



PALOS HEIGHTS
PUBLIC LIBRARY

CIRCULATION DEPARTMENT REPORT

APRIL 2026

At the Desk:

11 online library cards were issued to residents.

22 directional questions were answered by the Circulation staff.

7 patrons used Curveside pickup.

Department Highlights:

The Circulation Department handed out cookies & coffee for National Library Week.

Patron Lynn Drenth was the winner of our National Library Week drawing for a Jullianni's gift certificate.

Beth created handouts for our National Library Week open house explaining the interlibrary loan process.

Dora, Mickey & Beth participated in the library card video for social media.

Beth & Dora created a pickleball video to be posted on social media in May.

Karen is working on cleaning out expired patron file cards.

Crys spent about 20 hours this month straightening in YTS.

Kindness Corner collected donations for Lake Katherine.

Circulation helped the PHWC collect crayons for the Crayon Initiative.

Dora & Beth are working on updating the library card binder.

Beth is working on creating a new job description for the Circulation Assistant position.

Beth lead Lunch Bunch Book Discussion of *Things Are Never So Bad That They Can't Get Worse: Inside the Collapse of Venezuela* by William Neuman attended by 10 people.

Beth & Dora worked on the Summer Reading Kickoff party decorations.

Beth finished Summer Reading Kickoff party signs and flyers.

Beth wrote up a disciplinary action for Karen M. concerning her ability to work with others.

Meetings:

4/6- Summer Reading Kickoff meeting (Beth & Dora)

4/13- Summer Reading Kickoff meeting (Beth & Dora)

4/14- Attended the PHWC meeting

4/15- Swan Circulation Networking meeting

4/16- Beth met with Karen M. to discuss her disciplinary action

4/20- Manager's Meeting

4/27- Summer Reading Kickoff meeting

4/29- SWAN Discussion: Choose the Fate of the Item - Use It or Lose It- Crete Public Library District- Beth and Dora attended

Respectfully submitted,
Beth Stevens
Head of Circulation

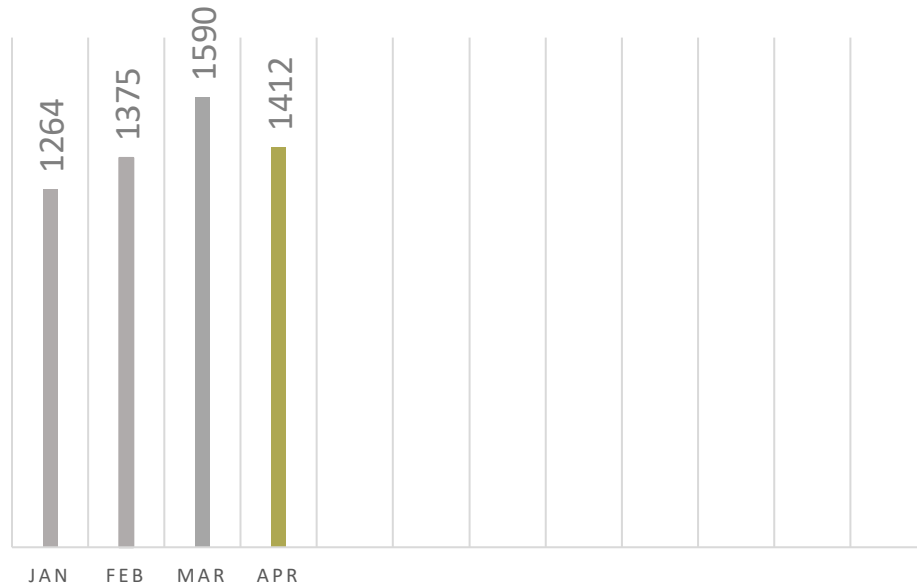
CIRCULATION STATISTICS FOR APRIL 2026

	Apr-26	YTD 26	Apr-25	YTD 25	
Adult Circulation					
Books	3,418	13,153	3,293	13,471	
Video	422	1,490	416	1,812	
Audio	184	938	287	761	
Periodicals	125	623	162	623	
Other Formats	33	63	15	58	
In House	94	498	71	285	
Total Adult Circulation	4,276	16,765	4,244	17,010	
Youth Circulation					
Books	3,775	15,731	4,360	17,195	
Audio	8	122	49	215	
Teen Circulation					
Books	231	668	254	1,092	
Audio	1	11	3	10	
Youth & Teen Circulation					
Video	187	747	139	400	
Periodicals	8	51	48	87	
Other Formats	67	285	147	393	
In House Use	1,050	3,429	844	3,736	
Total Youth & Teen Circulation	5,327	21,044	5,844	23,128	
Gadgets & Gizmos	10	32	17	46	
Electronic Circulation					
eBooks (Media On Demand)	1,159	4,785	1,193	4,700	
eAudio (Media On Demand)	1,059	4,151	866	3,534	
eBooks (Palace Project)	56	239	85	354	
eAudio (Palace Project)	26	97	51	241	
Kanopy (Visits)	580	3,433	-	-	
Kanopy (Plays)	126	605	-	-	
Periodicals (Overdrive)	356	1,378	332	1,343	
Periodicals (PressReader)	-	-	1	63	
Chicago Tribune Website (Views)	288	1,340	-	-	
Chicago Tribune E-Edition (Views)	7,499	20,193	-	-	
Total Electronic Circulation	11,149	36,221	2,528	10,235	
TOTAL CIRCULATION	20,762	74,062	12,633	50,419	
ILL - Received	1,325	6,051	1,347	5,096	
ILL - Sent	1,096	4,815	839	4,003	
Reciprocal Borrowing	1,302	5,147	1,143	5,090	
Online Renewals	74	200	79	281	
Self-Checkout	3,553	14,599	3,751	11,500	
Computer Usage					
Library Workstation Sessions	471	1,777	497	1,895	
Wireless Sessions	1,510	5,120	1,151	4,673	
Total Sessions	1,981	6,897	1,648	6,568	
# of People Using the Library	9,828	37,915	8,972	36,737	
Homebound Deliveries			Current Month	Full Year	
Patrons Served			11	68	
Visits			29	377	
Items			99		
Museum Pass Program			Current Month	Full Year	
Total Passes			18	50	
Library Cards Issued					
Patron Types	Month's Start	Renewed	New	Deleted	Cards to Date
Resident	4,406	50	26	1	4,481
Non-Resident/Trinity/Business/Bethshan	93	1	0	-	94
Cards for Kids	52			-	57



Public Services Department Report April 2026

PS Reference Questions



Meetings & Trainings

- 4-3-26: RFN Meeting
- 4-6-26: 1 on 1 w/Director
- 4-6-26: SRKOP Meeting
- 4-13-26: SRKOP Meeting
- 4-16-26: Hoopla Meeting
- 4-20-26: 1 on 1 w/Director
- 4-20-26: Management Team Meeting
- 4-30-26: ARRT Program: Play With RA

Programming

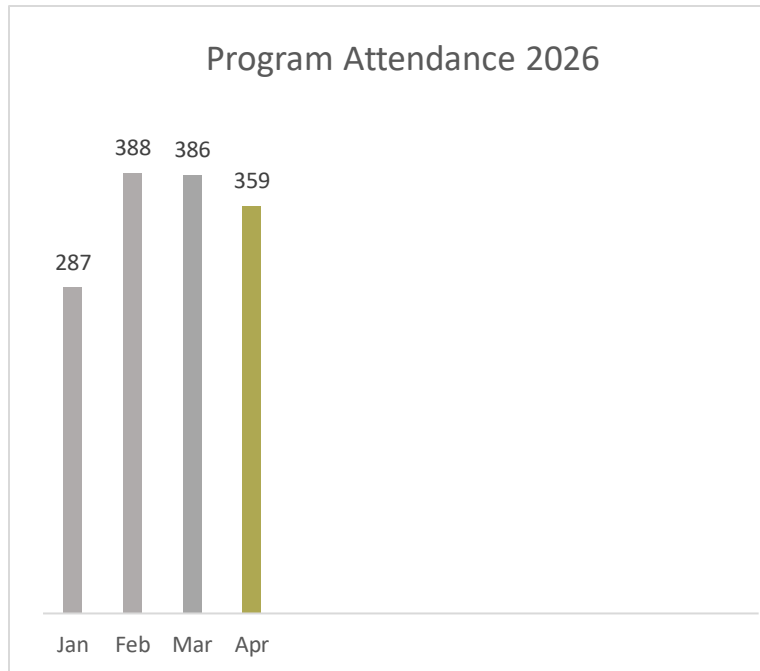
April saw a wide variety of programming that had a good response from patrons. Our trio of crafting programs, Upcycled Jewelry, Scrapbooking, and FabLab class, had solid attendance, though perhaps not as huge of demand as when we started the scrapbook classes a couple years ago.

April included Earth Day, so as per usual we incorporated a couple of environmental programs into the mix. One was about community solar power options. This is for people who want to use solar power, but live in an apartment or their homes can't support solar panels. It was an interesting presentation, and more people than usually attend our environmental programs showed up.

The other one was a film screening in partnership with the Palos Heights Green Team and presented at the Palos Heights Rec Center. This was the second time we did a "film fest" for Earth Day. Last year we were part of the One Earth Film Festival, but the experience left something to be desired, so we decided to try it on our own. We selected a documentary, secured the rights to screen it, recruited a speaker from Loyola University to lead a discussion after the film and local shop Pass Health Foods even donated some light refreshments for the event. Interestingly, more people attended the screening that registered. Usually the opposite happens. But, we had 33 registered and 50 attended, which was more than the event drew last year. Definitely a success and the result of the work of many people across the City.

We also had some good "normal" programs. The Rolling Stones program went well, and our annual sports-themed program (we usually have one or two) drew more people than our sports programs usually do.

The highlight of the month may have been Bill Pack's "The Mind Readers". We have had him a couple times in the past for impressive magic-like shows. This was actually the first time he had done "The Mind Readers" and our patrons loved it. He would talk about "mind readers" from the 1800s and 1900s, then do a mind reading bit from each of them live in the room. Each one he pulled off "correctly" and everyone in the room was amazed. Lots of audience participation, as well. It was great!



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

April was a huge month for the Local History Room! We wanted to get the room cleaned up and more presentable to the public ahead of National Library Week, since we planned to do tours of the room. Thanks especially to the efforts of Terry, cleaning and shelving a lot of items, and Jesse, installing rails and brackets to hang the many framed photos in the room, it looks amazing.

The quilt hanging in the Local History Room was created in 1976 by Palos Heights residents, so to celebrate its 50th anniversary, it was moved out to be displayed near the Reading Room so more patrons will get to see it.

We continued working with Trinity to obtain some of their local history-related materials, and that transfer will take place next month.

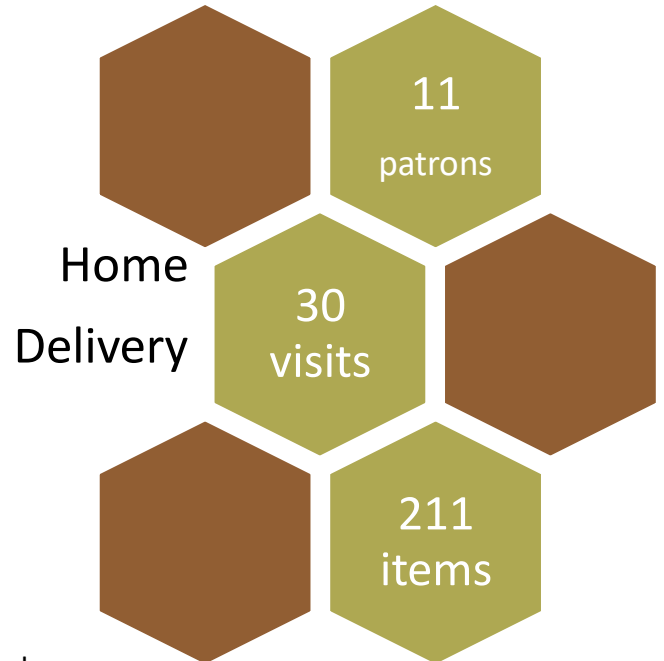
Collection Development

The great Cost Per Circ experiment of April 2026 on Libby went well. We used the same title in different formats, eaudiobook and ebook, since both of them had lengthy hold lists. The idea was to track the hold lists and compare one-time-use copies of the eaudiobook and see how it moved the hold list along compared to buying extra traditional copies of the ebook. We ended up getting 11 CPC copies and 3 more traditional copies, which was where the cost for each was most in balance. Of course, the hold list for the CPC went down quicker, since 11 people were able to immediately fill their holds, but the traditional list is also moving fast, just taking a bit longer. In the end, if we need to surge copies for a popular title, CPC works.

Other

As part of another partnership with Lake Katherine and the Green Team, we were a collection site for used (but clean) packing materials for something called EcoShip, which will then be provided to companies for reuse. We collected a LOT of materials, from both patrons and staff.

Respectfully submitted,
Matt Matkowski
Head of Public Services



PUBLIC SERVICES - MONTHLY STATISTICS

April 2026

PROGRAMMING	HYBRID	IN HOUSE	TOTAL # PROGRAMS	COST	ATTENDANCE	REFERENCE QUESTIONS		
Paid	1	5	6	\$1,070.00	98	Reference	Computer	Directional
Free	0	2	2	N/A	18	511	476	425
Book Discussions	0	4	4	N/A	19	TOTAL		1,412
Movie			3	\$55	65	HOMEBOUND DELIVERIES		
Passive Programs			2		62			
IN HOUSE CLUBS						# Patrons	# Visits	# Items
						11	29	99
Needle Crafters			4	N/A	25	BOOK-A-LIBRARIAN # Sessions		
Scrabble			4	N/A	67			
COMPUTER TRAINING - LAB			2	N/A	5	1		
TOTAL PROGRAMMING			25	\$1,125	359			
DATE	TIME	HYBRID	PAID: ADULT PROGRAMMING	REGISTERED	COST	ATTENDANCE		
04/07/26	2:00 pm	No	Upcycled Jewelry	9	\$200.00	5		
04/09/26	7:00 pm	No	The History of the Rolling Stones	36	\$300.00	26		
04/14/26	6:30 pm	No	Scrapbooking I	9	\$45.00	8		
04/16/26	7:00 pm	Yes	ILP: Cristina Henriquez (0 inperson)	1	ILP	3		
04/28/26	7:00 pm	No	Mind Readers	46	\$325.00	38		
04/30/26	7:00 pm	No	When the White Sox Were Really Good	24	\$200.00	18		
DATE	TIME	HYBRID	FREE: ADULT PROGRAMMING	REGISTERED	COST	ATTENDANCE		
04/02/26	7:00 pm	No	FabLab: Glowforge Tissue Paper Daisy	7	N/A	6		
04/21/26	7:00 pm	No	Let the Sun Shine In: Solar Community	12	N/A	12		
DATE	TIME	HYBRID	BOOK DISCUSSIONS	REGISTERED	COST	ATTENDANCE		
04/29/26	3:00 pm	No	Senior Book Club	N/A	N/A	4		
04/08/26	7:00 pm	No	Horror Book Club	N/A	N/A	4		
04/13/26	12:00 pm	No	Lunchbunch Book Club	N/A	N/A	8		
04/21/26	2:00 pm	No	Tea Time Book Club	N/A	N/A	3		
DATE	TIME	MOVIES	REGISTERED	COST	ATTENDANCE			
04/10/26	2:00 pm	Friday Matinee: Mr. Holmes	5	N/A	6			
04/19/26	2:00 pm	Sunday @ the Cinema: Wicked For Good	7	N/A	9			
04/23/26	6:30 pm	Green Team Film Fest: Single Use Planet	33	\$55	50			
DATE	TIME	NEEDLE CRAFTERS	REGISTERED	COST	ATTENDANCE			
04/07/26	10:00 am	Needle Crafters	N/A	N/A	5			
04/14/26	10:00 am	Needle Crafters	N/A	N/A	7			
04/21/26	10:00 am	Needle Crafters	N/A	N/A	6			
04/28/26	10:00 am	Needle Crafters	N/A	N/A	7			
	10:00 am		N/A	N/A				
DATE	TIME	SCRABBLE	REGISTERED	COST	ATTENDANCE			
04/07/26	10:00 am	Scrabble	N/A	N/A	18			
04/14/26	10:00 am	Scrabble	N/A	N/A	18			
04/21/26	10:00 am	Scrabble	N/A	N/A	14			
04/28/26	10:00 am	Scrabble	N/A	N/A	17			
	10:00 am		N/A	N/A				
DATE	TIME	COMPUTER TRAINING - LAB	REGISTERED	COST	ATTENDANCE			
04/06/26	2:00 pm	Introduction to the Library Catalog	4	N/A	3			
04/13/26	2:00 pm	Gmail Basics	3	N/A	2			
Date	Time	Passive Programs	Registered	Cost	Attendance			
		Puzzle Table			59			
		Project of the Month			3			



TECHNICAL SERVICES DEPARTMENT REPORT

APRIL 2026

Department Highlights:

National Library Week Open House: Technical Services gave a couple of tours of the department and demonstrated how we repair damaged books. Patrons were excited to see behind the scenes activities.

Social Media Committee: Lorena created a Fun Fact Friday post with a few library facts and a silent book club poster. She also created a post for the release of the *Devil Wears Prada 2*.

Lorena created the LIC schedule for the month of May. She also revised the current job descriptions for Technical Services positions.

Jalal continues to spot check adult fiction for the ongoing series project.

Nikki has been helping develop a Technical Services guide, including the procedures for various tasks and services Tech provides. Lorena will compile all guides and procedures into a binder for future training purposes and for all Tech information to be accessible.

Nikki has also been discussing various craft ideas while being part of the Fan Con Committee.

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

Meetings and Training:

April 6 – 1 on 1 with Jesse

April 10 – Technical Services Networking meeting

April 13 – 1 on 1 with Jalal

April 15 – Technical Services Department meeting

April 20 – Management Team meeting

April 22 – SWAN: Library Effective Techniques

April 23 – RAILS: Penworthy Demo/Q&A

April 28 – SWAN Fireside Chat

Processing Statistics:

Adult	Ordered Items	Added Items
Print	212	191
Audiobook	7	5
Video	10	10
Kit	-	-
Periodical	-	60

Youth & Teen	Ordered Items	Added Items
Print	-	345
Audiobook	-	-
Video	-	5
Kit	-	-
Periodical	-	4

Discarded Items	Adult	Youth & Teen
Print	37	120
Audiobook/CD	1	2
Video	53	1
Kit	1	-
Periodical	60	12

Library Services:

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

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

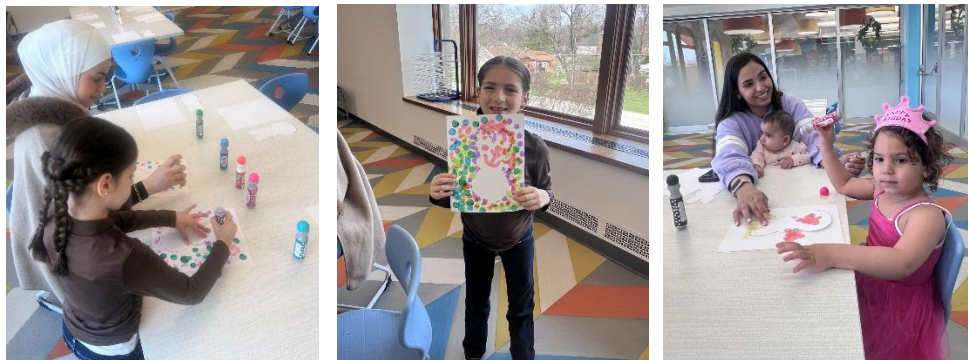
Respectfully submitted,
Lorena Rodriguez
Head of Technical Services

YOUTH & TEEN SERVICES DEPARTMENT REPORT APRIL 2026

Highlights of the Month:



This month's Nature Hour was about camouflage. We looked at how different animals are able to blend in to various environments. Kids were also able to see real animal fur up-close.



It was all about spring, bunnies, and April showers at Arabic Storytime. We got to know each other with an introductory name dance, moved our bodies to "Head, Shoulders, Knees, and Toes," and ended with a bunny craft using paint dots.

April showers are bringing flowers! Mary Kate and the tweens had a great time making flowers and butterflies with cardstock cut on the Cricut and chocolate kisses!

Babies laughed and wiggled their way at Little Wiggles this month! This month was extra exciting as several new babies under six months joined us for the first time! Babies had fun meeting and playing with new friends and singing songs.

Tweens had a fantastic time decorating their junk journals with both personal and library supplies. All participants expressed interest in continuing to fill their journals with their favorite memories and hobbies.



Jolie and the kids had a great time using their creativity while making their own Bird house using our Cricut! They especially enjoyed being able to add their own decorations to their Bird House which included feathers, butterflies, birds, flowers and even added their own streamers to carry their house back home!

Meetings and Department News:

SLJ: Middle Grade Magic – Carla watched this event on 04/04.

Niche Academy: Unattended Children – Claire watched this webinar on 04/07.

Booklist: Summer Scares Middle-Grade Panel: 2026 – Carla watched this webinar on 04/13.

Booklist: Disney Publishing Spring/Summer 2026 Preview – Carla and Claire watched this on 04/13.

RAILS: LGBTQ+-Inclusive Schools and Libraries – Claire watched this webinar on 04/14.

Booklist: DK's Summer 2026 Librarian Preview – Carla watched this webinar on 04/14.

Fan Con Meeting – Carla and Claire attended this meeting on 04/14.

IYSI Board Meeting – Tina led this meeting on 04/17.

ILA: Marketing Forum 2026 Mini-Conference Part 1 – Mary Kate attended part one of this conference virtually on 4/17.

SLJ: Innovate & Educate: STEM/STEAM Spotlight – Mary Kate watched this webinar on 4/21.

Summer Reading Committee – Mary Kate and Jolie attended these meetings on 4/06 and 4/13.

Booklist: Summer Scares YA Panel: 2026 – Mary Kate and Carla watched this webinar on 4/19.

One-on-One – Tina met with Jesse on 04/27.

Management Meeting – Tina attended on 04/27.

Mackin: Storyteller Spotlight Welcomes Tae Keller, Mac Barnett, and Shawn Harris – Carla watched this on 04/27.

EBSCO NoveList Resources for RAILS Libraries – Carla watched this webinar on 4/30.

Outreach:

Indian Hill Preschool – Carla visited these classes and presented a story time about silly stories.

Reggio Academy – Claire visited the preschool class and presented a story time about spring.

Trusting Hearts Preschool – Tina visited to share stories about rain and animals in the spring.

Chippewa Elementary School – Claire attended this school's Screen Free Summer Initiative event and shared library news and giveaways with over 100 patrons.

Respectfully submitted,
Tina Ruzala
Head of Youth & Teen Services

Statistics:

PROGRAMMING	TOTAL	ATTENDANCE	COST	REFERENCE QUESTIONS			
Free Youth Programming/Training	23	344	\$0	Reference	Computer	Directional	
Free Tween/Teen Programming	5	11	\$0	167	79	104	
Youth Paid Programming	0	0	\$0	TOTAL 350			
Tween/Teen Paid Programming	0	0	\$0	PASSIVE PROGRAMMING			
TOTAL PROGRAMMING	28	355	\$0	Craft	Teen	Activity	
OUTREACH/SCHOOL VISITS		# VISITS	# SESSIONS	ATTENDANCE	286	127	63
TOTAL OUTREACH	0	47	1601	TOTAL	476		

DATE	TIME	FREE: YOUTH PROGRAMMING / TRAINING / CLUBS	ATTENDANCE
04/01/26	11:30 am	Tales for Twos	12
04/01/26	1:00 pm	Kindergarten Ready!	14
04/02/26	11:30 am	Little Wigglers	37
04/03/26	1:30 pm	Arabic Story Time	24
04/06/26	5:00 pm	STEAM: Zoo Day!	32
04/07/26	4:00 pm	Facts & Crafts: Axotlotl	17
04/08/26	11:30 am	Tales for Twos	14
04/08/26	1:00 pm	Kindergarten Ready!	20
04/08/26	4:30 pm	Furry Readers	12
04/09/26	11:30 am	Little Wigglers	20
04/10/26	5:00 pm	Tween Book Box	9
04/14/26	4:00 pm	STEAM: Color Wheel	9
04/15/26	11:30 am	Tales for Twos	9
04/15/26	1:00 pm	Kindergarten Ready!	23
04/15/26	4:00 pm	Junk Journal Club	5
04/16/26	11:30 am	Little Wigglers	18
04/17/26	10:00 am	Nature Hour	21
04/21/26	4:00 pm	Earth Day	4
04/21/26	5:00 pm	Bird House	5
04/22/26	11:30 am	Tales for Twos	6
04/22/26	1:00 pm	Kindergarten Ready!	10
04/23/26	11:30 am	Little Wigglers	17
04/28/26	4:00 pm	Active Games	6

DATE	TIME	TWEEN/TEEN - PROGRAMMING / TRAINING / CLUBS	ATTENDANCE
04/01/26	4:00 PM	Volunteens	6
04/10/26	4:00 PM	Mountain Scene	0
04/16/26	4:00 pm	Video Game Club: Mario Cart Competition	0
04/23/26	4:00 pm	Cricut Kiss Flowers	2
04/29/26	4:00 pm	Personalized Baseball Cases	3

FREE: YOUTH PASSIVE PROGRAMMING	ATTENDANCE
Teen Gaming - Nintendo Switch	36
Tonies Listening Station	27
Craft - Flower Umbrella	160
Teen Craft - How to Draw Axolotl	40
Fab Lab - 3D Scotty Dog (Project of the Month)	12
Travel Kits	0
Activity - Library Joy	36
Teen Craft - Spring Word Scramble	39
Craft - Pete the Cat	126

OUTREACH & SCHOOL VISITS

DATE	ORGANIZATION	# SESSIONS	ATTENDANCE
04/08/26	Indian Hill Preschool	8	120
4/13/2026	Reggio Preschool	1	18
4/14/2026	Trusting Hearts Preschool	1	23
04/16/26	Chippewa Screen Free Summer Initiative Event	1	120
04/30/26	Book Talks Grades K-1	9	179
04/30/26	Book Talks Grades 2-3	9	154
04/30/26	Book Talks Grades 4-5	9	87
04/30/26	Book Talks Grades 6-8	9	900