



PALOS HEIGHTS
PUBLIC LIBRARY

CIRCULATION DEPARTMENT REPORT

AUGUST 2024

At the Desk:

9 online library cards were issued to residents.

8 directional questions were answered by the Circulation staff.

2 patrons used Curveside pickup.

Department Highlights:

Karen M., Karen D., Joyce, Chris, Crystine, and Lorena attended the SWAN Expo for staff in-service day. They learned something new and learned more about other libraries from the sessions provided.

Chris, Nikki, Marilyn, and Mary Kate promoted the library at the Farmers Market, providing informational and promotional library materials.

Lorena helped the Palos Heights Woman's Club with the Mayor for a Day flyer invitations for Palos Heights schools.

Lorena attended the Trinity Student Involvement Day, handing out promotional materials.

Lorena and Beth hosted the Dog Adoption event which was a great success! Five of six puppies were adopted from the event – one of them adopted by Lorena. Kindness Corner requested dog donations for the Traveling Tails Dog Rescue, and the library had pet blankets, pot holders, and pull toys (a special thanks to Mary Kate's grandmother, Nancy).



Meetings:

August 5 – Friends of the Library 40th Anniversary meeting

August 6 – Fan Con meeting

August 9 – LACONI Presents: Managing Systems That Help!

August 12 – Social Media meeting

August 13 – 1 on 1 with Jesse

August 14 – LACONI Unconference

August 21 – Management Team meeting

August 26 – Fan Con meeting

Respectfully submitted,

Lorena Rodriguez

Head of Circulation

CIRCULATION STATISTICS FOR AUGUST 2024

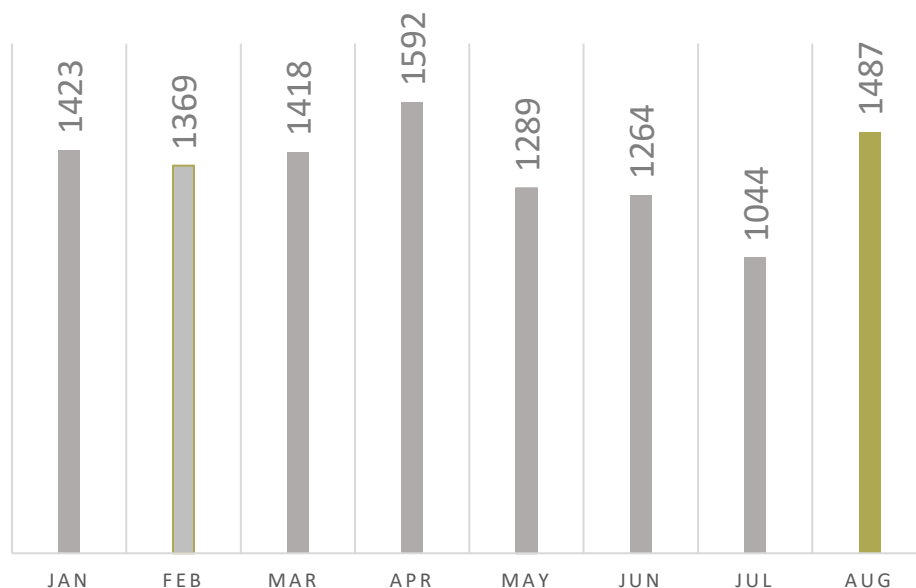
	Aug-24	YTD 24	Aug-23	YTD 23
Adult Circulation				
Books	4,008	30,846	4,317	30,593
Video	394	3,827	723	4,749
Audio	345	2,481	438	3,305
Periodicals	154	1,322	211	1,638
Other Formats	12	131	32	104
In House	81	758	109	774
Total Adult Circulation	4,994	39,365	5,830	41,163
Youth Circulation				
Books	4,262	35,264	3,998	33,384
Audio	45	475	135	902
Teen Circulation				
Books	338	2,394	365	2,968
Audio	6	36	6	21
Youth & Teen Circulation				
Video	253	1,872	219	1,704
Periodicals	16	119	17	77
Other Formats	78	537	-	2
In House Use	844	7,152	804	7,157
Total Youth & Teen Circulation	5,842	47,849	5,544	46,215
Gadgets & Gizmos	18	98	Collection started June 2024	
Electronic Circulation				
eBooks (Media On Demand)	1,260	10,366	1,342	10,194
eBooks (e-Read IL)	96	738	98	783
eAudio (e-Read IL)	85	595	50	454
eAudio (Media On Demand)	931	7,161	775	5,833
Video (Media On Demand)	-	-	-	-
Periodicals (Overdrive)	255	2,285	90	771
Periodicals (PressReader)	1	1,750	-	-
Total Electronic Circulation	2,628	22,895	3,286	24,856
TOTAL CIRCULATION	13,482	110,207	14,660	112,234
ILL - Received				
ILL - Sent	1,342	10,394	1,411	10,367
Reciprocal Borrowing	1,066	8,121	968	8,350
Online Renewals	1,245	9,923	1,408	10,023
Self-Checkout	30	301	36	307
Computer Usage	4,283	34,552	4,489	34,810
Library Workstation Sessions	558	3,966	433	3,137
Wireless Sessions	915	7,464	860	6,551
Total Sessions	1,473	11,430	1,293	9,688
# of People Using the Library	10,065	80,815	10,313	73,978
Homebound Deliveries			Current Month	Full Year
Patrons Serviced			7	
Visits			26	147
Items			189	935
Museum Pass Program			Current Month	Full Year
Total Passes			28	136
Library Cards Issued				
Patron Types	Month's Start	Renewed	New	Deleted
Resident	4,121	83	35	-
Non-Resident/Trinity/Business	26	3	-	-
Cards for Kids	73	-	1	

Respectfully submitted by Lorena Rodriguez, Head of Circulation

Public Services Department Report

August 2024

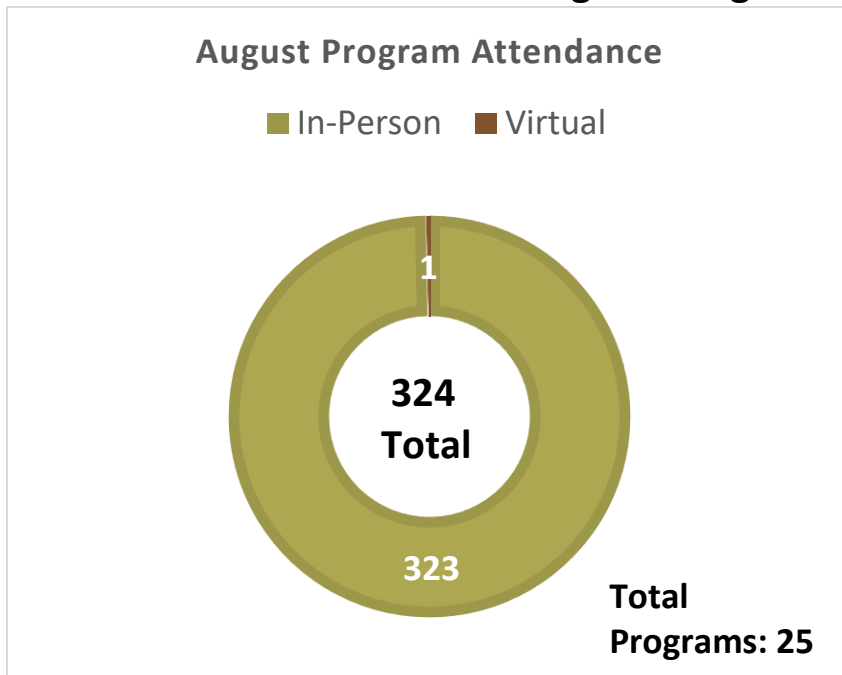
PS Reference Questions



Meetings & Trainings

- 8-5-24: Channel 4 “At the Library” Taping
- 8-7-24: Project Management Training @ MPPL
- 8-9-24: LACONI Managing Systems That Can Help @ Lombard
- 8-14-24: LACONI Unconference @ Dominican University
- 8-16-24: Reaching Forward North Committee Meeting
- 8-19-24: 1 on 1 with Director
- 8-19-24: ILA Annual Conference Committee Meeting
- 8-21-24: Management Team Meeting
- 8-28-24: Civic Literacy Webinar
- 8-28-24: Accessible PDFs Webinar
- 8-29-24: SSAP Programmers Meeting @ Midlothian

Programming



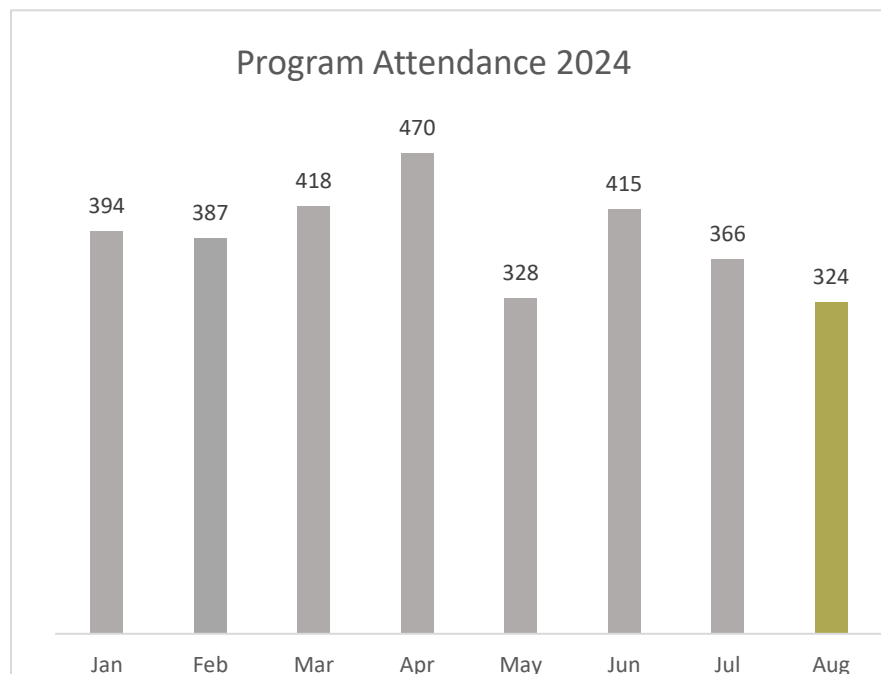
August is another light programming month for us, but even so we had pretty respectable numbers. The two scrapbook classes filled-up immediately and all the people who signed-up attended the program, which has been the standard for these programs. We also had the first of a trio of end-of-year iCash events from the IL Treasurer's office, and a good number of folks dropped-in for that, as well. Treasurer personnel continue to be impressed with the number of people

that turn up for these at our library.

Our only "traditional" program was our Watergate lecture, held around the 50th anniversary of Nixon's resignation, which once again had a higher turnout than number of registrants, something that has been becoming more common lately.

Other than that, our weekly clubs continue to do well, for the most part. The Mah Jongg club can be hit or miss in terms of attendance, but Needle Crafters and Scrabble Club consistently get solid numbers.

The annual cord cutting class went well. Things in the streaming service landscape are definitely getting more confusing. The program was well-attended, and patrons had excellent questions.



Marketing/Publicity/Outreach

Two big outreach events happened in August, the Dog Adoption Event and the Shredding / Pill Drop-Off Event we do in partnership with the City and Lake Katherine. I can't speak much to the dog adoption event, as I was not involved with it, but I can say there were a lot of people attending and all the puppies were adopted, so that seems like a success.

The shredding event, on the other hand, I was very involved with. This year we did more advertising, in addition to that done by the City and Lake Katherine. After feedback from last year's event, we tried it with less volunteers and more signage. I was a little nervous about this, but I am happy to report that, from all I've heard, the event was a success. 225 cars came through (227 if you count the two that rolled in just after the shredding trucks had left), and the police filled 3 large garbage bags with pills people turned in. We also got some specific compliments for the signage, which was nice to hear given that we were testing the more signs/less people approach to the event.

Other than that, Tina and I filmed the September Channel 4 spot.

Local History

Our various local history projects continue apace.

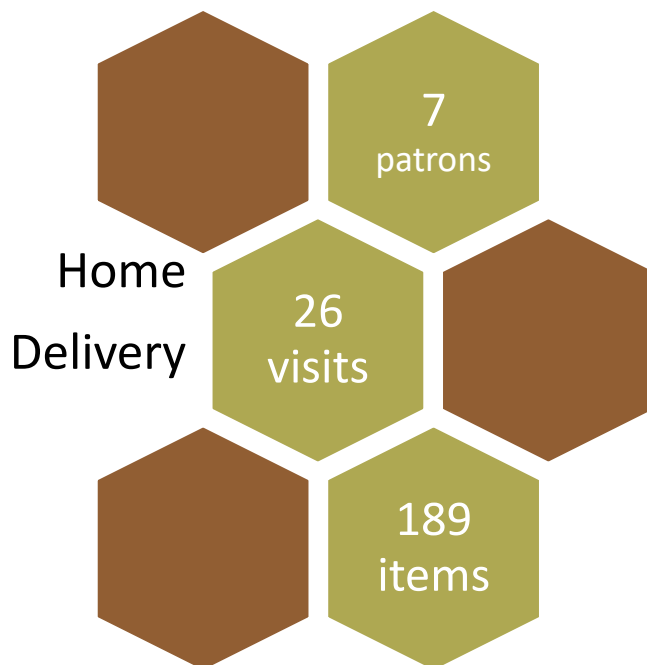
Collection Development

Much weeding was done in anticipation of the August book sale, and now we turn our attention towards a large shifting project in the fiction section.

Other

The PS staff continues to receive compliments on service provided to patrons. I know I said the same thing last month, but it continues to be the case this month.

Respectfully submitted,
Matt Matkowski
Head of Public Services



August 2024

PROGRAMMING	HYBRID	IN HOUSE	TOTAL # PROGRAMS	COST	ATTENDANCE	REFERENCE QUESTIONS		
Paid	0	3	3	\$412	58	Reference	Computer	Directional
Free	0	1	1	N/A	18	834	309	344
Book Discussions	0	3	3	N/A	25	TOTAL		1,487
Movie			0		0	HOMEBOUND DELIVERIES		
Passive Programs			4		103			
IN HOUSE CLUBS						# Patrons	# Visits	# Items
Mah Jongg			4	N/A	6	7	26	189
Needle Crafters			4	N/A	24	BOOK-A-LIBRARIAN # Sessions		
Scrabble			4	N/A	64			
COMPUTER TRAINING - LAB			2	N/A	26	5		
TOTAL PROGRAMMING			25	\$412	324			
DATE	TIME		HYBRID	PAID: ADULT PROGRAMMING		REGISTERED	COST	ATTENDANCE
8/1/2024	7:00 PM		No	Watergate: 50 Years Later		33	\$175	34
8/3/2024	10:00 AM		No	Scrapbooking Trio Card		N/A	\$83	12
8/6/2024	7:00 pm		No	Scrapbooking Paper Mini-Albums		12	\$154	12
DATE	TIME		HYBIRD	FREE: ADULT PROGRAMMING		REGISTERED	COST	ATTENDANCE
08/08/24	7:00 PM		No	Illinois State Treasurer iCash Event		N/A	N/A	18
DATE	TIME		HYBRID	BOOK DISCUSSIONS		REGISTERED	COST	ATTENDANCE
08/12/24	12:00 PM		No	Lunch Bunch		N/A	N/A	11
08/14/24	7:00 PM		No	Horror Book Club		N/A	N/A	9
08/20/24	2:00 PM		No	Teatime on Tuesdays		N/A	N/A	5
DATE	TIME		MOVIES			REGISTERED	COST	ATTENDANCE
DATE	TIME		MAH JONGG			REGISTERED	COST	ATTENDANCE
08/06/24	12:00 PM		Mah Jongg			N/A	N/A	4
08/13/24	12:00 PM		Mah Jongg			N/A	N/A	0
08/20/24	12:00 PM		Mah Jongg			N/A	N/A	0
08/27/24	12:00 PM		Mah Jongg			N/A	N/A	2
DATE	TIME		NEEDLE CRAFTERS			REGISTERED	COST	ATTENDANCE
08/06/24	10:00 AM		Needle Crafters			N/A	N/A	6
08/13/24	10:00 AM		Needle Crafters			N/A	N/A	6
08/20/24	10:00 AM		Needle Crafters			N/A	N/A	7
08/27/24	10:00 AM		Needle Crafters			N/A	N/A	5
DATE	TIME		SCRABBLE			REGISTERED	COST	ATTENDANCE
08/06/24	10:00 AM		Scrabble			N/A	N/A	16
08/13/24	10:00 AM		Scrabble			N/A	N/A	18
08/20/24	10:00 AM		Scrabble			N/A	N/A	15
08/27/24	10:00 AM		Scrabble			N/A	N/A	15
DATE	TIME		COMPUTER TRAINING - LAB			REGISTERED	COST	ATTENDANCE
08/12/24	2:00 PM		Facebook Basics			4	N/A	1
08/26/24	2:00 pm		Smart TVs, Streaming Services, and You			20	N/A	25
Date	Time		Passive Programs			Registered	Cost	Attendance
			Puzzle Table					70
			Spice Club Kits					15
			Extra Spice Club Kits					17
			FabLab Project of the Month					1



PALOS HEIGHTS
PUBLIC LIBRARY

TECHNICAL SERVICES DEPARTMENT REPORT

AUGUST 2024

Meetings and Training:

On August 06, Susana attended the Fan Con meeting.

On August 09, Susana attended LACONI: Managing Systems that Help.

On August 21, Susana attended the Management Team meeting and attended Niche Academy: Strengthening Your Communication Skills webinar.

On August 22, Susana met with Jesse for a 1-on-1 meeting and discussed department updates.

On August 23, Susana, Marilyn and Jalal attended SWAN Expo. (See staff summaries below.)

On August 24, Susana attended PR 101 for Library Trustees: Leading Through Crisis webinar.

On August 26, Susana attended the Fan Con meeting.

On August 27, Susana attended SWAN Fireside Chat and Library Journal: Using Emotional Intelligence to Build Effective Work Relationship webinar.

On August 29, Susana met with Carla to discuss enhancing bags to go with interactive activities.

On August 30, Susana met with SWAN Acquisition & Cataloging Users team to discuss the next meeting agenda.

Staff Related:

Susana completed a 4-week ALA course on Who Manages, Who Leads: Part Two. The course covered important ideas about leadership, including key practices, different leadership styles, and how to keep improving as a leader. It explained how good leaders act, how various leadership styles affect teams, how organizations can keep learning and adapting, and the differences between managing day-to-day tasks and inspiring big changes. It also looks at leadership roles, and the importance of ongoing training and career development.

During August, Fan Con has been working on social media content, flyers, event schedule and layout of the activities.

The department staff is working on an acquisition cleanup project per SWAN request to delete old fiscal years. The fiscal years prior to 2023 have been completed. Nikki is working on this year's order records received but not loaded during the months of January through July.

Susana trained Jalal on library's VHS Conversion Service. Jalal trained specifically on converting VHS tape to USB flash drive.

Susana continues training Nikki on the different functions within the Acquisitions module in Workflows. Training continues to focus on modifying invoices and manually entering invoices.

SWAN EXPO Summaries:

Jalal's Summary:

What I took away from SWAN EXPO is how to be more efficient with Workflows. The main thing I took away is how to further solve problems. I learned new techniques and how to better use tools to search up wizards and find details to certain library discrepancies. Other people who were in that session with me helped me figure out ways to get to the bottom of things. One example is clicking on underlined words to get specified information regarding bills and an item's library of origin. The three mysteries challenges were fun and very educational for my benefit as well as that of our library. I would like to go more in detail about learning these techniques or methods so that I can improve as a Tech Service Clerk.

Marilyn's Summary:

I attended: "Roundtable: Self Care in the Balance of Work & Life". This talked about identifying symptoms of stress and the various coping strategies. How to make time for yourself and separate Work/Home responsibilities. Good examples were given on how to accomplish this.

Circulation Best Practices: Moments at the Service Desk. I enjoyed this session the most, the panel gave great examples and suggestions on how to avoid the most common errors at check in/Circ Desk. And how to reduce those errors. This was a GREAT presentation.

Roundtable: How to deal with Difficult Situations. Attendees shared the most difficult moments encountered with patrons. Each also went on to explain how these situations are handled in their particular libraries. In many cases the patrons were disrespectful, obnoxious and rude. Discussion centered around resolving the issues and calming the patron.

I thought the SWAN recap-We Predict the Future of Swan was a bit long and drawn out.

Susana's Summary:

In the session "Crisis Plans from an HR Perspective," presented by Candace Fisher from HR source at the SWAN Expo, I gained valuable insights into creating effective emergency preparedness plans for our library. With the rise in various crises such as protests, bomb threats, or global pandemics, Fisher emphasized the importance of having comprehensive plans that include clear evacuation procedures, communication strategies, and protocols for dealing with specific threats. I found this session eye opening because as a department head, I am not confident my staff knows what to do in case of a bomb threat or a shooter. Fisher outlined several key elements necessary for effective crisis management. For example:

1. Evacuation procedures: Clearly defined routes and assembly points for staff and patrons.
2. Communication Plans: Create a system for distributing information quickly, such as emergency alerts, staff notifications, and public announcements.
3. Incident Response Protocols: Specific procedures for handling various emergencies, including lockdowns during active threats or medical emergencies.
4. Staff Training and Drills: Regular training sessions and practice drills to ensure that staff are familiar with emergency procedures and can act swiftly.
5. Coordination with Local Authorities: Establishing connections with local emergency services to facilitate effective collaboration and support during a crisis.

These elements help ensure that the library is prepared for unexpected events, enhancing safety and operational continuity.

Statistics:

	Adult Print	Juvenile Print	Adult Video	Juvenile Video	Adult Audio	Juvenile Audio	Adult Periodical	Juvenile Periodical
Ordered Items	148	213	0	0	0	0	-	-
Received Items	130	128	13	2	2	0	-	-
Added Items	154	167	14	2	2	0	46	7

	Print	DVD/Blu-ray	Audiobook	Music CD	Console Game	Kits	Launchpad	Other Formats
Adult Discarded Items	575	0	1	0	N/A	0	0	0
Juvenile Discarded Items	95	0	0	0	0	0	0	0

Library Services:

	January	February	March	April	May	June	July	August
Laminating Service*	0	1	0	0	0	1	0	0
VHS Conversion:	48 VHS tapes	0 VHS tapes	1 VHS tapes	1 VHS tapes	0 VHS tapes	0 VHS tapes	1 VHS tapes	4 VHS tapes
DVD Format	0	0	1	1	0	0	3	0
USB Flash drive Format	48	0	0	0	0	0	0	1

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

Respectfully submitted,
Susana Leyva
Head of Technical Services

YOUTH & TEEN SERVICES DEPARTMENT REPORT

AUGUST 2024

Highlights of the Month:



Tina had so much fun at Lake Katherine for this month's Nature Hour program. Those in attendance heard stories about camping, sang campfire songs, made a lantern craft, played charades, built a campfire, and made s'mores!

Carla's favorite program of the month was Olympics Buttons for grades 4-8. The kids enjoyed discussing their favorite athletes and Olympic events while making buttons.

Mary Kate enjoyed the program 3D Printed Keychain. She showed kids in grades 4-12 how to design their own name as a keychain using Tinkercad.com, and printed their keychains on the 3D printer.

Jolie's favorite program was Beetlejuice for grades 4-8. The kids enjoyed making friendship bracelets with their favorite characters from the movie and decorating salt shakers.



Claire prepared Summer STEAM Olympics for grades 3-5. Children had lots of fun designing their own soccer fields, javelins, and sailboats out of common household materials while discussing their favorite sports and players.

Meetings and Department News:

LACONI: Insights & Strategies to Advance Program Marketing – Mary Kate attended this event on 08/01.

SLJ Picture Book Palooza! – Tina, Carla, and Claire watched this event on 08/01.

SWAN Expo Presentation Meeting – Tina met with fellow presenters on 08/01.

One-on-One Meeting – Tina met with the library director on 08/02 and 08/28.

Social Media Meeting – Mary Kate and Tina attended this meeting on 08/12. The committee planned a schedule for Library Card Sign-Up month, Dog Adoption, FanCon, and FOL week.

Booklist: Daring YA Debuts from Zando Young Readers – Claire and Mary Kate watched this webinar on 08/13.

Fan Con Meetings – Carla and Claire attended the meeting on 08/06, and Carla attended the meeting on 08/26.

Laconi Recharge: Networking Unconference – Tina attended this at Dominican University on 08/14.

Management Team Meeting – Tina and Carla attended on 08/21.

Booklist: DK School & Library Fall 2024 – Carla watched this webinar on 08/22.

Booklist: MacKids School & Library Fall 2024 Titles – Carla watched this webinar on 08/22.

Swan Expo – Tina, Carla, Mary Kate, and Jolie attended on 08/23. Tina was also part of a panel presentation for, Collection Management: Weeding, Storage, Renovations.

SLJ: Teen Live! – Tina, Carla, Mary Kate and Claire watched this event on 08/24.

SLJ: The Best in Fall Nonfiction – Part 1 – Claire watched this webinar on 08/27.

SLJ: Amazing Picture Books – Carla watched this webinar on 08/29.

SLJ: Winning Back to School Activities for Every Age – Carla and Mary Kate watched this webinar on 08/29.

Outreach:

Worth Township Backpack Giveaway Event – Mary Kate attended this event on 08/04.

Farmers Market – Mary Kate presented a story time for Farmers Market Day on 08/07.

Orchard Park Opening Ceremony – Carla attended this event celebrating the opening of the new park on 08/08.

Trinity's Back to School Fair – Carla attended this event on 08/28.

Independence Junior High Open House – Claire attended this event on 08/28.

Navajo Open House – Mary Kate attended this event on 08/29.

Respectfully submitted,
Tina Ruzala
Head of Youth & Teen Services

Statistics:

PROGRAMMING	TOTAL	ATTENDANCE	COST	REFERENCE QUESTIONS		
Free Youth Programming/Training	6	92		Reference	Computer	Directional
Free Tween/Teen Programming	6	33		254	88	158
Youth Paid Programming	1	33	\$300	TOTAL	500	
Tween/Teen Paid Programming	0	0		PASSIVE PROGRAMMING		
TOTAL PROGRAMMING	13	158	\$300	Craft	Teen	Activity
OUTREACH/SCHOOL VISITS	# VISITS	# SESSIONS	ATTENDANCE	428	215	17
TOTAL OUTREACH	0	7	418	TOTAL	660	

DATE	TIME	FREE: YOUTH PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
08/01/24	2:00 pm	Spider-Man Day	30
08/07/24	11:30 am	Sports Storytime	14
08/07/24	2:00 pm	Summer STEAM Olympics	7
08/14/24	2:00 pm	Bluestem Battle of the Books	0
08/14/24	4:30 pm	Furry Readers	7
08/30/24	10:00 am	Nature Hour	34

DATE	TIME	TWEEN/TEEN - PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
08/01/24	4:00 pm	Volunteens	16
08/05/24	2:00 pm	Olympics Buttons	5
08/08/24	2:00 pm	Ghostbusters: Afterlife	0
08/10/24	5:00 pm	Teen Book Box	7
08/15/24	4:00 pm	3D Printed Keychain	4
08/21/24	5:00 pm	Beetlejuice	1

DATE	TIME	PAID YOUTH - PROGRAMMING	COST	ATTENDANCE
08/10/24	11:00 am	Ballet 5:8 Books and Ballerinas	\$300	33

FREE: YOUTH PASSIVE PROGRAMMING	ATTENDANCE
Teen Gaming - Nintendo Switch	35
Passive Activity - What's Your Favorite Read?	17
FabLab - Dog Pen Holder	3
Craft - Ice Cream Cone	100
Craft - School Bus	158
Teen Craft - How to Draw Bus	35
Teen Craft - Shark	72
Teen Craft - Monster Bookmark	70
Craft - Crayon	170

OUTREACH & SCHOOL VISITS			
DATE	ORGANIZATION	# SESSIONS	ATTENDANCE
08/06/24	Worth Township Back-to-School Backpack Giveaway	1	121
08/07/24	Farmer's Market & Storytime 10:30	1	12
08/07/24	Farmer's Market & Storytime 11:30	1	0
08/08/24	Orchard Park Opening Ceremony	1	40
08/28/24	Trinity's Back to School Fair	1	45
08/28/24	Independence Jr. High Open House	1	100
08/29/24	Navajo Heights School Open House	1	100