

DIRECTOR'S MONTHLY REPORT

Month ending June 30, 2019

Activities

As part of Summer Reading, the Administration Department is again hosting a teen team. Our teen ambassadors learn about the Library and then attend outreach events to help us promote our services. This year, teens are also acting as "secret shoppers" to give us feedback about our service. Special thanks to Beth Schwarz, who has done the coordination of the teens this year.

Assistant Director Melissa Gardner and I have been working with Technology Assistant Manager Mike Szwed on **transitioning our IT service** from CVI (Computer View, Inc.) to CTC (Current Technologies Corp.). CVI is finishing up remaining work by the end of this month. We anticipate a smooth transition on July 1.

Facilities Manager Gregg Szczesny has been working with contractors to reseal the parking lot and **paint the underground garage**. The design and stencils for the garage were developed by our Communications staff. **The colors and signage are a huge improvement for visibility and safety**. I must commend everyone involved in the project.

External Meetings

- Office Park of Palatine Annual Meeting, 6/4
- Strategic Planning Presentation, Directors University, Illinois State Library, 6/5
- StoryWalk Opening, Hamilton Park, 6/12
- OpenGov Users Group Meeting, Lombard, 6/12
- Illinois Library Association Board Meeting, 6/13
- North Suburban Directors Networking group, 6/14
- American Library Association Conference, 6/21-6/25

Upcoming Events

July 2019

July 18	Blood Drive, 3pm-7pm
July 21	Interior Design Feedback Session, Main Library 2pm
July 23	Interior Design Feedback Sessions: Rand Branch Library 4pm, Main Library 7pm
July 25	Interior Design Feedback Sessions: North Hoffman Branch Library 4pm, Main Library 7pm
July 25	Policy Committee Meeting, Main Library, 9am

August 2019

August 15	Last Day of Summer Reading
August 23-25	Palatine Street Fest

Jeannie Dilger

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.

Library space needs team previewed shelving options for AV, Pop Pick, and Picture books.

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

1.3: The library is committed to quality patron interactions.

Proctoring services were soft launched. Both Proctoring services and Notary services will be added to our website.



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.

In the month of June staff and two newly trained homebound volunteers made 26 visits and delivered 186 items, saving staff time and creating new opportunities for patrons to volunteer.

We have scheduled an additional offsite storytime at a local laundromat to engage the community in a unique setting. Along with providing literacy tips, the storytime will be in Spanish and on a Sunday in order to reach peak audience.

We gathered data for the Bilingual Community Report and will be presenting the information at the July Management meeting.

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



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.

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

We have completed the process of revising the Performance Evaluation Form to more accurately reflect our culture statement. HR Source held two focus groups with our employees to come up with the new criteria. We then had a small Performance Evaluation Committee go through each criteria to eliminate any duplicates and combine any, as necessary. The Management Team then had an opportunity to make any final edits.

Both employees and supervisors will now fill out the form and then meet to discuss.

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

In July, the Technology Department transitioned the Library to using a new IT managed services vendor. This move will help ensure that the Library's technology infrastructure will remain robust and responsive to the needs of both patrons and staff.

Sealcoating of the East and West Parking Lots is now complete. The underground parking garage has been repainted with bright colors (walls and columns) with improved signage to clearly direct patrons. Orkin Pest Control conducted a bed bug inspection and found no concerns.

CONFERENCE REPORT

American Library Association 2019

Programs

Marketing Gets Personal and Gale Engage Luncheon

These two sessions presented software to improve email marketing. In “Marketing Gets Personal,” libraries utilizing Patron Point software shared how they collect existing user data from the ILS, Overdrive, and program registrations. Patron Point creates a unified view of all data and helps you create profiles for targeted emails. At the Gale luncheon, they introduced a similar product called Engage, which will be launched in the Fall. Either of these products, if affordable, would help us target our message with our email newsletters.

Civility in the Workplace

A library director and an HR attorney presented this session on the importance of defining and cultivating civility in the workplace. They shared great tips, such as adopting a civility policy. I plan to discuss this with the Management Team.

Successful PLA Conference Proposals

A panel of previous conference speakers walked attendees through the process of submitting a conference program proposal to the Public Library Association. This practical talk gave me some great ideas for programs I could submit for the ALA Conference in Chicago or the PLA Conference in 2022. (PLA Conference is held in even years, and 2020 speakers are already selected.)

Equity, Diversity, and Inclusion through Social Justice Lens

Facilitator DeEtta Jones led a two-hour workshop that focused on how to intervene in difficult situations. Participants broke into groups to discuss case studies. I found the case studies particularly helpful, and I think we can adapt them for use with staff.

Exhibits

I was able to spend some time in the exhibit hall, which I always find fruitful. I learned that our door counter vendor, SenSource, has upgraded software available that would improve hourly reporting. I was also on the hunt for display furniture, and I was able to talk Library Furniture International into a 50% discount on some display tables.

At an evening reception hosted by Library Ideas, I learned about the launch of their new IR (immersive reality) books. Patrons check out the book with a VR headset and download a companion app that allows them to explore the content in virtual reality. They are offering a discount for libraries that purchase Vox Books, which we do.

ALA Council

I am in my first year of a three-year term representing Illinois Library Association on the ALA Council. (ILA pays for my conference attendance during this three-year period.) During three sessions, Council took many actions, including:

- agreed to remove Melvil Dewey's name from the medal recognizing creative achievement
- adopted a Resolution on Library Service for Children in Detention at Migrant Detention Centers
- adopted a Resolution on Pricing for eContent
- heard a proposal for changing the organizational structure of ALA, including getting rid of ALA Council
- heard a report exploring online voting for ALA members

While there were no direct costs to the Library for my attendance, I still appreciate that the Library Board allows me the staff time to attend. I am able to bring back lots of applicable ideas to share with staff to continue to improve our services to the community.

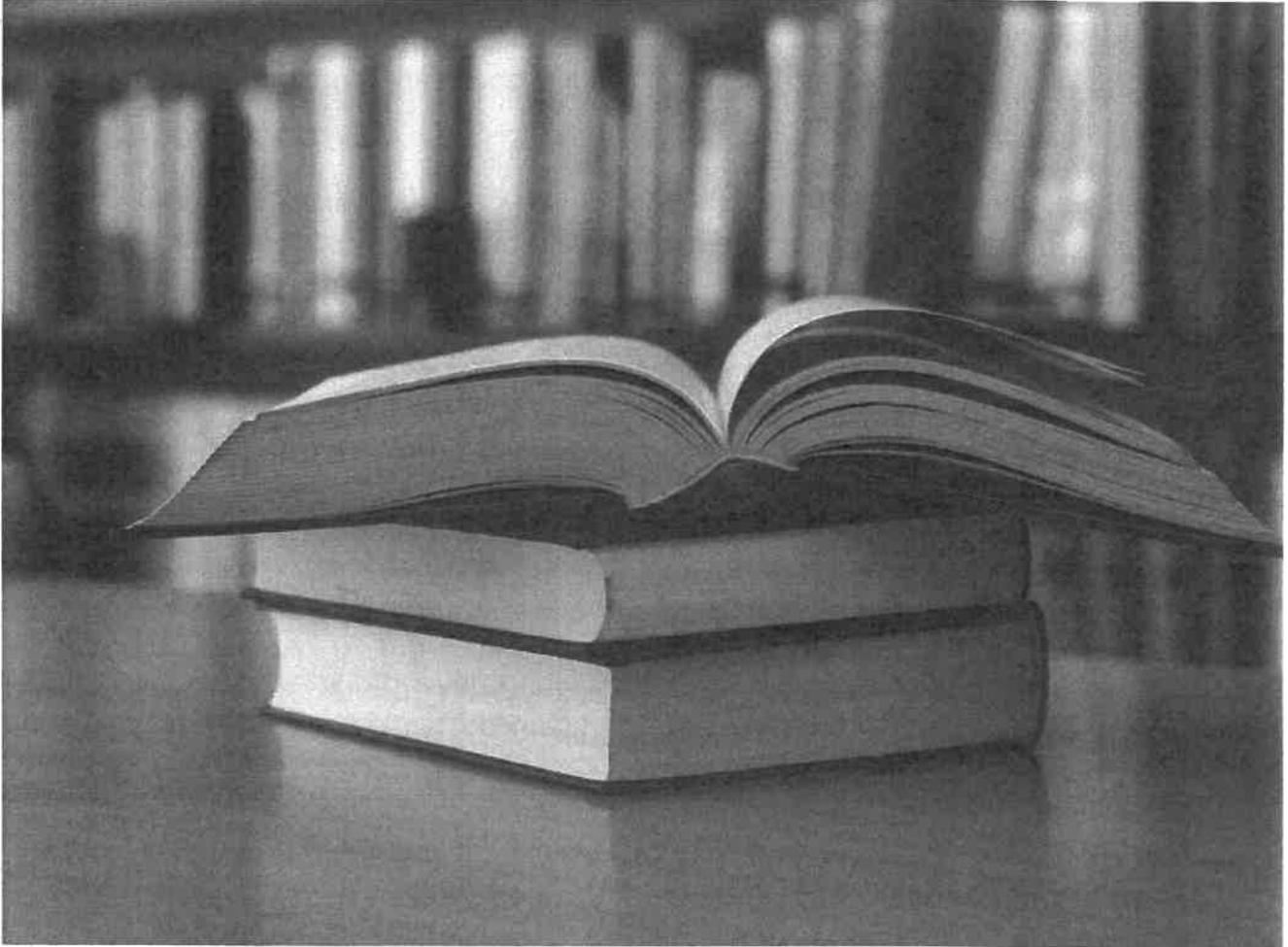
Jeannie Dilger

June 11, 2019

These IL Libraries Had Over 500,000 Visitors In 1 Year

P patch.com/illinois/palatine/s/gqt0j/these-il-libraries-had-over-500-000-visitors-1-year

June 11,
2019



(Shutterstock)

ILLINOIS — The Chicago area has several libraries that draw more than 500,000 visitors per year, and not all the highest-traffic locations are located in the state's biggest cities. The [Public Libraries Survey report](#), released last week by the Institute of Museum and Library Services, provided an annual snapshot of public library use, financial health, staffing, and resources for Fiscal Year 2016. The report shows 20 Illinois libraries saw more than a half million visitors that year.

A handful even broke the 1 million mark.

June 11, 2019

Some libraries on the list should come as no surprise. The Chicago Public Library system saw the biggest number of visitors with 9,438,150 Chicago area residents utilizing the library in 2016. The Naperville Public Library followed with 1,072,956 visitors.

And though the IMLS report noted that the Arlington Heights Memorial Library had just over 650,000 visitors, library officials said that information is not accurate. The library transitioned its fiscal year that year to align with the village, which means it had an eight-month transitional budget and only provide eight months of usage data to the IMLS, Mary Hastings, director of communications and marketing for the Arlington Heights Memorial Library, told Patch.

So, the library actually had 1,002,089 visitors when factoring in the full year and has consistently seen more than 1 million visitors every year since, Hastings said.

Like most other popular libraries in the suburbs, Hastings said that as a community resource, the library focuses on tailoring its materials and services to offer what its community wants. The Arlington Heights Memorial Library has done this by increasing its number of bookmobile stops and delivering books to homebound residents.

"We have a new Library of Things collection that includes things like sewing machines, a ukulele and tools for checkout," Hastings said. "We also have accessibility devices like a text reader pen, electronic magnifiers and personal hearing amplifiers for checkout."

Another popular offering is the library's Tech Learning Center, which offers information on cable cord cutting and the latest technology classes. The library even has a drive-up window.

Nearby, the Palatine Public Library District also is a popular spot. The library saw 532,365 visitors in 2016, according to the IMLS report. Since then, the library district, which also serves residents in northern Hoffman Estates and parts of Rolling Meadows, Schaumburg and Arlington Heights, has seen about a 5 percent decrease in patrons, Jeannie Dilger, Palatine Public Library executive director, told Patch.

She said the downward trend in visitors is happening elsewhere as more libraries offer more online services such as downloadable ebooks, audiobooks, music and streaming movies.

"We also offer a variety of research databases and online courses that are accessible from home or on the go," Dilger added. "All of these services are available for free to our residents, providing more convenient access to our materials without needing to visit our physical buildings."

Despite all that, the library's visits per resident and materials circulation per resident "tend to be fairly high for a library of our size, especially when you factor in our relatively small budget," Dilger said. She credits the library's popularity to its excellent customer service.

June 11, 2019

"We're often described by visitors as the friendliest library in the northwest suburbs," she said. "Our staff really do go above and beyond to offer great programs and services to our residents within our limited budget."

Local libraries are following suit with libraries across the state in offering a variety of programs for its users. Statewide, public libraries offered a million more programs in 2016 compared to 2015, according to the IMLS report.

"The PLS continues to be the backbone of research, analysis, and discussion of the current state of today's public libraries. The report showcases how public libraries are responding to community needs by offering a mix of services, as well as adapting to changing economics and budget environments," said Benjamin Sweezy, Deputy Director for the Office of Digital Information and Strategy.

Here is a look at the top 20 most visited library in Illinois:

1. CHICAGO PUBLIC LIBRARY: 9,438,150
2. SCHAUMBURG TOWNSHIP DISTRICT LIBRARY: 1,550,000
3. NAPERVILLE PUBLIC LIBRARY: 1,072,956
4. ARLINGTON HEIGHTS MEMORIAL LIBRARY: 1,002,089
5. OAK PARK PUBLIC LIBRARY: 864,712
6. GAIL BORDEN PUBLIC LIBRARY DISTRICT: 855,586
7. AURORA PUBLIC LIBRARY: 839,539 visitors
8. SKOKIE PUBLIC LIBRARY: 814,065 visitors
9. CHAMPAIGN PUBLIC LIBRARY: 799,250 visitors
10. ROCKFORD PUBLIC LIBRARY: 718,314 visitors
11. PEORIA PUBLIC LIBRARY: 714,726 visitors
12. EVANSTON PUBLIC LIBRARY: 629,032
13. EISENHOWER PUBLIC LIBRARY DISTRICT: 620,942
14. COOK MEMORIAL PUBLIC LIBRARY DISTRICT: 604,001
15. DES PLAINES PUBLIC LIBRARY: 590,284
16. ELMHURST PUBLIC LIBRARY: 579,524
17. PALATINE PUBLIC LIBRARY DISTRICT: 532,365
18. JOLIET PUBLIC LIBRARY: 514,090
19. WHEATON PUBLIC LIBRARY: 513,098
20. DOWNERS GROVE PUBLIC LIBRARY: 510,7111

For more information about IMLS data, research, and surveys, visit imls.gov/data.

June 11, 2019

Library Used Book Sale June 21-23

Friends of Palatine Library will hold a Used Book Sale from Friday, June 21 through Sunday, June 23.

The selection of materials includes books, several hundred DVDs, CDs and LPs donated by the community and available at a discount. The sale includes a large amount of books in Korean.

Sale hours are 6 to 9 p.m. Friday, June 21. That day is no charge for Friends members and \$5 for

non-members; free admission for everyone Saturday, June 22 from 9:30 a.m. to 3 p.m.; and free admission for everyone Sunday, June 23 from 12:30 to 3 p.m.

All proceeds from the fundraiser benefit the Palatine Public Library District. The Friends group supports the Summer and Winter Reading programs, the 1000 Books Before Kindergarten Program, and Spring Cultural events.

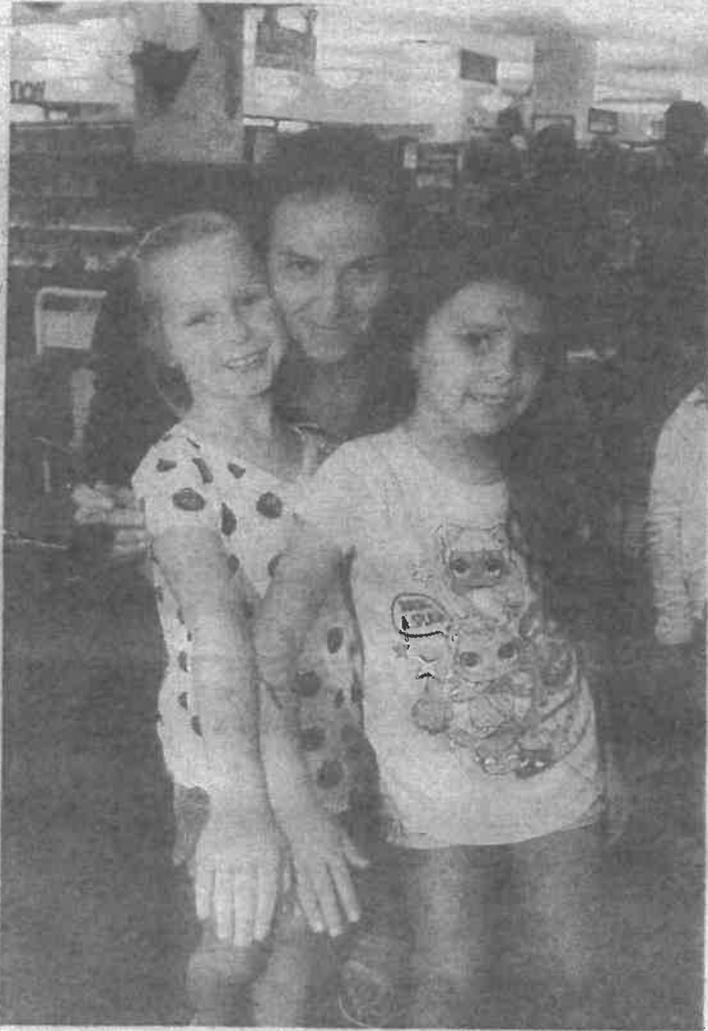
June 12, 2019

Palatine used book sale:

Friends of Palatine Library will hold a used book sale June 21 through June 23, at the main library, 700 N. North Court.

The selection will include books, and several hundred DVDs, CDs and LPs donated by the community and available at a deep discount. The sale also will feature a large number of books in Korean. It will run from 6 to 9 p.m.

June 21, with no entry charge for library friends members and \$5 for nonmembers, then from 9:30 a.m. to 3 p.m. June 22 and 12:30 to 3 p.m. June 23, with free admission for all on both days. All proceeds will benefit Palatine Public Library District. The nonprofit Friends group supports the summer and winter reading programs, the 1000 Books Before Kindergarten program and spring cultural events. For more information call (847) 358-5881, ext. 149, or email friendsofthepalatinelibrary@gmail.com.



Summer Fun At Library

Mila Leonczyk, 7, mom Ewa Leonczyk, and friend Anna Gryc, 7, show off their body paint art during the Palatine Library's "It's Showtime" summer reading program party June 1. The kick-off included activities for kids and an animal show. **Right:** When Jaimie Finlayson from A-Zoo to You, based in Marengo, asked for a volunteer from the audience to reveal the next "pet" during the library animal show June 1, Natalie Murray, 8, stepped in despite the caveat she needed to keep her eyes closed as the mystery animal was handed to her. When Natalie saw it was a ball python she exclaimed, "Oh! I love snakes!" (Shawn Cilsham/Journal photo)

June 13, 2019

Learn about growing sales leads at Palatine Public Library District event

 [dailyherald.com/news/20190613/learn-about-growing-sales-leads-at-palatine-public-library-district-event](https://www.dailyherald.com/news/20190613/learn-about-growing-sales-leads-at-palatine-public-library-district-event)

June 13,
2019

News

Daily Herald report

Palatine Public Library District will host the program "Grow Your Sales Leads Using ReferenceUSA" from 7 to 8:30 p.m. Tuesday, June 18.

The featured guest for the free event will be My Ha Crowfoot, an account manager from ReferenceUSA. Crowfoot is expected to provide tips on getting familiar with the ReferenceUSA database at the Palatine library and its collection of addresses, phone numbers, officers and SIC codes for 50 million U.S. businesses and 250 million American consumers.

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

June 14, 2019

resources.

Sales tips at Palatine library:

Palatine Public Library District will host the program "Grow Your Sales Leads Using ReferenceUSA" from 7 to 8:30 p.m. Tuesday, June 18. The featured guest for the free event will be My Ha Crowfoot, an account manager from ReferenceUSA. Crowfoot is expected to provide tips on getting familiar with the ReferenceUSA database at the Palatine library and its collection of addresses, phone numbers, officers and SIC codes for 50 million U.S. businesses and 250 million consumers. New and experienced users are welcome. To sign up, call (847) 358-5881, ext. 167, or visit palatinelibrary.org. The library is at 700 N. North Court.

Monday, June 17 and June 24, 10:30 a.m. to 11:30 a.m.

The Ken Spurr Youth Jazz Ensemble

Towne Square
150 W. Palatine Road
Thursday, June 20, 6:30 p.m.

Friends of Palatine Library Used Book Sale

Palatine Library
700 N. North Court
Friday, June 21, 6:00 p.m. to 9:00 p.m.

Longest Friday Day Ride

Mikes Bike Shop
155 N. Northwest Highway
Friday, June 21, 6:45 p.m. to 9:00 p.m.

Character Fleadh Concert

Christ Lutheran Church
41 S. Rohlwing Road
Sunday, June 23, 4:30 p.m. to 5:30 p.m.

June 14, 2019

State Sen. Ann Gillespie to host town halls

 [dailyherald.com/news/20190614/state-sen-ann-gillespie-to-host-town-halls](https://www.dailyherald.com/news/20190614/state-sen-ann-gillespie-to-host-town-halls)

June 14,
2019

News



Ann Gillespie

Daily Herald report

State Sen. Ann Gillespie will host four town halls over the next two weeks to review the recent busy legislative session in Springfield.

The first is scheduled for Monday night at the Palatine Public Library, followed by events Thursday, June 20, at the Rolling Meadows Public Library; Monday, June 24, at the Mount Prospect Public Library; and Wednesday, June 26, at the Arlington Heights Memorial Library.

All town halls will run from 7 to 8:30 p.m.

Gillespie, an Arlington Heights Democrat, represents the 27th District, which includes portions of Arlington Heights, Barrington, Des Plaines, Hoffman Estates, Inverness, Mount Prospect, Palatine, Prospect Heights and Rolling Meadows.

June 17, 2019

Book Buddies: 3-4 p.m. Monday, June 17, Palatine Library, 400 N. North Court, Palatine. Strengthen your skills with the guidance of teen volunteers while sharing stories and activities. Partners may vary throughout the program. For kids in grades one-four. To sign up, call (847) 358-5881, ext. 132, or visit palatinelibrary.org.

Drop-in STEAM: 2-4 p.m. Tuesday, June 18, Palatine Library, 700 N. North Court, Palatine. Stop by for fun STEAM activities all summer. For ages 5 and older with parent/caregiver. Drop in. For more information, call (847) 358-5881, ext. 132, or visit <https://palatinelibrary.org/events/drop-steam-16>.

June 19, 2019

Library Book Sale

Friends of Palatine Library Used Book Sale runs from 6 to 9 p.m. Friday (June 21), 9:30 a.m. to 3 p.m. Saturday (June 22) and 12:30 to 3 p.m. Sunday (June 23) at the library's main branch, 700 N. North Ct., Palatine.

June 20, 2019



Runners make a break from the starting line of Saturday's annual Superhero 5K benefiting Palatine-based Journeys: The Road Home, a social service agency for the area's homeless. The 5K walk/run started and finished at Towne Square in downtown Palatine.

Left: Ann Johnson of Palatine crosses the finish smiling in super-hero fashion.

Right: "Team Read" running in the Superhero 5K was comprised of Palatine Library staff, volunteers and patrons including (from l. to r.) Greg Buttera, Megan Buterra, Tim Wright, Nina Wright, Eileen Wright, Dwight Lee, Emilie Cheng, Sara Sky and Shelby Ricci.

(Shawn Clisham/Journal photos)



June 21, 2019

Upcoming Community Events

Family Outdoor Movie Night

American Legion Post 690
122 W. Palatine Road
Friday, June 21, Dusk

Friends of Palatine Library Used Book Sale

Palatine Library
700 N. North Court
Friday, June 21 through Sunday, June 23

Longest Friday Day Ride

Mikes Bike Shop
155 N. Northwest Highway
Friday, June 21, 6:45 p.m. to 9:00 p.m.

Palatine Summer Farmers' Market

Palatine Train Station Parking Lot
137 W. Wood Street
Saturday, June 22, 7:00 a.m. to 1:00 p.m.

Character Fleadh Concert

Christ Lutheran Church
41 S. Rohlwing Road
Sunday, June 23, 4:30 p.m. to 5:30 p.m.

Family Friendly Theatre, The Rainbow Fish Musical

June 25, 2019

Book Buddies: 3-4 p.m. Monday, June 24, Palatine Library, 400 N. North Court, Palatine. Strengthen your skills with the guidance of teen volunteers while sharing stories and activities. Partners may vary throughout the program. For kids in grades one-four. For details or to sign up, call (847) 358-5881, ext. 132, or visit palatinelibrary.org.

Book Binding Workshop:

7-8:30 p.m. Tuesday, June 25, Palatine Library, 700 N. North Court, Palatine. Artist Millicent Kennedy Nora teaches you the skills to make two homemade books from scratch. All materials provided. For students in grades 7-12. Sign up at (847) 358-5881, ext. 132, or visit palatinelibrary.org/events/book-binding-workshop.

Following the Yellow Brick Road — The Life of Judy Garland:

6:30-8:30 p.m. Tuesday, June 25, Palatine Public Library, 700 N. North Court, Palatine. Historian Jim Gibbons presents the life of Judy Garland on the 50th anniversary of her death. To sign up, call (847) 358-5881, ext. 167, or visit palatinelibrary.org.



Palatine Public Library

Published by Kiel Palatine 17 • 22 hrs • ☎

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Did you know we offer homebound delivery to cardholders who are unable to come to the Library due to a temporary or permanent disabling condition? If you know someone who might benefit, apply online: <https://www.palatinelibrary.org/homebound-delivery>

We are looking for volunteers that can deliver books and other materials to our homebound patrons. See our Volunteer page for more details: <https://palatinelibrary.org/volunteer> -Lupe



TUESDAY, JUNE 25, 2019

Summer reading



COURTESY OF PALATINE PUBLIC LIBRARY
"It's Showtime," the 2019 Summer Reading Program at the Palatine Public Library, runs through Thursday, Aug. 15. District cardholders of all ages can register at palatinelibrary.org and log their books. Summer Reading Program finishers get a grand prize T-shirt or tote bag donated by the Friends of the Palatine Library.

June 29, 2019

Solar Viewing with the Northwest Suburban Astronomers:
1-4 p.m. Saturday, June 29, Palatine Library, 700 N. North Court, Palatine. Stop by the library any time during the event to have a look at the sun as you've never seen it before. Equipment for safe viewing provided by the Northwest Astronomers. For more information, call (847) 358-5881, ext. 167, or visit palatinelibrary.org.

July 1, 2019

Palatine library hosting 'Restore Your Core After Pregnancy'

 dailyherald.com/news/20190701/palatine-library-hosting-restore-your-core-after-pregnancy

July 1,
2019

News

Daily Herald report

Palatine Public Library District will host a free program for adults called "Restore Your Core After Pregnancy" from 7 to 8 p.m. Tuesday, July 9.

Visitors will learn how physical therapy can restore function of the pelvic floor for optimal postpartum health during the session with Rose Radford of Northwest Wellness Group.

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