



PALOS HEIGHTS
PUBLIC LIBRARY

CIRCULATION DEPARTMENT REPORT

OCTOBER 2024

At the Desk:

9 online library cards were issued to residents.

7 directional questions were answered by the Circulation staff.

5 patrons used Curveside pickup.

Department Highlights:

Lorena attended the Back in Circulation Conference and learned about how other libraries created service models, how they managed departments, and how changes led to the overall improvement of library services.

Kindness Corner collected donations for the Greater Chicago Food Depository at the Palos Heights Methodist Church.

Lorena helped the Friends of the Library promote their 40th Anniversary with marketing materials, posting on the library social media accounts, and helping decorate the Bookstore. She also helped pass out ice cream cups and played Disney tunes at the Ice Cream Social.



Circ helped decorate the library for fall. They also helped give out candy on Halloween and dressed up as Care Bears!



At the end of October, Lorena accepted the position as Head of Technical Services and will begin that adventure on November 11. Lorena will continue to manage the Circ department until the position has been filled.

Meetings:

October 1 – Circ/Tech Networking Group meeting

October 1 – Palos Heights Woman's Club meeting

October 2 – Friends of the Library 40th Anniversary meeting

October 16 – SWAN Circ Users meeting

October 22 – 1 on 1 with Jesse

October 28 – Training with Susana

October 29 – Baker and Taylor Fulfillment Center Tour

October 30 – Training with Susana

October 30 – Management Team meeting

October 31 – Training with Susana

Respectfully submitted,
Lorena Rodriguez
Head of Circulation

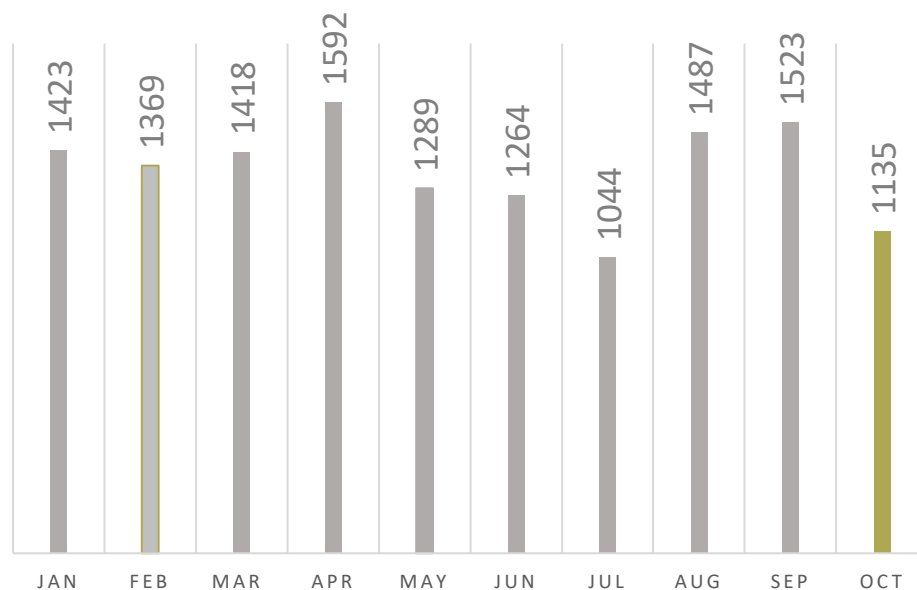
CIRCULATION STATISTICS FOR OCTOBER 2024

	Oct-24	YTD 24	Oct-23	YTD 23
Adult Circulation				
Books	3,434	37,758	3,788	38,213
Video	354	4,539	510	5,872
Audio	327	3,088	375	4,015
Periodicals	136	1,678	173	2,035
Other Formats	26	186	15	152
In House	92	905	81	934
Total Adult Circulation	4,369	48,154	4,942	51,221
Youth Circulation				
Books	4,019	43,284	4,140	41,594
Audio	39	553	132	1,165
Teen Circulation				
Books	178	2,777	330	3,583
Audio	1	37	2	28
Youth & Teen Circulation				
Video	177	2,205	200	2,094
Periodicals	4	135	13	118
Other Formats	54	657	-	2
In House Use	567	8,584	793	8,832
Total Youth & Teen Circulation	5,039	58,232	5,610	57,416
Gadgets & Gizmos	-	116	Collection started June 2024	
Electronic Circulation				
eBooks (Media On Demand)	1,056	12,504	1,180	12,595
eBooks (e-Read IL)	76	921	108	1,005
eAudio (e-Read IL)	89	753	52	545
eAudio (Media On Demand)	802	8,805	839	7,470
Video (Media On Demand)	-	-	-	-
Periodicals (Overdrive)	259	2,870	320	1,255
Periodicals (PressReader)	-	1,817	-	-
Total Electronic Circulation	2,282	27,670	3,968	28,824
TOTAL CIRCULATION	11,690	134,172	14,520	137,461
ILL - Received	1,194	12,714	1,220	12,851
ILL - Sent	996	10,175	1,056	10,428
Reciprocal Borrowing	1,023	12,077	1,012	12,331
Online Renewals	23	347	29	375
Self-Checkout	3,510	41,882	4,023	43,082
Computer Usage				
Library Workstation Sessions	468	4,919	295	3,819
Wireless Sessions	1,079	9,581	1,038	8,641
Total Sessions	1,547	14,500	1,333	12,460
# of People Using the Library	8,469	99,737	9,976	93,650
Homebound Deliveries			Current Month	Full Year
Patrons Serviced			9	
Visits			22	190
Items			187	1,254
Museum Pass Program			Current Month	Full Year
Total Passes			18	168
Library Cards Issued				
Patron Types	Month's Start	Renewed	New	Deleted
Resident	4,185	48	30	-
Non-Resident/Trinity/Business	29	-	-	-
Cards for Kids	74	1	-	

Respectfully submitted by Lorena Rodriguez, Head of Circulation

Public Services Department Report October 2024

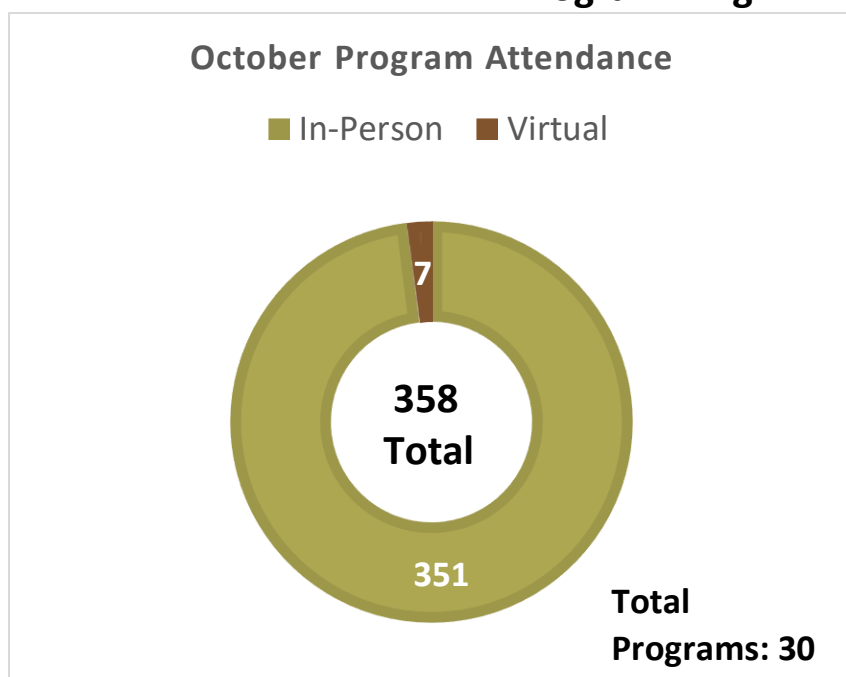
PS Reference Questions



Meetings & Trainings

- 10-1-24: Udemy demo
- 10-7-24 → 10-10-24: ILA Annual Conference in Peoria
- 10-18-24: Reach Forward North committee meeting
- 10-24-24: LACONI AI in Libraries webinar

Programming



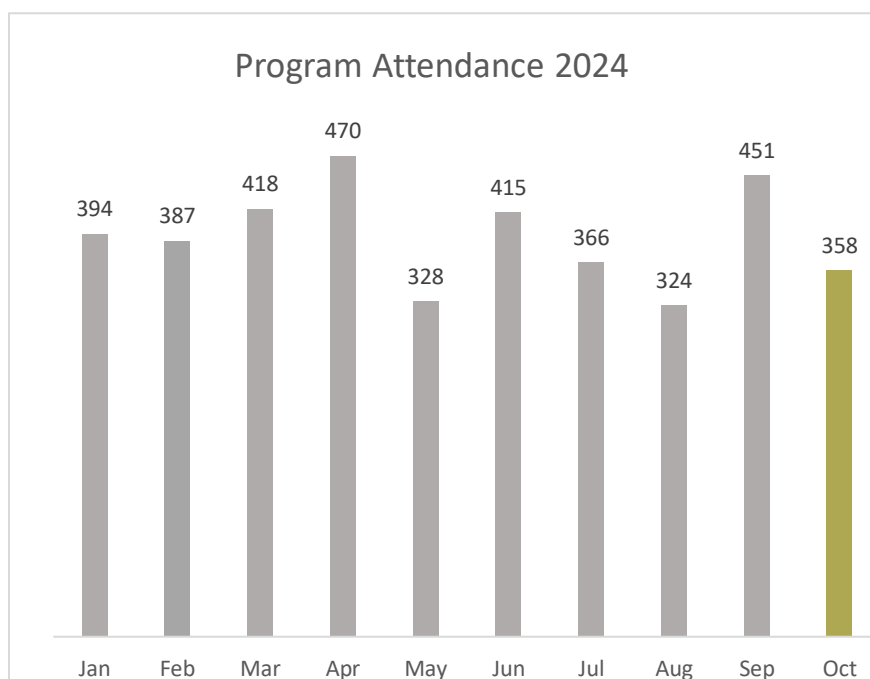
October was a month of surprises as far as programming went. The parking lot closure of course meant some programs had to be rescheduled, which led to some lower-than-average attendance numbers for the month (along with monthly reference questions, etc).

Still, we started strong with the Fleetwood Mac program. That presenter, Gary Wenstrup, is a favorite and people tend to really like his presentations. I was happy to finally partner with the

South Suburban Archaeological Society for a program, this one about an ancient indigenous city near St. Louis. I'm sure we will work together again.

The Illinois State Treasurer I-Cash events continue to do well, we have one more coming up this year. The Halloween programs did okay this year, particularly the Disney Haunted Mansion, but I was a little disappointed with the turn out for the paranormal investigators program, particularly since it was part of the Friends week. I thought it would have more interest.

Next, we'll be kicking things off in November with the Middle Eastern cooking demonstration that was rescheduled from October and is still full to capacity with a wait list.



Marketing/Publicity/Outreach

We did not, for the first time in my memory, record an At the Library spot at Channel 4. The parking lot construction impacted the date we had booked. Since that date was already later in the month than usual, there was no other date that allowed for the bit to be shot and edited in time.

Otherwise, we are excited for Sue to help staff our table at the Lake Katherine Pumpkin Smash event, our annual Veterans Day reception is planned and ready, and we are looking forward to staffing the Kringle Market in December.

Local History

Beth, Sue, and Dora took advantage of the parking lot closure to start a project that has been simmering for a while now, going around town to document the remaining Bartlett homes in the area. They identified a lot of the homes, and also curiously found that some were not at the addresses the team thought they'd be at. The next step will be to contact the homeowners and try and get information about what has gone on with the homes since they were built. Who has lived there, what changes have been made, etc. A promising start!

Collection Development

The big shifting project for both fiction and non-fiction will happen after hours on Friday, November 15. Beth & Emily volunteered to work 1-9 that day to get things done at a time that will cause minimal interruption for patrons browsing the stacks.

Other

Emily and I attended the ILA Annual Conference in Peoria. I was on the conference planning committee, so it was nice to see it come to fruition. I got a lot out of the panels I attended, and am especially excited about the "blended Dewey" panel I went to about making non-fiction more browsable. For example, instead of having the cookbook call numbers be something like "641.5283947" it could be

641		641
Baking	or	Baking
Cookies		Cakes
		Wedding

Respectfully submitted,
Matt Matkowski
Head of Public Services



PUBLIC SERVICES - MONTHLY STATISTICS

October 2024

			TOTAL #					
PROGRAMMING	HYBRID	IN HOUSE	PROGRAMS	COST	ATTENDANCE	REFERENCE QUESTIONS		
Paid	1	4	5	\$772	82	Reference	Computer	Directional
Free	0	4	4	N/A	58	608	236	291
Book Discussions	0	3	3	N/A	19	TOTAL		1,135
Movie			1		3	HOMEBOUND DELIVERIES		
Passive Programs			4		105			
IN HOUSE CLUBS						# Patrons	# Visits	# Items
Mah Jongg			4	N/A	11	9	22	187
Needle Crafters			4	N/A	25	BOOK-A-LIBRARIAN # Sessions		
Scrabble			4	N/A	54			
COMPUTER TRAINING - LAB			1	N/A	1	5		
TOTAL PROGRAMMING			30	\$772	358			
DATE	TIME	HYBRID	PAID: ADULT PROGRAMMING		REGISTERED	COST	ATTENDANCE	
10/1/2024	7:00 PM	No	The History of Fleetwood Mac		39	\$300	33	
10/9/2024	6:30 PM	No	ILP: Erika Sanchez		0	ILP	0	
10/24/24	7:00 PM	No	Basics of Paranormal Investigating		25	\$200	19	
10/21/24	7:00 PM	Yes	Gardening Can Be Murder (0 in-person)		10	\$21.50	6	
10/29/24	7:00 PM	No	Haunted Mansion		32	\$250	24	
DATE	TIME	HYBRID	FREE: ADULT PROGRAMMING		REGISTERED	COST	ATTENDANCE	
10/03/24	2:00 PM	No	Medicare Made Easy		14	N/A	17	
10/05/24	9:30 AM	No	Scrapbooking: Open crop		N/A	N/A	6	
10/08/24	5:00 PM	No	Illinois State Treasurer I-Cash Event		N/A	N/A	10	
10/10/24	7:00 PM	No	Indigenous Illinois		15	N/A	25	
DATE	TIME	HYBRID	BOOK DISCUSSIONS		REGISTERED	COST	ATTENDANCE	
10/21/24	12:00 PM	No	Lunch Bunch		N/A	N/A	7	
10/09/24	7:00 PM	No	Horror Book Club		N/A	N/A	10	
10/22/24	2:00 PM	No	Teatime on Tuesdays		N/A	N/A	2	
DATE	TIME	MOVIES			REGISTERED	COST	ATTENDANCE	
10/20/24	2:00 PM	Sunday @ the Cinema: Ghostbusters			5	N/A	3	
DATE	TIME	MAH JONGG			REGISTERED	COST	ATTENDANCE	
10/01/24	12:00 PM	Mah Jongg			N/A	N/A	4	
10/08/24	12:00 PM	Mah Jongg			N/A	N/A	4	
10/22/24	12:00 PM	Mah Jongg			N/A	N/A	0	
10/29/24	12:00 PM	Mah Jongg			N/A	N/A	3	
DATE	TIME	NEEDLE CRAFTERS			REGISTERED	COST	ATTENDANCE	
10/01/24	10:00 AM	Needle Crafters			N/A	N/A	8	
10/08/24	10:00 AM	Needle Crafters			N/A	N/A	5	
10/22/24	10:00 AM	Needle Crafters			N/A	N/A	8	
10/29/24	10:00 AM	Needle Crafters			N/A	N/A	4	
DATE	TIME	SCRABBLE			REGISTERED	COST	ATTENDANCE	
10/01/24	10:00 AM	Scrabble			N/A	N/A	15	
10/08/24	10:00 AM	Scrabble			N/A	N/A	12	
10/22/24	10:00 AM	Scrabble			N/A	N/A	13	
10/29/24	10:00 AM	Scrabble			N/A	N/A	14	
DATE	TIME	COMPUTER TRAINING - LAB			REGISTERED	COST	ATTENDANCE	
10/14/24	2:00 PM	Excel Basics			3	N/A	1	
Date	Time	Passive Programs			Registered	Cost	Attendance	
		Puzzle Table					74	
		Spice Club Kits					15	
		Extra Spice Club Kits					15	
		FabLab Project of the Month					1	



PALOS HEIGHTS
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TECHNICAL SERVICES DEPARTMENT REPORT

OCTOBER 2024

Meetings and Training:

On October 1, Susana attended the Circulation/Technical Services Networking meeting at Alsip-Merrionette Park PLD.

On October 7, Susana met 1-on-1 with Jesse to discuss department updates.

On October 14, Marilyn completed RAILS webinar: Working in the Grey Area: Boundaries for Library Staff.

On October 23, Susana attended NAMI Mental Health First Aid workshop at RAILS.

On October 28, Technical Services department meeting.

On October 29, Susana attended SWAN Fireside Chat.

On October 30, Management Team Meeting.

Staff Related:

Susana completed the 2024 department performance evaluations.

Nikki completed fiscal year 2024 acquisition cleanup project per SWAN request.

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

Susana continued to train Nikki on the different functions within the Acquisitions module in Workflows.

Thank you, Board of Trustees:

I want to take a moment to express my heartfelt gratitude and appreciation to each of you for the support, trust, and collaboration you have extended to me during my 8 years here at the library. Eight years where challenges were faced, opportunities were embraced, and worked alongside some of the most dedicated staff that helped advance the mission and values of the library. I am deeply grateful for all the growth that played a major role in the leader that I have become. It has been a privilege to serve alongside a group of staff and trustees that will be truly missed. Thank you and I look forward to seeing the accomplishments in the years to come.

Susana Leyva

Statistics:

	Adult Print	Juvenile Print	Adult Video	Juvenile Video	Adult Audio	Juvenile Audio	Adult Periodical	Juvenile Periodical
Ordered Items	126	196	33	20	0	15	-	-
Received Items	106	60	1	10	8	0	-	-
Added Items	160	112	3	0	7	0	71	13

	Print	DVD/Blu-ray	Audiobook	Music CD	Console Game	Kits	Launchpad	Other Formats
Adult Discarded Items	126	0	0	105	N/A	0	0	0
Juvenile Discarded Items	87	0	0	0	0	0	1	0

Library Services:

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

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

Respectfully submitted,
 Susana Leyva
 Head of Technical Services

YOUTH & TEEN SERVICES DEPARTMENT REPORT OCTOBER 2024

Highlights of the Month:



At this month's Nature Hour, Tina shared stories and rhymes about spiders and other creepy crawlies at Lake Katherine.



Carla's enjoyed Jack O Lantern Candle and Pumpkin Spice and Everything Nice! Tweens painted spooky Jack O' Lanterns for Halloween and also said they would wear their shirts to school with the pumpkin spice logo the very next day!



Mary Kate's favorite program in October was Painting Oogie Boogie with kids in grades 3-5. They loved using the glow in the dark paints and the seeing how spooky they could make their art.



Claire enjoyed grooving with Scribble Monster! Parents and children of all ages had so much fun dancing and singing along with Scribble Jim!

Meetings and Department News:

Fan Con Meeting – Carla and Claire attended this meeting on 10/03.

Illinois Library Association Annual Conference – Tina and Mary Kate attended this conference from 10/08-10/10. They also presented alongside 3 other librarians. Look What You Made Me Do: Tweens, Teens, and Trends in Makerspaces. The presentation was a great success! They were also just notified that their program was selected for the Illinois Youth Services Institute in February 2025.

Illinois Youth Services Institute – Tina held a meeting on 10/14.

Booklist: Magnificent Middle Grade – Carla watched this webinar on 10/14.

SLJ: JY Presents – An Afternoon With Svetlana Chmakova, Creator of The Weir Books! – Carla and Claire watched this webinar on 10/14.

Booklist: YA All Day Fall/Winter – Mary Kate watched this webinar on 10/14.

ATLAS: Teen Talk with Young Adult Services Specialists – Carla attended this meeting at Orland Park Library on 10/15.

SLJ: Growing, Reading: Books for Early Readers – Carla watched this webinar on 10/15.

Booklist: Read Around the World with Random House Children's Books – Carla watched this webinar on 10/15.

Booklist: Graphic Novels & Manga Showcase – Mary Kate watched this webinar on 10/15.

Webinar - SLJ: Horror Sweet Spot – Mary Kate and Claire watched this webinar on 10/15.

Booklist: Spring 2025 Youth Preview – Carla and Claire watched this webinar on 10/16.

Webinar - SLJ: Graphic Novels for All Ages Part 1 – Mary Kate watched this webinar on 10/16.

Webinar - SLJ: Graphic Novels for All Ages Part 2 – Mary Kate watched this webinar on 10/16.

Booklist: Winter 2025 Librarian Preview with HarperCollins Children's Book – Carla watched this webinar on 10/16.

Booklist: Series Nonfiction — Carla Watched this webinar on 10/18.

Booklist: Random House Children's Books Spring 2025 Youth Preview – Claire watched this webinar on 10/23.

One-on-One Meeting – Tina met with Jesse on 10/28.

Management Meeting – Tina and Carla attended this meeting on 10/30.

Outreach:

Reggio Academy – Mary Kate visited two classes on 10/07 and presented a Halloween story time.

Rec Center Preschools – Carla visited these preschool classes on 10/09 and 10/22.

Trusting Hearts Preschool – Claire visited this preschool on 10/21 and presented a fall story time.

Library Visit: Stagg High School – Claire prepared a tissue paper pumpkin craft for Stagg High School's special education students, who also greatly enjoyed discovering the interactive room.

Respectfully submitted,

Tina Ruzala

Head of Youth & Teen Services

Statistics:

PROGRAMMING	TOTAL	ATTENDANCE	COST	REFERENCE QUESTIONS		
Free Youth Programming/Training	11	210	\$0	Reference	Computer	Directional
Free Tween/Teen Programming	5	48	\$0	198	49	133
Youth Paid Programming	1	60	\$475	TOTAL	380	
Tween/Teen Paid Programming	2	8	\$627	PASSIVE PROGRAMMING		
TOTAL PROGRAMMING	19	326	\$1,102	Craft	Teen	Activity
OUTREACH/SCHOOL VISITS	# VISITS	# SESSIONS	ATTENDANCE	232	75	63
TOTAL OUTREACH	1	32	1500	TOTAL	370	

DATE	TIME		FREE: YOUTH PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
10/01/24	4:00	pm	Painting Oogie Boogie	12
10/07/24	5:00	pm	It's the Great Pumpkin, Charlie Brown	14
10/08/24	11:30	am	Sensory Friendly Stories and Play	17
10/09/24	4:30	pm	Furry Readers	13
10/22/24	11:30	am	Bat Storytime	30
10/23/24	4:00	pm	Astrology Day	5
10/24/24	11:00	am	Sensory Halloween	32
10/25/24	10:00	am	Nature Hour	33
10/26/24	4:00	pm	Halloween Games	17
10/30/24	4:00	pm	Bluestem Battle of the Books	2
10/31/24	11:30	am	Halloween Storytime	35

DATE	TIME		TWEEN/TEEN - PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
10/01/24	4:00	pm	Painting Oogie Boogie	12
10/10/24	4:00	pm	Teen Book Box	9
10/22/24	4:00	pm	Pumpkin Spice and Everything Nice!	19
10/27/24	4:00	pm	Jack O' Lantern Candle	5
10/31/24	4:00	pm	Volunteens	3

DATE	TIME		PAID YOUTH - PROGRAMMING	COST	ATTENDANCE
10/12/24	10:00	am	Musical Play with Scribble Monster	\$475	60

DATE	TIME		PAID TWEEN/TEEN - PROGRAMMING	COST	ATTENDANCE
10/05/24	11:00	am	Paint the Town	\$377	8
10/17/24	3:30	pm	Dungeons and Dragons	\$250	0

FREE: YOUTH PASSIVE PROGRAMMING			ATTENDANCE
Fab Lab - Halloween Card			0
Teen Gaming - Nintendo Switch			7
Activity - Boook Walk			63
Craft - Ghost & Lollipop			125
Craft - Pumpkin			107
Teen Craft - Haunted House			31
Teen Craft - Bat			27
Haunted house Boxes			10

OUTREACH & SCHOOL VISITS			
DATE	ORGANIZATION	# SESSIONS	ATTENDANCE
10/07/24	Reggio Academy Preschool	2	25
10/09/24	Rec Center Preschool	1	13
10/21/24	Trusting Hearts Preschool	1	33
10/22/24	Rec Center Preschool	2	15
10/22/24	Library Visit - Stagg High School	1	18
10/31/24	Book Talks Grades K-1	8	154
10/31/24	Book Talks Grades 2-3	7	155
10/31/24	Book Talks Grades 4-5	4	87
10/31/24	Book Talks Grades 6-8	7	1000