

## DIRECTOR'S REPORT

The renovation is progressing well. The lobby floor was installed in three days with very minimal disruption. Cafe tables were unavailable for two days and the stairs were closed for about half a day. All furniture is back in place and patrons are able to move freely throughout the area. The carpet has definitely mitigated some of the sound, which is a benefit to both patrons and staff. A small area in front of the café hasn't been carpeted. This area will be completed when the café renovations are done.

As reported last month, the new program and meeting room signup software is working. Patrons are submitting their meeting room requests online. Online meeting room signup is greatly reducing the time staff spends booking rooms. Online program signup is not a new concept but the software is new. The software is intuitive and the change has been relatively seamless.

# Adult Services Department

August 2019

## Programming

The Local Author Fair and An Evening with Georgia O’Keeffe were the best attended programs this month with 250 and 76 attendees, respectively. The author fair brought a uniquely vibrant atmosphere upstairs to the normally more sedate 2<sup>nd</sup> floor.

Adult Programs: Number of Programs:	62
Program Attendance:	1027
Teen Programs: Number of Programs:	8
Program Attendance:	89
Passive Programs (Teen and Adult):	2
Total Number of Programs:	72
Total Program Attendance:	1116
% Change in Number of Programs Compared to August 2018 (52):	+38%
% Change in Attendance Compared to August 2018 (956):	+17%

## Group Study Rooms

The rooms slowed down this summer more than in previous summers and I am not sure why. Most ADS staff report that the service floor overall felt busier.

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

## Patron Interactions

This August was fairly similar to most Augusts as you see 2018 and 2019 both had about 6800 interactions. One big difference was the ongoing shift to fewer reference (and technology questions) and a greater number of informational questions (including program information and registration). In addition you see a big drop-off this month in the Technology Consults. I think this is just because we only count an interaction as a consult if it takes greater than 15 minutes. We had 130 technology questions that took between 5 and 15 minutes.

	Reference Questions	Library Info Questions	Tech Consults (>15 min)	Other Consult (>15 min)
August 2019	4445	2371	9	33
August 2018	4786	2045	30	27
% Increase	-7.1%	+15.9%	-70%	+22%
Monthly Average (12 mo)	4158	1928	21	22

## KIDS' LIBRARY

August 2019

<b>PROGRAMS</b>	<b>Sessions</b>	<b>Total</b>
Chicka Chicka Baby (infants)	9 sessions	241
Rise & Shine (ages 1-5)	16 sessions	1014
Songs and Stories (ages 1-2)	10 sessions	221
Saturday Family Storytime	4 session	48
Road to Reading (ages 3-5)	5 sessions	119
Kids Makery Craft Lab (gr 3-5)	2 sessions	15
Parent/Child Makery (families)	2 sessions	32

A Universe of Stories Magic (all)	August 3	118
Chopped, Jr. (gr 3-5)	August 5	17
Junior Lego Club (gr K-2)	August 16	8
Trolley Storytime (all ages)	August 17	26
Learn 3D Printing (gr 3-5)	August 22	4
Preschool Teachers' Kickoff	August 22	34
1000 Books Graduation Party	August 24	85

Passive: Open Lego (families)	August 31	10
Passive: Planet Earth Trivia	August 3	11
Passive: 1000 Books Before K	all month	37

### MIDDLE SCHOOL PROGRAMS

Snacktime Celebration	August 2	8 kids
Volunteer Pizza Party	August 10	80 volunteers

### SCHOOL SERVICES/PRESCHOOL SERVICES

529 items checked out in August.

Elmhurst College class visit	August 29	6 people
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Twenty-seven preschoolers completed the "1000 Books Before Kindergarten" challenge this year. They celebrated with a graduation ceremony, made a caterpillar with 1000 segments, paraded through the lobby surrounded by cheering fans, and enjoyed ice cream on the patio.

### PROGRAM TOTALS

Children's Programs:	56	Children's Program Attendance:	1,988
Passive Children's Programs:	3	Passive Children's Attendance:	58
Middle School Programs:	2	Middle School Attendance:	88
<b>Total programs offered:</b>	<b>61</b>	<b>Total attendance:</b>	<b>2,134</b>

### OTHER KIDS' STATS

Reference questions:	2,903
Total item circulation:	39,317
Total database usage:	5,610

Total downloads:	454
Study room use:	89

### **VOLUNTEERS**

Forty middle school volunteers donated 76 hours of service to the Library in August.

### **STAFF TRAINING AND PROFESSIONAL DEVELOPMENT**

August 5	Spanish Programming and Resources for Kids	GW	2 hours
August 14	Jim Gill Workshop	MV	3 hours
August 16	Managers of Children's and Teen Services Group	AP	2.5 hours
			<b>Total: 7.5 hours</b>

# CIRCULATION REPORT

## August 2019

### TOTAL CIRCULATION:

**August 2019 = 101,633**

**August 2018 = 105,838**

Circulation for August 2019 decreased 4% compared to August 2018.

% of checkouts done on self-checks August 2019 = 31%

### Holds:

- Placed this month: 8,873
  - Staff placed = 1,505
  - Patron placed = 6,310
  - Placed in LINKin = 1,058
- Placed a year ago: 9,138
- Percent Change: -3%
- Amount of holds filled this month: 7,309
  - Elmhurst items = 6,135
  - LINKin items = 1,058
  - OCLC items = 116
- Filled a year ago: 7,271
- Percent Change: 1%
- Holds Not Picked Up: 787 (11%)

### ILL:

- ILL sent this month: 1,243 (LINKin = 946 / OCLC = 297 )
- ILL sent a year ago: 1,327
- Percent Change: -6%
- ILL received this month: 1,387 (LINKin = 1,271/ OCLC = 116)
- ILL received a year ago: 1,405
- Percent Change: -1%

**Non-Resident Cards purchased: 4 for \$1,434.45**

### Book Sale Room:

- Revenue: \$ 457.80

### Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	76,536	75%
Digital Material	15,975	16%
Reciprocal Borrowers	5,743	6%
Interlibrary Loans Sent	1,243	1%
Outreach Patrons	608	1%
Elmhurst Teacher	529	1%
Non Residents-Unincorporated	502	<1%
Elmhurst Work Perks	273	<1%
Non Resident Taxpayers	101	<1%
Elmhurst Businesses	61	<1%
Elmhurst College Students	59	<1%
Limited Access	3	<1%
Total	101,633	100%

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

- August 2019 = 2,338
- August 2018 = 2,238
- Percent Change: 4%

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

Sunday, August 18: Average 970 items/hour.\*

\*items checked in, checked out and renewed

## **Of Note:**

- Debbie led Wine Club on August 2.
- Karyn I. worked the Farmer's Market on August 7.
- Sam facilitated In Stitches on August 13.
- Darlene attended Circulation Roundtable August 14.
- Debbie led Ciao Italia on August 14.
- Debbie facilitated In Stitches on August 21.
- Chris and Debbie worked in the Makery.
- 20 volunteers worked for 114 hours.
- 2,001 patrons have registered for our Text Notification service; 51 in August.

## **Notable Circulation Figures:**

- 15,975 Digital Media
  - 3,615 Digital Library of Illinois
  - 2,221 Hoopla
  - 3,610 eLearning
  - 793 Cloud Library
  - 818 Freegal downloads
  - 3,031 Freegal songs streamed
  - 1,303 RBG Digital
  - 464 Kanopy
  - 31 Artist Works
  - 26 BookFlix
  - 16 TrueFlix
  - 47 Tumblebooks
- 643 Electronic Devices
  - 14 Assistive Technology iPad
  - 187 Laptop
  - 20 ADS Nook
  - 35 KIDS' Nook
  - 32 Projector
  - 6 VHS to DVD Converter
  - 111 Creative Studio Visual and Audio Equipment
  - 97 KIDS LaunchPad
  - 4 KIDS LaunchPad View
  - 3 ADS LaunchPad
  - 23 ADS Media Player
  - 9 KIDS' Media Player
  - 13 Photo Equipment
  - 39 Hot Spots
  - 49 Makery Equipment
  - 1 Graphing Calculator
- Items from Library of Extraordinary Things
  - 100 Adult Board Games
  - 69 Appliances
  - 15 Cake Pans
  - 31 Umbrella
  - 164 KIDS' Board Games
  - 131 KIDS' Toys
  - 158 KIDS' Puppets
  - 127 KIDS' Puzzles
  - 276 KIDS' STREAM Kits

### **Highlights from August:**

- Our events calendar and room reservation systems were successfully migrated on August 20. Both of these online systems are integral to the daily operations of the Library. One of the highlights of our new calendar system, SignUp, is its intuitive administrative interface that allows programmers to more easily create and edit events. Spaces, the new online room reservation system, shows patrons exactly which rooms and equipment are available on requested dates.
- The second annual Local Author Fair, on Saturday, August 12, was a success! With over 50 authors and 250 attendees, this event seems to be filling a niche in the community. The *Elmhurst Independent* and *Elmhurst Suburban Life* newspapers covered the event.
- The Marketing Department is temporarily relocated during construction. It is exciting to watch our space evolve to accommodate our team members and equipment!

### **Marketing's focus in September includes:**

#### **Program:** *Elmhurst Reads: Mystery*

This Autumn, the Library presents suspenseful and chilling programs to keep you on the edge of your seat.

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

#### **Collection:** *Tutor.com*

Just in time for back to school! Online, on-demand tutoring.

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

#### **Service:** *Professional Development*

Patrons can use the Library's resources to get a job, keep their job, or advance their career.

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

#### **Amenity:** *Walk • Ride • Share*

Throughout Autumn, patrons who stop by any service desk to let us know when they walk, ride, or share their way to the Library will be given a car magnets and stickers to reward their efforts!

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

➡ Back to school materials are featured in our *In Focus* Lobby display in September. ⬅

### **Here is some sample screenshots of our online presence from August:**

**Ashley D.**

Franklin Park, IL


👤 33 friends

★ 4 reviews

★★★★★ 8/4/2019


Modern and relaxing. Great selection of everything from movies to road maps.





**Elmhurst Public Library**  
 Published by Carol Schlundt Pavlik [?] · August 7 · 🌐

Hidden Gem: Sewing machines are available both for checkout or use in the Makery. Back in July, these smart Middle Schoolers used Library sewing machines to make a fabric lined bag in Beginner Sewing Club. <https://bit.ly/2M541nc> #hiddengemsofepl




**MISSION:** The Makery provides a hands-on creative space for patrons to invent, collaborate, and design as they transform their ideas into reality.

🌱 **Get More Likes, Comments and Shares**  
Boost this post for \$30 to reach up to 6,300 people.

2,800  
People Reached

222  
Engagements

Boost Post


 Emily Calvert Moran, Valerie Baxter and 32 others

1 Comment 5 Shares

### Performance for Your Post

**2,800** People Reached

**59** Reactions, Comments & Shares ⓘ

<b>47</b> Like	<b>32</b> On Post	<b>15</b> On Shares
<b>3</b> Love	<b>2</b> On Post	<b>1</b> On Shares
<b>1</b> Wow	<b>1</b> On Post	<b>0</b> On Shares
<b>2</b> Comments	<b>1</b> On Post	<b>1</b> On Shares
<b>6</b> Shares	<b>5</b> On Post	<b>1</b> On Shares

**163** Post Clicks

<b>48</b> Photo Views	<b>10</b> Link Clicks ⓘ	<b>105</b> Other Clicks ⓘ
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**NEGATIVE FEEDBACK**

3 Hide Post


0 Report as Spam

0 Hide


0 Unli



Reported stats may be de







**askelmhurst** · Following




the weekend! Attendees heard a story, paraded through the Lobby, then celebrated outside with the big parachute and treats! [elmplib.org/1000books](http://elmplib.org/1000books)

#elmhurstpubliclibrary #elmhurstil #earlyliteracy #1000booksbeforekindergarten

2w


**cbart5** @kmjeanneret all 3 kiddos and Derek made appearances!

2w 1 like Reply

Liked by cherrow414 and 41 others

AUGUST 27

Add a comment...





**Board Report  
August 2019**

	<b>Aug-19</b>	<b>Aug-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	57,711	58,715	-2%	455,765	472,203	-3%
Kids' Library	42,523	45,714	-7%	372,393	383,863	-3%
Unspecified	1,399	1,409	-1%	11,064	11,035	0%
Total	101,633	105,838	-4%	839,222	867,101	-3%
<i>Digital Material</i>	15,975	13,262	20%	117,936	119,225	-1%
<i>Database Usage</i>	13,998	27,701	-49%	178,739	45,272	295%
Number of Days Open	30	30				
<b>Online Statistics</b>						
Web Site Visits	130,192	210,241	-38%	1,092,386	1,691,205	-35%
Web Site Unique Visitors	123,957	203,487	-39%	1,102,720	1,639,539	-33%
Web Site Page Views	148,385	226,413	-34%	1,345,520	1,844,110	-27%
Sessions on Public Computers	24,428	22,710	8%	193,781	159,630	21%
Wifi Sessions	25,007	23,126	8%	194,046	162,379	20%
<b>Reference Queries</b>						
Adult Reference	4,445	4,786	-7%	33,230	35,238	-6%
Kids' Library	2,903	1,149	153%	12,402	10,010	24%
Total Reference Req.	7,348	5,935	24%	45,632	45,248	1%
<i>One to One Tutorials</i>	22	27	-19%	190	175	9%
<b>Meeting Room Use</b>						
Library Programs	135	114	18%	1,321	1,249	6%
Public Meetings	83	78	6%	744	724	3%
*Group Study Rooms	1,328	1,455	-9%	12,095	12,294	-2%
Total Programs/Meetings	1,546	1,647	-6%	14,160	14,267	-1%
<i>Passive Programs</i>	5	7	-29%	49	55	-11%
<b>Program Attendance</b>						
Adults	970	956	1%	8,986	8,636	4%
Teens	89	N/A		669	N/A	
Middle School	88	N/A		2,126	N/A	
Kids	1,988	3,796	-48%	26,954	41,149	-34%
Library Wide	0	N/A		1,200	N/A	
Passive Program	58	401	-86%	12,311	9,470	30%
Total Program Attendance	3,193	4,752	-33%	52,246	49,785	5%
<b>Visitor Count</b>						
In-house	49,174	51,776	-5%	388,524	395,483	-2%
Drive-up	2,321	2,348	-1%	18,506	18,641	-1%
Total	51,495	54,124	-5%	407,030	414,124	-2%
<i>Makery</i>	1,474	1,350	9%	11,053	1,883	487%
<i>Creative Studio</i>	113	136	-17%	1,054	155	580%

**Board Report  
August 2019**

**Elmhurst Library Cards**

Card Holders 08/01/19	30,951
Added	205
Withdrawn	530
Purge of expired cards	
Card Holders 08/31/19	30,626

<b>Elmhurst Cards Used</b>	10,582	10,085	5%
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**Nonresident Cards**

	<b>ADULT</b>	<b>JUVENILE</b>	<b>TOTAL</b>
Card Holders 08/01/19	71	12	83
Added	2	1	3
Expired	2	1	3
Card Holders 08/31/19	<b>71</b>	<b>12</b>	<b>83</b>

**Reciprocal Borrower Cards**

Card Holders 08/01/19	1,853
Added	99
Expired	137
Card Holders 08/31/19	1,815

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**Collection Totals**

	<b>Adult</b>	<b>Juvenile</b>	<b>Total</b>
Books	127,372	79,049	206,421
Compact Discs	19,714	2,200	21,914
Playaways Audio	1,416	632	2,048
Magazines	7,300	270	7,570
DVDs	16,198	6,484	22,682
Blu-ray	1,603	495	2,098
CD-ROM	0	169	169
Console Video Games	864	817	1,681
Launchpads	7	42	49
Culinary Cupboard	76	0	76
Board Games/Puzzles	198	115	313
eReaders	60	0	60
Knitting Needles	45	0	45
Vinyl Records	137	0	137
Kits	13	197	210
Toys	0	346	346
eBooks	38,096	0	38,096
eAudio Recordings	21,109	0	21,109
eComics	5,255	0	5,255
eMusic	8,340	0	8,340
eVideo	2,649	0	2,649
eMagazines	193	0	193
Equipment (Circulating)	138	0	138
Media Players	14	0	14
Photo Equipment	11	0	11
Echo Devices	5	0	5
Makery (Equip. Power Cords)	18	0	18
Canvas Bags	2,818	0	2,818
Teachers Bags	76	0	76
Umbrellas	19	0	19
Creative Studio	70	0	70
<b>TOTAL</b>	<b>253,814</b>	<b>90,816</b>	<b>344,630</b>