

# Director's Report

March 2024

Arlington Heights Memorial Library

## Spotlight

### AHML Named One of the Best Chicagoland Libraries by *Chicago Parent*

*Chicago Parent* published a blog post on their website on February 28 naming the best Chicagoland libraries to visit with kids. AHML was featured under the Best Children's Libraries in North/Northwest Suburbs section. The blog post highlighted the newly refreshed Kids' World and included a shout out to our dedicated librarians and their expertise in recommending books for kids, especially those who are struggling to find their next read.

### Soft Launch of New 24/7 Hold Pickup Lockers

The library's new 24/7 Hold Pickup Lockers softly launched to customers on Monday, February 19, offering customers a convenient location to pick up items any time. When placing holds customers will now see the lockers as a pickup option, along with an ADA option. Circulation Staff have been training and testing the lockers over the last month to ensure the process goes smoothly.

The lockers webpage is live on the library's website under About > Using the Library. The webpage features information on how to place a hold for locker pickup, how to pick up a hold at the lockers and frequently asked questions. The Communications & Marketing team is collaborating with the Circulation

Supervisors on a video tutorial on how to use the lockers which will be posted in April. More information about the official launch will be featured in the library's April newsletter.

The library's 24/7 Hold Pickup Lockers have been generously funded by Gallagher Insurance through a donation to the Arlington Heights Memorial Library Foundation.





## Strengthen the library's service outside its walls

### Library Representation in the Community



- The Senior and Accessible Services staff welcomed visitors from Clearbrook on Senior Center Day at the Arlington Heights Senior Center. Clearbrook is an organization that empowers adults and children with intellectual/developmental disabilities to live their fullest lives possible. Visitors checked out our collection, computer lab and decorated sun visors.

- Over 200 participants at the Ivy Hill Multicultural Night at Ivy Hill Elementary School engaged in library activities. Community & Circulation Services and Youth Services staff interacted with families and offered library card registrations.

- Catalina, Community Engagement Liaison, represented the library at a Northwest Hispanic Chamber of Commerce event at the Bell Works collaborative workspace in Hoffman Estates. She promoted the library's role as a valuable resource in Arlington Heights, fostered connections with members and highlighted upcoming programs.



### Elevating Voices Partnership Kicks Off Black History Month

February marked the first event in a new series presented in partnership with District 214 Community Education and League of Women Voters of Arlington Heights, Mount Prospect and Buffalo Grove. The Programs & Exhibits department has been working with the partners since fall to develop a series of events celebrating traditionally marginalized voices and practicing diversity, equity and inclusion through a variety of formats and topics. Seventeen community members attended February's event launch at the library on the topic of finding your purpose featuring educator and speaker Dr. Michael Allen.



## Making Genealogy Services More Accessible

Eddie, Info Services Librarian, collaborated with the Senior and Accessible Services department to present Beginning Genealogy at the Arlington Heights Senior Center. Jacquie, Genealogy Volunteer, assisted 22 new genealogy customers at The Moorings Assisted Living Community in beginning their genealogy research. Eddie and Jacquie both distributed large print genealogy forms and tailored their presentations to the unique needs and sensitivities of the audience.

## Staff Continue to Offer Virtual & Hybrid Opportunities

Info Services Advisors continue to engage with readers in the library's Page Turners Facebook group. The group currently has 493 members. Last month, Advisors and group members published 30 posts and 197 comments. The post with the most engagement was published by Joan, Info Services Advisor, asking the group what they are reading for the forthcoming weekend. Join the group by searching "AHML Page Turners Adult Readers Discussion Group" on Facebook.



Forty-four attendees from AHML watched the virtual Illinois Libraries Present author event with bestselling author of the Bridgerton series, Julia Quinn.







## Great Start to First Community Blood Drive of 2024

In February, the library hosted its first community blood drive of 2024 with community partner, Versiti. Thirty units were collected at the drive, which surpassed our goal of 28 units. The next community blood drive is Thursday, April 4.

## Staff Highlights from Outside the Library Walls



The library trivia team, "Trivia Newton John," took first place at the Arlington Heights Historical Society Trivia Night. Congratulations to **Jon, Nikki, Neal, Elizabeth, Chris** and **Melissa** who aced everything from local trivia to vintage kitchen tools.



**Chris, Makerspace Branch Assistant Manager** and **Katie, Senior & Accessible Services Supervisor**, presented *Making Technology Accessible: Creating an Assistive Tools Kit* to RAILS (Reaching Across Illinois Library System) members via Zoom. This presentation, originally delivered at the Illinois Library Association Conference last year, was specifically requested by RAILS due to its significant impact.



**Barb**, Info Services Librarian, is serving on the 2024 Business Interest Group Financial Fitness Planning Committee, a regional group of libraries coordinating to plan personal finance programs in the fall.

**Jennifer**, Programs & Exhibits Manager, continues her work with LACONI (Library Administrators Council of Northern Illinois) as a member of the LACONI SAAM (Supervisors, Administrators and Managers) board.

**Traci**, Finance Manager, used the Makerplace Kitchen to prepare her famous chili which was entered in the Arlington Lion Club Annual Chili Cookoff on behalf of the library. While the chili did not defend its first-place title from last year, the event did raise funds to directly benefit our community. Library staff also volunteered to serve the chili at the event.



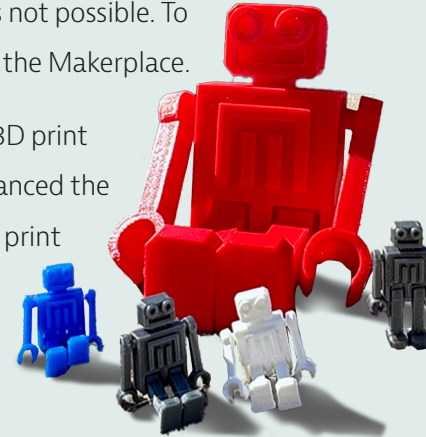


Grow the use of our services and resources

## Meet Manny, the Makerplace 3D Printed Robot

Visitors to the Makerplace often express curiosity about the workings of 3D printing. While we often have community 3D prints in progress that customers can observe, there are times when this is not possible. To address this, we've typically used sample 3D print files, but none of these were unique to the Makerplace.

Chris, Makerspace Branch Assistant Manager, recognized this gap and designed a unique 3D print file. Drawing inspiration from Nir Dobovizki's "Articulated Robot In 10 Minutes," Chris enhanced the design by adding a Makerplace logo and LEGO-compatible hands. This resulted in a quick print that is not only intriguing to watch, but also fun to play with later. Named Manny, this robot can be printed in under 15 minutes and serves as an excellent demonstration of 3D printing technology for all ages.



The file has been added to all Makerplace printers as a demo and is also available on [Printables.com](https://www.printables.com). This allows the wider 3D printing community to download, print, remix and share this unique design.

## Three New Culinary Classes (Six Sessions!) Offered by Partnering Chefs



Andrea Pracht of My Kitchen Clatter joined us for back-to-back sessions on making delicious pizza at home. Thirty attendees participated—many new to the Makerplace Kitchen. Participants loved the hands-on elements of the class and always appreciate Andrea's generous instruction and encouragement to try the recipe again at home.

Chef Grace Goudie was back with two hands-on sessions on how to make beef stroganoff. Eighteen customers

attended the afternoon session and 17 attended the evening session.

Chef Julie Yoon taught two sessions of her hands-on *Chicken Teriyaki for Two* class to 31 student chefs. Chef Julie loves teaching beginners how to use basic skills to create delicious meals and build confidence in the kitchen.





## Increased Usage of the Hub Study Rooms

The use of the new Hub Study Rooms nearly doubled from 33 uses in January to 63 in February. This is only the second full month that the rooms have been available for teens. Teens use the rooms to work on group projects, play games together, have study sessions where they work through problems together on the dry erase boards and as a place to complete independent work.



## New Adult Program Brings Community Together Around Same Interest

Nineteen customers attended a hands-on lesson in guitar fingerpicking hosted by Jay from Programs & Exhibits. Our guest instructors were Nahum Smith and Al Costis of local El Rey Music Center. The program attracted many male attendees—more than we typically see at library programs. Survey results indicated attendees would like more similar opportunities.



## MVPs Host Successful First Winter Carnival

The library's Middle School Volunteer Panel (MVP) hosted their first Winter Carnival with 127 attendees. They enjoyed activities and games developed by the middle school volunteers. MVP was developed this school year by Amy, Kids' World Advisor, based on requests for volunteer opportunities for middle schoolers.





## Welcoming New Visitors to the Makerplace through Programs

The ESL & Literacy Services Office partnered with the Makerplace team to host a fun and successful Open House event. Forty attendees learned about the Makerplace, created a custom laser-engraved pint glass in their native language, enjoyed a mini version of the popular “Inspired by Art Night” program and more.



The Info Services department hosted a Beyond the Book discussion of *The Seven Year Slip* at the Makerplace and had 16 attendees. Attendees discussed the book while making a needlefelt garland. This continues to be a successful way to introduce readers to the Makerplace and offers a fun way to deliver a book discussion.

The Youth Services department hosted two cake pop classes for kids ages 4-6 with their grownups. Each child mixed ingredients, formed cake balls and dipped them in melted chocolate, developing their fine motor skills. Allison, Early Learning Librarian, shared scrumptious stories while the pops cooled in the state-of-the-art chiller. With two sessions offered, 30 total attendees had a sweet experience with take-home treats for their family members.



Twenty-four tweens learned how to make custom designs in Cricut Design Space. After cutting their vinyl on the Cricut, they carefully

weeded and then transferred their designs to blank color changing mugs. The heat-activated vinyl will change from purple to teal when hot liquid is added to their mug.







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

## Celebrating Black History Month



Youth grades 2-3 read and discussed *The Making of Butterflies* written by beloved African American folklorist Zora Neale Hurston and adapted by Ibram X. Kendi. After the discussion, participants created a unique mixed media collage inspired by the book's illustrations.

Neal and Jay from the Programs & Exhibits department hosted a Wider Lens screening of the 2019 documentary *Toni Morrison: The Pieces I Am*.

The film traces Morrison's life and writing from her childhood in the steel town of Lorain, Ohio through her brilliant career as one of America's most important authors. The enthusiastic audience of 12 attendees enjoyed the opportunity to learn more about Morrison's life and to view the film with neighbors. Survey results indicated that attendees are grateful AHML offered a robust series of ways to celebrate Black History Month.



## Autodesk Foundation Grants Makerplace \$195,500 Worth of Software Licenses

Chris, Makerspace Branch Assistant Manager, successfully collaborated with the Autodesk Foundation to secure the renewal of a three-year software donation contract. This renewed contract grants the Makerplace access to 20 licenses of the Autodesk Product Design & Manufacturing Collection. The donation, valued at \$9,795 per license, culminates in a generous total contribution of \$195,500. As a result of this agreement, Makerplace customers will benefit from the use of premier 2D and 3D design tools, including renowned industry software such as AutoCAD and Fusion360.





## Weekly Current Events Discussions Makes a Difference

The Arlington Heights Senior Center Current Events group hosted by the library's Senior and Accessible Services department marked the start of their 35th year of weekly discussions. Multiple participants said the group is not just a place to discuss, but also to connect with others and ponder other points of view. Following a recent agenda topic about the epidemic of loneliness in men, a group of men stayed after the program to organize going out to dinner together. The following week, another participant thanked the library for selecting the topic about loneliness in men because in response her husband (who also attends) reached out and called an old friend.



## Collection Services Meets Popular Demand

The Collection Services department strives to make the library's collections community-responsive to make sure that we have high-interest materials and materials that our customers look for and love. Occasionally, when a particular collection or type of material is very popular and has a very high percentage of items always checked out, Collection Librarians will intentionally add several extra copies or similar materials to meet the demand of these collections.

The Dinosaur Picture Books are one of our most popular collections—approximately 78% of this collection is always checked out. In February, Collection Librarians added 70 additional dinosaur picture books to the collection—an increase of 30%. Nearly all of these titles have already been checked out!

## Library Provides New Way for Emerging Adults to Engage

The Programs & Exhibits department hosted a RPG (Role-Playing Games) afternoon for adults. Game Masters from Rough Magic Games ran five different Dungeons and Dragons-based RPGs for 18 players of various experience levels. The four-hour program attracted people who play Dungeons and Dragons games regularly, some who hadn't played in over 10 years, and others who were interested in learning the basics.





## Big Crowds for Little Miss Ann Concerts

Youth Services hosted Little Miss Ann for two shows on February 17. Nearly 80 participants joined us for the Our Time Celebration/supported show. One of the caregivers expressed that this was a big deal family outing for them. They were excited to make memories and have a safe place to go.

One hundred eighty-nine customers enjoyed the second show, including a Filipino family that shared they were so happy to see their culture represented at the library.



## Increase in Resume Reviews This Month

This month our professional resume reviewers completed 15 resume reviews. Customers routinely provide positive feedback and share how the review helped them obtain a job. A comment below from a recent customer: ***"After being laid off mid-November, I am starting a new position on Friday, March 1. This position is more attractive than the one I previously held having a comparable base salary, more upside on the commissions structure, and equity options. This will be a stronger learning environment where I can leverage more of my skills and experience more professional development."***

## More Than Fifty Customers Attended Needle Felting Programs

Needle Felting has always been a popular class at the Makerplace, and for good reason. Natasha Lehrer Lewis of Esther's Place brings locally sourced supplies and a wealth of knowledge to every class. In anticipation of demand, Makerspace Specialist Kate led two additional sessions, allowing customers on the waitlist a chance to attend sessions a week later. A total of 51 customers attended the programs, commenting ***"I love that you used a staff presenter in order to make additional sessions available."***





## Update on Tax Services Usage

In February, AARP volunteers completed 199 tax assistance appointments. Of these appointments, 123 were with Arlington Heights residents. From the tax table near the Info Desk, 4,275 forms/instructions were distributed to customers and 28 books circulated from the display. An additional 2,905 sheets were printed from the tax station near the Dunton entrance.

## Customer Hosts Women Breaking Barriers Panel in Hendrickson Room

One of our younger customers, Cecilia, and her mother used the Hendrickson Room to present *Women Breaking Barriers at Work and in the Community*. Cecilia hosted the panel discussion which included accomplished local women who talked about their experiences working and serving in traditionally male roles.



## More New Displays Added

*In Case You Missed It* is a new display to highlight titles being moved out of New & Popular. The display unit is near the Info Desk and is one of the new ones purchased this year. In the first week, 40 items circulated off the display. The Collection Services department added three displays in Kids' World to highlight kids' nonfiction and increase circulation. This display will have rotating high-interest topics and be maintained by Collection Services staff. The first three topics are: *Dinosaurs*, *Under the Sea* and *People You Should Know*. In the first two days, 16 items were circulated off the display, with several more being used in-house.

## Another Successful PADS Meals Prep

In February, AHML hosted another successful PADS (Public Action to Deliver Shelter) Meal Prep program. The participants orchestrated the preparation of dinner, dessert and packed lunches for 50 individuals in need. Since PADS Meal Prep began on MLK Day in 2023, 430 meals total have been prepared by our community over six sessions—215 lunches and 215 dinners. Over the course of this series, several attendees have been ignited by the simplicity and joy of the format and expressed interest in hosting their own PADS Meal Prep events with their churches or blocks.



# What Customers Are Saying

*"My mom loved being part of [the library's book club at Luther Village] all those years, and what a blessing it turned out to be that I was able to get involved with her. That was such a special thing for us to share during the final years of my mom's life."*

-Luther Village Book Club Attendee

*"I truly appreciate the library events. Your efforts are commendable. Lots of variety in programming. Special shoutout to the library staff for the personal attention and always making us feel welcome."*

-Intro to Fingerpicking Program Attendee

*"Very helpful." "Great way to learn how to build your resume." "Gave me a lot of guidance, thanks!"*

-Get a Job! Workshop Attendees

*"It's a great opportunity for local business to meet. Thank you!"*

-Coffee and Connect Program Attendee

*"Staff via chat are always prompt, kind, and helpful. I know keeping chat assistance can be tough to staff and I appreciate that the library keeps the service running so smoothly."*

-Library Chat User

*"I'm so excited! I've never soldered before! I look forward to the jewelry classes coming up."*

-Customer commenting on a soldering one-on-one appointment with Lisa at the Makerplace

*"Steven Khashchuk helped me so much today. I was trying to transfer 8mm film to my iPad. It was extremely difficult to do and without his expertise and patience, it never would have happened. He is such an asset to the library! THANK YOU!"*

-Studio Customer

*"I like that this class helped me get past being intimidated about using the Makerplace."*

-Laser Etch a Glass Program Attendee

# Arlington Heights Memorial Library

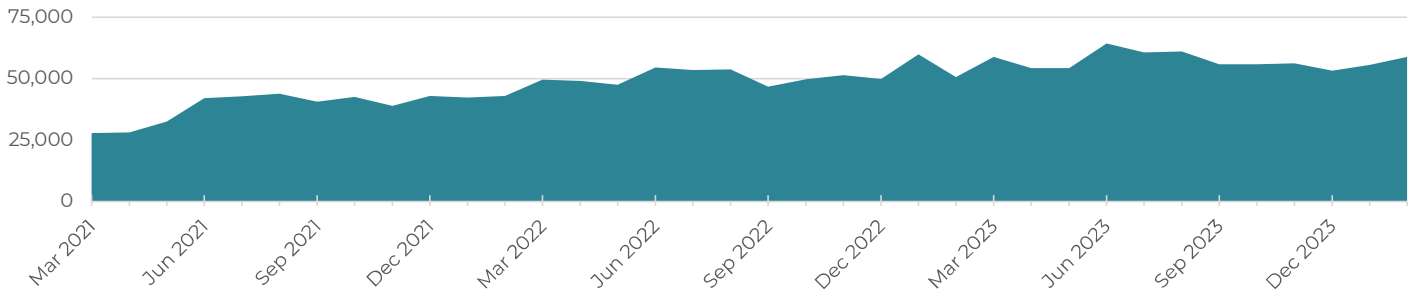
February 2024 Dashboard

## Library Visits

83% of library customers in February visited the Main Library. Year to date, library visits are up 4.4%.

	February			2024 YTD	2023 YTD	Change
Main Library	48,784	83.0%		94,793	92,484	2.5%
Drive-Up	4,928	8.4%		10,370	10,688	-3.0%
Makerplace	1,495	2.5%		2,795	2,013	38.8%
Bookmobile	1,314	2.2%		2,235	2,335	-4.3%
Senior Center	1,253	2.1%		2,390	2,091	14.3%
Outreach	995	1.7%		1,825	N/A	-
<b>Total</b>	<b>58,769</b>	<b>100%</b>		<b>114,408</b>	<b>109,611</b>	<b>4.4%</b>

Total Visits



Room Use	February	2024 YTD	2023 YTD	Change	Trend
Hendrickson Room	8	16	24	-33.3%	
Conference Rooms	1,332	2,544	2,316	9.8%	
<b>Total</b>	<b>1,340</b>	<b>2,560</b>	<b>2,340</b>	<b>9.4%</b>	March 2023-February 2024

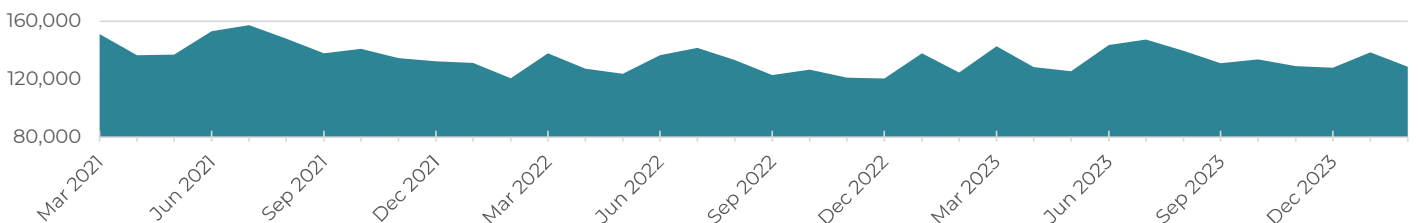
Library Cards <sup>1</sup>	February	2024 YTD	2023 YTD	Change	Trend
Resident	338	715	798	-10.4%	
Reciprocal	120	224	294	-23.8%	
Purchased	0	1	3	-66.7%	
<b>Total</b>	<b>458</b>	<b>940</b>	<b>1,095</b>	<b>-14.2%</b>	March 2023-February 2024

## Circulation

17.2% of checkouts in February were Downloadable items. Year to date, total checkouts are up 1.8%.

	February			2024 YTD	2023 YTD	Change
Print	72,804	56.6%		149,405	148,869	0.4%
Audiovisual	23,942	18.6%		50,935	51,664	-1.4%
Downloadable	22,074	17.2%		46,314	43,054	7.6%
Other	9,329	7.3%		19,517	17,825	9.5%
ILL	397	0.3%		827	796	3.9%
<b>Total</b>	<b>128,546</b>	<b>100%</b>		<b>266,998</b>	<b>262,208</b>	<b>1.8%</b>

Total Checkouts



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

# Arlington Heights Memorial Library

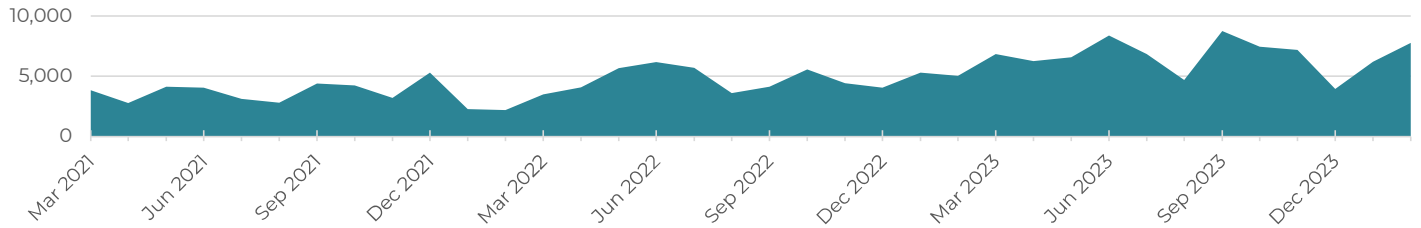
February 2024 Dashboard

## Programs

4,788 customers attended Children programs in February, which represents 61.7% of all program attendees. Year to date, program attendance is up 35.3% across all audiences and program sessions are up 13.7%.

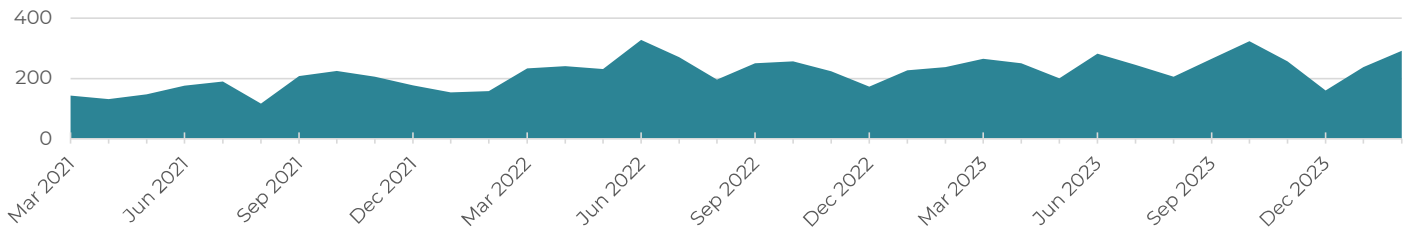
Attendance	February		2024 YTD	2023 YTD	Change
Children	4,788	61.7%	8,471	5,626	50.6%
Adult	2,668	34.4%	4,974	4,145	20.0%
Teen	299	3.9%	527	555	-5.0%
	<b>7,755</b>	<b>100%</b>	<b>13,972</b>	<b>10,326</b>	<b>35.3%</b>

### Attendance



Sessions	February		2024 YTD	2023 YTD	Change
Adult	189	64.7%	345	302	14.2%
Children	89	30.5%	162	137	18.2%
Teen	14	4.8%	23	27	-14.8%
	<b>292</b>	<b>100%</b>	<b>530</b>	<b>466</b>	<b>13.7%</b>

### Sessions



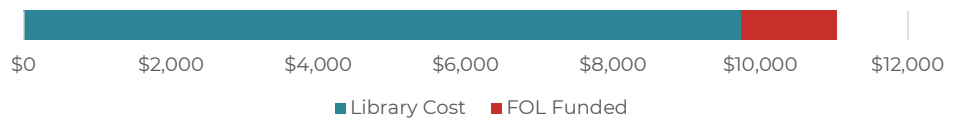
### Total Program Cost

\$11,036.65

### FOL Funded

\$1,300.00

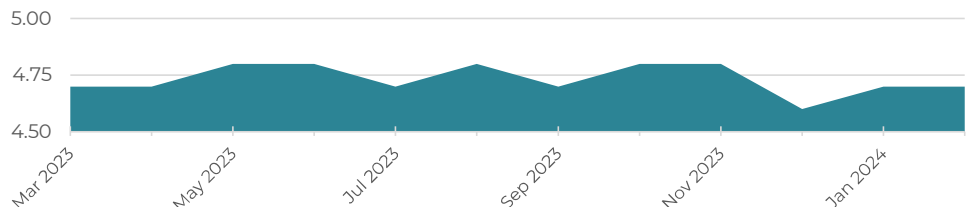
11.8%



### Program Satisfaction

4.7 / 5

out of 84 programs



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

	February	Trend	2024 YTD	2023 YTD	Change
Attendance	960		2,453	8,111	-69.8%
Sessions	16		39	45	-13.3%

March 2023-February 2024

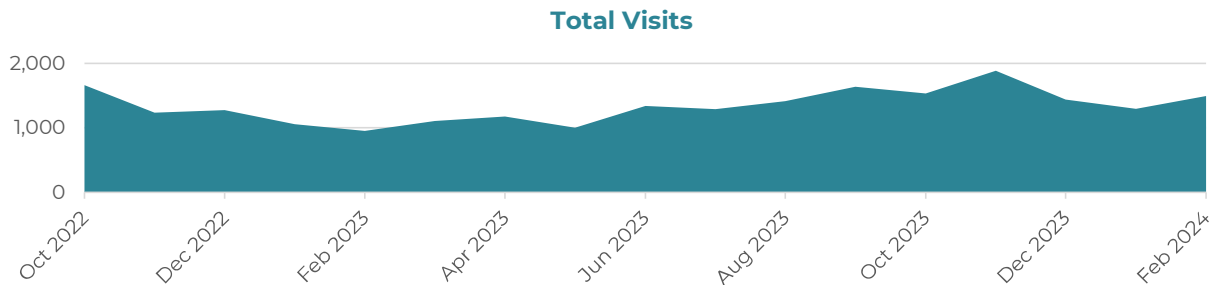
<sup>2</sup>Supplementary programs and activities are planned events where customers participate on their own, instead of at a designated time with a group. Registration is not required.



# Arlington Heights Memorial Library Makerplace

February 2024 Dashboard

	February	% New Users	2024 YTD	2023 YTD	Change
<b>Makerplace Visits</b>	1,495	5.7%	2,795	2,013	38.8%
<b>New Users<sup>3</sup></b>	<b>February</b>		<b>2024 YTD</b>	<b>2023 YTD</b>	<b>Change</b>
Makerplace	42	49.4%	112	113	-0.9%
Kitchen	27	31.8%	43	33	30.3%
Makerplace & Kitchen	16	18.8%	26	24	8.3%
<b>Total</b>	<b>85</b>	<b>100%</b>	<b>181</b>	<b>170</b>	<b>6.5%</b>



<b>Equipment Usage<sup>4</sup></b>	<b>February</b>		<b>2024 YTD</b>	<b>2023 YTD</b>	<b>Change</b>
Fabrication	187	60.5%	337	237	42.2%
Small Tools	46	14.9%	92	96	-4.2%
Sewing	52	16.8%	116	91	27.5%
Technology	23	7.4%	56	45	24.4%
Art	1	0.3%	10	10	0.0%
<b>Total</b>	<b>309</b>	<b>100%</b>	<b>611</b>	<b>479</b>	<b>27.6%</b>

<b>Program Attendance<sup>5</sup></b>	<b>February</b>		<b>2024 YTD</b>	<b>2023 YTD</b>	<b>Change</b>
Culinary	123	39.9%	206	195	5.6%
Maker	162	52.6%	273	169	61.5%
Tour	22	7.1%	33	37	-10.8%
Other	1	0.3%	135	0	-
<b>Total</b>	<b>308</b>	<b>100%</b>	<b>647</b>	<b>401</b>	<b>61.3%</b>

	<b>February</b>		<b>2024 YTD</b>	<b>2023 YTD</b>	<b>Change</b>
<b>3D Print Jobs</b>	165		382	243	57%

	<b>February</b>		<b>2024 YTD</b>	<b>2023 YTD</b>	<b>Change</b>
<b>eLearning<sup>6</sup></b>	162		313	704	-56%

<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