

## DIRECTOR'S MONTHLY REPORT

APRIL 2022

### ACTIVITIES

During National Volunteer Week, we hosted our Volunteer Appreciation Luncheon. We've been unable to hold the event for the past two years, so it was especially exciting to see so many dedicated volunteers and thank them for their service.

At the most recent CCS (Cooperative Computer Services) governing board meeting, I was nominated for the position of Vice President/President-Elect. I'm excited about the opportunity to get more involved with our catalog consortium and represent the needs of our members and staff.

### RENOVATION UPDATE

#### BRANCHES

We hosted our grand reopenings at North Hoffman and Rand Road Branches on April 21 and 28, respectively. NHB saw 104 visitors that day, and RRB saw 169 visitors. Turnout was particularly high at Rand Road Branch because our date coincided with the grand reopening of the Community Resource Building. State Senator Ann Gillespie and Cook County Commission Scott Bretton were in attendance, along with administrators from Northwest Community Hospital.



*Rand Road Branch*



*North Hoffman Branch*

## EXTERNAL MEETINGS

- North Suburban Directors meeting, Glenview Library, 4/11
- CCS Governing Board, 4/13
- Hoffman Estates Chamber Women Engaged in Business, 4/18
- POC Executive Board meeting, 4/19
- POC Marketing Committee meeting, 4/20
- Insurance renewal meeting with brokers, 4/20
- Hoffman Estates Chamber networking, 4/21
- Leadership Coaching Group, Oak Park, 4/22
- District 15 Advisory Committee, 4/25
- Financial planning meeting with PMA, 4/26
- Foundation Board, 3/17
- Rotary Club of Palatine, 4/25
- POC Board meeting, 4/27

*Jeannie Dilger*

# INTERNAL MEMO

TO: Library Board of Trustees

FROM: Jeannie Dilger, Executive Director

DATE: May 2, 2022

SUBJECT: Turnover Report

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Trustees,

Strategic Plan item 3.2 states: “The library is a preferred employer that values staff development and retention.” One of our action items this year is to examine retention and turnover. I wanted to report to you on our findings.

In general, the number of departures has remained steady over the past four years (the length of time we’ve been keeping statistics). Numbers were slightly lower in 2020, a year when employees nationwide were staying put.

We also looked at employees who left with less than one year of service, to see if a “retention bonus” might decrease turnover. While those numbers have not changed, they do make up about a quarter of position openings each year.

	DEPARTURES	PROMOTIONS	TOTAL POSITIONS TO BE FILLED	LENGTH OF SERVICE (DEPARTING EEs)	# DEPARTURES < 1 YEAR	ANNUAL TURNOVER
2018	31	4	35	7.55	7	28%
2019	21	5	26	3.24	7	17%
2020	19	6	25	8.28	3	18%
2021	21	5	26	2.77	7	21%
AVERAGE	23	5	28	5.46	6	21%

According to Paylocity, the **average turnover** for March 2021-February 2022 in the Information Services sector (which includes libraries) **was 26.2%**.



Not surprisingly, the areas where we see the most turnover are the lowest pay grades, especially those with little or no benefits. Examples include Materials Assistants, Member Services Assistants, and Security Monitors. Accordingly, in my upcoming budget proposal you will see additional monies for increasing benefits for those pay grades. The Policy Committee will be recommending potential changes to the Human Resources Policy that would provide sick leave and floating holidays for employees who work less than 20 hours per week. We are also proposing money for a “referral bonus” that would encourage existing employees to refer quality candidates who are a good fit for our culture, as well as a “retention bonus” that would encourage new employees to stay with the organization.

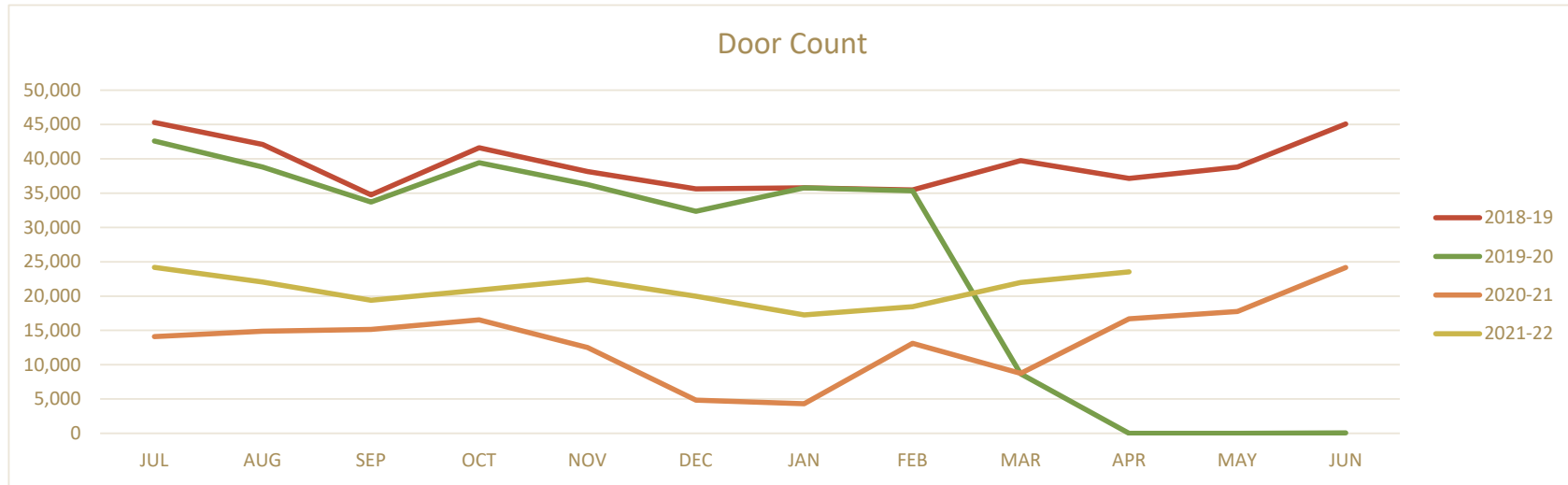
As always, if I can provide further information or clarification, please don’t hesitate to ask.

Sincerely,

*Jeannie Dilger*

Jeannie Dilger  
Executive Director

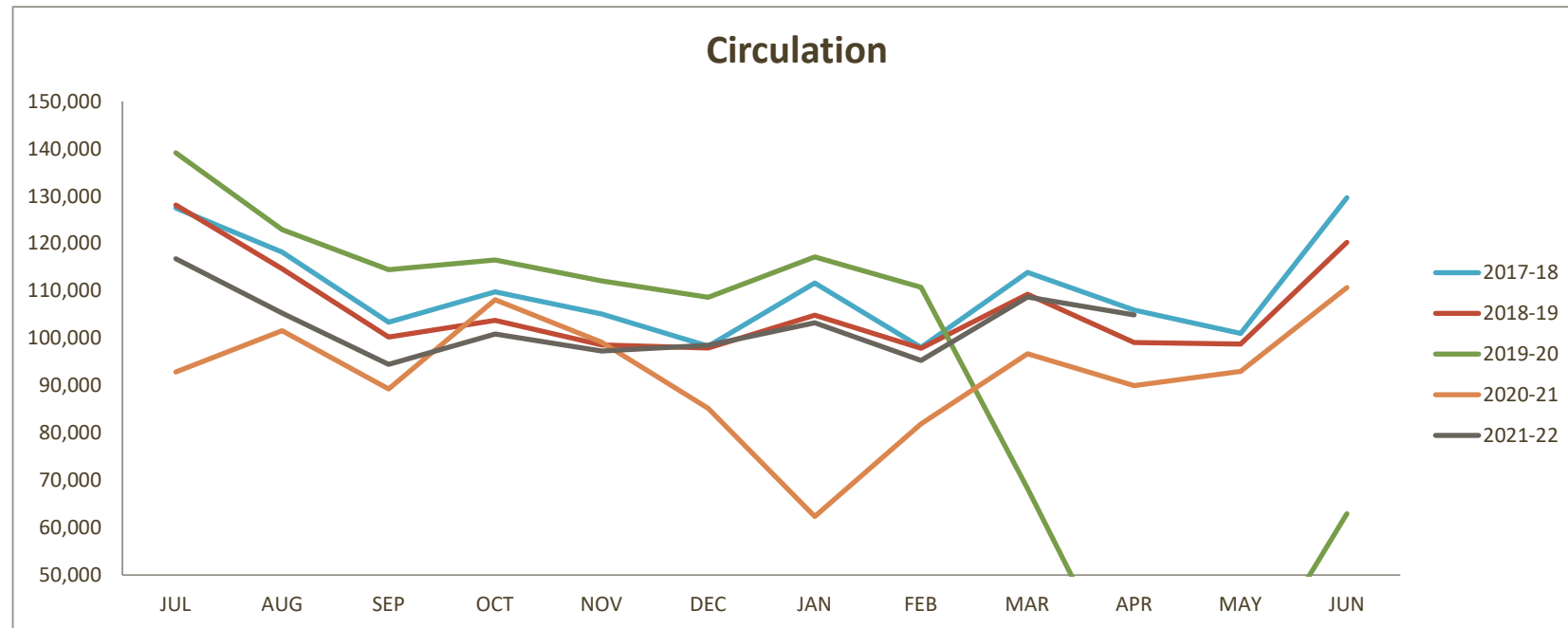
DOOR COUNT	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
2018-19	45,281	42,085	34,743	41,605	38,158	35,629	35,783	35,478	39,741	37,159	38,806	45,084	469,552
2019-20	42,585	38,799	33,711	39,425	36,254	32,349	35,770	35,341	8,672	0	0	63	302,969
2020-21	14,091	14,883	15,139	16,526	12,508	4,834	4,315	13,118	8,736	16,684	17,743	24,166	162,743
2021-22	24,177	22,066	19,374	20,881	22,408	19,981	17,256	18,444	21,985	23,531			210,103



## NOTES

Closed 3/14/2020-6/1/2020 for COVID-19.  
 Curbside Service Only 6/2/2020 to 7/3/2020.  
 Open Limited Hours for Browsing 7/6/2020 to 11/14/2020.  
 Curbside Service Only 11/16/2020 to 1/30/2021.  
 Open Limited Hours for Browsing 2/1/2021 to 4/30/2021.  
 Open Full Hours 5/1/2021.

CIRCULATION	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
2017-18	127,511	118,180	103,385	109,790	105,104	98,321	111,642	98,080	113,913	105,958	101,034	129,709	1,322,627
2018-19	128,150	114,694	100,274	103,781	98,572	97,950	104,895	97,861	109,298	99,093	98,798	120,265	1,273,631
2019-20	139,207	122,962	114,473	116,536	112,108	108,646	117,151	110,752	68,253	23,631	26,030	62,908	1,122,657
2020-21	92,884	101,621	89,280	108,165	99,171	85,162	62,381	81,901	96,754	90,021	92,989	110,718	1,111,047
2021-22	116,824	105,339	94,491	100,904	97,292	98,497	103,258	95,324	108,687	104,906	0	0	1,025,522



## NOTES

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CIRCULATION STATS  
2021-22

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	Fiscal YTD	Last Fiscal YTD	% Change
<b><u>Main</u></b>													
Juvenile Print	49,579	43,407	37,095	38,822	37,559	36,494	38,969	37,336	42,264	40,399	<b>401,924</b>	316,892	27%
*Juvenile Non-Print	3,316	2,866	2,342	2,597	2,688	3,001	2,711	2,585	3,123	2,827	<b>28,056</b>	24,589	14%
Total Juvenile	52,895	46,273	39,437	41,419	40,247	39,495	41,680	39,921	45,387	43,226	<b>429,980</b>	341,481	26%
Total Young Adult	4,724	4,111	2,809	2,504	2,403	2,555	2,797	2,763	3,298	2,983	<b>30,947</b>	26,287	18%
Adult Print	20,768	17,692	17,134	18,758	18,193	19,165	21,154	19,757	21,972	20,502	<b>195,095</b>	186,607	5%
*Adult Non-Print	13,695	13,034	11,464	12,933	12,178	13,545	14,978	13,194	14,486	13,966	<b>133,473</b>	120,194	11%
Total Adult	34,463	30,726	28,598	31,691	30,371	32,710	36,132	32,951	36,458	34,468	<b>328,568</b>	306,801	7%
<b>TOTAL MAIN LIBRARY</b>	<b>92,082</b>	<b>81,110</b>	<b>70,844</b>	<b>75,614</b>	<b>73,021</b>	<b>74,760</b>	<b>80,609</b>	<b>75,635</b>	<b>85,143</b>	<b>80,677</b>	<b>789,495</b>	672,511	17%
<b><u>North Hoffman</u></b>													
Juvenile Print	2,627	2,348	2,523	2,853	3,007	2,465	938	140	546	1,923	<b>19,370</b>	13,671	42%
*Juvenile Non-Print	225	185	177	192	231	213	63	10	83	193	<b>1,572</b>	1,191	32%
Total Juvenile	2,852	2,533	2,700	3,045	3,238	2,678	1,001	150	629	2,116	<b>20,942</b>	14,862	41%
Total Young Adult	160	157	85	80	73	63	30	3	33	70	<b>754</b>	872	-14%
Adult Print	791	696	624	671	657	510	223	35	173	467	<b>4,847</b>	4,152	17%
*Adult Non-Print	449	483	527	486	487	399	83	5	176	466	<b>3,561</b>	3,982	-11%
Total Adult	1,240	1,179	1,151	1,157	1,144	909	306	40	349	933	<b>8,408</b>	8,134	3%
<b>TOTAL N. HOFFMAN</b>	<b>4,252</b>	<b>3,869</b>	<b>3,936</b>	<b>4,282</b>	<b>4,455</b>	<b>3,650</b>	<b>1,337</b>	<b>193</b>	<b>1,011</b>	<b>3,119</b>	<b>30,104</b>	23,868	26%
<b><u>Rand Road</u></b>													
Juvenile Print	473	351	325	535	410	265	149	0	145	458	<b>3,111</b>	2,460	26%
*Juvenile Non-Print	131	100	37	103	138	69	32	0	37	101	<b>748</b>	733	2%
Total Juvenile	604	451	362	638	548	334	181	0	182	559	<b>3,859</b>	3,193	21%
Total Young Adult	19	24	15	16	17	17	4	0	3	16	<b>131</b>	179	-27%
Adult Print	473	171	149	121	139	80	29	4	16	72	<b>1,254</b>	759	65%
*Adult Non-Print	131	138	99	117	209	156	39	2	57	197	<b>1,145</b>	1,607	-29%
Total Adult	604	309	248	238	348	236	68	6	73	269	<b>2,399</b>	2,366	1%
<b>TOTAL RAND ROAD</b>	<b>1,227</b>	<b>784</b>	<b>625</b>	<b>892</b>	<b>913</b>	<b>587</b>	<b>253</b>	<b>6</b>	<b>258</b>	<b>844</b>	<b>6,389</b>	5,738	11%

CIRCULATION STATS  
2021-22

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	Fiscal YTD	Last Fiscal YTD	% Change
<b><u>Digital Collections</u></b>													
Overdrive	14,305	14,553	14,673	15,450	14,595	14,956	16,149	14,756	17,032	16,121	<b>152,590</b>	146,377	4%
hoopla	3,287	3,383	2,929	3,143	3,023	2,943	3,222	2,915	2,978	2,843	<b>30,666</b>	35,297	-13%
Kanopy	1,164	1,215	1,095	1,101	955	1,241	1,255	1,150	1,316	1,302	<b>11,794</b>	11,847	0%
<b>TOTAL DIGITAL</b>	<b>18,756</b>	<b>19,151</b>	<b>18,697</b>	<b>19,694</b>	<b>18,573</b>	<b>19,140</b>	<b>20,626</b>	<b>18,821</b>	<b>21,326</b>	<b>20,266</b>	<b>195,050</b>	193,521	1%
<b>CIRC. OF MATERIALS</b>	<b>116,317</b>	<b>104,914</b>	<b>94,102</b>	<b>100,482</b>	<b>96,962</b>	<b>98,137</b>	<b>102,825</b>	<b>94,655</b>	<b>107,738</b>	<b>104,906</b>	<b>1,021,038</b>	895,638	14%
Electronic Info Retrieval	507	425	389	422	330	360	433	669	949		<b>4,484</b>	11,702	-62%

<b>TOTAL CIRCULATION</b>	<b>116,824</b>	<b>105,339</b>	<b>94,491</b>	<b>100,904</b>	<b>97,292</b>	<b>98,497</b>	<b>103,258</b>	<b>95,324</b>	<b>108,687</b>	<b>104,906</b>	<b>1,025,522</b>	907,340	13%
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**Self Checkout**

# of Items	16,637	15,139	14,851	16,128	15,346	15,865	17,864	15,561	19,076	17,766	<b>164,233</b>	86,096	91%
% of Total Checkouts	14%	14%	16%	16%	16%	16%	17%	16%	18%	17%	<b>16%</b>		



## Palatine Journal

April 21, 2022



Palatine **LIBRARY** District

# Podcasting and Vlogging 101

**Monday, April 25, 6-7:30 pm**

Ready to start your podcast or vlog? Join this class to learn how to create your own high-quality content. **Sign up begins 4/11.**



Sign up here



palatinelibrary.org • 847-907-3600

May 5, 2022

## The Life of Robin Williams



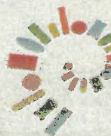
Sign  
up  
here



**Monday, May 9, 1 – 2 pm**

Learn about the life and career of legendary stand-up comic Robin Williams.

**Sign up begins 4/25.**



Palatine **LIBRARY** District

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## Library Holds Grand Reopening Of Newly Renovated Branches Free Access

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 [journal-topics.com/articles/library-holds-grand-reopening-of-newly-renovated-branches/](https://journal-topics.com/articles/library-holds-grand-reopening-of-newly-renovated-branches/)

By Journal Staff | on April 21, 2022

April 21, 2022

# JOURNAL & TOPICS

After several months of closure, the North Hoffman and Rand Road branches of the Palatine Public Library District are open, and the library invites the community to celebrate during special grand reopening dates.

Join the library at the North Hoffman Branch at Willow Recreation Center, 3600 Lexington Dr., Hoffman Estates, from 10 a.m. to 7 p.m. today (Thursday) or the Rand Road Branch located in the Community Resource Center, 1585 Rand Rd., Palatine, from 10 a.m. to 6 p.m. Thursday, April 28 for treats and giveaways, crafts, and the chance to check out the newly renovated space.

As part of the library's renovation project, the branches were the last to get a makeover thus completing the yearlong project. Each 1,200 sq. ft. branch received new carpeting, furniture, shelving and desks. New lighting and paint give both spaces a brighter atmosphere and a more modern feel that members can enjoy, according to library officials.

The library is also excited to offer a new self-service called Extended Access where members can visit the library during extended, unstaffed hours, giving them the convenience to fit library visits into their busy schedules. During Extended Access hours, members can browse the collections, pick up their holds, use computers, print, scan, and fax documents, or enjoy the quiet time to study or read.

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

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

## Virtual Palatine Library Program Presents Offerman, TweedyFree Access

 [journal-topics.com/articles/virtual-palatine-library-program-presents-offerman-tweedy/](https://journal-topics.com/articles/virtual-palatine-library-program-presents-offerman-tweedy/)

By Journal Staff | on April 22, 2022

April 22, 2022

# JOURNAL & TOPICS

The Palatine Public Library will join libraries across the state of Illinois to host actor, author, and woodworker Nick Offerman in conversation with musician, author, and hiking buddy Jeff Tweedy — live from the wilderness.

Offerman and Tweedy will discuss Offerman's most recent book, "Where the Deer and the Antelope Play: The Pastoral Observations of One Ignorant American Who Loves to Walk Outside". The event will be held virtually at 7 p.m. Wednesday, April 27.

Offerman is best known for his breakout role as Ron Swanson in the hit TV series "Parks and Recreation". Outside of acting, he is also a New York Times bestseller. He has authored three other books including "Gumption", is the co-author of "The Greatest Love Story Ever Told", and publishes the Donkey Thoughts Substack newsletter.

Born in Joliet and raised in nearby Minooka, he now lives in L.A. with his wife and fellow actor Megan Mullally. In his spare time, he can be found at his L.A. woodshop building hand-crafted items from wood.

Joining him in conversation will be Tweedy, who inspired Offerman to use their walks and conversations in nature for "Where the Deer and the Antelope Play". Best known as the founding member and leader of the American rock band Wilco, Tweedy is one of contemporary music's most accomplished songwriters, musicians, and performers. He is also the author of two New York Times bestsellers, "Let's Go (So We Can Get Back)" and "How to Write One Song". Most recently, Tweedy writes and publishes music weekly in his Substack newsletter, Starship Casual. Originally from Belleville, IL, he currently lives in Chicago with his family.

The event is free and open to the public, but registration is required. To register, visit [palatinelibrary.org/illinois-libraries-present](https://palatinelibrary.org/illinois-libraries-present). For more information, visit [palatinelibrary.org](https://palatinelibrary.org) or call 847-907-3600.

## Palatine Patch

Palatine | Local Event

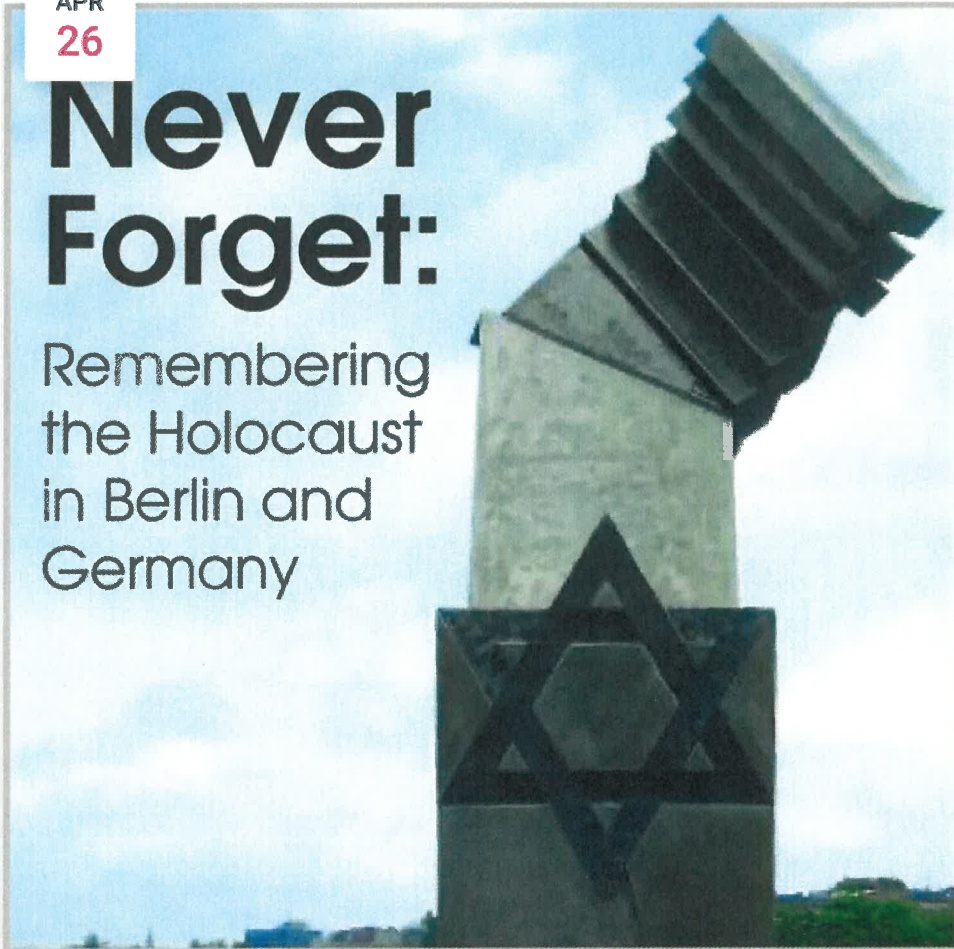
### Never Forget: Remembering the Holocaust in Berlin

 Palatine Library, Local Official 

APR  
26

# Never Forget:

Remembering  
the Holocaust  
in Berlin and  
Germany



#### Event Details

 Like 0  Share

 Tue, Apr 26, 2022 at 7:00 PM [Add to calendar](#) 

 Palatine Library District, 700 N North Ct, Palatine, IL, 60067

Join German historian Anette Isaacs as she takes you on a photographic journey that explores a multitude of memorials to the victims of the Holocaust. Sign up begins 4/12. Presented: Zoom. For more information, call 847-907-3600 or visit [palatinelibrary.org](https://palatinelibrary.org).



# Library Resources for Job Seekers

 Palatine Library, Local Official 

MAY

6

## Library Resources for Job Seekers



Researching  
for Job  
Success

### Event Details

 Like 0

[Share](#)

 Fri, May 6, 2022 at 1:00 PM

[Add to calendar](#) 

 Palatine Library District, 700 N North Ct, Palatine, IL, 60067

Navigate Reference Solution and Plunkett to help you find quality employers and more. Sign up begins 4/22. Presented: Zoom. For more information, call 847-907-3600 or visit [palatinelibrary.org](http://palatinelibrary.org).

# Laser Comedy Show

 Palatine Library, Local Official 

MAY

5



## Event Details

 Like 0

[Share](#)

 Thu, May 5, 2022 at 11:00 AM

[Add to calendar](#) 

 Palatine Library District, 700 N North Ct, Palatine, IL, 60067

Chris Fair puts on a one-of-a-kind laser, illustrated comedy show. With your help, he tells exciting stories through laser drawing that you don't want to miss. **Kindergarten and up.** Tickets available 4/21 for valid District cardholders. Presented: In Person. For more information, call 847-907-3600 or visit [palatinelibrary.org](http://palatinelibrary.org).



## Palatine Park District Summer 2022 Catalog

COMMUNITY PARTNERS · COMMUNITY PARTNERS

# Summer Reading Program Adventure Awaits

**Sign up Online Wednesday, June 1 –  
Monday, August 15**

Earn badges, coupons, and a chance to win prizes  
along the way! Finish and receive a Grand Prize  
t-shirt provided by Friends of Palatine Library.

## Kick-off Party

**Saturday, June 4, 12:00 – 3:00 p.m.**

Celebrate with a program, crafts, prizes, and more!

**All ages. Valid District cardholders. Sign up begins 6/1.**



Palatine **LIBRARY** District

• [palatinelibrary.org](http://palatinelibrary.org) 847-907-3600

# STRATEGIC PLAN UPDATE

May 2022

## 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.**

- On May 13<sup>th</sup>, David Vinjamuri will discuss his observations from the space audit with the Management Team.
- We have moved the north entrance desk to be more visible for movies and music reference.
- We have selected new furniture for the open computer area. The new furniture will match the newly renovated area of the library and will provide a more open area for members and staff to move about and will offer better individual privacy and workspace at the stations.

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

- We moved several shelving units and some furniture on the first floor to make the Hot Picks more accessible from the front entrance and to improve the appearance of the area.
- We went live with Extended Access at the branches on Mon. May 9. We will soft-launch it to test it out, then publicize to members.
- The form for Extended Access sign-up was translated into Spanish – library card is in Spanish already.
- Collection Services has made progress in replacing the faded labels. Several smaller collections have been completely replaced, such as Teen audiobook, Citizenship, College, Career, Literacy, Local Authors, and Large Print Biography and Large Print Nonfiction.

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

- As part of the budgeting process Administration and HR have been evaluating various staffing scenarios and analyzing staffing statistics to help determine cost and need of each scenario.

## 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 a high awareness of library services and programs.**

- The month of April was our library appreciation month campaign, and it was a success. We increased our door counts and circulation.

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

- Maridsa from the Communications Department created a Diversity calendar where staff can track what events/holidays/celebrations happen yearly. If staff are hosting a program that covers one of those, we can add them in and see what we are doing across the library.
- Members have been requesting materials in Ukrainian. The staff is currently searching for sources but is having little luck. When materials become available, we will add them. We will also increase our Russian materials because many Ukrainian refugees also speak Russian.

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

- Starting May 16<sup>th</sup>, Beth will begin offering referral services to members for our community partners through the United Palatine Coalition.
- This month, Beth attended meetings for Rotary of Palatine, the Palatine Jaycee's, Journey's Young Professionals Board, and United Palatine Coalition's partner meeting.
- Beth recently took over duties for the monthly charity collection boxes and has reached out to local community partners about this opportunity. We will be hosting a collection box for Hopeful Beginnings in June, collecting items for their baby closet.
- Beth has recently begun the process of starting a RAILS networking group for social workers in libraries. She currently has 10 interested individuals.
- Lizette from Adult Services and Beth attended the April meeting of WIBFA where the current housing market and its effects on new home buyers were discussed.
- Art from Adult Services attended Astronomy Day at Harper college Saturday April 23<sup>rd</sup>. He spoke with 106 people and showed the telescope available from the Library of Things. Most people he spoke with were not aware of the Library of Things Collection or The Workshop. Only some of the people Art spoke with were Palatine members.

## **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 Finance committee reviewed the investment summary document that will be included in the May board packet.
- We had an initial meeting with PMA. The plan should be ready to be presented to the board in June.
- Joe Huberty is finalizing the Capital Maintenance Plan, which will then be added to the website.
- Signed contract with CBIZ consulting for appraisal of main building and branches. The appraisal will be conducted the week of May 9<sup>th</sup> with results by the end of June.
- The Teen Summer Volunteer Program was revamped to include 11 teams for summer 2022 (up from 7 last year). Working on a new online volunteering option using beanstack. Continue to train on the Admin side of the system so new volunteer challenges can be created using the website and app.

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

- The Culture statement plan was presented to the board in April. It will be shared with staff in May.
- Polaris training for PS staff is complete.
- The recruitment bonus proposal is going to the board in May.
- Started looking at data for employee retention statistics.
- Started looking at websites for new recruitment avenues.

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

- Staff and IT contractors discussed using the library's current data backup system to backup Office 365. We confirmed that this system would work for Office 365, and it should require zero-minimal additional cost to the library.
- Staff consulted with IT support vendor about updating our IT Incident Response Plan and Disaster Recovery Plan. IT vendor sent new templates and guidelines for staff to review.
- Capital maintenance plan has been updated and we are awaiting final changes by architect.
- Tuckpointing south wall is expected to begin this month.

- Replacing aging heat pumps is in progress.
- Ceiling tile replacement in staff area is in progress.
- Improving accessibility for staff areas/entrances is being reviewed.
- Staff has been trained and procedures are completed for new camera system.