DIRECTOR'S REPORT

Where does the time go? Another successful year has passed and I've listed some of the highlights of 2015 below.

- We completed a 1.7 million dollar renovation of the Adult Services Department, which brought many new amenities to the community: Teen Space, 9 new study rooms, 3D printer, fireplace, new display shelving, poster printer, Business Center, Creative Studios, new service desks, and a new computer lab.
- Programming was increased and patrons came out in droves. Programming attendance was up 30% for the year and visitor counts were up 7% for the year.
- Several new alternative collections were introduced: board games, cake pans, knitting needles and projectors.
- We added new positions: HR Specialist, Lead Technology Instructor, Adult Services Librarian, and Programming Coordinator.
- Thirty-one people celebrated milestone anniversaries at the Library.
- Board and staff completed a five year strategic plan.

It's been an exciting year and we're looking forward to a productive 2016!

The Facilities Department received the new snow sweeper just in time for the winter weather we are sure to receive. They're very grateful to be able to ride in a heated cab, protected from the elements, while keeping our sidewalks and grounds free from ice and snow. They may even be hoping for a little (just a little) inclement weather so they can try out their new machine!

Adult Services Department
December 2015

Programming

December	17 Technology Classes	111
December 1,8,16	In Stitches Needleworkers	21
December 2	Holiday Cookie Decorating	22
December 3	Trading Titles	11
December 3	Mindfulness for seniors	7
December 3	Sip 'n' Stitch @ Brewpoint	15
December 3	The Holidays, Hollywood-Style	4
December 4	Wine Club	12
December 5	Holiday How-to Fest	428
December 6	Lyric Opera Lecture - Bel Canto	25
December 7, 7	Creative Card Making	32
December 8	Hand-Painted Holiday Cards	11
December 8	Genealogy Club	10
December 8	The Science of Beer & Beer-Making Demonstration	19
December 9	Dish! Club for Cooks	10
December 9	Navigating your Financial World: Annuities	10
December 10	Blogspiration Club	1
December 10, 10	Intro to Zentangle	16
December 10	Craft Lab: Re-Make Edition	12
December 10	Internet Marketing for Your Business	27
December 12-16	TEEN Study for Finals	781+
December 14	Free Career Counseling - 30 Minute Session	5
December 16	Ciao Italia! Conversational Group	23
December 17	Elmhurst Business Connection	8
December 18	Read To Me! A Storytime for Grown-Ups	4
December 18	Holiday Friday Feature: White Christmas	7
December 19, 26	Saturday Afternoon Movie Screening	0
December 22	Star Wars VII: The Force Awakens Screening	18

Patron Interactions

In December we answered **4,771** reference questions on the 2nd floor. (Plus **1,135** Library information questions.)

Duration	
0-5 minutes	5584
30 minutes +	12
5-30 minutes	310

Question Type	
Library eProducts	31
Library Information	1135
Reference Help	3198
Technology Help	1542

Group Study Rooms

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
2015 Total Uses	**1309**	**1411**	**1467**	**1331**	**1068**	**1098**	**1205**	**1035***	**544**	**435**	**395**	**462**
2014 Total Uses	400	400**	438	433	365	381	385	410	408	436	411	382
2013 Total Uses	*352*	*362*	*446*	*397*	*358*	*372*	*362*	*416*	*411*	*375*	*345*	*380*
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*

*All study rooms open for whole month, whereas new ones were only open for a small part of April.

**Estimated because statistics were lost for November 2014

Online Research Tool Statistics

	Dec 2015	Nov 2015	Oct 2015	Sept 2015	August 2015	July 2015	June 2015	May 2015	April 2015
All Magazine/News Indexes	7309	10,702	9343	9167	7601	9571	8649	8825	7637
Ancestry	1964	2404	2175	3040	2912	1613	2496	1810	2076
Consumer Reports.org	160	147	130	184	196	155	169	196	144
Morningstar	273	285	529	876	252	265	216	297	331
Novelist	428	206	290	144	321	200	211	266	232
Public Records	395	468	461	453	426	436	408	415	400
Reference USA	1202	1610	557	725	604	569	602	502	584
Valueline	2709	2648	2511	2340	2186	2314	2901	2827	2413

* Not available at time of report

Digital Media Report

	Dec 2015	Nov 2015	Oct 2015	Sept 2015	August 2015	July 2015	June 2015	May 2015	April 2015
E-Audiobooks	**1181**	**1219**	**1303**	**1207**	**1291**	**1456**	**1203**	**1026**	**932**
Hoopla	148	140	151	147	220	165	120	121	129
MyMediaMall	999	1024	1088	1001	1022	1214	1009	856	745
OneClickDigital	34	55	64	59	49	77	74	49	58
E-Books	**3009**	**2727**	**2729**	**2823**	**3099**	**3096**	**3068**	**2776**	**2625**
MyMediaMall	2532	2266	2279	2372	2640	2604	2624	2330	2234
3M Cloud	477	461	450	451	459	492	444	446	391
E-Classes	**553**	**592**	**494**	**674**	**685**	**460**	**567**	**447**	**530**
Gale Courses Trial	3	2	6	3	15	6	8	8	N/A
Lynda.com	550	590	488	671	677	453	560	440	530
E-Serials (Zinio)	**1280**	**841**	**997**	**786**	**887**	**782**	**644**	**973**	**741**
PressReader(News)	599	*new							
Zinio(Magazines)	681	841	997	786	887	782	644	973	741
E-Music	**4760**	**5019**	**4051**	**3642**	**4103**	**4206**	**4901**	**4702**	**5192**
Freegal Downloads	1103	1243	994	1119	1224	1126	1119	1131	1333
Freegal Streaming	3223	3159	2479	2083	2266	2630	3278	2835	3148
Hoopla	202	192	185	148	134	171	121	164	141
Naxos	232	425	393	292	479	279	383	572	570
E-Tutoring (Tutor.com)	**36**	**23**	**59**	**27**	**11**	**10**	**10**	**38**	**37**
E-Videos	**202**	**136**	**157**	**123**	**161**	**225**	**181**	**236**	**196**
Hoopla	194	132	154	115	145	211	159	213	193
Indieflix	7	0	0	4	14	13	20	16	0
MyMediaMall	1	4	3	4	2	1	2	7	3
Transparent Languages	**45**	**20**	**31**	**41**	**28**	**19**	**65**	**80**	**80**

KIDS' LIBRARY
December 2015

PROGRAMS

Chicka Chicka Baby (infants):	7 sessions; 72 babies, 82 adults
Rise & Shine ST (ages 1-5):	13 sessions; 322 children, 368 adults
Rhyme Time:	4 sessions; 70 children, 72 adults
Cursive Writing:	4 sessions; 43 children
Pajama Storytime (families):	5 sessions; 27 children, 24 adults
Saturday Family Storytime:	4 sessions; 37 children, 33 adults
Spanish Storytime:	1 session; 29 kids; 21 adults
Chess:	2 sessions; 18 players
Junior LEGO (gr K-2):	1 session; 22 builders
Open LEGO:	1 session; 31 builders
Minecraft:	1 session; 17 players

On December 1 the Holiday Make and Take Ornament program for grades 4 – 8 drew 14 students, whose ornaments decorated the EPL Wilder Park holiday tree. Eighty people attended the winter POWS performance on December 4. Kids came to the Holiday How-to Fest on December 5, with 140 people creating crafts in the Kids' Library. The family Holiday Card Crafting program on December 12 brought in 35 folks, and on December 21, 108 snowflake-makers helped decorate our windows.

The week before the newest Star Wars movie debuted kids voted for their favorite Star Wars character. By the end of the week, 300 votes had been cast. The Kids' Chess Tournament on December 18 had 20 participants. Our first monthly Read to the Dogs program drew 19 readers. Many thanks to the volunteers who have agreed to bring their dogs here each month to help kids grow their reading skills. Two festive sessions of Reindeer Romp storytimes on December 22 brought in 102 little ones and their caregivers. A new computer game class, Agario Frenzy, drew 13 students, Open Craft Day on December 28 brought in 101 crafting families, and Movie Day on December 29 drew 19 viewers. Our New Year's Eve program, the Truly Remarkable Loon, was enjoyed by 255 people at two performances.

MIDDLE SCHOOL PROGRAMS

Project Fashion	1 session; 2 kids
MS Holiday Extravaganza	1 session; 16 kids
Iron Chef	1 session; 26 kids
Agario	1 session; 6 kids

PRESCHOOL SERVICES

Tree Town Nursery School hosted two visits from Sarah Burnside to celebrate the Christmas season. Thirty-six children and nine adults enjoyed stories, puppets and songs. Marti Valasek visited Courts Plus for a Storytime with Santa on December 12 for 70 participants. Two visits to Courts Plus on December 23 by Lori Hoegler were enjoyed by 23 kids and teachers.

SCHOOL SERVICES
Twenty-one classroom collections totaling 315 items circulated to twelve schools.

PROGRAM TOTALS
Children's Programs:	62
Children's Program Attendance:	2,632
Middle School Programs:	4
Middle School Attendance:	50
Total programs offered:	**66**
Total attendance:	**2,682**

VOLUNTEERS
Two middle school volunteers donated four hours of service to the Library in December.

Selected Databases (Documents Retrieved)

KL Database Usage 2014-2015	2015 Dec	Nov	Oct	Sept	Aug	July	June	May
Amazing Animals	0	0	36	4	13	0	0	9
America the Beautiful	4	0	2	8	0	0	5	10
BookFlix	420	582	671		224	176	473	1236
Early Learning (sessions)	1438	1582	1491	1302	1878	2042	2346	1720
Encyclopedia Americana	28	28	75	25	0	3	2	0
Grolier Encyclopedia	6	30	63	6	0	0	7	0
Lands and Peoples	0	7	2	5	2	0	2	0
New Bk Of Popular Science	2	29	97	18	6	0	0	0
TrueFlix	47	39	60	19	12	9	30	92
Tumblebooks (book views)	200	259	434	236	187	59	33	236
World Book (hits)	1380	880	1740	600	6080	6180	10420	3160

STAFF
Shaira Rock and Lori Hoegler attended a Lincoln Story League meeting, and Marti Valasek attended a meeting of the Prairie State Story League. Sharon Karpiel attended the monthly Elmhurst Commission on Youth meeting.

Read on the Wilder Side
Winter Reading Program
Registration as of January 13, 2016

Raffle Prizes

Babies:	36
Preschoolers:	250
1st Graders:	58
2nd Graders:	60
3rd – 5th Graders:	143
Middle Schoolers:	41
TOTAL:	588

CIRCULATION REPORT
December 2015

TOTAL CIRCULATION:

December 2015 = 98,757   **FY 2015 = 1,296,401**
December 2014 = 98,367   **FY 2014 = 1,321,148**

Circulation for December 2015 increased less than 1% compared to December 2014.
         % of checkouts done on self-checks = 26%

Holds:
- Placed this month: 8,858
  - Staff placed = 1,487
  - Patron placed = 6,194
  - Placed in LINKin = 1,177
- Placed a year ago: 8,190
- Percent Change: 8%

- Amount of holds filled this month: 7,297
  - Elmhurst items = 6,016
  - LINKin items = 1070
  - OCLC items = 211
- Filled a year ago: 6,653
- Percent Change: 10%

- Holds Not Picked Up: 742
- Percent of holds filled: 10%

ILL:
- ILL sent this month: 998 (LINKin =803 / OCLC = 195)
- ILL sent a year ago: 1,099
- Percent Change: -9%

- ILL received this month: 1,585 (LINKin = 1,374 / OCLC = 211)
- ILL received a year ago: 1,441
- Percent Change: 9%

Non-Resident Cards purchased: 3 for a total of $698.62

Unique Management Services:
- Accounts submitted this month: 11 @ $8.95 = $98.45
- Total cumulative recovery of $171,305.83 yielding an ROI of 12.04 to 1.

Book Sale Room:
- Revenue: $ 448.78

Ecommerce:
- Non-Resident Fees $ 98.25
- Lost items/Misc. $ 150.00
- Fines & Processing Fees $ 1,328.20
- Out of State Fees $ 0.00
- Total…………………….............$ 1,576.45

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	75,161	77%
Downloadable Material	11,755	12%
Reciprocal Borrowers	8,530	9%
Interlibrary Loans Sent	998	1%
Non Residents-Unincorporated	504	1%
Teachers	493	1%
Elmhurst College Students	447	<1%
Elmhurst Businesses	319	<1%
Outreach Patrons	306	<1%
Non Resident Taxpayers	193	<1%
Elmhurst Work Perks	50	<1%
Homeless	1	<1%
	98,757	100%

# of Patrons Served at Drive-up Window:
- December 2015 = 2,184
- December 2014 = 2,090
- Percent Change: 4%

Highest Hourly Rate of Circulation Transactions:
Sunday, December 27: Average 1099 items/hour!*
*items checked in, checked out and renewed

Of Note:
- Sam and Laura attended the Anniversary Planning meeting on December 17.
- Debbie represented the Library at the City's Wellness Committee on December 10.
- Sam facilitated In Stitches on December 8.
- Debbie facilitated In Stitches on December 16.
- Mary, Chris P, Keith, Dina, Dulce, and Kelsey assisted with various programs in December.
- Five volunteers worked for 22 hours.
- The Circulation Department welcomed Meredith B, Tracy F, Paul R as our newest Pages, and Kim H as our newest Desk Clerk.

Notable Circulation Figures:

- 11, 755 Digital Media
  - 3,532 My Media Mall
  - 477 3M Cloud
  - 1,103 Freegal downloads
  - 3,223 Freegal songs streamed
  - 7 IndieFlix
  - 574 Hoopla
  - 681 Zinio
  - 34 One Click Digital
  - 3 PBS Video Collection
  - 1,454 eLearning
  - 420 BookFlix
  - 47 TrueFlix
  - 200 Tumblebooks

- 2,142 Magazines (ADS and KIDS)
  - 1,009 *Magazines to Go*

- 243 Electronic Devices
  - 1 Assistive Technology iPad
  - 88 Laptop
  - 37 ADS Nook
  - 31 KIDS Nook
  - 8 Projector
  - 11 VHS to DVD Converter
  - 67 Creative Studio Visual Equipment

- 115 Creative Studio Rooms

- 21 Adult Board Games   ⟵ *New Collection*

- 10 Cake Pans ⟵ *New Collection*

- Items checked out for use in Library
  - 30 Laptop (KIDS)
  - 11 iPad (KIDS)

BOARD REPORT
December 2015

	Dec-15	Dec-14	PER CENT CHANGE		CUMULATIVE TOTAL FY 15	FY 14	PER CENT CHANGE
Circulation							
Adult	58,769	58,454	1%		713,833	734,022	-3%
Kids' Library	38,099	38,315	-1%		561,067	566,585	-1%
Unspecified	1,889	1,598	18%		21,535	20,541	5%
Total	98,757	98,367	0%		1,296,435	1,321,148	-2%
Total Minus ILL Sent	97,759	97,268	1%				
Number of Days Open	29	29					
Downloadable Books & Media	11,755	10,021	17%				
Web Site							
Visits	320144	124,352	157%		3,305,624	572,078	478%
Unique Visitors	302874	107,078	183%		3,107,252	360,743	761%
Page Views	354357	161,747	119%		3,753,251	1,042,019	260%
Reference Queries							
Adult Reference	4,771	4,786	0%		64,504	58,157	11%
Kids' Library	1,355	1,234	10%		22,565	23,779	-5%
Total Reference Req.	6,126	6,020	2%		87,069	81,936	6%
Meeting Room Use							
Library Programs	118	98	20%		1,880	1,490	26%
Public Meetings	79	67	18%		853	786	9%
*Group Study Rooms	1,309	400	227%		11,760	4,849	143%
Total Programs/Meetings	1,506	565	167%		14,493	7,125	103%
Program Attendance							
Adults & Teens	1,650	1,430	15%		12,287	6,467	90%
Kids	2,682	1,640	64%		35,627	30,268	18%
Total Program Attendance	4,332	3,070	41%		47,914	36,735	30%
Visitor Count							
In-house	46,204	38,889	19%		551,514	513,992	7%
Drive-up	2,184	2,090	4%		28,011	27,383	2%
Total	48,388	42,000	15%		579,525	539,958	7%

Elmhurst Library Cards

Card Holders 12/01/15	28,649
Added	122
Withdrawn	236 Purge of expired cards
Card Holders 12/31/15	28,535

	Dec-15	Dec-14	PER CENT CHANGE
Elmhurst Cards Used	9,151	9,055	1%

Nonresident Cards	ADULT	JUVENILE	TOTAL	**Reciprocal Borrower Cards**	
Card Holders 12/01/15	77	26	103	Card Holders 12/01/15	2,298
Added	5	1	6	Added	64
Expired	4	4	8	Expired	119
Card Holders 12/31/15	**78**	**23**	**101**	Card Holders 12/31/15	2,243

BOARD REPORT
December 2015

Materials (Selected Statistics)	Adult Added	Adult Withdrawn	Juvenile Added	Juvenile Withdrawn
Books, Non-Fiction	673	1,615	276	1,140
Books, Fiction	565	876	549	2,724
Compact Discs	158	30	35	1
Playaways Audio	13	1	11	0
Kits	0	0	0	19
Software	0	0	0	0
CD-ROM	0	0	0	0
Videos	0	0	0	0
DVD's	270	371	120	236
Blu-ray	48	30	15	0
Console Video Games	6	0	12	3
Board Games	0	0	0	0
Toys	0	0	5	0
Flashdrives	0	0	0	0
TOTAL	**1,733**	**2,923**	**1,023**	**4,123**

Collection Totals	Adult	Juvenile	Total
Books	142,920	108,263	251,183
Compact Discs	22,538	3,979	26,517
Playaways Audio	1,017	342	1,359
DVDs	15,242	9,070	24,312
Blu-ray	988	201	1,189
CD-ROM	0	297	297
Console Video Games	699	683	1,382
Kits	0	60	60
Board Games	15		15
Toys	0	466	466
TOTAL	**183,419**	**123,361**	**306,780**

Public Information Report
December 2015

News Links: (click to view)
http://elmhurstpubliclibrary.org/lib/wp-content/uploads/DEC9-Suburban-Life.pdf

Social Media Statistics:

	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	June 2015	July 2015	Aug 2015	Sept 2015	Oct 2015	Nov 2015	Dec 2015
Facebook likes:	1976	2009	2011	2027	2061	2091	2221	2280	2479	2521	2553	2588
Twitter followers:	964	995	1002	1027	1036	1062	1076	1079	1107	1125	1135	1122
Yelp views:	291	280	250	262	246	240	250	239	188	200	150	187
stars (of 5)	4.65	4.67	4.67	4.67	4.67	4.67	4.67	4.67	4.67	4.67	4.67	4.61
Bookletters visits:	1001	1055	903	1181	1026	1374	922	1226	1305	901	381	

Follow EPL on social media:
Facebook: facebook.com/askelmhurst
Twitter: twitter.com/askelmhurst
Yelp: yelp.com/biz/elmhurst-public-library-elmhurst
Pinterest: pinterest.com/elmhurstlibrary
Flickr: flickr.com/photos/elmhurstpubliclibrary/sets
YouTube: youtube.com/user/ElmhurstLibraryVids
Instagram: instagram.com/askelmhurst

Most Popular Social Media:

Elmhurst Public Library
Published by reference@elmhurst.org [?] · December 1, 2015 ·

Take a break from your holiday preparations and join us to enjoy holiday-themed cinematic gifts. Sign up for "The Holidays, Hollywood Style" on December 3.

The Holidays, Hollywood-Style
Hollywood has always capitalized on Christmas. In many homes, seeing Jimmy Stewart thrill at returning to Bedford Falls is as much a part of the holidays as decorating a tree, exchanging gifts and enjoying extra time with family. Take a...

Elmhurst Public Library
Published by Cher Moore [?] · December 22, 2015 at 10:48am ·

SANTA CAME TO STORYTIME!!! #iknowhim

Elmhurst Public Library
Published by reference@elmhurst.org [?] · December 2, 2015 ·

Face it: the Holidays can be stressful. This list of books from BuzzFeed can help.

"Rainbow Rowell made me realize it's OK to be anxious — I'm not perfect, but I deserve to be happy."

23 Seriously Inspiring Books That'll Help You Manage Your Anxiety
"We believe in acknowledging fear and the extent to which it rules us." — Divergent

BUZZFEED.COM | BY ANNA CATHERINE KOPSKY

Elmhurst library completes second-floor renovation

Technology upgrades include new lab, more printing services

By JUAN PABLO GARCIA
jugarcia@shawmedia.com

ELMHURST – Thanks to a $1.7 million renovation on the second floor of the Elmhurst Public Library, Elmhurst residents have the opportunity to utilize new digital technologies.

The library now boasts a creative studio lab, poster printing and 3-D printing services as a result of the renovation, which was officially completed Sept. 19.

"New emerging technology can be out of reach for a lot of people because it can be challenging to use," Elmhurst Public Library Public Information Coordinator Cher Moore said. "By having it at the library, we are able to provide a service that makes it easier for patrons to use, so they can actually make items."

The creative studio lab allows library card holders access to professional equipment and software to create digital audio, visual and graphics projects. It consists of three soundproof rooms that are ready for music recording, green screen photo sessions or graphics work. Mac computers and Adobe Creative Cloud are available for producing and editing the projects.

The 3-D printer can create three-dimensional objects from a computer-generated design. Patrons can use the service by submitting an online request, but library staff operates the machine.

"The 3-D printer in the last few years definitely has become something that is more mainstream," Moore said. "This is a new type of technology and it is something that we have not been able to provide before."
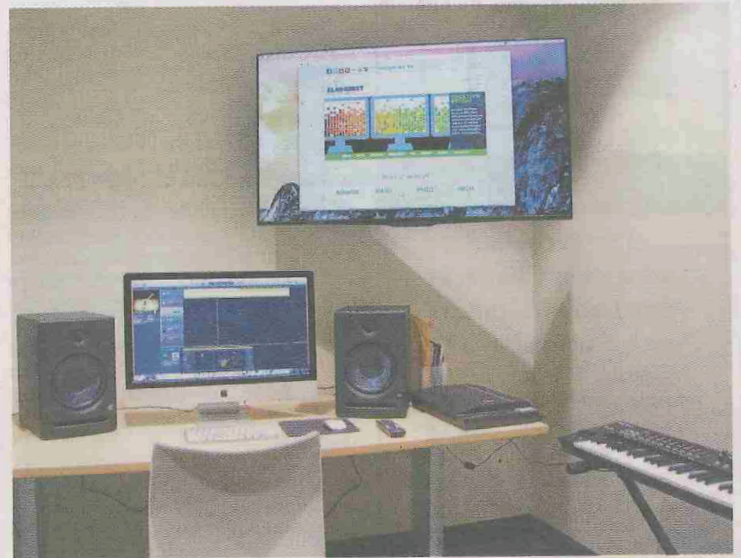
The poster printer, which also is staff operated, enables people to print posters, banners and signs up to 42 inches wide and however long they need since the paper rolls are 150 feet long. Even though the service costs 50 cents per inch printed, it only covers the library's cost.

"What we are doing at the library is evolving with the needs of our communities," Moore said. "We looked at what they want and need, and work to provide that."
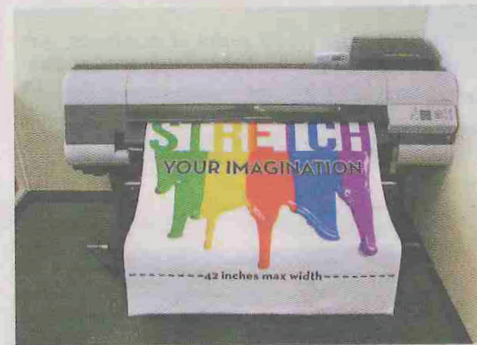
A main pillar of the Elmhurst Public Library strategic plan for 2016 - 2021 is to provide the support, resources and environment for patrons to engage with technology. The core technological services that the library is committed to providing are hardware, software and instruction.

During the past decade, the library has enhanced user experience with e-readers and an e-library, a catalog of digital content including books, classes, magazines, music, videos and audiobooks.

News to your phone

Visit **http://shawurl.com/texts** to sign up for news and weather text alerts from Suburban Life.

ABOVE: Patrons of the Elmhurst Public Library can use the Creative Studio Lab to create audio, visual and graphic content with professional equipment and software.

LEFT: Large color posters can be printed at the Elmhurst Public Library with help from staff trained to use the equipment.

Photos provided

As a result, patrons can now rent content remotely from the comfort of their home or on the go.

Although the library is committed to offering a wide range of technological services, it is not a substitute for the traditional library experience.

"We want to provide the technology people are asking for and have come to expect from the library but we also provide spaces," Moore said. "We have a fireplace. That was one of the things we added in the renovation. We did not anticipate building one, but we did a survey before construction and the number of people who wanted a fireplace was 30 percent higher than any other item on the survey."

Four-star rating

The Elmhurst Public Library recently received a four-star rating from the Library Journal for the fourth consecutive year.

Library Journal reviews visits, circulation, program attendance and public Internet terminal use per capita and ranks the best performing libraries within budget categories, according to an Elmhurst Public Library news release.

Available technology

The following items are available for use by patrons at the Elmhurst Public Library:

- ■ Scanner ■ Fax ■ Printers
- ■ 3-D printer ■ Copiers ■ Computers
- ■ Poster printer ■ Typewriter
- ■ Pay phone ■ VHS to DVD converter
- ■ CD/DVD duplicator
- ■ Slide and negative scanners
- ■ Cassette to digital audio converter
- ■ LP to digital converter
- ■ Microfilm printers and readers

The Elmhurst Public Library placed 14th in the nation and fourth in Illinois in the $5 million to $9.9 million category, with notably high visits and circulation per capita.

This year 9,309 public libraries were rated and only 261 qualified as star libraries.

According to a Library Journal article published with the rankings, for top libraries such as Elmhurst Public Library, circulation and visits per capita lead to high ratings. The best libraries also have welcoming facilities with well-targeted programs and collections with range and depth.

Technology is also an important factor affecting scores.