



PALOS HEIGHTS
PUBLIC LIBRARY

CIRCULATION DEPARTMENT REPORT

MARCH 2026

At the Desk:

15 online library cards were issued to residents.

25 directional questions were answered by the Circulation staff.

7 patrons used Curveside pickup.

Department Highlights:

Karen M. decorated the department for spring

Dora completed LIC training.

Circ in conjunction with the PHWC put up a board for patrons to share the names of women who made a difference in their lives. We received some wonderful responses & patrons seemed to enjoy it.

Dora & Beth finished updating the Simply Circ binder and are now working on the library card binder.

Beth & Dora attended a poker event at the Palos Senior Center to promote the library and offer library cards to residents

Dora, Mickey & Beth participated in vacation video for social media

Dora & Joyce participated in the Easter video for social media

Beth lead Lunch Bunch Book Discussion of *Angelica: For Love of Country in a Time of Revolution* by Molly Beer attended by 10 people.

Beth worked on a library history display for the display case

Beth & Dora worked on the Summer Reading Kickoff party.

Meetings:

3/9- Summer Reading Kickoff meeting

3/10- Attended the PHWC meeting and presented the Library & Education committee's monthly report

3/23- One on One with Jesse

Continuing Education:

BLUEcloud Analytics Overview-<https://swanlibraries.net/training/86626>

Defusing Conflict in the Library- <https://www.youtube.com/watch?v=UPb2XA9Kxr8>

Respectfully submitted,

Beth Stevens

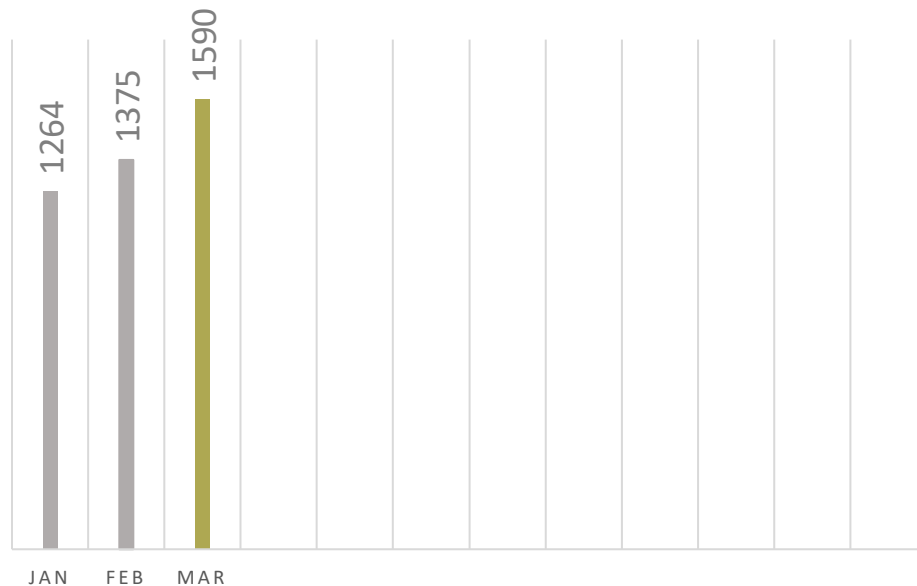
Head of Circulation

CIRCULATION STATISTICS FOR MARCH 2026

	Mar-26	YTD 26	Mar-25	YTD 25	
Adult Circulation					
Books	3,454	9,735	3,474	10,178	
Video	405	1,068	475	1,396	
Audio	154	754	148	474	
Periodicals	135	498	153	461	
Other Formats	13	30	14	43	
In House	127	404	90	214	
Total Adult Circulation	4,288	12,489	4,354	12,766	
Youth Circulation					
Books	4,073	11,956	4,847	12,835	
Audio	31	114	69	166	
Teen Circulation					
Books	238	437	354	838	
Audio	5	10	4	7	
Youth & Teen Circulation					
Video	218	560	124	261	
Periodicals	21	43	35	39	
Other Formats	63	218	168	246	
In House Use	809	2,379	1,080	2,892	
Total Youth & Teen Circulation	5,458	15,717	6,681	17,284	
Gadgets & Gizmos	12	22	7	14	
Electronic Circulation					
eBooks (Media On Demand)	1,264	3,626	1,210	3,507	
eAudio (Media On Demand)	1,078	3,092	949	2,649	
eBooks (Palace Project)	54	183	75	269	
eAudio (Palace Project)	27	71	57	190	
Kanopy (Visits)	832	2,853	-	-	
Kanopy (Plays)	153	479	-	-	
Periodicals (Overdrive)	374	1,022	410	1,011	
Periodicals (PressReader)	-	-	-	62	
Chicago Tribune Website (Views)	361	1,052	-	-	
Chicago Tribune E-Edition (Views)	9,090	12,694	-	-	
Total Electronic Circulation	13,233	25,072	2,701	7,688	
TOTAL CIRCULATION	22,991	53,300	13,743	37,752	
ILL - Received	1,278	3,630	1,112	4,028	
ILL - Sent	1,157	3,719	945	3,164	
Reciprocal Borrowing	1,474	3,845	1,508	3,947	
Online Renewals	101	126	64	220	
Self-Checkout	3,797	11,046	4,479	7,749	
Computer Usage					
Library Workstation Sessions	509	1,306	478	1,398	
Wireless Sessions	1,368	3,610	1,037	3,522	
Total Sessions	1,877	4,916	1,515	4,579	
# of People Using the Library	10,252	28,087	9,994	27,765	
Homebound Deliveries			Current Month	Full Year	
Patrons Serviced			9		
Visits			18	68	
Items			72	377	
Museum Pass Program			Current Month	Full Year	
Total Passes			17	32	
Library Cards Issued					
Patron Types	Month's Start	Renewed	New	Deleted	Cards to Date
Resident	4,310	59	37		4,406
Non-Resident/Trinity/Business/Bethshan	93	-	0	-	93
Cards for Kids	52	3	2	-	57

Public Services Department Report March 2026

PS Reference Questions



Meetings & Trainings

- 3-2-26: One on One w/Director
- 3-5-26: Visit to Trinity Library
- 3-5-26: ARRT SC Meeting
- 3-6-26: RFN Meeting
- 3-10-26: Area Adult Managers Meeting
- 3-11-26: ILA Webinar
- 3-11-26: Green Team Meeting
- 3-16-26: Management Webinar
- 3-16-26: LACONI Webinar
- 3-23-26: One on One w/Director
- 3-23-26: Summer Reading Kickoff Meeting

Programming

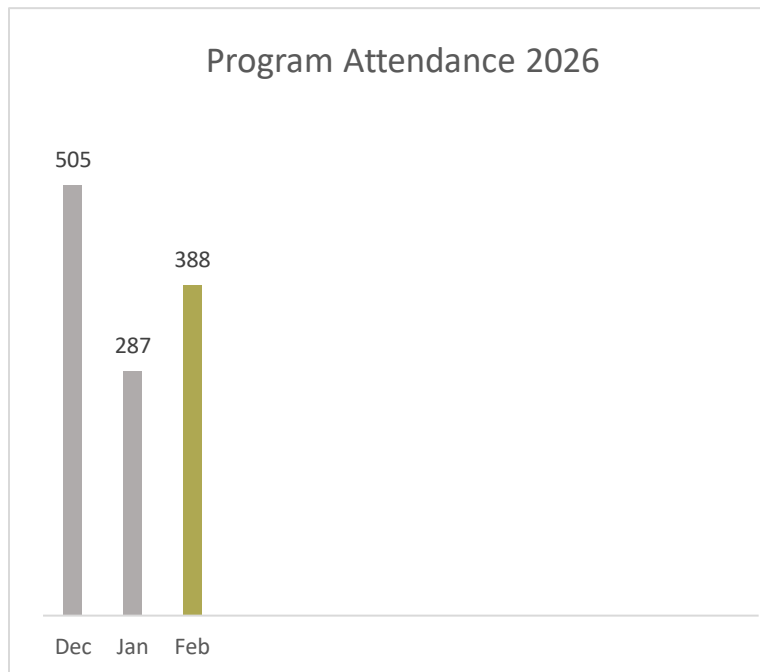
Overall, March programs went pretty well and covered a wide variety of subjects. Popular area travel presenter Brian Michalski did a program about his Japan travels. Michelle Nichols from the Adler Planetarium did a much-appreciated presentation about women in NASA throughout the years. Patrons who attended engaged very well with it. However, we were devastated to learn that Michelle's day job is starting to demand more of her time, so she is leaving the library circuit behind for now. Michelle has been the go-to person for anything space-related at libraries across the region for a very long time. Hopefully she will be able to connect us with another presenter.

Music Week did okay. By happenstance, both of the music programs had to be in the same week given the musicians' schedules, so we tried to make a fun "event" of it and call it Music Week. The return of the musicians from the Irish Music School of Chicago went over very well, and feedback compared to the musicians we had in 2024 was quite good. We have had this group a few times over the years and people definitely like them. The other musician, Dave Martin, did not draw as big of a crowd but he did a great job and patrons enjoyed it.

The Photovoice Exhibit also finally happened. This program, presented in partnership with the local Arab American Family Services, had been rescheduled twice from 2025. In a nutshell, photographers displayed large-scale photos of life events meaningful to them, then stood nearby and talked about the photos. We provided food from a local restaurant called Grapevine, and it all went over very well.

History of Musicals was interesting and patrons enjoyed it. It was the first time we had that presenter has a number of other offerings, so they will be back at some point I'm sure, given the level of appreciation the audience had for the program.

Other than that, our scrapbook series continues to do well. Our books clubs have also been getting some pretty good attendance overall. Emily's book club at the senior center has gained a pretty steady following, and she reports it goes very well.



Marketing/Publicity/Outreach

We have been asked to present a talk on library services and offerings “beyond books” to the St. Al’s “Over 50s” group. This talk will be done in May.

Local History

We took another trip to Trinity to narrow down what we want to bring over to our collection. Trinity’s sister school, Calvin University in Michigan, will be taking some things. Closer to home, Moraine Valley Community College will also be taking some things. Both of those schools are interested in things that we are not interested in, so the more local interest items will still be available for us to take in.

We have also gotten to work revamping the Local History Room itself to make it more presentable to the public, with the hopes that it will be more open for patrons to browse in the near future.

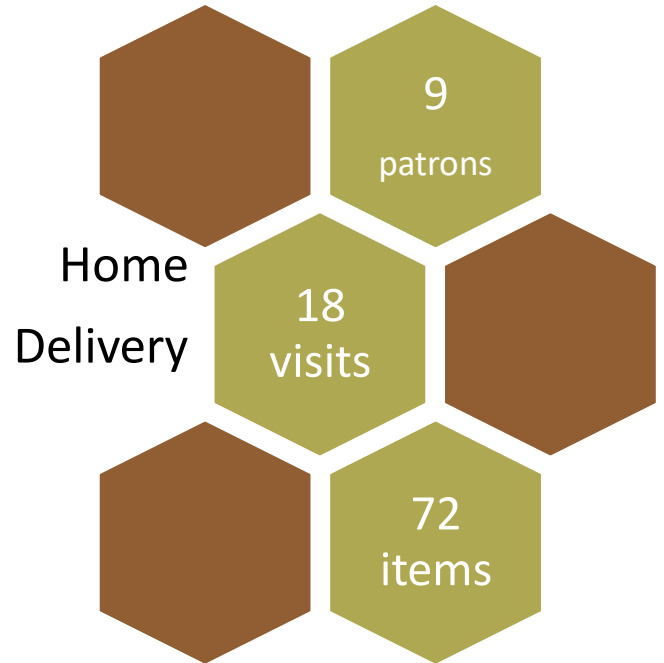
Collection Development

Ordering continues to go well. We have devised a plan to test out Cost Per Circ with digital content on OverDrive/Libby. The goal is to address lengthy hold lists by lending out relatively low-cost one-time-use copies of either ebooks or eaudiobooks as opposed to buying additional expensive copies of the books in situations where it seems sustained interest over the course of the life of a copy of the book might not be there. The thought is that this would be used situationally to address hold lists as needed.

Other

PS staff continues to handle a variety of situations with patrons with professionalism and kindness. I am very proud of them.

Respectfully submitted,
Matt Matkowski
Head of Public Services



PUBLIC SERVICES - MONTHLY STATISTICS

March 2026

PROGRAMMING	HYBRID	IN HOUSE	TOTAL # PROGRAMS	COST	ATTENDANCE	REFERENCE QUESTIONS		
Paid	1	6	7	\$2,029.00	146	Reference	Computer	Directional
Free	0	0	0	N/A	0	651	512	427
Book Discussions	0	5	5	N/A	31	TOTAL		1,590
Movie			2	\$0	5	HOMEBOUND DELIVERIES		
Passive Programs			2		82			
IN HOUSE CLUBS						# Patrons	# Visits	# Items
						9	18	72
Needle Crafters			5	N/A	30	BOOK-A-LIBRARIAN # Sessions		
Scrabble			5	N/A	85			
COMPUTER TRAINING - LAB			2	N/A	7	2		
TOTAL PROGRAMMING			25	\$2,029	386			
DATE	TIME	HYBRID	PAID: ADULT PROGRAMMING	REGISTERED	COST	ATTENDANCE		
03/05/26	7:00 pm	No	Joyous Japan	23	\$350.00	13		
03/10/26	7:00 pm	No	Women in Space	10	\$215.00	7		
03/12/26	6:30 pm	No	Scrapbooking: birthday card	11	\$164.00	9		
03/17/26	7:00 pm	No	History of Musicals	19	\$200.00	16		
03/19/26	7:00 pm	Yes	ILP: Percival Everett (0 in-person)	4 ILP		5		
03/24/26	7:00 pm	No	Evening of Irish Music	70	\$700.00	57		
03/26/26	7:00 pm	No	Dave Martin Concert	19	\$400.00	14		
03/31/26	7:00 pm	No	Photovoice Exhibit	30	\$118.95	25		
DATE	TIME	HYBRID	FREE: ADULT PROGRAMMING	REGISTERED	COST	ATTENDANCE		
DATE	TIME	HYBRID	BOOK DISCUSSIONS	REGISTERED	COST	ATTENDANCE		
03/04/26	3:00 pm	No	Senior Book Club	N/A	N/A	6		
03/11/26	7:00 pm	No	Horror Book Club	N/A	N/A	6		
03/09/26	12:00 pm	No	Lunchbunch Book Club	N/A	N/A	10		
03/17/26	2:00 pm	No	Tea Time Book Club	N/A	N/A	2		
03/25/26	3:00 pm	No	Senior Book Club	N/A	N/A	7		
DATE	TIME	MOVIES	REGISTERED	COST	ATTENDANCE			
03/06/26	2:00 pm	Friday Matinee: The Martian	0	N/A	2			
03/15/26	2:00 pm	Sunday @ the Cinema: Florence Foster Jenkins	4	N/A	3			
DATE	TIME	NEEDLE CRAFTERS	REGISTERED	COST	ATTENDANCE			
03/03/26	10:00 am	Needle Crafters	N/A	N/A	5			
03/10/26	10:00 am	Needle Crafters	N/A	N/A	5			
03/17/26	10:00 am	Needle Crafters	N/A	N/A	7			
03/24/26	10:00 am	Needle Crafters	N/A	N/A	8			
03/31/26	10:00 am	Needle Crafters	N/A	N/A	5			
DATE	TIME	SCRABBLE	REGISTERED	COST	ATTENDANCE			
03/03/26	10:00 am	Scrabble	N/A	N/A	18			
03/10/26	10:00 am	Scrabble	N/A	N/A	17			
03/17/26	10:00 am	Scrabble	N/A	N/A	16			
03/24/26	10:00 am	Scrabble	N/A	N/A	18			
03/31/26	10:00 am	Scrabble	N/A	N/A	16			
DATE	TIME	COMPUTER TRAINING - LAB	REGISTERED	COST	ATTENDANCE			
03/02/26	2:00 pm	Streaming with Kanopy (5 in-person)	6	N/A	6			
03/09/26	2:00 pm	Internet Basics	2	N/A	1			
Date	Time	Passive Programs	Registered	Cost	Attendance			
		Puzzle Table			79			
		Project of the Month			3			



TECHNICAL SERVICES DEPARTMENT REPORT

MARCH 2026

Department Highlights:

The Spirit Committee: Some staff members joined in on the fun and filled out March Madness brackets. Lorena kept track of the wins and losses throughout the weeks.

Jalal, Nikki, and Marilyn all helped with removing old 2026 awards for YTS and updated items with new Bluestem, Caudill, Lincoln, and Monarch 2027 awards.

Lorena dressed up as D.D. Dino with bunny ears (made by Nikki) for the Social Media Committee to celebrate the Easter holiday. Lorena also created paper balloons on the Cricut to promote National Library Week in April.

Lorena modified the VHS Cassette to Digital Format Conversion Policy for review and the VHS Conversion FAQ for staff.

Lorena created the LIC schedule for the month of April.

Lorena helped gather periodical budget information from Rivistas along with newspaper and magazine quotes for Matt.

Nikki attended the first Fan Con meeting of the year, discussing previous activities and developing new ideas. She also participated in the Spirit Committee activity, displaying a childhood spring picture for staff.

Marilyn and Nikki have continued working on the YA fiction series project, updating item information in Workflows and replacing spine labels to reflect series volume.

Meetings and Training:

March 12 – ILA Imposter Syndrome: I Had It & Got Rid of It

March 20 – SWAN Symphony Acquisitions Funds and Vendors

March 20 – SWAN Creating and Sending Symphony Acquisitions Orders

March 23 – 1 on 1 with Jesse

March 25 – Management Team meeting

March 26 – 1 on 1 with Carla

March 31 – SWAN Fireside Chat

Processing Statistics:

Adult	Ordered Items	Added Items
Print	167	176
Audiobook	4	5
Video	13	17
Kit	-	-
Periodical	-	53

Youth & Teen	Ordered Items	Added Items
Print	1,018	199
Audiobook	-	-
Video	19	13
Kit	-	-
Periodical	-	10

Discarded Items	Adult	Youth & Teen
Print	7	505
Audiobook/CD	2	8
Video	2	5
Kit	-	-
Periodical	61	18

Library Services:

	Jan.	Feb.	Mar.
Laminating Service*	1	-	1
VHS Conversion	-	11	-

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

Respectfully submitted,
Lorena Rodriguez
Head of Technical Services



PALOS HEIGHTS
PUBLIC LIBRARY

YOUTH & TEEN SERVICES DEPARTMENT REPORT MARCH 2026

Highlights of the Month:



This month's Nature Hour was about flowers. We dissected flowers, made wreaths, sang a song about the rain, and heard stories about flowers.



Kids loved "fishing" in the Pout-Pout Fish Celebration! program, decorating their wreaths in Spring Wreaths, and answering Mario trivia in the Super Mario Kart Celebration!



At Arabic Storytime, children prepared to search for the new moon, marking the end of Ramadan! Children danced with bubbles, created their own Eid gift bags, and had fun applying their own tattoos.



Kids loved playing at each of our sensory stations in the Hop-Along Frog program! They especially enjoyed using their creativity as they made Frog crafts, playing in our water table and making their own creations using play-doh!

Tweens had a fantastic time decorating their junk journals in Junk Journal Club and painting fun bedroom signs with a “Hanging with my Peeps” message! Toddlers and preschoolers also had a great time making crafts, testing their motor skills in an obstacle course, and searching for bumblebees in the library in Bumblebee Day.



At the Art Explosion Book program, kids in grades 3-5 showed off their creativity and imagination. While kids in grades K-3 were about to enjoy the outdoors trying to fly their rabbit airplane.

Meetings and Department News:

The Youth and Teen Services Department has been deselecting the non-fiction collection and shifting to make room for new collections. These collections will be made available to patrons in April.

Niche Academy: Homeless De-Escalation 501 – Mary Kate and Carla watched this training on 3/01.

Fan Con Meeting – Carla met with Christina on 03/04 to discuss Fan Con 2026.

Mackin's Storyteller Spotlight Welcomes Chris Van Dusen – Carla watched this webinar on 03/05.

Summer Reading Committee – Mary Kate and Jolie attended these meetings on 3/09 and 3/23.

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

Booklist: Magnificent Middle Grade – Tina, Mary Kate, and Carla watched this webinar on 3/10.

Muppet Mayhem with Regina Townsend & Rosie Camargo – Carla attended this training through ATLAS at the South Holland Public Library on 03/10.

Booklist: Random House Children's Books Summer 2026 Preview – Mary Kate and Carla watched this on 3/17. (1h 30m)

CLASS Meeting – Tina attended on 03/18 at Park Forest Public Library.

Niche Academy: Self-Care and Burnout Prevention – Claire watched this webinar on 03/19.

IYSI Committee – Tina led this meeting on 03/20.

Mackin: Storyteller Spotlight Welcomes Jasmine Warga – Carla watched this webinar on 03/20.

Booklist: Disney Publishing Spring/Summer 2026 Preview – Claire watched this webinar on 03/21.

Booklist: Summer Scares Middle-Grade Panel: 2026 – Claire watched this webinar on 03/21.

Niche Academy: Autism – Claire watched this webinar on 03/23.

ILA Marketing Forum Meeting – Mary Kate attended this meeting on 3/24.

ILA Marketing Forum Friday Marketing Exchange – Mary Kate attended this meeting on 3/27.

C2E2 – Carla attended this event on 03/27.

Outreach:

Library Visit: Girl Scout Troop – Mary Kate led the girls through weeding and using the Cricut AutoPress to personalize a pencil case on 03/02.

Library Visit: STAGG High School– Carla presented a story time, provided a craft, and gave a tour of the YTS department to a self-contained classroom on 03/05.

Trusting Hearts Preschool – Claire visited the preschool class on 03/17 and shared a story time about Easter.

Rec Center and Indian Hill Preschools – Carla visited these classes on 03/24 and 03/25 and shared a Spring story time.

Respectfully submitted,
Tina Ruzala
Head of Youth & Teen Services

Statistics:

PROGRAMMING	TOTAL	ATTENDANCE	COST	REFERENCE QUESTIONS			
Free Youth Programming/Training	15	262	\$0	Reference	Computer	Directional	
Free Tween/Teen Programming	7	36	\$0	239	69	124	
Youth Paid Programming	0	0	\$0	TOTAL	432		
Tween/Teen Paid Programming	0	0	\$0	PASSIVE PROGRAMMING			
TOTAL PROGRAMMING	22	298	\$0	Craft	Teen	Activity	
OUTREACH/SCHOOL VISITS		# VISITS	# SESSIONS	ATTENDANCE	296	156	127
TOTAL OUTREACH	2	48	1531	TOTAL	579		

DATE	TIME	FREE: YOUTH PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
03/04/26	4:00 pm	Bad Art Day	3
03/05/26	4:00 pm	Art Explosion Books	4
03/06/26	1:30 pm	Arabic Story Time	26
03/09/26	4:00 PM	Pout-Pout Fish Celebration	5
03/10/26	11:00 am	Bumblebee Day	31
03/11/26	11:30 am	Bunny Story Time	21
03/11/26	4:30 pm	Furry Readers	23
03/12/26	11:30 am	Rainy Day Story Time	28
03/18/26	4:00 pm	Junk Journal Club	7
03/19/26	11:30 am	Spring Story Time	18
03/20/26	10:00 am	Nature Hour	26
03/23/26	4:00 pm	Super Mario Kart Celebration	11
03/24/26	4:00 pm	Facts & Crafts: Rabbits	21
03/25/26	5:00 pm	Hop Along Frog!	14
03/26/26	11:30 am	Color Play	24

DATE	TIME	TWEEN/TEEN - PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
03/01/26	5:00 PM	Volunteens	19
03/10/26	5:00 PM	Owl Boxes	0
03/10/26	5:00 pm	Teen Book Boxes	0
03/12/26	4:00 PM	Irish Highland Cow	3
03/16/26	4:00 PM	Spring Wreaths	2
03/19/26	4:00 PM	Video Game Club: Mario Cart Competition	2
03/26/26	4:00 pm	Hangin' with my Peeps Sign	10

FREE: YOUTH PASSIVE PROGRAMMING	ATTENDANCE
Teen Gaming - Nintendo Switch	49
Fab Lab/Project of the Month - Bunny Shelf Sitter	17
Craft - Owl	86
Teen Craft - Sports Word Search	30
Craft - Rainbow Calduron	210
Teen Craft - How to Draw a Leprechaun	60
Activity - Book Character Madness 2026	102
Tonies	25
Travel Kits	0

OUTREACH & SCHOOL VISITS

DATE	ORGANIZATION	# SESSIONS	ATTENDANCE
3/2/2026	Library Visit-Girl Scout Troop	1	9
3/5/2026	Library Visit-Stagg High School	1	12
3/16/2026	Reggio Academy - Cancelled	0	0
03/17/26	Trusting Hearts Preschool	1	32
03/24/26	Rec Center Preschool	2	19
03/25/26	Rec Center Preschool	1	19
03/25/26	Indian Hill Preschool	8	120
03/31/26	Book Talks Grades K-1	9	179
03/31/26	Book Talks Grades 2-3	9	154
03/31/26	Book Talks Grades 4-5	9	87
03/31/26	Teen Book Talks	9	900