

# Director's Report

May 2024

Arlington Heights Memorial Library

## Spotlight

### Arlington Heights Marvels at Solar Eclipse Viewing Party

Wonder and awe filled North School Park on Monday, April 8 as close to 700 people joined in the library's Solar Eclipse Viewing Party and witnessed a rare celestial event together—the moon passing between the sun and Earth, blocking the sun's light.

"It's such an unusual, once-in-a-lifetime occurrence for many people," said Arlington Heights resident Jane Born, a former teacher who came to North School Park with her friend, and former colleague, Marcia Becker. "It's so nice to be able to see it locally too and to share in the experience with so many people. It's really amazing and fun!"



ECLIPSE  
2024

The event, presented in partnership with the Arlington Heights Park District, quickly took on a party-like atmosphere.

Blankets and chairs filled the lawn and many brought picnics and refreshments to enjoy as they gazed skyward wearing eclipse glasses.

The library distributed 5,150 eclipse glasses in the leadup to the eclipse thanks in part to funding from a Space Science Institute initiative and from a supply donated by Illinois State Representative Mary Beth Canty.





Nikki from Programs & Exhibits and Ellie and Allison from Youth Services organized the intergenerational viewing event which was supported by staff from multiple departments. Info Services Manager Jolie Duncan and Youth Services Manager Trixie Dantis worked with volunteers on distributing eclipse glasses at the library. In the week leading up to the eclipse, the call center answered 2,400 phone calls (more than

double the normal amount) and answered 45 chats.



Down the road from the library's viewing party, Catalina and Shelly from Community & Circulation Services and Chris from Digital Services represented the library Harper College's viewing party. They engaged with over 900 attendees who visited the library's booth, explored a digital telescope available through the Library of Things collection and learned more about library services.

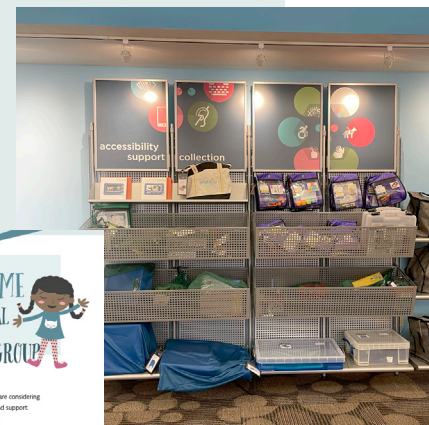


## AHML Honored with Inclusion Award



C.I.T.Y. of Support hosted a "Spring Soiree," a professional networking event to help connect area providers and to promote upcoming events. The library was honored at the event with an Inclusion Award for the library's efforts to provide resources, programming, and materials for families

and children who receive or are considering therapy services. The Accessibility Support Collection and the Our Time: Developmental Playgroup were specifically mentioned as models of inclusion and library-community partnership.





## Strengthen the library's service outside its walls

### AHML Continues to Build Upon Partnerships

- Eddie, Info Services Librarian, presented on the topic of genealogy to 25 members of the Arlington Heights Rotary Club.
- Youth Services staff partnered with the Village of Arlington Heights (VAH) Nursing Division to share stories and highlight library services at their New Moms Support Group. The library and VAH Nursing Division will continue to collaborate offering the New Parents Meetup monthly at the library.



- Nikki and Neal from the Programs & Exhibits department organized the library's second Volunteer Fair since the pandemic. Over 180 attendees ranging from teens to seniors learned about volunteer opportunities from 25 different community organizations. The organizations offered a little bit of everything from volunteering at the library to volunteering at O'Hare to taking care of people and animals.

### AHML Engages Community in Places Where Customers Are

- Youth Services staff engaged with over 1,700 students and families at visits and events for preschool through high school students in April. Staff presented storytimes, provided library user instruction, presented information about cicadas, and more both on and offsite.
- Neal, Programs & Exhibits Specialist, continues to connect writers in the community via the library's monthly Writer's Ink. During this online meetup, attendees spend two hours sharing and critiquing works in progress with the support of Neal and instructor Jacob Knabb. The April group, comprised of regulars and new writers, workshopped five pieces including chapters from two mystery novels, a memoir, an act of a play, and an email from a new attendee who had a falling out with a friend over politics and wanted to reconnect. A non-native English speaker joined the session to practice her reading and speaking skills. She said she enjoyed the experience and will be back.



- Staff members from the Circulation and Youth Services departments represented the library at Greenbrier's and Dryden's Multicultural Nights. They interacted with the students, passed out library souvenir highlighters and ran a Globe Trotters flag game.



Grow the use of our services and resources

## AHML Engages the Community Through Programs & Experiences at the Library

- Staff members from the Circulation and Youth Services departments welcomed Olive-Mary Stitt Elementary students from the World of Work program which supports the development of the students' career awareness, as well as building bridges in the community with both the school and community members. The students checked in materials, checked out materials to customers at the drive-up window, picked up materials from the Dunton Street and garage drop-offs and shelved materials in Kids' World. The students received a tour of the entire first floor in addition to the bookmobile, which they loved!



- The library's Tween Advisory Group (TAG) participated in the Peace Crane project which invites students to fold an origami crane, write a message of peace on its wings and exchange it with another student somewhere in the world. TAG members folded origami peace cranes to send to a 6th grade class in France and wrote a letter telling the students a little bit about life in Arlington Heights. The pen pals' reply arrived from France just in time for their April meeting.



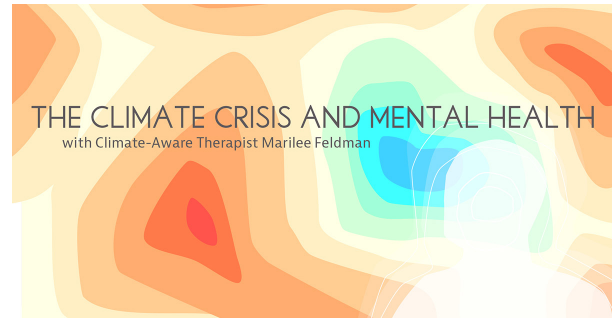
### TWEEN ADVISORY GROUP

the coordination of resources, booklists and programs hosted across departments in recognition of Sexual Assault Awareness Month. This included a training on the bystander effect with the Northwest Center Against Sexual Assault (NWCASA). The presentation included a very productive conversation about what makes people feel unsafe and how we can be better prepared to help cultivate a safe community for all.



## AHML Celebrates Earth Month

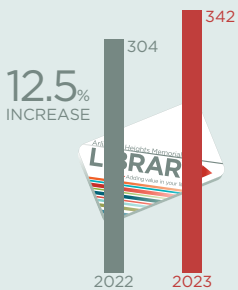
- The library welcomed climate-aware counselor Marilee Feldman for The Climate Crisis and Mental Health: Understanding and Addressing Climate Anxiety, Eco-Grief, and Despair. In this virtual program, Feldman offered ways to identify climate anxiety and build resilience through self-reflection and community work. Nearly twenty attendees shared resources with one another through the chat feature on Zoom and spoke on their own experiences with climate-related conversations. A suite of additional resources, including booklists and programs for many interests, were shared throughout the month.



- The Makerplace hosted another successful Craft Swap coordinated by Lisa, Makerplace Specialist. Nearly 100 crafters and makers stopped in to find treasures in the items donated by over 100 residents. Be sure to check out a fun timelapse video of the Swap on the library's Facebook and Instagram accounts.

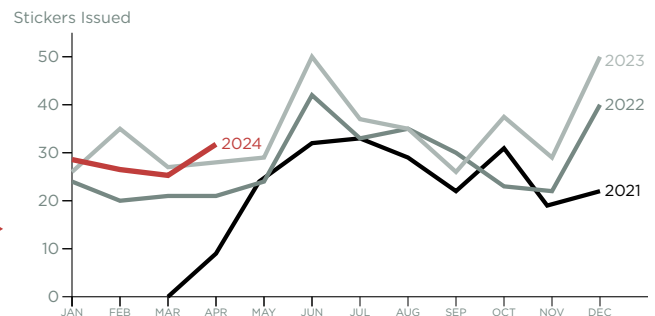
## Services Usage Continues to Grow

- AARP volunteers completed 582 tax preparations this tax season which is a 29% increase over last year. Customers picked up 6,682 paper tax forms and printed 4,500 sheets from the self-print station. Additionally, there were 3,260 views on the Tax Information page on the library's website.



- Three hundred and forty-two Arlington Heights residents signed up for a library card last month, which was an increase of 12.5% over the same month last year.
- The ESL & Literacy Services Office hosted 53 group programs that were attended by 767 people, a slight increase over last month.
- The Circulation staff searched for 8,138 in-library items on hold and filled 16,241 customer holds, a slight increase over the same month last year.

- Thirty-one vehicle stickers were issued, a 10% increase from the same month last year.





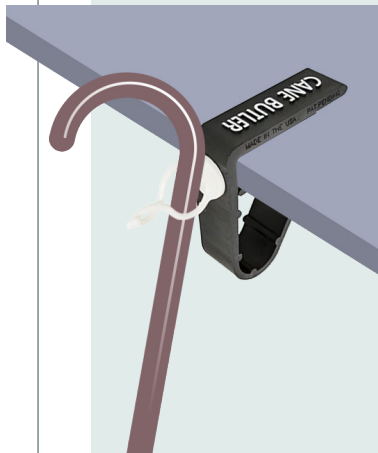
Enhance the library's role in the everyday lives of the Arlington Heights community

## IDEA (Inclusion, Diversity, Equity, Accessibility) in Action



- Mary Jo and Katie from the Senior & Accessible Services department as well as Gaby from Human Resources provided a workshop for students from Have Dreams, a local partner that serves individuals and their families living with autism spectrum disorder (ASD). The workshop included a tutorial on how to apply for library positions through the library's website, a tour of the library and one-on-one practice interviews. Have Dreams shared their thanks

in a Facebook post: ***"Have Dreams is grateful for this experience and our continued partnership with the Arlington Heights Memorial Library!"***



- Staff at multiple service desks shared feedback that customers using canes need a place to rest their canes while visiting the library. The Senior & Accessible Services staff researched options to assist these customers and used donated funds to purchase cane holders which were recently installed at the library's service desks.
- Info Services Advisors collaborated with Lindsay, Circulation Assistant, on teaching attendees of the *True Biz* book discussion about ASL (American Sign Language). Attendees were very engaged and appreciated the additional learning.

## Elected Officials Interact with Arlington Heights Community at the Library

The Circulation department hosted the library's first Get Help, Connect with Local Government program for this year. Sixteen participants engaged with staff from the offices of our district's elected officials and representatives from the Village of Arlington Heights.





## April Brings Spring-Themed Programs to the Library



- Jay from Programs & Exhibits welcomed more than sixty people for a presentation by the University of IL Extension highlighting tips for cleanup and preparation for growing season. Their advice was comprehensive and included not only seasonal tips, but important guidance on what not to do at this time of year.
- Emily from Programs & Exhibits kicked off the third season of Garden Swaps, now taking place in front of the library's Dunton entrance. The new location proved to be successful, with 63 local gardeners of all skill levels

stopping by the tent during the two-hour swap to share seeds, plants and stories. We look forward to seeing the seeds turn into produce as our swaps progress through September!



## New Items Added to Library of Things Collection

The Library of Things collection launched in 2018, and it is one of the most popular collections. The collection debuted with about 120 items and has grown to 670 items! On average, items in the Library of Things collection circulate more than 1,100 times a month.

To ensure all the items are complete after they are returned by customers and before they are returned to the shelf, the processing staff in Collection Services inspects them and replaces missing pieces or repair broken items. They inspect roughly 400 items each month, working fast and efficiently. In collaboration with staff from Circulation and Digital Services, these items are quickly made available to the public.

A [color-blind-friendly version of Qwirkle](#), [wall scanner](#) and [Qawale](#) are some of the latest items added to the collection.





## Staff Recover Unclaimed Property Through iCash

Arlington Heights residents are not the only ones encouraged to recover unclaimed property. The Finance department successfully recovered unclaimed property of \$119.49 that had been sitting idle with the state. Using information learned in a recent webinar, the team identified two old check payments due to the library and claimed ownership from the State Treasurer at no cost. While the overall amount recovered was small, the process also ensured that no additional library property is being held at this time.

## Makerplace Fosters Community Connections & Inspires Creativity Through Experiences



- ESL & Literacy Services hosted a program at the Makerplace Kitchen about Chicago-style hotdogs. This program allowed students to get better acquainted with the kitchen, try some new foods, and experience one of the recipes from this month's book discussion book, *The United Tastes of America*. Fourteen participants shared in this well-received experience.



- The Makerplace launched their first-ever Mystery Crochet-a-Long where 28 customers created their own mystery crochet creature over the course of the month. The program started with a Kickoff Session led by crochet teacher Lynnanne Pearson to teach customers all the necessary techniques to make their creatures. Each week, a new piece of the pattern was sent via a "choose your own adventure" style quiz written by Alle, Makerspace

Advisor. Customers could attend a weekly help session led by Kate, Makerspace Specialist, where they could get assistance on the pattern or just crochet together with fellow makers. The event ended with a celebration where customers took pictures of their complete creatures and received prizes for completing their projects.





# What Customers Are Saying

***"An excellent variety of organizations around the area." "Great energy—everybody was enthusiastic." "The event was great. Time was good and there was a constant flow of people. Well attended."***

-Volunteer Fair Attendees

***"Please thank these wonderful ladies [Danielle Tabor & Megan Maier in Circulation] for their extreme help & kindness."***

-Bunny V., Customer

***"I always call the library first, you find the answers. You are the best!"***

-Customer who interacted with Chris from Digital Services and Senior & Accessibility Services staff on fixing his broken desktop magnifier

***"The digital/tech support staff was so helpful. Julie Sadler was so solution oriented. Love this library!"***

-Customer interacting with a Digital Services staff member

# Arlington Heights Memorial Library

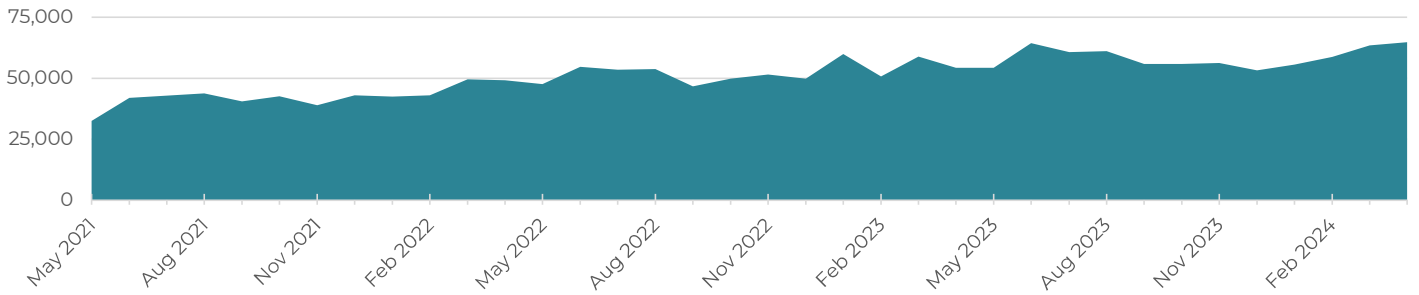
April 2024 Dashboard

## Library Visits

81.4% of library customers in April visited the Main Library. Year to date, library visits are up 9.9%.

	April		2024 YTD	2023 YTD	Change
Main Library	51,635	81.4%	198,685	185,508	7.1%
Drive-Up	5,125	8.1%	20,652	20,992	-1.6%
Outreach	3,451	5.4%	6,861	N/A	-
Makerplace	1,664	2.6%	6,285	4,299	46.2%
Bookmobile	1,534	2.4%	5,067	5,288	-4.2%
Senior Center	1,401	2.2%	5,079	4,220	20.4%
<b>Total</b>	<b>63,409</b>	<b>100%</b>	<b>237,550</b>	<b>216,087</b>	<b>9.9%</b>

Total Visits



Room Use	April	2024 YTD	2023 YTD	Change	Trend
Hendrickson Room	11	38	47	-19.1%	<p>May 2023-April 2024</p>
Conference Rooms	1,309	5,211	4,852	7.4%	
<b>Total</b>	<b>1,320</b>	<b>5,249</b>	<b>4,899</b>	<b>7.1%</b>	

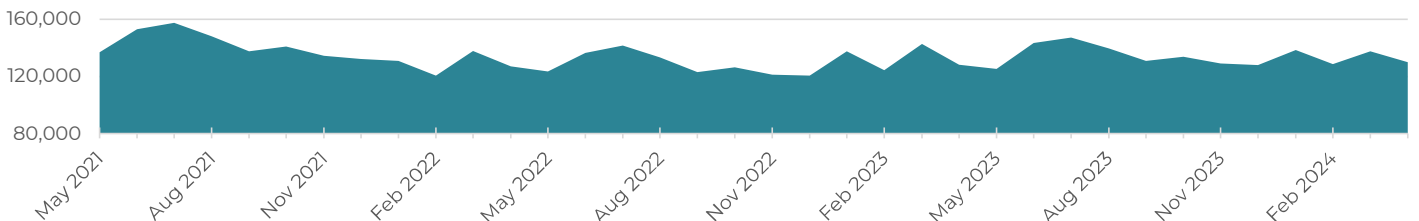
Library Cards <sup>1</sup>	April	2024 YTD	2023 YTD	Change	Trend
Resident	342	1,373	1,433	-4.2%	<p>May 2023-April 2024</p>
Reciprocal	105	450	547	-17.7%	
<b>Total</b>	<b>447</b>	<b>1,826</b>	<b>1,983</b>	<b>-7.9%</b>	

## Circulation

17.2% of checkouts in April were Downloadable items. Year to date, total checkouts are up 0.29%.

	April		2024 YTD	2023 YTD	Change
Print	74,339	57.1%	301,986	306,558	-1.5%
Audiovisual	24,216	18.6%	101,034	103,048	-2.0%
Downloadable	22,358	17.2%	92,369	86,426	6.9%
Other	8,786	6.8%	37,778	35,673	5.9%
ILL	382	0.3%	1,604	1,496	7.2%
<b>Total</b>	<b>130,081</b>	<b>100%</b>	<b>534,771</b>	<b>533,201</b>	<b>0.29%</b>

Total Checkouts



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

# Arlington Heights Memorial Library

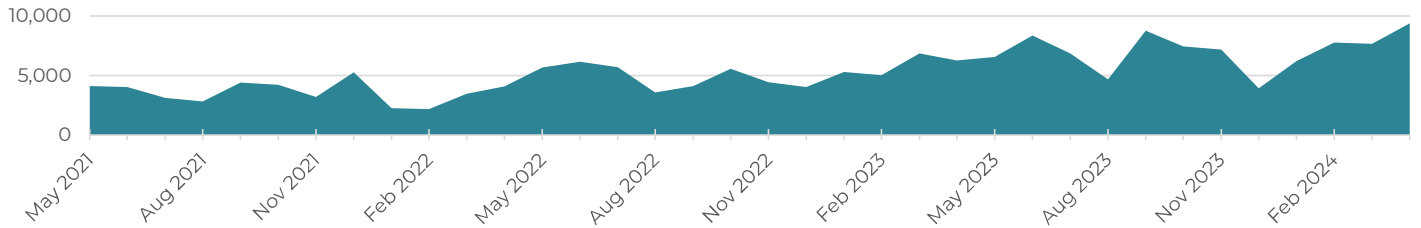
April 2024 Dashboard

## Programs

4,741 customers attended Adult programs in April, which represents 50.6% of all program attendees. Year to date, program attendance is up 32.4% across all audiences and program sessions are up 10.1%.

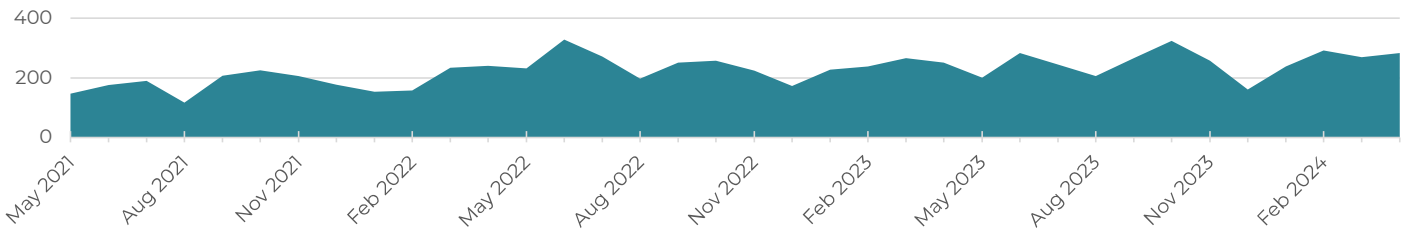
Attendance	April		2024 YTD	2023 YTD	Change
Adult	4,741	50.6%	12,982	9,035	43.7%
Children	4,378	46.7%	16,741	13,244	26.4%
Teen	255	2.7%	1,303	1,160	12.3%
<b>Total</b>	<b>9,374</b>	<b>100%</b>	<b>31,026</b>	<b>23,439</b>	<b>32.4%</b>

Attendance



Sessions	April		2024 YTD	2023 YTD	Change
Adult	181	64.0%	708	625	13.3%
Children	90	31.8%	325	309	5.2%
Teen	12	4.2%	49	49	0.0%
<b>Total</b>	<b>283</b>	<b>100%</b>	<b>1,082</b>	<b>983</b>	<b>10.1%</b>

Sessions



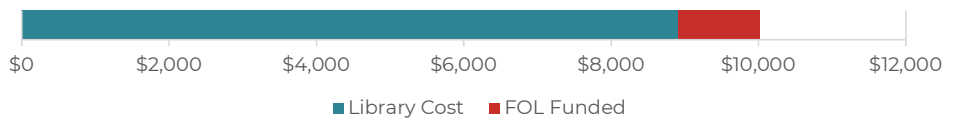
### Total Program Cost

\$10,008.84

### FOL Funded

\$1,100.00

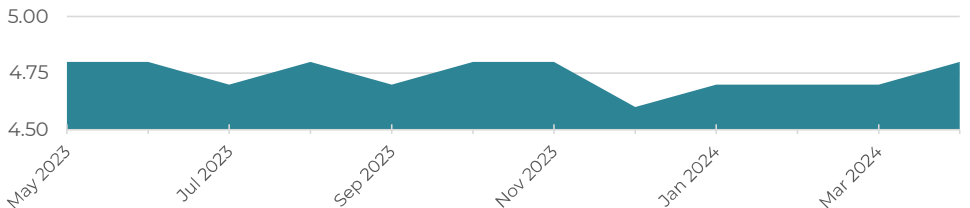
11.0%



### Program Satisfaction

4.8 / 5

out of 87 programs



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

	April	Trend	2024 YTD	2023 YTD	Change
Attendance	987		5,276	13,924	-62.1%
Sessions	16		74	88	-15.9%

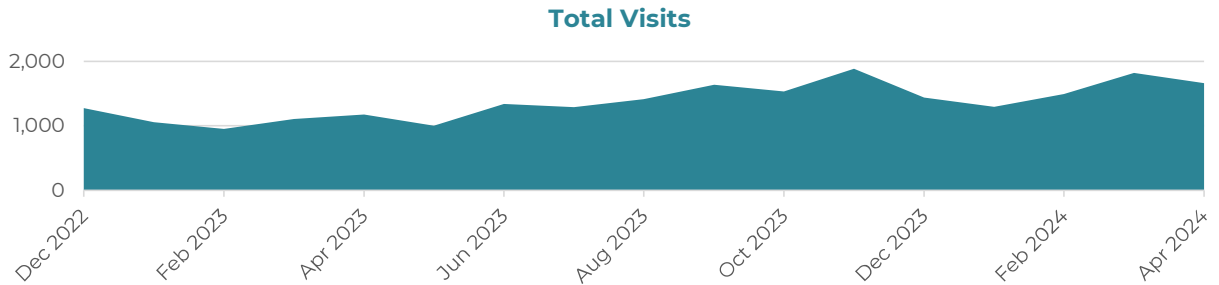
May 2023-April 2024

<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

April 2024 Dashboard

	April	% New Users	2024 YTD	2023 YTD	Change
<b>Makerplace Visits</b>	1,664	5.0%	6,285	4,299	46.2%
<b>New Users<sup>3</sup></b>	<b>April</b>		<b>2024 YTD</b>	<b>2023 YTD</b>	<b>Change</b>
Makerplace	61	72.6%	243	217	12.0%
Kitchen	10	11.9%	78	61	27.9%
Makerplace & Kitchen	13	15.5%	64	54	18.5%
<b>Total</b>	<b>84</b>	<b>100%</b>	<b>385</b>	<b>332</b>	<b>16.0%</b>



	April		2024 YTD	2023 YTD	Change
<b>Equipment Usage<sup>4</sup></b>					
Fabrication	178	54.3%	708	499	41.9%
Small Tools	51	15.5%	220	174	26.4%
Sewing	61	18.6%	238	172	38.4%
Technology	37	11.3%	144	105	37.1%
Art	1	0.3%	13	16	-18.8%
<b>Total</b>	<b>328</b>	<b>100%</b>	<b>1,323</b>	<b>966</b>	<b>37.0%</b>

	April		2024 YTD	2023 YTD	Change
<b>Program Attendance<sup>5</sup></b>					
Culinary	139	35.7%	530	377	40.6%
Maker	146	37.5%	547	305	79.3%
Tour	8	2.1%	56	70	-20.0%
Other	96	24.7%	304	33	821.2%
<b>Total</b>	<b>389</b>	<b>100%</b>	<b>1,437</b>	<b>785</b>	<b>83.1%</b>

	April		2024 YTD	2023 YTD	Change
<b>3D Print Jobs</b>	121		702	552	27%

	April		2024 YTD	2023 YTD	Change
<b>eLearning<sup>6</sup></b>	331		796	1,177	-32%

<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