

## Executive Director's Report July 2023

### What's New @ AHML

#### **Braille Enhanced Storywalk® @ Pioneer Park**

This summer's storywalk® includes a braille transcription, provided by Youth Services Advisor Brian Kulaga, who also works as a teacher for the visually impaired. The addition makes the storywalk® more accessible and brings more awareness to the blind and visually impaired community.



#### **New Staff Picks Location**

The new staff picks location near the checkout desk has proven to be very successful. In June **210** staff selections circulated, which is triple what was typically circulated in the previous location. The new location offers an opportunity for more visibility and more books on display.



#### **New sections of Beginning ESL**

After receiving numerous customer requests to offer additional beginning-level ESL classes, the ESL and Literacy staff rallied to begin offering a weekly evening class (Wednesdays from 7-8 p.m.) and a Saturday 11 a.m.-noon class that will meet on the 1st, 3rd, and 5th Saturdays. Customers have expressed much gratitude for what our library offers, as well as our ability to swiftly respond to their requests.

#### **New Projector and Screen Setup in the Makerplace's Flex 1 Space**

IT staff installed a new projector and large drop-down screen in Flex 1 to accommodate the Makerplace's largest programming space. The installed PC will allow for video content, presentations, and other lecture-based programs in Flex 1 space.

## New Equipment at the Makerplace

In June, the Makerplace added four new pieces of equipment to its collection:

- 2x AddiExpress Knitting Machines
- Printmaking Kit
- Pom Pom Makers
- Scissor Sharpeners

The new items were added to the collection and resource pages were created for each item on the Makerplace's equipment page on the website.

## Outreach and Community Engagement

### Farmer's Market

Digital Services Team members, Chris Smith and Julie Sadler, joined the bookmobile at a Farmer's Market to share with shoppers about the Library of Things collection.



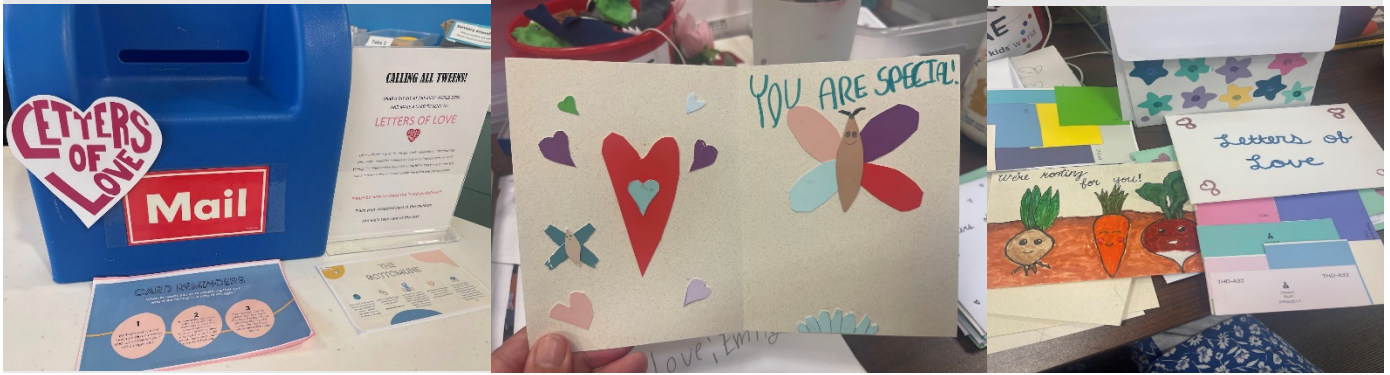
## Serving Our Community

### C.I.T.Y. of Support Graduation

On Saturday, June 17, C.I.T.Y. (Children in Therapy and You) of Support invited the library to participate in their annual graduation event where children of all ages crossed the stage and were cheered on for meeting various milestones and accomplishments such as meeting a therapy goal, becoming potty trained and one child received a big round of applause for now being able to open their own bag of Doritos! Youth Services Senior Supervisor Alice Son and Youth Services Outreach Specialist Kim McGuire applauded each graduate and spoke with **250** attendees as families received information and resources from various community organizations. While conversing with families, many were amazed by the resources the library offers, especially the Accessibility Support Collection in Kids' World which was made possible by a \$10,000 donation from the C.I.T.Y. of Support in 2021.

### Letters of Love DIY Kit

June's monthly tween DIY Kit offered 4-6 graders the opportunity to show their creativity and compassion for hospitalized children. Letters of Love is an international nonprofit that provides emotional support to patients in children's hospitals through handmade cards. In the month of June, tween visitors to the library crafted 150 cards for the organization.



## Second Annual Lit Stroll

The Second Annual Lit Stroll was a tremendous success and drew even larger crowds than last year. **136** lit lovers visited three downtown Arlington Heights venues to hear three local authors talk about their work and writing. Tracy Clark, Aaron Cohen, and Renee Rosen were spectacular and very generous with their time. Mago (new this year), Hey Nonny, and the Arlington Ale House provided excellent settings for each author and were incredibly hospitable.



## Adult Summer Reading Launches

June launched the Adult Summer Reading Page Turners program. Customers are able to create an account and complete a bingo card to be entered into a drawing for a gift card to local businesses. In June there were 252 customers register for the program. As a result of the summer reading challenges, 39 Book Me requests were completed, which is a record high.

## Bob's Burgers Trivia

Bob's Burgers Trivia took place at Eddie's Restaurant and welcomed 22 eager players, some super fans and some casual fans of the show. Ages ranging from 19 and up, this offsite trivia attracted mainly people in their 20s/30s. Our eight competing teams enjoyed simple bar trivia style and lucky winners received gift cards to burger mecca, Kuma's Corner.

## Pride Month Programs

### Pride Pop-up at the Farmer's Market

Programs and Exhibits staff Nikki Camp and Jay Semla kicked off Pride Month with a June 3 Pop-up event at the Farmer's Market. The library table featured Pride resources and giveaways – an assortment of Pride flags, bracelets, stickers and more, capturing every age! The Pop-up attracted over 200 members of the community eager to celebrate Pride either as members of the LGBTQ community or as Allies. Nikki spoke with a local school nurse who brought new knowledge, confidence and giveaways back to her students.

### Pride Book Discussions

The library hosted two in person discussions in June themed around Pride Month.

The Read and Reflect discussion was *Nonbinary: Memoirs of Gender and Identity* and had ten attendees. This title is a collection of essays that reflect the experiences of 30 different people who identify as nonbinary. Similarities between the stories as well as the differences were discussed and the topic sparked compassion and empathy among attendees.

Our Favorite Things: Pride Month had eight attendees. Staff and attendees enthusiastically shared their favorite queer-themed books, television shows and movies.



### Pride Bingo!

Pride programming ended with Pride themed BINGO night on Friday, June. People LOVE Bingo and the group enjoyed Keelin's calls and were very grateful for the prizes – a wonderful assortment of LGBTQ+ books, all purchased from LGBTQ owned shops. Attendees thanked the library for hosting Pride programs and for supporting the LGBTQ community.

Community members also took time to express their thanks for the suite of Pride programming, with something for every age:

*I just wanted to reach out to thank the AHML team for setting up the pop-up pride tent this past weekend. It makes me extraordinarily proud to be a part of this community and thankful for your efforts to support the AH community. Thank you! - Chris*

*I wanted to take a moment to express my gratitude to the programming staff at Arlington Heights Memorial Library for offering a variety of Pride programs for all ages. As a librarian myself (at a different north-suburban library), I understand the challenges and pushback that you have likely faced... That's why, as a member of the LGBTQIA+ community and an Arlington Heights resident and taxpayer, it warms my heart to know that our local library continues to embrace and celebrate diversity. It takes*

*courage these days to stand one's ground against the rubber-band reaction to the trend over time from tolerance to acceptance of LGBTQIA+ people and our right to exist and live our lives without fear of violence and bigotry... Thank you, a hundred times over, for keeping Pride month a priority and for showing us that we belong here. - Susan*

## **Intro to Pickleball**

Summer is always a busy season full of partnership programs created with and offered at the local parks. This season kicked off with a bang when 110 attended a pickleball primer at Arlington Ridge Center. Programs and Exhibits Assistant Jay Semla hosted along with ARC manager Matt Healy and a group of instructors from the Arlington Heights Park District (AHPD). They welcomed the large crowd of adults of every age, 20s and up. Matt introduced the court and discussed basic play principles and strategies while the players demonstrated. The crowd was engaged while watching skilled players demonstrate at a high level of play while Matt frequently accentuated the point that it is a social game with a very inclusive culture. Our attendees then had a chance to play! Groups took turns trying out the game while instructors roamed to give pointers and answer questions. Reporter Eileen Daday dropped in after hearing the buzz about the event and interviewed several attendees.

Overall, attendees were eager to learn about and try the increasingly popular sport. During Q&A, someone asked if the library has pickleball equipment and Jay was able to share that YES, the Library of Things includes a circulating set (currently out with several holds!) plus there are books on pickleball available. The event was a great example of collaboration with another public entity and plays to the strengths of both parties resulting in a "win-win-win" as the public has fun, learns, and sees value in both taxpayer-funded resources. Eileen Daday's article about the event affirms the strength of this partnership through quotes from Programs and Exhibits Manager Jennifer Czajka and AHPD's Steve Neill: <https://www.suburbtalk.com/2023/06/08/pickleball-clinic-draws-standing-room-only-crowd/>.



## **Village Update with Village Manager**

On June 1, 64 community members came out for an informational event with Village Manager Randy Recklaus. Randy welcomed a wide array of engaged citizens; many of the attendees were unaware of or unable to attend Randy's quarterly updates offered at the Senior Center. Randy created a slideshow that began with "What is a Village Manager," took the audience through big topics like the Village's model for social services, the Villages DEI efforts, how property taxes work, where they go, examples of fiscal responsibility, examples of use of services in line with trends (e.g. the Village needs another ambulance with the aging population growing). Then about the last half of his slides were Bears - history of the project through all the work they're doing to adequately assess and protect the community's interests. Attendees engaged in a 20-minute Q&A, followed by a 35-minute casual listening session with 12 who chose to stay after the program officially ended. The group discussion remained civil even when they disagreed or had diverse opinions on topics.

## **2023 Garden Walk and Unique Boutique**

Circulation participated in the Arlington Heights Garden Club's Unique Boutique on Sunday, June 25, on the grounds of the Historical Society. Circulation Assistant Mary Weber staffed a table at the boutique and partnered with the Friends of the Library to offer a selection of gardening books for sale. 150 people visited the library booth and \$122 worth of books were sold. Nearly 100 plants, including spider, jade, snake, and pilea, propagated from plants growing by the library's drive-up window, were given away.



### Beach Boogie Fun for All

A great time was had by all at June’s All Abilities Beach Boogie party for adults. 21 attendees danced the night away, enjoyed snacks, beach games and fun crafts.



### Live Well, Age Well Expo

Senior and Accessible Services Advisors Renee Witt and Matt Weston staffed the library table at the Live Well, Age Well Expo event, an annual fundraiser hosted by Arlington Height Senior Center, Inc. that raises funds to benefit the Arlington Heights Senior Center. One hundred and six visitors stopped by to learn about the Senior Center Reading Room, upcoming library programs, and other library services at the Senior Center and in the community. Reading Room staff helped Expo visitors sign up for library book discussions, set-up library cards and check out materials. For some Expo visitors, it was their first visit to the Senior Center, and they were excited to learn about all of the agencies and services available.

### Community Blood Drive

Thanks to the unwavering support of the community, June’s Community Blood Drive goal was achieved. We gratefully received 33 donors, including four first-time participants. The dedicated staff members at Versiti, along with their hospital partners, extend their heartfelt appreciation. They emphasized that their vital mission of saving lives would not be possible without invaluable community partners like the Arlington Heights Memorial Library.



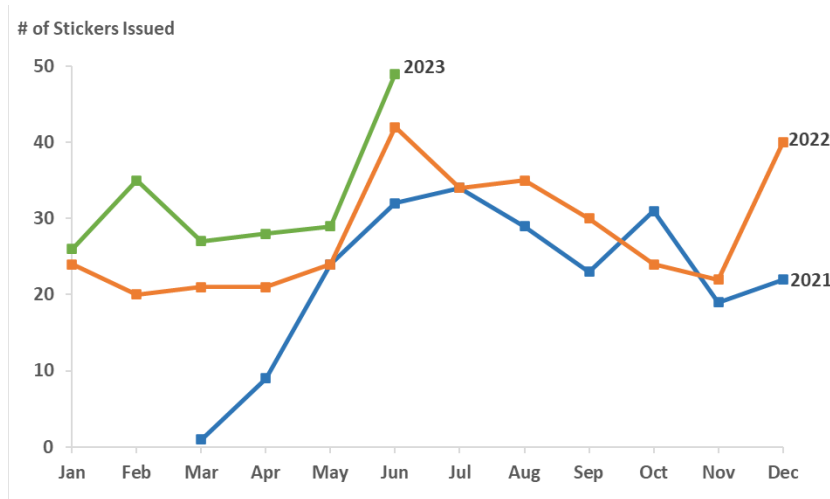
### Dogs at the Drive-up

Human or animal, hands or paws, the drive-up window is a welcome place for all. Staff delight in welcoming the many furry visitors when their owners pick up holds, like these two adorable pups who enjoy receiving a treat each visit. Owners are happy for the convenience of being able to pick up their items without leaving their dogs unattended in their vehicles or at home.



### Vehicle Stickers

A new record was set for vehicle stickers this June. Forty-nine vehicle stickers were issued, a sixteen percent increase from the same month last year and the most issued in a single month since beginning the service in April 2021.



### Continued Support for Palatine Library Customers

Just when the Palatine Library’s maker space thought they were out of the woods with their laser cutter woes, their laser’s rotary tool (used for engraving cylindrical items like pint glasses and YETI bottles) broke and needed to be sent in for repair. Throughout the entire month of June Makerplace staff have been assisting Palatine customers make their gifts, projects, and other treasures. Makerplace staff coordinated with Palatine Library staff to ensure Palatine customers arrived with files already configured to work on the Makerplace equipment, which lightened the load on Makerplace staff working with these first-time customers.



### Suburban Sketching Meet Up

The Suburban Sketching Meetup, facilitated by Makerspace Advisor, Alle Volz, was a successful inaugural event. There was a full house with **12** participants who gathered at the Makerplace to sketch the park building in Recreation Park. The response was extremely positive, with one participant returning the next day to share her newly created urban sketching kit and plans to sketch in another park. The event also sparked interest from park-goers who expressed a desire to join future sessions. Given the community's enthusiasm and interest, we are planning to host more urban sketching events in the future.



### New Kitchen Series Debuts

A new series – Cooking Nights “Inspired By” kicked off with beloved chefs and their recipes. Makerplace Culinary Advisor Brian Baseggio led a class devoted to Jamie Oliver, an English chef and cookbook author. Participants made hummus, a pasta dish and a chocolate cherry mousse chosen by Chef Brian from the library’s cookbook collection.





## Culinary: Spring Jam Session

This was another fun set of hands-on classes by Andrea Pracht, the 32 participants attending really enjoyed making jam in the kitchen. Andrea baked English Muffin bread and attendees ate that with the jam they made.

## Offering Classes to Meet Demand

While demand for culinary classes remains high, Programs and Exhibits (P&E) staff are experimenting with new ways to meet demand. In 2023, wait lists to attend classes have ranged from 4 to 124 per session. P&E has piloted adding repeat sessions of past classes and offering the spaces to prior wait listed customers.

On June 3, instructor Shilpi Saxena returned to offer additional sessions of her Magic of Chickpeas class, a favorite for offering vegetarian friendly recipes along with the ancient legume's important role culturally. Shilipi's classes successfully brought cultural learning to 28 attendees through cooking.

On June 10, trained barista Nikki Zimmermann returned to the kitchen to teach two additional sessions of her popular Iced Coffee class, offered to those on the wait list from her previous classes. **31** participants who were unable to get into her April classes enjoyed learning how to keep cool and caffeinated on a hot day with a variety of different iced coffee recipes. Attendees love Nikki's lively instruction and being able to ask questions while exploring variations they could try, such as using oat or nut milks.

## Cosplay Costume Making Meetup

The Makerplace now hosts a regular Cosplay Costume Making Meetup. In June, the library hosted one to help customers prep for FanCon. Our next meet-up will be in advance of Halloween. Additionally, Lisa Hale presented at a panel called **"Showing Your Fandom Through Cosplay"** at the **Elk Grove Library**. The presentation included a discussion of makerspaces and how they are fantastic resources for making cosplay costumes or props as well as the online learning resources that are available at the library.



## Father's Day Prep

The Makerplace was busy with customers making Father's Day gifts. From Yeti mugs to custom tee shirts, the community made use of all that the Makerplace had to offer to celebrate Dads.



## Staff Highlights

The Communications and Marketing Department’s editorial team reached an outstanding **56%** open rate with their Constant Contact campaign, Hello, Summer! ☀️ View Summer Programs & Sign up + Memorial Day Weekend closing. The email was opened by **19,142** subscribers!

**Congratulations to our Communications and Marketing** team who took home two top honors at the PR Xchange Event and Awards, Sunday June 25 during the American Library Association Annual Convention. The winning entries, both in the print category, were Teen Book Me Genre Bookmarks and the 2022 One Book, One Village promotional brochure featuring Clark & Division. They were selected from a field of **215** entries submitted overall in this annual competition of library marketing and creative teams nationwide.

## Community Engagement Liaison at ALA

At this year’s American Library Association Conference in Chicago, our Community Engagement Liaison, Catalina Shin, showcased her poster titled "Is it La Biblioteca or La Libreria": A story of community engagement and targeted outreach for the Hispanic population. Catalina delivered an engaging conversation that highlighted the unique challenges and barriers faced in engaging Spanish speakers with library services, along with success stories achieved by our library in serving this specific audience.

One notable example discussed was the library’s collaboration with Mision San Juan Diego in Arlington Heights. Catalina shared how the library's presence and active participation have fostered trust among Spanish speakers in the community, enabling the library to better understand and meet their needs. She also addressed strategies for executing and promoting bilingual Spanish-speaking programs, shedding light on effective approaches.



## ADA Assessment and Transition Plan



Senior and Accessible Services Manager Mary Jo Lepo and Supervisor Katie Myers, who serves as the library's ADA Coordinator, completed their work with Accessibility Consultation and Training Services, Inc., who conducted an evaluation of the library facilities with respect to ADA compliance and developed the library's Transition Plan.

# Arlington Heights Memorial Library

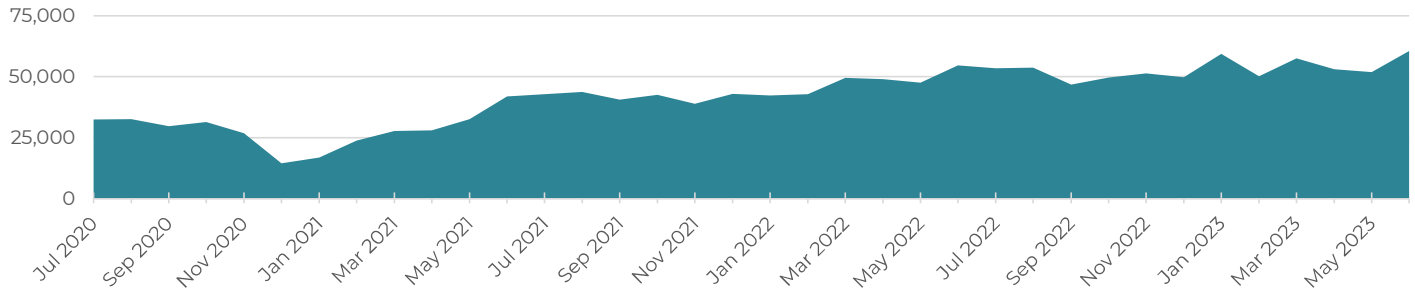
June 2023 Dashboard

## Library Visits

83% of library customers in June visited the Main Library. Year to date, library visits are up 16.3%.

	June			2023 YTD	2022 YTD	Change
Main Library	50,267	83.0%		278,236	232,594	19.6%
Drive-Up	5,083	8.4%		30,650	32,741	-6.4%
Bookmobile	2,804	4.6%		11,040	9,176	20.3%
Makerplace	1,340	2.2%		6,639	5,658	17.3%
Senior Center	1,102	1.8%		6,242	6,021	3.7%
<b>Total</b>	<b>60,596</b>	<b>100%</b>		<b>332,807</b>	<b>286,190</b>	<b>16.3%</b>

Total Visits



Room Use	June	2023 YTD	2022 YTD	Change	Trend
Hendrickson Room	19	80	48	66.7%	
Conference Rooms	1,089	7,139	5,614	27.2%	
<b>Total</b>	<b>1,108</b>	<b>7,219</b>	<b>5,662</b>	<b>27.5%</b>	

July 2022-June 2023

Library Cards <sup>1</sup>	June	2023 YTD	2022 YTD	Change	Trend
Resident	605	2,375	2,177	9.1%	
Reciprocal	138	773	525	47.2%	
Purchased	0	3	4	-25.0%	
<b>Total</b>	<b>743</b>	<b>3,151</b>	<b>2,706</b>	<b>16.4%</b>	

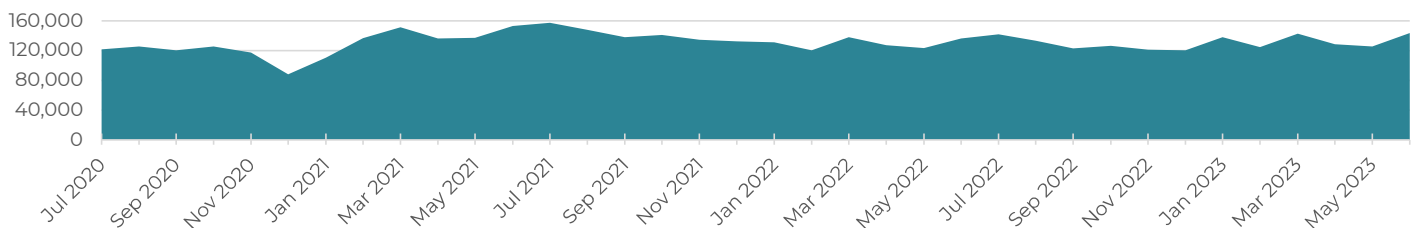
July 2022-June 2023

## Circulation

15.2% of checkouts in June were Downloadable items. Year to date, total checkouts are up 3.3%.

	June			2023 YTD	2022 YTD	Change
Print	85,663	59.7%		462,984	447,514	3.5%
Audiovisual	26,087	18.2%		153,078	164,091	-6.7%
Downloadable	21,775	15.2%		130,044	115,243	12.8%
Other	9,453	6.6%		53,652	47,346	13.3%
ILL	458	0.3%		2,219	2,224	-0.2%
<b>Total</b>	<b>143,436</b>	<b>100%</b>		<b>801,977</b>	<b>776,418</b>	<b>3.3%</b>

Total Checkouts



<sup>1</sup> New cards only. Does not include renewals.

# Arlington Heights Memorial Library

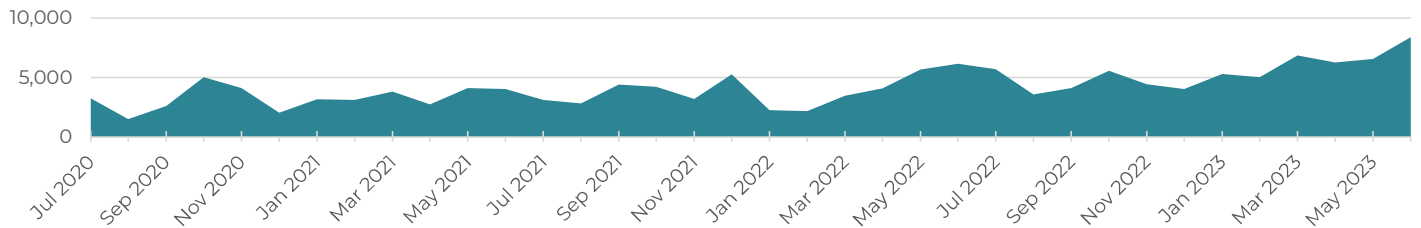
June 2023 Dashboard

## Programs

5,121 customers attended Children programs in June, which represents 61.1% of all program attendees. Year to date, program attendance is up 60.6% across all audiences and program sessions are up 8.9%.

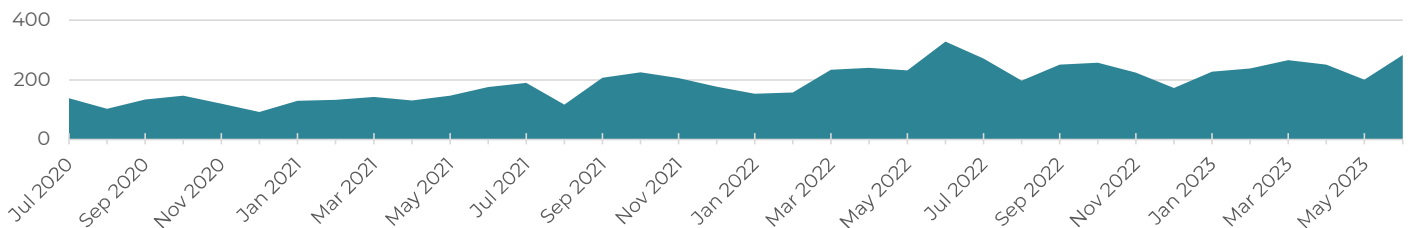
Attendance	June		2023 YTD	2022 YTD	Change
Children	5,121	61.1%	20,052	8,432	137.8%
Adult	2,949	35.2%	15,980	12,776	25.1%
Teen	308	3.7%	2,360	2,693	-12.4%
	<b>8,378</b>	<b>100%</b>	<b>38,392</b>	<b>23,901</b>	<b>60.6%</b>

### Attendance



Sessions	June		2023 YTD	2022 YTD	Change
Adult	169	59.7%	938	873	7.4%
Children	84	29.7%	433	378	14.6%
Teen	30	10.6%	96	96	0.0%
	<b>283</b>	<b>100%</b>	<b>1,467</b>	<b>1,347</b>	<b>8.9%</b>

### Sessions



### Total Program Cost

\$9,863.41

### FOL Funded

\$800.00

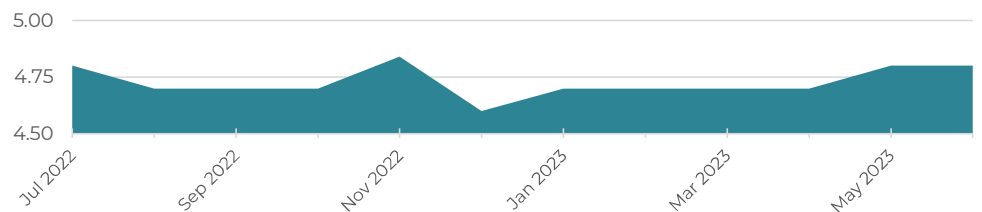
8.1%



### Program Satisfaction

4.8 / 5

out of 59 programs



## Supplementary Programs and Activities<sup>2</sup>

	June	Trend	2023 YTD	2022 YTD	Change
Attendance	6,174		28,261	19,407	45.6%
Sessions	30		144	131	9.9%

July 2022-June 2023

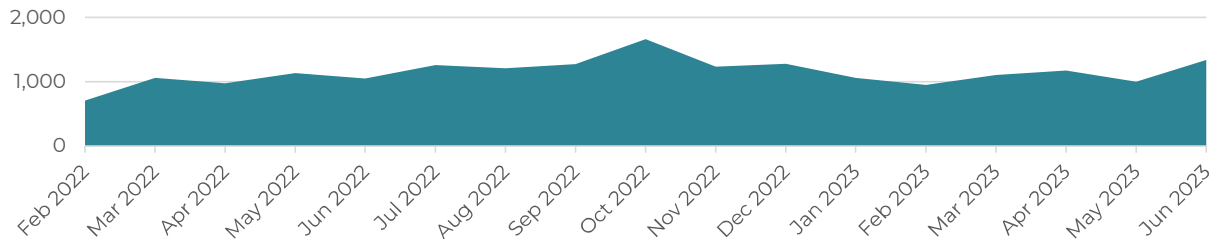
<sup>2</sup>Supplementary programs and activities are planned events where customers participate on their own, instead of at a designated time with a group. Registration is not required.

# Arlington Heights Memorial Library Makerplace

June 2023 Dashboard

	June	% New Users	2023 YTD	2022 YTD	Change
<b>Makerplace Visits</b>	1,340	5.8%	6,639	5,658	17.3%
<b>New Users<sup>3</sup></b>	<b>June</b>		<b>2023 YTD</b>	<b>2022 YTD</b>	<b>Change</b>
Makerplace	59	75.6%	329	230	43.0%
Kitchen	12	15.4%	104	135	-23.0%
Makerplace & Kitchen	7	9.0%	74	186	-60.2%
<b>Total</b>	<b>78</b>	<b>100%</b>	<b>507</b>	<b>551</b>	<b>-8.0%</b>

Total Visits



	June		2023 YTD	2022 YTD	Change
<b>Equipment Usage<sup>4</sup></b>					
Fabrication	192	55.8%	867	542	60.0%
Small Tools	63	18.3%	288	74	289.2%
Sewing	39	11.3%	249	150	66.0%
Technology	44	12.8%	180	98	83.7%
Art	6	1.7%	24	14	71.4%
<b>Total</b>	<b>344</b>	<b>100%</b>	<b>1,608</b>	<b>878</b>	<b>83.1%</b>

	June		2023 YTD	2022 YTD	Change
<b>Program Attendance<sup>5</sup></b>					
Culinary	138	66.3%	643	563	14.2%
Maker	60	28.8%	448	431	3.9%
Tour	10	4.8%	101	141	-28.4%
Other	0	0.0%	33	28	17.9%
<b>Total</b>	<b>208</b>	<b>100%</b>	<b>1,225</b>	<b>1,163</b>	<b>5.3%</b>

	June		2023 YTD	2022 YTD	Change
<b>3D Print Jobs</b>	178		845	374	126%

	June
<b>eLearning<sup>6</sup></b>	271

<sup>3</sup> Measured by number of waivers signed for maker/fabrication, kitchen, or both

<sup>4</sup> **Fabrication**: all fabrication room equipment except 3D printers; **Small Tools**: soldering irons, hand tools; **Technology**: design computers

<sup>5</sup> **Culinary**: kitchen programming; **Maker**: hands on making programs (3D printing, laser cutting, sewing); **Tour**: attendance of facility tours prescheduled or drop-in

<sup>6</sup> Niche Academy views of Makerplace resources

**ARLINGTON HEIGHTS MEMORIAL LIBRARY  
FINANCIAL DASHBOARD  
JUNE 2023 BOARD MEETING**

50% of Fiscal Year Lapsed			
Fiscal Year - 2023			
	Full Year	Year to Date	
	Budget	Actual	%
<b>REVENUES</b>			
Taxes	\$ 15,212,000	\$ 8,080,310	53%
Intergovernmental	\$ 114,572	\$ 114,572	100%
Fees	\$ 31,600	\$ 23,992	76%
Fines	\$ 10,000	\$ 7,408	74%
Interest	\$ 5,000	\$ 238,144	4763%
Other	\$ 191,400	\$ 48,530	25%
<b>Total Revenues</b>	<b>\$ 15,564,572</b>	<b>\$ 8,512,956</b>	<b>55%</b>
<b>EXPENDITURES</b>			
Personal Services	\$ 11,848,627	\$ 5,474,980	46%
Contractual Services	\$ 1,797,123	\$ 957,733	53%
Commodities	\$ 2,246,902	\$ 1,193,698	53%
Other Charges	\$ 54,564	\$ 7,084	13%
Property	\$ 98,590	\$ 44,060	45%
<b>Total Operating Expenditures</b>	<b>\$ 16,045,806</b>	<b>\$ 7,677,556</b>	<b>48%</b>
YTD b/(w)	\$345,347		
Capital Expenditures	\$ 1,780,413	\$ 214,266	12%
<b>Total Expenditures</b>	<b>\$ 17,826,219</b>	<b>\$ 7,891,821</b>	<b>44%</b>

Personnel			
	Full Time	Part Time	FTE
2023 Budget	86	164	158.56
Actual Headcount 5/31/2023	87	135	
New Hires June		3	
Separations June	1		
All Other, Net June			
Actual Headcount 6/30/2023	86	138	150.59
YTD Volunteer Hrs	11,370	Annualized FTE	5.83

Capital Projects			
	2023 Budget	2023 Expenses to Date	Status/Notes
<i>Engineering KW (Phases 1 &amp;2)</i>	\$ 699,253	\$ 23,550	
<i>Circ Lockers</i>	\$ 42,500	\$ -	
<i>Hendrickson AV Equipment</i>	\$ 100,000	\$ 7,459	
<i>Staff/Public Computers</i>	\$ 187,110	\$ 168,631	
<i>Door Access Controllers</i>	\$ 27,500	\$ -	
<i>South Parking Lot Lighting</i>	\$ 15,000	\$ -	
<i>Chillers and Cooling Towers</i>	\$ 565,000	\$ 14,625	NTE \$576,912 (\$549,440 + 5% contingency)
<i>All Gender Restroom</i>	\$ 30,000	\$ -	
<i>Makerspace</i>			
<i>Partnership on Belmont Lot</i>	\$ 64,050	\$ -	
<i>Replace Windows</i>	\$ 50,000	\$ -	
<b>Total Capital Project Fund</b>	<b>\$ 1,780,413</b>	<b>\$ 214,266</b>	<b>12%</b>