

Director's Report

September 2024

Arlington Heights Memorial Library

Spotlight

The Collected Regrets of Clover Named One Book, One Village Choice for 2024



It's official! *The Collected Regrets of Clover* by Mikki Brammer



has been selected by the Arlington Heights Memorial Library as its 2024 book for its annual community read, One Book, One Village (OBOV). The title was revealed on Friday evening, August 23 during a kickoff party in the library's Hendrickson Room.

Jennifer, Programs & Exhibits Manager, welcomed

attendees by saying, ***"We can't have a community read without readers so thank you for joining us!"*** With a nod to OBOV celebrating its 11th anniversary, Jennifer shared an entertaining look back at the ten books previously chosen by the library since launching its community read initiative in 2014.

Then came the moment attendees had waited for—the reveal of this year's title, *The Collected Regrets of Clover*. Author Mikki Brammer surprised the crowd with a special video greeting and gave a sneak preview of the book.

Following the book's announcement, party-goers enjoyed food from Fausto's and fudge from Kilwins, giveaways and special activities inspired by *The Collected Regrets of Clover*. Activities included anonymously writing confessions, regrets or advice on post-its and putting them on a board, identifying places attendees wanted to visit on an oversized world map, answering questions from the Death Deck game and more.

For more information about One Book, One Village, visit ahml.info/onebook.





Strengthen the library's service outside its walls

AHML Continues to Build Upon Partnerships

- Mary, Circulation Assistant, and Catalina, Community Engagement Liaison, participated in the OMNI Backpack event, where they engaged with over 300 attendees, most of whom were Spanish speakers. Many attendees stopped by the library's booth, discovering a variety of services available to them while picking up backpacks. In July, the library hosted a collection drive for OMNI, and it was inspiring to see the impact firsthand. Over 700 backpacks were donated that night! OMNI shared their appreciation: ***"Thank you for attending the Summer Celebration! It was rewarding to see OMNI connect so many community members with resources at the Arlington Heights Memorial Library. We are thrilled about the success of the event and grateful for AHML's support in our mission. We look forward to future collaborations."***



- Nikki, Neal and Jay from the Programs & Exhibits (P&E) Department welcomed 31 humans and dogs alike to Dog Days of Summer at the dog park at Melas Park. Community partners Bentley's and the Buddy Foundation offered treats and adoption opportunities at their own tables, while P&E managed a library tent with snacks for both owners and their dogs, giveaways and a drawing which included a blank water bowl for the winners to customize at the Makerplace. Library volunteer Andrea and her comfort dog Finn also joined in the festivities, adding a special touch.



- Mariam and Lorelei, Material Handling Assistants, Amy, Youth Services Assistant, and Emily, Programs & Exhibits Specialist, engaged with approximately 250 students at the Get Ready for School Program. Staff signed up students for library cards, promoted library services and more.

- The final outdoor Sunday Musicale of the season welcomed 192 attendees to North School Park to enjoy the music of The Desperate Bastards with Special Guest Violinist Phil Roach. Attendees enjoyed the band's bluegrass and blues music and the improvisation, solos and jams. Attendees commented: ***"Great music and lovely venue. Events like this lead to community engagement."***



AHML Engages Community in Places Where Customers Are

- After 466 votes were counted in the AHML Page Turners Facebook Group's Tournament of Books, this year's winner is *The Berry Pickers*. The tournament included 16 books and 4 rounds of voting.



- The ESL & Literacy staff interacted with over 160 attendees at the Arlington Heights Farmers Market last month. Attendees enjoyed a display of language games while learning about ESL services, Heritage Fest and more.

- Catalina, Community Engagement Liaison, the Bookmobile team and Youth Services Advisors had a blast at this year's Arlington Heights National Night Out. They connected with over 700 community members who visited the bookmobile, made fun crafts, enjoyed giveaways and learned all about library services and upcoming programs.



- Ron, Bookmobile Supervisor, Linda, Material Handling Assistant, and Mary, Circulation Assistant, promoted the library at a local block party. Staff signed up attendees for library cards and even discussed the 2024 One Book, One Village pick. The block party was also enjoyed by Library Board Trustee Stacey Kelly who lives in that neighborhood.

Staff Highlights from Outside the Library Walls

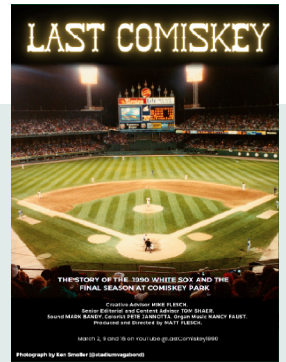
- Sasha, Director of Communications & Marketing, was one of the panelists speaking about marketing library programs at a LACONI (Library Administrators Council of Northern Illinois) program for library staff in the Chicagoland area at the Northbrook Public Library. The Insights & Strategies to Advance Program Marketing panel also featured Linda Vering from the Northbrook Public Library and Jennyfer Cordova from the Waukegan Public Library.
- Barb, Info Services Librarian, has been serving on the BIG (Business Interest Group) Financial Fitness Committee since February 2024. The committee has been planning the second Financial Fitness series of three personal finance programs to be presented over Zoom. As of August 29, 25 libraries will participate and share costs. The overall cost is low due to the generosity of the presenters.



Grow the use of our services and resources

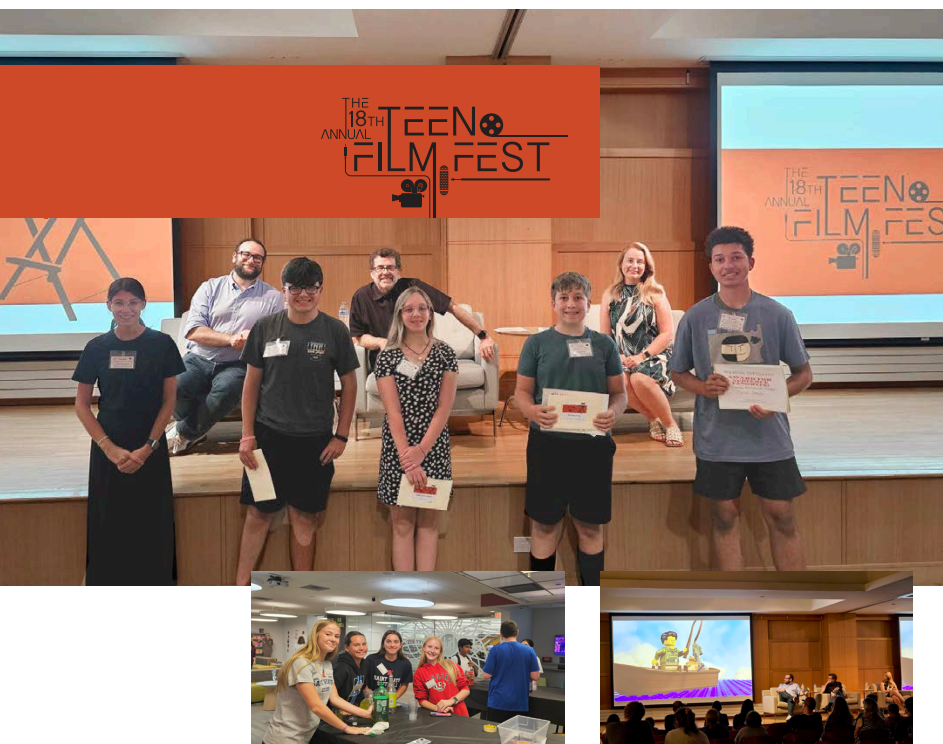
Comiskey Park Documentary Screening Brings Baseball Fans to the Library

"You can put it on the board...yes!" Ninety-four attendees, predominantly White Sox fans deeply nostalgic for the old Comiskey Park, filled the Hendrickson Room to view an abridged version of the documentary *Last Comiskey*. Creator Matt Flesch joined Neal from the Programs & Exhibits Department, former White Sox pitcher Donn "The Pope" Pall, Ken Smoller, author of the book *Last Comiskey* and former White Sox organist Nancy Faust for a Q&A after the documentary screening. Attendees shared stories and memorabilia with each other before the program started, and many felt profound nostalgia for their times at Comiskey Park. Thanks to the Communications & Marketing Department's promotional efforts, a news article about the screening and creator was featured on the front page of the *Daily Herald*.



Lights, Camera, Action!

It's a wrap on the 18th Annual Teen Film Fest. Eight films were screened and prizes were awarded in six categories. Following the Fest, attendees enjoyed snacks, a photo booth and more in the Hub during the Teen Film Fest After Party. The films can be viewed at ahml.info/teens/filmfest. Here's a list of the winners:



- Best Acting: Matthew Spizzirri for *The Power of Addiction*
- Best Screenplay/Story: Devin Joseph for *Criminal Person O: Origins*
- Best Camera Work/Editing: Ziva Delgado for *Dancing Old Man*
- Best Special Effect: Ruben Fay for *The Lucky Catch*
- Best Overall: Devin Joseph for *Criminal Person O: Origins*
- Honorary Golden Clapper Award
Best Surprise Ending: Ruben Fay for *The Big Battle*



24/7 Hold Pickup Lockers in the Media

The pickup lockers received positive media attention last month in both the *Daily Herald* and on ABC 7 Chicago's evening news. The storyline was about the partnership between the library and the Arlington Heights Park District. This fall, pickup lockers will be stationed at Heritage and Camelot Parks for greater access to materials for our residents.



As Executive Director Mike Driskell was quoted in the news article, the addition of pickup lockers on both sides of town helps ***“fulfill our goal of reaching outside of our walls and trying to be where our customers are for our services.”***



Info Services & Youth Services Collaborate on Genealogy Program for Kids

Eddie, Info Services Librarian, and Nicole, Youth Services Advisor, hosted the first Genealogy for Kids last month. Kids between the ages of 8-12 came with their caretakers to learn more about the importance of family history and how genealogy can be a fun and rewarding treasure hunt.



Participants created a family tree poster complete with archived photos to take home.

Over 500 People Attended ESL Programs Last Month

In August, the ESL & Literacy team delivered 62 programs with 516 in attendance. This month marked the return to Read to Learn season, with both a morning and an evening class registration and placement test held at the library by our community partner, District 214.

500



State of the Art Magnifiers Available for Low Vision Users

Senior & Accessible Services staff coordinated two generous donations of state-of-the-art, gently used, electronic desktop magnifiers from families of a staff member and a resident. One magnifier was added to the Tech Learning Center earlier this summer and the latest donation is now available for use at the library's Senior Center branch in the computer room.



Key Improvements to Makerplace Equipment

In response to customer feedback and staff observations, the Makerplace team has introduced some key improvements. Chris, Makerspace Branch Assistant Manager, has added a Brother Magnetic Hoop to the embroidery machine. This improvement simplifies securing materials, eliminating the need for traditional hoops and reducing barriers in the embroidery process. Additionally, Kate, Makerspace Specialist, responded to a community request by adding ¼ inch quilting feet to our sewing machines and improved organization of attachments. These changes aim to make our services more user-friendly and efficient.

Tweens Learn to Sew at the Makerplace



Fourteen tweens sewed hanging pocket organizers to get ready for the back-to-school season. After learning the basics of using the sewing machine and practicing with scraps, they all sewed 3 pockets onto their banner. They used ribbon, puff paint and buttons to embellish their projects. Almost every participant was new to using a sewing machine, but everyone walked away with an awesome banner and a new skill.





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

Third Annual Heritage Fest an Incredible Success



The third annual Heritage Fest presented in partnership with the Arlington Heights Park District, the Arlington Heights Historical Museum and the Village of Arlington Heights had an amazing turnout—perhaps the best in the past three years with over 600 attendees.

The Fest showcased more than 14 different cultures through interactive tables and performances including six booths from the library representing ESL (USA), Friends of the Library (World Languages), Genealogy (Greece), Youth Services (Antarctica), ESL Volunteers (Japan) and Collection Services (India). Thank you to staff in Community & Circulation Services, Youth Services, Collection Services, Info Services and Human Resources for participating in the event. Our Graphics team created a passport for the event, which attendees used to visit each table and then pick a prize out of the giant treasure chest.



Phone Program Connects Homebound Seniors

Each week homebound residents throughout the Village join Senior & Accessible Services staff by phone for a friendly chat followed by a lively discussion of an audiobook excerpt or topical podcast. The group recently listened to a piece about *The Sound of Music* and reminisced about watching the film in theaters. A regular participant shared via email: ***"You are all so helpful and wonderful. I truly enjoy the Tuesday program, and it is a terrific group of people that meet together for it."***

Spotlight on the World Languages Collection



The library offers an extensive World Languages collection including materials in eight languages for adults (Chinese, Hindi, Japanese, Korean, Polish, Russian, Spanish and Ukrainian) and 14 for kids (Chinese, French, German, Greek, Gujarati, Hindi, Italian, Japanese, Korean, Latin, Polish, Russian, Spanish and Ukrainian). The most popular languages for adults are Polish, Japanese and Russian. For kids, it's Spanish, Polish and Japanese. Check out the World Languages page on the library's website at ahml.info/world_languages for information on books, ebooks, magazines, movies and music in many different languages.



Info Services Prepares for Upcoming Election Season

Info Services staff led staff training on voter registration and important election information. Over 20 staff members in Info Services received refresher training or signed up to become Deputy Registrars through the Cook County Clerk's office, registering seven new voters this month. Info Services staff also created "Ask Me About Voter Registration" buttons and a voter registration kiosk.



Swinging & Sashaying in the Hendrickson Room

Nikki and Emily from the Programs & Exhibits Department welcomed the Arlington Squares Square Dance Club to the Hendrickson Room for a night of modern square dancing. Forty-seven dancers (new and experienced) danced the night away and learned new moves. The evening was a fun date night for some and a way to meet new people for others. Attendees enjoyed a great, low-pressure way to try out a new hobby.

Music Collection Receives 3D Printed Solution Thanks to Staff Member

Chris, Makerplace Assistant Branch Manager, solved a long-standing problem in the library's Music collection. The plastic dividers that keep the CDs organized are poorly made and break frequently. Chris designed a better product that could be made on the 3D printers at the Makerplace. Thanks to Chris we now have a product that is durable and works well. The Collection Services staff will replace the old dividers over many months.





Makerplace Fosters Community Connections & Inspires Creativity Through Experiences



- In August, Chef Brian offered three sessions of Talk & Taste instead of the usual one session. The sessions were themed "It's Too Hot to Cook," focusing on recipes and techniques that avoid using an oven or stove. The weeks covered beverages, alternative cooking methods like sous vide, Instant Pot and slow cooker, and finally sides and salads. Twenty-eight people attended these programs. Chef Brian also taught a repeat of July's BBQ Essentials class for those on the waitlist from the first session. This was an experiment to address the high demand for popular culinary classes.

- A lively wood carving group drew a crowd at the Makerplace with their impressive artistry. As they wrapped up, they were intrigued by a fellow Makerplace regular, a former AHML newsletter featured creator, who was busy laser engraving intricate patterns into freshly cut wood. It's moments like these—where creativity and collaboration blend—that make Makerplace a hub for meaningful connections.



- Info Services Advisors hosted a Beyond the Book discussion in collaboration with Makerplace staff and Catalina, Community Engagement Liaison. Twelve attendees discussed the book *American Immigrant* by Johanna Roja Vann while they created jewelry representing Columbia's culture.



What Customers Are Saying

Youth Services Staff Member shared: ***"A customer complimented us on our storytimes, comparing us to other area libraries. When asked for more details, she specified that the new visual schedule and microphone really help with the experience."***

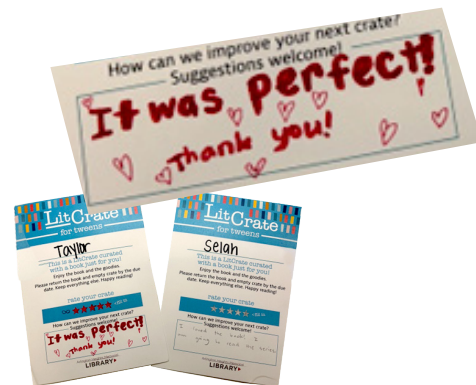
"How lovely that you picked a book that is "off radar"! Bravo!"

-Facebook Comment About the 2024 OBOV Book

"Events like these make me proud to be an AHML member"

-Sunday Musicale Attendee

Youth Services Staff Member shared: ***"After incorporating a paper "Rate Your Crate" form in the Tween LitCrates (versus online form), we have received lots of positive feedback. Most recently, a tween let us know she loved the book and will be reading the entire series!"***



"Very informative presentation."

-Local History Landmark Series Attendee

"So much fun and so interactive. Not something I would have normally tried but I am so glad I participated!"

-One Book, One Village Reveal Party Attendee

Arlington Heights Memorial Library

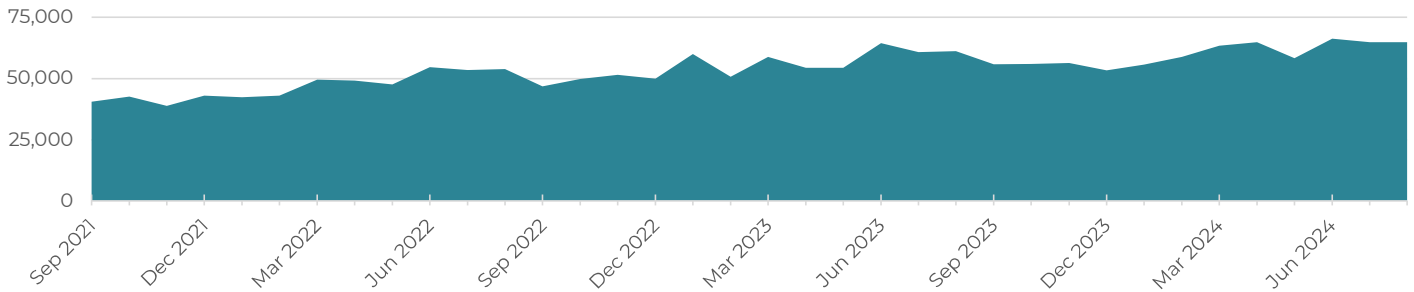
August 2024 Dashboard

Library Visits

79.4% of library customers in August visited the Main Library. Year to date, library visits are up 10.1%.

	August			2024 YTD	2023 YTD	Change
Main Library	51,437	79.4%	<div style="width: 79.4%;"></div>	399,598	375,978	6.3%
Drive-Up	5,270	8.1%	<div style="width: 8.1%;"></div>	41,636	40,899	1.8%
Bookmobile	2,301	3.6%	<div style="width: 3.6%;"></div>	16,314	16,434	-0.7%
Makerplace	1,351	2.1%	<div style="width: 2.1%;"></div>	12,403	9,348	32.7%
Senior Center	1,203	1.9%	<div style="width: 1.9%;"></div>	10,081	8,366	20.5%
Outreach	3,181	4.9%	<div style="width: 4.9%;"></div>	16,696	N/A	-
Total	64,743	100%		496,728	451,025	10.1%

Total Visits



Room Use	August	2024 YTD	2023 YTD	Change	Trend
Hendrickson Room	7	82	98	-16.3%	
Conference Rooms	1,177	10,131	9,307	8.9%	
Total	1,184	10,213	9,405	8.6%	

September 2023-August 2024

Library Cards ¹	August	2024 YTD	2023 YTD	Change	Trend
Resident	393	2,912	3,380	-13.8%	
Reciprocal	123	919	1,040	-11.6%	
Purchased	2	7	3	133.3%	
Total	518	3,838	4,423	-13.2%	

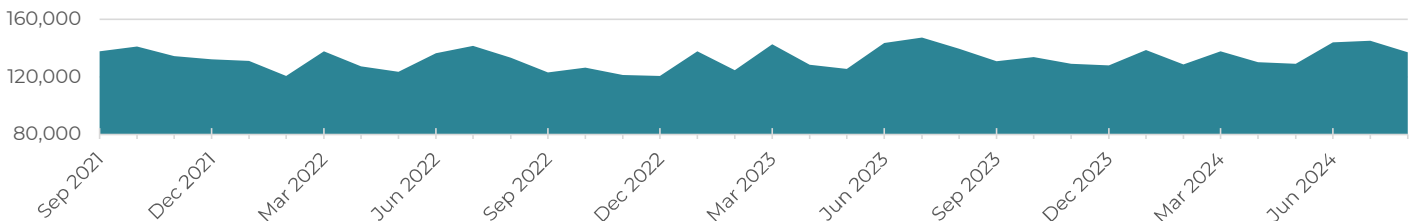
September 2023-August 2024

Circulation

17.1% of checkouts in August were Audiovisual items. Year to date, total checkouts are up 0.1%.

	August			2024 YTD	2023 YTD	Change
Print	80,331	58.6%	<div style="width: 58.6%;"></div>	629,157	631,138	-0.3%
Downloadable	23,641	17.2%	<div style="width: 17.2%;"></div>	186,328	175,058	6.4%
Audiovisual	23,429	17.1%	<div style="width: 17.1%;"></div>	196,167	207,056	-5.3%
Other	9,300	6.8%	<div style="width: 6.8%;"></div>	75,098	72,530	3.5%
ILL	388	0.3%	<div style="width: 0.3%;"></div>	3,103	2,935	5.7%
Total	137,089	100%		1,089,853	1,088,717	0.10%

Total Checkouts



¹ New cards only. Does not include renewals.

Arlington Heights Memorial Library

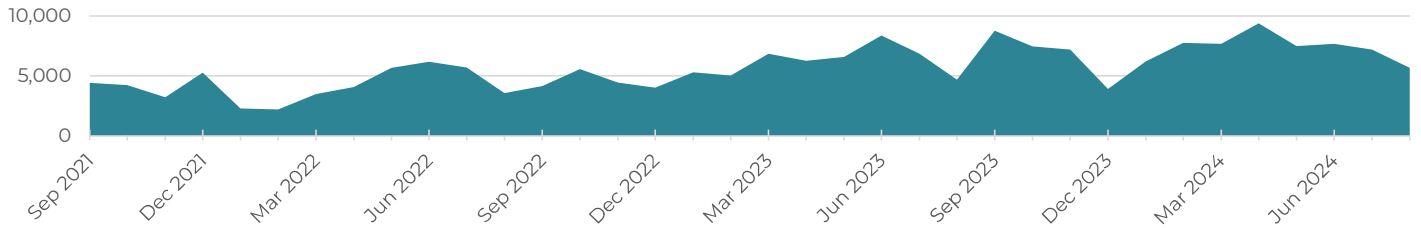
August 2024 Dashboard

Programs

4,036 customers attended Adult programs in August, which represents 71.2% of all program attendees. Year to date, program attendance is up 18.3% across all audiences and program sessions are up 8%.

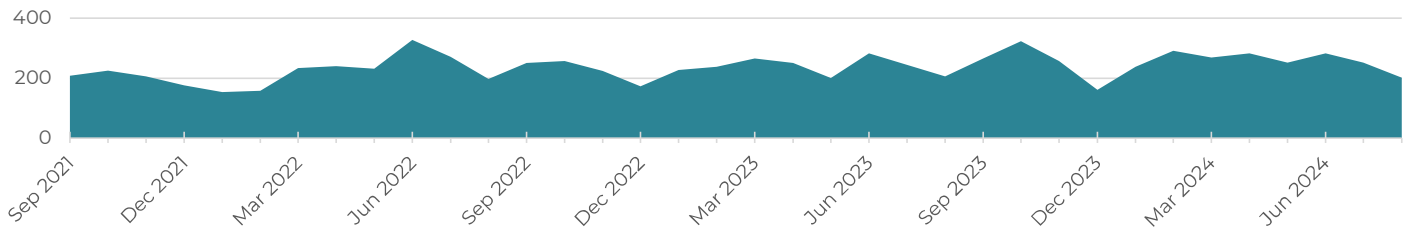
Attendance	August		2024 YTD	2023 YTD	Change
Children	1,514	26.7%	29,158	24,617	18.4%
Adult	4,036	71.2%	27,127	22,525	20.4%
Teen	116	2.0%	2,785	2,776	0.3%
	5,666	100%	59,070	49,918	18.3%

Attendance



Sessions	August		2024 YTD	2023 YTD	Change
Adult	159	78.7%	1,368	1,245	9.9%
Children	35	17.3%	565	546	3.5%
Teen	8	4.0%	138	127	8.7%
	202	100%	2,071	1,918	8.0%

Sessions



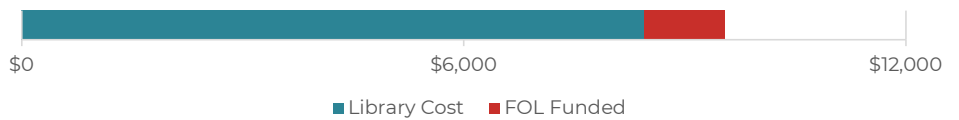
Total Program Cost

\$9,543.29

FOL Funded

\$1,100.00

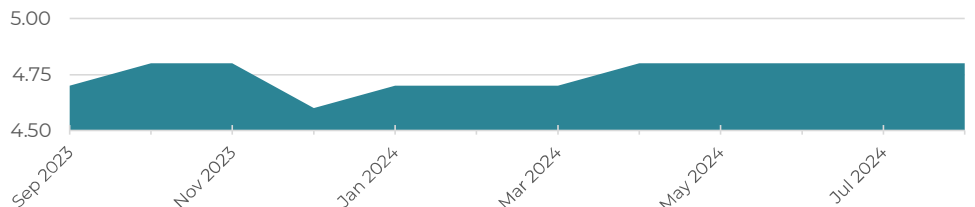
11.5%



Program Satisfaction

4.8 / 5

out of 41 programs



Supplementary Programs and Activities²

	August	Trend	2024 YTD	2023 YTD	Change
Attendance	1,602		26,752	35,275	-24.2%
Sessions	17		165	181	-8.8%

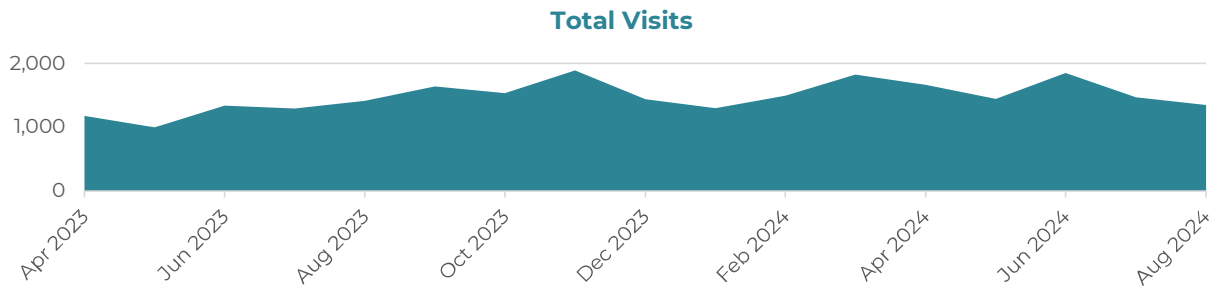
September 2023-August 2024

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

August 2024 Dashboard

	August	% New Users	2024 YTD	2023 YTD	Change
Makerplace Visits	1,351	5.6%	12,403	9,348	32.7%
New Users³	August		2024 YTD	2023 YTD	Change
Makerplace	71	93.4%	484	464	4.3%
Kitchen	-5	-6.6%	175	125	40.0%
Makerplace & Kitchen	10	13.2%	110	93	18.3%
Total	76	100%	769	682	12.8%



	August		2024 YTD	2023 YTD	Change
Equipment Usage⁴					
Fabrication	212	48.7%	1,572	1,269	23.9%
Small Tools	81	18.6%	566	398	42.2%
Sewing	91	20.9%	519	343	51.3%
Technology	49	11.3%	301	270	11.5%
Art	2	0.5%	29	29	0.0%
Total	435	100%	2,987	2,309	29.4%

	August		2024 YTD	2023 YTD	Change
Program Attendance⁵					
Culinary	37	23.9%	963	876	9.9%
Maker	113	72.9%	1,025	682	50.3%
Tour	5	3.2%	90	128	-29.7%
Other	0	0.0%	310	33	839.4%
Total	155	100%	2,388	1,719	38.9%

	August		2024 YTD	2023 YTD	Change
3D Print Jobs	113		1,218	1,076	13%

	August		2024 YTD	2023 YTD	Change
eLearning⁶	351		1,656	2,252	-26%

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