

Indian Prairie Public Library
401 Plainfield Road
Darien, Illinois 60561

Board of Trustees Regular Meeting
April 18, 2012 – 7 p.m. – Conference Room

All agenda items may be acted upon by the Board of Trustees

- A. Roll Call
Marian Krupicka, Crystal Megaridis, Paul Oggerino, Jo Ann Schusterich, Luanne Spiros, Victoria Suriano, Robert Thomas
- B. Mission Statement: We enrich peoples' lives by providing opportunities to explore, connect, and be inspired.

Vision Statement: Our community depends upon the Indian Prairie Public Library District as a vital and trusted resource for achieving personal goals and enhancing quality of life. With welcoming, state-of-the-art service, the library is an essential center of learning, inspiration, and community pride.
- C. Public Comment
- D. Communications and Announcements
 - 1. Napoli to Megaridis re: Remodeling Item D1
 - 2. Bukovac to Vuillaume re: Resolution Item D2
 - 3. Goodwin to Birmingham re: VFW Donation Drive Item D3
 - 4. Bongiovanni to Bukovac re: Use of Parking Lot Item D4
 - 5. Bukovac to Bongiovanni re: Use of Parking Lot Item D5
 - 6. Clancy to Library re: ESL Item D6
 - 7. Contreras to Library re: ESL Item D7
 - 8. Martin to Library re: ESL Item D8
 - 9. ATLAS Trustee Workshop Item D9
 - 10. MPI Investment Management Item D10
 - 11. Ritzman to Public Library Clients re: Use of Meeting Rooms Item D11
- E. Omnibus Consent Agenda
 - 1. Minutes of Regular Board Meeting, March 21, 2012 Item E1
 - 2. Treasurer's Report to be distributed at mtg.
 - 3. Action on Bill/Additional Bills to be distributed at mtg.
 - 4. Ordinance #2012-1 Authorizing Non-Resident Cards Item E4
 - 5. Close the Library for Staff Institute Day May 11, 2012
- F. Items Deleted from Omnibus Consent Agenda
- G. Library Director's Report Item G Information

BOARD MEETING – APRIL 18, 2012 – PAGE 2

H. Staff Report
None

I. Reports

- | | | |
|---|---------|-------------|
| 1. Darien Committee for Intergovernmental Coordination (Krupicka) | Item I1 | Information |
| 2. WB/BR Chamber of Commerce Meeting (Cigler) | Item I2 | Information |
| 3. Darien Chamber of Commerce (Cigler) | Item I3 | Information |
| 4. RAILS Board (Bukovac) | Item I4 | Information |
| 5. Building and Grounds Committee (None) | | |
| 6. Finance Committee (None) | | |
| 7. Plan/Annexation Committee (None) | | |
| 8. Policy Committee (None) | | |

J. Unfinished Business

- | | | |
|---------------------|---------|--------|
| 1. Landscape Design | Item J1 | Action |
|---------------------|---------|--------|

K. New Business

- | | | |
|--------------------------------------|---------|-------------|
| 1. Digital Board Packets | | Information |
| 2. Trustee Email Procedures Per FOIA | | Information |
| 3. Newsletter Advertisement | | Discussion |
| 4. Meeting Room Policy | Item K4 | Discussion |

L. Committee Meetings
None

M. Community Events

N. Library Events

1. Email for Beginners, April 18, 3:30 p.m.
2. Word II, April 18, 6 p.m.
3. Crime Readers Book Discussion, April 19, 7 p.m. at Shanahan's in Woodridge
4. Movies & More, April 20, 7 p.m.
5. Celebrate Earth Day, April 22, 2:30 p.m.
6. Water Conservation & Rain Barrels, April 23, 7 p.m.
7. Intro to Excel 2010, April 24, 3:30 p.m.
8. Intro to PowerPoint 2010, April 24, 6 p.m.
9. Paris Today-Connections to Yesterday & Tomorrow, April 25, 1 p.m.
10. After School Chess, April 26, 3:45 p.m.
11. Protecting Your Nest Egg, April 26, 7 p.m.
12. R U Game, April 27, 6:30 p.m.
13. Friends of the Library Book Sale, April 28, 9 a.m.

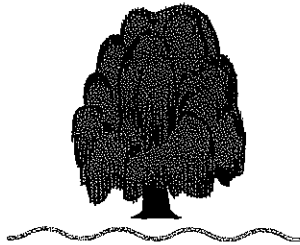
Library Events (continued)

14. Friends of the Library Book Sale, April 29, 1 p.m.
15. Email for Beginners, April 30, 3:30 p.m.
16. Intro to Word 2010, April 30, 6 p.m.
17. Intro to Excel 2010, May 1, 3:30 p.m.
18. Intro to Word 2010, May 1, 6 p.m.
19. Intro to PowerPoint 2010, May 2, 6 p.m.
20. A Visit with Paula McLain, May 3, 7 p.m.
21. Movies & More, May 4, 7 p.m.
22. Book Discussion, May 9, 7:30 p.m.
23. After School Chess, May 10, 3:45 p.m.
24. What You Need to Know-College of DuPage, May 10, 5 p.m.
25. Mother's Day Brunch Ideas, May 10, 7 p.m.
26. Excel II, May 12, 9:30 a.m.
27. The Art of Roy Lichtenstein, May 14, 7 p.m.
28. Computers for Beginners, May 15, 3:30 p.m.
29. Intro to Word 2010, May 15, 6 p.m.

O. Adjournment

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DI



Village of Willowbrook

7760 Quincy Street
Willowbrook, IL 60527-5594

Phone: (630) 323-8215 • Fax: (630) 323-0787 • www.willowbrookil.org

Mayor

Robert A. Napoli

Village Clerk

Leroy R. Hansen

April 2, 2012

Ms. Crystal Megaridis, President
Indian Prairie Public Library
401 Plainfield Road
Darien, IL 60561

Dear President Megaridis:

As a frequent user of the Indian Prairie Library, I would like to take this opportunity to congratulate you, the Board of Trustees, and your staff at the Indian Prairie Library for the superb remodeling job done at the library. The changes have been a great enhancement for the community.

Again, congratulations on a job well done.

Very truly yours,

Robert A. Napoli
Mayor

RAN/cs



"A Place of American History"

5



D2

Indian Prairie Public Library

401 Plainfield Road | Darien, Illinois 60561-4207
t 630/887-8760 f 630/887-1018 ippl.info

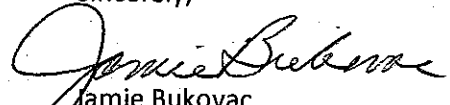
March 26, 2012

Rob and Char Vuillaume
Gift of Carl Foundation, Inc.
P. O. Box 1161
Westmont, IL 60559

Dear Rob and Char:

I am writing on behalf of the Trustees and the Library to congratulate you on being selected as the Darien Citizens of the Year. It is a well deserved honor. Please accept this resolution, passed by the Trustees, as a token of the Library's recognition and appreciation for all that you and the Gift of Carl Foundation have done to support the library and enhance the lives of our residents.

Sincerely,


Jamie Bukovac
Library Director

Jamie Bukovac

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Subject: FW: Update--donation box

D3

From: Matt Goodwin [<mailto:mattgoodwin@darienvfw2838.org>]

Sent: Sunday, March 25, 2012 11:54 AM

To: 'Laura Birmingham'

Subject: RE: Update--donation box

Laura,

On behalf of everyone at the Darien VFW I want to thank you for helping us with our donation drive. Due to the massive support we have received from the community, we ended our drive yesterday. We have received A LOT of donations and had to end a week early due to space constraints. Thank you so very much for serving as a collection point for our efforts.

"Strive for Excellence"

Sincerely,

Matthew A. Goodwin

2010-2011 National Asst. Inspector General

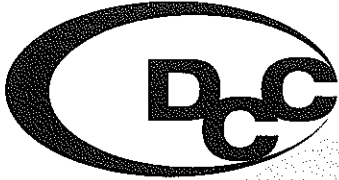
Chairman, NMS Committee

Darien Memorial Post 2838

Veterans of Foreign Wars

630-687-1908

①



Darien Chamber of Commerce
1702 Plainfield Road
Darien, Illinois 60561
630.968.0004 fax 630.968.2474

D4



March 14, 2012

Jamie Bukovac
Indian Prairie Public Library
401 Plainfield Road
Darien, IL 60561-4207

Dear Jamie:

The Darien Chamber of Commerce will host the 12th Annual Darien Dash on Sunday, May 20. This event will be held at Darien Community Park. Registration begins at 7 a.m. and the races begin at 8:30 a.m. We are requesting approval to use the Library's parking lot. We would expect the event activities to conclude by approximately 11 a.m.

Attached is a copy of our Certificate of Insurance.

If you have any questions or concerns, please call the Chamber office. Thank you for your consideration and continued support of the Darien Chamber of Commerce.

Sincerely,

A handwritten signature in cursive script that reads 'Clare Bongiovanni'.

Clare Bongiovanni
President & CEO

401 Plainfield Road | Darien, Illinois 60561-4207

T 630/887-8760 F 630/887-1018 ippl.info



April 12, 2012

Clare Bongiovanni
Darien Chamber of Commerce
1702 Plainfield Road
Darien, IL 60561

Dear Clare:

Regarding your request to use the library parking lot for the Darien Dash on May 20, we would be happy to provide use of the library parking lot for the event. Per your letter, we've received the Certificate of Insurance listing the library as an additional insured.

Best wishes for another successful Dash. We're happy to be able to support this important community event.

Sincerely,

A handwritten signature in cursive script that reads "Jamie".

Jamie Bukovac
Director

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D6

Dear Indian Prairie Library —
Thank you for all you do for
Literacy DuPage. You provide
study rooms and an excellent
ESL library. Our conversation
groups and training sessions
have found a welcoming home
at IPL. This library is one of
the most influential forces for
good in our community.

Thanks so much
you were more than kind
People like you
aren't easy to find!

Literacy DuPage letter: Gloria Clancy and student, RASHALL, ²Just,

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D7

Thank you so much for all the help for
my ESL student & myself. Your resources
always seem to have just what I need, and we
both feel gratitude for the study room. Then
we can work undistracted and we don't
have to leave our voices. Everyone is so
polite and helpful we always leave with a smile
Florence Ripal ESL tutor - Literacy New Page
Dolores Contreras thanks.

Thanks -

It seems such a small word...
for all you've done!

Florence Ripal &
Dolores Contreras

I understand this next
week is "Library Appreciation
Week" → so →

(11)

(D8)

I would like to take this time
to say thank you for all the
care and time you have given
my student and me with
our endeavor to "learn English" —
I was going to have my student
sign this also - but she is
busy having a baby today!

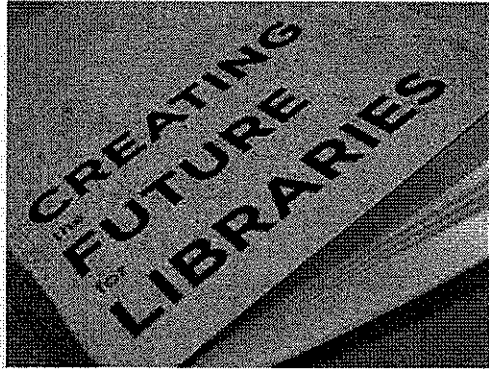
Nancy Martin, tutor
and
Alejandra Fernandez,
student



Presents

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D9



Trustee Workshop The Future is Now!

Saturday, May 19, 2012

9:00am—11:30am

9:00am coffee and breakfast; program at 9:30am

Homewood Public Library

17917 Dixie Hwy Homewood IL 60430 708-798-0121

Topics of the Panel Discussion Are:

Trends in society and their impact on libraries. Technology, how is that changing what we think a library collection is? How should we use the space we have? Just exactly what is a Digital Media Lab? How can we use Social Media to promote our libraries? What are the budget ramifications of all this?

FEE PER ATTENDEE (Please register by Friday, May 11, 2012)

\$15.00 ATLAS MEMBERS \$20.00 NON-ATLAS MEMBERS

For more information on becoming a member of ATLAS

Visit www.atlas.lib.il.us

Make checks payable to ATLAS

c/o Jane Schulten Crete Public Library District 1177 N Main Street Crete 60417

Trustee Workshop—The Future is Now!

Name _____

Email _____ **Phone #** _____

Library _____ **Amount Enclosed** _____

Jamie Bukovac

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D10

From: David Pequet [dave@mpi-invest.ccsend.com] on behalf of David Pequet [dave@mpi-invest.com]
Sent: Friday, March 23, 2012 8:25 AM
To: bukovacj@indianprairielibrary.org
Subject: Money Manager Review Low Risk Rankings



MPI Investment Management

Money Manager Review Risk Rankings

Dear Friends:

MPI Investment Management is proud to share with you our recent rankings in Money Manager Review, a leading money manager database. MPI's taxable product received a top ranking for the 5 and 7 year annual low risk categories.

***We appreciate your continued support.
Please feel free to call with any questions.***

***Sincerely,
David W. Pequet, President/CEO***

REPRINT



Money Manager Review

US Fixed-Income Government Short Term Mgrs. Ranked by 5 Year Annual Risk As of December 31, 2011

Rank	Manager Name & Product	Gips Compliant	Product Assets (MMs)	First Year	Return (%)	Risk (%)	Ret/Risk
1	Dana Investment Advisors, Inc. Limited Volatility	Yes	1120	1980	4.05	0.97	4.18
2	MPI Investment Management Taxable U.S. Fixed Income	Yes	124	1986	4.69	1.60	2.93
3	Ryan Labs, Inc. Short Duration Enhanced	Yes	242	1988	4.04	1.77	2.28
4	Federated Investors Low Duration Government Non MBS Composite	Yes	470	1955	4.02	1.99	2.02
5	Garcia Hamilton & Associates, LP Fixed Income - Short Duration	Yes	56	1988	4.53	2.07	2.19
6	Fifth Third Asset Management, Inc. 1-3 Year Government LAM	Yes	43	1975	4.24	2.09	2.03
7	Redstone Advisors Short-Intermediate Composite	Yes	57	1991	5.56	2.29	2.43
8	Chandler Asset Management, Inc. Short Term Bond Fund SMA	Yes	317	1988	4.72	2.79	1.69
9	Wentworth Hauser & Violich WHV Short-to-Intermediate Fixed Income	Yes	41	1937	5.04	2.98	1.69
10	Fifth Third Asset Management, Inc. Intermediate Government	Yes	83	1975	5.38	3.35	1.61
11	Federated Investors Short-Intermediate US Govt Fixed Income Composite	Yes	754	1955	6.34	4.16	1.52
12	Great Lakes Advisors, LLC Core-Government Only	Yes	69	1990	6.73	4.31	1.56

US Fixed-Income Government Short Term Mgrs. Ranked by 7 Year Annual Risk As of December 31, 2011

Rank	Manager Name & Product	Gips Compliant	Product Assets (MMs)	First Year	Return (%)	Risk (%)	Ret/Risk
1	Dana Investment Advisors, Inc. Limited Volatility	Yes	1120	1980	3.88	0.91	4.26
2	MPI Investment Management Taxable U.S. Fixed Income	Yes	124	1986	4.29	1.60	2.68
3	Ryan Labs, Inc. Short Duration Enhanced	Yes	242	1988	3.79	1.65	2.30
4	Federated Investors Low Duration Government Non MBS Composite	Yes	470	1955	3.80	1.79	2.12
5	Fifth Third Asset Management, Inc. 1-3 Year Government LAM	Yes	43	1975	3.93	1.89	2.08
6	Garcia Hamilton & Associates, LP Fixed Income - Short Duration	Yes	56	1988	4.26	1.92	2.22
7	Redstone Advisors Short-Intermediate Composite	Yes	57	1991	4.95	2.17	2.28
8	Chandler Asset Management, Inc. Short Term Bond Fund SMA	Yes	317	1988	4.22	2.60	1.62
9	Wentworth Hauser & Violich WHV Short-to-Intermediate Fixed Income	Yes	41	1937	4.52	2.73	1.66
10	Fifth Third Asset Management, Inc. Intermediate Government	Yes	83	1975	4.82	3.13	1.54
11	Federated Investors Short-Intermediate US Govt Fixed Income Composite	Yes	754	1955	5.29	3.86	1.37
12	Great Lakes Advisors, LLC Core-Government Only	Yes	69	1990	5.86	4.08	1.44

Money Manager Review (MMR) has tracked, ranked and analyzed the performance of private money managers since 1987. Money Manager Review provides in-depth analysis on hundreds of the nation's leading private money managers. As the largest source of its kind on the internet, thousands of individuals, consultants, plan sponsors, foundations and charities utilize MMR to find, compare and analyze private money managers. MMR tracks over 465 money managers and over 1850 products. MMR charges a fee to individuals and institutions to access this information. MMR collects information from tracked money managers, including information about company history, products, performance and personnel. Investment managers do not pay MMR to be included in the MMR data base. MMR is not responsible for the accuracy of the data provided to MMR by the individual money managers.

(15)
D11

**Law Offices of
Peregrine, Stime, Newman, Ritzman & Bruckner, Ltd.**

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WHEATON, ILLINOIS 60187-0564
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HARTMAN E. STIME (1927-1991)
ROY I. PEREGRINE
THOMAS M. NEWMAN
ROGER A. RITZMAN
DALE W. BRUCKNER*
ROBERT T. C. KAY
ELIZABETH P. SCHAFFER
MARY P. NEAL
MARK A. RITZMAN
*ALSO LICENSED IN WISCONSIN

MEMORANDUM - MEETING ROOMS

TO: Public Library Clients

FROM: Roger Ritzman/Bob Kay

RE: Use of Meeting Rooms - Public Forum Issue
Bronx Household of Faith v. Board of Education of the City of New York

DATE: March 12, 2012

This Memorandum:

- A. Supplements our previous Memoranda about the use of Public Library meeting rooms;
- B. Discusses a case with a tortured procedural history. The original lawsuit was filed in 1994. The case has been to the U.S. Court of Appeals three times. The latest decision, rendered in June, 2011, only recently became final when the U.S. Supreme Court declined to hear the case.¹

The Case

In *Bronx Household of Faith v. Board of Education of the City of New York*,² the U.S. Court of Appeals, Second Circuit (New York), ruled that the New York City Board of Education had authority to deny use of the School District's meeting rooms for "religious worship services." In sum and substance, the Court held that the School District's meeting room was a limited public forum. As such, the School Board could deny uses not compatible with the purposes of the limited public forum. Rejection of incompatible uses was not, according to the Court, an infringement of freedom of speech.

¹ 2011 WL 4479210

² 650 F.3d 30 (2011); Docket No. 07-5291-cv.

October 6, 2009, Argued; June 2, 2011, Decided.

Status

Technically, the decision applies only in the Second Circuit (Connecticut, New York and Vermont). Illinois is in the Seventh Circuit. While Second Circuit's the decision is not binding on the other Circuits, the case has precedential value and may be relied upon by other Circuits.

Facts

The New York City Board of Education (Board) had a policy that, subject to limitations, permits outside groups to use school premises when the premises are not being used for school programs and activities. The Board's policy prohibited use of school property for "religious services or religious instruction."

In 1994, Bronx Household of Faith applied to use space in a public school for Sunday morning "church services." The Board denied the application as being a "religious service." The church filed suit and the Second Circuit held that the exclusion of religious services and religious instruction was viewpoint-neutral and reasonable in light of the limited public forum purposes of public schools.

In 2001, however, the United States Supreme Court ruled in *Good News Club v. Milford Central School*,³ that it was unconstitutional to exclude from school facilities "a private Christian organization for children" which requested permission to use space in a school building after school hours to sing songs, read Bible lessons, memorize scripture, and pray. The school policy permitted school facilities to be used for "social, civic and recreational meetings and entertainment events, and other uses pertaining to the welfare of the community." The school policy prohibited use "by any individual or organization for religious purposes". School officials interpreted the policy prohibiting "religious purposes as prohibiting "religious worship" or "religious instruction." The Supreme Court concluded that the school district's denial of the application constituted impermissible viewpoint discrimination.

After the Supreme Court's decision in 2001 in *Good News Club*, Bronx Household of Faith again applied to use school facilities and again was denied. This time, the Second Circuit acknowledged the "factual parallels between the activities described in *Good News Club* and the activities at issue in the present litigation." Bronx Household was granted permission to use the school for its Sunday "Christian worship services."

The Board of Education then asked the Court to decide the issue under a revised policy whereby "religious worship services or otherwise using a school as a house of worship" was impermissible, i.e.:

No permit shall be granted for the purpose of *holding religious worship services, or otherwise using a school as a house of worship*. Permits may be granted to religious clubs for students that are sponsored by outside organizations and otherwise satisfy the requirements of this chapter on the same basis that they are granted to other clubs for students that are sponsored by outside organizations.

Bronx Household of Faith then was denied a permit. Further litigation ensued resulting in the most recent decision of the Second Circuit which held that, under the revised policy, the School Board could deny use of the school by Bronx Household of Faith.

³ 533 U.S. 98, 121 S.Ct. 2093, 150 L.Ed.2d 151 (2001)

Preliminary Observation

The decision discusses the public forum doctrine and principles of constitutional law which remain less than crystal clear. The nuances of the applicable constitutional law principles are apparent given that the Second Circuit was divided (2-1), the majority opinion is 23 pages long, and the dissenting opinion is 13 pages long. The difficulty of the issue is also apparent given that the Second Circuit dealt with the same parties and the issues in four (4) separate appeals beginning with the filing of the first case in 1994.

The excerpts provided below illustrate the Court's struggle with the limited public forum doctrine.



Excerpts From The Majority Opinion

(Citations are omitted)

(Emphasis supplied)

A category of speakers or expressive activities may be excluded from a limited public forum only on the basis of "reasonable, viewpoint-neutral rules." Thus, the operator of a limited public forum may engage in "content discrimination, which may be permissible if it preserves the purposes of that limited forum," but may not engage in "viewpoint discrimination, which is presumed impermissible when directed against speech otherwise within the forum's limitations."

The prohibition against using school facilities for the conduct of religious worship services bars a type of activity. It does not discriminate against any point of view. The conduct of religious worship services, which the rule excludes, is something quite different from free expression of a religious point of view, which the Board does not prohibit. The conduct of services is the performance of an event or activity. While the conduct of religious services undoubtedly *includes* expressions of a religious point of view, it is not the expression of that point of view that is prohibited by the rule. Prayer, religious instruction, expression of devotion to God, and the singing of hymns, whether done by a person or a group, do not constitute the conduct of worship services. Those activities are not excluded.

The "religious worship services" clause does not purport to prohibit use of the facility by a person or group of persons for "worship." What is prohibited by this clause is solely the conduct of a particular type of event: a collective activity characteristically done according to an order prescribed by and under the auspices of an organized religion, typically but not necessarily conducted by an ordained official of the religion. The conduct of a "religious worship service" has the effect of placing centrally, and perhaps even of establishing, the religion in the school.

There is an important difference between excluding the *conduct of an event or activity* that includes expression of a point of view, and excluding the *expression* of that point of view. Under rules consistent with the purposes of the forum, schools may exclude from their facilities all sorts of activities, such as martial arts matches, livestock shows, and horseback riding, even though, by participating in and viewing such events, participants and spectators may express their love of them. The basis for the lawful exclusion of such activities is not viewpoint discrimination, but rather the

objective of avoiding either harm to persons or property, or liability, or a mess, which those activities may produce. We think it beyond dispute that a school's decision to exclude martial arts matches would be lawful notwithstanding the honest claim of would-be participants that, through participating in the matches, they express their love of the sport and their character. The exclusion would nonetheless not represent viewpoint discrimination. While a school may prohibit the use of its facilities for such activities for valid reasons, it may not selectively exclude meetings that would celebrate martial arts, cow breeding, or horseback riding, because that would be viewpoint discrimination. **When there exists a reasonable basis for excluding a type of activity or event in order to preserve the purposes of the forum, such content-based exclusion survives First Amendment challenge notwithstanding that participants might use the event to express their celebration of the activity.**

Accordingly, the policy's prohibition of "religious worship services" does not constitute viewpoint discrimination; it is a content-based exclusion, which passes constitutional muster so long as the exclusion is reasonable in light of the purposes of the forum.

• • •

Comments

The narrow holding of the opinion is that the School Board may prohibit use of school facilities for "religious worship services." The Court's characterization of "religious worship services" as a type of activity and not an expression of a particular viewpoint, was the key to the decision. Barring an activity which is not compatible with the purposes of a limited public forum is permissible.

Recommendations

Drafting a policy which is "bulletproof" or immune from challenge is not possible given the nuances of the public forum rules and given that the next "test case" is just around the corner.

We suggest you consider one of the following alternatives:

- A. Limit meeting room use to Library use only. Under such a policy, you have not established a "limited public forum";
- B. Allow any group to use your meeting room regardless of the activity, purpose or content (even with this philosophy/policy, you can adopt rules about registration, reservations, noise, financial responsibility, etc.);
- C. Limit meeting room "activities/use" consistent with the Library's mission. The challenge facing Library Trustees and Staff is distinguishing permissible from impermissible "uses and activities".

If you limit access to your meeting room and your policy is challenged, you may:

1. Decide if you wish to be a "test case," i.e., obtain a ruling from the Courts as to the legality of your policy or your decision interpreting your policy;
2. Allow use of the meeting room and consider amending your policy prospectively.

Roger A. Ritzman
Robert T. C. Kay
PEREGRINE, STIME, NEWMAN,
RITZMAN & BRUCKNER, LTD.
221 E. Illinois St., PO Box 564
Wheaton, IL 60189-0564
(630) 665-1900
rritzman@psnrb.com
M:\LIBRARYDIST\MEMO\Meeting Rooms.docx

(20)

E1

Indian Prairie Public Library
Board of Trustees Minutes
Regular Meeting of March 21, 2012

**Board of Trustees Regular Meeting
March 21, 2012 – 7 p.m.**

A. Roll Call

Vice-President Schusterich called the meeting to order at 7:04 p.m. Secretary Suriano called the roll. Present: Marian Krupicka, Jo Ann Schusterich, Luanne Spiros, Victoria Suriano, Robert Thomas (arrived at 7:25 p.m.)

Absent: Crystal Megaridis, Paul Oggerino

Staff Present: Jamie Bukovac, Laura Birmingham, Maria Wlosinski, Debbie Sheehan

Others: Andrew Brennecke, Branch Manager with Sebert Landscaping regarding Item K1

Vice-President Schusterich asked for additions and/or corrections to the agenda. There were none.

- B. Mission Statement: Secretary Suriano read the library mission statement. We enrich peoples' lives by providing opportunities to explore, connect, and be inspired.

Vision Statement: Secretary Suriano read the library vision statement. Our community depends upon the Indian Prairie Public Library District as a vital and trusted resource for achieving personal goals and enhancing quality of life. With welcoming, state-of-the-art service, the library is an essential center of learning, inspiration, and community pride.

- C. Public Comment - none

D. Communications and Announcements

1. White to Bukovac re: Per capita Grant
2. Shilt to Bukovac re: Macy's Museum Adventure Pass Program
3. Branham to Bukovac re: Darien Park District Garden Club Plant Sale
4. Bukovac to Branham re: Darien Park District Garden Club Plant Sale
5. LACONI Annual Trustee Banquet

At this point Andrew Brennecke of Sebert Landscaping addressed the Board regarding Item K1. He left at 7:35 p.m. and the Board continued discussion of Item K1. They then moved on to Sheehan's Staff Report. Sheehan left at 8:10 p.m. and the Board continued with the Omnibus Consent Agenda and the rest of the agenda.

E. Omnibus Consent Agenda

1. Minutes of Regular Board Meeting, February 15, 2012
2. Treasurer's Report
3. Action on Bill/Additional Bills
4. Resolution #2012-A Honoring Rob and Char Vuillaume
5. Policy Committee Minutes, March 5, 2012
6. Building and Grounds Committee Minutes, February 29, 2012
7. Proposed Revision to Adult Services Page Job Description

- 8. Proposed Revision to Summer Youth Services Assistant Job Description
- 9. Proposed Revisions to Policies
 - i. 420 Library Cards
 - ii. 465 Computer & Internet
 - iii. 470 Website
 - iv. 480 Privacy
 - v. 600 Use of Library Facilities
 - vi. 804 Performance Evaluation
 - vii. 806.2 VESSA Leave
 - viii. 809 Staff Privileges
 - ix. 1000 Emergency Closing
 - x. 1100 Gifts

Thomas moved, Suriano seconded to set the Omnibus Consent Agenda. Roll call vote. Motion carried unanimously. Thomas moved, Suriano seconded to approve the Omnibus Consent Agenda. Motion carried unanimously.

F. Items Deleted from Omnibus Consent Agenda -- none

G. Library Director's Report

Bukovac distributed a BurrRidgePatch article regarding the Gower School referendum passed by voters. IPPL was listed in West Suburban Living Magazine as one of the best public libraries in the western suburbs.

H. Staff Report - Debbie Sheehan, Head of Circulation Services, reported that the open holds shelves have been a big success; more people are using the self-checkouts as illustrated by statistics that Sheehan distributed and reviewed for the Board. Prior to the renovation, 15-20% of total monthly checkouts were being done on the self-checks and since the renovation that number has increased to 40-55%. This allows staff to spend more time with patrons who need it. Patrons are also using the self-checks to pay their fines and fees. Sheehan noted that since the library began limiting holds to 20, there has been a 21% drop in holds that are left on the shelves. Sheehan highlighted various services and tasks that the circulation staff performs including voter registration, notary service, repair issues, and claims issues. Lastly, Sheehan discussed the latest training initiative for the SWAN Circ Advisory Committee. Schusterich thanked Sheehan for sharing her knowledge with other libraries.

I. Reports

- 1. WB/BR Chamber of Commerce/Business Expo – Cigler's report is in the packet.
- 2. Darien Chamber of Commerce – none
- 3. RAILS Board - none.
- 4. Building and Grounds - Bukovac reviewed the minutes from the February 29th meeting (Item E6).
- 5. Finance Committee – (no report)
- 6. Plan/Annexation Committee (no report)
- 7. Policy Committee – Schusterich reviewed the minutes from the March 5th meeting (Item E5).

J. Unfinished Business

- 1. Days Closed Policy – Schusterich reported that the Policy Committee discussed the library's days closed policy at their March 5th meeting. Backup for this agenda item contained two recommendations for the Board to consider. Each recommendation was supported by two board members at the committee meeting and no majority support or consensus was reached

on either recommendation. Spiros stated that the issue of our days closed policy was raised because the library is a community center and as such, should be available enough hours to the community. Suriano moved, Spiros seconded that when Independence Day and Christmas Day fall on a Sunday the library will be closed on Sunday and the following Monday and when New Year's Day falls on a Sunday the library will be closed on Sunday but will be open on Monday. Roll call vote. Ayes: Suriano, Spiros, Thomas, Krupicka. Naves: Schusterich. Motion carried.

K. New Business

1. Landscaper Designer – Birmingham presented information on 4 landscape designers she had contacted. This had been presented to the Building and Grounds Committee who recommended using Sebert Landscaping. Andrew Brennecke of Sebert Landscaping presented and reviewed a plan for the front of the building which included the Dimpy Pathria memorial garden. Sebert's price includes removing and hauling away all of the present plant material. He also discussed stone outcroppings versus a traditional style stone bench for the Dimpy garden; the stone outcropping would also be included in another bed for continuity. Andrew said it would be about \$1000 for the stone outcroppings in the 2 beds; a basic stone bench would be about \$2000. The Trustees discussed various plant specimens with Andrew as well as warranty. The Board agreed that their goal with the design is for: 75% year-round interest (all seasons); to use plants that have a longer blooming period; and to incorporate various elevations for greater interest. They will also have to decide on the stone outcroppings or the traditional bench style. Schusterich asked if Suriano and Krupicka would like to meet with the designer to discuss the various plant specimens. Andrew agreed that was a good idea. He will also relate the Board's design goals to the designer. Andrew left at 7:35 p.m. and the Board continued with the discussion. Schusterich said that Birmingham did a great job gathering the information/quotes from the four companies. Schusterich noted that Sebert's price includes taking out all of the old landscaping which is very expensive and with the other three companies we would have to hire a crew to not only do the planting but also the removal. Birmingham said that Sebert managed the brick installation in our Reading Garden and they were the low bid on our maintenance contract for 2012. Krupicka moved, Suriano seconded to hire Sebert Landscaping as our landscape designer. Motion carried unanimously. Schusterich said that a subcommittee consisting of Suriano and Krupicka will meet with the designer.
2. 1st Floor Restroom Hand Dryers – Krupicka moved, Spiros seconded to replace the first floor restroom hand dryers with automatic paper towel dispensers. Motion carried unanimously.

L. Committee Meetings - none

M. Community Events - none

N. Library Events

1. Lyric Opera Lecture: Rinaldo, March 1, 7 p.m.
2. Chan Concert: Paris in the Jazz Age, March 4, 2 p.m.
3. After School Chess, March 8, 3:45 p.m.
4. Simplify Your Life, March 8, 7 p.m.
5. The Creative Challenge Workshop, March 9, 6:30 p.m.
6. Resume Readiness, March 10, 9:30 a.m.
7. College & Career Planning, March 11, 2 p.m.
8. Facebook for Beginners, March 12, 6 p.m.
9. Computers for Beginners, March 13, 3:30 p.m.

10. Intro to Excel 2010, March 13, 6 p.m.
11. Computers for Beginners, March 14, 3:30 p.m.
12. Novel Idea Book Discussion, March 14, 7:30 p.m.
13. Crime Readers Book Discussion, March 15, 7 p.m. at Shanahan's in Woodridge
14. Art Deco Chicago, March 15, 7 p.m.
15. Movies & More, March 16, 7 p.m.
16. GenLit Book Discussion, March 19, 6:30 p.m. at Phillies Pizza in Willowbrook
17. Learn How to Download E-books, March 21, 2 p.m. & 7 p.m.
18. After School Chess, March 22, 3:45 p.m.
19. Chan Concert: Dyed in the Wool, March 22, 7 p.m.
20. R U Game, March 23, 6:30 p.m.
21. Disney's *The Aristocats*, March 26, 2:30 p.m.
22. Internet for Beginners, March 27, 3:30 p.m.
23. Intro to Excel 2010, March 27, 6 p.m.
24. Social Security, March 28, 1 p.m.
25. Teen Movie Time, March 29, 6:30 p.m.
26. Hugo Cabret Science Fair, March 30, 6:30 p.m.
27. A Pocketful of Posies, April 3, 7 p.m.
28. B.Y.O.B. Party, April 10, 7 p.m.
29. Evening with an Author: Lauren Willig, April 11, 7 p.m.
30. Novel Idea Book Discussion, April 11, 7:30 p.m.
31. After School Chess, April 12, 3:45 p.m.
32. Ask the Master Gardeners, April 12, 6 p.m.
33. The Big Balloon Show, April 13, 6:30 p.m.
34. Facebook for Beginners, April 14, 9:30 a.m.
35. Violet Jessup: Titanic Survivor, April 15, 2 p.m.
36. Computers for Beginners, April 16, 3:30 p.m.
37. Intro to Word 2010, April 16, 6 p.m.
38. GenLit Book Discussion, April 16, 6:30 p.m. at Kerry Piper Pub in Willowbrook
39. Computers for Beginners, April 17, 3:30 p.m.
40. Intro to PowerPoint 2010, April 17, 6 p.m.

O. Adjournment

At 8:47 p.m. Suriano moved, Thomas seconded to adjourn the meeting. All ayes.
Motion carried unanimously.

Victoria Suriano, Secretary

ORDINANCE #2012-1

2012 ANNUAL ORDINANCE AUTHORIZING
PUBLIC LIBRARY NON-RESIDENT CARDS

E4

WHEREAS, the Indian Prairie Public Library District is a tax-supported public library; and

WHEREAS, people residing within the jurisdictional boundaries of the Indian Prairie Public Library District pay taxes to support the library, and so need pay no additional fee to be eligible to receive a library card; and

WHEREAS, PA 92-0166 stipulates that "A person residing outside of a public library service area must apply for a non-resident card at the public library located closest to the person's principal residence"; and

WHEREAS, the Office of the Illinois Secretary of State has issued regulations defining the "closest public library" and also providing three formulas which public libraries can use to determine the non-resident fee; and

WHEREAS, the Board of Library Trustees of the Indian Prairie Public Library District has determined for its 2012-2013 fiscal year, commencing July 1, 2012 and ending June 30, 2013, to participate in the non-resident reciprocal borrowing program of its regional library system and to issue non-resident library cards.

NOW, THEREFORE, BE IT AND IT IS HEREBY ORDAINED BY THE BOARD OF LIBRARY TRUSTEES OF THE INDIAN PRAIRIE PUBLIC LIBRARY DISTRICT as follows:

SECTION 1: Individuals residing beyond the jurisdictional boundaries of the Indian Prairie Public Library District whose closest public library is the Indian Prairie Public Library District, and not residing within the boundaries of another public library, may purchase a non-resident fee card during fiscal year 2012-2013, calculated according to the General Mathematical Formula (23 Ad. Code 3050.60(a)).

SECTION 2: Individuals residing beyond the jurisdictional boundaries of the Indian Prairie Public Library District, but owning (as an individual, a partner, the principal stockholder, or other joint owner) taxable property within the jurisdictional boundaries of the Indian Prairie Public Library District, or serving as a Senior Administrative Officer of a firm, business or other corporation owning taxable property within the jurisdictional boundaries of the Indian Prairie Public Library District, notwithstanding anything to the contrary in this Ordinance, may obtain one (1) non-resident library card without payment of the non-resident fee upon presentation of the most recent tax bill upon that taxable property; provided however, that in no event shall the privileges and use of the Library be extended to more than one (1) individual non-resident for each parcel of taxable property. Each non-resident library card issued pursuant to this Section is limited to the exclusive use of the individual whose name appears on its face.

SECTION 3: The President of the Board of Library Trustees shall notify the regional library system in writing within 30 days of the adoption of this Ordinance, stating (a) the effective date of this Ordinance, (b) the beginning and ending dates of the 12-month period of validity for non-resident library cards issued pursuant to this Ordinance, and (c) the fee formula as set forth herein.

SECTION 4: The Indian Prairie Public Library District shall continue to honor all non-resident library cards heretofore issued by the Library, for the full term of purchase.

SECTION 5: The Indian Prairie Public Library District shall cooperate with other participating area public libraries and the regional library system and adjacent regional library systems to determine the appropriate non-resident service areas, as stated in 23 Ad. Code 3050.25.

SECTION 6: The Policy of the Indian Prairie Public Library District for service to non-residents, including a description of the Library's service areas and the methods of calculating fees, shall be available for public inspection at the Library.

SECTION 7: A valid non-resident library card issued by the Indian Prairie Public Library District pursuant to this Ordinance shall accord a non-resident library cardholder all the services which this Library provides to its residents, including reciprocal borrowing privileges.

ADOPTED this 18th day of April, 2012, pursuant to roll call vote as follows:

AYES:

NAYS:

ABSENT:

Crystal Megaridis, President

ATTEST:

Victoria Suriano, Secretary

Director's Report
April 2012

Agenda

We are requesting that the library close May 11 for Staff Institute Day. This is earlier than we would have normally done it since we just had one in December but, as you'll see in my report below, Darien Police Chief Brown requested that we have it in May.

Vicki, Marian, Laura and I met with Sebert Landscapers and made changes to their plan. We also extended section 1 to include the landscaping on the other side of the brick walkway (this area had never been redone.) Their costs are in the packet and they will attend the meeting to review the plan.

Because of the Freedom of Information Act we will be setting up new email procedures for the trustees which I will review at the meeting.

Newsletter

Cris and I met with Darien Neighbors who would like us to publish the library newsletter in Neighbors. We have reservations about this because of the cost at \$400.00 per page which would be \$3,200.00 per issue six times a year and we would still have to provide the newsletter to households in Willowbrook and our residents in Burr Ridge. Currently we pay \$3,500.00 per issue for printing four times a year for all households in our district. However, we would not have the postage costs that we incur in mailing to Darien households. Cris is also concerned that it would align the library, or appear to align the library, with Darien. Cris also sees it as duplication of effort.

We also talked with Strathmore Printing who is providing a service whereby they print the newsletter and solicit advertisements that would be placed in the newsletter. The library would receive 20% of the ad revenue until Strathmore met its costs and then the library would receive 50% of the ad revenue. They are currently working with the City of Aurora and the Aurora Public Library. We'd like to discuss this idea with the trustees. Cris will also be part of the conversation.

Meeting Room Policy

I'll report on the number of turnaways we experienced with the group study rooms and we will begin the trustee's discussion about use of the meeting room.

Meeting with Darien Police Chief Brown

Laura and I met with Chief Brown to discuss issues the library has with patrons. He gave us advice on how to handle certain types of incidents and how the police could be of assistance. I also told him that the library does not have a crisis plan and asked if the police could assist us with this. I asked about the police coming to talk to staff about how to handle crisis and he thought that was a good idea. I offered the months of May or August and he said May would work best for them (thus the date for the staff institute). As a result, Laura and I met with a Darien SWOT police officer and the police officer who is responsible for developing and coordinating crisis plans with the schools. They will make a presentation at the staff institute on the basics of how to respond in a crisis situation and how the police will respond. They will also be working with me and Laura to develop a crisis plan for the library.

SWAN

The new contract process continues to move forward. It will be for three years and provides an additional \$27,000.00 in support from RAILS. RAILS will continue to provide in-kind support such as the facility, financial services, copier and office supplies, and staff computers. I've attached the RAILS LLSAP support goal and definition of an LLSAP. This definition helps RAILS to distinguish between those computer consortiums who will receive system support, such as SWAN, and "stand-alone" computer consortiums who will not receive support.

I am chairing the personnel/finance committee and we have been meeting to review insurance requirements and staff benefits for when SWAN takes over management of its own staff. We are working with the MLS and the RAILS personnel handbooks as well as reviewing library handbooks. The biggest decision we will make is whether or not to continue to offer IMRF as a pension plan for the staff or move to a 401(a) (the government version of 401(k).) SWAN will also be advertising for a full-time IT manager and a part-time office manager, two new positions which were included in coming year's budget. SWAN is contracting with the Management Association of Illinois to provide HR consulting support to SWAN and also contracting with them to do a salary analysis and benchmarking study.

Staff

In April I started scheduling weekly "one-on-ones" with each department head. While I've always had an "open door", this provides a consistent opportunity for me and each department head to talk.

March 28 I brought in management consultant Laurie Guest to do a two-hour seminar with supervisors on how to coach staff. I had seen Laurie conduct a seminar at another library and really liked her style and what she had to say. All the staff were very happy with the seminar. At the end of the seminar Laurie also sat individually with four different supervisors to discuss a specific issue they were each experiencing. I also had Laurie come in and do a workshop with the Youth Services staff regarding personality types and how to better communicate with each other. Again, they were very enthusiastic about her presentation.

For Staff Institute we will be having Laurie back to run the personality and communication workshop for all the staff. Staff are currently taking the personality test and she will use that information to craft the presentation. The day will include an hour for department heads to work with their staff relative to the personality test results. Laurie will be meeting with me and the department heads May 1 to discuss the department heads' individual goals and she will coach them on how they should work with their staff during their department's discussion time at the staff institute.

Gail Graziani was hired as Substitute Youth Services Assistant beginning March 22 at a salary of \$13.95 per hour. Ariel Koprowski was hired as a Substitute Youth Services Page beginning April 11, 2012 at a salary of \$9.05 per hour. Jan May resigned as a Circulation Supervisor effective March 31, 2012.

Meetings and Workshops

March 15 and March 16 attended PLA Conference webinars:

Social Media; Using Tablets in the Library; Putting Library Services into the Community; The Future of Libraries

- March 21 Meeting with Darien Neighbors newsletter
- March 22 Meeting with Strathmore Printing re newsletter
- March 23 Meeting with Darien Police Chief Ernest Brown
- March 23 RAILS Board meeting
- March 27 Department Heads meeting
- March 28 In-house seminar on coaching employees
- March 29 Unemployment Tax Seminar
- April 5 Meeting with landscaper
- April 9 Department Heads meeting
- April 10 SWAN membership meeting
- April 10 SWAN special Board meeting
- April 12 SWAN Personnel/Finance Committee meeting
- April 13 Meeting with Darien police officers regarding crisis plan

Jamie Bukovac
Library Director

RAILS LLSAP GOAL AND DEFINITION

RAILS LLSAP SUPPORT GOAL

To make automation affordable for any interested member library, RAILS' goal is to be the preferred support provider for all shared automation consortia in our service area. To enrich existing relationships while promoting collaborative ventures with new partners, the RAILS Board has approved this definition of LLSAPs (Local Library System Automation Programs):

LLSAP DEFINITION

Local Library System Automation Programs are shared multitype bibliographic control and online catalog systems developed under the auspices of RAILS and open to membership by all types and sizes of libraries within the RAILS service area. All LLSAPs affiliated with RAILS:

- 1) Support members whose primary service point is within the RAILS service area
- 2) Operate in a reciprocal contractual partnership with RAILS, or are operated by RAILS
- 3) Are developed, supported and enhanced by RAILS
- 4) Maintain policies that broaden resource sharing throughout RAILS' service area
- 5) Foster cooperation to support RAILS' mission and to make automation affordable for every interested member library in RAILS, regardless of type or size
- 6) Work together to ensure the ability of all LLSAPs to meet the needs of their members, to increase the prevalence of automation and the use of shared bibliographic catalogs by RAILS members, and to develop services that will further resource sharing throughout RAILS by providing staff, technical expertise, and assistance when needed

**Assistant Director's Report
April 2012**

Building & Grounds:

Sebert Landscaping began grounds maintenance last week starting with the spring clean up.

Praxair donated three hand towel dispensers to us! They will be installed as soon as possible.

The framed building plan (that normally hangs in the Conference Room) is currently off-site being re-matted and re-framed.

A "Yield" has been added to the island to face cars heading west towards the fire station.

Take a look at the café – a new poster and clock have been added!

For safety reasons, emergency ballasts (to keep a light on in the event of a power outage) have been installed in a light in the YS workroom and the three new bathrooms.

It's time for spring cleaning! Cosmopolitan Cleaning will power wash the outside front entrance to remove the gum from this area. They will also be washing all windows (inside and out).

Strategic Plan:

"Partner with other organizations to provide recycling opportunities for the community."

- In honor of "Earth Day", we are doing a special promotion to collect worn flags for the Darien VFW and eyeglasses and cell phones for the Lions Club. Patrons who donate during the month of April receive a reusable IPPL cup.
- I had looked into providing a shredding service for patrons, but it was too expensive. Most services were \$150-200 per hour with a 4-hour minimum. I am also working to partner with S.C.A.R.C.E. in DuPage County for an electronics recycling event at the library this fall. They are very interested in working with us.

"Partner with the Burr Ridge Farmers' Market to promote the library."

- Unfortunately, the person in charge of the Farmer's Market has turned us down. They feel that the library would be a direct competitor to Barbara's Bookstore. I still plan to pursue the idea of a Farmer's Market through other avenues.

"Develop volunteer corps for one-on-one computer assistance for residence."

- This is underway. We have several wonderful volunteers who have been assisting in library computer classes and giving attendees additional assistance during and after the classes.

"A staff development plan will be developed every year..."

- I have written the plan for FY12-13 is being reviewed by Department Heads.

"Promote the library as an environment-friendly organization."

- Cris wrote a great article that was featured in TribLocal.

Foundation/Chan Memorial Concerts:

Musicians Claudia Hommel, Bob Moreen, and Steve Roberts performed for the "Paris in the Jazz Age" on Sunday, March 4th. A whopping 115 people attended.

"Dyed in the Wool" performed a belated St. Patty's Day concert on March 22nd and 54 people attended.

Marketing:

Cris Cigler's report is attached.

Friends of the Library:

The Friends met on Thursday, April 10th.

- Don't forget--the BIG book sale is Saturday, April 28th and Sunday April 29th!
- After the sale, we will be contacting "Better World Books" to recycle leftover materials.
- Membership renewal reminders were mailed to Friends.
- The Friends board decided to raise the prices of items for sale in the Book Nook. (For instance, hardcover books, now \$.50, will go up to \$1.00.) There hasn't been a price increase in over 20 years.
- Friends are going to start working at Friends programs and movie nights. We hope to recruit new Friends and increase membership.
- The Friends agreed to fund the Lyric Opera Series (\$200) and a program about Downton Abbey (\$250).
- The next meeting will be Tuesday, May 8th at 7pm.

Misc:

Per Luanne's suggestion, I started a database to keep track of staff training attendance, topics, and hours.

Meetings, Service Desk Hours and Workshops:

- 3/23 Meeting with Police Chief Brown
- 3/27 Department Head Meeting
- 3/28 Leadership Team meeting
- 4/4 Adult Ask Us desk (2 hours)
- 4/5 Kids & Teens desk (2 hours)
- 4/9 Department Head Meeting
- 4/10 National Library Worker's Day!
- 4/11 Reference Desk (2 hours)
- 4/12 Kids & Teens desk (2 hours)
- 4/12 Friends of the Library meeting
- 4/18 Webinar: Greening Your Library
- 4/18 Foundation meeting
- 4/18 Library Board Meeting

Submitted by:

Laura Birmingham



I. Providing popular materials and programs

eNews

Two more e-newsletters were sent out in April. In support of the strategic plan, a link to "Find Your Next Great Book" is permanent on the left hand side of the eNews, as is a link to the catalog, the calendar and the online registration. In addition, we're directing readers to an internal page on our website that includes staff recommendations. It is interesting to note that our clicks reflect what our surveys indicated - our users are interested in programs and popular materials.

3/14/12 eNews clicks

- 65 clicks to IPPL website
- 64 clicks to online calendar
- 40 clicks to purchase a brick
- 25 clicks to eMedia
- 20 clicks to audio books and ebooks

3/27/12 eNews clicks

- 47 clicks to the online calendar
- 30 clicks to online reservations
- 27 clicks to Tumble Books
- 24 clicks to databases
- 20 clicks to books, movies, more book lists

Subject Collections in Adult Services

Worked with Aly and Debbie Wordinger to better identify subject areas in pullouts. Experimented with a variety of signs, dividers, etc. Settled on clear plastic shelf signs; we'll use yellow paper for the inserts for one subject area and alternate with green. Aly printed out topics, inserted and mounted signs in Fitness. We'll be adding this signage to all these areas.

Promoting e-books

Met with Suzy about new ways to market e-books; we discussed using the eNews, creating a digital display using a digital photo frame and coming up with bibliographies of read-alikes for e-book titles.

The Big Read

Well over 600 people are already registered for the author event in May. This year's Big Read has been a wonderful success. We'll have a wrap up meeting in May and evaluate statistics.

II. Enriching lives through technology

New website

We continued tweaking things on the website, including information on buying a brick, rotating images on the home page; we installed three banners in the library announcing the website - one above the main entrance, one in the Kids & Teens area and one in the staircase. We also used this banner at the Business Expo.

We continued updating information for the public that included any reference to using the website. Theresa produced all new business cards for the databases, using new path information. Ordered from VistaPrint. Discussed further home page changes with Jamie and Ann. Developing schedule of rotating graphics for home page.

Special Promotions - Databases

The ongoing marketing efforts to support use of our subscription databases continued throughout March. Business cards have been updated; databases are featured in every eNews. We will meet in April to evaluate success.

III. Enhancing the community

Art and displays in March

Darien Womans Club art fair winners in gallery
Boy Scouts and Girl Scouts in display cases

Chambers - Business Expo - March 7, 2012

For the first time, IPPL participated in the Willowbrook Burr Ridge Chamber Business Expo. A full report was in last month's board packet, but highlights of the event were soliciting 81 email addresses (20 were from Darien, 20 from Willowbrook and 19 from Burr Ridge) for our eNews and having a drawing for an engraved brick in the Reading Garden. Donna Knepper from Darien, who is a cardholder, won the drawing.

Special promotions -- National Library Week

Aly and I developed an idea for a Facebook contest for NLW. Each day during NLW, we'll feature a photo fo an IPPL lunch bag somewhere in the library. People who like our page and our photo will be entered into a drawing for an IPPL lunch bag. We'll give away 3 lunch bags each day. Plus, we're changing the outdoor sign encouraging people to come in to thank the staff, we'll have thank you cards in the lobby that patrons can fill out and we sent out a press release outlining all the programs during NLW.

Speakers Bureau

I presented a program on Reference USA for the West Suburban Women Entrepreneurs on March 15. About 25 business women attended. The presentation got rave reviews:

Dear Christine,

Thank you for visiting with West Suburban Women Entrepreneurs and sharing your expert advice and lessons with our members. It is because of fabulous ladies like you that keeps WSWE moving forward.

Here is what the ladies had to say about your presentation: *Christine brought to our attention something which was right under our noses, but we never saw it before.*

1. *The information was very helpful and enlightening. I had no clue that this information was available to the public at the library*
2. *It was fascinating to see types of information available for free.*
3. *It is an excellent way to target market, get new clients, and make more money.*
4. *This was one of the best informational presentations that we have had. This truly can impact my business today and in the future. This is one of the best kept secrets out there.*
5. *The Public Library should send Christine on the road to market this tool. So many people think the library is old school. With tools like these available, that perception would be quickly eliminated.*

The attendees told us through the survey that the presentation was clear and easy to follow. They said that you encouraged questions and your communication style kept them focused and interested. You provided practical examples to illustrate your point. Their overall impression of your presentation was excellent.

Thank you so very much!

With Gratitude & Sincere Thanks,
Sheila Welsch
Program Chair
West Suburban Women Entrepreneurs

IV. Fostering life-long learning

Dominican student practicum

Throughout March, Aly Krawczyk continued working with me, learning about marketing efforts in a public library and particularly working on creating marketing plans. We spent time discussing and strategizing marketing databases and a child's first library card campaign. Dominican asked if I would work with another practicum student next semester and I declined, explaining that while it was a wonderful experience and I'd love to do it again, back to back interns is too much.

Ongoing

Program flyers

Catch the Wave and eNews

Update home page

Press releases and online postings

FB and Twitter posts.

Today's Photo on FB

Gathering and using testimonials

Christine Cigler

Marketing Coordinator

April 12, 2012

Adult Services Monthly Report: March 2012

Groups and Staff Led Discussions : The Current Events group is not meeting currently because Mary Krekelberg is leading The Great Decisions discussion. They had two discussions in March with an average of 16 in attendance.. Chess averaged 12 at their meetings. Genealogy had 22. ESL met twice with an average attendance of 14.

The GenLit book discussion had 12 in attendance. We had our book discussion for the Big Read selection *The Paris Wife*. We had 33 people in attendance. We broke into two groups with Mary Paxson leading one and I the other. The Crime Readers book discussion was also a tie-in to the Big Read. We read a book called *Masquerade* which was set in 1920s Paris with Hemingway making a cameo appearance. We moved to a new location, Shanahan's in Woodridge. We had 13 in attendance. For the movie discussion we are showing three movies that were nominated for best picture. So far we have shown *Moneyball*. We had 47 in attendance, although only a handful stayed for the discussion. The highest number we ever had for a movie was 52 for *United 93* which Cindy showed for Patriot's Day one year. After that the best attended movies were *The Awful Truth* [a movie from 1937] (45), *Double Indemnity* [from 1944] (43), *DeLovely* (41) and *The King's Speech* (40). Other new movies have not had such high attendance. I think the notoriety that goes with being nominated for the Academy Award interests people. I would suggest making this an annual scheduling decision to each year to show Academy Award nominated movies in the late winter after the nominations have been announced.

Programs: A Lyric opera lecture had three in attendance. Simplify Your Life had 68 in attendance. The Chan concert, Dyed in the Wool had 54, and the 55+/⁴th Wednesday program on Social Security had 32. Suzy, Jennifer, and Denise gave two e-book classes with a total of 30 people in attendance. We had nine AARP tax assistance days scheduled. They assisted a total of 124 people in March.

The Big Read: I have already mentioned the book discussions above. We have had a musical program, Paris in the Jazz Age with 115 in attendance and a program on Art Deco Chicago with 72. We have over 580 people signed up to hear the author in May.

Summer Reading: Theresa has designed a logo for us for Reading under the Stars. Denise is working with Kids and Teens for training staff to be able to enter anyone of any age to register. We will be using junior volunteers once school is out.

Collections: I am working on devising subject headings for de-Dewing the nonfiction DVDs. Shirley is doing an evaluation of magazine use as we decide how to display and store magazines. Our database purchases are undergoing a change. The group purchase handled through the system in the past is now negotiated by a team of reference librarians from member libraries, but libraries will be contacting the vendors and paying directly rather than through the system. The group purchase for this coming year is considerably different than the past few years. Jennifer has been wading through all of this to find us the best package for use at Indian Prairie.

Staffing: Jennifer met with the pages in March. The requirement for the number of items shelved per hour was increased and she informed them of this.

Continuing Education: Jennifer attended PLA and is working on a report of all she saw and heard. Jennifer, Shirley, and I attended the supervisors training here. Suzy attended a workshop

on e-books in libraries, and we had our quarterly combined desk (Reference staff and Readers Advisors) meeting. Suzy is working with individual staff to bring everyone up to a specific level when assisting patrons with ebooks.

Equipment: There are always some problems that need tweaking. These usually have to do with printing, either the print center itself or the coin/bill machine. Computer desk staff and Ann's staff work on these issues.

Statistics: I completed the sampling of desk statistics that I conduct twice a year. We receive 80% of our questions in person, 19% by telephone, and 1% electronically (texting or email). These are percentages that remain very consistent year to year. The percentage of questions that were for reading recommendations and the percentage of requests for reference help went up slightly. By far though, most questions are requests for a particular item (69%). If we train someone on either SWAN or using a database or downloading an ebook, that makes up only two percent of the people we help. But what a two percent! Giving someone basic instructions on downloading ebooks for them to go home and try takes about five minutes. Someone who comes in with their device and a problem can easily take over an hour. The busiest day of the week is Sunday. From there the requests made each day drop until hitting a low on Wednesday then starting back up at the end of the week. During the week we are busiest in the afternoon and least busy in the evening.

Debbie Wordinger

Circulation Services

March 2012

Circulation is down by 3-1/2% from last March (79,502 compared to 82,459). In fact, we just had our lowest March since March of 2008 (70,477). In addition, checkouts to reciprocal borrowers were also down -- by 2%. Holds placed remained about the same and ILLs processed were up about 11%.

I did a small study of other libraries in our area and two other comparable SWAN libraries to see what their circulation was like. What I found is that the other libraries also circulated less in March 2012 than they did in March 2011. I then went back 4 years to see the trends. Most libraries increased each year until this year. (see below)

Library	March 2012	March 2011	March 2010	March 2009
Downers Grove	75,234	84,775	84,267	83,991
Elmhurst	104,387	111,869	112,677	113,041
Hinsdale	27,246	29,380	28,374	26,212
Indian Prairie	79,502	83,103	81,058	80,579
Orland Park	54,544	55,723	51,744	50,549
Tinley Park	53,291	54,569	54,843	49,258
Woodridge	48,928	50,715	48,435	48,848

I don't know the reasons for this decrease in overall circulation -- the slow change in the economy? The beautiful weather? All I can see is that this is not indigenous to just Indian Prairie.

In March, patrons using a form of self-service (self-checks, downloadable items, renewing on line) accounted for 36,180 of our check outs or renewals or 46% of our total circulation. This is the second time in 9 months that self- service has accounted for less than 50% of our circulation. The specific self-check numbers for March are as follows:

- Hold pick up -- 12,180 (3,875 patron sessions)
- ADA -- 10,451 (3,068 patron sessions)
- Kids & Teens -- 11,982 (2,002 patron sessions)

Once again the floor behind the Check Out desk, as well as several areas in the workroom, was replaced. The Staff was great -- they really "rolled with the punches" and didn't stress over the inconvenience. So far so good with the flooring!

Sharing Expertise:

The new Head of Circulation at Hinsdale Library called and asked if I would be willing to come to their library to offer a little guidance to them with some of their Circulation procedures. I did this on March 19.

I received a call from Helen Plum Library in Lombard--they are going to be touring libraries this summer and their staff picked our library as one that they wanted to see! We went to visit *them* when we were looking at new self-checkout machines before our reconstruction. They were a library that actually had the same one that we eventually ordered for IPPL!

I believe we are currently the only SWAN library that takes credit cards at the Check Out Desk. I have fielded a number of phone calls from other libraries on this topic and made a small presentation at the last Zone meeting on how easy this is and what a great service it is to our members! I think several libraries will also be offering this service soon!

Jan May, one of our Circulation Supervisors, resigned at the end of March.

Meetings and Workshops Attended:

March 21	Circ. Advisory	RAILS
March 22	"Get Smart" Circ Workshop	Prairie Trails PL
March 27	Department Heads	
March 28	Leadership Meeting	
April 9	Department Heads	
April 11	Circ. Advisory	
April 11	Supervisor Meeting	

Adult Ask Us Desk Mar. 23

Kids & Teens Desk Mar. 20

Debbie Sheehan
Head of Circulation Services

	Circ. Stats	Circ Stats	Circ. Stats	Circ Stats	Circ Stats	Circ Stats	Circ Stats	Circ Stats	Circ Stats	Circ Stats	Circ Stats	Circ Stats
Month	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	
July	64,059	70,720	71,704	69,760	68,182	69,450	70,056	79,189	84,907	84,936	86,301	
Aug.	59,393	61,544	62,107	66,710	66,665	67,898	64,625	72,584	80,592	77,314	84,118	
Sept.	49,693	49,619	59,179	55,769	55,283	53,975	55,798	62,798	69,066	71,475	70,809	
Oct.	58,042	61,084	59,726	61,117	55,646	58,620	63,670	66,511	75,131	42,400 **	71,702	
Nov.	54,417	55,829	59,438	60,497 *	55,000	55,020	59,559	66,395	71,373	53,470 **	67,626	
Dec.	45,312	47,200	52,378	53,593	46,961	50,059	51,403	59,953	64,351	67,699	67,864	
Jan.	62,937	60,222	67,000	60,631	60,336	60,832	64,730	72,058	76,341	77,035	74,604	
Feb.	59,851	60,354	65,032	60,160	57,337	54,435	62,086	69,661	71,385	69,341	73,132	
Mar.	64,547	64,878	71,245	68,128	67,087	65,230	70,477	80,579	81,058	83,103	79,502	
Apr.	62,184	58,151	59,272	61,606	55,281	57,505	64,763	73,007	72,010	68,953		
May	58,446	60,420	57,551	58,429	54,656	54,410	62,724	68,994	67,337	72,416		
June	65,000	66,123	72,163	69,281	69,165	67,386	74,029	84,888	87,748	87,635		
Renewals through the webpack not included before April									1,284			
Yearly												
Total	703,881	716,144	756,795	745,681	711,599	714,820	763,920	857,901	901,299	855,777	675,658	
Beginning 2010-2011 totals include electronic circulation												
*Missing data--used an average number to get a total												
Highest totals for months relative to previous years												
**Construction 10/11/10 -11/11/10												

TECHNICAL & COMPUTER SERVICES (CS) MONTHLY REPORT March 15 – April 12, 2012

Personnel, Professional Development, Meetings

- March 15- Dave and I attended ALA TechSource Workshop Integrating iPads and Tablet Computers into Library Services, Part 2.
- March 15- Virtual PLA-Attended “iPads in the Library: from tech programming to staff productivity”; “Transforming Public Libraries from Institutions of the Industrial Age to Change Agents for the Networked Society”.
- March 16- Virtual PLA- Attended “Library to Go: putting your library virtually anywhere”; “The Future of Libraries: Trends in building design, user experience, and community partnerships”.
- March 27- Department Head Meeting
- March 28- Diane and I attended the Leadership Meeting.
- April 9- Department Head Meeting
- April 10- Dave attended free workshop “Simplify Your Path to Client Virtualization with HP, Citrix, Intel, & Microsoft”
- April 11- Technical Services Department Meeting

Technical Services

- Contributions to SWAN database in March – Created 338 and modified 415 bibliographic pre-cataloging records.
- Started to add junior or teen location to eMediaLibrary titles on SWAN. This will make it easy for patrons to search for titles within these collections.

Computer Services Projects, Technology Improvements & Problems

- We now have two volunteers scheduling one-on-one computer assistance for those that needed additional training/reinforcement after the taking Computers for Beginners class. We are configured an older staff laptop to keep at the Computer Help desk to be available for our TechTutor. We will be advertising the volunteer position for TechTutors in the summer newsletter. (SG: Develop volunteer corps for one-on-one computer assistance for residents)
- The following computers were replaced Reference Desk 1 &2, Shirley J., and Jennifer A. and the replaced computers will be used to replace older computers in the Adult Services workroom.
- The file back-up system was displaying errors due to not enough space on the back-up drive. Excluding unnecessary folders from backing up is a temporary fix for resolving the issue. I am investigating other back-up solutions to implement next fiscal year with server replacement.
- Email service was down from April 6 through the afternoon of April 9 and we still continue to have connection and other minor issues that our provider it working on. We have had issues in the past so I am looking at other e-mail providers that can meet our growing needs and has a more reliable uptime rate.

- Recreated all new internal staff forms using RSform Pro. This new Joomla plugin allows us to easily create web forms.

Update on New Website

- I worked with our Webhost to come up with a solution that would load our Web site homepage faster. They added a crone job (similar to caching) to the homepage every 10 minutes which resolved the issue.
- Dave worked with Laura to adjust the donating pages for buy a brick.
- Diane replaced widget used for Facebook because original one occasionally displayed an error instead of the Facebook feed.

Staff Training

- Trained Maria how to work with .pdf files to upload board packets to the Web site.

Computer Classes/Programs

Date	Class	Instructor	Attendance
4/10	Intro to the Internet	Dave	6
4/10	Intro to Excel Part 2	Rich	8

Professional Computer Services

- Cleaver Consulting- (Web site) Purchased an additional 50 hours to finish work need for new site. As of April 1 remaining block time hours: 16
- Lighthouse- Consulted with Tim to discuss server replacement needs for next year's budget.

Print Center Report Revenue & Scan Station Usage for November & December
(Does not include wireless printing)

Printer Area	Service Type	B & W Printer	Color Printer
1 st floor Print Center	Adult	721.80	318.00
2 nd floor Print Center	Youth	53.20	65.50

Ann M. Stovall, Head of Technical & Computer Services, April 12, 2012

Youth Services
Monthly Report to the Board
March 2012

Collections and Services

- K&T Group Study Room turnaways occurred eight times during this period. Only two of these were during tutor sessions. Staff was able to offer the use of the Multipurpose Room on three occasions and the Conference Room for one.
- A new children’s cooking magazine, *Chop Chop*, was added and new face-out shelving displays for the Junior and Teen DVD & CD’s was ordered.
- Monica worked with Kelly Von Zee to create a short paper survey of the parents & caregivers of those children enrolled in the current session of our story time classes. The survey’s intention was to measure the future needs of the children & parents and the satisfaction levels of the current classes. A summary and tabulation the results and additional comments is attached. Of the possible 211 children/adult pairs attending the 2012 Winter/Spring story time session, 102 adults responded to the survey. Surveys were handed out in classes by Monica or the story time presenter at both the 5th and 6th week of twelve different classes.

School Services

- Judy presented a tour to 3rd grade students, teachers and parents from the Marquette Manor Baptist School. Judy also presented the class with a program on how to find a book in the library.
- As part of the nationwide celebration of Dr. Seuss’ birthday, Judy was asked to read to a class of elementary students at Maercker School District.
- Two assignment requests from teachers were also completed.

Programs-

Youth- YS staff presented 55 Youth and Family programs in March.

- Special Family and Youth programs this month focused on activities inspired by this year’s Kids Read (and Oscar Nominee) *The Invention of Hugo Cabret* by Brian Selznick.
- Master LEGO model builders inspired 3rd-6th graders to create inventions, a clock tower and train- inspired by the book & movie.
- The Mad Science [Group] of DuPage County presented a family program on ‘the science of magic and optical illusions’. Whole Foods of Willowbrook provided French inspired snacks for all.

Teens- Five programs were offered this month;

- In addition to the monthly Gaming Committee and Teen Advisory board meetings, 19 teens and parents attended the Start Early-Start Smart College and Career Planning presentation by Career Vision.
- Teen programs also included the Spring Movie Break showing of S.E. Hinton’s classic, “The Outsiders”.

Staff

Desk -

- Laurie Guest, Motivational and Certified Speaking Professional, presented an interactive workshop on understanding your communication style to Desk staff at this month’s Department meeting. This was a very inspiring and productive meeting for the department. Using the Color Style Grid personality analysis, Laurie really focused on our goals toward improving our interactions with each other, as well as all staff.
- Sarah updated the Paging manual and shelving schedules in conjunction with training with to our new Substitute Page Julian Coss.
- Judy created new Beginning Reader bibliographies for Animals, Mystery, Humor and Mystery

- Monica visited all of the storytime classes and presented at the Thursday (3/22) Terrific Twos class. It was wonderful to talk with all of the storytime children and parents and see how much they enjoy and interact with all of the presenters.
- Sarah and Monica were honored to be a small part of the Darien Citizen of the Year Awards celebration honoring Rob & Char Vuillaume and The Gift of Carl Foundation.
- Susan Horton has resigned as a Substitute Youth Services Assistant. Gail Grazini has been hired and trained as a substitute in this position.

Pages -

Holly, Yulia, Ashley, Mary Lynn and Barb have all provided mentoring and assistance to our new Substitute Page Julian Coss, during his first month. Marybeth offered a suggestion for streamlining shelving in the games and fitting more on the shelves, which we were able to implement right away. Pages have also assisted Monica with shifting in the 800s and 900s as the Junior Subject pullout collections are completed.

Meetings

3/8	Dept Leadership meeting	Sarah and Monica
3/13	Department Heads mtg	Monica
3/13 – 3/17	PLA Conference	Sarah
3/15	Webinar on i-Pads	Monica
3/16	Two Virtual PLA workshops	Monica
3/19	Meeting with Jamie	Monica
3/21	Desk Staff Monthly mtg	All YS Desk staff
3/22	ALA Webinar on Management	Monica
3/26	NWYS- ECRR Presentation	Kelly, Linda and Sarah
3/27	Department Heads mtg	Monica
3/28	Leadership Team Meeting	Monica and Sarah
3/29	Dept Leadership meeting	Sarah and Monica

Submitted by Monica Dzierzbicki 4/13/2012

44

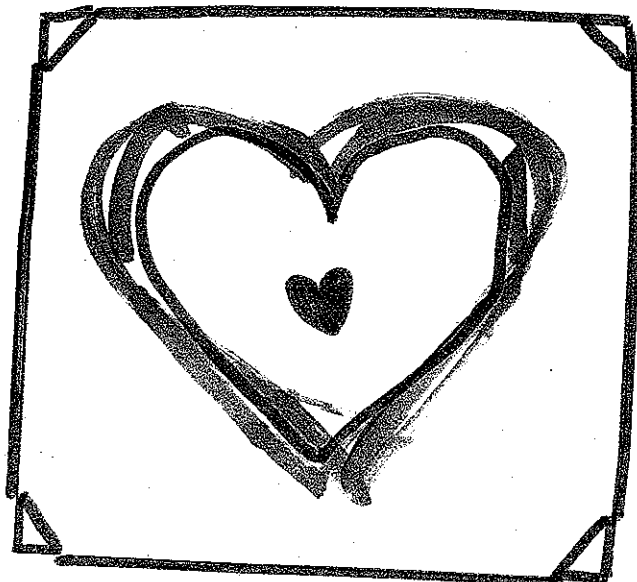
Youth Services Program Attendance 2012

<u>Day</u>	<u>Program</u>	<u>Youth</u>	<u>Family</u>	<u>Teen</u>	<u>School</u>
March	Creation Station Crafts	990			
March	Reading Patch Club	7			
March	Read to Me Patch Club		9		
March	Kids Read book-Invention of Hugo Cabret	21			
1-Mar	Babies, Books and Songs class		20		
1-Mar	Terrific Two's Storytime class		24		
1-Mar	Walkers Storytime class		16		
1-Mar	Gaming Committee			7	
5-Mar	All Ages Storytime class		19		
5-Mar	Explore Time class		22		
6-Mar	Babies, Books and Songs class		28		
6-Mar	On Our Own Storytime class	20			
6-Mar	Terrific Two's Storytime class		20		
6-Mar	Family Storytime class		18		
7-Mar	On Our Own Storytime class	16			
7-Mar	Babies, Books and Songs class		20		
7-Mar	All Ages Storytime class		23		
7-Mar	Terrific Two's Storytime class		20		
7-Mar	Babies, Books and Songs class		13		
8-Mar	Walkers Storytime class		18		
8-Mar	Terrific Two's Storytime class		26		
8-Mar	After School Chess	8			
9-Mar	Marquette Manor 3rd grade tour & lesson				13
9-Mar	Junior Advisory Board mtg	10			
9-Mar	Kids Read - Lego Invention program	42	46		
9-Mar	Maercker Elem. - Dr. Seuss Day				30
11-Mar	"Start Early" College Prep program			19	
12-Mar	All Ages Storytime class		28		
12-Mar	Explore Time class		22		
13-Mar	Babies, Books and Songs class		24		
13-Mar	On Our Own Storytime class	19			
13-Mar	Terrific Two's Storytime class		28		
13-Mar	Family Storytime class		27		
14-Mar	Terrific Two's Storytime class		26		
14-Mar	On Our Own Storytime class	14			
14-Mar	All Ages Storytime class		23		
14-Mar	Babies, Books and Songs class		26		
15-Mar	Terrific Two's Storytime class		20		
15-Mar	Babies, Books and Songs		25		
15-Mar	Walkers Storytime class		22		
17-Mar	TAB meeting			17	
19-Mar	All Ages Storytime class		19		

45

19-Mar Explore Time class		25			
20-Mar Babies, Books and Songs class		19			
20-Mar Terrific Two's Storytime class		21			
20-Mar On Our Own Storytime class	16				
20-Mar Family Storytime class		15			
21-Mar Babies, Books and Songs class		28			
21-Mar All Ages Storytime class		25			
21-Mar On Our Own Storytime class	15				
21-Mar Terrific Two's Storytime class		26			
22-Mar Babies, Books and Songs class		17			
22-Mar Walkers Storytime class		24			
22-Mar Terrific Two's Storytime class		23			
22-Mar After School Chess	13				
23-Mar RU Game-				12	
26-Mar Kids Read Movie-Aristocats		41			
29-Mar Teen Spring Movie Break- Outsiders				12	
30-Mar Kids Read Science Fair (6:30)	57				
30-Mar Kids Read Science Fair (7:45)	31				
TOTALS	[2285]	1279	896	67	43

Happy National Library



Week!

Dear Librarians,
 We first came to the library when we were
 5 years old. It quickly became a haven
 and practically a 2nd home. Our ~~entire~~
 childhood happened here, at the library! Our
 experience here could not be as magical
 without the help of you wonderful librarians.
 As we continue to grow here, we will
 never forget to try to be such amazing
 people as you all! Happy Library Week!

♥ ♥ ♥ ♥ ♥ - Ashley Young & Kailey M.

Indian Prairie Youth Services Storytime Survey Review 2012

A cross sectional survey to measure the satisfaction and future needs of the children and adults attending the Indian Prairie story time classes was conducted during the 5th and 6th Weeks of the session. (March 12th -16th and 19th -23rd, 2012)

The questionnaire included five questions, two of which included one follow-up question. The survey was completed by 102 respondents providing a representative sampling of the 211 potential child/adult pairs registered in classes during the current session. Questionnaires, time and space were provided during and after each of the twelve storytime classes during the two weeks noted above. The questionnaire asked respondents to rate overall satisfaction of class attended, their interest in the library offering bi-lingual storytime classes, interest in the library offering special needs storytime classes, preference for future registration process and interest in receiving a parenting e-newsletter. Specific results of each question are included on the following pages with additional comments by the participants also included.

- Overall satisfaction was very high, with 99 of the respondents stating they/their child enjoyed the story time class.
- Interest in offering a bilingual story time was favorably indicated by 67 respondents.
- The follow-up question on language preferences showed the highest interest were in classes that would include Spanish(31) and Polish(12). [Bi-lingual storytime classes will share stories, songs and activities in both English and a chosen second language.]
- Interest in offering classes for children with special needs was low with 52 responding 'No'.
- Online registration for future storytime class session was preferred by 51 of the respondents.
- Interest and frequency of a library produced parenting e-newsletter showed 72 respondents preferring a monthly edition.

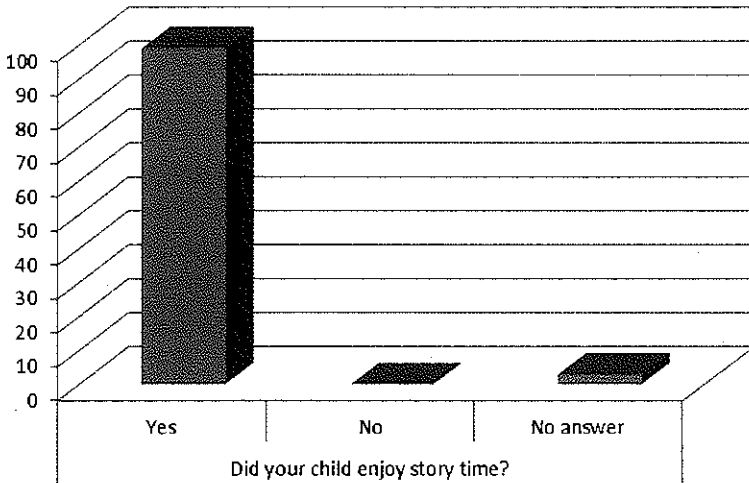
In response to the results (and additional comments), requesting longer sessions of story time classes be offered the Youth Services department will be increasing the Fall 2012 storytime sessions from 6 to 8 weeks. Staff is also exploring a viable option to offer bi-lingual family storytimes in the Fall as well.

Story Time Survey Results Spring 2012

48

1. Did your child enjoy story time?

Yes	No	No answer
99	0	3



Comments:

Absolutely (3X)

Would be interested in a younger than 2 evening story time.

Very much. Thanks for organizing this.

Miss Linda does a great job!

Very much (10X).

So much.

Would like more interaction.

Yes and Yes.

My grandson looks forward to Tuesdays at the library.

Yes, we did (2X)

Miss Jane is a great story teller.

Yes! Yes!

She really loved the songs and bubbles!

We love it- wish it was more frequent

Great program

This is our 3rd grandchild we brought to Miss Jane's class.

Loved it

She looks forward to it.

She likes it very much

She enjoyed it very much!

My child enjoys this class very much!

We did- very much! I saw a big change in his participation.

She loves the songs and the other children.

Very very much, very useful and fun

Immensely

I can't say enough good things about this class. Miss Jane is an excellent teacher and the class is the best we've been to!

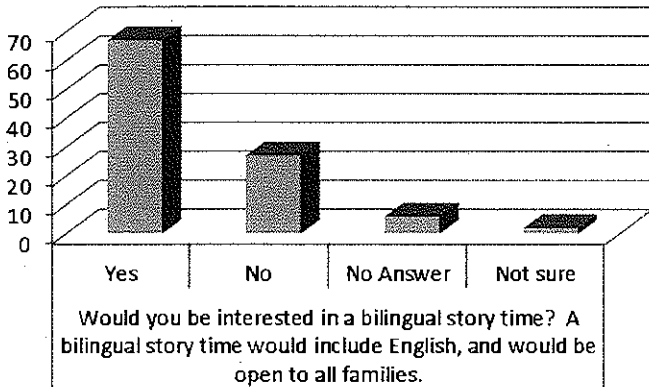
Miss Jane is wonderful. We have met her (unreadable) ago when my now 6yr daughter used to come to the Tuesday program. Jane always made us feel welcome, my daughter loved talking to her, so did I.

We had a lot of fun. Jane was great with the kids.

2. Part A: Would you be interested in a bilingual story time? A bilingual story time would include English, and would be open to all families.

49

Yes	No	No Answer	Not sure
67	27	6	2

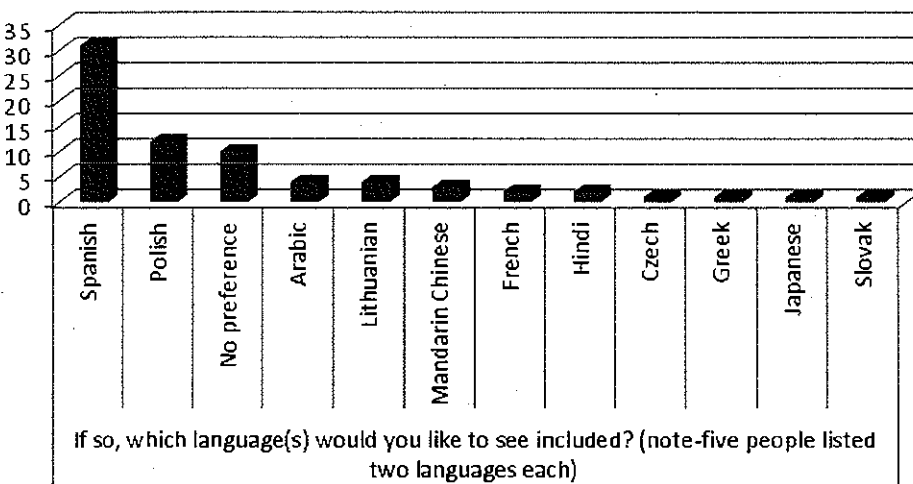


Comments:

- English is okay
- Yes, again, very very much!
- Will be great.
- I would love it!
- English is enough
- Any language would be fun.
- Yes! We go to other libraries for bilingual Spanish.
- I'd love to participate in a Polish story time.
- Teaching Spanish to English speakers would be a good idea.
- A Polish/English story time would be my favorite one.
- Not needed.
- Great idea.
- Good idea.
- Would it be able to teach my 4 yr old some Spanish words? Sure!
- I'm don't know about a full bilingual story time but mixing in Spanish books is (?) fun.
- Personally no.
- I would love for her to learn Spanish

2. Part B: If so, which language(s) would you like to see included?

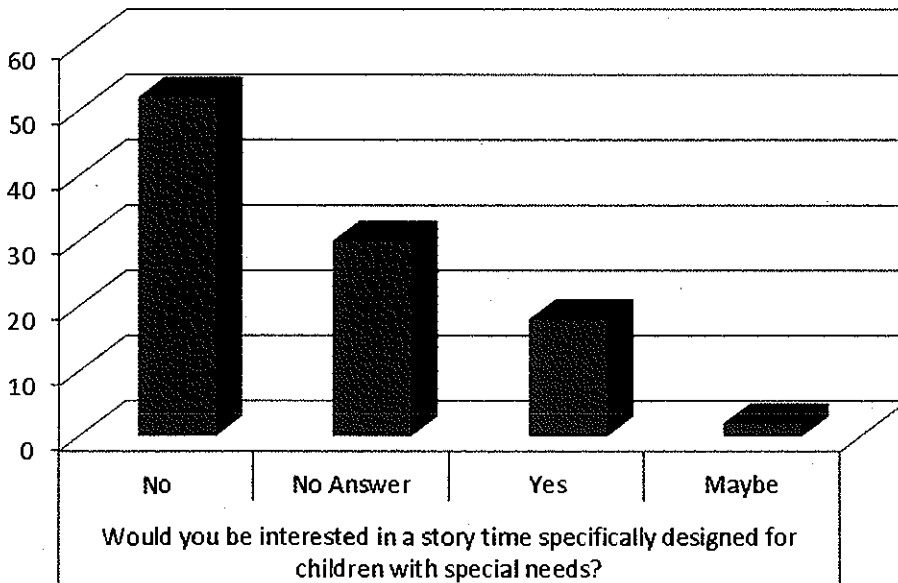
Spanish	Polish	No preference	Arabic	Lithuanian	Mandarin	French	Hindi	Czech	Greek	Japanese	Slovak
31	12	10	4	4	3	2	2	1	1	1	1



3. Would you be interested in a story time specifically designed for children with special needs?

50

No	No Answer	Yes	Maybe
52	30	18	2



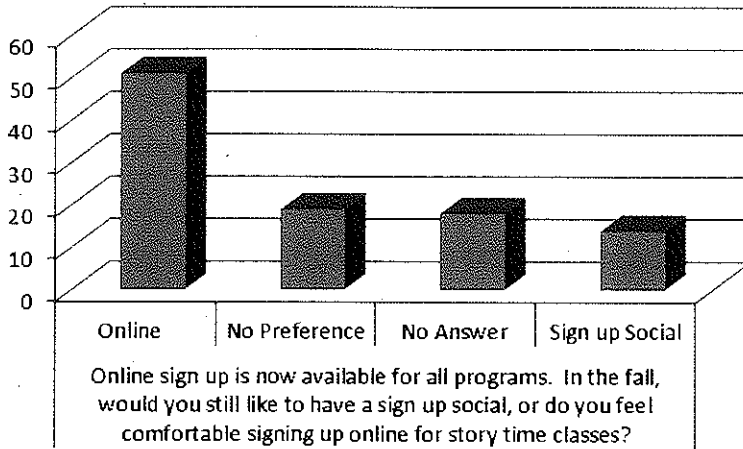
Comments:

- Not really
- Good idea
- Think the story time should be inclusive of special needs
- Definitely
- Probably
- Sure
- No, but a great idea.
- Yes, my son has a speech problem.
- For people with special needs children of course.
- Not for us.
- I wouldn't need it, however I think it would be a wonderful idea!
- NA to us, but that would be good for many other children.
- Ok but not needed for us.
- Not for our family, but great for others.
- Would best approach families with special needs children
- Not necessary for us
- No- I think they should be with all kids- schools mainstream almost all
- Yes, not for myself but for others
- That would be nice.
- I have a baby due in July that may have special needs- either way it would be great for the community.

4. Online sign up is now available for all programs. In the fall, would you still like to have a sign up social, or do you feel comfortable signing up online for story time classes?

Online	No Preference	No Answer	Sign up Social
51	19	18	14

(51)



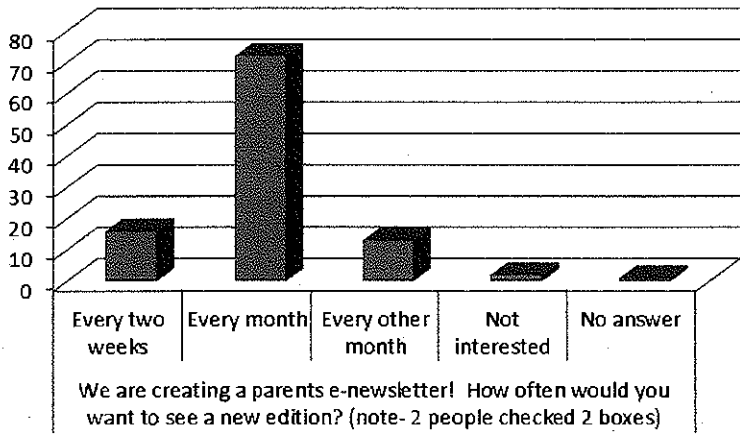
Comments:

Online would be more convenient
 I don't mind having a sign up social
 Online sign up will be much easier
 No (2X)
 Very fun! (circled the words "sign up social")
 Yes (11X)
 Online is great (2X)
 Online is fine (5X)
 I like the social.
 Yes, story time social!
 Social is fun.
 Either way is comfortable. On-line is easier though.
 Sign up social is fun but I'm comfortable signing up
 Sign up social is nice, but we could also go online.
 Sign up social is fun
 Social is nice- but either way.
 Online is fine- either.
 It's easier to sign up online.
 I'd like to sign up online.
 Either way is okay.
 I'd prefer signing up online.
 Never been on social, so I can't compare.
 Online sign up is good.
 Doesn't matter.
 Current method okay.
 Online only please
 Online would be great!
 Both please.
 Online is good
 Both (2X)

If you get rid of the social, we would still sign up online.
 We can sign up online.
 I like the social.
 Online would be great
 Enjoy and prefer social but can do online too.
 Online would be fine if it was available at the same time as in person
 Comfortable with online sign up
 We are members
 Either is fine. I don't mind coming in.
 Both ways are fine with me (2x).
 1st come 1st serve
 Signing up online is fine. The social was nice though- maybe something social with each storytime
 Both are okay.
 I'm indifferent. Would like the option to sign up online.
 I would be nervous that we wouldn't get in- maybe if I knew how many spots are left
 Like sign-up social
 Online is fine but social is fine.

5. We are creating a parents e-newsletter! How often would you want to see a new edition?
(note- 2 people checked 2 boxes)

Every two weeks	Every month	Every other month	Not interested	No answer
16	72	13	2	1



Comments:

But depends on content
 Include games, songs to download, new notable books, special childrens programs
 I get so many emails already

6. Additional Comments

Thank you for everything.
 I love what the library has to offer! Wish this class was more than once a week!
 Our favorite library program! Thanks!
 I love your story time and so does my child!
 All the librarians do a tremendous job.
 Thank you! (5X)
 Great!
 Fun time. Thanks!
 Miss Linda has done a great job. She is a fantastic story teller. She has as much impact on my daughter as her four day pre-school.
 We like story time very much. Please, keep it up.
 Nancy is amazing!
 Jane is amazing!
 Our family loved all the programs!
 Thank you for doing a great job at the library. We love coming here all the time. My six year old daughter loved coming much when she was a baby, every is very friendly, helpful and positive. They know and acknowledge her presence that means a lot to a child. My now almost 2 year old boy loves library too. Love how accessible books are for kids, the play area, computers and the general atmosphere. Classes are great too. So nice to have a place where kids are very welcome and loved. Thank you.
 We really enjoyed story time. Jane is very good with children and she makes it fun.
 Thank you so much.
 My son had a lovely time. I would however like the session to be for an hour.
 More sessions though the year. Age specific.
 My kids love story time.
 Thank you very much we enjoyed the class.

The box containing letter is nice. Since this is all ages, larger story books would be nice. Also, bubbles at the end seem more enjoyable. Consistent song choices also are more helpful giving the children a chance to learn the songs. Thanks!

Jane has a lot of enthusiasm. She is great with children.

I'm very happy with all your programs

My daughter enjoyed this story time, she has more confidence and socialization skills

Longer story times if possible

Please extend the session. It just gets started and then it's over!

Thank you all for such a wonderful library and programs!

Get to mom

Sorry for some interruptions with Elias, you are wonderful

It would be nice to have storytimes without the longer winter break. Also 2 different days for "walker" story time.

We love story hour @ IPPL!

For all ages more interactive: songs, finger play...etc. Kids loose focus when more than 2 stories read in a row.

I would love to see longer sessions or more sessions

Increasing the number of classes and also evening sessions would be good.

Story times offered more often. Maybe 2X a week.

Thanks so much for an excellent job!

Great job we love storytime!!

Thank you for all programs(?). Winter and summer readings are a lot of fun too! The prizes for tracking (unreadable) were great, my daughter loves them and uses them still (a toy penguin, snow man book, etc)
Thank you!

Name of Story Time: _____ Day: _____

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Story Time Presenter: _____

1. Did you and your child enjoy story time?

2. Would you be interested in a bilingual story time? A bilingual story time would include English, and would be open to all families. If so, which language(s) would you like to see included?

3. Would you be interested in a story time specifically designed for children with special needs?

4. Online sign up is now available for all programs. In the fall, would you still like to have a sign up social, or do you feel comfortable signing up online for story time classes?

5. We are creating a parents e-newsletter! How often would you want to see a new edition?

Every two weeks

Every month

Every other month

Not interested

Additional comments:

Thank you for your time!



401 Plainfield Road
Darien, Illinois 60561
www.ippl.info
T 630/887-8760

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STATISTICS FOR	Mar-12	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
<u>Circulation</u>					
Adult	49,093	52,044	420,427	401,383	5%
Teen	3,741	3,928	34,362	30,532	13%
Kids	25,102	26,487	210,382	190,933	10%
TOTAL	77,936	82,459	665,171	622,848	7%
Electronic Circulation	1,566	644	9,767	3,925	149%
GRAND TOTAL CIRC.	79,502	83,103	674,938	626,773	8%
% Reciprocal Borrowing	15%	17%	15%	16%	
Patron Visits	44,749	42,880	373,448	290,131	29%
<u>Current Cards</u>					
Resident	167	245	23,570	23,634	0%
Non-Resident	92	55	974	896	9%
TOTAL	259	300	24,544	24,530	0%
<u>Reference Req.</u>					
Adult	4,162	3,630	30,730	25,461	21%
Kids	3,917	4,049	34,376	29,712	16%
TOTAL	8,079	7,679	65,106	55,173	18%
<u>ILL/Reserves</u>					
Holds	10,403	10,321	92,203	87,726	5%
ILLs Sent	5,980	5,338	49,173	42,774	15%
ILLs Checked Out	6,678	6,422	55,846	57,581	-3%
ILLs Received	7,202	6,927	60,927	61,604	-1%
Copy/Fax Sent	0	0	2	7	-71%
Copy/Fax Received	10	10	57	27	111%
<u>Outreach-Homebound</u>					
Items Delivered	192	193	1,522	1,397	9%
<u>Volunteers</u>					
Number Active	75	67	798	667	20%
Hours Worked	677.25	531.75	5,493.75	4,069.50	35%
<u>Programs - Adult</u>					
# Programs	6	8	45	23	96%
Attendance	344	410	1,327	955	39%
<u>Computer Classes</u>					
# Programs	7	8	38	13	192%
Attendance	80	108	459	160	187%
<u>Groups</u>					
# Programs	12	14	110	96	15%
Attendance	222	179	1,520	1,200	27%
<u>Others</u>					
#Programs	9	12	16	19	-16%
Attendance	140	221	257	388	-34%
<u>Programs - Teen</u>					
# Programs	5	9	67	71	-6%
Attendance	67	48	1,142	1,540	-26%
<u>Programs - Kids</u>					
# Programs	55	48	289	219	32%
Attendance	2,244	1,314	15,934	9,824	62%
GRAND TOTAL ATT.	3,097	2,280	20,639	14,067	47%

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STATISTICS FOR	Mar-12	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
Computers					
Patron Use					
Adult Computers	4,026	3,948	36,263	33,581	8%
Kids Computers	1,861	931	15,358	7,665	100%
Teen Laptop	205	131	1,685	773	118%
Adult Laptop	116	93	1,082	309	250%
TOTAL PATRON USE	6,208	5,103	54,388	42,328	28%
Hours Used					
Adult Computers	3,021	3,016	25,922	23,645	10%
Kids Computers	1,023	657	9,007	5,251	72%
TOTAL HOURS USED	4,044	3,673	34,929	28,896	21%
IPPL Web Site Visitors	15,521	24,442	203,885	177,192	15%
IPPL Total Page Views	19,188	43,882	362,634	322,244	13%
Subscription Database Logins	4,011	4,684	40,318	22,866	76%
Staff Training Hours	139.50	76.50	1,485.50	1,102.50	35%
Room Use					
Multi-Purpose Room	33	35	157	165	-5%
Meeting Room					
Library	55	45	306	141	117%
Non-Library	21	19	178	99	80%
Group Study Room	385	254	2,950	1,208	144%
Lobby Programs	1	2	13	11	18%
Conference Room	13	22	123	130	-5%
Clavinova	0	1	0	1	-100%

MATERIALS COLLECTION STATISTICS - MARCH 2012

	Prev. Month Total	Added	Withdrawn	Current Total	YEAR TO DATE Added	YEAR TO DATE Withdrawn
BOOKS Adult						
Reference	2,442	9	31	2,420	166	548
Non-fiction	52,209	568	96	52,681	3,758	3,775
Fiction	37,404	422	249	37,577	3,801	2,280
TOTAL	92,055	999	376	92,678	7,725	6,603
BOOKS Kids						
Reference	888	0	0	888	15	39
Non-fiction	20,409	22	61	20,370	1,408	2,738
Fiction	26,807	100	128	26,779	1,647	1,047
TOTAL	48,104	122	189	48,037	3,070	3,824
BOOKS Teen						
Non-fiction	888	7	5	890	126	129
Fiction	3,453	42	24	3,471	577	222
TOTAL	4,341	49	29	4,361	703	351
GRAND TOTAL BOOKS	144,500	1,170	594	145,076	11,498	10,778

AUDIOVISUAL Adult						
Video	12,901	156	17	13,040	1,776	135
Audio	13,298	174	20	13,452	1,091	171
CD-Roms	350	0	0	350	0	24
TOTAL	26,549	330	37	26,842	2,867	330
AUDIOVISUAL Kids						
Video	5,023	57	63	5,017	367	420
Audio	2,121	19	14	2,126	212	214
TOTAL	7,144	76	77	7,143	579	634
AUDIOVISUAL Teen						
Video	571	3	6	568	89	47
Audio	811	10	1	820	103	22
Console Games	360	21	8	373	52	23
PC-Games	478	1	1	478	34	127
TOTAL	2,220	35	16	2,239	278	219
GRAND TOTAL AV	35,913	441	130	36,224	3,724	1,183

DIGITAL COLLECTIONS						
Adult ebooks	609	43		652		
Kids & Teens ebooks	162	18		180		
Reference ebooks	329	0		329		
Emedia Library (ebooks&audiobooks)	8700	349		9049		

Darien Committee for Intergovernmental Coordination

Minutes of the April 3, 2012 Meeting

The Meeting was called to order by Chairman Kathy Weaver at 7:00 pm.

Present:

- Kathy Weaver – City of Darien
- Halil Avci – City of Darien
- Marian Krupicka – Indian Prairie Library
- Timothy Werner – Chamber of Commerce
- Clare Bongiovani – Chamber of Commerce
- Ray Jablonski – Darien Park District
- Jim Tikalsky – Darien Park District
- Robert Rzeszutko – School District 61
- Claudia Manley – School District 61

Mayor Weaver asked for a motion to approve the minutes of the February 7, 2012 meeting of the Darien Committee for Intergovernmental Coordination. A motion to approve was made by Clare Bongiovani and seconded by Marian Krupicka; the vote was unanimous.

Mayor Weaver advised that since the ditch programs were voted down at the City Council Meeting, the Intergovernmental Agreement between the City and School District 61 for the asphalt paving work at Mark DeLay School had to be removed from the agenda. Staff will keep District 61 apprised of when this resolution will move forward.

Alderman Avci reviewed the initiatives that were discussed at the last meeting.

Clare Bongiovani advised that Darien Days will be held the week of November 25 through December 2. In conjunction with the annual Tree Lighting, a Holiday Expo will take place at Lace School on December 2. An e-mail was sent to the school superintendents to let them know the Darien Chamber of Commerce will be sponsoring Darien Days and will be seeking student’s artwork to be displayed at local businesses and musical talent to sing or play Christmas music at the various plazas. Local businesses will be asked to run special offers during Darien Days. In order to get more student involvement and to showcase their talents, the Chamber has created two new events: Battle of the Bands, with the winner to open for the Friday night band at DarienFest and Darien Idol, with the winner to open for the Sunday night band at DarienFest.

Alderman Avci requested the Darien Chamber inquire if local businesses would be willing to offer scholarships to students in their field of study. Tim Werner noted that in today’s competitive market, many internships are unpaid. A discussion took place

regarding the benefits of internships for students and businesses, and the intern/volunteer programs currently in place. The Chamber of Commerce has been trying, with no success, to bring on a college intern. A suggestion was made that a high school intern might serve just as well.

Alderman Avci suggested that given the various areas of expertise available through the taxing bodies, schools might consider using these resources as guest lecturers. He added that another avenue to promote interactions would be to have student representation on various City Committees.

Clare Bongiovani noted that the school with the greatest number of participants in Darien Dash on May 20 will be awarded a cash donation. District 61 participation has always been quite high, and depending on this year's numbers, a partnership between the Chamber and District 61 may be considered in the future. A Race Expo will take place at the Darien Park District on Fairview on May 19, 2012 from 9:00 a.m. to Noon. Coffee with the Mayor will also be held at that event from 9:00 a.m. to 10:00 a.m.

The Darien Historical Society is taking orders for the newly published "Images of America – Darien." It was suggested the schools utilize this book as a teaching tool and to incorporate it in a special day for students.

Robert Rzeszutko expressed concern that utilizing the Neighbors Magazine might be too costly. It was suggested that he discuss the cost with Tim Sullivan. Mayor Weaver felt that school districts may find the Neighbors Magazine to be a cost effective means of communication. She added that the publication covers most of District 63 boundaries. Clare Bongiovanni volunteered to connect Bob Carlo and Tim Sullivan.

Joint programs to aid students and their parents were discussed. Claudia Manley noted that there is a program that helps students and their parents learn English. There are also opportunities at the library for parents to practice English.

Mayor Weaver noted it is important to advertise these programs. She welcomed all the taxing bodies to take advantage of the City's Direct Connect Program as an avenue of communication.

Marian Krupicka commented that the library sends out electronic newsletters. It was also noted that the Darien Park District offers tax assistance for seniors at the library.

Tim Werner advised that the Chamber of Commerce will be hosting Resource Partner Life Solutions seminars at the library on a monthly basis. These seminars will be geared to educate and assist residents with economic or life changing situations. Another program offered is Finance 101 for 8th grade students. This program will help students learn basic financial management. Robert Rzeszutko noted that this program would benefit high school students as well.



Mayor Weaver stated that car shows seem to be a very effective means of bringing the public to downtown areas. After discussion, it was suggested that holding a car show at Chestnut Court on Friday nights might be considered.

Alderman Avci announced that the City will be getting new entry/welcome signs and suggested a student design contest be considered. Mayor Weaver added that design parameters and a deadline for submittals would need to be established.

Clare Bongiovanni announced the Chamber will be hosting their 7th Annual Client Appreciation Networking Expo at Ashton Place on April 25, 2012 from 5:30 p.m. to 8:30 p.m. Hinsdale South Jazz Combo will be part of the entertainment. She recommended the School Districts, Park District and Library participate.

Mayor Weaver advised that the electric aggregation ordinance passed and two public hearings were held. The next step is for Nimec to go to bid and bring back proposals. State legislation reduced the size of businesses that are eligible to participate in the program. Once a bid is accepted, ComEd will contact users to inform of the opt out provision. It is anticipated savings will be seen on the July 2012 bills.

Mayor Weaver announced that Darien has earned the designation as a Tree City. The formal announcement will be made at the next City Council Meeting. Jim Tikalsky stated this award is very significant and not easily acquired.

Mayor Weaver commented that she had hoped to receive some input from the Administrators regarding cooperative initiatives, and would like to receive suggestions at the next meeting.

The next meeting was scheduled to take place on August 7, 2012 at City Hall in the Council Chambers at 7:00 p.m.

Clare Bongiovanni made a motion to adjourn and Jim Tikalsky seconded the motion. The meeting adjourned at 8:04 p.m.

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I2 d
I3

**Willowbrook/Burr Ridge Chamber meeting
April 4, 2012
Annual Networking Meeting**

During this annual event, participants network with other chamber members during a progressive style luncheon.

I networked with approximately 20 business people in this smaller atmosphere. I promoted our reference databases, handed out "Using the Library for your Business" brochures and did a small contest at each table handing out a lunch bag for those who answered a question about the library.

Upcoming events:
Administrative Professional Day
Meeting May 2
Meeting June 6

**Darien Chamber meeting
April 10, 2012
Speaker: Kirk Dillard**

At this meeting, Senator Kirk Dillard addressed the group about economical conditions in the state of Illinois. I had the opportunity to network with the new Commander of the Darien VFW, Nick Darien, and Darien Alderman, Joerg Seifert. The Chamber has generously offered a complimentary table for the library at their Client Appreciation event.

Upcoming events:
Client Appreciation Event April 25
Multi Chamber Luncheon May 18
Darien Dash May 25

Christine Cigler
Marketing Coordinator
April 13, 2012

RAILS Update

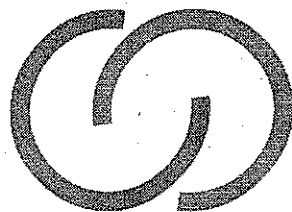
The February financial report stated that considering the average monthly expenditures and the cash balance, RAILS is able to sustain operations until approximately the end of 2012. After this report was given, RAILS received the first FY12 payment which would cover operations until the middle of February. One thing, however, that has not been factored in is costs that would occur if RAILS had to shut down such as unemployment costs. Another cost not factored in is a balloon payment that is due on one of the system buildings.

RAILS has hired a new delivery manager who will oversee the system's entire delivery services. The manager has experience with Brinks and has already instituted changes. The RAILS Delivery Committee will be requesting RFP's to use in examining the best way to manage delivery of materials in the system. They will be preparing an RFP for complete pick-up, sorting and delivery services and an RFP for just pick-up and delivery with the sorting being done by system staff. The committee has been waiting to act until they received information from a statewide study done on system delivery. I've attached some information from *The Future of Illinois Library Cooperation* which was prepared by the Illinois Library Association with grant funds from the state. (The report is 71 pages long and quite detailed, but if anyone is interested in the full report I'd be happy to provide it.) Currently they are gathering statistics that will be plugged into the RFP's.

In terms of facilities, RAILS is seriously discussing retaining the Burr Ridge building to serve as a data center (as suggested by the computer consortium managers) and as the RAILS headquarters. They are also close to determining which buildings will be put on the market. Of course it is difficult to predict how soon properties would sell, but this would provide additional monies for the system.

When RAILS began in last July, they hired an interim executive director. RAILS is currently conducting a search for a director and is looking at an August start date.

RAILS will also be holding an election for board trustees. They are having a difficult time recruiting people to run for the board.



The **Future** of Illinois Library Cooperation

[Exploring Effective, Efficient Service Models]

Prepared by the Illinois Library Association with funds awarded by the Illinois State Library (ISL), a division of the Office of the Secretary of State, and using funds provided by the Institute of Museum and Library Services (IMLS) under the federal Library Services and Technology Act (LSTA)

LSTA Grant 11-1008

March 2012

EXECUTIVE SUMMARY

Background

In 2010 and 2011, regional systems in Illinois—the main instrument of cooperative library services—underwent major restructuring as a combined result of budget constraints and a changing environment. Before and as these changes were occurring, the Illinois Library Association (ILA) began convening groups of stakeholders to plan and provide for cost-effective responses to these changes that would best serve Illinois library patrons.

The initial effort was a statewide planning process that developed five priority areas for cooperation: Delivery, Shared Catalogs, Group Purchasing, Library and Professional Development, and Advocacy/Marketing. Subsequently, the Illinois State Library (ISL) awarded an LSTA grant to ILA to investigate new service models, especially in the area of materials delivery.

Delivery was identified as a priority because it is of great value and it is one thing that libraries truly cannot do without collaboration. The delivery study, as the project has come to be known, was developed with input from representatives from both former and newly merged library systems, Illinois Heartland Library System (IHLS) and Reaching Across Illinois Library System (RAILS); Chicago Public Library (CPL); Illinois Library Delivery Service (ILDS); Illinois State Library (ISL); and other interested parties.

Parameters of the Study

In order to prevent any possible future conflict of interest, the study was limited to investigation and documentation of current conditions and did not allow contact with vendors or the issuance of an RFP/RFI to providers. Initial information was gathered and shared via a wiki in early 2011, a stakeholder's meeting was held in April 2011, and a consultant RFP was issued. Lori Ayre of the Galecia Group, an experienced delivery consultant based in California, was awarded the consulting contract in August 2011.

The purpose of engaging an outside consultant with delivery expertise was two-fold: to bring in a neutral party to provide analysis, as well as bringing examples and best practices from around the country. In addition to reviewing the current state of delivery in both the north and south, as well as through ILDS, the report addresses issues such as

- Sorting
- Coordination
- Shared ILS (Integrated Library System)
- Route optimization
- Equipment
- Logistics/transportation

This report, in and of itself, is not an implementation plan, but provides information and analysis to be used in developing such a plan. Implementation will have to be undertaken by those with decision-making authority, i.e., the systems and the state library. The recommendations section makes specific suggestions to improve and remedy existing conditions, as well as providing incremental steps and sequence for implementation. The recommendations are intended to provide information to decision-makers at the systems and ISL as they plan for a new delivery environment.

Throughout the fall of 2011, the consultant conducted interviews, presented preliminary findings at the ILA Annual Conference, and developed "delivery profiles" for each of the former regions to assess costs, needs, capacity, etc. The consultant's report includes extensive information on delivery practices in libraries across the country, data and cost comparisons on current delivery costs in Illinois, and a series of recommendations on how to migrate to a new model that utilizes existing resources to minimize costs and maximize the patron experience, including how materials are requested as well as delivered.

In early March 2012, the consultant and ILA held a series of meetings with representatives from RAILS, IHLS, CPLS, ILDS, and ILS. These sessions were intended to solicit reactions and additional input to the report, as well as transfer this process to the parties directly responsible for future research, evaluation, and implementation (i.e., systems and state library). The meetings were constructive and while they did not result in any major changes in the report's findings or recommendations, they offered an opportunity for clarification, provided additional information, and created a dialogue that is reflected in this final draft.

Other priority areas of the initial FILC report are addressed in the third section, and include discussions with a California-based project and other collaboratives to explore group purchasing, as well as possible roles for cooperation between ILA, ISL, and other library agencies in providing continuing education and professional development for libraries, librarians, and trustees.

KEY FINDINGS

Resource-sharing is complex. Illinois has a long history of strong state level support for shared catalogs and delivery services. But as populations grow and resources decline, new models are needed. The consolidation of regional library systems is part of this, with implications at the operational and individual library level, and a goal to minimize the impact on patrons. This study begins from the premise that the purpose of delivery is to support resource-sharing; and the findings and recommendations stem from that fundamental premise.

The sample surveys that were conducted as part of this study reported a high level of patron satisfaction with current delivery services, but the underlying assumption is that costs must be contained in order to continue to provide sustainable and equitable service in the future. While the study does not cost out specific proposed operational or capital expenditures, it does make significant strides in providing metrics to evaluate current costs to compare to other models and best practices.

The following list attempts to capture key characteristics, trends, and directions of current practice as the former regional systems have begun to merge.

One Size Fits All Solution Will Not Work

- Academic library delivery needs are different from publics
- Large public library needs differ from small publics
- Geography, individual library policies, and philosophical views of resource-sharing all play a role in differentiating "ideal" delivery for each library

Existing Models Are Heavy on Administration and Overhead, Short on Some Critical Information

- Too many hubs, too many delivery managers, not enough coordination (consolidation is underway)
- Overall lack of comparable data, especially in terms of true delivery volume and sorting metric

Lack of Shared Vision and Practice

- Inconsistent resource-sharing practices
- Not enough sharing of "best practices"
- Inconsistent reporting methods
- Inconsistent methods for packaging and transporting and labeling material

Resource-sharing (ILL) System Beyond the Shared ILS's Is Cumbersome

- Unintuitive and difficult for users unless on shared ILS
- All requests beyond shared ILS must be staff mediated

Inefficiencies in Operations

- Routes
 - Not optimized (without knowledge of pickup and delivery volumes, can't optimize)
 - Inefficient use of delivery vehicles and drivers (some overlapping routes)
- Sorting
 - Pre-sorting in libraries is generally inefficient, expensive, and takes up valuable in-library workspace, even if it does sometimes allow for same-day delivery
 - On-truck sorting is generally inefficient and expensive and takes up valuable driver time
 - Sorting in most regional hubs is less efficient than it could be, based on reported sorting rates
- Containers
 - Inconsistent and often not optimal for transport and safeguarding material
 - Too much packaging; uses up too much space in libraries and trucks
 - Difficult to handle
 - Process of preparing outgoing material is unnecessarily complex
 - Even if pickup and delivery volume were known, different container types make it impossible to predict when vehicles are full

KEY RECOMMENDATIONS

Establish Illinois Logistics Coordinator (or develop mechanisms to coordinate)

- Create statewide standards
- Share best practices and provide ergonomics guidelines
- Track delivery volume and performance of delivery services
- Provide ongoing monitoring and evaluation of delivery services
- Guide implementation of recommendations adopted from this report
- Seek opportunities for collaboration among systems

Move IHLS to Shared ILS (underway at time of the study)

- Makes resource-sharing much easier for patrons and staff
- More control over how requests are handled

Consolidate RAILS into Fewer Shared ILS's

- Explore overlay of consortial ILS, especially within RAILS (e.g., Evergreen)
 - Provides options for stand-alone libraries
- Potential to reduce and/or consolidate overall number of shared ILS operations

Optimize Sort Operation for Each Shared ILS

- Standardize practices, adopt Lean methodologies
- Evaluate label-less sorting, implement where possible
 - Eliminates need for presorting and labeling by library staff for all items within shared ILS system
 - Items sorted at regional hub associated with shared ILS by reading bar codes
- Evaluate batch level check-in of delivery (aka tote manifesting)

Explore Modified ILDS Delivery Service for Implementation in RAILS

- ILDS handles daily delivery
- Items sorted at regional hubs (reduce # of hubs)
- Projected savings of \$240,000 in delivery expenses
- Provides proxy/pilot project approach to partial/selective outsourcing

Reduce Number of Sorting Hubs/Facilities at Both RAILS and ILS

- More than one shared ILS can be served by a single hub
- Fewer needed to support overall consolidation of system services, etc.

Standardize Delivery Frequency

- Establish standard five-day-per week stops where applicable
- All others to be on-demand
- Eliminates delays caused by some stops not receiving daily pickup

Evaluate Outsourcing Options

- Develop mechanisms to evaluate costs and benefits of outsourcing some or all of the delivery service (transport only, transport + sort, on-demand vs. scheduled, etc.)
- Objective is to fairly evaluate options and ensure that in-house system is competitive, whether or not you choose to outsource

Standardize at State Level

- Use standard codes, totes, and packaging (could eventually streamline intra-system delivery)
- Set standards for service levels in order to provide equitable service statewide and seek commitment from participating libraries to support (pull requests daily, etc.)

Implement State-of-the-Art Resource Sharing System for State

- State-of-the-art systems improve staff workflow with Circulation Interoperability
- State-of-the-art systems improve patron experience with self-service
- Examples include RelaisD2D, OCLC Navigator, Auto-Graphics AGent Resource Sharing, and Fulfillment (not yet released)



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Date: 04/13/2012
Proposal No: 363159
Acct Mgr: ANDREW BRENNECKE

PROPOSAL

J1

BILLING ADDRESS:[Cust ID: 40905]
Attention: LAURA BIRMINGHAM
INDIAN PRAIRIE PUBLIC LIBRARY
401 PLAINFIELD RD
DARIEN IL 60561

JOB ADDRESS:
Attention: LAURA BIRMINGHAM
INDIAN PRAIRIE PUBLIC LIBRARY
401 PLAINFIELD RD
DARIEN IL 60561

Phone: 630-887-8760 Fax: 630-887-1018

Phone: 630-887-8760 Fax: 630-887-1018

WE PROPOSE THE FOLLOWING WORK. IF ACCEPTABLE, PLEASE SIGN AND RETURN.

PLANT MATERIAL ---

PROPOSAL FOR PLANTING BED #1 EAST OF MAIN ENTRANCE AND EXTENDED AREA. REMOVE ALL PLANT MATERIAL AND INSTALL NEW PLANT MATERIAL PER DESIGN.

PLANT LIST -

- 2 TON OUTCROPPING STONE
- 1 EA 36" KOREAN SPICE VIBURNUM
- 6 EA 24" DWARF KOREAN SPICE VIBURNUM
- 4 EA 24" KNOCK OUT ROSES
- 10 EA 1 GAL KIT CAT CATMINT
- 8 EA 1 GAL PRAIRIE DROPSEED GRASSES
- 14 EA 1 GAL LITTLE SUZY BLACK EYED SUSANS
- 9 EA 24" GREEN VELVET BOXWOODS
- 10 EA 1 GAL WASUYE SALVIA
- 14 EA ROZANNE GERANIUMS
- 9 EA 1 GAL KARL FORESTER GRASSES
- 9 EA 1 GAL PARDON ME DAYLILIES
- 1 EA 7' JAPANESE MAPLE

GRAND TOTAL - \$5374.00

If you should have any questions regarding this proposal, please do not hesitate to contact me. Ask us about our Referral Program.

SEBERT LANDSCAPING CO
ANDREW BRENNECKE

Approved By: _____

Date: _____

* In the event the account is not paid within thirty days from the date of the invoice, the customer shall pay all past due amounts, service charges of 1.5% (18% APR) and all associated collection costs and reasonable attorney's fees. By signing this contracts, the signer agrees to the warranty enclosed.



(68)

Date: 04/13/2012
Proposal No: 363158
Acct Mgr: ANDREW BRENNECKE

PROPOSAL

BILLING ADDRESS:[Cust ID: 40905]

Attention: LAURA BIRMINGHAM
INDIAN PRAIRIE PUBLIC LIBRARY
401 PLAINFIELD RD
DARIEN IL 60561

JOB ADDRESS:

Attention: LAURA BIRMINGHAM
INDIAN PRAIRIE PUBLIC LIBRARY
401 PLAINFIELD RD
DARIEN IL 60561

Phone: 630-887-8760 Fax: 630-887-1018

Phone: 630-887-8760 Fax: 630-887-1018

WE PROPOSE THE FOLLOWING WORK. IF ACCEPTABLE, PLEASE SIGN AND RETURN.

PLANT MATERIAL --

PROPOSAL FOR PLANTING BED #2 WEST OF MAIN ENTRANCE EXISTING WALKWAY TO STAY.
REMOVE ALL PLANT MATERIAL AND INSTALL NEW PLANT MATERIAL PER DESIGN.

PLANT LIST -

1-1/2	TON	OUTCROPPING STONE
5	EA	24" BROWN YEW
1	EA	36" KOREAN SPICE VIBURNUM
12	EA	1 GAL PRAIRIE DROPSEED GRASSES
8	EA	1 GAL COREOPSIS
5	EA	24" KNOCK OUT ROSES
7	EA	1 GAL ROZANNE GERANIUMS
6	EA	1 GAL KIT CAT CATMINT
1	EA	7' WHEEPING CHERRY

GRAND TOTAL - \$4227.00

If you should have any questions regarding this proposal, please do not hesitate to contact me.
Ask us about our Referral Program.

SEBERT LANDSCAPING CO
ANDREW BRENNECKE

Approved By: _____

Date: _____

* In the event the account is not paid within thirty days from the date of the invoice, the customer shall pay all past due amounts, service charges of 1.5% (18% APR) and all associated collection costs and reasonable attorney's fees. By signing this contracts, the signer agrees to the warranty enclosed.

69



Date: 04/13/2012
Proposal No: 363160
Acct Mgr: ANDREW BRENNECKE

PROPOSAL

BILLING ADDRESS:[Cust ID: 40905]

Attention: LAURA BIRMINGHAM
INDIAN PRAIRIE PUBLIC LIBRARY
401 PLAINFIELD RD
DARIEN IL 60561

JOB ADDRESS:

Attention: LAURA BIRMINGHAM
INDIAN PRAIRIE PUBLIC LIBRARY
401 PLAINFIELD RD
DARIEN IL 60561

Phone: 630-887-8760 Fax: 630-887-1018

Phone: 630-887-8760 Fax: 630-887-1018

WE PROPOSE THE FOLLOWING WORK. IF ACCEPTABLE, PLEASE SIGN AND RETURN.

PLANT MATERIAL --

PROPOSAL FOR PLANTING BED #3 FAR WEST BEDS BY DRIVE THRU EXISTING WALKWAY TO STAY.
REMOVE EXISTING PLANT MATERIAL AND INSTALL PLANT MATERIAL PER DESIGN

PLANT MATERIAL --

- 3 EA 24" BROWNS YEWS
- 3 EA 24" DWARF KOREAN SPICE VIBURNUM
- 9 EA 1 GAL PRAIRIE DROPSEED GRASSES
- 13 EA 1 GAL KARL FORESTER GRASSES
- 11 EA 1 GAL PARDON ME DAYLILIES
- 10 EA 1 GAL WASUYE SALVIS
- 8 EA 1 GAL ROZANNE GERANIUMS
- 16 ROLLS SOD

GRAND TOTAL - \$2029.00

If you should have any questions regarding this proposal, please do not hesitate to contact me.
Ask us about our Referral Program.

SEBERT LANDSCAPING CO
ANDREW BRENNECKE

Approved By: _____

Date: _____

* In the event the account is not paid within thirty days from the date of the invoice, the customer shall pay all past due amounts, service charges of 1.5% (18% APR) and all associated collection costs and reasonable attorney's fees. By signing this contracts, the signer agrees to the warranty enclosed.

USE OF LIBRARY FACILITIES

K4

MEETING ROOMS

660 Meeting Rooms

Library meeting rooms are designed primarily to meet the operational needs of the library and to provide accommodations for educational, informational, cultural and civic functions of the Indian Prairie Library District community. Meeting room space is provided for group, not individual, use in the following order of priority:

- Programs or meetings sponsored or co-sponsored by the library.
- Library related meetings and programs, including Friends of the Library, Indian Prairie Library Foundation, and library organizations such as LACONI and RAILS.
- Local governments serving the district.
- Local non-profit groups and organizations with members who have an Indian Prairie library card.
- Businesses located within the Indian Prairie District.
- Indian Prairie Library cardholders participating in or conducting recitals.

660.1 Permission to use a meeting room does not constitute endorsement of a group's policies or beliefs.

660.2 Activities are restricted to non-physical activities permitted by the library's insurance carrier. Except for library, Friends of the Library or Library Foundation programs, the meeting room may not be reserved for social gatherings such as receptions, showers, birthday parties, dances, etc., or for fundraising or money-making purposes such as bake sales, or presentations of products or services.

660.3 The library reserves the right to refuse the use of the meeting rooms to any group or individual for any activity deemed unsuitable for the library's facilities or which may interfere with the ordinary functions and activities of the library and which may cause excessive noise, safety hazards and/or a threat to public health, safety and property. A person or group denied permission to use the meeting room may appeal such denial at the next regularly scheduled meeting of the Library Board of Trustees. The appeal must be submitted in writing to the Library Director one week prior to the Board meeting.

660.4 Facilities Available

- Large Meeting Room - seating for up to 100 auditorium style or 48 seated at eight folding tables; built-in sound system and projector, mini-kitchen with sink and refrigerator, screen, podium.
- Conference room - seating for ten at conference table.
- Group Study Rooms - seating for six or eight. See Policy #650 for rules and regulations covering the use of these rooms.

Groups are responsible for setting up the meeting rooms for their own uses. Library staff are not responsible for setup.

660.5 Equipment Available

Wireless Internet access is available throughout the library. The user must provide a laptop capable of accessing the Internet. Subject to availability, the following equipment may be reserved for use: overhead projector, slide projector, LCD projector, DVD, and clavinova. The equipment may not be taken out of the library. Meeting room users are responsible for operating any audiovisual equipment they require. Instruction in the use of audiovisual equipment is available, by advance appointment, from the Administrative Office.

660.6 Hours

Meetings shall be held during regular library hours and rooms cleared at least 15 minutes before closing time. Setup and cleanup must be accomplished during regular library hours.

660.7 Fees

There is no fee for use of meeting rooms by library organizations, non-profit organizations with members who live in the district, and local governments. There is a fee for the large meeting room and conference room of \$25.00 for up to four hours for recitals, and businesses. Applicable fees must be paid at the time of application.

If the meeting room is reserved for a recital, one free practice time for use of the Clavinova (digital piano) in the meeting room may be arranged by advance appointment through the Administrative Office. The practice session must be held when the room is not reserved for another party. The user must reserve the Clavinova per policy #475.

660.8 Reservation Procedures

Reservations must be made on the Indian Prairie Public Library Meeting Room Application. Groups will be booked in order of priority (See #660) and then by the date the application is received with payment. An application must be submitted at least two business days in advance of the meeting. The Meeting Room may be reserved up to three months in advance and can be reserved three months at a time. A separate application must be completed for each date. No group may use the meeting room more than two days per month with the exception of library or library related groups.

The application must be completed by one adult (18 years old or older) Indian Prairie cardholder Library District who will serve as the contact person and attend the meeting. Optionally, a second adult Indian Prairie Library District cardholder may sign as a secondary contact, in which case, at least one contact must attend the meeting. The names and numbers of the contact persons will be given to individuals who request them. If a governmental entity uses a room, an employee of the governmental body must sign the application, attend the meeting, and assume all responsibilities described in the IPPL meeting room policy.

660.9 Cancellation

The library reserves the right to cancel any reservation due to unforeseen circumstances. The library may also cancel a reservation if library policies or procedures are violated. In the event the library cancels a reservation, any fees will be refunded.

Meetings canceled by an individual or group at least 7 days before the meeting will receive a full refund of any fees paid. No refund will be given for meetings canceled with less than 7 days notice. Notice must be given to the Administrative Office.

660.10 Care of Facilities and Equipment

Simple refreshments may be served (coffee, punch, doughnuts, cookies, box lunches, etc.) Alcoholic beverages are not allowed. All groups must provide their own support for setup and cleanup. Refreshment supplies (cups, paper goods, coffee, tea, etc.) must be provided by the group. The library does not provide service to store supplies, make coffee, provide office supplies, or photocopies. Non-library equipment, supplies, or personal effects cannot be stored or left in the library before or after use.

The meeting room is to be left as found. If there is damage to the room or the equipment, The contact persons as well as the organization will be held responsible and will promptly compensate the library for repairs, cleaning or loss.

660.11 Restrictions

No admission charges, collections, tuition, sales, or other money raising activities are permitted, except those sponsored by the library or library related groups. Groups may charge attendees for the actual costs of materials used in a program, i.e., workbooks, handouts, supplies.

Minors may use the meeting room with adult supervisors (at least one adult per 10 children) who will assume complete responsibility for the activities in and condition of the premises.

The individual or organization booking the meeting room is responsible for compliance with federal, state and local laws. Americans with Disabilities Act (ADA) compliance requires that any publicity announcing a meeting or program must contain a public notice accommodation statement such as:

Individuals with disabilities who plan to attend (insert title) meetings and who require certain accommodations to participate are requested to call (insert name and number) one week in advance of the meeting date.

The name, address and phone number of the library may not be used as the address or headquarters for any group using the library for meeting purposes except the Friends of the Library and the Library Foundation. Except in the case of library-related organizations, publicity should in no way imply library sponsorship. Publicity may include the library's name and address but may not include the library phone number as a contact.

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Listening Posts March 2012

Kids & Teens

Circulation

Mary Paxson just told me that our website can now be translated into different languages. She told me a moving story about how she told one of the patrons of Polish decent that she could look at our website in Polish and the patron started crying. Very touching.

IP gentleman aged 77 told me "I love your self check but they were busy!" He checked out 3 locked-case items.

Adult & Computer Help Desk

While helping a lady with the scanner she said "I just took the Facebook class and thought it was great. She thought she would be bored but Suzy was great and kept it lively."

Member wanted to know why she cannot check out a laptop in the Kids & Teens Department when she is there with her small children. She doesn't want to wait until they become teenagers to get a laptop. We did let her have one of the Adult laptops to take upstairs.

A lady called to reserve space for the Ashton Place event. She highly complimented the library on their website. "Easy to use, nice to look at." She is a Chicago Public card holder.

Patron loved having the Collectibles books all together.

"AARP program – Great People – Great Service. Thanks, so much for all your assistance".

Many comments on how wonderful the Jazz program was on Sunday. "Excellent, just like being in a cabaret".

"I just had my Income Tax done today and was very satisfied with the service. They were friendly, efficient and professional. I will come back for this service again!" Lynn was our tax consultant.

"I like the variety of different programs. You can learn so many different things in an hour or so!" (*A Pocketful of Posies* program)

"Very interesting programs, I love belonging to IPPL".

Love *The Big Read* programs.

"I am new to the Chicago area and found this program to be fascinating". (*Art Deco Chicago* program).

"Thank you Chan's for the wonderful concerts". (*Dyed in the Wool* concert)

Adult & Computer Help Desk cont.

"This is my first time at a library presentation anywhere. Loved it! Very professional and informative. Thank you". (*Voluntary Simplicity* program)

"Your scanner is wonderful." - patron said after helping her scan family photos to send to her nieces and nephews.

Technology

"Thanks a lot for showing me you really care".

A patron wanted to make copies from a magazine. I brought her over to the copier and she said she needed color. I suggested the scan station and showed her how it works. She said "Thank you so very much, you were patient and professional."

Administration

While I was outside picking up litter, a man walked up to me and told me how tidy everything was around the library.

A gentleman asked to speak to the director because he likes our library so much. He told me that he does not live in our district but thinks our layout is great. Thinks the locations of the new books, large print, and recently returned are great. And the staff are wonderful.

75

The rise of e-reading

21% of Americans have read an e-book. The increasing availability of e-content is prompting some to read more than in the past and to prefer buying books to borrowing them.

by Lee Rainie, Kathryn Zickuhr, Kristen Purcell, Mary Madden and Joanna Brenner

Summary of findings

One-fifth of American adults (21%) report that they have read an e-book in the past year, and this number increased following a gift-giving season that saw a spike in the ownership of both tablet computers and e-book reading devices such as the original Kindles and Nooks.¹ In mid-December 2011, 17% of American adults had reported they read an e-book in the previous year; by February, 2012, the share increased to 21%.

The rise of e-books in American culture is part of a larger story about a shift from printed to digital material. Using a broader definition of e-content in a survey ending in December 2011, some 43% of Americans age 16 and older say they have either read an e-book in the past year or have read other long-form content such as magazines, journals, and news articles in digital format on an e-book reader, tablet computer, regular computer, or cell phone.

Those who have taken the plunge into reading e-books stand out in almost every way from other kinds of readers. Foremost, they are relatively avid readers of books in all formats: 88% of those who read e-books in the past 12 months also read printed books.² Compared with other book readers, they read more books. They read more frequently for a host of reasons: for pleasure, for research, for current events, and for work or school. They are also more likely than others to have bought their most recent book, rather than borrowed it, and they are more likely than others to say they prefer to purchase books in general, often starting their search online.

The growing popularity of e-books and the adoption of specialized e-book reading devices are documented in a series of new nationally representative

surveys by the Pew Research Center's Internet & American Life Project that look at the public's general reading habits, their consumption of print books, e-books and audiobooks, and their attitudes about the changing ways that books are made available to the public.

Most of the findings in this report come from a survey of 2,986 Americans ages 16 and older, conducted on November 16-December 21, 2011, that extensively focused on the new terrain of e-reading and people's habits and preferences. Other surveys were conducted between January 5-8 and January 12-15, 2012 to see the extent to which adoption of e-book reading devices (both tablets and e-readers) might have grown during the holiday gift-giving season and those growth figures are reported here. Finally, between January 20-February 19, 2012, we re-asked the questions about the incidence of book reading in the previous 12 months in order to see if there had been changes because the number of device owners had risen so sharply. All data cited in this report are from the November/December survey unless we specifically cite the subsequent surveys. This work was underwritten by a grant from the Bill & Melinda Gates Foundation.

Key findings:

A fifth of American adults have read an e-book in the past year and the number of e-book readers grew after a major increase in ownership of e-book reading devices and tablet computers during the holiday gift-giving season. A pre-holiday survey found that 17% of Americans age 18 and older had read an e-book in the previous 12 months and a post-holiday survey found that the number had grown to 21%. This coincides with significant increases in ownership of e-book reading devices and tablet computers over the holiday gift-giving season. Ownership of e-book readers like the original Kindle and Nook jumped from 10% in December to 19% in January and ownership of tablet computers such as iPads and Kindle Fires increased from 10% in mid-December to 19% in January. In all, 29% of Americans age 18 and older own at least one specialized device for e-book reading – either a tablet or an e-book reader.

The average reader of e-books says she has read 24 books (the mean number) in the past 12 months, compared with an average of 15 books by a non-e-book consumer. Some 78% of those ages 16 and older say they read a book in the past 12 months. Those readers report they have read an average (or mean number) of 17 books in the past year and 8 books as a median (midpoint) number.

Those who read e-books report they have read more books in all formats. They reported an average of 24 books in the previous 12 months and had a median of 13 books. Those who do not read e-books say they averaged 15 books in the previous year and the median was 6 books.

For device owners, those who own e-book readers also stand out. They say they have read an average of 24 books in the previous year (vs. 16 books by those who do not own that device). They report having read a median of 12 books (vs. 7 books by those who do not own the device).

Interestingly, there were not major differences between tablet owners and non-owners when it came to the volume of books they say they had read in the previous 12 months.

Overall, those who reported reading the most books in the past year include: women compared with men; whites compared with minorities; well-educated Americans compared with less-educated Americans; and those age 65 and older compared with younger age groups.

30% of those who read e-content say they now spend more time reading, and owners of tablets and e-book readers particularly stand out as reading more now. Some 41% of tablet owners and 35% of e-reading device owners said they are reading more since the advent of e-content. Fully 42% of readers of e-books said they are reading more now that long-form reading material is available in digital format. The longer people have owned an e-book reader or tablet, the more likely they are to say they are reading more: 41% of those who have owned either device for more than a year say they are reading more vs. 35% of those who have owned either device for less than six months who say they are reading more.

Men who own e-reading devices and e-content consumers under age 50 are particularly likely to say they are reading more.

The prevalence of e-book reading is markedly growing, but printed books still dominate the world of book readers. In our December 2011 survey, we found that 72% of American adults had read a printed book and 11% listened to an audiobook in the previous year, compared with the 17% of adults who had read an e-book.

- **There are four times more people reading e-books on a typical day now than was the case less than two years ago.** On any given day, 45% of book readers are reading a book in one format or another. And there has been a shift in the format being used by those who are reading on a typical day. In June 2010, 95% of those reading books "yesterday" were reading print books and 4% were reading e-books. In December 2011, 84% of the "yesterday" readers were reading print books and 15% were reading e-books.
- **Those who own e-book readers and tablets are avid readers of books in all formats.** On any given day, 49% of those who own e-book readers like the original Kindles and Nooks are reading an e-book. And 59% of those e-reader owners said they were reading a printed book. On any given day, 39% of tablet owners are reading an e-book and 64% were reading a printed book.

E-book reading happens across an array of devices, including smartphones. In our December survey we found that e-book readers age 16 and older were just as likely to have read an e-book on their computers as had read e-book reader devices specifically made for e-book consumption. Cell phones are reading devices, too:

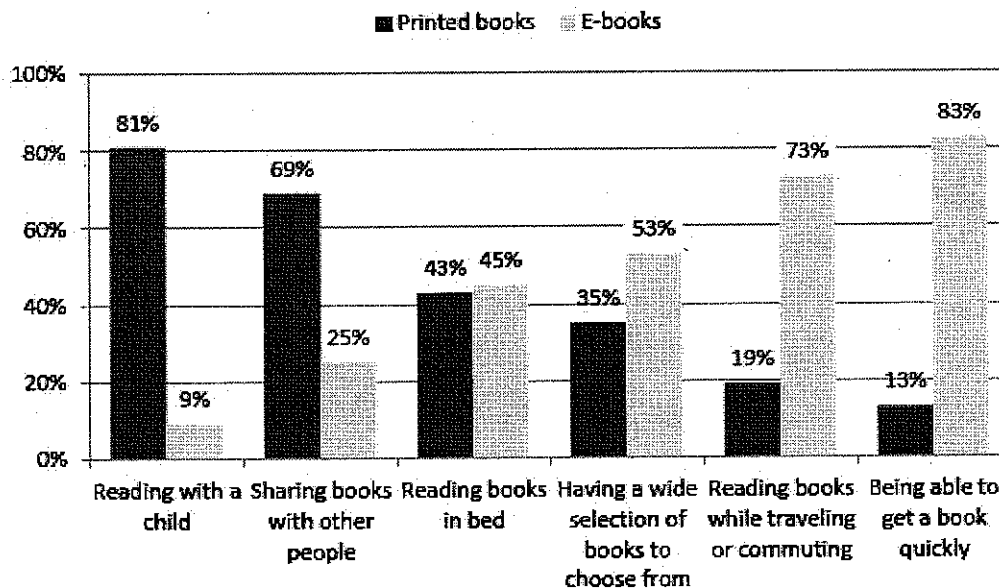
- 42% of readers of e-books in the past 12 months said they consume their books on a computer
- 41% of readers of e-books consume their books on an e-book reader like original Kindles or Nooks
- 29% of readers of e-books consume their books on their cell phones
- 23% of readers of e-books consume their books on a tablet computer.³

In a head-to-head competition, people prefer e-books to printed books when they want speedy access and portability, but print wins out when people are reading to children and sharing books with others. We asked a series of questions about format preferences among the 14% of Americans age 16 and up who in the past 12 months have read both printed books and e-books.

As a rule, dual-platform readers preferred e-books when they wanted to get a book quickly, when they were traveling or commuting, and when they were looking for a wide selection. However, print was strongly preferred over e-books when it came to reading to children and sharing books with others. When asked about reading books in bed, the verdict was split: 45% prefer reading e-books in bed, while 43% prefer print.

Which is better for these purposes, a printed book or an e-book?

% of those who have read both e-books and printed books in the last 12 months who say that this format is better for these purposes



Source: Pew Research Center's Internet & American Life Reading Habits Survey, November 16-December 21, 2011. N=2,986 respondents age 16 and older. Interviews were conducted in English and Spanish and on landline and cells. N for those who have read both printed books and e-books in the past 12 months is 701.

The availability of e-content is an issue to some. Of the 43% of Americans who consumed e-books in the last year or have read other long-form content on digital devices, a majority say they find the e-content is available in the

format they want. Yet 23% say they find the material they are seeking "only sometimes," "hardly ever," or never available in the format they want:

- 20% of e-content consumers say the material they want is **always available** in the format they want.
- 50% of e-content consumers say the material they want is **available "most of the time."**
- 17% of e-content consumers say the material they want is **available "only sometimes."**
- 3% of e-content consumers say the material they want is **available "hardly ever."**
- 4% of e-content consumers say the material they want is **never available.**

The majority of book readers prefer to buy rather than borrow. A majority of print readers (54%) and readers of e-books (61%) prefer to purchase their own copies of these books. Meanwhile, most audiobook listeners prefer to borrow their audiobooks; just one in three audiobook listeners (32%) prefer to purchase audiobooks they want to listen to, while 61% prefer to borrow them. Those who own e-book reading devices and tablet computers are more likely than others to prefer to purchase.

As for the most recent book people read:

- 48% bought it. Owners of e-book readers and tablets were much more likely than others to have bought it.
- 24% borrowed it from family, friends, or co-workers.
- 14% borrowed it from a library.
- 13% got it from another source.⁴

For internet users who read e-books, online bookstores are the first stop. Asked where they start their search for an e-book they want to read, 75% of e-book readers start their search at an online bookstore or website. Some 12% start at the library.

Overall, people read for a variety of reasons. Americans cite a range of motives for their reading and it is often the case that people point to multiple reasons for reading. As a rule, technology users, and especially tablet owners

- 12% said they liked the entertainment value of reading, the drama of good stories, the suspense of watching a good plot unfold.
- 12% said they enjoyed relaxing while reading and having quiet time.
- 6% liked the variety of topics they could access via reading and how they could find books that particularly interested them.
- 4% said they enjoy finding spiritual enrichment through reading and expanding their worldview.
- 3% said they like being mentally challenged by books.
- 2% cited the physical properties of books – their feel and smell – as a primary pleasure.

Demographics of e-book readers. In our survey ending in February 2012, we found that 29% of adult book readers had read an e-book in the past 12 months. Overall, that comes to 21% of all adults. Those who read e-books are more likely to be under age 50, have some college education, and live in households earning more than \$50,000.

Portrait of e-book readers – 29% of those who read books in the past year

The % of the book readers ages 18+ in each group who read an e-book in the past 12 months

**Asterisk denotes statistically significant difference with other rows*

% of the book readers who read an e-book in the past 12 months	
All those age 18 and older	29%
Gender	
Male	29
Female	28
Age	
18-29	34*
30-49	34*
50-64	23
65+	17
Race and ethnicity	
White, non-Hispanic	29
Black, non-Hispanic	22
Hispanic	23
Educational attainment	
High school grad or less	19
Some college	34*
College graduate	35*
Household income	
Less than \$30,000	20
\$30,000-\$49,999	25
\$50,000-\$74,999	35*
\$75,000+	38*

Source: Pew Research Center's Internet & American Life Winter Tracking Survey January 20-February 19, 2012. N=1,377 of adults who read a book in the past 12 months. Interviews were conducted in English and Spanish and on landline and cells. N for number of readers who had read an e-book in past 12 months=321.

Those who own e-book reading devices stand out from other book readers and there are sometimes differences among device owners in their reading habits.

Our December 2011 survey found that those age 16 and older who own tablets or e-book reading devices are more likely than others to read for every reason: for pleasure, for personal research, for current events, and for work or school.

- Some 89% of e-reading device owners say they read at least occasionally **for pleasure**, compared with 80% of all Americans 16 and older. Some 49% read for pleasure every day or almost every day (vs. 36% of all those 16 and older).

- Similarly, 89% of e-reading device owners say they read at least occasionally in order to **do research on specific topics that interest them** (vs. 74% of all those 16 and older). Some 36% read for this reason daily or almost every day, compared with 24% of the general population.
- Some 88% of e-reading device owners (vs. 78% of all those 16 and older) say they read at least occasionally **to keep up with current events**. People read most frequently for this reason: 64% say they do it daily or almost every day (vs. 50% of all 16 and older).
- Some 71% of e-reading device owners say they read **for work or school** (vs. 56% of all 16 and older); almost half (49%) do so daily (compared with 36%).

Device owners read more often. On any given day 56% of those who own e-book reading devices are reading a book, compared with 45% of the general book-reading public who are reading a book on a typical day. Some 63% of the e-book device owners who are reading on any given day are reading a printed book; 42% are reading an e-book; and 4% are listening to an audio book.

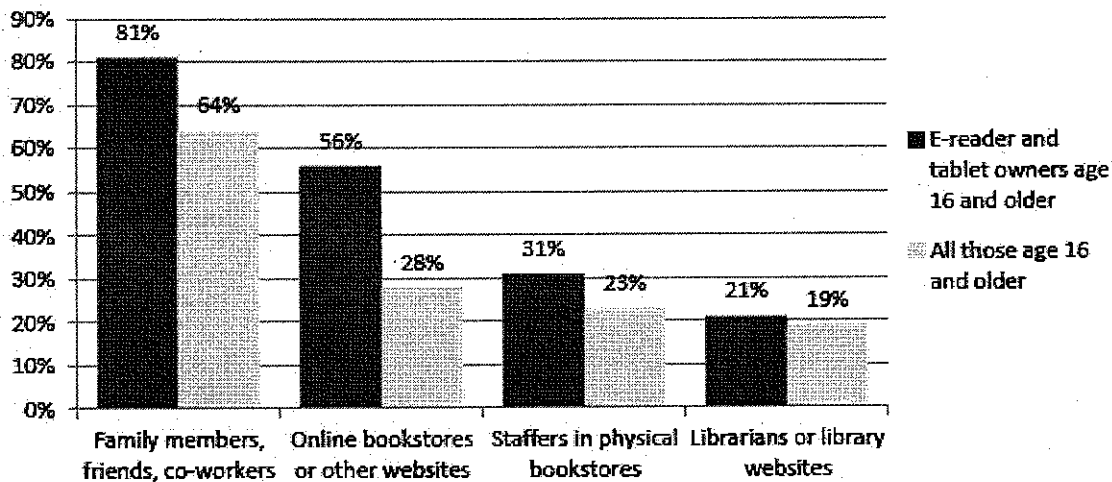
Device owners are more likely to buy books. Some 61% of e-reading device owners said they purchased the most recent book they read, compared with 48% of all readers. Another 15% said they had borrowed their most recent book from a friend or family member (vs. 24% of all readers), and 10% said they borrowed it from a library (vs. 14% of all readers).

Asked their preference for obtaining books in all formats, e-book reading device owners were more likely to say they prefer to purchase than to borrow books in any format – print, digital, or audio. In related fashion, they are also more likely to say they start their searches for e-books at online bookstores.

Book recommendations. Overall, owners of e-reading devices are more likely than all Americans 16 and older to get book recommendations from people they knew (81% vs. 64%) and bookstore staff (31% vs. 23%). In addition, compared with the general public, owners of e-reading devices who use the internet are also more likely to get recommendations from online bookstores or other websites (56% vs. 34%).

Where do you get recommendations for reading material?

% of Americans age 16+, as of December 2011. For instance, 81% of e-reader and tablet owners say they get recommendations for reading material from family members, friends, and co-workers.



Source: Dec. 2011 results are from a survey of 2,986 people age 16 and older conducted November 16-December 21, 2011. N for number of those owning e-book reader or tablet=1,132. The survey was conducted in English and Spanish and on landline and cell phones. The margin of error is +/- 2 percentage points. N for the number of owners of either an e-book reader or a tablet device=1,132.

Other key findings:

- Amazon's Kindle Fire, a new tablet computer introduced in late 2011, grew in market share from 5% of the market in mid-December to 14% of the tablet market in mid-January. This change also grew as the overall size of the tablet market roughly doubled.
- Among those who do not own tablet computers or e-book reading devices, the main reasons people say they do not own the devices are: 1) they don't need or want one, 2) they can't afford one, 3) they have enough digital devices already, or 4) they prefer printed books.

1. American adults age 18 and older, as of February 2012. ↵
2. Americans age 16 and older, as of December 2011. ↵
3. Many people said they consumed e-books on several devices, so these numbers add up to more than 100%. ↵
4. We did not press them for further details about those other sources. ↵