



PALOS HEIGHTS
PUBLIC LIBRARY

CIRCULATION DEPARTMENT REPORT

SEPTEMBER 2024

At the Desk:

13 online library cards were issued to residents.

14 directional questions were answered by the Circulation staff.

8 patrons used Curveside pickup.

1 birthday bookmark was given out to a patron.

Department Highlights:

Joyce, Crystine, and Lorena promoted the library at the Farmers Market, providing informational and promotional library materials.

Karen D. celebrated her 25th work anniversary!

Lorena created the marketing materials for Library Card Sign-up Month and Circ helped new patrons enter a drawing to win a Family Brookfield Zoo 1-year membership. We had 29 entries and the winner was Michael Small!

Throughout September, Circ helped collect bookmark designs for the Friends of the Library bookmark contest. There were 49 entries and three winners were chosen: Sarah Kroese, Charlie, and Caroline Hermann!

Lorena created various marketing materials for the Friends 40th Anniversary. She also interviewed with Sue and Patti on PHTV4 to help promote upcoming activities.

The Fan Con Committee decorated the library and the display case to help promote the big event. Circ also helped in preparing the giveaway bags and crafts. The committee is very thankful for all of their help.

Lorena helped come up with program ideas, craft activities, layout, schedule, marketing materials, and various other things to create an eventful day for Fan Con. She helped the new chair of the committee understand the role and get comfortable with creating a large scale library event for the community. Christina did a fantastic job planning and leading this committee and she will continue to provide exciting things for Fan Con.

Lorena created posts and videos promoting Library Card Sign-up Month and Fan Con on Social Media platforms.

Meetings:

September 3 – Fan Con meeting

September 5 – Fan Con crafts meeting with Susana

September 11 – Fan Con meeting

September 11 – Friends of the Library 40th Anniversary meeting

September 16 – LACONI: Documentation is Communication

September 17 – Fan Con meeting

September 24 – 1 on 1 with Jesse

September 24 – Management Team meeting

September 26 – Fan Con meeting

September 30 – Management Team meeting

Respectfully submitted,

Lorena Rodriguez

Head of Circulation

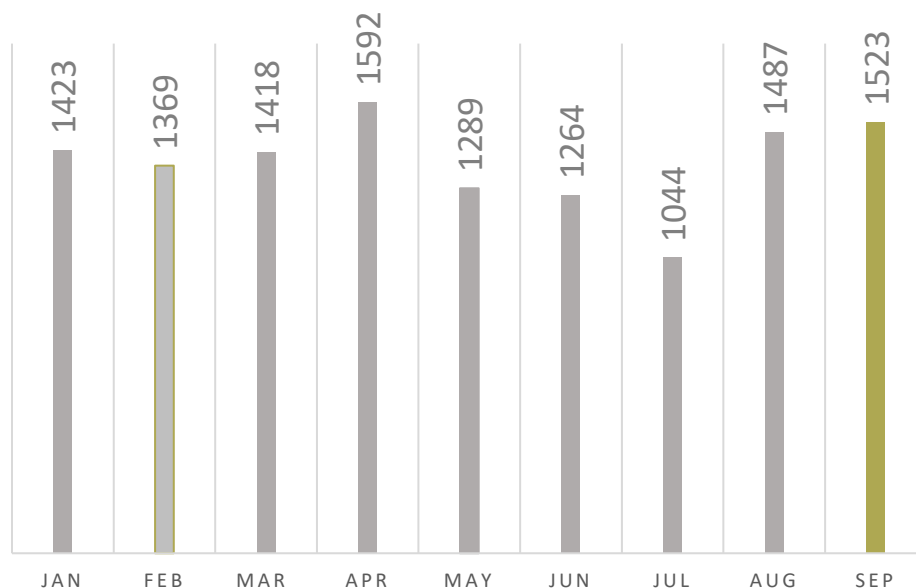
CIRCULATION STATISTICS FOR SEPTEMBER 2024

	Sep-24	YTD 24	Sep-23	YTD 23
Adult Circulation				
Books	3,478	34,324	3,832	34,425
Video	358	4,185	613	5,362
Audio	280	2,761	335	3,640
Periodicals	220	1,542	224	1,862
Other Formats	29	160	33	137
In House	55	813	79	853
Total Adult Circulation	4,420	43,785	5,116	46,279
Youth Circulation				
Books	4,001	39,265	4,070	37,454
Audio	39	514	131	1,033
Teen Circulation				
Books	205	2,599	285	3,253
Audio	-	36	5	26
Youth & Teen Circulation				
Video	156	2,028	190	1,894
Periodicals	12	131	28	105
Other Formats	66	603	-	2
In House Use	865	8,017	882	8,039
Total Youth & Teen Circulation	5,344	53,193	5,591	51,806
Gadgets & Gizmos	18	116	Collection started June 2024	
Electronic Circulation				
eBooks (Media On Demand)	1,082	11,448	1,221	11,415
eBooks (e-Read IL)	107	845	114	897
eAudio (e-Read IL)	69	664	39	493
eAudio (Media On Demand)	842	8,003	798	6,631
Video (Media On Demand)	-	-	-	-
Periodicals (Overdrive)	326	2,611	164	935
Periodicals (PressReader)	67	1,817	-	-
Total Electronic Circulation	2,493	25,388	3,968	28,824
TOTAL CIRCULATION	12,275	122,482	14,675	126,909
ILL - Received				
ILL - Sent	1,126	11,520	1,264	11,631
Reciprocal Borrowing	1,058	9,179	1,022	9,372
Online Renewals	1,131	11,054	1,296	11,319
Self-Checkout	23	324	39	346
Computer Usage	3,820	38,372	4,249	39,059
Library Workstation Sessions	485	4,451	387	3,524
Wireless Sessions	1,038	8,502	1,052	7,603
Total Sessions	1,523	12,953	1,439	11,127
# of People Using the Library	10,453	91,268	9,696	83,674
Homebound Deliveries			Current Month	Full Year
Patrons Serviced			9	
Visits			21	168
Items			132	1,067
Museum Pass Program			Current Month	Full Year
Total Passes			14	150
Library Cards Issued				
Patron Types	Month's Start	Renewed	New	Deleted
Resident	4,156	51	29	-
Non-Resident/Trinity/Business	29	3	-	-
Cards for Kids	74	7	-	

Respectfully submitted by Lorena Rodriguez, Head of Circulation

Public Services Department Report September 2024

PS Reference Questions



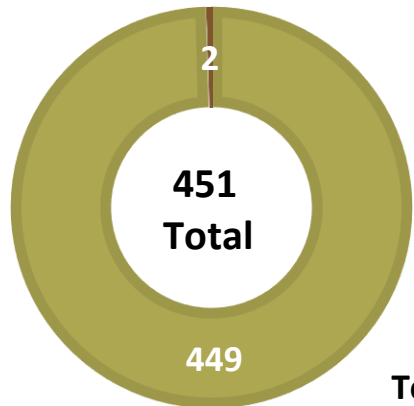
Meetings & Trainings

- 9-3-24: 1 on 1 with Director
- 9-4-24: RAILS Member Update
- 9-5-24: ILA Conference Committee Meeting
- 9-9-24: Channel 4 "At the Library" Recording
- 9-10-24: Generative AI in Libraries Webinar
- 9-12-24: ELSUM Meeting
- 9-16-24: Documentation is Communication Webinar
- 9-16-24: 1 on 1 with Director
- 9-16-24: Kris Kringle Market Meeting
- 9-19-24: LJ Library Skills Demo
- 9-19-24: ARRT Meeting
- 9-20-24: RFN Meeting
- 9-20-24: Increase Comm. Engagement Webinar
- 9-24-24: One Earth Meeting
- 9-25-24: Green Team Meeting
- 9-26-24: Management Meeting

Programming

August Program Attendance

■ In-Person ■ Virtual



Total Programs: 28

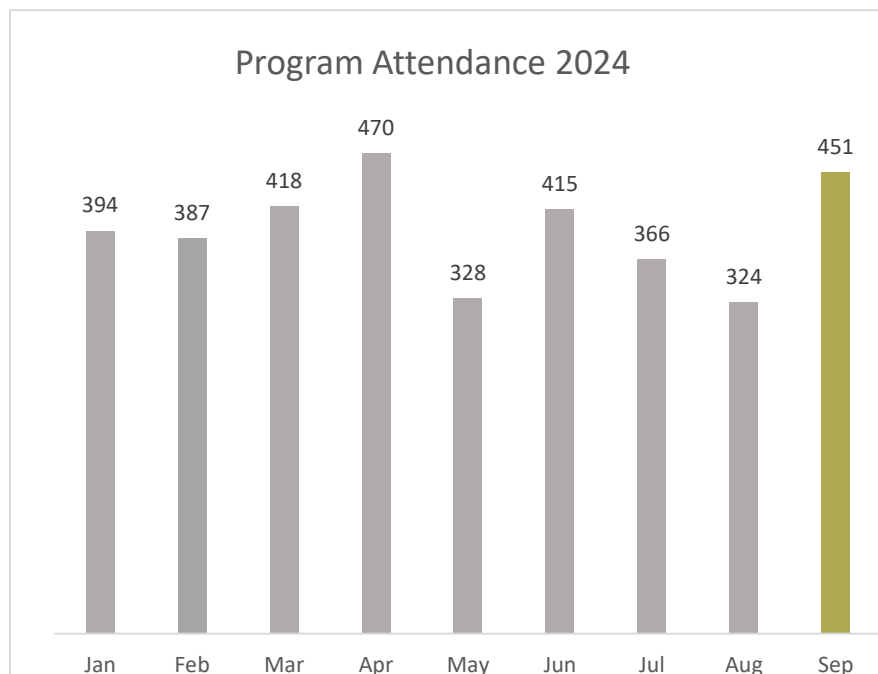
September saw us return to our normal packed program schedule after Labor Day week. We started with a well-attended presentation from about the Eastland disaster that featured not one but two granddaughters of survivors. A patron also brought in a large model of the Eastland that the everyone, including the presenters, were very interested in.

As predicted, the Cheese 101 program was a big hit. The presenter came highly

recommended, and she has several other cheese programs, so I foresee more installments of this in the future.

The Glowforge and Scrapbook classes were filled-up and well-received, as always. The Glowforge class was a bit different, we usually make the items in the class, but since these projects were a little “bigger” than usual, I pre-made most of the pieces for people, then did one “live” so people could see how the software and machine worked. Then they glued things together and painted them up, another more “crafty” process than we usually do.

I was disappointed with attendance at the Chicago Arabic Music Ensemble concert. We had 34 people registered, already lower than our typical concerts, and only 15 people attended. This was one of our first program efforts to connect more with our local Arab American community, we will keep



trying. The Middle Eastern Cooking Demo coming up in November is nearly full, I have high hopes for that one.

Marketing/Publicity/Outreach

The Big Event for September was, of course, Fan Con. Public Services Librarian Christina Vincent chaired the Fan Con committee this year, and the whole thing went very well. Meticulously planned, the library welcomed around 445 attendees for the festivities that day. We also continued to provide typical library services despite all the commotion. Most of our patrons wondered what was going on, but nobody had any complaints.

Home
Delivery

9
patrons

21
visits

132
items

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

Local History

We are gearing up to do a deep dive back into metadata tagging the remaining Regional photos during the parking lot construction.

Collection Development

Our Fiction shifting project is still in the planning stages. We are continuing to work with Tech Services (whom, let's face it, are doing the majority of the work on this) on authors who are split across the collection. Some authors have books both in Fiction and Mystery. That tends to be confusing for patrons, so as new books from authors come in, we've been making the decision as to whether they best belong in Fiction or Mystery, then make that switch. That, plus the recent weeding for the August book sale, has left us with some need to move things around with a shifting project.

Other

PS staff continues to impress. We even have patrons using the chat function on the website now to thank PS staff for helping them out days earlier.

Respectfully submitted,
Matt Matkowski
Head of Public Services

PUBLIC SERVICES - MONTHLY STATISTICS

September 2024

PROGRAMMING	HYBRID	IN HOUSE	TOTAL # PROGRAMS	COST	ATTENDANCE	REFERENCE QUESTIONS		
Paid	0	5	5	\$2,674	171	Reference	Computer	Directional
Free	1	0	1	N/A	0	886	278	359
Book Discussions	0	3	3	N/A	23	TOTAL		1,523
Movie			1		24	HOMEBOUND DELIVERIES		
Passive Programs			4		127			
IN HOUSE CLUBS						# Patrons	# Visits	# Items
Mah Jongg			4	N/A	9	9	21	132
Needle Crafters			4	N/A	25	BOOK-A-LIBRARIAN # Sessions		
Scrabble			4	N/A	65			
COMPUTER TRAINING - LAB			2	N/A	7	7		
TOTAL PROGRAMMING			28	\$2,674	451			
DATE	TIME	HYBRID	PAID: ADULT PROGRAMMING			REGISTERED	COST	ATTENDANCE
9/10/2024	7:00 PM	No	Eastland Disaster			46	\$566	50
9/12/2024	10:00 AM	No	Cheese 101			50	\$850	44
9/19/2024	6:30 pm	No	Scrapbook Birthday Card			12	\$108	8
09/24/24	7:00 pm	No	Chicago Arabic Music Ensemble			37	\$750	15
09/26/24	7:00 pm	No	Lilly Pulitzer			61	\$400	54
DATE	TIME	HYBIRD	FREE: ADULT PROGRAMMING			REGISTERED	COST	ATTENDANCE
09/19/24	7:00 PM	Yes	Nobody's Fool (multi-library partnership)			0	N/A	0
DATE	TIME	HYBRID	BOOK DISCUSSIONS			REGISTERED	COST	ATTENDANCE
09/09/24	12:00 PM	No	Lunch Bunch			N/A	N/A	10
09/11/24	7:00 PM	No	Horror Book Club			N/A	N/A	7
09/17/24	2:00 PM	No	Teatime on Tuesdays			N/A	N/A	6
DATE	TIME	MOVIES				REGISTERED	COST	ATTENDANCE
09/15/24	2:00 pm	Sunday @ the Cinema: Past lives				17	N/A	24
DATE	TIME	MAH JONGG				REGISTERED	COST	ATTENDANCE
09/03/24	12:00 PM	Mah Jongg				N/A	N/A	3
09/10/24	12:00 PM	Mah Jongg				N/A	N/A	0
09/17/24	12:00 PM	Mah Jongg				N/A	N/A	3
09/24/24	12:00 PM	Mah Jongg				N/A	N/A	3
DATE	TIME	NEEDLE CRAFTERS				REGISTERED	COST	ATTENDANCE
09/03/24	10:00 AM	Needle Crafters				N/A	N/A	7
09/10/24	10:00 AM	Needle Crafters				N/A	N/A	5
09/17/24	10:00 AM	Needle Crafters				N/A	N/A	7
09/24/24	10:00 AM	Needle Crafters				N/A	N/A	6
DATE	TIME	SCRABBLE				REGISTERED	COST	ATTENDANCE
09/03/24	10:00 AM	Scrabble				N/A	N/A	16
09/10/24	10:00 AM	Scrabble				N/A	N/A	17
09/17/24	10:00 AM	Scrabble				N/A	N/A	17
09/24/24	10:00 AM	Scrabble				N/A	N/A	15
DATE	TIME	COMPUTER TRAINING - LAB				REGISTERED	COST	ATTENDANCE
09/09/24	2:00 PM	LinkedIn Basics				2	N/A	2
09/17/24	7:00 pm	Fablab Halloween Welcome Sign				7	N/A	5
Date	Time	Passive Programs				Registered	Cost	Attendance
		Puzzle Table						92
		Spice Club Kits						30
		Extra Spice Club Kits						5
		FabLab Project of the Month						0



PALOS HEIGHTS
PUBLIC LIBRARY

TECHNICAL SERVICES DEPARTMENT REPORT SEPTEMBER 2024

Meetings and Training:

On September 06, Susana attended LACONI TSS: We've Got This Under Control: Learn All About Authority Control.

On September 13, Susana attended LACONI Presents: The Dark Side of Management: May the HR Force Be with You.

On September 16, Nikki attended the Book Repair Workshop at White Oak Library District. Susana attended LACONI's Documentation is Communication webinar.

On September 17, Susana met with Jesse for a 1-on-1 meeting and discussed department updates.

On September 18, Susana attended SWAN: Getting Involved: 2025 User/Advisory Groups webinar.

On September 20, Susana attended the ATLAS Middle Managers meeting.

On September 24, Susana attended the management team meeting to discuss upcoming parking lot construction.

On September 25, Susana attended the SWAN Fireside Chat webinar.

On September 28, Fan Con event.

On September 30, Susana attended the management team meeting.

Staff Related:

During September, Fan Con met weekly and finalized social media content, flyers, event schedule and layout of the activities. Fan Con event was a success with roughly 445 in attendance. Check out Christina's, Public Services Librarian, recap and photos on Fan Con2024.



Nikki processed three new items for the Gadgets & Gizmos collection, Brain Flakes (educational), Blu-ray/DVD Player (technology) and Automobile OBD diagnostic scanner (technology).

Nikki is working on fiscal year 2024 acquisition cleanup project per SWAN request. All other fiscal cycles have been completed.

Susana continues training Jalal to receive packing slips for Ingram and Baker & Taylor.

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.

Statistics:

	Adult Print	Juvenile Print	Adult Video	Juvenile Video	Adult Audio	Juvenile Audio	Adult Periodical	Juvenile Periodical
Ordered Items	158	5	6	0	7	0	-	-
Received Items	238	79	6	1	4	0	-	-
Added Items	144	52	3	1	1	0	59	12

	Print	DVD/Blu-ray	Audiobook	Music CD	Console Game	Kits	Launchpad	Other Formats
Adult Discarded Items	167	2	1	0	N/A	0	0	0
Juvenile Discarded Items	19	0	0	0	0	0	0	0

Library Services:

	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.
Laminating Service*	0	1	0	0	0	1	0	1	1
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	0 VHS tapes
DVD Format	0	0	1	1	0	0	3	0	0
USB Flash drive Format	48	0	0	0	0	0	0	1	0

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

Respectfully submitted,
 Susana Leyva
 Head of Technical Services

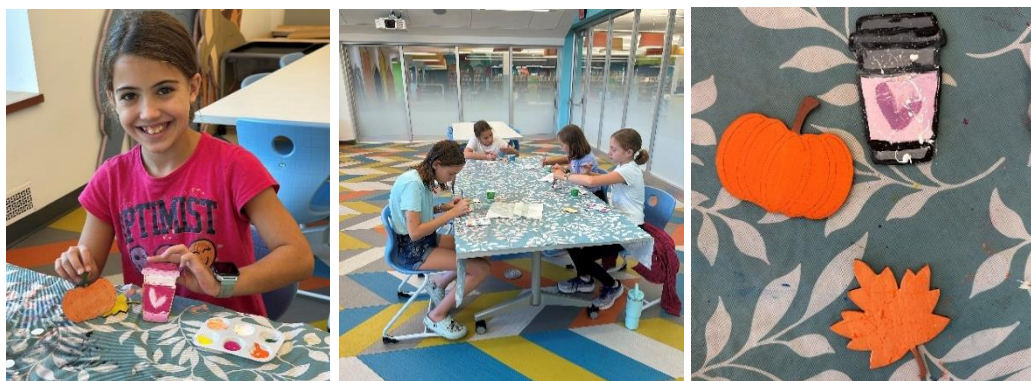
YOUTH & TEEN SERVICES DEPARTMENT REPORT

SEPTEMBER 2024

Highlights of the Month:



Tina always has fun at Nature Hour, but going inside the butterfly tent is one of her favorite things to do! Children learned about the Monarch life cycle, heard stories, sang songs, and got to see the butterflies up close.



Carla's favorite programs of the month were Fall Magnets for grades 3-5 and Pumpkin Crafternoon for grades 4-8. The kids showed their creativity with splatter paint techniques and different color pumpkins!

Claire's favorite program this month was Macrame Backpack Keychains for grades 6-12. The kids had a great time following video instructions to create personalized woven accessories in their favorite colors.



Mary Kate enjoyed planning Autumn Leaves & Crafting Please, for grades K-3. The kids were able to create 4 different art pieces using paint, paper, chalk, and markers. She also had fun at Little Wigglers, the baby story time. The kids were so cute during bubbles and playtime.

Meetings and Department News:

ILA Presentation Meeting – Tina and Mary Kate attended on 09/03. They reviewed slides and did a practice run through of the presentation.

Fan Con Meetings – Carla and Claire attended these meetings on 09/03, 09/11, 09/17, and 09/26.

At the Library – Tina shared October programs on 09/09 with PHTV Channel 4.

IYSI Planning Meeting – Tina led this meeting on 09/09.

Booklist: Magnificent Middle Grade – Tina, Claire, and Mary Kate watched this webinar on 09/19.

SLJ: The Best in Fall Nonfiction – Part 2 – Claire watched this webinar on 09/19.

Booklist: Romance & Love Stories for All Ages – Mary Kate watched this webinar on 09/21.

One-on-One Meeting – Tina met with Jesse on 09/27.

Booklist: Learning, Growing, Reading: Books for Early Readers – Claire watched this webinar on 09/29.

Management Team Meeting – Tina and Carla attended this meeting on 09/30.

Outreach:

Palos East Curriculum Night – Mary Kate attended this event on 09/03.

Palos South Curriculum Night – Claire attended this event on 09/04.

Palos West Curriculum Night – Mary Kate attended this event on 09/05.

Sandbox School – Claire presented a story time about community helpers to the morning preschool class on 09/20.

Respectfully submitted,
Tina Ruzala
Head of Youth & Teen Services

Statistics:

PROGRAMMING	TOTAL	ATTENDANCE	COST	REFERENCE QUESTIONS		
Free Youth Programming/Training	21	353		Reference	Computer	Directional
Free Tween/Teen Programming	5	34		209	50	149
Youth Paid Programming	0	0		TOTAL	408	
Tween/Teen Paid Programming	0	0		PASSIVE PROGRAMMING		
TOTAL PROGRAMMING	26	387		Craft	Teen	Activity
OUTREACH/SCHOOL VISITS	# VISITS	# SESSIONS	ATTENDANCE	330	83	28
TOTAL OUTREACH	0	31	1473	TOTAL	441	

DATE	TIME	FREE: YOUTH PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
09/03/24	4:00 pm	Sports Ball!	3
09/04/24	11:30 am	Tales for Twos	23
09/04/24	1:00 pm	Kindergarten Ready!	11
09/05/24	11:30 am	Little Wiggles	25
09/10/24	4:00 pm	Autumn Leaves and Crafting Please!	20
09/11/24	11:30 am	Tales for Twos	27
09/11/24	1:00 pm	Kindergarten Ready!	8
09/01/24	4:30 pm	Furry Readers	11
09/12/24	11:30 am	Little Wiggles	42
09/17/24	4:00 pm	Crafts N' Facts: Owls	11
09/18/24	11:30 am	Tales for Twos	13
09/18/24	1:00 pm	Kindergarten Ready!	23
09/18/24	4:00 pm	Bluestem Battle of the Books	1
09/19/24	11:30 am	Little Wiggles	25
09/24/24	4:00 pm	Mario and Luigi Jam	22
09/25/24	11:30 am	Tales for Twos	10
09/25/24	1:00 pm	Kindergarten Ready!	11
09/25/24	4:00 pm	Fall Magnets	6
09/26/24	11:30 am	Little Wiggles	27
09/26/24	5:00 pm	Watercolors and Leaves	11
09/27/24	10:00 am	Nature Hour	23

DATE	TIME	TWEEN/TEEN - PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
09/01/24	4:00 pm	Volunteens	13
09/12/24	4:00 pm	Macrame Backpack Keychains	4
09/19/24	4:00 pm	Video Game Club: Just Dance 2024	0
09/26/24	4:00 pm	Spooky String Art	9
09/30/24	4:00 pm	Pumpkin Crafternoon	8

FREE: YOUTH PASSIVE PROGRAMMING	ATTENDANCE
Craft - Acorn	140
Teen Craft - Leaf	50
FabLab - Pencil Box	0
Teen Gaming - Nintendo Switch	3
Activity - Find Thor's Hammer	28
Craft - Candy Corn	190
Teen Craft - Word Search	30

OUTREACH & SCHOOL VISITS			
DATE	ORGANIZATION	# SESSIONS	ATTENDANCE
09/03/24	Palos East Elementary School Curriculum Night	1	10
09/04/24	Palos South Middle School Curriculum Night	1	16
09/05/24	Palos West Elementary School Curriculum Night	1	20
09/05/24	Sandbox School Storytime and Library Card Sign-Up Month Visit	1	23
09/20/24	Sandbox School Storytime	1	8
09/31/24	Book Talks Grades K-1	8	154
09/31/24	Book Talks Grades 2-3	7	155
09/31/24	Book Talks Grades 4-5	4	87
09/31/24	Book Talks Grades 6-8	7	1000