



PALOS HEIGHTS
PUBLIC LIBRARY

CIRCULATION DEPARTMENT REPORT

September 2026

At the Desk:

14 online library cards were issued to residents.

30 directional questions were answered by the Circulation staff.

2 patrons used Curveside pickup.

Department Highlights:

September was Library Card Sign-up Month. We had an increase of 9 registrations over 2025 with 53 total sign-ups.

Circulation held a gift card drawing for patrons who registered for a new library card this month. The winners were: Susan Stanley- \$50-Golden Shoes, Sandra Dolen- \$25-Andy's, Alison Ginoccio- \$25-Aurelio's and Amal Zahi- \$50-Running for Kicks.

Beth led Lunch Bunch Book Discussion of *Careless People: A Cautionary Tale* by Sarah Wynn-Williams attended by 11 people.

Dora worked the FanCon event.

Beth spoke about the Lunch Bunch Book Discussion's favorite books at the Friends Novel Idea event.

Bethshan residents visited the library on 9/8 to read books to the dogs from the Furry Readers organization.

Social Media:

Beth created social media posts for the Hello Kitty display, 3 Library Card Sign-up Month posts, 2 Lou Malnati's fundraiser posts, and a Kindness Corner thank you post.

Dora posted for Dolly Parton Day.

Beth updated MessageBee this month to promote FanCon promotion.

Meetings:

9/2- Management meeting.

9/6- Attended PHWC meeting.

9/8-One on One with Jesse.

9/9- Attended the Friends of the Library meeting.

9/29- Meet with PHWC Library and Education Committee to read essays and select the Mayor for a Day contest winner for 8th grade students in Palos Heights schools.

Respectfully submitted,
Beth Stevens
Head of Circulation

CIRCULATION STATISTICS FOR SEPTEMBER 2026

	Sep-26	YTD 26	Sep-25	YTD 25
Adult Circulation				
Books	3,401	30,690	3,448	32,132
Video	351	3,860	353	4,109
Audio	498	2,059	245	2,332
Periodicals	113	1,705	156	1,324
Other Formats	1	152	14	189
In House	89	882	92	756
Total Adult Circulation	4,453	39,348	4,308	40,842
Youth Circulation				
Books	3,636	35,844	4,581	39,728
Audio	22	305	45	426
Teen Circulation				
Books	208	1,741	252	2,729
Audio	-	26	4	26
Youth & Teen Circulation				
Video	170	1,507	216	1,787
Periodicals	12	110	24	185
Other Formats	85	557	101	931
In House Use	675	7,690	734	7,693
Total Youth & Teen Circulation	4,808	47,780	5,957	53,505
Gadgets & Gizmos	20	143	13	180
Electronic Circulation				
eBooks (Media On Demand)	1,126	10,792	1,119	10,779
eAudio (Media On Demand)	1,143	10,021	824	7,555
eBooks (Palace Project)	65	596	93	792
eAudio (Palace Project)	56	366	59	574
Kanopy (Visits)	385	5,428	-	
Kanopy (Plays)	135	1,159	-	
Periodicals (Overdrive)	325	3,247	374	3,158
Periodicals (PressReader)	-	-	-	100
Chicago Tribune Website (Views)	203	2,150	150	226
Chicago Tribune E-Edition (Views)	13,629	76,360		
Total Electronic Circulation	17,067	110,119	2,619	23,184
TOTAL CIRCULATION	26,348	197,390	12,884	117,531
ILL - Received				
ILL - Received	1,261	10,767	1,126	11,520
ILL - Sent				
ILL - Sent	1,102	8,885	1,058	9,179
Reciprocal Borrowing				
Reciprocal Borrowing	1,224	12,951	1,131	11,054
Online Renewals				
Online Renewals	102	638	23	324
Self-Checkout				
Self-Checkout	3,335	28,878	3,820	38,372
Computer Usage				
Library Workstation Sessions	529	3,979	544	4,218
Wireless Sessions	1,345	9,900	1,196	9,804
Total Sessions	1,875	5,294	1,740	14,670
# of People Using the Library	9,716	86,682	10,002	89,831
Homebound Deliveries			Current Month	Full Year
Patrons Served			8	
Visits			20	201
Items			81	783
Museum Pass Program			Current Month	Full Year
Total Passes			13	177
Library Cards Issued				
Patron Types	Month's Start	Renewed	New	Deleted
Resident	4,804	69	50	0
Non-Resident/Trinity/Business/Bethshan	97	-	0	
Cards for Kids	79	2	1	

Public Services Monthly Report September 2026

Overview

This monthly report highlights the work of the Public Services team: Librarians Christina, Emily, Lyndsey, and Sue & Department Head Kara.

Library Resources Highlights

Ancestry Library Edition

90 searches

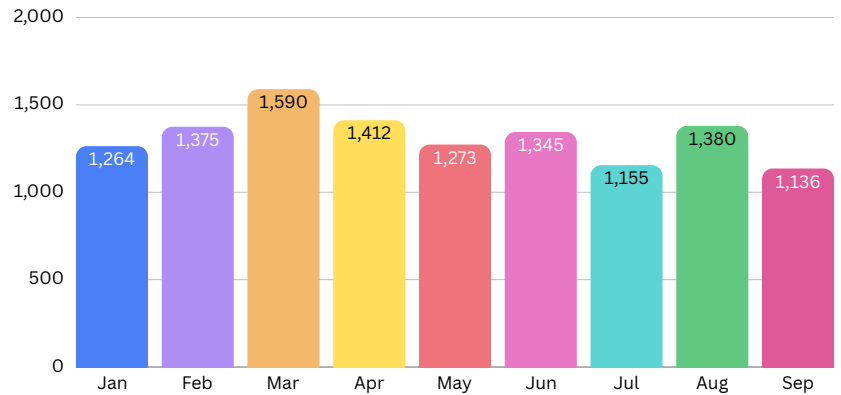


Chicago Tribune E-Edition

13,629 views



Reference Questions Asked

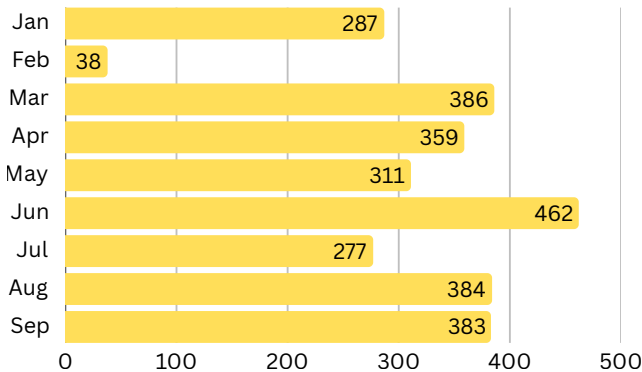


Increase/decrease
over previous month



-17% reference questions

Program Attendance



Homebound Deliveries

Items

81

Visits

20

Patrons

8

Featured Adult Programs



Handwriting Analysis

Sep 8

21 attendees



Scrap Metal Art Workshop

Sep 29

22 attendees

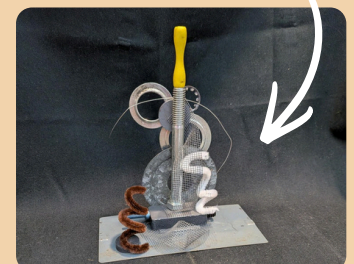


**The Strange, Dark, and Funny
Origins of Everyday Sayings**

Sep 15

37 attendees

One of the many creations
engineered during
the program



FanCon 2026

After months of careful planning, FanCon 2026 finally arrived! The event was led by Chair **Christina** and committee member **Lyndsey** that worked hard to bring the day to life. Attendees enjoyed a wide variety of activities, including an escape room, scavenger hunt, Mario Kart tournament, crafts for kids and adults, and much more. The event offered fun and excitement for fans of all ages.



Staff Activities

Glowforge Rainbow Yarn



- Attendance at the monthly Vinyl Record Club continues to grow. **Lyndsey** invited the group to share a song that evokes memories from the past, along with the personal stories and connections behind their selections. The discussions have been lively, engaging, and a meaningful way for participants to connect through music and shared experiences.
- Christina** expanded the library's programming by teaching an iPhone Intermediate class for four participants and leading an engaging Tea Time discussion of Steinbeck's *East of Eden*, which is now a new limited series on Netflix.
- At the Friends of the Library meeting, **Kara** presented a crash course on psychological thrillers, highlighting the genre's key themes and appeal. She also collaborated with the Palos Heights Women's Club to review entries and select the winners of the "Mayor for a Day" contest.

- Emily's** FabLab class was a tremendous success! Registration reached capacity, generated a waitlist, and nearly all registered participants attended, with 5 of 6 patrons showing up for the program.
- This month, **Sue** received glowing feedback from a patron she helped who had an issue logging into Media on Demand, our main ebook & audiobook platform:

"I just rushed on to place holds on the books I wanted and it worked! Thank you for this help. I appreciate all of you!"

A Novel Idea Book Talks at the Friends of the Library September Meeting



PUBLIC SERVICES - MONTHLY STATISTICS

September 2026

PROGRAMMING	HYBRID	IN HOUSE	TOTAL # PROGRAMS	COST	ATTENDANCE	REFERENCE QUESTIONS		
Paid	0	6	6	\$1,837.00	126	Reference	Computer	Directional
Free	0	1	1	N/A	5	537	372	227
Book Discussions	0	5	5	N/A	27	TOTAL		1,136
Movie			1	\$0	12	HOMEBOUND DELIVERIES		
Passive Programs			3		57			
IN HOUSE CLUBS						# Patrons	# Visits	# Items
Mah Jongg			5	N/A	33	8	20	81
Needle Crafters			5	N/A	33	BOOK-A-LIBRARIAN # Sessions		
Scrabble			5	N/A	85			
COMPUTER TRAINING - LAB			2	N/A	5	6		
TOTAL PROGRAMMING			21	\$1,837	383			
DATE	TIME	HYBRID	PAID: ADULT PROGRAMMING			REGISTERED	COST	ATTENDANCE
09/08/26	7:00 pm	no	Handwriting Analysis			23	\$250.00	21
09/10/26	7:00 pm	no	Vera-Ellen Dances in to the Golden Age			9	\$200.00	7
09/15/26	7:00 pm	no	The Strange...Origins of Everyday Sayings			44	\$397.00	37
09/17/26	7:00 pm	no	Winter Driving & Vehicle Maintenance			6	\$250.00	6
09/22/26	7:00 pm	no	Great Graves of Illinois			39	\$300.00	33
09/29/26	7:00 pm	no	Scrap Metal Art Workshop			25	\$440.00	22
DATE	TIME	HYBIRD	FREE: ADULT PROGRAMMING			REGISTERED	COST	ATTENDANCE
09/24/26	7:00 pm	No	Fablab class: Glowforge Rainbow Yarn			6	N/A	5
	7:00 pm						N/A	
	9:00 am						N/A	
							N/A	
DATE	TIME	HYBRID	DISCUSSION PROGRAMS			REGISTERED	COST	ATTENDANCE
09/14/26	12:00 pm	No	LunchBunch Book Club			N/A	N/A	11
09/09/26	7:00 pm	No	Horror Book Club			N/A	N/A	2
09/15/26	2:00 pm	No	TeaTime Book Discussion			N/A	N/A	2
08/05/26	3:00 pm	No	Senior Book Club			N/A	N/A	6
09/30/26	6:30 pm	no	Vinyl Record Club			N/A	N/A	6
DATE	TIME	MOVIES				REGISTERED	COST	ATTENDANCE
09/11/26	2:00 pm	Friday Matinee: Deliver Me from Nowhere				14	N/A	12
DATE	TIME	MAH JONGG				REGISTERED	COST	ATTENDANCE
09/01/26	12:00 pm	Mah Jongg				N/A	N/A	8
09/08/26	12:00 pm	Mah Jongg				N/A	N/A	7
09/15/26	12:00 pm	Mah Jongg				N/A	N/A	7
09/22/26	12:00 pm	MAH JONGG				N/A	N/A	7
09/29/26	12:00 pm	MAH JONGG				N/A	N/A	4
DATE	TIME	NEEDLE CRAFTERS				REGISTERED	COST	ATTENDANCE
09/01/26	10:00 am	Needle Crafters				N/A	N/A	7
09/08/26	10:00 am	Needle Crafters				N/A	N/A	7
09/15/26	10:00 am	Needle Crafters				N/A	N/A	7
09/22/26	10:00 am	NEEDLE CRAFTERS				N/A	N/A	6
09/29/26	10:00 am	NEEDLE CRAFTERS				N/A	N/A	6
DATE	TIME	SCRABBLE				REGISTERED	COST	ATTENDANCE
09/01/26	10:00 am	Scrabble				N/A	N/A	17

09/08/26	10:00 am	Scrabble	N/A	N/A	16
09/15/26	10:00 am	Scrabble	N/A	N/A	19
09/22/26	10:00 am	SCRABBLE	N/A	N/A	16
09/29/26	10:00 am	SCRABBLE	N/A	N/A	17
DATE	TIME	COMPUTER TRAINING - LAB	REGISTERED	COST	ATTENDANCE
09/14/26	2:00 pm	IPhone Intermediate	3	N/A	4
09/21/26	2:00 pm	Introduction to the Library Catalog	1	N/A	1
Date	Time	Passive Programs	Registered	Cost	Attendance
		Puzzle Table		N/A	29
		Project of the Month		N/A	3
		Spice Club	17	N/A	25



PALOS HEIGHTS
PUBLIC LIBRARY

TECHNICAL SERVICES DEPARTMENT REPORT

SEPTEMBER 2026

Department Highlights:

Social Media Committee: Lorena posted on Facebook and Instagram throughout the month, promoting Fan Con as well as Library Card Sign-up Month.

Lorena and Nikki prepped the craft signs, prize drawings, schedules, and activities for Fan Con. Lorena and Christina set-up the Meeting, Conference, Reading, and Activity Rooms the day before the big event.

Nikki processed five new Tonie characters and created the artwork for each in Canva. She has started working on the young adult graphic novel call number and spine label updates to include series and volume.

Marilyn has been working on current periodical information for both adult and youth collections as the renewals go through in October.

Jalal has adjusted to his new processing tasks, continuing with our previous processes while now adding mylar to all of our hardcover books.

The Tech Dept. helped work Fan Con and had a great time. Patrons that attended made positive comments about the event and one young patron stated that she found her natural talent of creating art with Perler Beads. The Arcade Room was, as always, a hit with patrons of all ages. Our Fab Lab was heavily used for Perler Bead crafting, our Superhero activity was a big draw, and so was our caricaturist!

Meetings and Training:

September 1 – Fan Con meeting

September 2 – Management Team meeting

September 8 – 1 on 1 with Jesse

September 8 – Fan Con meeting

September 16 – Fan Con meeting

September 18 – ATLAS Middle Managers meeting

September 22 – Fan Con meeting

September 29 – SWAN Fireside Chat

September 29 – Fan Con wrap-up meeting

Processing Statistics:

Adult	Ordered Items	Added Items
Print	157	214
Audiobook	3	3
Video	10	12
Kit	-	
Periodical	-	42

Youth & Teen	Ordered Items	Added Items
Print	361	418
Audiobook	11	-
Video	18	10
Kit	6	5
Periodical	-	10

Discarded Items	Adult	Youth & Teen
Print	108	15
Audiobook/CD	-	1
Video	5	1
Kit	-	-
Periodical	55	10

Library Services:

	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sep.
Laminating Service*	1	-	1	-	-	1	4	3	-
VHS Conversion	-	11	-	-	4	-	4	33	4

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

Respectfully submitted,
Lorena Rodriguez
Head of Technical Services

YOUTH & TEEN SERVICES DEPARTMENT REPORT

SEPTEMBER 2026

Highlights of the Month:



At this month's Nature Hour, Tina shared stories and songs about butterflies. Children learned about the body parts of butterflies, looked around with butterfly glasses, and saw real butterflies with a microscope. Later, everyone went in the butterfly tent before their release.



At Arabic Story time, Amani read stories about fall, colors, and apples. The children danced along to songs while using colorful scarves and then created their own colorful apple trees.



Tweens and teens had a great time learning the basics of cross-stitching using needles, felt, and thread. Amani taught participants the basic steps for creating an "X" stitch with a needle and thread while they socialized and enjoyed time together. This program has gotten a lot patron participation and will be a regular program in the calendar!



Our teens and tweens had fun trying this snack during Yasmin's Caramel Apple Nachos program, they were able to customize their nachos with many different toppings.



The tweens got ready for spooky season with Mary Kate's Boo-Quet program, where they made flowers from the Cricut and ping pong balls.



At Miss Make-Believe's Bubble Show, families enjoyed seeing different forms of bubbles and interacting with them!

Our tweens had a great time using their creativity as they drew their own owls during Jolie's Owl Leaf Portraits program. They especially enjoyed using leaves, feathers and buttons to decorate their owls!

Meetings and Department News:

Management Team Meeting – Tina attended on 09/02.

WebJunction: Beyond Reading Levels – Measuring What Motivates Students to Read – Alison watched this webinar on 09/03

WebJunction: Accompanying the Young Reader- Helping to Choose Appropriate Books – Yasmin completed this self-paced course on 09/13.

WebJunction: Program Planning with a Marketing Mindset – Yasmin watched this webinar on 09/13.

WebJunction: Stretch Your Storytime! Supporting Early Learning with Yoga and Movement, Why Diverse Literature Matters for Youth Services, Explore and Discover Nature-Based Spaces and Activities at Your Library, Building Community through Craft Programs – Yasmin watched these webinars on 09/14.

WebJunction: Messy on Purpose – The Power of Playful Learning with Children – Alison watched this webinar on 09/16

WebJunction: Game and Play-Based Experiences for Media and Information Literacy – Alison watched this webinar on 09/16

IYSI Board Meeting – Tina attended on 09/18.

Booklist: Library Love for Libraryreads – Alison watched this webinar 09/18

One-On-One – Tina met with Jesse on 09/21.

Booklist: Graphic Novels & Manga Showcase – Mary Kate watched this webinar on 09/23.

Booklist: DK's Fall 2026 Librarian Preview – Mary Kate watched this webinar on 09/28.

SLJ: Teen Live – Tina and Mary Kate watched these webinars on 09/30.

Outreach:

Rec Center and Indian Hill Preschools – Alison visited these classes on 09/09, 09/29, and 09/30 and shared a back-to-school story time.

Sandbox – Alison visited the after-school group on 09/14 and shared a story time about the library.

Library Visit: ELIM– Alison presented a story time, provided a craft, and gave a tour of the YTS department to a self-contained classroom on 09/24.

Trusting Hearts Preschool – Alison visited the preschool class on 09/29 and shared a story time about How to Catch a Bookworm and You Can't Do That.

Respectfully submitted,
Tina Ruzala
Head of Youth & Teen Services

Statistics:

PROGRAMMING	TOTAL	ATTENDANCE	COST	REFERENCE QUESTIONS		
Free Youth Programming/Training	25	355		Reference	Computer	Directional
Free Tween/Teen Programming	3	38		206	53	44
Youth Paid Programming	1	42	\$450	TOTAL	303	
Tween/Teen Paid Programming	0	0	\$0	PASSIVE PROGRAMMING		
TOTAL PROGRAMMING	29	435	\$450	Craft	Teen	Activity
OUTREACH/SCHOOL VISITS	# VISITS	# SESSIONS	ATTENDANCE	444	107	317
TOTAL OUTREACH	1	39	649	TOTAL	868	

DATE	TIME		FREE: YOUTH PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
09/01/26	4:00	pm	Library Card Sign Up Month	0
09/02/26	11:30	am	Tales for Twos	17
09/02/26	1:00	pm	Kindergarten Ready!	16
09/03/26	11:30	am	Little Wiggles	25
09/04/26	1:30	pm	Arabic Storytime	15
09/08/26	4:00	pm	Facts: Butt or Face	7
09/09/26	11:30	am	Tales for Twos	21
09/09/26	1:00	pm	Kindergarten Ready!	14
09/09/26	4:30	pm	Furry Readers	5
09/10/26	11:30	am	Little Wiggles	26
09/10/26	4:00	pm	Spooky Tic-Tac-Toe	6
09/14/26	5:00	pm	STEAM: Fun with Lions	32
09/15/26	4:00	pm	It's Dot Day!	6
09/16/26	11:30	am	Tales for Twos	12
09/16/26	1:00	pm	Kindergarten Ready!	26
09/16/26	5:00	pm	Pumpkin Science	2
09/17/26	11:30	am	Little Wiggles	19
09/17/26	4:00	pm	Video Game Club: Mario Kart Competition	0
09/22/26	4:00	pm	First Day of Fall	8
09/23/26	11:30	am	Tales for Twos	14
09/23/26	1:00	pm	Kindergarten Ready!	23
09/23/26	5:00	pm	Caramel Apple Nachos	13
09/24/26	11:30	am	Little Wiggles	26
09/25/26	10:00	am	Nature Hour	20
09/26/26	5:00	pm	Owl Leaf	2

DATE	TIME		TWEEN/TEEN - PROGRAMMING / TRAINING /CLUBS	ATTENDANCE
09/01/26	4:00	pm	Volunteens	14
09/10/26	5:30	pm	Cross Stitch Club	20
09/24/26	4:00	pm	Boo-Quet	4

DATE	TIME		PAID YOUTH - PROGRAMMING	COST	ATTENDANCE
09/19/26	11:00	am	Miss Make-Believe's Bubble Garden	\$450	42

FREE: YOUTH PASSIVE PROGRAMMING	ATTENDANCE
Activity: Spiderman vs Iron Man Voting	286
Craft: Back to School Apple	150
Craft: Hedgehog	160
Craft: Fall Leaves	50
Teen: Back to School Crossword	30
Teen: Fall Word Scramble	10
Teen: Spooky Bookmark	40
Activity: Scavenger Hunt	20
Activity: Tonies Listening Station	5
Craft: Take 'n Makes	84
Teen: Nintendo Switch	27
Activity: Project of the Month (Sunflowers)	6

OUTREACH & SCHOOL VISITS			
DATE	ORGANIZATION	# SESSIONS	ATTENDANCE
09/09/26	Indian Hill	8	56
09/14/26	Sandbox	1	10
09/24/26	ELIM library visit	1	10
09/29/26	Trusting Hearts	1	23
09/29/26	Rec Center	1	19
09/30/26	Rec Center	1	19
09/30/26	Book Talks Grades K-1	9	193
09/30/26	Book Talks Grades 2-3	9	160
09/30/26	Book Talks Grades 4-5	9	159