

DIRECTOR'S MONTHLY REPORT

Month ending February 28, 2019

Activities

This month we tried our first half-day staff development day, closing the Library on February 22 from 9:00-2:00. Keynote speaker Biz Lindsay-Ryan (<http://lrconsultingllc.net/>), spoke about **equity, diversion, and inclusion** in an entertaining and thought-provoking session. Brian Herner did a session on **working with the homeless**, and Susan Conner and Melissa Gardner taught us all about **bystander intervention**: knowing when and how to intervene. We wrapped up at 1:00 to allow time for lunch and preparing to open all three locations.

External Meetings

- Partners for Our Communities: Board Development Committee, 2/13
- Presidents Day Legislative Meetup, 2/18
- Palatine Chamber Board Meeting, 2/19
- Foundation Meeting, 2/25
- Hoffman Estates Mayor's Breakfast, 2/27
- Referendum Info Sessions:
 - Palatine Township Republicans, 2/2, with Andrea Vanderhoek
 - Library Community Forum, 2/11, with Bruce Jefferson
 - Library Community Forum, 2/21, with Andrea Vanderhoek
 - Hoffman Estates Chamber Board, 2/25, with Hal Snyder

Upcoming Events

March 2019

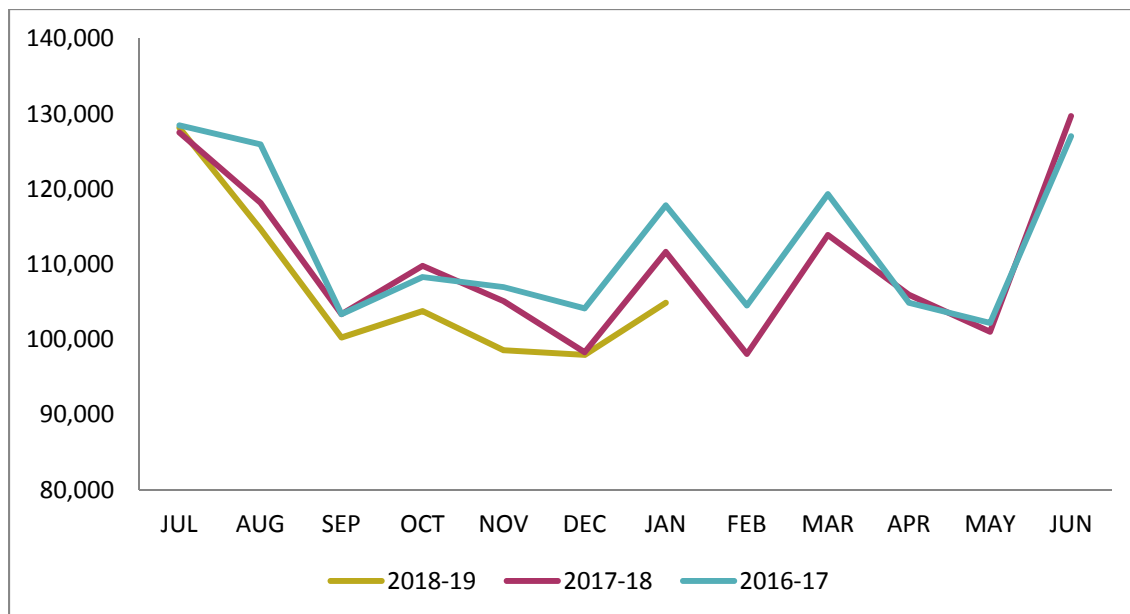
Mar 13	Regular Board Meeting, Main Library, 7pm
Mar 16	St. Patrick's Day Parade
Mar 18	Early Voting Opens
Mar 19	Community Forum, Fremd HS, 7pm
Mar 25	Community Forum, Main Library, 7pm

April 2019

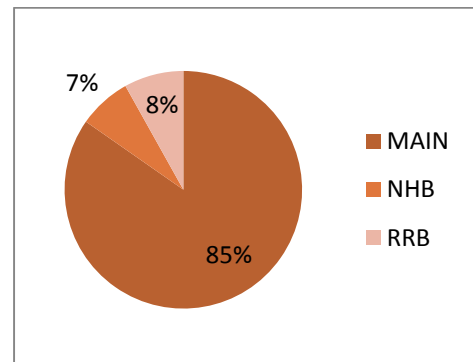
Apr 2	Election Day
Apr 10	Policy Committee Meeting, Main Library, 9am
Apr 16	Regular Board Meeting, Main Library, 7pm
Apr 18	Board Game Night, Main Library, 6:30-8:30 pm

Monthly Statistics

<u>CIRCULATION</u>	FEB	Fiscal YTD	Last Fiscal YTD	% Change
MAIN	79,700	696,895	727,533	-4%
NHB	4,175	35,278	36,815	-4%
RAND	1,955	17,418	22,452	-22%
Adult Print	33,151	287,633	292,091	-2%
Adult Nonprint	5,235	49,735	19,641	153%
Teen	2,347	22,774	22,551	1%
Juvenile Print	22,274	188,131	196,530	-4%
Juvenile Nonprint	22,823	201,318	255,987	-21%
E-Resource	10,281	82,783	66,794	24%
Database Use	1,750	13,803	18,419	-25%
TOTAL CIRC	97,861	846,177	872,013	-3%

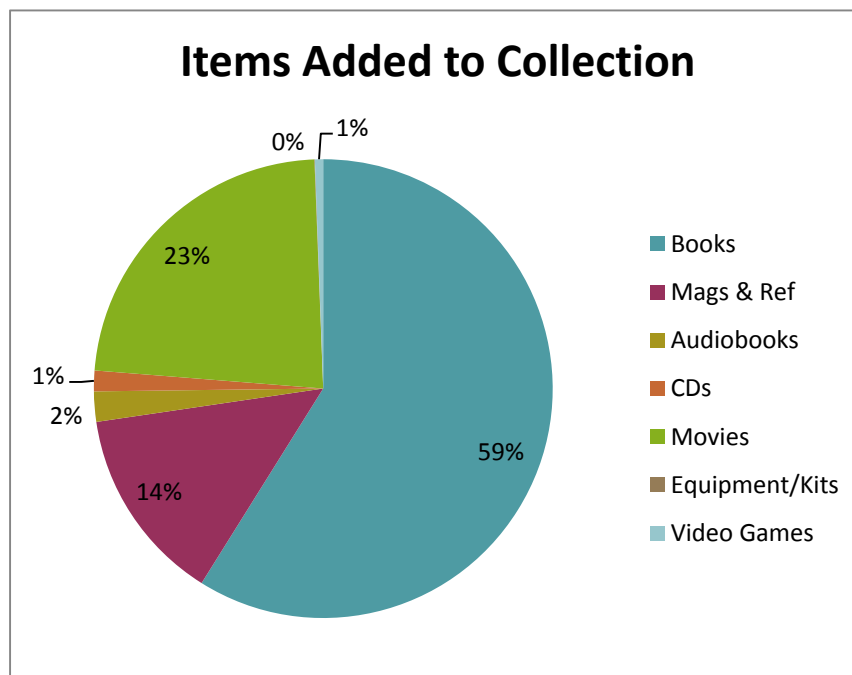


<u>VISITORS</u>	FEB	Fiscal YTD	Last Fiscal YTD	% Change
Main	29,941	261,539	276,271	-5%
NHB	2,746	22,191	22,906	-3%
RAND	2,791	25,032	26,137	-4%
TOTAL	35,478	308,762	325,314	-5%

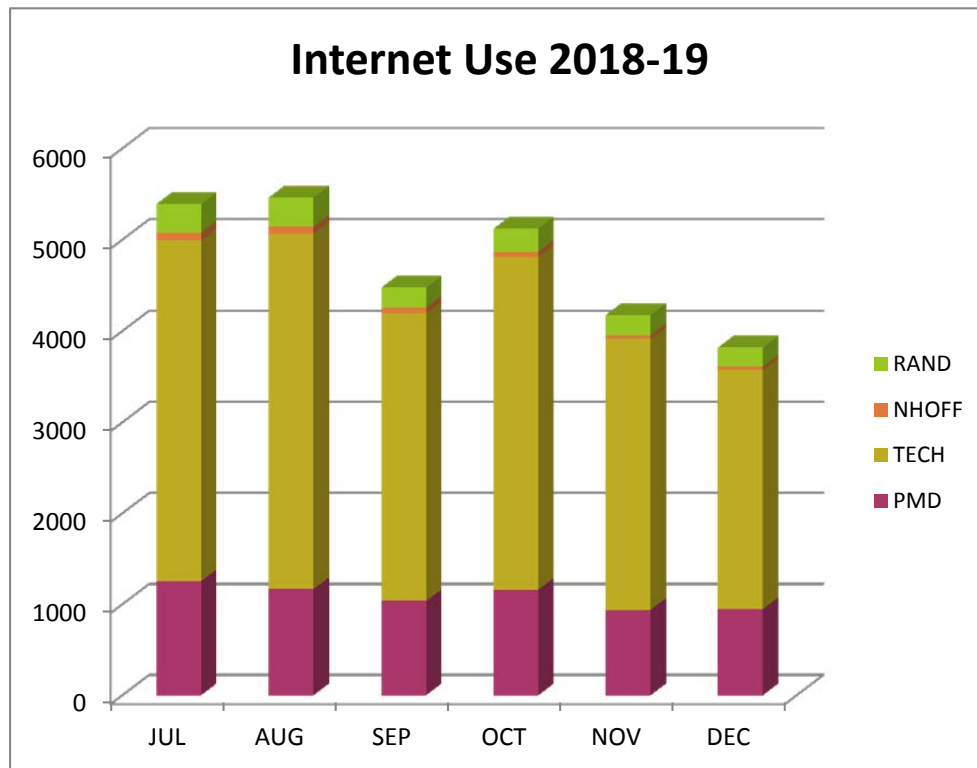


2nd Quarter Statistics: Oct-Dec 2018

	JUL	AUG	SEP	OCT	NOV	DEC	Fiscal YTD
<u>PROGRAMS</u>							
<u># Programs</u>							
Children	73	48	60	92	56	58	387
Teen	3	2	4	8	4	5	26
Adult	35	29	32	42	32	20	190
All Ages	5	5	0	3	5	4	22
<u>Attendance</u>							
Children	2383	2,483	1,565	3,550	1,726	1,958	13,665
Teen	24	23	59	123	49	140	418
Adult	686	506	562	741	549	312	3,356
All Ages	212	119	0	29	122	354	836
<u>PASSIVE PROGRAMS</u>							
<u># Programs</u>							
Children	18	12	9	8	6	6	59
Teen	0	0	0	0	0	1	1
Adult	0	0	0	1	1	1	3
All Ages	0	0	0	0	0	0	0
<u>Attendance</u>							
Children	1087	433	483	219	359	233	2,814
Teen	0	0	0	0	0	250	250
Adult	0	0	0	93	87	84	264
All Ages	0	0	0	0	0	0	0
<u>TOTAL # PROGRAMS</u>	134	96	105	154	104	95	688
<u>TOTAL ATTEND</u>	4,526	3,660	2,774	4,909	2,996	3,426	22,291




<u>INTERNET USE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>	<u>Last YTD</u>	<u>% Change</u>
PMD	1254	1167	1036	1161	940	947	6505	6290	3%
TECH	3735	3899	3156	3651	2972	2625	20038	21273	-6%
NHOFF	91	76	68	57	43	37	372	350	6%
RAND	309	319	215	253	221	210	1527	1813	-16%
TOTAL	5389	5461	4475	5122	4176	3819	28442	29726	-4%



Jeannie Dilger

Executive Director

Friends of the Palatine Library used book sale this weekend

 [dailyherald.com/news/20190206/friends-of-the-palatine-library-used-book-sale-this-weekend](https://www.dailyherald.com/news/20190206/friends-of-the-palatine-library-used-book-sale-this-weekend)

February 6, 2019

Friends of the Palatine Library will hold a used book sale from Friday, Feb. 8 through Sunday, Feb. 10.

Sale items will include books, several hundred DVDs and compact discs donated by the community and available at a deep discount. A \$5 admission fee will be charged to nonmembers only from 6 to 9 p.m. Friday. The sale will continue from 9:30 a.m. to 3 p.m. Saturday and 12:30 to 3 p.m. Sunday.

All items are half price on the final day, officials said. Proceeds from the private organization's fundraiser will benefit Palatine Public Library District. Friends of the Palatine Library supports the summer and winter reading programs, the 1,000 Books Before Kindergarten program and spring cultural events.

The library is at 700 N. North Court.

February 7, 2019

Fundraisers Submit your events at dailyherald.com/share

12:30-3 p.m. Sunday, Feb. 10, Palatine Public Library, 700 N. North Court, Palatine. All items are half price on Sunday. Proceeds benefit the Palatine Public Library. Membership forms to join the Friends of the Palatine Public Library are available on the bulletin board near the Friends room or at the Information Desk. Single or family membership is \$10 per year.

Valerie Valentine Photos: 11 a.m.-3 p.m. Saturday, Feb. 9, The Buddy Foundation, 65 W. Seegers Road, Arlington Heights. Everyone is welcome to have their picture taken with Valerie Valentine. Proceeds benefit The Buddy Foundation, a nonprofit, all-volunteer, no-kill animal shelter dedicated to the welfare of stray, abused and abandoned cats and dogs. For more information, visit thebuddyfoundation.org.

February Used Book Sale: 6-9 p.m. Friday, Feb. 8 (Friends members free, nonmembers \$5); 9:30 a.m.-3 p.m. Saturday, Feb. 9;

February 7, 2019

News articles
Palatine Journal
February 7, 2019
www.journal-topics.com

Used Book Sale

Friends of the Palatine Library will hold a Used Book Sale from 6 to 9 p.m. Feb. 8; 9:30 a.m. to 3 p.m. Feb. 9; and 12:30 to 3 p.m. Feb. 10 at the main branch, 700 N. North Ct., Palatine. The selection of materials includes books, several hundred DVDs, and CDs donated by the community and available at a deep discount. All proceeds from the fundraiser benefit Palatine Public Library District. The Friends group supports the Summer and Winter Reading programs, the 1000 Books Before Kindergarten Program, and spring cultural events.

February 8, 2019

Daily Herald

Clubs and hobbies / *Daily Herald*

News about club meetings and events for people who share hobbies. Deadline is two weeks before event date.

nwcc@northwestcultural-council.org.

February Used Book Sale: 6-9 p.m. Friday, Feb. 8, (Friends members free; nonmembers \$5); 9:30 a.m.-3 p.m. Saturday, Feb. 9; 12:30-3 p.m. Sunday, Feb. 10, Palatine Public Library, 700 N. North Court, Palatine. The February Used Book Sale at the Palatine Public Library. Sunday is bargain day, with all items half-price.

Second Saturday Poetry Workshop: 9 a.m.-noon the second Saturday of the month, Palatine Public Library, 700 N. North Court. Cost is \$15. RSVP to (847) 991-7966 or

Palatine library hoss social media for business program

<https://www.printfriendly.com/p/g/63z4>

Palatine library hoss social media for business program

 dailyherald.com/news/20190211/palatine-library-hoss-social-media-for-business-program

February 11, 2019

Palatine Public Library District will be hosting a program called "Social Media for Business," from 1:30 to 2:30 p.m. Feb. 19.

The free program will teach participants how to use Facebook, Twitter, Instagram and more to promote a business. Mike Gershbein from Very Smart People will lead the program and provide tips on choosing the best platform.

For more information, call (847) 358-5881, ext. 167 or visit palatinelibrary.org. The library is at 700 N. North Court.

Social media for business:

Palatine Public Library District will be hosting a program called "Social Media for Business" from 1:30 to 2:30 p.m. Feb. 19. The free program will teach participants how to use Facebook, Twitter, Instagram and more to promote a business. Mike Gershbein from Very Smart People will lead the program. For more, call (847) 358-5881, ext. 167, or visit palatinelibrary.org. The library is at 700 N. North Court.

Books and enrichment Submit your events at dailyherald.com/share

Crime Readers' Book Discussion: 2-3 p.m. Wednesday, Feb. 13, Palatine Public Library, 700 N. North Court, Palatine. Discuss the book "American Fire: Love, Arson, and Life in a Vanishing Land" by Monica Hesse. To sign up, call (847) 358-5881, ext. 132, or visit www.palatinelibrary.org.

Dann and Raymond's Movie Club; Oscar Picks: 6:30-8:30 p.m. Wednesday, Feb. 13, Palatine Public Library, 700 N. North Court, Palatine. Join movie critic Dann Gire and film historian Raymond Benson as they discuss their picks for the 2019 Academy Awards. To sign up, call (847) 358-5881, ext. 167, or visit www.palatinelibrary.org.

Nonfiction Book Discussion: 1-2:30 p.m. Thursday, Feb. 14, Palatine Public Library, 700 N. North Court, Palatine. Come discuss "The Sun Does Shine: Life and Freedom on Death Row," by Anthony Ray Hinton/Lara Love Hardin. Memoir highlights issues of race, class and justice by the author, who spent 30 years on death row before he was exonerated for a crime he didn't commit. To sign up, call (847) 358-5881, ext. 167 or visit www.palatinelibrary.org.

Archived Newspapers: 6:30-8 p.m. Thursday, Feb. 14, Palatine Public Library, 700 N. North Court, Palatine. From the Southampton Hampshire Chronicle of 1772; to the current issue of the Daily Herald, learn what archived newspapers are available at Palatine Library and how to use them for family and historical research. To sign up, call (847) 358-5881, ext. 167 or visit www.palatinelibrary.org.

February 14, 2019

Homeless Counters
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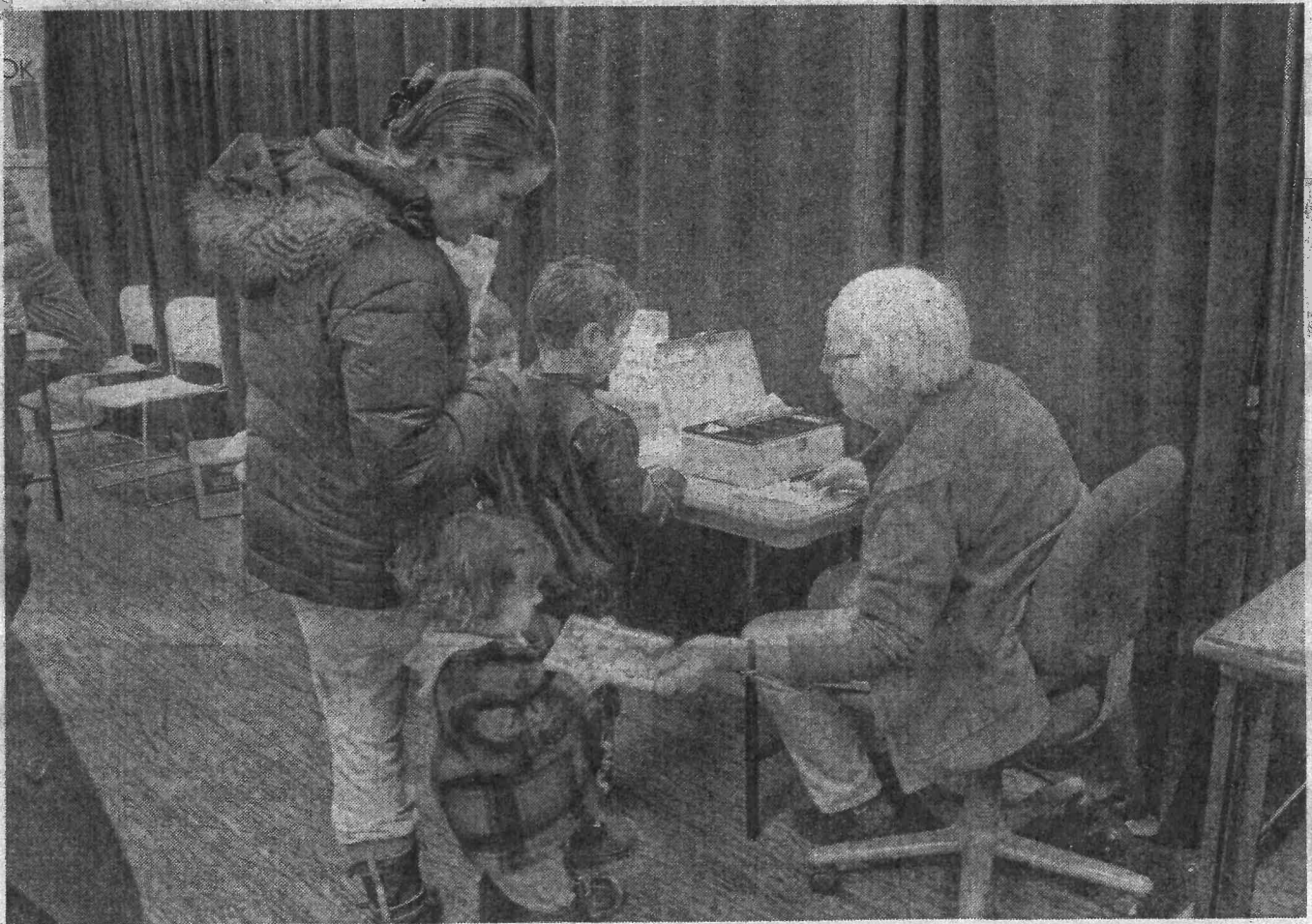
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PALATINE JOURNAL

Vol. 54 No. 15

Journal & Topics Media Group | journal-topics.com | Th



Ready To Read

Nancy Heggem, Friends of the Palatine Library volunteer, accepts payment from members of the Navarro family of Palatine, during Saturday's used book sale at the Palatine Library. Proceeds benefit the library district and Friends group, which conducts special programs at the library. **Left:** Katherine Caughey of Hoffman Estates looks for a good book at Saturday's Palatine used book sale.

(Charles Miller/Journal photos)

Palatine library to host Tunisian crochet how-to program

 [dailyherald.com/news/20190218/palatine-library-to-host-tunisian-crochet-how-to-program](https://www.dailyherald.com/news/20190218/palatine-library-to-host-tunisian-crochet-how-to-program)

February 18, 2019

Lessons on how to Tunisian crochet and make a simple dishcloth will be offered in a two-part workshop next month at the Palatine Public Library.

Open only to valid district cardholders, the free program will take place from 1 to 3 p.m. March 4 and 11.

Library officials said participants should have crochet experience and knowledge of basic stitches, including chain, single crochet, half-double crochet and double crochet. All supplies will be provided.

To sign up, call (847) 358-5881, ext. 167 or visit palatinelibrary.org. The library is at 700 N. North Court.

Daily Herald

February 18, 2019

Kids, teens and family

Animal Quest Family Program:

11 a.m.-noon Monday, Feb. 18, Palatine Public Library, 700 N. North Court, Palatine. Join the Animal Quest team as they introduce you to some animals. Tickets available for valid district cardholders. Call (847) 358-5881, ext. 132, or visit www.palatine.org.

'I Survived' Fan Fest: 3 p.m. Monday, Feb. 18, Palatine Public Library, 700 N. North Court, Palatine. Snacks, activities and trivia fit for fans of the "I Survived" series. For children in grades three-six. Ticket required. Call (847) 358-5881, ext. 132, or visit www.palatinelibrary.org.


February 19, 2019

Learn art of Tunisian crochet:

Lessons on how to Tunisian crochet and make a simple dishcloth will be offered in a two-part workshop next month at the Palatine Public Library. Open only to valid district cardholders, the free program will take place from 1 to 3 p.m. March 4 and 11. Participants should have crochet experience and knowledge of basic stitches, including chain, single crochet, half-double crochet and double crochet. All supplies will be provided. To sign up, call (847) 358-5881, ext. 167, or visit palatinelibrary.org. The library is at 700 N. North Court.

Teen Book Club: 7-8:30 p.m. Tuesday, Feb. 19, Palatine Public Library, 700 N. North Court, Palatine. Come discuss the book "Nyxia" by Scott Reintgen. For teens in grades seven-12. To sign up, call (847) 358-5881, ext. 132 or visit www.palatinelibrary.org.

'Salt Houses' the focus of Palatine library discussion

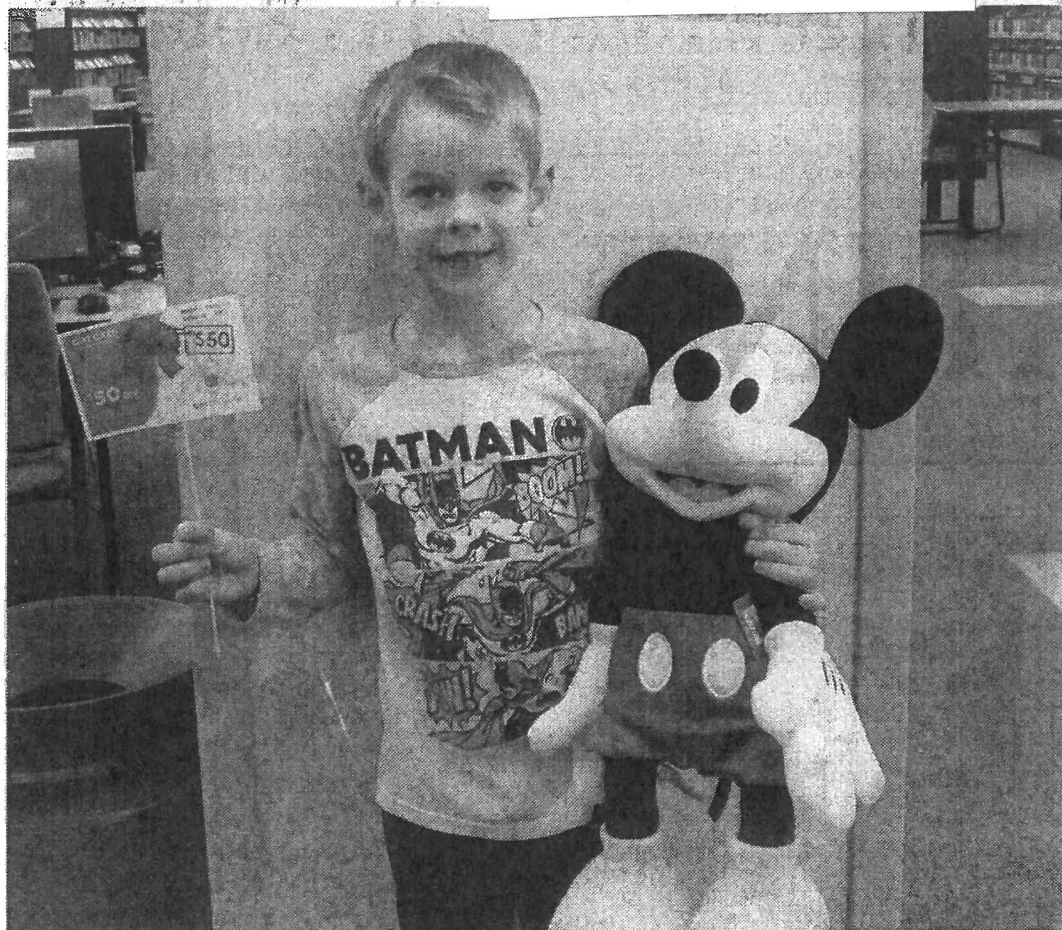
 dailyherald.com/news/20190220/salt-houses-the-focus-of-palatine-library-discussion

February 20, 2019

"Salt Houses" by Hala Alyan will be featured during the next adult book discussion at the Palatine Public Library, set for 9:30 to 11 a.m. March 1.

The novel is about a character named Salma who foresees blessings and troubles in the lives of her daughter and grandchildren. Salma endures hardships stemming from the Six-Day War of 1967 in Palestine before rebuilding in Kuwait, until the family is scattered by Saddam Hussein's regime.

Copies are available at the main library at 700 N. North Court. To sign up for the discussion, call (847) 358-5881, ext. 132, or visit palatinelibrary.org.



Top Reader Wins A Prize

As part of its annual holiday promotion, Journal & Topics Media Group donated to its Holiday Guide advertisers Mickey and Minnie Mouse dolls, which the advertisers raffled off at their places of business prior or after Christmas. Ethan O'Shea, 7, of Palatine, had his name drawn from all finishers of the Palatine Library Winter Reading Challenge. O'Shea received a Mickey Mouse doll to take home. (Photo by Palatine Library)

February 21, 2019

Daily Herald

Palatine book discussion:

"Salt Houses" by Hala Alyan will be featured during the next adult book discussion at the Palatine Public Library, set for 9:30 to 11 a.m. March 1. The novel's main character foresees blessings and troubles in the lives of her daughter and grandchildren. Salma endures hardships stemming from the Six-Day War of 1967 in Palestine before rebuilding in Kuwait, until the family is scattered by Saddam Hussein's regime. Copies are available at the main library at 700 N. North Court. To sign up for the discussion, call (847) 358-5881, ext. 132, or visit palatinelibrary.org.

Palatine Library Celebrates National Poetry Month

 journal-topics.com/articles/palatine-library-celebrates-national-poetry-month-2/

By Journal Staff | on February 22, 2019

February 22, 2019

The Palatine Public Library District invites the public to enter its 10th annual poetry contest.

Aspiring writers of all ages may submit their best original piece from Friday, March 15 through Monday, April 15.

Work by Palatine Library District residents will be considered for the Nancy J. Heggem Poetry Awards (cash prizes, \$25 each). Work by nonresidents will be considered for the Write-On Awards (magnetic poetry kits).

Heggem, a local poet and former library board member, judges and donates the prizes for the award named in her honor. Prizes for the nonresident category are judged by poets Kate Hutchinson and Terry Loncaric, and provided by the library.

Contest guidelines and entry forms are available online beginning Friday, March 1. Complete an entry form with submission and deliver to staff at any district location, or submit online at www.palatinelibrary.org/poetry. Entries will be displayed in the main library in April, as space permits.

Winners will be announced at a special Poetry Fest from 2:30 to 4 p.m. Sunday, May 5. The celebration includes light refreshments, prize drawings, a supportive audience, and a family-friendly open mic.

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

Palatine Public Library District resume clinic

 dailymherald.com/news/20190224/palatine-public-library-district-resume-clinic

February 24, 2019

Palatine Public Library District will host a resume clinic on Tuesday, March 5. From 6 to 8:45 p.m., career counselor Fred Ettinger will present strategies for creating a resume in today's market, followed by a one-on-one review of attendees' resumes with tips for improving. The free program is for valid district cardholders only. To sign up, call (847) 358-5881, ext. 167, or visit palatinelibrary.org. The library is at 700 N. North Court.

Palatine library resume clinic:

Palatine Public Library District will host a resume clinic on Tuesday, March 5. From 6 to 8:45 p.m., career counselor Fred Ettinger will present strategies for creating a resume, followed by a one-on-one review of attendees' resumes. Free, valid district cardholders only. Call (847) 358-5881, ext. 167, or visit palatinelibrary.org. The library is at 700 N. North Court.

Palatine Library hosts annual poetry contest

Submitted by Palatine Public Library

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Contest guidelines and entry forms are available online beginning Friday, March 1. Complete an entry form with submission and deliver to staff at any district location, or submit online at palatinelibrary.org/poetry.

Entries will be displayed in

the Main Library in April, as space permits. Contest is open to Illinois Northwest suburban residents only.

Winners will be announced at a special Poetry Fest from 2:30-4 p.m. Sunday, May 5. The celebration includes light refreshments, prize drawings, a supportive audience and a family-friendly open mic. Sign up online to reserve your seat. For the Open Mic, register in person from 2-2:30 p.m. at the Poetry Fest. All ages are welcome to attend.


Librarian and poet Tracie Padal has helped plan and coordinate poetry month activities at the library for the past decade.

"Every year, we are newly amazed by our community's passion for creative expression, as well as the quantity and quality of the poetry generated by this call for submissions," says Padal.

"We hope that this contest encourages aspiring writers to keep honing their talents, and we can't wait to read this year's entries."

Book Discussion: 9:30-11 a.m. Friday, March 1, Palatine Public Library, 700 N. North Court, Palatine. Join to discuss "Salt Houses" by Hala Alyan. Foreseeing blessings and troubles in the lives of her daughter and grandchildren, Salma endures hardships stemming from the Six-Day War of 1967 in Palestine before rebuilding in Kuwait, until the family is scattered by Saddam Hussein's regime. To sign up, call (847) 358-5881, ext. 132, or visit palatinelibrary.org.

Palatine library offers cultural series for teens

 [dailyherald.com/news/20190302/palatine-library-offers-cultural-series-for-teens](https://www.dailyherald.com/news/20190302/palatine-library-offers-cultural-series-for-teens)

March 2, 2019

Palatine Public Library District is set to host another edition of its cultural crafting series for teenagers from 7 to 8:30 p.m. Tuesday, March 5. Teens who participate in the free program will get to immerse themselves in Japanese culture with koi and folding fan crafts while enjoying traditional snacks and candy. To sign up, call (847) 358-5881, ext. 132, or visit palatinelibrary.org. The library is at 700 N. North Court.

March 2, 2019 Daily Herald

Teen cultural series at library:

Palatine Public Library District is set to host another edition of its cultural crafting series for teenagers from 7 to 8:30 p.m. Tuesday. Teens who participate in the free program will get to immerse themselves in Japanese culture with koi and folding fan crafts while enjoying traditional snacks and candy. To sign up, call (847) 358-5881, ext. 132, or visit palatinelibrary.org. The library is at 700 N. North Court.

March 4, 2019

004
LWV

The League of Women Voters of the Palatine Area presents

Community Education

**Property Taxes: Why Are They So High
And Where Are They Going?**

Tuesday, February 12, 2019, 3:00-5:00 PM

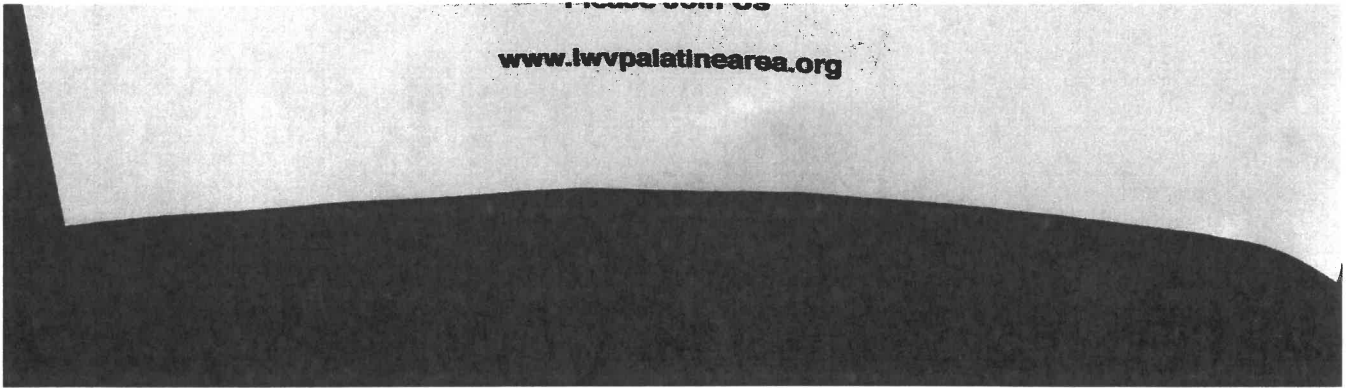
**Palatine Public Library - Room 1
700 N. North Ct.**

**Presented by Ralph M. Martire, Executive Director
Center for Tax and Budget Accountability**

Light Refreshments

**Open to the Public
Please Join Us**


www.lwvpalatinearea.org



Ted Dabrowski was not in attendance at a recent Center for Tax and Budget (CTBA) Accountability “Property Taxes: Why Are They So High and Where Are They Going?” seminar hosted by CTBA executive director Ralph Martire in conjunction with the Palatine League of Women Voters, but he thinks he can almost hear what he is sure was said.

“I’m sure he (Martire) talked about how as a state we do not spend enough money and tried to convince everyone that taxes really aren’t that high,” Dabrowski, president of the local government watchdog group Wirepoints, told *West Cook News*. “I’m sure he talked about how we need a progressive tax to make the state better and how raised taxes will mean more services and more people staying in Illinois. The bottom line is Ralph Martire doesn’t represent ordinary Illinoisans. He is funded by the union interests, not to protect ordinary people.”



 Ted Dabrowski | None

Dabrowski said any real plan to lower the state’s rising property tax rates has to start with doing away with some of its nearly 7,000 units of government (<https://www.illinoispolicy.org/reports/too-much-government-illinois-thousands-of-local-governments/>).

“That outrageous number means a massive number of bureaucrats and staffs that are duplicative, overlapping,” he said. “Now, factor in how many of the positions have executive-level pay with pension benefits and other perks and you see why costs in those areas have grown so fast relative to what ordinary people in Illinois can afford. We are an outlier in terms of pension costs, total compensation for state workers and units of government and in how strict our elective bargaining laws are in favor of government workers.”

The Palatine League of Women Voters (<http://www.lwvpalatinearea.org/events.html>) event was held Feb. 12 at the Palatine Library. Dabrowski said the fact that such forums are taking place all over the state speaks to how the issue of soaring property taxes has become a unifying issue among residents all across Illinois.

“To change the dynamic, two things need to happen,” he said. “We have to change pension mandates, which means adopting a constitutional amendment to reform pensions, and we need to reform collective bargaining rules so taxpayers have more leverage against all the unions.”

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Sign-up for Alerts

ORGANIZATIONS IN THIS STORY

March 4, 2019

Event Details



Candidate Forum - Hosted
by League of Women Voters
of the Palatine Area

Date: March 9, 2019
Time: 9:30 AM - 1:00 PM
Address: Palatine Public Library
700 N. Court
Palatine, IL 60067

Saturday, March 9, 2019
The League of Women Voters of the Palatine Area is hosting a Candidate Forum for Districts 15 & 211 Board Candidates plus Palatine Library Referendum Information on Saturday, March 9 from 9:30 AM - 1 PM at the Palatine Public Library. The schedule is as follows:
9:30 AM: District 211 Board Candidates 10:45 AM: Palatine Library Referendum Information 11 AM: District 15 School Board Candidates For more info please visit: www.lwvpalatinearea.org



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The ZooMe...

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/ EW 18...
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Drive
Medical...
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Politics »

Hear from the candidates at weekend forums in Palatine, Elk Grove, Prospect Heights



Eric Peterson

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Updated

3/7/2019 10:13 AM



Upper from left, Kimberly Cavill, Mark Cramer, Peter Dombrowski, and
lower from left, Will Hinshaw, Steven Rosenblum and Matthew

Saternus are candidates for Palatine-Schaumburg High School District 211 and will be at a forum hosted by the League of Women Voters of the Palatine Area at 9:30 a.m. Saturday, March 9, at the Palatine Public Library.

The League of Women Voters of the Palatine Area will continue its series of weekend candidate forums from 9:30 a.m. to 1 p.m. Saturday, March 9, with one for Palatine-Schaumburg High School District 211, Palatine Township Elementary District 15 and the tax-hike referendum for the Palatine Public Library.

Also this weekend, the League of Women Voters of Arlington Heights will host a forum for candidates for Elk Grove Village trustee and Elk Grove Township Elementary District 59 school board from 10 a.m. to noon March 9, at Elk Grove village hall, 901 Wellington Ave.

ADVERTISING



inRead invented by Teads

And on Sunday, March 10, it will host a forum for Prospect Heights' mayoral and Ward 3 alderman candidates from 2 to 4 p.m. at the Prospect Heights Public Library, 12 N. Elm St. in Prospect Heights.

There probably is no better way for voters to inform themselves about the candidates for these offices than to hear directly from them.

The Palatine League also is making available the videos of its prior forums -- including those for the village of Schaumburg, city of Rolling Meadows and Schaumburg Township District Library -- on its website. Go to [lwvpalatinearea.org](http://www.lwvpalatinearea.org) (<http://www.lwvpalatinearea.org/>) and click on the link for 2019 forums (<http://www.lwvpalatinearea.org/2019-forums.html>).

Its March 9 forum will be in Meeting Room 1 of the Palatine Public Library, 700 N. North Court in Palatine.

Up first, from 9:30 to 10:45 a.m., will be the six candidates seeking four available seats on the District 211 board of education.

From 11 a.m. to 1 p.m., attendees will hear from the eight candidates seeking three available seats on the school board.

There will be a presentation between the two forums, from 10:45 to 11 a.m., on the Palatine Library referendum by a speaker from the library.

Election Day is Tuesday, April 2.

Related Coverage

Topics in this Article

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INTERNAL MEMO

TO: Library Board of Trustees

FROM: Jeannie Dilger, Executive Director

DATE: March 1, 2019

SUBJECT: Strategic Plan Evaluation

Trustees,

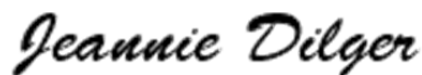
Our first year of the strategic plan is underway! I'm sure you'll agree that it's important to find ways to measure our progress as we go. As such, the Management Team and I have talked about measurement tools we can use.

We already have in place a variety of quantitative and qualitative tools that we can use to measure progress in some areas. A list of these is included at the end of this memo. But I also wanted a way to see how patrons rate us on each goal. To that end, we will be using the short surveys on the next page as an annual check-in. We'll conduct the short survey this Spring, then repeat it each year to see if we are moving the needle. You'll notice that the questions are modeled very closely on the wording of the nine goals, so that patrons can tell us if they think we are meeting those goals. It's likely that we'll need to get more in-depth information on the questions where we score lower, but starting with this broad survey will help us know where we need to focus our efforts.

There are two surveys, one for the general public and one for community organizations. The latter focuses on the goals that relate specifically to engaging with the community.

One goal is specific to employees: "The Library is a preferred employer that values staff development and retention." We will use our recently-conducted employee engagement survey as a baseline for that goal. (Results from that survey will be available in April.)

Sincerely,

A handwritten signature in black ink that reads "Jeannie Dilger".

Jeannie Dilger
Executive Director



Annual Patron Feedback Survey

Please rate the Palatine Public Library District on the following:

	Disagree Completely	Somewhat Disagree	Neutral	Somewhat Agree	Agree Completely
The Library has comfortable, flexible spaces that encourage use and connection.	1	2	3	4	5
The Library's collection is vibrant and convenient to access.	1	2	3	4	5
The Library is committed to quality customer interactions.	1	2	3	4	5
I am aware of the services and programs the Library has to offer.	1	2	3	4	5
I trust the Library to use taxpayer dollars wisely.	1	2	3	4	5
The Library's technology is modern and efficient.	1	2	3	4	5
The Library's facilities are modern and efficient.	1	2	3	4	5

Comments:

Annual Community Organization Feedback Survey

Please rate the Palatine Public Library District on the following:

	Disagree Completely	Somewhat Disagree	Neutral	Somewhat Agree	Agree Completely
The Library interacts with its diverse community to discover and respond to current needs of all groups.	1	2	3	4	5
The Library creates and deepens meaningful partnerships with local organizations and businesses.	1	2	3	4	5
I am aware of the services and programs the Library has to offer.	1	2	3	4	5

Comments:

Experience

Goal 1: The library has comfortable, flexible spaces that encourage use and connection.

Recommended metrics:

- Patron feedback survey (annual)
- Door count

Goal 2: The library's collection is vibrant and convenient to access.

Recommended metrics:

- Patron feedback survey (annual)
- Circulation across media types
- Circulation of eResources

Goal 3: The library is committed to quality patron interactions.

Recommended metrics:

- Patron feedback survey (annual)
- Secret shopper reports (volunteers)
- New and renewed cards

Engagement

Goal 1: The community has high awareness of library services and programs.

Recommended metrics:

- Patron feedback survey (annual)
- Community organization feedback survey (annual)
- Program and service stats (especially new programs)

Goal 2: The library interacts with its diverse community to discover and respond to current needs of all groups.

Recommended metrics:

- Community organization feedback survey (annual)
- Outreach program stats
- Time spent on outreach activities (especially track getting invited to new groups)

Goal 3: The library creates and deepens meaningful partnerships with local organizations and businesses.

Recommended metrics:

- Community organization feedback survey (annual)
- Time spent on outreach activities
- Partnership agreements
- Invitations to attend events of other organizations

Endurance

Goal 1: The library is a trusted steward of resources.

Recommended metrics:

- Patron feedback survey (annual)
- Annual audit
- Number of sponsors/donors
- Financial transparency

Goal 2: The library is a preferred employer that values staff development and retention.

Recommended metrics:

- Employee engagement survey (every 3 years)
- Retention rates/Turnover/Internal promotion
- Number of applicants
- CE and professional involvement hours

Goal 3: The library's systems and facilities are resilient, modern, and efficient.

Recommended metrics:

- Patron feedback survey (annual)
- Secret shopper reports
- Maintenance & Tech tickets issued vs. resolved
- Energy audit