

Director's Report

October 2024

Arlington Heights Memorial Library

Spotlight



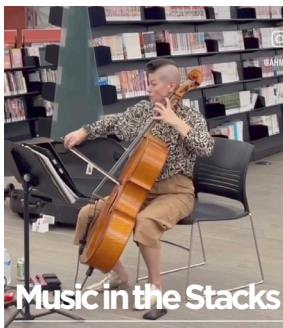
One Book, One Village a Surefire Hit with the Arlington Heights Community

This year's One Book, One Village (OBOV) selection, *The Collected Regrets of Clover*, is a surefire hit with the Arlington Heights community. As a result, our Collection Services team has purchased more than double the number of eBook copies to meet the high demand, the author event has had a waitlist since the early days of September, holds continue to grow for the regular and Large Print versions and the themed programs and book discussions are being well attended.

Programs: Nearly 60 people attended the history of Mahjongg followed by 10 people attending the follow-up play at the library. Over 40 people attended a bonfire at the Arlington Heights Historical



Bonfire



Music in the Stacks

Museum to play lawn games, roast marshmallows and burn their regrets. Over 60 people attended a special OBOV-inspired look at Women in Photojournalism post-WWII program featuring the work of Dorothea Lange, Margaret Bourke-White and Lee Miller.

Nearly 30 people attended the End-of-Life Perspectives panel virtually aimed to foster understanding, support and community connection around the subject of

death and dying. Adult English language learners enjoyed a hybrid book discussion where they discussed new words they learned while reading the book including the word "doula." A special Music in the Stacks performance by cellist Lilianna Wosko was enjoyed by nearly 70 listeners, and a short video of Lilianna's performance has spread like wildfire on Facebook with over 18,000 views.

Promotion: Catalina, Community Engagement Liaison, and Sasha, Director of Communications & Marketing, represented the library at the Village of Arlington Heights board meeting to promote this year's OBOV selection. Following the board meeting, an article about OBOV was published in the *Daily Herald* with the headline, "Why this book is flying off library shelves." The article helped boost even more holds for the book in both print and digital versions.



Display

Outreach: Library staff promoted OBOV at outreach events in the community in September including the Farmers Market and Harmony Fest. Staff engaged with over 280 attendees on day one of Harmony Fest and nearly 190 attendees on day two. Throughout the weekend, attendees were able to put their name in a drawing for a copy of *The Collected Regrets of Clover*.



In-Library Displays: The Programs & Exhibits Department curated three display cases showcasing a variety of personal collections from library staff including postcards, bookmarks, keychains, Chicago Cubs gear, dollhouse chairs and more.





Strengthen the library's service outside its walls

AHML Continues to Build Upon Partnerships

District 21: Youth Services staff participated in Poe Elementary's Back-to-School Ice Cream Social interacting with 231 students and their families.



District 214: Library staff visited District 214's Women and Children Center at Forest View, meeting with a group of 45 English learners to promote fall events at the library and more. Over 90 students, children and instructors experienced the bookmobile by checking out items and registering for a library card.

Arlington Heights Historical Museum: Eddie, Genealogy & Local History Librarian, guest lectured at the Arlington Heights Historical Museum on the history of the Arlington Heights Memorial Library. Eddie has been presenting a series for the library on the history of various landmarks around town and how to research them with library resources. Eddie talked about the Women's Reading Circle in the late 19th century that first began lending out books and how generations of hard work and investment brought about the library that we know and love today. One attendee said: ***"Eddie made the program informative, illuminating and enjoyable."***

AHML Engages Community in Places Where Customers Are

Youth Services staff were thrilled to reconnect with District 214's Newcomer Center and Vanguard School. In September, Youth Services staff launched Tinker Days at both District 214's Specialized Schools programs. Staff will visit students monthly throughout the school year.



Catalina, Community Engagement Liaison, Sue, Circulation Assistant, and Alice, Youth Services Senior Supervisor, promoted National Library Card Sign-up Month at the Farmers Market last month. They engaged with 200 people of all ages at the library table where they played games, won giveaways and learned how using or getting a library card in September could make them eligible to win exciting prizes.

Staff members from Youth Services, Community & Circulation Services and the Bookmobile team engaged with over 1,000 attendees of the Touch-a-Truck event at the ARC. Kids were excited to utilize the bookmobile, complete a fun activity and more.





Grow the use of our services and resources



Makerplace Celebrates Third Anniversary with an Open House

The Makerplace hosted its annual open house celebrating its third year creating new avenues to build community in Arlington Heights. Over 160 new and returning makers joined the party to learn, make and taste what the Makerplace offers, with 95 visitors in the first hour.



Makerplace staff ran multiple interactive and demonstration stations throughout the building. At the screen-printing station in the Creative Arts space, Makerplace Specialist Lisa and her volunteer Jesse screen printed 47 tote bags, with the help of the customers. Makerplace staff was supported by Digital and Youth Services staff who were on hand with age-appropriate crafts and technical advice.

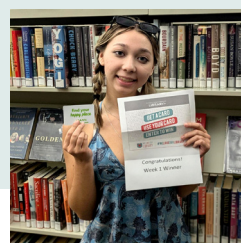
The sewing room was abuzz with activity as regular Makerplace users,

a dedicated group of quilters and sewers, shared their projects and offered valuable advice to visitors. Chef Brian was in the kitchen for the duration of the party, cooking muffins and dumplings for people to eat, as well as talking to people as they came through.



AHML Celebrates National Library Card Sign-up Month

In honor of National Library Card Sign-up Month, new customers who signed up for an Arlington Heights Memorial Library card and current Arlington Heights cardholders using their card during the month of September were automatically entered into a drawing for gift cards to local businesses and other prizes donated by the Friends of the Library. Over 470 new customers signed up for a library card in September.





A Storytime Designed for Our Youngest Library Customers

Supporting early learning and fostering positive connections with the library from birth is a priority in Youth Services. The library's youngest customers enjoy and learn at our weekly Baby Time. During Baby Time, 20 minutes of guided rhymes and book sharing is followed by 10 minutes of play and social time with the library's toys. Each month, a new American Sign Language sign is shared for early communication with your baby. Many of these pairs also attend the monthly First-time Parents Meetup presented in collaboration with the Village of Arlington Heights.



Makerplace Adds Additional Button Maker to Meet High Demand



The Makerplace's button maker has been a popular drop-in craft, with over 500 buttons made by customers from April to September 2024. As interest in this tool grows, more customers are looking to use it for larger projects. To meet this demand, Chris, Makerplace Branch Assistant Manager, purchased a second button maker so that customers working on extensive projects can use the equipment without interruption.

In addition to the new button maker, the Makerplace staff added a few more items to the collection including a punch needle kit allowing customers who enjoyed the class to continue their learning experience, an electronic spinning wheel for turning wool into yarn to complement our existing fiber art tools and another button maker in the 1.25-inch size.



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

AHML Celebrates Hispanic Heritage Month



AHML kicked off Hispanic Heritage Month with 100 attendees enjoying a Sunday Musicales performance by Vivian Garcia. Vivian performed a wide range of Latin American styles of music as well as some folk songs and originals. She performed in Spanish and English, offering a rich bilingual experience complete with information about the musical styles and their origins and background stories of many songs.

Catalina, Community Engagement Liaison, and Lorena, ESL Volunteer, facilitated a special edition of the library's bimonthly Hablemos Español program for Hispanic Heritage Month. Adult participants played the Mexican game of Lotería, engaged in Spanish conversations to enrich their vocabulary and enjoyed arroz con leche for dessert.



Social Worker Program Debuts at AHML

Barb, Info Services Librarian, helped kick off a new bimonthly collaboration with the Village of Arlington Heights called "Social Worker in the Library." Darren Brown, Social Services Coordinator for the Village of Arlington Heights, will be at the library two Tuesdays a month from 9:30-11:30 a.m. to offer counseling and resources for staff and customers.

Garden Swap Wraps Up

Nearly 50 garden enthusiasts came out for the final monthly garden swap of 2024—the library's third full season offering a regular space for gardeners to connect and share while swapping plants, seeds, vegetables, flowers and even equipment. John, a Master Gardener with the University of Illinois Extension, continues to be an invaluable asset to the swaps, now hosted by staff across all departments. In total, 2024 Garden Swaps served 296 community members, up from 193 in 2023 and 137 in 2022.



THE SAFARI WAY

to Greater
Happiness:
The Big Five



The Safari Dude Presents at AHML

Professional keynote speaker Steve Fredlund, also known as The Safari Dude, made his AHML debut with 30 people in attendance. Steve walked them through his philosophy and framework of the "The Big 5" components to greater happiness and a more epic adventure in life and work, based on what makes African safaris such a special experience. The program was developed and hosted by Jay from Programs & Exhibits with support from Diane, Business Services Advisor, who shared the opportunity within the Arlington Heights Chamber of Commerce network.

H-O-T-T-O-G-O Materials & More Available for AHML Cardholders

Hot Picks

Hoping to get your hands on the latest Lee Child or Louise Penny? You might get lucky with a Hot Pick! This collection of first come, first served new releases and

bestsellers complements the library's holdable copies of the most popular titles. The Hot Picks collection, located in the New & Popular area, debuted in January 2020 with just 147 items. Since then, it has grown to over 670 items, with fiction and nonfiction books, movies and magazines. On average in 2024, 65% of the collection is checked out at any given time.



Info Advisors curated 50 LitCrates in September with a theme of celebrating art. Each LitCrate included a hand selected book, a pen shaped like a paintbrush, a bookmark and a treat. The bookmarks were created by one of the library's graphic designers and featured art that is displayed in the library.





Makerplace Fosters Community Connection & Inspires Creativity Through Experiences



Felting

"This is the best program I've done to date"

was the sentiment shared amongst the 27 attendees at a new wet felting class at the Makerplace. In the spring, fiber extraordinaire and local farmer Natasha Lehrer Lewis approached Makerspace Specialist Kate with an idea of a new program she wanted to try. Because of the long relationship Natasha has with Kate and the Makerplace, AHML was the first library to experience a combo wet felting

and flower arranging class with fibers from local farms and flowers grown at Natasha's farm, Esther's Place. Natasha's classes are always a hit with customers, but this new offering rose above and beyond the others, with customers saying, ***"I've never done this, this is way cool!"***



Wire-Wrapped Jewelry

The Makerplace's first-ever wire wrapped jewelry class was a smashing success!

The class filled up within the first 30 minutes of registration, with 46 eager participants on the waitlist. Out of the 20 people who registered, 17 attended, making it a lively and well-attended event.




The Fiber Crafts Meetup continues to be a huge hit at the Makerplace. September was the first month offering both afternoon and evening sessions and both drew diverse and excited groups. From a crocheter fresh out of college and working their first job to two friends who had lived in the same building but had never met before the Makerplace's Crochet-A-Long in April and retired nurse and her daughter-in-law, each attendee enjoyed the conversation and community provided by the event.

What Customers Are Saying




Lynnanne, Info Services Librarian, shared from customer:

"I appreciate your preparation and the support you're providing in my job search. Your services are truly valued."




"I'm so grateful that the library has plenty of Ukrainian books. It is a great pleasure to see a part of your native world inside an American community."

-Customer comment




"We love the new tween space. My son asks to come to the library all the time!"

-Customer comment




"Jon and Neal did a fabulous job leading us through a difficult subject matter. I enjoyed everyone's perspective on the book and learned a lot in the process. It was a great tie-in to the OBOV selection."

-Books & Brews Discussion Attendee




Diane, Business Services Advisor, shared from customer:

"I appreciate all the time you spent with me and all the tools you showed me. You are such a wealth of information!"



"Lisa's instructional style was wonderful; she did a great job describing the steps to a newcomer."

-Sewing Essentials Class Attendee



"Great class—very informative, fun to play around with AI."

-AI Class Attendee

Arlington Heights Memorial Library

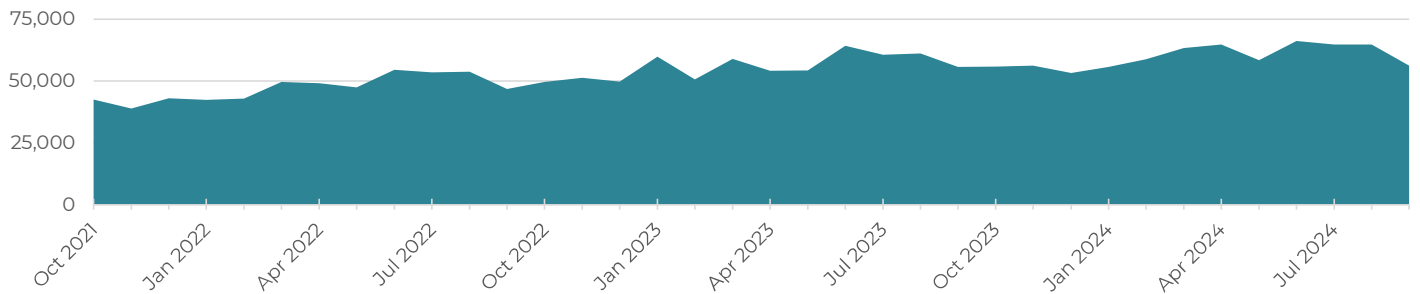
September 2024 Dashboard

Library Visits

74.9% of library customers in September visited the Main Library. Year to date, library visits are up 9.5%.

	September			2024 YTD	2023 YTD	Change
Main Library	42,124	74.9%		441,722	419,233	5.4%
Drive-Up	5,089	9.0%		46,725	45,888	1.8%
Bookmobile	3,716	6.6%		20,030	19,332	3.6%
Outreach	2,820	5.0%		19,559	N/A	-
Makerplace	1,358	2.4%		13,761	10,988	25.2%
Senior Center	1,157	2.1%		11,238	9,452	18.9%
Total	56,264	100%		553,035	504,893	9.5%

Total Visits



Room Use	September	2024 YTD	2023 YTD	Change	Trend
Hendrickson Room	9	91	105	-13.3%	 October 2023-September 2024
Conference Rooms	1,105	11,236	10,430	7.7%	
Total	1,114	11,327	10,535	7.5%	

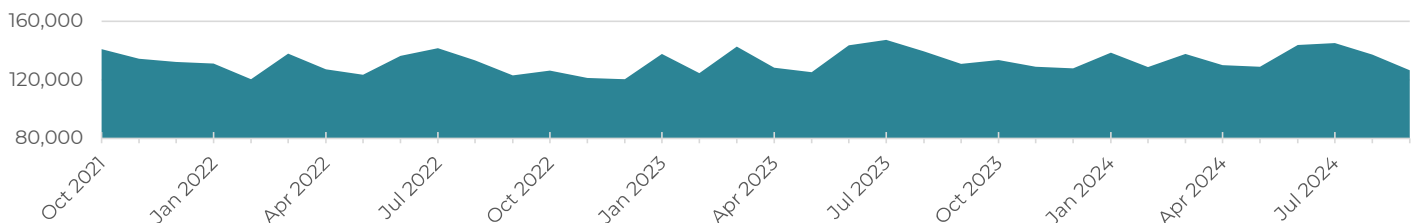
Library Cards ¹	September	2024 YTD	2023 YTD	Change	Trend
Resident	358	3,270	3,783	-13.6%	 October 2023-September 2024
Reciprocal	114	1,033	1,171	-11.8%	
Purchased	0	7	4	75.0%	
Total	472	4,310	4,958	-13.1%	

Circulation

16.8% of checkouts in September were Audiovisual items. Year to date, total checkouts are down -0.26%.

	September			2024 YTD	2023 YTD	Change
Print	73,663	58.2%		702,820	707,802	-0.7%
Downloadable	22,591	17.9%		208,919	196,705	6.2%
Audiovisual	21,237	16.8%		217,404	230,991	-5.9%
Other	8,710	6.9%		83,808	80,748	3.8%
ILL	321	0.3%		3,424	3,314	3.3%
Total	126,522	100%		1,216,375	1,219,560	-0.26%

Total Checkouts



¹ New cards only. Does not include renewals.

Arlington Heights Memorial Library

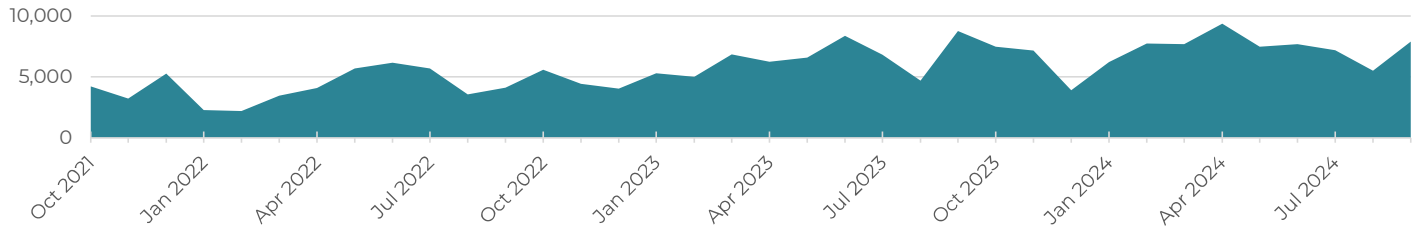
September 2024 Dashboard

Programs

4,299 customers attended Children programs in September, which represents 54.5% of all program attendees. Year to date, program attendance is up 13.8% across all audiences and program sessions are up 7.4%.

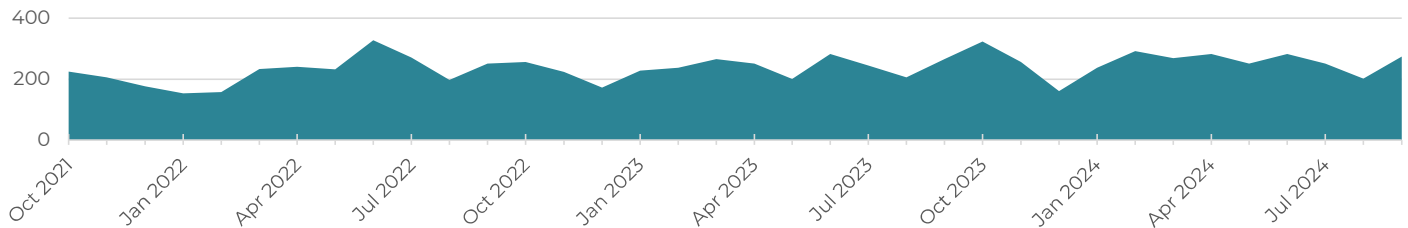
	Attendance	September		2024 YTD	2023 YTD	Change
Children	4,299	54.5%	<div><div></div></div>	33,457	27,464	21.8%
Adult	3,416	43.3%	<div><div></div></div>	30,385	28,221	7.7%
Teen	171	2.2%	<div><div></div></div>	2,956	2,995	-1.3%
	7,886	100%		66,798	58,680	13.8%

Attendance



	Sessions	September		2024 YTD	2023 YTD	Change
Adult	183	66.5%	<div><div></div></div>	1,551	1,420	9.2%
Children	79	28.7%	<div><div></div></div>	644	623	3.4%
Teen	13	4.7%	<div><div></div></div>	151	141	7.1%
	275	100%		2,346	2,184	7.4%

Sessions



Total Program Cost

\$11,100.51

FOL Funded

\$875.00

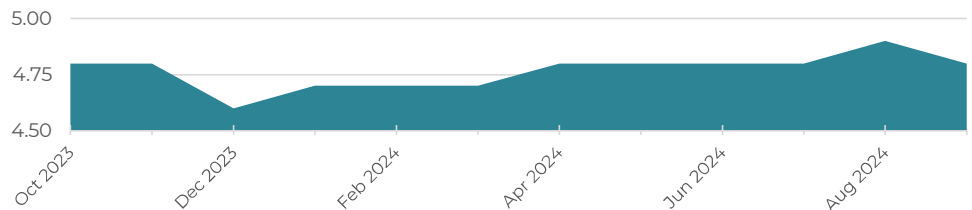
7.9%



Program Satisfaction

4.8 / 5

out of 100 programs



Supplementary Programs and Activities²

	September	Trend	2024 YTD	2023 YTD	Change
Attendance	2,056	<div><div></div></div>	28,860	36,753	-21.5%
Sessions	21	<div><div></div></div>	186	201	-7.5%

October 2023-September 2024

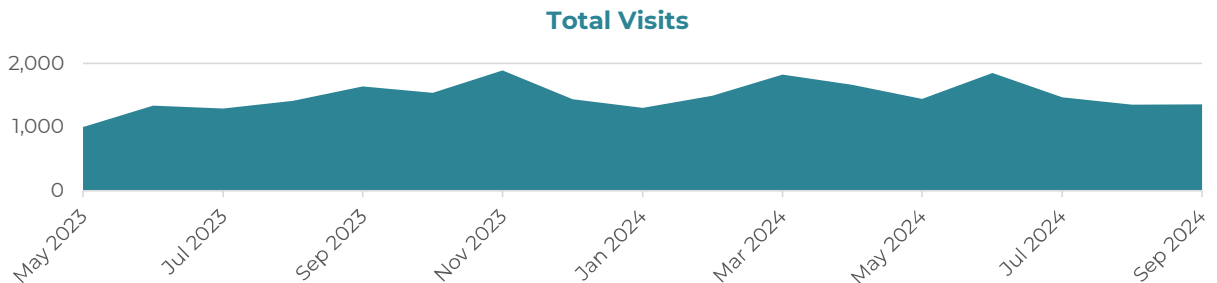
²Supplementary programs and activities are planned events where customers participate on their own, instead of at a designated time with a group. Registration is not required.

Arlington Heights Memorial Library Makerplace

September 2024 Dashboard

	September	% New Users	2024 YTD	2023 YTD	Change
Makerplace Visits	1,358	4.9%	13,761	10,988	25.2%

	New Users ³	September		2024 YTD	2023 YTD	Change
Makerplace		53	79.1%	537	534	0.6%
Kitchen		5	7.5%	180	143	25.9%
Makerplace & Kitchen		9	13.4%	119	114	4.4%
	Total	67	100%	836	791	5.7%



Equipment Usage ⁴	September		2024 YTD	2023 YTD	Change
Fabrication	212	56.1%	1,784	1,481	20.5%
Small Tools	53	14.0%	619	474	30.6%
Sewing	77	20.4%	596	395	50.9%
Technology	33	8.7%	334	306	9.2%
Art	3	0.8%	32	38	-15.8%
Total	378	100%	3,365	2,694	24.9%

Program Attendance ⁵	September		2024 YTD	2023 YTD	Change
Culinary	104	26.6%	1,067	1,000	6.7%
Maker	121	30.9%	1,146	791	44.9%
Tour	3	0.8%	93	151	-38.4%
Other	163	41.7%	473	228	107.5%
Total	391	100%	2,779	2,170	28.1%

	September	2024 YTD	2023 YTD	Change
3D Print Jobs	102	1,320	1,256	5%

	September	2024 YTD	2023 YTD	Change
eLearning⁶	287	1,943	2,496	-22%

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