



Executive Director's Report July 2024

June is always a busy time of year for the library and this year we had three big retirements and 100th Anniversary programming added on to our usual.

We kicked off the month with Summer Reading and our numbers are steady overall compared to last year, but North Hoffman and Rand Road Branch are exceeding last year's numbers.

The community celebrated Pride month along with us, and even worked with us to shut down trolls on social media. Angela Hursh, a Library Marketing Expert, even recognized us for our good use of social media policy.

Each year our Wellness and EDI Committees help the staff with the stress of June by putting on de-stress activities throughout the month. They hosted therapy dogs, chair yoga, and a staff picnic goody day.

While it is hard to say goodbye to Andrea, Karen, and Jeannie we are happy that they all gave us time to hire their replacements who are starting this July. Despite being busy making new hires the HR staff rolled out benefits enrollment on new software making it easier for staff to sign up and see their benefits year round.

Included with this report is the first quarterly strategic plan report for the board. As Jeannie had mentioned in early board meetings we got a later start to the strategic plan because of the internal staff transitions we are working on. I am happy to share with you the progress we have made.

I am looking forward to working with all of you and the great staff here at the library in my new role as Executive Director.

Melissa Gardner



Meetings and Events

- Summer Reading Kickoff 6/1
- Rotary Breakfasts 6/4, 6/11
- Working in the Grey Area training 6/11
- Jeannie's Retirement 6/16
- Palatine Troop 209 Lunch 6/20
- Managing for Mental Health training 6/25
- Rotary Installation Dinner 6/25
- POC Board 6/27
- Engberg Anderson 6/27
- Karen's Retirement 6/28

New TIF District

In May the Village of Palatine announced its intention to form a new TIF (Tax Increment Financing) District. TIF districts are formed by local taxing bodies agreeing to use some of the tax funds in that area for the development or redevelopment, with the intent that all the taxing bodies will receive larger financial gains in the future. Palatine is proposing this new district in the northeast corner of Palatine between Dundee and IL-53. It is a small area that has a number of vacant buildings and some interested businesses that would be good for the community. After seeing the Villages proposal, we along with all of the other taxing bodies present felt that this would be a wise investment. The public hearing for the TIF district will be July 15th and Mary Myers Finance Manager will be there to show the libraries support.



Staff You Should Know

Debbie, Member Services Material Assistant has been working hard this month shifting all of the DVDs, CD's and Video games so that we can reuse some of the extra shelving for our new books display on the 2nd floor. This is a hard job and she did it with cheer. You don't have to take my word for it, see what her coworkers have to say about her:

"You did an amazing job shifting"

"Thank you for being our "shifting specialist"

"We truly appreciate everything you have done"

"Thanks for always jumping in and taking care of several carts"

Rotary Club of Palatine

This month I happily turned the Rotary Presidency over to Hank Sobotka. Over the next year I will still be serving on the Rotary Board as Past President and Chair of the foundation. At our installation dinner I was able to reflect upon my year as president. I increased attendance at our meetings by changing the venue and hosting speakers every month. The club grew by three new members. We hosted our greenest Oktoberfest yet this year by composting, recycling and sharing information with the community. I hope it will be a model for future community events. We use the money we make at Oktoberfest to give back. We also give back through service. We distributed food at the food pantry, played bingo with the residents of Little Sisters of the Poor and packed mothers day care packages for grieving moms with hopeful Beginnings. All of this work has connected me more with the community I serve and I am looking forward to my new role on Rotary.



New Employees / Milestones

Monique, Member Services Material Assistant, celebrated 10 years
Stefania joined Admin as HR Associate

Strategic Plan Update

Q1, July 2024

Goal 1

Maintain high levels of service by investing in staff: providing sufficient tools and training, optimal staffing levels, advancement opportunities, and fair compensation, while maintaining fiscal responsibility.

- Considered alternatives to HR Source for salary benchmarking and concluded that HR Source was still the best vendor, signed a contract with HR Source to begin benchmarking, estimated to begin in Fall 2024.
- The Library's vacation, sick, personal, and holiday policies were revamped to make accrual rates clearer, add vacation and PTO for all employees. Additional PTO was added to allow staff to take off for their religious holidays, to be more equitable to all. The policy changes were approved by the board and implemented in March.
- Hired Rand Road Branch Manager position that requires an MLIS and bilingual skills. This revamped position will directly manage Rand Road Branches collections and programs as well as act as liaison for POC partnerships and outreach in the NE corner of our district.
- Purchased and replaced monitors for public PCs with larger screens, staff replacements are in progress.

10% Complete
26% In Progress



0% Complete
72% In Progress

Goal 2

Increase visibility and remove barriers to participation for all members of our diverse community through meaningful engagement, increased partnerships, and targeted communications.

- Pocket talk translation devices have been tested by staff and we have expanded their use to all public service desks and outreach events. Staff training is still underway.
- Staff have begun translating the English signage in world language collections to the Collection's own language.
- Youth World language collections were relocated at the Main library to increase visibility.

Goal 3

Adapt programs and collections to deliver relevant content that serves changing community needs by restructuring systems, dedicating resources to these activities, and engaging in ongoing dialogue between members and staff.

- 100th Anniversary Celebrations kicked off with over 1500 people attended over the weekend.
- Increased the number of bilingual programs for youth. At Fiesta de Hungry Catapillar there were 100 attendees with approximately 1/3 of attendees who spoke Spanish.
- Added portable technology at the branches for ease in hosting programs at those locations.
- Added a Japanese language collection to the North Hoffman branch and a Ukrainian youth collection to the Rand Branch.

18% Complete
43% In Progress



0% Complete
100% In Progress

Goal 4

Begin to understand how the library will serve the Palatine community of the future by developing a long-term plan for existing and potential new spaces.

- The Decennial Committee has completed community conversations.
- Trustees participated in the Village's planning process.
- New Executive Director was appointed to the POC Board.
- We hired a new Rand Branch Manager





PLD Strategic Plan 2024-26

Goal	Obj	Action	Status
Goal 1:		Maintain high levels of service by investing in staff: providing sufficient tools and training, optimal staffing levels, advancement opportunities, and fair compensation, while maintaining fiscal	
	1.1	Use benchmarking and internal library data to identify and achieve optimal	
		1.1.1 Investigate other sources of salary benchmarking (other than HR Source)	Complete
		1.1.2 Review job descriptions in advance of salary benchmarking. Include bilingual skills and other specialized requirements in job descriptions.	Not Started
		1.1.3 Rewrite PTO policies from the ground up for clarity	Complete
		1.1.4 Identify need for new, additional, or changed positions to support Strategic Plan, and hire new staff.	In Progress
	1.2	Consolidate training tools into an easy-to-use platform and allocate sufficient time for staff completion of recommended training.	
		1.2.1.0 Choose Learning Management System: investigate, get demo and pricing for Paylocity/SharePoint LMS.	In Progress
		1.2.1.1 Implement chosen LMS. Communicate changes to staff and offer trainings for all staff, staff who will manage content, and staff who will administrate the system.	Not Started
		1.2.2 Create procedures for creating and capturing internal training materials (videos, handouts, etc) and for saving them to Sharepoint or adoped LMS. Must complete 1.2.1 first.	Not Started
		1.2.3 Organize training pages on intranet. Must complete 1.2.1 first.	Not Started
	1.3	Understand and prioritize staff needs for supplies, equipment and space.	
		1.3.1 Research how staff want to receive information (enews, intranet, weekly brief, other), document what gets shared where, examine whether to continue weekly. Study recent staff engagment survey results and conduct new surveys or inquiries if needed.	Not Started
		1.3.2 Schedule M Team time to review recurring issues and assess changes - periodically go	Not Started
		1.3.3 Develop a method to regularly evaluate department/staff needs (in-house and WFH) and	Not Started



PLD Strategic Plan 2024-26

Goal	Obj	Action		Status
		1.3.4	Plan a renovation of staff and meeting spaces on the 1st floor, with the aim to rennovate	Not Started
		1.3.5	Replace PC workstations, for both staff and members, with up-to-date equipment. Provide	In Progress
	1.4	Provide more growth and advancement opportunities at all levels to increase		
		1.4.1	Evaluate increasing retention bonus for long time employees (vs. new hires)	Not Started
		1.4.3	Re-evaluate and re-write performance review criteria by department and position to	Not Started
		1.4.4	Evaluate methods or rewards for staff to join outside committees or organization	Not Started
	1.5	Revisit tuition reimbursement and conference attendance policy to make		
		1.5.1	Give more flexibility for managers to approve training during year	In Progress
		1.5.2	Review and expand conference attendance guidelines for exempt and non-exempt staff	In Progress
		1.5.3	Define tuition reimbursement (vs. training) & streamline process	Not Started



PLD Strategic Plan 2024-26

Goal	Obj	Action	Status
Goal 2:		Increase visibility and remove barriers to participation for all members of our diverse community through meaningful engagement, increased partnerships, and targeted communications.	
	2.1	Develop a targeted communication plan utilizing social media, digital, and print to increase visibility of the library and its extensive services for non-users and the underserved.	
		2.1.1 Study Community Survey to determine other reasons people are not engaged/served	In Progress
		2.1.2 Evaluate text reminder services for events/services	In Progress
		2.1.3 Create a team and a strategy to distribute promos outside/outreach events	In Progress
	2.2	Develop mutually beneficial partnerships to help reach underserved communities within our district.	
		2.2.1 Go to community partners and talk with them about partnerships and needs	In Progress
		2.2.2 Reach out to churches and groups that serve language communities	Not Started
		2.2.3 Increase in-house programming done by local organizations	In Progress
	2.3	Remove barriers to library usage by increasing translation capabilities across library services, collections, and locations.	
		2.3.1 Purchase translation devices for all desks and outreach and provide training for staff	In Progress
		2.3.2 Develop bilingual volunteer job description	Not Started
		2.3.3 Label language collection shelf talkers in the language of collection	In Progress
		2.3.4 Research and budget for Professional Translation Service of marketing materials, forms,	Not Started
	2.4	Utilize strategic planning research data to identify and fill gaps in service, especially for working families, digital users, non-English speakers, and young	
		2.4.1 Study the strategic plan feedback from the public to identify service gaps and create a report	In Progress



PLD Strategic Plan 2024-26

Goal	Obj	Action	Status
Goal 3:		Adapt programs and collections to deliver relevant content that serves changing community needs by restructuring systems, dedicating resources to these activities, and engaging in ongoing dialogue between members and staff.	
	3.1	Create a system for intentional conversations with community members to ensure collections and programs continue to meet changing needs.	
		3.1.1 Define goals of conversations- what do we need to know? how do they want info?	Not Started
		3.1.2 Identify groups to reach to for feedback	Not Started
		3.1.3 Targeted Questionnaire after specific programs to solicit feedback. Survey available in Spanish for Spanish speakers.	Not Started
	3.2	Utilize strategic planning survey data to re-evaluate programs to attract new members and increase attendance.	
		3.2.1 Review policy around no-shows and registration. (look at other libraries)	Not Started
		3.2.2 Review strategic plan data, library programming statistics and other libraries about programming to identify strategies	In Progress
		3.2.3 Offer more programs in non-English languages	In Progress
		3.2.7 100th Anniversary Celebrations (Lego Train, Mini-Golf fundraiser) to increase attendance	In Progress
	3.3	Ensure programming and collections staffing structure, budget, and processes are sufficient to deliver relevant content in a timely manner.	
		3.3.1 Find way to utilize volunteers to help manage programs	In Progress
		3.3.2 Investigate consolidating collection development into 1-2 full-time positions	Not Started
		3.3.3 Added portable technology at branches (projector, HDMI cables, etc.) for ease of hosting programs.	Complete
		3.3.4 Hire and train a Branch Manager at Rand with programming and collections responsibilities that meet branch needs	In Progress
	3.4	Increase and improve access to world language collections for non-English speakers in our district.	In Progress



PLD Strategic Plan 2024-26

Goal	Obj	Action	Status
		3.4.1 Provide training and update procedures for world language collection development for	In Progress
		3.4.2 Proactively seek world language recommendations from community; create a mechanism	Not Started
		3.4.3 Promote world language in marketing (special webpage, newsletter)	In Progress
		3.4.4 Add Japanese Collection (youth picture and adult fic/nf) to North Hoffman Branch	Complete
		3.4.5 Add Ukrainian youth collection to Rand Road Branch	Complete
		3.4.6 Refresh Youth Spanish Non-fiction Collection at Rand Road Branch	Not Started
		3.4.7 Move Youth World Collection at Main to more prominent location	Complete
		3.4.8 Investigate new vendors for World Language materials and possible outsourcing of	Not Started
	3.5	Ensure Workshop Lab materials are accessible to all members.	
		3.5.1 Investigate adding more staff to increase workshop hours	In Progress
		3.5.2 Provide instructions for workshop equipment in multiple languages, including video tutorials	Not Started
		3.5.3 Study and identify when people want to come into the workshop for drop-in, 1:1s, and programs and schedule as possible	Not Started
		3.5.4 Part-time staff member moved to full-time in Workshop	Complete
		3.5.5 Maker in Residence series of programs in Summer 2024 to increase attendance and showcase Workshop	In Progress
		3.5.8 Market materials for the workshop in the collection (Dewey 700s)	Not Started
		3.5.7 Better labeling of workshop equipment	In Progress
	3.6	Invest in new books and media to ensure our physical collections remain current and meet the needs of our community.	
		3.6.1 Identify peer libraries to compare collections	In Progress
		3.6.2 Evaluate current collection size. Do some collections need to increase or decrease?	In Progress
		3.6.3 Increase digital budget in order to reduce hold ratios	Complete
		3.6.4 Add Tonieboxes to Youth collection	Not Started
		3.6.5 Replace wifi hotspots with newer model	In Progress
		3.6.6 Add accessibility items to the Library of Things Collection	In Progress



PLD Strategic Plan 2024-26

Goal	Obj	Action	Status
Goal 4:		Begin to understand how the library will serve the Palatine community of the future by developing a long-term plan for existing and potential new spaces.	
	4.1	Conduct a futures exercise to identify market, demographic, usage, and library drivers of change and how they may impact the ways we serve the Palatine community 10+ years from now.	
		4.1.1 Conduct conversations with local governmental units in Decennial Comm	In Progress
	4.2	Assess the suitability of spaces within the community and potential partnerships to expand services beyond current library branches.	
	4.3	Develop a long-term space plan to ensure PLD continues to serve all parts of our community effectively, efficiently, and conveniently.	

Palatine library hosts Mobile DMV on June 29

Daily Herald report

Posted June 13, 2024 11:32 am

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The Palatine Public Library will hold a Mobile DMV event 9 a.m. to 1 p.m. Saturday, June 29.

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Representatives from the Illinois Secretary of State's office will be at the library, 700 North Court in Palatine, to assist with renewing or correcting driver's licenses, converting existing standard driver's licenses into REAL IDs, and more.

The event is hosted by the office of state Rep, Nabeela Syed.

Appointments are required. Visit repnabeelasyed.org/mobileDMVreg for registration, a list of available services, document requirements, and accepted forms of payment. Questions? Contact Pooja Syed at (773) 916-6553 or pooja@repsyed.com.

Disconnect to reconnect: Unplug Illinois Day at HEParks

Submitted by Hoffman Estates Park District

Submitted on Jun 18, 2024



Hoffman Estates Park District, South Ridge Park. Unplug Illinois Day. *Courtesy of Hoffman Estates Park District*

Local organizations will also be on hand to engage with the community.

Activities include:

Among the highlights is Ninja Course Races. Prizes will be awarded to the fastest competitors in each age group: 5-7 years, 8-10 years and 11-12 years. TwistiCity will mesmerize attendees with a Bubble Show, followed by a children's interactive music performance by Jeanie B and the Jelly Beans. Local organizations will also be on hand to engage with the community, including representatives from the police and fire departments, Palatine Library, Schaumburg Township District Library, Bach to Rock, Kona Ice, and the Youth Commission.

For those seeking more physical activity, an Inflatable Obstacle Course will be set up, and South Ridge Park's splash pad will be open for some refreshing fun.

Celebrate Illinois Unplug Day is part of the statewide Unplug Illinois movement, advocating for healthier lifestyles, sustainable environments, and vibrant communities through active participation in park and recreation activities.

Palatine Public Library District Board of Library Trustees announces vacancy

Submitted by Maridsa Choute, Palatine Public Library District

Posted June 20, 2024 1:07 pm

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The Palatine Public Library District Board of Library Trustees announced a vacancy at its regular board meeting on June 18. The board will fill this vacancy by appointment. The appointed trustee will serve until the new board is seated in May, 2025, following the consolidated election on April 1, 2025.

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Interested persons should submit an application, available online at www.palatinelibrary.org/board. Paper copies are also available at all Palatine Public Library District locations.

Applications may be submitted via email to Executive Director Melissa Gardner at director@palatinelibrary.org or by mail to Executive Director, Palatine Library District, 700 N. North Court, Palatine, IL 60067. All applications must be received by July 19, at 5 p.m.

The selected candidate must meet all legal qualifications for this office, including at least one year of residency in the Palatine Public Library District and registration as a voter in the district. Applicants may be interviewed by the board of library trustees.



For further information about the duties of library trustees, please call Executive Director Melissa Gardner at (847) 904-3600 or email director@palatinelibrary.org.