

DIRECTOR'S REPORT

Circulation was down this month compared to last year, however September 2013 was an extremely high circulation month. We switched over to the standalone system, and although it was great that circulation was up, it didn't make any sense because we weren't sending out all the items to SWAN libraries anymore. In October 2013, circulation dropped because of the ILL items. We think there was something wrong with the way checkouts calculated during the migration last September, which may have accounted for the large increase. Next month, will be our first true comparison. We've started to see circulation stabilizing and I think we'll continue to see that from next month on.

An interesting statistic to note is the hold comparison. More holds are being placed and more holds are being filled. This is good news! We still have a 14% non-pickup rate but the Circulation Department began a double call reminder this month. Staff is calling twice instead of once to remind patrons to pick up their holds. The feedback from patrons has been positive. People just forget. Hopefully this will bring non-pickup rate down, and we will be serving patrons even better by ensuring that they get their holds.

Storytimes have been extremely full lately. A number of storytimes have been moved from the storytime room in the Kids' Department to the large meeting room to accommodate more people. Storytimes are reserved for Elmhurst patrons only and the demand keeps growing. We aren't sure why the big increase. Of course our staff puts on an excellent program, which they've always done, and our community is very interested in literacy, but we're not sure if we have a population boom or some other anomaly has occurred. The Kids' staff is making adjustments to ensure that our patrons are able to attend storytimes.

The Oktoberfest programming series was a big hit with patrons. We received positive feedback from several people who are hoping to see something similar offered again next year. Our first ever Elmhurst book club meeting was also a huge success. About one hundred people attended the event at the Wilder Mansion. We plan to make this annual event. Attendees made suggestions about what they'd like to see at next year's event.

The book club party came from a patron programming suggestion. A small group of Elmhurst women, who are active book club members, asked if we could host a program for local book clubs to could meet each other. I love that the suggestion came from our patrons! We are developing our acquisitions model to be more patron driven, and the programming model will also be moving in the same direction.

Adult Services Department

September 2014

Programming

September	9 Technology Classes	90
September 4, 6, 11, 13, 18, 20, 25, 27	Drop-in technology help!	22
September 2, 17	In Stitches	23
September 3	Visit the Library at the Farmers' Market!	71
September 4, 18	SCORE	2
September 6	Rock the Block Party	400
September 6	Grandparents Appreciation Day	34
September 8, 10, 15, 29	Help Change Someone's Future ...	60
September 9	Games in the Afternoon for Adults	2
September 10	Dish! Club for Cooks	10
September 10	TEEN - Career Readiness = Happy & Successful Students	11
September 11,11	Card Making 101	24
September 11	Baseball Film Series: The Stratton Story	10
September 11	English as a Second Language Conversation Practice	1
September 14	Guitar 101	3
September 15	JVS Career Counseling	5
September 16	Oktoberfest: The Settling of Germans in America	64
September 16	Read Between the Wines-Book Discussion at Flight 112	8
September 17	TEEN - How to Begin Your College Search Process	17
September 18	Blog-spiration	2
September 20	TEEN - Practice ACT	12
September 21	Lyric Opera Lecture - Don Giovanni	18
September 22	The Sandwich Generation: Planning for Eldercare and Retirement	16
September 23	Ciao Italia! Conversational Club	7
September 23	Oktoberfest: Celebrate German Cuisine	40
September 24,25,25	Book Discussion - Fever	42
September 28	Lyric Opera Lecture - Capriccio	14
September 30	Elmhurst Book Club Party	100
September 30	Oktoberfest: You Can Brew It!	15

Staff Development

9/2 Kollbocker attended RA-SIG.
 9/3 Palmer watched a Linked-In webinar.
 9/11 Fortman attended the Chamber Membership breakfast.
 9/15 Fortman attended the Elmhurst Women in Business meeting.
 9/16 Fortman attended ECC afterhours.
 9/23 Kollbocker attended the RLA-CE program.
 9/23 Palmer attended the YALSA Webinar.
 9/25 Palmer attended Anderson's YA Lit Con
 9/30 Perona attended the Laconi meeting, Outside the box: streaming media with new ideas

Staff Instruction

9/3 Ingram attended the Farmer's Market.
 9/12 Palmer taught TAs about working w/Teens.
 9/16 Kollbocker led Hundred-foot Journey Disc
 9/18 Fertig led Blogspiration.
 9/23 Haze taught What's New with Windows 8.
 9/24 Lau led an in house book discussion.
 9/25 Kollbocker led an in house book discussion.
 9/25 Kollbocker led an in house book discussion.
 9/30 Sanderson taught Cutting the Cable Cord.
 9/30 Ingram, Kollbocker, and Perona participated in EPL's big book discussion party

Patron Interactions

In September we answered **4,720** reference questions on the 2nd floor.

Group Study Rooms

	Dec	Nov	Oct	Sept	Aug	July	June	May	Apr	Mar	Feb	Jan
2014 Groups				257	195	205	193	255	252	234	248	221
2014 Individuals				176	170	176	192	155	156	202	163	161
2014 Total Uses				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
2009 Total Uses	323	340	398	347	295	286	311	344	363	357	325	351

Online Research Tool Statistics

	Sept 2014	Aug 2014	July 2014	June 2014	May 2014	April 2014	March 2014	Feb 2014	Jan 2014
All Magazine/News Indexes	5723	2909	4429	4080	3612	5136	5457	5711	4624
Ancestry	2494	2346	2004	2161	1152	1593	4168	2154	2798
Consumer Reports.org	193	191	197	159	185	209	139	176	173
Morningstar	641	668	595	259	387	380	789	409	492
Novelist	255	226	207	200	492	214	372	257	242
Public Records	462	446	429	437	418	395	359	341	388
Reference USA	351	391	548	1208	829	561	496	562	490
Valueline	1986	1835	1768	2248	2504	2813	3796	4684	4718

Digital Media Report

	Sept 2014	Aug 2014	July 2014	June 2014	May 2014	April 2014	March 2014	Feb 2014	Jan 2014
E-Audiobooks	876	836	789	730	642	628	627	495	601
Hoopla	83	87	95	60	38	32	2	new	
MyMediaMall	707	669	633	595	557	549	589	467	550
OneClickDigital	86	80	61	75	47	47	36	28	51
E-Books	2569	2749	2814	2549	2412	2393	2893	2487	2825
MyMediaMall	2169	2261	2340	2166	2024	1988	2383	2033	2285
3M Cloud	400	488	474	383	388	405	510	454	540
E-Classes (Lynda.com)	603	762	627	350	489	311	575	518	716
E-Magazines (Zinio)	682	757	834	783	708	664	900	929	915
E-Music	4875	5891	5549	4088	5293	3622	1716	1191	1495
Freegal Downloads	1136	1209	1437	1226	1160	1138	937	778	988
Freegal Streaming	2587	4138	3514	2709	3881	2345	new		
Hoopla	129	121	137	135	109	130	17	new	
Naxos	1023	423	461	18	143	9	762	413	507
E-Tutoring (Tutor.com)	76	21	11	21	48	71	90	87	54
E-Videos	316	363	437	388	344	353	35	new	
Hoopla	201	260	320	258	168	147	19	new	
Indieflix	112	98	112	118	170	196	9	new	
MyMediaMall	3	5	5	12	6	10	7	new	
Transparent Languages	34	47	14	24	11	7	10	21	19

KIDS' LIBRARY

September 2014

PROGRAMS

Chicka Chicka Baby (infants):	4 sessions; 57 babies, 56 adults
Rhyme Time (ages 1-2):	4 sessions; 56 children, 51 adults
Fall Fun (ages 1-3):	16 sessions; 432 children, 322 adults
Saturday Family Storytime:	4 sessions; 42 children, 30 adults
Bedtime Stories:	4 sessions; 13 kids, 10 adults
Junior LEGO Club:	1 session; 26 builders
Open LEGO:	1 session; 22 builders
Minecraft:	1 session; 28 kids
Chess Club:	1 session; 10 kids

September was a month of local partnerships in programming. The Kids' Library partnered with the Elmhurst Model Railroad Club to celebrate trains. Members of the club created and donated a beautiful 4 ft. by 6 ft. working model train display for kids and families to enjoy throughout the fall in the Kids' Library. The whole display, with brand new trains, will be raffled off to a lucky Elmhurst child in December. We thank Andrew Fidone and the Elmhurst Model Railroad Club for their generous gift of time, talent, and creativity. The train display has been incredibly popular with our patrons, and Andrew has visited regularly to maintain it. Club members also presented two Train Safety programs during the month, attended by 20 people in all. Our September 6 Celebrate Trains Day brought in 60 patrons to view the new display, play train-related games, and make train crafts.

Meantime, on the other side of the building, Grandparent's Day brought in 33 kids and grandparents for intergenerational activities. Also on that day, Sharon Karpiel manned a Library booth at the Children's Fair at Sandburg Middle School, while Gloria Walsh-Rock and Lori Hoegler offered crafts and activities at the Library's booth at the Elmhurst Rock the Block doings downtown.

TA Darren Pepple presented Freaky Friday Science on September 12, which featured train science and drew 18 participants. Junior Scientists on September 18 brought 15 attendees.

Elmhurst's Society of American Magicians presented a four-week series on learning magic tricks. The 35 attendees were thrilled to mystify their parents, and we got many positive comments about the program from kids and parents alike. Thank you to John Hausheer and the members of the society for returning to the library for a second year of magic lessons. Dr. Jeanne White from Elmhurst College presented a program on September 18 for parents on encouraging math literacy skills in preschoolers. Eleven parents attended, and six children joined members of Elmhurst College's Pi Kappa Delta honors society in math games.

York High School student Isabella Jaeger contacted the Kids' Library offering to run program in which kids could make cards for kids with cancer. Isabella and fellow students staffed a table in the Kids' Library for one week in September with materials for cards. She was able to bring 86 hand-made cards to Ronald MacDonald House at the end of the week.

Sarah Burnside and Lori Hoegler presented two sessions of My Weird School Party on September 25 and 26, for a total attendance of 40 kids.

MIDDLE SCHOOL PROGRAMS

We had fifty-six middle school students attend seven programs during the month of September. A new addition, Code Academy, was popular with the MS age. Other programs included Safe Sitter, Minecraft, and Robot Test Lab. The POWS puppet troupe met twice this month.

SCHOOL SERVICES

Twenty-one classroom collections totaling 423 items circulated to ten schools.

Children's Programs:	53
Children's Program Attendance:	1,520
Middle School Programs:	7
Middle School Attendance:	56
Total programs offered:	60
Total attendance:	1,576



On Thursday, September 11, Sarah and Shaira shared stories with 17 kids at Kidz Drop-In in north Elmhurst. Also on September 11, twenty-four preschool teachers were treated to an open house featuring new picture books and library updates. Nuala Maloney-Murphy and Sarah Burnside shared booktalks and jelly fish treats, and sent each teacher home with a handmade storytelling kit based on Mo Willems' *Pigs Make Me Sneeze*.

VOLUNTEERS

We had five volunteers work 13 hours in September.

KL Database Usage 2014

	Sept	Aug	Jul	Jun	May	Apr	Mar	Feb	Jan
Amazing Animals	0	58	20	82	111	8	55	32	76
America the Beautiful	0	9	18	18	8	130	29	9	6
BookFlix	719	484	115	245	771	776	998	756	952
Early Learning (sessions)	1338	1893	2278	2562	1868	787	953	779	748
Encyclopedia Americana	0	8	23	28	21	11	24	6	0
Grolier Encyclopedia	2	6	57	17	4	4	53	3	7
Lands and Peoples	0	0	2	3	1	6	54	4	9
Literature Crit. (retrievals)	0	0	1	5	3	56	68	68	9
New Bk Of Popular Science	9	2	14	10	0	2	8	2	8
NoveList K-8 (searches)	122	29	38	73	305	87	208	66	84
TrueFlix	28	20	6	5	14	41	14	52	39
Tumblebooks (book views)	35	43	38	34	92	104	109	83	115
World Book (hits)	940	680	1400	3460	1060	1020	1300	1380	1580

STAFF

Shaira Rock attended a webinar by Booklist titled, "Embracing the Next Generation Science Standards" on September 11. Marti Valasek and Peg Martin attended a meeting of Prairie State Story League. Gloria helped at the Library booth at the Farmer's Market on September 1. Gloria and Sharon attended an Open House at the newly renovated Barrington Public Library on September 18.

CIRCULATION REPORT

September 2014

TOTAL CIRCULATION:

September 2014 = 103,235

September 2013 = 130,215

Circulation for September 2014 decreased 21% compared to September 2013.

% of checkouts done on self-checks = 33%

Holds:

- Placed this month: 8,851
 - Staff placed = 1,664
 - Patron placed = 5,898
 - Placed in LINKin = 1,289
- Placed a year ago: 4,609
- Percent Change: 92%
- Amount of holds filled this month: 7,113
 - Elmhurst items = 5,817
 - LINKin items = 1,178
 - OCLC items = 118
- Filled a year ago: 4,659
- Percent Change: 53%
- Holds Not Picked Up: 980
- Percent of holds filled: 14%

ILL:

- ILL sent this month: 1,105 (LINKin = 917 / OCLC = 188)
- ILL sent a year ago: 1,078
- Percent Change: 3%
- ILL received this month: 1,589 (LINKin = 1,471 / OCLC = 118)
- ILL received a year ago: 1,155
- Percent Change: 38%

Non-Resident Cards purchased: 2 for a total of \$406.56

Unique Management Services:

- Accounts submitted this month: 6 @ \$8.95 = \$53.70
- Total cumulative recovery of \$147,007.48 yielding an ROI of 11.67 to 1.

Book Sale Room:

- Books Sold: Went to donation model in August 2012
- Revenue: \$ 516.35

Ecommerce:

• Non-Resident Fees	\$	0.00
• Lost items/Misc.	\$	167.00
• Fines & Processing Fees	\$	1,207.49
• Out of State Fees	\$	0.00
• Total.....	\$	1,374.49

Breakdown of Monthly Circulation by Users:

Elmhurst Patrons	82,312	80%
Reciprocal Borrowers	8,463	8%
Downloadable Material	8,298	8%
Teachers	1,172	1%
Interlibrary Loans Sent	1,105	1%
Elmhurst College Students	914	1%
Non Residents-Unincorporated	395	<1%
Outreach Patrons	369	<1%
Non Resident Taxpayers	187	<1%
Elmhurst Businesses	20	<1%
	103,235	100%

of Patrons Served at Drive-up Window:

- September 2014 = 2,348
- September 2013 = 1,489
- Percent Change: 58%

Highest Hourly Rate of Circulation Transactions:

Sunday, September 14th: Average 1,931 items/hour!*

*items checked in, checked out and renewed

Of Note:

- Sam facilitated In Stitches on September 2.
- Debbie represented the Library at the Wellness Committee Meeting on September 10.
- Debbie facilitated In Stitches on September 17.
- Sam and Debbie attended an Open House at Barrington Area Library on September 18.
- Three volunteers worked for 10 hours on our canvas bags and cleaning carts this month.

Notable Circulation Figures:

- Highest circulating items in September:
 - Divergent (DVD) – 105 checkouts
 - Most circulated book title in ADS : Personal: a Jack Reacher Novel by Lee Child– 75 checkouts
 - Most circulated TEEN book title: If I Stay by Gayle Forman – 18 checkouts
 - Most circulated book title in KIDS : Frozen by Victoria Saxon – 47 checkouts
- 8,298 Digital Audio Media
 - 2,882 My Media Mall
 - 400 3M Cloud
 - 86 One Click Digital
 - 1,136 Freegal downloads
 - 2,587 Freegal songs streamed
 - 112 IndieFlix
 - 413 Hoopla
 - 682 Zinio
- 2,544 Magazines (ADS and KIDS)
 - 1,014 *Magazines to Go*
 - *815 magazines were browsed within the Library. ***Not included in the 2,544 reported circulation statistic.***
- 1,054 Blu-Rays
- 132 Electronic Devices
 - 1 Assistive Technology iPad
 - 65 Laptop
 - 28 ADS Nook
 - 32 KIDS Nook
 - 4 Projector
 - 2 VHS to DVD Converter
- Devices checked out for use in Library
 - 33 Laptop (KIDS)
 - 31 iPad (KIDS)

BOARD REPORT September 2014

	Sep-14	Sep-13	PER CENT CHANGE	CUMULATIVE TOTAL FY 14	FY 13	PER CENT CHANGE
Circulation						
Adult	58,254	70,556	-17%	559,368	647,694	-14%
Kids' Library	43,314	58,420	-26%	437,928	505,324	-13%
Unspecified	1,667	1,239	35%	15,530	4,760	226%
Total	103,235	130,215	-21%	1,012,826	1,157,778	-13%
Total Minus ILL Sent	102,130	129,137	-21%			
Number of Days Open	29	29				
Downloadable Books & Media	8,298	4,311	92%			
Web Site						
Visits	41,735	40,762	2%	371,212	437,612	-15%
Unique Visitors	23,495	23,429	0%	212,142	277,231	-23%
Page Views	82,429	74,653	10%	742,060	852,115	-13%
Reference Queries						
Adult Reference	4,720	5,614	-16%	43,964	50,387	-13%
Kids' Library	2,152	1,825	18%	18,624	18,924	-2%
Total Reference Req.	6,872	7,439	-8%	62,588	69,311	-10%
Meeting Room Use						
Library Programs	110	73	51%	1,131	946	20%
Public Meetings	64	37	73%	544	297	83%
Total Programs/Meetings	174	110	58%	1,675	1,243	35%
Program Attendance						
Adults & Teens	723	N/A		3,903		
Kids	1,576	N/A		24,240		
Total Program Attendance	2,299			28,143		
Visitor Count						
In-house	40,631	40,100	1%	389,163	408,756	-5%
Drive-up	2,348	1,479	59%	20,593	15,629	32%
Total	42,979	41,579	3%	409,756	424,385	-3%
Library Cards						
Card Holders 9/01/14	29,079					
Added	282					
Withdrawn	287					
Card Holders 9/30/14	29,074					
Elmhurst Cards Used						
	9,538	9,245	3%			
Nonresident Cards						
Card Holders 9/01/14	75	29	104			
Added	2	1	3			
Expired	6	5	11			
Card Holders 9/30/14	71	25	96			

BOARD REPORT

September 2014

Materials (Selected Statistics)	Adult Added	Adult Withdrawn	Juvenile Added	Juvenile Withdrawn
Books, Non-Fiction	746	2,200	287	256
Books, Fiction	885	1,538	666	475
Cassettes	0	0	0	0
Compact Discs	163	124	14	22
Playaways Audio	10	1	8	0
Kits	0	0	0	52
Software	0	0	0	0
CD-ROM	0	0	0	0
Videos	0	0	0	0
DVD's	240	6	53	156
Blu-ray	30	0	0	0
Playaways View	0	0	0	0
Console Video Games	9	1	4	0
Toys	0	0	0	0
Flashdrives	0	0	0	0
TOTAL	2,083	3,870	1,032	961

Collection Totals	Adult	Juvenile	Total
Books	153,572	116,008	269,580
Cassettes	0	0	0
Compact Discs	23,337	4,463	27,800
Playaways Audio	832	261	1,093
Video Cassettes	0	0	0
DVDs	15,786	9,946	25,732
Blu-ray	679	0	679
Playaways View	0	0	0
CD-ROM	0	393	393
Console Video Games	615	675	1,290
Kits	0	120	
Toys	0	420	420
TOTAL	194,821	132,286	327,107

Public Information Report

September 2014

News Links: (click to view)

<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Guest-column-Press.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-5-Press.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept-5-Press-2.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-11-Indep.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-18-Indep.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-19-Press.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-26-Press.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept-26-2-press.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-Front-Porch1.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-Front-Porch2.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-Front-Porch3.jpg>
<http://elmhurstpubliclibrary.org/lib/wp-content/uploads/Sept.-Front-Porch4.jpg>

Social Media Statistics:

	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	June 2014	July 2014	Aug 2014	Sept 2014
Facebook likes:	1549	1574	1611	1633	1646	1674	1695	1717	1738	1779	1807	1840
Twitter followers:	724	739	750	779	797	826	830	837	856	862	888	902
Yelp views:	336	281	332	369	421	299	272	290	317	240	237	282
stars (of 5)	4.55	4.55	4.58	4.64	4.59	4.59	4.58	4.58	4.58	4.58	4.62	4.68
Bookletters visits:	885	564	768	1130	856	1353	1076	1221	1231	929	976	1409

Highlights

1. Most popular Social Media Posts at right --->
2. Farmers Market (Sept. 3):
71 interactions
32 Questions
13 checkouts
3. Google: appeared in 25,659 results and 6,084 users clicked on EPL's information.
4. Branding programs started this fall with Oktoberfest and Beatlemania. Branding of events happened in the past, but with increased and improved programming, branding helps to consistently identify different themes, projects, or programs.



BEATLEMANIA



even better
@EPL

