

# Director's Report

July 2024

Arlington Heights Memorial Library


## Spotlight

### Over 170 Readers Attend Library's Third Annual Lit Stroll



The library's third annual Lit Stroll event took place on Saturday, June 22. Over 170 attendees strolled from Mago Grill & Cantina, Hey Nonny and Arlington Ale House in downtown Arlington Heights to hear authors Mary Kubica, Nick Medina and Kathleen Rooney speak about their journeys towards becoming published authors, behind the scenes details of their newest novels and more.

Throughout the day attendees

 listened to the authors, enjoyed appetizers and mingled with other literary lovers. The event concluded with a book signing with books available for sale courtesy of long-time bookselling partner The Book Stall.

Lit Stroll was organized in collaboration between the Info Services and Programs & Exhibit Departments. Info Advisor Sherri, Program & Exhibit Specialist Neal and Program & Exhibit Coordinator Nikki began author and venue bookings earlier this year. Day-of-event team insured the event ran smoothly and three Info Advisors had a chance to shine in conversation with our featured authors—Bravo to Danielle, Lucy and Joan Lasky.



Some positive feedback from attendees included: ***"It was great to have that many people together in the same place at the same time enjoying the same things. A love of authors and books. Thank you!"*** ***"All three of the Readers Advisors did a great job asking questions and I felt this year's authors were outstanding. Best Lit Stroll and I've attended all three! Thank you so much."***





Strengthen the library's service outside its walls

## AHML Continues to Build Upon Partnerships



- **Village of Arlington Heights:** Village Manager Randy Recklaus returned for a Village Update in Hendrickson Room, which engaged 64 attendees. Randy included in his presentation compelling stats on various types of service calls and crime trends, the latest on Arlington Park, as well as new projects and developments. Attendees were grateful to the library for hosting this event, offering access to connect with Randy in person.

• **Arlington Heights Park District:** Yoga in the Park, presented in partnership with Arlington Heights Park District, returned to the museum lawn for the seventh summer. Even with the threat of rain and the humidity, 31 yogis joined instructor Lynn Minuskin and Programs & Exhibits Specialist Emily for an hour-long beginning yoga session. Lynn taught attendees how to center themselves and block out the noise of their busy surroundings while practicing deep breathing and stretching. Sessions for adults, teens and tweens will continue through August.



- **Wheeling Township:** Community Engagement Liaison Catalina attended a needs assessment session conducted by Wheeling Township, which is part of their plan to build stronger mental health resources and assistance in our town. Catalina shared the library's commitment to providing a safe space and supporting customers through initiatives like our Mental Health Fair in May, resource guides, programming and more. The report, which will combine insights and recommendations from community partners on mental health initiatives and next steps, will be ready for the public in September.
- **Local Businesses:** Last month the Vinyl Listening Party program hosted by Program & Exhibits Specialist Neal and Program & Exhibits Assistant Jay moved to The Empty Corner, a creative event space in Arlington Heights, where 25 music enthusiasts connected over the month's theme—Women Up Front. Taking turns, attendees shared a favorite female musician and track and proudly displayed their cherished vinyl collections. Both the library and The Empty Corner found the event to be such a success that it will now reprise bimonthly, building community and continuing to invite in new music lovers with each unique theme.





## AHML Engages Community in Places Where Customers Are

- **Senior Center:** Fifty-five attendees visited the library table and assistive devices demo offered by Senior & Accessible Services staff at the June Senior Expo hosted by the Village of Arlington Heights Senior Center's Foundation.



- **In the Parks:** Youth Services and bookmobile staff kicked off this summer's Storytime in the Park season at Pioneer Park with 195 community members in attendance. Library staff engaged with 686 community members at three different parks in June. A story about the series was featured in Suburb Talk, a local online news outlet.

- **Farmers Market:** The library hosted several pop-ups at the Farmers Market in June. At one of the pop-ups, Eunice, Info Services Advisor and David, Technology Instruction Coordinator promoted this year's FanCon to nearly 160 community members. Community members shared stories of their favorite past events and many Farmers Market patrons learned about the event for the first time.

- **Summer U:** Youth Services and bookmobile staff joined 492 District 25 students at Summer U. Library staff supported the literacy review programs designed to give students a boost to reach grade-level expectations.





- **Arlington Heights Garden Club:** Staff members from the Circulation & Community Services Department hosted a table at the Arlington Heights Garden Club's Unique Boutique. Over 100 potted plants grown from cuttings at the library's drive-up window were given away. Partnering with the Friends of the Arlington Heights Memorial Library, donated gardening books were sold at bargain prices.
- **Harper College:** The library interacted with over 180 attendees at Harper College's Juneteenth Block Party. Attendees learned about the library and enjoyed a game of PLINKO to win prizes.



- **Luther Village:** Senior & Accessible Services staff visited Luther Village on Library Day to highlight library programs and services available to residents. Nearly 30 people attended the session where library staff issued 10 new library cards, checked out books and assisted customers to register for library programs and services. As a result of this outreach event, Luther Village residents arranged a July visit for 12 residents to the library's Makerplace.





Grow the use of our services and resources

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

- The Youth Services Department welcomed 36 new tweens into the tween space in Kids' World and 38 new teens into the Hub, highlighting resources and activities of each space.
- The library hosted another community blood drive and thanks to the donors we will be able to help 60 patients in need of blood.
- Programs & Exhibits Specialist Neal hosted the June session of Death Café, which attracted a diverse group of women ranging from their 30s to 80s, including a mother and daughter. Facilitator Rebekka did an excellent job connecting community members through deep and thoughtful conversation, beginning by providing a brief history of Death Café and sharing her personal journey into Death Café discussions. Together, the group explored various topics such as non-Western views on death, navigating conversations with dying loved ones who are reluctant to discuss it and coping with guilt after losing a loved one.



- Eighteen community members attended the library's latest Get Help and Connect with Local Government program featuring seven different community partners. The program provides an opportunity and neutral space for community members to connect with their elected official offices and social services around Arlington Heights and surroundings.





- Senior & Accessible Services staff member Renee hosted the first DIY Crafternoon at the library's Senior Center branch. Attendees created a felt ball tree, enjoyed the company of other crafters and learned about additional opportunities to visit the library's Makerplace.



of Arlington Field and the POW Program during WWII that brought 75 German captives to the farms of Arlington Heights in 1943. It was a great showcase of the databases and collections of the Shackley Genealogy Collection in action and an opportunity for residents to share their own first and second-hand experiences of 1940s wartime Arlington Heights.

- Genealogy & Local History Librarian Eddie and Genealogy Volunteer Mark presented a program on the history



- Award-winning local author and Arlington Heights resident, Robert Mueller, offered a riveting presentation about the ordinary men, who against all odds, performed dangerous military operations in the early hours of June 6, 1944 in his Airborne on D-Day program hosted by Senior & Accessible Services Department. Nearly half of the 60 program attendees took the time to give the program their highest ratings and share positive comments including:

***"He knows his topics inside and out. So informative."***

***"Wonderful oratory skills. I choked up several times and fought back tears hearing about the sacrifices those heroic men made."***

***"History and the courage of that generation for democracy. More programs like this are needed. Thanks."***

- The ESL (English as a Second Language) team hosted 49 group programs with 521 in attendance. All of these were facilitated by library staff and volunteers.
- Info Services Librarian Barb hosted a Wheeling Township SHIP (Senior Health Insurance Program) counselor for a Resource Hour. Eleven customers visited the table set up on the first floor to meet with the counselor about their Medicare questions. Because Medicare can be a complicated program for people to navigate, bringing SHIP counselors to the library provides convenient access and trustworthy assistance.



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

## AHML Celebrates Pride Month



- Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) Pride Month is celebrated each year in June to honor the 1969 Stonewall Uprising in Manhattan, the tipping point for the Gay Liberation Movement in the United States. The purpose of this commemorative month is to recognize the impact that LGBTQ+ individuals have had on history locally, nationally and internationally. Library staff hosted programs, created booklists and resource pages on the library's website and more. Below are some highlights from the month:

- Nikki, Programs & Exhibits Coordinator and community partner Glen's Friends interacted with nearly 180 community members at the Pride Month pop-up at the Farmers Market. Community members selected from multiple giveaways such as Pride flags, stickers, bracelets, pencils and wildflower seeds provided by Glen's Friends.



- Programs & Exhibits Specialist Emily and Makerplace Specialist Kate welcomed a total of 30 artists to two sessions of Inspired by Art in late June. Inspired by the Pride Month Community Quilt Project, attendees learned about the AIDS memorial quilt and the history of quilting. Then, using fabric scraps, embroidery supplies, paint and fabric markers, each attendee made a quilt square which will become part of a community quilt organized by the library.
- Over 280 items were checked out from a Pride Month featured book display. The display also included a QR code for customers to browse booklists on the library's website. A customer commented:  
***"I just wanted to say great job on the Pride display! I love the mix of fiction/nonfiction/movies! I grabbed a few from the display and like seeing which ones are new since the last visit."***

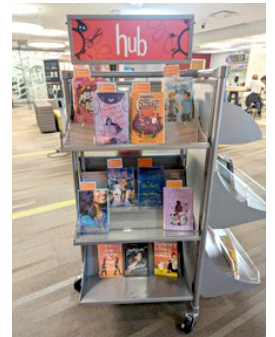


## Displays & Book Me Service Help Boost Collection Circulation

- Info Advisors and Librarians completed 40 Book Me requests, which provides a curated list of reading suggestions based on customer's preferences. This large increase in June is largely due to the Page Turners Adult Readers Program.

- During the first few days of Summer Reading, many books were checked out from the summer displays. Throughout the month of June, Collection Services Librarian Candy replenished the displays with past award nominees. By June 6, all award nominee books for grades K-1 were checked out therefore Youth Services staff started adding to the display from the collection as needed. As of the end of the June, more than 340 past award nominees were added to the Kids' World and Teen Picks displays.

- In June the Teen Services staff used one of the library's mobile display units to highlight items from the teen collection. Each side featured a niche display (Summer Romance, Vampires vs. Werewolves and Chiller Thriller) and the display unit was placed near the Hub entrance. The results were as expected: books moved from this display quicker and more frequently than the Hub Featured Display and the side that was facing the highest traffic area needed to be replenished more often.



## Collection Services Adds Diverse Subject Headings to Materials in Collection

Every month, Cataloging Librarian Eve adds the diverse subject headings to items recently added to the collection, with about 600 titles each month receiving the headings. This includes regular print items, Large Print, audiobooks, eBooks and eAudiobooks. Once a year, in June, she looks at the entire collection, to identify titles that we already owned and which had diverse headings added to them. For June 2024, over 5,548 items received diverse headings; 2,709 were books and 1,712 were eBooks.

**The library now has 40,623 DEI (diversity, equity, inclusion) items (19.5% of the collection) representing 26,820 titles.**





## Makerplace Fosters Community Connections & Inspires Creativity Through Experiences

- In response to the community's desire for more flexibility and ease of use during the Laser Etch a Glass class at the Makerplace, Makerspace Specialist Kate adapted the class to use Canva instead of Adobe Illustrator. Ten students learned how to etch a design onto a pint glass with more choices for images and text using the Canva software. The response to the change was overwhelmingly positive.
- The Youth Services and Makerplace teams collaborated on two programs in June. Makerplace Specialist Lisa and Teen Advisor Stacy led eleven teens as they painted miniature figurines and chatted about their experiences playing tabletop Dungeons & Dragons. Chef Brian and Early Learning Librarian Allison celebrated summer with 63 children and their caregivers learning to make lemonade at a Makerplace pop-up program. Many of these customers also explored other areas of the Makerplace to do other crafts, such as making buttons and "stained glass" dreamcatchers.



- Chef Julie Yoon returned to the Makerplace Kitchen to teach a new No Bake Nutella Cheesecake class. This marked the first time the library offered three back-to-back culinary classes in one day and it was a great success. Chef Julie prepared to teach the recipe in under 60 minutes and Programs & Exhibits Specialist Emily supported smooth instruction and a quick turnover, enabling 41 attendees to enjoy a little time in the kitchen and walk away with an easy to repeat recipe. Some positive feedback from attendees included: ***"One hour was a nice change. You guys are always thinking outside the box. Kudos to Emily as she is always on the ball."***

- The Programs & Exhibits Department welcomed back three popular instructors in June. Chef Jen Paleracio returned to reprise her popular Spectacular Sushi class in which 16 attendees learned how to properly roll sushi, gaining confidence while making their own California and salmon rolls; Arlington Heights' own Mark Heffernan of Zingabrew returned to teach Ginger Beer in which 17 attendees learned about his local company, the production of ginger beer and experimented with flavoring their own batched; Advanced cicerone Matt Geary of Beer on the Wall returned to lead a new beverage tasting class—Barrel-Aged Beverages, with 14 attendees enjoying history, food science and a taste of barrel-aged beverages from rum to whiskey and white wine to beer. All three classes offered very different food and beverage learning and were very appreciated by attendees.


# What Customers Are Saying

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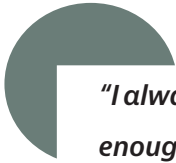
Digital Services Advisor Russ shared:

***"A regular customer reported that the new copiers/printers are 'so sweet!'"***




***"The service level from both AHML and Newsbank [online database provided through the library] has been stellar and very much appreciated."***


-Customer who interacted with Bill from Digital Services



***"I always wanted to learn the sushi technique and now I feel that I have enough knowledge to continue exploring it."*** -Spectacular Sushi Class Attendee



***"I enjoy the variety of the presentations that the library offers."*** -Fundamentals of Food Businesses Program Attendee



***"Really grateful that our library has such terrific resources. Well worth the tax dollars."***

-LGBTQ+ Genealogy Program Attendee



# Arlington Heights Memorial Library

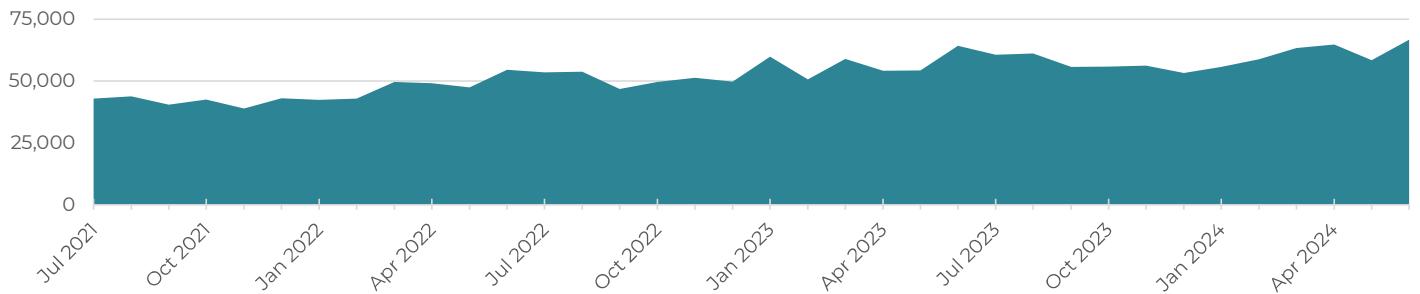
June 2024 Dashboard

## Library Visits

79% of library customers in June visited the Main Library. Year to date, library visits are up 10.2%.

	June			2024 YTD	2023 YTD	Change
Main Library	51,693	79.0%		295,279	278,236	6.1%
Drive-Up	5,346	8.2%		30,946	30,650	1.0%
Outreach	3,309	5.1%		12,748	N/A	-
Bookmobile	3,237	4.9%		11,469	11,040	3.9%
Makerplace	1,852	2.8%		9,583	6,639	44.3%
Senior Center	1,226	1.9%		7,626	6,242	22.2%
<b>Total</b>	<b>65,437</b>	<b>100%</b>		<b>360,025</b>	<b>326,565</b>	<b>10.2%</b>

Total Visits



Room Use	June	2024 YTD	2023 YTD	Change	Trend
Hendrickson Room	15	68	80	-15.0%	
Conference Rooms	1,140	7,712	7,139	8.0%	
<b>Total</b>	<b>1,155</b>	<b>7,780</b>	<b>7,219</b>	<b>7.8%</b>	July 2023-June 2024

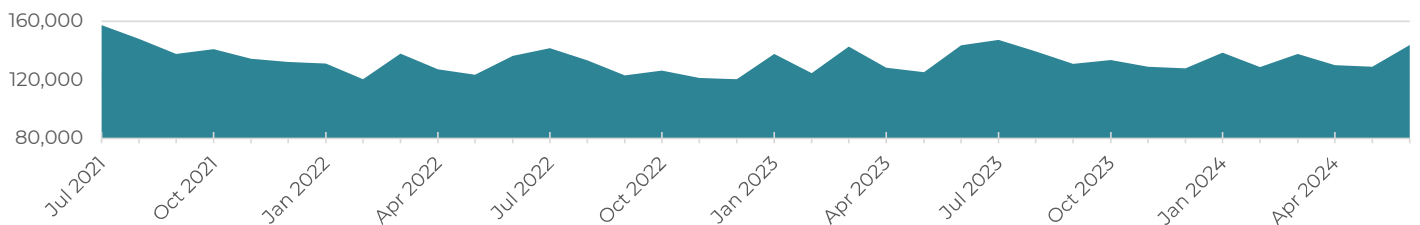
Library Cards <sup>1</sup>	June	2024 YTD	2023 YTD	Change	Trend
Resident	473	2,158	2,375	-9.1%	
Reciprocal	108	662	773	-14.4%	
Purchased	2	5	3	66.7%	
<b>Total</b>	<b>583</b>	<b>2,825</b>	<b>3,151</b>	<b>-10.3%</b>	July 2023-June 2024

## Circulation

16.3% of checkouts in June were Downloadable items. Year to date, total checkouts are up 0.71%.

	June			2024 YTD	2023 YTD	Change
Print	86,417	60.1%		462,103	462,984	-0.2%
Audiovisual	23,983	16.7%		148,720	153,078	-2.8%
Downloadable	23,382	16.3%		138,400	130,044	6.4%
Other	9,746	6.8%		56,200	53,652	4.7%
ILL	344	0.2%		2,268	2,219	2.2%
<b>Total</b>	<b>143,872</b>	<b>100%</b>		<b>807,691</b>	<b>801,977</b>	<b>0.71%</b>

Total Checkouts



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

# Arlington Heights Memorial Library

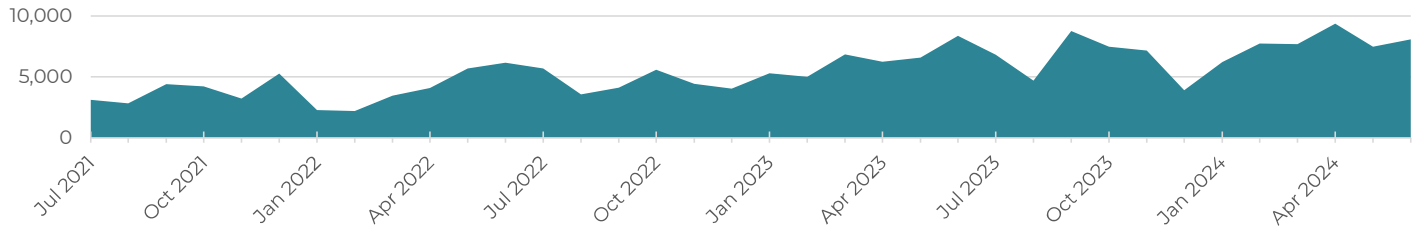
June 2024 Dashboard

## Programs

4,275 customers attended Children programs in June, which represents 52.8% of all program attendees. Year to date, program attendance is up 21.4% across all audiences and program sessions are up 11.3%.

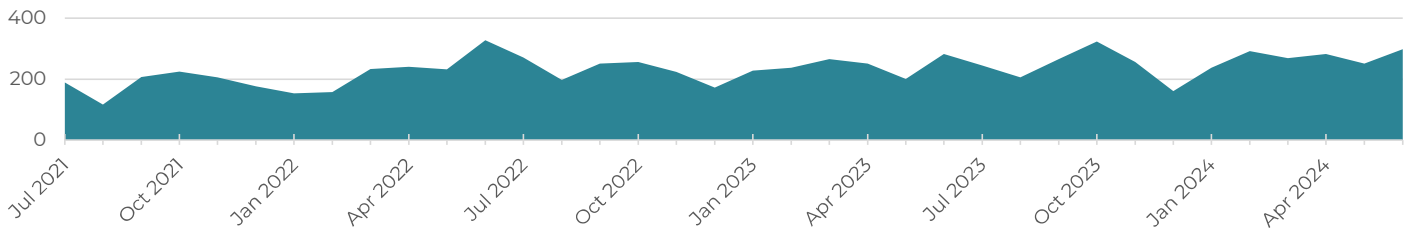
Attendance	June		2024 YTD	2023 YTD	Change
Children	4,275	52.8%	23,285	20,052	16.1%
Adult	3,531	43.6%	20,878	15,980	30.7%
Teen	284	3.5%	2,443	2,360	3.5%
	<b>8,090</b>	<b>100%</b>	<b>46,606</b>	<b>38,392</b>	<b>21.4%</b>

### Attendance



Sessions	June		2024 YTD	2023 YTD	Change
Adult	183	61.2%	1,085	938	15.7%
Children	85	28.4%	445	433	2.8%
Teen	31	10.4%	103	96	7.3%
	<b>299</b>	<b>100%</b>	<b>1,633</b>	<b>1,467</b>	<b>11.3%</b>

### Sessions



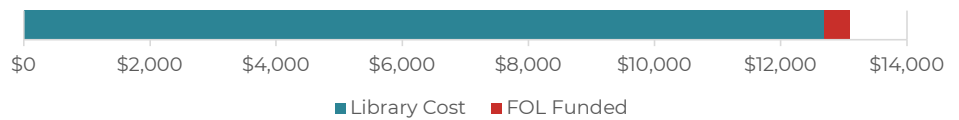
### Total Program Cost

\$13,095.01

### FOL Funded

\$400.00

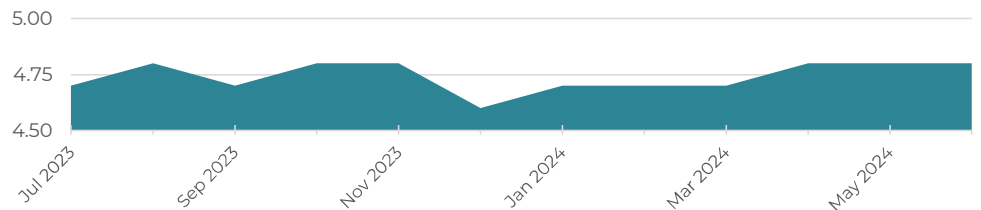
3.1%



### Program Satisfaction

4.8 / 5

out of 78 programs



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

	June	Trend	2024 YTD	2023 YTD	Change
Attendance	6,549		21,978	28,261	-22.2%
Sessions	30		125	144	-13.2%

July 2023-June 2024

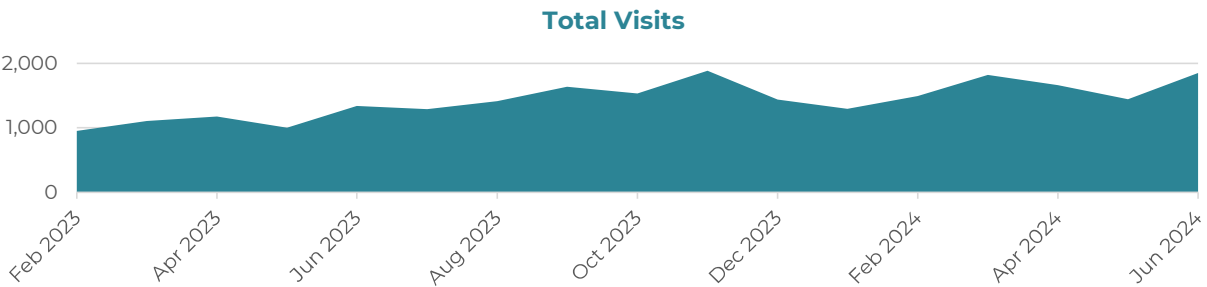
<sup>2</sup>Supplementary programs and activities are planned events where customers participate on their own, instead of at a designated time with a group. Registration is not required.



# Arlington Heights Memorial Library Makerplace

June 2024 Dashboard

	June	% New Users	2024 YTD	2023 YTD	Change
Makerplace Visits	1,852	8.4%	9,583	6,639	44.3%
New Users <sup>3</sup>	June		2024 YTD	2023 YTD	Change
Makerplace	86	55.1%	376	329	14.3%
Kitchen	47	30.1%	147	104	41.3%
Makerplace & Kitchen	23	14.7%	89	74	20.3%
Total	156	100%	612	507	20.7%



Equipment Usage <sup>4</sup>	June		2024 YTD	2023 YTD	Change
Fabrication	246	49.0%	1,168	867	34.7%
Small Tools	115	22.9%	410	288	42.4%
Sewing	82	16.3%	392	249	57.4%
Technology	51	10.2%	222	180	23.3%
Art	8	1.6%	23	24	-4.2%
Total	502	100%	2,215	1,608	37.7%

Program Attendance <sup>5</sup>	June		2024 YTD	2023 YTD	Change
Culinary	109	50.0%	798	643	24.1%
Maker	89	40.8%	811	448	81.0%
Tour	16	7.3%	81	101	-19.8%
Other	4	1.8%	310	33	839.4%
Total	218	100%	2,000	1,225	63.3%

	June		2024 YTD	2023 YTD	Change
3D Print Jobs	149		976	845	16%

	June		2024 YTD	2023 YTD	Change
eLearning <sup>6</sup>	259		1,241	1,713	-28%

<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