

DIRECTOR'S MONTHLY REPORT

FEBRUARY 2021

ACTIVITIES

On the first of the month, we **reopened for Grab-and-Go service**. As this was the first time members were seeing the Library under construction, our Communications department provided signage and maps. Despite the changes, members have adapted quickly to this level of service. Colder temperatures kept our visitor count at no more than 30 people at a time, well below our capacity of 75 people in the newly reconfigured spaces. Both branches have increased their hours to better serve those communities, and curbside service still remains an option at Main.

We capped off the month with our annual **Staff Development Half-Day** on Friday, February 26. Our **theme was health and wellness**. Staff participated virtually in sessions on **yoga, meditation, stress reduction, and sleep**. Staff could view sessions on their own or join a “watch party” to discuss with colleagues. Rather than a communal lunch, all staff received a GrubHub gift card to order their own at home. Activities and lunch were completed in time to open at 1:00 p.m.

RENOVATION UPDATE

This month in our first floor construction areas, crews applied primer and **paint**, including some bold accent walls. Electricians pulled cable for **lighting, cameras, and WiFi access points**. Ceiling tiles are starting to go in. F.H. Paschen also put up temporary walls on the second floor this month to begin constructing the **new study rooms, just outside the staff lounge**. On Staff Development Day, Paschen took advantage of our morning closure to **remove tile in the first floor lobby** (around the bathrooms and elevator).



Green entrance to Teen Room



Blue accents in the Café

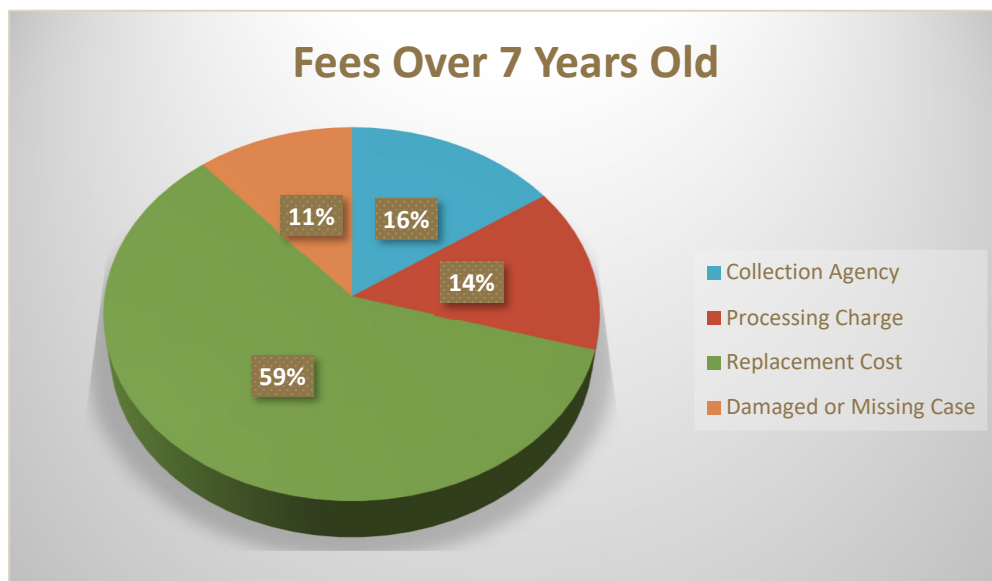
EXTERNAL MEETINGS

All meetings were conducted virtually, except where noted.

- HE Chamber WEB board, 2/1
- F.H. Paschen construction meetings, Main Library, 2/3, 2/10, 2/17, 2/24
- Leadership Coaching Group, 2/5
- North Suburban Directors, 2/8
- ILA Legislative Meetup, 2/15
- Foundation, 2/18
- HE Chamber Women Engaged in Business, 2/15
- POC Executive Board, 2/16
- FF&E Schedule Coordination, Main Library, 2/17
- Rotary of Palatine, 2/18
- Library Journal Winter Summit, 2/23
- POC Board, 2/24

Jeannie Dilger

This month, CCS waived any fees older than seven years. For our Library, this totaled \$68,249. Most were replacement costs for materials. Of that amount, 97% was charged to Palatine Library patrons, while the rest was charged to reciprocal borrowers from other communities.



CIRCULATION STATS
2020-21

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Fiscal YTD	Last Fiscal YTD	% Change
<u>Main</u>											
Juvenile Print	29,507	33,774	32,784	41,835	37,660	29,434	17,008	29,033	251,035	319,755	-21%
*Juvenile Non-Print	3,021	3,221	2,326	3,228	2,969	2,431	1,278	1,853	20,327	45,636	-55%
Total Juvenile	32,528	36,995	35,110	45,063	40,629	31,865	18,286	30,886	271,362	365,391	-26%
Total Young Adult	2,696	3,427	2,687	3,239	2,986	2,494	1,407	2,058	20,994	24,717	-15%
Adult Print	19,766	22,346	18,181	22,430	20,925	17,593	11,334	16,751	149,326	211,641	-29%
*Adult Non-Print	12,825	14,924	12,991	16,560	14,411	10,308	5,969	9,873	97,861	176,751	-45%
Total Adult	32,591	37,270	31,172	38,990	35,336	27,901	17,303	26,624	247,187	388,392	-36%
TOTAL MAIN LIBRARY	67,815	77,692	68,969	87,292	78,951	62,260	36,996	57,510	537,485	778,500	-31%
<u>North Hoffman</u>											
Juvenile Print	1,457	1,526	1,425	1,496	1,361	982	590	1,274	10,111	20,942	-52%
*Juvenile Non-Print	239	246	106	127	101	73	28	66	986	4,169	-76%
Total Juvenile	1,696	1,772	1,531	1,623	1,462	1,055	618	1,340	11,097	25,111	-56%
Total Young Adult	121	118	85	124	79	74	60	80	741	713	4%
Adult Print	227	216	495	581	486	376	352	470	3,203	3,241	-1%
*Adult Non-Print	457	424	362	496	405	335	261	397	3,137	8,182	-62%
Total Adult	684	640	857	1,077	891	711	613	867	6,340	11,423	-44%
TOTAL N. HOFFMAN	2,501	2,530	2,473	2,824	2,432	1,840	1,291	2,287	18,178	37,247	-51%

CIRCULATION STATS
2020-21

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Fiscal YTD	Last Fiscal YTD	% Change
<u>Rand Road</u>											
Juvenile Print	570	726	238	172	136	52	48	91	2,033	8,482	-76%
*Juvenile Non-Print	169	179	76	82	40	11	4	49	610	3,430	-82%
Total Juvenile	739	905	314	254	176	63	52	140	2,643	11,912	-78%
Total Young Adult	31	62	35	3	5	3	4	11	154	321	-52%
Adult Print	62	82	94	110	50	24	23	43	488	1,311	-63%
*Adult Non-Print	360	377	178	224	144	54	28	82	1,447	6,834	-79%
Total Adult	422	459	272	334	194	78	51	125	1,935	8,145	-76%
TOTAL RAND ROAD	1,192	1,426	621	591	375	144	107	276	4,732	20,378	-77%
<u>Digital Collections</u>											
Overdrive	14,362	13,696	5,013	9,069	9,885	11,514	12,904	11,891	88,334	69,421	27%
hoopla	4,139	3,760	3,408	3,269	3,355	3,306	3,930	3,396	28,563	17,596	62%
Kanopy	1,200	1,011	984	1,025	1,065	1,428	1,228	1,329	9,270	4,639	100%
TOTAL DIGITAL	19,701	18,467	9,405	13,363	14,305	16,248	18,062	16,616	126,167	91,656	38%
CIRC. OF MATERIALS	91,209	100,115	81,468	104,070	96,063	80,492	56,456	76,689	686,562	927,781	-26%
Electronic Info Retrieval	1,677	1,508	1,462	1,511	1,392	1,212	621	462	9,845	14,054	-30%
TOTAL CIRCULATION	92,886	101,623	82,930	105,581	97,455	81,704	57,077	77,151	696,407	941,835	-26%
<u>Self Checkout</u>											
# of Items		15,124	11,145	13,109	10,107	217	5	11,508	61,215	144,769	-58%
% of Total Checkouts		15%	14%	13%	11%	0%	0%	15%	9%		
<u>Reciprocal Borrowing (other than CCS)</u>											
Items Loaned	1,918	2,458	1,421	1,829	1,637	788	164	1,089	11,304	35,272	-68%

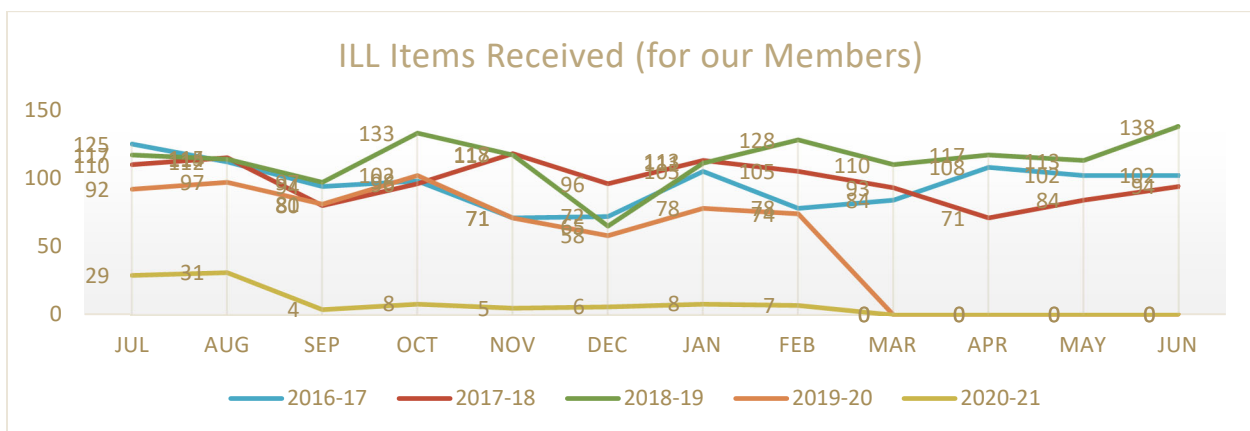
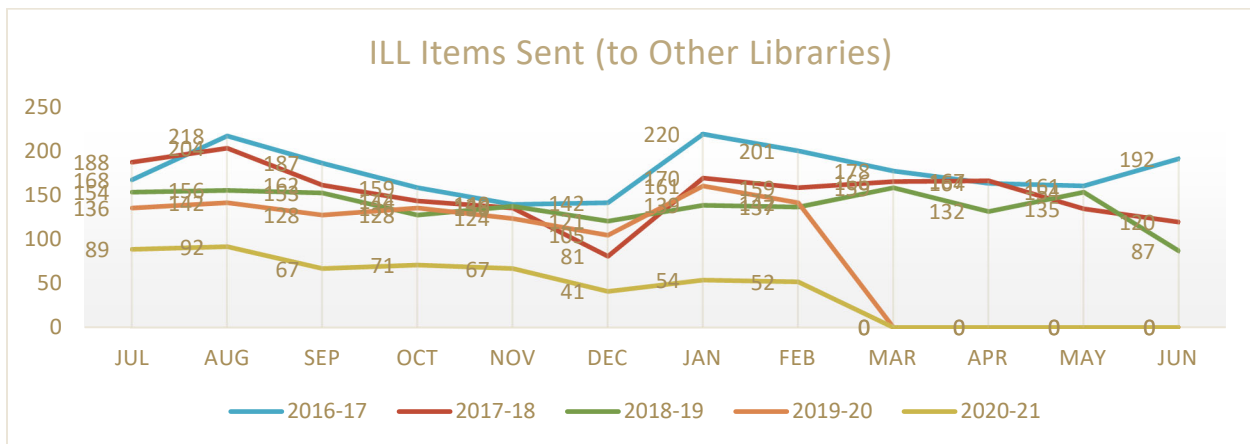
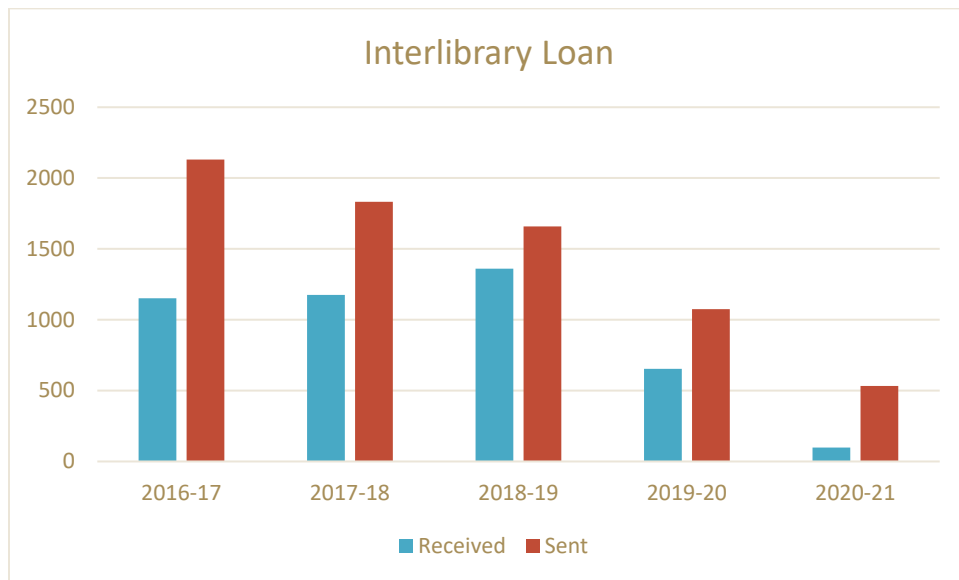
CIRCULATION STATS
2020-21

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Fiscal YTD	Last Fiscal YTD	% Change
<u>Library Card Registration</u>											
Card Activity											Monthly Average
New PPLD Cards	160	319	155	153	111	88	117	124	1,227	2,760	153
New RBP's	12	17	10	16	4	0	0	3	62	425	8
Renewals (PPLD/RBP)	170	281	338	447	72	19	14	28	1,369	4,728	171
Non-Resident Cards											
Renewals Non-Resident	8	1	2	4	2	4	0	7	28	43	4
New Non-Resident									0	7	0
TOTAL ACTIVITY:	350	618	505	620	189	111	131	162	2,686	7,963	491
Card Registrations											
PPLD resident cards	0	55,198		43,817	54,523	54,227	53,802	53,592			45,023
Non-Resident fee cards		120		138	136	136	136	134			133
Reciprocal		137		131	130	128	128	133			131
ILL		99		68	22	17	63	61			55
TOTAL REG. PATRONS		55,554	58,599	44,154	54,811	54,508	54,129	53,920			53,668
<u>Collection Summary</u>											
Database Titles		265,032		71,978	72,130	93,059	94,195	95,934			115,388
Physical Items		258,261	280,970	333,486	245,570	242,455	243,172	241,797			263,673
<u>Door Count</u>											
MAIN	10,941	12,632	13,057	14,216	9,677	0	0	10,321	70,844	246,288	-71%
NHB	864	706	667	813	614	0	0	1,040	4,704	22,770	-79%
RRB	761	807	839	916	374	0	0	784	4,481	25,176	-82%
CURBSIDE PICKUP - MAIN	1,525	738	576	581	1,793	4,566	4,108	973	14,860	0	
CURBSIDE PICKUP - NHB	0	0	0	0	42	262	189	0	493	0	
CURBSIDE PICKUP - RRB	0	0	0	0	8	6	18	0	32	0	
TOTAL	14,091	14,883	15,139	16,526	12,508	4,834	4,315	13,118	95,414	294,234	-68%

CIRCULATION STATS
2020-21

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	Fiscal YTD	Last Fiscal YTD	% Change
<u>SUMMARIES BY TYPE</u>											
Juvenile Print	31,534	36,026	34,447	43,503	39,157	30,468	17,646	30,398	263,179	349,179	-25%
Juvenile Nonprint	3,429	3,646	2,508	3,437	3,110	2,515	1,310	1,968	21,923	53,235	-59%
Teen	2,848	3,607	2,807	3,366	3,070	2,571	1,471	2,149	21,889	25,751	-15%
Adult Print	20,055	22,644	18,770	23,121	21,461	17,993	11,709	17,264	153,017	216,193	-29%
Adult Nonprint	13,642	15,725	13,531	17,280	14,960	10,697	6,258	10,352	102,445	191,767	-47%
E-Resource	19,701	18,467	9,405	13,363	14,305	16,248	18,062	16,616	126,167	91,656	38%
Database Use	1,677	1,508	1,462	1,511	1,392	1,212	621	0	9,383	14,054	-33%
TOTAL	92,886	101,623	82,930	105,581	97,455	81,704	57,077	78,747	698,003	941,835	-26%
 <u>Reserves Filled:</u>											
MAIN	14,616	10,375	8,665	10,914	12,220	17,871	16,445	12,882	103,988	64,016	62%
NHB	777	488	456	597	602	624	708	812	5,064	5,116	-1%
RRB	499	344	42	51	37	16	43	53	1,085	3,521	-69%
TOTAL	15,892	11,207	9,163	11,562	12,859	18,511	17,196	13,747	110,137	72,653	52%

INTERLIBRARY LOAN STATISTICS



FEBRUARY 2021

STRATEGIC PLAN UPDATE

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.

- Phase 1 of construction continues and is on schedule. Ceiling tile is being installed and walls are being painted.
- Created new signage for reopening on our Building to assist members in navigating through the changes due to construction.

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

- Staff prepared temporary signage as well as maps to assist members in locating materials during our renovation.

1.3: The library is committed to quality patron interactions.

- During the month of February, although open for Grab and Go, we continued curbside service two hours per day.
- Increased open hours at both North Hoffman and Rand Road Branch locations.
- Members continue to apply for library cards or renewal of their cards online through Library Market.
- Our Technology staff settled on a name for the "makerspace" area and began creation of a plan for staffing.
- Staff goal setting included one goal on the topic Of Equity, Diversity, and Inclusion.

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.

- Updates sent out regularly to the public and posted on the website and social media about the current renovation status in the building.
- New signage templates designed and ordered for post-renovation.
- Purchased Patron Point software to analyze our member emails and better target groups and messages for more effective service. Communications and Marketing staff have begun training on the new software.
- Create segmented member groups and target with relevant email content: Staff have had Initial discussions of the different member groups and how to gather/organize their information.

- Managers of all the programming departments met with the Assistant Director and Communications manager about the goals of the committee and brainstormed ideas on how to reimagine the program committee.
- Department managers met with Communications manager to discuss conducting a program survey in summer.

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

- All staff have been given goals around equity, diversity, and inclusion for the 2021 year.
- Selectors and Collection Services manager are conducting a diversity audit test to determine which collections to start auditing first and how many people/time it will take to complete.
- Recent job postings include language "Bilingual preferred."

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

- Setting up partnerships for summer reading, Storywalk, and summer newsletter with new partners and continuing our relationships with several community organizations and businesses.

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.

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

- We formed a Renovation Encouragement Team and started activities in January to encourage staff especially during the renovation transition.
 - Treats in staff lounge 2xs
 - All staff got branded, renovation long-sleeve t-shirts to wear – funded by the Friends
 - Hide-n-Seek game – find stuffed animal in staff spaces and win a small prize
 - Encouragement cards were distributed to each department. Staff can write notes to coworkers to foster positive attitude and thankfulness for staff.

- Increased free, on-site COVID-19 testing for all staff, their families, and volunteers to twice a week.
- In an effort to protect and keep our staff safe the Board approved a new vaccine policy that allows for staff to earn 8 hours of paid time off with proof of vaccine.
-

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

- We have received bids for concrete repair in underground parking garage. Work is expected to begin in April or May, 2021. Repairs have been made to the ramp snow melt boiler system. More repairs may still be necessary. We have received proposals to add automatic/touchless door openers for 3 doors in the library.
- The Library signed a quote for a new security camera system. This new system – including all new cameras in more locations – will increase the Library's ability to provide a safe and secure environment for its members.
- The Library is installing three hearing Loop systems in March: in Meeting Room 1, the Workshop Lab, and the new Story Room. The Loop systems help members with hearing devices hear our audio systems with greater ease.
- The Library ordered a second network switch for installation in the new northeast data room.
- The Library researched new digital door access systems for FY 2021-2022 improvements.
- The Library began working with vendors on improving AV systems throughout the building including new digital signage, designing new AV systems in renovated spaces, acquiring new wireless presentation systems, and improvements to the Board Room. These projects will be ongoing throughout the year.
- The Library continued ordering equipment to install in the Workshop, our new makerspace.

February 9, 2021

Happy Birthday Mo Willems:

Virtually at 2 p.m. Saturday, Feb. 13, Palatine Library District. Celebrate Mo Willems' birthday virtually with Palatine Library and the Pigeon, Elephant, and Piggie stories and end the afternoon with a video of "Duckling Gets a Cookie!" For ages 3 and older. For information, call (847) 907-3600, ext. 132, or visit palatinelibrary.org.

Dann and Raymond's Movie Club — Sex in Hollywood: Virtually at 6:30 p.m. Wednesday, Feb. 10, Palatine Public Library. Movie critic Dann Gire and film historian Raymond Benson join virtually to present "Sex in the Cinema — Code and Pre-Code." For information, call (847) 907-3600, ext. 167, or visit palatinelibrary.org.

February 23, 2021

Feb. 24

• **The Underground Railroad:** Virtually at 7 p.m. Wednesday, Feb. 24, Palatine Library. Terry Lynch portrays an owner of a "Safe House" in Illinois, describing how these houses were used as a stopping point for slaves before going on to safety in Canada. To register and for information, visit palatinelibrary.org.

ESL Conversation Club: Virtually at 9:30 a.m. Tuesday, Feb. 23, Palatine Library. Practice your English conversational skills via Zoom with friendly Palatine Library volunteers. Basic conversation skills recommended. Email palatine@palatinelibrary.org or sign up online at palatinelibrary.org.

February 19, 2021

Palatine Library reaches Winter Reading Challenge goal



COURTESY OF PALATINE PUBLIC LIBRARY DISTRICT

Pictured, from left, are: Julie Selof of Andigo, a division of Consumers Credit Union; Kathy Burns of Palatine Library; Neil Bruns of Warehouse Direct; David Kahan of WINGS Program; and Bridget Witt of Palatine Bank & Trust.

Submitted by Andrea Lublink,
Palatine Public Library District

Palatine Library District cardholders read a total of 7,101 books during this year's Winter Reading Challenge, exceeding the goal of 6,000 books read to help WINGS (Women in Need Growing Stronger) Program.

Because the library reached its reading goal, Palatine Bank & Trust donated \$1,000, and Warehouse Direct and Andigo, a division of Consumers Credit Union, each donated \$500 to the WINGS Program.

"We hear from our members all the time about how much they love this program and the opportunity to give to

those in need by just reading and using the library," says Kathy Burns, Youth and Teen Services manager at Palatine Library.

"This year, more than ever, people were looking for a way to help others. Staff and members are so grateful to our sponsors and to the staff at WINGS for everything they do."

Palatine Library staff selected WINGS as the recipient this year as a local 501(c)(3) organization. WINGS connects clients who are escaping from domestic violence and abuse with a wide range of services such as counseling, legal assistance, mentoring, life skills support and career services.

DeRosa Brings Experience To Palatine Library Board Race

journal-topics.com/articles/derosa-brings-experience-to-palatine-library-board-race/

By Richard Mayer | on February 12, 2021

February 12, 2021

Palatine resident Maureen DeRosa, who is running for the one, two-year seat open on the Palatine Public Library District Board, touts her 30-plus years of experience in publishing and marketing.

“I am experienced in policy development, strategic planning and fiscal management, having directed the publishing program for a large medical society,” DeRosa said. “I directed a staff of 40 marketing and publishing professionals who developed and published print and digital healthcare publications.”

Examples of initiatives she spearheaded include development of HealthyChildren.org, a website for parents with health information in both English and Spanish, and the development of a low literacy patient education program.



DeRosa

“I have worked with boards of directors and have served on the boards of several organizations,” DeRosa said.

Additionally, she serves on the board of the Palatine Library District Foundation, whose mission is to foster awareness of the value of the library and to gather and solicit funds for the

enhancement of the library’s services.

“Colleagues and clients have often stated that I have a collaborative nature and am a good listener and communicator,” DeRosa said, adding she is a longtime supporter of the library and would be honored to serve as trustee.

DeRosa is running against Preet Singh, who declined to comment when contacted by the Journal & Topics.

Support local news by subscribing to the Journal & Topics in print or online.

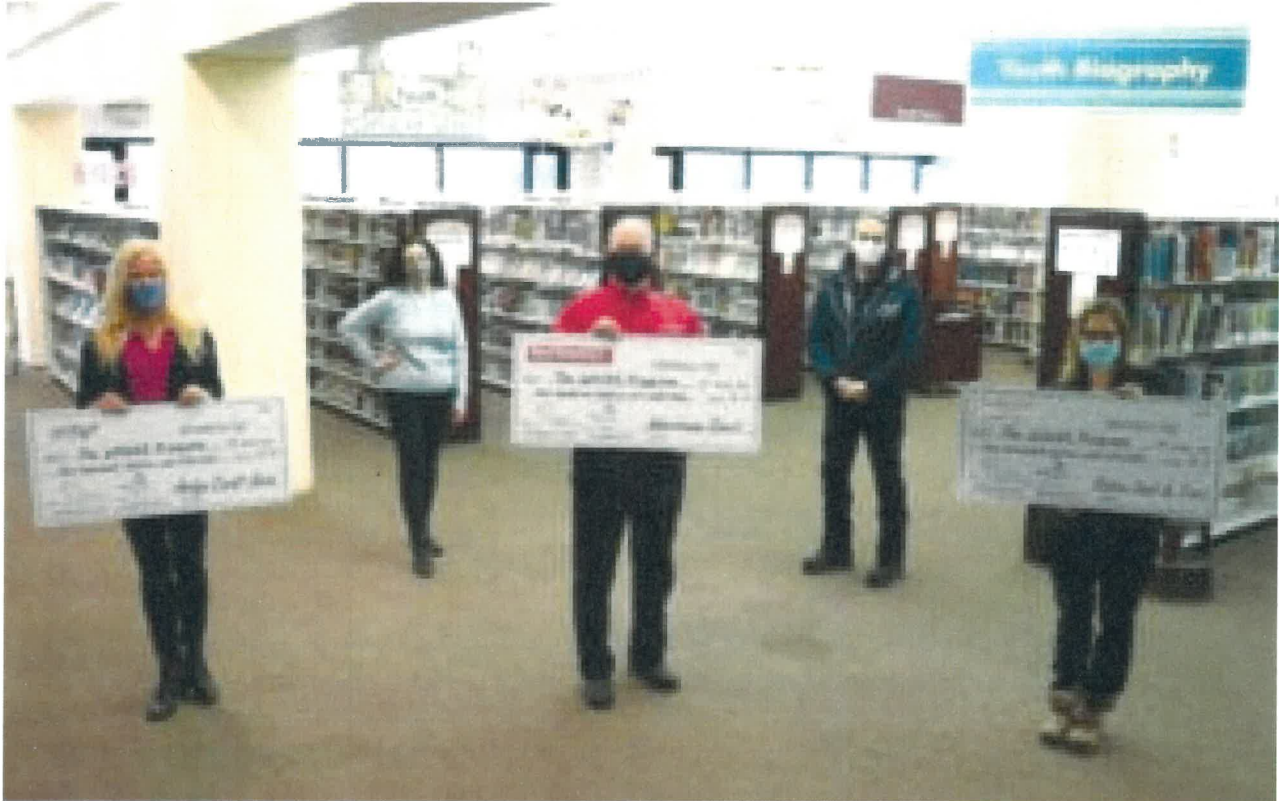
More From News Go To The News Section

Palatine Library Reaches Winter Reading Challenge Goal, Donates \$2,000 To WINGS Free Access

journal-topics.com/articles/palatine-library-reaches-winter-reading-challenge-goal-donates-2000-to-wings/

By Journal Staff | on February 18, 2021

February 18, 2021



Pictured (left to right): Julie Selof of Andigo, Kathy Burns of Palatine Library, Neil Bruns of Warehouse Direct, David Kahan of WINGS, and Bridget Witt of Palatine Bank & Trust.

Palatine Library District cardholders read a total of 7,101 books during this year's Winter Reading Challenge exceeding the goal of 6,000 books read to help the Women in Need Growing Stronger (WINGS) program.

Because the library reached the goal, Palatine Bank & Trust donated \$1,000. Warehouse Direct, and Andigo, a division of Consumers Credit Union, each donated \$500 to WINGS.

"We hear from our members all the time about how much they love this program and the opportunity to give to those in need by just reading and using the library," said Kathy Burns, youth and teen services manager at Palatine Library. "This year more than ever people were looking for a way to help others. Staff and members are so grateful to our sponsors and to the staff at WINGS for everything they do."

Palatine Library staff selected WINGS as the recipient this year as a local 501(c)(3) organization.

WINGS connects clients who are escaping from domestic violence and abuse with a wide range of services such as counseling, legal assistance, mentoring, life skills support, and career services.

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

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More From News Go To The News Section

Library Candidate Supports Bolstering Community Outreach Efforts

journal-topics.com/articles/library-candidate-supports-bolstering-community-outreach-efforts/

By Richard Mayer | on February 18, 2021

February 18, 2021

Palatine resident Maureen DeRosa, who is running for a two-year seat on the Palatine Library District Board against Preet Singh, believes libraries play an important role in addressing and resolving diversity issues in order to best serve individuals and families in the community.

“Libraries must strive especially to meet the wants and needs of those facing the greatest barriers to access and opportunity,” she said. “The board must be intentional in creating conditions for equity to be assured.”

According to DeRosa, new initiatives might include, but not be limited to, collections development and staff outreach programs.

“The Palatine Library Strategic Plan includes an action goal to ‘interact with its diverse community to discover and respond to the current needs of all groups’,” DeRosa said. “It is my understanding that additional equity, diversity and inclusion themes are being added to the 2021 update of the strategic plan. There is always room for improvement, but it is clear that it is a focus of the staff and board and should continue to be.”

DeRosa added that she believes it is the role of each trustee to represent the interests of all residents of the community served by the library.

Singh declined to comment when contacted by the Journal & Topics.

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DeRosa

More From News Go To The News Section

Palatine Library Challenger Sets Sights On Next 2 Years

[JT journal-topics.com/articles/palatine-library-challenger-sets-sights-on-next-2-years/](https://journal-topics.com/articles/palatine-library-challenger-sets-sights-on-next-2-years/)

By Richard Mayer | on March 04, 2021

March 4, 2021

Over the next two years, the Palatine Public Library District will be faced with various challenges whether it's getting back to normal following the pandemic or ensuring healthy finances.

Maureen DeRosa, who is running for the two-year board seat April 6 against current board member Preet Singh, pointed out the library is funded primarily (97%) by property taxes.

"The tax increase proposed in the library referendum and passed in 2019 was projected to provide for the library's financial needs until 2035," DeRosa said. "However, economic concerns resulting from the pandemic have created revenue challenges related to property taxes, which will be realized in the medium to long term."



DeRosa

She said pressure to keep tax levies flat will have repercussions in future years as future increases are based on a percentage of each prior year.

According to DeRosa, potential budget constraints will require the library to carefully prioritize its resources.

"The pandemic will continue to impact the library," DeRosa said. "While vaccines and effective treatments are in development, the library needs to continue to do all it can to maintain and expand services to the community in the most effective way, given the limiting circumstances."

She said when the pandemic finally does wind down, the library will still need to do everything it previously did. At the same time, DeRosa believes it will be important to maintain all of the new virtual programming and curbside pickup services.

"New and expanded outreach services will be needed to address recent increases in local unemployment rates and economically disadvantaged populations," she said. "The board will need to support staff in seeking creative new programs and in collaborating with other organizations and businesses."

Singh did not respond to a Journal & Topics questionnaire for this story.

Lincoln on Literature and the Theater

 Palatine Library, Local Official 

FEB
15

Event Details

 Like 0 Share Mon, Feb 15, 2021 at 7:00 PM[Add to calendar](#)  Palatine Public Library, 700 North North Court, Palatine, IL, 60067

Kevin Wood portrays Abe Lincoln virtually with Palatine Library as he talks about his enjoyment of literature and the dramatic arts, and how these influenced his life. **Sign up begins 2/1 for online program.** For more information, call 847-907-3600, x167 or visit palatinelibrary.org.

DIY Magic Wands STEM

 Palatine Library, Local Official 

FEB
19

Event Details

 Like 0 Share Fri, Feb 19, 2021 at 6:30 PM[Add to calendar](#)  Palatine Public Library, 700 North North Court, Palatine, IL, 60067

Create a light-up magic wand virtually with Palatine Library using circuits and craft sticks. Pick up supplies at the Youth and Teen Desk beginning 2/12. **Grades 3 – 6.** **Sign up begins 2/5 for online program.** For more information, call 847-907-3600, x132 or visit palatinelibrary.org.

Winter STEAM: Craft Stick Harmonicas

 Palatine Library, Local Official 

FEB

20

Event Details

 Like 0[Share](#) Sat, Feb 20, 2021 at 10:00 AM[Add to calendar](#)  Palatine Public Library, 700 North North Court, Palatine, IL, 60067

Pick up a take-home STEAM kit at Palatine Library for your child – while supplies last. Instructions and materials included. **Grades 1 – 5.** For more information, call 847-907-3600, x132 or visit palatinelibrary.org.