



PALOS HEIGHTS  
PUBLIC LIBRARY

# CIRCULATION DEPARTMENT REPORT

## MARCH 2023

### At the Desk:

12 online library cards were issued to residents.

30 directional questions were answered by the Circulation staff.

20 patrons used Curveside pickup.

### Department Highlights:

Circ was trained on the new register at the desk and they have all quickly learned how to make various transactions.

Patrons have made positive remarks and have enjoyed using the new self-checkout!

Kindness Corner has been collecting gift cards from our generous community members for the Ronald McDonald House Charities. We will continue to collect gift cards until the end of April.

### Meetings:

March 1 – Management meeting

March 7 – Palos Heights Woman's Club meeting

March 8 – SWAN Circ Hold Map Hours

March 15 – Social Media meeting

March 17 – ATLAS Middle Managers meeting

March 20 – Fan Con meeting

March 22 – 1 on 1 with Jesse

March 22 – 1 on 1 with Susana

Respectfully submitted,  
Lorena Rodriguez  
Head of Circulation

# CIRCULATION STATISTICS FOR MARCH 2023

	Mar-23	YTD 23	Mar-22	YTD 22
Adult Circulation				
Books	3,830	10,936	3,500	11,262
Video	566	1,500	612	1,714
Audio	427	1,125	427	1,248
Periodicals	210	615	186	737
Other Formats	25	36	2	4
In House	115	293	62	113
Total Adult Circulation	5,173	14,505	4,789	15,078
Youth Circulation				
Books	4,628	12,926	2,483	7,598
Audio	135	331	87	245
Teen Circulation				
Books	312	1,002	Included in Youth totals for 2022	
Audio	3	5		
Youth & Teen Circulation				
Video	211	619	127	411
Periodicals	5	12	5	15
Other Formats	-	2	-	-
In House Use	1,340	2,962	268	1,067
Total Youth & Teen Circulation	6,634	17,859	2,970	9,336
Electronic Circulation				
eBooks (Media On Demand)	1,345	3,933	1,098	3,510
eBooks (e-Read IL)	100	282	85	144
Audio (e-Read IL)	47	152	47	138
Audio (Media On Demand)	777	2,135	564	1,653
Video (Media On Demand)	-	-	-	1
Periodicals (Overdrive)	79	279	97	285
Music Streaming (Freegal)	935	2,767	841	2,793
Music (Freegal)	42	122	36	128
Total Electronic Circulation	3,325	9,670	2,768	8,652
TOTAL CIRCULATION	15,132	42,034	10,527	33,066

ILL - Received	1,441	3,781	1,346	3,930
ILL - Sent	1,216	3,370	810	2,782
Reciprocal Borrowing	1,598	4,032	693	2,031
Online Renewals	44	103	38	108
Self-Checkout	4,487	12,665	2,567	6,935
Computer Usage				
Library Workstation Sessions	473	1,126	234	608
Wireless Sessions	961	2,361	630	1,639
Total Sessions	1,434	3,487	864	2,247
# of People Using the Library*	9,524	27,403	7,391	19,376

Homebound Deliveries	Current Month	Full Year
Patrons Serviced	5	
Visits	14	29
Items	172	331

Museum Pass Program	Current Month	Full Year
Total Passes	22	46

Library Cards Issued					
Patron Types	Month's Start	Renewed	New	Deleted	Cards to Date
Resident	5,120	51	57	2	5,175
Non-Resident/Trinity/Business	137	-	-	-	137
Cards for Kids	9	-	5	-	14

Respectfully submitted by Lorena Rodriguez, Head of Circulation



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# Public Services Department Report

## March 2023

### Meetings

3-1-23: Filmed a segment about the Palos Heights Green Team for Channel 4.  
3-6-23: Filmed April "At the Library" for Channel 4.  
3-6-23: Call with Dr. Shoman-Dajani of MVCC to discuss future programs.  
3-6-23: ILA Public Policy Committee meeting.  
3-7-23: PULSE programmers meeting.  
3-8-23: Filmed "Book Talk" for Channel 4.  
3-8-23: C2E2 panel planning meeting.  
3-8-23: ILA Intellectual Freedom Committee meeting.  
3-10-23: Met with Dewoun Hayes of the Trinity SALT program to plan a book discussion.  
3-15-23: C2E2 panel planning meeting.  
3-15-23: Social Media Committee meeting.  
3-16-23: July 4 Parade Committee meeting.  
3-17-23: Attended Middle Managers Roundtable meeting.  
3-20-23: Fan Con meeting.  
3-22-23: C2E2 panel planning meeting.  
3-23-23: SSAP programmers meeting.

### Reference Work

Working with the public via phone, chat, E-Mail, and in person, Public Services staff answered **1,605** questions in March 2023.

### Marketing/Publicity/Outreach

Home Delivery: This month we delivered to 5 patrons over 14 visits with 172 items delivered.

Beth did another book discussion over at the Senior Center, which saw increased attendance of 8 people.

Speaking of senior book discussions, I met with the director of Trinity's SALT program (Seasoned Adults Learning at Trinity) to talk about planning a PHPL staff-led book discussion over at the Trinity campus. Details aren't locked down yet, but it will happen in September or October.

Channel 4: I recorded several segments for Channel 4, April “At the Library”, “Book Talk”, and a segment about the Green Team with Lake Katherine director Gareth Blakesley.

I presented a panel, along with 3 people from other libraries, about how to plan and run comic cons at libraries at the C2E2 comic convention on 3-31-23. There were 44 people in attendance. This has led to another presentation, as people from The League of Awesome Librarians were there, and want us to do the same thing over Zoom for their members.

## Programming

Program attendance continues to be strong, with more and more people coming back to attend in the library. Most programs in March had in-person presenters, and most programs were hybrid so people could watch from home if they wanted to. Our biggest program of the month with live performers was certainly the Irish Music, with 60 attendees, most of them decked out in green. The musicians noted they also play music at other times of the year and have a Celtic Christmas program, so I think we’ll definitely have them back.

Regarding hybrid programming, I have asked Marcin to see about changing the way the picture-in-picture screen is set-up for our YouTube Live streams. The current position of the box that contains video of the speaker often blocks important portions of the slides. I have asked if we can change it so that it’s more Zoom-like, with the slide off to one side and the speaker box totally separated from it on another side of the screen. We’ll lose some of the size of the current slide, but I think it’s worth it to see the entire slide.

The Puzzle Table continues to be a hit with at least 115 visitors in March (as previously mentioned, with the direction the PS desk faces, we can’t be sure we are counting everyone who stops by). We have a few regulars who stop by almost daily and spend a good amount of time, as well as other patrons who stop by and put a piece or two in place. A nice community is springing up around the table, and I’m planning a puzzle tournament for the fall.

Our annual Oscar contest was a success in terms of submissions. The number of correct answers was pretty low overall, as nobody (but me, apparently) expected *Everything Everywhere All At Once* to sweep.

Trivia continues to do well, with 39 people attending our Juilliani’s event in March.

Spice Club debuted in March! The response was greater than we expected. 54 people signed-up, and – even more satisfying – 48 people came in to get their spice kits! I had been expecting a lower number of people to pick-up, so this was a fine start. So far registration for April is keeping pace.

March programs by the numbers:

Total Programs: 27

Virtual Attendees: 23

In-Person Attendees: 500

Total Attendees: 523

## Local History

Digitizing and archiving the Regional photo collection continues, as well as historical photos of PHPL throughout the years.

## Collection Development

Placed orders for print and digital books and audiobooks.

Our new ordering plan went into effect this month. Each PS staff member selected a number of fiction genres and non-fictions subjects to be responsible for ordering. It has gone well so far. Beth has graciously agreed to be the point person for people to ask questions to.

I noted that this is a new process for us, and welcome feedback from staff to streamline the process. We know that sometimes things will need to be fluid without any hard numbers to go by. For example, one month may happen to have more big thriller releases than historical fiction, so the thriller person will have more books in the order than the historical fiction person, etc.

So far so good. The April orders are ready to go and the submissions pass muster.

PS staff weeded a number of titles this month, and The Great Fiction/Mystery Shifting Project continues.

## Other

In my ILA committee capacity, I worked to put together a couple panels for ILA. One, targeted towards trustees, came to fruition and was submitted. The other didn't work out this year but is a promising idea that I hope can work next year when it's back in Chicagoland and more potential panelists will be attending.

I'd also like to give huge kudos to my staff. They have made transitioning into this role a lot easier. All have shown creative outside-the-box thinking this month in helping patrons. I continue to be very proud of them.

Respectfully submitted,  
Matt Matkowski

# Public Services - Monthly Statistics

March 2023

Programming	Hybrid	In-person	Programs	Cost	Attendance	Reference Questions		
Paid	4	3	7	\$1,079	145	Reference	Computer	Directional
Free	2	2	4	N/A	62	913	308	384
Book Discussion	0	3	3	N/A	22	Total		
						1,605		
Movies			1	N/A	65	Homebound Deliveries		
Passive Programs			3	N/A	132	# Patrons	# Visits	# Items
Clubs						5	14	172
Needle Crafters			4	N/A	32	Book-A-Librarian # Sessions		
Scrabble			4	N/A	59			
Computer Training - Lab			10	N/A	9			
Total Programming			36	\$1,079	526	0		
Date	Time	TYPE	Paid: Adult Programming		Registered	Cost	Attendance	
03/01/23	7:00 pm	hybrid	Mary Roach (2 in-person)		4	ILP Sub	10	
03/05/23	2:00 pm	hybrid	Invisible Warriors intro (1 in-person)		4	\$179 (1of3)	1	
03/09/23	7:00 pm	In-person	Irish Music		76	\$575	60	
03/12/23	2:00 pm	hybrid	Invisible Warriors screening		5	0 (2of3)	3	
03/15/23	7:00 pm	hybrid	Greg S. Cooke (Invisible Warriors)		3	0 (3of3)	0	
03/16/23	7:00 pm	In-person	When You Wish Upon a Star		27	\$200	32	
03/27/23	6:30 pm	In-person	Trivia Night		41	\$125	39	
Date	Time	Type	Free: Adult Programming		Registered	Cost	Attendance	
03/02/23	7:00 pm	In-person	Oscar Preview		7	n/a	9	
03/21/23	7:00 pm	hybrid	Inky Sea (5 in-person)		12	n/a	12	
03/23/23	7:00 pm	In-person	Seed Starters		37	n/a	34	
03/28/23	7:00 pm	hybrid	DV101 (5 in-person)		9	n/a	7	
Date	Time	Type	Book Discussions		Registered	Cost	Attendance	
03/13/23	12:00 pm	In-person	Lunch Bunch		n/a	n/a	9	
03/21/23	2:00 pm	In-person	Tea Time on Tuesdays		n/a	n/a	5	
03/28/23	2:00 pm	In-person	Senior Book Disc		n/a	n/a	8	
Date	Time	Movies			Registered	Cost	Attendance	
03/19/23	2:00 pm	Sunday @ the Cinema: Banshees...			49	n/a	65	
Date	Time	Passive Programs			Registered	Cost	Attendance	
		Puzzle Table			n/a	n/a	115	
		Oscar Contest			n/a	n/a	14	
		Project of the Month			n/a	n/a	3	
Date	Time	Needle Crafters			Registered	Cost	Attendance	
03/07/23	10:00 am	Needle Crafters			n/a	n/a	7	
03/14/23	10:00 am	Needle Crafters			n/a	n/a	8	
03/21/23	10:00 am	Needle Crafters			n/a	n/a	10	
03/28/23	10:00 am	Needle Crafters			n/a	n/a	7	
Date	Time	Scrabble			Registered	Cost	Attendance	
03/07/23	10:00 am	Scrabble			n/a	n/a	14	
03/14/23	10:00 am	Scrabble			n/a	n/a	14	
03/21/23	10:00 am	Scrabble			n/a	n/a	15	
03/28/23	10:00 am	Scrabble			n/a	n/a	16	
Date	Time	Computer Training - Lab			Registered	Cost	Attendance	
3/1/2023	6:00 pm	Tech Time			n/a	n/a	0	
3/7/2023	2:00 pm	Tech Time			n/a	n/a	1	
03/08/23	6:00 pm	Tech Time			n/a	n/a	0	
03/13/23	2:00 pm	PowerPoint Basics			6	n/a	6	
03/14/23	2:00 pm	Tech Time			n/a	n/a	0	
03/15/23	6:00 pm	Tech Time			n/a	n/a	0	
03/21/23	2:00 pm	Tech Time			n/a	n/a	0	
03/22/23	6:00 pm	Tech Time			n/a	n/a	0	
03/28/23	2:00 pm	Tech Time			n/a	n/a	2	
03/29/23	6:00 pm	Tech Time			n/a	n/a	0	



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# TECHNICAL SERVICES DEPARTMENT REPORT

## MARCH 2023

### Meetings and Training:

March 01, 2023 Management Teams meeting.

March 06, 2023 Susana attended ALA Core Middle Managers Interest Group meeting.

March 07, 2023 Susana attended ALA Core New Members Interest Group meeting.

March 09, 2023 Susana attended ALA Core Role of the Professional Librarian in Technical Services Interest Group meeting.

March 10, 2023 Susana attended ALA Core Technical Services Workflows Efficiency Interest Group meeting and ALA Core ALA Creative ideas in Technical Services Interest Group meeting. Hosted the first Summer Reading Committee meeting.

March 15, 2023 Susana attended Career Pathway Talk Series: Librarianship Specializations Beyond "Traditional" Library Careers Part II webinar.

March 17, 2023 Susana attended ATLAS Middle Managers meeting training.

March 20, 2023 Fan Con 5<sup>th</sup> annual planning meeting.

March 22, 2023 Susana attended 1-on-1 with Jesse.

March 28, 2023 Susana attended SWAN Fireside Chat.

### Staff Related:

Susana supervised the library during the absence of the Library Director. Thank you for this life learning opportunity.

Lorena trained Susana on closing the cash register.

Susana conducted 1-on-1 with Technical Services clerks to discuss steps to continue their progress in completing their 2023 goals.

Technical Services staff continue to work on revising fiction/mystery adult books that belong to a series.

Technical Services and Circulation continue to work on completing a detailed inventory of the Youth and Teen Services collection.

### Statistics:

Adult Print	Juvenile Print	Adult Video	Juvenile Video	Adult Audio	Juvenile Audio	Adult Periodical	Juvenile Periodical
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<b>Ordered</b>	226	513	18	8	11	25	-	-
<b>Received</b>	158	242	19	0	3	6	-	-
<b>Added</b>	226	197	15	0	5	0	84	163
<b>Discarded</b>	488	213	1	0	0	0	70	18



	<b>AUDIOBOOK</b>	<b>CONSOLE GAME</b>	<b>DVD/ BLU-RAY</b>	<b>KITS</b>	<b>LAUNCHPAD</b>	<b>MUSIC CD</b>
<b>Adult</b>	0	0	1	0	0	0
<b>Juvenile</b>	0	0	0	0	0	0

<b>Library Services</b>			
	<b>January</b>	<b>February</b>	<b>March</b>
<b>Laminating Service*</b>	11	18	0
<b>VHS Conversion:</b>	0 VHS tapes	6 VHS tapes	41 VHS tapes
<b>DVD Format</b>	0	6	20
<b>USB Flash drive Format</b>	0	7	3

\* Data for laminating services are total number of pieces laminated.

Respectfully submitted,  
Susana Leyva  
Head of Technical Services





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# YOUTH & TEEN SERVICES DEPARTMENT REPORT

## MARCH 2023

### Highlights of the Month:

Dr. Seuss Day – Mary Kate prepared multiple book themed crafts and a scavenger hunt for the kids to partake in.



Volunteer Meeting – Mary Kate tried a different way of getting some new faces into the library through volunteering.

Pot of Gold Craft – Carla planned this colorful pot of gold craft in honor of St. Patrick's Day for children in grades 3-5.

Green Storytime – Carla read stories, shared rhymes, and sang songs about the color green for babies and caregivers.

Welcome Spring! – Tina planned this story time about different things that happen in the spring.

Teen Book Box – Mary Kate created this new program. Boxes included a library book based off a questionnaire filled out by the teens, along with some goodies for them to keep.

Happy Tree Paint Along – Audrey helped teens follow along a painting tutorial to create their own masterpieces! They had so much fun and all the paintings turned out differently!

Paper Quilling – Teens were able to create art with thin paper and glue. Pictured is a teen's creation!



STEAM: Engineering with the Three Little Pigs – Carla planned this engaging STEAM activity for children in grades K-3. Children refreshed their memories of the story and built three different houses to stop the big bad wolf.

STEAM: Candy Chromatography – Carla planned a STEAM experiment and craft using skittles for children in grades 4-8.

Teen Book Club – Carla and teen patrons in grades 6-12 enjoyed a fabulous book discussion about *Seven Dirty Secrets* by Natalie Richards.

St Patrick's Day Fun – Kids celebrated St Patrick's Day with four crafts prepared by Mary Kate.

Blue's Clues Day – Jolie read two Blue's Clues stories to children, made four Blue's Clues themed crafts and ended this program with finding his paw print hidden in the department! Children ages 2-5 enjoyed using their creativity when putting the crafts together.

Handprint Animals – Claire guided children in grades K-3 to draw different animals by tracing their hands. Children enjoyed stretching their creativity and artistic flair through their animal designs.

Sunshine Storytime – Claire read stories and sang songs all about the sun for children ages 2-5 and their caregivers.

Kindness Rocks – Claire guided children of all ages to write and draw kind messages on small rocks. Children enjoyed the opportunity to brighten someone's day and enjoyed discussing what they would do with their rocks.

## Meetings and Department News:

Management Meeting – Tina and Carla attended the management meeting on 03/01.

Mackin: Finding Your Voice, Telling Your Story – Carla watched this webinar on 03/02. She listened to a panel of three authors discuss the power of sharing your own story.

Booklist: Amazing Audiobooks – Carla and Claire watched this webinar on 03/02 in order to learn about some trends in audiobooks and upcoming spring releases.

Channel 4 – Tina shared library events on 03/06.

YTS Meeting – Tina led a meeting on 03/06 to discuss this year's summer reading program and review what the department needs to do during instances of severe weather, power outages, and fires.

Booklist: HarperCollins Children's Books Spring 2023 Librarian Preview – Tina, Carla, and Claire watched this webinar on 03/10 about upcoming titles and heard authors discuss their books.

SRP Kick Off Committee Meeting – Carla and Mary Kate attended this meeting on 03/10 to begin planning the kickoff party for summer reading.

Dist. 118 Meeting – Tina and Carla met with the new library media specialist for Dist. 118 on 03/15. They discussed collection development and ways to strengthen our partnership.

Social Media Meeting – Tina and Mary Kate attended this meeting about National Library Week posts and activities on 03/15.

4<sup>th</sup> of July Committee Meeting – Carla attended this meeting on 03/16 to discuss the upcoming 4<sup>th</sup> of July parade.

Baker Lectures: Life After Potter: Revisiting Race, Justice, and Difference in the Wizarding World – Mary Kate watched this webinar on 03/17. Dr. Sarah Park Dahlen and Dr. Ebony Elizabeth Thomas talked about how to approach Harry Potter and JK Rowling in the world today and gave examples of similar books that are more inclusive of every culture and everyone.

FanCon Meeting – Claire attended this meeting on 03/20 to discuss plans for the upcoming FanCon event.

SLJ: Middle Grade Magic – Tina and Carla watched this event on 03/20 and listened to a variety of middle grade authors discuss their novels.

DK School & Library Summer 2023 Preview – Carla and Claire watched this webinar on 03/22.

LJ: Spring Graphic Novels – Mary Kate watched this webinar on 03/21 about upcoming graphic novels for J and YA.

SLJ: Spring Teen/YA Book Buzz – Tina and Mary Kate watched this webinar on 03/22 about upcoming YA books.

Mackin: Black Girl Joy! Empowering Coming-of-Age Stories for Middle Grade Readers – Carla watched this webinar on 03/23 and listened to three authors discuss their novels and the importance of highlight black girl joy.

Preschool Partnerships Meeting – Carla attended this meeting on 03/23. The group discussed book and song suggestions that has worked well in their outreach storytimes.

Booklist: Picture Book Parade – Claire watched this webinar on 03/28 to learn about upcoming fiction and nonfiction picture books.

Booklist: Spring-Summer 2023 Showcase – Carla watched this webinar on 03/30 in order to learn about upcoming titles for children.

## Outreach:

Trusting Hearts --- Jolie presented a storytime all about Saint Patricks Day to a 3-4 year old preschool class 03/14.

Rec Center – Carla presented a storytime about the spring to the 3 and 4 year-old preschool classes on 03/21 and 3/22.

Indian Hill Preschool – Carla presented a storytime about spring to six preschool classes on 03/22.

Chippewa Reading Night – Claire presented a storytime and craft themed around Clifford the Big Red Dog to a classroom of K-5 students and their parents on 03/22.

Reggio Academy – Mary Kate presented an ocean themed storytime to a class of 2-5 year olds on 03/27.

Sandbox – Carla planned a STEAM activity using the story of the Three Little Pigs for a group of children from Sandbox school on 03/29.

Book Talks – Carla shared her recommendations for students in 128 and the middle school at 118.

Respectfully submitted,

Tina Ruzala

Head of Youth & Teen Services

## Statistics:

PROGRAMMING	TOTAL	ATTENDANCE	COST	REFERENCE QUESTIONS		
Free Youth Programming/Training	14	251		Reference	Computer	Directional
Free Tween/Teen Programming	6	31		312	53	228
Youth Paid Programming	0	0		TOTAL	593	
Tween/Teen Paid Programming	0	0		PASSIVE PROGRAMMING		
TOTAL PROGRAMMING	20	282		Craft	Teen	Activity
OUTREACH/SCHOOL VISITS	# VISITS	# SESSIONS	ATTENDANCE	450	233	53
TOTAL OUTREACH	1	30	1568	TOTAL	736	

DATE	TIME	FREE: YOUTH PROGRAMMING / TRAINING /CLUBS	COST	ATTENDANCE
03/02/23	4:00 PM	Dr. Seuss! Day		18
03/03/23	11:00 AM	Unicorn Fun Storytime		28
03/08/23	1:00 PM	Sensory Friendly Playtime - Key Autism Services		7
03/08/23	4:30 PM	Furry Readers		28
03/09/23	4:00 PM	Handprint Animals		23
03/10/23	11:00 AM	Welcome Spring Storytime		30
03/13/23	4:00 PM	Pot of Gold Craft		2
03/15/23	11:30 AM	Green Storytime		11
03/15/23	4:00 pm	Invention Convention		0
03/16/23	4:00 pm	St. Patrick's Day Fun		14
03/22/23	11:30 am	Sunshine Storytime		29
03/23/23	4:00 pm	Blue's Clues Day!		22
03/27/23	4:00 pm	STEAM: Engineering with the Three Little Pigs		8
03/29/23	4:00 pm	Kindness Rocks		31

DATE	TIME	TWEEN/TEEN - PROGRAMMING / TRAINING /CLUBS	COST	ATTENDANCE
03/06/23	4:00 PM	STEAM: Candy Chromatography		7
03/07/23	7:00 PM	Volunteens Meeting		1
03/12/23	4:00 PM	Teen Book Boxes		10
03/14/23	5:00 PM	Teen Book Club		4
03/20/23	4:00 PM	Happy Tree Paint Along		8
03/21/23	6:00 pm	Paper Quilling		1
03/29/23	4:00 pm	Baseball Cap Box (rescheduled due to Cricut replacement part)		

FREE: YOUTH PASSIVE PROGRAMMING	ATTENDANCE
Craft - Popsicle Stick Flower	230
Teen Craft - Frog Drawing	120
Pot of Gold Activity	53
Craft - Cherry	220
Teen Craft - Paper Bag Book	75
Teen Gaming - Nintendo Switch	22
FabLab - Cricut Flower (Teen)	5
FabLab - Bottle Opener (Teen)	11

OUTREACH & SCHOOL VISITS			
DATE	ORGANIZATION	# SESSIONS	ATTENDANCE
03/08/23	Grades K-1 Virtual Booktalks	6	161
03/08/23	Grades 2-3 Virtual Booktalks	7	154
03/08/23	Grades 4-5 Virtual Booktalks	5	126
03/10/23	Grades 6-8 Virtual Booktalks	1	700
03/14/23	Trusting Hearts	1	31
03/21/23	Rec Center Preschool	1	13
03/22/23	Rec Center Preschool	1	20
03/22/23	Indian Hill Preschool	6	82
03/22/23	Chippewa Reading Night	1	250
03/27/23	Reggio Academy	1	15
03/29/23	Sandbox Visit - Three Little Pigs Engineering	1	16