

Director's Report

February 2024

Arlington Heights Memorial Library

Spotlight

Kids' World Celebration Was a Big Hit

Youth Services staff welcomed customers to the newly refreshed Kids' World in early January. Over two sessions, 532 customers were able to explore defined areas for early learners, beginning readers and tweens, as well as the family interactive area featuring The Everbright and floor projection system. Customers were engaged by customizing tote bags in the Lindsey Room and meeting Clifford the Big Red Dog. The refresh was covered by the local media including the *Daily Herald*, *Arlington Post* and *Suburb Talk*.

"There is so much variety and different areas to enjoy. The kids love going from one area or activity to the other, and it really helps build their independence."



"I've been coming to the library with my granddaughter since she was a baby. Now she is a tween and can enjoy her own space, which is just so awesome."

"There are a lot more interactive and hands-on things for kids to do, it's not just books anymore."

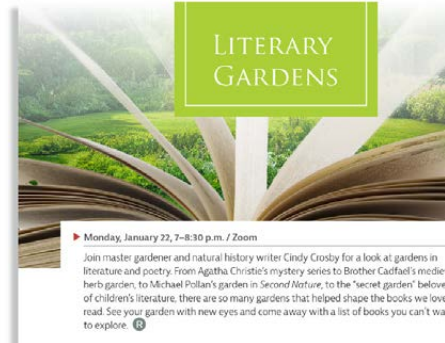
My kids love the new light-up wall, it's one of their favorite things."





Strengthen the library's service outside its walls

Literary Gardens Kicks Off Another Season of Partnership with Arlington Heights Garden Club



The library partnered with the Arlington Heights Garden Club to offer a presentation on authors and poets who use gardens as central themes in their literature and more.

Nikki and Emily from the Programs & Exhibits department co-curated the event featuring master gardener and natural history writer Cindy Crosby. Ninety-six customers attended virtually and 17 attended in-person at the library. As a bonus, many in-person attendees checked out books Cindy mentioned throughout the program.



The Eastland Disaster Historical Society Presents Captivating Local History Presentation

Eighty-six customers attended a local history presentation by experts at The Eastland Disaster Historical Society. The July 1915 capsizing of the Eastland in the Chicago River is a local event that has fallen into the "obscure" history category, but Susan Decker and Barbara Wachholz, granddaughters of a survivor are fighting to keep the history and story alive. The presentation included photos, videos and testimonials from survivors, and attendees had the chance to tell their own Eastland stories.

Community Connections Group Identifies and Addresses Gaps and Needs

Catalina, Community Engagement Liaison, is a member of Arlington Heights' Community Connections group. The group consists of the Village of Arlington Heights, park district, Harper College and schools. The goal of the group is to identify and address gaps and needs in the community. This collaborative effort resulted in the creation of an eNewsletter offering residents a convenient glimpse into the diverse array of activities, programs and resources available in Arlington Heights. Residents are encouraged to sign up for the eNewsletter on the Village's website.

GOAL

Info Services Staff Member Nominated for Chamber Award



Info Services Advisor Diane Malik was nominated for Chamber Member of the Year at this year's annual awards gala hosted by the Arlington Heights Chamber of Commerce. She was recognized by the business community for her dedication and valuable work. Diane said, "Although I remain a nominee and didn't receive the Chamber Member of the Year Award, it is still a recognition that I remain very proud of and extremely grateful for. It made it more special to have so many from AHML there to cheer me on!"

Saint Viator High School Database Instruction

Youth Services staff and Info Services librarians presented database user instruction to Saint Viator High School students for eight American Literature and AP Language and Composition classes. Over two days, staff provided training and research tips to 176 juniors to support their upcoming research papers.

Staff Highlights from Outside the Library Walls

- **Youth Services Supervisor Rebecca King** served on the Newbery Award Committee
- **Collection Supervisor Cyndi Hamann** served on YALSA's (Young Adult Library Services Association) Award Committee for the Excellence in Nonfiction Medal
- **Youth Services Manager Trixie Dantis** was elected to the LACONI (Library Administrators Council of Northern Illinois) Youth Services Section Advisory Board
- **Early Learning Librarian Allison Parker** who is co-chair of LACONI Recharge was appointed as LACONI Governing Board Treasurer
- **Collection Services Manager Lisa Bobis** is now on the LACONI Recharge Section Advisory Board
- **Community & Circulation Services Manager Shannon Meyer** was re-elected as treasurer to the LACONI Circulation Services Advisory Board



**Youth Services Supervisor
Rebecca King**



Grow the use of our services and resources

Info Services and Makerplace Staff Collaborate on Annual Readers' Party

Forty-two customers attended the ninth annual Readers' Party hosted by the Info Services department. Guest speaker Alice Moody shared 10 books she recommends followed by a book fair where customers could meet with Info Services advisors, browse different genres and connect with other readers in the community.

Chris Krueger, Makerplace Branch Assistant Manager, collaborated with Info Services to boost Makerplace visibility. Esther, Makerplace Advisor, created 80 iron-on vinyl stickers for the tote bags that the attendees received. Beth, Makerplace and Digital Services Advisor, worked the heat transfer vinyl table



at the event and helped 42 attendees make their own iron-on vinyl tote bags. The Makerplace's collaboration also fulfills goal three of the strategic plan.



"So well organized. Inspiring speakers. Great to meet more library staff. Amazing (unexpected) giveaways. Wonderful event - thank you."





Expanding Popular Class Offerings at the Makerplace

After a full year of successful "Inspired By" Art Nights, the program has expanded into two monthly sessions. In January, 12 customers attended the afternoon session and 19 attended the evening session. Both sessions learned about the



glass work of Chihuly and created watercolor paintings inspired by his work. A customer said, ***"I love this class for the content, the organization and planning and the companionship."***

Watercolor returned to the Makerplace with Relaxing Watercolors led by local instructor Audrey Moon of Audrey Ra Design. Audrey led two classes and taught watercolor basics and how to incorporate mindfulness into your art-making practice. Thirty customers learned how to paint washes, incorporate water effects into their paintings, and how to paint leaves, and combined what they learned into a final piece. Audrey is a well-loved instructor at the Makerplace, and customers feel the same saying, ***"She was a great instructor! Positive, upbeat and explained the techniques she taught very well."***



Bingo Night is Back

Eighty-four players tested their luck at the first Bingo Night of 2024 hosted by Nikki and Emily from the Programs & Exhibits department. Prizes were \$10 gift cards to favorite local businesses and a certificate redeemable for a seat in the coveted Makerplace culinary class of the winner's choice. Bingo continues to be a favorite social event for our adult customers across all seasons.





Show-stopping Cheese Boards

Twenty-eight customers attended one of two classes by Chef

Emily Paster on how to create Instagram-worthy cheese boards. Attendees were impressed with how easy it is to create a show-stopping cheese board. Each session welcomed a mix of customers who had taken culinary classes in the past and some who were new to the kitchen.

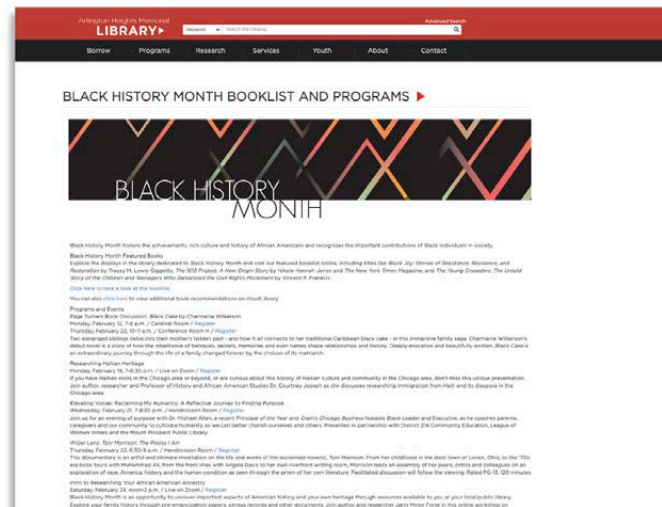


ESL & Literacy Engagement Doing Well

In January, ESL & Literacy Services featured 41 group programs that were attended by 429 customers. Of these, library staff and volunteers facilitated 38 group programs and had 315 participants.

Online Booklists Increase Visibility of Collection

Info Services Advisors create booklists on the Readers' Services webpage as a way for customers to discover new books, and to commemorate heritage months. January included a booklist on racial justice in honor of MLK. Advisors also created a booklist of Staff Picks that are available as ematerials. This allows customers to view the library's Staff Picks and access materials even if they are not in the library to see the physical Staff Picks display.





Enhance the library's role in the everyday lives of the Arlington Heights community

PADS Community Meal Prep in the Makerplace Kitchen

The library continues to strengthen its community partnership with Journeys the Road Home, striving to support individuals in our community who face challenges in accessing food and shelter during the cold season. Catalina, Community Engagement Liaison, collaborated with the Programs & Exhibits department to prepare meals for PADS sites in the



community

at the Makerplace Kitchen. This collaboration underscores our commitment to serving those in need and fostering a stronger, more resilient community.

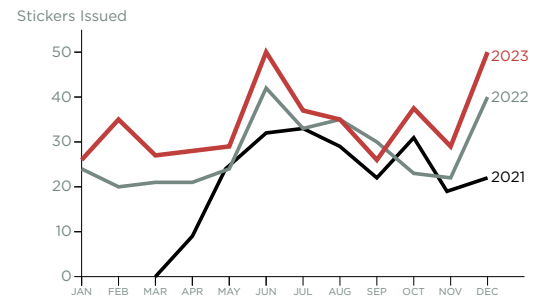


Tax Resources Available for the Community

The tax table and self-print tax station was made available at the end January. The tax table includes federal and state forms, instructions and a display of personal finance and tax prep books for checkout. The Tax Information webpage was updated with links and contact information to a variety of resources. The library also partners with AARP to offer Tax Aide appointments from February 5-April 15.

Increase in Vehicle Stickers Issued

In January, 29 stickers were issued which was a 12% increase from the same month last year.





ESL & Literacy Mid-Winter Celebration Brought People Together

Fifty-six customers attended the ESL & Literacy Mid-Winter Celebration to share a meal, get to know one another better, play games from the Library of Things collection and to reflect on the many things we have to celebrate. Seven different first language backgrounds were represented.



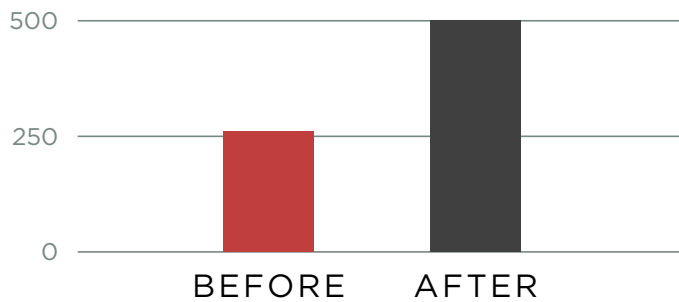
Largest Turnout Yet for Genealogy Discussion

Eddie, Info Services Librarian, had the largest turnout yet for his genealogy discussion group with eighteen attendees. It was a lively, participatory discussion enjoyed by all.

New Display for Library of Things

The Library of Things games and puzzles are now displayed on a new display unit with baskets and bins for storing the items, which allows for more items to be on the display. We hope the new display makes it even easier for customers to browse the collection.





Increased Usage of Kids' World Holiday DVDs

In early August, in anticipation of the Kids' World refresh, approximately 400 Kids' World holiday movies were interfiled with the rest of the Kids' World movies. By shelving all the Kids' World

movies together, customers now have easier access to films with their favorite characters all in one spot.

Before interfiling the movies, the kids' holiday movies averaged 104 circulations per month. After interfiling the movies, the kids' holiday movies averaged 494 circulations per month. Circulation on the same items has gone up nearly 5 times since the items were moved and shelved with the rest of the Kids' World movies. Shelving all the Kids' World movies together has had a significantly positive impact on our customers' ability to find popular movies and it has shown in our circulation. This was a collaboration between the Collection Services and Circulation departments.

Tinker Days at Forest View Educational Center

Amy, Youth Outreach Specialist, led the library's first Tinker Days at Forest View Educational Center (FVEC) for the LIFE group, students ages 18-22 pursuing transition services beyond high school requirements. The assistant superintendent, teachers and most importantly the students were happy to see all of the activities (Bozo buckets, giant "Lite Brite," button maker and coloring sheets). After a successful visit to the library by the LIFE group in the fall, Youth Services coordinated alternating trips to the FVEC by library staff and to the library by the students.

What Customers Are Saying

"I appreciate reading and discussing books that I normally would not select on my own."

-Customer commenting on book discussions

"I really like that this class was offered. The print-out and having Kate walk us through things and help answer questions was wonderful. Thank you!"

-Customer commenting on Cricut for Clothes class at the Makerplace

"Lisa, thank you for another great tutoring session. Your kindness and patience, to say nothing of your technical skills, are much appreciated!"

-Customer commenting after 3D Printing/Modeling one-on-one session

"I'm a cynical person, so when my daughter told me how great this place was, I didn't believe her until I saw it. In my home country, I designed libraries, and I am so impressed with the things offered at this library."

-Makerplace Customer

"Love that it was project based learning. The instructor was very good and patient. I brought my daughter with and they were so good with her."

-Customer commenting on Laser Cutting: Etch a Coaster class at the Makerplace

Customer Carl Heinze thanked Digital Services Advisors Mini and Charlie for all their help with his iPhone. He said ***he's amazed by our library and so appreciative of the kind help he received.***

Circulation staff mentioned that one of our regular drive-up customers couldn't say enough about the drive-up service and the wonderful staff. The customer said that ***we never leave them waiting and we jump to help as soon as they pull up.***

Arlington Heights Memorial Library

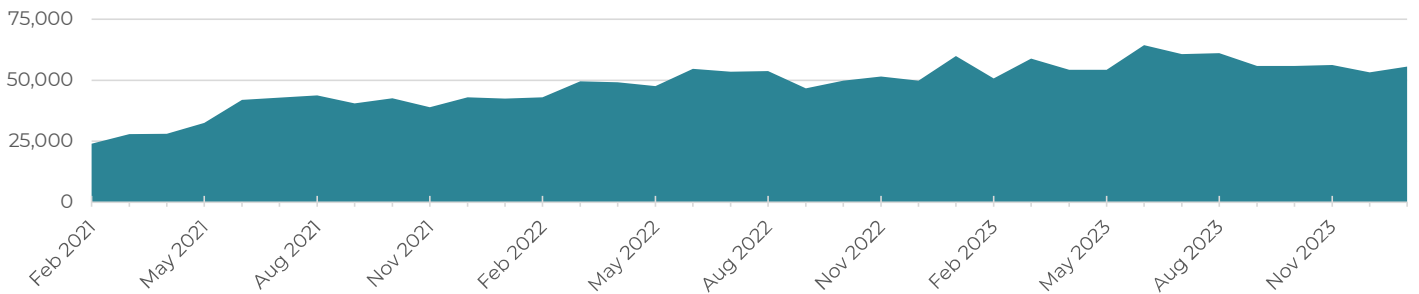
January 2024 Dashboard

Library Visits

82.7% of library customers in January visited the Main Library. Year to date, library visits are down -6.2%.

	January			2024 YTD	2023 YTD	Change
Main Library	46,009	82.7%	<div style="width: 82.7%;"></div>	46,009	50,255	-8.4%
Drive-Up	5,442	9.8%	<div style="width: 9.8%;"></div>	5,442	5,746	-5.3%
Makerplace	1,300	2.3%	<div style="width: 2.3%;"></div>	1,300	1,062	22.4%
Senior Center	1,137	2.0%	<div style="width: 2.0%;"></div>	1,137	1,048	8.5%
Bookmobile	921	1.7%	<div style="width: 1.7%;"></div>	921	1,217	-24.3%
Outreach	830	1.5%	<div style="width: 1.5%;"></div>	830	N/A	-
Total	55,639	100%		55,639	59,328	-6.2%

Total Visits



Room Use	January	2024 YTD	2023 YTD	Change	Trend
Hendrickson Room	8	8	14	-42.9%	
Conference Rooms	1,212	1,212	1,153	5.1%	
Total	1,220	1,220	1,167	4.5%	<i>February 2023-January 2024</i>

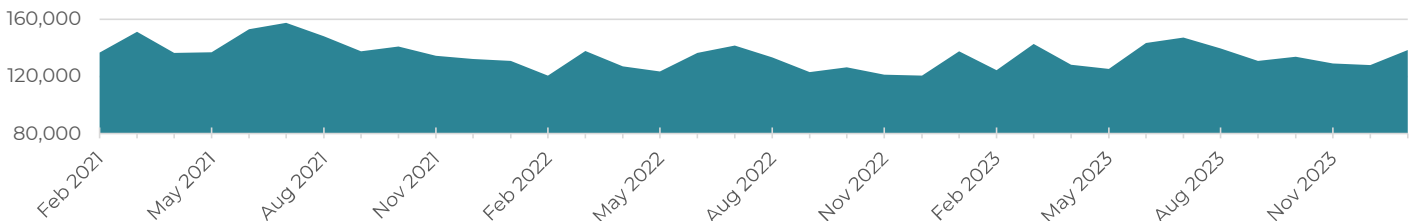
Library Cards ¹	January	2024 YTD	2023 YTD	Change	Trend
Resident	377	377	399	-5.5%	
Reciprocal	104	104	184	-43.5%	
Purchased	1	1	0	-	
Total	482	482	583	-17.3%	<i>February 2023-January 2024</i>

Circulation

17.5% of checkouts in January were Downloadable items. Year to date, total checkouts are up 0.6%.

	January			2024 YTD	2023 YTD	Change
Print	76,601	55.3%	<div style="width: 55.3%;"></div>	76,601	77,708	-1.4%
Audiovisual	26,993	19.5%	<div style="width: 19.5%;"></div>	26,993	27,456	-1.7%
Downloadable	24,240	17.5%	<div style="width: 17.5%;"></div>	24,240	22,552	7.5%
Other	10,188	7.4%	<div style="width: 7.4%;"></div>	10,188	9,563	6.5%
ILL	430	0.3%	<div style="width: 0.3%;"></div>	430	402	7.0%
Total	138,452	100%		138,452	137,681	0.6%

Total Checkouts



¹ New cards only. Does not include renewals.

Arlington Heights Memorial Library

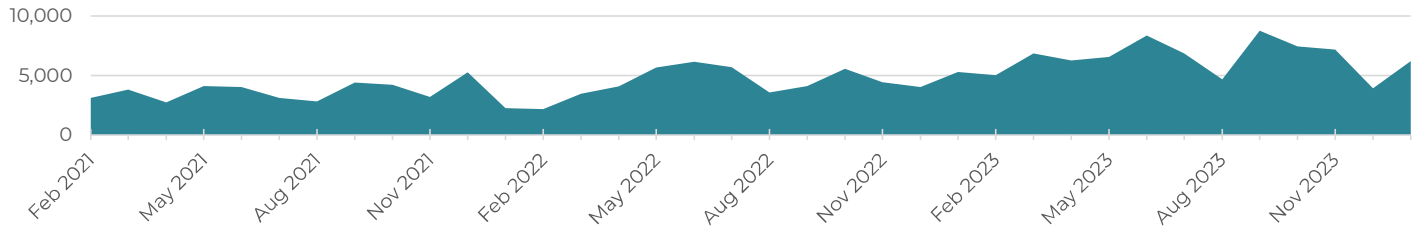
January 2024 Dashboard

Programs

3,683 customers attended Children programs in January, which represents 59.3% of all program attendees. Year to date, program attendance is up 17.1% across all audiences and program sessions are up 3.9%.

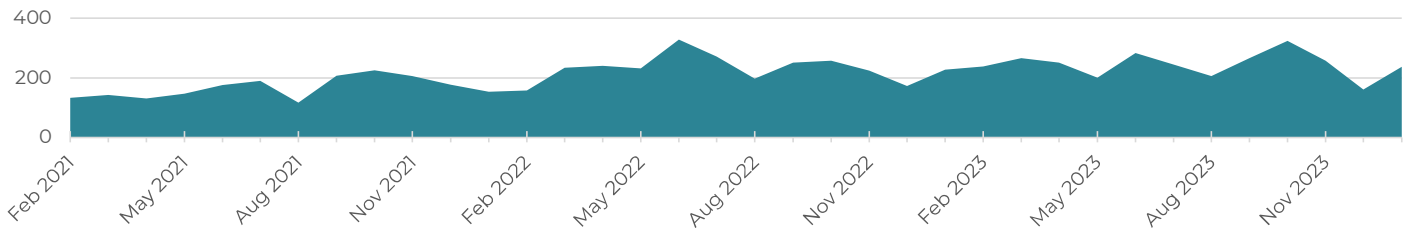
Attendance	January		2024 YTD	2023 YTD	Change
Children	3,683	59.3%	3,683	2,672	37.8%
Adult	2,300	37.0%	2,300	2,282	0.8%
Teen	228	3.7%	228	349	-34.7%
	6,211	100%	6,211	5,303	17.1%

Attendance



Sessions	January		2024 YTD	2023 YTD	Change
Adult	155	65.4%	155	149	4.0%
Children	73	30.8%	73	63	15.9%
Teen	9	3.8%	9	16	-43.8%
	237	100%	237	228	3.9%

Sessions



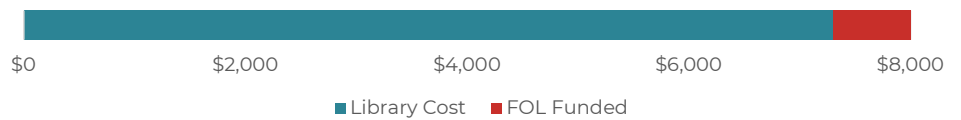
Total Program Cost

\$7,998.20

FOL Funded

\$700.00

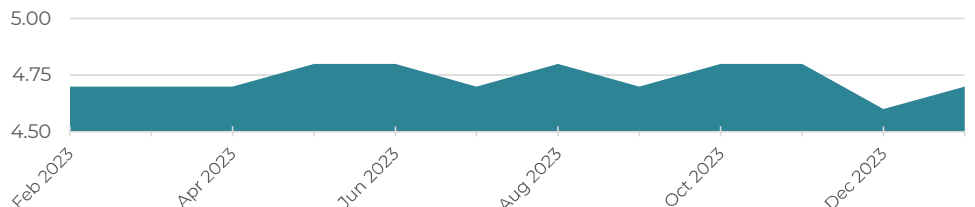
8.8%



Program Satisfaction

4.7 / 5

out of 77 programs



Supplementary Programs and Activities²

	January	Trend	2024 YTD	2023 YTD	Change
Attendance	1,493		1,493	6,596	-77.4%
Sessions	23		23	29	-20.7%

February 2023-January 2024

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.

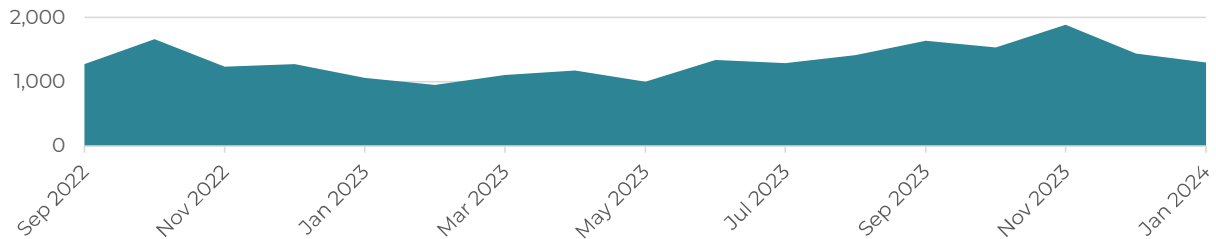
Arlington Heights Memorial Library Makerplace

January 2024 Dashboard

	January	% New Users	2024 YTD	2023 YTD	Change
Makerplace Visits	1,300	7.4%	1,300	1,062	22.4%

	January		2024 YTD	2023 YTD	Change
New Users³					
Makerplace	70	72.9%	70	67	4.5%
Kitchen	16	16.7%	16	25	-36.0%
Makerplace & Kitchen	10	10.4%	10	16	-37.5%
Total	96	100%	96	108	-11.1%

Total Visits



	January		2024 YTD	2023 YTD	Change
Equipment Usage⁴					
Fabrication	150	49.7%	150	122	23.0%
Small Tools	46	15.2%	46	57	-19.3%
Sewing	64	21.2%	64	55	16.4%
Technology	33	10.9%	33	22	50.0%
Art	9	3.0%	9	3	200.0%
Total	302	100%	302	259	16.6%

	January		2024 YTD	2023 YTD	Change
Program Attendance⁵					
Culinary	83	24.5%	83	99	-16.2%
Maker	111	32.7%	111	84	32.1%
Tour	11	3.2%	11	27	-59.3%
Other	134	39.5%	134	0	-
Total	339	100%	339	210	61.4%

	January		2024 YTD	2023 YTD	Change
3D Print Jobs	217		217	134	62%

	January
eLearning⁶	151

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
FEBRUARY 2024 BOARD MEETING**

8% of Fiscal Year Lapsed Fiscal Year - 2024				
	Full Year	Year to Date		
	<u>Budget</u>	<u>Actual</u>	<u>%</u>	
REVENUES				
Taxes	\$ 15,092,000	\$ 32,480	0%	
Intergovernmental	\$ 119,572	\$ -	0%	
Fees	\$ 45,550	\$ 3,553	8%	
Fines	\$ 12,500	\$ 1,149	9%	
Interest	\$ 400,000	\$ 31,849	8%	
Other*	\$ 191,250	\$ 1,481	1%	
Total Revenues	\$ 15,860,872	\$ 70,513	0%	
EXPENDITURES				
Personal Services	\$ 12,289,462	\$ 883,190	7%	
Contractual Services	\$ 1,950,037	\$ 503,271	26%	
Commodities	\$ 2,317,328	\$ 494,886	21%	
Other Charges	\$ 55,279	\$ 554	1%	
Property	\$ 120,626	\$ 18,620	15%	
Total Operating Expenditures	\$ 16,732,732	\$ 1,900,521	11%	
YTD b/(w)	(\$506,127)			
Capital Expenditures	\$ 1,469,337	\$ 23,440	2%	
Total Expenditures	\$ 18,202,069	\$ 1,923,961	11%	

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

Capital Projects			
	2024 Budget	2024 Expenses to Date	Status/Notes
<i>Interior Renovations</i>	\$ 700,000	\$ -	
<i>Chillers and Cooling Towers</i>	\$ 562,287	\$ 21,600	Largely delayed from 2023
<i>Copiers/Public Printers</i>	\$ 18,000	\$ -	
<i>Graphics Printer</i>	\$ 5,000	\$ -	
<i>Truck & Van</i>	\$ 120,000	\$ -	
<i>Lockers</i>	\$ -	\$ 1,385	
<i>KW Redesign</i>	\$ -	\$ 455	In progress
<i>Makerspace Partnership on Belmont Lot</i>	\$ 64,050	\$ -	
Total Capital Project Fund	\$ 1,469,337	\$ 23,440	2%

Personnel			
	Full Time	Part Time	FTE
2024 Budget	88	159	159.00
Actual Headcount 12/31/2023	84	130	
New Hires January		2	
Separations January		2	
All Other, Net January	3	4	
Actual Headcount 1/31/2024	85	129	146.07
YTD Volunteer Hrs	1,654	Annualized FTE	0.85