

## DIRECTOR'S MONTHLY REPORT

### SEPTEMBER 2020

#### ACTIVITIES

We went live on the Polaris catalog software on September 7, making us full members of the CCS consortium. While there were a few minor glitches, the CCS staff helped us resolve them quickly. Public Services staff have been answering questions and training our members on the new catalog. Collection Services staff have been cleaning up data errors and establishing new workflows for ordering and cataloging materials. Communications and Technology staffs continue to work on educating members about the new features. **I want to commend everyone involved for making this a hugely successful project!**

The Spanish alphabet table that we ordered pre-pandemic was finally installed at the Rand Road Branch. We worked with the manufacturer to custom design this piece, and we're so pleased with the results.

I worked regularly with the Illinois State Library to finalize documentation for our Public Library Construction Act grant. In preparation for the construction project, librarians are weeding their collections. Gregg Szczesny and I are identifying furniture that will be replaced and putting it up for auction.



#### EXTERNAL MEETINGS

All meetings were conducted virtually, except where noted.

- Renovation bid opening, Main Library, 9/3
- ALA Council, 9/18
- PLA Membership Advisory committee, 9/23 (I was recently appointed to a two-year term on this committee.)
- POC Executive Board, 9/23
- Foundation, 9/24
- ILA Executive Board, 9/24
- Rotary Club of Palatine, 9/24
- POC Board, 9/30

*Jeannie Dilger*

## **Development and fundraising fundamentals for library Board members**

The mere mention of fundraising often sends library Board members into a panic. Sure – it's uncomfortable to ask people for money, but fundraising is actually about developing relationships to meet mutual goals – those of the library and those of the donor. And learning the relationship development process that leads to gifts to the library is something all Board members can do!

This webinar will equip library Board members with the knowledge and tools they need to lower their anxiety about fundraising and develop rewarding donor relationships. We'll talk about the difference between development and fundraising and the principles essential to both. We'll spend time learning more about donors, their giving motivations, and gift cultivation, including how to structure a campaign (whether that be an annual campaign or capital campaign) for success.

Board members will leave the webinar with newfound confidence (and even enthusiasm!) for fundraising along with a better understanding of their role in these efforts and how to guide the library's development and fundraising work going forward.

*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 August 6th to finalize plans.
- Contractors visited our Building for renovation bidding period which opened on August 19<sup>th</sup>. Bidding runs through September 3<sup>rd</sup>.

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

- ILS – Staff continued virtual learning on CCS training in preparation for Offline Polaris and go live day.
- ILS Team met August 26 and 31.

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

- Members continue to apply for library cards or renewal of their cards online through Library Market. Staff responds within 2 or 3 days, often calling via the telephone, prompting further discussion of how to access our resources.
- Staff continues to serve our member via curbside, 11:00 to 5:00 daily.
- Management Team working on plans to re-introduce services such as study rooms, meeting room, our café, programs, etc.

*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.*

- Contractors bids for renovation were received and are being reviewed by Executive Director and Board.
- Management Team discussed adding the availability of tables and chairs for members, at a limited seating time.

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

- ILS – The migration to CCS and Polaris occurred on September 9<sup>th</sup>. Staff and members are adapting well to the changes. Our members placed over 3400 holds the first 3 days in the consortium.,
- ILS Team met on September 14<sup>th</sup> to discuss any lingering issues.
- Weeding the collection in preparation for the renovation continues.

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

- Members continue to apply for library cards or renewal of their cards online through Library Market. Staff responds within 2 or 3 days, often calling via the telephone, prompting further discussion of how to access our resources.
- Staff continues to serve our member via curbside, 11:00 to 5:00 daily.

- Management Team confirmed plans to include more open hours beginning October 19<sup>th</sup>. Additionally, North Hoffman Branch opened on Saturdays effective September 19<sup>th</sup>.



***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. Project went to bid and Executive Director is reviewing bid proposals.
- Communicate about Changes: Communicate with patrons and staff about migration: Increased public social media posts, newspaper articles, and member emails about migration weekend Sept 4-8th

***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. August 26 Staff hosted a book discussion on John Lewis's graphic autobiography, *March*.

***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.
- Outreach storytimes at Hoffman Estates and Palatine Park Districts in September.

- Census 2020: as of August 16 the library's partnership with government Census group has resulted in a Palatine response rate of 78% which is already better than the 75% rate of the 2010 census.

***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. Project bids awarded. Shifting collections in preparation for renovation to begin in late October/early November.
- Communicate about Changes: Communicate with patrons and staff about migration: Continue promoting new catalog and consortium in member emails.

***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. The EDI staff committee held a discussion of the 1619 project on Tuesday Oct 13.
- Hire more staff (through turnover) to focus on bilingual community. Youth and Teen Services Dept hired a new Spanish bilingual Associate who started at the beginning of October.

***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.
- Outreach storytimes at Hoffman Estates Park District and Salt Creek Park District
- Staff created Outreach checklist and documents to use for upcoming events
- Census 2020: deadline was extended to October 5. Palatine current response rate is 79.6%

***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.***

Ordinance 2021-01 was passed by the Board approving the issue of a General Obligation (Alternate Revenue Source) Bond to finance the renovation. The bonds were sold to Robert W. Baird & Company with an interest rate of 1.6%.

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

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

Technology Services is currently replacing the firewall devices at all three Library branches. This new equipment will ensure that the Library continues to have safe and reliable network connections both internally and with the outside world. This equipment is especially important given the increase in telecommuting staff and the need for remote access.

Technology Services has been reviewing the technological aspects of the renovation and deciding how best to utilize the exciting new spaces, equipment and resources. In addition, with this renovation comes an opportunity for the Library to revamp its existing technological infrastructure and Technology Services has been working with the Library's IT vendor to leverage new cabling and wiring work to bolster overall network efficiency and robustness.

A scope assessment was completed in preparation for public bid for concrete repair in underground parking garage

September 22, 2020

**How to Maximize Your Social Security:** Virtually from 7-8 p.m. Tuesday, Sept. 29, Palatine Public Library. Mike Heatwole of The Dala Group virtually shares different filing options for Social Security to learn if you can increase your monthly Social Security income. Info: (847) 907-3600, ext. 167, or visit [palatinelibrary.org](http://palatinelibrary.org).

September 29, 2020

**Peaches and Baseball:** Virtually from 7-8 p.m. Tuesday, Sept. 22, Palatine Public Library. Rebecca Tulloch shares the story of the real-life Peaches of the All-American Girls Professional Baseball League and traces the truth and fiction about the film "A League of Their Own." For information, call (847) 907-3600, ext. 167, or visit [palatinelibrary.org](http://palatinelibrary.org).

## Palatine library renovation to begin next month

[dailyherald.com/news/20201009/palatine-library-renovation-to-begin-next-month](http://dailyherald.com/news/20201009/palatine-library-renovation-to-begin-next-month)

October 9, 2020



Mimi Mehret, library assistant in the member services department at the Palatine Public Library, was among employees who started working this week on shifting materials ahead of an upcoming renovation. Courtesy of Palatine Public Library District





Upcoming renovations at the Palatine Public Library include adding a "makerspace."  
Courtesy Engberg Anderson Architects

Elena Ferrarin

Follow @ElenaFerrarin

Updated 10/12/2020 8:59 AM



The Palatine Public Library District board has approved a construction contract for the renovation of the main library, and the work is expected to start next month.

The library board awarded the \$3.7 million contract to Chicago-based F.H. Paschen, which was selected among 17 proposals ranging from \$2.9 million to \$4.2 million, plus additional costs for technology. The company was the low bidder when all alternates were accepted, library Executive Director Jeannie Dilger said.

F.H. Paschen's past work includes interior renovation at the Naperville Public Library and several branches of the Chicago Public Library. The company "understands our need to provide a safe environment while we keep the building open to the public during renovation," board President Andrea Vanderhoek said.

The library board also awarded a \$183,332 moving contract to Iron Mountain. The furniture will be provided by Interiors for Business, Office Revolution, and Library Furniture International at a total cost of \$839,286.



The project includes a new "makerspace" for hands-on creativity and learning, more study rooms, a teen space, a larger "quiet reading" room, moving the cafe to the first floor, upgrades to HVAC and energy-efficient lighting, and a new north entrance with easier access from parking lots, especially for people with disabilities.

Library staff members started planning for the renovation by shifting some of the nonfiction collection on the second floor, where the fiction, graphic novels and AV collections will be housed during construction.

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The library district recently was awarded a grant under the Public Library Construction Act, as it had hoped when planning for the renovation. The \$1.8 million grant from the Illinois State Library will help offset renovation costs budgeted at \$6.8 million for the main library and both branches.

The main library project is scheduled to be completed in January 2022. The projects at the North Hoffman and Rand Road branches will be completed in early 2022, library officials said.

For details visit [palatinelibrary.org/renovations](https://palatinelibrary.org/renovations).

## Palatine Patch

Palatine > Local Events

**OCT  
8**

**Virtual Wood Plank Painting:  
Reversible Fall Sign**

 **Becky Cohen**, Local Official 

### Event Details

 Like 0  Share 

Thu, Oct 8, 2020 at 11:00 AM

[Add to calendar](#) 

**Palatine Public Library, 700 North North Court, Palatine, IL, 60067**

Paint a wood plank with two fall-themed messages virtually with Palatine Library. **Valid District cardholders only. All supplies provided. This event will be posted on our YouTube channel. Sign up begins 9/24 for online program.** For more information, call 847-907-3600, x167 or visit [palatinelibrary.org](https://palatinelibrary.org).

September 2-7, 2020

# Palatine Library Found A Way To Still Serve

Submitted by the Palatine  
Public Library

During the COVID-19 global pandemic, Palatine Public Library District staff came together to continue serving the community through Curbside Pickup Service.

During the month of June while the building was closed to the public, staff completed a total of 5,154 curbside deliveries averaging 206 per day. Through Curbside Pickup Service, 60,940 items were checked out. This would not have been possible without the "all hands-on deck" mentality of library staff.

Physical materials were not the only items checked out throughout this time. A total of 21,614 digital materials were checked out by members to their smartphones, tablets, ereaders, and streaming devices. Digital materials include streaming ebooks, audiobooks, movies, magazines, and comics.

We also provided 90-day online library card applications so that people in the community without cards could apply and have access to all these digital materials. From our closure until the end of June, we processed nearly 400 new library cards.

"As we learned to navigate the pandemic and resulting safety

procedures, the library staff were truly heroes," Palatine Library Executive Director Jeannie Dilger said. "Staff created new programs and adapted existing services in a relatively short time. They sought to find safe ways to continue to serve our communities, from online reference and downloadable books to virtual programs and curbside pickups."

While the building was closed to members, staff learned to record storytimes and crafts, and worked with presenters to bring programs to the community virtually through Facebook, Zoom, and Microsoft Teams on the fly.

A total of 11 adult programs and 84 children and teen programs were held virtually by the library. We heard from our members that they missed storytimes and crafts in-person, and how much their kids loved seeing familiar staff online with Storytimes Snippets and other recorded programs.

We are currently open for limited hours for brief visits. Visit [palatinelibrary.org](http://palatinelibrary.org) for full details on hours and restrictions.

The vision of Palatine Public Library District is to inspire connection, curiosity, and joy. The library serves approximately 90,000 residents predominantly within the communities of Palatine and Hoffman Estates.



*Show Your Card  
for Savings*

Get discounts and save at local participating businesses when you show your Palatine Library card!

**Fitness • Food • Health • Shopping • Auto • Educational • Financial**

**SEPTEMBER  
2020**

 **Palatine Library** District  
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