

Announcements and Updates



35mm film camera photographs during the Film Photography Workshop (see details below).

Service Highlights

Programs: (see activity report, pages 2-3)

- Administration & Media Services presented *Caminando Juntos (Walking Together)*, hosting *Library Sign Up Month* (98 uses).
- Adult Services hosted:
 - *Note for Note: Cass & Friends* at The Art Center Highland Park (65 attendees)
 - Back by popular demand, Cass Foley of The Do-Rights Jazz Band was singing classics from the Great American Songbook in a jazz trio for an unforgettable afternoon.
 - *Iman de Mini Pan Dulce (DIY Mini Pastry Magnet)* (16 attendees)
 - Entirely in Spanish and in collaboration with Mi Madre Lo Hizo, a Latina-owned small art business led by a mother-daughter duo, the participants decorated a mini food-pastry magnet. All materials were provided.
 - *Film Photography Workshop* (13 attendees)
 - A hands-on workshop, led by The Darkroom Chicago, where attendees learned film photography and developed their shots. The Darkroom Chicago is a Black mom-owned creative space rooted in connection and community.
- Communications hosted:
 - *Fall Book Buzz* (30 attendees)
 - Patrons got a scoop on what to read this fall when a publisher's representative from Penguin Random House, book discussion leader Judy Levin, and librarians highlighted new fall titles.
 - *ChatGPT Unlocked* (38 attendees)
 - Presenter David Telisman demonstrated how to use ChatGPT for help with writing, research, planning, brainstorming, and everyday tasks, and covered best practices for using AI safely and responsibly.
- Media Services completed 68 Book-a-Librarian 1:1 appointments.
- Social Services hosted *Memory Café* at the Highland Park Senior Center (10 attendees)
 - A welcoming and safe space for individuals with memory loss and mild cognitive impairment. This month, we prepared a hands-on creative activity where participants explored their interests, values, experiences, and unique qualities. Using colors, images, and symbols, participants created their own self-portrait.
- Social Services organized the *Youth Mental Health (YMHFA) First Aid Program* (13 attendees).
 - Mental Health First Aid gives trainees the skills to recognize when someone is facing mental health or substance use challenges and the confidence to be their first source of support.

Use of Resources:

- Three books tied as the highest circulating books:

- *Whistler* by Ann Patchett, a literary novel
- *The Calamity Club* by Kathryn Stockett, a historical fiction novel
- *Regime Change: Inside the Imperial Presidency of Donald Trump* by The New York Times reporters Maggie Haberman and Jonathan Swan, a 2026 non-fiction book
- Film *Project Hail Mary* was the top DVD/Blu Ray title.
- See collection statistics, pages 4-5 and the following chart.

Library Social Services:

- 7 individual patrons served in 17 patron engagements.

Outreach:

- Outreach team members attended the *Touch a Truck* event and engaged with 271 individuals.
- Storytime in the community continued with monthly storytimes at Family Focus, Green Bay, and Little Giants (HPHS) with 3 storytimes for 26 attendees.

Partnerships:

- In partnership with the Library Speakers Consortium, Communications hosted virtual events:
 - *Conversation with Latin Grammy Award Winner and Children's Author, Lucky Diaz*: An energetic virtual conversation celebrating the joy of community and summer fun with the author of the sensational bilingual picture book *Paletero Man*. The English event had 13 attendees; the Spanish event had 13 attendees as well.
 - *The Democracy We Must Keep*: A discussion with award-winning historian David O. Stewart about his book, where he explores the question: What did America's founders say about democracy, and can we remain true to their vision for America?
 - *Pulitzer Prize Winner and Master Storyteller Daniel Kraus*: A celebration with the author of "Angel Down," the release of his breathtaking new novel "The Sixth Nik."
 - *Shifting from Surviving to Thriving with Yasmine Cheyenne*: A conversation with the "TODAY Show" wellness expert as she discusses her transformative new book "The Comeback Era: From Limiting Beliefs to Living Without Limits."
- In partnership with the Lake County Extension Master Gardener Program, Adult Services hosted *Growing a Tea Garden* (19 attendees)
 - An opportunity to learn what plants you can grow to create your very own tea blends.
 - This is a repeat program! Our July program was so full we scheduled another session.

Patron Comments (see comments chart page)

Staff

Training and Professional Development: (see activity report, page 1)

- At the September All-Staff meeting, staff recognitions and HR updates were shared, followed by a review of construction updates. Also, during the meeting:
 - The emergency procedure for *Medical Emergency* was reviewed.
 - Two staff members also shared their Training Takeaways from the American Library Association (ALA) conference.

New/Departing Staff (see activity report, page 3)

Facility & Technology

Projects in progress

- Developing a modern refresh of the staff intranet site.
- Replacing lighting components in Adult Services and lobby.

Upcoming projects

- Refresh Facilities computer.
- The Big Move following completion of the addition and Youth Services.

Projects completed

- Completed CCS preparation checklist and testing for the Rolling Meadows-Wauconda migration.
- Worked with AT&T to restore service to the POTS line for the emergency elevator phone.
- Replaced the internal maintenance parts on the Adult Services public printer.
- Completed the Technical Services department computer refresh.
- Cleaned the main floor restrooms mid-day due to increased use while the lower-level restrooms were not available.
- Performed initial cleaning and coordinated with cleaning company for final clean to re-open lower-level restrooms.
- Completed HVAC controls preventative maintenance.

Library Safety

- Suspensions issued: 0
- Incident reports documented: 0
- Police on-site: 1 for an after-hours walk-through with the Director following a false burglar alarm

HPPL in the News

- None.

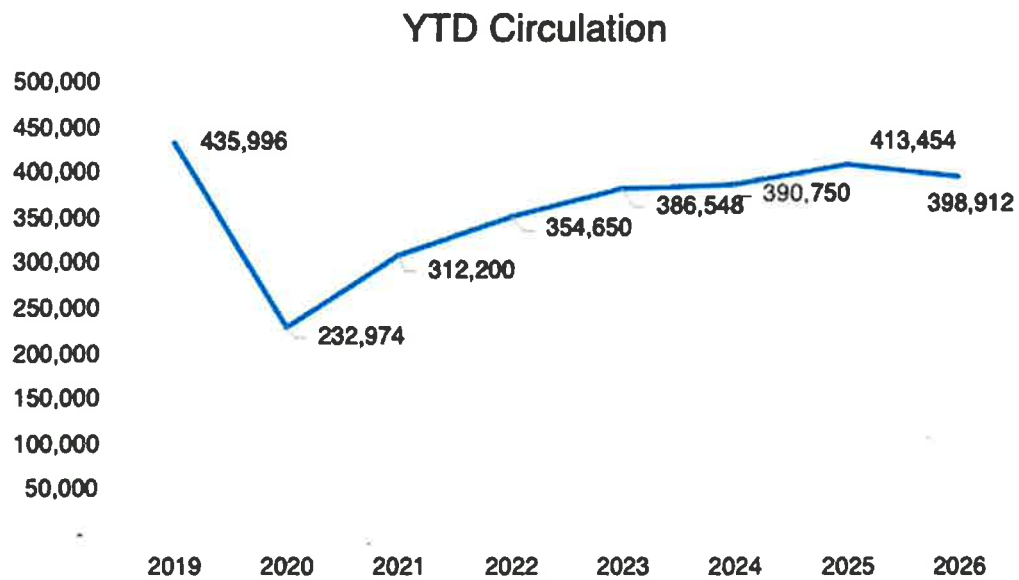
Staff Monthly Report

We asked staff to share something they're proud of, a challenge they're experiencing, and a favorite story about a patron, team member, or partner interaction. Here are a few highlights.

- One of the attendees at the Fall Book Buzz made a point to let me know how helpful she found the ChatGPT Unlocked program we held earlier this month. She noted that although there was some criticism (some attendees let me know after the program that it wasn't sophisticated enough), she thought it was great and has now used ChatGPT since the program.
- A patron came in looking for books in Spanish to help them learn more conversational Spanish. I showed them our Spanish section and made some suggestions on things that might help them learn. The patron also had some requests for titles that might be in Spanish. After we found those, I told them about LOTE for kids and they were so excited saying that they could do storytime and share it with a family member far away so they could join on the Spanish fun. I also told them about Mango since it works very differently from the program they were using. They were very excited and couldn't wait to start. I got a fist bump. I wish them all the luck and was glad I could help.
- Mini Pastry Magnet program for Hispanic Heritage Month was a success! Patrons expressed how much fun they had and the presenter shared that HPPL has been one of the most welcoming places with welcoming people that she's worked with.
- Patrons have had very positive reactions to the Library Card Sign-Up promotions and raffle. Most new patrons were very excited to participate and choose their items. Also, some parents, children, and siblings have mentioned that they wish they had known so that they could wait a few weeks as many of them were registered at the end of August, which has led to some awkward conversations.
- I'm definitely feeling construction fatigue at this juncture, particularly the ambiguity around when Youth Services will move into the new space. I appreciate that Admin is keeping staff informed when information becomes available.
- I'd also like to give a shout out to Cynthia Medrano for bringing many art programs into the library. Whether it was the analog photography program or our staff paintings. It's been fun to see art in the library.

Library Data

- 8-Year Comparisons: Year-To-Date Circulation, January-September

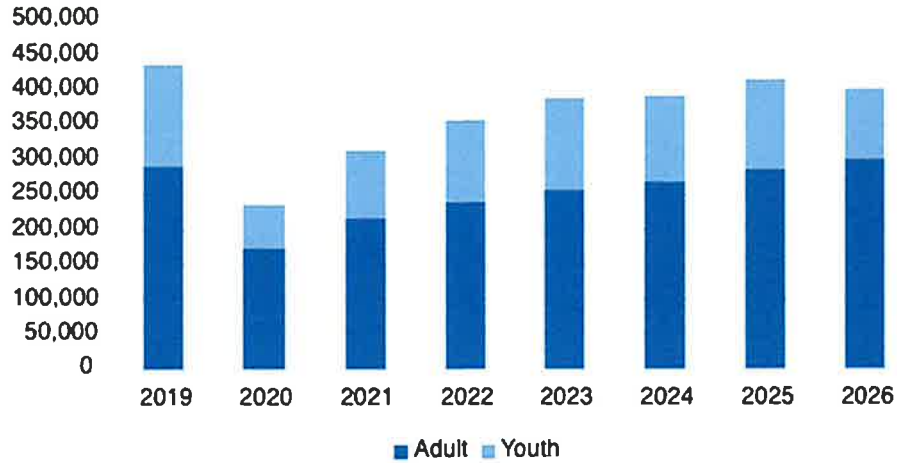


Does not include CCS & ILL borrowed from other libraries.

Note: Library closures in 2020 and 2021 because of the pandemic negatively affected collection use.

Library Data, continued

- 8-Year Comparisons: Year-To-Date Circulation, January-September

YTD Circulation by Collection (A)**YTD Circulation by Collection (A)**

	2019	2020	2021	2022	2023	2024	2025	2026
Adult	289,089	170,162	215,635	238,705	254,883	265,034	281,906	296,134
Youth	146,907	62,812	96,565	115,945	131,665	125,716	131,548	102,778
Total	435,996	232,974	312,200	354,650	386,548	390,750	413,454	398,912
Percent of Total: Adult	66%	73%	69%	67%	66%	68%	68%	74%

Does not include CCS & ILL borrowed from other libraries.

Note: Tracking method for e-materials changed in 2022 which could result in a slight variance. Also, as a majority of Youth Services collections are in storage during construction, we are seeing an increase in the Percent of Total: Adult.

**FY26 TOTAL
LIBRARY USAGE STATISTICS**

		JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP	OCT	NOV	DEC	2026 YTD TOTAL	2025 YTD TOTAL	% CHANGE
GENERAL	Gate Count Laurel Entrance	8,975	9,256	10,255	9,956	10,325	10,998	10,832	11,167	11,782				93,546	94,122	-1%
	Gate Count Stairwell Entrance	4,503	4,321	5,088	4,558	4,246	5,106	5,149	3,064	542				36,577	53,120	-31%
	TOTAL COUNT	13,478	13,577	15,343	14,514	14,571	16,104	15,981	14,231	12,324	0	0	0	130,123	147,242	-12%
CIRC	Fiction books	15,877	14,800	15,747	12,739	12,606	13,166	13,450	13,183	12,232	0	0	0	123,800	147,155	-16%
	Nonfiction books	7,462	7,194	7,804	6,802	6,974	6,855	7,176	11,611	6,446	0	0	0	63,586	65,025	-2%
	Videogames	668	576	567	516	657	646	716	742	606	0	0	0	5,694	5,911	-4%
	DVDs	2,988	2,637	3,016	2,529	2,673	2,720	2,723	2,742	2,323	0	0	0	24,351	29,034	-16%
	Music CDs	982	764	773	718	752	815	829	718	619	0	0	0	6,970	7,611	-8%
	Audiobooks	353	331	336	268	321	284	337	327	284	0	0	0	2,841	2,919	-3%
	Blu-rays	1,023	916	1,045	887	984	1,092	1,102	1,198	926	0	0	0	9,173	9,298	-1%
	Magazines	566	530	344	346	271	407	343	355	328	0	0	0	3,490	5,080	-31%
	Other physical formats	395	218	252	229	181	210	204	225	193	0	0	0	2,107	4,452	-53%
	Overdrive eBooks	7,549	6,218	6,938	6,394	6,896	6,754	6,943	7,203	6,893	0	0	0	61,788	58,166	6%
	Overdrive eAudiobooks	5,721	5,159	5,708	5,768	5,958	6,063	6,152	6,288	6,214	0	0	0	53,031	43,429	22%
	Overdrive eMagazines	2,930	2,596	2,999	2,768	2,550	2,891	2,678	3,049	3,019	0	0	0	25,480	18,653	37%
	Hoopla eBooks	399	308	386	377	372	371	413	384	389	0	0	0	3,399	3,782	-10%
	Hoopla eAudiobooks	414	362	438	418	389	394	433	390	426	0	0	0	3,664	5,475	-33%
	Hoopla eMusic	57	52	50	57	45	56	45	59	50	0	0	0	471	784	-40%
	Hoopla eVideos	201	209	244	169	178	219	233	269	243	0	0	0	1,965	1,858	6%
	Hoopla other	38	34	29	27	26	18	12	19	9	0	0	0	212	202	5%
	Kanopy eVideos	531	416	597	532	557	474	522	526	488	0	0	0	4,643	4,620	0%
	Teen Fiction	189	174	170	151	266	309	318	265	268	0	0	0	2,110	0	0%
	Teen Nonfiction	8	7	8	3	12	33	23	23	18	0	0	0	135	0	0%
	Teen Magazines	0	0	1	0	0	0	0	1	0	0	0	0	2	0	0%
	CIRCULATION TOTAL	48,351	43,501	47,452	41,698	42,668	43,777	44,652	49,577	41,974	0	0	0	398,912	413,454	-4%
	CCS & ILL LENT	3,057	2,608	2,864	2,577	2,162	2,374	2,660	2,537	2,466				23,305	24,397	-4%
	CCS & ILL BORROWED	3,145	2,279	2,372	2,706	2,717	2,853	2,920	2,761	2,329				24,082	26,140	-8%
	NON-HIGHLAND PARK BORROWERS (RBPs)	1,936	1,847	1,857	1,478	1,490	1,755	1,773	1,664	1,507				15,307	19,902	-23%
SELF CHECK	Self Check	10,359	8,840	10,526	8,130	7,616	9,472	8,633	8,468	7,758				79,802	93,789	-15%
	Self Check %	60.0%	59%	63%	57%	57%	58%	56%	56%	58%				59%	58.0%	2%
PATRON	Reference	2,784	2,926	2,939	2,694	3,041	3,526	3,275	3,437	3,079	0	0	0	27,701	28,326	-2%
CONTACTS	Other	119	78	271	187	285	722	621	306	175	0	0	0	2,764	4,097	-33%
	MONTHLY QUESTIONS	2,903	3,004	3,210	2,881	3,326	4,248	3,896	3,743	3,254	0	0	0	30,465	32,423	-6%
PROGRAMS	TOTAL CONDUCTED	92	94	100	83	128	132	134	36	30	0	0	0	829	864	-4%
	TOTAL ATTENDEES	2,022	2,117	1,627	1,153	1,359	2,491	1,640	657	639	0	0	0	13,705	15,673	-13%
SOCIAL MEDIA ENGAGEMENTS	Social Media Insights (Facebook, Instagram)	876	1,342	16,853	670	508	636	965	766	753	0	0	0	22,616	7,489	202%
	Video Engagement (Library You Tube Page Visits)	772	788	789	544	515	807	434	406	411	0	0	0	5,055	11,343	-55%

Library Activities – September 2026

Meetings and Continuing Education:

Adult Services

Knowbe4 Training: Freeware
Printers Row Lit Fest
Book Buzz
Digital Preservation Workflows Showcase
Finding Our Way with AI: Practical Tools for Archival Access and Discovery

Youth Services

Knowbe4 Training: Freeware
WebJunction Webinar: Messy on Purpose - The Power of Playful Learning for Children
RAILS Member Update
What's Nu: Jewish Children's and Young Adult Books Fall/Winter Preview
Leamos: Spanish and Bilingual Titles for Youths
RAILS: Transitioning from Graphic Novels to Chapter Books
Spanish Selection Essentials with iPage

Membership Services

Knowbe4 Training: Freeware

Technical Services

Knowbe4 Training: Freeware
ALA – Inside ALA's AI guidance: a conversation (recording)
PCC – Exploring the 670 field (recording)
CCS – Acquisitions Technical meeting
OCLC cataloging community meeting (session 1)
OCLC cataloging community meeting (session 2)
LACONI TSS – Modern MARC: The whats, whys, hows, and details
ALA Core – How to create a patron-centered administration (recording)
Reaching Across Illinois Libraries (RAILS) - From Invisible Labor to Line Items: Budgeting for the Library Work That's Actually Happening (recording)

Administration

Knowbe4 Training: Freeware
Fall Non-Profit Seminar: The Art of Team Success
Cultural Humility in Work with Survivors
Parental Substance Use and Its Effects on Children and Families

Media Services

Knowbe4 Training: Freeware

Communications

Knowbe4 Training: Freeware

Date	Program	Presented by	Attendance
	For Children		
9/17	Storytime @ Family Focus	H. Grasse	9
9/18	Storytime @ Little Giants	H. Grasse	11
9/23	Storytime @ Green Bay	K. Dienes	6
9/24	LSC English Lucky Diaz	B. Keller	13
9/24	LSC Spanish Lucky Diaz	B. Keller	13
9/1-9/30	1 Topic / 3 Levels Guessing Display	Youth Staff	39
9/1-9/30	100 Books Before High School	Youth Staff	1
9/1-9/30	Monarch Book Club	Youth Staff	0
9/1-9/30	Children's Choice Awards	Youth Staff	0
9/1-9/30	1000 Books Before Kindergarten	Youth Staff	4
Total Youth Attendance			96

	For Adults		
9/6	Caminando Juntos	J. Reyes, C. Rositas-Sheftel	98
9/1	LSC Democracy We Must Keep	B. Keller	54
9/8	LSC Author Daniel Kraus	B. Keller	29
9/8	ChatGPT Unlocked	B. Keller	38
9/8	Growing a Tea Garden	C. Medrano	19
9/9	Teen Time - 3D Sticker Scenes	C. Medrano, H. Gonzalez	3
9/9	Cloud Storage Basics	N. Rodriguez, T.J. Moaton	6
9/12	Film Photography Workshop	C. Medrano	13
9/17	LSC Cheyenne Surviving to Thriving	B. Keller	23
9/17	Memory Café - Identity and Art	D. Alvey	10
9/19	Note for Note: Cass & Friends at the HP Art Center	A. Hollowell	65
9/21	Speed Puzzle Competition	A. Robb	14
9/24	Page Turners - Broken Country by Clare Leslie Hall	R. Hayes, M. Bulaich	3
9/26	Game Club	A. Robb	3
9/26	Iman de Mini Pan Dulce - DIY Mini Pastry Magnet	C. Medrano	16
9/28	Fall Book Buzz	B. Keller	30
9/29	Civic Empowerment Vote	B. Keller	13
9/29	Readers' Round Table	M. Bulaich	7
9/1-9/31	Community Puzzle Station	C. Medrano	23
9/15-9/30	Mini Staff Art Contest Voting	C. Medrano	76
Total Adult Attendance			543

TOTAL PROGRAM ATTENDANCE

639

	Outreach		
9/18	Youth Mental Health First Aid	D. Alvey	13
9/26	Touch a Truck	HPPL Staff	271
		Total Outreach Attendance	284

	Social Media Engagements		
	Facebook		485
	Instagram		268
	YouTube		411
		Total Social Media	1164

New Hires: None

Departures: None

PROGRESS TO GOAL: 2026 cumulative data reporting with monthly activities

Library Goal 1: Improve physical accessibility by completing the library expansion, providing larger activity spaces, an ADA-accessible elevator, and ADA-accessible restrooms.

Project Timeline and Monthly Progress:

- **Construction timeline:**
 - Project phases - Substantial Completion Target
 - Makerspace – partial turnover September 2026
 - Stair & Elevator – November 2026
 - Lower-Level Offices – January 2026
 - Renovated Youth Services – November 2026
 - Addition – December 2026
 - Archive & Gallery – January 2026
- **September progress:**
 - Continue In-Wall MEP's and OH MEP's at Addition
 - Continue Clay Tile Roof at Addition
 - Complete Stone Veneer Installation at Addition
 - Install all Windows at Addition
 - Continue Drywall and Taping/Sanding at Addition/Renovation
 - Start painting at Renovation
 - Start ACT Ceiling Installation at Renovation
 - Complete Fire Shutter Steel and Install Fire Doors at Addition/Renovation
 - Complete Structural Steel Re-work at Stairs
 - Start Stair Installation on LL
 - Complete Steel Installation at Renovation for Archive Room Support
 - Continue Site Utilities at Addition
- **October outlook:**
 - Complete Clay Tile Roof Install at Addition
 - Install Storefronts at Addition
 - Complete Bathroom Finishes, Accessories and MEP Trim in Addition/Renovation
 - Complete Painting at Addition and Renovation
 - Complete ACT Ceilings and Specialty Ceilings in Addition/Renovation
 - Install Flooring at Renovation
 - Complete Site Utilities and Final Grading at Addition
 - Complete Misc. Taping at Addition and Renovation due to added scope
 - Install Gutter System in LL (Pending Downspout PR)
 - Install Remaining Steel at Elevator Shaft and Landings
 - Complete Elevator Roofing and Elevator Shaft Exterior Stone Veneer
 - Complete MEP's at Elevator shaft
 - Pour Concrete at Elevator Landings
 - Start Elevator Installation
 - Measure and Start Fabrication for Glass Handrails at Stairs

PROGRESS TO GOAL: 2026 cumulative data reporting with monthly activities

Project Budget and Monthly Spending:

	Project Budget	Spent to Date
Consultant, Insurance, Legal, Permit	\$ 901,013	\$ 893,064
Building Construction (Lo Destro)	\$ 8,684,500	\$ 5,607,605
Construction Contingency	\$ 445,000	\$ 0
Furniture, Fixtures and Equipment	\$ 579,500	\$ 225,463
Moving & Other	\$ 138,875	\$ 16,801
Owner Contingency	\$ 66,112	\$ 0
Total	\$ 10,815,000	\$ 6,742,933

Project Budget and Monthly Spending:



Administration (Admin)

- Continued project administration with the support of CCS.
- Prepared signage bid package with StudioGC.

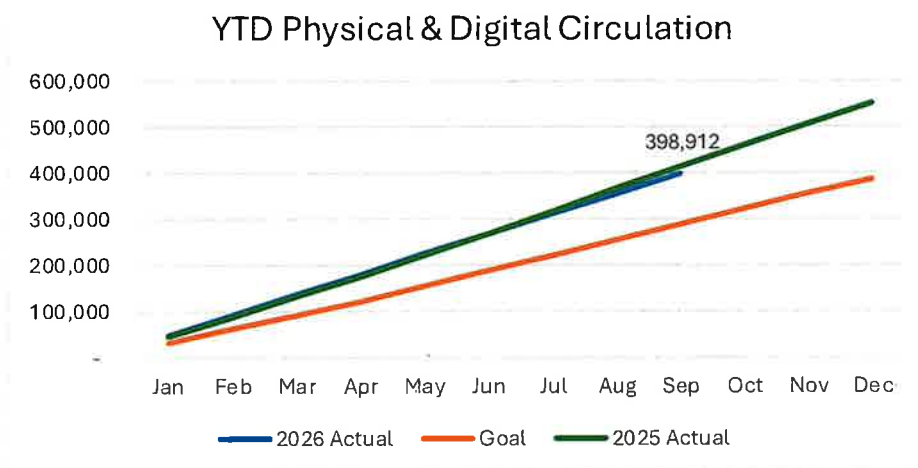
Information Technology (IT)

- Attended bi-weekly construction update meetings.
- Purchased and received antennas and cables for the Community Rooms wireless microphone system, coordinating installation with the contractor.
- Worked with Media Services to network devices in the Makerspace.

PROGRESS TO GOAL: 2026 cumulative data reporting with monthly activities

Library Goal 2: Optimize community use of library services and collections in the face of temporary disruptions related to the expansion project by providing effective service and responding to patron and staff needs.

Collection Usage:

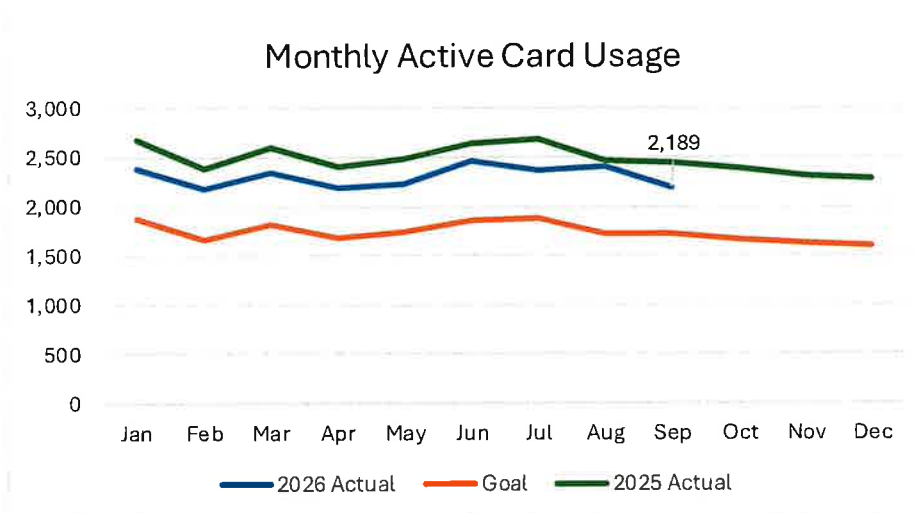


Adult Services (Adult)
- Hot Picks Allocation 77% expended to ensure the latest and greatest titles are available for patron checkout. - Promoting Teen titles with a lobby display to accommodate new titles in Mini Teen collection. - First offsite Note 4 Note concert at the Art Center yielded attendance of 65 patrons, leaving the space standing room only!
Communications (Comms)
- Sent Monthly-Check It Out! Email with book recommendations; 69.5% open rate. - Sent an automated email Welcome Campaign to new cardholders with content to raise awareness of services and collections. A series of three emails; first sent within 24 hours of obtaining a card, the next two sent in 7-day increments. i. Welcome #1: 193 sent, 70.5% open, 23.3% click rate ii. Welcome #2: 170 sent, 69.4% open, 21.2% click rate iii. Welcome #3: 158 sent, 68.4% open, 18.4% click rate - Promoted Library of Things on social media; 42 interactions
Membership Services (Member)
The pages completed another large shelf-reading/shifting project in the nonfiction section of adult services to increase the accuracy of our collection and move items off of the bottom shelf so they are easier for patrons to reach.

PROGRESS TO GOAL: 2026 cumulative data reporting with monthly activities

Technical Services (Tech)
- Items in process over 6 weeks: 33. Our goal is 5, but for the past few weeks, we've been meeting that at 6 weeks + 1 day. We're working on shortening that in October. - JY Merge: Moving a group of formerly JY videos to Adult: 47% complete.
Youth Services (Youth)
- Significant shifting projects have been completed to ease tight shelving in certain areas. - Some J Nonfiction has been moved to lower-level storage as shelving in Mini Youth is becoming full and difficult to shelve returned items.

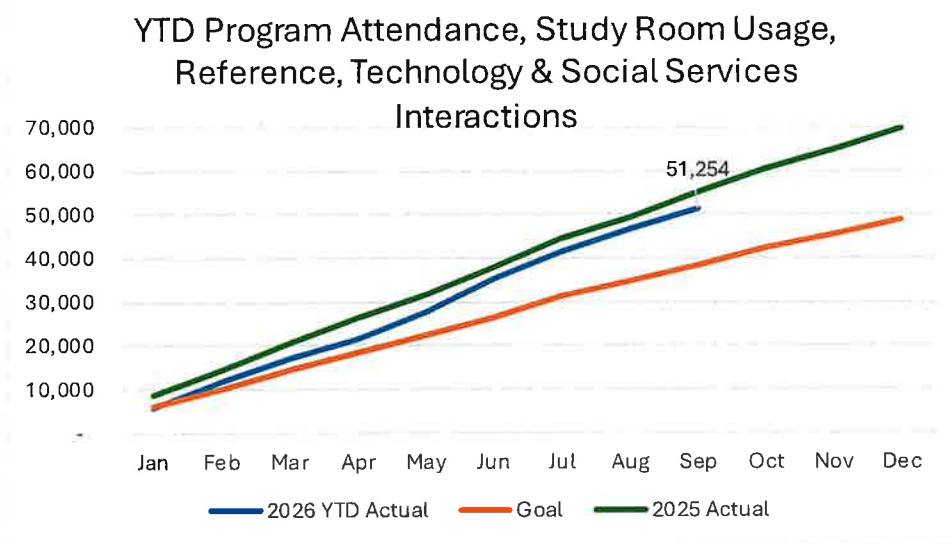
Library Card Usage:



Communications (Comms)
- Executed campaign for Library Card Sign-Up Month: - Created webpage, https://hplibrary.org/signupmonth. - Featured campaign in Aug-Oct Highlander - Featured in September emails; 286 clicks - Created 2 Facebook posts; 736 views, 14 interactions - Created 4 Instagram posts; 1,574 views, 66 interactions - Automated monthly bounced email report generated and sent to Membership.
Membership Services (Member)
The library had a raffle for Library Card Signup Month. We had 126 patrons enter the new card holder raffle, while 292 patrons participated in the current cardholder raffle. We registered 207 library cards in September, which is the highest number of cards registered in September in the last 6 years (2020-2026).

PROGRESS TO GOAL: 2026 cumulative data reporting with monthly activities

Services Usage:



Communications (Comms)

- Sent targeted program promotion emails:
 - Bookmark This!, adult program bi-weekly; 48.6% open, 2.3% click rate
 1. 59 clicks on Meet the Author; Spencer Waller
 2. 55 clicks on Note for Note
 - HPPL Pals-Weekly Youth averages; 51.4% open, 1.85% click rate
 1. 28 clicks on Library Card Sign-Up Month
 2. 14 clicks on Teen Time-Mini Haunted Art
 3. 12 clicks on Banned Books Read-In
- Promoted Note for Note concert in social media posts:
 - Facebook; 157 views, 3 interactions
 - Instagram; 739 views, 33 interactions
- Promoted Game Club on Instagram; 236 views, 10 interactions

Media Services (Media)

- Progress continues on the development and implementation of the Makerspace, with final approval of the Makerspace Policy and partial occupancy of the space marking key milestones this month. Staff can now begin limited equipment setup, room organization, and preparation for service readiness. Planning has also started for opening and related event, while work continues on staff preparation, procedures, and supporting materials for a successful public launch.

Membership Services (Member)

- The library attended the Park District's Touch-a-Truck event on September 26th. We interacted with 271 patrons and had 6 library card registrations, while promoting the library's services and resources.

PROGRESS TO GOAL: 2026 cumulative data reporting with monthly activities

Social Services (SS)

- Community engagement advanced through the confirmed Paper Perennials program and strong Memory Café attendance, including two new participants. Music therapy programming awaits the HPCF funding decision, while grief support group planning progressed with a format and location secured. Outreach strengthened partnerships with PADS of Lake County for MLK Day of Service and Catholic Charities to improve awareness of services and referral processes.

Communications:

Note: Communications that support Goal 2 service initiatives will be reported above. Communications that support awareness about use of the facility during construction (timelines, benefits, progress, service interruptions, etc.) will be reported below.

Communications (Comms)

- Shared project progress images in monthly email; 91 clicks.
- No Friends book donation signage directing patrons to other local libraries accepting donations; 2 scans.
- Expansion sign for construction fence with QR code to Reimagine webpage; 13 scans.
- Indoor signage with QR codes to the Reimagine webpage; 5 scans.
- Added expansion summary in email #1 of Welcome Campaign with link to Reimagine page; sent to 193 people, 5 link clicks.
- Shared project progress images in August-October Highlander.
- Planned and implemented the Laurel Ave/sidewalk and the lower-level entrance closures notices in emails, social media, in-building signage, and webpage banners.

Library Goal 3: Increase website and digital technology accessibility by working to conform to the Web Content Accessibility Guidelines (WCAG), 2.1, Level AA, providing ADA accessible user interfaces.

Communications: Web & Digital Technology Accessibility Group

- Analysis of Voluntary Product Accessibility Templates (VPATs) continues.
- Scheduled HPPL app update to begin rolling out Oct 22. Update will address some accessibility issues.

DATE	GENERAL SUGGESTION	KEY	KEYWORD	Anonymous ?
Sep-26	The new Login system needs DVD hold/order corrections. It separates available titles into Blu-Ray and DVD, but when I try ordering DVD it does not register, but shifts to Blu-Ray even though it has shown area or out of area libraries with DVDs available. I don't have a Blu-Ray player so the new prevalence in favor of Blu-Rays is not helpful. Hope you can correct this soon.	CS	Bibliocore	N
Sep-26	I am super appreciative of Michelle for being an amazing librarian and for helping my husband with homebound books. Also, the volunteer, Sarah, who delivers is very sweet and kind to me.	ST	Michelle Bulaich, Sarah	Y
Sep-26	Please make the windows bird-safe. I just found another dead thrush in the parking lot beneath the windows (North facing). This is not the first time. The ravine and surrounding areas are attractive to birds. Please prevent these collisions in the future.	B	Windows	Y
Sep-26	You don't have a big enough Sci-Fi section. The "Browsing Sci-Fi" used to be bigger.	C	Sci-Fi Section	Y
Sep-26	Tomorrow is the 25th anniversary of 9/11. Where is the display of books about 9/11? 3,000 Americans died that day. You have displays for Pride Month, Trans people, Black Lives Matter etc. It's a disgrace.	C	9/11 Display	Y
Sep-26	Can you consider adding Vix to the Roku? It is mostly for Latino/Spanish speakers. Thanks.	S	Vix	N
Sep-26	Film photography was an inspiring workshop. We had fun and enjoyed learning. It was a fantastic workshop!	PR	Film Photography	N
Sep-26	The Film Photography workshop was really fun! It was a great experience and so hands-on as well! Overall, it was great and I would recommend it. 4.7/5 stars.	PR	Film Photography	N
Sep-26	The Film Photography workshop was the best experience I have had in the HP Library. Thank you so much for this opportunity. I would love to see more hands-on opportunities like this.	PR	Film Photography	N
Sep-26	I came for the Film Photography workshop. It was informative and a great hands-on experience. I would love if the library continued to have programs like this.	PR	Film Photography	Y

Sep-26	I loved the film workshop. Thank you!	PR	Film Photography	N
Sep-26	Would you please keep more than one day of newspapers available to read in the Brenner Room? Maybe 2 or 3 days so if one person is reading The New York Times, the other person can read the previous day.	C	Newspapers	Y
Sep-26	Thank you for the wonderfully cute Highland Cow for new HP library card sign-ups. This made my day, as I just came from Scotland and my friend went crazy about the real ones. I cannot wait to give my friend my tiny HP Library Highland Cow. Thank you! This was the best part of my day! Even better than Rosh Hashanah dinner!	S	Highland Cow	Y
Sep-26	I am writing just to tell you how much I like the new addition. If it finishes as beautifully as it's developed so far, it will be a gem - so restrained, tasteful, and harmonious with the original structure. The board, the architect, and you yourself deserve high praise for getting it right.	R	New Addition	N
Sep-26	Why is it that the library is the only place people wear masks? It is like 2021 in here! So silly. Even my doctor doesn't wear one.	ST	Masks	Y
Sep-26	Could you loan card holders umbrellas to walk out of the library? Vernon Hills has a basket next to the check-out. This is just a suggestion, as I am trapped and it's pouring outside.	S	Umbrellas	Y
Sep-26	The latest issue of Aviation Week is constantly checked out. Aviation Week is not available at any other North Shore library, and should be for in library use only. If someone needs the current copy at home, they can subscribe.	C	Aviation Week	Y
B = Building P=Policy PR=Programs				
F = Food & Beverage S=Services R=Renovation				
C = Collection ST=Staff CS=Computer System				