

## Director's Report

Circulation was down 13% this month. We were up 13% last month. I expected statistics to be down, because we are not lending as much to other libraries. It was strange to see such a large increase last month. Several glitches were discovered with hold notifications and emails. The problem is fixed now and patrons should be getting all messages related to item pickup. Patrons are also getting used to the idea of asking us to purchase items. When a patron requests a purchase, selectors perform an evaluation to decide if we should own the item or borrow it from another library. It's good for the collection to have more input from patrons.

For the second year in a row, the Elmhurst Public Library received a 4 star rating according to *the Library Journal's* star library rankings. We are very happy to have received this rating. Only 263 libraries nationwide received a star rating. Libraries that made the list are awarded three, four, or five stars. Ratings are based on output measures such as circulation, patron visits, internet usage and program attendance. The data for this ranking was based on figures from 2011. For more information please visit: <http://lj.libraryjournal.com/2013/11/managing-libraries/lj-index/class-of-2013/the-star-libraries-2013/>.

The new Club program idea is going well. Attendance has increased now that the clubs are advertised in Fine Print. We are hoping to develop this idea and have more clubs meeting here so. Technology programs have been expanded to include several staff taught special interest classes. New classes this month included Pinterest and Wordpress. In January and February, we will offer: Pinterest, eBay, Ancestry.Com, iPhoneography, Google Drive, Wordpress, and Yelp.

# CIRCULATION REPORT

## October 2013

### TOTAL CIRCULATION:

October 2013 = 105,287  
October 2012 = 121,591

Circulation for October 2013 decreased 13% compared to October 2012.

% of checkouts done on self-checks = 27%

### Holds:

- Placed this month: 13,552\*
- Placed a year ago: 10,952
- Percent Change: 24%
- \*(includes LINKin requests)
- Holds Not Picked Up: 902
- Percent of holds placed: 7%

### ILL:

- ILL sent this month: 1,165 (LINKin = 847 / OCLC = 318)
- ILL sent a year ago: 7,800
- Percent Change: -85%
- ILL received this month: 1,536 (LINKin = 1,392 / OCLC = 144)
- ILL received a year ago: 5,718
- Percent Change: -73%

**Non-Resident Cards purchased:** 3 @ \$822.10

### Unique Management Services:

- Accounts submitted this month: 21 @ \$8.95 = \$187.95
- Total accounts submitted: 1,284
- Total cumulative recovery of \$130,282.74 yielding an ROI of 12 to 1.

### Book Sale Room:

- Books Sold: Went to donation model in August 2012
- Revenue: \$ 586.21

### Ecommerce:

• Non-Resident Fees	\$	0.00
• Lost items/Misc.	\$	678.00
• Fines & Processing Fees	\$	1462.11
• Out of State Fees	\$	6.00
• Total.....	\$	2146.11

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

- October 2013 = 2,042
- October 2012 = 1,951
- Percent Change: 5%

### Highest Hourly Rate of Circulation Transactions:

Sunday, October 27<sup>th</sup>. Average 1,156 items/hour!\*

\*items checked in, checked out and renewed

### Meetings Attended:

- Sam attended project update meetings with Innovative on October 1<sup>st</sup>, 8<sup>th</sup>, 22<sup>nd</sup> and 29<sup>th</sup>.
- Sam attended a LINKin meeting on the 11<sup>th</sup>.
- Sam attended ILA on the 15<sup>th</sup>.

### Of Note:

- The Circulation Department welcomed Liam G and Alana G, our newest Pages.
- Sean N, Brian C, Maggie M, Dulce G and Sarah S gave Behind the Scene's tours on the Library's 10<sup>th</sup> Anniversary.
- Debbie and Sam facilitated Open Knit Night on the 1<sup>st</sup> and the 16<sup>th</sup>.
- Chris P and Dina J facilitated the Card Making Workshop on the 8<sup>th</sup>.

### Notable High Circulation Figures:

- 443 Kits/Toys/Games
- 4,675 Digital Audio Media
  - 2,275 My Media Mall
  - 344 3M Cloud
  - 43 One Click Digital
  - 1078 Freegal
  - 935 Zinio
- 2,563 Magazines (ADS and KIDS)
  - 818 *Magazines to Go*
  - 839 *magazines were browsed within the Library. **\*Not included in the 2,563 reported circulation statistics.***
- 513 Blu-Rays
- Devices checked out for use in Library
  - 35 Laptops (KIDS)
  - 26 iPads (KIDS)
  - 1 Non Circulating eReader

**BOARD REPORT  
October 2013**

	<b>Oct-13</b>	<b>Oct-12</b>	<b>PER CENT CHANGE</b>	<b>CUMULATIVE TOTAL</b>		<b>PER CENT CHANGE</b>
				<b>FY 13</b>	<b>FY 12/13</b>	
<b>Circulation</b>						
Adult	56,093	68,069	-18%	417,967	433,109	-3%
Kids' Library	47,645	53,106	-10%	348,227	340,080	2%
Unspecified	1,549	416	272%	4,688	2,215	112%
<b>Total</b>	<b>105,287</b>	<b>121,591</b>	<b>-13%</b>	<b>770,882</b>	<b>775,404</b>	<b>-1%</b>
Number of Days Open	31	31				
Downloadable Books & Media	4,675	2,819	66%			
<b>Web Site</b>						
Visits	41,758	49,130	-15%	267,728	297,797	-10%
Unique Visitors	24,473	29,484	-17%	169,568	170,490	-1%
Page Views	75,123	97,666	-23%	514,378	610,077	-16%
<b>Reference Queries</b>						
Adult Reference	5,612	5,116	10%	33,780	32,978	2%
Kids' Library	1,980	1,896	4%	13,507	12,509	8%
<b>Total Reference Req.</b>	<b>7,592</b>	<b>7,012</b>	<b>8%</b>	<b>47,287</b>	<b>45,487</b>	<b>4%</b>
<b>Meeting Room Use</b>						
Library Programs	139	116	20%	690	635	9%
Public Meetings	42	38	11%	170	177	-4%
<b>Total Programs/Meetings</b>	<b>181</b>	<b>154</b>	<b>18%</b>	<b>860</b>	<b>812</b>	<b>6%</b>
<b>Program Attendance</b>						
Adults & Teens	745					
Kids	1,967					
<b>Visitor Count</b>						
In-house	45,157	46,803	-4%	286,181	291,211	-2%
Drive-up	2,042	1,951	5%	10,358	11,040	-6%
<b>Total</b>	<b>47,199</b>	<b>48,754</b>	<b>-3%</b>	<b>296,539</b>	<b>302,251</b>	<b>-2%</b>
<b>Library Cards</b>						
Card Holders 10/01/13	29,489					
Added	225					
Withdrawn	271					
Card Holders 10/31/13	29,443					
						Purge of expired cards
<b>Elmhurst Cards Used</b>	<b>9,420</b>	<b>9,262</b>	<b>2%</b>			
<b>Nonresident Cards</b>						
Card Holders 10/01/13	79	33		112		
Added	4	0		4		
Expired	0	0		0		
<b>Card Holders 10/31/13</b>	<b>83</b>	<b>33</b>		<b>116</b>		

**BOARD REPORT**  
**October 2013**

<b>Materials (Selected Statistics)</b>	<b>Adult</b>	<b>Adult</b>	<b>Juvenile</b>	<b>Juvenile</b>
	<b>Added</b>	<b>Withdrawn</b>	<b>Added</b>	<b>Withdrawn</b>
Books, Non-Fiction	853	2,610	247	127
Books, Fiction	1,098	1,000	1,155	669
Cassettes	0	0	0	0
Compact Discs	232	22	17	2
Playaways Audio	12	0	1	0
Kits	0	0	0	14
Software	0	0	0	0
CD-ROM	0	0	0	0
Videos	0	0	0	0
DVD's	236	71	188	138
Blu-ray	11	0	0	0
Playaways View	0	0	0	0
Console Video Games	26	0	19	2
Toys	0	0	1	3
Flashdrives	0	0	0	0
<b>TOTAL</b>	<b>2,468</b>	<b>3,703</b>	<b>1,628</b>	<b>955</b>

<b>Collection Totals</b>	<b>Adult</b>	<b>Juvenile</b>	<b>Total</b>
Books	176,956	117,875	294,831
Cassettes	0	0	0
Compact Discs	23,203	4,178	27,381
Playaways Audio	705	253	958
Video Cassettes	0	0	0
DVDs	14,931	10,024	24,955
Blu-ray	320	0	320
Playaways View	0	0	0
CD-ROM		378	378
Console Video Games	522	661	1,183
Kits	0	182	182
Toys	0	396	396
<b>TOTAL</b>	<b>216,637</b>	<b>133,947</b>	<b>350,584</b>

# Adult Services Department

October 2013

## Programming

October	5 Computer Classes	51
October 1,16	Open Knitting Group	11
October 2	EPL @ the Farmers Market	90
October 2	Literacy Tutor Training	26
Oct 3, 5,10,12,17,19,24,26, 31	Drop-in eReader help!	9
October 4	Ballroom Dancing Variety Showcase	37
October 4	10th Anniversary Reception	200
October 4	10th Anniversary Library tours (14)	73
October 5	TEEN Practice SAT	12
October 6	Lyric Opera lecture: Madama Butterfly by Giacomo Puccini	21
October 7	TEEN ACT / SAT Writing Seminar	45
October 7, 21	Parlons en Francais	11
October 8	Card Crafting	9
October 14, 28	Conversemos en Espanol!	10
October 15	TEEN Read Week Author Visit - T.M. Goeglein	3
October 16,16, 17	October Book Discussion - Sutton by J. R. Moehringer	32
October 21	JVS Career Counseling - 30 Minute Session	5
October 22	Ciao Italia! Conversational Club	12
October 22	Read Between the Wines - The Boy in the Suitcase by Kaaberbøl	15
October 23	Correct Pruning of Shrubs and Trees	42
October 29	GreenMan Theater presents Spooky Stories of the Season	31

## Staff Training, Development & Instruction

Oct 2	Sanderson attended the Farmers Market	Oct 16	Blank and Perona attended the Digital Shift Conference.
Oct 3	Sanderson attended the Mobility Works Expo	Oct 22	Ingram and Perona attended the Circ Devices Policy and Procedure Meeting
Oct 7	Palmer attended a YA Sig	Oct 23	Bauchman, Bell, Blank, Kollbocker, Laliberte, Palmer, Perona, and Sanderson participated in Ref USA Training
Oct 8	Lau attended a fall fiction webinar	Oct 23	Ingram attended Zone 1-4 Ref
Oct 10	Sanderson gave a Lexington Library Presentation		
Oct 15	Perona and Sanderson attended the ILA Conference		

## Displays

### Books, Media & More – October

- Global Diversity Month – Betty Laliberte
- National Reading Group Month- Margie Kollbocker
- Affordable Care Act – Rachelle Bell & Jeannine Lau
- Horror- Margie Kollbocker
- Vegetarian Month – Betty Laliberte
- Once Upon a Crime - Hannah Payne
- Sports Spectacular - Margie Kollbocker
- Hidden Gems (Overlooked films - recent) - Kristin Sanderson
- Scary Fare - Anne Swanson
- Antiques and Collectibles - Jackie Lehrer
- What's Cooking? - Jackie Lehrer

Glass Case: This month, the library promoted Elmhurst Art Museums's exhibit, Inventory\_The EAM Collection.



## Group Study Rooms

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
2013 Groups			272	248	207	214	180	216	234	212	185	213
2013 Individuals			174	149	151	158	182	200	177	163	160	167
<b>2013 Total Uses</b>			<b>446</b>	<b>397</b>	<b>358</b>	<b>372</b>	<b>362</b>	<b>416</b>	<b>411</b>	<b>375</b>	<b>345</b>	<b>380</b>
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
2009 Total Uses	323	340	398	347	295	286	311	344	363	357	325	351

## Patron Interactions

In October we answered **5612** reference questions on the 2<sup>nd</sup> floor.

## A selection of Database Statistics

	Oct 2013	Sept 2013	Aug 2013	July 2013	June 2013	May 2013	Apr 2013	Mar 2013	Feb 2013
All Magazine/News Indexes	N/A	20,510*	8244	2564	2178	1346	1607	1818	2402
Ancestry	2482	2900	1731	3948	2402	2592	5005	2476	3458
Transparent Language	34	25	18	29	70	61	22	15	24
Consumer Reports.org	215	161	227	267	239	306	219	248	233
Downloadable Books	2662	2665	2934	3237	2778	2463	2334	2842	2361
Freegal	1078	987	1015	1010	971	1003	1050	1081	1050
Morningstar	780	388	984	1059	423	596	861	895	752
Novelist	32,726*	25,536*	2547	775	238	319	258	295	274
Public Records	350	351	354	339	359	351	378	374	360
Reference USA	944	806	865	857	960	1035	806	987	1087
Tutor.com Learning Suite	54	73	22	9	13	92	73	54	57
Valueline	3726	3832	3994	3808	1829	1753	2079	3690	3662
Zinio (emagazines)	935	659	503	530	470	497	625	712	753

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



### Jeannine Lau Adult Services Librarian

My name is Jeannine Lau. I am the newest librarian here and have already learned so much from my colleagues. I am eager to continue learning from them, as well as getting to know the community and how I can help them. My collecting area covers the following: economics, finance, law, public administration & military science, technology & engineering, and business & management. I regularly use material selection tools like: publisher catalogs, MOTOR Daily Listings (Mentioned on TV or Radio), B&N.com, Amazon.com, and requests from our patrons to help me build well-developed collections. I find working the reference desk gives me the opportunity to get to know our community, whether it is face-to-face, over the telephone, e-mail or chat reference. I have recently led my first book discussion and had a blast. Our group had a lively, respectful conversation about the book, *Rules of Civility* by Amor Towles. Thanks to our patrons, I came away knowing a bit more about Spanish civil war history and found that I enjoyed the book more after we had our discussion. All of these different interactions help me to understand what our community wants to read or what they're interested in researching/learning. I am also planning on attending Chamber of Commerce networking events so I can become familiar with our business community here in Elmhurst. I go to the BIG (Business Librarians Interest Group) meetings regularly in order to connect with fellow business librarians in the surrounding Chicagoland communities. These meetings help me to learn about what services are being offered at other libraries. I hope to bring excellent ideas and services to our community.

## KIDS' LIBRARY October 2013

### PROGRAMS

The Littlest Storytime (infants):	4 sessions; 58 children, 48 adults
Mother Goose Time (1-year-olds):	8 sessions; 89 children, 78 adults
Rhyme Time (1s and 2s):	7 sessions; 78 children, 66 adults
Toddler Time (2-year-olds):	8 sessions; 125 children, 106 adults
Road to Reading (3s, 4s, and 5s):	12 sessions; 311 children, 79 adults
1-2-3 Storytime (1s, 2s, and 3s):	6 sessions; 83 children, 64 adults
We Love Reading (Grades K and 1):	4 sessions; 86 children, 4 adults
Saturday Family Stories:	3 sessions; 6 children, 4 adults
Open Chess/Pokemon/Yu-Gi-Oh	2 sessions; 23 players

We started off this month celebrating the Library's 10<sup>th</sup> birthday in this building. Storytimes, a Book Walk, open crafting and LEGOs, and birthday party games brought in 157 kids and grownups throughout the day.



A family storytime held at the Elmhurst Art Museum featuring Kids' Library staff members Sarah Burnside and Lori Hoegler and EAM's Education Coordinator Faith Hill drew 30 attendees. The "Be a Magician" magic workshop for grades 3 - 8 continued this month, led by John Hausheer and other members of the Elmhurst Society of Magicians, and saw 52 attendees over its October meetings. Two LEGO Ninjago book parties on October 15 and 18 brought in 41 kids, and this month's Minecraft programs on October 23 for grades 1-5 drew 25 players.

Twenty-one listeners attended Spooky Stories for ages 4 - 7, and fifteen attendees ages 7 - 11 came for Spine Tingling Tales. We had 19 entries for the Scary Story Writing Contest this year, and 59 people came to listen to winners read their tales. Thanks to Bronwyn Sill for creating a boo-tiful *Kids' Ink* magazine featuring the Scary Story Writing entries. It is on our website as well as in print, and families were very appreciative to be able to share their young writers' works.

### MIDDLE SCHOOL PROGRAM ATTENDANCE

Programs this month were well attended by our middle school kids. The lock-in was very successful with 40 participants. The kids made Frankentoys and put post-it art up on the back windows of the Kids' Library. Minecraft brought in ten kids for our group gaming. Another highlight was the Iron Chef program where 15 kids created appealing treats out of Halloween candy. The Duct Tape Club had six attendees, and the Video Game Club brought in 12 participants.

## SCHOOL SERVICES

Twenty-six collections totaling 594 items circulated to 13 schools.

Twenty-three middle school kids from Immanuel Lutheran came in for a tour and Kim presented book talks to get them excited about reading.

Children's Programs:	82
Children's Program Attendance:	1,861
Middle School Programs:	6
Middle School Attendance:	106

<b>Total programs offered:</b>	<b>88</b>
<b>Total attendance:</b>	<b>1,967</b>

## VOLUNTEERS

Five middle school volunteers worked a total of 18 hours, helping out in the Kids' Library.

### Selected Databases (Documents Retrieved)

2013	Sept	Oct
Amazing Animals	7	83
AWE Early Literacy Stations	976	1,366
BookFlix	987	705
Encyclopedia Americana	75	208
Grolier Multimedia Encyclopedia	24	125
Grolier Online	14	62
Lands and Peoples	31	12
Literature Crit. Online	6	2
New Book of Knowledge	2	36
New Book of Popular Science	23	256
NoveList K-8	232	?
Something About the Author	0	2
TrueFlix	96	61
Tumblebooks	54	83
World Book Encyclopedia	2040	7,280



Making Frankentoy's at the Monster Mash Lock-in

## STAFF

Sharon Karpel attended The Digital Shift: Reinventing Libraries: A *Library Journal* | *School Library Journal* Online Event on October 16, 2013. The keynote address, which Sarah Burnside also attended, was by several people in both the library world and the world of technology who spoke about reinventing libraries in the digital age. Several of the sessions Sharon "attended" were on maker spaces.

Shaira Rock attended AVID on October 10. The discussion focused on the future of video game collections at the library. Kim Scott and Shaira attended ILA from October 15 – 17. They attended several sessions on technology, programming, and trends in libraries. They also attended the exhibits.

## DISPLAYS

The MyZone area displayed middle school mysteries for the month of October. The kids at the Monster Mash Lock-In also put up post-it art on the back windows near the MyZone area. Nuala Maloney-Murphy put up a wonderful Autumn display in the entrance display case, that changed as the season changed.