

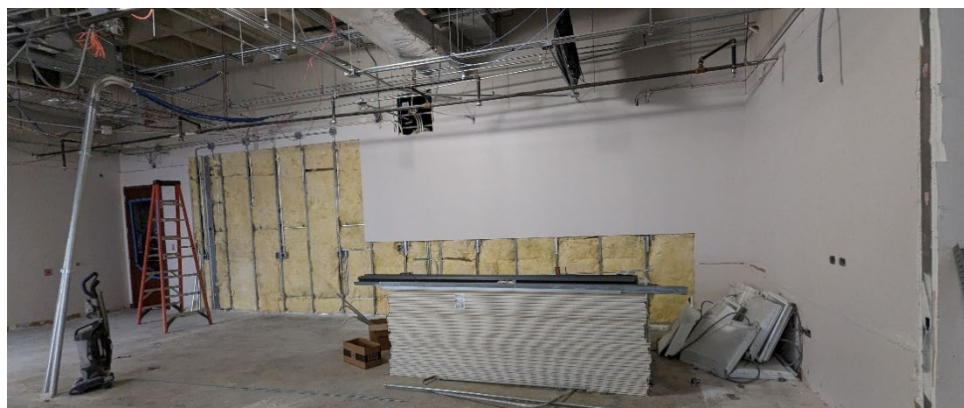
## DIRECTOR'S MONTHLY REPORT

### DECEMBER 2023

#### LIBRARY ACTIVITIES

Our staff holiday party was held on December 13. This year's breakfast was catered by Annie's Restaurant & Pancake House was well-received. Administration staff prepared cute mugs with hot cocoa and candy inside for all staff members to take home.

Construction on the second-floor staff areas has begun, and most of the noisy demolition is complete. Happ Builders found **a few surprises behind the walls**, mostly related to duct work and conduit, **but nothing major**. Engberg Anderson is working to reroute the ducts and conduit.





## EXTERNAL MEETINGS

- LFI Retirement Party 12/2
- Ribbon Cutting for Board Room naming 12/3
- Payroll software meetings 12/4, 12/5, 12/11
- ILA Legislative Meetup 12/5
- CCS meetings
- Strategic Planning meetings
- Happ Construction meeting 12/6
- Rotary Club meeting
- Friends of the Library President's meeting
- Foundation meeting
- POC Board meeting 12/13

*Jeannie Dilger*

## COMMON ACRONYMS USED

- ALA – American Library Association
- CCS – Cooperative Computer System, the library catalog that we share with 28+ other libraries
- CPLA – Certified Public Library Administrators program
- FOL – Friends of the Library
- NHB – North Hoffman Branch library
- ILA – Illinois Library Association



- IMRF – Illinois Municipal Retirement Fund
- ISL – Illinois State Library
- LIRA – Libraries of Illinois Risk Agency, our property/casualty insurance pool
- PLA – Public Library Association
- POC – Partners for Our Communities
- RAILS – Reaching Across Illinois Library System, the state agency that provides support to libraries in northern Illinois
- RRB – Rand Road Branch library
- TIF – tax increment financing

Active Filters:

Headcount ⓘ

104

As of January 2024

Hired ⓘ

12

Termed ⓘ

21

Growth Rate ⓘ

-7.1%

Turnover Rate ⓘ

19.6%

Average Tenure ⓘ

8.2

(Years)

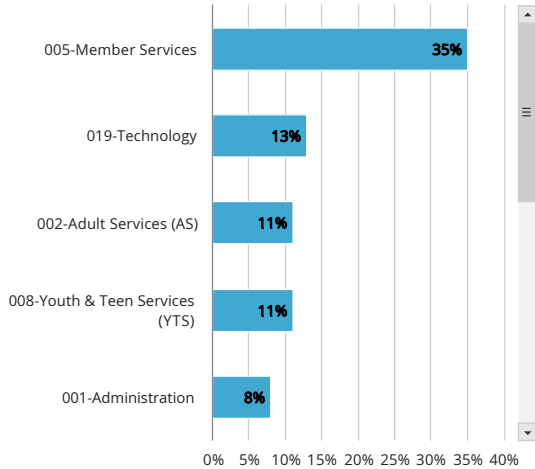
### Active Employees

CC1: Department

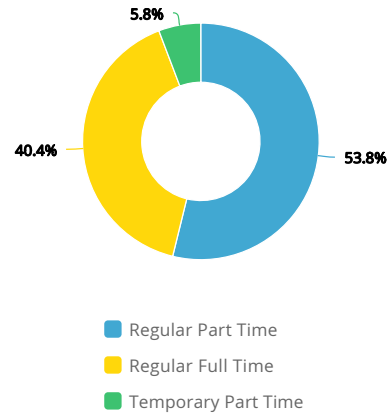


%

#



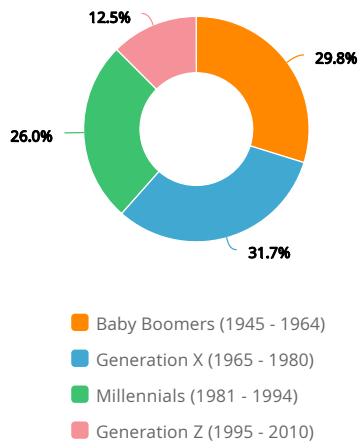
### Employment Type



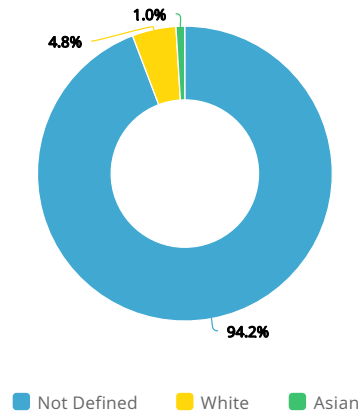
### Generation

Current

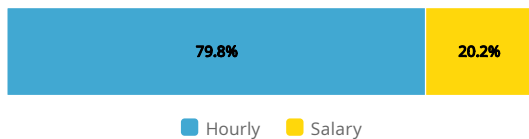
Trends



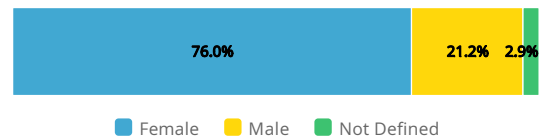
### Ethnicity



### Pay Type



### Gender (Legal)



Insights Status

Last data update took place at 1/8/24, 2:32 AM.



Active Filters:

Headcount ⓘ

104

As of January 2024

Turnover Rate ⓘ

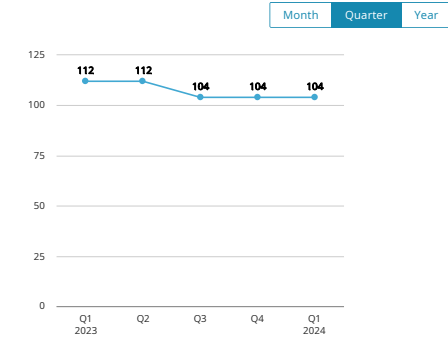
19.6%

Average Tenure ⓘ

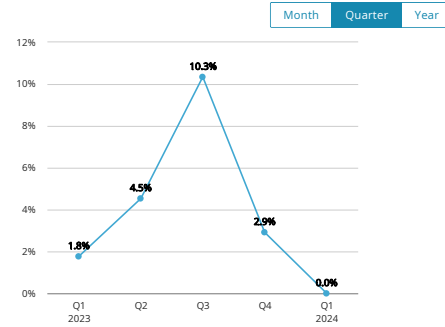
8.2

(Years)

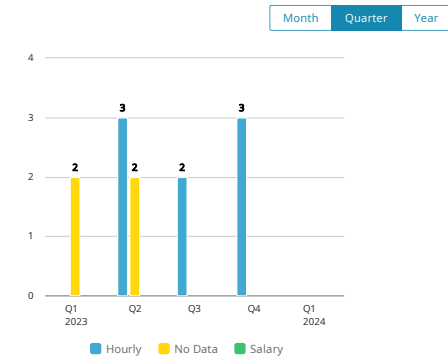
#### Active Employees Over Time



#### Turnover Rate Over Time



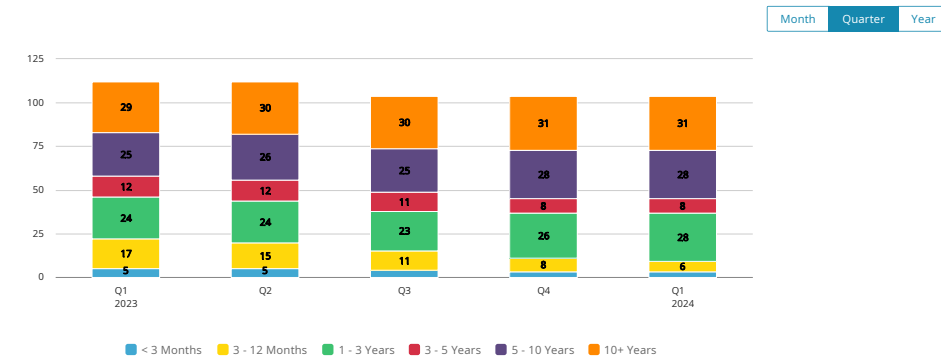
#### Hired Hourly vs. Salary Over Time



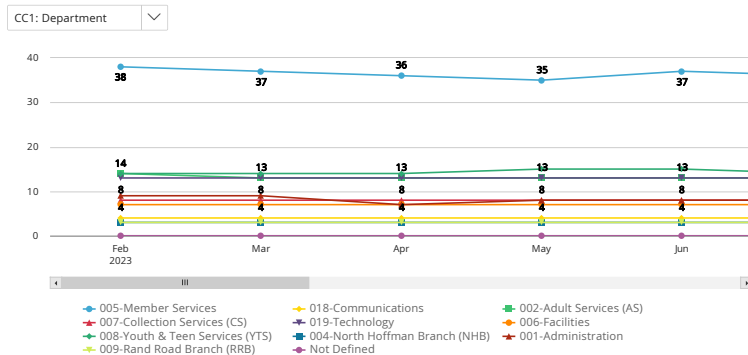
#### Hired vs. Terminated Over Time



#### Tenure Over Time



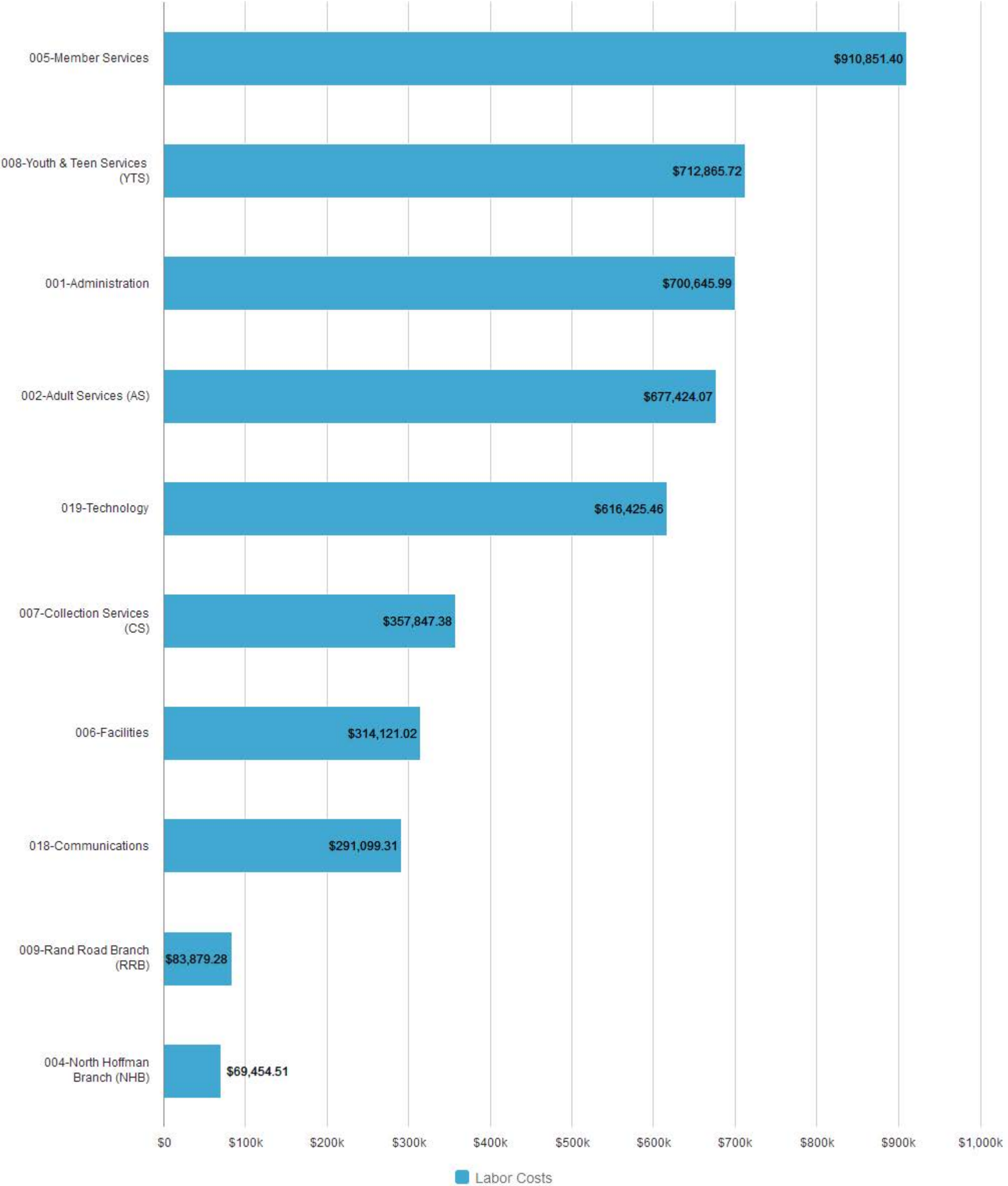
#### Headcount By Group Over Time



#### Insights Status

Last data update took place at 1/8/24, 2:32 AM.

Areas of Interest



## Executive Summary

In 2023, Palatine Library District conducted a planning process to develop a three-year Strategic Plan. The process was guided by the Library management and Board of Trustees. A comprehensive community needs assessment was conducted, followed by a strategic planning workshop to develop the framework for the plan.

In order to develop a shared understanding of the Library's current operating environment, data was collected by four methods: a survey of Library district residents, individual interviews with key stakeholders, five focus groups to gain more feedback from members, and a survey to Library staff for their input.

Since the last strategic plan, we have made great strides in improving service to our community. We renovated the public areas of all three facilities, joined the CCS library consortium to increase access to materials, increased hours at our Branches, added new collections and engaging programs, and increased our community partnerships. And we have done so while maintaining our commitment to responsible stewardship of taxpayer dollars.

It is with this same commitment and spirit that we present the Library's Strategic Plan for 2024–2026. In the years to come, our mission will remain unchanged: welcoming everyone to access diverse materials, collaborative spaces, technology, programs, and services. The Strategic Plan will allow us to respond to the current and future needs of our residents by addressing four key goals.

This document is intended to be an evolving roadmap for Palatine Library District's future. It will be powered by the efforts of our dedicated staff, the passions of its residents, and support from the Library Board of Trustees, the Friends of the Palatine Library, and the Palatine Public Library Foundation.

Sincerely,

Jeannie Dilger  
Executive Director

Debby Brauer  
President, Library Board of Trustees



## Vision

Inspiring Connection,  
Curiosity, and Joy

## Mission

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



# Goal 1

**Maintain high levels of service by investing in staff: providing sufficient tools and training, optimal staffing levels, advancement opportunities, and fair compensation, while maintaining fiscal responsibility.**

- Use benchmarking and internal library data to identify and achieve optimal staffing levels and fair compensation.
- Consolidate training tools into an easy-to-use platform and allocate sufficient time for staff completion of recommended training.
- Understand and prioritize staff needs for supplies, equipment, and space.
- Provide more growth and advancement opportunities at all levels to increase retention and satisfaction.
- Revisit tuition reimbursement and conference attendance policy to make participation more accessible.



# Goal 2

**Increase visibility and remove barriers to participation for all members of our diverse community through meaningful engagement, increased partnerships, and targeted communications.**

- Develop a targeted communication plan utilizing social media, digital, and print to increase visibility of the library and its extensive services for non-users and the underserved.
- Develop mutually beneficial partnerships to help reach underserved communities within our district.
- Remove barriers to library usage by increasing translation capabilities across library services, collections, and locations.
- Utilize strategic planning research data to identify and fill gaps in service, especially for working families, digital users, non-English speakers, and young adults.



# Goal 3

**Adapt programs and collections to deliver relevant content that serves changing community needs by restructuring systems, dedicating resources to these activities, and engaging in ongoing dialogue between members and staff.**

- Create a system for intentional conversations with community members to ensure collections and programs continue to meet changing needs.
- Utilize strategic planning survey data to re-evaluate programs to attract new members and increase attendance.
- Ensure programming and collections staffing structure, budget, and processes are sufficient to deliver relevant content in a timely manner.
- Increase and improve access to world language collections for non-English speakers in our district.
- Ensure Workshop Lab materials are accessible to all members.
- Invest in new books and media to ensure our physical collections remain current and meet the needs of our community.



# Goal 4

**Begin to understand how the library will serve the Palatine community of the future by developing a long-term plan for existing and potential new spaces.**

- Conduct a futures exercise to identify market, demographic, usage, and library drivers of change and how they may impact the ways we serve the Palatine community 10+ years from now.
- Assess the suitability of spaces within the community and potential partnerships to expand services beyond current library branches.
- Develop a long-term space plan to ensure PLD continues to serve all parts of our community effectively, efficiently, and conveniently.





**Palatine Library District**  
**700 N. North Court**  
**Palatine, IL 60067**  
**847-907-3600 • palatinelibrary.org**

Mon–Thurs: 9:00 a.m. – 9:00 p.m.  
 Fri: 9:00 a.m. – 6:00 p.m.  
 Sat: 9:00 a.m. – 5:00 p.m.  
 Sun: 12:00 p.m. – 5:00 p.m.



**North Hoffman Branch**  
**3600 Lexington Drive**  
**Hoffman Estates, IL 60192**  
**847-934-0220**

Mon – Thurs: 11:00 a.m. – 7:00 p.m.  
 Fri: 10:00 a.m. – 6:00 p.m.  
 Sat: 9:00 a.m. – 1:00 p.m.  
 Sun: Closed



**Rand Road Branch**  
**1585 Rand Road**  
**Palatine, IL 60074**  
**847-202-1194**

Mon–Thurs: 10:00 a.m. – 6:00 p.m.  
 Fri: 9:00 a.m. – 4:00 p.m.  
 Sat: 9:00 a.m. – 1:00 p.m.  
 Sun: Closed

## Planning Committee

Jeannie Dilger, Executive Director  
 Melissa Gardner, Assistant Director  
 Violet Jaffe, Collection Services Manager  
 Andrea Lublink, Communications Manager  
 Rosalie Scarpelli, Member Services Manager  
 Lizette Ayala, Adult Services Assistant Manager  
 Karen Bollman, Member Services Assistant Manager  
 Mike Szwed, Technology Assistant Manager

## Board of Trustees

Debby Brauer  
 Jeffrey Westhoff  
 Maureen DeRosa  
 Tracy Boland  
 Bruce Jefferson  
 Bhumika Puklin  
 Hal Snyder

Community survey, focus groups, and strategic planning activities provided by Essentiam.

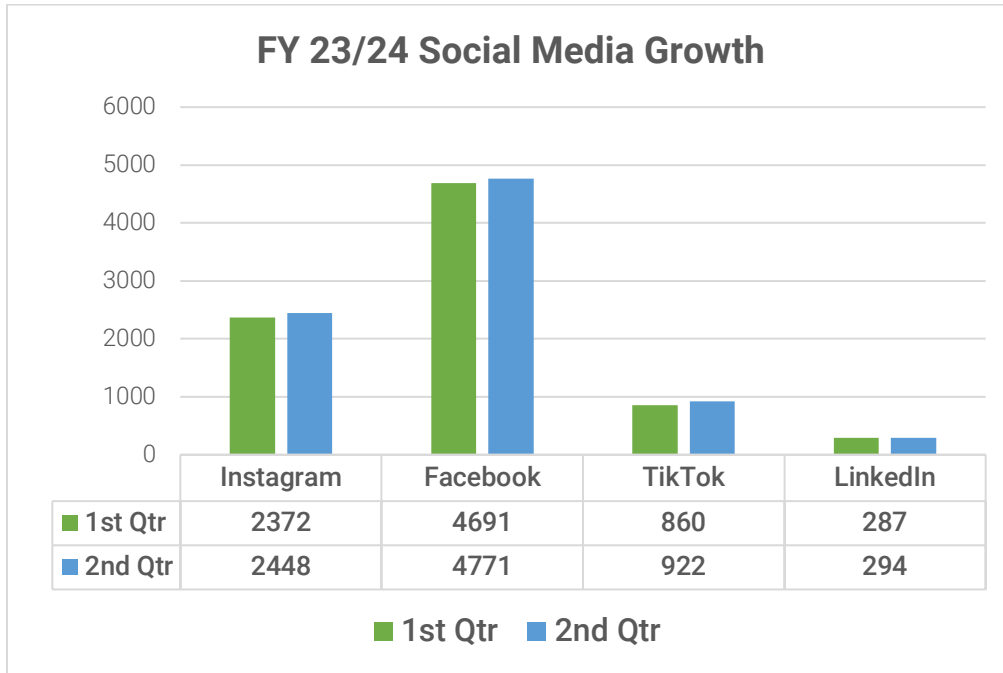


## COMMUNICATIONS STATISTICS

### Second Quarter FY 23/24: October - December

#### Social Media Channels

- Facebook and Instagram (IG) continue to grow followers.
- We are nearing 1000 followers on TikTok!



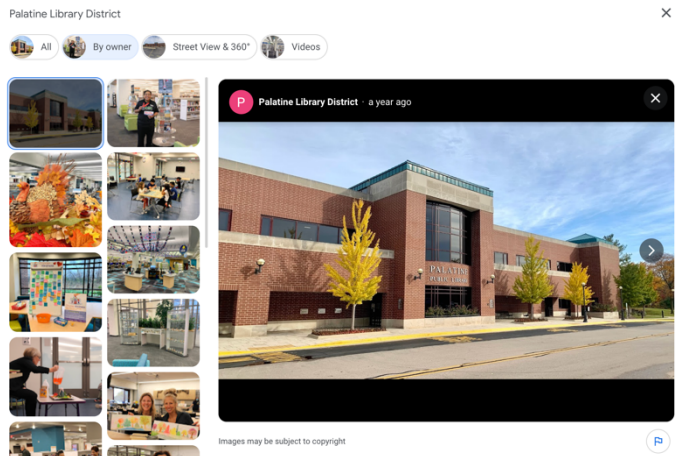
#### Google – Main Library page

This is when someone conducts an online

Google search for the library.

October - December:

- 27,217 Total Searches
- 9,984 Profile Interactions
- 38,554 Profile Views



## Best Posts

Engagements = Combined likes, comments, shares, saves, and views on one piece of content across multiple platforms.

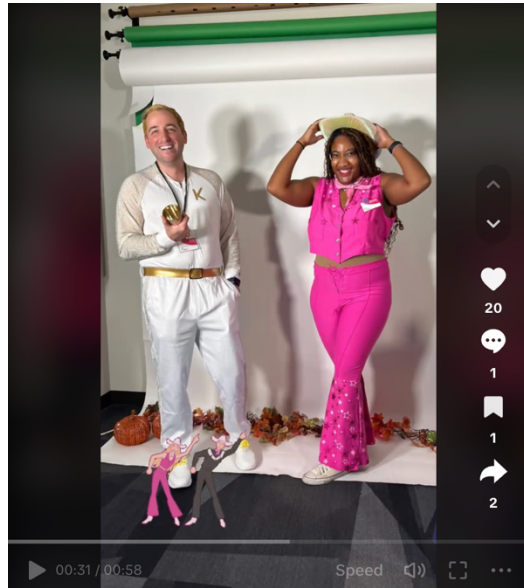
### October 2023

#### Best TikTok

##### Staff Halloween Costume Contest

Overall FB + IG + Tik Tok

2,005 total reach/engagements



#### Best Post

##### Halloween Storytime

Overall FB + IG

3,155 total reach/engagements



### November 2023

#### Best TikTok

##### Holiday Gift Guide

Overall FB + IG + Tik Tok

1,339 total reach/engagements



#### Best Post

##### Pie Line

Overall FB + IG

2,963 total reach/engagements



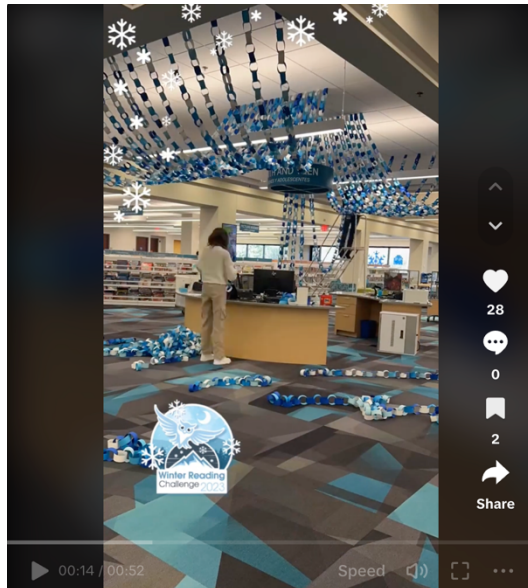
## **December 2023**

### **Best TikTok**

#### **Winter Reading Challenge Decorations**

Overall FB + IG + Tik Tok

1,505 total reach/engagements



### **Best Post**

#### **Workshop Holiday Gifts**

Overall FB + IG

3,574 total reach/engagements

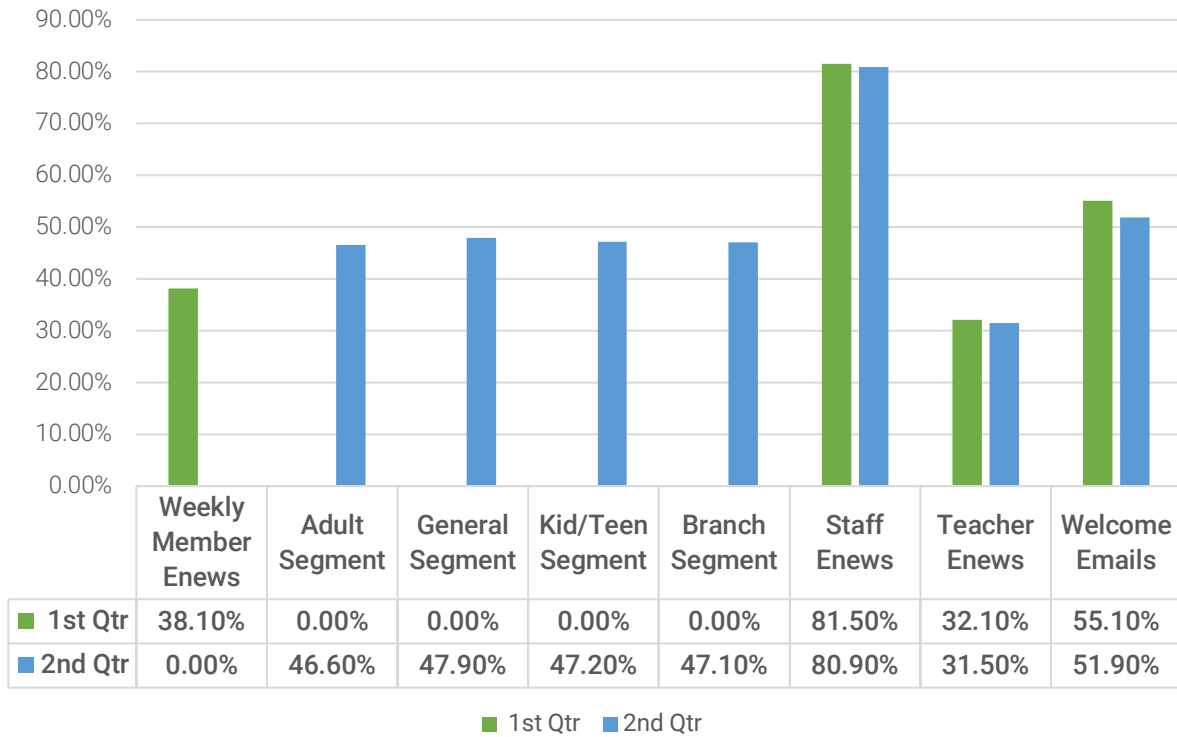


## **Patron Point Member Enews**

- Starting in mid-September, we began using targeted segments to separate content into different emails. The four categories:
  - What's Happening at the Library (sent bi-monthly featuring services, special events, and updates that you don't want to miss!)
  - Adult Programs and Collections (Weekly)
  - Branch Programs and Collections (Monthly)
  - Kids/Teens Programs and Collections (Weekly)
- We are happy to see that our open rates have increased with this change to more targeted emails.
- We would like to see members engage more and opt-in to only get the email content they prefer.
- Staff is highly engaged with enews. We switched to sending it first thing on Wednesday mornings instead of Tuesday afternoons for better visibility.



## Patron Point Emails Open Rates Comparison Higher with Targeted Segments



*Note: There's no data for Weekly Member Enews since switching to targeted segments.*

Submitted by  
Andrea Lublink  
Communications Manager

January 2024



## Gamoran Family donates over \$21,000 to Palatine Library for board room

[dh dailyherald.com/20240103/submitted-content/gamoran-family-donates-over-21000-to-palatine-library-for-board-room/](https://dailyherald.com/20240103/submitted-content/gamoran-family-donates-over-21000-to-palatine-library-for-board-room/)

January 3, 2024

Submitted Content



Posted January 03, 2024 9:53 am

In November, Palatine Library received a large donation of over \$21,000 in support of the library and to honor the memory of Judith Gamoran. The donation made by family and friends of Gamoran purchased the naming rights to the board room and will go directly to improve the lighting in the room. The room is now officially named the Judith Gamoran Board Room. To celebrate the occasion, Gamoran's husband, children and friends attended a naming ceremony in December along with staff, Library Foundation board members, and library trustees.

Judith Gamoran was appointed to the Board of Library Trustees of Palatine Library in 1971. She served as library board president in 1973, and during her time as president, Gamoran led a referendum to purchase land for a new library, secured a location for the library and

secured a federal grant for funds for the new library building.

She was instrumental in working closely with board members, village leaders, architects and business leaders in the area to approve the brand-new 32,000-square-foot building at 500 N. Benton St., that was finished in 1975 (currently the Quest Academy location). Gamoran also had the foresight to lead a second referendum that included expanding library services to residents from parts of Hoffman Estates, Schaumburg, Rolling Meadows and Arlington Heights.

"We are delighted to name the board room in honor of Judith Gamoran as an active and crucial board member in the 1970s," stated Executive Director Jeannie Dilger. "She was clearly invested in leading the way to expand the impact of the library with a larger building that offered more spaces and collections for the community."

The opportunity to invest in the community by supporting the library with a donation in exchange for naming a section of the library for yourself or a loved one is provided by the Palatine Library Foundation. If you are interested, please contact Ed Kerr, foundation president at [president@ppldf.org](mailto:president@ppldf.org).

0 Article Comments

Article Categories

Communities Hoffman Estates Library Districts Palatine Palatine Public Library District  
Submitted Content

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 "flag" link in the lower-right corner of the comment box. To find out more, read our FAQ.



December 14, 2023

**Friday, December 15 – Wednesday, January 31**

**All  
ages.**

When we all read 10,000 books, Elderwerks, Palatine gets a grand donation from our sponsors. Finish your reading requirements to get a special prize! All ages. Sign up begins 12/15. For valid District cardholders only.

*Elderwerks*



**Winter Reading  
Challenge 2023**



**Palatine LIBRARY** District  
847-907-3600 • [palatinelibrary.org](http://palatinelibrary.org)

## Journal & Topics

December 21, 2023

### December Collection Drive



**December 15 – January 31**

Donate personal care items to the  
Main Library for Elderwerks, Palatine  
including bar soap, shaving cream,  
facial tissue and more.



*Elderwerks*

Scan here for  
a full list of  
acceptable items.



Palatine **LIBRARY** District

847-907-3600 • [palatinelibrary.org](http://palatinelibrary.org)



# Gamoran Family Donates Over \$21,000 To Palatine Library

[JT journal-topics.com/articles/gamoran-family-donates-over-21000-to-palatine-library/](https://journal-topics.com/articles/gamoran-family-donates-over-21000-to-palatine-library/)

By Journal Staff | on January 05, 2024

January 5, 2024



Friends and family of Judith Gamoran attend celebration naming the library's board room in her honor.  
(Photo submitted)

In November, the Palatine Public Library District received a donation of over \$21,000 in support of the library and to honor the memory of Judith Gamoran.

The donation made by family and friends of Gamoran purchased the naming rights to the library board room and will go directly to improve the lighting in the room. The room is now officially named the Judith Gamoran Board Room.

To celebrate the occasion, Gamoran's husband, children, and friends attended a naming ceremony in December along with staff, Library Foundation board members, and library trustees.



Judith Gamoran was appointed to the board of library trustees of the Palatine Library in 1971. She served as board president in 1973. During her time as president, she led a referendum to purchase land for a new library, secured a location for the library, and secured a federal grant for funds for the new library building.

According to library officials, she was instrumental in working closely with board members, village leaders, architects, and business leaders in the area to approve a new 32,000 sq. ft. building at 500 N. Benton St. that was finished in 1975, which is currently the Quest Academy location.

Gamoran also had the foresight to lead a second referendum that included expanding library services to residents from parts of Hoffman Estates, Schaumburg, Rolling Meadows, and Arlington Heights.

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*Support local news by subscribing to the Journal & Topics in print or online.*

## VILLAGE OF PALATINE E-NEWSLETTER

December 15, 2023



December 15, 2023

### Welcome to the Village of Palatine E-Newsletter

The Village of Palatine wishes to share community news, events and information important to the residents it serves. The Village of Palatine will release a weekly Palatine E-Newsletter keeping our subscribers informed of the happenings within the Village of Palatine.

## Palatine Library's Winter Reading Challenge



Palatine Library's Winter Reading Challenge begins today! Valid District cardholders of all ages can sign up for the challenge through January 31 and get an awesome prize for meeting their reading requirements.

When you take part in the Winter Reading Challenge, you help the community! When 10,000 books have been read, Elderwerks, in Palatine, will get a grand donation from library sponsors: Napleton's Palatine Subaru, Palatine Bank & Trust, and Warehouse Direct.

Visit [Winter Reading Challenge 2023](#) to learn more and sign up.

## PALATINE PATCH

Palatine | Local Event

# Games and Grandparents

JAN  
3

Palatine Library, Local Official



### Event Details

Wed, Jan 3, 2024 at 6:30 PM [Add to calendar](#)

Palatine Library District, 700 N North Ct, Palatine, IL, 60067

[More info here](#)

Enjoy board games, puzzles, and snacks at a special family game night for you and your grandparents. All ages. Sign up begins 12/20. For more information, call 847-907-3600 or visit [palatinelibrary.org](http://palatinelibrary.org).



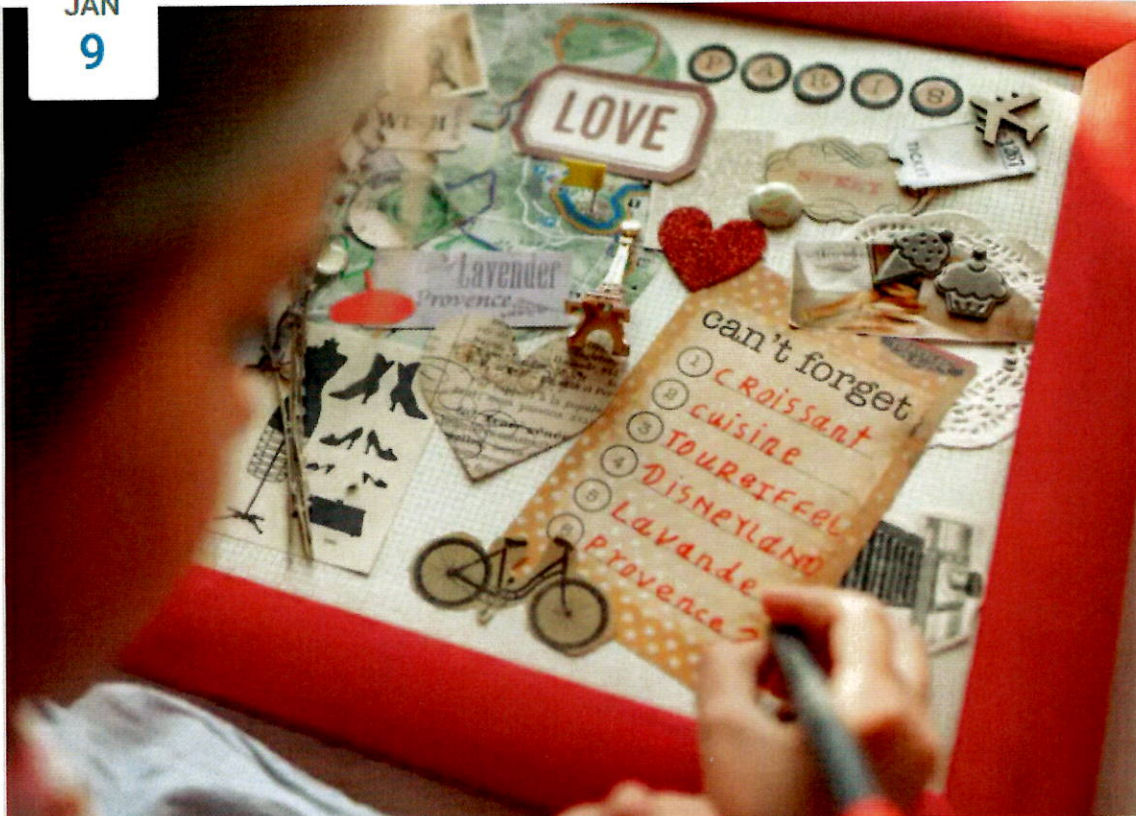
## PALATINE PATCH

Palatine | Local Event

# Workshop Craft: Mini Vision Board

 Palatine Library, Local Official


JAN  
9



### Event Details

 Tue, Jan 9, 2024 at 12:00 PM

[Add to calendar](#) 

 Palatine Library District, 700 N North Ct, Palatine, IL, 60067

 [More info here](#)

Stop by the Workshop Lab and put together a vision board for the New Year while supplies last. **Materials provided. Drop in.** For more information, call 847-907-3600 or visit [palatinelibrary.org](http://palatinelibrary.org).

Palatine | Local Event


## Baby Playtime

 [Palatine Library, Local Official](#) 

JAN  
10



### Event Details

 Wed, Jan 10, 2024 at 10:00 AM

[Add to calendar](#) 

 Palatine Library District, 700 N North Ct, Palatine, IL, 60067

 [More info here](#)

Enjoy a wide variety of toys, instruments, and board books in this special playtime for babies! **Ages 0 – 18 months. Drop in.** For more information, call 847-907-3600 or visit [palatinelibrary.org](http://palatinelibrary.org).



PALATINE PATCH

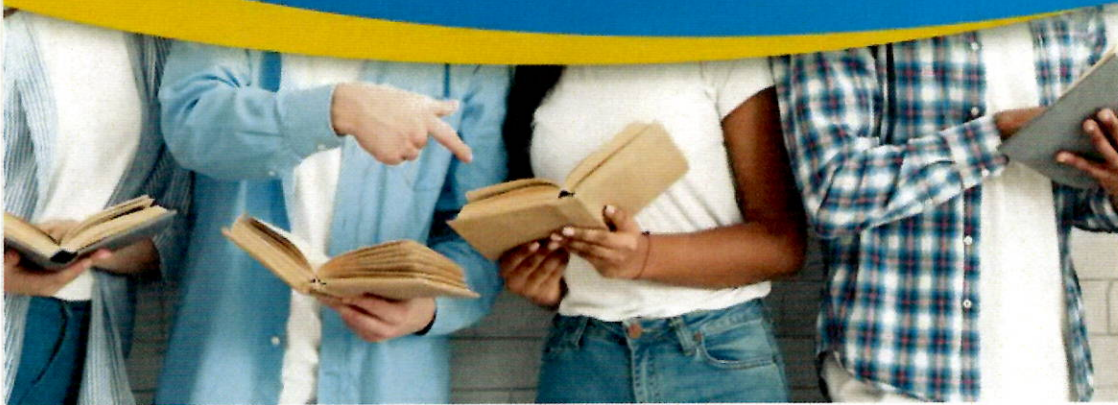
Palatine | Local Event

## ESL Read Together

 Palatine Library, Local Official 

JAN  
10

# ESL Read Together



### Event Details

 Wed, Jan 10, 2024 at 1:00 PM [Add to calendar](#) 

 3600 Lexington Dr, Hoffman Estates, IL, 60192

 [More info here](#)

Develop your English reading skills in a welcoming environment by reading the book together *Foster* by Claire Keegan. **Copies available at the Information Desk. Sign up begins 12/27. Presented in person only. Located at the North Hoffman Branch.** For more information, call 847-907-3600 or visit [palatinelibrary.org](http://palatinelibrary.org).

Palatine | Local Event

## Preschool and Daycare Fair


 Palatine Library, Local Official 

JAN  
11



### Event Details

 Thu, Jan 11, 2024 at 6:30 PM [Add to calendar](#) 

 Palatine Library District, 700 N North Ct, Palatine, IL, 60067

 [More info here](#)

Stop by to talk to representatives from local preschool and daycare organizations to learn what their facilities can offer to you. **Drop in.** For more information, call 847-907-3600 or visit [palatinelibrary.org](http://palatinelibrary.org).