

Executive Director's Report July 2020

What's New @ AHML

New Streaming Services on Rokus

For some time, customers have been able to try out *Netflix*, *Amazon Prime Video*, *Sling TV* and *Vudu* movies on various circulating Roku devices. With the debut of several new popular streaming services, interest has risen to experience these new subscriptions. Digital Services Supervisor Gregory Berger has updated the Rokus to accommodate more services. Three different types (or “colors”) of Rokus are now offered:

- Red with *Netflix*, *Amazon Prime* and *HBO Now*
- Blue with *Netflix*, *CBS*, *All Access* and *Showtime*
- White with *Netflix*, *Disney+* and *Hulu*.

Library of Things Additions

Based on customer requests, Digital Media Specialist Chris Smith added several items to the *Library of Things* collection. He added a customizable *Xbox Elite Gaming Controller*, a *Chromebook*, and an additional *Thermal Camera*.

Also added:

- *Spikeball*
- *Solar telescope*
- *Golf range finder*



New Studio Sound Panels

Taking advantage of the Studio being closed to the public and with help from Facilities staff, Digital Media Specialist Chris Smith installed new sound panels in the Studios to help improve audio fidelity and reduce noise bleed to minimize disturbances outside of the Studios.



Diversity and Inclusion

Area Library Collaboration

The Arlington Heights Memorial Library's collaboration between Des Plaines, Elk Grove Village, and Mount Prospect public libraries to serve School District 59 continued this month. Youth Outreach Librarian Emily Loeffler and Youth Outreach Specialist Emily Muszynski helped conclude summer school classes with booktalk visits. They also assisted with distributing giveaway bags at three food distribution sites serving students in District 59. Collaborating libraries contributed to giveaway bags for 88 families that included books, activities and promotional material from each of the four libraries.

BrainPop ELL for English Language Learners

With funds through a grant to the ESL Office, Digital Services Librarian Bill Pardue assisted ESL/Literacy Services Coordinator Tracy Karim to acquire the online learning platform *BrainPop ELL*. *BrainPop ELL* has learning modules, activities, quizzes and games for all ages of English Language Learners. Once remote access is established it will be available for learners through the library website.

Serving our Community

Chat!

July was another busy month for chat with 829 chat transactions. This service continues to be an important resource to the community and July saw a 99% increase (417) over July 2019. Overall year to date chat is up 87%.

Library Items

In July, Material Handlers checked in over 62,000 items, filled almost 24,000 holds, and over 1,000 carts were shelved. During the month, 29,707 hold requests were placed, more than any month since July 2015. In July, 17,063 items were checked out at the drive-up and 7,895 cars went through, more than any other month through the last five years.

Hot Picks Maintain Hot Stats

Almost seventy-eight percent of Hot Picks were consistently checked out since the library's reopening. It is a clear indicator that this collection is a convenient way for customers to get high-demand items with minimal physical exposure or interaction.

Making eResources Easy to Navigate

New shelves were created in *cloudLibrary*. Collection Specialist Cyndi Hamann created the romantic comedy shelf *All You Need is Love (and a Good Laugh)* and Collection Supervisor Violet Jaffe created a *Homeschooling Resources* shelf to assist neighborhood families navigate the changes in education.

New Partnership with Beer on the Wall

Programs and Exhibits Specialist Vesryn Grey introduced a new partnership with local business Beer on the Wall, for a virtual tasting event titled "Summertime Bottles of Beer on the Wall" on July 21. Thirty-nine customers attended the virtual event with live beer tasting. A four-pack assortment of beer was available for purchase prior to the program, though not required for participation. Matt and Ryan from Beer on the Wall discussed the breweries of each beer and the method of brewing. Attendees requested Beer on the Wall return with different beers to try!

Magic on Instagram Live

Programs and Exhibits staff Jennifer Czajka and Vesryn Grey collaborated with Communications and Marketing team's April Harder and William Tolan to welcome Jeanette Andrews: magician, illusionist and our summer Artist in Residence on *Instagram Live*.

The six *Instagram Live* conversations surpassed 200 views each, with the highest reach just over 400 (Jeanette's conversation with former Guggenheim curator Sara Raza, @punkorientalism, on Magic + Art). This content and the resources at ahml.info/residency will remain available through end of summer at minimum.



Designers Henna Wang & Michael Reynolds of Gesso (an app which serves museums and cultural organizations) join Artist in Residence Jeanette Andrews in conversation on the topic of Magic + Design

Page Turners Sees Initial Success

Info Services Advisor Barb Weiner and Info Services Librarian Becky Thornton developed *Page Turners*, a new reading program for adults. The program offers activity lists incorporating reading and library-related activities. The program now has 251 total adults registered. At the end of July, two readers were randomly drawn to receive \$60 gift certificates to local restaurants. Two winners will be drawn monthly through the program's end.

FanCon Pivots to offer a Three-Day Virtual Extravaganza!

The 2020 *FanCon* team hit the ground running to convert the library's biggest annual event from in-person to virtual, due to Covid-19. The team converted a one-day, five-hour event to become a three-day weekend full of virtual programs and crafts from July 10-12. The 2020 *FanCon* team pulled something off something Arlington Heights Memorial Library and peer libraries have not done before!

The first virtual *FanCon* offered 16 facilitated sessions, live on *Zoom* or *YouTube*. Customers were able to participate in a huge variety of activities either fully digital, or through hands-on crafting in their own homes. We also had customers attending *FanCon* from outside the immediate area – a benefit of our virtual reach!



Young adults and adult audiences participated in a *Game Development*, a collaborative *Oregon Trail Speed Run*, *Video Game Trivia*, *Books & Comics Trivia* and *Movies & TV Trivia*.

Our young customers and their families enjoyed *Jedi Trainings*, *Princess Tea Parties*, hands-on drawing workshops led by skilled artists throughout the weekend and a variety of fandom crafts, with both downloadable instructions and video tutorials available.

Over three days, 681 people participated in virtual sessions. The week leading up to the event, an impressive 1,099 *FanCon* craft kits were in the hands-on community members!

A special thanks to the *FanCon* Team led by Programs and Exhibits Specialist, Megan Young; Kids World Advisor, Amy Belford; Teen Librarian, Evan Mather; Graphic Designer, Colleen Kelly; Info Services Assistant, Cassidy Schmidt; Digital Media Specialist, Chris Smith and Material Handling Supervisor, Matt Williams.

Author Linda Gartz and Redlining

On July 1, Author Linda Gartz shared her family's unique story of life in West Garfield Park during white flight, as told in her book *Redlined: A Memoir of Race, Change and Fractured Community in 1960s Chicago*. We welcomed 96 people to the thoughtful and timely conversation about redlining – a history and topic relevant to the current social



and political climate. Info Services Librarian Alison Lowry, Programs and Exhibits Manager Jennifer Czajka and Programs and Exhibits Specialist Megan Young collaborated with Linda to prepare the presentation and discussion. Winnetka based *The Book Stall* co-promoted the event. Since the live event, the recording posted to *YouTube* has generated an additional 59 views.

Culinary Conversations

Designed by Programs and Exhibits Specialist Tracy Recklaus, *Culinary Conversations* launched this summer to offer space for community members to connect with one another about a favorite topic – food and cooking! The event, led by Info Services Advisor Joan Lasky and Programs and Exhibits Specialist Megan Young, covered everything from yummy local restaurants, grocery stores and home-delivery options to what people are cooking at home. After the program, recipes and restaurant recommendations were emailed to attendees.

July Book Lists

Info Services Advisors created book lists on the Readers' Services page so that customers can access these recommended items from home. The lists feature print, eAudio and eBooks. July lists include: [Summer Scares](#), [100 Years of Women's Rights to Vote](#), [Roaring Twenties](#) and [Favorite Things](#).

Teens Tinker: DIY Escape Room

Six teens created their own virtual escape room on July 8. After successfully escaping from the Hub in a virtual escape room, teen participants learned how to use *Google Forms* to create their own escape room with guidance from Teen Advisor Kate Henry. The teens collaborated to make an escape room that was shared on the Hub's Instagram and can be found [here](#) - eight customers have tried the teen-made escape room!

Storytime Outreach Visits

Youth Services staff presented in-person, outdoor storytimes for the Arlington Heights Park District and Lake Terramere Homeowner Association in July. Youth Outreach Specialists Laura Dakas and Kim McGuire visited ten park district camps throughout the month. At these Kaleidoscope Camp visits, 101 young campers, ages 3-5 years old, enjoyed outdoor storytimes with a variety of books and music. They also enjoyed books in their camp rooms provided by the library in summer resource bags. On July 20, Youth Outreach Specialists Kim McGuire and Emily Muszynski presented a socially-distanced storytime. Thirty-five customers enjoyed this special addition to their neighborhood bookmobile stop.



Read Aloud Book Club

Youth Outreach Specialist Emily Muszynski hosted a read-aloud book club this month. Children in 2nd-4th grades met weekly on *Zoom* to listen to and discuss the book *Cog* by Greg van Eekhout. At the end of the last meeting, participants mentioned how much they liked the format of the book club and enjoyed listening to a book together in real time rather than reading on their own.

Info Appointments Move Virtual

Info Services staff have moved their one-on-one appointments to a virtual environment. Our external partner *SCORE*, which mentors small business owners, had eleven appointments in July. Additionally, our contracted *Resume Reviewers* have continued providing virtual sessions. Info Services staff have instructed customers with appointments in July, covering topics like Genealogy, Business, Careers and in-depth research.

Digital Referral Forms

Info Services Librarians Alison Lowery and Becky Thornton, worked with IT to develop an online librarian referral system through *Microsoft 365*. The referral system allows other Info Services Staff to refer in depth research questions to the librarians. This system enables customers to connect with a professional librarian for a timely response.

1950 Census Program

On July 20, Genealogy and Local History Librarian Jaymie Middendorf coordinated and hosted the program, *The 1950 US Federal Census - Are You Ready?* that saw 100 attendees. It is part of the library's overall work to raise census awareness. Speaker Thomas MacEntee focused on preparing researchers for the release of the 1950 data, sharing information on its differences from past censuses as well as illuminating volunteer projects related to indexing and finding aids.

Jobs Program Focuses on the Interview Stage

Info Services Librarian Alison Lowery coordinated and hosted [Interview Like an Expert](#), a program presented by Lynee Alves on July 23. Lynee is CBS2 Chicago's resident career coach, crafting weekly segments for job seekers. Her presentation skills and comfort in front of an audience were dynamic and engaging. She shared what job seekers need to know to boost their skills and support more successful job search efforts. The 21 attendees learned tips and best practices for resumes, online applications and job interviews.

Grab & Go Bundles

Info Services staff created the Grab & Go display near the Info Desk for customers to easily browse and find items to check out. The items are bundled in fun and creative ways to offer a book and a movie around a fun subject or idea.



Additional Hotspots

In response to the necessity of social distancing and so customers can stay connected, Digital Services Manager Jack Bower ordered eleven more Wi-Fi hotspots for the *Library of Things*. The library now has 31 hotspots in circulation.

Socially Distant One-on-One Appointments

With help from Computer Technician Ben Sliwa, Digital Media Specialist Chris Smith mounted an external monitor at the dedicated one-on-one appointment station. The monitor allows customers to plug in their devices during appointments so Digital Services Advisors can more easily view the screen while maintaining social distance. The external monitor and the Plexiglas barrier provide comfort and safety to both participants during appointments.



In-person Computer Help Makes a Difference

Even with reduced hours, technology appointments in July were actually up from last year. July 2020 saw 40 appointments compared to 37 in July 2019. Customers have expressed appreciation to have the in-person computer help.

Virtual Cord Cutting 101

Digital Services Supervisor Gregory Berger was able to promote the new Roku and the other cord cutting offerings in the *Library of Things* collection during the first virtual *Cord Cutting 101* class on July 29. The popular class had 42 attendees and received positive comments afterwards. With people looking for more to do while they stay at home, and the greater need to save money due to the economy, the class content is more relevant than ever.

Libraries Lead with Digital Skills

Grow with Google: Get Your Business Online was the inaugural program funded by the *Libraries Lead with Digital Skills Grant*. Twenty-five members of the business community attended the program on July 7. It covered how to get a business started online, including how to create a Google profile, appear on Google Maps and increase search engine optimization as a result of taking these steps. Many attendees signed up for the next in the series, *Better understand your customers: Google Analytics*.

Healthcare Deliveries Resume

Deliveries to activities staff and healthcare customers at our two largest sites, The Moorings Healthcare and Lutheran Home, resumed this month with many thanks and positive comments from managers and staff at both locations. July also saw nine new customers registered for our home delivery program and two new customers enrolled in the NLS Talking Books program.

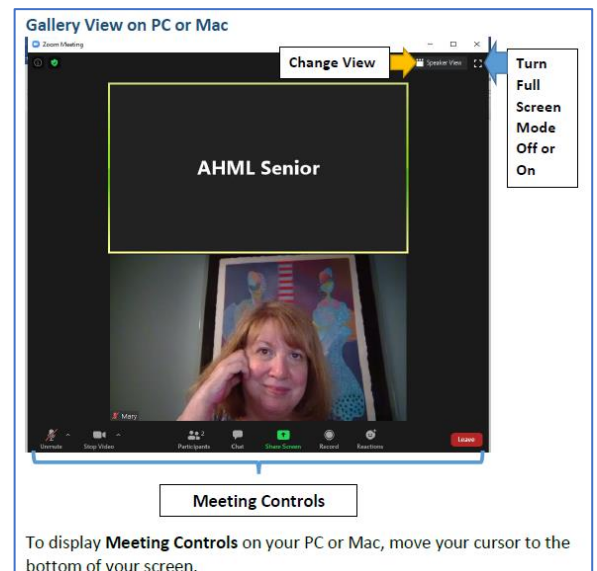
Senior Center Reading Room Branch Reopens

Senior and Accessible Services staff welcomed back our first customers to the Reading Room on July 13. Much of the furniture was removed and the collection arranged to support social distancing. All Senior Center visitors are temperature-checked and screened by Village staff at the front door. Room capacity is limited to four customers at a time and an additional two for the computer room. And returns are made in the outside book drop to the west of the Senior Center entrance. Multiple customers have shared that they really like the setup and feel very safe visiting. From a new customer who visited after hearing about the opening: *“The Senior Center library is great! I am a fan and will definitely be going back. I felt safe there.”*



New Learn Zoom Classes for Seniors

Interest in our new senior *Learn Zoom* classes has been excellent with classes full and well attended. The class, created by Senior and Accessible Services (SAS) Manager Mary Jo Lepo, helps older adults overcome technical hurdles, learn *Zoom* basics interactively, and practice *Zoom* in a comfortable environment. Staff call each student at least two days in advance of the class to see if they need assistance joining the class. Students receive a class handout by email that they can print before class.



Digital Services Advisor Rich Fabits along with Digital Media Specialist Chris Smith assisted SAS staff with the biweekly *Learning Zoom* classes offered to Senior Center customers. Rich works with customers using their own devices to get their cameras and microphones operational and helps them understand how *Zoom* works.

Feedback from students has been positive: *“I learned so much from this class!”* *“Now I feel confident about doing this on my own.”* *“I loved this class. I really learned a lot.”*

Here's a Mask, Come On In!

Bookmobile staff is practicing increased safety! We are now offering disposable masks for those customers out on a walk who did not expect to run into us. This has allowed so many more new customers to find out more about our bookmobile and additional library services

Bookmobile to the Rescue!

The bookmobile also returned to visiting The Moorings. In July, the bookmobile visited twice, and by their request, we will be starting weekly visits in August. Customers are thrilled to have the bookmobile bring them materials to read and enjoy again, as their in-house library is closed due to water damage.



Reverse Parade!

Circulation Supervisor Megan Maier and Bookmobile Supervisor Teri Scallon participated in Baird & Warner's reverse Fourth of July parade. They had a great time seeing all the cars pass and greeting everyone. It was a very hot day but fun to be out with the bookmobile promoting *FanCon* and the *Summer Reading Program*.



Book Bags for Preschools

Bookmobile staff restarted delivering requested book bags for the Arlington Heights Park District preschools this month. Teachers, caregivers and children are happy to have access to these items selected by our knowledgeable Youth Services librarians and staff once again.

Little Free Libraries Mania!

Bookmobile Supervisor Teri Scallon and Community and Circulation Services Manager Shannon Meyer continued refilling our registered *Little Free Libraries* throughout Arlington Heights this month. This service has become so popular with our residents that we have received multiple requests for additional deliveries to be added to the many new *Little Free Library* owners around town!



Professional Development

ESL Training











Bilingual Advisor Catalina Shin attended a four-day virtual summit for bilingual educators. She brought back a lot of great information to use in her own programs and outreach and some useful tips to share with the rest of the ESL Team as well.

ESL Advisor Allie Gourley and ESL/Literacy Services Coordinator Tracy Karim attended a *PLA* webinar *Transition Planned In-Person Adult Programs to a Virtual Environment*. Featured was a new *Zoom* feature (auto-generated emails!) and it provided some nice confirmation that the Arlington Heights Memorial Library's transition to virtual programming exceeds what many libraries around the country have been able to provide.











Virtual Resource Usage

Top ten visited web pages

June 2020:

1.	/www.ahml.info		91,935 (30.30%)
2.	/StayInformed		10,771 (3.55%)
3.	/borrow/bmm		3,738 (1.23%)
4.	/borrow/ebooks		3,526 (1.16%)
5.	/research/databases		2,738 (0.90%)
6.	/attend/events		2,707 (0.89%)
7.	/summer		1,922 (0.63%)
8.	/curbsideholdpickup		1,621 (0.53%)
9.	/advanced-search		1,513 (0.50%)
10.	/node/100007320		1,407 (0.46%)

July 2020:

1.	/www.ahml.info		111,906 (55.18%)
2.	/StayInformed		3,521 (1.74%)
3.	/borrow/bmm		3,334 (1.64%)
4.	/attend/events		3,095 (1.53%)
5.	/borrow/ebooks		3,057 (1.51%)
6.	/research/databases		2,730 (1.35%)
7.	/fancon		1,932 (0.95%)
8.	/advanced-search		1,849 (0.91%)
9.	/form/contact		1,226 (0.60%)
10.	/residency		933 (0.46%)

Social Media Engagement

	January	February	March	April	May	June	July
Facebook							
Posts	25	22	56	60	47	41	56
Fans*	5067	5113	5217	5291	5376	5436	5469
Engagement	1164	1723	3531	3642	2725	3148	1886
Reactions	1014	1505	2696	3001	2419	2755	1673
Comments	92	128	347	389	180	211	111
Shares	58	90	488	252	126	182	102
Twitter							
Tweets	65	51	111	139	148	143	137
Followers*	4313	4324	4362	4388	4404	4410	4424
Tweet impressions (in thousands)	75400	59900	116,000	120,000	127000	100000	94300
Engagement	247	203	534	394	399	387	283
Likes	181	164	386	294	348	300	211
Retweets	65	33	134	92	56	79	64
Mentions*	57	76	74	77	61	66	77
Profile visits**	937	819	2040	2060	1240	755	572
Instagram							
Posts*	n/a	n/a	859	875	898	922	978
Followers*	1767	1802	1852	1904	1947	2006	2081
Impressions*	n/a	11889	25878	24608	19,188	21052	45279

Average Reach	n/a	286	485	451	435	459	560
Constant Contact							
Campaigns	20	19	22	27	26	27	21
Sends	46572	44518	127872	85980	43,351	110,385	52314
Opens	10681	12536	57487	30772	12245	37071	12690
Clicks	498	925	2500	2262	1169	2196	889
Open rate (percentage)	24%	28%	45%	36%	28%	34%	24
Click rate growth over previous 30 days	2%	4%	17%	3%	3%	-4%	7
open rate vs. industry average	6%	10%	27%	11%	6%	12%	2
Total contacts*	31770	31790	32650	32957	33157	33594	33721
Unsubscribed in last 30 days	30	15	171	98	19	130	34
New contacts in the last 30 days	3	25	1006	446	184	436	106

LinkedIn							
Followers*	655	657	659	660	672	684	685
Posts	7	1	5	1	1	8	0
Impressions	2335	308	839	620	235	738	352

YouTube							
Subscribers*	397	402	456	514	585	603	627
Videos added	0	3	6	23	34	33	30
Views	1601	1821	2,875	5102	5053	3202	3086
Watch time hours	55.6	63.8	83.3	452.2	437	292.7	306.4

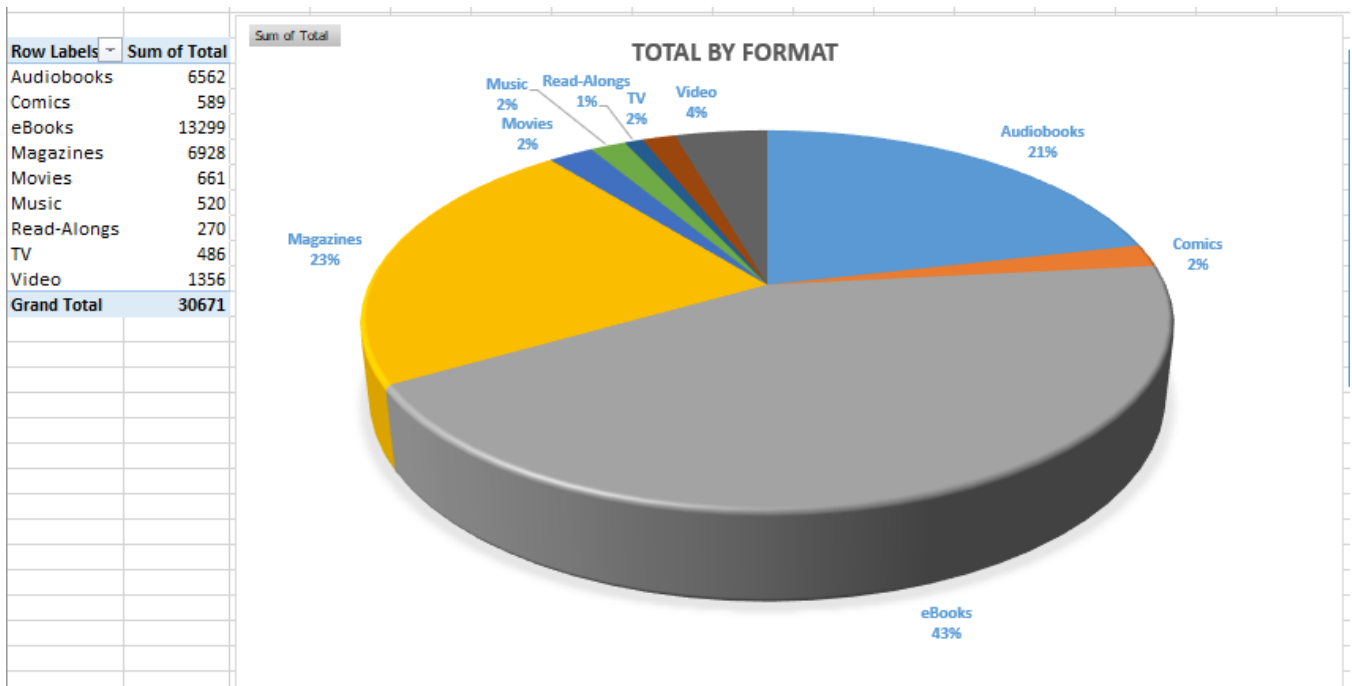
*Cumulative

**New metrics added

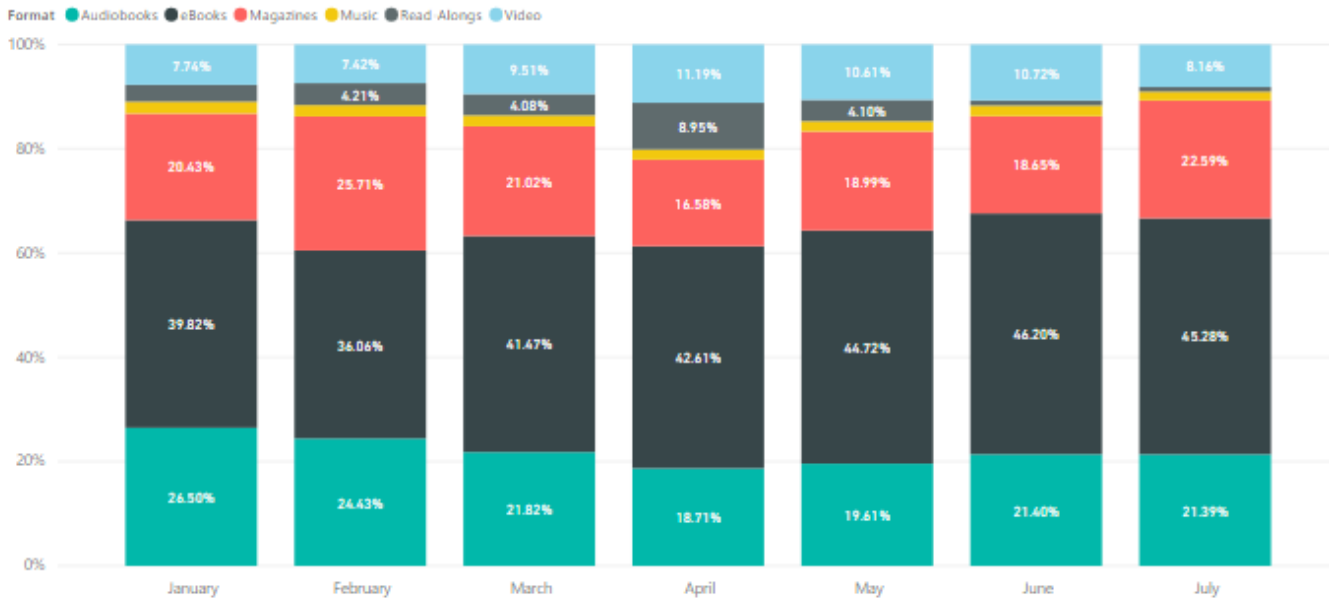
eResource Usage

eLibrary 2020	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Total
Total eBook checkouts	6,759	5,915	8,308	10,969	11,785	11,375	10,463	65,574
Total eAudio checkouts	3,237	2,915	3,377	4,011	4,415	4,338	3,893	26,186

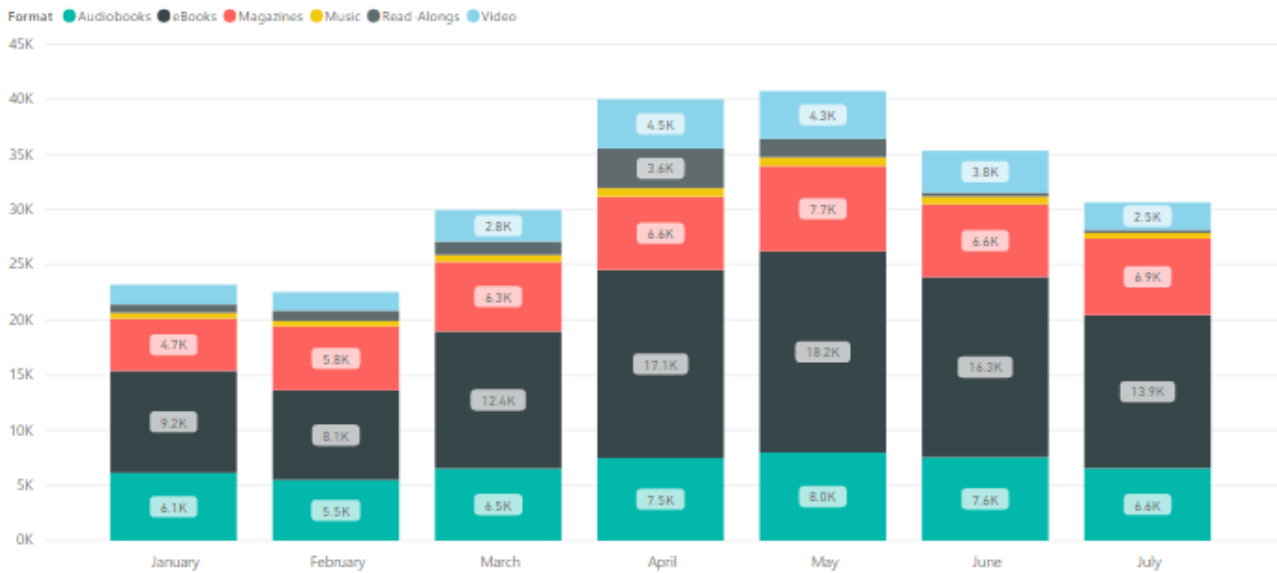
JULY 2020 eResource overview



Formats by Month (Percentages)



Formats by Month (Totals)



Customer Comments

Collection Services Feedback

- From a purchase suggestion for a seven disc music CD of classical pianists from a customer who thought it *“would be wonderful to pop seven of these CDs into the carousal of my stereo, and sit back and enjoy them this fall with a candle warmed brandy or two, forgetting for just a few hours that the C-19 pandemic was real and not just the living nightmare that it has become!”*

Feedback on the Activity Kits:

- *A brilliant idea. Great way to connect with the community.*
- As a regular tween customer and her caregiver were locking up their bikes to go into the library, they said, *“We love the activity kits, we take one every time we visit!”*

Feedback on Kids’ World book bundles:

- A caregiver commented that she really appreciates the book bundles. She noted that she was exposed to ‘older’ titles and a wider variety of authors. She said that it was good for her children to read some themes that they typically do not choose for themselves.
- At the temporary desk at the Kids’ World entry, a caregiver shared, *“I checked out one of the book bundles for her and she’s gotten through two of the three [books]. These are really nice collections you’re putting together.”*

Book Discussion Feedback

A regular attendee for the past year of *Desserts, Books & More* book discussion and craft series, *“I love Desserts, Books & More!”* This month’s program pictured below.

Digital Services Feedback

- *“Donna Radlicz is just wonderful! She was knowledgeable, patient and didn’t make me feel stupid. I’m happy the library is back open and pleased to receive the help I needed from someone as pleasant as Donna.”*
- *“Dan (Johnson) was super and very knowledgeable.”*
- *“Rich Fabits is very, very helpful. We get all the help we need at AHML. Thanks to him.”*

ESL Programs Feedback

- *"I always love the Hablamos Espanol meetings. You're a wonderful encouraging and fun teacher who includes everyone. Plus, I always learn lots of new vocabulary. Muchas Gracias,"* B. (Hablemos Espanol participant)
- *"Thank you for the beautiful class. You're a great teacher (Catalina Shin). I am sure it is not easy to teach students from so many countries, different languages, accents, and cultural backgrounds. I truly appreciate what you do"* E. (Inglés para Hispanohablantes participant)
- *"Thank you for your time. Class was very fun today. I always learn something new when I meet with you and I want to learn to talk like you do."*
A. (Culture & Conversation participant)

Chat Survey Comments

There were 154 surveys completed in the month of July. Once the chat is complete, customers have the option of rating their chat experience on a scale from 1 (Bad) – 4 (Excellent). Info Services staff averaged a rating of 3.89 with 137 survey participants rating their chat experience a 4.

Below are some survey comments received:

- *Allison was friendly and solution minded. When the typical solution didn't work, she figured out a way that worked for me and the library. That's making it work for both of us and make a positive experience. Thanks!*
- *We have a great library and staff*
- *Speed was of the essence and Rosa delivered!!*
- *Wonderful chat. Answered right away. Very helpful.*
- *Helen was very helpful (quick and precise response)*
- *Arlington Heights library service has set the bar high. It will be difficult for other libraries to complete.*
- *Nancy was clear, patient, informative. Good rep for AHL*

Library Feedback

An email from a customer included:

- *“I just wanted to say THANK YOU for all you are doing to keep books, materials, education, and hope going during, well, everything.”*

One customer upon visiting the Kiosk Station stated:

- *“This is so wonderful! Thank you for everything you all have been doing. I really appreciate having the library open.”*

Bookmobile Feedback

- *“I went to the Bookmobile for the first time this week and saw Al (Garcia) and Renu (Khurpa). They couldn't have been kinder as they handed me my hold and addressed me by name. I was surprised they remembered me. They really are the best and always are so friendly.”*

Metrics for July 2020

Service Point Traffic

Total visits*
32,454 ↓ -64%
 88,940 last year

Main Library visits
31,232 ↓ -63%
 83,635 last year

Sr Center Visits**
53 ↓ -97.45%
 2,077 last year

Bookmobile Visits
1,169 ↓ -63.79%
 3,228 last year

Circulation

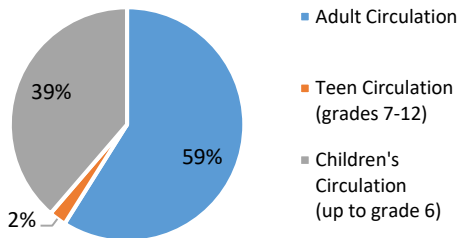
Total Circulation
121,784 ↓ -30%
 173,122 last year

Card Holders
62,297

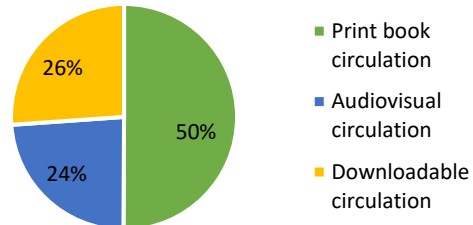
Library Cards Issued
 Resident **185** ↓ -63.00%
 (issued) 500 last year
 Non-Resident **55** ↓ -65.63%
 (Registered) 160 last year

Interlibrary Loan
 Borrowed **349** ↓ -36.89%
 553 last year
 Lent **418** ↓ -20.68%
 527 last year

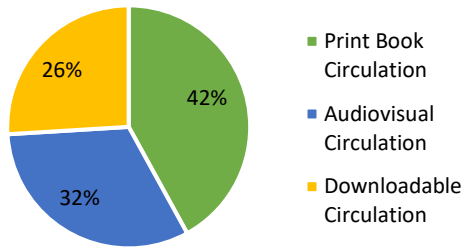
Circulation by Audience



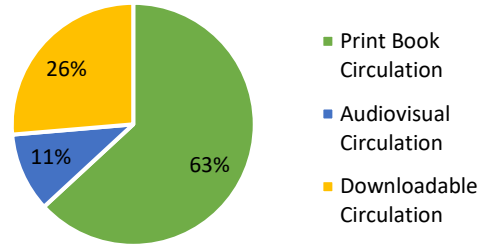
Circulation by Format



Adult Circulation by Format



Children Circulation by Format



Programs

Program Attendance
3,254 ↓ -54%
 7,075 last year

Number of Programs
139 ↓ -49%
 272 last year

Cost of Programs***
\$10,342
 \$1895 funded by FOL

Questions

Reference Questions
10,079 ↓ -40%
 16,888 last year

Reference Questions
 (via call center)
3,438 ↓ -31%
 4,990 last year

Chat sessions
829 ↑ 98.80%
 417 last year

Technology Usage

Public Computer Use
2,924 ↓ -70.80%
 10,013 last year

Website Visits
111,906 ↑ 8.22%
 103,406 last year

Self Checkout
 (% of total checkouts)
60% ↓ -7.00%
 67% last year

*July represents the first full month of the library building being open to the public after the pandemic closure.

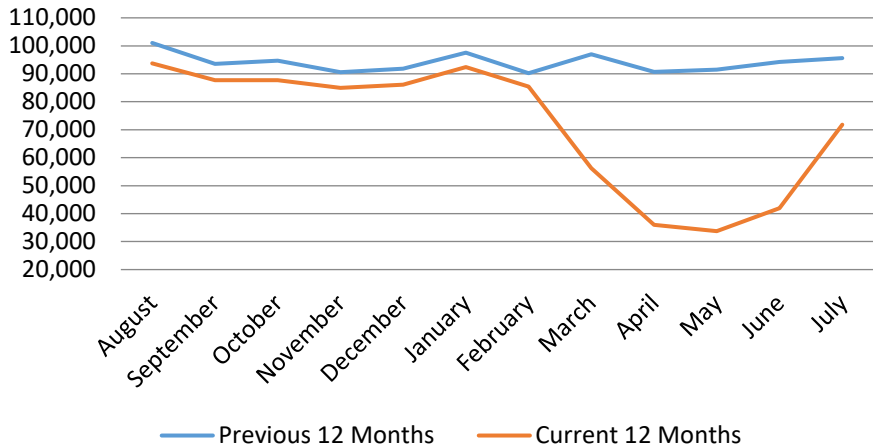
**Senior Center reopened their doors in the 2nd half of July.

***Costs are higher than average this month due to FanCon and the Artist in Residence.

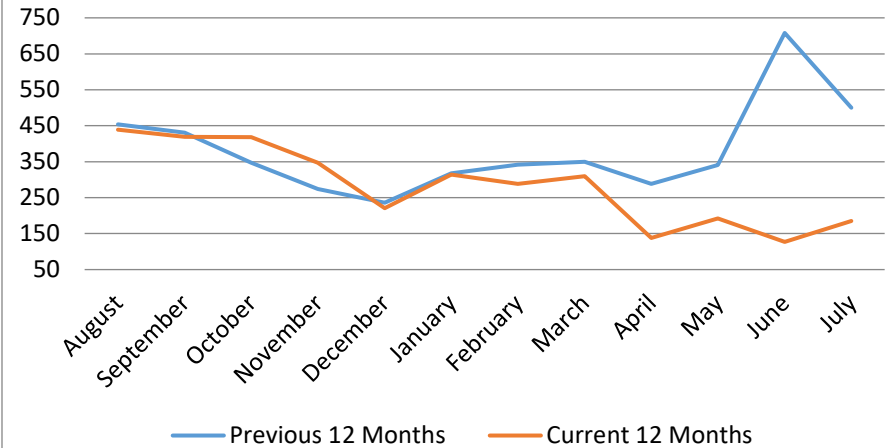
AHML - DASHBOARD - July 2020

	July 2020	July 2019	% change from last July	Jan 2020-July 2020	Jan 2019-July 2019	% change from last YTD
Total circulation	121,784	173,122	-30%	673,763	1,142,010	-41%
Adult circulation	71,782	95,638	-25%	417,385	656,853	-36%
Teen circulation	2,884	3,569	-19%	8,998	17,717	-49%
Children circulation	47,118	73,915	-36%	247,380	467,440	-47%
Print book circulation	58,822	94,601	-38%	272,083	598,382	-55%
Audiovisual circulation	27,958	50,694	-45%	143,654	351,310	-59%
Downloadables circulation	30,671	18,296	68%	230,159	129,791	77%
Self-check as % of main floor circ	60%	67%	-8%	49%	66%	-17%
Circulation to reciprocal borrowers	5,965	10,452	-43%	31,508	71,792	-56%
ILLs borrowed for our customers	349	553	-37%	1,584	3,461	-54%
ILLS lent to other libraries	418	527	-21%	1,964	3,484	-44%
Resident cards issued	185	500	-63%	1,554	2,847	-45%
Reciprocal cards registered	55	160	-66%	426	1,139	-63%
Reference questions	10,079	16,888	-40%	54,285	119,662	-55%
Number of Programs	275	272	1%	1,235	2,085	-41%
Program attendance	7,834	7,075	11%	36,521	55,897	-35%
Public computer use	2,924	10,013	-71%	23,344	64,334	-64%
Website visits	111,906	103,406	8%	683,591	695,554	-2%
In-person visitors	32,454	88,940	-64%	242,816	595,538	-59%
New & Popular - % of adult coll	9.0%	8.1%	10%	8.2%	8.3%	-1%
New & Popular - % of circ	34.6%	33.9%	2%	32.4%	34.5%	-6%
Kids' New & Popular - % of KW coll	4.7%	4.5%	4%	4.5%	4.6%	-4%
Kids' New & Popular - % of circ	15.0%	15.2%	-1%	12.7%	15.8%	-25%
Individual Staff Sessions	94	79	16%	491	738	-50%
Volunteer hours	784	3,124	-75%	7,199	17,893	-149%

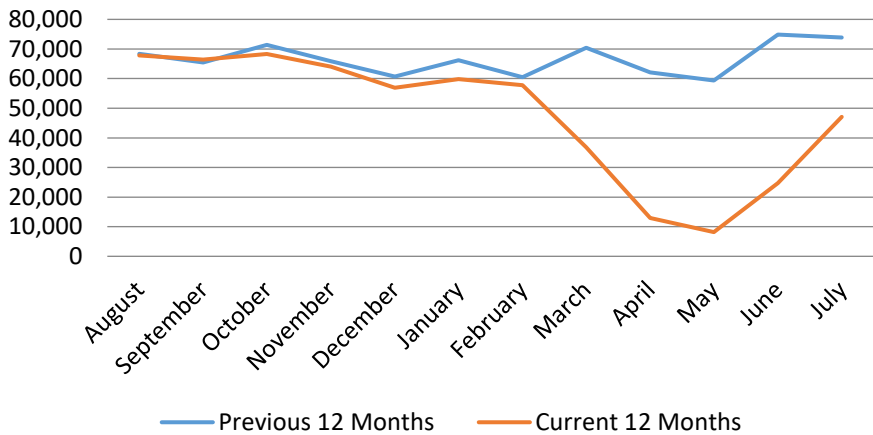
Adult Circulation



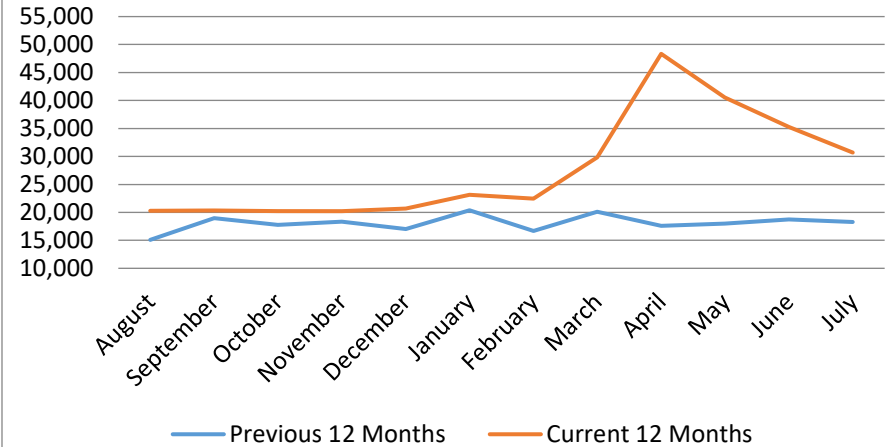
Resident Library Cards Issued



Children's Circulation

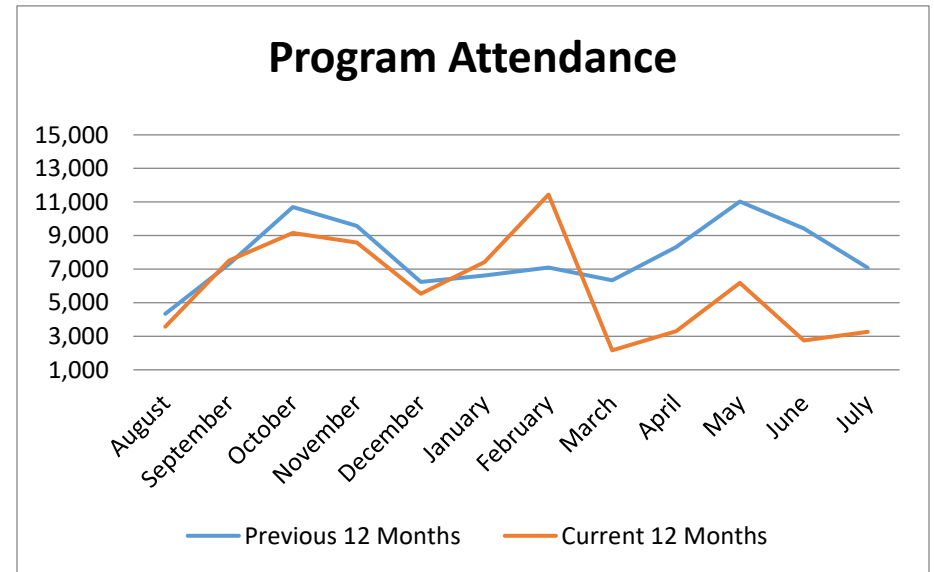
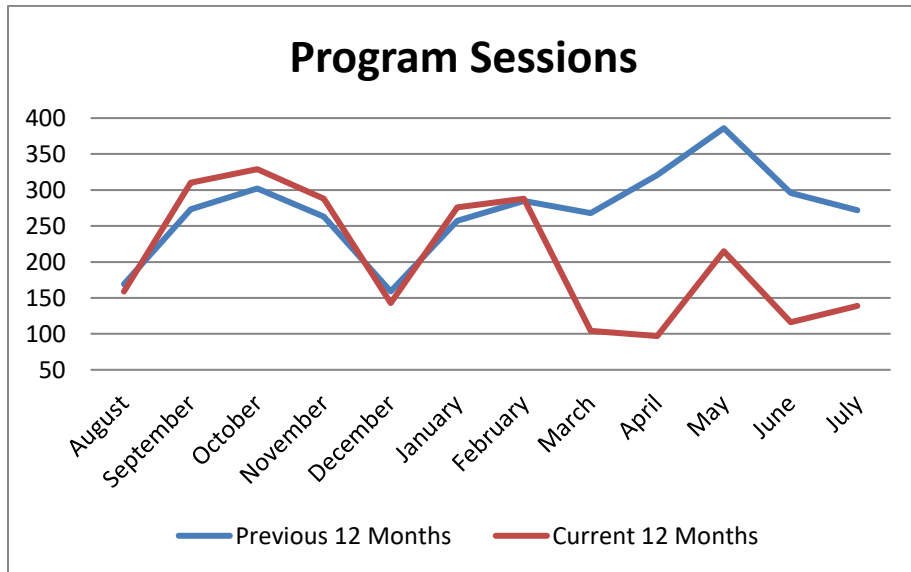


Downloadables Circulation

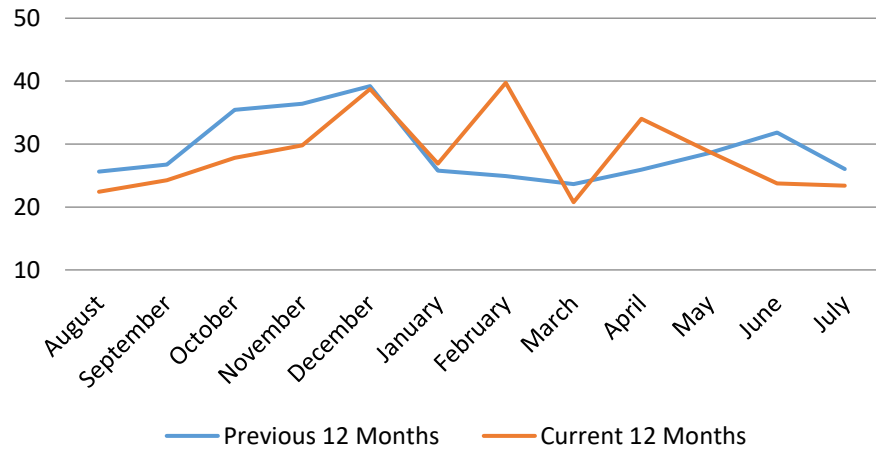


Notes Relating to Circulation

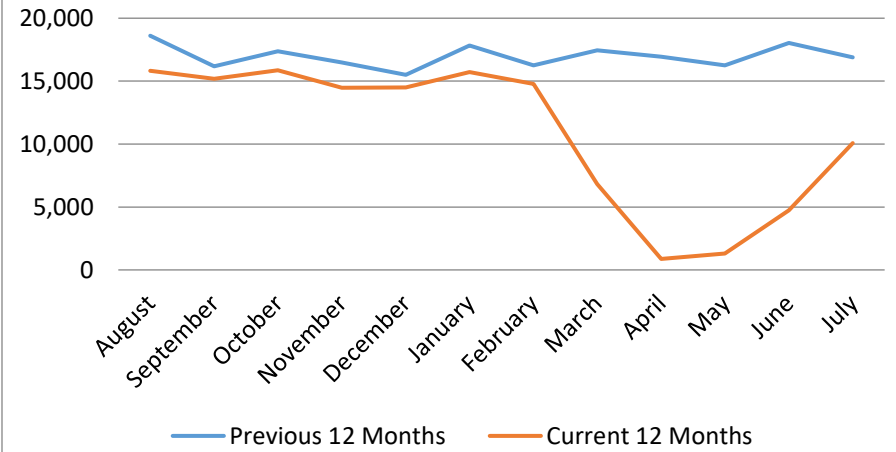
- ESL offered 33 programs with 241 participants, which is a 10% increase in programs and a 41% increase in attendance.
- It was a very busy month in Material Handling. In July, we checked in over 62,000 items, filled almost 24,000 holds, and over 1,000 carts were shelved.
- In July, we filled 29,707 requests for holds placed by our residents, more than any month since July 2015!
- We provided assistance and materials to 7,895 cars through the drive-up this month, more than any other month at least through the last five years!
- Checkouts at Drive-up are also up. With 17,063 checkouts this month, this is an increase of 60.6% over last July and represents 14% of total checkouts throughout the month.
- eMaterial checkouts have been increasing steadily and are the highest they have been since February 2020.
- This month, 185 residents signed up for library cards via our online registration or in person. With 62,297 AH residents holding library cards, this in an increase of 5.5% over last year and represents 83% of our community.



Attendance Per Program



Reference Questions (Library Wide)



Website Visits

