

Executive Director's Report

February 2020

What's New @ AHML

New & Popular

There's been a big change to the *Marketplace*, now called *New & Popular*. The most popular collection, fiction, was moved to the front of the space and sight lines were improved. On the same day, the *Hot Picks* collection debuted. Within the first week, over 70% of the collection was checked out.



Ciphers & Codes

Digital Media Specialist Chris Smith coordinated a new Tech Bar theme, *Ciphers & Codes*. The theme features weekly cipher puzzles and supplies for customers to make their own decoder wheels. It also features a 3D printed cryptex puzzle. Once solved, customers can redeem their answer for a 3D printed coin.



Introducing Udemy!

Udemy provides our customers with an online learning product that is a strong alternative to Lynda.com. In addition to remote access for AHML cardholders, one added benefit that Lynda.com lacked and Udemy provides, is access for anyone within the building. We will be among the first public libraries in the country to offer Udemy to our community!

New Databases

As part of the three-year license signed with Gale for Udemy, we also gained access to a package of 14 new Gale research databases focusing on topics including literature, business, health, nursing, women's issues, environmental issues and education, as well as a general interest database providing access to Spanish- and Portuguese-language scholarly articles. The new databases are:

- Gale Access
- Gale Academic OneFile
- Biography and Genealogy Master Index
- Gale Literature: Contemporary Authors Online, Book Review Index and LitFinder
- Gale In Context: Environmental Studies
- Gale OneFile: Health and Medicine, Nursing and Allied Health, Educator's Reference Complete, News, Business, Contemporary Women's Issues and Informe Academico

Diversity and Inclusion

Hub and ESL Outreach

Teen Librarian Evan Mather and Bilingual Advisor Catalina Shin collaborated on their monthly service projects with District 214's Newcomer students; high school students who have recently arrived to the United States and are new to the English language. A group of 17 teens worked on three different service projects: fleece hats to donate to *JOURNEYS | The Road Home*, decorated pillowcases for children affected by HIV and birthday cards for children spending their birthdays in the hospital.



MLK Day of Service

Eighty-seven community members of varying ages gathered in the Hendrickson Room on January 20 to celebrate Martin Luther King Jr. by “giving back” through a variety of service projects. This drop-in event was created and facilitated by Programs and Exhibits Specialist Megan Young and Teen Services Advisor Kate Henry with help from Info Services Librarian Becky Thornton, who facilitated a bookmark making activity benefitting Chicago not-for-profit Liberation Library. The library strengthened our connection with *JOURNEYS | The Road Home*, by making blankets for individuals experiencing homelessness. Volunteers from Baha’i Temple staffed our welcome table.



Participation by the Numbers

- Day of Service Partners: 4
- Participant Time Sheets collected: 34
- Average Service Time per participant: 1 hour, 45 minutes
- Total Service Time: 49 hours, 27 minutes
- Number interested in learning more about AHML’s volunteer program: 13

H.O.L.A!

Bilingual Advisor Catalina Shin hosted the *H.O.L.A Hispanic Outreach for Library Access* group meeting and welcomed 17 attendees this month. She also began facilitating our *Habelmos Espanol* class, with a total of 36 attendees at the first two meetings.

Easier Assistance in the Studio

Although the Studio is a self-guided space, customers routinely require assistance with projects. Exiting the Studios to ask for help can be difficult for less mobile Studio users. Digital Media Specialist Chris Smith added desktop chat icons to each Studio computer so users can request aid remotely and easily.

Chinese New Year Celebration

Circulation Assistant Mary Weber, Youth Outreach Specialist Emily Muszynski and Programs and Exhibits' Specialists Megan Young and Tracy Recklaus represented the library at the Vail Street Jewel's *Chinese New Year Celebration* on January 19. This was our third year participating in the family friendly event, which had people of all-ages making rat lanterns to celebrate 2020's *Year of the Rat*. One hundred visitors enjoyed a display of books on the *Chinese New Year* and red 'good luck' envelopes of chocolate coins.



LoT Assistive Devices

Senior and Accessible Services Supervisor Katie Myers attended the *Wheeling Township Advisory Council on Disabilities* and shared some of the library's latest additions to the Library of Things (LoT) assistive devices collection. They were especially interested to learn about the free ScripTalk station for qualifying individuals. A future meeting will be held at the library to highlight some of our LoT assistive devices.

Library Highlights

Makerspace Night

Circulation Assistant Viola Starenda and Youth Outreach Librarian Emily Loeffler promoted the library's large collection of STEM kits at the Riley School Makerspace Night. Bookmarks and notebooks promoting reading were very popular.



Teen Finals Study Lounge, Semester One in the Books!

A total of 1,969 teens used the library this winter during their first semester final exams. High school students from District 214 and St. Viator High School visited the library. They enjoyed big study tables, brain-fueling snacks and even a visit from Gracie the dog on January 15 to help them through their stressful week. Additionally, Teen Services staff took the show on the road and brought stress-relieving activities to students at District 214. In 2018, approximately 1500 teens took advantage of the study lounge.



"I can't wait till I'm thirteen." - a kid dropping by the HUB to get a graphic novel

Citizens Utility Board Clinic

Info Services Librarian Becky Thornton hosted a Utility Bill Clinic with outreach staff from the Citizens Utility Board. Customers were able to sign up for 20-minute one-on-one sessions with representatives to answer questions about their bills and learn about the steps required to address their concerns. The program was filled to capacity with 20 appointments for our community members.



Better Resumes for Applying Online

Presenter Denis Curtin returned to the library for a session of his popular presentation, “Better Resumes for Applying Online.” Info Services Librarian Alison Lowery coordinated this program, with 111 attendees. The topic is an important one, focusing on how applicant tracking system software (ATS) operates when people submit resumes online. Participants learned about strategies for writing and formatting resumes so that they will successfully make it past the ATS to a human—an essential feat in their job search.

One-on-One Appointments

During January, Digital Services staff conducted the highest number of one-on-one appointments in over three years with 63 appointments. On many days, Digital Services Advisors would meet with three different customers. Digital Services Advisor Lee Anne Davis hosted an appointment with an 11-year-old customer to learn basic Excel. He wanted to learn Excel because his father uses it in his finance job.

Targeted Marketing for Business Services

Business Services Advisor Diane Malik increased targeted marketing towards businesses and nonprofit customers for the library's services, reaching hundreds of community members. In addition to an Arlington Heights Chamber of Commerce e-blast, Diane worked with the Village's Business & Economic Development department to include featured information about the library's upcoming events and services.

Upcoming Business Programs at Arlington Heights Memorial Library

Register online, no library required.



How to Get Money for Your Business
Wednesday, January 22
6:30 - 8:00 pm

Learn about the importance of getting funding for your business from Craig Feldman, Managing Partner, Bloom Lending. Discuss why working capital, positive cash flow and equipment leasing are crucial to the success of your business. Learn about different types of funding programs for all types of businesses, regardless of your credit score, and about the required documents needed to apply for funding. [Register online.](#)

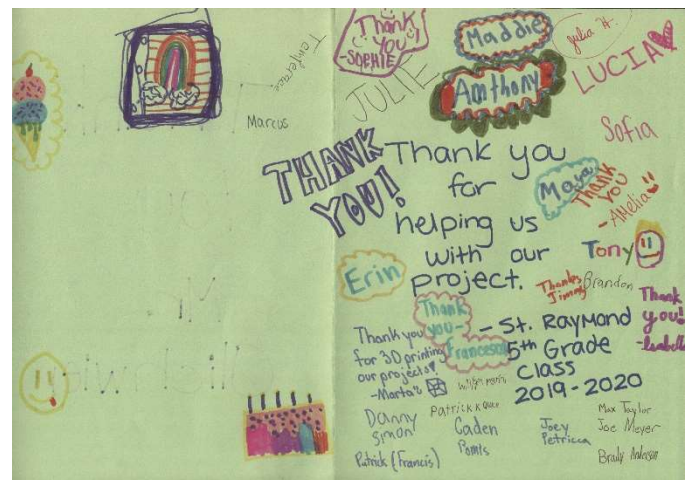
Preschool and Childcare

Thirty-nine schools from Arlington Heights and nearby villages visited the library on January 15 for the popular event *Preschool and Childcare Information Night*. Approximately 200 customers had the opportunity to talk to directors and teachers. There were many positive comments from exhibitors and attendees:

- *Thanks for hosting the Preschool Information Night once again. Our school has found it to be a very valuable event for spreading the word about our programs for young children and their families. Your efforts with this event are to be commended.*
- *Thanks again for a great Preschool Fair Night last night. It is always a great time to meet families.*
- *Thanks again for such a well-run event at the library on Wednesday. It's always great exposure and promotion for my classes.*
- *What a great service for parents in our community!*

3D Printing for St. Raymond School Class

Technology Instruction Coordinator David Olichwier collaborated with a teacher from St. Raymond School who was using 3D design work in her fifth-grade class. The students used TinkerCad to design their objects, and David provided them with troubleshooting tips for their models. David then printed the models since the school lacks a 3D printer. David received a thank you card from the class in appreciation!



District 25 Studio Tours

During the week of January 27, Digital Media Specialist Chris Smith provided three tours to students from District 25 schools. Chris showed 110 Ivy Hill fifth graders and 60 Thomas Middle School eighth graders the recording booth, digitization kits, backdrops and other hardware regularly used in the Studio.



Chinese New Year Escape Room

Second and third graders celebrated the *Year of the Rat* at the Chinese New Year Escape Room on January 24. Teen Advisor Mariel Fechik and Kids' World Advisor Amy Belford designed the challenges based on the Chinese zodiac story. With the help of Tween Librarian Kerry Bailey, groups worked together using clues to unlock a treasure chest filled with gold Chinese coins. Each team succeeded, and enjoyed a feast of oranges, fortune cookies and chocolate coins. The successful teams posed in their Dragon masks!



Never Felt(ing) Better

Programs and Exhibits Specialist Megan Young invited Natasha Lehrer of Esther’s Place to teach needle felting through a simple project – adorable winter foxes on January 29. Attendee ranged in age from older teens to adults in their 20’s and 30’s and students and the instructor alike proudly shared their creations on Instagram.



Let’s Make Mead!

Twenty-two residents enjoyed this mead-making workshop led by experienced hobbyist Porter Green on January 31. Programs and Exhibits Specialist Sam Ryan worked with Porter to create this workshop, introducing food and beverage enthusiasts to 'honey-wine', sometimes referred to as the ancestor of fermented drinks. Program attendees learned about the beverage’s history, sampled a variety of honeys and took home recipes. Asked “What attracted you to the program?” attendee answers confirmed that our customers look to us to learn new things:

- *“It is something different that I never heard of.”*
- *“Learn something new - I have heard of mead but did not really know what it is.”*

Soups and Stews with Chef Dave

One-hundred and sixteen attendees were treated to Chef Dave Esau's soups and stews cooking demonstration on January 21. Programs and Exhibits Specialist Tracy Recklaus with volunteer Nancy Hoban assisted Dave in serving samples of each recipe demonstrated. Customers were very excited to have Dave back and shared praise following the event and by survey: *"Dave is energetic, engaging, interesting, and knowledgeable and I learn so very much from his insightful and instructional programs."*

Tidy Up: Home & Legacy with Krystin Ivey

One-hundred and twenty-three guests attended the KonMari certified instructor Krystin Ivey's newest workshop on January 28. Attendees learned how to organize and honor sentimental home and legacy items using the KonMari method. Customers shared thoughtful feedback that indicated the program met a significant need. When asked "What attracted you to the program?":

- *The need to be better organized.*
- *Ideas for what to do with meaningful stuff you have but know you just cannot keep forever.*
- *The size of my house and the quantity of my items.*

The Envelope Please...Dann & Raymond's Oscars Night Returns

Programs and Exhibits specialists Megan Young and Tracy Recklaus rolled out the red carpet for Dann & Raymond's beloved annual Oscar Night on January 30. One-hundred and seventy attendees enjoyed candy, popcorn and Oscar predictions from their favorite local film critics. Customers received a ballot to cast their own votes. Dann Gire snapped this photo of the audience which he shared on Facebook, praising the great crowd at AHML. One attendee shared via survey: *"I am so grateful that AHML brings this quality experience to us."*



Village of Arlington Heights presents Cannabis: What You Need to Know

In response to the legalization of recreational cannabis effective January 1, 2020, Programs and Exhibits staff partnered with Village of Arlington Heights staff to offer an informational event on the topic on January 23. Programs and Exhibits' Sam Ryan coordinated with Village Manager Randy Recklaus to assemble three panelists - Recklaus, Village of Arlington Heights In-House Council Robin Ward and Chief of Police Nick Pecora. Seventy attendees heard the panel discuss how the Village prepared for the law locally and answer attendee questions.



Bookmobile in Disguise

To help promote the upcoming Harry Potter Book Night, Renu Khurpa, Bookmobile Assistant, and Bookmobile Drivers Alex Esau and Al Garcia, collaborated with Programs and Exhibits Specialist Sam Ryan and Info Services Librarian Alison Lowery to turn the bookmobile into the Knight Bus for two weeks. The bookmobile was decorated in purple, with “candles”, a chandelier and the shrunken head.



Staff Development

ALA Midwinter

Kids' World Assistant Manager Maria Papanastassiou attended ALA Midwinter Conference to be honored at the *2019 I Love My Librarian* awards.



Early Literacy Services Supervisor Rebecca King attended to participate in her committee work as part of the *ALSC Library Service to Underserved Children and Their Caregivers Committee* and for the *(Pura) Belpré Award Selection Committee*.

Students and New Professionals Forum

Carol Ng-He, Exhibit Coordinator accepted an invitation to serve as the co-manager for the new *Students and New Professionals Forum (SANP)* of the Illinois Library Association. The Forum represents the interests of students and new library professionals in our state and provides a forum for discussion on issues concerning the demographic. She will co-facilitate the forum's first meeting on February 13 and assist in writing bylaws for the ILA Executive Board's approval.

LACONI Governing Board

After joining LACONI's Governing Board in 2019, the members of the board invited Programs and Exhibits Manager Jennifer Czajka to serve as Vice President beginning in January 2020. This begins a three-year commitment to the Governing Board to be followed by President (2021) and Past President (2022) positions.

ATLAS

Lisa Bobis attended the ATLAS Middle Managers Round Table (AMMRT) in January. The focus at AMMRT is on issues and best practices of library middle management.

Ready for Voter Registration!

Seven of our newer Info Services staff members were trained and sworn in to be deputy registrars and received voters registration training. The remaining Info Services staff received refresher training for voters' registration.

ELSUM Meeting

Digital Services Librarian Bill Pardue attended an Electronic Subscription Managers Network Group (ELSUM) meeting at the Barrington Area Library. A significant part of the meeting focused on online learning products and Bill shared the library's progress towards setting up UdeMy access. Also discussed, was how to best provide access to third-party vendors' privacy policies for electronic resources.

Responding Online to the 2020 Census: What Libraries Need to Know

Digital Services Manager Jack Bower, with staff from Info Services, attended a webinar presented by ALA to orient library staff to the 2020 Census questionnaire, the online response system, common questions and tips for libraries. This information will be used for training and preparing staff for the 2020 Census that begins in March.

Community Impact

Talking Book Program

Our newest Talking Book customer recently moved to Luther Village after losing her husband. She shared with Senior and Accessibility Advisor Janet McDonnell that she had always been an avid reader until macular degeneration made reading impossible. She is very excited about getting started in the program and thinks it will help her adjust to her new life.

Collection Success Stories

Collection Supervisor Violet Jaffe spoke with a customer who was very happy to get video games for her son. They had just gotten an apartment after being in a shelter and it was a way for him to get back to normal life.

Customer Appreciation

One of our regular Tuesday customers, a young boy who visits the library with his grandmother, presented Amy Belford, Kids' World Advisor, a mug featuring a picture of the two of them at the Kids' World desk. Paul loves planes and making paper airplanes for Amy. They have bonded this past year, so he will be missed when he is in school full-time next year!

