10/31/20	34	6	40

Reciprocal Borrower Cards

Card Holders 10/01/20	846
Added	23
Expired	77
Card Holders 10/31/20	792

Collection Totals

	Adult	Juvenile	Total
Books	122,434	71,196	193,630
Compact Discs	16,573	1,750	18,323
Playaways Audio	1,522	691	2,213
Magazines	7,258	242	7,500
DVDs	16,195	5,776	21,971
Blu-ray	1,707	533	2,240
CD-ROM	0	88	88
Console Video Games	845	844	1,689
Launchpads	7	51	58
Culinary Cupboard	78	0	78
Board Games/Puzzles	226	122	348
eReaders	0	54	54
Knitting Needles	47	0	47
Vinyl Records	163	0	163
Kits	0	221	221
Toys	0	297	297
eBooks	45,015	0	45,015
eAudio Recordings	23,874	0	23,874
eComics	7,072	0	7,072
eMusic	9,908	0	9,908
eVideo	35,927	0	35,927
eMagazines	193	0	193
Equipment (Circulating)	154	0	154
Media Players	17	0	17
Photo Equipment	12	0	12
Eco Devices	5	0	5
Makery (Equip. Power Cords)	19	0	19
Canvas Bags	2,741	0	2,741
Teachers Bags	77	0	77
Umbrellas	52	0	52
Creative Studio	67	0	67
TOTAL	292,188	81,865	374,053