

**Library Director's Report
March/April 2020**

Information Item #40

As we rapidly change our service model to adapt to the COVID-19 public health crisis, it's interesting to see how use of library resources has shifted. Use of our ebooks and streaming audio and video have skyrocketed. ERead Illinois, which includes ebooks and audiobooks, has had a 73% increase in number of users, and a 90% increase in checkouts. Hoopla, which is ebooks, audiobooks, streaming music and video, has had an 85% increase in number of users and a 111% increase in checkouts. Media on Demand, which is ebooks and audiobooks, has had a 23% increase in number of users and a 51% increase in checkouts. Our new service, Kanopy, which is streaming video, already has checkouts higher than both ERead Illinois and Hoopla. What I find most interesting is the increase in number of users, which means we are getting a large number of people who have never used these services before. Also of interest is the difference in the increases. Media on Demand has always been our most popular e-content service. The pattern of increases suggests people are interested in branching out and exploring our other services.

Library Programs and Services

**Children's:
(March)** Baby Lapsit I, 4
 Baby Lapsit II (3 groups), 3 sessions, 56
 Toddler Time – 2s + adult (3 groups), 3 sessions, 53
 Storytime – 3-5s (3 groups), 4 sessions, 43
 Spanish Storytime (1 group), 7
 Baby Music & Movement, 10
 Baby Party, 43
 Family Yoga, 6
 Drop-in Crafts – Spring, 34
 Bluestem Book Club, 5
 Crafternoon – Origami Bookmark, 13
 Passive – March Madness Book Character Vote, 51
 YouTube Storytime Views, 5 storytimes, 1,015
 Homeschool Lego Club, 8

**Children's:
(April)** YouTube Storytimes Views, 6 storytimes, 800

**Adult:
(March)** Art Exhibit, Mirela Kolce
 Lisle Job Club, 2 sessions, 8
 SSIP Citizenship Classes, 2 sessions, 34
 Staying Safe from Scams, 27
 Diet Trends, 21

**Adult:
(April)** Pen Pals Project, 11 active Pen Pal pairs, 19 participating staff, 93 Horizon Seniors support letters,
 35 letters/cards care package to Cedarhurst, ongoing cards & letters snail mail campaign to
 Tabor Hills Healthcare
 COVID-19 Story Project, 31 stories submitted

Remote Library PR Initiatives
Revamped Website, Home Page, Children's Page & Adult Page
Weekly E-News Campaign: Averaging 4300 Opens, 34% Open Rate
Weekly Children's Campaign to current program registrants, Average 49% Open Rate
Overall 30 day open rate of 32%, 5% above industry average, 11% above our last 6-month average
Weekly Patch Article Submissions
Bi-Weekly District 68 Flyers, Averaging 1200 Opens, 45% Open Rate
Weekly Village E-News Updates

Tween: Tween Takeover, 10
(March)

Computer Classes (March): Introduction to Word, 11; Working with Tables in Word, 10

Services (March & April)

Reference Questions: N/A in Adult/Teen and 349 in Children's (March)
Public PC Sessions: N/A in Adult/Teen and N/A in Children's
3D Printer Jobs: 9 – average print time 1:42:27 (March)
Interlibrary Loans Received: 1,814 (March)
Home Page Views: 23,093 (March)
Home Page Views: 13,781 (April)
Study Rooms: N/A in Adult/Teen and 15 in Children's (March)
HOOPLA: 702 – 101 New patrons signed up for Hoopla service in March, 229 patrons borrowed titles
HOOPLA: 1,002 – 115 New patrons signed up for Hoopla service in April, 313 patrons borrowed Titles
Kanopy: 1,194 views
Volunteer Hours: N/A for Adults
Museum Adventure Passes: 10 (March)
Tours: N/A
Aruba Wireless Total Sessions: 9,522 (March)
Aruba Wireless Total Session: 370 (April)

Displays: **Adult/Teen Department (March):** Get Your Garden Going; Spring Cleaning; Female Authors; Musicals

Children's (March): Amelia Bloomer Project; Easter; St. Pat's Day; Readbox; Elections; Farms; March Madness; Think Math Happy Pi Day; Girl Power

Staff Development and Training

Since the Library's closure on March 13, 2020, staff have been busy participating in online continuing education and other work related projects. Each department's report is attached.

Library Operations (March)

Circulation for the month of March was 27,939 a 50% decrease from March 2019. This is due to the Library closing on Friday, March 13, 2020 due to the Coronavirus.
Registered borrowers number 23,849 which is 72.3% of the jurisdictional population.
People/Door Count for month: 13,842

Library Operations (April)

Circulation for the month of April was 8,034
Registered borrowers number 23,908 which is 72.5% of the jurisdictional population.
People/Door Count for month: 0