

DIRECTOR'S REPORT

Here we are in September again. Kids' are back to school, fall projects are gearing up and we're already looking towards the holiday season of programming. Time flies. This season, the Common Connection programming lineup relates to the upcoming elections and is all about the American experience. Programs in the series are aimed at examining the fabric of our democracy and include movies, discussions, and programs about American history and current events.

EPL is also hosting a STREAM Fest on Saturday, October 20. The program will include offerings for all ages with hands-on experiments, creative projects and explosive demonstrations. This type of programming requires input and participation from all departments making it a true "group effort." Patrons love to attend these drop in programs, which offer a variety of experiences where they can explore and create with the whole family.

The New York Times

To Restore Civil Society, Start With the Library

This crucial institution is being neglected just when we need it the most.

By Eric Klinenberg

Mr. Klinenberg is a sociologist.

Sept. 8, 2018

Is the public library obsolete?

A lot of powerful forces in society seem to think so. In recent years, declines in the circulation of bound books in some parts of the country have led prominent critics to argue that libraries are no longer serving their historical function. Countless elected officials insist that in the 21st century — when so many books are digitized, so much public culture exists online and so often people interact virtually — libraries no longer need the support they once commanded.

Libraries are already starved for resources. In some cities, even affluent ones like Atlanta, entire branches are being shut down. In San Jose, Calif., just down the road from Facebook, Google and Apple, the public library budget is so tight that users with overdue fees above \$10 aren't allowed to borrow books or use computers.

But the problem that libraries face today isn't irrelevance. Indeed, in New York and many other cities, library circulation, program attendance and average hours spent visiting are up. The real problem that libraries face is that so many people are using them, and for such a wide variety of purposes, that library systems and their employees are overwhelmed. According to a 2016 survey conducted by the Pew Research Center, about half of all Americans ages 16 and over used a public library in the past year, and two-thirds say that closing their local branch would have a "major

impact on their community.”

Libraries are being disparaged and neglected at precisely the moment when they are most valued and necessary. Why the disconnect? In part it’s because the founding principle of the public library — that all people deserve free, open access to our shared culture and heritage — is out of sync with the market logic that dominates our world. But it’s also because so few influential people understand the expansive role that libraries play in modern communities.

Libraries are an example of what I call “social infrastructure”: the physical spaces and organizations that shape the way people interact. Libraries don’t just provide free access to books and other cultural materials, they also offer things like companionship for older adults, de facto child care for busy parents, language instruction for immigrants and welcoming public spaces for the poor, the homeless and young people.

I recently spent a year doing ethnographic research in libraries in New York City. Again and again, I was reminded how essential libraries are, not only for a neighborhood’s vitality but also for helping to address all manner of personal problems.

For older people, especially widows, widowers and those who live alone, libraries are places for culture and company, through book clubs, movie nights, sewing circles and classes in art, current events and computing. For many, the library is the main place they interact with people from other generations.

For children and teenagers, libraries help instill an ethic of responsibility, to themselves and to their neighbors, by teaching them what it means to borrow and take care of something public, and to return it so others can have it too. For new parents, grandparents and caretakers who feel overwhelmed when watching an infant or a toddler by themselves, libraries are a godsend.

In many neighborhoods, particularly those where young people aren’t hyper-scheduled in formal after-school programs, libraries are highly popular among

adolescents and teenagers who want to spend time with other people their age. One reason is that they're open, accessible and free. Another is that the library staff members welcome them; in many branches, they even assign areas for teenagers to be with one another.

To appreciate why this matters, compare the social space of the library with the social space of commercial establishments like Starbucks or McDonald's. These are valuable parts of the social infrastructure, but not everyone can afford to frequent them, and not all paying customers are welcome to stay for long.

Older and poor people will often avoid Starbucks altogether, because the fare is too expensive and they feel that they don't belong. The elderly library patrons I got to know in New York told me that they feel even less welcome in the trendy new coffee shops, bars and restaurants that are so common in the city's gentrifying neighborhoods. Poor and homeless library patrons don't even consider entering these places. They know from experience that simply standing outside a high-end eatery can prompt managers to call the police. But you rarely see a police officer in a library.

This is not to say that libraries are always peaceful and serene. During the time I spent doing research, I witnessed a handful of heated disputes, physical altercations and other uncomfortable situations, sometimes involving people who appeared to be mentally ill or under the influence of drugs. But such problems are inevitable in a public institution that's dedicated to open access, especially when drug clinics, homeless shelters and food banks routinely turn away — and often refer to the library! — those who most need help. What's remarkable is how rarely these disruptions happen, how civilly they are managed and how quickly a library regains its rhythm afterward.

The openness and diversity that flourish in neighborhood libraries were once a hallmark of urban culture. But that has changed. Though American cities are growing more ethnically, racially and culturally diverse, they too often remain divided and unequal, with some neighborhoods cutting themselves off from difference — sometimes intentionally, sometimes just by dint of rising costs — particularly when it

comes to race and social class.

Libraries are the kinds of places where people with different backgrounds, passions and interests can take part in a living democratic culture. They are the kinds of places where the public, private and philanthropic sectors can work together to reach for something higher than the bottom line.

This summer, Forbes magazine published an article arguing that libraries no longer served a purpose and did not deserve public support. The author, an economist, suggested that Amazon replace libraries with its own retail outlets, and claimed that most Americans would prefer a free-market option. The public response — from librarians especially, but also public officials and ordinary citizens — was so overwhelmingly negative that Forbes deleted the article from its website.

We should take heed. Today, as cities and suburbs continue to reinvent themselves, and as cynics claim that government has nothing good to contribute to that process, it's important that institutions like libraries get the recognition they deserve. It's worth noting that “liber,” the Latin root of the word “library,” means both “book” and “free.” Libraries stand for and exemplify something that needs defending: the public institutions that — even in an age of atomization, polarization and inequality — serve as the bedrock of civil society.

If we have any chance of rebuilding a better society, social infrastructure like the library is precisely what we need.

Eric Klinenberg (@EricKlinenberg), a professor of sociology and the director of the Institute for Public Knowledge at New York University, is the author of the forthcoming book “Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization, and the Decline of Civic Life,” from which this essay is adapted.

A version of this article appears in print on Sept. 8, 2018, on Page SR6 of the New York edition with the headline: Why Libraries Still Matter

Adult Services Department

August 2018

Adults	885		
Adult Spelling Bee	32	In Stitches/Learning to Knit	9
Beer Club	13	iPhone Advanced	5
Board Game Club	87	Jane Austen Speaks	65
Bullet Journaling 101	13	Library Insiders Movie Night and Sing Along: <i>Sing!</i>	14
Business Interest Group Librarian's Meeting	25	LinkedIn Profile Portraits	23
Career Transitions Workshop	8	Meditation for Evening	22
Ciao Italia! Culture and Conversational Group	13	Meet Your Neighbor	0
Civically Speaking: Civics in the 21st Century	14	Mixology 101 at One Fifty One Kitchen Bar	24
Coloring for Mindfulness	7	Next Chapter Book Club	32
Common Connection Film Series: <i>North Country</i>	17	Open Bridge & Pinochle Club	53
Common Connections: <i>TED Talk Conversations about Movements</i>	0	Open Bridge Club	14
Craft Lab: Sharpie Watercolor Coasters	29	Practice Your Pitch	9
Create a Quote of Art: A Song Lyric Painting Workshop	14	Present: Dementia Activity Club - Match and Sort	6
[VIP] Culture Club - Pakistan	63	Senior Technology Class: PayPal, Venmo, Apple Pay, and More	2
Cutting the Cable Cord	22	[VIP] Summer Floral Design Class	24
Dish! Club for Cooks	7	Tea 101	13
Drop-in: Get Your Resume Ready	5	The Library at the Farmers Market	85
Elmhurst Art Museum Book Discussion: <u>The Glass Room</u> by Simon Mawer	15	Wine Club	6
Elmhurst Business Connection	10	Passive Programs (4)	
Excel Advanced: Pivot Tables	13		
Foreign Policy Roundtable	21	Teens	71
Genealogy Club: Dig Into Your Research	3	High School Orientation: Be Prepared!	15
Google Docs, Sheets, and Slides Basics	11	Teen Advisor Program	27
Google Drive Basics	7	Passive Programs (3)	29
GreenMan Theater Troupe: <i>Folktales About Justice</i>	30		

Number of Adult Programs:	47
Number of Teen Programs:	5
Total Number of Programs :	52
Total Number of Programs Compared to August 2017 (53):	-1.9%
Total Attendance Compared to August 2017 (997):	-4.1%

Group Study Rooms

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
2018 Total Uses					1455	1442	1439	1587	1656	1594	1492	1629
2017 Total Uses	1467	1519	1583	1427	1349	1261	1344	1564	1397	1518	1408	1415

Patron Interactions

	Reference Questions	Library Info Questions	Tech Consults (>15 min)	Other Consult (>15 min)
August 2018	4786	2045	30	27
August 2017	5543	2189	29	13
% Increase	-13.7%	-6.6%	3.4%	7.7%
Monthly Average (12 mo)	4727	1799	25	19

KIDS' LIBRARY

August 2018

PROGRAMS	Sessions	Kids	Adults	Total
Chicka Chicka Baby (infants)	8 sessions	106	130	236
Rise & Shine (ages 1-3)	14 sessions	498	416	914
Rhyme Time (ages 1-2)	8 sessions	93	99	192
Saturday Family Storytime	3 sessions	30	30	60
Road to Reading (ages 3-5)	5 sessions	99	69	168
SOR Little Wings (ages 3-5)	2 sessions	18	16	34
Cursive Writing (gr 4-8)	2 sessions	12	0	12
Movies in the Park (families)	3 sessions			1,300
Teachers in the Makery (adults)	2 sessions		19	19
SoR Instrument Petting Zoo	Aug 4	22	16	38
Juggling Rocks! (gr 3-5)	Aug 11	40	28	68
1000 Books Graduation Party	Aug 18	40	40	80
Time Capsule Celebration	Aug 25	45	35	80
Pre School Teacher Open House	Aug 29		39	39
Passive: Open Lego (families)	Aug 25	9	5	14
Passive: Summer Reading reg	all month	35		35
Passive: Guessing Jar (families)	all month	279		279
Passive: 1000 Books Before K	all month	44	0	44

MIDDLE SCHOOL PROGRAMS

3D Printing	Aug 9	6 kids
Volunteer Pizza Party	Aug 18	86 kids

SCHOOL SERVICES

408 items checked out on teacher cards circulated in August.

School Visits:

Hawthorne School 3 rd grade Bluestem book talks	3 sessions	85 kids, 1 teacher
Elmhurst College Reading Practicum visit at EPL	1 session	5 students, 1 teacher

On August 6, Shaira Rock attended the District 205 Teacher Luncheon to welcome new teachers to Elmhurst. On August 22, Lori Hoegler and Lori Lorenz awarded the summer reading trophy to Hawthorne School.

PROGRAM TOTALS

Children's Programs:	56
Children's Program Attendance:	3,332
Passive Children's Programs:	4
Passive Children's Attendance:	372
Middle School Programs:	2
Middle School Attendance:	92
Total programs offered:	62
Total attendance:	3,796

VOLUNTEERS

105 middle school volunteers donated **293** hours of service to the Library in August!

STAFF TRAINING AND PROFESSIONAL DEVELOPMENT

Aug 16	Sarah Burnside, Disabilities webinar	1 hour
Aug 3 – 5	Sarah B, Kiwanis Conference	15 hours
Aug 9-10	Sarah B Global Leadership Conference	10 hours
Aug 30	Lori H, Disabilities webinar	1 hour

SUMMER READING PROGRAM 2018 (summer totals)

Babies	288	
Age 1 – Grade 1	1852	
Grades 2 – 5	1873	
Middle School	774	
TOTAL	4,787	(total last year 4,784)



CIRCULATION REPORT

August 2018

TOTAL CIRCULATION:

August 2018 = 105,838
August 2017 = 102,738

Circulation for August 2018 increased 3% compared to August 2017.
 % of checkouts done on self-checks August 2018 = 32%

Holds:

- Placed this month: 9,138
 - Staff placed = 1,830
 - Patron placed = 6,288
 - Placed in LINKin = 1,020
- Placed a year ago: 8,800
- Percent Change: 4%
- Amount of holds filled this month: 7,271
 - Elmhurst items = 6,091
 - LINKin items = 1,004
 - OCLC items = 176
- Filled a year ago: 6,904
- Percent Change: 5%
- Holds Not Picked Up: 885 (12%)

ILL:

- ILL sent this month: 1,327 (LINKin =980 / OCLC = 347)
- ILL sent a year ago: 1,157
- Percent Change: 15%
- ILL received this month: 1,405 (LINKin = 1,227/ OCLC = 178)
- ILL received a year ago: 1,514
- Percent Change: -7%

Non-Resident Cards purchased: 4 for a total of \$1,030.47

Unique Management Services:

- Accounts submitted this month: 1 @ \$8.95 = \$8.95
- Total cumulative recovery yielding an ROI of 12 to 1

Book Sale Room:

- Revenue: \$ 403.37

Ecommerce:

- | | | |
|---------------------------|----|----------|
| • Non-Resident Fees | \$ | 365.61 |
| • Lost items/Misc. | \$ | 774.00 |
| • Fines & Processing Fees | \$ | 2,119.45 |
| • Makery | \$ | 96.00 |
| • Total..... | \$ | 3355.06 |

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	82,254	78%
Downloadable Material	13,262	13%
Reciprocal Borrowers	6,829	6%
Interlibrary Loans Sent	1,327	1%
Non Residents-Unincorporated	628	1%
Outreach Patrons	483	<1%
Teachers	408	<1%
Elmhurst Work Perks	330	<1%
Non Resident Taxpayers	142	<1%
Elmhurst Businesses	114	<1%
Elmhurst College Students	61	<1%
Total	105,838	100%

of Patrons Served at Drive-up Window:

- August 2018 = 2,348
- August 2017 = 2,268
- Percent Change: 4%

Highest Hourly Rate of Circulation Transactions:

Sunday, August 26: Average 1,118 items/hour.*

*items checked in, checked out and renewed

Of Note:

- Tracy F. represented the Library at the Farmer's Market on August 1.
- Debbie represented the Library at the City Wellness Committee Meeting on August 8.
- Debbie facilitated In Stitches on August 14.
- Tracy, Chris, Debbie and Christy worked in the Makery.
- Twenty-Five volunteers worked for 128 hours.
- 1141 patrons signed have registered for our new Text Notification service; 152 in August.
- The Circulation Department welcomed Vicki M as our newest Page,

Notable Circulation Figures:

- 13,262 Digital Media
 - 2,890 My Media Mall
 - 520 Cloud Library
 - 894 Freegal downloads
 - 2,727 Freegal songs streamed
 - 0 IndieFlix
 - 2,258 Hoopla
 - 581 RBG Digital (formerly Zinio)
 - 223 Kanopy
 - 3,004 eLearning
 - 101 BookFlix
 - 22 TrueFlix
 - 34 Tumblebooks
 - 8 Artist Works
- 559 Electronic Devices
 - 0 Assistive Technology iPad
 - 128 Laptop
 - 29 ADS Nook
 - 32 KIDS' Nook
 - 30 Projector
 - 2 VHS to DVD Converter
 - 112 Creative Studio Visual and Audio Equipment
 - 141 KIDS LaunchPad
 - 5 ADS LaunchPad
 - 21 ADS Media Player
 - 7 KIDS' Media Player
 - 10 Photo Equipment
 - 39 Hot Spots
 - 57 Makery Equipment
- Items from Library of Extraordinary Things
 - 152 Adult Board Games
 - 157 KIDS' Board Games
 - 414 KIDS' Toys/Puzzles
 - 55 Appliances
 - 20Cake Pans
 - 13 Adult Bags to Go
 - 31 KIDS' Bags to Go
 - 137 KIDS' STREAM Kits ← **New Collection**

MARKETING DEPARTMENT REPORT August 2018

The Time Capsule Celebration, widely promoted by the Marketing Department, was a great success! About eighty kids and adults participated in the event. After the ceremony, the time capsule was paraded through the Kids' Library into the Lobby where we shared treats. A cart was decorated to look like a parade float (see Facebook post to the right). People had fun celebrating the old and the new in the Library.

We also supported the launch of the Social Work Interns' office hours. A press release was written and picked up by a couple of newspapers. An online Needs Assessment form was created and is hosted on our website. Information has been distributed internally in a variety of ways so that staff have the information they needed to answer any questions. As this project develops, we continue with efforts to make sure that our interns, Tim and Tracey, are supported with signage and any other communication tools they need to be successful.

Other projects that Marketing staff were busy working on in August are:

- Presenting an overview of the new Marketing Department at Staff Institute Day
- Representing the Library at Elmhurst College's Taste of Elmhurst fair. We let students know how to get Library cards and what is available to them as students.
- Designing the Culture Statement poster. After debuting at Staff Institute Day, we hung it around staff areas and posted it on our website
- Starting the process of refreshing the *Fine Print* page layouts. The new designs will debut in our Winter *Fine Print* edition.
- Developing High School Orientation materials to support the Teen Librarian and Programmer's focus on targeting incoming Freshman.
- Designing and printing Business Services and Outreach Postcards



Front of Business Services postcard:



Back of Business Services postcard:

Elmhurst Public Library... Your business partner

 <p>Library Cards Elmhurst business owners get Business Library cards. Employees can access resources with a Work Perks card.</p>	 <p>Meeting Spaces 11 small rooms that accommodate 1-6 5 large rooms that accommodate 8-100.</p>	 <p>Business Equipment Print, scan, copy, and fax. Access high-end software and equipment in our Creative Studios and Makery.</p>
 <p>Research Tools Professional development, market analysis and custom sales lists.</p>	 <p>Programming Networking opportunities, programs targeted towards entrepreneurs and small business owners.</p>	 <p>One-On-One Appointments Personalized help with business research and Library tool navigation.</p>

125 S. Prospect Avenue, Elmhurst, Illinois 60126 • (630) 279-8698 • elmhurstpubliclibrary.org

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

Elmhurst Public Library
125 S Prospect Ave, Elmhurst, IL

Google [Write a review](#)

4.9 ★★★★★ 78 reviews Sort by: Most relevant ▼

Ashwin Rao
1 review
★★★★★ a month ago
Quiet library with plenty of cool places to study. Librarians are soft spoken when helping patrons, unlike other libraries. There's less loitering here than at other places I've been. You get the feeling everyone has somewhere to go and the library is just one stop along their day. They even have a coffee stand inside. Great place to go if you value peace and quiet. The way libraries should be.

Arthur Burns
Local Guide · 17 reviews · 5 photos
★★★★★ a month ago -
If more stars were given I'd use those too. This is the best library in the US. At this library you can check out the typical Books, movies, and music all libraries loan out. However you can also check out Video Games, Toys, and Electronics. They even go well beyond that and even loan out other non(Entertainment) stuff like Appliances, Museum passes, and Sewing Kits. They have programs for all ages on Book discussions, clubs, family, story times, and technology classes. There's a makery, a creative studio, a cafe, study rooms, computers, wireless printing, wifi, meeting/study rooms, and drive up window. With all this library has to offer, it's clear to see why year after year it continues to receive five star rankings from the Library Journal.

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[Live](#) Not too busy



askelmhurst • Following

askelmhurst The whole family came to celebrate the littlest one's 100 book milestone! Grandparents, auntie, brothers, mom and little Patrick got buried in stuffed animals for the big event. Learn more about 1,000 Books before Kindergarten at elmplib.org/1000books

#librariesrock #elmhurstpubliclibrary #earlyliteracy #elmhurstil #1000booksbeforekindergarten play.read.thrive Amazing!

38 likes
AUGUST 11

Add a comment...



**Board Report
August 2018**

	Aug-18	Aug-17	PER CENT CHANGE	CUMULATIVE TOTAL		PER CENT CHANGE
				FY 18	FY 17	
Circulation						
Adult	58,715	57,600	2%	472,203	465,529	1%
Kids' Library	45,714	43,610	5%	383,863	377,503	2%
Unspecified	1,409	1,528	-8%	11,035	12,310	-10%
Total	105,838	102,738	3%	867,101	855,342	1%
<i>Digital Material</i>	13,262	12,690	5%	119,225	101,069	18%
<i>Database Usage</i>	13,486	N/A		165,140	N/A	
Number of Days Open	30	30				
Online Statistics						
Web Site Visits	210,241	228,276	-8%	1,691,205	2,288,455	-26%
Web Site Unique Visitors	203,487	207,599	-2%	1,639,539	2,137,455	-23%
Web Site Page Views	226,413	272,293	-17%	1,844,110	2,609,988	-29%
Sessions on Public Computers	22,710	N/A		159,630	N/A	
Wifi Sessions	23,126	N/A		162,379	N/A	
Reference Queries						
Adult Reference	4,786	5,543	-14%	35,238	41,534	-15%
Kids' Library	1,149	1,277	-10%	10,010	11,245	-11%
Total Reference Req.	5,935	6,820	-13%	45,248	52,779	-14%
<i>One to One Tutorials</i>	27	N/A		175	N/A	
Meeting Room Use						
Library Programs	114	125	-9%	1,249	1,406	-11%
Public Meetings	78	80	-3%	724	817	-11%
*Group Study Rooms	1,455	1,349	8%	12,294	11,256	9%
Total Programs/Meetings	1,647	1,554	6%	14,267	13,479	6%
<i>Passive Programs</i>	7	N/A		55	N/A	
Program Attendance						
Adults & Teens	956	973	-2%	8,636	9,361	-8%
Kids	3,796	2,745	38%	41,149	33,126	24%
Total Program Attendance	4,752	3,718	28%	49,785	42,487	17%
<i>Passive Program</i>	401	N/A		9,470	N/A	
Visitor Count						
In-house	51,776	53,949	-4%	395,483	400,728	-1%
Drive-up	2,348	2,268	4%	18,641	18,811	-1%
Total	54,124	56,217	-4%	414,124	419,539	-1%
<i>Makery</i>	1,350	N/A		11,432	N/A	
<i>Creative Studio</i>	136	N/A		994	N/A	

**Board Report
August 2018**

Elmhurst Library Cards

Card Holders 08/01/18	32,153
Added	237
Withdrawn	86 Purge of expired cards
Card Holders 08/31/18	32,304

Elmhurst Cards Used 10,085 10,590 -5%

Nonresident Cards

	ADULT	JUVENILE	TOTAL	Reciprocal Borrower Cards
Card Holders 08/01/18	78	11	89	Card Holders 08/01/18 1,906
Added	3	1	4	Added 102
Expired	6	2	8	Expired 118
Card Holders 08/31/18	75	10	85	Card Holders 08/31/18 1,890

Materials

(Selected Statistics)	Adult Added	Adult Withdrawn	Juvenile Added	Juvenile Withdrawn
Books, Non-Fiction	541	150	144	62
Books, Fiction	870	478	302	925
Compact Discs	98	12	0	0
Playaways Audio	8	2	0	1
Kits	0	0	25	0
Launchpads	0	0	0	1
CD-ROM	0	0	0	1
DVD's	253	22	53	18
Blu-ray	38	1	4	5
Console Video Games	4	2	9	10
Toys	0	0	0	21
Board Games	5	0	19	0
Vinyl Records	0	0	0	0
TOTAL	1,817	667	556	1,044

Collection Totals

	Adult	Juvenile	Total
Books	129,529	81,712	211,241
Compact Discs	21,817	2,482	24,299
Playaways Audio	1,329	559	1,888
Magazines	6,124	216	6,340
DVDs	16,197	7,065	23,262
Blu-ray	1,385	419	1,804
CD-ROM	0	168	168
Console Video Games	821	777	1,598
Launchpads	7	39	46
Culinary Cupboard	66	0	66
Board Games	128	84	212
eReaders	69	0	69
Knitting Needles	39	0	39
Vinyl Records	125	0	125
Kits	11	123	134
Toys	0	332	332
eBooks	25,599	0	25,599
eAudio Recordings	10,135	0	10,135
eMagazines	193	0	193
eMovies	128	0	128
TOTAL	213,702	93,976	307,678