DIRECTOR'S MONTHLY REPORT
Month ending March 31, 2019

Activities

Parts are on order for the heat exchanger; they are expected to arrive in mid-May. Meanwhile, staff has been patient while we deal with fluctuating temperatures in the building.

Our budget process is underway. Managers are examining current year spending to make requests for next year. Administration staff and I are working on estimating income and preparing a salary budget.

External Meetings

- Legislator Tours:
    - IL Rep. Michelle Mussman, NHB, 3/4
    - IL Sen. Ann Gillespie, Main, 3/8
- ATLAS Directors' Retreat, 3/8-3/9
- North Suburban Directors Meeting, Barrington Library, 3/14
- St. Patrick's Parade, Palatine, 3/16
- Palatine Chamber Board Meeting, 3/19
- POC I-Compete Dine and Share, 3/20
- POC Board Meeting, 3/27
- CCS Governing Board, Niles Library, 3/27
- Referendum Info Sessions:
    - Hoffman Estates Village Board, 3/18, with Bruce Jefferson
    - Library Community Forum, Fremd HS, 3/19, Melissa Gardner & Bruce Jefferson
    - Islamic Society of the Northwest Suburbs, 3/24
    - Library Community Forum, 3/25, with Bruce Jefferson

Upcoming Events

April 2019

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Apr 22	Volunteer Appreciation Luncheon, Main Library, 11:30am
Apr 24	Finance Committee Meeting, Main Library, 6pm
Apr 25	Policy Committee Meeting, Main Library, 9am

May 2019

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May 7	Finance Committee Meeting, Main Library, 6pm
May 23	Policy Committee Meeting, Main Library, 9am
May 29	Friends of the Library Appreciation Dinner, Main Library, 6pm

Jeannie Dilger

Monthly Statistics

CIRCULATION	MAR	Fiscal YTD	Last Fiscal YTD	% Change
MAIN	88,952	**785,847**	822,925	-5%
NHB	4,663	**39,941**	41,560	-4%
RAND	2,056	**19,474**	24,903	-22%
Juvenile Print	36,736	**324,369**	330,861	-2%
Juvenile Nonprint	6,504	**56,239**	22,257	153%
Teen	2,765	**25,539**	25,180	1%
Adult Print	24,201	**212,332**	221,831	-4%
Adult Nonprint	25,465	**226,783**	289,259	-22%
E-Resource	11,409	**94,192**	76,605	23%
Database Use	2,218	**16,021**	19,933	-20%
TOTAL CIRC	**109,298**	**955,475**	985,926	-3%
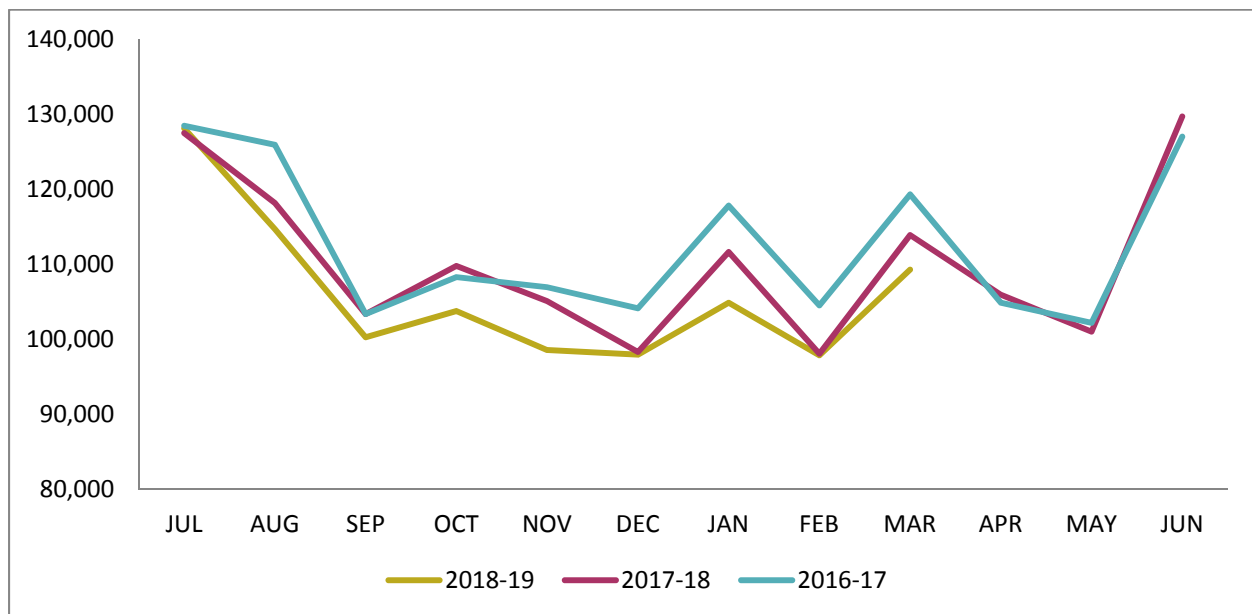
VISITORS	FEB	Fiscal YTD	Last Fiscal YTD	% Change
Main	33,644	**295,183**	314,373	-6%
NHB	2,892	**25,083**	25,974	-3%
RAND	3,205	**28,237**	29,078	-3%
TOTAL	**39,741**	**348,503**	369,425	-6%
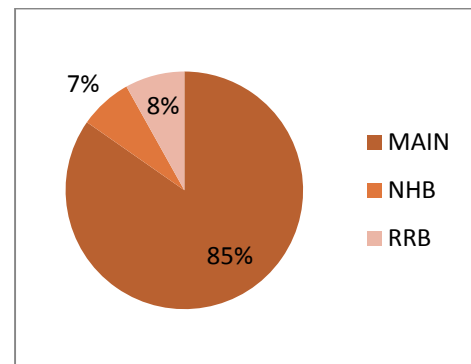
STRATEGIC PLAN MONTHLY UPDATE

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.

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

Facilities staff began painting study rooms on the first floor.

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

The ILS review team viewed a demo conducted by Polaris staff. Staff attended 4 CCS networking groups to get a better understanding of how the consortium works together. We compared our collection to that of CCS to determine the number of unique titles. Kristin compared the CCS quote received with our current Sierra costs.

We'd like to offer automatic renewals to our patrons, so we tested it on staff accounts, but learned that we must first upgrade to Sierra 4.2 for it to work properly.

We began relabeling fiction to include series name and number information, starting new books across the board and in Mystery to update existing items in the collection. We also started the local authors and Vox books collections.

1.3: The library is committed to quality patron interactions.

ISD is now proctoring exams for patrons. We completed 2 with success and will soon post it as a service on the website.

Using what we've learned in supervisor training on design thinking, staff gathered data by way of observation and secret shopping our own and neighboring libraries, in order to begin defining exceptional customer service.

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

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

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

During the month of March, our focus was on expanding senior services. The Engagement Team researched developing a volunteer homebound program. Utilizing volunteers for homebound would free up staff time, allow us to engage more homebound patrons, and create meaningful volunteer opportunities for patrons. We posted a volunteer delivery volunteer job description and updated the homebound application.

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

ISD developed partnerships with Asperion, Palatine Township Senior Center, and Northwest Community Hospital to partner on future senior programing. This will allow us to expand our senior programing with little cost and will create meaningful partnerships.

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

3.1: The library is a trusted steward of resources.

To inform the voting community about the Library referendum, staff created and distributed messaging and compelling graphics through many channels: informational website page, press releases, patron email messages, spring newsletter, social media posts, posters, flyers, and a pre-vote mailer. Staff and Trustees held several Community Forum meetings and were invited to numerous community organizations to give short informational presentations. We also created compelling testimonial videos to communicate the value of Palatine Library and how the Library impacts lives (www.palatinelibrary.org/more-stories).

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

In an effort to improve employee engagement, we have started some new programs. Our Vending Bucks recognition program allows managers to award Vending Bucks (coupons good for use in our vending machines, generously donated by the Friends of the Library) to employees who go above and beyond.

We have created a new Equity, Diversity, and Inclusion (EDI) committee for employees. The mission of the EDI Committee is to increase understanding and create best practices related to equity, diversity, and inclusion as it affects our employees, volunteers, and our community.

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

A new hosted phone system that is both robust and reliable is being installed to replace our current out-of-date system.

An organization-wide update of Microsoft Office Suite has begun with the migration of all patron computers from MS Office 2010 to MS Office 2016. This will ensure that patrons have access to more recent versions of productivity software as they apply for jobs and complete schoolwork.

A request for proposal was issued for IT providers, and we reviewed proposals.   This process will both ensure that the Library has done its due diligence regarding managed IT services and provide the organization with the needed resources to meet its IT needs.

March 18, 2019

Ms. Jeannie Dilger, Library Director
Palatine Public Library District
700 North North Court
Palatine, Illinois 60067-8158

Dear Ms. Dilger:

I am pleased to award the Palatine Public Library District a FY2019 Illinois Public Library Per Capita Grant in the amount of $111,228.75. Over $15.4 million is being awarded this year.

Illinois Public Library Per Capita and Equalization Aid Grants help ensure public libraries have the resources to address patron and community needs. I know that libraries count on these grants for important expenses such as paying for materials, programming and technology.

Please be aware that due to the continued payment backlog, these funds may be significantly delayed. As in previous years, the library may use these funds until the end of the following fiscal year; in this case, until June 30, 2020.

Our public libraries are truly the cornerstones of our communities. They are a lifesaver for those who need help to better their lives and are the best and most reliable resource Illinois citizens have to obtain information.

I am extremely proud of the outstanding service public libraries provide to patrons.

Sincerely,

Jesse White, Secretary of State
 and State Librarian

cc: FY2019 Palatine Public Library District Per Capita File
     Bruce Jefferson, Board President

JW:isl/ldg

Palatine Public Library District

Employee Engagement Survey Executive Summary - 2019

PRESENTED BY:

Joy Lynn Hyer, SPHR, SHRM-SCP, CCP

Compensation/Survey Analyst

Kathryn O'Connor, PHR, SHRM-CP, CCP, GRP

Director, Compensation Services

Agenda

- Participation
- Survey Tool & Measurement Factors
- Engagement & Satisfaction Results
- Comparison to Benchmark Data
- Employee Feedback
- Recommendations
- Next Steps

Participation

- An employee engagement survey for Palatine Public Library District employees was administered in February 2019.

2019 ENGAGEMENT SURVEY HIGHLIGHTS: Palatine Public Library District

participation

▶▶▶ 96% of employees participated in the survey
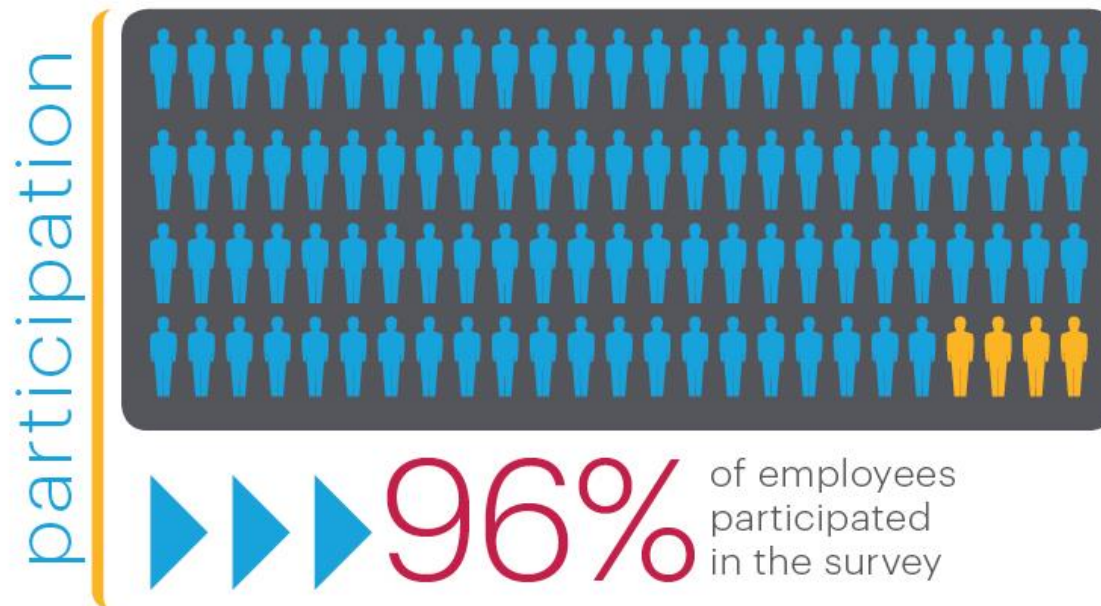
Survey Tool

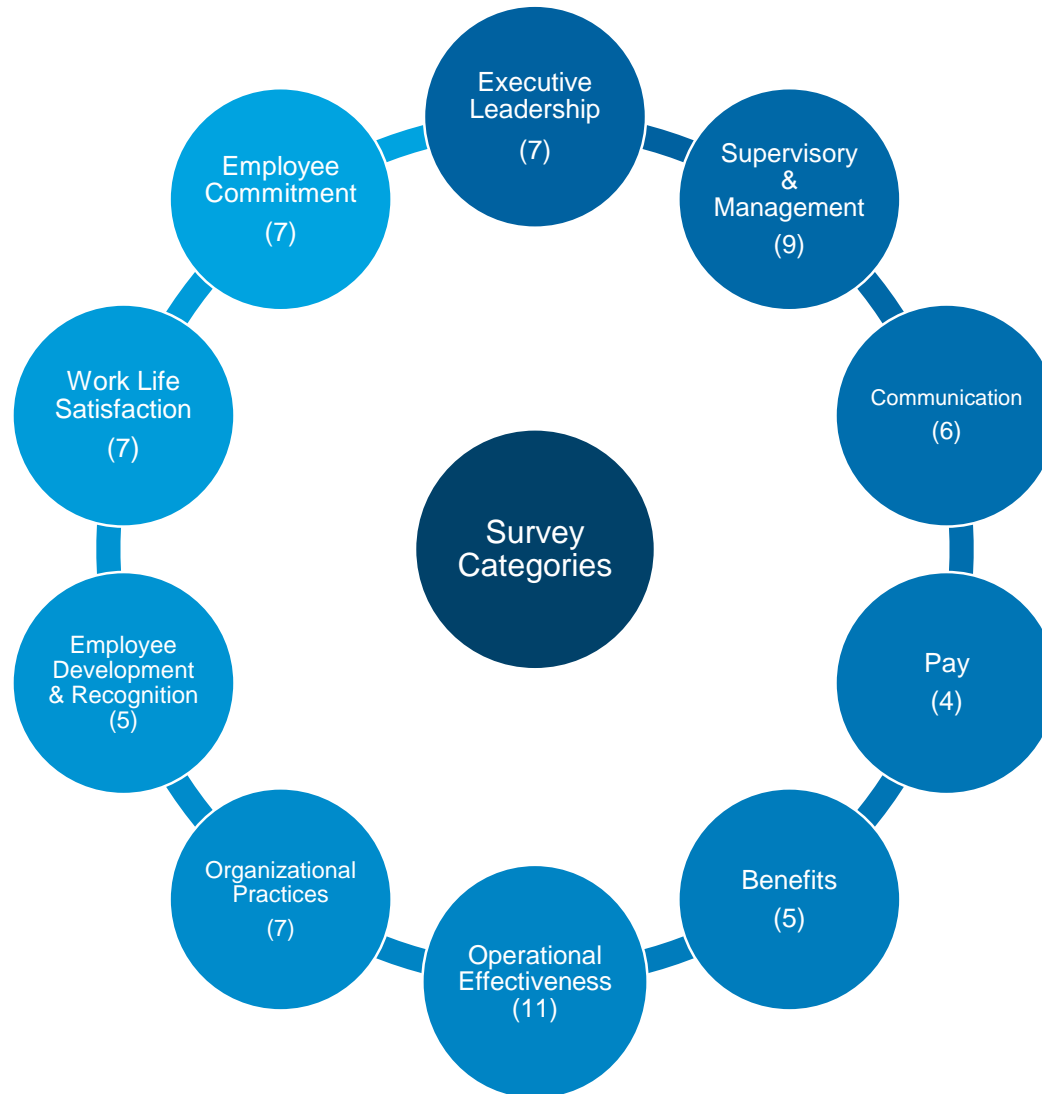- 68 opinion statements
  - Satisfaction Ratings:
    - Strongly Agree/Agree
    - Disagree/Strongly Disagree

- Employee engagement assessment
  - Engaged, Partially Engaged, and Disengaged

- 2 narrative questions
  - Please tell us what you like most about your employment with this organization.
  - Please tell us what improvements you would recommend to help make this a better place to work.

Measurement Factors

Survey Categories

- Executive Leadership (7)
- Supervisory & Management (9)
- Communication (6)
- Pay (4)
- Benefits (5)
- Operational Effectiveness (11)
- Organizational Practices (7)
- Employee Development & Recognition (5)
- Work Life Satisfaction (7)
- Employee Commitment (7)

Satisfaction vs. Engagement

- Employee satisfaction focuses on **how employees feel** and **how content they are with their employment experience**.

- Employee engagement focuses on the **degree to which an employee is excited about their work**, committed to the values of the organization and willing to go beyond their responsibilities to drive the organization forward.
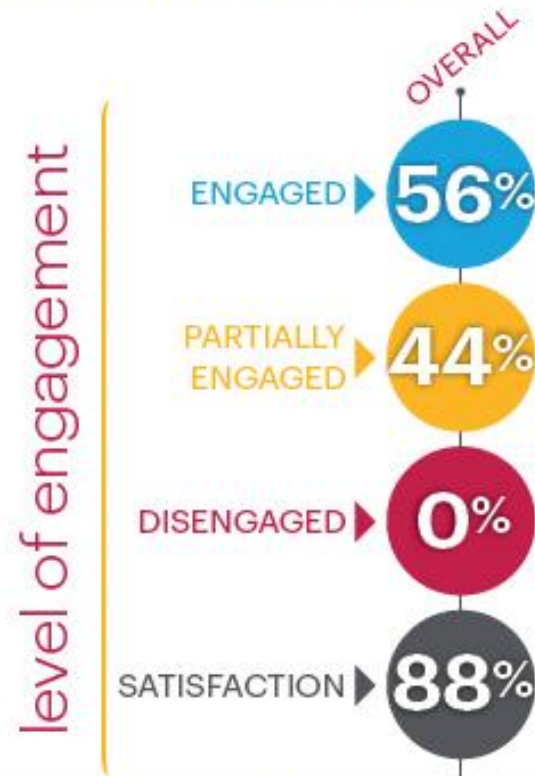
Engagement Terminology

- Selected statements embedded in the survey are used to determine 3 levels of engagement:
  - **Engaged** – These employees are committed to the success of the organization and bring discretionary energy and passion to their work.
  - **Partially Engaged** – These employees do their job, but don't necessarily go above and beyond what is expected of them.
  - **Disengaged** – These employees do the bare minimum to keep their job and may spend time scattering seeds of discontent, thereby undermining their peers, supervisors and the organization.
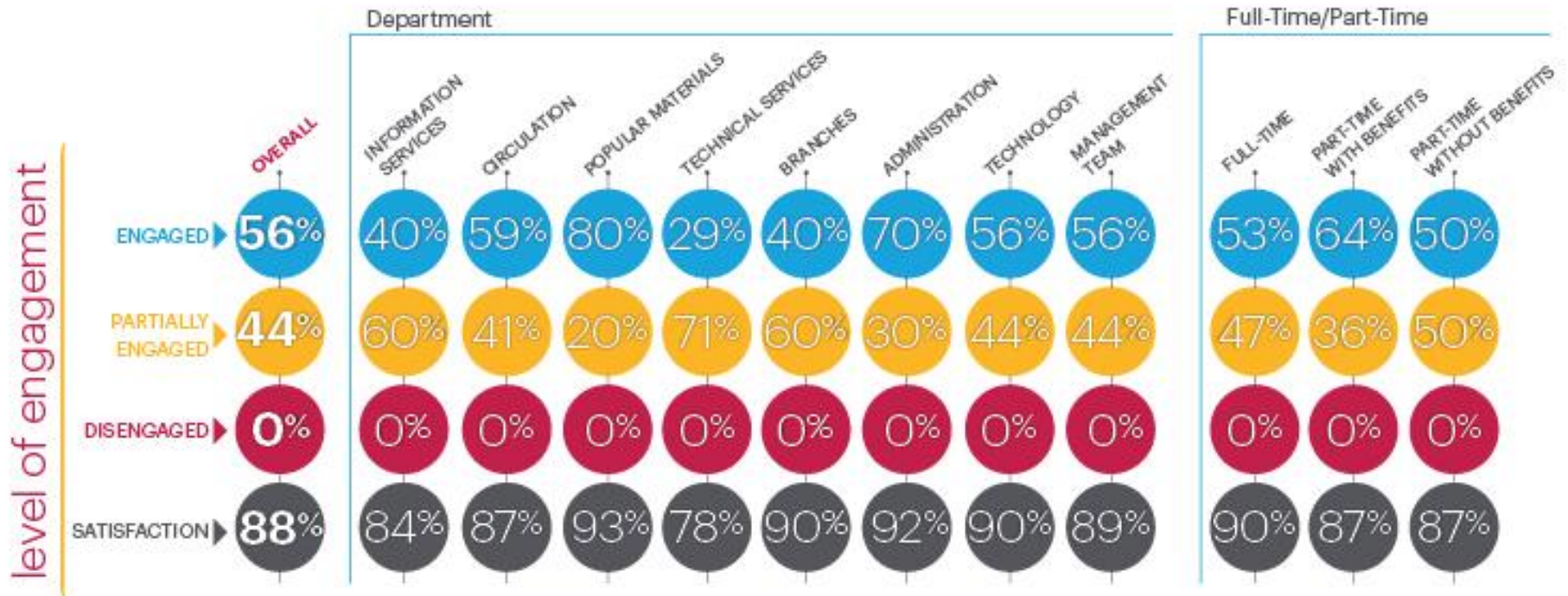
Engagement Profile

Engagement Overview

2019 ENGAGEMENT SURVEY HIGHLIGHTS: Palatine Public Library District
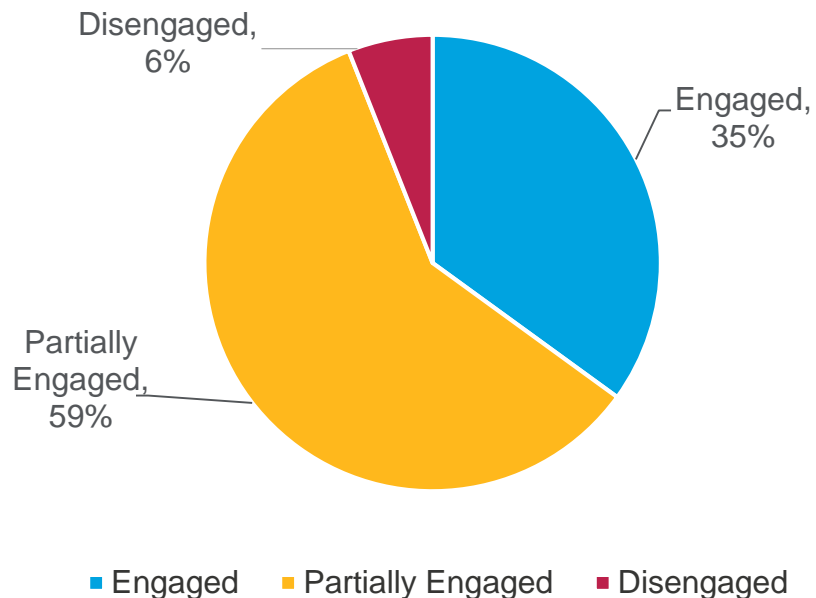

OVERALL

level of engagement

ENGAGED ▶ **56%**

PARTIALLY ENGAGED ▶ **44%**

DISENGAGED ▶ **0%**

SATISFACTION ▶ **88%**

Engagement by Groups

2019 ENGAGEMENT SURVEY HIGHLIGHTS: Palatine Public Library District

level of engagement	OVERALL	Department								Full-Time/Part-Time		
		INFORMATION SERVICES	CIRCULATION	POPULAR MATERIALS	TECHNICAL SERVICES	BRANCHES	ADMINISTRATION	TECHNOLOGY	MANAGEMENT TEAM	FULL-TIME	PART-TIME WITH BENEFITS	PART-TIME WITHOUT BENEFITS
ENGAGED	56%	40%	59%	80%	29%	40%	70%	56%	56%	53%	64%	50%
PARTIALLY ENGAGED	44%	60%	41%	20%	71%	60%	30%	44%	44%	47%	36%	50%
DISENGAGED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
SATISFACTION	88%	84%	87%	93%	78%	90%	92%	90%	89%	90%	87%	87%

Employee Engagement

Employer Associations of America (EAA)
2019 National Engagement Index

Disengaged, 6%
Engaged, 35%
Partially Engaged, 59%

■ Engaged   ■ Partially Engaged   ■ Disengaged

Palatine Public Library District
2019 Engagement Profile

Partially Engaged, 44%
Engaged, 56%

■ Engaged   ■ Partially Engaged

Engagement Drivers

	Engaged	Partially Engaged	National Norm
Compared with other organizations, pay here is competitive. (23)	89%	49%	64%
I understand how my pay is determined. (24)	89%	63%	67%
In this organization, I am paid fairly for my job. (25)	87%	63%	62%
In this organization, high performance is rewarded financially. (26)	58%	39%	51%
My job makes good use of my knowledge, skills, and abilities. (58)	94%	75%	85%
My supervisor addresses poor performance effectively. (16)	91%	73%	73%
This organization does not tolerate any type of harassment or discrimination. (45)	96%	78%	87%
This organization makes me feel that my contribution is important. (50)	98%	83%	73%
Overall, this organization communicates well with employees. (20)	98%	85%	66%
Departments in this organization work well together. (42)	96%	83%	68%
This organization's values are consistent with my own. (62)	100%	87%	84%
I am informed about changes in a timely manner. (18)	92%	80%	64%

Comparison to National Norms

The current National Norm is comprised of 59,549 employees from 289 organizations in North America through our Employer Associations of America (EAA) Network which consists of associations located throughout the United States. This table shows the percentage of favorable response in each measurement factor as compared to the National Norm.

Measurement Factors	2019 Palatine Public Library District Overall	2015 Palatine Public Library District Overall	2019 EAA National Norm
Executive Leadership Effectiveness	94%	91%	77%
Supervisory Management Effectiveness	94%	87%	84%
Communication	90%	83%	69%
Pay	69%	66%	60%
Benefits	79%	87%	82%
Operational Effectiveness	92%	90%	80%
Organizational Practices	92%	92%	85%
Employee Development and Recognition	84%	77%	71%
Work Life Satisfaction	92%	93%	85%
Employee Commitment	95%	94%	87%
AVERAGE OF MEASUREMENT FACTORS	**88%**	**86%**	**78%**
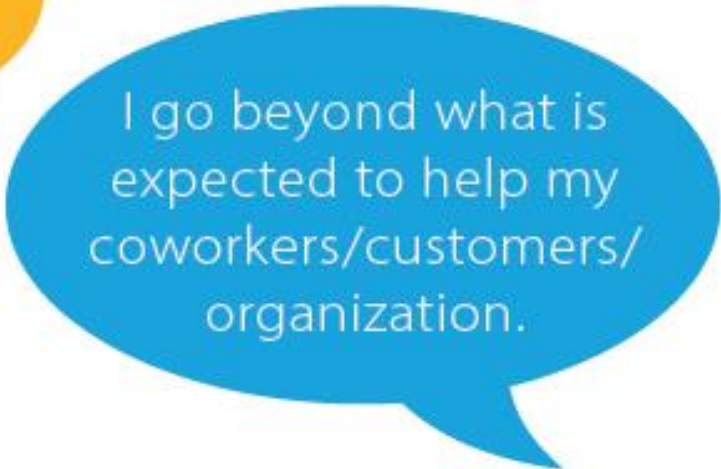
Employee Satisfaction

- Palatine Public Library employees enjoy the people they work with, their jobs, and having flexible work schedules.
  - Employees reported high levels of camaraderie working together to serve the Palatine community.
- Employees expressed appreciation for the direction of the library under the new administration and feel the management team really cares about them.
- Employees feel management gives them the freedom they need to do their jobs.

Opportunities for Improvement

- Staff workloads, staffing levels, hours, and computer systems are areas where employees expressed concerns.
  - Some employees perceive there are not enough staff in their department nor are they given enough hours to get their jobs done.
  - The number of workstations and the version of the programs they use was another area of concern for some staff.
- Recognition and appreciation were reported as being lacking in several areas of the library.

Opportunities for Improvement

- Additional employees suggestions:
  - Competitive pay rates and raises
  - Affordable medical coverage for employees' families
  - Improved communication between departments
  - More career development opportunities
  - Longer lunch period on weekends
  - Paper towels in restrooms
  - Sign outside Rand Road location
  - Updated furniture

Recommendations

- Adopting a level of transparency in communicating the results of this survey will validate the survey process and may improve employee perceptions in areas highlighted in the survey.

- Involve employees in the decision-making process when possible.

- If changes cannot be made, explain the rationale to employees.

Recommendations

- Evaluate staffing levels and individual workloads to determine if there is a need for additional staff or for employees to work more hours.

- Find ways to recognize employee contributions.
  - Train supervisors and managers in the art of coaching and providing employees with job-related feedback.

- Review employee suggestions for additional areas of improvement and communicate any current actions plans that may be in place to address these items.

Foundation of Employee Engagement

- Alignment – clear mission and values
- Purpose – understanding the "why"
- Appreciation – make employees feel valued
- Career Growth – invest in personal growth
- Trust – communication and transparency
- Relationships – at all levels
- Compensation – educate employees

Maintaining an Engaged Workforce

- Establish goals and measurement periods
- Lead by example
- Clarify roles
- Make employees feel valued at work
- Remove barriers for personal growth
- Follow through
- Be open

Next Steps

- Start by reviewing all written comments to determine if there are additional action items that need to be addressed.
    - Identify any items that can be quickly resolved and communicated to employees.
- Openly communicate the results of this survey to your management team, then to all employees.
- Express appreciation to all employees for their feedback and let them know you will be investigating their concerns and researching their recommendations.

Next Steps

- Outline action planning steps
  - Identify critical and time sensitive action items
  - Determine which items can be resolved through specific actions
  - Facilitate action planning sessions with employees
  - Draft action plans
  - Estimate timeline for completion
  - Report status of action plans to employees on an ongoing basis.
- When changes are implemented, credit employee input to validate the effectiveness of the survey process.

www.hrsource.org

HR Source

Thank you!

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