

Director's Report

June 2024

Arlington Heights Memorial Library

Spotlight

Thousands Visit District 25 Student Art Show at the Library



In May, the library presented the 30th Annual Student Art Show in partnership with District 25 schools. Emily, Programs & Exhibits Specialist, coordinated with District 25 art teachers and library staff to stage the annual exhibit which highlights student creativity and brightened up the library's main floor from May 1-23.

This year's show featured 2D and 3D art selected and curated by the art teachers at each of the District schools. Two evening receptions were held on May 8 and May 15, each attracting more than 500 attendees! Stephanie, the library's Graphic Designer, captured photographs of students and their teachers at each reception.

It is estimated that more than 8,500 community members enjoyed the art show during its stay.



GOAL

Strengthen the library's service outside its walls

AHML Engages Community in Places Where Customers Are



- Summer Reading Outreach: Youth Services staff promoted the Summer Reading program to 2,176 people at outreach visits throughout the month of May.
- Knights of Columbus: Catalina, Community Engagement Liaison, presented about library services at the headquarters of the Knights of Columbus, Arlington Heights Chapter. Catalina answered questions related to library services and about the Makerplace. The 16 attendees were amazed to learn how much their local library offers, and how much things have changed since our last visit to their headquarters in 2018.
- Swing into Spring: Staff members from the bookmobile team and Community & Circulation Services department engaged with over 300 attendees at the Swing into Spring event at North School Park. They registered attendees for library cards, promoted upcoming programs and more.



- Farmers Market: During the month of May, staff members from the bookmobile team, Community & Circulation Services, Info Services and Programs & Exhibits interacted with more than 600 community members at the Farmers Market. Some of the activities included a business and careers pop-up table, raising awareness of the library's annual Garden Swaps and promoting the Summer Reading program.
- Arlington Heights Chamber of Commerce: Diane, Info Services Advisor, conducted an outreach presentation during the Arlington Heights Chamber of Commerce's Maximize Your Membership meeting. Diane regularly attends these meetings and presents about business services and resources available through the library—programs, networking, mentoring, online resources, Makerplace offerings and more. Diane is designated as a "community connector" for the Chamber.



AHML Continues to Build Upon Partnerships

- Ninety-seven people attended the second Introduction to Pickleball program at the Arlington Ridge Center (ARC) in partnership with the Arlington Heights Park District (AHPD). Jay, Programs & Exhibits Assistant, collaborated with AHPD to modify last year's popular program slightly, reducing the crowd size to give attendees more time on the court. Attendees learned the basics of the sport and groups of 24 at a time were given the chance to learn hands-on with roaming instructors.



- As a result from an outreach connection made at Riley's CAP program, Amy, Youth Outreach Specialist, hosted a special education life skills class for students and their adult aides. Since the students had severe disabilities, Amy thoughtfully tailored the activities for their 90-minute visit and highlighted the Accessibility Support Collection.



Community Bike Ride

Bring the family

- As part of a series of programs presented in partnership with the Arlington Heights Bike Club, Nikki from Programs & Exhibits hosted a certified league cycling instructor to talk about summer cycling safety. Twenty-three attendees of all ages learned the proper gear to wear and bring on a bike ride, where to properly ride on the street, and some of the signs to use when signaling to drivers.

Senior Center Agencies Host National Senior Health & Fitness Day

Nearly 200 seniors attended May's National Senior Health & Fitness Day co-hosted by the library and other Senior Center agencies. Attendees took advantage of many free health screenings and giveaways, fitness demos and the keynote presentation, Living Long and Large. A top attraction at the event was our Assistive Devices Demo where Senior & Accessible Services staff demonstrated items from the library's Library of Things collection and helped people connect with accessibility resources.



The first five months of 2024 have seen a significant increase in visits to the library's Senior Center Reading Room at 25%, as well as a 10% boost in checkouts year-to-date. Senior Center program attendance reflects a 4% increase to date.



Staff Highlights from Outside the Library Walls

- Lynnanne, Info Services Librarian, moderated a panel of five authors specializing in thrillers for the Spring Library Journal Day of Dialogue. Lynnanne prepared by reading the author's books, then developed questions for the authors to read over and prepare for before the panel.
- Thanks to the positive rating of their "Not Every Program Needs a Flyer" presentation from last year's Library Marketing & Communications Conference, Director of Communications & Marketing Sasha Vasilic and his colleague Michaela Leemon from the Nappanee Public Library were invited back to present it again at the Library Marketing & Communications Conference's first-ever online summit in May.



Grow the use of our services and resources

MVP & TAB Groups Craft Cards for Olympians

The library's Middle School Volunteer Panel (MVP) and Teen Advisory Board (TAB) crafted encouragement cards for the 2024 Olympians who will be representing our country this summer in Paris. Connecting with the US Olympic Training Center in Colorado, staff were able to mail the cards and have them distributed to the athletes.



Digitizing Old VHS Tapes Brings Customer to Tears

During a one-on-one digitization session with Digital Services Advisor Mini, a customer ended up in tears while watching her dad and nephew on an old VHS tape. The customer shared that she was not an emotional person and how valuable this video was for her. She was so thankful to be able to digitize her old VHS tape at the library.

Arlington Heights Community Utilizes Library Services

- Last month the Communications & Marketing department wrote an article for the library's website about the Museum Adventure Pass and Explore More Illinois programs. The programs provide Arlington Heights Memorial Library cardholders with discounted or free museum and attraction passes. In May, 57 Museum Adventure Pass and 11 Explore More Illinois passes were checked out to various cultural destinations such as Brookfield Zoo, Chicago Botanic Garden, Illinois Railway Museum, Volo Museum and more.
- For the month of May, the ESL & Literacy Services team delivered 50 programs with 429 people in attendance. Our community partner, District 214, facilitated another three programs with 33 students attending.
- Info Services Advisors curated 50 Lit Crate subscriptions for customers which included a hand selected book, a treat and a customized bookmark.





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

AHML Recognizes Mental Health Awareness Month

A cross-departmental team led by Programs & Exhibits Manager Jennifer Czajka collaborated to offer a variety of access points for the community to connect, learn, reflect and find mental health resources throughout the month.

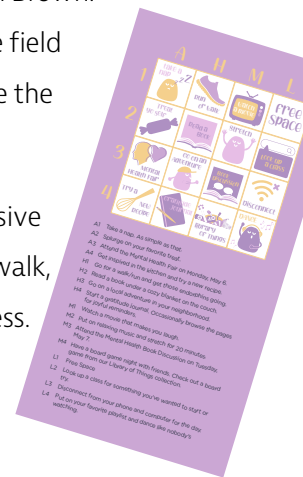


Kicking off May was a Community Mental Health Fair, created in collaboration with the office of State Representative Mary Beth Canty and the Kenneth Young Center. Jennifer and Catalina, Community Engagement Liaison, welcomed 25 organizations to Hendrickson Room for the first-time fair and were pleased to welcome 60 community members looking for connection and services. The diverse audience spanned adult age groups and saw a significant number of men in attendance (atypical of library programs). The event ended with a panel conversation, moderated expertly by Village of Arlington Heights Social Worker Darren Brown.

Five panelists, including Village of Arlington Heights Trustee Nicole Grasse, shared their work in the field and answered audience questions, submitted anonymously on index cards. It was wonderful to be the community hub for such important connection and conversation.

Sherri, Info Services Advisor, worked with Nikki, Programs & Exhibits Coordinator, in creating a passive mental wellness bingo game. The game offered a variety of healthy activities, such as going for a walk, dancing like no one is watching, and reading a book under a cozy blanket, to boost overall happiness. Over 100 adults participated, were entered into a raffle, and three lucky participants won mental wellness baskets.

Eddie, Info Services Librarian, created a robust suite of resources which highlight crisis resources, local partners, and includes an index of A to Z resources. These live on a custom webpage curated by the Mental Health Awareness Team with IT and Communications & Marketing at ahml.info/mental_health_awareness.





New Brain Health Program for Seniors

Senior & Accessible Services staff piloted a new senior program, Improv for Brain Health, with Dr. Kristin Krueger, a board-certified clinical neuropsychologist and a research scientist at Rush University Medical Center who studies lifestyle factors and cognitive function in older adults. Staff received the highest ratings from attendees and had many written, verbal and online program responses similar to the following: ***"The program wasn't just about sitting back and listening to the lecture. You used your body and experienced how the methods work for your brain. That was really interesting."***



Library Continues to Engage Emerging Adults

Emily from Programs & Exhibits welcomed 25 mostly millennial pop culture aficionados for the Totally 2000s Trivia held offsite at the American Legion Post 208. Quiz master Rory Parilac, aka Ms. Quiz, returned to host a nostalgic and fun night of guess who's, finish that quote, and general trivia questions all about life between 2000 and 2009. The top three teams were awarded 2000s pop culture-themed T-shirts and accessories.

Makerplace & Youth Services Launch Pilot Program for Graduating High School Seniors



Chris, Makerplace Assistant Manager, and the Youth Services department launched a pilot program for graduating high school seniors. Since high school graduates age out of the Hub, the goal of the pilot program is to steer them towards a new way to use library services at the Makerplace. Certificates for designing a free trucker hat were distributed by Hub staff at Rolling Meadows High School, Prospect High School and John Hersey High School.



AHML Celebrates Asian American & Pacific Islander Heritage Month

As with each of the library's designated 2024 heritage months, staff collaborated across departments to create a suite of ways to celebrate Asian American and Pacific Islander (AAPI) culture, promote cultural understanding and engage the community inclusively. Neal, Programs & Exhibits Specialist, led this year's planning with a wonderful crew of staff who rolled out a dynamic collection of programs, book discussions, booklists and displays, with something for every age.

Kicking off the celebration was 80 Minutes Around the World Presents: Asian and Pacific Islander Stories—an evening of storytelling curated by Moth-winning Nestor “the Boss” Gomez. The fantastic lineup featured Jitesh Jaggi, Anne Shimojima, Elizabeth Gomez, Jackie Linn and Rahul Sharma. Each teller brought a unique perspective that celebrated the diverse experiences of the AAPI community and fostered unity, understanding and appreciation. Sixty-nine people attended, staying afterward to chat, connect and share wonderful feedback with the performers and library staff.

Another highlight of this year's celebration was two pop-up craft activities held on the library's main floor, designed to engage all ages in AAPI awareness and cultural activities. A total of 75 children and adults participated. The most popular crafts were mandala scratch cards and Diwali lanterns.

In celebration of Asian American and Pacific Islander Heritage Month, the ESL & Literacy

Services team arranged for a home chef who lives in Arlington Heights, May Wakikata, to share her kitchen skills with their learners. Wakikata's Onigiri, Two Ways program was attended by 12 individuals who really enjoyed the experience of learning how to make these tasty Japanese rice balls.

Students from Hersey High School's Asian Student Association displayed student artwork in the Hub to celebrate AAPI Month. Students curated and installed the display at the entrance to the Hub.





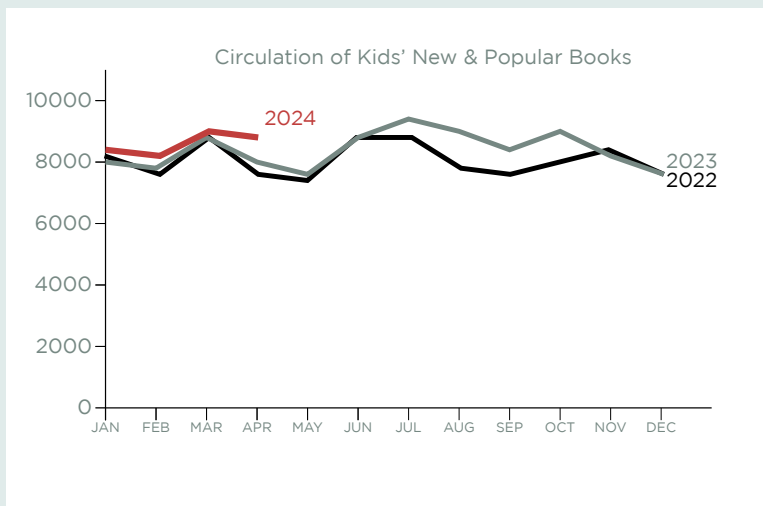
Makerplace Fosters Community Connections & Inspires Creativity Through Experiences



Chef Grace's homemade gnocchi class was one of the most registered culinary classes of the year to date! Neal and Emily from Programs & Exhibits worked with Chef Grace to let in as many people as possible with a record 38 attending in one day (18 in the first and 20 in the second session). Attendees could not wait to try this affordable and delicious recipe again at home.

Chef Andrea Pracht launched a new, in-demand class in May: cream puffs! Cream puffs seemed intimidating to most of the 35 attendees at first, but Chef Andrea provided continuous encouragement. After learning to make the dough and the filling, each table smothered their handmade puffs with premade cream so they could enjoy a taste right away!

Increase in Checkouts of Kids' New & Popular Collection



The book checkouts in the Kids' New & Popular area have gone up in 2024, compared to 2022 and 2023! The average monthly checkouts for this collection went up from 8,375 a month to 8,567 a month, an increase of almost 200 checkouts. On average, 68% of this popular collection is checked out at any given time.

What Customers Are Saying

"I had to add a logo to a few T-shirts for my nephew and his parents which I was unable to get done by any T-shirt businesses due to minimum order quantities. I was provided the best assistance/instructions by Esther at the Makerplace and her patience was neverending. I could not have asked for better help even if I was paying a fortune for it."

-Makerplace Customer

Digital Services Advisor Russ shared:

"A customer left a note in the Library of Things Cassette Player Converter to let us know how happy they were that, thanks to that item, they can now listen to the contents of an old cassette tape they had on their iPhone, and how pleasantly surprised they were that an item like that was available."

"I am taking every available tech class and I continue to learn something new each time. I can't thank the tech department enough. Hopefully, I can apply what I am learning in a new area of employment."

-Intermediate Word Class Attendee

"This was a wonderful program. It gave the residents of Arlington Heights insight into different cultures and people. The highlight was hearing the surprise band performance. They were outstanding, and it was a great way to end a very enjoyable and informative evening."

-80 Minutes Around the World Attendee

"It was well presented and hands-on, so I left feeling like I could do this myself at home."

-Cream Puffs Culinary Class Attendee

"Hands down, AHML is the best part of Arlington Heights."

-Mental Health Fair Attendee

"I always enjoy the camaraderie among the writers, the positive feedback, and the expert inputs from both Jacob Knabb and Neal Parker."

-Writers Ink Attendee

Arlington Heights Memorial Library

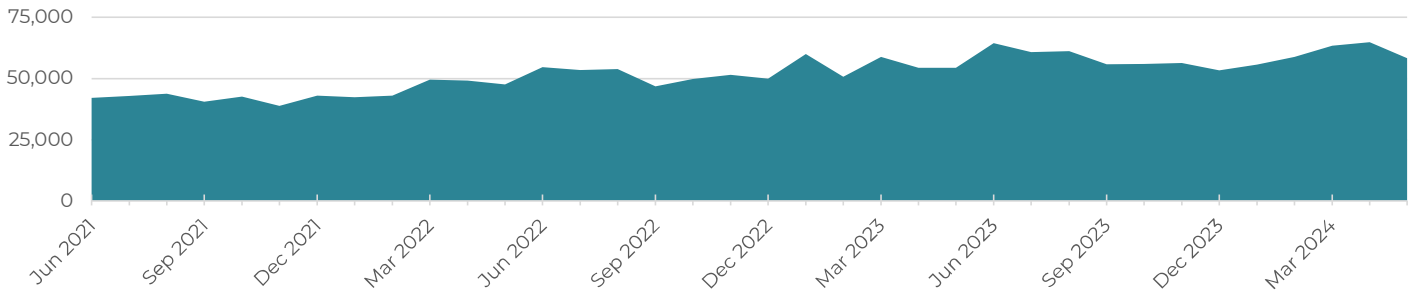
May 2024 Dashboard

Library Visits

78.7% of library customers in May visited the Main Library. Year to date, library visits are up 10.3%.

	May		2024 YTD	2023 YTD	Change
Main Library	44,901	78.7%	243,586	227,969	6.9%
Drive-Up	4,948	8.7%	25,600	25,567	0.1%
Outreach	2,578	4.5%	9,439	N/A	-
Makerplace	1,446	2.5%	7,731	5,299	45.9%
Bookmobile	3,165	5.5%	8,232	8,236	0.0%
Senior Center	1,321	2.3%	6,400	5,140	24.5%
Total	57,038	100%	294,588	267,071	10.3%

Total Visits



Room Use	May	2024 YTD	2023 YTD	Change	Trend
Hendrickson Room	15	53	61	-13.1%	<p>June 2023-May 2024</p>
Conference Rooms	1,361	6,572	6,050	8.6%	
Total	1,376	6,625	6,111	8.4%	

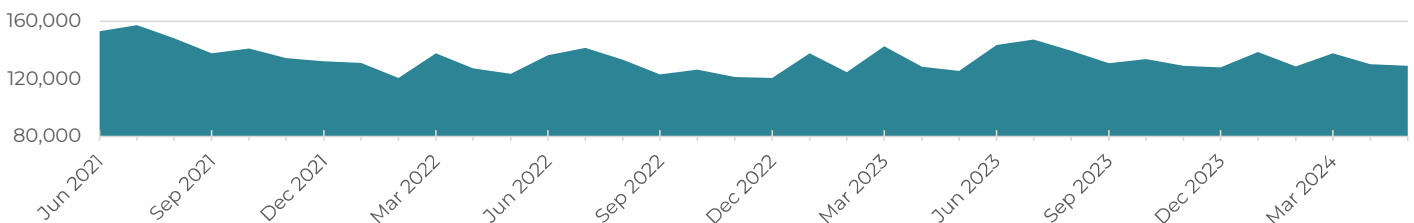
Library Cards ¹	May	2024 YTD	2023 YTD	Change	Trend
Resident	312	1,685	1,770	-4.8%	<p>June 2023-May 2024</p>
Reciprocal	104	554	635	-12.8%	
Purchased	0	3	3	0.0%	
Total	416	2,242	2,408	-6.9%	

Circulation

17.6% of checkouts in May were Downloadable items. Year to date, total checkouts are up 0.8%.

	May		2024 YTD	2023 YTD	Change
Print	73,700	57.1%	375,686	377,321	-0.4%
Audiovisual	23,703	18.4%	124,737	126,991	-1.8%
Downloadable	22,649	17.6%	115,018	108,269	6.2%
Other	8,676	6.7%	46,454	44,199	5.1%
ILL	320	0.2%	1,924	1,761	9.3%
Total	129,048	100%	663,819	658,541	0.80%

Total Checkouts



¹ New cards only. Does not include renewals.

Arlington Heights Memorial Library

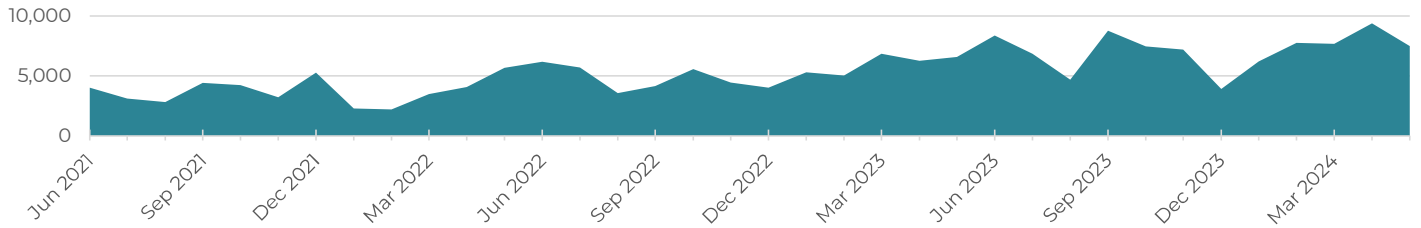
May 2024 Dashboard

Programs

4,365 customers attended Adult programs in May, which represents 58.3% of all program attendees. Year to date, program attendance is up 28.3% across all audiences and program sessions are up 12.7%.

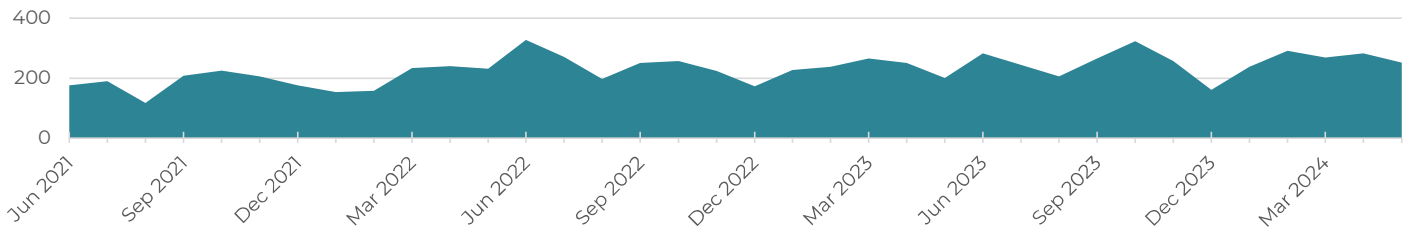
Attendance	May		2024 YTD	2023 YTD	Change
Adult	4,365	58.3%	17,347	13,031	33.1%
Children	2,269	30.3%	19,010	14,931	27.3%
Teen	856	11.4%	2,159	2,052	5.2%
	7,490	100%	38,516	30,014	28.3%

Attendance



Sessions	May		2024 YTD	2023 YTD	Change
Adult	194	77.0%	902	769	17.3%
Children	35	13.9%	360	349	3.2%
Teen	23	9.1%	72	66	9.1%
	252	100%	1,334	1,184	12.7%

Sessions



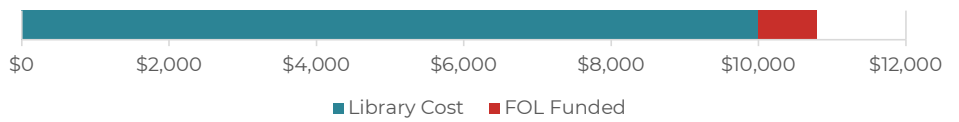
Total Program Cost

\$10,795.26

FOL Funded

\$800.00

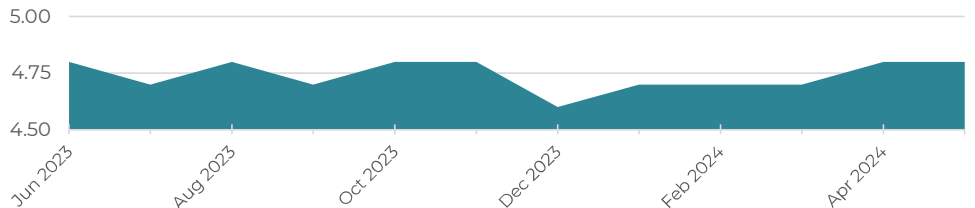
7.4%



Program Satisfaction

4.8 / 5

out of 64 programs



Supplementary Programs and Activities²

	May	Trend	2024 YTD	2023 YTD	Change
Attendance	10,153		15,429	22,087	-30.1%
Sessions	21		95	114	-16.7%

June 2023-May 2024

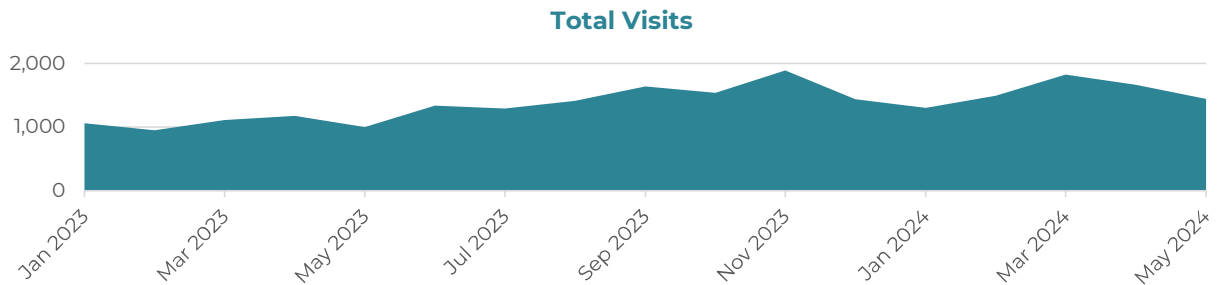
²Supplementary programs and activities are planned events where customers participate on their own, instead of at a designated time with a group. Registration is not required.

Arlington Heights Memorial Library Makerplace

May 2024 Dashboard

	May	% New Users	2024 YTD	2023 YTD	Change
Makerplace Visits	1,446	4.9%	7,731	5,299	45.9%

	May		2024 YTD	2023 YTD	Change
New Users³					
Makerplace	47	66.2%	290	270	7.4%
Kitchen	22	31.0%	100	92	8.7%
Makerplace & Kitchen	2	2.8%	66	67	-1.5%
Total	71	100%	456	429	6.3%



	May		2024 YTD	2023 YTD	Change
Equipment Usage⁴					
Fabrication	214	54.9%	922	675	36.6%
Small Tools	75	19.2%	295	225	31.1%
Sewing	72	18.5%	310	210	47.6%
Technology	27	6.9%	171	136	25.7%
Art	2	0.5%	15	18	-16.7%
Total	390	100%	1,713	1,264	35.5%

	May		2024 YTD	2023 YTD	Change
Program Attendance⁵					
Culinary	159	46.1%	689	505	36.4%
Maker	175	50.7%	722	388	86.1%
Tour	9	2.6%	65	91	-28.6%
Other	2	0.6%	306	33	827.3%
Total	345	100%	1,782	1,017	75.2%

	May		2024 YTD	2023 YTD	Change
3D Print Jobs	125		827	667	24%

	May		2024 YTD	2023 YTD	Change
eLearning⁶	186		982	1,442	-32%

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