

Executive Director's Report

January 2024

What's New @ AHML

New Study Rooms in the Hub

Teens now have two new study rooms to use in the Hub! Since opening to customers in mid-December, the Hub study rooms have been used 37 times and saw heavy use during the library's Finals Study Lounge. Teens are loving installed dry erase boards and the rooms have been used for a variety of collaborative and independent activities. Hub study rooms seat four and are available by request at the Hub Desk.



New Rear Stairwell Fence Installed

Facilities staff has overseen the installation of a new, space-efficient metal fence at the Makerplace's exterior rear exit. The new smaller footprint of the metal fence now facilitates easier entry into the Makerplace parking lot for customers. The fence is scheduled to be painted a high-visibility color in the spring to enhance safety and aesthetics.



Outreach and Community Engagement

More Meals in the Making, New PADS Site

We ended the year with another PADS (Public Action to Deliver Shelter) Meals event in the Makerplace kitchen. This time, members of Journey's Advisory Board joined, sharing insights about Journeys, PADS, and ways to keep supporting those facing challenges in the community. Ten volunteers had a great time making pasta, turkey, and packing lunch bags for over 50 individuals. The cooked meal donations were dropped off at a new PADS site, a collaboration between Journeys and St. John United Church.



Museum and Attraction Passes

Arlington Heights Memorial Library cardholders are provided an opportunity to enjoy museums and attractions for free through both the Museum Adventure Pass and Explore More Illinois programs. In 2023, customers checked out a total of 611 passes (461 Museum Adventure and 150 Explore More Illinois).

Serving Our Community

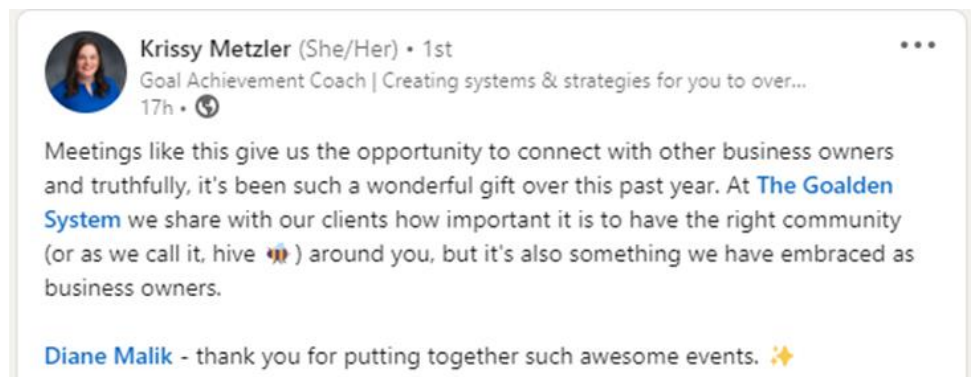
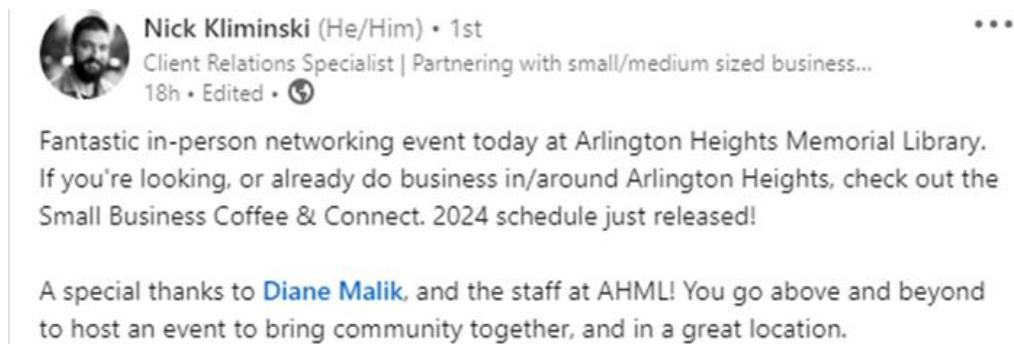
Best Books of 2023

Info Services Advisors worked with Communications and Marketing to promote the Best of 2023 booklists. These lists were promoted on social media, through email marketing and on the library's website. They created a lot of engagement across the various platforms.



Small Business Coffee and Connect

Small Business Coffee and Connect (SBCC) has grown into a popular program, with over 44 local entrepreneurs and small business owners attending in December. SBCC provides a forum for the local business community to network, learn about local resources and opportunities, and better position themselves for success.



Get Help! Connect with Local Government

The year wrapped up with 13 attendees who were seeking help from county, state and federal agencies. This time, a representative from the Village of Arlington Heights nursing services and an officer from the Illinois Unclaimed Property "I Cash Program" joined the event.



Dann & Raymond's Movie Club – A Finale to Remember

On Thursday, December 14, more than 220 film fans gathered for Dann Gire & Raymond Benson's final movie club event ever, including a celebration of their 16-year legacy at the library. Dann and Raymond were, as always, in fine form and enjoying themselves immensely despite it being a bittersweet moment. They brought their trademark banter and while presenting their list of personal "desert island" films, they wove the gravitas of this being their final show into their stories and comments.



At the end of the show was a celebration produced and hosted by Programs and Exhibits Assistant, Jay Semla. A wonderful crew of volunteers supported the full house event, including Friends of the Library's (FOL) Kim Traxler, who presented Dann & Raymond each with a framed memento poster, featuring a collage of the library's posters through the years, and a cake adorned with a playful photo from a recent library photo shoot. Kim said a few words of thanks on behalf of FOL and led the crowd in a round of applause. Attendees clearly appreciated the fanfare and opportunity to celebrate the duo's success.



On Tuesday, December 12, Programs and Exhibits staff hosted two hands-on workshops with a total of 38 eager participants. This program was presented in a unique hybrid format. Younghee Shin from the Korean spirit and Culture Promotion Project (KSCPP) was live on Zoom from New York, instructing the traditional lotus flower lantern craft. While projected on the big screens in the Hendrickson Room, she explained the significance of lotus flower lanterns in Korean culture and walked participants through making their own lanterns using kits provided by KSCPP. The lanterns ended up looking intricate and impactful despite being easy to make. Younghee ended the workshop with a video about the history of South Korea. Participants were grateful to learn more about Korean culture while creating a beautiful project.



In the program survey, participants specifically enjoyed the combination of the craft and documentary.

- Everything was great! Came for the craft, but the informational stuff was fantastic, informative, and meaningful. 6/5 stars

Pokemon Party

The library hosted a Pokemon Party for fans of all ages on Sunday, December 17. One hundred forty-two Pokemon trainers and fans took over the Hendrickson Room to celebrate this long-standing and beloved franchise. In addition to a “name that Pokemon” scavenger hunt, there was an activity for everyone at the party. It was exciting to watch inter-generational fans play cards, make crafts and enjoy the day together at the library.



Tiny Art Show

The month of December featured the library's first ever Tiny Art Show developed by Programs and Exhibits Specialist Emily Muszynski with Makerplace Specialist Kate Henry. Beginning November 1, community members began to register to participate, and each received a kit with materials and guidelines. A total of 220 kits featuring 4-inch x 4-inch canvases and tiny paint brushes were distributed to cardholders and 171 finished works of art were returned to the library and displayed during the month of December. Graphics Designer Colleen Mele created tiny title cards for each artwork and beautiful backdrops for the display cases. Despite the open-ended prompt and small sized canvas, artists of all ages created impactful, emotional pieces. The Tiny Art Show showcases the limitless talent and creativity in the Arlington Heights community. Customers of all ages stopped and admired the pieces while visiting the library. With the success of this year's show, staff look forward to potentially offering the Tiny Art Show as an annual event.



Teens Make: Resin Snowflakes

During the beginner-friendly resin program at the Makerplace, teens participated in making decorative snowflakes. Most of the 11 teens had not worked with resin before. Resin hardens very quickly, so they had to be quick with their pours and making sure the resin was evenly distributed throughout the mold. One teen's resin hardened mid-pour, but he took it as a chance to create a standout piece of art! Overall, teens were intrigued by the chemical reactions taking place in front of them, with the mold heating up and changing color. Each one left the program satisfied with what they made and learned.



Almost New Year's Disco

The Almost New Year's Disco brought 140 customers into the Hendrikson Room for a family-friendly dance party to celebrate 2024. Kids ages 2-6 and their grownups created new year's crowns (to get party-ready), added some paint to the 2024 mural and then danced the day away. After some boogie-worthy books and a countdown (to noon rather than midnight!), Youth Services staff led the big finale: a balloon drop with take-home stars for everyone. The only things shining brighter than the disco ball were the kids' smiles.



Ginger Three Ways

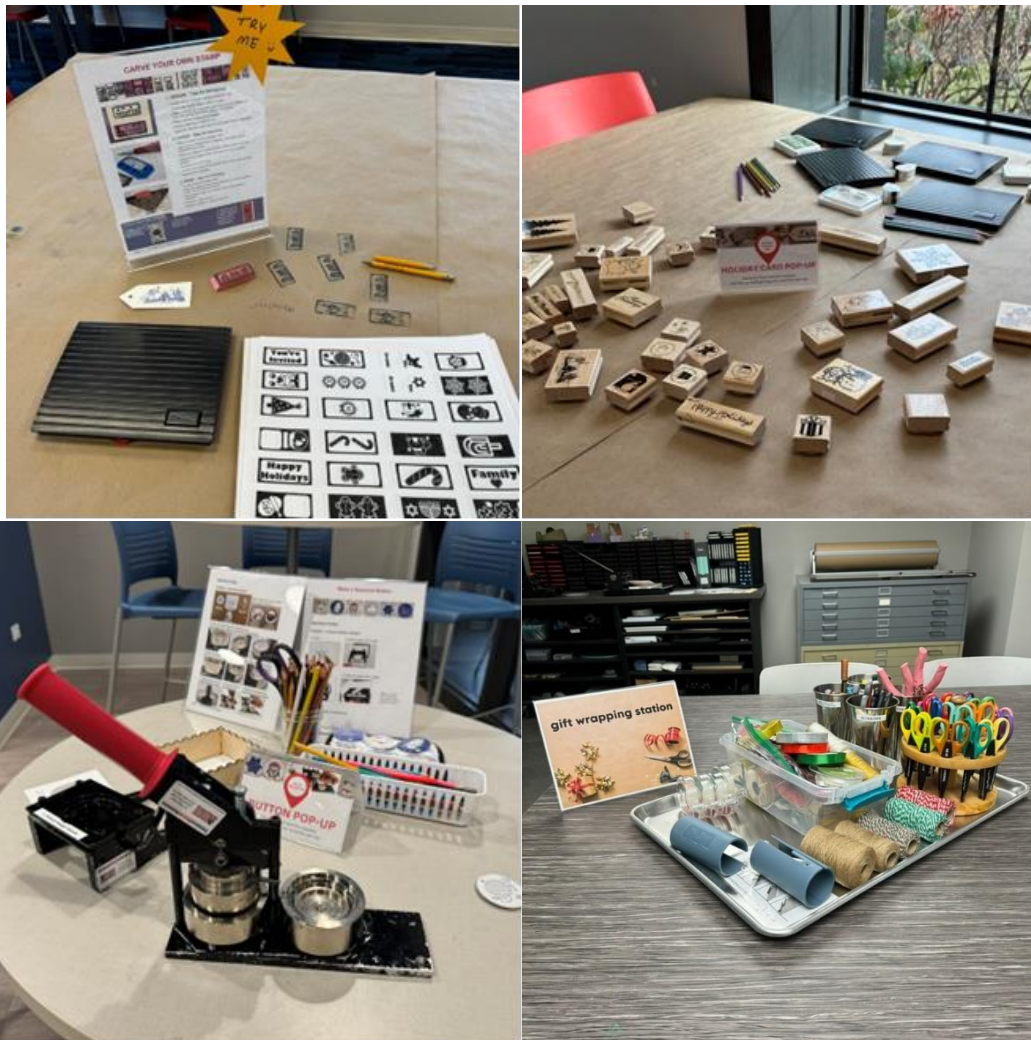
Andrea Pracht returned to the Makerplace Kitchen to deliver two sessions of a new class featuring ginger and holiday recipes. Eager bakers learned how to use three different types of ginger (powered, crystallized, and fresh). Andrea demonstrated a ginger-rye cake and ginger cookies. While the cookies and cakes were in the oven, Andrea heated fresh ginger tea for bakers to enjoy with their cookies.

Chef Grace's Gourmet Cocoa

Chef Grace Goudie's joined the Makerplace for four sessions of her popular Chef's Choice class in December. Grace's 'Chef's Choice' classes are known for their seasonal recipes and December was no exception – Grace walked the class through making homemade marshmallows and over-the-top decadent hot chocolate. A total of **67** attendees warmed milk and cocoa, while Grace showed them many ways the hot cocoa recipe can be used this winter – a cozy treat at home, as a fun addition to holiday parties or even to make and give as a handmade, gourmet gift.

Pop-up Passive Programming at the Makerplace

December is a busy month for Makerplace staff working with community members on projects and gifts. The Makerplace also sees a lot of foot traffic from new users on holiday break. To facilitate newcomers to the Makerplace, staff created five passive pop-up craft projects for curious makers to work on independently. In December **131 projects** were made at the pop-up stations which included: stamp carving, greeting card making, seasonal button making, a gift-wrapping station, and cross-stitched wooden ornaments.



Makers of the Month

Makerplace Specialist Lisa Hale was also inspired to create some holiday gifts. Lisa created amigurumi dolls of both the Mad Hatter and Duckie Dale from the 1986 film, "Pretty in Pink". Her projects incorporate accessories cleverly fashioned from a range of Makerplace equipment including the sublimation printer, flat heat press, and 3D printer. These projects illustrate what can be done with Makerplace tools and someone's imagination.



Stats

For the shortened month in ESL & Literacy Services, library staff and volunteers hosted 36 ESL programs with 221 participants. Of the 36 programs, two featured a satisfaction survey and, for this month had a **satisfaction rating of 4.9/5**.

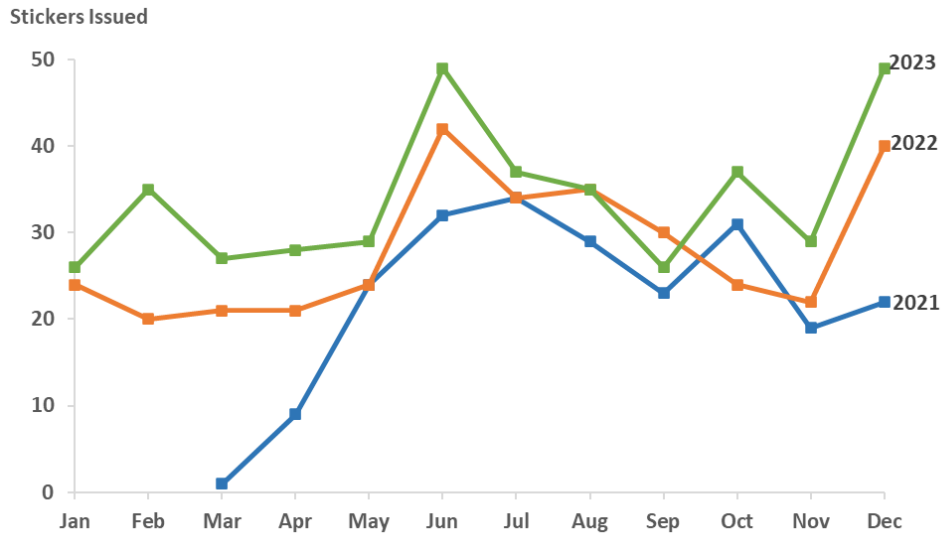
Circulation is up this month, with a **6.2% increase in total checkouts (127,915)** for the month compared to the same month last year (120,451). Multiple material types have increased checkouts overall so far for the year, such as Teen (up 18.5%) and eMaterials (up 11%).

Customers are visiting the library to search for materials once again, but the library continues to meet the requests of those who prefer to place items on hold. This month, staff searched for **7,678 in-library items** on hold and filled **16,264** customer holds, an increase of **5%** over the same month last year (**15,514**).

eMaterial checkouts **increased 9.2%** over the same month last year. eMaterials represent **16.2% of total checkouts** FYTD.

Vehicle Stickers

Circulation staff issued 407 stickers throughout the year which was a 21% increase from 2022. Customers often share their appreciation for the library offering this convenience.



Arlington Heights Memorial Library

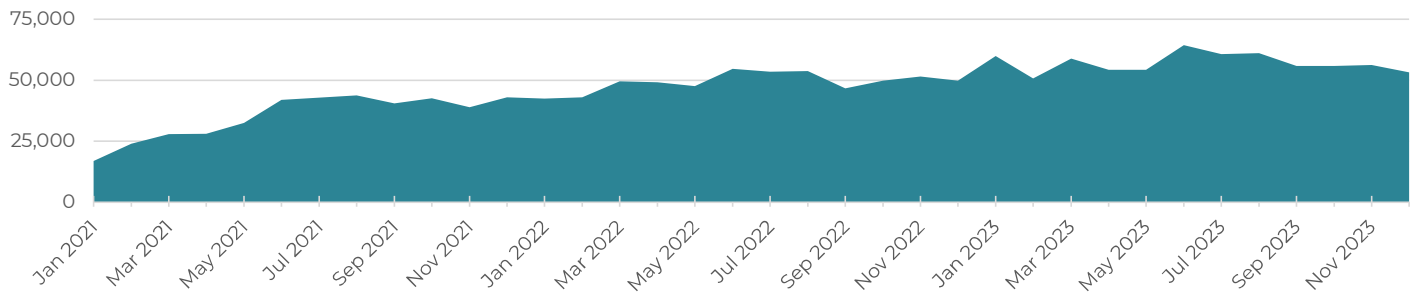
December 2023 Dashboard

Library Visits

83.9% of library customers in December visited the Main Library. Year to date, library visits are up 15.9%.

	December			2023 YTD	2022 YTD	Change
Main Library	44,685	83.9%	<div style="width: 83.9%;"></div>	552,232	482,759	14.4%
Drive-Up	4,911	9.2%	<div style="width: 9.2%;"></div>	60,899	62,258	-2.2%
Makerplace	1,439	2.7%	<div style="width: 2.7%;"></div>	15,854	13,587	16.7%
Bookmobile	971	1.8%	<div style="width: 1.8%;"></div>	24,374	20,634	18.1%
Senior Center	884	1.7%	<div style="width: 1.7%;"></div>	12,494	11,850	5.4%
Outreach	364	0.7%	<div style="width: 0.7%;"></div>	19,429	N/A	-
Total	53,254	100%		685,282	591,088	15.9%

Total Visits



Room Use	December	2023 YTD	2022 YTD	Change	Trend
Hendrickson Room	8	131	114	14.9%	
Conference Rooms	1,295	14,320	11,960	19.7%	
Total	1,303	14,451	12,074	19.7%	

January 2023-December 2023

Library Cards ¹	December	2023 YTD	2022 YTD	Change	Trend
Resident	376	4,984	4,621	7.9%	
Reciprocal	84	1,467	1,134	29.4%	
Purchased	2	8	4	100.0%	
Total	462	6,459	5,759	12.2%	

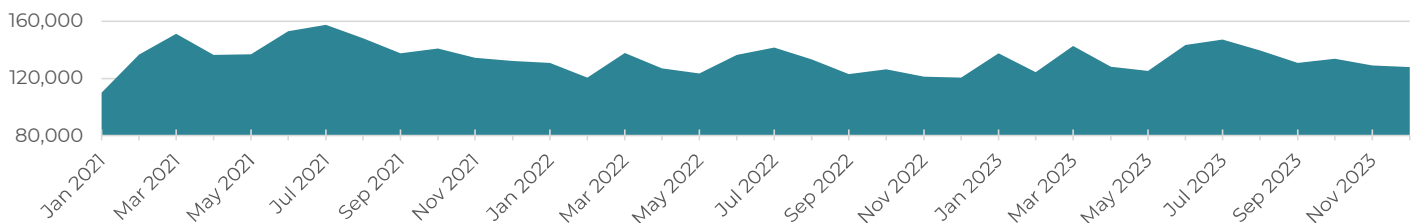
January 2023-December 2023

Circulation

16.6% of checkouts in December were Downloadable items. Year to date, total checkouts are up 4.4%.

	December			2023 YTD	2022 YTD	Change
Print	71,610	56.0%	<div style="width: 56.0%;"></div>	931,228	897,646	3.7%
Audiovisual	25,676	20.1%	<div style="width: 20.1%;"></div>	306,351	311,562	-1.7%
Downloadable	21,243	16.6%	<div style="width: 16.6%;"></div>	260,926	234,986	11.0%
Other	9,062	7.1%	<div style="width: 7.1%;"></div>	107,101	93,767	14.2%
ILL	324	0.3%	<div style="width: 0.3%;"></div>	4,353	4,228	3.0%
Total	127,915	100%		1,609,959	1,542,189	4.4%

Total Checkouts



¹ New cards only. Does not include renewals.

Arlington Heights Memorial Library

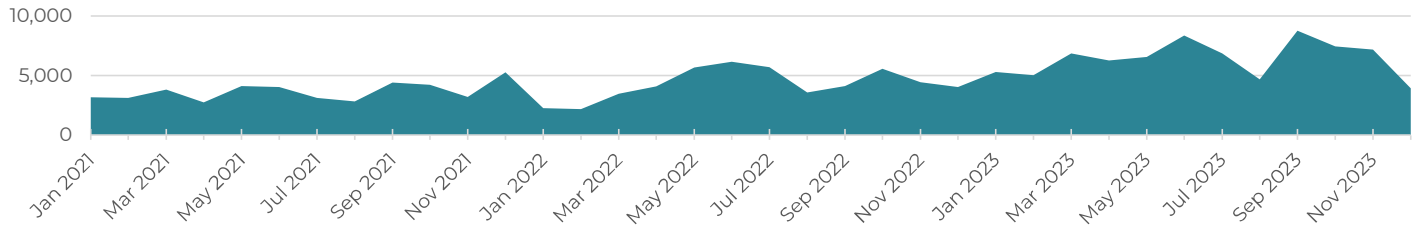
December 2023 Dashboard

Programs

1,800 customers attended Adult programs in December, which represents 45.8% of all program attendees. Year to date, program attendance is up 50.4% across all audiences and program sessions are up 7.6%.

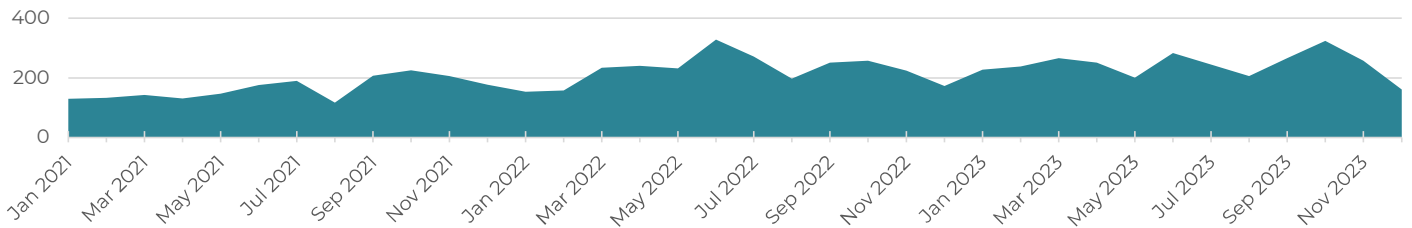
Attendance	December		2023 YTD	2022 YTD	Change
Adult	1,800	45.8%	35,423	26,839	32.0%
Teen	1,135	28.9%	5,764	5,326	8.2%
Children	991	25.2%	36,064	19,192	87.9%
	3,926	100%	77,251	51,357	50.4%

Attendance



Sessions	December		2023 YTD	2022 YTD	Change
Adult	113	70.2%	1,897	1,774	6.9%
Children	29	18.0%	841	749	12.3%
Teen	19	11.8%	188	197	-4.6%
	161	100%	2,926	2,720	7.6%

Sessions



Total Program Cost

\$10,306.44

FOL Funded

\$1,150.00

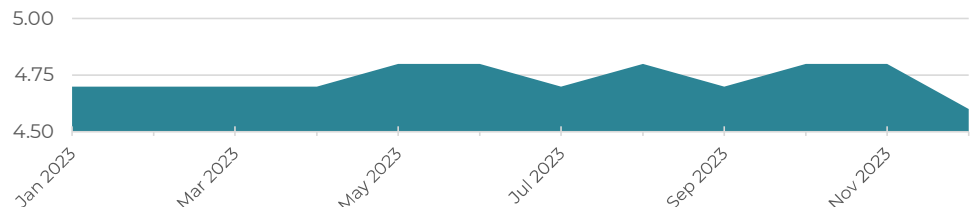
11.2%



Program Satisfaction

4.6 / 5

out of 87 programs



Supplementary Programs and Activities²

	December	Trend	2023 YTD	2022 YTD	Change
Attendance	8,447		48,407	38,448	25.9%
Sessions	22		263	259	1.5%

January 2023-December 2023

²Supplementary 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.

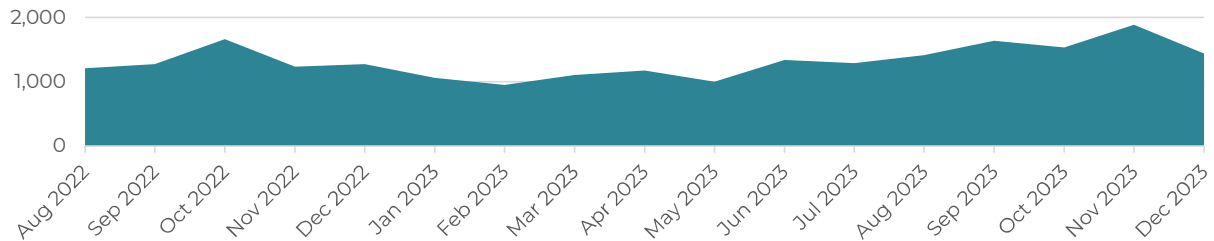
Arlington Heights Memorial Library Makerplace

December 2023 Dashboard

	December	% New Users	2023 YTD	2022 YTD	Change
Makerplace Visits	1,439	6.9%	15,854	13,587	16.7%

	December		2023 YTD	2022 YTD	Change
New Users³					
Makerplace	82	82.8%	717	605	18.5%
Kitchen	3	3.0%	227	270	-15.9%
Makerplace & Kitchen	14	14.1%	170	311	-45.3%
Total	99	100%	1,114	1,186	-6.1%

Total Visits



	December		2023 YTD	2022 YTD	Change
Equipment Usage⁴					
Fabrication	416	63.2%	2,306	1,589	45.1%
Small Tools	81	12.3%	697	279	149.8%
Sewing	74	11.2%	620	413	50.1%
Technology	76	11.6%	468	256	82.8%
Art	11	1.7%	61	30	103.3%
Total	658	100%	4,152	2,567	61.7%

	December		2023 YTD	2022 YTD	Change
Program Attendance⁵					
Culinary	96	100.0%	1,469	1,156	27.1%
Maker	0	0.0%	1,060	727	45.8%
Tour	0	0.0%	175	196	-10.7%
Other	0	0.0%	313	184	70.1%
Total	96	100%	3,017	2,263	33.3%

	December		2023 YTD	2022 YTD	Change
3D Print Jobs	152		1,765	847	108%

	December
eLearning⁶	283

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

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

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

⁶ Niche Academy views of Makerplace resources

**ARLINGTON HEIGHTS MEMORIAL LIBRARY
FINANCIAL DASHBOARD
JANUARY 2024 BOARD MEETING**

100% of Fiscal Year Lapsed Fiscal Year - 2023			
	Full Year	Year to Date	
	<u>Budget</u>	<u>Actual</u>	<u>%</u>
REVENUES			
Taxes	\$ 15,212,000	\$ 15,087,329	99%
Intergovernmental	\$ 114,572	\$ 101,540	89%
Fees	\$ 31,600	\$ 48,530	154%
Fines	\$ 10,000	\$ 14,072	141%
Interest	\$ 5,000	\$ 455,528	9111%
Other*	\$ 191,400	\$ 205,666	107%
Total Revenues	\$ 15,564,572	\$ 15,912,666	102%
EXPENDITURES			
Personal Services	\$ 11,848,627	\$ 10,937,075	92%
Contractual Services	\$ 1,797,123	\$ 1,617,975	90%
Commodities	\$ 2,246,902	\$ 2,027,347	90%
Other Charges	\$ 54,564	\$ 22,919	42%
Property	\$ 98,590	\$ 69,616	71%
Total Operating Expenditures	\$ 16,045,806	\$ 14,674,932	91%
YTD b/(w)	\$1,370,874		
Capital Expenditures	\$ 1,780,413	\$ 938,022	53%
Total Expenditures	\$ 17,826,219	\$ 15,612,953	88%

*Other Revenue includes donations and FOL reimbursements, as well as sales of library bags, Digital Services & Makerplace items, and vehicle stickers.

Personnel			
	Full Time	Part Time	FTE
2023 Budget	86	164	158.56
Actual Headcount 11/30/2023	83	131	
New Hires December	1	2	
Separations December	1	2	
All Other, Net December	1	1	
Actual Headcount 12/31/2023	84	130	145.76
YTD Volunteer Hrs	23,725	Annualized FTE	12.17

Capital Projects			
	2023 Budget	2023 Expenses to Date	Status/Notes
<i>KW Redesign (Phases 1 & 2)</i>	\$ 699,253	\$ 538,335	In progress
<i>Circ Lockers</i>	\$ 42,500	\$ 4,999	In progress
<i>Hendrickson AV Equipment</i>	\$ 100,000	\$ 105,978	Complete
<i>Staff/Public Computers</i>	\$ 187,110	\$ 168,631	Complete
<i>Door Access Controllers</i>	\$ 27,500	\$ 26,500	Complete
<i>South Parking Lot Lighting</i>	\$ 15,000	\$ 13,296	Complete
<i>Chillers and Cooling Towers</i>	\$ 565,000	\$ 30,223	NTE \$576,912 (\$549,440 + 5% contingency) Partially delayed to 2024
<i>All Gender Restroom</i>	\$ 30,000	\$ -	
<i>Makerspace</i>			
<i>Partnership on Belmont Lot</i>	\$ 64,050	\$ -	Revisiting in 2024
<i>Replace Windows</i>	\$ 50,000	\$ 50,059	Complete
Total Capital Project Fund	\$ 1,780,413	\$ 938,022	53%