



DIRECTOR'S MONTHLY REPORT

JUNE 2020

ACTIVITIES

Curbside service began June 2. During initial planning, we had estimated 12-15 people needed to run curbside service, but quickly learned this was not enough. This led to some issues for members with missed and dropped phone calls. In addition, some software glitches meant that many holds were not available for pickup. The learning curve was steep during the first two weeks, but we made daily tweaks and continually improved.

Simultaneously, we began discussing the next phase: reopening the building. In order to manage staffing both curbside and an open building, we added an appointment process. Beginning July 6, appointments will be required for curbside service. Members without an appointment can come in to get their holds.

In lieu of our annual staff development day in August, we've decided to offer two virtual trainings this summer. A three-part seminar on change management, entitled "Now What?" is being offered by Gail Johnson of Face-to-Face Communications. The first two sessions were offered in June, and the third will happen in July. Staff have found the short sessions to be informative. In July and August, we'll be offering training on the Polaris software for our migration to the CCS consortium in September.

We wrapped up the end of the month with our rating presentation to S&P. I made the presentation, backed up by Finance Manager Beth Schwarz and PMA staff Andrew Kim and Bob Lewis. We hope for a AA+ rating. S&P will get back to us on July 13.

EXTERNAL MEETINGS

All meetings were conducted virtually.

- Leadership Coaching Group, 6/2
- Bond Issue preparation meetings, 6/4 and 6/29
- Rotary Club, 6/4 and 6/18
- Renovation planning meetings, 6/4, 6/10, 6/12, and 6/25
- POC Board Meeting, 6/10
- CCS Governing Board, 6/10
- Foundation Board, 6/17
- Now What? Change Management webinar, 6/17 and 6/26
- ALA Council meetings, 6/22, 6/23, and 6/27
- Audit initial conference, 6/25
- North Suburban Directors, 6/29
- S&P Rating presentation, 6/30

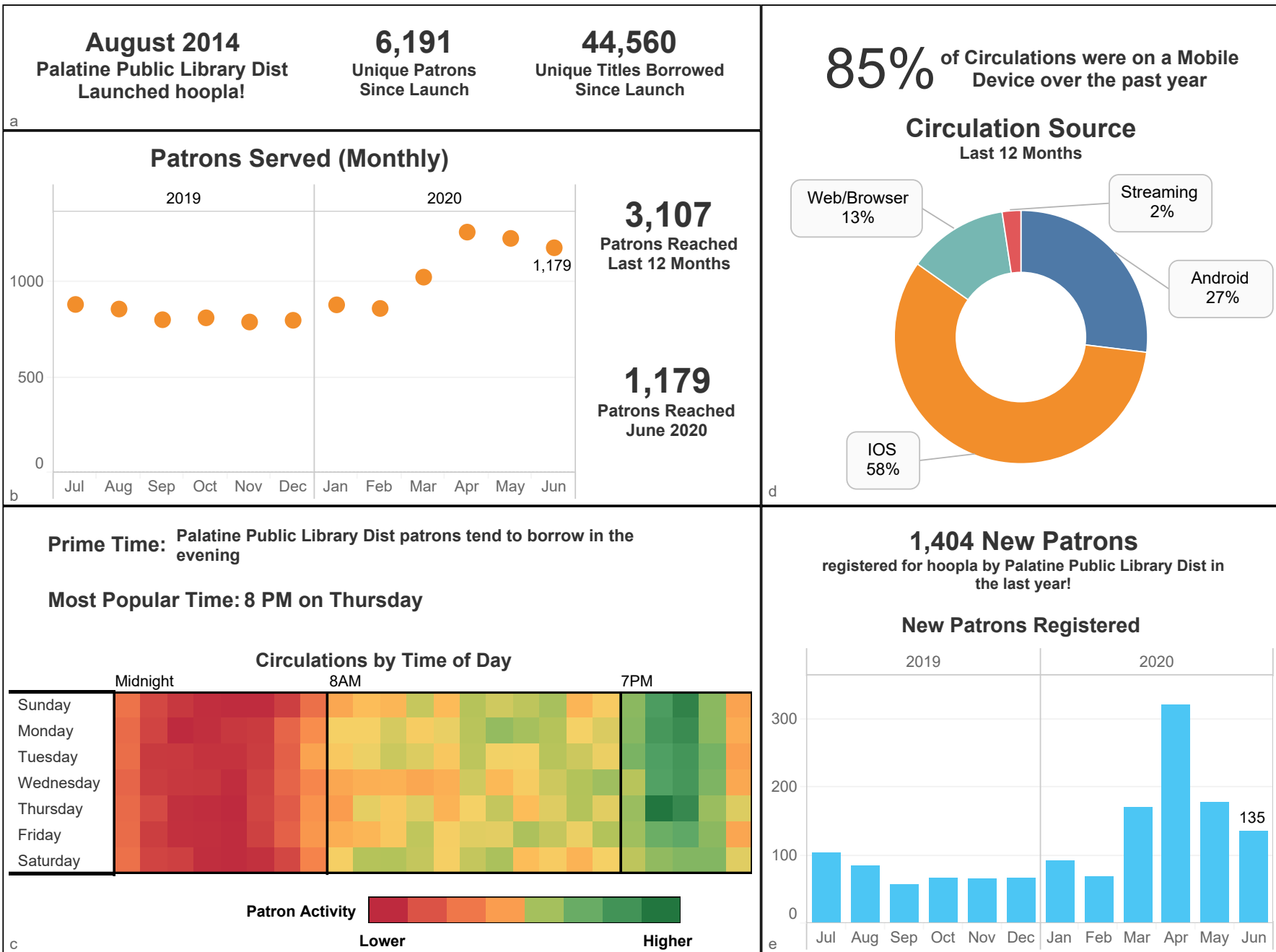


UPCOMING ACTIVITIES

We are reopening our three locations for limited hours beginning June 29 (branches) and July 6 (Main). At the Main Library, we will continue some curbside service hours even after the building has reopened, to accommodate those who prefer not to come in or cannot wear a mask for medical reasons.

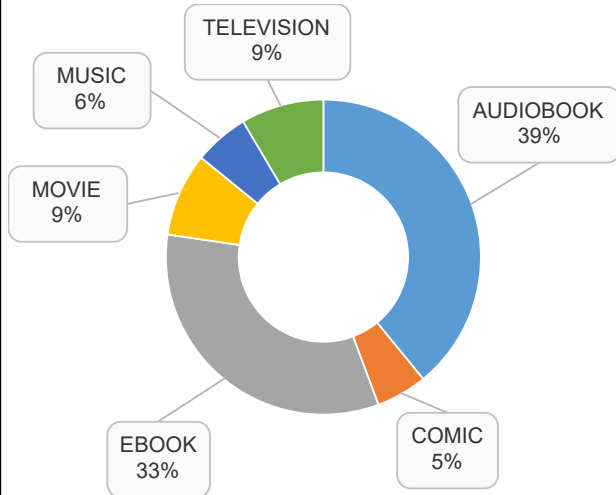
July and August will also be busy with CCS training for staff, as mentioned above. CCS has created online modules for staff to watch asynchronously each week, then attend “virtual office hours” on Friday with questions. While this does allow staff to complete training on their own schedule, most will be required to view 2-3 hours of training per week from July 13-August 21, so we anticipate this to be a significant drain on staff time.

Jeannie Dilger

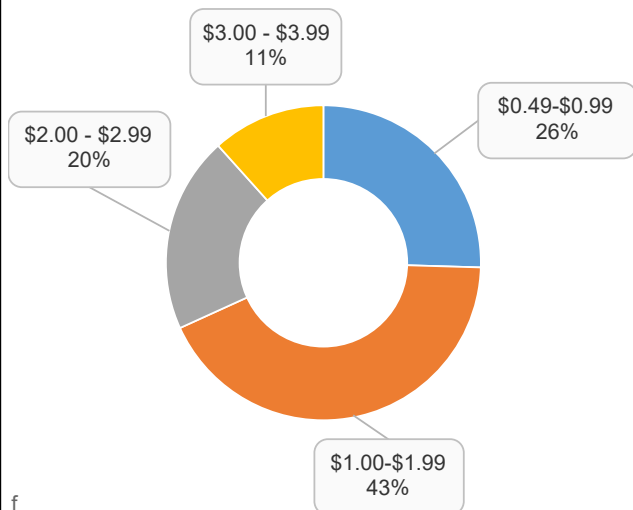


77% of titles circulated were
eBooks, Audiobooks & Comics

Unique Titles Circulated by Format



Circulations by Price Point



Leveraging the Breadth & Depth of your hoopla Collection

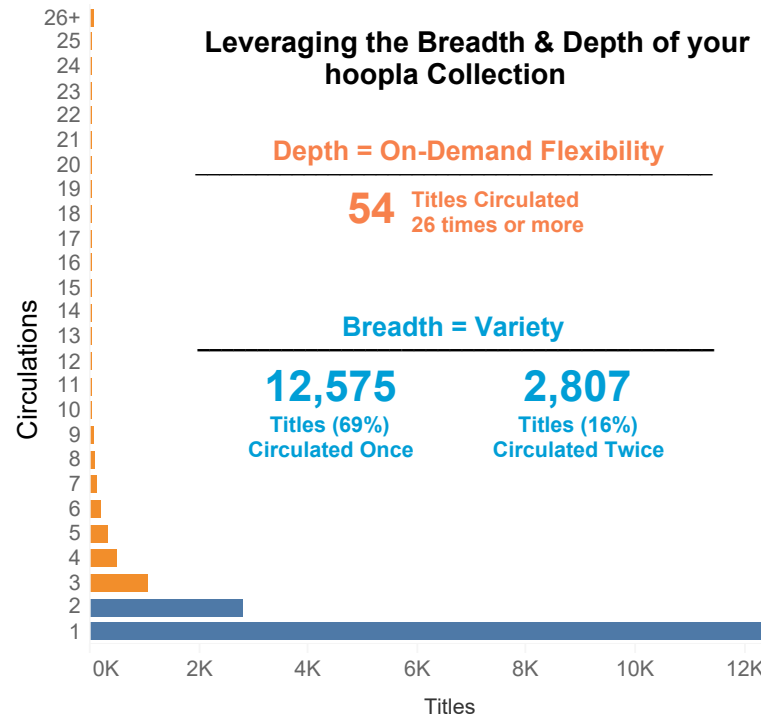
Depth = On-Demand Flexibility

54 Titles Circulated
26 times or more

Breadth = Variety

12,575
Titles (69%)
Circulated Once

2,807
Titles (16%)
Circulated Twice



Last 12 Months

18,108
Unique Titles
Circulated

35,203
Total Circulations

11.3
Circulations
Per Patron

\$1.88
Cost per Circulation

Delivering Value to Your Community

hoopla enabled Palatine Public Library Dist patrons to
access 18K titles worth \$464K in Content Value for \$66K

\$398K
Saved

Format	hoopla Total Circs	Unique Titles Circled	hoopla Total Cost	hoopla Cost per Title	Cost to Purchase (per Title)	Total Cost to Purchase Titles Circled
AUDIOBOOK	14,772	7,078	\$35,977	\$5.08	\$43	\$304,354
COMIC	2,064	948	\$2,548	\$2.69	\$13	\$12,324
EBOOK	10,160	5,970	\$12,578	\$2.11	\$24	\$143,280
MOVIE	3,949	1,554	\$8,293	\$5.34	\$16	\$24,864
MUSIC	1,954	1,018	\$2,919	\$2.87	\$10	\$10,180
TELEVISION	2,304	1,540	\$3,820	\$2.48	\$14	\$21,560



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.

- Renovation Team met via Microsoft Teams on June 25 and July 2 to select furniture and finishes, as well as study final plans and offer suggestions.

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

- ILS – Staff are using this closure period to view trainings, in CCS training portal on CCS and Polaris interface.
- CCS set schedule for staff training on Polaris to begin in July.
- In response to meeting patron needs during closure, we changed popular pick materials to be able to fill member holds and extended the due date on all materials to 4 weeks.

1.3: The library is committed to quality patron interactions.

- Patrons continue to apply for library cards or renewal of their cards online through Library Market. Staff responds within 2 or 3 days, often calling them via the telephone. Often, these phone calls prompt further discussion of how to access our resources.
- On June 2 curbside service began, staff delivered materials to member's vehicles in front of our Building.
- Management Team finalized new Departmental names and presented them to the Board, for approval. Names will be rolled out to staff this month.
- On June 29th North Hoffman Branch opened to our members; Rand Road Branch followed suit on June 30th.
- Administration and Management worked diligently to prepare for the return of our members, by removing furniture, installing plexiglass shields, creating signage and guideline, etc. This is to ensure the safety of our members as well as staff, as our Building re-opens on July 6th.



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.

- Communicate about Changes: Communicate with patrons and staff about renovation: Executive Director and staff renovation committee continue to meet with Architects and update staff on renovation plans. Renovation bid plans in progress.
- Communicate about Changes: Communicate with patrons and staff about migration: CCS staff training beginning in July and more in August

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

- Bilingual Services: increase EDI activities/network groups: offered a bilingual English/Spanish craft program and storytime on our social media and youtube channel

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

- Outreach: Maintain & deepen current partnerships with community organizations: continue meeting and working with United Palatine Coalition on sharing information and resources.
- Planning for August storywalk event with partner organization Palatine Park District
- Census 2020: Census 2020: staff met with local Census representative for updates. Staff will print bookmarks in English and Spanish to promote the census and be put in materials given out to patrons at our Rand Road Branch.



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 Library board passed a working budget.
- Library staff worked with architect Engberg Anderson to refine plans and budget to keep the renovation within budget.

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

Improve Employee Engagement in the library

- In response to the important issues of race relations in our country our EDI Committee has pledged to not stay silent. We have started a Staff Book Club where we will have an opportunity to discuss some of these important topics. Librarian, Carly Thompson is leading us in the discussion of the first book, *Me and White Supremacy*, *Combat Racism, Change the World*, and *Become a Good Ancestor* by Layla F. Saad.
- We hope to continue to share resources in our staff newsletter to keep the conversation going.

Staff Training

“Implement collaborative classroom idea”

- We have offered many virtual training sessions including a 3-part series for all staff: “Now What? A Look at the Constant Changes Happening All Around Us” that was originally planned for our Fall Staff Development Day.
- We also began the Polaris training, virtually, in preparation for our catalog migration.

“Cross train staff to cover desks in other departments”

- In order to offer the Curbside services with a very limited number of staff in the building each day all employees were trained to work in the Circulation department. We all have a whole new appreciation for what they do every day.

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



June 26, 2020

Welcome to the Village of PalatinE-Newsletter

The Village of Palatine wishes to share community news, events and information important to the residents it serves. The Village of Palatine will release a weekly PalatinE-Newsletter keeping our subscribers informed of the happenings within the Village of Palatine.

**Palatine Public Library Set to Open
Monday, July 6, 2020**

Palatine Main Library will open Monday, July 6 with limited hours and measures in place to adhere to social distancing guidelines that keep staff, patrons, and materials safe.

Visitors are encouraged to make their visit brief – come in, browse the collection, grab what they need, and take their items home to enjoy. Computer use will only be allowed for 30-minute sessions and the study and meeting rooms will not be available.

Hours are as follows:

- Mon/Wed/Fri & Saturday: 11:00 a.m. - 5:00 p.m.
- Tuesday/Thursday: 11:00 a.m. – 7:00 p.m.
- Senior Hours: 11:00 a.m. – 12:00 p.m.

For more information and to view other location hours, please visit palatinelibrary.org/reopening.

Starting July 6 Curbside Pickup will be available, by appointment only, Monday through Saturday, 11:00 a.m. to 5:00 p.m. visit palatinelibrary.org/curbside for more details.



Palatine Library Looks To Open Main Branch July 6

[JT journal-topics.com/articles/palatine-library-looks-to-open-main-branch-july-6/](https://journal-topics.com/articles/palatine-library-looks-to-open-main-branch-july-6/)

By Journal Staff | on June 19, 2020

June 19, 2020

The Palatine Public Library's targeted goal is to open its branches June 29 and the main library July 6 after closing in mid-March due to the COVID-19 pandemic.

According to library officials, locations will be open to the public for limited hours, branches will be limited to eight visitors at a time, and the main library will be limited to 100 visitors at a time.

More information about the reopening and restrictions will be available on the library website soon.



Palatine Public Library's main branch.

Enjoy award-winning local news by subscribing to the Journal & Topics in print or online.

Palatine Library Sets Reopening Dates For Main Facility, Branches

[Jt journal-topics.com/articles/palatine-library-sets-reopening-dates-for-main-facility-branches/](https://journal-topics.com/articles/palatine-library-sets-reopening-dates-for-main-facility-branches/)

By Journal Staff | on June 24, 2020

June 24, 2020

The Palatine Public Library District is on target to reopen its facility doors in early July with measures in place to adhere to social distancing guidelines.

Starting Monday, July 6, the main library at 700 N. North Ct., Palatine, opens for limited hours and services. Hours are Monday, Wednesday, Friday and Saturday from 11 a.m. to 5 p.m., Tuesday and Thursday from 11 a.m. to 7 p.m. with senior hours from 11 a.m. to noon.

North Hoffman Branch, located in the Willow Recreation Center, 3600 Lexington Dr., Hoffman Estates, opens Monday, June 29. Hours are Monday, Wednesday and Friday from 9 a.m. to 12:30 p.m.

Rand Road Branch, located in the Community Resource Center, 1585 Rand Rd., Palatine, opens Tuesday, June 30. Hours are Tuesday, Thursday and Saturday from 9 a.m. to 12:30 p.m.

Visitors are encouraged to make their visit brief — come in, browse the collection, grab what they need and take their items home.

Computer use will only be allowed for 30-minute sessions and the study and meeting rooms will not be available. Virtual programming continues through the summer. Check palatinelibrary.org/events/month for details.


Staff and visitors are required to wear a mask and maintain 6-foot social distance. Visit palatinelibrary.org/reopening for details.

Presently, curbside pickup service is available for district cardholders. Starting on Monday, July 6, this service changes to by appointment only. Reservations are available every half-hour, Monday through Saturday from 11 a.m. to 5 p.m.

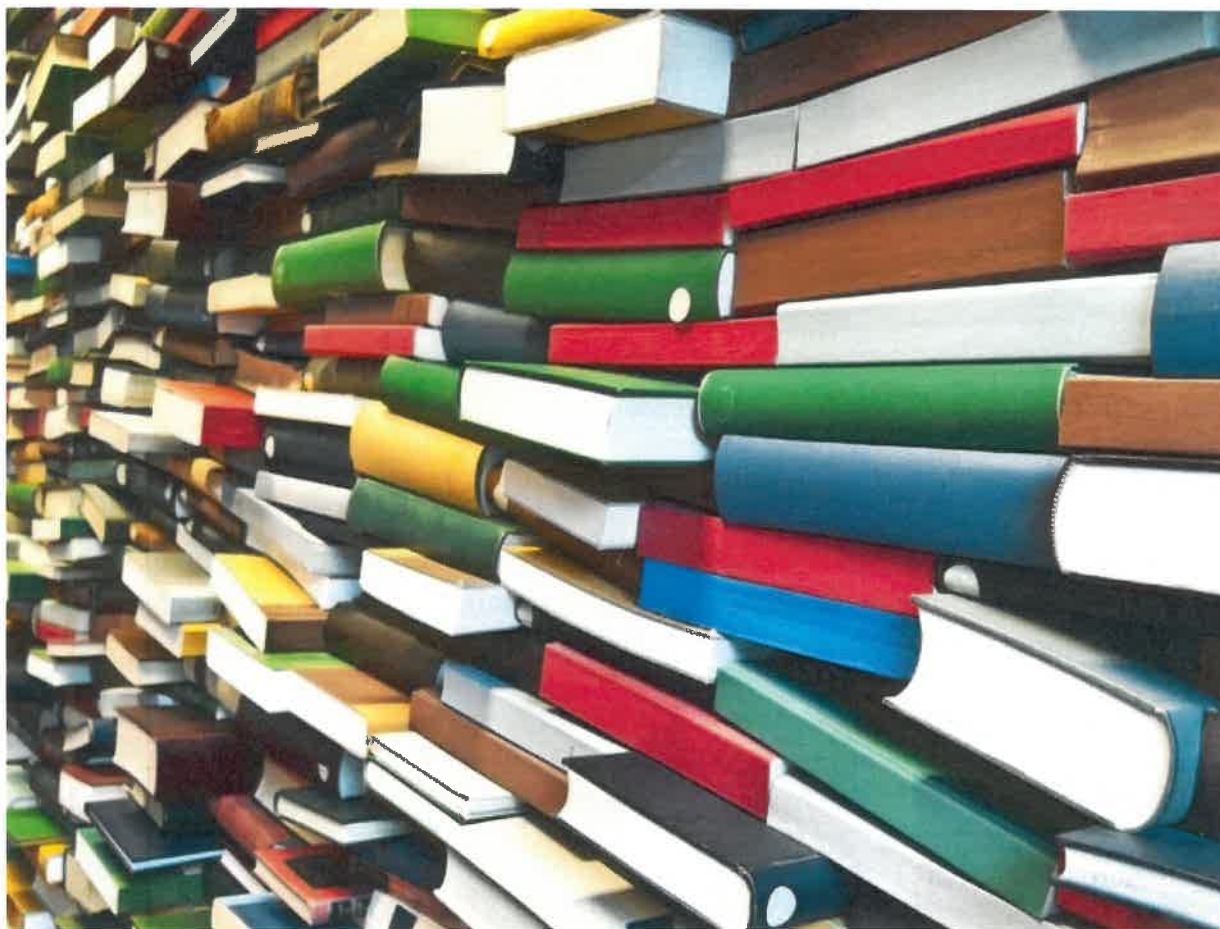


Palatine Public Library's main branch.

Palatine Public Library Plans July Reopening: Dates, Guidelines

 patch.com/illinois/palatine/palatine-public-library-plans-july-reopening-dates-guidelines

June 24, 2020



According to the news release, Palatine Public Library and other district library staff and visitors are required to wear a mask and maintain social distances of at least 6 feet. (Shutterstock)

PALATINE, IL — Palatine Public Library plans to reopen on July 6 with measures in place to follow social distancing guidelines aimed at keeping staff, guests and materials safe, library staff announced in a Wednesday news release. The Main Library will open for limited hours and services:

- Mondays (beginning July 6), Wednesdays, Fridays, and Saturdays: 11 a.m. to 5 p.m.
- Tuesdays and Thursdays: 11 a.m. to 7 p.m.; senior hours will be 11 a.m. to 12 p.m.

North Hoffman Branch, located in the Willow Recreation Center at 3600 Lexington Drive in Hoffman Estates, opens Monday, and hours are as follows:

Mondays (beginning June 29), Wednesdays, and Fridays: 9 a.m. to 12:30 p.m.

Rand Road Branch, located in the Community Resource Center at 1585 Rand Road in Palatine, opens Tuesday, and hours are as follows:

Tuesdays (beginning June 30), Thursdays, and Saturdays: 9 a.m. to 12:30 p.m.

According to the news release, staff and visitors are required to wear a mask and maintain social distances of at least 6 feet. In addition, those visiting the libraries are encouraged to make their visit brief; come in, browse, grab what they need, and take their items home to enjoy, the news release said.

Illinois Coronavirus Update June 24: 137,825 Cases, 6,707 Deaths; Don't miss updates about precautions in the Palatine area as they are announced. Sign up for Patch news alerts and newsletters.

The study and meeting rooms will not be available, and computer use will only be allowed for 30-minute sessions, according to the news release.

Virtual programming continues through the summer.

Curbside Pickup service is currently available for district cardholders from 11 a.m. to 5 p.m. Monday through Friday. However, beginning July 6, curbside pickup service will change to pickup by appointment only, and reservations will be available every half-hour.

> How to make a pick up appointment

For more information visit palatinelibrary.org/reopening.

Coronavirus Resources

More powerful together

Virtual Superhero 5K supports JOURNEYS | The Road Home's programs for the homeless

BY KIM BECKER
kbecker@dailyherald.com

Home. Just the word can evoke thoughts of warmth, shelter and family. But for people who are homeless, or at risk of becoming so, it can mean stress, panic, fear.

JOURNEYS | The Road Home, based in Palatine, works to make sure that people who need shelter have a place to go through a variety of programs, including job counseling, mental health services and legal referrals.

In order to keep these services going, JOURNEYS is holding its Virtual Superhero 5K Run/Walk June 20 to July 12.

We spoke with Ellen Prather, development associate with JOURNEYS | The Road Home, about the event and the organization it helps.

Q: What is JOURNEYS | The Road Home? Give a brief overview of what the organization does and who you serve.

A: JOURNEYS | The Road Home is a nonprofit agency that provides shelter, social services and housing to the



COURTESY OF JOURNEYS | THE ROAD HOME

Superheroes of all ages came out for the 2019 JOURNEYS Superhero 5K. This year's event will be virtual.

Virtual Superhero 5K Run/Walk

Who: JOURNEYS | The Road Home

When: June 20 to July 12

Cost: Three options:

• Traditional 5K including race



A: People can sign up between June 1 and July 12. Register at RaceJOURNEYS.com. Participants choose from three race options:

- A traditional 5K that will include a virtual run/walk and the opportunity to earn a virtual medal. The race is completed in or out of town. The fee is \$40.

- A simple 5K option with a donation of \$20.

- A one-mile virtual walk/run event with a scavenger hunt challenge. Hunt details will be posted on the website. The race is completed in or out of town. The fee is \$19. Donation: \$1.

- Or by becoming a sponsor. Sponsorship information can be found on the website, home.org/s.

Post your photos, pictures, and videos to the hero Facebook page. Tag your friends at #Journeys!

Q: How can they can?