

# DIRECTOR'S MONTHLY REPORT

## Month ending August 31, 2019

### Activities

This month, the Management Team wrapped up our annual performance reviews. Normally conducted in May, the process was delayed while we revised the form to incorporate our culture statement and values into the evaluations.

I worked with Engberg Anderson and Independent Construction Services to refine the design and construction timelines for our three locations. Kristin Sedivy and I simultaneously worked with CCS to refine the catalog migration timeline.

### External Meetings

- Leadership Coaching Group, 8/2
- Hoffman Estates Chamber Women Engaged in Business, 8/19
- POC Executive Committee, 8/20
- HE Chamber After Hours Event, 8/21
- Palatine Street Fest, 8/25
- POC Board Meeting, 8/28
- Met Harper President and gave a tour of RRB, 8/29
- Met with HE Parks staff to discuss NHB renovation, 8/29

### Upcoming Events

#### September 2019

September 18	Palatine Chamber Community Forum
September 23	Library Foundation Meeting
September 25	Mr. Jon and Friends Concert
September 27	Closed for Staff Development Day

#### October 2019

October 3	Policy Committee Meeting, 9am
October 3	Building Renovation Committee Meeting, 3:30pm
October 5	POC Farm to Table Fundraiser
October 22-24	ILA Conference

*Jeannie Dilger*

# STRATEGIC PLAN MONTHLY UPDATE



***1 Experience: We strive to ensure that individuals have exceptional interactions with the library and are connected with resources and services that increase their quality of life. We exceed expectations.***

## ***1.1: The library has comfortable, flexible spaces that encourage use and connection.***

Management Team discussed possible project timelines for the renovation.

## ***1.2: The library's collection is vibrant and convenient to access.***

ILS quote is being finalized for the extension of our iii contract into next fall. The Management Team discussed possible project timelines for the ILS migration.

## ***1.3: The library is committed to quality patron interactions.***

Experience Team is actively working on a code of conduct for patrons and staff.



***2 Engagement: We work continuously with the community to increase our reach and expand our impact. We are a valued community partner.***

## ***2.1: The community has high awareness of library services and programs.***

## ***2.2: The library interacts with its diverse community to discover and respond to current needs of all groups.***

The library promoted the homebound service to multiple senior focused organizations.

The bilingual report was presented to the Board of Trustees.

The teen services associate created and promoted a pamphlet targeting junior high and high school teachers.

The director had initial meetings with D15 Superintendent and Harper College president regarding future collaborations.

A sensory storytime program was created in order to promote to schools that have self-contained classrooms of students with varying needs.

## ***2.3: The library creates and deepens meaningful partnerships with local organizations and businesses.***

The director began attending Hoffman Estates Chamber's Women Engaged in Business meetings.



***3 Endurance: We strive for sustainability in our practices, human and financial resources, and facilities. We are a resilient organization.***

***3.1: The library is a trusted steward of resources.***

The Budget and Appropriations document was created and posted for public inspection.

The Financial Policies were reviewed by the Board Policy Committee.

***3.2: The library is a preferred employer that values staff development and retention.***

Managers completed employee evaluations on the new form that utilizes our Culture Statement.

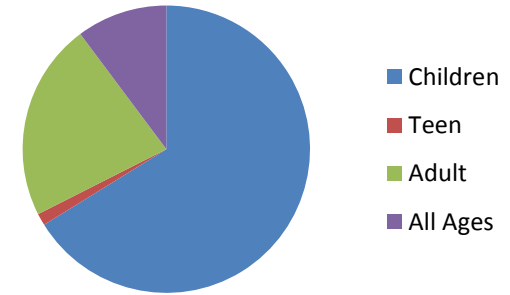
***3.3: The library's systems and facilities are resilient, modern, and efficient.***

The Technology Department and the Library's IT vendor replaced the core network switches thus maintaining the currency and resiliency of the organization's technological infrastructure. Specifically, this move assists with the Library's recent move to a new VOIP phone system and anticipates any future additions to the organization's technology resources.

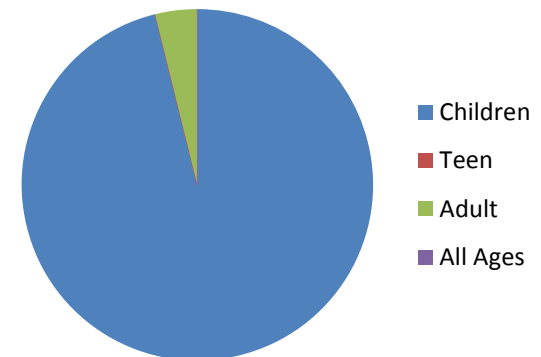
# Programs 2019-20

	JUL	AUG	Fiscal YTD	Last Fiscal YTD	% Change
<b><u>PROGRAMS</u></b>					
<u># Programs</u>					
Children	63	51	114	121	-6%
Teen	5	3	8	5	60%
Adult	33	37	70	64	9%
All Ages	5	5	10	10	0%
<u>Attendance</u>					
Children	1,738	1,643	3,381	4,866	-31%
Teen	34	36	70	47	49%
Adult	477	659	1,136	1,192	-5%
All Ages	118	404	522	331	58%
<b><u>PASSIVE PROGRAMS</u></b>					
<u># Programs</u>					
Children	20	14	34	30	13%
Teen	0	0	0	0	#DIV/0!
Adult	0	0	0	0	#DIV/0!
All Ages	1	2	3	0	#DIV/0!
<u>Attendance</u>					
Children	1,206	343	1,549	1,520	2%
Teen	0	0	0	0	#DIV/0!
Adult	31	31	62	0	#DIV/0!
All Ages	0	0	0	0	#DIV/0!
<b><u>TOTAL # PROGRAMS</u></b>	127	112	239	230	4%
<b><u>TOTAL PROG ATTEND</u></b>	3,604	3,116	6,720	7,956	-16%
<b>AVERAGE ATTEND/PROG</b>	28.4	27.8	28.1	34.6	-19%

## Program Attendance

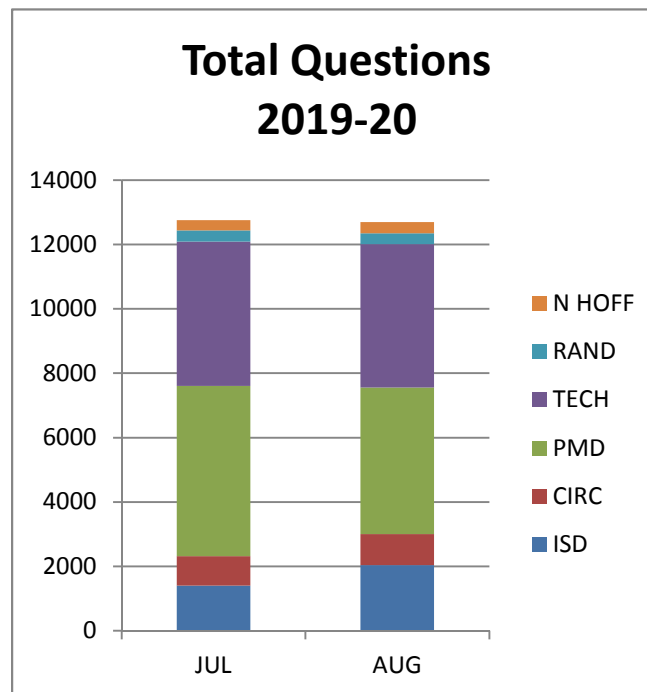


## Passive Attendance



## Reference Statistics 2019-20

		<u>JUL</u>	<u>AUG</u>	<u>TOTAL</u>	<u>Last YTD</u>	<u>% Change</u>
<b>ISD</b>	Ref/RA	1400	2045	<b>3445</b>	3563	-3.3%
	Directional	223	246	<b>469</b>	585	-19.8%
	Email	81	77	<b>158</b>	149	6.0%
	Chat	135	134	<b>269</b>	0	
<b>CIRC</b>	Ref/RA	915	961	<b>1876</b>	1643	14.2%
	Directional	726	921	<b>1647</b>	1576	4.5%
<b>PMD</b>	Ref/RA	5293	4553	<b>9846</b>	11770	-16.3%
	Directional	155	156	<b>311</b>	518	-40.0%
<b>TECH</b>	Ref/RA	4482	4454	<b>8936</b>	8595	4.0%
	Directional	132	115	<b>247</b>	245	0.8%
<b>RAND</b>	Ref/RA	347	332	<b>679</b>	684	-0.7%
	Directional	105	139	<b>244</b>	263	-7.2%
<b>N HOFF</b>	Ref/RA	318	348	<b>666</b>	594	12.1%
	Directional	370	320	<b>690</b>	508	35.8%
<hr/>						
<b>TOTALS</b>						
	Ref/RA	12755	12693	<b>25448</b>	26849	-5.2%
	Directional	1711	1897	<b>3608</b>	3695	-2.4%
	Email/Chat	81	77	<b>158</b>	149	6.0%
<b>GRAND TOTAL</b>		<b>14547</b>	<b>14667</b>	<b>29214</b>	<b>30693</b>	<b>-4.8%</b>



## CIRCULATION STATS 2019-20

	JUL	AUG	Fiscal YTD	Last Fiscal YTD	% Change
<b><u>Main</u></b>					
Juvenile Print	46,983	42,360	<b>89,343</b>	64,332	39%
*Juvenile Non-Print	7,796	5,942	<b>13,738</b>	10,291	33%
Total Juvenile	54,779	48,302	<b>103,081</b>	74,623	38%
Total Young Adult	4,489	3,815	<b>8,304</b>	4,839	72%
Adult Print	30,425	28,146	<b>58,571</b>	45,543	29%
*Adult Non-Print	28,106	22,428	<b>50,534</b>	44,038	15%
Total Adult	58,531	50,574	<b>109,105</b>	89,581	22%
<b>TOTAL MAIN LIBRARY</b>	117,799	102,691	<b>220,490</b>	169,043	30%
<b><u>North Hoffman</u></b>					
Juvenile Print	2,494	2,323	<b>4,817</b>	4,710	2%
*Juvenile Non-Print	627	460	<b>1,087</b>	1,139	-5%
Total Juvenile	3,121	2,783	<b>5,904</b>	5,849	1%
Total Young Adult	115	113	<b>228</b>	143	59%
Adult Print	492	415	<b>907</b>	948	-4%
*Adult Non-Print	1,233	970	<b>2,203</b>	2,069	6%
Total Adult	1,725	1,385	<b>3,110</b>	3,017	3%
<b>TOTAL N. HOFFMAN</b>	4,961	4,281	<b>9,242</b>	9,009	3%
<b><u>Rand Road</u></b>					
Juvenile Print	1,381	872	<b>2,253</b>	1,366	65%
*Juvenile Non-Print	684	414	<b>1,098</b>	621	77%
Total Juvenile	2,065	1,286	<b>3,351</b>	1,987	69%
Total Young Adult	62	58	<b>120</b>	52	131%
Adult Print	214	183	<b>397</b>	240	65%
*Adult Non-Print	1,220	870	<b>2,090</b>	1,789	17%
Total Adult	1,434	1,053	<b>2,487</b>	2,029	23%
<b>TOTAL RAND ROAD</b>	3,561	2,397	<b>5,958</b>	4,068	46%
<b><u>Digital Collections</u></b>					
Overdrive	9,066	8,770	<b>17,836</b>	17,711	1%
hoopla	2,333	2,301	<b>4,634</b>	4,493	3%
Kanopy	237	607	<b>844</b>		N/A
<b>TOTAL DIGITAL</b>	11,636	11,678	<b>23,314</b>	22,204	5%
<b>CIRC. OF MATERIALS</b>	137,957	121,047	<b>259,004</b>	204,324	27%
Electronic Info Retrieval	1,231		<b>1,231</b>	4,067	-70%
<b>TOTAL CIRCULATION</b>	<b>139,188</b>	<b>121,047</b>	<b>260,235</b>	<b>208,391</b>	25%

# CIRCULATION STATS 2019-20

	JUL	AUG	Fiscal YTD	Last Fiscal YTD	% Change
<b><u>Express Checkout</u></b>					
# of Items	21,855	20,899	<b>42,754</b>	36,507	17%
% of Total Checkouts	16%	17%	<b>17%</b>	<b>18%</b>	

<b><u>Reciprocal Borrowing</u></b>					
Books Loaned	4,275	4,310	<b>8,585</b>	8,472	1%

## **Library Card Registration**

### **Card Activity**

	JUL	AUG	Fiscal YTD	Last Fiscal YTD	Monthly Average
New PPLD Cards	437	442	<b>879</b>	678	440
New RBP's	67	66	<b>133</b>	118	67
Renewals (PPLD/RBP)	465	595	<b>1,060</b>	1,172	530
Non-Resident Cards					
Renewals Non-Resident	5	5	<b>10</b>	2	5
New Non-Resident			<b>0</b>	0	0
<b>TOTAL ACTIVITY:</b>	974	1,108	<b>2,082</b>	1,970	974

### **Card Registrations**

PPLD Cards	58,396	58,750			58,396
Non-Resident Fee Cards	165	160			163
Reciprocal	5,876	5,992			5,934
ILL	99	99			99
<b>TOTAL REG. PATRONS</b>	64,536	65,001			64,769

### **Collection Summary**

Database Titles	274,659	274,153			274,406
All Items (Print, AV & Mags)	268,797	267,745			268,271

### **Door Count**

MAIN	35,650	32,492	<b>68,142</b>	64,979	5%
NHB	3,238	2,899	<b>6,137</b>	5,768	6%
RRB	3,697	3,408	<b>7,105</b>	6,153	15%
<b>TOTAL</b>	42,585	38,799	<b>81,384</b>	76,900	6%

## **SUMMARIES BY TYPE**

Juvenile Print	50,858	45,555	<b>96,413</b>	70,408	37%
Juvenile Nonprint	9,107	6,816	<b>15,923</b>	12,051	32%
Teen	4,666	3,986	<b>8,652</b>	5,034	72%
Adult Print	31,131	28,744	<b>59,875</b>	46,731	28%
Adult Nonprint	30,559	24,268	<b>54,827</b>	47,896	14%
E-Resource	11,636	11,678	<b>23,314</b>	22,204	5%
Database Use	1,231	0	<b>1,231</b>	4,067	-70%
<b>TOTAL</b>	<b>139,188</b>	<b>121,047</b>	<b>260,235</b>	208,391	25%

**August, 2014**

Palatine Public Library Dist  
Launched hoopla!

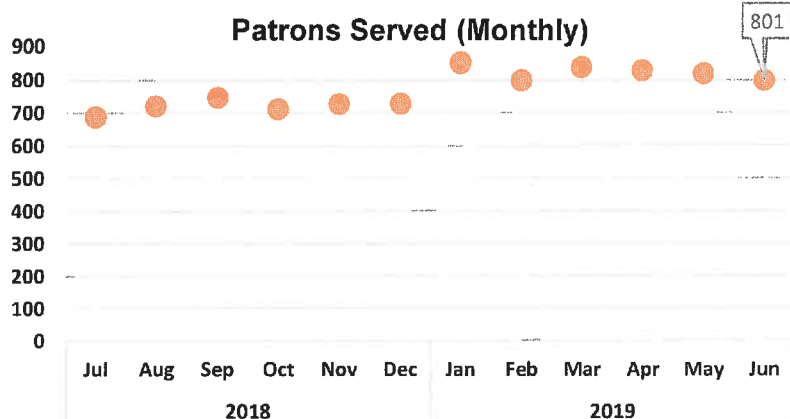
**5,237**

Unique Patrons  
Since Launch

**35,428**

Unique Titles Borrowed  
Since Launch

a



**2,447**

Patrons Reached  
Last 12 Months

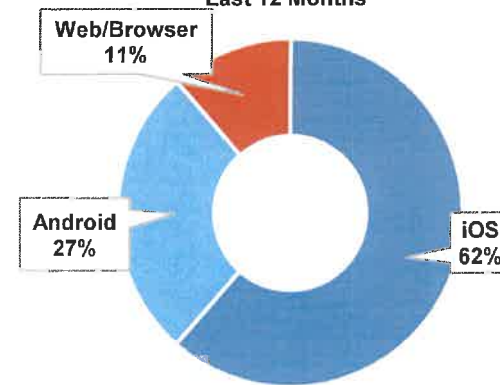
**801**

Patrons Reached  
June 2019

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**89%** of Circulations were on a Mobile Device over the past year

**Circulation Source**  
Last 12 Months



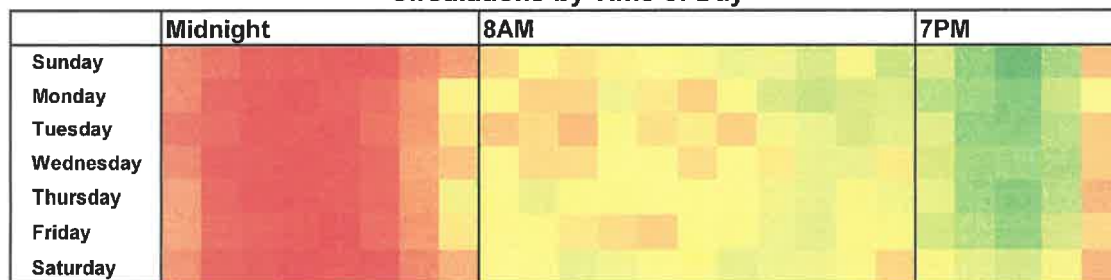
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**Prime Time:** Palatine Public Library Dist patrons tend to borrow in the evening

**54%** Higher Activity In  
the Evening

Most  
Popular **9PM on Sunday**  
Time:

**Circulations by Time of Day**



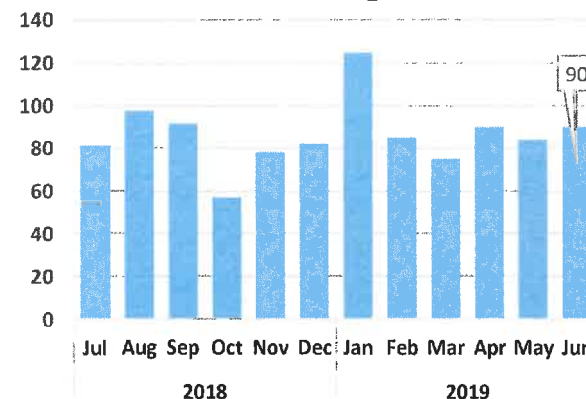
Patron Activity  
Lower Higher

c

**1,037 New Patrons**

registered for hoopla by Palatine Public Library  
Dist in the last year!

**New Patron Registered**

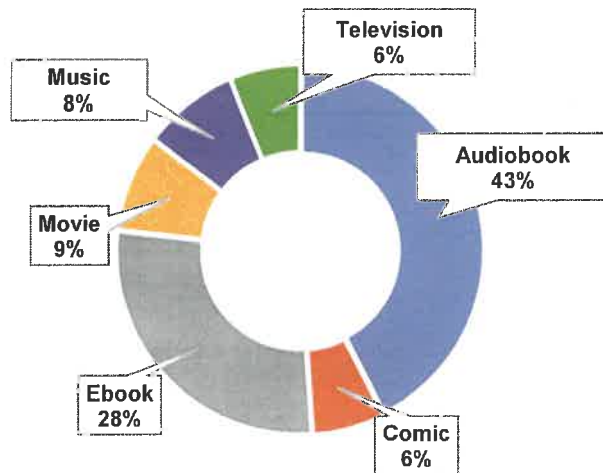


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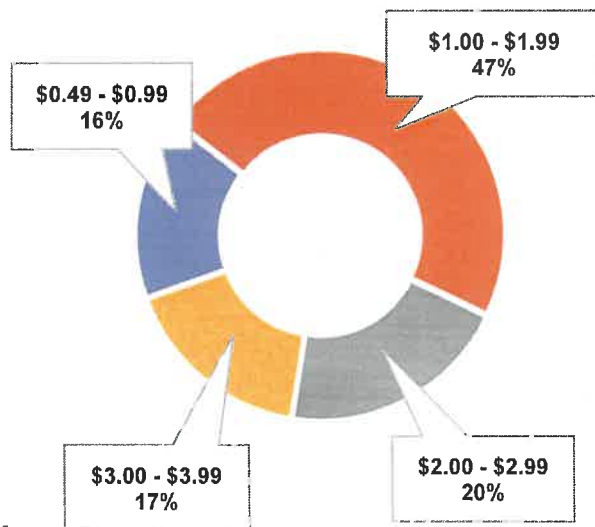


**77%** of titles circulated were eBooks, Audiobooks & Comics

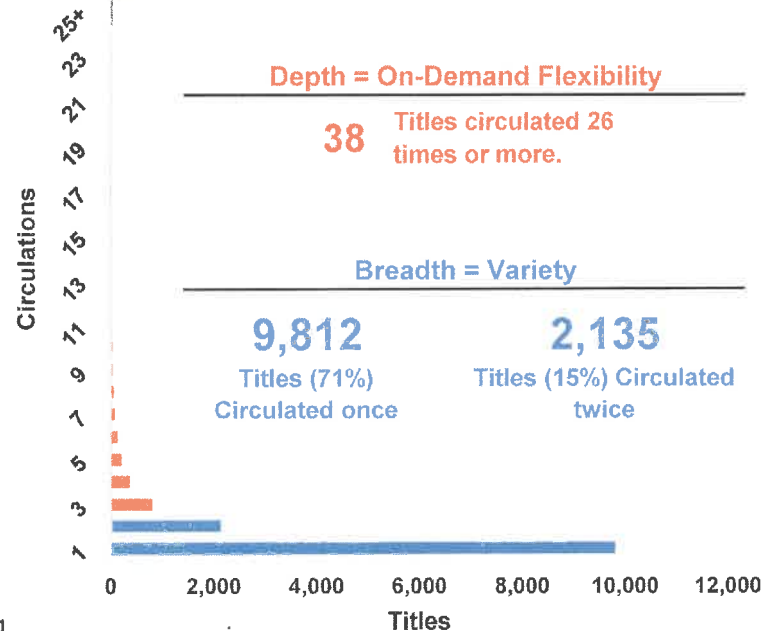
Titles Circulated by Format



Circulations by Price Point



Leveraging the Breadth & Depth of your hoopla Collection



Last 12 Months

**13,838**  
Unique Titles Circulated

**25,377**  
Total Circulations

**10.4**  
Circulations Per Patron

**\$2.13**  
Cost per Circulation

Delivering Value to Your Community

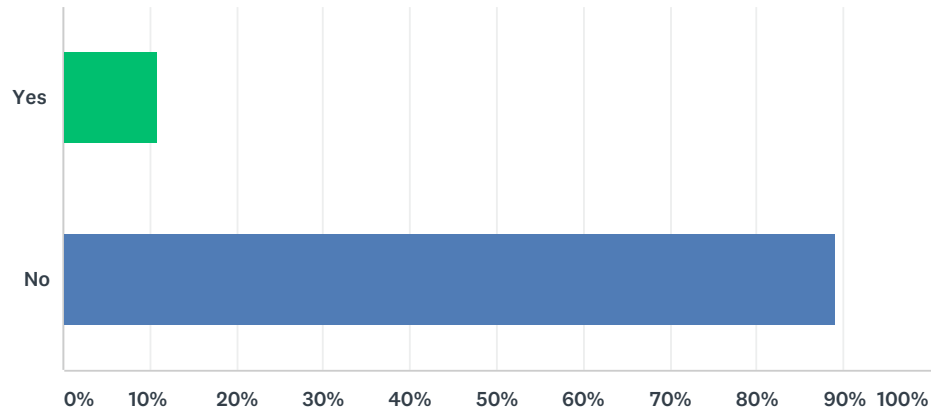
**\$346K**  
Saved

hoopla enabled Palatine Public Library Dist patrons to access 14K titles worth \$400K in Content Value for \$54K

Format	Total Cirs	Titles Cirked	hoopla Total Cost	hoopla Cost per Title	Cost to Purchase (per Title)	Total Cost to Purchase Titles Cirked
Audiobook	11,903	5,888	\$31,636	\$5.37	\$43	\$253,184
Comic	1,375	880	\$2,142	\$2.43	\$13	\$11,440
eBook	5,944	3,871	\$8,455	\$2.18	\$24	\$92,904
Movie	2,680	1,169	\$6,322	\$5.41	\$16	\$18,704
Music	2,340	1,164	\$3,549	\$3.05	\$10	\$11,640
Television	1,135	866	\$1,957	\$2.26	\$14	\$12,124

Q1 Is this your first year participating in Palatine Library’s Summer Reading Program?

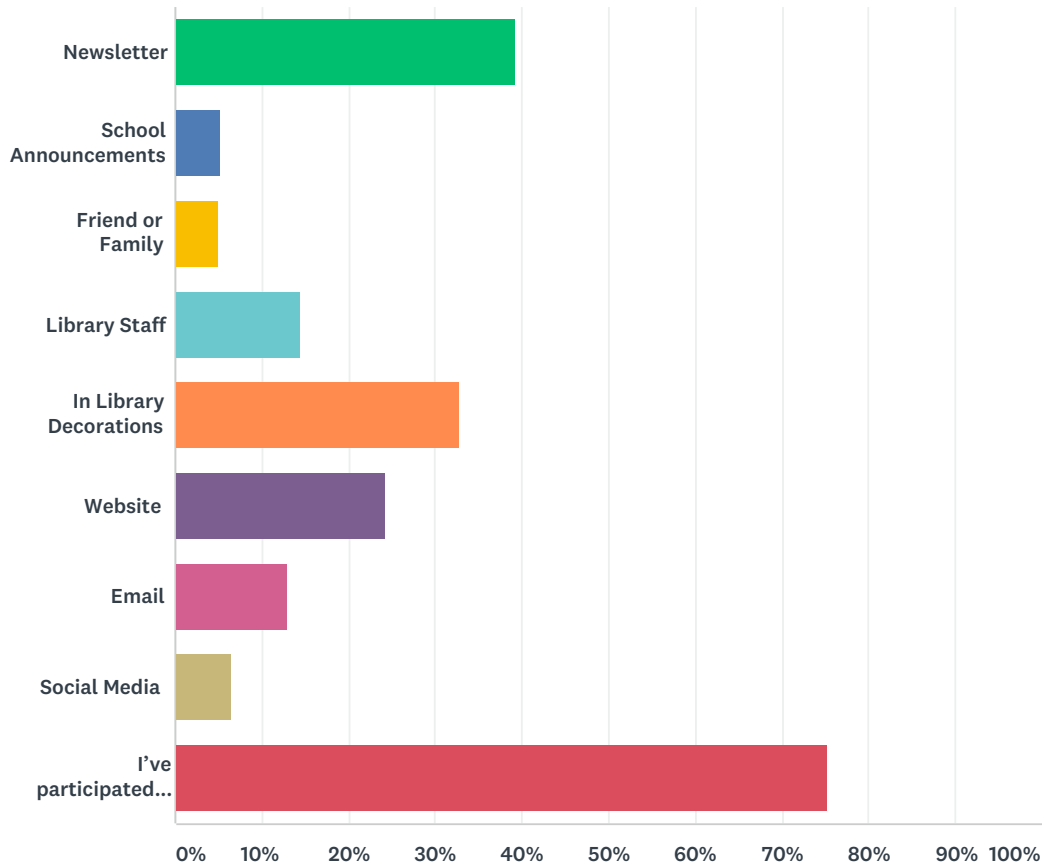
Answered: 341 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	10.85%	37
No	89.15%	304
TOTAL		341

## Q2 How did you hear about the Summer Reading Program? (Select All that Apply)

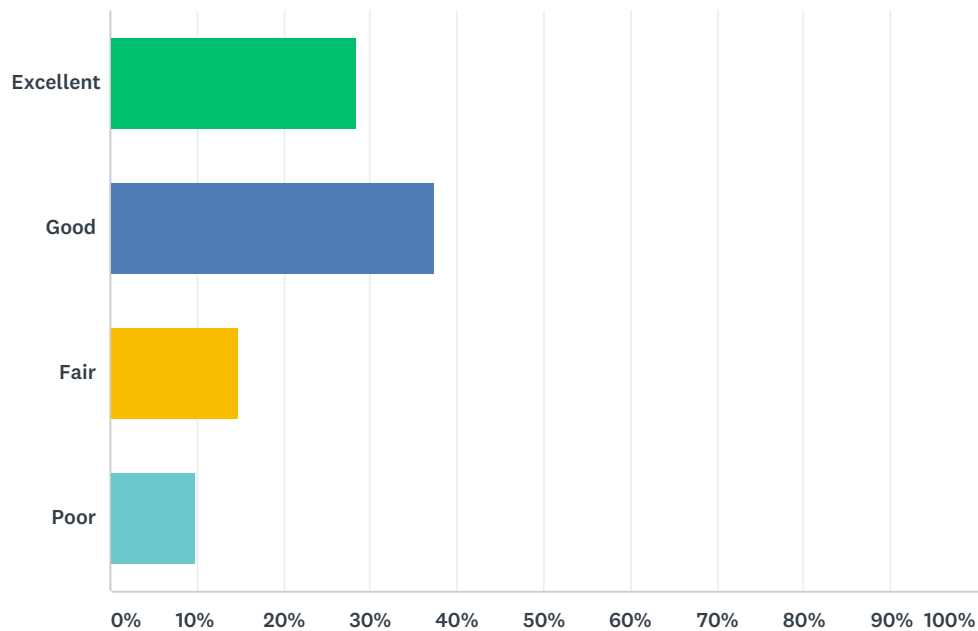
Answered: 341 Skipped: 1



ANSWER CHOICES	RESPONSES	
Newsletter	39.30%	134
School Announcements	5.28%	18
Friend or Family	4.99%	17
Library Staff	14.37%	49
In Library Decorations	32.84%	112
Website	24.34%	83
Email	12.90%	44
Social Media	6.45%	22
I've participated in previous Summer Reading Programs	75.37%	257
Total Respondents: 341		

Q3 How was your experience using our new tracker, Beanstack?

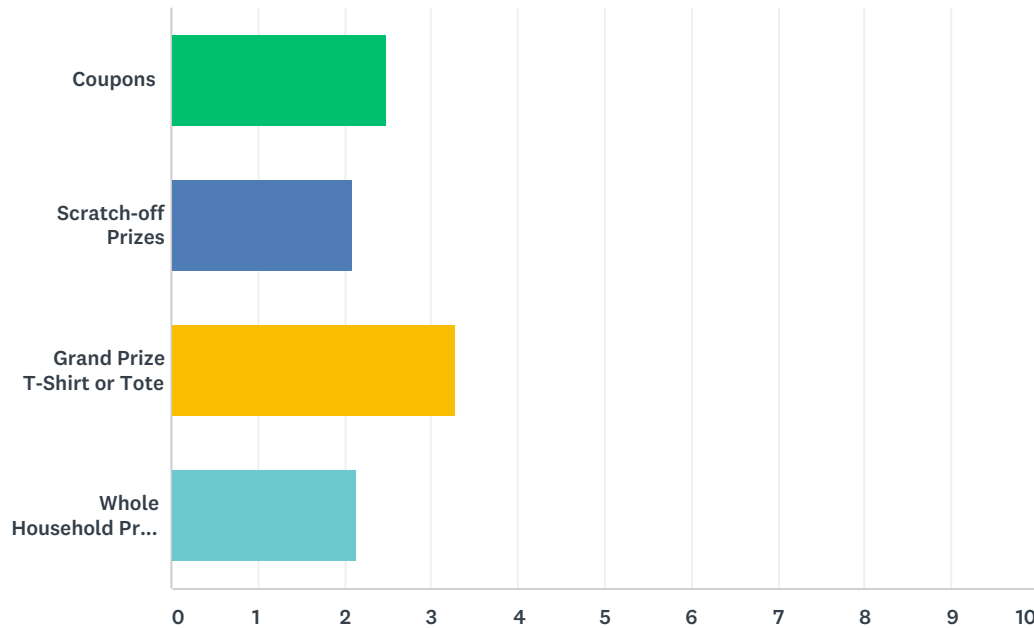
Answered: 324    Skipped: 18



ANSWER CHOICES	RESPONSES	
Excellent	28.40%	92
Good	37.35%	121
Fair	14.81%	48
Poor	9.88%	32
TOTAL		324

**Q4 Please rank the following Summer Reading Program incentives in order of importance from 1 to 4 where 1 is the most important to you and 4 is the least important to you.**

Answered: 337 Skipped: 5



	1	2	3	4	TOTAL	SCORE
Coupons	15.24% 48	38.10% 120	28.57% 90	18.10% 57	315	2.50
Scratch-off Prizes	7.94% 25	21.59% 68	41.90% 132	28.57% 90	315	2.09
Grand Prize T-Shirt or Tote	59.02% 193	20.49% 67	10.70% 35	9.79% 32	327	3.29
Whole Household Prize - Theater Gift Card	18.29% 60	19.51% 64	19.21% 63	42.99% 141	328	2.13

## Q5 Any other comments about this year's Summer Reading Program?

Answered: 131   Skipped: 211

## Summer Reading 2019 Feedback

### Any other comments about this year's Summer Reading Program?

#### Responses

Love the t shirt design and the colors on black shirt. Feel good wearing it.

Wasn't crazy about the tee shirt colors. Should be more vibrant (previous years were prettier). Great program for all ages. Keep this going!

I wish the tote was more like a reusable shopping bag with a wider bottom.

Good job, hope you keep it up. We are friends of the library. Also we like the staff at the front desk. They are all very nice, and cheerful.

Please do away with the requirement for the entire family to be present to obtain the household prize gift. Hard enough to get the reading done. Almost impossible to get entire family present at the same time given school, work schedules and all other commitments. The library is making the process too difficult. One person from the family should be able to pick up gift card. Please change the policy. Enjoyed reading extra books during the summer.

This year's coupons were great! Please, please, please save the Chipotle coupon. That was one of the best ones!!

Keep up the good work!

You have the best decorations every year, hands down.

I always like recording the books i've Read.

I would love to know what books people read but I know that would take a lot of time to put a list together!

Always love it - thank you!

Staff very helpful and pleasant as always.

I would like something other than a tote or a t-shirt as a prize. I've accumulated many of each!!

Go back to your old way of entering books on the computer. No need to keep entering your email or password each time. Thanks

Did not get a scratch off ticket or coupons and I went in person the second or third week when I completed my 5 "books".

Also, I don't like the idea that "ANYTHING" counts as reading for adults. A report, an on line article, a magazine, a newspaper or a 500 PAGE BOOK. Does this make sense for adults?? Seriously? If working adults don't have time to read 5 books, make the requirement 3 books. I used a newspaper and a magazine combined with some real books to insure that I would get a T-shirt but then went on to read well over 5 REAL BOOKS...I think about 8-9 books total

I loved it

Love it! Thank you!

Wonderfull program and incentives, especially the tote bag

Patron recommendation list by category.

Fun

I really don't need an incentive.....i just love to read!!! It's a win-win situation for all involved!

Improve scanning

Yay!

The kids loved it and would do it again every year.

I would still read - even if you didn't give.

Love that the summer reading program gets the entire family involved! Thank you!!

Since many adults participate and wear the shirts to help advertise the library, I would prefer a tshirt that has a less cutesy design. The 2017 and 2018 ones were better, especially the Reading by design 2017 one. Maybe a skyline or an emphasis on STEM would be possible?

I wish there were weekly prize drawings. That would incentivize me to participate more!

Thank you for running this! It motivates family members who don't read much to come in and pick books with me.

I wish there were rewards along the way, not just when you finish.

Always enjoyable. Would like to see better visualization of books for the in between ages 6-10

Other libraries have Ravinia tickets. I miss when you used to give those out (before you had the raffle, but then you don't even have that anymore).

It would be nice if more people could win scratch off prizes

Maybe have suggested books to read for each level and update it each week to stimulate readers' interests. This could be on a mobile book stand/shelf near the sign up desk or posted on the library website. I know there are usually suggestions for readers around the library, but it is hard to find that section online in the catalog section.

Thank you. I work for a school, so I really enjoy supporting reading with children by using my tote all year long! :)

thank you for providing this incentive

I always enjoy it and my children did too.

Look forward to it every year! Keep up the good work!

I enjoy participating in the summer reading program. I'm glad there's a choice of a tote bag. I wish that I could see my list of titles that I read as I put them in instead of only seeing a number.

It seemed odd that to log reading, recording the title and author was optional

Love this program

Encourages kids to read which is great in my book

Great t-shirt! Enjoyed reading a lot of great books.

Thanks!

We loved the app, please continue that for next year!

We always have fun reading our books as a family.

Thank you. It's a fun program!

It seems that standards are slipping if someone can log a magazine article as an item read versus an entire book. 5 items vs 5 books for the adult program seems to be a dumbing down of the program standards. Don't make it so easy to earn a shirt.

thx for offering!

Good job always fun



We love it and can't wait till winter reading program.

it is a great program please continue it and I love the tee shirts.

Great program, great prizes and incentives!!

Thank you to everyone involved in making the reading program available and fun!

I did not get a theater package.....

I don't think

I did not get a theater package.....

I don't think

I did not get a theater package.....

I don't think

Looking forward to the 2020 program

It's nice that you do this.

My son really enjoyed the program. Thank you.

It was very fun as always. It was great to have the 2nd floor involved. Enjoyed the Adult Craft on Opening Day. Upstairs puzzles, coloring pages fun. Good idea to let readers include all items read or listened to. Maybe have an adult concert at a different time than kids concert. Suggest more decorations upstairs. That would involve and include them more. Thanks for all of the work you put into this!

I did not like the t-shirt design as much as previous years but I always enjoy participating.

Thank you!

nope. keep up the good work.

Just to keep having it!

Thanks for doing it!

I enjoyed it. Thank you for encouraging me to read more.

None. Thank you.

none

Bean stack worked well & was easy to use compared to previous trackers. We use many of the coupons & love the totes. The 2019 theme wasn't as good as previous years. 1 thing we miss are the Palatine Library color changing pencils. They were fun to use at home & school. Pens & pencils at school also help promote the library & reading program.

The program was very good, well presented and managed! Great job!

Thank you!

I think the our accounts should link up to the program when entering our books.

I wish it was a little longer. I always run out of time.

Suggestions: a mini version of a book club? Maybe at end of July anyone who read book X can stop by at 7p to discuss the book.

We LOVE the summer reading program.

Scratch off should have some type of price ..lots of kids be like that

no

Thanks!

Good job always fun

It's a great motivational program for my teen!

I enjoyed this year very much, I feel honored that our town has something like this

My girls love to collect pins. I wish it was easier to collect them. Sometimes we can make certain events since we have swim class. Maybe there could be a learning event, craft or class that was drop in all day that they could earn a pin. A scavenger hunt would be fun!

I dislike that beanstack was my only option. I've been doing this since 1996 and I guess I'm just nostalgic and got attached to the paper forms.

Love the summer reading program and the t shirts! Been participating for a very long time! Great job PPL!

Decorations WERE AMAZING! The 3d books activities and other events and activities that were going on throughout summer, kept us coming in every time to something new. My kids loved it...so I loved it even more! the "whole household" was really a great push. My children would ask me and my wife if we're done yet...the kind of encouragement we needed :)

Thanks for doing it! I look forward to it every year

Thanks for having it every year!

Please keep getting plus size t-shirts!

Great job, as always! We just love doing the summer reading challenge and you all do a great job with the kick off and keeping everyone engaged throughout the summer.

We have really enjoyed the summer reading program for several summers. We spend a lot of time at the library and have been very impressed with friendly and well informed staff. This summer we participated in the Bad Guys book discussion which my soon to be first grader loved. I hope there are more book discussion groups for this age group. He also really enjoyed the cartoonist who taught a class on cartooning - I now have cartoons all over my house! We spent a lot of time enjoying many other activities available to all of us at the library. Thank you to all of you for providing excellent programs and doing such a wonderful job!

My 11-year-old daughter felt discouraged when she saw the requirement of 10 books for kids vs 5 books for adults. She is now reading pretty big books like we adults do, and spent most of the day in summer camp (8:30am to 6pm). It's challenging for her to meet the 10 book requirement. It'll be nice if the requirement for kids can be lowered a little to encourage them to participate the program.

Thanks to all the staff who work so hard to make the Palatine Library such a great place!

Always look forward to it!!! Thank you!!!

The new program to enter the books was sooo much easier to use!

One time, I asked my mom for every single T-shirt but sometimes she told me that I have to get a tote bag instead. So I was thinking that if we donated a few shirts that are too small, then I can get a summer reading T-shirt.

Why give the write in sheet, if rewards are only for computer entry?!

we always love it in our house

Thank you for another great summer reading season! I love the artwork.

black t-shirts in summer? too hot

Poor platform. To use. Rather difficult

Great program. Kids really enjoy it!

A huge thanks to the library staff and the friends of the library for their support of this fun annual event that helps kids avoid summer slump through reading tons!

I love summer reading. Palatine does a great job! :)

Please find a better program to track the reading. Thank you!

I think there should be one movie pass for a single person household  
I love the sense of community the t-shirts give when you see others wearing them!!  
I liked the softness of this year's t-shirt though the fit was slimmer than previous years  
Loved my books  
Check out  
Book clubs, fiction, mystery and  
e-books on my I- pad  
While I'm sure it's easier for the library,I don't like having no choice in joining a third party group to participate in a library activity.

Excellent program! My oldest daughter loved seeing her reading progress on the Beanstack app.  
Keep doing it please!  
Consider earning a free book as a prize  
I would like to see more options for activities as a part of the program. Having small prizes like badges along the way is very helpful.(Barrington Library use them.)  
I think 5 adult books are a lot for a tween. When the ones he reads are 700 pages  
Good.  
It takes gallons of water to make a T-shirt. We could be more eco-friendly and stop giving T-shirts and instead hand out free books as a reward for completing the challenge. We always refuse freebie t-shirts and were glad to accept the reusable tote bag. Would be great if we would hand out books/museum passes instead of T-shirts.  
great program, my kids love it and it keeps them reading!  
Kids like tickets/discounts to events like soccer/baseball games, six flags etc.  
Just wanted to say thank you for the program- our whole family has participated for 18 years!  
maybe do something different than tshirts/totes, like water bottles or beach towels or something.  
change it up a little  
We love doing this every year! Thank you for a wonderful program!  
Was helpful in motivating us to read!!  
What is considered household? My husband and I both did the reading but didn't hear about theater gift card.  
I believe that there are other libraries that offer more engaging prizes at the conclusion of the program. Maybe look to tier the prize depending on how old the child is. My 2 and a half year daughter was not very into the t-shirt or tote.  
It should be a little longer like until Labor Day or at least end of August.  
Lupe and Kiel are fantastic, wonderful people.  
I think Adults need to read more than 5 books to qualify for a prize. After all they have over 2 months to read just 5 books. Why not make it 7 books?  
Well done. Was the reading goal met? Who sets the goal?  
Loved that I could do it with my kids to promote reading in our household!  
Please change the color of the t-shirt. Black makes summer even hotter. Can't wear it!  
Always fun to promote reading and to stimulate the mind. I fell askew in recording my log, but remembered in time before the end of the challenge

# Employee Engagement Survey

*In February 2019, the Library conducted an employee engagement survey, with the assistance of HR Source. We were pleased to have a 96% participation rate, because this helps us get a really true picture of employee satisfaction and areas for improvement.*

*Overall, employees reported an 88% satisfaction rate, compared to the national norm this year of 78%. For level of engagement, 56% reported that they feel engaged with the Library, 44% reported feeling partially engaged, and no one reported feeling disengaged with the Library. I will include some charts at the end of this report.*

*We're pleased with these results, but we are also pleased to have received some very specific feedback on ways we can improve. By combing through all of the written responses, Administration has identified some themes.*

## THEMES

### Staffing

*Employees were concerned about workload imbalance, both between and within departments. There was interest in more cross-training and use of substitutes and volunteers.*

### Technology

*Staff wanted a new phone system, new security cameras, and upgraded computers, as well as smaller items like a better fax machine for patrons.*

### Pay and Benefits

*The most frequent request is for family health insurance coverage. We also had requests for better dental coverage. There were requests for better pay, more hours, or more full-time positions.*

### Customer Service

*Employees suggested codifying our customer service. There were requests for customer service standards for all to follow and for a patron code of conduct. There was also a request to review and simplify the culture statement.*

### Work/Life Satisfaction

*Staff requested social activities like game night. More recognition of staff was also mentioned.*

## WHAT WE'VE ACCOMPLISHED SO FAR

*Since the survey was conducted in February 2019, we've been able to implement (or begin implementation of) a number of items staff requested. Those include:*

- *A new phone system*
- *More color on the walls (study rooms and office areas are being painted)*

- *Changing public meeting room booking to a rolling 6 months, to allow programmers better flexibility in booking programs*
- *Upgrade our outdated, slow computers (This was a very frequent request. Computers have been purchased and are being installed in the next few months.)*
- *A nursing room for patrons (we frosted the windows on Study Room 101)*
- *Improved lighting in circulation workroom*
- *Open house in Administration (each department is assigned a month for an open house/departmental overview); Jeannie is doing a monthly "Director's Chat"*
- *Partial coverage of dental insurance and full coverage of vision insurance; more flexibility in health insurance options*
- *Have meetings about employee benefits (we instituted an annual benefits fair)*
- *Staff recognition (We have a "Bookmarks of Appreciation" bulletin board where staff can recognize each other. Managers have vending bucks to distribute for good work.)*
- *Social activities (Game night is being repeated regularly. Wellness Committee is instituting other events, such as the September outing to Twin Lakes.)*

### **UPCOMING PLANS**

*Of course, there are still plenty of suggestions we can work on. There are some easy fixes at the department level, such as new carts or supplies at each workstation. And some are big picture items that are already planned as part of the strategic plan, renovation, or financial plan, such as:*

- *More diverse staff; bilingual staff*
- *Improve health insurance coverage; add family coverage*
- *Create a patron code of conduct*
- *Define exceptional customer service and train all staff*
- *New audio-visual shelving*
- *New scanner/fax machine*
- *More career development and coaching/mentoring from managers*
- *Examine whether adult materials should all be on the same floor*

*One theme that arose frequently was about workload. Some felt that they had too much to do in their department, and a few felt that they didn't have enough to do. Sometimes these were even in the same department! I think some type of workload study might be in order to help us balance staffing in a fair and equitable manner.*

*Jeannie Dilger*

## Show Your Card

During September, get discounts and save at local participating businesses when you show your Palatine Library card!

- Fitness
- Food
- Health
- Shopping and more!



**PALATINE PUBLIC LIBRARY DISTRICT**  
[palatinelibrary.org/events/show-your-card](http://palatinelibrary.org/events/show-your-card)  
 847-358-5881

### PALATINE PUBLIC LIBRARY EVENTS

## Learn About iPhone Photography At Library

Palatine Public Library District, 700 N. North Court, Palatine, will present the following programs for Aug. 16-29. Make sure to make reservations when requested, by calling 847-358-5881 or logging on to [palatinelibrary.org](http://palatinelibrary.org).

**Adult Program – iPhone Photography**  
 1 to 2:30 p.m. Friday, Aug. 16 - Learn to take better photos with an iPhone using popular editing apps and universal principles of composition. To sign up, call 847-358-5881, ext. 67.

**Children's Program – Music and Movement**

10 to 10:30 a.m. Saturday, Aug. 17 and Wednesday, Aug. 28 - It's all singing and dancing at Palatine Library at this music-based storytime. For ages 2-6 with parent/caregiver. Drop in. For more information, call 847-358-5881, ext. 132.

**Adult Book Group – The Maze at Windermere**

7 to 8:30 p.m. Monday, Aug. 19 - Discuss "The Maze at Windermere" by Gregory Blake Smith. The story of five different people at five different historical periods, all linked by the city of Newport, RI, is a moving exploration of love and self-fulfillment across the centuries. Copies available now. To sign up, call 847-358-5881, ext. 132.

**Talk With A Rep From Office of State Rep. Tom Morrison**

9:30 to 11:30 a.m. Tuesday, Aug. 20 - Drop in to talk with a representative from State Representative Tom Morrison's office at Palatine Library. Ask about his positions on bills and issues, or share your own opinions. Get help and information on navigating state agencies. For more information, call 847-358-5881, ext. 100.

**Adult Program – Alfonso Iannelli and the Kalo Foundation of Park Ridge**

7 to 8 p.m. Wednesday, Aug. 21 - The Kalo Foundation discusses the American Arts and Crafts movement at Palatine Library and the art of Alfonso Iannelli, sculptor and artist locally famous for the interior of the Catlow and Pickwick Theaters. To sign up, call 847-358-5881, ext. 132.

**Adult Program – ESL Conversation Club**

9:30 to 11 a.m. Tuesday, Aug. 27 - Practice your English conversational skills with friendly volunteers over tea and coffee. Basic conversation skills recommended. Drop in. For more information, call 847-358-5881, ext. 167.

**Adult Program – Archived Newspapers**

6:30 to 8 p.m. Thursday, Aug. 29 - From the Southhampton Hampshire Chronicle of 1772 to the current issue of a local newspaper, learn which archived newspapers are available at Palatine Library and how to use them for family and historical research. To sign up, call 847-358-5881, ext. 167.

# Palatine Public Library Looks To Fill Board Vacancy

*By Journal Staff on August 14, 2019*

The Palatine Public Library District Board of Library Trustees announced a vacancy at its regular board meeting July 16 and seeks to fill the seat until the next consolidated election on April 6, 2021.

Board member Valerie Sherman, who was first elected to a four-year term in 2017, resigned due to a move that's taking her out of district.

The board will fill the vacancy by appointment. Interested residents should submit an application or a resume, along with a letter of interest indicating why they would like to serve.

Applications are available online at [www.palatinelibrary.org/boardvacancy](http://www.palatinelibrary.org/boardvacancy). Paper copies are also available at all Palatine Public Library District locations.

Application materials may be submitted via email to Executive Director Jeannie Dilger at [jdilger@palatinelibrary.org](mailto:jdilger@palatinelibrary.org) or by mailing paper materials to her at the above address. All application materials must be received by 5 p.m. Aug. 30.

The selected candidate must meet all legal qualifications for this office, including 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.

The library serves approximately 90,000 residents predominantly within the communities of Palatine and Hoffman Estates.



## La Junta de Fideicomisarios de Palatine Library District Anuncia una Posición Vacante

La Junta de Fideicomisarios de Palatine Public Library District dio el anuncio de una posición vacante en su junta del 16 de julio, 2019, en la cual se busca tener al nuevo miembro sentado para mayo del 2021 después de las elecciones consolidadas del 6 de abril, 2021.

El Consejo llenará la posición disponible solamente con citas previas. Personas interesadas necesitan enviar su aplicación o su currículum, adjunto a una carta de interés en la cual indica la razón por la cual le gustaría servir como miembro del Consejo Administrativo. Las aplicaciones están disponibles en línea en <https://www.palatinelibrary.org/boardvacancy>. Aplicaciones impresas también están disponibles en cualquiera de las sucursales de Palatine Public Library District.

Los materiales de la aplicación pueden ser mandados por correo electrónico a la Directora Ejecutiva Jeannie Dilger a [jdilger@palatinelibrary.org](mailto:jdilger@palatinelibrary.org) o por correo postal a la dirección indicada arriba. Todas las aplicaciones tienen que ser recibidas para el 30 de agosto del 2019 a las 5:00 p.m.

El candidato elegido tiene que llenar todos los requisitos legales para esta función, lo que incluye ser un residente de Palatine Public Library District y su registro electoral del Distrito.

Para más información de los cargos de un Fideicomisario de la Biblioteca, por favor comuníquese con la Directora Ejecutiva Jeannie Dilger al 847-358-5881 ext. 209 o por correo electrónico a [jdilger@palatinelibrary.org](mailto:jdilger@palatinelibrary.org)

La visión de Palatine Public Library District es ([palatinelibrary.org](http://palatinelibrary.org)) de inspirar una conexión, curiosidad y felicidad. La Biblioteca atiende aproximadamente a 90,000 residentes predominantemente de las comunidades de Palatine y Hoffman Estates.

## Palatine Public Library District Board of Library Trustees Announces Vacancy

The Palatine Public Library District Board of Library Trustees announced a vacancy at its regular Board meeting on July 16, 2019, and seeks to fill this vacancy until the new Board is seated in May 2021 following the consolidated election on April 6, 2021.

The Board will fill the current vacancy by appointment. Interested persons should submit an application or a resume, along with a letter of interest indicating why they would like to serve on the Board of Library Trustees. Applications are available online at <https://www.palatinelibrary.org/boardvacancy>. Paper copies are also available at all Palatine Public Library District locations.

Application materials may be submitted via email to Executive Director Jeannie Dilger at [jdilger@palatinelibrary.org](mailto:jdilger@palatinelibrary.org) or by mailing paper materials to her at the above address. All application materials must be received by August 30, 2019 at 5:00 p.m.

The selected candidate must meet all legal qualifications for this office, including

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 Jeannie Dilger at 847-358-5881 ext. 209 or email [jdilger@palatinelibrary.org](mailto:jdilger@palatinelibrary.org).

The selected candidate must meet all legal qualifications for this office, including 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 Jeannie Dilger at 847-358-5881 ext. 209 or email [jdilger@palatinelibrary.org](mailto:jdilger@palatinelibrary.org).

The vision of Palatine Public Library District ([palatinelibrary.org](http://palatinelibrary.org)) is to inspire connection, curiosity, and joy. The Library serves approximately 90,000 residents predominantly within the communities of Palatine and Hoffman Estates.

## Journeys Newsletter

August 2019

## Running for a Reason



The weather sided with JOURNEYS the morning of June 15 as the rain held off to propel the agency into its annual Superhero 5k run/walk for the homeless. More than 300 individuals rose early on

Saturday morning in their superhero gear, ready to race for the finish line to assist JOURNEYS' clients. Former American Ninja Warrior contestant Tavares Chambliss came back a second year, bringing energy and passion to excite the crowd about running and reaching out to those experiencing housing instability.



↑  
PPLD Team



August 13, 2019

**ESL Conversation Club:** 9:30-11 a.m. Tuesday, Aug. 13, Palatine Public Library, 700 N. North Court, Palatine. Practice your English conversational skills with friendly volunteers over tea and coffee. Basic conversation skills recommended. Drop in. For information, call (847) 358-5881, ext. 167, or visit [palatinelibrary.org](http://palatinelibrary.org).

**College Planning Workshop:** 7-8:30 p.m. Tuesday, Aug. 13, Palatine Library, 700 N. North Court, Palatine. Lora Georgieva presents college planning tips on how to help you succeed with the overwhelming college application processes, selecting the best major, filling out FAFSA and CSS profile forms, and more. For students in grades 9-12 and caregivers. Free. Visit [palatinelibrary.org](http://palatinelibrary.org).

**Crime Readers Book Discussion:** 2-3 p.m. Wednesday, Aug. 14, Palatine Public Library, 700 N. North Court, Palatine. Join to discuss "I'll Be Gone in the Dark" by Michelle McNamara. The true story of the hunt for The Golden State Killer, who terrorized California for over a decade. To sign up, call (847) 358-5881, ext. 167, or visit [www.palatinelibrary.org](http://www.palatinelibrary.org).

**Alfonso Iannelli and the Kalo Foundation of Park Ridge:** 7 p.m. Wednesday, Aug. 21, Palatine Library, 700 N. North Court, Palatine. The Kalo Foundation discusses the American Arts and Crafts movement and the art of Alfonso Iannelli, sculptor and artist, locally famous for the interior of the Catlow and Pickwick theaters. To sign up, call (847) 358-5881, ext. 132 or visit [palatinelibrary.org](http://palatinelibrary.org).

**Let's Play Chess!** 6:30-8 p.m. Wednesday, Aug. 21, Palatine Library, 700 N. North Court, Palatine. Learn the game of chess at under the guidance of an experienced chess coach. All skill levels welcome. All ages. To sign up, call (847) 358-5881, ext. 132 or visit [palatinelibrary.org](http://palatinelibrary.org). For information, <https://palatinelibrary.org/events/lets-play-chess-11>.

August 19, 2019

**Let's Play Chess:** 6:30 p.m. Wednesday, Aug. 21, Palatine Library, 700 N. North Court, Palatine. Learn the game of chess under the guidance of an experienced chess scholar's coach. All skill levels welcome. To sign up, call (847) 358-5881, ext. 132, or visit [palatinelibrary.org](http://palatinelibrary.org).

August 20, 2019

## Apply to fill Palatine library board vacancy

*Submitted by Palatine Public Library*

The Palatine Public Library District board of library trustees announced a vacancy at a recent board meeting, and seeks to fill this vacancy until the new board is seated in May 2021, following the consolidated election on April 6, 2021.

The board will fill the current vacancy by appointment. Interested persons should submit an application or a resume, along with a letter of interest indicating why they would like to serve on the board of library trustees. Applications are available online at <https://www.palatinelibrary.org/boardvacancy>. Paper copies are also available at all Palatine Public

Library District locations.

Application materials may be submitted via email to Executive Director Jeannie Dilger at [jdilger@palatinelibrary.org](mailto:jdilger@palatinelibrary.org) or by mailing paper materials to her at the above address. All application materials must be received by 5 p.m. Friday, Aug. 30. The selected candidate must meet all legal qualifications for this office, including 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 information, please call Dilger at (847) 358-5881, ext. 209 or email [jdilger@palatinelibrary.org](mailto:jdilger@palatinelibrary.org).

## Daily Herald

**August 21, 2019**

**Researching news archives:**

The Palatine Public Library will host a free informational session on how to use its vast newspaper archive from 6:30 to 8 p.m. Aug. 29. The event will include lessons on which papers are archived at the library and how they can assist in a variety of research. One of the oldest newspapers available is the Southampton Hampshire Chronicle from 1772. To sign up, call (847) 358-5881, ext. 167, or visit [palatinelibrary.org](http://palatinelibrary.org).

**August 26, 2019**

**Mario Kart Open Play:** 6-8 p.m. Wednesday, Sept. 4, Palatine Public Library, 700 N. North Court, Palatine. Play Mario Kart 8 Deluxe on Nintendo Switch with your friends and family. All ages. For information, call (847) 358-5881, ext. 132, or visit [palatinelibrary.org](http://palatinelibrary.org).

**August 28, 2019**

**SCORE Entrepreneur Mentoring:** 5-8 p.m. Tuesday, Sept. 3, Palatine Public Library, 700 N. North Court, Palatine. To schedule an appointment, visit [score.org/find-mentor](http://score.org/find-mentor). For information, call (847) 358-5881, ext. 167, or visit [palatinelibrary.org](http://palatinelibrary.org).

**Palatine library resume clinic:**

The Palatine Public Library District will host a free resume clinic from 6 to 8:45 p.m. Tuesday, Sept. 3. Career counselor Fred Ettinger will offer strategies for creating a resume and a one-on-one review of resumes with tips for improvements. The clinic is open only to Palatine library cardholders. To sign up, call (847) 358-5881, ext. 167, or visit [palatinelibrary.org](http://palatinelibrary.org). The library is at 700 N. North Ave.

**September 2, 2019**

**Protect your identity:**

Palatine Public Library District will present a free adult program titled "Protecting Your Identity and Other Assets" from 7 to 8 p.m. Sept. 16. Representatives from Palatine Bank and Trust will review ways to recognize, respond and reduce the risks of identity theft, along with strategies for protecting assets. To sign up, call (847) 358-5881, ext. 167, or visit [palatinelibrary.org](http://palatinelibrary.org). The library is at 700 N. North Court.

**September 3, 2019**

**Plum Grove Book Review Club:** The Plum Grove Book Review Club is seeking members. The club meets the first Tuesday of the month at the Palatine Public Library, 700 N. North Court, in Palatine. There are different reviewers each month and snacks are served. If you want to try the club for one time, the fee is \$10; yearly dues are \$70. For information, call Bev Karlin at (847) 507-4184.