DIRECTOR'S MONTHLY REPORT
November 2019

Activities

As I reported at the November board meeting, our second annual **STEAM Fair on November 16 was wildly popular**, with nearly 1800 people in attendance. Staff, volunteers, and exhibitors all put in incredible work to make the event a success!

The **CCS catalog consortium approved our membership** this month. Work begins in December on the months-long process to migrate our data to their server and train staff.

Work continues on the interior design plans. Managers are looking more closely at usage data for areas like study rooms, to help inform our decisions. We are also working with OpenGov to create an online form to gather feedback from the public in December. Watch our website home page for a link!

External Meetings

- Hoffman Estates Chamber WEB Meeting, 11/18
- CCS Governing Board, 11/20
- ILA Board Meeting, 11/21

Upcoming Activities

In December, the Villages of Schaumburg and Palatine will hold their annual TIF Joint Review Board meetings. We should receive **more information about the Dundee Road TIF payout to share at the Board meeting**.

The Management Team has reviewed the strategic plan to compile progress on 2019 action steps and create 2020 action steps. My **2019 Year in Review is attached**. I'll share the 2020 action steps at the December Board meeting. Based on feedback from staff in our recent stay interviews, we hope to involve more staff in 2020 action steps.

Upcoming Events

December 2019

December 24-25	Closed for Christmas
December 27	Family Gingerbread House Program, 1pm
December 31	Closing at 1pm for New Year's Eve

January 2020

January 1	Closed for New Year's Day
January 9	Building Renovation Committee, 3:30 pm

January 21	Regular Board Meeting, 7pm
January 29	Friends of the Library, 7pm

February 2020

February 6	Building Renovation Committee, 3:30 pm
February 14-16	Friends Book Sale
February 18	Regular Board Meeting, 7pm

Jeannie Dilger

PALATINE PUBLIC LIBRARY DISTRICT

STRATEGIC PLAN

2019 Year in Review

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.

In July, we began our renovation design process by conducting 5 interior design feedback sessions to gather input from the community on the designs proposed in the master plan. The Board Building Renovation Committee and Staff Renovation Team have been researching good library design by attending workshops and webinars and visiting recently-renovated libraries. Utilizing all the information gathered, the master plan designs have been refined and are being presented to the public for a second round of feedback in December.

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

A team of staff evaluated options for our integrated library system (ILS) and made the recommendation to explore membership in a library catalog consortium, CCS. Consortium membership would allow our patrons access to 5 million items. We applied for CCS membership and were approved by the full governing board in November, becoming the 27th library in the consortium. In 2020, we will work with CCS staff to migrate our records to their system, with the goal of going live on CCS in September.

In Summer of 2019, we made adjustments to our borrowing policies to increase patron access. We raised our limits and increased the loan periods on many items. We also implemented automatic renewals to make it easier for patrons to keep track of their materials.

1.3: The library is committed to quality patron interactions.

To ensure all visitors are experiencing a positive, friendly environment, the Experience Team has worked hard on creating a code of conduct, which we are calling Library Community Standards. The standards focus on what visitors can expect from staff and what staff expect from all visitors. The new standards will be rolled out in 2020.

We launched proctoring and notary services for the public this year.

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.

Communications Department created a new marketing plan that will be shared with the Library Board in December 2019.

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

The Engagement Team studied our bilingual community this year, creating a report on the various languages spoken in the District and ways to reach bilingual populations. As a result, we've adjusted the world languages collection and increased our programming to these populations, including the addition of storytimes in a laundromat.

Popular Materials Department (PMD) staff completely redesigned how we provide homebound service this year by recruiting volunteers to deliver to the homebound. Utilizing volunteers creates more opportunity for interaction with homebound patrons, who often don't get many visitors.

PMD also created a sensory storytime program in order to promote to schools that have self-contained classrooms of students with varying needs.

Human Resources (HR) created an Equity, Diversity, and Inclusion committee for staff. 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.

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

This year, we increased our participation in local organizations. Staff are now assigned to the Hoffman Estates and Palatine Chambers of Commerce. We joined the Lions Club and the Jaycees and have applied for Rotary membership.

Information Services Department (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.

PALATINE PUBLIC LIBRARY DISTRICT

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.

The first quarter of 2019 was focused on voter education regarding our ballot measure. We conducted 26 public presentations to provide information on our financial situation and the requested funding increase. Staff created messaging through the website, press releases, email, newsletter, social media, posters, flyers, and a pre-vote mailer. The operating rate increase passed by 64%. Many voters attributed their support to our open transparency about the Library's finances.

By the end of the year, newly implemented software will increase our transparency by showing our statistics and financials on our website in real time. It will also allow us to get feedback from residents through an online "Town Hall," which is already in use to gather feedback on the proposed renovations.

Administration and the Board Finance Committee selected a new audit firm. Our first audit with them resulted in new procedures for better internal controls and new policies to clarify how we operate.

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

Human Resources staff conducted our triennial employee engagement survey in the Spring. While we had an 88% satisfaction rate, compared to the national average of 78%, we didn't rest on our laurels. A comprehensive review of the open-ended feedback helped us identify five areas of focus to improve satisfaction and reduce turnover. We've already begun implementing changes.

HR also revamped our performance evaluation process to provide more regular feedback throughout the year. The evaluation form now incorporates our culture statement and values. A new stay interview process in the fall helps us hear from employees about issues that concern them.

To address employee feedback on our benefits plans, we evaluated health insurance plans and added a high deductible HSA option. We also increased the single coverage for dental, vision, and life insurance.

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

Facilities staff conducted an energy audit to identify areas to save energy. The resulting changes include adjustments to the building temperature overnight and LED lighting in our meeting rooms.

Technology staff interviewed and contracted with a new IT firm, Current Technologies. The transition to Current Tech in July went smoothly. In the second half of the year, we've been able to upgrade patron and staff computers, migrate to Office 365 and Windows 10, and replace network switches.

Technology also installed a new phone system. The leased system will provide cost savings over time and provide some features to make it easier for callers to get routed to a staff member efficiently.

Marketing Plan 2019-2021

Executive Summary:

Palatine Public Library District has a strong brand and voice in the community. We are known as welcoming, friendly, and trustworthy with a growing technology base. This organization just completed a successful Referendum (April 2019), with a 64% yes vote. The community is supportive and positive regarding our future plans and initiatives.

Currently, marketing goals are targeted to a very broad audience. While efforts to get the word out about our collections, services, and programs to everyone can be difficult, communications are clear, consistent, and timely. Typically, our promotional materials include posters, flyers, brochures, press releases, social media channels, and website content. The Library is also growing its outreach efforts and regularly participates in the Farmers' Market, Park District events, the Palatine Chamber of Commerce, and other events with local organizations.

The newsletter, sent to approximately 36,000 homes, is distributed four times a year. This publication includes programs for all ages, instructional and computer classes, general information, news about the Library, and special events. Patrons report that the newsletter is their primary source for finding out about our programs.

General Statistics

Palatine Library serves approximately 90,000 residents predominantly within the communities of Palatine and Hoffman Estates. At the Main Library and our two branches we provide over 300,000 print and digital titles. In addition to traditional materials, we also provide laptops, computers, and other digital equipment. The Digital Media Center offers resources to create, design, and edit using iMacs with Adobe Creative Cloud, and music and video editing software. Yearly visits average around 500,000 people through our doors. We provide 24/7 access online and have enhanced our website to reflect users' needs.

Visitors have a broad range of requests and behaviors as they interact at the Library. Some just browse movies and music, while others heavily rely upon our holds service to reserve materials that are popular.

We provide over 1300 programs for all ages per year. Families enjoy the Early Literacy Area, daily storytimes, and the multiple children and family programs that are offered monthly. Adult programs on historical events, cooking, crafts, and how-to topics are very popular with the 50+ age group. Residents in their 20s and 30s utilize quiet areas, study rooms, Digital Media Center, or computers.

We have a strong social media presence with over 3000 likes on Facebook, 2600 followers on Twitter, and 1300 followers on Instagram.

Library Plans

The Library has completed a strategic planning process that has resulted in a new mission statement, vision statement, and strategic plan for 2019-20121.

Mission: *We welcome everyone to access diverse materials, collaborative spaces, technology, programs, and services.*

Vision: *Inspiring connection, curiosity, an joy*.

Strategic Plan

The Strategic Plan is divided into three areas of focus. Each category reflects research done within the community, with staff and with board members to determine what initiatives are important and to help direct future activities.

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.

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

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

Goal of Marketing Plan

The goal of a broad Marketing Plan is to support the Strategic Plan initiatives and to provide guidance, timelines, and emphasis for upcoming marketing initiatives.

Plan Objectives and Strategies

Objective 1

Revitalize marketing efforts to promote library services and programs that will help users connect with the Library and meet their needs.

Target Audience: All

Strategy	Timeline	Who
Update branding to simplify design	Nov 2019	Comms/Admin
Further promote new mission and vision statements	Dec 2019 - ongoing	Comms
Create an email marketing campaign to include welcome emails and other targeted groups	Dec 2019-Jan 2020	Comms
Review newsletter layout and copy and make adjustments to ensure readability and ease of use	Dec 2019-Jan 2020	Comms
Inventory and evaluate publications.	March 2020	Comms
Improve collection of how-to instructional information, especially eResources.	March 2020 - ongoing	Comms/Tech
Produce communication-ready tools, hand-outs, brochures etc… to increase awareness	July 2020 - ongoing	Comms
Database promotion	Fall 2020	Comms/ISD

Measurements:

- Stats usage
- Email marketing open rates
- Track usage of brochures and hand-outs

Evaluation: Depending on statistics and other information gathered, review what is available to visitors on the floor and make changes where necessary.

Objective 2

Survey impact of programs and services on visitors to gain insight into how people use the library and experience the Library.

Target Audience: Adult users and program attendees

Strategy	Timeline	Who
Conduct patron experience survey related to programming and ask how attendees are impacted.	Jan-Feb 2020	Comms/ Programmers
Conduct Strategic Plan surveys to assess whether we are meeting our goals or not.	Jan 2020	SP Team/ Comms/Admin
Emails sent to post-program attendees (through Library Market)	March 2020	Comms/ Programmers
Create ways to ask about potentially confusing language for the public and consider new vocabulary.	Spring 2020	Comms

Measurements:

- Survey results
- Email open rates

Evaluation: Spend the time to review surveys and comments and make appropriate changes where necessary. Share results with management team, program staff, and appropriate staff. Depending on survey results continue find ways to maximize positive impact on users.

Objective 3

Support outreach efforts with emphasis on quality over quantity.

Target audience: family events, seniors, diverse groups

Strategy	Timeline	Who
Determine what successful outreach is and how to measure it.	Nov-Dec 2019	Engagement Team
Create thoughtful and engaging connections at partnering events to show value of the Library.	Ongoing	Comms/ Outreach Staff
Procure fun activities and interesting give-aways for outreach.	Ongoing	Comms/ Outreach Staff
Continue to partner with community groups in community-wide events and local happenings.	Ongoing	All Depts
Continue to utilize advertising opportunities: Park District catalog, Journal & Topics, etc…	Ongoing - yearly	Comms
Bilingual Communications – Determine how often and where to produce promotional materials into diverse languages.	2020	Comms/ Engagement Team

Measurements:

- Report from Engagement Team should inform what successful outreach is and aim for those types of activities.
- Record outreach events, attendance, comments, and anecdotal information.
- Consider budget for specific advertising opportunities.

Evaluation: After a full calendar year of outreach events, evaluate and make recommendations. Reviewing the Bilingual Report should help to determine what languages are prevalent in Palatine. We should examine what materials are useful in different languages, where this audience interacts with the library, and how they want to receive information.

Objective 4

Create standards for wayfinding signage and produce signage that is clear and helpful for visitors.

Target Audience: Visitors to all library locations

Strategy	Timeline	Who
Conduct signage evaluation and implement improvements for the interim between now and the renovations.	Jan-March 2020	Comms
Incorporate revised branding into signage	Jan-Feb 2020	Comms
Create signage hierarchy guidelines	April 2020	Comms
Create wayfinding signage after renovations as needed.	2021	Comms

Measurements:

- Conduct short survey to ask about helpfulness of signage.
- Review signage needs on a quarterly basis and ask staff for their input.

Evaluation: Continue to evaluate effectiveness of signage, placement, and frequency and make adjustments where necessary. Focus on staff input to help determine how patrons interact with signage.

Objective 5

In order to remain transparent, continue to communicate plans and timeline to the public about the renovation master plan.

Target Audience: All

Strategy	Timeline	Who
Regularly post financials, plans, and timeline on website	Jan 2020	Comms/Admin
Seek community feedback through OpenGov; asking relevant questions and sharing results	Jan 2020 – ongoing	Comms/Admin
Uses Stories and Open Townhalls for financial transparency and to gather feedback from community	Dec 2019 – ongoing	Comms/Admin

Measurements:

- Review google analytics for page visits and interaction
- OpenGov should have reporting tools.

Evaluation: Consider how the public interacts with information on the website.

Objective 6

Promote both branch locations to increase awareness and usage.

Target Audience: All ages that reside near branches

Strategy	Timeline	Who
Continue to send “new to the neighborhood” welcome postcards at North Hoffman.	Ongoing – quarterly	NHB
Create “new to the neighborhood” welcome postcards for Rand Road.	Jan 2020 – quarterly	Comms/RRB
Create welcome packet for each branch.	April 2020	Comms
Promote services that are available at branches.	Ongoing	Comms
Include patron comments in print publications related to the branch.	Ongoing	Comms
Feature branch activities and/or services in email marketing	Ongoing – quarterly	Comms

Measurements:

- Ask new cardholders how they heard about the branch through email or staff.
- Review statistics

Evaluation: It may be difficult to evaluate whether or not increased usage is due to these strategies because historically it has been a challenge to get feedback from branch users.

CIRCULATION STATS
2019-20

	JUL	AUG	SEP	OCT	NOV	**Fiscal YTD**	Last Fiscal YTD	% Change
Main								
Juvenile Print	46,983	42,360	40,979	40,498	38,516	**209,336**	173,751	20%
*Juvenile Non-Print	7,796	5,942	4,898	5,383	5,682	**29,701**	28,171	5%
Total Juvenile	54,779	48,302	45,877	45,881	44,198	**239,037**	201,922	18%
Total Young Adult	4,489	3,815	2,877	2,756	2,617	**16,554**	14,281	16%
Adult Print	30,425	28,146	26,319	25,917	24,454	**135,261**	117,524	15%
*Adult Non-Print	28,106	22,428	19,677	20,662	21,065	**111,938**	117,777	-5%
Total Adult	58,531	50,574	45,996	46,579	45,519	**247,199**	235,301	5%
TOTAL MAIN LIBRARY	117,799	102,691	94,750	95,216	92,334	**502,790**	451,504	11%
North Hoffman								
Juvenile Print	2,494	2,323	2,518	3,179	2,857	**13,371**	11,567	16%
*Juvenile Non-Print	627	460	536	578	514	**2,715**	2,661	2%
Total Juvenile	3,121	2,783	3,054	3,757	3,371	**16,086**	14,228	13%
Total Young Adult	115	113	74	88	69	**459**	444	3%
Adult Print	492	415	370	426	353	**2,056**	2,303	-11%
*Adult Non-Print	1,233	970	886	928	895	**4,912**	5,796	-15%
Total Adult	1,725	1,385	1,256	1,354	1,248	**6,968**	8,099	-14%
TOTAL N. HOFFMAN	4,961	4,281	4,384	5,199	4,688	**23,513**	22,771	3%
Rand Road								
Juvenile Print	1,381	872	891	1,111	1,009	**5,264**	4,667	13%
*Juvenile Non-Print	684	414	306	375	414	**2,193**	1,656	32%
Total Juvenile	2,065	1,286	1,197	1,486	1,423	**7,457**	6,323	18%
Total Young Adult	62	58	33	55	23	**231**	220	5%
Adult Print	214	183	157	177	147	**878**	696	26%
*Adult Non-Print	1,220	870	782	731	805	**4,408**	4,145	6%
Total Adult	1,434	1,053	939	908	952	**5,286**	4,841	9%
TOTAL RAND ROAD	3,561	2,397	2,169	2,449	2,398	**12,974**	11,384	14%
Digital Collections								
Overdrive	9,066	8,770	8,527	8,821	8,069	**43,253**	40,616	6%
hoopla	2,333	2,301	2,128	2,110	2,051	**10,923**	9,977	9%
Kanopy	237	607	748	521	533	**2,646**		N/A
TOTAL DIGITAL	11,636	11,678	11,403	11,452	10,653	**56,822**	50,593	12%
CIRC. OF MATERIALS	137,957	121,047	112,706	114,316	110,073	**596,099**	536,252	11%
Electronic Info Retrieval	1,231	1,896	1,736	2,245	2,032	**9,140**	9,219	-1%
TOTAL CIRCULATION	**139,188**	**122,943**	**114,442**	**116,561**	**112,105**	**605,239**	545,471	11%

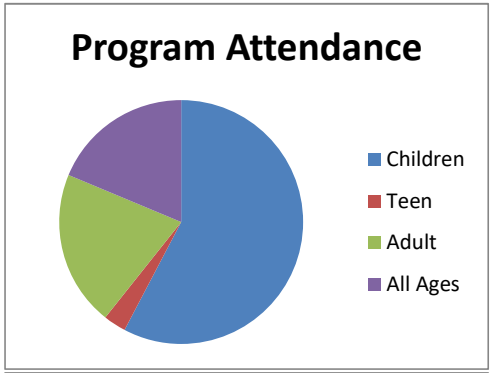
CIRCULATION STATS
2019-20

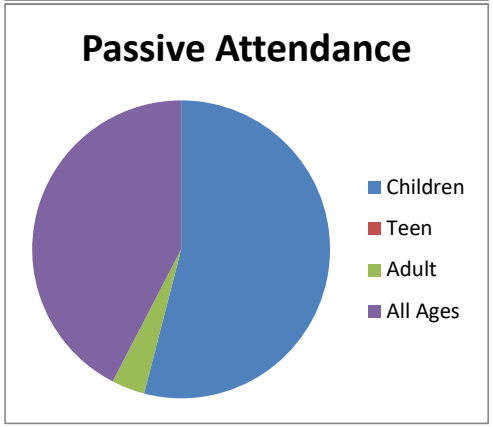
	JUL	AUG	SEP	OCT	NOV	**Fiscal YTD**	Last Fiscal YTD	% Change	Monthly Average
Express Checkout									
# of Items	21,855	20,899	17,513	16,998	17,711	**94,976**	95,241	0%	
% of Total Checkouts	16%	17%	16%	15%	16%	**16%**			
Reciprocal Borrowing									
Books Loaned	4,275	4,310	4,357	4,846	4,265	**22,053**	21,069	5%	
Library Card Registration									
Card Activity									
New PPLD Cards	437	442	382	321	337	**1,919**	2,031		384
New RBP's	67	66	60	52	45	**290**	310		58
Renewals (PPLD/RBP)	465	595	583	502	725	**2,870**	1,993		574
Non-Resident Cards									
Renewals Non-Resident	5	5	1	6	4	**21**	25		4
New Non-Resident				2	5	**7**	9		0
TOTAL ACTIVITY:	974	1,108	1,026	883	1,116	**5,107**	4,368		1036
Card Registrations									
PPLD Cards	58,396	58,750	59,116	59,445	59,743				58754
Non-Resident Fee Cards	165	160	160	159	162				161
Reciprocal	5,876	5,992	6,040	6,096	6,133				6,027
ILL	99	99	99	99	99				99
TOTAL REG. PATRONS	64,536	65,001	65,415	65,799	66,137				65,378
Collection Summary									
Database Titles	274,659	274,153	274,363	274,387	275,501				274,613
All Items (Print, AV & Mags)	268,797	267,745	269,209	270,028	269,664				269,089
Door Count									
MAIN	35,650	32,492	28,601	32,697	30,448	**159,888**	171,015	-7%	
NHB	3,238	2,899	2,446	3,361	2,676	**14,620**	14,299	2%	
RRB	3,697	3,408	2,664	3,367	3,130	**16,266**	16,558	-2%	
TOTAL	42,585	38,799	33,711	39,425	36,254	**190,774**	201,872	-5%	
SUMMARIES BY TYPE									
Juvenile Print	50,858	45,555	44,388	44,788	42,382	**227,971**	189,985	20%	
Juvenile Nonprint	9,107	6,816	5,740	6,336	6,610	**34,609**	32,488	7%	
Teen	4,666	3,986	2,984	2,899	2,709	**17,244**	14,945	15%	
Adult Print	31,131	28,744	26,846	26,520	24,954	**138,195**	120,523	15%	
Adult Nonprint	30,559	24,268	21,345	22,321	22,765	**121,258**	127,718	-5%	
E-Resource	11,636	11,678	11,403	11,452	10,653	**56,822**	50,593	12%	
Database Use	1,231	1,896	1,736	2,245	2,032	**9,140**	9,219	-1%	
TOTAL	**139,188**	**122,943**	**114,442**	**116,561**	**112,105**	**605,239**	545,471	11%	

TOTAL VOLUNTEER STATS

	JUL	AUG	SEP	OCT	NOV		TOTAL	
Adult Volunteer Hours	149.00	158.00	211.25	245.75	202.00		**966.00**	
TAB Hours	-	-	58.50	63.00	N/A		**121.50**	
Summer Reading Hours	308.75	79.00	-	-	-		**387.75**	
TOTAL HOURS	**457.75**	**237.00**	**269.75**	**308.75**	**202.00**	**-**	**1,475.25**	
Adult Volunteer Sessions	79	89	115	131	111		525	
TAB Sessions	0	0	36	39	N/A		75	
Summer Reading Sessions	191	37	0	0	0		228	
TOTAL SESSIONS	**270**	**126**	**151**	**170**	**111**		**828**	
Adult Volunteers	30	35	43	43	44		44	max
TAB volunteers	0	0	30	29	N/A		30	
Summer Reading Volunteers	72	28	0	0	0		72	
TOTAL VOLUNTEERS	**102**	**63**	**73**	**72**	**44**		**146**	

		JUL	AUG	SEP	OCT	NOV	Fiscal YTD	Last Fiscal YTD	% Change
PROGRAMS									
# Programs									
	Children	63	51	50	79	58	**301**	329	-9%
	Teen	5	3	4	14	7	**33**	21	57%
	Adult	38	37	42	39	30	**186**	170	9%
	All Ages	5	5	3	5	4	**22**	18	22%
Attendance									
	Children	1,738	1,643	1,549	3,653	1,751	**10,334**	11,707	-12%
	Teen	34	36	72	333	66	**541**	278	95%
	Adult	533	659	1,024	820	653	**3,689**	3,044	21%
	All Ages	118	404	38	890	1,902	**3,352**	482	595%
PASSIVE PROGRAMS									
# Programs									
	Children	20	14	6	9	9	**58**	53	9%
	Teen	0	0	0	0	0	**0**	0	#DIV/0!
	Adult	0	0	0	0	0	**0**	2	-100%
	All Ages	1	2	4	6	4	**17**	0	#DIV/0!
Attendance									
	Children	1,206	343	204	283	249	**2,285**	2,581	-11%
	Teen	0	0	0	0	0	**0**	0	#DIV/0!
	Adult	31	31	30	31	30	**153**	180	-15%
	All Ages	0	0	0	1,794	0	**1,794**	0	#DIV/0!
TOTAL # PROGRAMS		127	112	107	148	112	**617**	593	4%
TOTAL PROG ATTEND		3,660	3,116	2,917	7,804	4,651	**22,148**	18,272	21%
AVERAGE ATTEND/PROG		28.8	27.8	27.3	52.7	41.5	**35.9**	30.8	16%





AVERAGE HOURLY DOOR COUNT
Nov 2019

	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p
Su				235	202	187	152	108				
Mo	102	85	95	83	83	85	102	111	104	118	67	35
Tu	128	98	93	89	78	89	102	132	96	166	73	35
We	89	87	84	76	92	89	98	114	104	149	62	30
Th	70	66	54	47	56	59	72	77	82	86	50	22
Fr	125	109	93	91	95	97	101	109	60			
Sa	140	140	136	182	228	225	187	108				
TOTAL	**654**	**585**	**555**	**803**	**834**	**831**	**814**	**759**	**446**	**519**	**252**	**122**

Daily Herald

November 12, 2019

COURTESY OF PALATINE PUBLIC LIBRARY

Preet Singh is sworn in as a trustee by board Secretary Tracy Boland at the Palatine Public Library District board of library trustees meeting Oct. 15.

Palatine library board appoints new trustee

Submitted by Palatine Public Library

Palatine Public Library District board of library trustees announced the appointment of Preet Singh to fill a vacancy on the board. Singh was sworn in at a meeting of the board Oct. 15.

Singh, who has been a resident of the library district for more than 20 years, is a dedicated teacher who specializes in motivating students to learn through creativity and exploration. He is fluent in Hindi, Punjabi and basic Spanish.

Singh holds a Bachelor of Science degree in biology from Elmhurst College, and a Master of Education degree in teaching and learning secondary education from DePaul University.

Singh fills a vacancy until the next board is seated in May 2021.

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Meet with state Rep. Morrison's staff at Palatine library

dailyherald.com/news/20191113/meet-with-state-rep-morrisons-staff-at-palatine-library

November 13, 2019

Officials from state Rep. Tom Morrison's office will be available for residents at the Palatine Public Library from 5:30 to 7:30 p.m. Tuesday, Nov. 19.

Morrison's staff will be ready to explain his positions on bills and issues or receive opinions from residents. They also will offer help and information on navigating state agencies.

The library is at 700 N. North Court. For more information, call (847) 358-5881, ext. 100, or visit palatinelibrary.org.

Morrison is a Palatine resident. His House District 54 includes much of Palatine and Inverness, with smaller parts of Barrington and Rolling Meadows as well.

Daily Herald

November 19, 2019

'White Like Her — My Family's Story of Race and Racial Passing': 7-8 p.m. Tuesday, Nov. 19, Palatine Public Library, 700 N. North Court. Author Gail Lukasik presents the story of her mother's racial passing within the historical context of the Jim Crow South, and the price she paid for choosing whiteness. Books available for purchase. Sign up at (847) 358-5881, ext. 167, or palatinelibrary.org.

Palatine Library book sale: Friends of Palatine Library, a nonprofit organization, will hold a holiday used book sale from Friday through Sunday. Visitors will get to select from books, several hundred DVDs, CDs and LPs available at deep discounts. Also for sale will be a collection of Sports Illustrated special issues in folders. The sale will go from 9:30 a.m. to 5 p.m. Friday, with no charge for library friends members and $5 for others. The sale will run 9:30 a.m. to 4 p.m. Saturday and 12:30 p.m. to 3 p.m. Sunday, with free admission for all on the final two days. All items will be half price on Sunday. The library is at 700 N. North Court.

Friends of Palatine Library to hold its used book sale

Submitted by Palatine Public Library

Friends of Palatine Library will hold a Holiday Used Book Sale Friday, Nov. 22, through Sunday, Nov. 24, at the library, 700 N. North Court, in Palatine.

The selection of materials includes books, several hundred DVDs, CDs, and LPs available at a deep discount and great for gift giving. Enjoy a large selection of new young adult, science fiction and military titles. There will also be a collection of Sports Illustrated special event issues in folders.

Come early to check out the great selection and discount pricing that the sale offers.

Sale hours are:

- 9:30 a.m. to 5 p.m. Friday, Nov. 22; Friends' members-no charge, nonmembers $5.
- 9:30 a.m. to 4 p.m. Saturday, Nov. 23; free admission.
- 12:30 to 3 p.m. Sunday, Nov. 24; free admission. Bargain Day, all items are half-price.

All proceeds from the fundraiser benefit Palatine Public Library District. The Friends group supports the Summer and Winter Reading programs, the 1,000 Books Before Kindergarten Program, and Spring Cultural events.

Join the Friends — single or family membership is only $10 a year. Membership grants you free entry on Friday night for each Used Book Sale during the term of your membership. Many volunteer opportunities are available. Forms are in the lobby of the main library.

For information, call (847) 358-5881, ext. 149; email friendsofthepalatinelibrary@gmail.com; or visit palatinelibrary.org/friend.

Learn about the top tech gifts at Palatine library

dailyherald.com/news/20191127/learn-about-the-top-tech-gifts-at-palatine-library

November 27, 2019

Daily Herald report

Updated 11/27/2019 6:06 PM

Palatine Public Library District will host an adult program about technology gifts from 6:30 to 8:30 p.m. Wednesday, Dec. 4. The free event will focus on hot gadget gifts, including those for smart homes. To sign up, call (847) 358-5881, ext. 167, or visit palatinelibrary.org. The library is at 700 N. North Court.

Highlights of Reflecting Excelle Awards 2019

FOTOS: JOHN STARKS

JUANITA BASSLER from Harper College

MARNIE HARVEY from Sherman Advocate

Our Awardees

Making a Community Difference
International Salsa Congress
City of Aurora
Aurora Police Department
Sherman Advocate
Coalition for a Healthy & Safe Elgin
Lake County United Way

Our Outstanding Community Colleges
Elgin Community College
Oakton Community College
Joliet Junior College
McHenry County College
Harper College
Waubonsee Community College
College of DuPage

Giving Back by Example
Ron Raglin
Juanita Bassler
Steven Douglas
Maria Elena Jonas
Kenneth Young Center
Southwest Suburban Immigrant Project

FOTOS: JOHN STARKS

JUANITA BASSLER **from Harper College**

MARNIE HARVEY **from Sherman Advocate**

ELISA LARA, **Tina Link and Gil Feliciano from CHSE**

2019FUTURE LATINO **leaders and scholarships winners with keynote Nate Santana**

REPRESENTATIVES FROM **our community colleges and Dr. David Sam, president of ECC**

Our Awardees

Making a Community Difference
International Salsa Congress
City of Aurora
Aurora Police Department
Sherman Advocate
Coalition for a Healthy & Safe Elgin
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Ron Raglin
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Steven Douglas
Maria Elena Jonas
Kenneth Young Center
Southwest Suburban Immigrant Project
Food for Greater Elgin
Mexican Cultural Center DuPage

Our Historians
Gail Borden Public Library District
Barrington Area Library
Waukegan Public Library
Palatine Public Library District
Indian Trails Public Library District
Schaumburg Township Library

Our Future Leaders
Stephanie Gutierrez
Michelle Eloisa
Karen Pliego
Ruby Trujillo
Daisy Antunez
Lesley Aguilar
Cecilia Campos
Lizeth Leon

PALATINE JOURNAL

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GO 'STEAM'!

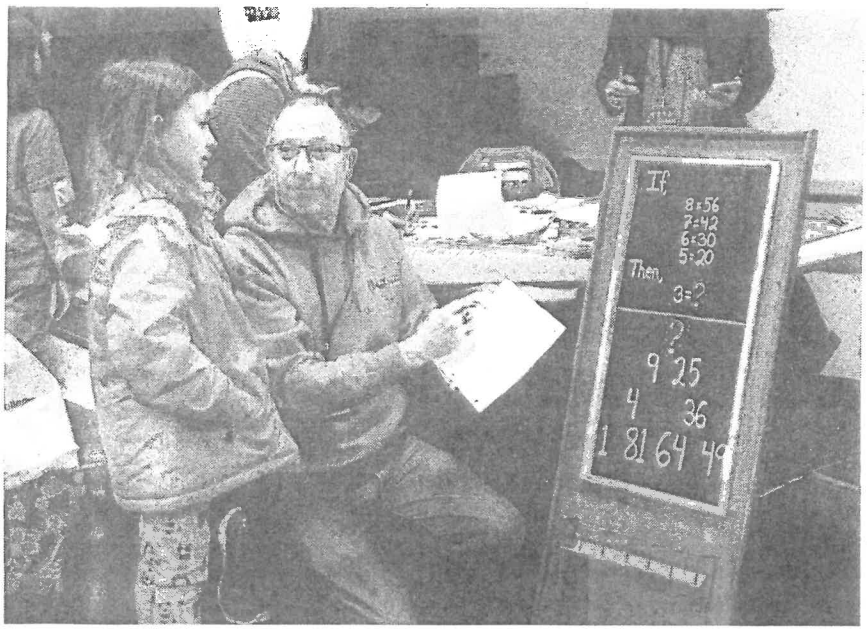
SPECIAL EVENT INTRODUCES KIDS TO SCIENCE, TECH, ENGINEERING, ARTS & MATH

PHOTOS, PAGE 5A

Seven-year-old Max Zaniewski of Pala tine tries to feel radio waves through a device as Rob Hofmann of the the IEEE Electromagnetic Compatibility Society looks on during Saturday's STEAM Fair at the Palatine Public Library. (Charles Miller/Journal photo

Palatine Journal
November 21, 2019

Gaining STEAM

Harper College students demonstrate various experiments during Saturday's STEAM Fair at the Palatine Public Library. STEAM stands for science, technology, engineering, arts, math. **Top left:** Owen Wiedlin, 13, of the Winston Campus Junior High Robotics Club, works on a creation at the STEAM Fair. **Left:** Members of the Winston Campus Junior High Robotics Club. **Bottom left:** A closer look at numbers, courtesy of Mathnasium of Palatine, at the STEAM Fair. **Bottom right:** Sai Kautik, 9, of Techno Titans FLL, works on the "City Shaper" setup as part of the First Lego League Global Robotics Competition, during Saturday's STEAM Fair.

(Journal photos by Charles Miller)