



DIRECTOR'S MONTHLY REPORT

DECEMBER 2022

LIBRARY ACTIVITIES

A representative from **LIRA, our library's insurance pool**, spent an afternoon with managers from Technology, Finance, and Facilities, plus Melissa Gardner and me, doing a **loss control assessment**. The rep toured the building and reviewed our procedures and policies to make recommendations for changes. Generally we are meeting all the guidelines, but they did have a few suggestions for improvement.

The Public Library Association (PLA) nominating committee approached me about **serving on the PLA Board**. This is a role I've always aspired to, so I was happy to say yes to being placed on the ballot in April. If elected, I will serve a three-year term. Meetings are quarterly, sometimes virtual and sometimes in person at conferences or ALA headquarters in Chicago.

EXTERNAL MEETINGS

- Foundation annual campaign letter stuffing, 12/1
- Rotary Club of Arlington Heights Santa Run, 12/3
- ALA Certified Public Library Administrator committee, 12/7
- POC Board
 - Monthly meeting, 12/8
 - Holiday social, 12/21
- Leadership Coaching Group, Lombard, 12/9
- CCS Executive Committee, 12/14
- Hoffman Chamber WEB meeting, 12/19
- LIRA loss control assessment, 12/20
- Friends of the Library President's meeting, 12/29

ADMIN DEPARTMENT ACTIVITIES

Finance Manager Mary Myers attended the **TIF Joint Review Board meetings** in Schaumburg and Palatine. There are no significant changes to the existing TIF districts this year.

Admin employees staffed the department 9am-5pm Dec. 12-19 for **trustee candidate filing**, and again Dec. 20-28 for the objection period.

In HR, Veronica Hernandez completed **end-of-year payroll activities** and input **cost-of-living increases** effective January 1. Rita Eremia and I completed our new **30-day orientation training**



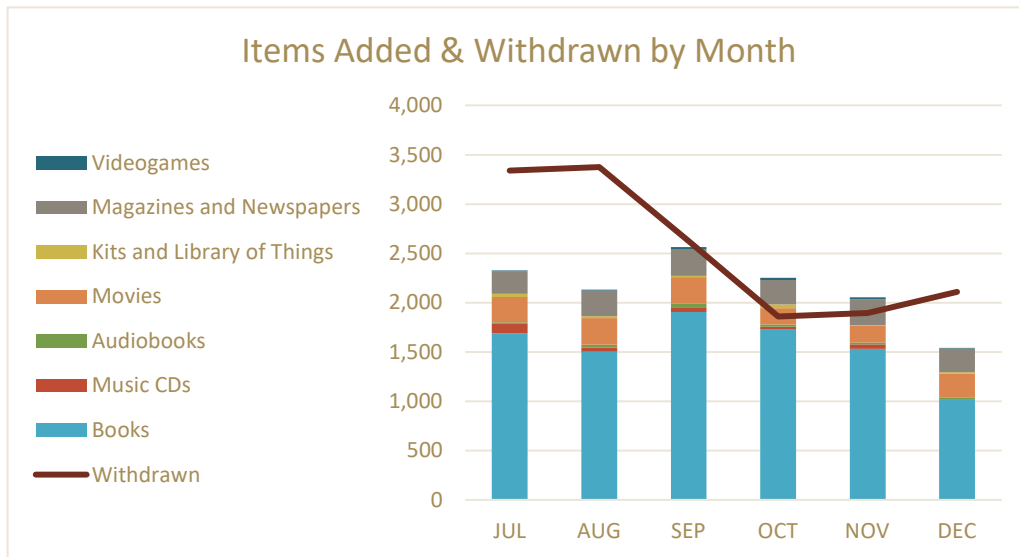
for new hires since September. All three of us reviewed personnel files for documents that can be destroyed as part of our annual records retention process.

Melissa Gardner, Kathy McGrath, and I completed final round interviews for the **HR Manager** position. **Zach Davis will be joining us** in the position on January 10.

Jeannie Dilger

COLLECTION SERVICES STATS 2022-23

ITEMS ADDED	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Books	1,687	1,504	1,907	1,728	1,532	1,018	9,376
Music CDs	98	42	46	29	47	6	268
Audiobooks	16	29	41	22	20	11	139
Movies	257	270	265	166	169	246	1,373
Kits and Library of Things	33	17	14	38	4	15	121
Magazines and Newspapers	227	260	272	248	263	240	1,510
Videogames	8	12	20	23	21	7	91
Total Items Added	2,326	2,134	2,565	2,254	2,056	1,543	12,878
Withdrawn	3,338	3,374	2,626	1,859	1,897	2,109	15,203
Withdraw:Add Ratio							1.18



CIRCULATION 2022-23

	JUL	AUG	SEP	OCT	NOV	DEC	Fiscal YTD	Last Fiscal YTD	% Change
<u>Main</u>									
Juvenile Print	46,659	46,189	40,433	40,040	39,305	35,865	248,491	168,903	47%
*Juvenile Non-Print	3,637	3,678	2,849	3,044	3,022	3,025	19,255	11,121	73%
Total Juvenile	50,296	49,867	43,282	43,084	42,327	38,890	267,746	180,024	49%
Total Young Adult	3,937	3,817	2,860	2,362	2,499	2,555	18,030	14,148	27%
Adult Print	24,648	24,418	20,973	20,588	19,388	20,212	130,227	74,352	75%
*Adult Non-Print	13,422	14,066	12,732	12,629	12,194	12,960	78,003	51,126	53%
Total Adult	38,070	38,484	33,705	33,217	31,582	33,172	208,230	125,478	66%
TOTAL MAIN LIBRARY	92,303	92,168	79,847	78,663	76,408	74,617	494,006	319,650	55%
<u>North Hoffman</u>									
Juvenile Print	2,188	2,135	2,112	1,919	2,143	1,714	12,211	10,351	18%
*Juvenile Non-Print	224	221	177	168	198	162	1,150	779	48%
Total Juvenile	2,412	2,356	2,289	2,087	2,341	1,876	13,361	11,130	20%
Total Young Adult	112	99	50	55	46	53	415	482	-14%
Adult Print	636	621	495	547	538	480	3,317	2,782	19%
*Adult Non-Print	438	363	354	419	398	438	2,410	1,945	24%
Total Adult	1,074	984	849	966	936	918	5,727	4,727	21%
TOTAL N. HOFFMAN	3,598	3,439	3,188	3,108	3,323	2,847	19,503	16,339	19%
<u>Rand Road</u>									
Juvenile Print	623	703	615	508	504	415	3,368	1,684	100%
*Juvenile Non-Print	112	137	118	137	93	115	712	371	92%
Total Juvenile	735	840	733	645	597	530	4,080	2,055	99%
Total Young Adult	20	24	10	10	14	12	90	74	22%
Adult Print	178	200	149	116	88	123	854	914	-7%
*Adult Non-Print	130	231	164	154	202	257	1,138	485	135%
Total Adult	308	431	313	270	290	380	1,992	1,399	42%
TOTAL RAND ROAD	1,063	1,295	1,056	925	901	922	6,162	3,528	75%
<u>Digital Collections</u>									
Overdrive	15,659	16,480	18,265	17,510	16,999	17,169	102,082	58,981	73%
hoopla	2,792	2,881	2,744	2,827	2,916	2,883	17,043	12,742	34%
Kanopy	1,129	1,318	1,420	1,512	1,327	1,205	7,911	4,575	73%
TOTAL DIGITAL	19,580	20,679	22,429	21,849	21,242	21,257	127,036	76,298	66%
CIRC. OF MATERIALS	116,544	117,581	106,520	104,545	101,874	99,643	646,707	415,815	56%
Electronic Info Retrieval	262	583	277	777	511	867	3,277	1,743	88%
TOTAL CIRCULATION	116,806	118,164	106,797	105,322	102,385	100,510	649,984	417,558	56%
<u>Self Checkout</u>									
# of Items	23,430	21,988	18,058	17,410	18,131	16,713	115,730	62,755	84%
% of Total Checkouts	20%	19%	17%	17%	18%	17%	18%		
<u>Reciprocal Borrowing (other than CCS)</u>									
Items Loaned	2,589	2,446	2,203	1,949	2,236	2,033	13,456	7,132	89%

**CIRCULATION
2022-23**

	JUL	AUG	SEP	OCT	NOV	DEC	Fiscal YTD	Last Fiscal YTD	% Change
<u>Library Card Registration</u>									
Card Activity								<u>Monthly Average</u>	
New PPLD Cards	639	526	485	409	365	364	2,788		465
New RBP's	20	12	19	25	29	13	118		20
Renewals (PPLD/RBP)	591	468	397	394	345	374	2,569		428
Non-Resident Cards									
Renewals Non-Resident	8	0	1	6	4	6	25		4
New Non-Resident	11	10	2	2	2	7	34		0
TOTAL ACTIVITY:	1,269	1,016	904	836	745	764	5,534		461
Card Registrations									
PPLD resident cards	39,731	39,519	39,263	39,133	39,148	39,085			39,313
Non-Resident fee cards	139	145	149	144	147	164			148
Reciprocal	13	17	13	14	15	15			15
ILL	46	46	47	49	49	47			47
TOTAL REG. PATRONS	39,929	39,727	39,472	39,340	39,359	39,311			19,762
<u>Collection Summary</u>									<u>Monthly Average</u>
Database Titles	113,762	114,746	103,705	102,612	103,652	103,223			106,950
Physical Items	213,673	212,713	212,544	212,449	211,234	210,706			212,220
<u>Door Count</u>									
MAIN	23,209	23,163	20,781	22,172	20,911	20,683	130,919	71,256	84%
NHB	1,504	1,374	1,214	1,434	1,548	1,394	8,468	6,639	28%
RRB	1,091	1,267	1,111	1,241	1,158	1,006	6,874	7,951	-14%
CURBSIDE PICKUP - MAIN	45	40	41	30	39	36	231	652	-65%
CURBSIDE PICKUP - NHB	0	0	0	0	0	0	0	0	#DIV/0!
CURBSIDE PICKUP - RRB	0	0	0	0	0	0	0	0	#DIV/0!
TOTAL	25,849	25,844	23,147	24,877	23,656	23,119	146,492	86,498	69%
<u>SUMMARIES BY TYPE</u>									
Juvenile Print	49,470	49,027	43,160	42,467	41,952	37,994	264,070	180,938	46%
Juvenile Nonprint	3,973	4,036	3,144	3,349	3,313	3,302	21,117	12,271	72%
Teen	4,069	3,940	2,920	2,427	2,559	2,620	18,535	14,704	26%
Adult Print	25,462	25,239	21,617	21,251	20,014	20,815	134,398	78,048	72%
Adult Nonprint	14,038	14,660	13,250	13,202	12,794	13,655	81,599	53,556	52%
E-Resource	19,580	20,679	22,429	21,849	21,242	21,257	127,036	76,298	66%
Database Use	262	583	277	777	511	867	3,277	1,743	88%
TOTAL	116,854	118,164	106,797	105,322	102,385	100,510	650,032	417,558	56%
<u>Reserves Filled:</u>									
MAIN	8,814	9,753	9,112	9,038	8,670	8,283	53,670	37,615	43%
NHB	434	500	531	560	507	464	2,996	3,196	-6%
RRB	70	71	28	48	65	98	380	322	18%
TOTAL	9,318	10,324	9,671	9,646	9,242	8,845	57,046	41,133	39%

VOLUNTEER HOURS 2022-23

	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Adult Volunteer Hours	166.50	156.00	159.75	210.25	178.25	130.75	1001.50
TAB Hours	0.00	0.00	63.00	103.00	58.00	0.00	224.00
Summer Reading Hours							0.00
TOTAL HOURS	166.50	156.00	222.75	313.25	236.25	130.75	1225.50
							0.00
Adult Volunteer Sessions	68.00	72.00	78.00	99.00	82.00	68.00	467.00
TAB Sessions	0.00	0.00	29.00	30.00	30.00		89.00
Summer Reading Sessions							0.00
TOTAL SESSIONS	68.00	72.00	107.00	129.00	112.00	68.00	556.00
							0.00
Adult Volunteers	31.00	30.00	31.00	36.00	33.00	31.00	192.00
TAB Volunteers	0.00	0.00	29.00	30.00	30.00	30.00	119.00
Summer Reading Volunteers	54.00	54.00	0.00	0.00	0.00	0.00	108.00
TOTAL VOLUNTEERS	85.00	84.00	60.00	66.00	63.00	61.00	419.00

Social Media Stats Quarterly Review

Second Quarter: Oct – Dec FY22-23

Platform	Follows Dec 2021	Follows Dec 2022	Increase since Dec 2021	Gained Follows 2nd Quarter
Instagram	1907	2170	13.79%	84
Facebook	4133	4,600	11.29%	191
TikTok	225	668	196.88%	122
Twitter	2861	2835	-.9%	-27
LinkedIn	188	257	36.70%	15

Google – Main Library page

- 24,272 Total Searches
- 12,362 Profile Interactions

Best Posts Second Quarter

Engagements = Combined likes, comments, shares, saves, and views on one piece of content across multiple platforms.

OCTOBER

- Overall Tik Tok Engagement: 2,866
- Best FB and IG Post – [Natalie's Horror Book Recs](#) Tik Tok
Total Engagement: 2,959

NOVEMBER

- Overall Tik Tok Engagements: 2,911
- Best FB & IG Post – [Pie Line](#)
Total Engagement: 2,093

DECEMBER

- Overall Tik Tok Engagements: 2,569
- Best FB & IG Post – [Noon Year's Eve Party](#)
Total Engagement: 2,165

Weekly Email Marketing Patron Point

Oct-Dec Emails	Average Open Rate
Weekly Member Enews	35.5%
Staff Enews	63.5%
Teacher Enews	35.2%
Welcome Emails	52.3%

Submitted by

Andrea Lublink, Communications Manager

Maria Galuppo, Communications Coordinator

Strategic Plan Accomplishments

2019-2022

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.*

Goals	Themes	Actions	Year
1.1: The library has comfortable, flexible spaces that encourage use and connection.			
	Main Library		
		Refurbished some furniture for reuse. Auctioned items no longer needed.	2020
		Worked with community to redesign public spaces. Bid out project and completed construction.	2020-2021
		Installed hearing loops in public meeting rooms for accessibility.	2021
		Conducted space audit to assess how new spaces are used by visitors.	2022
		Reconfigured open computer area on 2nd floor.	2022
	Branches		
		Worked with community to redesign branches. Bid out project and completed construction.	2020-2021
1.2: The library's collection is vibrant and convenient to access.			
	Ease of Access		
		Created more equitable borrowing rules with automatic renewals and eliminating fines.	2019-2020
		Evaluated shared catalog options. Joined consortium and migrated to new software. Trained staff and public.	2019-2020
		Created curbside service.	2020
		Implemented Extended Access for branch users.	2022
	Collections		
		Expanded Library of Things collection.	2019-2022
		Updated collection plan.	2020
		Conducted EDI audit of collections.	2021
		Completed various cataloging projects to improve findability.	2021-2022
1.3: The library is committed to quality member interactions.			
	Add or Improve Services		
		Created proctoring and notary services.	2019-2022
		Created new makerspace services.	2021

Strategic Plan Accomplishments

2019-2022

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

Goals	Themes	Actions	Year
2.1: The community has high awareness of library services and programs.			
	Programs & Collections		
		Created and implemented new marketing plan.	2019
		Created clear, simple messaging about the referendum for the public and staff.	2019
		Selected and implemented email marketing software. Created target audiences.	2021
		Communicated to the public about ongoing construction.	2021
	Services		
		Communicated to public about broad initiatives.	2019-2022
		Created segmented email user groups to target w/relevant content.	2022
		Implemented digital monitor software (incl. lobby kiosk).	2022
2.2: The library interacts with its diverse community to discover and respond to current needs of all groups.			
		Revamped homebound delivery service to utilize volunteers.	2019
		Researched languages spoken in the community and adjusted collections accordingly.	2019
		Created a staff committee devoted to Equity, Diversity and Inclusion committee to create best practices around EDI.	2019
		Increased efforts to attract bilingual candidates for all open positions.	2019-2021
		Increased collection diversity based on diversity audit results.	2022
		Updated library catalog to help users find diverse materials.	2022
2.3: The library creates and deepens meaningful partnerships with local organizations and businesses.			
		Added off-site storytimes throughout the community.	2019
		Increased community partnerships including additional bilingual organizations, senior services and	2019
		Provided assistance with the 2020 Census.	2020
		Worked with UP Coalition to bring a social worker to the Library over the summer.	2021

Strategic Plan Accomplishments

2019-2022

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

Goals	Themes	Actions	Year
3.1: The library is a trusted steward of resources.			
	Monitor Finances		
		Interviewed audit firms and selected new auditor.	2019
		Communicated with Villages about TIF projects.	2020
		Applied for and received COVID grants and a catalog migration grant.	2020-2021
		Converted to QuickBooks Online to monitor finances more effectively.	2022
		Updated financial management plan.	2022
	Transparency & Sustainability		
		Distributed Referendum Campaign Information: newsletter, flyers, posters, website, social media, press releases, email, and community forums.	2019
		Secured state grant for \$1.8 million to renovate Main Library.	2020
		Issued bonds to finance renovation, paid for through operating funds.	2020
		Created online transparency portal for reporting finances and statistics.	2020
		Updated capital maintenance plan.	2022
		Conducted appraisal and inventory of all property.	2022
3.2: The library is a preferred employer that values staff development and retention.			
	Employee Engagement & Retention		
		Developed staff recognition program.	2019
		Created more opportunities for staff participation through committees and teams.	2019-2022
		Developed remote work policies.	2020
		Offered COVID-19 testing, vaccine resources, and other assistance to staff.	2020-2021
		Review & revised culture statement. Incorporated culture into hiring and evaluation.	2022
		Implemented retention bonus.	2022
	Recruitment & Hiring		
		Added family health insurance coverage.	2021
		Completed and implemented triennial salary scale reassessment.	2021
		Implemented recruitment bonus.	2022
		Provided assistance with the 2020 Census	2019-2022

Strategic Plan Accomplishments

2019-2022

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

Goals	Themes	Actions	Year
3.3: The library's systems and facilities are resilient, modern, and efficient.			
	Building and Maintenance Systems		
		Conducted energy audit.	2019
		Tuckpointed all four exterior walls.	2019-2022
		Replaced aging heat pumps.	2019-2022
		Garage upgrades: signage, lighting, and concrete repairs.	2020-2021
		Revised emergency manual.	2021
		Installed LED lighting throughout staff areas.	2021
		Added automatic touchless door openers.	2021
		Conducted equipment inventory.	2022
	Technology Systems		
		Develop and implement the Technology Plan	2019
		Interviewed, selected, and transitioned to new IT provider.	2019-2020
		Implemented Office 365, Sharepoint, and Microsoft Teams for remote work.	2020
		Migrated staff intranet to Sharepoint.	2020
		Installed new camera system.	2022

Join virtual conversation with poet, essayist Ross Gay

 dailyherald.com/submitted/20230104/join-virtual-conversation-with-poet-essayist-ross-gay

Submitted by Andrea Lublink, Palatine Library District

January 4, 2023

Kick off your new year with a conversation about joy with best-selling essayist and award-winning poet Ross Gay.

An exploration of the joy we incite when we turn our attention to what we love and what brings us together, Ross will discuss his most recent collection of essays, "Inciting Joy," with performance poet Dan "Sully" Sullivan.

The event will be held virtually at 7 p.m. Wednesday, Jan. 11. A Conversation with Ross Gay is free and open to the public, but registration is required. To register, visit palatinelibrary.org.

For information, visit palatinelibrary.org or call (847) 907-3600.

Ross Gay is the author of four books of poetry: "Against Which"; "Bringing the Shovel Down"; "Be Holding," winner of the PEN American Literary Jean Stein Award; and "Catalog of Unabashed Gratitude," winner of the 2015 National Book Critics Circle Award and the 2016 Kingsley Tufts Poetry Award.

His first collection of essays, "The Book of Delights," was released in 2019 and was a The New York Times bestseller.

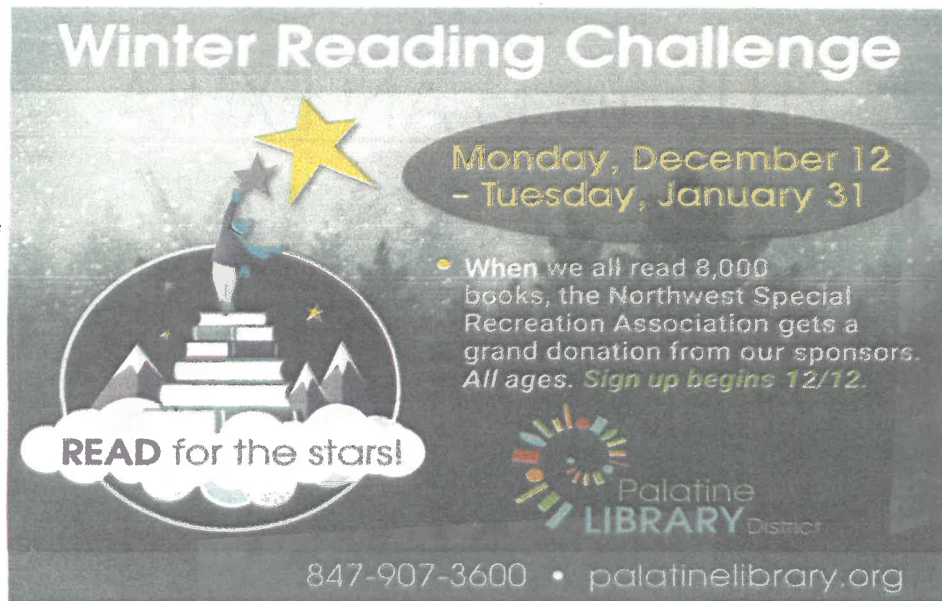
Dan "Sully" Sullivan is a three-time Chicago Poetry Slam champion. His poems and performances have been featured on HBO Def Poetry Jam, WGN Morning News, and National Public Radio. Sully's first full-length book of poems, "The Blue Line Home," is available from EM-Press.

This event is made possible by Illinois Libraries Present (ILP), a statewide collaboration among public libraries offering premier events. ILP is funded in part by a grant awarded by the Illinois State Library, a department of the Office of Secretary of State, using funds provided by the U.S. Institute of Museum and Library Services, under the provisions of the Library Services and Technology Act (LSTA).

ILP is committed to inclusion and accessibility. To request accommodations, email illinoislibrariespresent@gmail.com.

0 Comments

December 8, 2022



Winter Reading Challenge

Monday, December 12
– Tuesday, January 31

When we all read 8,000 books, the Northwest Special Recreation Association gets a grand donation from our sponsors. All ages. **Sign up begins 12/12.**

READ for the stars!

Palatine LIBRARY District

847-907-3600 • palatinelibrary.org

December 22, 2022

'Telling A People's Story' Exhibit On Display At Library

Explore African American cultural identity and history through children's authors and illustrators in "Telling a People's Story", an eye-opening traveling exhibit on display at the Palatine Public Library, courtesy of the Miami University Art Museum. These interesting panels are presented in a respectful manner and offer a creative and educational way to raise awareness. Panels are displayed on the second floor of the Main Library through Saturday, Jan. 28.

Telling a People's Story Traveling Exhibit

Tuesday, December 20 –
Thursday, January 26



Explore Black history and cultural identity through children's literature in this eye-opening exhibit, courtesy of Miami University Art Museum. **All ages. Drop in.**



847-907-3600 • palatinelibrary.org

Since 2003, ILA has honored former ILA President Sylvia Murphy Williams by awarding ILA Annual Conference scholarships and a one-year membership to the Association to ALA Spectrum Scholars who live in Illinois or who are attending graduate programs in library and information science in the state, thanks to support from a fund established in honor of the late Sylvia Murphy Williams, 2002 ILA President, now known as the Diversity Scholarship Fund. ILA Williams Scholars are also connected with mentors via ILA's Diversity Committee. This year, we are pleased to welcome fifteen Williams Scholars to Illinois librarianship! Several of them contributed these inspiring comments about what motivated them to become librarians, favorite courses in graduate school, professional goals, hopes for librarianship, and anything else they'd like to share. We welcome all of them as future members of the profession.



ALIYA ESTES | University of Illinois

My goal is to become a Youth and Teen Services Librarian. When I went to college, I pursued a degree in Psychology because I love human connection and relationships. I always knew that I wanted to work in public service. After graduating and starting to work at Palatine Library, I was reaffirmed that my love of knowledge and love of people could be applied to librarianship. When I was a child, the library provided me with a space that benefited my intellectual growth and creative spirit. The next generation should be allowed the same inclusivity and creative opportunities. I want to create spaces and programs that inspire social change in my library work.

I am extremely honored and humbled to be able to call myself both a Williams Scholar and a Spectrum Scholar. Already, I feel like so many doors have opened for me and I am only just beginning. I am thankful for my family, my coworkers, and my partner for pushing me to apply and cheering me on along the way. My accomplishments reflect my environment and my community, and I am so grateful.

My first semester started on August 22, 2022. I am hoping to complete my degree in the expected graduation rate of 2.5 years, 5 semesters. University of Illinois at Urbana-Champaign offers a comprehensive fully online degree so I am able to work at Palatine Library while pursuing my degree. The best of both worlds!

I have attended many of ILA's online roundtables, and they have been a big influence in discovering the kind of work I want to do as a librarian. I am excited to take advantage of the networking opportunities that an ILA membership will allow for me. I hope that this is just the beginning of a longstanding relationship with ILA.



BIANCA PHIPPS | University of Washington

Librarians are stewards of knowledge and pillars of the communities they serve. It was important to me, when considering a career change, that I find a line of work that agreed with my values. I've always been an avid reader, and both the public library and the libraries at my schools played a huge role in my adolescence and young adulthood. Even today, the library is so important to my mental health and general sense of optimism and joy. I always wanted to pursue librarianship because I knew there was so much about it I did not know—and I'm fortunate enough to be able to pursue my curiosity.

The area of study that interests me most is Digital Youth & Children's Librarianship, ultimately working towards school librarianship.

I want to become a school librarian because I believe it is the most actionable way for me to contribute to a better future. Children will inherit the world we build, and they will improve upon it with the tools we provide. I want a hand in creating the toolbox by providing the support I received from my school librarians: a careful, guiding hand that encouraged my curiosity and compassion by connecting me to stories. Books provided tangible proof that I was not alone, that my experiences didn't isolate me. As an educator, I witnessed the gifts stories provided to underrepresented students. I want to cultivate a trustworthy haven for students which recognizes their individuality and makes them feel important. For me, a library is that haven.

I'm excited to foster connections with fellow librarians! Since I'm attending my program online, having peers, mentors, and other members of the library community so close to home will really help soothe the sting of being so physically far from my cohort.

I'm optimistic about the prospects of a national library union! I hope librarianship will curve away from neutrality and veer towards justice: as stewards of knowledge, information, and resources, I believe it is our responsibility to ensure we're doing all we can to build towards a future free from white supremacy, capitalism, and other harmful, individualistic modes of living.