

# Director's Report

April 2025

Arlington Heights Memorial Library

GOAL

Strengthen the library's service outside its walls

## Resident Donates Handmade Bookmarks for Home Delivery Service Customers

Longtime area resident Toni donated handmade bookmarks for customers in the library's home delivery service. ***"I make bookmarks to donate during the different seasons and holidays. I have such fond memories of bringing my kids to the library and wanted to give back to this community."*** Senior and Accessible Services staff look forward to distributing the bookmarks throughout April to residents at Lutheran Home, Moorings Healthcare and Waverly Inn.



## Candidate Forums Hosted at the Library Ahead of Election

In partnership with the League of Women Voters (LWV), the library presented two candidate forums ahead of the April election: Board of Library Trustees and Wheeling Township Board. One hundred and eighty people attended the live event and 100% of survey respondents indicated they felt better prepared for the election. The forums were recorded using the Hendrickson Room camera and made available on the LWV YouTube channel. More than 1,800 people viewed both candidate forums in total between the event and the election.



## Staff Highlights from Outside the Library Walls

Info Services Manager Jolie Duncan was highlighted in the Illinois Library Association (ILA)'s Member Spotlight for her ILA committee work. Jolie has served on the ILA Awards Committee, the 2022 Conference Program Committee and is currently a member of the ILA Intellectual Freedom Committee. Read more at [ila.org/news/5818/member-spotlight-jolie-duncan](https://ila.org/news/5818/member-spotlight-jolie-duncan).



## AHML Continues to Offer Virtual & Hybrid Opportunities



### Arlington Heights Garden Club

The library's partnership with Arlington Heights Garden Club continues to offer excellent garden events in a hybrid format. Programs and Exhibits Manager Jennifer and Coordinator Nikki welcomed Cathy Bryla, President of the Sag Moraine Native Plant Community, who presented on native shrubs birds love. Over 60 attendees joined virtually with another 33 in-person at the library.

### Wheeling Township

Digital Services Supervisor Gregory partnered with Director of Senior and Disability Services at Wheeling Township Lynndah Lahe to virtually present a Cord Cutting 101 class to 68 attendees.

### Illinois Libraries Present (ILP)

Over 50 watched ILP's Women's History Month program virtually with NASA scientist (and Arlington Heights resident/District 211 grad!) Coralie Adam. Coralie showed highlights of recent missions and some of her favorite photos from space, talked about how she

came to a career in astronomy, shared what it's like to work in a male dominated field, the importance of STEM/STEAM learning and more.





Grow the use of our services and resources

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

### Kids' World Kudos

Grandparents visiting for spring break were so impressed with Kids' World and staff interactions that they sent in a donation to support the library's work. ***"My wife and I spent three wonderful hours in the children's section of your library with our granddaughters. This was [our] first experience with the AHML, and we were simply enchanted."***



### Jane Addams: The Dream of American Democracy

Chicago actor Betsey Means entertained a crowd of 62 as Jane Addams, a crusader for social justice and women's suffrage, who co-founded Hull House in 1889. One attendee said, ***"The performance by Betsy Means was most interesting and informative. I learned so much about Ms. Addams and Hull House."***

### Engaging Lecture on Chicago Architecture

Clarence Goodman returned to deliver an engaging lecture on Chicago architecture. Around 70 people attended this dynamic event coordinated by Programs and Exhibits Specialist Neal Parker. Attendees especially loved the image-heavy presentation and lively Q&A.





## Tweens and Teens Code a Game with AI

Stevenson High School student Evy led 10 tweens and teens in training image recognition AI. They used their AI model to make an interactive game in Scratch. In just a little over one hour, they created impressively creative projects.



## Celebrating Cultural Diversity

Over 180 people attended last month's Sunday Musicale performance by Shy Godzillas featuring three

world-class musicians from three different countries and cultures playing off each other's skills and improvisational talents in the moment. The band performed a diverse range including tango; folk music from Japan, Hungary and Romania; Bach, Latin, jazz and familiar American rock and pop.



## Makerplace Staff Streamline Culinary Programs Check-in Process

Customers often stop by the Makerplace to see if there are any unclaimed seats in the culinary classes. To ensure fair admittance for open seats, Makerspace Branch Assistant Manager Chris and Makerspace Culinary Advisor Brian created a set of "walk-in tokens" that are handed out to the first six customers who walk in. Similar to taking a number at the deli, this system ensures that customers are admitted to the class in the order they arrived if extra seats are available.





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

## Zero-waste Initiative at Small Business Networking Event

Business Services Advisor Diane partnered with Collective Resource Compost Cooperative (CRCC) to introduce a zero-waste initiative at the March Small Business Coffee and Connect event with 63 people in attendance. This included encouraging reusable mugs, providing a water dispenser instead of water bottles, using compostable supplies and implementing compost collection. This zero-waste pilot program received positive feedback from attendees, and we hope to replicate it in the future.

## AHML Continues to Engage Emerging Adults

The 20s and 30s program series continued with a Pie and Jackbox Games—a night of pie tasting and play. This event was delivered by Programs and Exhibits Coordinator Nikki, Communications and Marketing Specialist Mareliz, and



Graphic Designer Stephanie. Attendees continue to love the series and are excited for it to continue in April with one attendee saying, ***"I love the 20s and 30s programs being offered! I've enjoyed the different themes so far."***



## Accessibility Support Collection Continues to Impact Community & Beyond

Kids Librarian Ellie connected a customer with items from the library's accessibility support collection in Kids' World to share with her niece from Iowa. The 10-year-old, whose mobility is limited to using an on/off switch to activate toys, has only had 10 toys her whole life. She was so grateful to have access to these items to surprise her niece saying, ***"I never would have thought to look for these items at the library!"***



## New Sticker Printer/Cutter Available at the Makerplace

The new Primera LX610 Color Label Printer/Cutter is now available for customers to use at the Makerplace. In response to community requests for a more efficient way to print and cut stickers, the new printer/cutter will replace the cumbersome process involving separate printers and Cricut cutting machines to create stickers. The printer was generously funded by the Friends of the Library.



## Updates on the Library's Collection

### Calling All Hallmark Channel Fans

Hallmark Channel fans can now easily browse movies and TV shows in the new Hallmark DVD section in the audiovisual materials area on the first floor. New Hallmark movies will continue to be in the New & Popular area and the holiday-themed Hallmark movies will continue to be located by the holiday music CDs.

## INFLUENCERS ARLINGTON OF HEIGHTS



### Local Influencers Display

The second installment of the popular local influencers display on the first floor is out now with 43 new titles. As the display was being put up, two customers came by and took several items from the display. One customer said we made her day. More than 800 books were checked out from the first installment of local influencer display. More information about the display is available at [ahml.info/influencers](http://ahml.info/influencers).



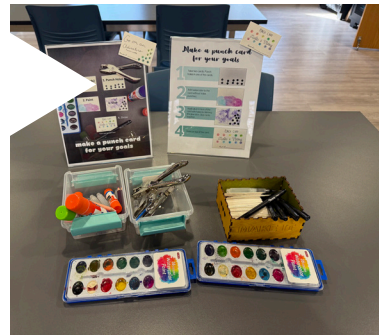


## New & Popular Refresh

The New & Popular area has been refreshed for the first time in five years. Fiction, the most popular collection, was being weeded for space as opposed to date. Due to its popularity, the collection was given more room so that more titles can be kept longer. The mystery and bio/memoir collections are also very popular and needed more space. We reduced excess space for some nonfiction categories without changing the quantity of titles purchased.

## Makerplace Fosters Community Connection & Inspires Creativity Through Experiences

- Makerspace Advisor Alle created a month-long drop-in craft event titled Make a Punch Card for Your Goals. This activity combined watercolor painting, paper crafting and a drive to get things done into one engaging craft. The punch cards are designed to help participants stay on track with their plans and goals for the year. The event taught customers papercraft layering techniques to create a fun and colorful effect, encouraging them to reach their goals
- The Programs and Exhibits team introduced a new chef in the Makerplace Kitchen, though a familiar favorite to many in the community. Chef Dave Esau made his culinary class debut with Awesome Breakfast for Spring. The class was a hit, with a full class of 16 working through Chef Dave's upscale and healthy spring breakfast recipes. Chef Dave's high-energy and personable style made the class as engaging as it was educational.




- Following customer feedback for more classes on Italian food and easy one-pan meals, Chef Brian combined these two ideas to teach a class on dishes popular at red-sauce Italian restaurants. Over 100 people were on the waiting list for the class which will be offered again soon.
- Programs and Exhibits Specialist Neal and Community Engagement Liaison Catalina led the final PADS meal prep session until fall. Working together with 10 participants, the group prepared two types of pizza casseroles (meat and veggie) for a meal donation serving 40+ people, in partnership with First Presbyterian.

Staff are already gearing up to grow the program come fall, finding innovative ways to meet the increasing needs at our local PADS centers.

- Following customer feedback, more hands-on learning opportunities were added like the Make a Vinyl Sticker class this month. Six customers had the chance to run the Cricut machines on their own and leave class with their own custom sticker.




# What Customers Are Saying



***"I like the easy exchange of thoughts and opinions about books between very intelligent women. Jessica did an excellent job leading our discussion and presented thought-provoking questions."***

-Modern Classics at the Senior Center Attendee




***"This was the perfect introduction to pivot tables. I will be able to use what I learned immediately for personal budgets and analyzing data at work."***

-Excel: Pivot Tables Attendee




***"Instructor presented a lot of helpful good info—prices, details, Library of Things, etc."***

-Cord Cutting 101 Attendee



***"I have found an incredible resource in our library. The food drive pivoted me to a great volunteer opportunity with Faith Feeds food pantry."***

-Library Customer



***"We always enjoy the diverse offerings at AHML. They are always informative, entertaining, and thought-provoking."***

-Wider Lens Attendee



# Arlington Heights Memorial Library

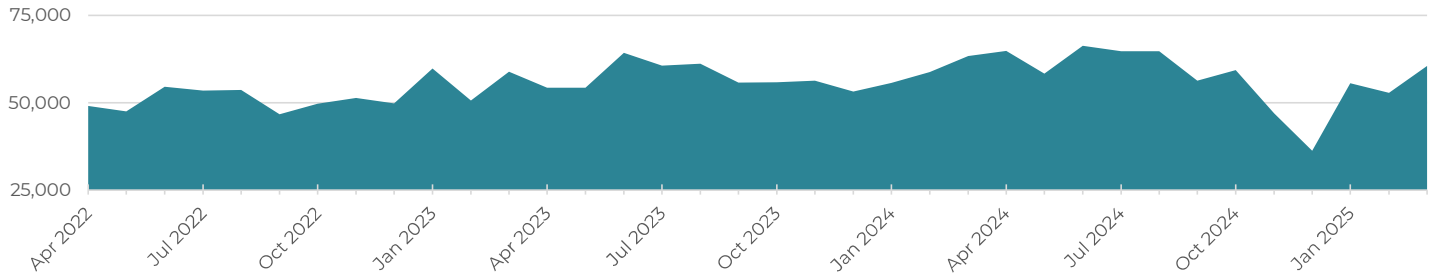
March 2025 Dashboard

## Library Visits

80.6% of library customers in March visited the Main Library. Year to date, library visits are down -5%.

|               | March         |             |  | 2025 YTD       | 2024 YTD       | Change       |
|---------------|---------------|-------------|--|----------------|----------------|--------------|
| Main Library  | 48,810        | 80.6%       |  | 137,780        | 147,050        | -6.3%        |
| Drive-Up      | 5,089         | 8.4%        |  | 14,924         | 15,527         | -3.9%        |
| Outreach      | 1,807         | 3.0%        |  | 3,848          | 3,410          | 12.8%        |
| Bookmobile    | 1,715         | 2.8%        |  | 3,834          | 3,533          | 8.5%         |
| Senior Center | 1,690         | 2.8%        |  | 4,860          | 3,678          | 32.1%        |
| Makerplace    | 1,436         | 2.4%        |  | 3,731          | 4,621          | -19.3%       |
| <b>Total</b>  | <b>60,547</b> | <b>100%</b> |  | <b>168,977</b> | <b>177,819</b> | <b>-5.0%</b> |

Total Visits



| Room Use         | March        | 2025 YTD     | 2024 YTD     | Change      | Trend |
|------------------|--------------|--------------|--------------|-------------|-------|
| Hendrickson Room | 12           | 35           | 27           | 29.6%       |       |
| Conference Rooms | 1,378        | 4,020        | 3,902        | 3.0%        |       |
| <b>Total</b>     | <b>1,390</b> | <b>4,055</b> | <b>3,929</b> | <b>3.2%</b> |       |

April 2024-March 2025

| Library Cards <sup>1</sup> | March      | 2025 YTD     | 2024 YTD     | Change       | Trend |
|----------------------------|------------|--------------|--------------|--------------|-------|
| Resident                   | 362        | 1,019        | 1,031        | -1.2%        |       |
| Reciprocal                 | 134        | 344          | 345          | -0.3%        |       |
| Purchased                  | 0          | 4            | 3            | 33.3%        |       |
| <b>Total</b>               | <b>496</b> | <b>1,367</b> | <b>1,379</b> | <b>-0.9%</b> |       |

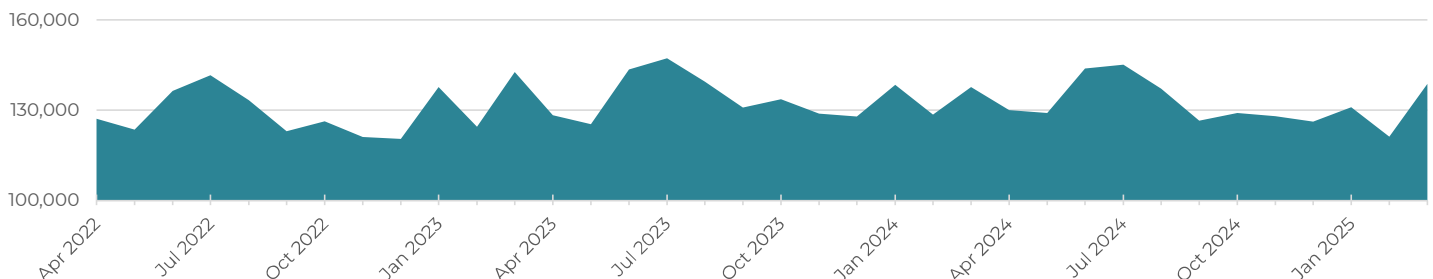
April 2024-March 2025

## Circulation

138,718 items were checked out in March. Year to date, total checkouts are down -3.4% compared to 2024.

|              | March          |             |  | 2025 YTD       | 2024 YTD       | Change       |
|--------------|----------------|-------------|--|----------------|----------------|--------------|
| Print        | 76,769         | 55.3%       |  | 214,668        | 228,469        | -6.0%        |
| Downloadable | 26,082         | 18.8%       |  | 75,221         | 69,978         | 7.5%         |
| Audiovisual  | 25,457         | 18.4%       |  | 71,221         | 77,127         | -7.7%        |
| Other        | 10,410         | 7.5%        |  | 29,789         | 29,083         | 2.4%         |
| <b>Total</b> | <b>138,718</b> | <b>100%</b> |  | <b>390,899</b> | <b>404,657</b> | <b>-3.4%</b> |

Total Checkouts



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

# Arlington Heights Memorial Library

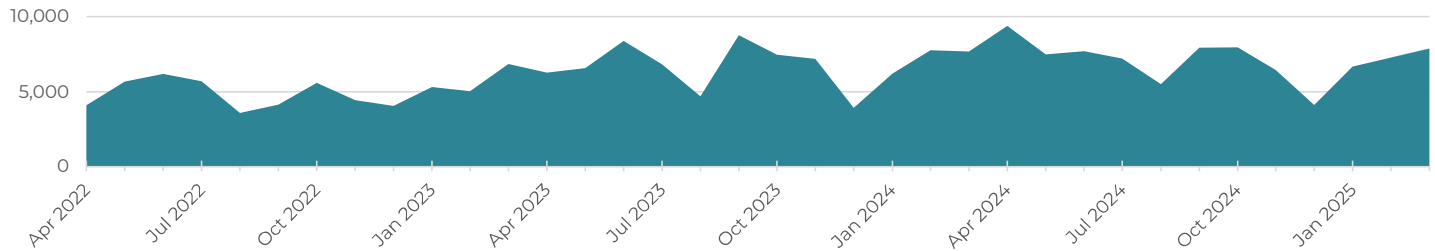
March 2025 Dashboard

## Programs

4,433 customers attended Children programs in March, which represents 56.4% of all program attendees. Year to date, program attendance is up 0.6% across all audiences and program sessions are up 6.1%.

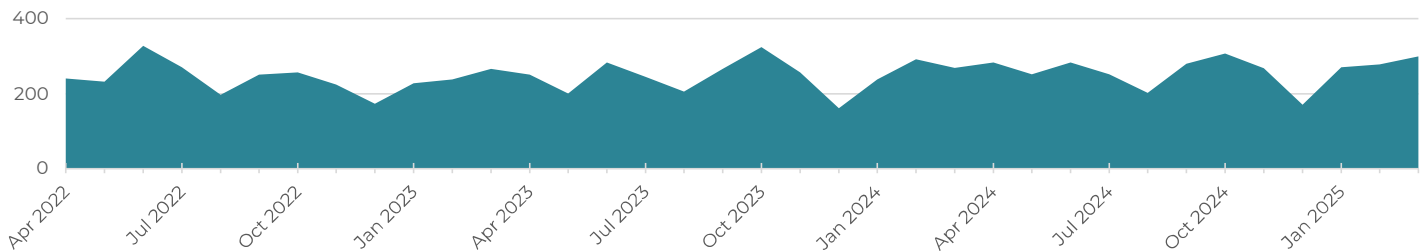
| Attendance | March        |             | 2025 YTD      | 2024 YTD      | Change      |
|------------|--------------|-------------|---------------|---------------|-------------|
| Children   | 4,433        | 56.4%       | 12,530        | 12,363        | 1.4%        |
| Adult      | 2,781        | 35.4%       | 8,002         | 8,241         | -2.9%       |
| Teen       | 650          | 8.3%        | 1,258         | 1,048         | 20.0%       |
|            | <b>7,864</b> | <b>100%</b> | <b>21,790</b> | <b>21,652</b> | <b>0.6%</b> |

### Attendance



| Sessions | March      |             | 2025 YTD   | 2024 YTD   | Change      |
|----------|------------|-------------|------------|------------|-------------|
| Adult    | 191        | 63.9%       | 544        | 527        | 3.2%        |
| Children | 93         | 31.1%       | 260        | 235        | 10.6%       |
| Teen     | 15         | 5.0%        | 44         | 37         | 18.9%       |
|          | <b>299</b> | <b>100%</b> | <b>848</b> | <b>799</b> | <b>6.1%</b> |

### Sessions



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

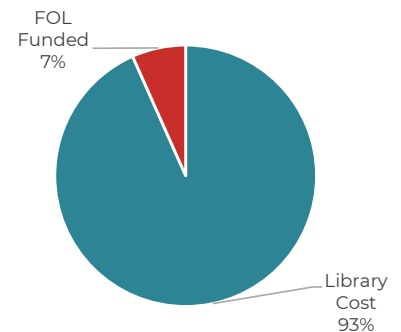
|            | March | Trend | 2025 YTD | 2024 YTD | Change |
|------------|-------|-------|----------|----------|--------|
| Attendance | 1,614 |       | 4,859    | 4,289    | 13.3%  |
| Sessions   | 19    |       | 63       | 58       | 8.6%   |

April 2024-March 2025

<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.

## Program Spending

|                       | March           | 2025 YTD        | Budget           | % Spent      |
|-----------------------|-----------------|-----------------|------------------|--------------|
| Presenters            | \$13,757        | \$39,779        | \$186,018        | 21.4%        |
| Supplies <sup>3</sup> | \$4,330         | \$12,880        | \$104,183        | 12.4%        |
|                       | <b>\$18,087</b> | <b>\$52,660</b> | <b>\$290,201</b> | <b>18.1%</b> |
| Library Cost          | \$16,613        | \$49,148        | \$242,701        | 20.3%        |
| FOL Funded            | \$1,474         | \$3,512         | \$47,500         | 7.4%         |
|                       | <b>\$18,087</b> | <b>\$52,660</b> | <b>\$290,201</b> | <b>18.1%</b> |

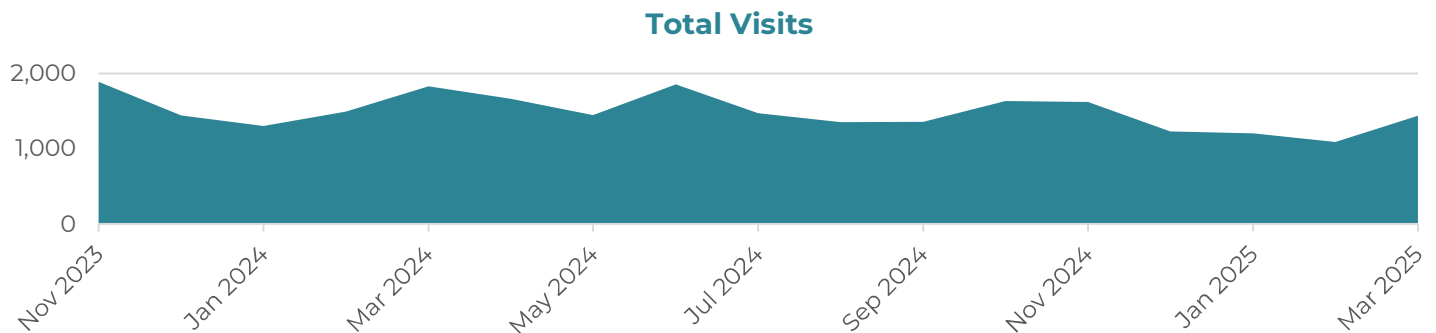


<sup>3</sup> Includes supplies for supplementary programs and activities

# Arlington Heights Memorial Library Makerplace

March 2025 Dashboard

|                          | March | % New Users | 2025 YTD | 2024 YTD | Change |
|--------------------------|-------|-------------|----------|----------|--------|
| <b>Makerplace Visits</b> | 1,436 | 0.6%        | 3,731    | 4,621    | -19.3% |



| <b>Equipment Usage<sup>5</sup></b> | March      |             | 2025 YTD   | 2024 YTD   | Change        |
|------------------------------------|------------|-------------|------------|------------|---------------|
| Fabrication                        | 148        | 54.6%       | 406        | 530        | -23.4%        |
| Small Tools                        | 52         | 19.2%       | 165        | 169        | -2.4%         |
| Sewing                             | 55         | 20.3%       | 176        | 177        | -0.6%         |
| Technology                         | 8          | 3.0%        | 51         | 107        | -52.3%        |
| Art                                | 8          | 3.0%        | 29         | 12         | 141.7%        |
| <b>Total</b>                       | <b>271</b> | <b>100%</b> | <b>827</b> | <b>995</b> | <b>-16.9%</b> |

| <b>Program Attendance<sup>6</sup></b> | March      |             | 2025 YTD   | 2024 YTD     | Change        |
|---------------------------------------|------------|-------------|------------|--------------|---------------|
| Culinary                              | 120        | 45.3%       | 323        | 391          | -17.4%        |
| Maker                                 | 113        | 42.6%       | 345        | 401          | -14.0%        |
| Tour                                  | 13         | 4.9%        | 15         | 48           | -68.8%        |
| Other                                 | 19         | 7.2%        | 73         | 208          | -64.9%        |
| <b>Total</b>                          | <b>265</b> | <b>100%</b> | <b>756</b> | <b>1,048</b> | <b>-27.9%</b> |

|                      | March |  | 2025 YTD | 2024 YTD | Change |
|----------------------|-------|--|----------|----------|--------|
| <b>3D Print Jobs</b> | 162   |  | 456      | 581      | -22%   |

|                              | March |  | 2025 YTD | 2024 YTD | Change |
|------------------------------|-------|--|----------|----------|--------|
| <b>eLearning<sup>7</sup></b> | 416   |  | 912      | 465      | 96%    |

<sup>4</sup> Measured by number of waivers signed for maker/fabrication, kitchen, or both

<sup>5</sup> **Fabrication**: all fabrication room equipment except 3D printers; **Small Tools**: soldering irons, hand tools; **Technology**: design computers

<sup>6</sup> **Culinary**: kitchen programming; **Maker**: hands on making programs (3D printing, laser cutting, sewing); **Tour**: attendance of facility tours prescheduled or drop-in

<sup>7</sup> Niche Academy views of Makerplace resources