



# DIRECTOR'S MONTHLY REPORT

## NOVEMBER 2020

### ACTIVITIES

Due to the rising COVID positivity rate in the region, we made the difficult decision to close our doors and go back to **curbside-only service, starting November 19**. In addition to the virtual programs, online reference, and eResources that we offered during our last curbside only phase in June, we are now offering:

- longer hours and more appointment slots,
- curbside service at our two branch locations,
- take-and-make craft kits for kids and adults, and
- coming soon, curbside printing.

Much of the month was spent in preparation for our Main Library renovation project beginning in December. A variety of activities were completed.

- Facilities Manager Gregg Szczesny worked with Engberg Anderson on ComEd incentives for the lighting upgrades during the renovation. We are anticipating \$29,000 in rebates.
- Gregg Szczesny also worked hard to sell or donate the furniture we will no longer need.
- Kristin Richardson at Engberg Anderson resubmitted our building permit to the Village of Palatine with updated renovation costs. The Village revised the permit fee downward to \$74,294.
- Finance Manager Beth Schwarz worked with Palatine Bank and Trust to set up our first bond payment.

### EXTERNAL MEETINGS

All meetings were conducted virtually, except where noted.

- FHPaschen construction meeting 11/4
- Rotary Club of Palatine, 11/5
- Iron Mountain moving meetings 11/9 & 11/16
- North Suburban Directors, 11/9 & 11/12
- "Development and Fundraising Fundamentals for Library Boards" 11/11
- Leadership Coaching Group, 11/13
- HE Chamber Women Engaged in Business, 11/16
- POC Board, 11/18
- PLA Membership Advisory, 11/18
- Foundation, 11/19

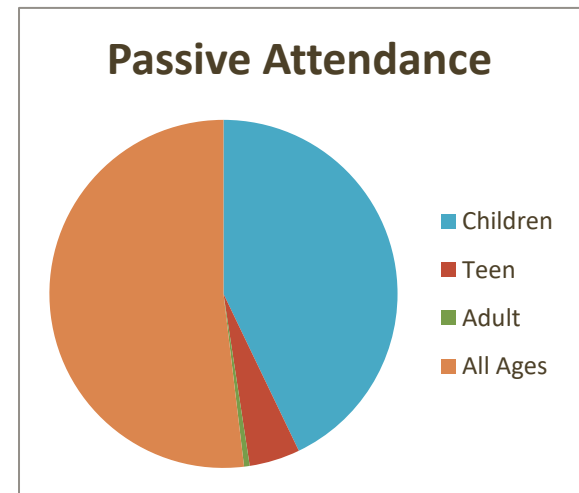
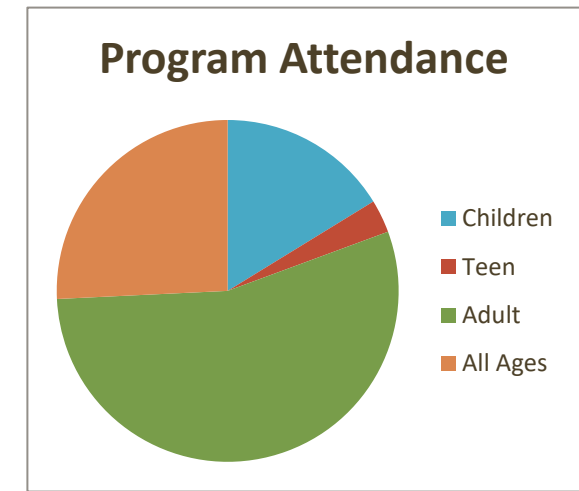
*Jeannie Dilger*

CIRCULATION STATS  
2020-21

	JUL	AUG	SEP	OCT	NOV	Fiscal YTD	Last Fiscal YTD	% Change
<b>Main</b>								
<b>TOTAL MAIN LIBRARY</b>	67,815	77,692	68,969	87,292	78,951	<b>380,719</b>	502,790	-24%
<b>North Hoffman</b>								
<b>TOTAL N. HOFFMAN</b>	2,501	2,530	2,473	2,824	2,432	<b>12,760</b>	23,513	-46%
<b>Rand Road</b>								
<b>TOTAL RAND ROAD</b>	1,192	1,426	621	591	375	<b>4,205</b>	12,974	-68%
<b>Digital Collections</b>								
Overdrive	14,362	13,696	6,350	2,584	1,716	<b>38,708</b>	43,253	-11%
hoopla	4,139	3,760	3,408	3,269	3,355	<b>17,931</b>	10,923	64%
Kanopy	1200	1011	984	1,025	1065	<b>5,285</b>	2,646	N/A
<b>TOTAL DIGITAL</b>	19,701	18,467	10,742	6,878	6,136	<b>61,924</b>	56,822	9%
<b>CIRC. OF MATERIALS</b>								
Electronic Info Retrieval	1,677	1,508	1,462	1,511	1,392	<b>7,550</b>	9,140	-17%
<b>TOTAL CIRCULATION</b>	<b>92,886</b>	<b>101,623</b>	<b>84,267</b>	<b>99,096</b>	<b>89,286</b>	<b>467,158</b>	605,239	-23%
<b>Self Checkout</b>								
# of Items		15,124	11,145	13,109	10,107	<b>49,485</b>	94,976	-48%
% of Total Checkouts	0%	15%	13%	13%	11%	<b>11%</b>		
<b>Door Count</b>								
MAIN	10,941	12,632	13,057	14,216	9,677	<b>60,523</b>	159,888	-62%
NHB	864	706	667	813	614	<b>3,664</b>	14,620	-75%
RRB	761	807	839	916	374	<b>3,697</b>	16,266	-77%
CURBSIDE PICKUP - MAIN	1,525	738	576	581	1,793	<b>5,213</b>	0	
CURBSIDE PICKUP - NHB	0	0	0	0	42	<b>42</b>	0	
CURBSIDE PICKUP - RRB	0	0	0	0	8	<b>8</b>	0	
<b>TOTAL</b>	<b>14,091</b>	<b>14,883</b>	<b>15,139</b>	<b>16,526</b>	<b>12,508</b>	<b>73,147</b>	190,774	-62%
<b>SUMMARIES BY TYPE</b>								
Juvenile Print	31,534	36,026	34,447	43,503	39,157	<b>184,667</b>	227,971	-19%
Juvenile Nonprint	3,429	3,646	2,508	3,437	3,110	<b>16,130</b>	34,609	-53%
Teen	2,848	3,607	2,807	3,366	3,070	<b>15,698</b>	17,244	-9%
Adult Print	20,055	22,644	18,770	23,121	21,461	<b>106,051</b>	138,195	-23%
Adult Nonprint	13,642	15,725	13,531	17,280	14,960	<b>75,138</b>	121,258	-38%
E-Resource	19,701	18,467	10,742	6,878	6,136	<b>61,924</b>	56,822	9%
Database Use	1,677	1,508	1,462	1,511	1,392	<b>7,550</b>	9,140	-17%
<b>TOTAL</b>	<b>92,886</b>	<b>101,623</b>	<b>84,267</b>	<b>99,096</b>	<b>89,286</b>	<b>467,158</b>	605,239	-23%
<b>Reserves Filled:</b>								
MAIN	14,616	10,375	8,665	10,914	12,220	<b>56,790</b>	40,428	40%
NHB	777	488	456	597	602	<b>2,920</b>	3,115	-6%
RRB	499	344	42	51	37	<b>973</b>	2,182	-55%
<b>TOTAL</b>	<b>15,892</b>	<b>11,207</b>	<b>9,163</b>	<b>11,562</b>	<b>12,859</b>	<b>60,683</b>	45,725	33%

Programs 2020-2021

	JUL	AUG	SEP	OCT	NOV	Fiscal YTD	Last Fiscal YTD	% Change
<b>PROGRAMS</b>								
<u># Programs</u>								
Children	8	1	4	4	12	<b>29</b>	301	-90%
Teen	2	1	3	2	2	<b>10</b>	33	-70%
Adult	24	22	22	20	20	<b>108</b>	187	-42%
All Ages	0	1	2	3	2	<b>8</b>	22	-64%
<u>Attendance</u>								
Children	134	25	76	89	246	<b>570</b>	10,334	-94%
Teen	4	4	40	31	31	<b>110</b>	541	-80%
Adult	264	355	400	408	499	<b>1,926</b>	3,759	-49%
All Ages	0	166	45	650	43	<b>904</b>	3,352	-73%
<b>PASSIVE PROGRAMS</b>								
<u># Programs</u>								
Children	35	25	20	22	19	<b>121</b>	58	109%
Teen	4	1	1	2	1	<b>9</b>	0	#DIV/0!
Adult	0	1	1	0	0	<b>2</b>	0	#DIV/0!
All Ages	0	2	0	0	0	<b>2</b>	17	-88%
<u>Attendance</u>								
Children	575	489	412	551	675	<b>2,702</b>	2,285	18%
Teen	128	23	30	65	51	<b>297</b>	0	#DIV/0!
Adult	17	7	9	0	0	<b>33</b>	153	-78%
All Ages	0	3,270	0	0	0	<b>3,270</b>	1,794	82%
<b>TOTAL # PROGRAMS</b>	74	54	53	53	56	<b>289</b>	618	-53%
<b>TOTAL PROG ATTEND</b>	1,122	4,339	1,012	1,794	1,545	<b>9,812</b>	22,218	-56%
<b>AVERAGE ATTEND/PROG</b>	15.2	80.4	19.1	33.8	27.6	<b>34.0</b>	36.0	-6%



QUESTIONS ANSWERED  
2020-21

		JUL	AUG	SEP	OCT	NOV	TOTAL	Monthly AVG	Last YTD	% Change
<b>ADULT</b>	Ref/RA	1288	1116	1326	1083	1355	<b>6168</b>	1234	8163	-24.4%
<b>SERVS</b>	Directional	85	107	105	178	94	<b>569</b>	114	1127	-49.5%
	Email	174	131	106	80	92	<b>583</b>	117	411	41.8%
	Chat	238	200	401	156	172	<b>1167</b>	233	501	132.9%
<b>MEMBER</b>	Ref/RA	321	2514	1279	1251	621	<b>5986</b>	1197	4953	20.9%
<b>SERVS</b>	Directional	242	2447	1239	1161	575	<b>5664</b>	1133	4403	28.6%
<b>YOUTH &amp; TEEN</b>	Ref/RA	3945	2880	2512	2546	2652	<b>14535</b>	2907	21081	-31.1%
	Directional	114	89	99	121	51	<b>474</b>	95	730	-35.1%
<b>TECH</b>	Ref/RA	1171	1473	1874			<b>4518</b>	1506	20482	-77.9%
	Directional	49	54	51			<b>154</b>	51	621	-75.2%
<b>RAND</b>	Ref/RA	205	214	181	195	72	<b>867</b>	173	1630	-46.8%
	Directional	60	68	57	57	24	<b>266</b>	53	669	-60.2%
<b>N HOFF</b>	Ref/RA	258	286	269	299	41	<b>1153</b>	231	1595	-27.7%
	Directional	104	126	135	153	63	<b>581</b>	116	1571	-63.0%
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<b>TOTALS</b>										
	Ref/RA	7188	8483	7441	5374	4741	<b>33227</b>	2769	57904	-42.6%
	Directional	654	2891	1686	1670	807	<b>7708</b>	642	9121	-15.5%
	Email	174	131	106	80	92	<b>583</b>	49	912	-36.1%
	Chat	238	200	401	156		<b>995</b>	249	0	
<b>GRAND TOTAL</b>		<b>8254</b>	<b>11705</b>	<b>9634</b>	<b>7280</b>	<b>5640</b>	<b>41518</b>	3543	67937	<b>-38.9%</b>

# OCTOBER AND NOVEMBER 2020 STRATEGIC PLAN 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.*

- Renovation of our Building began on November 30, with the moving phase and Phase 1 of construction.
- Staff reviewed library furniture for removal and posted items online in order to free up space for the renovation.
- Staff increase visibility and signage for curbside pickup.
- Staff included drop off location for oversized items and Wings donations.

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

- Staff completed weeding and shifting the collection in preparation for the renovation.
- To offer more options for our members, hot picks titles and Library of Things are holdable during the curbside only period.
- Staff changed barcode placement on new materials to allow for faster workflow around circulation of materials.
- Staff reduced dewey call number decimal places, on newly processed materials, in order to provide members with uniform labels of nonfiction collections.
- Staff provided signage to coordinate with the shifting of our collection, aiding in ability to locate our materials.
- ILS – The staff continues to learn Polaris and CCS, including training in Simply Reports software.

*1.3: The library is committed to quality patron interactions.*

- On November 19th we moved to curbside service only in accordance with the Governors' Covid 19 guidelines.
- Curbside appointments and hours of operation were expanded to meet our member's needs, including the addition of curbside at North Hoffman and Rand Road Branch.
- Enhanced curbside service to allow for pickup of craft and program materials and prizes.
- Members continue to apply for library cards through Library Market. Staff responds within 2 or 3 days, via email or over the phone, prompting further discussion of how to access our resources, programs, etc.

- Member library cards expiring November 2020 through May 2021, were automatically renewed for one year.
- In answer to member's needs, our Technology Department configured the telephone system to be answered by staff remotely, as well as in Building, this allows staff to handle the increase in call volume during curbside.
- Management Team met to discuss strategic plan initiatives for 2021.



***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.*

- Moving and Renovation began at the end of November. Staff updated via weekly briefing, and staff enews. Members updated through email and newsletter.
- Tutorial video about the new catalog created and shared with members via email.

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

- The EDI staff committee held a discussion of the 1619 project on Tuesday Oct 13.
- Youth and Teen Services Dept hired a new Spanish bilingual Associate who started at the beginning of October.
- The EDI staff shared a collection of training resources titled "SPEAK UP! Responding to Everyday Bigotry." And shared GLAAD resources with staff about Trans Awareness Week Nov 13-19.
- ESL conversation club has increased to 4 programs a month and transitioned to continue programs on Zoom with steady attendance and new participants.
- Youth and Teen Services Dept hired a new Spanish bilingual Associate who started in October.
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*2.3: The library creates and deepens meaningful partnerships with local organizations and businesses.*

- New Partnership with District 15 to offer Palatine Library ebook collections to all District 15 schools within our boundaries via Overdrive's SORA app.
- Outreach. Halloween hayride and storytimes held outdoors at Salt Creek Park District on October 9-10.
- Outreach. One of the sponsors of the Palatine Park District Halloween party at the Community Center on October 31.
- Outreach. Participated in Fright Night Parade/Trunk or Treat with the POC at Falcon Park on October 23.
- Continue monthly meeting and working with United Palatine Coalition on sharing information and resources.



***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.***

- Finance manager attended the annual TIF Joint Review Board meeting for Hoffman Estates.
- The Board made a decision on borrowing by issuing bonds for the library renovation and on structuring the debt service. The Board chose to back up debt with a tax levy that gave the Library a better interest rate over a longer period of time.
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***3.2: The library is a preferred employer that values staff development and retention.***

- We have been working with HR Source on a Market Benchmarking Survey. We first updated all job descriptions and then provided those to HR Source so they could help us develop a competitive base pay structure based on an analysis of the marketplace as obtained from available surveys.
- Staff created a renovation morale committee to help boost staff morale during the renovation.

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

- Technology Services has been reviewing the technological aspects of the renovation and deciding how best to utilize the exciting new spaces, equipment and resources. In addition, with this renovation comes an opportunity for the Library to revamp its existing technological infrastructure and Technology Services has been working with the Library's IT vendor to leverage new cabling and wiring work to bolster overall network efficiency and robustness.
- Changes were made to the phone system to allow staff to answer the telephones remotely during curbside.
- Technology has been moved to new locations in order to prepare for phase 1 of construction.

- A scope assessment was completed in preparation for public bid for concrete repair in underground parking garage
- IMEG Engineering completed bid documents for the concrete flooring on the Upper-Level Underground Parking Garage.
- Simple Scan station was installed on the second floor. Which included installing a new printer and configured new printer queues.
- We have successfully sold or given away almost all of the furniture that was marked to be replaced or not used in our renovation plan. This was very helpful in keeping the materials out of our landfills.
- Iron Mountain is ahead of schedule and should be finished with the moving of all furniture and materials by middle of next week. Construction will begin as soon as that is complete.



SP Action Steps 2021 with Timeline

**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.*

Goals	Themes	Actions	Staff Members	Start Date	# Days	End Date
<b>1.1: The library has comfortable, flexible spaces that encourage use and connection.</b>						
	<b>Main Renovation</b>					
		Reno: Construction	Jeannie, Mel, Gregg	11/1/2020	480	2/24/2022
		Reupholster furniture to be reused	Jeannie	1/1/2021	480	4/26/2022
		Discard furniture no longer needed	Jeannie, Gregg	9/15/2020	180	3/14/2021
		Work w/signage vendor on new signage	Jeannie, Andrea, Mel	12/1/2020	180	5/30/2021
	<b>Minor Changes (not dependent on the renovation)</b>					
		Storage for Library of Things	Marcia, Jessica, Andrea	12/1/2020	120	3/31/2021
		Rearrange Circ workroom for better flow, curbside service	Rosalie, Jennifer, Karen, Mel, Jeannie	11/1/2020	120	3/1/2021
	<b>Branch Renovation</b>					
		Rand Branch design process	Jeannie, Jennifer, Karen, Mel, Rosalie	3/1/2021	270	11/26/2021
		North Hoffman Branch design process	Jeannie, Jennifer, Karen, Mel, Rosalie	3/1/2021	270	11/26/2021
<b>1.2: The library's collection is vibrant and convenient to access.</b>						
	<b>Ease of Access</b>					
		Research and budget for Open+ to expand branch hours	Jeannie, Karen, Jennifer, Rosalie	3/1/2021	270	11/26/2021
		Use Open Town Hall to survey patrons about add'l hours at Main	Jeannie, Andrea	2/1/2021	90	5/2/2021
		Temporary signage during construction	Rosalie, Andrea, Jean	11/1/2020	480	2/24/2022
		Plan permanent signage for after construction	Rosalie, Andrea, Jean	11/1/2020	180	4/30/2021
	<b>Collection Analysis</b>					
		Plan for inventory in 2022	Violet	10/1/2021	60	11/30/2021
		Evaluate collection analysis software	Violet, Jeannie, selectors	1/1/2021	90	4/1/2021

SP Action Steps 2021 with Timeline

**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.*

Goals	Themes	Actions	Staff Members	Start Date	# Days	End Date
<b>1.3: The library is committed to quality patron interactions.</b>						
	<b>Training for Staff and Patrons</b>					
		Provide de-escalation training for staff	Mel	7/1/2021	180	12/28/2021
		Library Code of Conduct training	Mel, ?	7/1/2021	180	12/28/2021
	<b>Add or Improve Services</b>					
		Create a service plan for new Makerspace	Susan, Mel, Selicia	11/1/2020	240	6/29/2021
		Expand # of notaries on staff	Mel, Christi, Joy	7/1/2021	180	12/28/2021
		Begin process to be passport acceptance facility (apply, training)	Jeannie, Christi	7/1/2021	270	3/28/2022
		Investigate removing library card expiration date	Member Services?	2/1/2021	180	7/31/2021
	<b>Staffing for New Spaces and Services</b>					
		Adjust Main service desk staffing based on construction floor plan	Susan, Brian, Kathy, Rosalie, Jeannie, Mel	4/1/2021	90	6/30/2021
		Adjust Main service desk staffing based on new interior floor plan	Susan, Brian, Kathy, Rosalie, Jeannie, Mel	9/1/2021	120	12/30/2021
		Create a plan for staffing north entrance welcome desk	Susan, Brian, Kathy, Rosalie, Jeannie, Mel	1/1/2021	90	4/1/2021
		Create a plan for makerspace staffing	Susan, Mel	1/1/2021	180	6/30/2021

SP Action Steps 2021 with Timeline

<b>2 Engagement: We work continuously with the community to increase our reach and expand our impact. We are a valued community partner.</b>						
Goals	Themes	Actions	Staff Members	Start Date	# Days	End Date
<b>2.1: The community has high awareness of library services and programs.</b>						
		<b>Implement Marketing Plan</b>				
		Create standards for signage and produce signage that is clear and helpful	Rosalie, Tara, Andrea, Jean	1/1/2021	120	5/1/2021
		Communicate plans and timeline to the public about the renovation	Karen, Mel, Jeannie, Andrea	1/1/2021	425	3/2/2022
		Identify non-users living near branch locations and target those groups to increase awareness/promote services	Andrea, Kiel, Karen, Jennifer	4/1/2021	270	12/27/2021
		Secure email marketing software tool	Andrea	1/1/2021	90	4/1/2021
		Create segmented member groups and target with relevant email content	Andrea, Kiel	2/1/2021	180	7/31/2021
		Utilize software to analyze member usage quarterly and share with relevant staff for possible improvements	Andrea, MT	6/1/2021	365	6/1/2022
		<b>Programming</b>				
		Reimagine program comm and its goals	Mel, Gayle, Kaitlin, Kathy, Selicia	1/1/2021	365	1/1/2022
		Utilize surveys to gain understanding and make reasonable adjustments (from Marketing Plan)	Andrea, Kiel	6/1/2021	365	6/1/2022
<b>2.2: The library interacts with its diverse community to discover and respond to current needs of all groups.</b>						
		<b>Multilingual Services</b>				
		Identify current staff to increase bilingual skills	Lizette, Mary, Libby	4/1/2020	545	9/28/2021
		Ensure recruiting efforts include bilingual skills (job descriptions, postings, etc.)	Mary, Karla, Lizette	1/1/2021	365	1/1/2022
		Identify bilingual training for existing staff	Tracie	7/1/2021	180	12/28/2021
		<b>Equity, Diversity, and Inclusion</b>				
		All staff complete 1 EDI goal	All	1/1/2021	365	1/1/2022
		Conduct diversity audit of programs; reach out to partners to fill gaps	Kaitlin, Glenda	7/1/2021	180	12/28/2021
		Conduct diversity audit for some collections	Violet, Lupe, Adriene, Selecto	1/1/2021	365	1/1/2022
		Investigate making promotional material, library card applications, and wayfinding signs available in languages other than English	Lupe, Paloma, Andrea, Kiel	4/1/2021	180	9/28/2021

SP Action Steps 2021 with Timeline

<b>2 Engagement:</b> We work continuously with the community to increase our reach and expand our impact. <i>We are a valued community partner.</i>						
Goals	Themes	Actions	Staff Members	Start Date	# Days	End Date
<b>2.3: The library creates and deepens meaningful partnerships with local organizations and businesses.</b>						
		<b>Overcome Transportation Barriers</b>				
		Participate in community conversations about transportation	Mel	2/1/2020	720	1/21/2022
		<b>Outreach</b>				
		Define successful outreach and set goals	Lizette, Emily, Brooke, Andrea, Becky	11/1/2019	720	10/21/2021
		Compile list of pre-COVID partnerships to reach out post-COVID	Brian, Andrea, Kathy	1/1/2021	180	6/30/2021
		Create library-wide community partner database (merge businesses w/other orgs)	Brian, Andrea, Kathy, Becky	1/1/2021	180	6/30/2021
		Share and celebrate our work with commun orgs	Comms, Mel	7/1/2021	180	12/28/2021
		Work w/UP Coalition on increasing community broadband	Mel, Mike	9/1/2020	365	9/1/2021

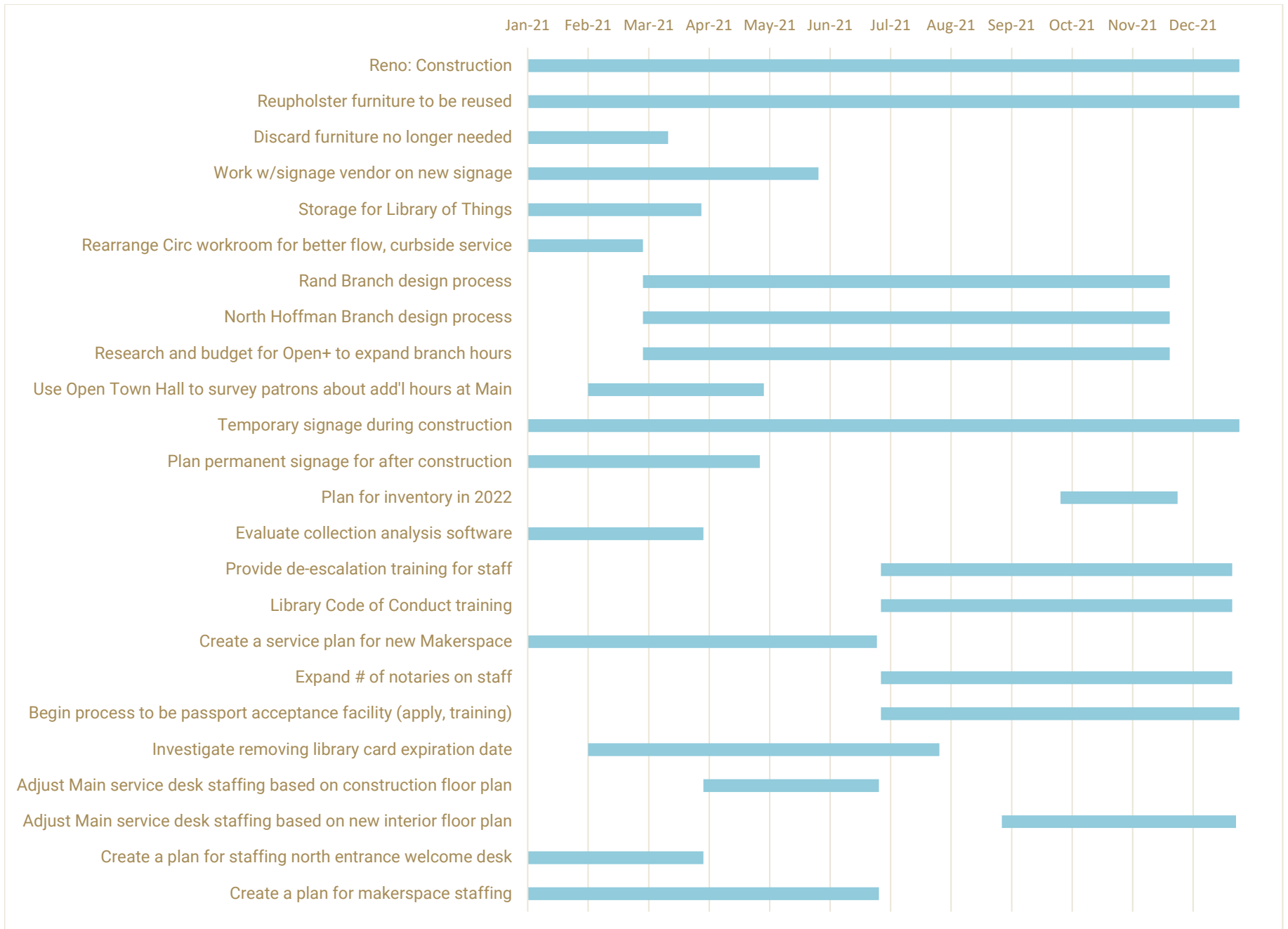
SP Action Steps 2021 with Timeline

<b>3 Endurance:</b> We strive for sustainability in our practices, human and financial resources, and facilities. <i>We are a resilient organization.</i>						
Goals	Themes	Actions	Staff Members	Start Date	# Days	End Date
<b>3.1:</b> The library is a trusted steward of resources.						
		<b>Monitor Finances</b>				
		Monitor CD investments on quarterly basis	Jeannie, Beth, Fin Comm	1/1/2021	365	1/1/2022
		Administer existing grants (RAILS catalog, ISL construction, PPE grants)	Beth, Jeannie	1/1/2021	365	1/1/2022
		<b>Transparency</b>				
		Publish stats online	Violet, Jeannie, Karla	6/1/2019	720	5/21/2021
		Train appropriate staff to navigate OpenGov	Beth, Karla	2/26/2020	455	5/26/2021
		<b>Volunteer Opportunities</b>				
		Diversify volunteer pool (e.g. special needs, court-ordered)	HR, Natalie	4/1/2020	515	8/29/2021
		Recruit volunteer greeters during renovation	Karla	10/1/2020	120	1/29/2021
<b>3.2:</b> The library is a preferred employer that values staff development and retention.						
		<b>Employee Engagement</b>				
		Offer more opportunities to join committees and project teams	Mgmt Team	5/1/2020	485	8/29/2021
		<b>Salary and Benefits</b>				
		Complete and implement triennial salary scale reassessment	Jeannie, Mary, Melissa	10/1/2020	180	3/30/2021
		Examine possibility of family insurance	Jeannie, Mary	4/1/2021	60	5/31/2021
		Evaluate work schedules with breaks including weekend shifts	Mel, Pub Servs Mgrs	1/1/2021	90	4/1/2021
		Review employee handbook, recruitment, and onboarding materials for inclusive language	Mary, Jeannie	1/1/2021	365	1/1/2022
		<b>Staff Training</b>				
		Implement collaborative classroom idea (changed to virtual training)	Mel, Mary	3/1/2020	545	8/28/2021
		Reinvent in-person staff development days	HR, Violet	3/1/2021	180	8/28/2021

SP Action Steps 2021 with Timeline

<b>3 Endurance:</b> We strive for sustainability in our practices, human and financial resources, and facilities. <i>We are a resilient organization.</i>						
Goals	Themes	Actions	Staff Members	Start Date	# Days	End Date
<b>3.3:</b> The library's systems and facilities are resilient, modern, and efficient.						
	<b>Building and Maintenance Systems</b>					
		Repair concrete in underground parking garage	Gregg	4/1/2021	270	8/1/2021
		Revise emergency manual	Mel, Mary, Karla	5/1/2020	455	7/30/2021
		Replace/repair ramp snow melt boiler system	Gregg	1/1/2021	180	6/30/2021
		Examine emergency communication practices, consider app	Rolando, Susan, Mel	7/1/2021	90	9/29/2021
	<b>Technology Systems</b>					
		Investigate hearing loop update for Meeting Room 1 ( for budget for 21-22)	Anam, Susan	2/1/2021	60	4/2/2021
		Install new security camera system (software, server)	Mike, Gregg, Rolando	1/1/2021	180	6/30/2021
		Install screen-sharing in study rooms; projection in board room	Susan, Shawn	4/1/2021	180	9/28/2021
		Relocate servers to 1st floor; install 2nd network switch	CTC, Susan, Mike	5/1/2021	90	7/30/2021
		Investigate uses for Village fiber connection	Mike	7/1/2021	120	10/29/2021
		Install repurposed and new digital displays	Susan	4/1/2021	120	7/30/2021
		Investigate digital door locks (for budget 21-22)	Mike, Anam	2/1/2021	60	4/2/2021
	<b>Safety Procedures</b>					
		Review COVID procedures, consider additional practices	Mary	1/1/2021	180	6/30/2021
		Add automatic/touchless door openers	Gregg	10/1/2020	270	6/28/2021

# Experience Chart

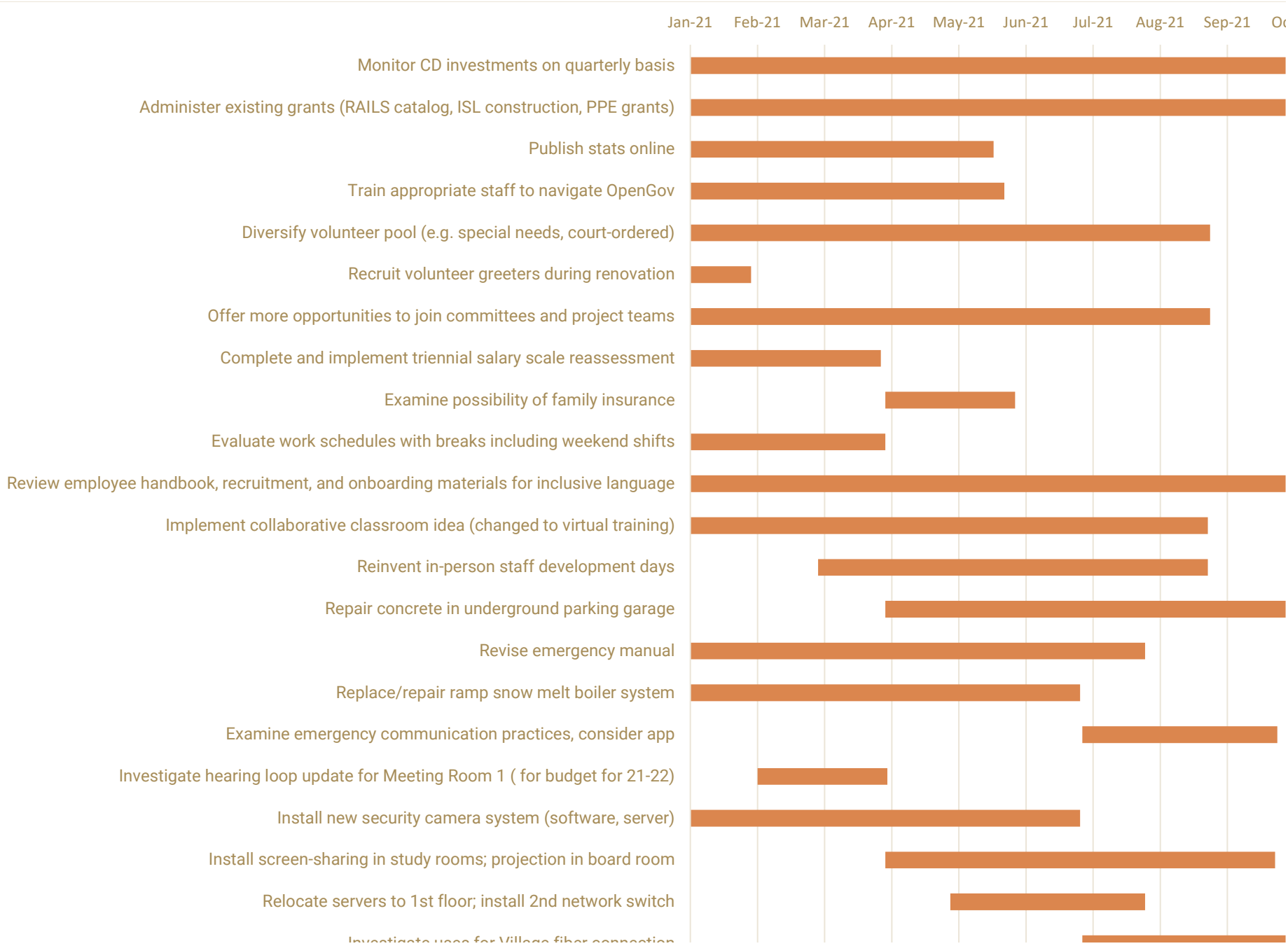


# Engagement Chart





# Endurance Chart



BOARD CALENDAR  
2021

<u>DATE</u>	<u>TRUSTEES</u>	<u>ADMINISTRATION</u>	<u>IL LAW CITATION</u>
<b>JANUARY</b>			
	Inventory contents of lockbox		
	Review minutes of closed sessions		(5 ILCS 120/2.06(a))
		File certificate with County Assessor indicating that there has been no change in ownership of use of district property	(35 ILCS 200/15-10)
		Board review of Strategic Plan annual action items	
		Annual review of succession plan	
<b>FEBRUARY</b>			
	Receive report of committee to review minutes of closed sessions		(5 ILCS 120/2.06)
		Certify to County Clerk list of those needing to file Statements of Economic Interest	(5 ILCS 420/4A-101 and 4A-106)
		File a sworn, detailed, and itemized statement of receipts and expenditures for the prior six months with Board Secretary	(50 ILCS 305/1)
<b>MARCH</b>			
		File annual library certification with Illinois State Library	
<b>APRIL</b>			
	Trustee election (April, odd numbered years only)		(10 ILCS 5/2A-1.1(b)) and (10 ILCS 5/22-17)
	Appoint Nominating Committee (April, odd numbered years only)		
	Finance Committee meets to review budget for coming year		
		Annual review of Library's disaster and emergency plans	
	File Statement of Economic Interest	File Statement of Economic Interest	(5 ILCS 420/4A-100 and 420 ILCS 420/4A 105)
<b>MAY</b>			
	Organize Board and elect officers (May, odd numbered years only)		(75 ILCS 16/30-40)
	Review proposed working budget for coming year		
	Set schedule of closings for upcoming fiscal year		
<b>JUNE</b>			
	Adopt Working Budget for coming year		
	Adopt ordinance regarding Building Maintenance Fund Levy	Publish Maintenance Fund Levy Ordinance	(75 ILCS 16/35-5(b))
	Appoint committee to review closed session minutes		
	Appoint committee to audit FY Board meeting minutes		
		Update FOIA information (print and web)	
		Fiscal year ends June 30	(75 ILCS 16/35-40)

BOARD CALENDAR  
2021

<u>DATE</u>	<u>TRUSTEES</u>	<u>ADMINISTRATION</u>	<u>IL LAW CITATION</u>
<b>JULY</b>			
		Fiscal year begins July 1	(75 ILCS 16/35-40)
		Set date for hearing on Budget & Appropriations Ordinance; publish notice.	(75 ILCS 16/30-85; 50 ILCS 330/3)
		Mid-year review of Strategic Plan progress	
<b>AUGUST</b>			
	Approve Certification of Annual Report to State Library		(75 ILCS 16/30-65)
	Receive report of committee to review minutes of closed sessions		(5 ILCS 120/2.06)
	Receive report of committee to audit FY Board meeting minutes		(75 ILCS 16/30-65 c)
		Prepare tentative B&A Ordinance, post in Library for inspection.	(75 ILCS 16/30-85; 50 ILCS 330/3)
		File a sworn, detailed and itemized statement of receipts and expenditures for the prior six months with Board Secretary	(50 ILCS 305/1)
		Post the total compensation package of employees \$75,000 or greater	(5 ILCS 120/7.3)
<b>SEPTEMBER</b>			
	Public hearing on Budget and Appropriations Ordinance	Publish certified copy of Budget & Appropriations Ordinance	(75 ILCS 16/30-85; 50 ILCS 330/3)
	Adopt Budget & Appropriations Ordinance	File certified copy of Budget & Appropriations Ordinance with County Clerk	(75 ILCS 16/30-85(a))
		File estimate of revenues certificate with county clerk	(35 ILCS 200/18-50)
		Determine if this year's tax levy increase is 5% or more; publish notice of public hearing on tax levy, if necessary	(35 ILCS 200/18-75 and 200/18-80)
<b>OCTOBER</b>			
		File unclaimed property report with State Treasurer's office	
	President appoints Director Review Committee		
<b>NOVEMBER</b>			
	Public hearing on tax levy if necessary	File certified copy of tax levy ordinance with County Clerk	(35 ILCS 200/18-75, 200/18-75 and 200/18-80)
	Adopt tax levy ordinance	Make copy of tax levy ordinance available for public inspection; file with County Clerk	(75 ILCS 16/30-85(b))
		Study and plan for TIF retirement or declaration of surplus	
	Adopt salary schedule for coming year		
	Complete director evaluation forms		

BOARD CALENDAR  
2021

<u>DATE</u>	<u>TRUSTEES</u>	<u>ADMINISTRATION</u>	<u>IL LAW CITATION</u>
<b>DECEMBER</b>			
	Approve annual IL Per Capita Grant application		
	Appoint Committee to review closed session minutes		
	Appoint Committee to inventory contents of lock box		
		File annual statement of receipts and disbursements; publish availability.	(30 ILCS 15/1 and 15/2)
		Review independent contractors to ensure compliance with applicable federal and state statutes	
	Adopt ordinance setting dates of Board meetings for calendar year	Publish notice to media of the schedule of regular meetings and post on Library's website	(5 ILCS 120/2.02)
	Annual adoption of ordinance for issuance of non-resident fee cards and method for assessing fee (23 IL ADC 3050.20)		
	Director's annual review		
<b><u>2021</u></b>			
		Conduct appraisal of all Library properties for insurance purposes (last completed 2013)	
<b><u>2022</u></b>			
	Trustee candidates petition to be on ballot (even years)		(10 ILCS 5/10-4)
		Conduct community survey (last completed in 2016)	
		Update capitol needs study (last completed in 2017)	
		Update financial management plan (last completed in 2018)	
<b><u>2023</u></b>			
		Conduct employee opinion survey (last completed 2019)	
	Trustee election (April, odd numbered years only)		(10 ILCS 5/2A-1.1(b)) and (10 ILCS 5/22-17)
	Appoint Nominating Committee (April, odd numbered years only)		
	Organize Board and elect officers (May, odd numbered years only)		(75 ILCS 16/30-40)
		Conduct compensation and market study (last completed in 2020)	
		Conduct space needs study (last completed in 2018)	

## Palatine library to close temporarily due to COVID-19

 [dailyherald.com/news/20201116/palatine-library-to-close-temporarily-due-to-covid-19](https://www.dailyherald.com/news/20201116/palatine-library-to-close-temporarily-due-to-covid-19)

November 16, 2020

The Palatine Public Library District will close its three library buildings Thursday through Dec. 6 due to the surge in COVID-19 cases in suburban Cook County, officials said.

Curbside pickup will be available by appointment during that time and drop boxes will remain open at all locations.

This week, people are encouraged to use curbside pickup and keep their in-person visits short.

For more information visit [palatinelibrary.org](https://www.palatinelibrary.org) and click on "How can we help?" at the bottom. You can also chat via text at (847) 979-4555 or email [palatine@palatinelibrary.org](mailto:palatine@palatinelibrary.org).

Article Comments ()

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

November 17, 2020

**Julia Child — Her Life in France:** Virtually from 7-8 p.m. Wednesday, Nov. 18, Palatine Library, 700 N. North Court, Palatine. Lynn Rymarz portrays Julia Child as she discovers her passion for French cooking during her late 30s when she marries Paul Child

and moves to Paris. Call (847) 907-3600, ext. 167 or visit [palatinelibrary.org/events/month](http://palatinelibrary.org/events/month).

November 18, 2020

**Palatine library to close:**

The Palatine Public Library District will close its three library buildings Thursday through Dec. 6 due to the surge in COVID-19 cases in suburban Cook County, officials said. Curbside pickup will be available by appointment during that time and drop boxes will remain open at all locations. This week, people are encouraged to use curbside pickup and keep their in-person visits short. For information visit [palatinelibrary.org](http://palatinelibrary.org) and click on "How can we help?" at the bottom. You can also chat via text at (847) 979-4555 or email [palatine@palatinelibrary.org](mailto:palatine@palatinelibrary.org).

December 1, 2020

**LinkedIn 101:** Virtually from 6:30-8 p.m. Wednesday, Dec. 2, Palatine Public Library. Learn how to use LinkedIn to connect with professionals, find jobs, and keep on top of business news via Zoom. Mike Gershbein from Very Smart People shows you how to choose the best site for you and the steps to get started. For information, visit [www.palatinelibrary.org](http://www.palatinelibrary.org).

# Sign up for Palatine Library's Winter Reading Challenge

Submitted by Andrea Lublink, Palatine Public Library District

Palatine Library Winter Reading Challenge: Reading Transforms begins Monday, Dec. 14, and runs through Sunday, Jan. 31.

Every year, district cardholders are challenged to help those in need in the community just by reading. When all participants read a combined total of 6,000 books, Palatine Bank and Trust will donate \$1,000 and Andigo Credit Union, Schaumburg, and Warehouse Direct will each donate \$500, for a \$2,000 grand total donation, to WINGS (Women in Need Growing Stronger).

Palatine Library staff selected WINGS as the recipient this year as a local non-profit organization that connects clients with a range of services such as counseling, legal assistance, mentoring, life skills support and career services.

Visit [palatinelibrary.org](http://palatinelibrary.org), sign up and manage your reading progress. Download the Beanstack tracker app for access from any device or call (847) 907-3600 and staff will help you.

This year, you can reserve a Curbside Pickup appointment to get your registration prize — while supplies last. Adults and teens receive a winter mug and children receive a bendable toy. Funded by the Friends of Palatine Library, all valid district cardholders may participate with their own library card.

Upon finishing the program, participants will be entered into a drawing by age category (child, teen, or adult) for a chance to win a gift bag filled with gift cards donated by Biaggi's, Deer Park; Borne2Dance, Inc.; California Pizza Kitchen, Deer Park; d'Vine Wine and Gifts; Grow Music Academy; MocaFIT; My Flavor It Place, Palatine;

Papa John's, Palatine; Pizza Bella; and Photos Hot Dogs.

In the spirit of giving back, Palatine Library is offering two more opportunities to further help clients of WINGS Program. Throughout December, the library is hosting a donation drive for WINGS. Drop off items needed at the elevator entrance on the upper level of the underground parking garage of the Main Library. A list of requested items can be found at [wingsprogram.com/in-kind-gift-donations](http://wingsprogram.com/in-kind-gift-donations).

Additionally, from Tuesday, Dec. 1, to Dec. 14, make a holiday card for clients of the WINGS Program. Pick up blank cards, envelopes, and stickers through Curbside Pickup at the Main Library to help brighten the holidays. Return completed cards by Dec. 16 to the Main Library.

For information, call (847) 907-3600 or visit [palatinelibrary.org](http://palatinelibrary.org).

# Palatine Library Closing Due To Spike In COVID-19

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[journal-topics.com/articles/palatine-library-closing-due-to-spike-in-covid-19/](https://journal-topics.com/articles/palatine-library-closing-due-to-spike-in-covid-19/)

By Journal Staff | on November 19, 2020

November 19, 2020



Palatine Public Library's main branch.

Due to the increasing and rapid rise in COVID-19 cases in suburban Cook County, the Palatine Library has decided to implement service changes for the safety of staff and visitors. Buildings will be closed starting Thursday, Nov. 19 through Sunday, Dec. 6, but visitors can still schedule curbside pickup and access services online.

Patrons will still be able to place holds on items and staff will let them know when their selection is ready. Curbside pickup will be by appointment only from 10 a.m. to 6 p.m. Monday-Thursday, 10 a.m. to 4 p.m. Friday-Saturday, and closed on Sunday.

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# Illinois State Library E-News

THIS MONTH AT THE ILLINOIS STATE LIBRARY

November 2020

Jesse White, Secretary of State and State Librarian

Greg McCormick, Director

## Jesse White Awards More Than \$2.6 Million in Construction Grants to Four Public Libraries

Secretary of State and State Librarian Jesse White has awarded more than \$2.6 million in construction grants to library districts in Palatine, Hanover Park, Hillsboro and Walnut. The grants are the first awarded for the Public Library Construction Act Grant Program, and funded by the \$45 billion capital plan that was passed by the Illinois General Assembly in 2019.

The following libraries have met criteria for local cost share and are the first to be awarded a grant:

- \* Palatine Public Library District – \$1,841,568. The award will be used toward a \$5,261,623 major interior renovation project of all of its public spaces.
- \* Poplar Creek Public Library District – \$95,556. The award will be used toward a \$349,321 addition of an 800-square-foot meeting and activities room to its Hanover Park Branch.
- \* Hillsboro Area Public Library District – \$643,186. The award will be used toward a \$1,043,070 project to convert a former bank building into a library to replace the over 100-year-old current library.
- \* Walnut Public Library District – \$23,177. The award will be used toward a \$36,000 project to replace all of its exterior windows.

Applications for the grant program are accepted annually and are due by April 15. Information concerning the Illinois State Library's Public Library Construction Act Grant Program can be found at: [https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.cyberdriveillinois.com%2fdepartments%2flibrary%2fgrants%2fpublib\\_construction.html.&c=E,1,2TYYxH-cr-YmFrci8eHcpOPYxzT4YO71cVj82mpvAN5HgAmlariP18tVdSbXzKn-cdvFbS8D69zIVrCZ0c3jEEKyk2vCHnVZplisj69cOoBTR1BYMENO&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.cyberdriveillinois.com%2fdepartments%2flibrary%2fgrants%2fpublib_construction.html.&c=E,1,2TYYxH-cr-YmFrci8eHcpOPYxzT4YO71cVj82mpvAN5HgAmlariP18tVdSbXzKn-cdvFbS8D69zIVrCZ0c3jEEKyk2vCHnVZplisj69cOoBTR1BYMENO&typo=1)