



PALOS HEIGHTS
PUBLIC LIBRARY

CIRCULATION DEPARTMENT REPORT

August 2025

At the Desk:

11 online library cards were issued to residents.

43 cards were created for Bethshan residents.

22 directional questions were answered by the Circulation staff.

6 patrons used Curveside pickup.

Department Highlights:

Beth visited Bethshan and delivered their new library cards and spoke with Bill Schepel about how the library could work with them in the future.

Beth went to the Farmer's Market on 8/6. Dora attended the market on 8/20. We are handing out butterfly garden seeds along with PHPL promotional material.

Circ collected donations of dog supplies for Traveling Tails and sold \$120.00 worth of blankets, pull toys and pot holders.

Beth created signage for display case, Dog Adoption Event, and Labor Day closing.

Beth lead the Lunch Bunch Book Discussion of *Be Ready When the Luck Happens* by Ina Garten attended by 10 patrons.

Beth attended the PHWC new member party on 8/12.

Meetings:

8/5- meeting with Lorena

8/18- One on One with Jesse

8/27- Strategic Planning Meeting

8/27- SWAN Fireside Chat

Continuing Education:

8/8- In-service attended by Beth, Dora, Crys, Karen M., Karen D, Mickey & Joyce

8/22/25- Beth, Dora & Crys attended Swan Expo

All Circ staff watched the training video for Patron Point

Beth watch the following library marketing videos:

6 Common Library Marketing Mistakes To Avoid in 2025

<https://www.youtube.com/watch?v=XUZqi-W0n4A>

How To Reach New Cardholders: 4 Cost-Free Tips for Success

<https://www.youtube.com/watch?v=FXE1QROKLIk>

Fighting Back Against the Endless Poster-Flyer-Bookmark Cycle!

<https://www.youtube.com/watch?v=EPQ0oeAS9wQ>

Marketing Tips for Public Libraries

<https://www.youtube.com/watch?v=KGYknOIY6l0>

Respectfully submitted,

Beth Stevens

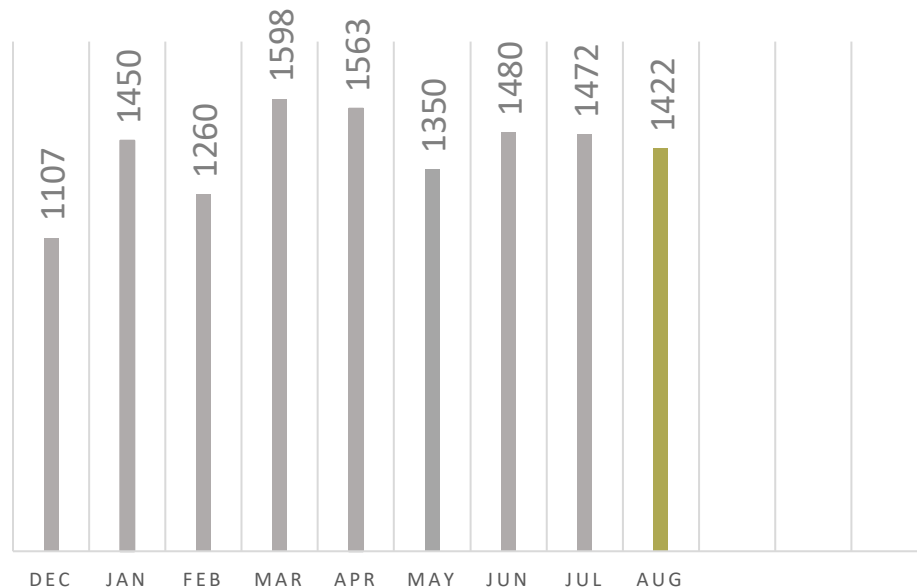
Head of Circulation

CIRCULATION STATISTICS FOR August 2025

	Aug-25	YTD 25	Aug-24	YTD 24
Adult Circulation				
Books	3,831	28,684	4,008	30,846
Video	492	3,756	394	8,327
Audio	346	2,087	345	2,481
Periodicals	114	1,168	154	1,322
Other Formats	20	175	12	131
In House	99	664	81	758
Total Adult Circulation	4,902	36,534	4,994	43,865
Youth Circulation				
Books	4,439	35,147	4,262	35,264
Audio	33	381	45	475
Teen Circulation				
Books	320	2,477	338	2,394
Audio	2	22	6	36
Youth & Teen Circulation				
Video	251	1,571	253	1,872
Periodicals	23	161	16	119
Other Formats	97	830	78	537
In House Use	704	6,959	844	7,152
Total Youth & Teen Circulation	5,869	47,548	5,842	47,849
Gadgets & Gizmos	31	167	18	98
Electronic Circulation				
eBooks (Media On Demand)	1,156	9,660	1,260	10,366
eBooks (e-Read IL)	64	699	96	738
eAudio (e-Read IL)	93	515	85	595
eAudio (Media On Demand)	1,021	7,555	931	7,161
Video (Media On Demand)	-	-	-	-
Periodicals (Overdrive)	371	2,784	255	2,285
Periodicals (PressReader)	-	100	1	1,750
Chicago Tribune	5,683	5,943	-	-
Total Electronic Circulation	8,388	18,608	2,628	22,985
TOTAL CIRCULATION	19,190	110,382	13,482	110,207
ILL - Received	1,446	9,557	1,342	10,394
ILL - Sent	973	6,959	1,066	8,121
Reciprocal Borrowing	1,276	9,675	1,245	9,923
Online Renewals	61	621	30	301
Self-Checkout	4,211	33,506	4,283	34,552
Computer Usage				
Library Workstation Sessions	430	3,674	558	3,966
Wireless Sessions	937	8,608	915	7,464
Total Sessions	1,367	12,930	1,473	11,430
# of People Using the Library	9,007	79,829	10,065	80,815
Homebound Deliveries			Current Month	Full Year
Patrons Serviced			11	
Visits			28	207
Items			182	1,201
Museum Pass Program			Current Month	Full Year
Total Passes			35	161
Library Cards Issued				
Patron Types	Month's Start	Renewed	New	Deleted
Resident	4,234	69	29	0
Non-Resident/Trinity/Business	30	-	59	-
Cards for Kids	88		2	

Public Services Department Report August 2025

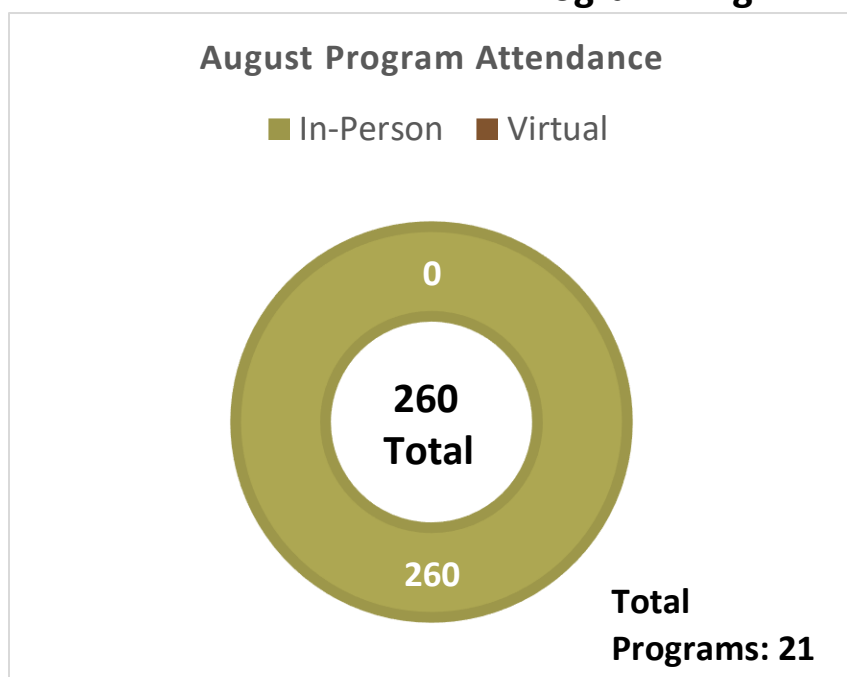
PS Reference Questions



Meetings & Trainings

- 8-1-25: RFN Meeting
- 8-4-25: One on One w/Director
- 8-7-25: WSAP Meeting
- 8-15-25: RAILS Blinkist Demo
- 8-18-25: One on One w/Director
- 8-19-25: RAILS Webinar
- 8-27-25: RAILS Webinar
- 8-27-25: Strategic Plan Meeting
- 8-28-25: SSAP Meeting

Programming



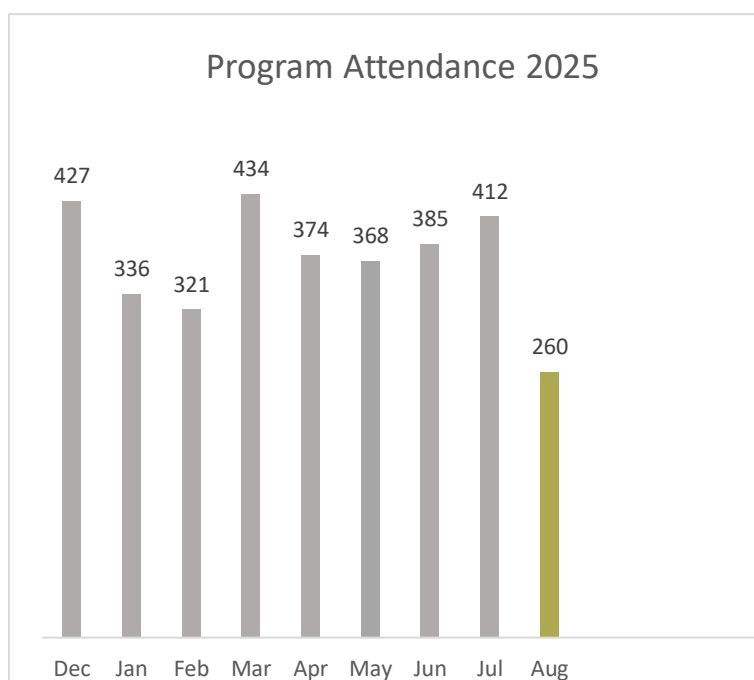
Not a whole lot to report on programming this month. August is usually a slower month of programming for us, as traditionally people are off on vacations or wrapping up their summers resulting in lower attendance.

We did have a couple of programs, though. The first marked the 80th anniversary of the end of World War 2, the aptly named Songs of World War 2. It was yet another of the string of programs we've had recently

where we had more people attend than register, which has been an unusual phenomena. Generally library programs get a 20-30% no-show rate based on the registrations, but we've bucked that trend a number of times in the past few months. I'll take it!

Our other program this month was the latest in our partnership with Pathlights. It was about an increasingly popular and needed topic, how to be a caregiver for aging relatives. This one also – barely – had more attendees than registrants. Our Pathlights programs are always great and have a lot of valuable info, so we are looking forward to more of them in 2026.

The rest of the programming attendance numbers from book clubs, our weekly group events, and passive things like the puzzle table. We have a lot of great things planned for the rest of 2025 and we are looking forward to a busy fall and winter!



Marketing/Publicity/Outreach

We wrapped up our Famers Market appearances, another fun season of bringing the library out to the people.

Emily's still-new book discussion at the senior center continues to go well and get a good turnout of people who like to participate.

Big thanks to Lyndsey for recording the PS part of our monthly Channel 4 taping this month.

Local History

The department discussed some good ideas on how to proceed with Local History projects at our in-service meeting and we look forward to getting them started in the fall.

Collection Development

We are plotting out our next round of weeding to help fuel the February 2026 Friends book sale. We're also continuing to plan our Arabic/Spanish/Polish language purchase.

Other

August is usually a pretty relaxed month and this was no different. Still, we had a fairly high number of patron interactions at the desk, and did some good planning for the rest of the year.

Respectfully submitted,
Matt Matkowski
Head of Public Services



PUBLIC SERVICES - MONTHLY STATISTICS

August 2025

PROGRAMMING	HYBRID	IN HOUSE	TOTAL # PROGRAMS	COST	ATTENDANCE	REFERENCE QUESTIONS		
Paid	0	1	1	\$300.00	36	Reference	Computer	Directional
Free	0	1	1	N/A	12	707	401	314
Book Discussions	0	4	4	N/A	29	TOTAL		1,422
Movie			0	\$0	0	HOMEBOUND DELIVERIES		
Passive Programs			4		106			
IN HOUSE CLUBS						# Patrons	# Visits	# Items
Mah Jongg			3	N/A	0	11	28	182
Needle Crafters			3	N/A	26	BOOK-A-LIBRARIAN # Sessions		
Scrabble			3	N/A	47			
COMPUTER TRAINING - LAB			2	N/A	4	4		
TOTAL PROGRAMMING			21	\$300	260			
DATE	TIME	HYBRID	PAID: ADULT PROGRAMMING		REGISTERED	COST	ATTENDANCE	
8/5/2025	7:00 pm	No	Songs of WWII		30	\$300	36	
DATE	TIME	HYBRID	FREE: ADULT PROGRAMMING		REGISTERED	COST	ATTENDANCE	
08/07/25	6:30 pm	No	I'm Going to Be a Caregiver - Now What?		11	N/A	12	
						N/A		
						N/A		
						N/A		
						N/A		
DATE	TIME	HYBRID	BOOK DISCUSSIONS		REGISTERED	COST	ATTENDANCE	
08/11/25	12:00 pm	No	Lunch Bunch Book Discussion		N/A	N/A	9	
08/13/25	7:00 pm	No	Horror Book Club		N/A	N/A	6	
08/19/25	2:00 pm	No	Teatime on Tuesdays		N/A	N/A	5	
08/27/25	3:00 pm	No	Senior Book Club		N/A	N/A	9	
DATE	TIME	MOVIES			REGISTERED	COST	ATTENDANCE	
DATE	TIME	MAH JONGG			REGISTERED	COST	ATTENDANCE	
08/05/25	12:00 pm	Mah Jongg			N/A	N/A	0	
08/12/25	12:00 pm	Mah Jongg			N/A	N/A	0	
08/26/25	12:00 pm	Mah Jongg			N/A	N/A	0	
DATE	TIME	NEEDLE CRAFTERS			REGISTERED	COST	ATTENDANCE	
08/05/25	10:00 am	Needle Crafters			N/A	N/A	9	
08/12/25	10:00 am	Needle Crafters			N/A	N/A	7	
08/26/25	10:00 am	Needle Crafters			N/A	N/A	10	
DATE	TIME	SCRABBLE			REGISTERED	COST	ATTENDANCE	
08/05/25	10:00 am	Scrabble			N/A	N/A	15	
08/12/25	10:00 am	Scrabble			N/A	N/A	18	
08/26/25	10:00 am	Scrabble			N/A	N/A	14	
DATE	TIME	COMPUTER TRAINING - LAB			REGISTERED	COST	ATTENDANCE	
08/04/25	2:00 pm	Computer Basics			4	N/A	2	
08/11/25	2:00 pm	LinkedIn Basics			1	N/A	2	
Date	Time	Passive Programs			Registered	Cost	Attendance	
		Puzzle Table					66	
		Spice Club Kits					19	
		Extra Spice Club Kits					21	
		Project of the Month					0	



PALOS HEIGHTS
PUBLIC LIBRARY

TECHNICAL SERVICES DEPARTMENT REPORT

AUGUST 2025

Department Highlights:

Lorena created and completed the Bluey scavenger hunt for Fan Con, and with the help from Nikki, the Cricut vinyl crafts are prepared.

Lorena attended and presented at SWAN Expo discussing Fan Con's successful development along with Oak Lawn, Alsip-Merrionette, and Tinley Park Libraries.

Nikki completed the new kits for the Youth and Teen Services department, and creating checkout card artwork in Canva. Lorena created records for the new Dream Machines and character bags while Nikki processed all parts and pieces.

Marilyn continues to clean up periodical records in preparation for the renewal with Rivistas.

Jalal has continued working on the juvenile graphic novel project, helping to re-label spines to include series titles and volume numbers. We are about halfway through the collection.

Jalal also attended the SWAN Expo learning from presenters and gaining more insight into the library world.

"Symphony Inventory: Under the Circulation tab, choose inventory item, scan items, verify the call numbers and item IDs for correction. Must take into account the haves and have nots as well as missing items.

Workflows Detectives: Scenario - patron gets notices on items not even checked out. You should use the patron ID and consult inactive checkouts by going to the user's wizard and click display user, click on checkouts tab and go to types of checkout, then select inactive. Scenario – a patron returns an item no longer in the system. You should review the item because it has been discarded and then put the item into bill notes. Bill notes make a good guide.

SWAN Support: SWAN manages IOS and data. RAILS maintains library learning, or L2 which manages who is with what library. Your L2 account is your email address and your password is customizable. Look at news and updates to stay in touch with SWAN. Go to swancom to get notifications."

The Tech Services Department all attended Staff In-service, participating in fun activities and learning more about AI, how to use various platforms and discussing any issues. We also had a department meeting on future projects and gave a short fun orientation to Youth and Teen Services demonstrating the new Dream Machine kits.

Meetings and Training:

August 4 – 1 on 1 with Tina

August 5 – 1 on 1 with Beth

August 5 – Fan Con meeting

August 6 – 1 on 1 with Jalal

August 15 – Meeting with Downers Grove Access Services Manager

August 19 – 1 on 1 with Christina

August 20 – Fan Con meeting

August 26 – Department Head meeting

August 26 – Fan Con meeting

August 27 – RAILS: Practical Strategies for Speaking to Power

August 27 – Strategic Plan meeting

August 27 – 1 on 1 with Jalal

August 28 – Social Media meeting

Statistics:

Adult	Print	Video	Audio	Kits	Periodical	Other Format
Ordered Items	184	13	7	-	-	-
Added Items	200	8	2	-	38	-

Juvenile	Print	Video	Audio	Kits	Periodical	Other Format
Ordered Items	-	-	-	15	-	-
Added Items	295	5	-	15	7	-

	Print	DVD/ Blu-ray	Audiobook/ Music CD	Console Game	Kits	Launchpad	Other Format
Adult Discarded Items	67	1	-	-	-	-	92
Juvenile Discarded Items	487	-	-	6	-	-	12

Library Services:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Laminating Service*	-	10	-	-	13	2	-	-
VHS Conversion:								
DVD Format	-	-	-	-	-	-	4	11
USB Format	-	-	-	-	11	1	-	-

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

Respectfully submitted,
Lorena Rodriguez
Head of Technical Services

YOUTH & TEEN SERVICES DEPARTMENT REPORT

AUGUST 2025

Highlights of the Month:



Tina was at Lake Katherine for this month's Nature Hour. The kids heard stories about rabbits, participated in a scavenger hunt, made their own rabbit ears, and then hopped downstairs to see real rabbits up close.



During Unicorn Fun!, children in grades 3-5 appreciated watching a Glowforge demonstration before painting their own unicorns. The kids entertained Carla with their jokes and conversation.



Claire really enjoyed watching kids' and tweens' creativity shine in Coloring Day and Writers' and Artists' Workshop. Everyone was so proud of their creations and couldn't wait to show them off!



In Mary Kate's program, Cricut: Camera Box, she worked with kids in grades 4-12 to create and decorate their project. She also created stations for kids ages 2-5 to help them with their numbers in the program, Counting Through Life.

Meetings and Department News:

Booklist: Celebrate Stories Across Generations – Carla watched this webinar on 08/02.

Fan Con Meetings – Carla and Claire attended these meetings on 08/05 and 08/20.

SLJ: Teen Live – Tina and Mary Kate watched these webinars on 08/07 and 08/22.

Staff In-service – Tina, Carla, Claire, Mary Kate, Jolie, and Amani attended in-service on 08/08.

At the Library – Tina promoted library events on Channel 4 on 08/11.

YS Forum Open Meeting – Carla attended this meeting on 08/12.

One-on-One – Tina attended a meeting with Jesse on 08/18.

Booklist: YA Announcements – Carla and Claire watched this webinar on 08/19.

SWAN Expo – Amani attended this event on 08/22.

Strategic Planning Meeting – Tina and Carla attended this meeting on 08/27.

Meeting with Mentee – Carla met with her mentee on 08/29.

Booklist: Picture Book Party – Claire watched this webinar on 08/30.

SLJ: Best in Fall Nonfiction: Part 1 – Claire watched this webinar on 08/30.

Tina has finished the deselection process for the Easy Picture Book Collection. The Juvenile Fiction Collection has been tidied up and shifted. Tina has now begun the deselection process for the Young Adult Collection.

Outreach:

Farmer's Market – Carla attended the Farmer's Market and lead two story times on 08/10 to promote the library.

District 128 Open Houses – Carla and Mary Kate attended events at Chippewa, Indian Hill, and Navajo.

Trinity Christian College Resource Fair – Claire attended this event on 08/27 to promote the library.

Respectfully submitted,

Tina Ruzala

Head of Youth & Teen Services

Statistics:

PROGRAMMING	TOTAL	ATTENDANCE	COST	REFERENCE QUESTIONS		
Free Youth Programming/Training	9	142	\$0	Reference	Computer	Directional
Free Tween/Teen Programming	4	27	\$0	233	48	128
Youth Paid Programming	0	0	\$0	TOTAL	409	
Tween/Teen Paid Programming	0	0	\$0	PASSIVE PROGRAMMING		
TOTAL PROGRAMMING	13	169	\$0	Craft	Teen	Activity
OUTREACH/SCHOOL VISITS	# VISITS	# SESSIONS	ATTENDANCE	323	74	56
TOTAL OUTREACH	0	7	285	TOTAL	453	

DATE	TIME	FREE: YOUTH PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
08/01/25	12:00 pm	Arabic Story Time	25
08/06/25	All Day	Coloring Day	18
08/07/25	11:30 am	Nursery Rhyme Story Time	15
08/12/25	11:30 am	Sensory Friendly Stories and Play	16
08/13/25	4:30 pm	Furry Readers	14
08/14/25	4:00 pm	Writers' & Artists' Workshop	2
08/18/25	4:00 pm	Unicorn Fun	3
08/21/25	11:30 am	Counting Through Life	21
08/22/25	10:00 am	Nature Hour	28

DATE	TIME	TWEEN/TEEN - PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
08/01/25	6:00 pm	Teen After Hours Event	17
08/01/25	5:00 pm	Volunteers	3
08/05/25	4:00 pm	Cricut Camera Box	4
08/10/25	5:00 pm	Teen Book Box	3

FREE: YOUTH PASSIVE PROGRAMMING	ATTENDANCE
Teen Gaming - Nintendo Switch	14
Tonies Listening Station	28
Travel Kit	2
FabLab - 3D Printed Guitar Pick	13
Activity - Summer vs Winter	54
Craft - Pineapple	165
Teen Craft - Superman Word Search	25
Craft - Backpack	130
Teen Craft - Pikachu Corner Bookmark	22

OUTREACH & SCHOOL VISITS			
DATE	ORGANIZATION	# SESSIONS	ATTENDANCE
08/06/25	Farmer's Market & Story Time	2	35
08/19/25	Chippewa School Open House	1	70
08/19/25	Indian Hill Kindergarten Open House	1	40
08/26/25	Indian Hill Preschool Open House	1	40
08/27/25	Trinity Christian College Resource Fair	1	50
08/28/25	Navajo School Open House	1	50