

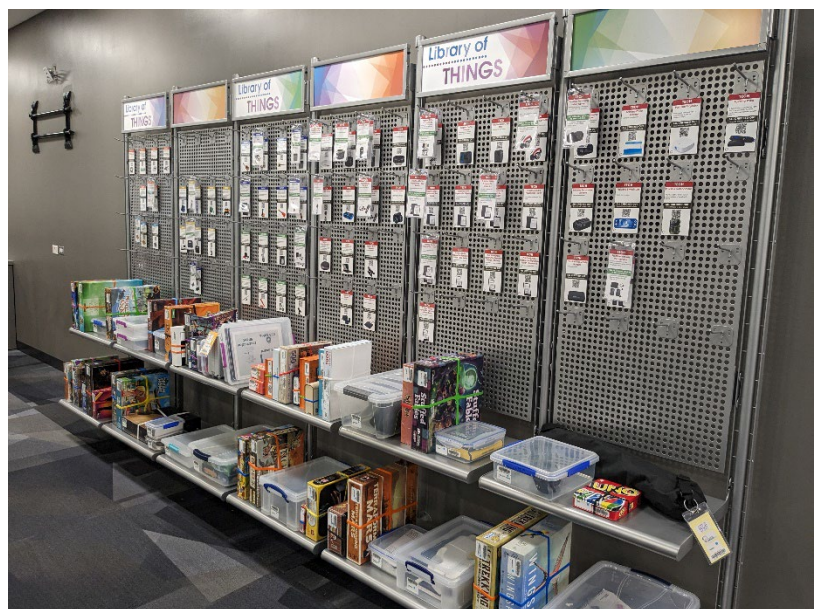
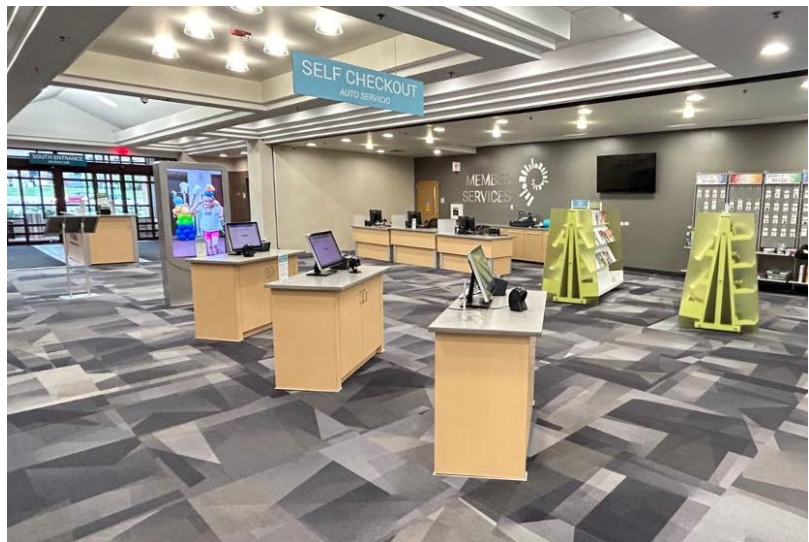
DIRECTOR'S MONTHLY REPORT

JULY 2023

LIBRARY ACTIVITIES

The **Member Services area renovation** was completed this month, reopening on **July 31**. Staff are enjoying the height-adjustable desks, and the configuration is much more intuitive for members.

I encourage you to take a special look at the **new Library of Things wall**. It allows us to put board games and smaller items on display for easy self-checkout, while creating a hang-tag system for larger or more expensive items. Members can remove a hang-tag and take it to the desk for checkout. If all items are out, the mounted tag at the back has a QR code to place a hold. This arrangement and its proximity to Member Services should reduce staff time to retrieve materials and better showcase the items. Staff visited and talked to many other libraries to develop this plan. The beautiful **displays are the work of Collection Services**, with assistance from Communications.



STATISTICS

Per the Board's request, I looked into the return-on-investment for Open+, the software used to provide **Extended Access** at the branch libraries.

	Add'l Hours	Staff Costs Saved/Week (2 EE)	Staff Costs Saved/Year	Annual Users 2022-23
NHB	20	\$825.60	\$42,931.20	208
RRB	17	\$701.76	\$36,491.52	68
TOTAL	37	\$1,527.36	\$79,422.72	276
Annual Cost for Open +			\$19,978.00	\$72.38/user

While the overall cost may initially seem high, it's significantly cheaper than the cost to staff the branches for those hours. The costs per user are in line with those for our research databases or other online services.

With the recent close of our fiscal year, I have been examining our usage statistics in greater detail. I've attached a **Year In Review** highlighting the trends we are seeing.

EXTERNAL MEETINGS

- CCS Meetings
 - Executive Committee, 7/12
 - Director Evaluation Committee, 7/17
- POC Board
 - Executive Committee meeting, 7/18
 - Board meeting, 7/27
- Payroll software demo, 7/19
- Strategic Planning meetings, 7/20
- Foundation meeting, 7/20
- Rotary Club volunteer at POC Food Pantry, 7/29

Jeannie Dilger

COMMON ACRONYMS USED

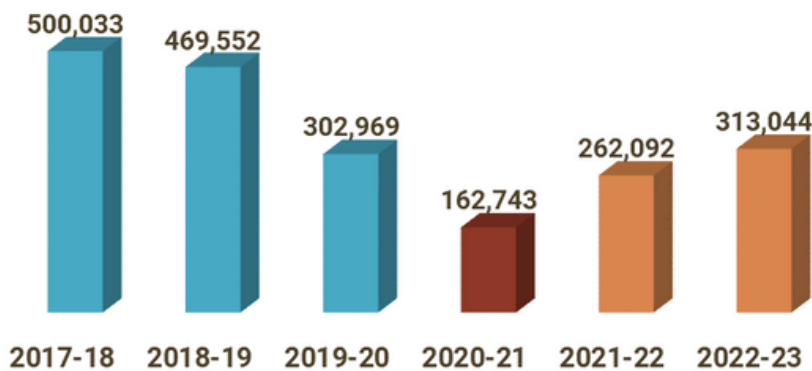
- ALA – American Library Association
- CCS – Cooperative Computer System, the library catalog that we share with 28+ other libraries
- CPLA – Certified Public Library Administrators program
- FOL – Friends of the Library
- NHB – North Hoffman Branch library
- ILA – Illinois Library Association
- IMRF – Illinois Municipal Retirement Fund
- ISL – Illinois State Library
- LIRA – Libraries of Illinois Risk Agency, our property/casualty insurance pool
- PLA – Public Library Association
- POC – Partners for Our Communities
- RAILS – Reaching Across Illinois Library System, the state agency that provides support to libraries in northern Illinois
- RRB – Rand Road Branch library
- TIF – tax increment financing
- WEB – Women Engaged in Business, a networking group of the Hoffman Estates Chamber



Palatine **LIBRARY** District

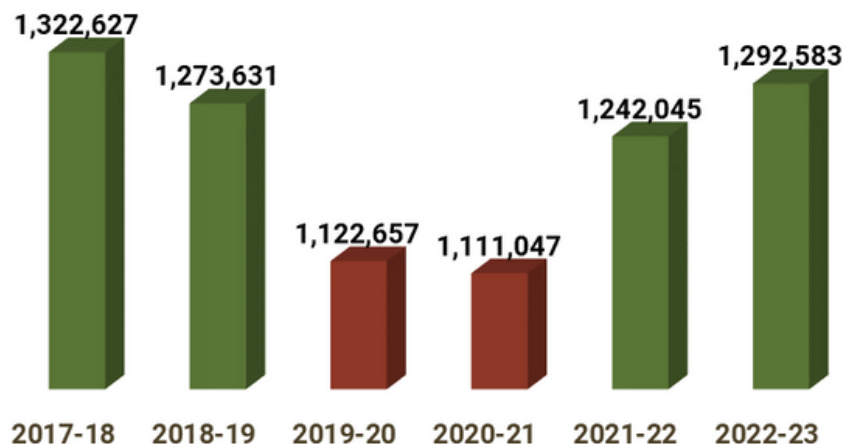
Year in Review

Visitors Still Low as Residents Use Online Services



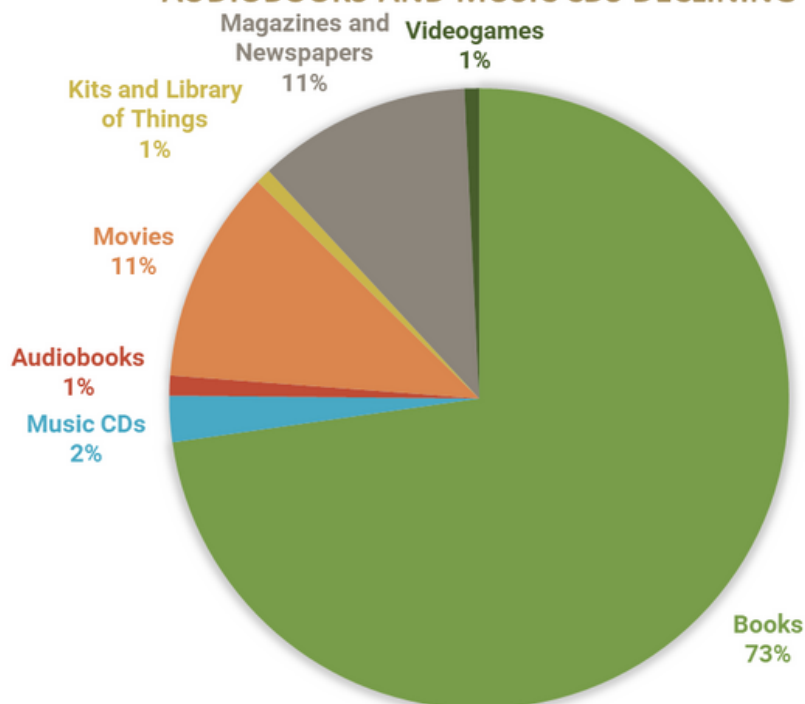
Visits
up
19%

Annual Circulation Rebounding

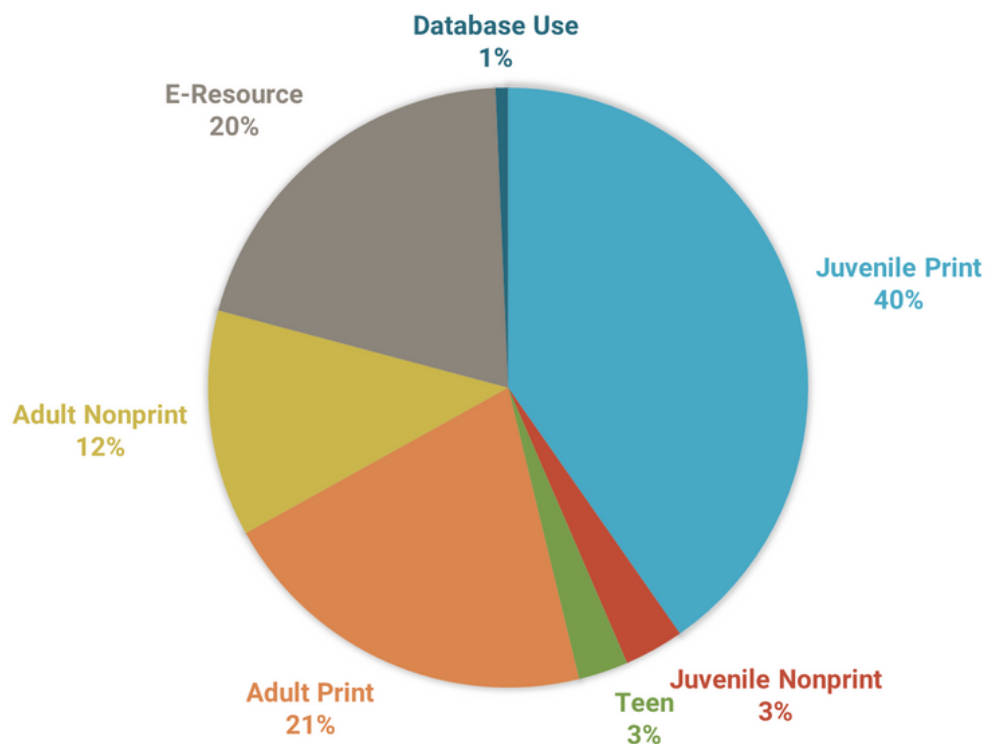


Circ up
4%,
Self-
check
up 11%

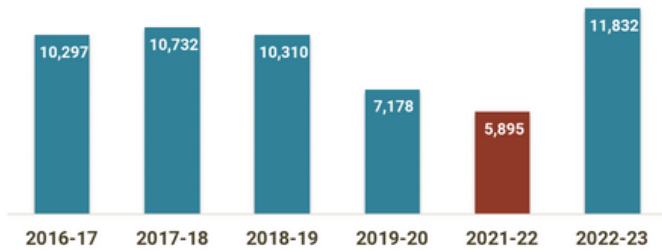
BOOKS STILL NEARLY 3/4 OF ITEMS ORDERED; AUDIOBOOKS AND MUSIC CDS DECLINING



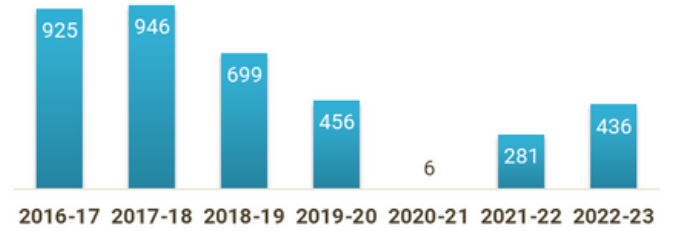
JUVENILE PRINT HAS MOST CIRCULATION



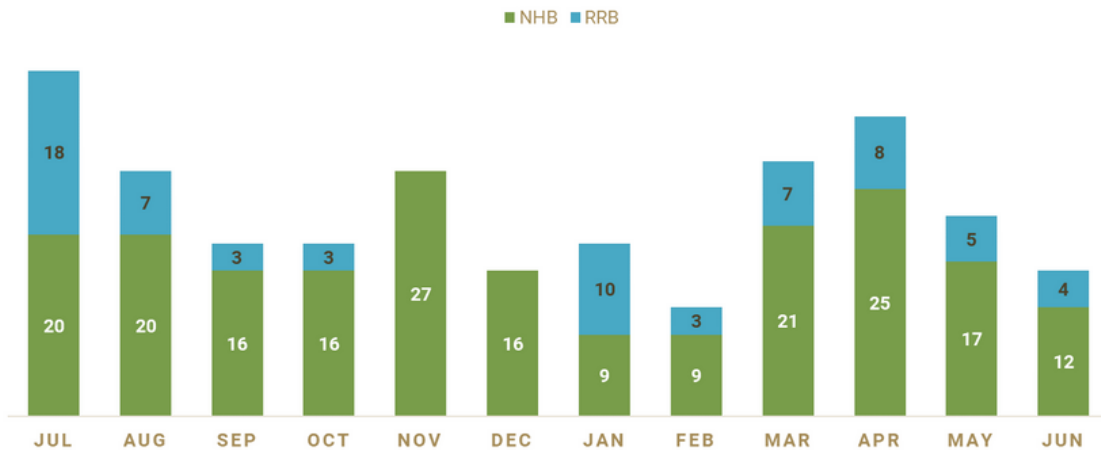
Study Room Use Bouncing Back



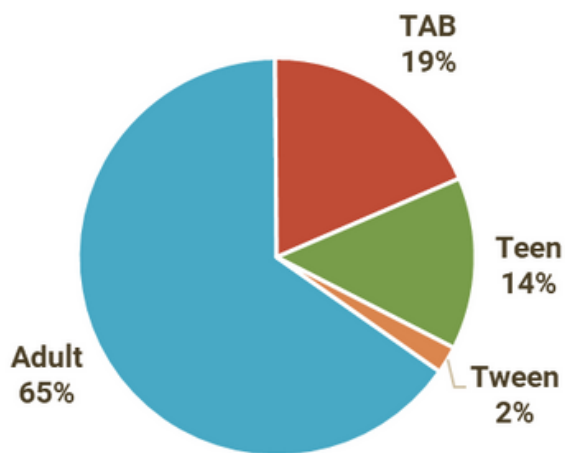
Meeting Room Usage May Never Return to Pre-Pandemic Highs



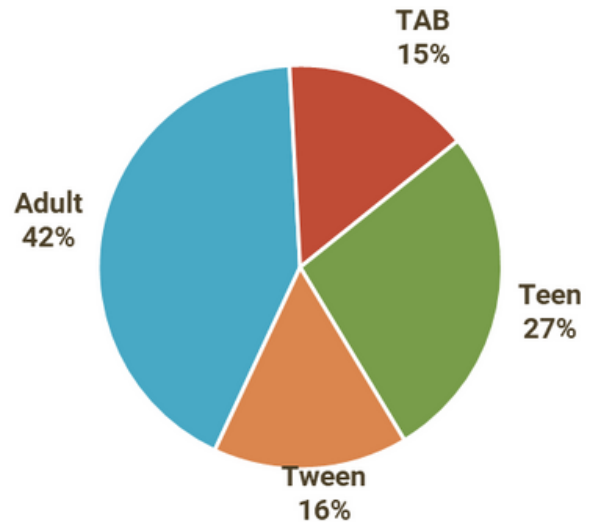
EXTENDED ACCESS MOST POPULAR AT NORTH HOFFMAN BRANCH



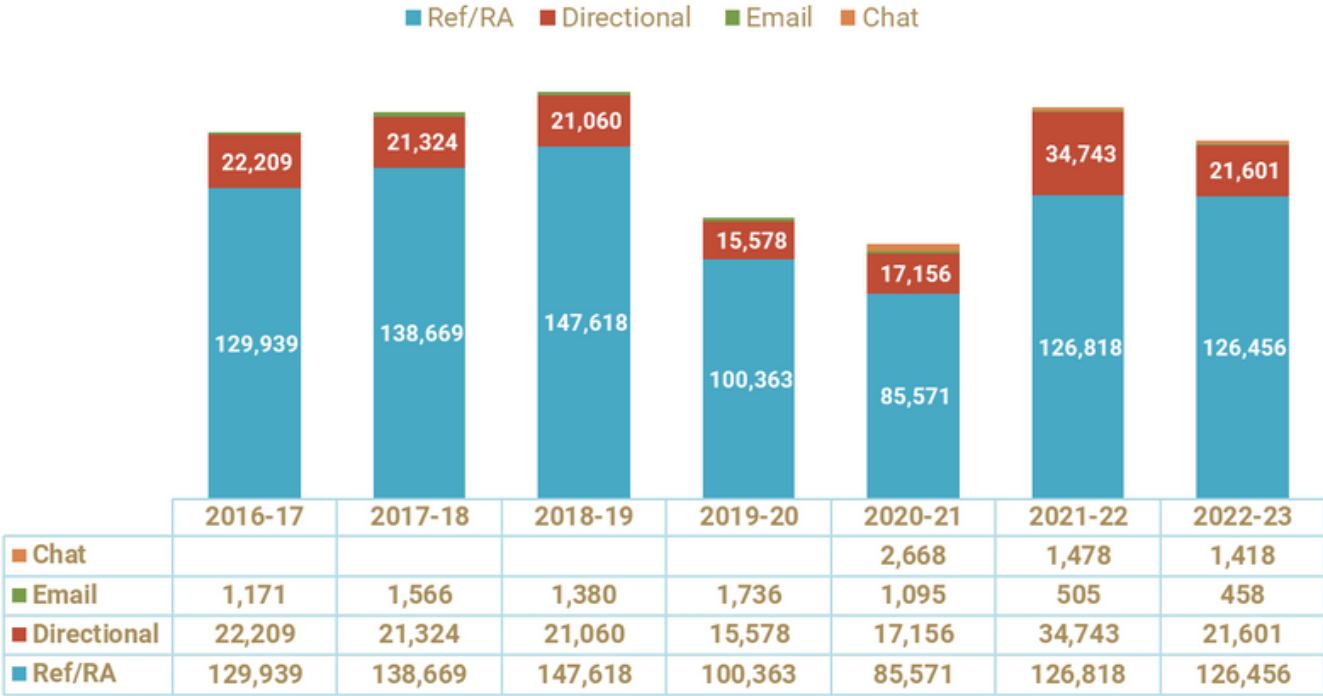
3,328 Volunteer Hours



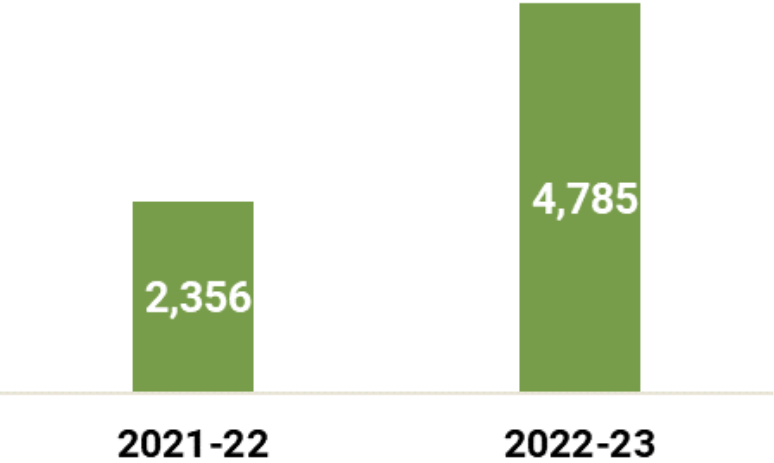
115 Total Volunteers



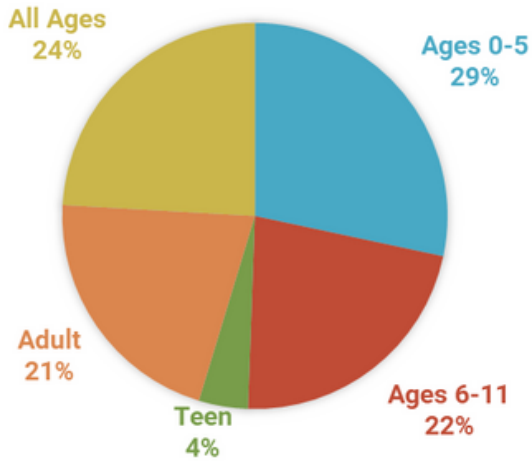
DIRECTIONAL QUESTIONS DECREASE AS VISITORS LEARN OUR NEW FACILITIES. REFERENCE QUESTIONS STAY CONSISTENT.



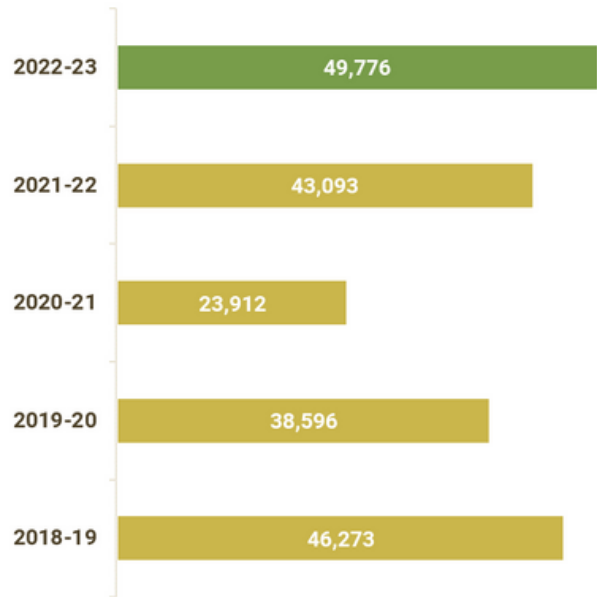
1on1 Assistance Doubles in One Year



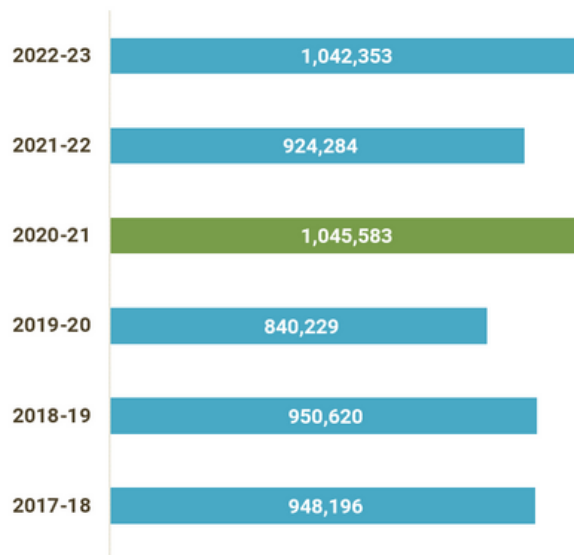
Program Attendance Evenly Split by Age Groups



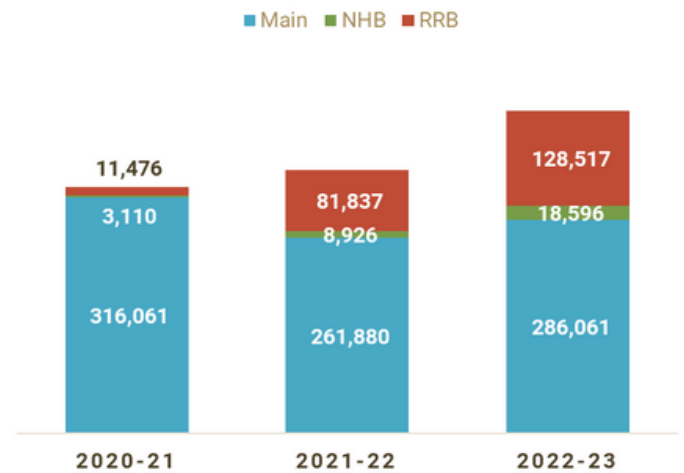
Record-Breaking Program Attendance



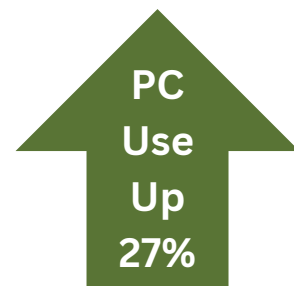
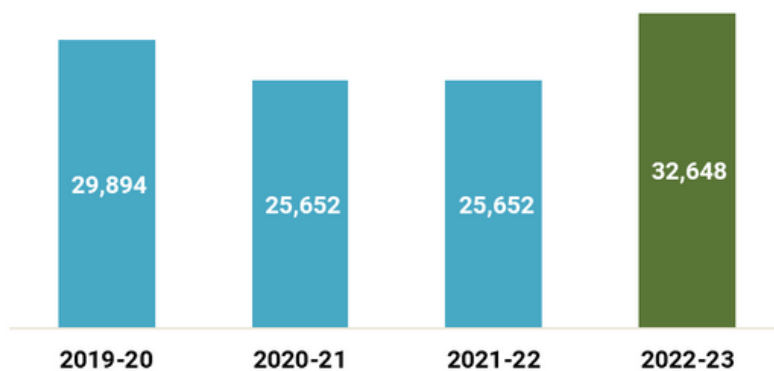
Website Visits Highest in Pandemic



23% Increase in WiFi Use



PC Use Shows Surprising Increase



Palatine's Dilger Named Librarian Of The Year

[Jt journal-topics.com/articles/palatines-dilger-named-librarian-of-the-year/](https://journal-topics.com/articles/palatines-dilger-named-librarian-of-the-year/)

By Journal Staff | on July 19, 2023

July 19, 2023

The Illinois Library Association (ILA) announced that Palatine Library Executive Director Jeannie Dilger is the recipient of the 2023 Librarian of the Year Award.

The award recognizes Dilger's outstanding service, exceptional leadership, and invaluable contributions to libraries in Illinois and beyond.

The Librarian of the Year Award is bestowed upon individuals who have demonstrated distinguished service and leadership in the library profession. Nominees are evaluated based on their local, statewide, and national impact, showcasing a commitment to libraries that can serve as a model for others in the field. This award is sponsored and presented by Today's Business Solutions, Inc.

Throughout her career, Dilger has been involved in the library community and has made contributions to the field and the profession. Dilger has served as vice president, president, past president, and ILA Councilor within ILA. Her contributions and leadership on ILA's Advocacy Committee, Awards Committee, Membership Task Force, Public Policy Committee, and Conference Planning Committee have been instrumental in shaping the association's initiatives. She has shared her insights and leadership as a frequent speaker at ILA Annual Conferences, Reaching Forward Conferences, and staff development days for numerous libraries. As a former outreach librarian, in 2010 she co-edited *On the Road with Outreach: Mobile Library Services*.

Dilger's impact on libraries extends beyond Illinois. Her involvement in the ALA-APA Certified Public Library Administrator Certification Review Committee and the PLA 2024 National Conference Program Subcommittee has helped transform future leaders in the American Librarian Association (ALA) and Public Library Association (PLA). She

recently finished terms on the PLA Legislation and Advocacy Group and the PLA Membership Advisory Group.



Dilger

Dilger has been a catalyst for change at the Palatine Library, where she has served as the library's executive director since 2018. Under her leadership, the library led significant advancements in community service. She successfully spearheaded a referendum campaign that secured a 29% increase in operating revenue, with a definitive 64% "Yes" vote. The accompanying marketing and public relations campaign for the referendum was awarded the prestigious Library Journal Marketer of the Year Award in 2019.

Building on this success, Dilger led a comprehensive renovation project for the library's three locations, resulting in state-of-the-art facilities that meet the community's evolving needs. She secured a Public Library Construction Act Grant from the Illinois State Library for \$1.8 million, further enhancing the library's provision of exceptional resources and services.

Concurrently with the referendum and construction, Dilger led PLD in joining the CCS catalog consortium, greatly expanding the availability of resources and materials available to patrons and participating more fully in resource sharing in Illinois. In recognition of her contributions, she was recently elected vice president and president-elect of the CCS governing board.

Beyond her professional achievements, Dilger is actively engaged in the communities she serves. She is a co-chair of Partners for Our Communities, a member of the Rotary Club of Palatine, and recently finished a term as chair of Women Engaged in Business, a networking group of the Hoffman Estates Chamber of Commerce and Industry. Dilger's advocacy for libraries extends to direct engagement with local legislators, where she champions the importance of libraries and has spoken to the Illinois legislature against property tax freezes. She was recently selected by Illinois State Library Director Greg McCormick to speak to the media on critical issues affecting libraries, including House Bill 2789.

"Jeannie Dilger's exceptional commitment to libraries, innovative leadership, and profound impact on the library community make her the clear choice for Librarian of the Year," said Lizzy Boden, adult services manager at the Hinsdale Public Library and the chair of the 2023 ILA Awards Committee. "Her passion for advancing library services, both in Illinois and on a national level, is truly inspiring. We congratulate Jeannie on this well-deserved honor."

The ILA Librarian of the Year Award will be presented at an awards ceremony during the 2023 Illinois Library Association Annual Conference. The conference will take place Oct. 24-26 in Springfield.

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

Palatine Journal

July 20, 2023

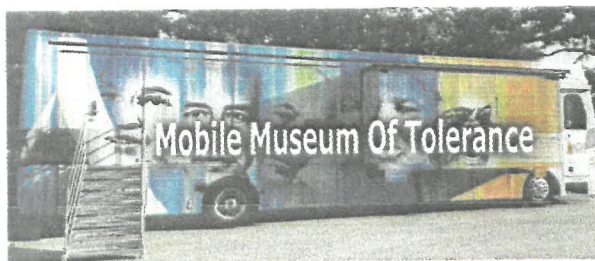
Embroidery Pattern Design for Beginners

Monday
July 31
6 – 8 p.m.

- Use Inkscape to design your own pattern for use on the embroidery machine in The Workshop.
- For valid District cardholders ages 13 and up. Sign up.



August 3, 2023



- Browse this interactive exhibit that promotes human dignity by combatting anti-Semitism, bullying, racism, hate, and intolerance.
- Grades 6 – adult.
- Drop in.

 Palatine LIBRARY District
847-907-3600 • palatinelibrary.org

Tues, Aug 22
2:30 – 6 p.m.
and
8 – 8:30 p.m.

Wed, Aug 23
1:30 – 8:30 p.m.

Thurs, Aug 24
1:30 – 8:30 p.m.

Fri, Aug 25
10 a.m. – 4 p.m.

Daily Herald

July 23, 2023

Palatine library conducting online survey of patrons

 dailyherald.com/news/20230723/palatine-library-conducting-online-survey-of-patrons

Daily Herald report

July 23, 2023

The Palatine Public Library District is conducting an online survey of patrons to get feedback on its services.

Results from the survey will provide important input for the library's 2024 -- 2026 strategic planning process.

Those who complete the survey in July will be entered into a drawing to win a new iPad, a set of earbuds, or a \$50 Amazon gift card. The survey takes less than 10 minutes to complete, officials say.

To take the survey, visit www.surveymonkey.com/r/BDT98VR.

Article Comments

Guidelines: Keep it civil and on topic; no profanity, vulgarity, slurs or personal attacks. People who harass others or joke about tragedies will be blocked. If a comment violates these standards or our terms of service, click the "flag" link in the lower-right corner of the comment box. To find out more, read our FAQ.

Palatine | Local Event

Get Ready for Kindergarten

 Palatine Library, Local Official 

JUL
17



Event Details

 Mon, Jul 17, 2023 at 2:00 PM

[Add to calendar](#) 

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

 [More info here](#)

Practice circle time, fine and gross motor coordination, following directions, and social skills in preparation for entering kindergarten in Fall 2023. Sign up begins two weeks prior to each date. For more information, call 847-907-3600 or visit palatinelibrary.org.

July 28, 2023

In the News: School of Information Studies Alumna Named Rotary Club President



dom.edu/university-news/news-school-information-studies-alumna-named-rotary-club-president

1. University News



July 28, 2023

Melissa Gardner MLIS '04 has been named the new president of the Rotary Club of Palatine.

Gardner, who is assistant director of the Palatine Library District, will serve as president for the 2023-24 term. She has been a Rotarian since 2011.

[Read the announcement here.](#)

In 2017, Gardner served as president of the Illinois Library Association. Earlier this year, she took part in a Q&A with the association, sharing advice for new library workers, her favorite authors, her proudest career moments and more.

[Read the full piece here.](#)