

Indian Prairie Public Library
401 Plainfield Road
Darien, Illinois 60561

Board of Trustees Regular Meeting
December 17, 2014 – 7 p.m. – Conference Room

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

- A. Roll Call
Donald Damon, Beena Deshmukh, Marian Krupicka,
Julia Lacayo, Diane Ruscitti, Victoria Suriano, Kelly Von Zee
- 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. Vuillaume to Bukovac re: Write On Festival | Page 4 | |
| 2. Bukovac to Vuillaume re: Write On Festival | Page 5 | |
| 3. Parlour to Bukovac re: Donation from Darien Garden Club | Page 6 | |
| 4. Bukovac to Parlour re: Donation from Darien Garden Club | Page 7 | |
- E. Omnibus Consent Agenda
- | | | |
|--|---------|--------|
| 1. Minutes of Truth in Taxation Hearing and Regular Board Meeting, November 19, 2014 | Page 8 | Action |
| 2. Treasurer's Report | Page 11 | |
| 3. Action on Bill/Additional Bills | Page 15 | |
- F. Items Deleted from Omnibus Consent Agenda
- | | | |
|--|--|--------|
| | | Action |
|--|--|--------|
- G. Library Director's Report
- | | | |
|--|---------|-------------|
| | Page 20 | Information |
|--|---------|-------------|
- H. Department Reports
- | | | |
|--------------------------------------|---------|-------------|
| 1. Assistant Director | Page 27 | Information |
| 2. Marketing | Page 28 | |
| 3. Adult | Page 29 | |
| 4. Circulation | Page 30 | |
| 5. Technology and Technical Services | Page 33 | |
| 6. Youth | Page 35 | |
- I. Staff Report
- | | | |
|------|--|--|
| None | | |
|------|--|--|

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- J. Reports
 - 1. WB/BR Chamber of Commerce Meeting (Ryan) Page 40 Information
 - 2. Darien Chamber of Commerce (Ryan) Page 40 Information
 - 3. RAILS Page 41 Information
 - 4. Building and Grounds Committee (no report)
 - 5. Finance Committee (no report)
 - 6. Planning/Outreach Committee (no report)
 - 7. Policy Committee (no report)

- K. Unfinished Business
 - 1. Cleaning Services Page 45 Action

- L. New Business
 - 1. Library Director Evaluation Process Page 46 Information
 - 2. Community Survey Page 52 Discussion

- M. Meetings Scheduled
 - Board Retreats Saturday, January 10 and Saturday, January 24

- N. Community Events

- O. Library Events

| | | |
|--|------------|----------|
| Thursday Afternoon Movie: Jersey Boys | 12/18/2014 | 2:00 PM |
| eMedia Drop-In | 12/18/2014 | 2:00 PM |
| Crime Readers: The Deep Blue Good-by by John D. MacDonald | 12/18/2014 | 6:00 PM |
| Teen Advisory Board (TAB) | 12/20/2014 | 2:30 PM |
| Gaming Lock -In | 12/20/2014 | 5:30 PM |
| Frozen: Sing-Along! | 12/30/2014 | 2:00 PM |
| Winter Family Movie-Chronicles of Narnia: The Lion, the Witch and the Wardrobe | 1/2/2015 | 10:30 AM |
| Introduction to Excel | 1/6/2015 | 3:00 PM |
| eMedia Drop-In | 1/6/2015 | 6:00 PM |
| Introduction to Word | 1/6/2015 | 6:00 PM |
| Play Reading Group | 1/7/2015 | 1:00 PM |
| Harry & Mickey: Visiting Universal Orlando & Walt Disney World | 1/7/2015 | 7:00 PM |
| Health Gadgets & Apps | 1/8/2015 | 6:00 PM |
| Got a Clue? | 1/9/2015 | 4:00 PM |
| Practice ACT | 1/11/2015 | 1:30 PM |
| Shake, Shimmy, & Dance! | 1/12/2015 | 9:30 AM |
| Introduction to Excel | 1/13/2015 | 3:00 PM |
| DIYT's - Vinyl Phone Decals | 1/13/2015 | 4:00 PM |
| Introduction to Word | 1/13/2015 | 6:00 PM |
| Play Reading Group | 1/14/2015 | 1:00 PM |
| Arduino demonstration | 1/14/2015 | 4:00 PM |
| Whole Foods Book Discussion and Cooking Demonstration | 1/14/2015 | 6:30 PM |
| Novel Idea- Burial Rites by Hannah Kent | 1/14/2015 | 7:00 PM |
| Lyric Opera Lecture: Tosca | 1/15/2015 | 1:00 PM |

Board Meeting – December 17, 2014 – page 3

Library Events (continued)

| | | |
|---|-----------|----------|
| Arduino demonstration | 1/15/2015 | 4:00 PM |
| Station KROT f.m. Esio Trot & The Magic Finger | 1/15/2015 | 4:00 PM |
| Crime Readers: A Beautiful Place to Die by Malla Nunn | 1/15/2015 | 6:00 PM |
| FrISK: The Billy Goats Gruff | 1/16/2015 | 4:00 PM |
| Movies and More: Duck Soup | 1/16/2015 | 7:00 PM |
| Local Author Fair | 1/17/2015 | All Day |
| Blizzard of Books | 1/17/2015 | 10:00 AM |
| Hacking Electronics - Laser Tripwires | 1/17/2015 | 11:00 AM |
| Teen Advisory Board (TAB) | 1/17/2015 | 2:30 PM |
| Games Galore | 1/19/2015 | 10:30 AM |
| DIYT's - No Sew Scarf | 1/20/2015 | 4:00 PM |

P. Adjournment



LITERACY
THEATER ARTS
MUSIC
ENVIRONMENTAL EDUCATION



Indian Prairie Public Library
401 Plainfield Rd
Darien, IL 60561

November 19, 2014

Dear Jamie,

Rob and I would like to thank the Library for our partnership in this year's Write On Festival. This was the ninth year working with IPPL, and each year it means so much to the teens and the Foundation to continue this event.

We would also like to thank Tyler Works for his efforts in obtaining the author, Barry Lyga, and preparing his schedule for the day. Barry was truly entertaining and we loved hearing his story.

Enclosed is the reimbursement check for the Write On expenses. Please share with Tyler, Natalie and Krista our gratitude for another successful event.

Sincerely,

Rob and Char Vuillaume
The Gift of Carl Foundation



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



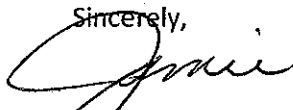
December 4, 2014

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

Dear Rob and Char:

Thank you so much for the donation to support the Write On Festival. We're so glad that you are pleased with this year's festival. The Write On Festival has been a wonderful event that continues to be a success each year. We are so appreciative of our partnership with The Gift of Carl Foundation and look forward to celebrating next year's 10th anniversary of Write On!

Sincerely,



Jamie Bukovac
Library Director

Board of Trustees

Victoria Suriano /President Donald Damon /Vice President Marian Krupicka /Treasurer Beena Deshmukh /Secretary
Julia Lacayo /Trustee Diane Ruscitti /Trustee Dorothy Schardt /Trustee Jamie Bukovac /Library Director



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Jamie Bukovac
Library Director
Indian Prairie Library
401 Plainfield
Darien

December 7, 2014

Dear Jamie,

As a result of a successful plant sale, the Darien Garden Club is happy to donate \$200 to the library and we would ask that the donation is used to purchase garden related books for the library.

Yours sincerely,


Barbara Parlour
Treasurer

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



December 12, 2014

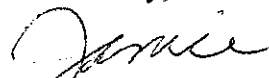
Barbara Parlour, Treasurer
Darien Garden Club
518 Whitehall Way
Bolingbrook, IL 60440

Dear Barbara,

On behalf of the library trustees and staff I want to thank you for the very generous donation of \$200.00 from the Darien Garden Club. We appreciate your thoughtfulness. Gardening is a popular subject with our patrons so the donation will go to good use enhancing our book collection.

We also appreciate so much the many ways that we are able to partner with the Garden Club. Please convey our thanks to your membership for their support and for the work they do to keep our grounds looking wonderful!

Sincerely,


Jamie Bukovac
Library Director

Truth in Taxation Hearing
November 19, 2014 – 6:50 p.m.

- A. Call to Order and Statement of Purpose – President Suriano called the meeting to order at 6:50 p.m. Present were Donald Damon, Marian Krupicka, Julia Lacayo, Diane Ruscitti, Victoria Suriano, Jamie Bukovac, Laura Birmingham, Maria Wlosinski. Absent: Beena Deshmukh. Suriano stated that the purpose of the hearing was to provide opportunity for public comment on the proposed property tax levy increase. The Legal Notice of Proposed Property Tax Increase for Indian Prairie Public Library District appeared in The Doings Newspaper on November 6, 2014 (copy in packet).
- B. Public Questions/Comments – There was no public in attendance.
- C. Closing of Hearing – Suriano closed the hearing at 6:59 p.m.

Board of Trustees Regular Meeting
November 19, 2014 – 7 p.m.

- A. Roll Call
President Suriano called the meeting to order at 7 p.m. Acting-Secretary Damon called the roll.
Present: Donald Damon, Julia Lacayo, Marian Krupicka, Diane Ruscitti, Victoria Suriano
Absent: Beena Deshmukh
Staff Present: Jamie Bukovac, Laura Birmingham, Maria Wlosinski
Others: Dan Wiseman of Wiseman Consulting regarding New Business (L1 and L2)

President Suriano asked for additions and/or corrections to the agenda. There were none.

- B. Trustee Oath of Office – Kelly Von Zee took the oath of office.
- C. Mission Statement: Acting-Secretary Damon read the library mission statement. We enrich peoples' lives by providing opportunities to explore, connect, and be inspired.

Vision Statement: Acting-Secretary Damon 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.

- D. Public Comment – none
- E. Communications and Announcements
 - 1. Tedrowe to Bukovac re: Arthur E. Distasio Bequest
 - 2. Ruddy to Ryan re: Darien Woman's Club Ad
 - 3. Darien School District 61 to Youth Services Department re: Thank You
 - 4. Gust to Bukovac re: Chick-Fil-A Gift Cards
 - 5. Bukovac to Gust re: Chick-Fil-A Gift Cards
 - 6. College Application Essay by Mika Deshmukh
Suriano acknowledged the generous bequest left to the library by Mr. Distasio. A separate fund will be established for it.

F. Omnibus Consent Agenda

1. Minutes of Regular Board Meeting, October 15, 2014
2. Treasurer's Report
3. Action on Bill/Additional Bills
4. 2015 Days Closed
5. Ordinance #2014-7 Directing County Clerk as to PTELL Reduction
Lacayo moved, Ruscitti seconded to set the Omnibus Consent Agenda. Motion carried unanimously. Krupicka moved, Damon seconded to approve the Omnibus Consent Agenda. Motion carried unanimously.

G. Items Deleted from Omnibus Consent Agenda - none

H. Library Director's Report

Bukovac reported that we've created an easy way for non-residents to renew their library cards on our website. As cards come due people will receive correspondence regarding this new easy way to renew.

I. Staff Report – none

J. Reports

1. WB/BR Chamber of Commerce – report is in the packet.
2. Darien Chamber of Commerce - report is in the packet.
3. RAILS – backup is in the packet.
4. Building and Grounds Committee – (no report)
5. Finance Committee – (no report)
6. Planning/Outreach Committee - (no report)
7. Policy Committee – (no report)

K. Unfinished Business

1. Ordinance #2014-8 Levying and Assessing Taxes – Damon moved, Ruscitti seconded to approve Ordinance #2014-8 Levying and Assessing Taxes. Motion carried unanimously.

L. New Business

1. Board Strategic Plan Focus Group – Bukovac introduced Dan Wiseman of Wiseman Consulting to the Board. He has worked with libraries throughout the state on a variety of issues including planning. Wiseman conducted the three staff focus groups earlier today and had a tour of the library. He commended the Board for including the staff in the planning process and said it was clear from the staff discussion that they are capable and committed. Wiseman gave an overview of the various steps in this strategic plan process. The community survey, focus groups, stakeholder interviews and retreats will provide us with a quantitative and qualitative view of what our community is all about and will help us in determining what things will have the most impact on the community. Wiseman will use the results/information to create the initial document. After input and editing from the Trustees and staff, he will create the final document. Staff will be on implementation teams/task groups. Wiseman asked the Trustees to tell a little about themselves. Next he conducted the Trustee focus group. Each Trustee was asked to discuss three areas: their view on the community including needs and opportunities; the library's strengths as seen from their own experience and from what they've heard from people in the community; their wish list including opportunities.
2. Development of Questions to Ask Community Stakeholders – The Board discussed what information they felt was most important to find out from the stakeholders.

M. Scheduled Meetings

Board Retreats are scheduled for Saturday, January 10 at 9 a.m. and Saturday, January 24 at 9 a.m.

N. Community Events

O. Library Events

P. Adjournment

At 8:58 p.m. Damon moved, Von Zee seconded to adjourn the meeting. All ayes. Motion carried unanimously.

Donald Damon, Acting-Secretary

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INDIAN PRAIRIE PUBLIC LIBRARY TREASURER'S REPORT 11/30/2014

| | |
|--|--------------|
| Balance on hand as of October, 2014..... | 3,670,017.09 |
| Cash Receipts for November..... | 70,154.93 |
| Cash Disbursements for November..... | 288,026.33 |
| Cash on hand as November 30, 2014..... | 3,452,145.69 |

Investments

Illinois Funds (Money Market) - Average Monthly Rate 0.010%

| | |
|---|--------------|
| General..... | 683,030.84 |
| Special Reserve..... | 20,952.40 |
| Working Cash..... | 315.06 |
| Bond..... | 7,451.38 |
| Children's Endowment..... | 2,886.21 |
| Endowment..... | 11,172.10 |
| MPI Investment (Corporate Fund)..... | 1,166,990.82 |
| MPI Investment (Working Cash Fund)..... | 396,719.90 |

JP Morgan Chase - Checking

| | |
|---------------------------------------|--------------|
| General..... | 39,695.34 |
| Hinsdale Bank & Trust - Checking..... | 4,931.48 |
| JP Morgan Chase - Savings - Rate .03% | |
| General..... | 1,117,396.16 |
| Petty Cash..... | 200.00 |
| Petty Cash/Circulation..... | 404.00 |
| Balances as of November 30, 2014..... | 3,452,145.69 |

FUND BALANCES AS OF 11/30/2014

| | |
|----------------------------------|--------------|
| Corporate Fund..... | 2,739,502.84 |
| Building & Maintenance Fund..... | 107,645.58 |
| I.M.R.F. Fund..... | 6,821.25 |
| Liability Fund..... | 4,839.92 |
| Social Security Fund..... | 2,100.63 |
| Special Reserve Fund..... | 22,076.30 |
| Working Cash Fund..... | 397,122.25 |
| Bond Fund..... | 84,817.37 |
| Current Liabilites..... | 87,219.55 |
| Grand Total All Funds..... | 3,452,145.69 |

Indian Prairie Public Library District Consolidated Revenue Report for November 2014

Percent of Year: 41.67

| | RECEIVED November 14 | RECEIVED THIS YEAR | PRCT COLL | BUDGET RECEIPTS | UNCOLLECTED RECEIPTS |
|---|-------------------------|-----------------------|---------------|---------------------|-------------------------|
| PROPERTY TAX & LEVY INTEREST | | | | | |
| 41100 - Property Taxes | 54,255.01 | 3,233,477.30 | 97.68% | 3,310,248.00 | 76,770.70 |
| 41150 - Non-current Property Taxes | 0.00 | 183.14 | 18.31% | 1,000.00 | 816.86 |
| 43100 - Interest-Tax Levy | 19.90 | 63.29 | 0.00% | 0.00 | -63.29 |
| TOTAL PROPERTY TAX & LEVY INTEREST | 54,274.91 | 3,233,723.73 | 97.66% | 3,311,248.00 | 77,524.27 |
| INTERGOVERNMENTAL | | | | | |
| 42100 - Book Bundles Grant | 0.00 | 2,000.00 | 0.00% | 0.00 | -2,000.00 |
| 42200 - Per Capita Grant | 0.00 | 0.00 | 0.00% | 43,500.00 | 43,500.00 |
| TOTAL INTERGOVERNMENTAL | 0.00 | 2,000.00 | 4.60% | 43,500.00 | 41,500.00 |
| INTEREST | | | | | |
| 43500 - Interest - Investment | 33.53 | 154.79 | 30.96% | 500.00 | 345.21 |
| TOTAL INTEREST | 33.53 | 154.79 | 30.96% | 500.00 | 345.21 |
| DESK MONIES | | | | | |
| 45100 - Copier | 417.14 | 1,970.13 | 41.04% | 4,800.00 | 2,829.87 |
| 45120 - Computer Copies | 803.13 | 4,626.63 | 38.56% | 12,000.00 | 7,373.37 |
| 45200 - Fines/Fees | 4,570.52 | 22,269.24 | 41.24% | 54,000.00 | 31,730.76 |
| 45250 - Gifts/Donations | 20.00 | 535.60 | 26.78% | 2,000.00 | 1,464.40 |
| 45300 - Lost Materials | 714.00 | 6,325.72 | 52.71% | 12,000.00 | 5,674.28 |
| 45350 - Non-Resident Fees | 6,143.00 | 37,408.50 | 49.88% | 75,000.00 | 37,591.50 |
| 45400 - DVD Fines | 704.05 | 3,798.15 | 37.98% | 10,000.00 | 6,201.85 |
| 45450 - Book Rental | 137.75 | 820.44 | 37.29% | 2,200.00 | 1,379.56 |
| 45550 - Meeting Room Rental | 25.00 | 50.00 | 25.00% | 200.00 | 150.00 |
| 45600 - ILL Fees | 54.98 | 1,019.98 | 255.00% | 400.00 | -619.98 |
| 45650 - 3D Printing | 16.37 | 138.85 | 0.00% | 0.00 | -138.85 |
| TOTAL DESK MONIES | 13,605.94 | 78,963.24 | 45.75% | 172,600.00 | 93,636.76 |
| OTHER INCOME | | | | | |
| 46700 - Miscellaneous | 0.00 | 960.83 | 96.08% | 1,000.00 | 39.17 |
| 46800 - Collection Agency Fee | 10.00 | 130.00 | 43.33% | 300.00 | 170.00 |
| * 49000 - Operating Transfer In | 0.00 | 7,749.00 | 0.00% | 0.00 | -7,749.00 |
| TOTAL OTHER INCOME | 10.00 | 8,839.83 | 0.00% | 1,300.00 | 209.17 |
| GRAND TOTAL | 67,924.38 | 3,323,681.59 | 94.18% | 3,529,148.00 | 213,215.41 |

* Operating Transfer In reflects transfer from Building Fund Reserves.

Indian Prairie Public Library District Consolidated Expenditures Report for November 2014

Percent of Year: 41.67

| | November 14 | YTD ACTIVITY | PRCT USED | WORKING BUDGET | REMAINING BUDGET | APPROPRIATION | PRCT APPROPRIATION |
|---|-------------------|-------------------|---------------|---------------------|---------------------|---------------------|--------------------|
| PERSONNEL | | | | | | | |
| 61100 · Salaries | 153,800.92 | 754,404.95 | 36.84% | 2,048,067.00 | 1,293,662.05 | 2,109,500.00 | 35.76% |
| 61310 · Benefits - Medical / Life Ins. | 216.71 | 27,863.47 | 26.04% | 107,000.00 | 79,136.53 | 132,000.00 | 21.11% |
| 61320 · Employee Assistance Program | 0.00 | 0.00 | 0.00% | 2,500.00 | 2,500.00 | 2,600.00 | 0.00% |
| 61330 · Benefits - IMRF | 14,603.90 | 73,486.92 | 39.81% | 184,577.00 | 111,090.08 | 188,200.00 | 39.05% |
| 61340 · Benefits - FICA | 11,578.80 | 58,053.35 | 37.82% | 153,484.00 | 95,430.65 | 156,200.00 | 37.17% |
| 61400 · Staff Development | 394.51 | 4,748.53 | 23.74% | 20,000.00 | 15,251.47 | 25,000.00 | 18.99% |
| 61500 · Recruitment | 0.00 | 0.00 | 0.00% | 0.00 | 0.00 | 1,000.00 | 0.00% |
| 61600 · Board Development | 0.00 | 0.00 | 0.00% | 1,500.00 | 1,500.00 | 3,000.00 | 0.00% |
| 61710 · Workers Compensation | 0.00 | 10,403.00 | 92.06% | 11,300.00 | 897.00 | 15,000.00 | 69.35% |
| 61720 · Unemployment Insurance | 238.51 | 1,200.68 | 26.68% | 4,500.00 | 3,299.32 | 7,000.00 | 17.15% |
| TOTAL PERSONNEL | 180,833.35 | 930,160.90 | 36.72% | 2,532,928.00 | 1,602,767.10 | 2,639,500.00 | 35.24% |
| MATERIALS | | | | | | | |
| 62100 · Books | 35,781.43 | 86,794.75 | 35.47% | 244,675.00 | 157,880.25 | 250,000.00 | 34.72% |
| 62200 · Periodicals | 331.52 | 10,948.89 | 34.16% | 32,050.00 | 21,101.11 | 35,000.00 | 31.28% |
| 62300 · Audio | 6,275.20 | 16,908.43 | 33.99% | 49,750.00 | 32,841.57 | 52,000.00 | 32.52% |
| 62400 · Video | 7,479.15 | 20,098.99 | 34.83% | 57,700.00 | 37,601.01 | 60,000.00 | 33.50% |
| 62500 · Multi-Media | 271.95 | 1,151.91 | 32.91% | 3,500.00 | 2,348.09 | 4,000.00 | 28.80% |
| 62600 · Electronic Reference Resources | 1,826.33 | 49,110.23 | 69.17% | 71,000.00 | 21,889.77 | 75,000.00 | 65.48% |
| 62800 · Processing Supplies | 2,877.97 | 11,277.43 | 45.11% | 25,000.00 | 13,722.57 | 30,000.00 | 37.59% |
| TOTAL MATERIALS | 54,643.55 | 196,290.63 | 40.58% | 483,675.00 | 287,384.37 | 506,000.00 | 38.79% |
| BUILDING | | | | | | | |
| 63200 · Cleaning Service | 1,784.30 | 8,890.35 | 12.89% | 69,000.00 | 60,109.65 | 75,000.00 | 11.85% |
| 63300 · Utilities (1-8-11 · Gas) | 1,221.30 | 5,009.06 | 38.53% | 13,000.00 | 7,990.94 | 30,000.00 | 16.70% |
| 63300 · Utilities (1-8-12 · Electric) | 5,378.95 | 26,937.51 | 49.88% | 54,000.00 | 27,062.49 | 98,000.00 | 27.49% |
| 63300 · Utilities (1-8-13 · Telephone) | 896.34 | 3,872.58 | 43.03% | 9,000.00 | 5,127.42 | 30,000.00 | 12.91% |
| 63300 · Utilities (1-8-14 · Water/Sewer) | 1,728.96 | 3,845.09 | 58.26% | 6,600.00 | 2,754.91 | 25,000.00 | 15.38% |
| 63300 · Utilities (1-8-15 · Garbage Disposal) | 0.00 | 947.10 | 31.57% | 3,000.00 | 2,052.90 | 13,000.00 | 7.29% |
| 63400 · Maintenance Supplies | 1,888.86 | 9,519.24 | 59.50% | 16,000.00 | 6,480.76 | 20,000.00 | 47.60% |
| 63500 · Security System Monitoring | 0.00 | 299.00 | 19.93% | 1,500.00 | 1,201.00 | 4,000.00 | 7.48% |
| 63600 · Property Maintenance | 697.00 | 16,254.68 | 73.89% | 22,000.00 | 5,745.32 | 30,000.00 | 54.18% |
| 63800 · Building Maintenance/Repairs | 2,956.40 | 17,509.09 | 40.72% | 43,000.00 | 25,490.91 | 55,000.00 | 31.83% |
| TOTAL BUILDING | 16,552.11 | 93,083.70 | 39.28% | 237,100.00 | 144,016.30 | 380,000.00 | 24.50% |
| OPERATIONS | | | | | | | |
| 64200 · Supplies - Office | 1,377.18 | 6,324.00 | 46.16% | 13,700.00 | 7,376.00 | 16,000.00 | 39.53% |
| 64300 · Photocopy Supplies | 273.53 | 1,711.32 | 34.23% | 5,000.00 | 3,288.68 | 6,000.00 | 28.52% |
| 64400 · Patron Card Supplies | 0.00 | 0.00 | 0.00% | 1,000.00 | 1,000.00 | 1,500.00 | 0.00% |
| 64500 · Postage | 15.84 | 626.35 | 8.95% | 7,000.00 | 6,373.65 | 15,000.00 | 4.18% |
| 64600 · Non-Payment Reimbursement | 0.00 | 461.49 | 13.19% | 3,500.00 | 3,038.51 | 6,000.00 | 7.69% |
| 64700 · Travel | 21.84 | 274.88 | 42.29% | 650.00 | 375.12 | 1,000.00 | 27.49% |
| 64800 · Organizational Memberships | 165.00 | 174.00 | 9.67% | 1,800.00 | 1,626.00 | 2,200.00 | 7.91% |
| 64900 · Bank Fees | 202.06 | 1,107.78 | 44.31% | 2,500.00 | 1,392.22 | 3,000.00 | 36.93% |
| TOTAL OPERATION | 2,055.45 | 10,679.82 | 30.38% | 35,150.00 | 24,470.18 | 50,700.00 | 21.06% |
| AUTOMATION | | | | | | | |
| 65100 · Supplies-Public Toner | 291.57 | 3,114.61 | 51.91% | 6,000.00 | 2,885.39 | 8,000.00 | 38.93% |
| 65150 · Supplies-Staff Toner | 546.91 | 3,103.14 | 46.32% | 6,700.00 | 6,700.00 | 8,000.00 | 38.79% |
| 65200 · Automation-Prof Services | 0.00 | 2,612.50 | 52.25% | 5,000.00 | 2,387.50 | 10,000.00 | 26.13% |
| 65300 · Purchase of Equipment | 147.63 | 13,307.57 | 60.22% | 22,100.00 | 8,792.43 | 26,000.00 | 51.18% |
| 65400 · Automation Equip Mnt/Repair | 0.00 | 1,165.02 | 58.25% | 2,000.00 | 834.98 | 4,000.00 | 29.13% |
| 65500 · Software | 5,864.24 | 9,300.60 | 40.00% | 23,250.00 | 13,949.40 | 27,000.00 | 34.45% |
| 65600 · SWAN | 13,248.00 | 26,496.00 | 50.57% | 52,400.00 | 25,904.00 | 55,000.00 | 48.17% |
| 65700 · Telecommunications | 531.20 | 2,649.08 | 41.72% | 6,350.00 | 3,700.92 | 8,000.00 | 33.11% |
| TOTAL AUTOMATION | 20,629.55 | 61,748.52 | 49.88% | 123,800.00 | 65,154.62 | 146,000.00 | 42.29% |

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Indian Prairie Public Library District
Consolidated Expenditures Report for November 2014

Percent of Year: 41.67

| | November 14 | YTD ACTIVITY | PRCT USED | WORKING BUDGET | REMAINING BUDGET | APPROPRIATION | PRCT APPROPRIATION |
|---|-------------------|---------------------|---------------|---------------------|---------------------|---------------------|--------------------|
| CONTRACTUAL SERVICES | | | | | | | |
| 66100 · General Professional Services | 4,177.00 | 4,369.00 | 30.13% | 14,500.00 | 10,131.00 | 36,000.00 | 12.14% |
| 66200 · Credit Bureau | 53.70 | 378.20 | 25.21% | 1,500.00 | 1,121.80 | 2,000.00 | 18.91% |
| 66300 · Equipment-Maintenance Repair | 0.00 | 1,777.91 | 25.40% | 7,000.00 | 5,222.09 | 9,500.00 | 18.71% |
| 66900 · Fees - Bond Registrar | 0.00 | 42.00 | 42.00% | 100.00 | 58.00 | 0.00 | 0.00% |
| TOTAL CONTRACTUAL SERVICES | 4,230.70 | 6,567.11 | 28.43% | 23,100.00 | 16,532.89 | 47,500.00 | 13.83% |
| INSURANCE | | | | | | | |
| 67100 · Multi Peril-Physical Assets | 0.00 | 8,416.00 | 100.00% | 8,416.00 | 0.00 | 10,000.00 | 84.16% |
| 67200 · Bonding | 0.00 | 1,380.00 | 102.22% | 1,350.00 | -30.00 | 1,500.00 | 92.00% |
| 67300 · Officers & Directors Liability | 0.00 | 2,842.00 | 90.22% | 3,150.00 | 308.00 | 4,000.00 | 71.05% |
| 67400 · Umbrella Liability | 0.00 | 3,283.00 | 100.00% | 3,283.00 | 0.00 | 4,000.00 | 82.08% |
| TOTAL INSURANCE | 0.00 | 15,921.00 | 98.28% | 16,199.00 | 278.00 | 19,500.00 | 81.65% |
| MARKETING | | | | | | | |
| 68110 · Marketing Newsletter | 2,152.99 | 8,413.87 | 37.09% | 22,685.00 | 14,271.13 | 25,800.00 | 32.61% |
| 68111 · eNewsletter | 0.00 | 0.00 | 0.00% | 1,500.00 | 1,500.00 | 2,000.00 | 0.00% |
| 68210 · Marketing Advertising | 320.00 | 540.00 | 18.00% | 3,000.00 | 2,460.00 | 5,000.00 | 10.80% |
| 68310 · Marketing Supplies | 859.75 | 1,938.19 | 77.53% | 2,500.00 | 561.81 | 4,000.00 | 48.45% |
| 68410 · Marketing-Information Printing | 302.06 | 975.59 | 19.51% | 5,000.00 | 4,024.41 | 10,000.00 | 9.76% |
| 68500 · Legal Notices | 19.20 | 814.40 | 67.87% | 1,200.00 | 385.60 | 2,000.00 | 40.72% |
| 68600 · Special Events | 945.82 | 9,023.01 | 35.81% | 25,200.00 | 16,176.99 | 40,000.00 | 22.56% |
| TOTAL PUBLIC INFORMATION | 4,599.82 | 21,705.06 | 35.53% | 61,085.00 | 39,379.94 | 88,800.00 | 24.44% |
| CAPITAL OUTLAY & CONTINGENCY | | | | | | | |
| 69200 · Special Reserve Fund | 0.00 | 0.00 | 0.00% | 0.00 | 0.00 | 100,000.00 | 0.00% |
| 69900 · Contingency | 2,245.45 | 5,368.81 | 33.32% | 16,111.00 | 10,742.19 | 50,000.00 | 10.74% |
| 69920 · 3D Printer | 0.00 | 486.56 | 0.00% | 0.00 | -486.56 | 0.00 | 0.00% |
| * 70000 · Operating Transfer Purchases | 0.00 | 7,749.00 | 0.00% | 0.00 | -7,749.00 | 0.00 | 0.00% |
| GRAND TOTAL | 285,789.98 | 1,349,761.11 | 38.25% | 3,529,148.00 | 2,182,490.03 | 4,028,000.00 | 33.51% |

* Operating Transfer Purchases reflects purchases from Building Fund Reserves.

ACTION ON BILLS November 2014

| <u>Account</u> | <u>Check #'s</u> | <u>Total</u> |
|----------------------------------|-----------------------|---------------|
| Chase Bank-Bills for Approval | 46208 thru 46333 | \$ 111,932.66 |
| Chase Bank-Salaries for November | 35963 thru 35991 | \$ 10,025.63 |
| Hinsdale Bank-Direct Deposits | & 18724 thru 18884 | \$ 100,349.43 |
| MONTH'S TOTAL: | | \$ 222,307.72 |

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11/04/14
Accrual Basis

Indian Prairie Public Library District
Account QuickReport

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| Type | Date | As of November 30, 2014 Num | Name | Amount |
|-----------------|------------|--------------------------------|---|-----------|
| Bill Pmt Check | 11/03/2014 | 46208 | Bank of America | 1,969.77 |
| Bill Pmt Check | 11/04/2014 | 46209 | Baker & Taylor | 21,998.63 |
| Bill Pmt Check | 11/04/2014 | 46210 | Call One | 465.46 |
| Bill Pmt Check | 11/04/2014 | 46211 | Case Lots Inc. | 438.58 |
| Bill Pmt Check | 11/04/2014 | 46212 | Cavendish Square | 119.70 |
| Bill Pmt Check | 11/04/2014 | 46213 | Center Point Large Print | 88.08 |
| Bill Pmt Check | 11/04/2014 | 46214 | Colonial Life | 47.32 |
| Bill Pmt Check | 11/04/2014 | 46215 | Constellation | 5,378.95 |
| Bill Pmt Check | 11/04/2014 | 46216 | DAC | 129.50 |
| Bill Pmt Check | 11/04/2014 | 46217 | Darien Chamber of Commerce | 34.00 |
| Bill Pmt Check | 11/04/2014 | 46218 | DEMCO | 777.04 |
| Bill Pmt Check | 11/04/2014 | 46219 | Gale/CENGAGE Learning | 57.58 |
| Bill Pmt Check | 11/04/2014 | 46220 | Guardian | 502.42 |
| Bill Pmt Check | 11/04/2014 | 46221 | Heritage House Florist | 60.00 |
| Bill Pmt Check | 11/04/2014 | 46222 | Hinsdale South High School Stinger | 300.00 |
| Bill Pmt Check | 11/04/2014 | 46223 | Information Today, Inc. | 404.05 |
| Bill Pmt Check | 11/04/2014 | 46224 | Ingram Library Services | 8.38 |
| Bill Pmt Check | 11/04/2014 | 46225 | Inkwell | 149.29 |
| Bill Pmt Check | 11/04/2014 | 46226 | Kountz, Krista | 4.34 |
| Bill Pmt Check | 11/04/2014 | 46227 | LexisNexis Matthew Bender | 105.53 |
| Bill Pmt Check | 11/04/2014 | 46228 | Medicom Reimbursement Spec., Ltd. | 20.00 |
| Bill Pmt Check | 11/04/2014 | 46229 | Midwest Tape | 1,154.12 |
| Bill Pmt Check | 11/04/2014 | 46230 | MPS | 339.24 |
| Bill Pmt Check | 11/04/2014 | 46231 | NCPERS Group Life | 64.00 |
| Bill Pmt Check | 11/04/2014 | 46232 | OverDrive | 508.49 |
| Bill Pmt Check | 11/04/2014 | 46233 | PCM | 86.90 |
| Bill Pmt Check | 11/04/2014 | 46234 | Peregrine, Stime, Newman, Ritzman & Bruck | 955.50 |
| Bill Pmt Check | 11/04/2014 | 46235 | Phillip's Interior Plants | 215.00 |
| Bill Pmt Check | 11/04/2014 | 46236 | Quill | 364.07 |
| Bill Pmt Check | 11/04/2014 | 46237 | Random House | 753.50 |
| Bill Pmt Check | 11/04/2014 | 46238 | Recorded Books, LLC | 433.40 |
| Bill Pmt Check | 11/04/2014 | 46239 | Rivistas Subscription Services | 29.97 |
| Bill Pmt Check | 11/04/2014 | 46240 | Ryan, Marianne | 19.60 |
| Bill Pmt Check | 11/04/2014 | 46241 | SWAN | 13,248.00 |
| Bill Pmt Check | 11/04/2014 | 46242 | Target | 108.27 |
| Bill Pmt Check | 11/04/2014 | 46243 | The Child's World | 548.50 |
| Bill Pmt Check | 11/04/2014 | 46244 | Uline | 213.28 |
| Bill Pmt Check | 11/04/2014 | 46245 | Unique Books, Inc. | 773.82 |
| Bill Pmt Check | 11/04/2014 | 46246 | Venmill Industries | 349.95 |
| Bill Pmt Check | 11/04/2014 | 46247 | Vernon Library Supplies, Inc. | 57.86 |
| Bill Pmt Check | 11/04/2014 | 46248 | VISOgraphic | 613.91 |
| Bill Pmt Check | 11/04/2014 | 46249 | VSP Vision | 92.85 |
| Liability Check | 11/06/2014 | 46250 | Adler & Associates | 35.22 |
| Liability Check | 11/06/2014 | 46251 | Nationwide Retirement | 660.00 |

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Accrual Basis

Indian Prairie Public Library District Account QuickReport

| Type | Date | As of November 30, 2014 Num | Name | Amount |
|-----------------|------------|--------------------------------|--|----------|
| Liability Check | 11/06/2014 | 46252 | Vantagepoint | 1,081.39 |
| Bill Pmt Check | 11/05/2014 | 46253 | Apple Books | 942.85 |
| Bill Pmt Check | 11/05/2014 | 46254 | Baker & Taylor | 2,158.08 |
| Bill Pmt Check | 11/05/2014 | 46255 | Findaway World, LLC | 18.94 |
| Bill Pmt Check | 11/05/2014 | 46256 | Garvey's Office Products | 4.99 |
| Bill Pmt Check | 11/05/2014 | 46257 | Ingram Library Services | 9.03 |
| Bill Pmt Check | 11/05/2014 | 46258 | Kapco | 262.54 |
| Bill Pmt Check | 11/05/2014 | 46259 | LexisNexis Matthew Bender | 32.64 |
| Bill Pmt Check | 11/05/2014 | 46260 | Random House | 78.75 |
| Bill Pmt Check | 11/05/2014 | 46261 | Rogers Vending | 131.44 |
| Bill Pmt Check | 11/05/2014 | 46262 | Sage Publications, Inc. | 350.74 |
| Bill Pmt Check | 11/05/2014 | 46263 | Sebert Landscaping | 295.00 |
| Bill Pmt Check | 11/05/2014 | 46264 | Suburban Door Check & Lock Service | 1,416.40 |
| Bill Pmt Check | 11/05/2014 | 46265 | Unique Books, Inc. | 73.61 |
| Bill Pmt Check | 11/05/2014 | 46266 | Willowbrook/Burr Ridge Chamber of Commerce | 165.00 |
| Bill Pmt Check | 11/18/2014 | 46267 | A.N.S., Inc. | 724.00 |
| Bill Pmt Check | 11/18/2014 | 46268 | Anderson's Bookshop | 27.18 |
| Bill Pmt Check | 11/18/2014 | 46269 | Asimakopoulos, Jennifer | 40.52 |
| Bill Pmt Check | 11/18/2014 | 46270 | Baker & Taylor | 4,075.44 |
| Bill Pmt Check | 11/18/2014 | 46271 | Bibliotheca ITG LLC | 5,814.29 |
| Bill Pmt Check | 11/18/2014 | 46272 | Bittman, Bridget | 560.00 |
| Bill Pmt Check | 11/18/2014 | 46273 | Blackstone Audio, Inc. | 422.98 |
| Bill Pmt Check | 11/18/2014 | 46274 | Bukovac, Jamie | 22.76 |
| Bill Pmt Check | 11/18/2014 | 46275 | Case Lots Inc. | 289.40 |
| Bill Pmt Check | 11/18/2014 | 46276 | Comcast | 232.85 |
| Bill Pmt Check | 11/18/2014 | 46277 | Dalietos, Spero | 100.00 |
| Bill Pmt Check | 11/18/2014 | 46278 | DEMCO | 473.73 |
| Bill Pmt Check | 11/18/2014 | 46279 | FedEx | 13.99 |
| Bill Pmt Check | 11/18/2014 | 46280 | Ferrill, Meredith | 100.00 |
| Bill Pmt Check | 11/18/2014 | 46281 | Gale/CENGAGE Learning | 1,237.94 |
| Bill Pmt Check | 11/18/2014 | 46282 | Gibson, Amanda | 100.00 |
| Bill Pmt Check | 11/18/2014 | 46283 | Grey House Publishing, Inc. | 124.00 |
| Bill Pmt Check | 11/18/2014 | 46284 | Ingram Library Services | 36.26 |
| Bill Pmt Check | 11/18/2014 | 46285 | JanWay Company USA, Inc. | 100.93 |
| Bill Pmt Check | 11/18/2014 | 46286 | JavaSmart USA LLC | 119.16 |
| Bill Pmt Check | 11/18/2014 | 46287 | Lincoln National Life | 102.60 |
| Bill Pmt Check | 11/18/2014 | 46288 | Lyga, Barry J. | 1,519.20 |
| Bill Pmt Check | 11/18/2014 | 46289 | Midwest Tape | 3,602.78 |
| Liability Check | 11/20/2014 | 46290 | Adler & Associates | 35.22 |
| Liability Check | 11/20/2014 | 46291 | Nationwide Retirement | 660.00 |
| Liability Check | 11/20/2014 | 46292 | Vantagepoint | 1,081.39 |
| Bill Pmt Check | 11/20/2014 | 46293 | C & S Sales Promotions, Inc. | 121.51 |
| Bill Pmt Check | 11/20/2014 | 46294 | Call One | 430.88 |
| Bill Pmt Check | 11/20/2014 | 46295 | Case Lots Inc. | 285.60 |
| Bill Pmt Check | 11/20/2014 | 46296 | Cibas, Rita | 540.00 |

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11/04/14
Accrual Basis

Indian Prairie Public Library District Account QuickReport

| Type | Date | As of November 30, 2014 Num | Name | Amount |
|----------------|------------|--------------------------------|---|----------|
| Bill Pmt Check | 11/20/2014 | 46297 | CM Financial Corporation | 99.00 |
| Bill Pmt Check | 11/20/2014 | 46298 | DuPage County Public Works | 1,334.96 |
| Bill Pmt Check | 11/20/2014 | 46299 | I.D.E.S. | 84.37 |
| Bill Pmt Check | 11/20/2014 | 46300 | Illinois Office of the State Fire Marshal | 100.00 |
| Bill Pmt Check | 11/20/2014 | 46301 | Midwest Tape | 4,996.15 |
| Bill Pmt Check | 11/20/2014 | 46302 | OverDrive | 958.76 |
| Bill Pmt Check | 11/20/2014 | 46303 | Palmisano, Stacy. | 21.84 |
| Bill Pmt Check | 11/20/2014 | 46304 | Phillip's Interior Plants | 215.00 |
| Bill Pmt Check | 11/20/2014 | 46305 | Prairie Godmothers | 225.00 |
| Bill Pmt Check | 11/20/2014 | 46306 | Quill | 465.02 |
| Bill Pmt Check | 11/20/2014 | 46307 | Random House | 281.25 |
| Bill Pmt Check | 11/20/2014 | 46308 | Record Information Services, Inc. | 769.00 |
| Bill Pmt Check | 11/20/2014 | 46309 | Runco | 273.53 |
| Bill Pmt Check | 11/20/2014 | 46310 | Scholastic Library Publishing | 1,329.70 |
| Bill Pmt Check | 11/20/2014 | 46311 | ScotPress Printing | 302.06 |
| Bill Pmt Check | 11/20/2014 | 46312 | Sebert Landscaping | 697.00 |
| Bill Pmt Check | 11/20/2014 | 46313 | Showcases | 266.70 |
| Bill Pmt Check | 11/20/2014 | 46314 | Speciality Mat Service | 90.30 |
| Bill Pmt Check | 11/20/2014 | 46315 | Suburban Door Check & Lock Service | 1,440.00 |
| Bill Pmt Check | 11/20/2014 | 46316 | Suburban Life Media | 42.00 |
| Bill Pmt Check | 11/20/2014 | 46317 | SunTimes Media | 19.20 |
| Bill Pmt Check | 11/20/2014 | 46318 | Unique Books, Inc. | 73.40 |
| Bill Pmt Check | 11/20/2014 | 46319 | Unique Management | 53.70 |
| Bill Pmt Check | 11/20/2014 | 46320 | USA Today | 293.35 |
| Bill Pmt Check | 11/20/2014 | 46321 | Vernon Library Supplies, Inc. | 139.35 |
| Bill Pmt Check | 11/20/2014 | 46322 | VISOgraphic | 630.14 |
| Bill Pmt Check | 11/20/2014 | 46323 | Williams., Natalie | 61.09 |
| Bill Pmt Check | 11/20/2014 | 46324 | Zabel, Brian & Associates, PC | 3,150.00 |
| Bill Pmt Check | 11/25/2014 | 46325 | Bank of America | 5,533.67 |
| Bill Pmt Check | 11/25/2014 | 46326 | Case Lots Inc. | 26.60 |
| Bill Pmt Check | 11/25/2014 | 46327 | Deliciously Yours | 250.00 |
| Bill Pmt Check | 11/25/2014 | 46328 | OverDrive | 549.13 |
| Bill Pmt Check | 11/25/2014 | 46329 | Quill | 66.72 |
| Bill Pmt Check | 11/25/2014 | 46330 | Target | 46.25 |
| Bill Pmt Check | 11/25/2014 | 46331 | VISOgraphic | 2,152.99 |
| Bill Pmt Check | 11/25/2014 | 46332 | VSP Vision | 92.85 |
| Bill Pmt Check | 11/25/2014 | 46333 | Wordinger, Debra | 102.50 |

Total 10121 - Checking JP Morgan Chase

111,932.66

TOTAL

111,932.66

Bills for approval – Electronic Payments & Automatic Withdrawals

November 2014

| Vendor | Purpose | Date Paid | Amount Paid |
|---------------|--------------------|------------------|--------------------|
| EFTPS-Federal | Payroll taxes | 11/07/2014 | 18,864.10 |
| ILDOR-State | Payroll taxes | 11/07/2014 | 3,364.69 |
| EFTPS-Federal | Payroll taxes | 11/21/2014 | 19,049.88 |
| ILDOR-State | Payroll taxes | 11/21/2014 | 3,370.36 |
| IMRF | Payroll Pension | 11/28/2014 | 19,298.00 |
| Deluxe Ck. | Deposit Tickets | 11/13/2014 | 49.87 |
| AT&T | Telecommunications | 11/13/2014 | 298.35 |
| Nicor | Gas | 11/14/2014 | 1,221.30 |
| US Bank | Credit Card Fee | 11/04/2014 | 182.06 |
| Hinsdale Bank | Fee-Direct Deposit | 11/03/2014 | 20.00 |

**Director's Report
December 2014**

Agenda

Unfinished Business:

Laura has written a recommendation as to hiring a cleaning service. I want to thank Building Services Associate Mike Armstrong for taking on extra duties during this time that we've had no cleaning contract in effect. Also, Administration Office Coordinator, Nancy Roy, had recommended a woman she knew who could come in and clean on a temporary basis and that has worked out very well. There are, however, some larger cleaning projects, such as the floors that we have not been able to deal with and that will be one of the first projects for the new service.

New Business:

The Library Director evaluation will be held at the January 21 board meeting. I've included the evaluation form in your packet however you'll actually fill out the appraisal as an online survey. I'll send my annual report to each of you by December 30 along with the link to the online survey. Vicki has requested that the survey be completed by Monday, January 12.

The survey results are in the packet. We had a good response with 1,225 people participating. Of that number only 90 responded to the 2, 500 mailed postcards. One hundred fifty-six people filled out paper surveys and our volunteer Sue Tarr, with help from Stacy and Maria, entered that data. I am preparing special reports to breakdown parts of the information in more detail which I will present at the meeting.

Strategic Planning Process

Everything is in place for the January planning retreats. Twenty-seven staff participated in the staff focus groups and, of course, we held a trustee focus group. Dan has interviewed 17 stakeholders and is trying to connect with one more. Not all of the stakeholders on our list responded to my request for an interview. We have the survey results as well as results from a teen survey done this fall and the in-house survey done in 2013. At the board meeting you'll receive a notebook that contains all the information gathered as well as library statistics and community data.

As a reminder, this is what will occur at the retreats on January 10 and January 24:

January 10 consultant facilitates ½ day session with Trustees and Department Heads

- a. Review all data (library and community data, focus groups and stakeholder reports, and survey reports).
- b. Brainstorm the driving, restraining and interesting aspects or trends in the library profession, the communities and the global environment.
- c. Determine key trends which should inform development of strategic plan.

January 24 consultant facilitates ½ day session with Trustees and Department Heads

- a. Review key trends developed from previous session.
- b. Review the library's mission/vision and values.
- c. Create strategic priorities.
- d. Determine key goals and outcomes.

Meeting with Stephanie Palmer, Principal, Hinsdale South High School

I invited the new principal at Hinsdale South to tour the library. She was impressed with the library and interested in the digital media lab, our meeting space and the upcoming job/intern fair for teens. We also talked about how the library could support the state online testing that students have to participate in. She's going to add us to her list serve which goes out to parents so we have a better sense of what is happening at the high school. She is also going to see if there is an opportunity for Senior/Teen Librarian Tyler Works to participate in their staff institute in January.

DuPage All for Arts Study

The DuPage Community Foundation is investigating the potential to establish a county-wide arts council/agency. They held several focus groups and I was invited to participate. My group included other libraries, park districts, Naper Settlement and Mayslake Peabody Estate. Some of the key issues that came out of our group's discussion were the lack of networking for artists, the lack of medium size (500 – 700 people) performance venues in the suburbs, the difficulty in promoting the arts to the DuPage County residents, and the focus on STEM in the schools with the arts often neglected or removed all together from school curriculum. I've attached an overview of the project for your information.

Staff

In November I prepared and presented a workshop for the library's Leadership Team. The Leadership Team are the 12 department heads and supervisors on staff. I focused on the difference between management and leading and emotional intelligence abilities. The PowerPoint is at the back of the packet. You may find the information and the videos interesting.

As you may remember, the library did a technology assessment through Edge Assessment which we'll make use of as we develop the strategic plan. Edge also provides four webinars to support library planning. I've attended "Strengthening Your Library Partnerships", "Fostering Your Library Leadership" and "Building Public Access Technology Services". Later this month I'll attend the fourth webinar, "Assessing Your Community's Needs." All of these have provided great insight and ideas that I'll share at our retreat.

With the fairly simultaneous resignations of two key people under Ann Stovall's supervision – the Technical Services Supervisor and the Technology Trainer – Ann and I took the opportunity to evaluate the positions and identify needs.

In 2013 the Department Heads and I had analyzed services and programs related to technology and I made staff changes then, making Technology Network Technician Brett Butcher and Graphic Designer and Media Services Associate Theresa Papaurelis full –time and giving them additional duties. Plus I created the position of Technology Trainer.

Having a year's experience with this staffing model Ann and I were able to identify areas of continued need – uniform and consistent technology training for adult and youth departmental staff, assistance in teaching technology to kids, someone to liaison with the schools about technology, management of circulation of devices, and a project manager for introduction of new technologies.

Ann and I determined that

- The Technical Services Supervisor position should be changed to a 25-hour Technical Services Associate position instead of a 29-hour Technical Services Supervisor position. Ann would be more hands-on in supervising Technical Services.

- The library needed a full-time librarian to manage Technology Services. This position would be supervised by Ann and would not only include technology training for staff and adult patrons but also provide training for kids and teens. The position would also be responsible for emerging technology, selection and management of the adult digital collections, acting as a liaison with schools with the goal of supporting the technology being used by students, managing the circulation of devices, and working with the marketing department to promote the library's digital collections and technology services. The librarian will also do collection development for adult CDs and the audiobooks and will work one shift a week at the Adult Services Desk.

Adult Services Librarian Suzy Wulf has always expressed an interest in this type of position. Suzy has been teaching technology classes for several years and she has been instrumental in bringing new technology services to the library. Suzy loves technology and is passionate about helping our patrons learn and use new technology.

Since this new position includes some of Suzy's current librarian responsibilities in Adult Services (development of the digital materials collection and training adult services staff on new technology) I determined that a 26 – hour librarian position was a reasonable replacement in the Adult Services Department. After discussing this with Debbie Wordinger to make sure she was comfortable with the changes, and discussing with the other department heads the new position and the idea of hiring Suzy to fill the position, Ann and I offered the position to Suzy. Suzy accepted and will start the new position January 2.

Debbie W. then offered the 26-hour librarian position to Adult Services Associate Jez Layman who accepted that offer and will start January 5 at a salary of \$21.56/hour. Jez is completing her MLS at Dominican in December. (Congrats to Jez!)

To fill Jez's associate position, Debbie contacted Christine Maleno who accepted the 15 hour/week Adult Services Associate position starting January 6 at a salary of \$14.48/hour. Christine has her MLS, had interned with us and is currently a substitute. Even though the position is not a librarian she is happy to get the experience and enjoys working here.

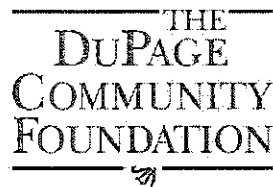
In the meantime, Ann and Laura went through a round of interviews for the Technical Services Associate position and have hired April Filis who started December 8 at a salary of 12.76/hour.

As always, the library continues to evolve to meet the added needs and interests of our community. The addition of the Technology Services Librarian will go further in addressing the needs identified in 2013; plus we are able to more fully use the strengths, expertise and interests of current staff members.

Kuldeep Kaur has been hired as a Circulation Services Page starting November 28 at a salary of \$8.88/hour. Mary Moravek has been hired as an Adult Services Page starting January 6 at a salary of \$8.88/hour.

A staff holiday lunch is being held Tuesday 12/16. The library will provide a ham and turkey and staff bring side dishes and desserts.

Jamie Bukovac, Director



DuPage All for Arts Study Overview

What is the DuPage All for Arts Study?

The DuPage All for Arts Study is investigating the potential to establish a county-wide arts council/agency. If established, this council/agency has the potential to provide an ongoing structure for advancing the development, support, and availability of arts education, arts, and cultural experiences for County residents. The study process is aimed at assessing County interest in this concept, and if there is a need, make recommendations for the proposed arts council's basic framework.

Who is involved?

The study is being conducted by The DuPage Community Foundation with support from the JCS Fund. It is overseen by an advisory committee of leaders and residents representing diverse sectors of the County including the arts/culture, education, government, business, civic and social services. The process involves and seeks direct input from broad segments of the community through surveys, focus group meetings, public meetings, interviews and other means. Guiding the effort is nationally recognized consultant and author of *Community Vision: A Policy Guide to Local Arts Agency Development*, Cheryl Yuen, Principal for Consulting for Creative Organizations, based in the Chicago area.

Why is it being launched?

Over the past three years, The DuPage Community Foundation has convened arts and cultural organizations to discuss the challenges that they face in supporting and advancing their work and the gaps that they see in the County related to arts and culture. These conversations have surfaced a reoccurring interest in finding methods for collectively working together to grow audiences, stabilize and increase organizational capacity and financial support (earned and contributed), continue to develop the artistic product, and insure arts experiences for all, particularly young people and those traditionally not reached. The JCS Fund has stepped forward to provide support for implementing a formal process for developing a collaborative effort.

What is being addressed in this exploration?

The study process is centered around exploring the following questions:

- What is the County context in which an arts council/agency will function?
- Who is providing artistic activities and services in the County and what are the artistic and cultural assets and resources?
- Who are the County's arts and culture champions?
- What are the artistic and cultural needs and gaps in the County?

- What are the opportunities and obstacles for the arts in the County and to establishing an arts council/agency in the County?
- How do residents perceive the artistic and cultural life in the County?
- What might be learned from others' experiences in local arts council/agency development that will inform this process?

What is the anticipated outcome of this process? Who will benefit?

The anticipated outcomes include:

- A profile and inventory of the County's arts and cultural organizations, activity and assets;
- Recommendations for a framework of a local arts council/agency specifically tailored to the needs of DuPage County; and
- Identification of interested individuals from throughout the County willing to advance this collaborative effort with both human and financial resources.

Ultimately, everyone in DuPage County could benefit from this initiative, either directly or indirectly with stronger arts and cultural organizations and more quality, diverse, and accessible arts and cultural activities and experiences for all residents. This in turn would contribute to improving the quality of life and furthering the economic growth of the County.

When will it be conducted?

The process is anticipated to conclude in the early spring of 2015.

For more information

The DuPage Community Foundation, 630.665.5556: Maggie VanDerMolen, Arts Intern, mvandemolen@dcdn.org or Barb Szczepaniak, Director of Programs, barbs@dcdn.org or Cheryl Yuen, Principal of Consulting for Creative Organizations, yuenconsultingforarts@gmail.com, 708.352.2548.

This study is generously supported by



What is a local arts council/agency?

Definition and Background

A local arts council/agency is defined by Americans for the Arts, the national arts service and advocacy organization for local arts agencies and the arts, *as a community organization or local government agency that supports cultural organizations, provides services to artists or arts organizations, and/or presents arts programming to the public. LAAs endeavor to make the arts part of the daily fabric of community living.*

Throughout the country there are about 5,000 nonprofit and government entities categorized as local arts councils, agencies, or commissions. In Illinois there are about 75 such organizations that include city agencies - Department of Cultural Affairs and Special Events (Chicago) and Evanston Arts Council, and independent arts agencies such as 40 North-Champaign Council Arts Council, Oak Park Area Arts Council, Carbondale Arts, Rockford Area Arts Council, and Quad City Arts. Currently in DuPage County there are a number of primarily municipal entities define themselves as a local arts agency. However, there is no single agency that crosses village or city borders to serve the arts needs of the broader County.

Roles and characteristics of a local arts council/agency

The following is a general list of roles and characteristics that distinguish local arts councils/agencies across the county.

- Is unique to the community it serves and needs to change as the community changes
- Can serve populations of all sizes in urban, rural and suburban areas
- Can serve a single neighborhood, a town/city, a county, a metro or regional area
- Can focus on one activity or dozens of activities based on the needs, desires, and assets of the defined community
- Seeks to include all the diverse art forms in the community and make them accessible to everyone
- Is nonpartisan, as it represents the community as a whole
- Works with many other entities within a community such as libraries, schools, businesses, park districts, tourism, social and civic organizations, and government
- Can assume a lead role in coordinating community-wide networks and activities and promote a sense of civic pride
- Has support from all corners of the community and as such promotes a strong sense of civic pride
- Can serve as a unified voice for the arts community and an avenue for educating the general public about the value and significance of the arts
- Emphasizes the role the arts play in the economic vitality of communities:
a healthy cultural life = a healthy economy

Jamie Bukovac

From: Barb Szczepaniak <barbs@dcfdn.org>
Sent: Tuesday, December 09, 2014 2:49 PM
Cc: Cheryl Yuen; Maggie VanDerMolen
Subject: Thank You

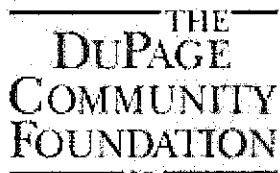
On behalf of The DuPage Community Foundation, I want to thank you for participating in the DuPage All for Arts study! We have now concluded our focus groups and would like to thank you for sharing your time and opinions with us. Your enthusiastic participation has established a solid foundation from which we can base our recommendations for a county-wide arts council. If you had any additional thoughts or input that you would like to share, please don't hesitate to send those to mvandermolen@dcfdn.org within the next two weeks.

Over the next month, we will compile the hard data and opinions we gathered through the surveys and focus groups to create an overview of the arts landscape in DuPage. Our All for Arts Advisory Committee will then analyze the information and determine the feasibility of creating a county-wide arts council in DuPage. They will make a recommendation to the DuPage Community Foundation Board as to whether an arts council should be established and what the focus could be.

The study will conclude in the spring of 2015, and we will be able to share the recommendations of our Advisory Committee and Board at that point. Regardless of their final decision, we hope to share with you the final profile we will create about the state of the arts in DuPage County once the study has concluded. We hope you will find this helpful in bolstering the work you do.

We were very pleased to meet so many talented and highly dedicated individuals and sincerely wish you a bright and creative future.

Barbara Szczepaniak
Director of Programs
The DuPage Community Foundation
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Assistant Director's Report

November 2014

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Building and Grounds:

Mike Armstrong and our temporary cleaning person, Rita, have continued to keep our as building clean as possible. Staff has been great in pitching in when needed as well.

I am currently getting quotes on landscaping maintenance. Our three-year contract with Sebert was up last month. Although I have been happy with Sebert, I am getting quotes just as a comparison.

I am working with Bengal Electric in Willowbrook (our current electrician) on getting information on an LED lighting grant. LED lighting would save the library a great deal in electric costs. More information to follow.

Volunteers:

A special mention to the many wonderful volunteers (including Vicki and Marian!) who helped us get the word out about our community survey last month. Volunteers worked shifts in the lobby asking patrons to fill out a paper or online survey. Another especially wonderful volunteer, Sue Tarr, spent over 15 hours inputting paper survey and with Maria and Stacy's help, the data was entered in time for Jamie to analyze the results before the board meeting.

Marketing Report:

Marianne Ryan's monthly report is attached.

Submitted by:



Laura Birmingham

Marketing Department Report – November 2014

Promotional Support

The Marketing Department supported and promoted several library programs and services, including An Evening with Barry Lyga, the Cool Compositions Contest winners, StoryShare, new Roku titles, hoopla for the holidays, Local Authors Fair submissions, KidsTech Open House, online shopping with Fundinco and iGive to benefit the IPPL Foundation, the community survey for the strategic plan, plus the database of the month (Consumer Reports), as well as continued promotional support of The Junction.

E-news

The Marketing Department continues to send the library's weekly enews, and the mailing list has grown to 14,365 contacts. The two links generating the most clicks in November were the links to the community survey in the special survey emails sent on Nov. 6 (527) and Nov. 21 (215). The links to the eLibrary page in the Nov. 25 enews also generated a combined 95 clicks.

Newsletter

The winter newsletter was delivered to resident mailboxes on Nov 22. Production of the spring newsletter will begin in late January, and will be delivered to resident mailboxes in late February.

Neighbors of Darien

For the January/February issue, the Marketing Department submitted calendar events and Around the Block articles.

Advertising

Ads were created for the Willowbrook/Burr Ridge Community Directory and the Hinsdale South High School Stinger (student newspaper) December issue.

My New Neighbor (Darien)

There were 19 home visits in November. Since we are receiving far more street addresses than email addresses from the new residents, we will create a follow-up letter or postcard to send to them.

Graphics/Website

In addition to day-to-day publications and website updates, Theresa created postcards for the community survey and a logo for the new Wouldshop in Kids & Teens.



Marianne Ryan, Marketing Coordinator
Dec. 9, 2014

Adult Services Monthly Report
November 2014

November and December are a slow time for adult programming. In November we had two programs with limited registration. Easy Appetizers had 12 signed up and more on a waiting list, but only nine people showed. We make phone calls before programs and registrants who gave us an email should get an email reminder. Thanksgiving Harvests was a craft program to make a center piece for Thanksgiving. There was a \$20.00 fee for materials. We had twenty people in attendance. We had 22 people here for a lecture on the Lyric Opera presentation of *Porgy and Bess*.

Through staff member Jez Layman, who is part of a writing group, we hosted two two hour "write-ins" during November which is National Novel Writing Month. The goal for both professional and nonprofessional writers is to write a 50,000 word novel between November 1 and 30th. We had a total of 32 participants over the two nights.

Staff participated in lots of YOLO training during November, including two mandatory ones: Early Lit and Book Processing. They also attended Interlibrary Loan, Library Blogs, and the public computers, which was given by Shirley.

We were able to add eight new titles to Zinio, our e-magazine service. We did a push on marketing Zinio at the same time. We don't have an analysis of the statistics yet, but Shirley believes they look good.

With Suzy moving to work under Ann, we had an opening to fill for an adult Reference Librarian. Jez Layman, has been working here while she attended Dominican for her Library Science degree. We were able to promote her to Adult Services Librarian from Adult Services Associate. This means she will be taking on more responsibilities, including collection development. Christine Maleno, who has been working for us as a substitute, has taken the Associate position.

Debbie

Circulation Services

November 2014

In November we checked out or renewed 64,118 items as compared to 68,912 in November 2013 (-7%). Electronic circulation continues to rise. We circulated 3,870 items this year as compared to 2,594 (+49%) last year. Patron visits were down -- from 36,034 last year, to 33,252 (-8%) this year. Holds placed remains about the same while ILLs processed dipped from 9,545 items to 8,883 items (-17%).

In the month of November, our patrons used a form of self-service to check out, renew or download 39,091 items. This was almost 61% of our circulation for the month.

In November, we introduced On-Line Non-Resident Membership Renewals. Thanks to the hard work of Ann Stovall, Nancy Roy, Dave Bunn, Theresa Papaurelis, and Marianne Ryan, we were able to go live with this in November. Non-Residents, who already have a library card, can do their renewals from the comfort of their own home. Beginning in December, Non-Residents (who have given us an email address) will begin receiving an email letting them know their cards are due to expire.

The Circulation staff is moving "Full Speed Ahead" with Sirsi Dynix Training. Staff gained access to the online self-paced classes in November. To date, 17 staff members have taken the first class and 12 have taken the second class. Although there is a little trepidation, for the most part, everyone is enthusiastic to learn this new platform. We are looking forward to January, when the live test environment will be available to us. Also, the supervisors will be attending in-person training classes being held in February and March. I will be one of several area Circulation Managers teaching those classes.

Six members of the Circulation Department attended the Staff Focus Groups on November 19. They all were glad to be able to give input towards the strategic plan,

Patricia Czuba, our Inter-Library Loan Associate, began teaching a YOLO class in November. We titled it: The Comings and Goings of ILL. Patricia is explaining to staff what her job entails (she orders materials that are not in SWAN and manages the book clubs' requests). Although this is not a mandatory YOLO, it is required for the Circulation staff. Several staff from other departments have taken this and have remarked how much they learned.

Circulation staff attended the following YOLO classes in November:

| | |
|--------------------------|------------|
| On-Line Readers Advisory | 2 attended |
| Computers 101 | 7 attended |
| Early Literacy 101 | 7 attended |
| Book Processing | 6 attended |
| PC if You Please | 7 attended |
| Comings/Goings of ILL | 6 attended |

We hired Kuldeep Kaur as our new Circulation Page.

Debbie Sheehan
Head of Circulation Services

| | | | Circ Stats | | | | | | | | | |
|--|---------|---------|------------|---------|------------------------|---------|---------|---------|---------|---------|---------|------|
| | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
| Month | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | |
| July | 69,760 | 68,182 | 69,450 | 70,056 | 79,189 | 84,907 | 84,936 | 86,301 | 87,216 | 87,602 | 79,959 | |
| Aug. | 66,710 | 66,665 | 67,898 | 64,625 | 72,584 | 80,592 | 77,314 | 84,118 | 80,915 | 77,621 | 72,742 | |
| Sept. | 55,769 | 55,283 | 53,975 | 55,798 | 62,798 | 69,066 | 71,475 | 70,089 | 67,864 | 65,873 | 64,172 | |
| Oct. | 61,117 | 55,646 | 58,620 | 63,670 | 66,511 | 75,131 | 42,400 | 71,702 | 74,123 | 70,857 | 65,823 | |
| Nov. | 60,497* | 55,000 | 55,020 | 59,559 | 66,395 | 71,373 | 53,470 | 67,626 | 71,019 | 68,912 | 64,118 | |
| Dec. | 53,593 | 46,961 | 50,059 | 51,403 | 59,953 | 64,351 | 67,699 | 67,864 | 66,499 | 62,642 | | |
| Jan. | 60,631 | 60,336 | 60,832 | 64,730 | 72,058 | 76,341 | 77,035 | 74,604 | 78,554 | 71,590 | | |
| Feb. | 60,160 | 57,337 | 54,435 | 62,086 | 69,661 | 71,385 | 69,341 | 73,132 | 70,512 | 65,225 | | |
| Mar. | 68,128 | 67,087 | 65,230 | 70,477 | 80,579 | 81,058 | 83,103 | 79,502 | 78,612 | 74,816 | | |
| Apr. | 61,606 | 55,281 | 57,505 | 64,763 | 73,007 | 72,010 | 68,953 | 73,470 | 71,161 | 68,376 | | |
| May | 58,429 | 54,656 | 54,410 | 62,724 | 68,994 | 67,337 | 72,416 | 69,927 | 67,429 | 61,687 | | |
| June | 69,281 | 69,165 | 67,386 | 74,029 | 84,888 | 87,748 | 87,635 | 83,339 | 79,392 | 74,986 | | |
| Renewals through the webpack not included before April | | | | | 1,284 | | | | | | | |
| | | | | | Electronic Circulation | 3,852 | | | | | | |
| Yearly | | | | | | | | | | | | |
| Total | 745,681 | 711,599 | 714,820 | 763,920 | 857,901 | 905,151 | 855,777 | 901,674 | 893,296 | 850,187 | 346,814 | |
| *Missing data--used an average number to get a total | | | | | | | | | | | | |
| Indicates highest number for that month | | | | | | | | | | | | |
| Indicates library was closed partial months for construction | | | | | | | | | | | | |

Strategic Plan Goals

- Host programs that allow residents to use different types of technology.
 - **iPad Class**- Our basic iPad class is very popular and registration fills-up quickly. The feedback we have received from our patrons is that they want to learn more. Dave developed and taught our first intermediate iPad class. Topics covered were photo taking, sharing and editing, iCloud, and iTunes. We had twenty people attend this class.
 - **YouTube Class** – Dave created and offered our first class on YouTube. This class was developed as part of our continuous efforts to explore and offer classes on digital media creation.

Improve patron browsing within Dewey topics. (ongoing)

Wouldshop Collection – To improve browsing and to encourage kids and parents to create and make things we have started to de-Dewey the junior non-fiction books. The heading for this area is called “Wouldshop” and the books are divided into the following sub-topics: make, art, design, and celebrate. The books were relocated in our maker space area behind the Kids/Teens Ask Us Desk.

Improvements for Public Service

- **Adult Laptops** – The adult public laptops have been replaced with four new and two re-purposed models with Microsoft Office 2013. One of the re-purposed laptop has assistive technology installed including Dragon Dictation software. The old laptops are being re-purposed for public computer classes.
- **PC Management Upgrade**- The public computer management and printing software was upgraded to improve the patron welcome logon screen. The adult public self-booking station was upgraded to provide a simpler interface and a barcode scanner was added so that patrons can scan their library card number making it easier for them to reserve a computer.
- **Mid-Kid Cubes** – Tablets were added to the kids cubes to listen to music from Pandora streaming music library. Kids can “like” songs or create music lists to share with others.
- **Kids/Teen iPads** – Specific apps to promote reading and learning were installed on the in-house circulating iPads in Youth Services.

3D Printing

- Print requests successfully printed: 18
- Most Interesting object printed: A translucent duplex wall plate
- Most memorable story: A mother had submitted a 14 part print job to assemble a miniature GE turbofan jet engine model for her son’s science fair project.

Staff Training & Public Classes: November

- Dave took an online Lynda.com course on YouTube in preparation for his YouTube class.
- I demonstrated Sirsi/Dynix mentor training at a Technical Services Department Meeting on November 12.

- I demonstrated new features of Office 2013, new laptops, the assistive technology laptop and the software upgrade of public computer access management software, MyPC, at the November 13 Computer Help Desk Meeting

Yolo Training Presented

- Dave created and presented a YOLO class on the maintenance of our website on November 10.

Yolo Training Attended

- Early Literacy 101 (Kids/Teens Mandatory): Sue, Anna, Martha, Ann, Jane, Natalya
- Online Readers Advisory (Adult Services Mandatory): Brett
- Technical Services: Book Processing (Mandatory): Brett
- Computer Troubleshooting 101 (Technology Mandatory): Sue, Natalya

Classes/Programs

| <u>Date</u> | <u>Class/Program</u> | <u>Instructor/Presenter</u> | <u>Attendance</u> |
|-------------|-----------------------------------|-----------------------------|-------------------|
| 11/4 | TechTalk: Wearables | Ann/Dave | 6 |
| 11/10 | Intermediate iPad | Dave | 20 |
| 11/12 | Computers for Beginners, Part 1 | Sandy | 10 |
| 11/12 | Intro to Word, Part 1 | Ellen | 6 |
| 11/14 | Email for Beginners | Sandi | 9 |
| 11/14 | Learn It! Today's Computer Skills | Patti | 5 |
| 11/18 | Intro to Excel, Part 1 | Ed | 6 |
| 11/18 | Skype 101 | Ed | 7 |
| 11/18 | 3D Printing | Pattie/Brett | 9 |
| 11/19 | Computers for Beginners, Part 2 | Sandi | 8 |
| 11/19 | Intro to Word, Part 2 | Ellen | 5 |
| 11/25 | Intro to Excel, Part 2 | Ed | 4 |
| 11/25 | YouTube | Dave | 6 |
| 11/25 | Intermediate Excel | Ed | 6 |

Ann M. Stovall, Head of Technical & Computer Services, December 10, 2014

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**Youth Services
Monthly Report to the Board
November 2014**

Overview

In November, we provided 56 original programs, including storytimes for all ages, Little U classes for babies, toddlers, and preschoolers, evening and weekend family programs, and our bilingual Spanish storytime. We hosted book clubs and events for school-aged kids, as well as DIY and ACT prep programs for teens.

Programs

Write On!

This month Tyler Works and the rest of the Kids & Teens staff hosted the 9th Annual Write On! The Teen Literary Festival was once again sponsored by the Gift of Carl. It consisted of a Cool Compositions Contest and a Manga Illustration Workshop. It concluded with a visit with young adult author, Barry Lyga. Lyga visited Hinsdale South High School and Burr Ridge Middle School, as well as IPPL. Each of the three visits was very successful. Lyga proved to be an excellent speaker and attendance was solid, ranging from 23-50 attendees at each event. Barry Lyga and Char Vuillaume, one of the founders of The Gift of Carl, handed out the cash awards to each of the nine Cool Composition winners at the IPPL event. We received about 40 poetry, short story, and manga submissions for the contest. Tyler has already begun planning for next year's Write On! *(Supporting Strategic Plan: Develop more programming and activities that provide the opportunity for people to interact. Provide opportunities for hands-on learning, inventing, and sharing of skills and tools.)*

Storytellers Studio

Monica Dzierzbicki and Nicole Pierce planned and presented the Storytellers Studio programs on Wednesday afternoons this month. Storytellers Studio is a workshop style program for kids in 4-6th grade. They get to write stories and then create digital videos. Participants used the ZooBurst app to create 'pop-up' animated versions of their tales. The stories have been submitted to Zooburst to be included for public viewing. We have just received confirmation that the stories are publicly available, so we will be posting them to the IPPL website. Here is an example! http://zooburst.com/zb_books-viewer.php?book=zb01_546d13177b949 *(Supporting Strategic Plan: Develop more programming and activities that provide the opportunity for people to interact. Provide opportunities for hands-on learning, inventing, and sharing of skills and tools. Provide technology for patrons to create digital media.)*

Family Reading Night

On November 20, we hosted a Family Reading Night. We had 25 participants partake in stories in Spanish and English and complete a library scavenger hunt which highlighted new technologies and services like the Wouldshop and the Mid-Kid Cubes. We later learned that several schools also had family reading events the same night, which explained our low attendance. Next year we will be working with the schools instead of competing with them. *(Supporting Strategic Plan: Develop more programming and activities that provide the opportunity for people to interact.)*

Partnerships

Play to Learn

This month we again partnered with the DuPage Children's Museum on the Play to Learn grant project. Our staff works with the children to provide a focused story time while museum staff provide families an opportunity to play with portable exhibits. On November 7, we hosted three events at IPPL. We had a total of 26 people in attendance. *(Supporting Strategic Plan: Form partnerships to further develop community services. Provide opportunities for hands-on learning, inventing, and sharing of skills and tools.)*

Bookamania

On November 22, Natalie Williams, Monica Dzierzbicki, and Krista Kountz participated in the final annual Bookamania event at Chicago Public Library's Harold Washington Library Center. Our staff worked with thousands of children to celebrate books and create story-themed crafts. We were able to explore the enormous event, collaborate with other librarians, and check out CPL's makerspace. *(Supporting Strategic Plan: Develop a continuous learning/laboratory environment to increase support staff knowledge and creativity.)*

Teens 4 Xcellence

Krista Kountz presented the November Teens4Xcellence Burr Ridge Middle School book club. To celebrate our author visit, this month's books *Archvillain* and *The Astonishing Adventures of Fanboy and Goth Girl* by Barry Lyga. Participants discussed both books and brainstormed questions for the author. They made comic inspired headbands and wristlets that the kids wore on the author visit day. They also made a giant display to welcome Barry Lyga. *(Supporting Strategic Plan: Form partnerships to further develop community services. Provide opportunities for hands-on learning, inventing, and sharing of skills and tools.)*

Trainings

YOLO – Early Literacy 101

This month, Katie Salo presented several sessions to staff of a mandatory YOLO class on the essentials of early literacy. She defined terms, explained the skills that we promote during storytimes, and demonstrated how everyone, even staff from other departments contribute to the education and success of the children who visit our library. *(Supporting Strategic Plan: Provide opportunities for hands-on learning, inventing, and sharing of skills and tools. Develop a continuous learning/laboratory environment to increase support staff knowledge and creativity.)*

Prairie State Story League

On November 14, Katie presented a workshop on flannelboards and storytimes for the Prairie State Story League meeting which was held at the Schaumburg Township Library District. Katie shared tips and patterns with over 90 attendees. *(Supporting Strategic Plan: Provide opportunities for hands-on learning, inventing, and sharing of skills and tools. Develop a continuous learning/laboratory environment to increase support staff knowledge and creativity.)*

New Services

Mid-Kid Cubes

Introducing the Mid-Kid Cubes! Several months ago, Mike Armstrong built and installed the Mid-Kid Cubes, but as of this month, they are officially complete! Monica Dzierzbicki worked with Mike and staff from the Technology Services department to install Samsung tablets in the Cubes. To provide ad-free listening on the tablets, Monica has purchased an annual Pandora subscription. Each cube has two sets of headphones. Kids are already reading, doing homework, and listening to music in these fun new spaces.

Submitted by Natalie Williams 12/3/2014

| STATISTICS FOR | Nov. 2014 | SAME MONTH PREV. YEAR | FYTD | LAST FYTD | FYTD % CHANGE |
|--|-----------|--------------------------|---------|-----------|------------------|
| <u>Circulation</u> | | | | | |
| Adult | 37,442 | 41,425 | 204,976 | 225,711 | -9.19% |
| Teen | 3,248 | 3,098 | 19,189 | 17,422 | 10.14% |
| Kids | 19,558 | 21,795 | 104,807 | 113,320 | -7.51% |
| TOTAL | 60,248 | 66,318 | 328,972 | 356,453 | -7.71% |
| Electronic Circulation | 3,955 | 2,594 | 18,212 | 14,412 | 26.37% |
| GRAND TOTAL CIRC. | 64,203 | 68,912 | 347,184 | 370,865 | -6.39% |
| % Reciprocal Borrowing | 15% | 16% | 14% | 15% | |
| Patron Visits | 33,252 | 36,034 | 196,138 | 204,748 | -4.21% |
| <u>Current Cards</u> | | | | | |
| Resident | 145 | 128 | 22,625 | 22,912 | -1.25% |
| Non-Resident | 63 | 95 | 867 | 1,081 | -19.80% |
| TOTAL | 208 | 223 | 23,492 | 23,993 | -2.09% |
| <u>Patron Assistance</u> | | | | | |
| Adult - Reference | 2,610 | 2,934 | 15,885 | 18,378 | -13.57% |
| Kids - Reference | 1,367 | 1,607 | 6,607 | 9,413 | -29.81% |
| TOTAL REFERENCE | 3,977 | 4,541 | 22,492 | 27,791 | -19.07% |
| Adult - Other | 1,743 | 1,619 | 9,622 | 8,155 | 17.99% |
| Kids - Other | 1,479 | 1,743 | 8,243 | 7,973 | 3.39% |
| TOTAL OTHER | 3,222 | 3,362 | 17,865 | 16,128 | 10.77% |
| GRAND TOTAL ASST. | 7,199 | 7,903 | 40,357 | 43,919 | -8.11% |
| <u>ILL/Reserves</u> | | | | | |
| Holds | 7,901 | 7,958 | 40,019 | 42,738 | -6.36% |
| ILLs Sent | 3,898 | 4,480 | 22,141 | 25,022 | -11.51% |
| ILLs Checked Out | 4,582 | 4,729 | 24,464 | 27,760 | -11.87% |
| ILLs Received | 4,985 | 5,065 | 26,730 | 30,063 | -11.09% |
| <u>Programs - Adult</u> | | | | | |
| # Programs | 4 | 5 | 33 | 31 | 6.45% |
| Attendance | 48 | 241 | 849 | 1,039 | -18.29% |
| <u>Technology Classes</u> | | | | | |
| # Programs | 13 | 2 | 60 | 29 | 106.90% |
| Attendance | 101 | 15 | 578 | 308 | 87.66% |
| <u>Individual Technology Training</u> | | | | | |
| # of Patrons | 102 | 110 | 577 | 461 | 25.16% |
| <u>Groups</u> | | | | | |
| # Programs | 12 | 15 | 62 | 66 | -6.06% |
| Attendance | 135 | 191 | 699 | 921 | -24.10% |
| <u>Others</u> | | | | | |
| #Programs | 2 | 0 | 5 | 6 | -16.67% |
| Attendance | 32 | 0 | 198 | 102 | 94.12% |
| <u>Programs - Teen</u> | | | | | |
| # Programs | 5 | 2 | 39 | 18 | 116.67% |
| Attendance | 98 | 100 | 644 | 396 | 62.63% |
| <u>Programs - Kids</u> | | | | | |
| # Programs | 48 | 36 | 175 | 115 | 52.17% |
| Attendance | 866 | 728 | 4,982 | 3,799 | 31.14% |
| GRAND TOTAL ATT. | 1,382 | 1,385 | 8,527 | 7,026 | 21.36% |

| STATISTICS FOR | Nov. 2014 | SAME MONTH PREV. YEAR | FYTD | LAST FYTD | FYTD % CHANGE |
|-------------------------------------|---------------|--------------------------|----------------|---------------|------------------|
| Computers - | | | | | |
| Patron Use | | | | | |
| Adult Computers | 3,789 | 4,125 | 18,725 | 22,079 | -15.19% |
| Kids Computers | 1,463 | 1,578 | 8,767 | 7,869 | 11.41% |
| Teen Laptop | 237 | 173 | 1,599 | 851 | 87.90% |
| Adult Laptop | 304 | 157 | 1,624 | 916 | 77.29% |
| TOTAL PATRON USE | 5,793 | 6,033 | 30,715 | 31,715 | -3.15% |
| Hours Used | | | | | |
| Adult Computers | 2,429 | 2,579 | 13,407 | 14,432 | -7.10% |
| Kids Computers | 915 | 854 | 5,094 | 4,370 | 16.57% |
| Teen Laptop | 337 | 247 | 2,895 | 1,228 | 135.75% |
| Adult Laptop | 397 | 307 | 3,516 | 1,748 | 101.14% |
| TOTAL HOURS USED | 4,078 | 3,987 | 24,912 | 21,778 | 14.39% |
| IPPL Total Web Site Access | 26,812 | 2,423 | 129,071 | 11,286 | 1043.64% |
| IPPL Total Page Views | 51,531 | 5,051 | 249,802 | 26,726 | 834.68% |
| Subscription Database Logins | 2,527 | 3,103 | 13,359 | 14,558 | -8.24% |
| Outreach-Homebound | | | | | |
| Items Delivered | 111 | 141 | 587 | 788 | -25.51% |
| Volunteers | | | | | |
| Number Active | 46 | 51 | | | |
| Hours Worked | 277.75 | 308.25 | 2,059.00 | 2,242.50 | -8.18% |
| Staff Training Hours | 110 | 53.75 | 597.50 | 430 | 38.95% |
| Room Use | | | | | |
| Multi-Purpose Room | 37 | 27 | 123 | 75 | 64.00% |
| Meeting Room | | | | | |
| Library | 55 | 25 | 225 | 160 | 40.63% |
| Non-Library | 25 | 27 | 136 | 141 | -3.55% |
| Group Study Room | 209 | 241 | 994 | 1,275 | -22.04% |
| Lobby Programs | 1 | 2 | 15 | 9 | 66.67% |
| Conference Room | 20 | 16 | 94 | 80 | 17.50% |
| Clavinova | 0 | 0 | 1 | 0 | |

MATERIALS COLLECTION STATISTICS- NOVEMBER 2014

| CATEGORY | Previous Month Totals | Added Items | Withdrawn Items | Current Total | Prev. Mo. YTD | | YEAR TO DATE | |
|--------------------------|-----------------------|-------------|-----------------|---------------|---------------|--------------|--------------|--------------|
| | | | | | A | W | Added | Withdrawn |
| BOOKS--ADULT | | | | | | | | |
| Reference | 1635 | 7 | 21 | 1621 | 405 | 235 | 412 | 256 |
| Non-Fiction | 51471 | 360 | 624 | 51207 | 5718 | 7992 | 6078 | 8616 |
| Fiction | 39298 | 309 | 592 | 39015 | 7295 | 6272 | 7604 | 6864 |
| TOTAL | 92404 | 676 | 1237 | 91843 | 13418 | 14499 | 14094 | 15736 |
| BOOKS-- CHILDRENS | | | | | | | | |
| Reference | 185 | 0 | 40 | 145 | 1 | 706 | 1 | 746 |
| Non-Fiction | 17326 | 92 | 781 | 16637 | 1385 | 4093 | 1477 | 4874 |
| Fiction | 28201 | 108 | 224 | 28085 | 3489 | 3324 | 3597 | 3548 |
| TOTAL | 45712 | 200 | 1045 | 44867 | 4875 | 8123 | 5075 | 9168 |
| BOOKS - TEEN | | | | | | | | |
| Non-Fiction | 712 | 2 | 45 | 669 | 133 | 369 | 135 | 414 |
| Fiction | 4229 | 28 | 28 | 4229 | 1092 | 357 | 1120 | 385 |
| TOTAL | 4941 | 30 | 73 | 4898 | 1225 | 726 | 1255 | 799 |
| GRAND TOTAL | 143057 | 906 | 2355 | 141608 | 19518 | 23348 | 20424 | 25703 |

| CATEGORY | Previous Month Totals | Added Items | Withdrawn Items | Current Total | Prev. Mo. YTD | | YEAR TO DATE | |
|------------------------------------|-----------------------|-------------|-----------------|---------------|---------------|-------------|--------------|-------------|
| | | | | | A | W | Added | Withdrawn |
| AUDIOVISUAL-ADULT | | | | | | | | |
| Audio Books on CD | 5321 | 52 | 8 | 5365 | 1020 | 324 | 1072 | 332 |
| Music CD | 10196 | 48 | 20 | 10224 | 980 | 848 | 1028 | 868 |
| Playaway | 435 | 0 | 4 | 431 | 64 | 26 | 64 | 30 |
| Video (VHS & DVD) | 17265 | 145 | 11 | 17399 | 2572 | 557 | 2717 | 568 |
| CD-ROMs | 154 | 0 | 0 | 154 | 0 | 9 | 0 | 9 |
| TOTAL | 33371 | 245 | 43 | 33573 | 4636 | 1764 | 4881 | 1807 |
| AUDIOVISUAL-CHILDRENS | | | | | | | | |
| Audio Books | 766 | 0 | 2 | 764 | 101 | 21 | 101 | 23 |
| Childrens Music CD | 920 | 0 | 0 | 920 | 75 | 15 | 75 | 15 |
| Junior Music CD | 195 | 0 | 1 | 194 | 67 | 27 | 67 | 28 |
| Playaway | 65 | 0 | 0 | 65 | 3 | 0 | 3 | 0 |
| Video | 4503 | 15 | 57 | 4461 | 725 | 320 | 740 | 377 |
| TOTAL | 6449 | 15 | 60 | 6404 | 971 | 383 | 986 | 443 |
| AUDIOVISUAL-TEEN | | | | | | | | |
| Audio Books on CD | 279 | 3 | 0 | 282 | 62 | 18 | 65 | 18 |
| Music CD | 28 | 0 | 0 | 28 | 0 | 291 | 0 | 291 |
| Playaway | 66 | 0 | 1 | 65 | 2 | 3 | 2 | 4 |
| Video | 647 | 8 | 0 | 655 | 193 | 17 | 201 | 17 |
| Console Games | 470 | 1 | 23 | 448 | 59 | 42 | 60 | 65 |
| PC-GAMES (formally CD-ROMS) | -29 | 0 | 0 | -29 | 0 | 17 | 0 | 17 |
| TOTAL | 1461 | 12 | 24 | 1449 | 316 | 388 | 328 | 412 |
| GRAND TOTAL | 41281 | 272 | 127 | 41426 | 5923 | 2535 | 6195 | 2662 |

| CATEGORY | Previous Month Totals | Added Items | Current Total | Prev. Mo YTD | | Year to Date | |
|--------------------------------------|-----------------------|-------------|---------------|--------------|---|--------------|-----------|
| | | | | A | W | Added | Withdrawn |
| Digital Collections | | | | | | | |
| Adults ebooks | 1630 | 0 | 1630 | 387 | | 387 | |
| Kids and Teens ebooks | 385 | 0 | 385 | 27 | | 27 | |
| Reference ebooks | 329 | 0 | 329 | 0 | | 0 | |
| Emedia Library (ebooks & audiobooks) | 14207 | 49 | 14256 | 1250 | | 1299 | |
| eRead Illinois | 11938 | 1794 | 13732 | 8361 | | 10155 | |

Willowbrook/Burr Ridge Chamber of Commerce and Industry Report

IPPL is one of twelve host businesses for the Willowbrook/Burr Ridge Chamber of Commerce and Industry's 10th annual Holiday Giving Tree Program. Giving Trees will be on display through Dec. 24, and each tree's ornaments list items that local charitable organizations are in need of this holiday season. Community members can simply choose an ornament, shop for the item(s), then bring them back to the library unwrapped with the ornament attached. Of the approximately two dozen ornaments provided to the library, all but three have been taken from the tree and five have been returned with gifts (as of Dec. 10).

Darien Chamber of Commerce Report (with Willowbrook/Burr Ridge Chamber of Commerce and Industry)

The Indian Prairie Public Library, Darien Chamber of Commerce, and Willowbrook/Burr Ridge Chamber of Commerce and Industry will host a Teen Summer Job Fair in Spring 2015. The fair, for teens seeking summer employment, internships, and/or volunteer opportunities, will take place on Saturday, March 21, from 1 to 4 p.m. at the library. We are currently seeking local employers that would be interested in participating in this event. We have drafted a letter and created a flier inviting businesses to participate, and the chambers are sending them to their membership. The deadline for employers to RSVP is Friday, Jan. 23. There is no fee for businesses to participate, but space is limited so tables will be first come, first served.

Marianne Ryan, Marketing Coordinator
Dec. 10, 2014

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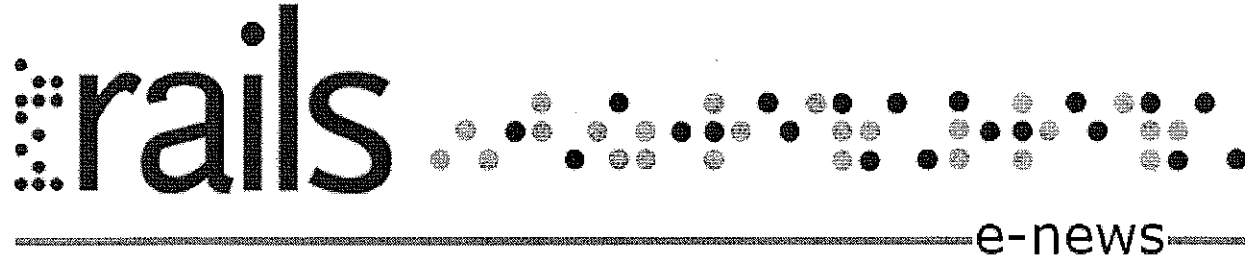
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News from the Reaching Across Illinois Library System.



All RAILS Members Encouraged to Comment on Proposed Changes to Library System Rules and Standards

In July, the Illinois State Library (ISL) invited comments on proposed changes to the administrative rules and standards for Illinois library systems. ISL made a number of changes based on the feedback received, and the rules were endorsed by the Illinois State Library Advisory Committee (ISLAC). The proposed rules were published in the [December 5 Illinois Register](#) (page 22526), marking the beginning of a formal comment period. Because the proposed rules will have a great impact on RAILS member libraries, all members are strongly encouraged to review them and to make comments. Comments will be accepted through Friday, January 23, 2015.

There are several ways to comment. Members may testify at a public hearing on the proposed rules on Wednesday, January 21, 2015, at 10 a.m., at the Illinois State Library and several videoconference sites. To view locations for the January 21 meeting and to register, visit: www.librarylearning.info/events/?eventID=19317.

Comments may also be made in writing or by email to: Joseph Natale, Illinois State Library Rules Coordinator, Gwendolyn Brooks Building, 300 South Second Street, Springfield, IL 62701-1796, jnatale@ilsos.net. See the December 5 [ISL E-News](#) for additional information.

To help members better frame their comments, RAILS has prepared an [analysis of the proposed rules](#) that highlights the major revisions made in response to member comment this past summer, as well as areas that are still of concern to RAILS and/or our member libraries. This analysis is available on the RAILS website at: www.railslibraries.info (center column under RAILS Alerts).

Last Chance to Register for December 11 RAILS Member Update

The RAILS Member Update will be held on Thursday, December 11, from 9:30 – 11:30 a.m. RAILS Executive Director Dee Brennan will host the meeting at the Aurora Public Library – West Branch. Members may also attend at a variety of other [videoconference locations](#) or participate via streaming video. The meeting [agenda](#) is available at: www.librarylearning.info/events/?eventID=18586.

The session will feature three topics that members have told us are very important to them: delivery, RAILS' efforts to facilitate networking between all types of libraries (academic, public, school, and special), and RAILS' plans to expand our cooperative purchasing program. For more information and to register, visit www.librarylearning.info/events/?eventID=18586.

RAILS Member Networking Event in Quincy December 15

Join RAILS Member Engagement Manager, Debbie Baaske, on Monday, December 15, from

December 10, 2014

RAILS Links

[RAILS Website](#)
[Member Directory](#)
[Contact RAILS](#)
[RAILS Facebook Page](#)
[RAILS YouTube Channel](#)

Member Resources

[RAILS Community Forums](#)
[RAILS Regions](#)
[Library News](#)
[Continuing Education](#)
[Jobs](#)
[Free/For Sale](#)

Upcoming Meetings

[December 11 RAILS Member Update](#)

[December 15 RAILS Member Networking Meeting](#)

[January 21 RAILS Networking Event at Highland Middle School](#)

[January 23 RAILS Board Meeting](#)

[All board and committee meetings](#)

Archives

[RAILS E-News Archives](#)

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Library at Blessing-Rieman College of Nursing and Allied Health in Quincy. Debbie will share the latest RAILS news, and you'll have plenty of time to talk with colleagues from other RAILS libraries as well. After the meeting, there will be an optional tour of the [Simulation Center](#) (located a few blocks off campus). All library staff working in all types of libraries are invited to attend. For more information and registration, see: www.librarylearning.info/events/?eventID=18910.

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RAILS Member Networking Event January 21

There will be a RAILS member networking meeting on Wednesday, January 21, from 4:00 -5:30 p.m., at Highland Middle School in Libertyville. Debbie Baaske, RAILS Member Engagement Manager, will share the latest RAILS news. Amanda Musacchio, RAILS Resource Sharing Specialist, will discuss how easy it is for library staff to share resources and participate in interlibrary loan. Amanda will also give a hands-on demonstration on book repair.

Attendees will have plenty of time to network with colleagues and share ideas. Refreshments will be served. All RAILS members working in all types of libraries are welcome. For more information, contact Debbie Baaske at debbie.baaske@railslibraries.info. To register, visit: www.librarylearning.info/events/?eventID=19169.

RAILS Group Purchase for All Types of Libraries: Public Web Browser

RAILS will provide access to Public Web Browser at no cost to RAILS libraries of all types (academic, public, school, and special) through December 24, 2015. Public Web Browser is highly customizable, and allows your library to "lock down" the browser at a workstation of your choice. For example, a workstation could be locked down to the Online Public Access Catalog (OPAC) to create catalog-only computers, or configured to Internet Explorer to have the cache automatically cleared between patron uses. Read more about Public Web Browser here: www.teamsoftwaresolutions.com/projects.html.

If your library is interested in participating, you will find instructions for installing and accessing the product at www.railslibraries.info/discounts (make sure you are logged into the RAILS website). For more information, contact Amanda Musacchio, RAILS Resource Sharing Specialist, at amanda.musacchio@railslibraries.info.

RAILS Group Purchase for Public Libraries: collectionHQ

RAILS is offering a group purchase to all RAILS public libraries for collectionHQ, a collection performance improvement tool that supports how public libraries select, manage, and promote their collections. This tool works with print collections and provides data analytics for evidence-based selection planning.

If your library is interested in participating or if you have any questions, please email Amanda Musacchio, RAILS Resource Sharing Specialist, for an individualized quote at amanda.musacchio@railslibraries.info by Friday, January 9. Please include your total population served as reported on your last IPLAR report and indicate your library's automation group, if any. Please note that collectionHQ requires regular data extracts from your library's integrated library system (ILS). Before committing to a purchase, check with your system manager or consortium manager about technical requirements.

All RAILS Members Invited to Help Improve the RAILS Website

RAILS is redesigning our website to make it easier for our members to use and to ensure that it has the information you're looking for. We need your help! Please visit www.railslibraries.info and click the blue button at the top center of the page to take a quick usability quiz. If you have any questions about the RAILS website redesign, please contact Mary Witt, RAILS Communications

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RAILS LLSAP Membership Grants

RAILS is offering grants to help fund startup costs for membership in RAILS' system-supported [online catalogs](#) or LLSAPs (Local Library System Automation Program) or to help libraries upgrade from a union listing membership. LLSAP membership gives library users from all types of libraries access to millions of resources in one place. Consulting, training, and support for LLSAP libraries are included as part of their membership. The grants are for FY2015 (July 1, 2014 – June 30, 2015) projects. For instructions and the grant application, see: www.railslibraries.info/catalogs/llsap-grant. The application deadline for the current round of LLSAP grants is December 15, 2014.

Soon to be Famous Illinois Author Project Nominations Due December 15

RAILS member library staff are reminded to nominate a local author for the Soon to be Famous Illinois Author project by December 15. The project will accept adult fiction nominations from Illinois residents, and academic, public, school, and special libraries are invited to sponsor an author. For more information, visit: <http://soontobefamous.info>.

eRead Illinois Live Chat Session December 16

Join Natalie DeJonghe, E-book Trainer/Coordinator, to chat about all things related to the Axis 360 shared e-book collection and eRead Illinois on December 16, from 1 - 2 p.m. Register at: www.librarylearning.info/events/?eventID=18938. For more information on joining eRead Illinois, see: www.ereadillinois.com/become-member-library.

New RAILS Networking Group for Academic Libraries Interested in Marketing

RAILS academic library members are invited to the launch meeting of a new networking group on Wednesday, December 17, at 2 p.m., at Loyola University's Water Tower Campus. Faculty, staff, practicum students, administrators, or related employees interested in attending are also welcome. For more information on the group, visit: www.railslibraries.info/community/groups. To register for the December 17 meeting, visit: www.librarylearning.info/events/?eventID=19296. If you have any questions, contact Abby Annala at gannala@luc.edu.

Annual Library Certification Process Begins January 2, 2015

All RAILS member libraries must complete the annual certification process in order to retain system membership and to be eligible for system services such as delivery, continuing education and consulting, networking, and communications, as well as grants from the Illinois State Library. The certification portal will be available between Friday, January 2 and Tuesday, March 31, 2015.

Further information about certification, including a preview of the questions you will be asked, can be found on the Illinois State Library's website at: www.cyberdriveillinois.com/departments/library/libraries/librarycertification.html.

Illinois State Library's Synergy Leadership Training Program

Applications for the Illinois State Library's 2015 Synergy leadership training program are due December 15, 2014. Participants will need to attend all three of the following in-person leadership sessions: April 21-23, 2015, Burr Ridge – Quality Inn Hotel and Conference Center; July 28-30, 2015, Decatur – Decatur Conference Center; and September 1-3, 2015, Utica – Starved Rock Lodge and Conference Center. Applications are open to librarians with a master's degree in library science who are seeking to advance their leadership skills. For more information, see: www.cyberdriveillinois.com/departments/library/libraries/synergy.html.

ILEAD USA Teams Needed

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USA: Innovative Librarians Explore, Apply and Discover, a continuing education library immersion program that fosters the development of team projects over a nine-month period through a combination of face-to-face meetings and online technology training sessions. This intensive continuing education initiative will be held at the University of Illinois Springfield, March 23 – 26, June 22 – 25, and October 26 – 29, 2015. Details are available at www.cyberdriveillinois.com/departments/library/libraries/ileadusa.html. The deadline for applications is December 19.

FY2015 Live & Learn Construction Grants

Applications for the FY2015 Live & Learn Construction Grant are due by January 9, 2015. For more information, visit www.cyberdriveillinois.com/departments/library/grants/livelearn_construction.html.

Tapping into the Positive Side of Conflict

The Gail Borden Public Library District will sponsor a workshop on conflict on Tuesday, January 13, from 9:30 a.m. to 12:30 p.m. The workshop will be facilitated by Diane Decker, Principal with Quality Transitions. Registration is \$50 and there is a limit of 25 attendees. For more information and the registration form, visit: www.librarylearning.info/events/?eventID=19349.

Think Outside the Barn @ Your Library

The Think Outside the Barn @ Your Library project (TOTB) was created by a group of central Illinois librarians to promote libraries and literacy to farmers, students, families, and agribusiness leaders attending the biennial Farm Progress Show in Decatur, Illinois. Librarian volunteers host a booth at the show to hand out free paperback books and to promote libraries and literacy. TOTB is a standalone venture that needs individual library partnerships to continue. For more information on how you can help, see: https://gallery.mailchimp.com/a3908e6fd08fb7f931767f8cb/files/TOTB2015_Request_All_Libraries.pdf or [this video](#) on the project.

FY2015 Sparks! Ignition Grants for Libraries

The Institute of Museum and Library Services (IMLS) is accepting applications for grants that encourage libraries and archives to test and evaluate innovations in the ways they operate and the services they provide. The funding range is from \$10,000 to \$25,000, and there are no matching requirements. Projects must begin on October 1, November 1, or December 1, 2015. The application deadline is February 2, 2015. For more information, visit: www.imls.gov/applicants/detail.aspx?GrantId=19.

RAILS Library Director News

Do you have library director changes to share? Let RAILS [Communications](#) know of changes in library directors so we can officially welcome new directors to the RAILS community.

Member News

(The following include items posted to the [Library News](#) section of the RAILS website and other articles featured in the media.)

[Rockefeller selected as 2015 Public Library Leadership Fellow](#)

[College of DuPage Announces Blake Walter as New Library Director](#)

Cleaning Service Recommendation

I received the following quotes for cleaning service. References for the companies were also checked. I have assigned a grade (A – D) to represent the quality of their references. In addition, Mike (based on his experience the past two months) estimates that it takes 12 hours of cleaning each night to properly clean the library.

| <u>Company:</u> | <u>Annual cost:</u> | <u># of cleaning hours per night</u> | <u>References (grade):</u> |
|--------------------------|---------------------|--------------------------------------|----------------------------|
| Kleanko Janitorial | \$68,340 | 7-12 | A |
| Imperial Service Systems | \$66,684 | 7-10 | B- |
| Best Quality Cleaning | \$58,356 | 15 | C/D |
| Neviol inc. | \$52,684 | 12 | A |

I recommend that we hire Neviol, Inc. to clean the building. It is a small company with a hands-on, involved owner. In fact, Neviol is the only company where I have directly dealt with the owner, Olga Nestsiarovich. (I dealt with sales reps and account managers with the other companies.) All of Neviol’s references were excellent and Olga herself does quality checks at least three times per week. Neviol has cleaned Orland Park Library (93,000 sq. ft.) since 2007 and they are extremely happy with the quality of services. Neviol included the most detailed cleaning solution list with their quote and even listed what each cleaner is used for. The equipment used for floor cleaning will be new and only used at our location and stored on premises. Olga mentioned that she will completely disinfect and clean the janitor’s closets (which are in poor shape now). I was very impressed with these additional quality assurances from Neviol.

Neviol does not typically do background checks – they use employee referrals. However, I have had a conversation with Olga and Neviol has no problem with us using our service to do background checks (screening for theft) on all Neviol employees that will have access to our building.

Neviol, Inc. was the lowest quote with an annual cost of \$52,684. Our former cleaning company, Cosmopolitan Cleaning, was \$33,900 annually. Complete Cleaning that we had to terminate in October was \$33,060. A new annual cost of \$52,684 would mean an additional \$14,000 needed in the cleaning services line budget. Because Mike and Rita have been cleaning the building for the past two months, this budget year will not be affected, but going forward in 2015-2016, the increase will be necessary.

Submitted by:

Laura Birmingham, Assistant Director

**Indian Prairie Public Library
Library Director Evaluation**

Director Name _____ Evaluation Year _____

Definition of Terms

Exceeds expectations Director has gone beyond what you would expect.

Meets expectations Director meets most or all of what you expect.

Does not meet expectations Director is not working at level acceptable to you.

NI No information

A. Organization Leadership

1. The director promotes the library to state and local officials, other libraries, and library patrons to enhance the respect and support from the community.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

2. The director is aware of community needs and interests and adjusts library services and plans accordingly.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

3. The director makes contributions to the library profession.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

4. The director has broad knowledge of subjects relevant to library services and management of the library. The director continues to develop that knowledge and stay current with new ideas and trends in library services and management.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

5. The director develops and executes sound personnel practices.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

6. The director is able to motivate staff and encourage teamwork and morale.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

B. Business and Financial Management

1. The director has complete understanding of library finances and the budget process, develops a budget that meets the needs of the library and oversees that funds are spent within budget limits.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

2. The director works with the board in sound financial planning and provides the board, in a timely manner, with accurate, understandable information about the financial status of the library.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

3. The director keeps informed of relevant legal information and funding opportunities including resources for donations and grants.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

C. Relationship with the Board

1. The director keeps board members informed about issues, needs, and the operation of the library and responds in a timely manner to requests for information by the board.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

2. The director offers direction to the board and makes appropriate recommendations based on thorough study and analysis.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

3. The director interprets and executes the intent of board policy.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

4. The director is open to ideas, suggestions, and critiques from the board.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

D. Personal/Professional Characteristics

1. The director maintains high standards of ethics, honesty, and integrity.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

2. Work is completed in a timely manner with accuracy and thoroughness.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

3. The director applies appropriate analysis and exercises good judgment when making decisions and ably handles problems in a professional manner and with a positive attitude.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

4. The director displays a service-oriented attitude.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

E. Innovation/Improvement

1. The director displays creativity and initiative in modifying existing services or creating new services for improvement of library service.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

2. The director's activities and accomplishments are consistent with the strategic plan.

Exceeds _____ Meets _____ Does not meet _____ NI _____

Comments:

Part Two

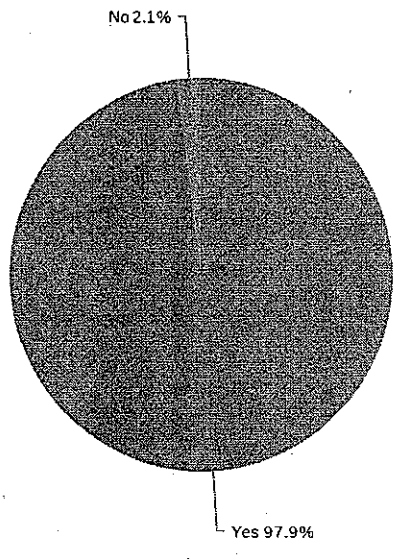
List any other areas that you feel were not reflected in part one where you feel the director has done an exceptional job or areas where there are weaknesses in performance.

Part Three

List goals you would like to see the director work on for the next year.

New Summary Report - 10 December 2014

1. Do you or other people in your household use the Indian Prairie Public Library?

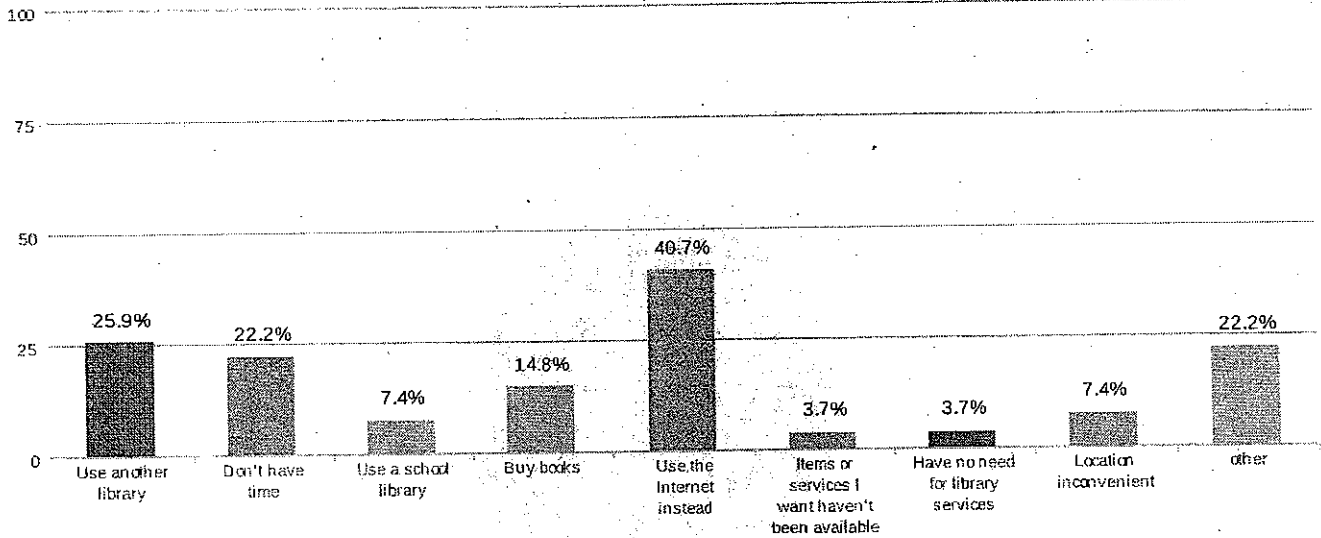


| | | | |
|-------|-------|--|-------|
| Yes | 97.9% | | 1,192 |
| No | 2.1% | | 26 |
| Total | | | 1,218 |

Statistics

| | |
|-----------------|-------|
| Total Responses | 1,218 |
|-----------------|-------|

2. Why not? Please check more than one if applicable.



Statistics

| | | |
|--|-------|-----------|
| Use another library | 25.9% | 7 |
| Don't have time | 22.2% | 6 |
| Use a school library | 7.4% | 2 |
| Buy books | 14.8% | 4 |
| Use the Internet instead | 40.7% | 11 |
| Items or services I want haven't been available | 3.7% | 1 |
| Have no need for library services | 3.7% | 1 |
| Location inconvenient | 7.4% | 2 |
| Library hours are inconvenient (Hours are Mon. - Fri. 9-9, Sat. 9-5, Sun. 1-5) | 0.0% | 0 |
| other | 22.2% | 6 |
| Total | | 27 |

Total Responses 27

Responses "other"

| Response | Count |
|--|-------|
| Left Blank | 1220 |
| I live alone. | 1 |
| I've lived in Webster, TX for the last 4 yrs | 1 |
| My son and other family members live in different areas. | 1 |
| just recently moved to area | 1 |
| no kids n | 1 |

3. What would entice you to use the library?

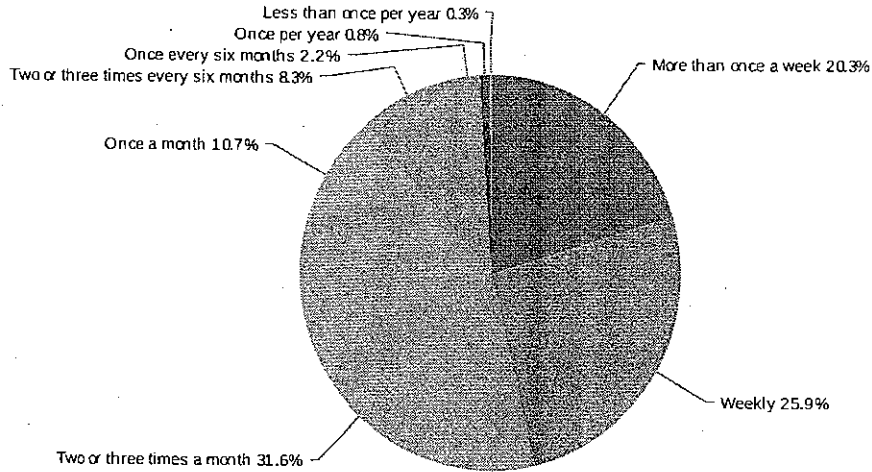
| Count | Response |
|-------|--|
| 1 | A move back to Darien, IL |
| 1 | At this point I am unable to use the library. |
| 1 | Beanbags |
| 1 | Books, services and staff |
| 1 | I like the library but have no answer for you. |
| 1 | I very much enjoy this library. You already entice me. |
| 1 | I want to belong to the library |
| 1 | If my schedule would free up and I would remember to go and get a library card |
| 1 | If parking lot was more convient for handicapped people. |
| 1 | Location All services available for research and pleasure reading. |
| 1 | More time. |
| 1 | Movies, cds and books. A place you can do your own thing quiet. |
| 1 | already used 1x to fax, ended up applying for library card too |
| 1 | audio books possibly |
| 1 | to use the computers and getting books |
| 1 | More information on what the library has to offer to me as a member of the community (i.e., events, prices, memberships, etc.) |
| 1 | I live in Lisle but grew up in Darien. I am in Darien quite a bit still. More special events/programming, educational events might entice more visits. |
| 1 | I used your library more often when I was taking care of my grandchild. She loved going there and so did I. I also used it to rent videos. |
| 1 | A place where I can bring my laptop and have a quiet place to work. The last time I was there to study, I had to be in the open area, as 'laptops were not allowed in the quiet room'. It was so darn noisy, I just left. I thought libraries were suppose to be quiet....-(|

4. If items or services you want haven't been available, please tell us which ones.

Count Response

| | |
|---|--|
| 1 | Beanbags |
| 1 | DNA |
| 1 | Hindi soundtrack. Have two weeks renting of dvds, cds etc. |
| 1 | It's too expensive to participate not being a member. |
| 2 | None |
| 1 | Thanks I will |
| 1 | There isn't anything I need or want that I can't get at your Wonderful Library. |
| 1 | n/a |
| 1 | number of books |
| 1 | The staff has ALWAYS helped me and if at all possible and in the Library System they have always gotten what I wanted. |
| 1 | I am not sure if you still rent movies or not because I haven't been there for so long now. If you still do that, I would definitely be interested in renting a movie. |
| 1 | As above, a quiet library environment where I can work and look up what I want without hearing everyone talking at normal street voices. |

5. On average, how often do you or others in your household use the library?

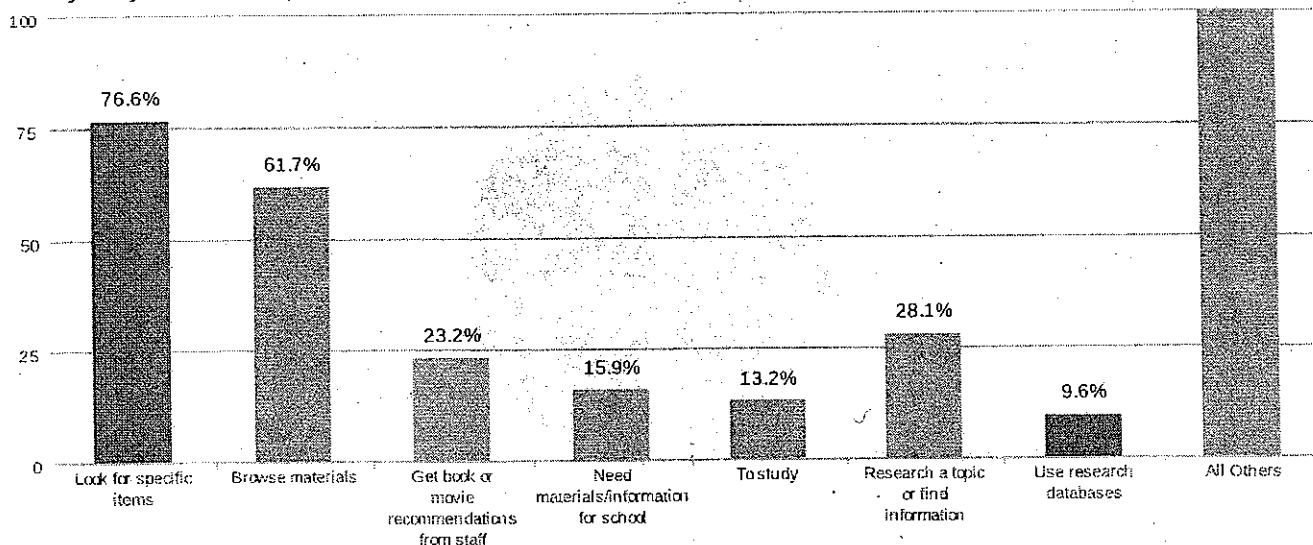


Statistics

| | | | |
|-------------------------------------|-------|--|-------|
| More than once a week | 20.3% | | 235 |
| Weekly | 25.9% | | 300 |
| Two or three times a month | 31.6% | | 365 |
| Once a month | 10.7% | | 124 |
| Two or three times every six months | 8.3% | | 96 |
| Once every six months | 2.2% | | 25 |
| Once per year | 0.8% | | 9 |
| Less than once per year | 0.3% | | 3 |
| Total | | | 1,157 |

Total Responses 1,157

6. Why do you or other people in your household usually go to the library? Please check all that apply.



Statistics

| | | |
|--|-------|-----|
| Look for specific items | 76.6% | 877 |
| Browse materials | 61.7% | 706 |
| Get book or movie recommendations from staff | 23.2% | 266 |
| Need materials/information for school | 15.9% | 182 |
| To study | 13.2% | 151 |
| Research a topic or find information | 28.1% | 322 |
| Use research databases | 9.6% | 110 |
| Need materials/information for my job/career | 8.0% | 92 |
| To work | 6.9% | 79 |
| Read a book | 22.0% | 252 |
| Read newspaper/magazine | 19.7% | 226 |
| Use the Internet computers | 12.8% | 147 |
| Use the Wi-Fi | 10.0% | 114 |
| Use software programs like Word | 2.5% | 29 |
| Attend a meeting | 13.6% | 156 |
| Meet with others to study or work on a project | 5.8% | 66 |
| Attend a program/class | 26.8% | 307 |
| Bring my children to a program/class | 9.1% | 104 |
| Bring my children to get materials | 15.0% | 172 |
| Use the Family Center with my children | 7.9% | 90 |

Total Responses 1,145

| | | |
|-------|------|-------|
| other | 9.3% | 107 |
| Total | | 1,145 |

| Responses "other" | Count |
|---|-------|
| Left Blank | 1132 |
| AARP Tax Preparation | 1 |
| As a pleasant, handicapped-accessible outing for my elderly parent. | 1 |
| Ask a librarian help with something | 1 |
| BOT + DVDs | 1 |
| Borrow books | 1 |
| Bring grandchildren | 1 |
| Bring grandchildren for books and school research | 1 |
| Buy used books | 1 |
| Canasta | 1 |
| Check out a book or DVD | 1 |
| Check out a book/magazine/music/movie | 1 |
| Check out books | 1 |
| Check out dbds | 1 |
| Check out movies | 1 |
| Get Movie | 1 |
| Get several books weekly | 1 |
| Great library with all you folks offer and thanks | 1 |
| Literacy DuPage tutoring | 1 |
| Making copies | 1 |
| NA | 1 |
| Pick up Holds | 1 |
| Pick up SWAN materials I requested. | 1 |
| Pick up held items | 1 |
| Pick up material I ordered online | 1 |
| Pick up requested items | 2 |
| Pick up reserved material | 1 |
| Pick up reserved materials | 1 |
| Pick up reserves | 1 |

| | |
|---|---|
| Print documents | 1 |
| Rent DVDs | 1 |
| Scan/ copy documents | 1 |
| See a movie | 1 |
| See and listen to interesting things like 3D printing and presentations like "Hummingbirds" | 1 |
| Take out books | 1 |
| Tax Forms | 1 |
| To find sheet music, book, or movie. | 1 |
| To pick up items I have reserved | 1 |
| To relax and have fun doing it!!! | 1 |
| To to take | 1 |
| Use fax or copier | 1 |
| Writing | 1 |
| bring grandchildren | 1 |
| bring my grandchildren | 1 |
| bring nieces and nephews to read and create art in activity room | 1 |
| buy boks | 1 |
| cafe | 1 |
| check out audio books | 1 |
| check out books | 4 |
| check out movies/PBS dvds | 1 |
| check out music | 1 |
| chess games Monday nights | 1 |
| community service | 1 |
| digitize home video | 1 |
| donate books | 1 |
| donation | 1 |
| download audiobooks | 1 |
| facebook | 1 |
| fax, copy, scan | 1 |
| grandchildren enjoy all the resources | 1 |
| hobby books | 1 |

| | |
|--|---|
| just to hang out at the library! | 1 |
| look for books to buy | 1 |
| love to read and look for books | 1 |
| music | 1 |
| movies | 1 |
| movies in conference room | 1 |
| pick up book we ordered | 1 |
| pick up books | 1 |
| pick up items ordered online | 1 |
| pick up materials requested online | 1 |
| pick up online reserved material | 1 |
| pick up ordered books | 1 |
| pick up reserved book | 1 |
| pickup a book on hold | 1 |
| pickup holds that have arrived | 1 |
| pick up requested materials | 1 |
| research | 1 |
| services | 1 |
| some time for myself | 1 |
| talk to friends | 1 |
| to check out books or cds | 1 |
| use computers | 1 |
| use swan | 1 |
| use the scanner | 2 |
| video | 1 |
| volunteer | 1 |
| volunteer opportunities | 1 |
| get about seven movies a week. When my granddaughter (10 yrs old) comes in from California she loves to spend time in the K&T department and brings things home. | 1 |

7. Please rate the following to describe your experiences when you visit the library.

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know | Responses |
|--|----------------|--------------|--------------|--------------|-------------------|--------------|-----------|
| Atmosphere of the building | 818 73.6% | 250 22.5% | 33 3.0% | 8 0.7% | 3 0.3% | 0 0.0% | 1,112 |
| Cleanliness | 854 77.1% | 230 20.8% | 21 1.9% | 0 0.0% | 1 0.1% | 1 0.1% | 1,107 |
| Comfortable furniture | 628 56.8% | 343 31.0% | 79 7.1% | 5 0.5% | 1 0.1% | 49 4.4% | 1,105 |
| Ease of finding place to work/study/read | 515 46.9% | 361 32.9% | 105 9.6% | 26 2.4% | 5 0.5% | 85 7.7% | 1,097 |
| Friendliness of staff | 842 76.2% | 230 20.8% | 24 2.2% | 6 0.5% | 2 0.2% | 1 0.1% | 1,107 |
| Assistance provided by staff | 868 77.5% | 204 18.4% | 36 3.2% | 1 0.1% | 3 0.3% | 5 0.5% | 1,109 |
| Availability of staff | 763 69.0% | 290 26.2% | 43 3.9% | 5 0.5% | 3 0.3% | 2 0.2% | 1,106 |
| Selection/assortment of materials for adults | 642 58.3% | 362 32.8% | 68 6.2% | 9 0.8% | 3 0.3% | 18 1.6% | 1,102 |
| Selection/assortment of materials for youth | 342 33.0% | 203 19.6% | 139 13.4% | 5 0.5% | 3 0.3% | 345 33.3% | 1,037 |
| Ease of finding items in the library | 509 46.2% | 458 41.6% | 103 9.4% | 13 1.2% | 6 0.5% | 12 1.1% | 1,101 |
| Library programs/classes for adults | 355 33.1% | 286 26.7% | 170 15.8% | 23 2.1% | 5 0.5% | 234 21.8% | 1,073 |
| Library programs/classes for youth | 218 21.2% | 160 15.6% | 172 16.7% | 10 1.0% | 1 0.1% | 466 45.4% | 1,027 |
| Internet computers/laptops | 291 27.6% | 226 21.4% | 174 16.5% | 11 1.0% | 5 0.5% | 347 32.9% | 1,054 |
| Meeting spaces | 269 25.5% | 259 24.5% | 179 17.0% | 14 1.3% | 2 0.2% | 332 31.5% | 1,055 |
| Space to work with others collaboratively | 228 21.9% | 196 18.9% | 206 19.8% | 13 1.3% | 5 0.5% | 391 37.6% | 1,039 |
| Parking | 475 43.1% | 462 42.0% | 116 10.5% | 32 2.9% | 9 0.8% | 7 0.6% | 1,101 |

8. If you selected "dissatisfied" or "very dissatisfied", would you explain why.

| Count | Response |
|-------|---|
| 1 | A lot of people use our library and I find parking somewhat limited |
| 1 | Always very crowded and must park far away with 2 young children. |
| 1 | Be nice to have more parking. |
| 1 | Did not choose either |
| 1 | Difficult to find a place to park |
| 1 | Do not use computer or meeting spaces. |
| 1 | Excess, unused, handicap spaces |
| 1 | Have not been able to attend concerts because parking lot was full. |
| 1 | I didn't find a lot of Disney classic youth movie selection |
| 1 | I feel that the library is noisy |
| 1 | I feel you lack computer classes |
| 1 | I have never had a problem finding a place to park |
| 1 | I like the meeting spaces that exist, but there aren't enough of them to accommodate all needs. |
| 1 | I only use adult material |
| 1 | I think the classes could offer more variety instead of basing on only one theme at a time. |
| 1 | I wish there were more classes geared towards 20-somethings, like Finances. |
| 1 | I've had trouble finding non-fiction books |
| 1 | It has been getting too noisy lately. |
| 1 | It is a pleasant visit and ease in finding reading material |
| 1 | It is impossible to answer these questions. There is something wrong with the way it is set up. |
| 1 | It would be great to have more areas for private group meetings |
| 1 | LIBRARY IS ALWAYS TOO LOUD! |
| 1 | More storytimes |
| 3 | N/A |
| 1 | N/A. |
| 2 | N/a |
| 1 | Na |
| 1 | Need more chairs and desk in the 1st floor. |
| 1 | Need more comfortable seating for reading, relaxing, etc. |
| 1 | Need more space to work 1 on 1 with others |

- 1 Need much more seating
- 1 Not enough internet computers, no microwave oven in cafe, no footrests by chairs.
- 1 Not enough parking, sometimes poorly shoveled in winter
- 1 Overcrowded, tough in bad weather.
- 1 Parking space not big enough
- 1 Prefer just dewey decimal system
- 1 Same people never leave computers for others.
- 1 Some books are in sections where they are not suppose to be
- 1 Sometimes I can't find a place to sit, sometimes the computers are full...
- 1 Sometimes there is no parking space.
- 1 Staff has always been extremely helpful and are Always upbeat and friendly
- 1 Teens are very loud in the teen lounge
- 1 The new system of finding things in groups is a little confusing. I prefer the old way
- 1 The staff here are exceptional
- 1 There are no adult programs that I am interested in.
- 1 There are not enough classes for adults in their 20's-30's
- 1 There are not enough private rooms.
- 1 There frequently are no available parking spaces for the disabled person.
- 1 There is no quiet place to study if you are not in a group
- 1 Timing for classes do not fit
- 1 VERYN SATISFIED the library staff is always willing and enthused about helping customers
- 1 Wooden chairs not very comfortable
- 1 Would like greater selection of books, movies in Spanish
- 1 areas of interest are not clear...maybe more signs or a hand out where to look?
- 1 bad parking lot placement
- 1 certain events very crowded
- 1 circulation desk staff unfriendly
- 1 did not meet needs
- 1 differences in opinion(**?)
- 1 employees park in spots close to library there 8 hours schoud park spots near high school
- 1 everything is good
- 1 for computers some people need it for work and the people on it are wasting time

- 1 handicapped parking not well thought out
- 1 hard to find books because the labels are not clear on the aisles
- 1 hard to find parking
- 1 inadequate selection of books
- 1 it is hard to get a pc and not enough rooms
- 1 loud talking & noisy childre
- 1 my only problem is with CD's I can't see the lower rows and can't access them
- 1 n.a.
- 1 n/a
- 1 na
- 1 need more handicapped spaces
- 1 no adult programs I find interesting
- 1 no parking
- 1 no space to park especially during a big event or concert
- 1 none
- 1 not dissatisfied
- 1 not enough "quiet" rooms
- 1 not enough "quiet" rooms or quiet spaces for study
- 1 not enough computers nor private seating spots
- 1 not enough parking spaces
- 1 not used
- 1 peak times can be tricky to find a space
- 1 people don't obey the rules in the parking lot
- 1 preferred when everything was shelved by Dewey numbers
- 1 so happy you have free parking..Oak Park and others charge
- 1 spaces full of adults
- 1 there have never been any programs I've been interested in.
- 1 there was no category for dissatisfied or very dissatisfied!
- 1 this a good thing...the parking lot is full!
- 1 too many books on witchcraft devils and inappropriate materail
- 1 very dissatisfied
- 1 working areas too crowdwed

- 1 it appears to me that most adult learning programs happen during the day. Also in the past when I wanted to get my kids help with the SAT test, it filled up quickly and space was not available.
- 1 all answers should be obvious as to why - particularly when it comes to your hardworking and friendly staff.
- 1 There is insufficient quiet study space. While working on my dissertation I ended up going to Hinsdale Public library because all of the study carrols and tables were full.
- 1 Not enough places just to read and very crowded around the computers. Not a very quiet atmosphere.
- 1 We want more audio books on CD The selection is old and limited. We use these as we drive to work. Please get more for adults.
- 1 Staff are very helpful. Always able to find answers to my questions. I love the atmosphere and comfort of this facility.
- 1 Classes are not well organized for families. Previous classes that would benefit families were eliminated. For example the independant 3 year old class was run at the same time as a baby class - with the elimination My second child can not attend the baby classes.
- 1 A little confusing finding adult items when some have numbers and some have categories; more meeting spaces/study rooms needed
- 1 Librarians haven't been very helpful in helping me search out research materials. Last time I was looking for something, the librarian, very confidently, told me that I would find the information I was looking for in a particular book. I ended up very frustrated, without answers.
- 1 For certain spaces to study collaboratively, I'd like there to be a bit more variety of secluded rooms available that provide a bit more privacy.
- 1 computers are so crammed you face intrusions of others' loud talking; too much radiation for the limited space so it gives me a headache; magazines shd not be at floor level!! really, it is obnoxious and difficult for any adult ! very poor planning--glad kids have more safety but adults shd not be treated as 2nd class citizens
- 1 I think there should be better classes for 20 year olds. I don't like the topics of the adult classes, and would love if I could participate in the teen programs.
- 1 There isn't enough of a selection in the children's section. I have to request almost all of our books and audio books from other libraries.
- 1 Often I have to order things from other libraries that should be at here. And often that process is VERY slow.
- 1 The library itself is very comfortable and clean - I would like to see the religious section expanded with newer editions
- 1 No one follows the parking rules. They enter where it says exit only. Please always parked in front and running in to the library leaving cars there. People running the crosswalks.
- 1 Organization by subject is probbaly better for browsing but not easy for catalog search. I had to use staff help on multiple occasions
- 1 On the lower floor there seems to be some working spaces, but not many, and they are often fully occupied. Also, I am a teen and I would enjoy more classes offered for people my age.
- 1 Too noisy. Visitors and staff talk loudly, patrons using cell phones all create an atmosphere that is not conducive to a library environment.
- 1 There is minimal space in the library that is quiet anymore. You offer one room and everyone piles in there - annoying habits come up, odors, etc. There is no where else to go though.
- 1 I had already stated that the parking lot north of the library is dangerous. Too many people enter the exit. Something should be done before an accident occurs
- 1 dissatisfied...usually there aren't enough copies of DVDs on current moives or Tv series and we haveto wait quite a while to get

them. (ex Homeland, 3rd season)

- 1 We donated over 500 Read once best sellers and were given a 2" receipt the books being in excellent condition and newer than the library had. They would appeal to the male population and i suggested they increase male participation by setting them up and advertising
- 1 often in the youth section there are not enough people to help answer questions, reserve materials, help find items. Sometimes have to wait quite a bit for help.
- 1 not enough tables and chairs in quiet location for reading. Also more group study rooms are needed.
- 1 Need more parking spaces at certain times. People go the wrong way into the first parking lot all the time. Better signage, please!
- 1 the adult classes I'm interested in are always full or are not offered in the evenings. I complete the waiting list for future classes and never hear back
- 1 sometimes during peak hours or days hard to find a parking spot and probably needs to park across the street or in other properties.
- 1 1)Materials for SENIORS lacking senior connection.Park district info not current. Count events never announced. 2)Seniors need our own daily web page with information. 3) some thngs are on too low shelves for seniors.
- 1 Have had difficulty finding parking space on a few occasions was late for the program attending. Seems that school uses parking lot in evening also. Have only seen 1 conference room.
- 1 It is sometimes very difficult to find parking. I don't mind when I come by myself, but when I come with my toddler granddaughters it is hard to park so far from the library.
- 1 adult classes are very limited specially computer classes. timings are not convenient for working people & are offered few & far in between.trying to register for them ia a nightmare
- 1 I do not like to use computers, because I need to look at the clock. Last time they disconnect my computer after 20 minutes. It is not enough time and stress that i need finish up quickly.
- 1 Would recommend a few close-in parking spaces dedicated to 15 minutes for those just running in just to pick up items on reserve. While some of us seniors do not have officiall handicapped licensing, walking may be problematic due to arthritic conditions, hip problems, etc.
- 1 I would like to see baby/toddler classes in the evening. Those that work during the day can not bring their children in if all classes are on weekday mornings.
- 1 I do not like the openess of the new library setup. The noise from the lobby and stairway is very annoying. Also sorting some of the diet books in the number system and some in the "fitness" section is ridiculous. It is a library not a "bookstore"!
- 1 Would love to have a "map" to the collection. Very annoying to have to ask staff for help to find where collection is located. When I have complained about this, I was told the collections are always moving so it isn't practical. Even a temporary map would be helpful and appreciated!
- 1 Quick meeting spaced with a table and four chairs would be great. online meeting space reservation too.
- 1 Making a silent room into a recording studio limited the quiet working space in the library. After school there is usually a crowd and a lot of noise, so it is hard to find somewhere quiet to work on a group project.
- 1 Hard to explain, but the openess of the upstairs children department seems to be more conducive for studying. Maybe it's the windows or the lighthing, but sadly when I look for a place to study independently in the lower level, it seems kind of... isolated. It's proven that even independent thinking thrives when peoples' brainwaves are able to bounce off of each other. Look at the space upstairs... more occurrences of that will happen.
- 1 Feel at least 1/2 the time adult title I am looking for is not available at IPPL and has to be sent from another library
- 1 Ease of finding items: SWAN IS TOO COMPLICATED, TOO "BUSY". If i search for a title, I just want to know where it is.

9. These are a variety of ways the library supports learning and information. Please answer the two questions listed for each.

Reference services on a wide variety of topics

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|-------|
| Yes | 1011 88.7% | 978 88.7% | 1765 |
| No | 100 9.9% | 9 0.9% | 109 |
| Neutral | 46 4.5% | 69 7.1% | 115 |
| Total | 1011 | 978 | 1989 |

Research databases that the library purchases

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|-------|
| Yes | 656 65.4% | 604 82.7% | 1460 |
| No | 255 25.4% | 21 2.2% | 276 |
| Neutral | 92 9.2% | 147 15.1% | 239 |
| Total | 1003 | 972 | 1975 |

Subject lists of websites recommended by librarians

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|-------|
| Yes | 450 45.5% | 667 69.4% | 1117 |
| No | 419 42.3% | 41 4.3% | 460 |
| Neutral | 121 12.2% | 253 26.3% | 374 |
| Total | 990 | 961 | 1951 |

Materials/programs for adults that assist with personal learning

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|-------|
| Yes | 812 82.3% | 715 73.4% | 1528 |
| No | 225 22.5% | 18 1.9% | 241 |
| Neutral | 76 7.7% | 107 11.1% | 183 |
| Total | 991 | 961 | 1952 |

Materials/programs targeted towards seniors

| | Are you aware of this service? | Is this service important to the community? | Total |
|-----|--------------------------------|---|-------|
| Yes | 672 | 850 | 77.5% |

| | | | |
|---------|--------------|--------------|--------------|
| | 67.5% | 87.7% | 1522 |
| No | 235 23.6% | 18 1.9% | 12.9% 253 |
| Neutral | 88 8.8% | 101 10.4% | 9.6% 189 |
| Total | 995 | 969 | 1964 |

Materials/programs that support early reading skills

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 599 61.8% | 825 86.9% | 74.2% 1424 |
| No | 247 25.5% | 22 2.3% | 14.0% 269 |
| Neutral | 124 12.8% | 102 10.7% | 11.8% 226 |
| Total | 970 | 949 | 1919 |

Materials/programs for children grades 1 - 6

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 645 66.6% | 816 86.6% | 76.5% 1461 |
| No | 170 17.5% | 12 1.3% | 9.5% 182 |
| Neutral | 154 15.9% | 114 12.1% | 14.0% 268 |
| Total | 969 | 942 | 1911 |

Materials/programs for teens

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 658 68.3% | 798 84.5% | 76.3% 1456 |
| No | 156 16.2% | 21 2.2% | 9.3% 177 |
| Neutral | 150 15.6% | 125 13.2% | 14.4% 275 |
| Total | 964 | 944 | 1908 |

Materials/programs that assist students with school needs

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 613 63.5% | 830 87.9% | 75.5% 1443 |
| No | 219 22.7% | 18 1.9% | 12.4% 237 |
| Neutral | 134 | 96 | 12.0% |

| | | | | |
|-------|-------|--|-------|------|
| | 13.9% | | 10.2% | 230 |
| Total | 966 | | 944 | 1910 |

Materials/services for non-English speakers

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 441 45.3% | 656 69.1% | 57.1% 1097 |
| No | 364 37.4% | 71 7.5% | 22.6% 435 |
| Neutral | 168 17.3% | 222 23.4% | 20.3% 390 |
| Total | 973 | 949 | 1922 |

Local history collection

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 431 44.3% | 682 72.0% | 58.0% 1113 |
| No | 429 44.1% | 39 4.1% | 24.4% 468 |
| Neutral | 112 11.5% | 226 23.9% | 17.6% 338 |
| Total | 972 | 947 | 1919 |

Consumer Research

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 584 60.4% | 760 80.5% | 70.3% 1344 |
| No | 319 33.0% | 32 3.4% | 18.4% 351 |
| Neutral | 64 6.6% | 152 16.1% | 11.3% 216 |
| Total | 967 | 944 | 1911 |

Trained staff provide book and movie recommendations

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 558 57.1% | 711 73.7% | 72.3% 1405 |
| No | 207 21.0% | 63 6.6% | 13.9% 270 |
| Neutral | 79 8.0% | 190 19.8% | 13.8% 269 |
| Total | 985 | 959 | 1944 |

10. Is there anything the library could do to improve these types of services?

Count Response

- 1 ?
- 1 A better ear for community projects
- 1 Add a movie section for older kids that has adult movies
- 1 Adult classes, more sessions per topic
- 1 Advertise more about the different services
- 1 Advertise them
- 1 Already doing a lot for the community
- 1 Already doing a great job!
- 1 Books in Spanish or children and adults
- 1 Bring back informative programs for families, such as reptile show or animal show.
- 1 Can't think of anything
- 1 Catalogue the DVD's
- 1 Classes could be longer and intuitive.
- 1 Classes, especially on computer programs and social media, more frequently and at different times
- 1 Community based services
- 1 Continue as is
- 1 Continue good work.
- 1 Create an App
- 1 Create awareness, promote services
- 1 Devote separate space in newsletter for each category
- 1 Dk
- 1 Doing great job!
- 1 Doing great job.
- 2 Don't know
- 1 Educate by advertising or word of mouth
- 1 Emphasis on making resources electronic and/or available online
- 1 Feature one of these services in your newsletter
- 1 From above, a better communication of resources available could be very helpful
- 1 Get the word out
- 1 Great library and staff are are very good

- 1 Great place, love it!
- 1 Have one on one help for health insurance needs for seniors.
- 1 I am not sure why the library rents DVD movies.
- 1 I am quite satisfied
- 1 I believe they are on top of things and always improving. Great library.
- 1 I can't think of any way the library could improve
- 1 I can't think of anything that the library doesn't already do.
- 1 I can't think of anything.
- 2 I don't know
- 1 I don't need any of these services
- 1 I like the electronic newsletters.
- 1 I think you are all doing a good job
- 1 I think our library is great!
- 1 I think the library does a great job. Could use more refernces on doctors if they exist.
- 1 I think the programs are great
- 1 I think they are fine
- 1 I think they do a fine job!
- 1 I think young children -before age six are too young to appreciate library services
- 1 I wish they would have programs more inthe morning than at 6 o 7 at night
- 1 I would like to see more computer class-Microsoft - in the evenings or weekends.
- 1 I'm not sure
- 1 I'm certain the staff is aware of what more could be done
- 1 I'm very happy with everything.
- 1 I'm very satisfied with the services offered.
- 1 IPPL is the best library around.
- 1 If possible, extend the hours of operation of the library.
- 1 Indian Prairie is one of the best staffed and helpfulin the area that I have visited
- 1 Joe and Mary are fantastic
- 1 Just continue as you are.
- 1 Just keep advertising them as you do
- 1 Just keep on doing the great job they are doing
- 1 Keep advertising them on your website and quarterly flyer.

- 1 Keep current as much as you can to stay in tune
- 1 Keep up the Great Work
- 1 Keep up the good work
- 1 Lexiles for children's books, organization of non-fiction/research materials by reading level
- 1 Listen to patrons feedback.
- 1 Make services and resources more widely known to the public
- 1 Make them known in newsletters or information handed out at the library.
- 1 Market the services somewhere in the library
- 1 Maybe advertise them more or put on website.
- 1 More advertising to the community
- 1 More early literacy books and materials in a special area.
- 1 More hands on programs that can be built upon
- 1 More online recommendations
- 1 More programs for older kids and teens.
- 1 More programs for older teens and better publicity of them
- 1 More science books
- 1 More technology services for helping seniors learn how to use the digital world
- 1 Movies in foreign languages arranged by foreign language before title
- 1 NO
- 1 Na
- 1 Need an Arduino class for adults.
- 1 Needs a wider variety of class times for working adults.
- 1 Neutral
- 13 No
- 1 No They are excellent. Keep the good work
- 1 No suggestions
- 1 No, I'm impressed by what you offer and provide to the community.
- 1 No, You are doing a great job
- 1 No, it is a great asset to the community.
- 1 No, just keep current.
- 1 No---you provide everything one could possibly need.
- 1 No.

- 1 No. I feel the staff has well balanced programs.
- 1 None
- 1 Nope
- 1 Not at thid time
- 1 Not off hand
- 1 Not really. I'm not aware because I don't need these services, but appreciate their value.
- 1 Not really. The level of availability and quality is very good to excellent.
- 1 Not really...the library is good as it is
- 1 Not sure
- 1 Not that I am aware of, at the moment.
- 1 Not that I can think of. Keep up the good work Thank you
- 2 Not that I know of
- 1 Not that I'm aware
- 2 Not to my knowledge
- 2 Nothing I can think of
- 1 Nothing at this time.
- 1 Nothing that I can think of.
- 1 Offer more programs for 3-5 year olds
- 1 Offer programs for young adults on current topics
- 1 Once again Perhaps a small booklet outlining the services for reference
- 1 Perhaps more information on these services disseminated in the library newsletter.
- 1 Please offer more iPad classes during the evenings. A summer book club would be nice.
- 1 Programs could be posted in the local newspaper.
- 1 Promote availability of services more clearly.
- 1 Promote services and programs through social media
- 1 Provide information related to progams at our museums.
- 1 Provide written instructions about e-books for those who can't come to a class.
- 1 Publicity in schools and senior centers/homes
- 1 Publicize these particular services more.
- 1 Reminders that these programs are available for use
- 1 Review your database selection
- 1 Satisfied with current sevices

- 1 Separate the newsletter items instead on just one list
- 1 Signage, special exhibits/displays from time to time.
- 1 Sometimes the staff is very busy and I don't want to bother them with questions.
- 1 Sometimes too noisy
- 1 Staff and all helpful/beneficial to all
- 1 Targeted email lists so I can sign up to receive certain types of event notifications
- 1 The library could print out paper for reading recommendation list
- 1 They are all very helpful, in my opinion
- 1 Varying times available throughout the week
- 1 Very satisfied with the services my husband and I are aware of
- 1 We need more advanced computer class.
- 1 Well, a card catalog and a research database could help.
- 1 Yes
- 1 Yes move the art display to the first floor
- 1 Yes, by adding staff
- 1 You offer so much and are doing a fantastic job.
- 1 all is good
- 1 announce them
- 1 atmosphere not friendly
- 1 better music collection
- 1 book drop for donations, need more space for people, need better programs for adults,
- 1 communicate these services better to community
- 1 currently excellent
- 1 do excellent job
- 1 doing a great job
- 1 don't know
- 1 don't know of any
- 1 dont know
- 1 expand library collection of materials/culture in Spanish
- 1 great services and assets - breadth and depth
- 1 great variety
- 1 have more computer programs at night

- 1 highlight in newsletter
- 1 hours after work and on wkend
- 1 hours could be longer
- 1 i am unaware of senior services and local history info where would i find this?
- 1 i guess there is always room for improvement
- 1 i think the info is great
- 1 i wasn't really to aware or some of this, but i never asked, either.
- 1 i'm ofyen
- 1 it's great now!
- 1 job search services
- 1 make people aware of all services-perhaps on bulletine board near check out desk.
- 1 make them more easy to see - like staff recommendations
- 1 maybe post in a central location
- 1 more advertising
- 1 more and newer movies
- 1 more children and babies classe, other than story time will be great
- 1 more classes to learn about technology
- 1 more communication about the programs
- 1 more computer classes - har d to get in
- 1 more computer weekend or evening classes
- 1 more computers
- 1 more labtops and ipad
- 1 more pc training for adults
- 1 more programs for children of working parents. most of the programs are during the day.not fair
- 1 more programs for kids/adults
- 2 more teen options
- 1 more travel programs for seniors
- 1 n/a
- 2 na
- 2 neutral
- 30 no
- 1 no - perfect

- 1 no comment
- 1 no pretty good as is
- 1 no, kids selection is great
- 1 no.
- 1 no.....love the library
- 1 none
- 1 none that I can think of at the moment
- 1 not an adult do not use this
- 1 not really
- 2 not sure
- 1 not that I am aware of
- 1 not that i can think of
- 1 nothing i can think of
- 1 offer Spanish books for adults and children
- 1 offer more tutoring
- 1 online instructions for using the computer system to find books
- 1 perhaps add staff to assist patrons
- 1 perhaps prominently display them
- 1 programs for evening hours. I can rarely attend ones during the day.
- 1 programs for seniors should not only be introductory in nature
- 1 programs for seniors should not only be on an introductory level
- 1 reduce tax burden
- 1 room for loud talking & noisy children
- 1 senior gatherings during the day
- 1 seriously....this page of the survey iis not user friendly...too time consuming!
- 1 sometimes the comuter area is a bit noisybut overall it is not a major problem
- 1 thye're doing a good job
- 1 times offered for some classes, no accessable if you work during the day.
- 1 to have evening computer learning classes for adults
- 1 to have more food
- 1 very satisfied with your services
- 1 you are doing a great job serving our diverse community.

1 you're excellent

1 The public library is an important bridge between parents/school-aged children and local educators. It would be of benefit to the community at large to emphasize the strength of this bridge.

1 I find the IPPL to be a remarkable resource in our community and a real bargain relative to the small amount of financial support it receives!!!

1 As much as they are publicized, perhaps more could be done to let the public know what is available in the library.

1 We are very new residents and are enjoying and just learning about all the services available. I think it is wonderful that they are available to us, and the staff has been very helpful and friendly.

1 Have better teen programs. My kids were never interested in what you offered. Take a teen survey to find out what they want and need.

1 More services for those who speak languages other than English/tutored groups to teach other languages.

1 The staff and board are doing an excellent job. I have no recommendations as I am completely satisfied with the staff and programs

1 Not that I am aware. Indian prairie has a very good reputation in the local area as well as neighboring communities.

1 with digital age and everyone could access all information via internet also would be useful to include training material via internet like the service of Lynda.com oother providers.

1 Need to be more connected to what's new and trending in the children teen and senior areas. Very outdated programs for these groups

1 We need some more national physical therapy examination books and more other examination books and guideline for community

1 There's always room for improvement, but I am extremely happy with the services we get. Thank you!

1 Your staff is so forwarding thinking that I'm sure they already have ideas on how to improve but I can't think of any.

1 The staff does such a great job already. I actualaly brag about IPPL to others. Like how many people have access to a 3-D printer?

1 I believe that English classes for non-English speaking people would be an asset to our community. I do not believe that funds should be used on materials/services for English speakers.

1 I would like to see more computer classes specifically FACEBOOK. They fill up so quickly that I haven't been able to get in.

1 No, I wish I had time to avail myself of more of the services. When I said "Neutral" I mean that I haven't needed to use those particular services.

1 Since I didn't know about so many of them, better awareness - maybe informal programs about them on a regular basis.

1 More publicity through social media like Twitter and Facebook. What you post on Facebook is great but you need to drive more traffic to your page so you can advertise your services more effectively. Maybe have people from the book clubs post on there or advertise it more on the free computers

1 have a "tween" reading list... books at higher level than Junior... but that do not include the difficult topics covered in teen books

1 I would like it if they had a class for intense research on family tree genealogy - look up past relatives

1 Seniors need 411 information. Library needs to supply them with information. Spnsored luncheons, nursing home in area of businesses in Darine if any are left. Need a Seior Center

1 Even though I am aware of many of these services, I don't use a lot of them. It is wonderful to see so many services offered to our community.

- 1 Make the adult classes available more in the evening or weekend for those of us who work during the week. o wor
- 1 I think the library does a wonderful job and I'm very satisfied with how things are now. wouldn't change a thing.
- 1 yes please offer more adult orinated services specially compter classes with Excel with evening hours
- 1 I would be nice if the library had a more updated versions of Hinsdale South's textbooks, especially for honors and AP classes.
- 1 ask local groups/associations if they have projects/problems that the library could help solve with assisted research or counseling.
- 1 when my family uses the services the staff is very knowledgeable and kind and provides excelletn service Thank you
- 1 Kids need more monitoring. Kids are loud and fooling around a lot. Inform patrons of whats available
- 1 Early childhood programs can fill up quickly. If they fill up, then more sessions should be offered.
- 1 I feel that the staff does everything right concerning these services. I REALLY like the displays near the front door alerting us to upcoming prgrams with related materials displayed. Maybe a few more of these 'displys' judiciously spread around the first floor?
- 1 The answers to Q6 are so obvious that this is less of a survey than a request for endorsement. No problem there - you have mine! As to this question, you folks have the imagination and ingenuity to keep improving! Keep up the good work.
- 1 More communication about what is available at the library. Maybe touch on two areas in each newsletter. I am a senior and would like more evening classes on learning the iPhone, iPad, etc..
- 1 Don't "switch" DVDs around in-transit because I won't have sex with somebody that looks like my father and "friends from Michigan" pretty awkwardly and literally(*?)
- 1 Just keep doing what you're doing. IPPL is an amazing library with fantastic staff. We are very fortunate to have access to such an amazing resource!
- 1 Although I have not used many of the services offered, all the above are important to many people I am sure.

11. Listed below are services the library provides relative to computers and technology. Please answer the two questions listed for each.

Internet computers

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 949 | 928 | 95.9% 1800 |
| No | 9 | 14 | 1.2% 23 |
| Neutral | 9 | 45 | 2.9% 54 |
| Total | 949 | 928 | 1877 |

Computers to use word processing and other software

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 1676 | 1676 | 89.8% 1676 |
| No | 81 | 19 | 5.4% 100 |
| Neutral | 28 | 62 | 4.8% 90 |
| Total | 942 | 924 | 1866 |

High speed Wi-Fi

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 1674 | 1674 | 89.9% 1674 |
| No | 86 | 16 | 5.5% 102 |
| Neutral | 23 | 64 | 4.7% 87 |
| Total | 942 | 921 | 1863 |

Classes on computer and technology topics

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 1696 | 1696 | 90.9% 1696 |
| No | 85 | 11 | 5.1% 96 |
| Neutral | 27 | 47 | 4.0% 74 |
| Total | 946 | 920 | 1866 |

Ebooks

| | Are you aware of this service? | Is this service important to the community? | Total |
|-----|--------------------------------|---|-------|
| Yes | 817 | 788 | 86.4% |

| | | | |
|---------|------------|--------------|-------------|
| | 87.2% | 85.7% | 1605 |
| No | 81 8.6% | 22 2.4% | 5.5% 103 |
| Neutral | 39 4.2% | 110 12.0% | 8.0% 149 |
| Total | 937 | 920 | 1857 |

Eaudio books

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 742 79.3% | 741 81.4% | 80.3% 1483 |
| No | 140 15.0% | 28 3.1% | 9.1% 168 |
| Neutral | 54 5.8% | 141 15.5% | 10.6% 195 |
| Total | 936 | 910 | 1846 |

Emagazines

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 621 66.8% | 642 70.6% | 68.7% 1263 |
| No | 244 26.3% | 59 6.5% | 16.5% 303 |
| Neutral | 64 6.9% | 208 22.9% | 14.8% 272 |
| Total | 929 | 909 | 1838 |

Streaming movies through Hoopla

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|--------------|
| Yes | 315 34.0% | 314 34.3% | 38.6% 704 |
| No | 311 33.6% | 170 18.6% | 36.2% 660 |
| Neutral | 89 9.6% | 111 12.1% | 25.2% 459 |
| Total | 925 | 898 | 1823 |

Streaming music through Hoopla

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|--------------|
| Yes | 261 28.4% | 365 41.0% | 34.6% 626 |
| No | 566 61.6% | 158 17.7% | 40.0% 724 |
| Neutral | 92 10.0% | 368 41.3% | 25.4% 460 |

| | | | |
|-------|-------|-------|------|
| | 10.0% | 41.3% | 460 |
| Total | 919 | 891 | 1810 |

Kindles and nooks with ebooks to check out

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 819 89.1% | 854 96.1% | 69.5% 1264 |
| No | 264 28.7% | 73 8.1% | 18.5% 337 |
| Neutral | 45 4.9% | 173 19.3% | 12.0% 218 |
| Total | 921 | 898 | 1819 |

Roku devices to check out to stream movies at home

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|--------------|
| Yes | 312 33.9% | 405 45.5% | 39.6% 717 |
| No | 525 57.0% | 139 15.6% | 36.6% 664 |
| Neutral | 84 9.1% | 347 38.9% | 23.8% 431 |
| Total | 921 | 891 | 1812 |

3D printer

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|---------------|
| Yes | 481 52.2% | 455 51.0% | 64.3% 1169 |
| No | 197 21.4% | 131 14.6% | 18.1% 328 |
| Neutral | 41 4.5% | 279 31.1% | 17.6% 320 |
| Total | 919 | 898 | 1817 |

Digital Media Lab to create video and sound productions

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|--------------|
| Yes | 267 29.0% | 531 58.9% | 43.8% 798 |
| No | 588 64.0% | 94 10.4% | 37.9% 690 |
| Neutral | 58 6.3% | 276 30.6% | 18.3% 334 |
| Total | 921 | 901 | 1822 |

Computer tutorials on the library's website

| | Are you aware of this service? | Is this service important to the community? | Total |
|--|--------------------------------|---|-------|
|--|--------------------------------|---|-------|

| | | | | |
|---------|--------------|--------------|-------|------|
| Yes | 402 43.2% | 757 83.8% | 63.2% | 1159 |
| No | 489 52.6% | 21 2.3% | 27.8% | 510 |
| Neutral | 39 4.2% | 125 13.8% | 8.9% | 164 |
| Total | 930 | 903 | | 1833 |

Self-paced tutorials for Office products

| | Are you aware of this service? | Is this service important to the community? | Total |
|---------|--------------------------------|---|--------------|
| Yes | 295 32.0% | 696 77.3% | 54.4% 991 |
| No | 577 62.6% | 35 3.9% | 33.6% 612 |
| Neutral | 49 5.3% | 169 18.8% | 12.0% 218 |
| Total | 921 | 900 | 1821 |

12. Is there anything the library could do to improve these types of services?

| Count | Response |
|-------|--|
| 1 | 3-5 year old services |
| 1 | ? |
| 1 | A better selection of magazines might help me change my mind about the e magazines |
| 1 | Add more computer and Kindles |
| 1 | Advertise the e-books and streaming better |
| 1 | All good |
| 1 | Better promotion? |
| 1 | Cannot think of anything. |
| 1 | Charts to show the available services |
| 1 | Create awareness |
| 1 | Cut back too many |
| 1 | Didn't know you had a digital media lab. Classes for creative kids otherwise unexposed? |
| 1 | Dk |
| 1 | Do not use computers |
| 1 | Doing Great! |
| 1 | Don't know |
| 1 | Don't understand the waiting period for an ebook...enlighten me! |
| 1 | Emphasis on increasing technological literacy |
| 1 | Explain what ROKU and Eaudio books are. You have to know what something is in order to use it. |
| 1 | For the digital media lab to provide soundproofing |
| 1 | Get the word out via newsletters etc. |
| 1 | Great job already done. |
| 1 | Great resources! |
| 1 | Have more classes for those of us who are not tech savvy |
| 1 | Have more computer specialty classes. |
| 1 | Have more computer training programs |
| 1 | Having all the books in a series. |
| 1 | Highlight in newsletter! |
| 1 | Hoopla only has old movies. |
| 1 | How to stream TV shows class. What are rules to follow? |

- 1 I am not sure of the value of streaming movies or Roku devices.
- 1 I am satisfied with the great services we have!
- 1 I can't think of anything.
- 1 I didn't know all these things exist.
- 1 I don't know
- 1 I don't know. I only know what is available now
- 1 I don't know enough about them
- 1 I have been very pleased with the services that I use in this section.
- 1 I think Indian Prairie Library is excellent
- 1 I think that the library is doing everything just fine.
- 1 I truly enjoy the library programs that are available
- 1 I will explore thee items above that I had not known about.
- 1 I've had nothing but trouble downloading ebooks, so have given up.
- 1 Increase awareness of programs
- 1 Increase awareness, depending on cost and value
- 1 Increase number of eaudio books
- 1 Is there anything left to make better?
- 1 It is a great library and seems everyone does a great job for us Darien folks.
- 1 It would be nice if some of the Microsoft office classes were held during the evening
- 1 Keep equipment in working order all of the time
- 1 Librarian available for quick lesson on downloading books, using the Roku etc.
- 1 Love the ebooks, wish there was a larger selection available.
- 1 Make nook/kindle easier to use from a check out procedure
- 1 Make sure you include tablets and Apps
- 1 Make the public more aware of availability
- 1 Make them more visible
- 1 Make them more well known.
- 1 Make us more aware of your offerings.
- 1 Market the services in the library
- 1 Maybe explain how a 3D printer works
- 1 Mention how to reach online tutorials in your newsletter.
- 1 More advertising so we know how to access (and that the service exists)

- 1 More computer classes for seniors
- 1 More computer classes/repeat
- 1 More computer tutorials
- 1 More ebook selections
- 1 More hands on programs that can be built upon
- 1 More people roams to answer questions when needed.
- 1 More prominent signage or information about these services
- 1 More publicity
- 1 More senior programs
- 1 More, more, more ebooks and eaudio books.
- 1 N/A
- 1 N/a
- 1 Neutral
- 1 New one of these services in the newsletter and/or your emailing "newsletter."
- 18 No
- 1 No idea we had so much !
- 1 No suggestions
- 1 No, everything is highly satisfied.
- 1 No, they are doing great.
- 1 No---you have it all.
- 1 No.
- 1 No. I think everything is quite fine
- 1 Nope
- 1 Not from my perspective
- 1 Not relaly. They are fairly comprehensive
- 2 Not sure
- 1 Not that I'm aware
- 1 Not to my knowledge.
- 1 Nothing I can think of.
- 1 Offer assistance with them
- 1 Offer excersize and nutrition classes.
- 1 Offer more classes

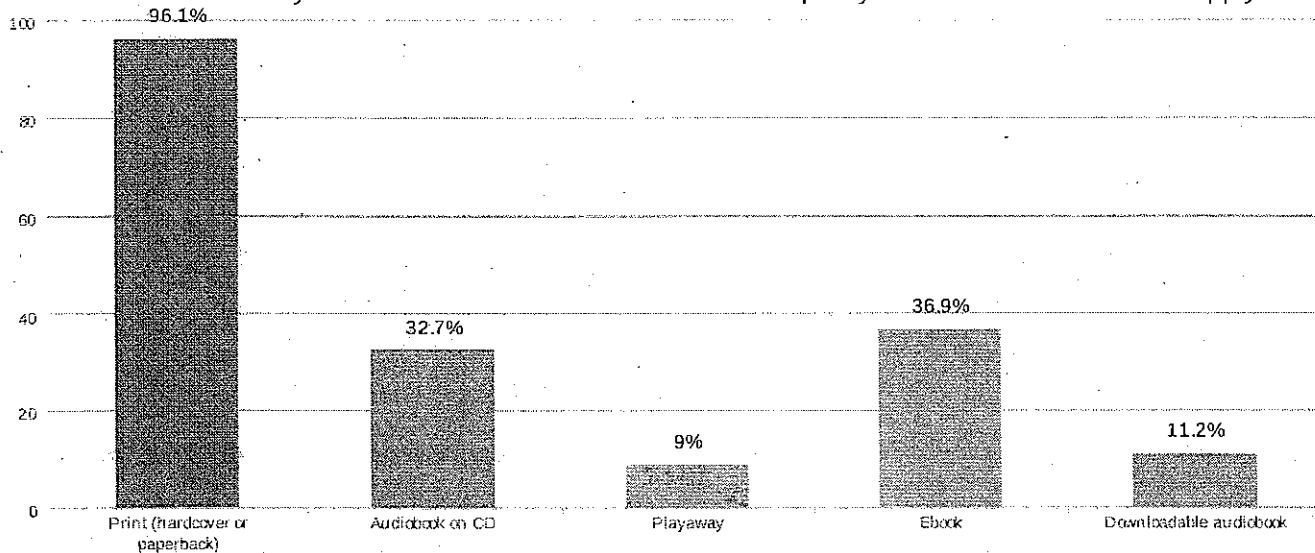
- 1 People are unaware of how much the library provides with their tax dollars.
- 1 Probably
- 1 Promote their use.
- 1 Publicize their availability. Never even heard of some of these services.
- 1 Put Chairs by Overdrive computer.
- 1 See my comment on Q7!
- 1 See previous answer - more marketing.
- 1 Seems like you have the computer part down
- 1 Since monies are always an issue...perhaps cut these se4vices???
- 1 Spread the word!
- 1 Stop being angry at me.
- 1 Technology at library is great
- 1 The library does a stellar job as it is. More e books would be wonderful.
- 1 The staff is doing a great job!
- 1 The technology is exceptional. Continued services should be based on usage and cost.
- 1 There is always room for improvement
- 1 This is too cumbersome to respond to quickly, put in another format
- 1 Well, the librarians could be more informative about new technology.
- 1 Yes, make others be aware of all programs thru emails
- 1 You do a great job!
- 1 all well done as far as I can see
- 1 build awareness of services
- 1 continue to progress technically
- 1 don't know
- 1 don't know of anything
- 1 dont know
- 1 evening classes for computer learning
- 1 help people understand how hoopla works
- 1 i do not use these services
- 1 i don' t know
- 1 i wish i knew about all of these options
- 1 inform the people

- 1 larger library of ebooks
- 1 make people more aware of their existence and how to access
- 1 make services known
- 1 more adult job training
- 1 more advertisement of their existence
- 1 more chairs that are comfortable
- 1 more classes on Excel spreadsheets--I haven't seen these type of classes
- 1 more frequent computer technology classes with evening hours&convenient registration
- 1 more frequent on-site tutorials for using new services
- 1 more hours outside of work hrs and on wk ends
- 1 more propaganda?
- 1 more selection
- 1 more services for seniors
- 1 more training for community and letting the public be more aware of services
- 1 more visibility of their existence thru mention in e-letter
- 2 na
- 2 neutral
- 1 new things are always good
- 36 no
- 1 no there are frendly caring and help you a lot
- 1 no, doing very well now
- 1 no, these are awesome.
- 1 no.
- 2 none
- 1 none that I can come up with at this point
- 1 not really
- 1 not really sure
- 2 not sure
- 1 not that I can think of
- 1 not that i can think of
- 1 not to my knowledge
- 1 offer more classes

- 1 perfect and please see previous comment to add here.
- 1 perhaps have demos in the lobby so more people are aware
- 1 promote more
- 1 provide more info to new members
- 1 put out pamphlets listing all options available to patrons
- 1 reduce tax burden
- 1 somehow get the word out.
- 1 sometimes
- 1 still doing a good job here
- 1 they are doing a fine job
- 1 times offered for computer classes
- 1 to have better quality of DVDs. some are way old and scratched
- 1 we do not have a coputer at home so this is extremely valuable to us
- 1 we don't use any of these services
- 1 yes
- 1 Love the digital ebooks and hoopla and music and magazines. Use them all the time. Just wish we could keep ebooks longer.
- 1 amazing services I am totally unaware of. There must be a better way of communicating the availability of these svcs. library needs more computers.
- 1 Yes have a much broader and newer selection of CD audio books. Cannot use Playaways while driving to and from work as I need to hear traffi.
- 1 Please get back into the regular book business, and leave the e-books for people to purchase on their own.
- 1 Create a "suggestion box". Often people can't reach a specific person to ask about something or to inform the library about something which needs to be addressed.
- 1 Make sure website makes mention of all computer related services and is in format to access and learn about.
- 1 Since I work, it is hard to schedule these classes into my week. More weekend programs might help.
- 1 Make the digital process easier??? Currently it is verytime consuming/difficult to go through the e-services you offer. Many error messages.
- 1 I was not aware you offered some of them but then maybe because I was not looking for certain items
- 1 .Make people more aware of services and offer training and education about what they are and their benefits.
- 1 more classes, nights and weekends, I don't know a lot of the newer programs, and it would help in finding a job if I had updated skills
- 1 I don't even know what some of them are. Hoopla,etc. need more info through the newsletter. I can't look for it if I don't know about it.
- 1 I feel great every day I come here. The staff is great. The environment created here is top notch. I love it. This is a great place for adults and youngsters. I love it.

- 1 The seating could be much more comfortable for the time people typically sit in them. They're a bit torturous.
- 1 An arrangement for practice time with the instructors available after initial class is taught to gain experience working with the newly learned software.
- 1 the 3-D printer is prominently displayed. Where are we supposed to learn that you offer awesome tech services for adults and students. I am there 3-4 times a month and didn't know about many of those listed above. Sending a newsletter once a month apparently is not enough!
- 1 when we check out at the station I wish the librarian would remind that there is a special program going on so I could put my name on the list.
- 1 They are doing very well. More than I need at the moment. They are keeping up with resident's needs.
- 1 Wasn't aware of some of the newer additions to these services but applaud your proactive additions.
- 1 Wanted to clarify that I put neutral for community need for the 3D printer because I am not aware of community need for it, but I find it really neat and like to watch it print when I come in.
- 1 Since I come weekly without fail, and did not know these existed maybe more publicity on these services would be helpful. A handout or section on the website? (Maybe these exist and I am unaware)
- 1 Sometimes they are difficult to use from home. Too many reasons for this to happen, but not sure if the library can do anything about it.
- 1 sounds like the library is doing a good job, I need to look into kindle books lending, will check out tutorials on how that's done
- 1 I'm not aware of some of these services and I don't know how I can use them i.e. Roku and Hoopla. Could you use the newsletter to explain?
- 1 My MediaMall has a wider selection of e-products than the source your library uses. Also would like a music source such as Freegal.
- 1 I would like to see more classes on Facebook and computer classes. They fill up so quickly that I can't get registered for them. I'm particularly interested in the Facebook class.
- 1 I would like to see more computer technology classes offered. Esp. Facebook. Class filled up within a couple of hours and I couldn't get in.
- 1 I feel that the staff is very helpful with all of these services. It is important to offer these for people to try or for people in the community who cannot afford to purchase these items.
- 1 Have classes to show how to take advantage of these services. Also publicize what streaming materials are available. Have library workers demonstrate what new devices are and how to use them.

13. Which formats have you used to read or listen to a book in the past year? Please select all that apply.



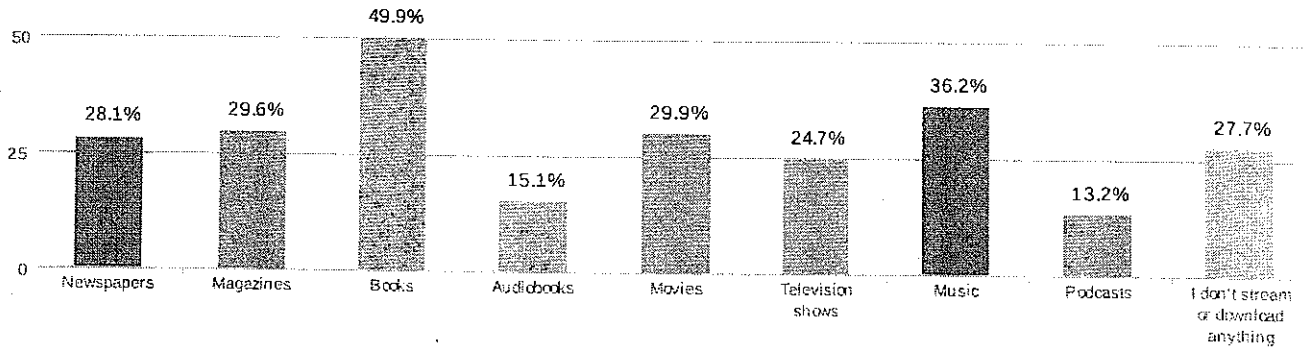
Statistics

| | | | | | |
|--------------------------------|-------|--|-----|-----------------|-----|
| Print (hardcover or paperback) | 96.1% | | 925 | Total Responses | 963 |
| Audiobook on CD | 32.7% | | 315 | | |
| Playaway | 9.0% | | 87 | | |
| Ebook | 36.9% | | 355 | | |
| Downloadable audiobook | 11.2% | | 108 | | |
| Total | | | 963 | | |

14. What do you read, download or stream on your computer or mobile device? Please select all that apply.

100

75

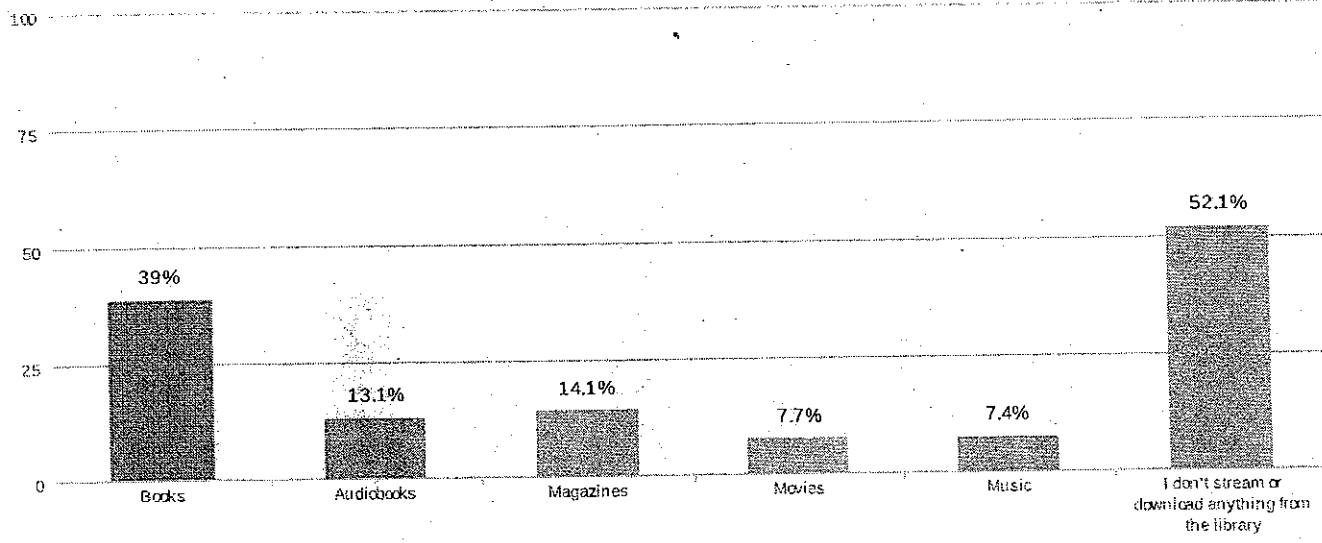


Statistics

Total Responses 971

| | | | |
|-------------------------------------|-------|--|-----|
| Newspapers | 28.1% | | 273 |
| Magazines | 29.6% | | 287 |
| Books | 49.9% | | 484 |
| Audiobooks | 15.1% | | 147 |
| Movies | 29.9% | | 290 |
| Television shows | 24.7% | | 240 |
| Music | 36.2% | | 351 |
| Podcasts | 13.2% | | 128 |
| I don't stream or download anything | 27.7% | | 269 |
| Total | | | 971 |

15. Which of the following have you downloaded or streamed from the library? Please select all that apply.



| | | | | Statistics | |
|--|-------|-------|-----|-----------------|-----|
| Books | 39.0% | | 270 | Total Responses | 693 |
| Audiobooks | 13.1% | | 91 | | |
| Magazines | 14.1% | | 98 | | |
| Movies | 7.7% | | 53 | | |
| Music | 7.4% | | 51 | | |
| I don't stream or download anything from the library | 52.1% | | 361 | | |
| | | Total | 693 | | |

16. Why don't you download ebooks from the library?

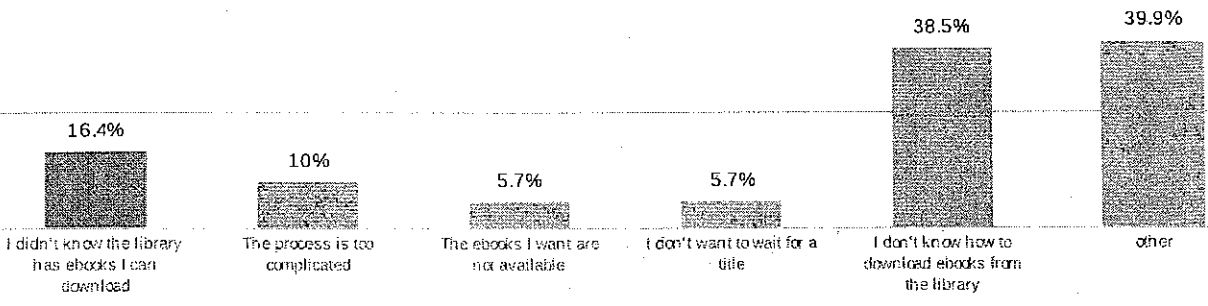
100

75

50

25

0



Statistics

| Reason | Percentage | Count | Total Responses | Total Count |
|--|------------|------------|-----------------|-------------|
| I didn't know the library has ebooks I can download | 16.4% | 69 | Total Responses | 421 |
| The process is too complicated | 10.0% | 42 | | |
| The ebooks I want are not available | 5.7% | 24 | | |
| I don't want to wait for a title | 5.7% | 24 | | |
| I don't know how to download ebooks from the library | 38.5% | 162 | | |
| other | 39.9% | 168 | | |
| Total | | 421 | | |

Responses "other"

Count

| | |
|--|------|
| Left Blank | 1074 |
| ? | 1 |
| Access books via Amazon and get hard cover from library. | 1 |
| Doesn't usually occur to me as the first option | 1 |
| Don't know how. New to community | 1 |
| Don't need to | 1 |
| Don't read too many books | 1 |
| Easier to listen to the audio book when driving | 1 |
| Have never tried it | 1 |
| Have not yet explored this area. | 1 |
| Haven't gotten over to the library to get a card and learn how to download from them | 1 |
| Haven't taken the time to learn | 1 |

| | |
|--|---|
| I actually prefer physical books | 1 |
| I am not interested in ebooks | 1 |
| I am not looking for ebooks | 1 |
| I check out actual books | 1 |
| I didn't feel the need | 1 |
| I do not enjoy reading on electronic devices. | 1 |
| I do not like to read ebooks | 1 |
| I do not need now | 1 |
| I do not own a kindle | 1 |
| I do not read e books often | 1 |
| I do this from my home. | 1 |
| I don't have a device to use for this purpose | 1 |
| I don't have a kindle or a nook and I don't want to read a book on my computer or on my phone. | 1 |
| I don't have a tablet reader | 1 |
| I don't have a valid card anymore. | 1 |
| I don't have an ereader | 1 |
| I don't have electronic device | 1 |
| I don't have time | 1 |
| I don't have wireless at home | 1 |
| I don't like reading books electronically. | 1 |
| I don't like reading books on my tablet | 1 |
| I don't like to read from an electronic device | 1 |
| I don't own equipment + cannot afford | 1 |
| I fall asleep. | 1 |
| I have Netflix | 1 |
| I have a 3G e reader | 1 |
| I have a display screen to read at home. | 1 |
| I have no interest in the options offered in this question | 1 |
| I have other resources. | 1 |
| I have other sources | 1 |
| I have tried and failed numerous times | 1 |
| I have two ereaders and don't like either one | 1 |

- I haven't had the time. 1
- I haven't had time to learn how yet. 1
- I haven't loaded the software on my tablet yet. 1
- I just don't use that method. 1
- I just like books! 1
- I just prefer reading actual books 1
- I like books I can hold 1
- I like paper books 1
- I like regular classic books. Ebooks are not like regular book to me. 1
- I like the feel of flipping pages in a paper book! 1
- I like the feel of the actual books 1
- I like the feeling of holding, and flipping (manually) through pages when I read. 1
- I like the feeling of paper books and turning pages 1
- I like to hold a book 1
- I like to hold a book. 1
- I like to read a book in my hands and not online 1
- I like to read books that are printed. 1
- I like to read the old fashioned way 1
- I like to read hardcopy 1
- I prefer actual books 1
- I prefer books. 1
- I prefer hardcopy books. 1
- I prefer hardcover over ebooks 1
- I prefer holding a book in the hand. 1
- I prefer paper copies of my books. 1
- I prefer physical copies 1
- I prefer physical copies of books over electronic ones 1
- I prefer reading physical books 1
- I prefer real books 1
- I prefer the printed copies 1
- I prefer to listen 1
- I prefer to read from a physical book 1

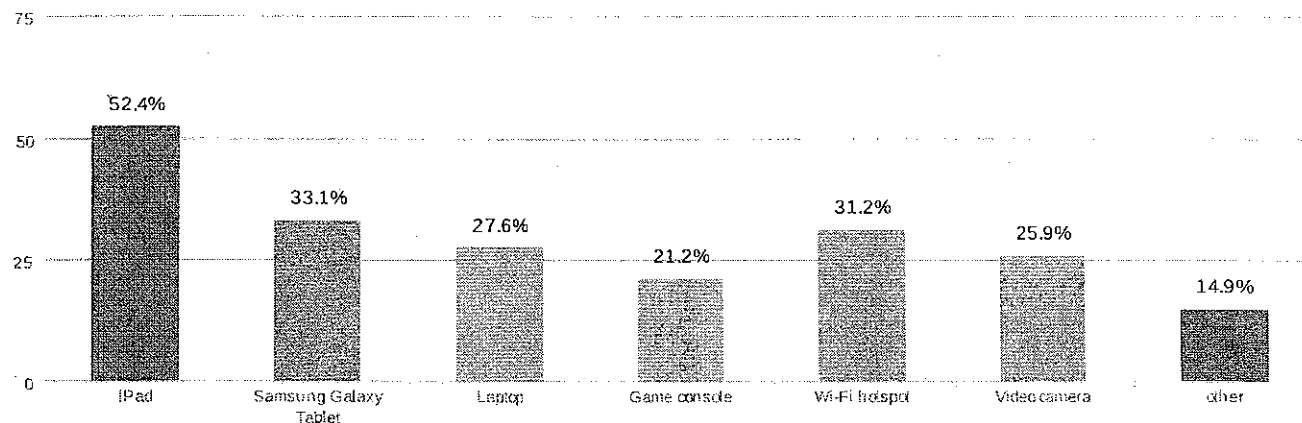
| | |
|---|---|
| I rememeber reading they were getting them | 1 |
| I still prefer to read a printed book | 1 |
| I think I would definitely do it more often once I learn how! | 1 |
| I tried it, but due to the way my kindle is set up, I was unsuccessful. | 1 |
| I use my KindleFire. | 1 |
| I want to read the hardcopy | 1 |
| Just haven't done it yet | 1 |
| Just haven't gotten the chance. Should try in the future. | 1 |
| Kindle and iBooks are much quicker and easier, plus I don't have time limits. | 1 |
| Never got around to trying it. How do you do it? | 1 |
| No time | 1 |
| No time :) | 1 |
| Not interested | 2 |
| Not interested in doing so | 1 |
| Prefer "real" books | 1 |
| Prefer books | 1 |
| Prefer books for reading | 1 |
| Prefer books. | 1 |
| Prefer hardcopy. | 1 |
| Prefer physical books | 1 |
| Prefer print books. | 1 |
| Prefer real books | 1 |
| You can just find PDFs of books online | 1 |
| alternate sources | 1 |
| didnt know that | 1 |
| do not own tablet, laptop, computer or smart phone | 1 |
| do not want to read from my iPad | 1 |
| don't have a reader device | 1 |
| don't have a reader; like to hold a book!! | 1 |
| don't know if graphic novels are available | 1 |
| don't use | 1 |
| good question/ no answer | 1 |

| | |
|---|---|
| have a kindle, no need to | 1 |
| have kindle | 1 |
| haven't had the time yet | 1 |
| haven't needed to do so | 1 |
| haven't used ebooks | 1 |
| i do | 1 |
| i do it from home | 1 |
| i don't have a tablet | 1 |
| i dont use ebooks | 1 |
| i like books | 1 |
| i love reading paper books and magazines. it makes me use other parts of brain than screens | 1 |
| just did not think of it | 1 |
| just dont | 1 |
| just have not tried it yet.. but will | 1 |
| like books | 1 |
| live near Westmont library | 1 |
| my kindle is older and not viable | 1 |
| never thought to | 1 |
| no computer | 1 |
| no library card | 1 |
| no need to use ipad. Take hard cover everywhere. Don't need to change. | 1 |
| no reason | 1 |
| nonresident | 1 |
| not enough time when the library is open | 1 |
| not important | 1 |
| not interested | 5 |
| not interested in ebooks | 1 |
| prefer hard copy | 1 |
| prefer books | 1 |
| prefer hard copies | 1 |
| prefer hard coprs | 1 |
| prefer to do it at home | 1 |

| | |
|---|---|
| rarely use ebooks | 1 |
| time constraints-traveling | 1 |
| use other companies, not Roku. | 1 |
| would prefer hard copy | 1 |
| I am not really a great fan of computer tech. I know it's the now generation but I like the old ways (sorry, that's just me) | 1 |
| I am happier with a print book, but my husband downloads books. I have read in that format but I don't really like it. | 1 |
| I prefer to relax with a print book or other print publications away from technology. I'm too traditional, I suppose, but that's my preference. | 1 |

17. If the library was able to provide the following, would you be interested in checking out any of these items?

100



Statistics

| | | | | |
|-----------------------|-------|-----|-----------------|------|
| iPad | 52.4% | 306 | Total Responses | 584 |
| Samsung Galaxy Tablet | 33.1% | 193 | Sum | 35.0 |
| Laptop | 27.6% | 161 | Average | 0.1 |
| Game console | 21.2% | 124 | Max | 35.0 |
| Wi-Fi hotspot | 31.2% | 182 | | |
| Video camera | 25.9% | 151 | | |
| other | 14.9% | 87 | | |
| Total | | 584 | | |

Responses "other"

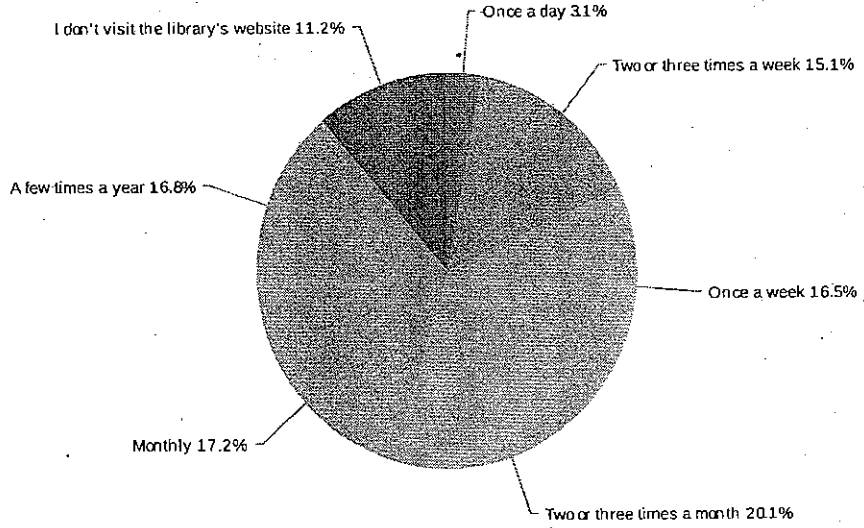
Count

| | |
|---|------|
| Left Blank | 1143 |
| 35mm digital camera and ipod to try before purchasing | 1 |
| ? | 1 |
| A projector for presentations | 1 |
| Computer classes | 1 |
| DVD player | 1 |
| Have those needed at home. | 1 |
| I don't know what a Wi-Fi hotspot is. Sorry. | 1 |
| I have a laptop and that's all I use | 1 |
| I have several items listed already, but is is nice to offer them. | 1 |
| I would be extremely reluctant to check these items out due to liability issues | 1 |

| | |
|--|---|
| I'm not sure | 1 |
| It would probably burden the library with extra expences. | 1 |
| Museum Passes | 1 |
| NO | 2 |
| New stuff is always interesting | 1 |
| Nexus device | 1 |
| No | 3 |
| No, I wouldn't check-out any of these . | 1 |
| No, have what I need | 1 |
| None | 3 |
| None of the above | 2 |
| None of the above. | 1 |
| Not interested | 1 |
| Not intersted. We have all of those. | 1 |
| Not really | 1 |
| Not sure how desirable this would be. | 1 |
| Portable hard drive | 1 |
| Projector/screen | 1 |
| VCR copy to DVD machine (need help to keep family wedding videos etc.) | 1 |
| Windows Tablet | 1 |
| above to learn about more tech | 1 |
| bad question and incorrect grammar | 1 |
| can't read on device | 1 |
| digital SLR camera | 1 |
| everthing | 1 |
| flying drone that can carry a camera (cost \$200 usually) | 1 |
| i have all i need now | 1 |
| kindle for ebooks | 1 |
| leap pads for kids | 1 |
| leap tv for kids | 1 |
| mic/sound equipment | 1 |
| neutral | 1 |

| | |
|--|---|
| no | 5 |
| no to all | 1 |
| none | 6 |
| none of the above | 1 |
| not interested | 2 |
| nothing | 1 |
| nothing above interests me | 1 |
| npne | 1 |
| phones | 1 |
| printer | 1 |
| printers | 1 |
| probably any other electronic dvce | 1 |
| probably not | 1 |
| projector for computer | 1 |
| software such as cad, photoshop, coreldraw | 1 |
| some libraries are offering tools | 1 |
| special statistical programs like SAS | 1 |
| too hard | 1 |
| Not really. But I guess it will benefit the community at large. Not everyone is able to afford these gadgets, let alone know how to use them. | 1 |
| a recent Tribune article indicated that a north suburban library started having ukeleles for check-out. I think this would be a great idea and maybe other easy-to-play folk instruments like a dulcimer or possibly autoharps (a little pricey though) along with music classes and self instrucional materials. | 1 |
| I have everything I need at home and always available. Would rather not borrow them for a limited time. | 1 |
| My family has the economic means to provide these for me privately. However, they are still valuable to the community (excluding gaming consoles) | 1 |
| i don't know how to use these things but it would be a good idea if people could check them out who know how to use the equipment. | 1 |
| Leap Frog Leap Reader with access to educational games for early childhood - middle school (reading, math) | 1 |

18. On average, how often do you visit the library's website?



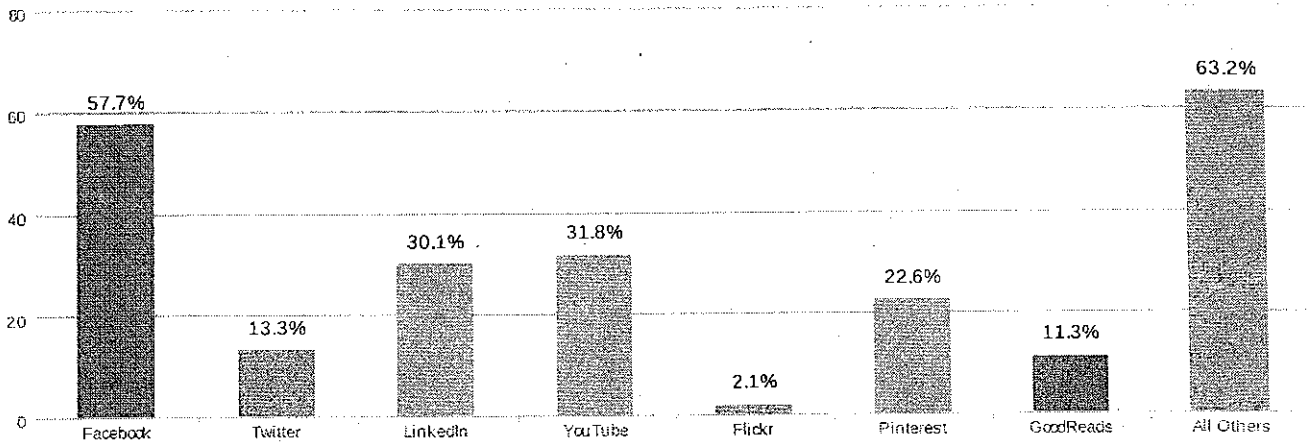
| | | | |
|-------------------------------------|-------|--|-----|
| Once a day | 3.1% | | 30 |
| Two or three times a week | 15.1% | | 148 |
| Once a week | 16.5% | | 162 |
| Two or three times a month | 20.1% | | 197 |
| Monthly | 17.2% | | 169 |
| A few times a year | 16.8% | | 165 |
| I don't visit the library's website | 11.2% | | 110 |
| Total | | | 981 |

Statistics

Total Responses 981

19. Which of the following social networking sites are you active on? Please select all that apply.

100



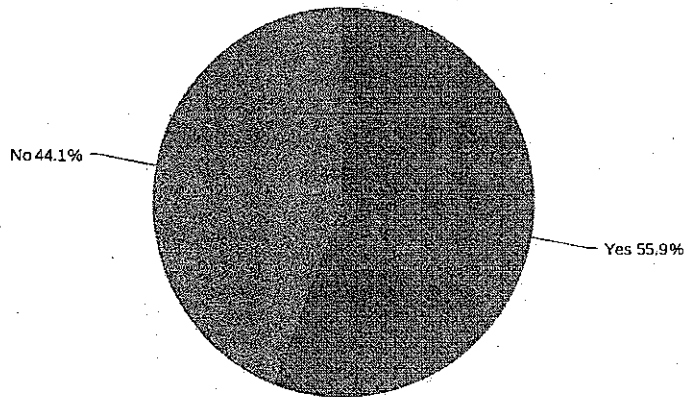
Statistics



| | | | | | |
|--------------------------------|-------|--|------------|-----------------|-----|
| Facebook | 57.7% | | 548 | Total Responses | 949 |
| Twitter | 13.3% | | 126 | | |
| LinkedIn | 30.1% | | 286 | | |
| YouTube | 31.8% | | 302 | | |
| Flickr | 2.1% | | 20 | | |
| Pinterest | 22.6% | | 214 | | |
| GoodReads | 11.3% | | 107 | | |
| Instagram | 9.2% | | 87 | | |
| Google+ | 22.3% | | 212 | | |
| Tumblr | 3.2% | | 30 | | |
| Vine | 2.0% | | 19 | | |
| I don't use social media sites | 26.5% | | 251 | | |
| Total | | | 949 | | |

20. Are you aware of the library's social media sites?

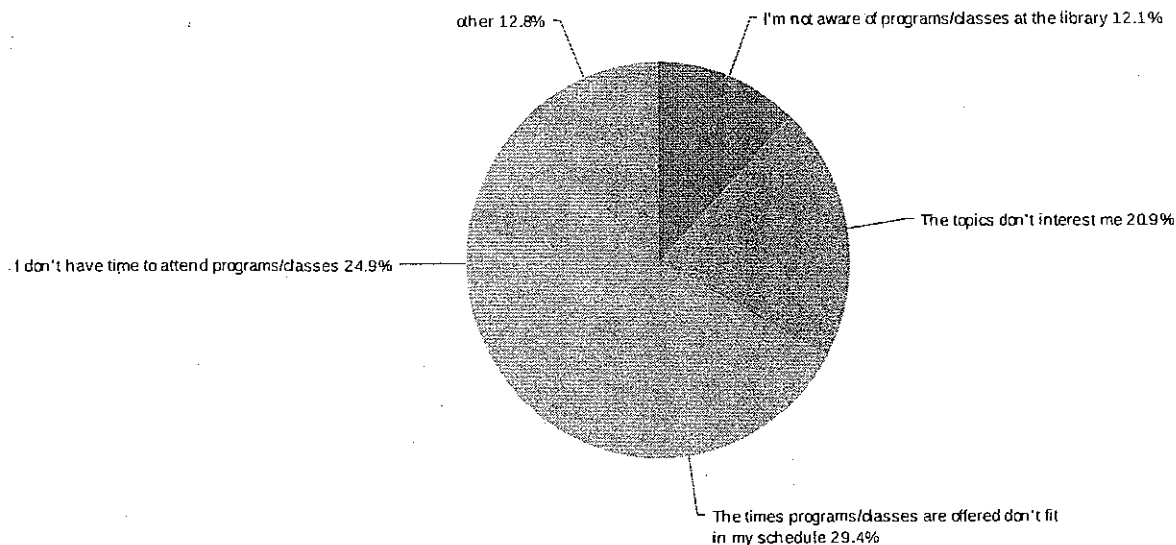
| | Yes | No | Responses |
|-----------|--------------|--------------|-----------|
| Facebook | 426 45.5% | 514 54.9% | 937 |
| Twitter | 213 24.1% | 669 75.9% | 882 |
| LinkedIn | 129 14.8% | 740 85.2% | 869 |
| YouTube | 144 16.6% | 728 83.7% | 870 |
| Flickr | 80 9.4% | 775 90.6% | 855 |
| Pinterest | 97 11.3% | 764 88.7% | 861 |
| GoodReads | 146 17.0% | 713 83.1% | 858 |

21. Do you or members of your household attend programs/classes at the library?



| | | | Statistics | |
|-------|-------|---|------------|---------------------|
| Yes | 55.9% |  | 550 | Total Responses 984 |
| No | 44.1% |  | 434 | |
| Total | | | 984 | |

22. Why don't you attend programs/classes at the library?



Statistics

| Reason | Percentage | Count |
|---|------------|------------|
| I'm not aware of programs/classes at the library | 12.1% | 51 |
| The topics don't interest me | 20.9% | 88 |
| The times programs/classes are offered don't fit in my schedule | 29.4% | 124 |
| I don't have time to attend programs/classes | 24.9% | 105 |
| other | 12.8% | 54 |
| Total | | 422 |

Total Responses 422

Responses "other"

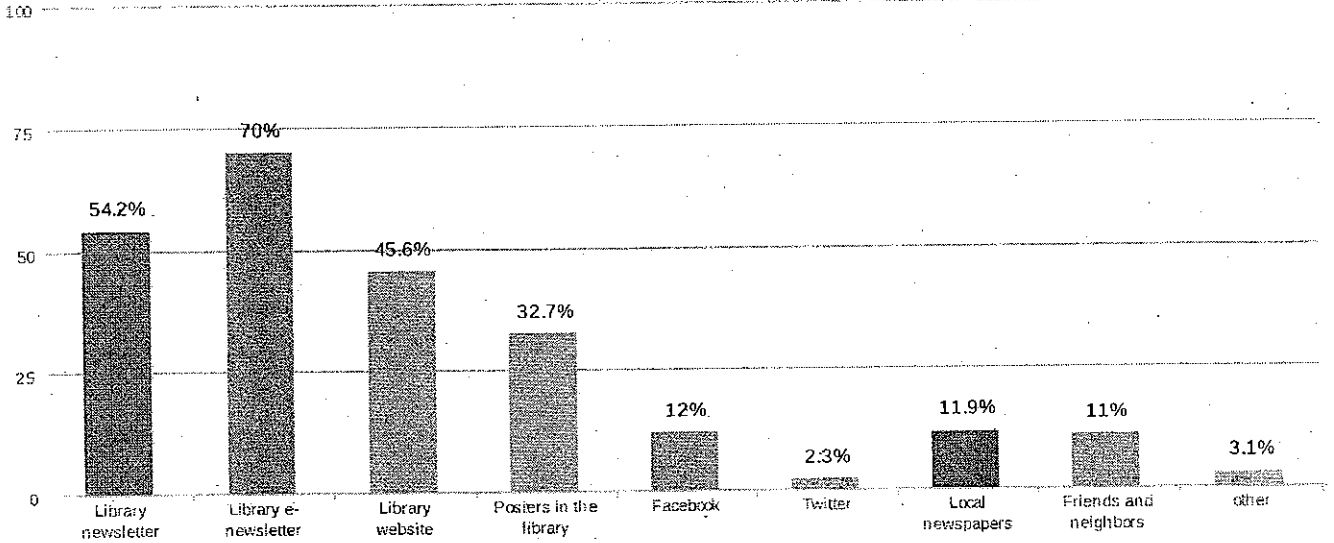
Count

| | |
|---|------|
| Left Blank | 1178 |
| ??? | 1 |
| Don't need to(* | 1 |
| Have no need to attend at this time. | 1 |
| I am a college student and sometimes don't have the time | 1 |
| I do not pay taxes to this district. I live only 2 miles away from the library. | 1 |
| I have never thought of it and I don't know what is available | 1 |
| I just haven't taken the time to attend. I hope to do so in the future. | 1 |
| I just want to rest when I come home from work! | 1 |
| I'm too lazy | 1 |
| If I'm interested in the classes I just may attend | 1 |
| Kids computer classes are often filled with wait lists | 1 |
| Laziness | 1 |

| | |
|--|---|
| Lethargy and schedule. | 1 |
| Medical issues and scheduling. Tracking when programs are offered. | 1 |
| My fault, not your fault. | 1 |
| My intention is to attend some of the programs, but haven't as yet. | 1 |
| No particular reason. Have thought about looking into them. | 1 |
| Not interested | 1 |
| They fill up before I can get a spot. Technology. | 1 |
| Too far away | 1 |
| We come occassionally to programs | 1 |
| We have not had the need to attend programs/classes. | 1 |
| When I retire, I plan on spending more time at the library. | 1 |
| When my children were younger, we were attending programs at the library very often. | 1 |
| Will when I retire | 1 |
| cls was full | 1 |
| don't get around to it. | 1 |
| duh | 1 |
| good question | 1 |
| i don't know | 1 |
| i have a hearing problem | 1 |
| i just dont make time | 1 |
| just have not tried them but think I should | 1 |
| just moved to area; plan on attending in future | 1 |
| laziness on my part | 1 |
| mostly my health does not permit it | 1 |
| no library card | 1 |
| nonresident | 1 |
| not a member of the library | 1 |
| not able at this time | 1 |
| not enough helpers to answer all questions. | 1 |
| not sure--i read about them | 1 |
| planning to | 1 |
| recently retired, just getting started on new activities | 1 |

| | |
|-------------------------------------|---|
| usually already filled | 1 |
| we did when the children were young | 1 |
| will in the future | 1 |

23. How do you prefer to hear about library services and programs? Please select all that apply.



Statistics

| Category | Percentage | Count |
|------------------------|------------|------------|
| Library newsletter | 54.2% | 521 |
| Library e-newsletter | 70.0% | 673 |
| Library website | 45.6% | 438 |
| Posters in the library | 32.7% | 314 |
| Facebook | 12.0% | 115 |
| Twitter | 2.3% | 22 |
| Local newspapers | 11.9% | 114 |
| Friends and neighbors | 11.0% | 106 |
| other | 3.1% | 30 |
| Total | | 961 |

| Responses "other" | Count |
|--|-------|
| Left Blank | 1197 |
| City of Darien | 1 |
| Direct email from library | 1 |
| Email | 1 |
| Librarians | 1 |
| Mom and 12 yr old sister | 1 |
| On the display boards near the front door. | 1 |
| Patch.com | 1 |
| Posters in other places besides the library. Special emails highlighting the events. | 1 |

| | |
|--|---|
| The announcement board outside the library on Plainfield rd | 1 |
| You can remove me from your email list. | 1 |
| automatic e-mail notification | 1 |
| email | 7 |
| emails | 1 |
| flyer at library to take with | 1 |
| from you or others | 1 |
| genealogy updates or meetings | 1 |
| oral announcements in programs currently attending | 1 |
| phone | 1 |
| The kiosk by the front door, with books supporting the topic, is most informative. Even if I don't attend the event, I can check out the topic the "old Fashioned" way, read about it! | 1 |
| It is impossible to select all that apply because this web page is not working properly. Some other parts of this survey do not work either. | 1 |
| big screen tvs in lobby and elsewhere "advertising" programs and services (like McDonalds menus) | 1 |
| Do I need to be using any other service other than what I've been using the building for already? | 1 |

24. The library is open Monday - Friday 9:00 am - 9:00 pm, Saturday 9:00 am - 5:00 pm, and Sunday 1:00 pm - 5:00 pm. Are there other hours that you or others in your household would like the library to be open for your use?

Count Response

- 1 "Extension" of Sunday times maybe(*
- 1 11 or 12 pm on Sunday, especially in the winter.
- 1 11-5 on Sunday. Everything else is fine.
- 1 12-5pm on Sundays
- 1 12:00 -5:00 SUNDAYS
- 1 6:00 pm on Saturday, and Sunday
- 1 8:00 to 8:00 7 days a week
- 1 9 - 1 on Sundays
- 1 9 am to 5 pm on sundays
- 1 9-7 on Saturdays and 9-6 on Sunday
- 1 A little longer on Sundays
- 1 Adequate.
- 1 After 10 pm for date night readers
- 1 After 5 on weekends
- 1 An earlier opening on Sunday would be helpful.
- 1 Before 9am
- 1 EARLIER SUNDAY
- 1 Earlier Sunday
- 1 Earlier Sunday hours
- 1 Earlier on Sunday
- 1 Earlier on Sunday , maybe 11
- 1 Earlier on Sunday 11:00 or 12:00
- 1 Earlier on Sunday and later on Saturday
- 1 Earlier on Sunday. Maybe 12-5. 1:00 is a little late to open.
- 2 Earlier on Sundays
- 1 Earlier on Sundays. Group projects usually tend to meet then.
- 1 Earlier on Sunday
- 1 Earlier on sundays
- 1 Earlier then 9 would be better.

- 1 Early mornings on certain days would be awesome!
- 1 Fine
- 1 Good, don't change
- 1 Great as you have the hours
- 1 Great hours
- 1 Hours are actually more than needed
- 3 Hours are fine
- 2 Hours are fine.
- 1 Hours are fine. Sometimes i've gone after 5 on saturday and its closed, but i understand.
- 1 Hours are great and meet our needs
- 1 Hours are very convenient.
- 1 Hours good
- 1 I attended the genealogy class session when the library was closed..great many was so helpful
- 1 I hope it could be open from 8:00 or 8:30am and for weekend days close later maybe 6 or 7pm.
- 1 I love these hours. I fear a society without a functioning library
- 1 I might come Saturday or Snday evenings if it were available although staffing is an expense
- 1 I think the hours are sufficient
- 1 I think the hours are sufficient.
- 1 I think the hours are very generous compared to other libraries in other locations/states.
- 1 I think the hours are very good!
- 1 I think the library hours are sufficient
- 1 I think these are very generous as is!
- 1 I think your hours are awesome!
- 1 I wish Sat and Sun hours went until 6:00pm
- 1 I wish it opened at 11 AM on Sundays
- 1 I would like for Saturday to close at 9pm
- 1 If possible, on Sunday from 9-5
- 1 It seems that your hours would satisfy everyone's needs with out unnecessary pampering.
- 1 it would be nice if t hey opened at noon on Sunday
- 1 Later Saturday and Sunday hours-9pm closing.
- 1 Later on Saturday would be great!
- 1 Later on Saturdays and Sunday's maybe until 6:30

- 1 Later on Sunday
- 1 Later on Saturdays
- 1 Later on weekends - at least 6:00pm
- 1 Longer Saturday and Sunday I love this library
- 1 Longer Saturdays. Earlier Sundays
- 1 Longer hours for Sunday
- 1 Longer hours on Sunday.
- 1 Longer on Sunday
- 1 M-F : 9AM - 10PM, Sat - 9AM - 6PM,
- 1 M-F to 10p.m.
- 1 Maybe Sunday morning
- 1 Maybe also 9-5 on Sunday.
- 1 Maybe earlier on Sunday, but otherwise am satisfied
- 1 Maybe open Noon on Sundays
- 1 Monday - Friday until 10:00 P.M. would be convenient. Extending Saturday hours would be nice, too.
- 1 More Saturday and Sunday hours
- 1 More hours on Sunday
- 1 More time on Sunday, as I am rarely busy then
- 6 NO
- 1 NO, THERE FINE.
- 67 No
- 1 No - I think it's great
- 1 No I'm retired so I can go thru anytime between these hours with no problem
- 1 No,
- 1 No, I think the hours are good
- 1 No, good hours now
- 1 No, the current hour is good enough!
- 1 No, these are great hours!
- 1 No, these are ok
- 2 No, those are fine.
- 1 No, those are great.
- 1 No, we are fine with your availability.

- 1 No, workers need to have time off.
- 4 No.
- 1 No, it is always open when I have gone.
- 1 No. These hours are good for me
- 1 No. These hours are more than sufficient.
- 1 No..this is good
- 2 None
- 1 None.
- 1 Noon on Sunday
- 1 Nope
- 1 Nope very flexible
- 1 Nope. Your current hours are great.
- 1 Not at this time. Hours are very convenient.
- 1 Not real
- 1 Ongoing assistance through "chat" would be desirable
- 1 Open Earlier through the week.
- 1 Open at 8:00 a.m.
- 1 Open earlier in Sunday...possibly 11:00 AM
- 1 Open earlier on Sunday
- 1 Open earlier on Sunday.
- 1 Open earlier on Sundays
- 1 Open later on weekends.
- 1 Possibly open at 11 AM on Sunday's
- 1 Present hours are ample
- 1 Sat 9-9, sun 9-6
- 1 Sat 9-9. Only time kids have for homework w/ all afterschool activities.
- 1 Sat and Sun close at 7pm
- 1 Sat till 6pm; Sun same as Sat
- 1 Sat until 6:00 pm
- 1 Sat. Evening for Events
- 1 Saturday & Sunday till 9 p.m.
- 1 Saturday 5-9pm

- 1 Saturday 5-9pm; Sunday 5-9pm
- 1 Saturday 5:00-9:00
- 1 Saturday 9-6, Sunday 1-6
- 1 Saturday 9: am - 9:00 pm, and Sunday 9:00 am - 9:00pm.
- 1 Saturday 9:00 AM - 7:00 PM
- 1 Saturday 9:00am - 6:00pm
- 1 Saturday 9:am -9: pm. Sunday 9: am- 9: pm.
- 1 Saturday evening
- 1 Saturday evenings!
- 1 Saturday is not really a good time.
- 1 Saturday later hours would be nice
- 1 Saturday nights, and Sunday mornings.
- 1 Saturday open longer
- 1 Saturday or Sunday evenings
- 1 Saturday until 9pm
- 1 Seems very adequate to me.
- 1 Some latenight hours, on certain days, say to 11:00PM/12:00AM,would be awesome
- 1 Sun 1:00pm-7:00pm
- 1 Sunday 1-6pm
- 1 Sunday 1.00-9.00
- 1 Sunday 10-5pm...
- 1 Sunday 10:00 to 5 pm
- 1 Sunday 10a-5p
- 1 Sunday 10am-1pm
- 1 Sunday 12-5
- 1 Sunday 12-5 would be great.
- 1 Sunday 9-5 NOT 1 -5
- 1 Sunday 9:00 am - 5:00 pm
- 1 Sunday also from 9 to 5
- 1 Sunday at noon to 5pm
- 2 Sunday evening
- 1 Sunday later might be nice for homework emergencies!

- 1 Sunday morning and Saturday evening.
- 1 Sunday morning at 10:00
- 1 Sunday morning at least by 10 am
- 2 Sunday mornings
- 1 Sunday open at 11 am
- 1 Sunday open earlier
- 1 Sunday, 11:00 -5:00
- 1 Sundays 9a.m. to 5p.m.
- 1 Sundays 11 a.m.-5:00 p.m.
- 1 Sundays earlier by at least 2 hours
- 1 Sundays morning
- 1 The current schedule is more than sufficient .
- 1 The hour are fine
- 1 The hours are adequate
- 1 The hours are fine
- 1 The hours are good.
- 1 The hours are great, I appreciate the hours on the weekends.
- 1 These hours are sufficient
- 1 These hours are terrific! Website helps.
- 1 These times are fine.
- 1 These times are good for me
- 1 This is OK
- 1 This is fine
- 1 Those hours are fine.
- 1 Those hours are ok.
- 1 Until 8 p.m. on Sunday
- 1 WOUld love all day on Saturdays and/or Sundays
- 1 Would like Sunday morning to be open
- 1 Would like library to be open at 11:00 am on Sunday
- 1 Yes Sunday pls open at 10 or 11am
- 1 Yes.
- 1 You're doing fine.

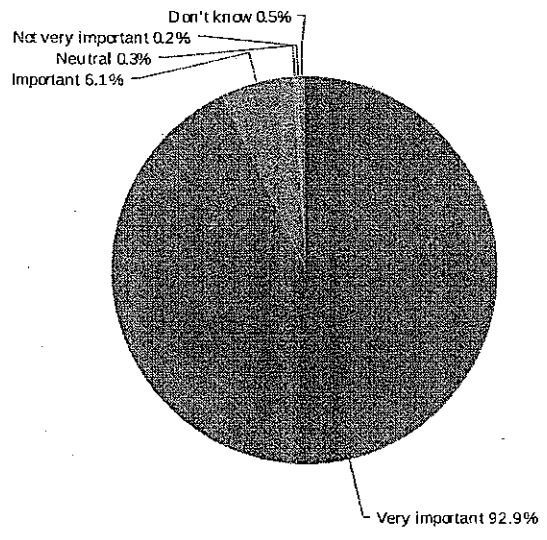
- 1 Your hours work perfectly with my schedule.
- 1 a little earlier on Sundays
- 1 a little later on Saturday.
- 1 an extra hour earlier on Sundays. open at 12 noon
- 1 bo
- 1 earlier hours on Sunday
- 4 earlier on Sunday
- 1 earlier on Sunday.
- 2 earlier on sunday
- 1 earlier on the weekend
- 1 early Sunday morning
- 1 early morning Sunday
- 1 early sunday morning hours
- 1 expand hours during high school finals time
- 1 extended hours on weekends
- 1 good hours
- 1 hours are great
- 1 i would visit the library at lots of times, but those hours are fine
- 1 later on saturday and more hours on sunday
- 1 later on the weekend s
- 1 later on wknds
- 1 library s/b open on SUNDAY MORNING ALSO
- 1 longer
- 1 longer Sunday hours
- 1 longer hours on Sunday, shorter hours on Friday nights
- 1 longer hours on weekend
- 1 longer on Sat and Sun
- 1 longer on Sunday morning
- 1 longer on sunday
- 1 longer weekend hours since weekdays are quite busy and harder to get free time
- 1 maybe just a few hours on holidays
- 1 maybe later on Saturday

- 1 more hours on Sunday
- 1 more hours on sunday
- 1 more hrs on sundays
- 1 more weekend hours
- 1 n o
- 1 n0
- 173 no
- 1 no other hours needed
- 1 no these are very convenient
- 1 no these are very good hours
- 1 no, it's all good
- 1 no, they are perfect as they are
- 1 no, this is good
- 1 no-people who work there need a life too!
- 1 none
- 1 noon on Sunday
- 1 noon to 6 on Sunday
- 1 nope
- 1 nope, they are great
- 1 not sure
- 1 ok
- 1 only part of the library should be open late or even 24 hours. Working adults need this.
- 1 open alittle ater on Saturday and Sunday
- 1 open at 10...close at 8. use extra monies for more materials and srvides.
- 1 open at 11 on Sunday
- 1 open before 1 on sundays
- 1 open earlier on sunday
- 1 open till 9:00 every day
- 1 possibly eariler or later on Sunday when kids wait to do their homework
- 1 probably 8am M-F
- 1 probably later on sunday
- 1 satisfied with hours

- 1 saturday evenings and more hours on Sunday
- 1 saturday to 6 pm
- 1 staurday intill 9:00
- 1 stay open till 6 on saturday pls
- 1 sunday 1 to 7
- 1 sunday 10-5
- 1 sunday a little earlier
- 1 sunday am
- 1 sunday morning
- 1 sunday til 9
- 1 sunday until 6p
- 1 that is good
- 1 that is sufficient
- 1 that works for us
- 1 that's fine
- 1 these are fine
- 2 these are good
- 1 these are good hours
- 1 these are sufficient
- 1 these hours are adequate
- 1 this is adequate
- 1 this is suitable for us
- 1 those hours are cool. once i went on sunday morning but that is rare.
- 1 till ten
- 1 until 7 on saturday
- 1 very hapoy the way it is
- 1 weekend hours are limited
- 1 weekends
- 1 why so early and why so late during the week? Waste of money.
- 1 you have great hours!
- 1 I've wanted to go to the library before 1pm on Sundays. Even if the hours were 11am or 12pm it'd be better. Maybe a little bit later on Saturday, just an hour or 2.
- 1 no but it seems like you are closed on some days that children are off school and could be using the library

- 1 Longer/earlier Sunday hours would be nice - even opening at noon would help. The library is always so crowded on Sun. and there is usually a line at the door at 1pm.
- 1 That is good unless family with more children and have feww space to study at home then library extended hours would be good place for them to study.
- 1 I think additional weekend times would be great but on a limited budget I'm not sure how cost effective something beyond existing hours would be
- 1 Upstairs could be closed. Don't need to be open all those hours. Could minimize hours for childrens area
- 1 Open later on Sunday because on a regular scheduled day it is my only day with no school or sports/extra activities
- 1 The established hours are sufficient. Would be helpful to be open later on Sunday for last minute school projects/forgotten school books.
- 1 It would be nice if the library was open at 12:00 on Sunday as then I could stop by on my way home from church.

25. How important do you think the library is to the community?



Statistics

| Category | Percentage | Count | Total Responses |
|----------------------|------------|------------|-----------------|
| Very important | 92.9% | 898 | 967 |
| Important | 6.1% | 59 | |
| Neutral | 0.3% | 3 | |
| Not very important | 0.2% | 2 | |
| Not at all important | 0.0% | 0 | |
| Don't know | 0.5% | 5 | |
| Total | | 967 | |

26. What would you most likely use in a Makerspace? Many libraries are providing a makerspace to their community which is a space where residents can create things and share knowledge. If the library received grant support or other funding to create such a space in our current building, would you or others in your household be interested in the following:

| | I would use tools/resources related to this. | I would attend programs featuring this. | I could mentor or help instruct in this subject | Responses |
|--|--|---|---|-----------|
| Create and edit photos | 335 63.4% | 377 71.4% | 38 7.2% | 528 |
| Create and edit videos | 254 63.7% | 285 71.4% | 23 5.8% | 399 |
| Create and edit music or podcasts | 166 60.6% | 179 65.3% | 14 5.1% | 274 |
| Create and edit cartoons or anime | 107 58.5% | 118 64.5% | 15 8.2% | 183 |
| Graphic design | 159 61.2% | 184 70.8% | 17 6.5% | 260 |
| 3D printer design | 180 60.2% | 209 69.9% | 11 3.7% | 299 |
| Computer/microcontroller programming (Arduino, Raspberry pi, etc.) | 98 57.0% | 115 66.9% | 11 6.4% | 172 |
| Computer programming | 147 57.2% | 181 70.2% | 23 8.9% | 257 |
| Building computers | 110 58.5% | 110 58.5% | 27 14.4% | 188 |
| Robotics | 106 57.0% | 123 66.1% | 14 7.5% | 186 |
| Laser cutter | 107 59.1% | 119 65.7% | 14 7.7% | 181 |
| Milling machine | 80 59.7% | 76 56.7% | 9 6.7% | 134 |
| Woodworking | 153 63.5% | 162 67.2% | 11 4.6% | 241 |
| Self-publishing | 142 61.7% | 169 73.5% | 14 6.1% | 230 |
| Crafts (needle crafts, sewing, jewelry, making paper, etc.) | 276 67.5% | 310 76.8% | 35 8.6% | 409 |

27. Are there items, services or programs/classes that you would like the library to provide?

| Count | Response |
|-------|--|
| 1 | 10 min. close-up parking for pick-up of reserved items |
| 1 | ? |
| 1 | A class on making omelettes would be great. |
| 1 | A class on the difference between all the media available. |
| 1 | A coffee shop would be nice. |
| 1 | ASL classes |
| 1 | Adult classes for those of us returning to school. Classes we will need to pass the entry exam.. |
| 1 | Adult daytime programs |
| 1 | Any helpful like how to search movies by genre! |
| 1 | Book clubs |
| 1 | Can't think of any. |
| 1 | Card club, like pinockle. |
| 1 | Chess for older kids and teens |
| 1 | Class on Excel |
| 1 | Computer Coding |
| 1 | Computer programing and ESL/Adults |
| 1 | Cooking Classes |
| 1 | Cooking classes |
| 1 | Courses on stamp and coin collecting. |
| 1 | Crafting (crochet,knitting) |
| 1 | Crafts for kids |
| 1 | Cultural events |
| 1 | Daytime classes for adults (not just at nite) |
| 1 | Discussion group on climate disruption/global warming |
| 1 | Downers Grove library offers 5 free printed pages per day which is a great feature. |
| 1 | Electronics repair |
| 1 | Everything is ok now |
| 1 | Excel - Macros, C++, Java |
| 1 | Exercise, yoga, zumba, etc. |
| 1 | Finances and debt classes |

- 1 Fitness classes
- 1 Foreign language classes
- 1 Foreign languages for kids and adults
- 1 From my standpoint, I'm very satisfied.
- 1 GLTQ programs or services
- 1 Gaming related programs including programming game and game recorders.
- 1 Gardening
- 1 Gardening, cooking
- 1 Genealogy
- 1 Genealogy guidance, classes
- 1 Harvard Business Review magazine downloadable
- 1 Health living related topics
- 1 Honestly, you have a lot!
- 1 How to build Apps
- 1 How to create a newsletter with inserted pictures
- 1 I can't think of anything.
- 1 I don't think I would use this at my advanced age, but wonderful opportunities for others
- 1 I don't think there is anything that I want the library to provide
- 1 I have limited time to participate
- 1 I hope the library could provide Advanced iTunes, iMovie, Microsoft Excel and Access classes.
- 1 I just like to read books! 2-3 a week and rest movies.
- 1 I just moved into town, but I'm loving it!
- 1 I love the cooking and decorating classes.
- 1 I love this library!
- 1 I think the library is doing a good job of staying on top of the interests in the community.
- 1 I would like a class on organizing memorable events such as trips into books or folders.
- 1 I would like to volunteer as a children's storyteller.
- 1 I would love to attend classes or groups on crafting/craft projects
- 1 I would really love if the library had a sewing class for people who want to learn - for kids.
- 1 I'm fine with our library
- 1 Job hunting and interview skills
- 1 Kids computer classes.

- 1 Knitting classes, selling on eBay, photography, health classes such as healthy living, yoga, etc.
- 1 Knitting/Crocheting
- 1 Large format printers
- 1 Lecture about community health and social awareness
- 1 Lessons on iPhone and iPad.
- 1 Library is great, Staff is fantastic. How much better can you get?
- 1 Longer hours on weekends
- 1 Love the staff, especially the reference desk and interlibrary loan.
- 1 Maj Jong
- 1 Microsoft Access classes
- 1 More advanced computer classes
- 1 More assistance to the Genealogy Group. Thank you for what you already do.
- 1 More blu rays.
- 1 More comfy place for coffee
- 1 More e-books
- 1 More foreign movies. Updating the members of the library about new books and novels.
- 1 More language tools, classes
- 1 More live music/comedy shows
- 1 More movies, with discussion before or after the movie
- 1 More programs geared towards seniors.
- 1 More relevant teen programs and classes.
- 1 Much bigger book store
- 1 NO
- 17 No
- 1 No suggestions
- 1 No.
- 1 None other than those listed in #21 above.
- 1 None that I can think of
- 1 None that I can think of other than those above
- 1 Not at this time
- 1 Not really
- 1 Not sure

- 1 Nothing I can think of at the moment.
- 1 OLD TIME RADIO ON CD LIKE JOHNNY DOLLAR
- 1 Occasional open mics
- 1 Overall very good. I like the idea of being able to check out a video camera.
- 1 Philosophy based book clubs and discussion groups
- 1 Plants, planting, gardening
- 1 Please ban talking on cell phones throughout the library and have staff enforce it.
- 1 Possibly have some of these classes on the weekends?
- 1 Programs music ..historical pgms
- 1 Project management, worksite communications class
- 1 Quilting
- 1 Real Estate
- 1 SAT classes/ACT classes
- 1 Sign language programs/classes
- 1 Something which is related to making a small business at home
- 1 Spanish Class, Info for Seniors, Donations for non resident enrollment of families
- 1 The above group of artistic classes sounds wonderful.
- 1 The current offerings are more than adequate
- 1 The library is a great community place.
- 1 The library provides an enormous service as it is right now.
- 1 Too many program there was no so I left them blank
- 1 Very satisfied with offerings.
- 1 Whatever interests the community.
- 1 Whatever the community needs
- 1 Wi-if hotspot sounds great
- 1 WordPress/PHP
- 1 Yes
- 1 Yoga, Tai Chi, gardening
- 1 a shorter survey
- 1 ability to renew items online
- 1 additional baby programming
- 1 all good

- 1 anythingp
- 1 as noted above- folk instruments with classes
- 1 chess during the day for adults
- 1 class for kids to develop learning , math, interact with kids, playtime, studytime
- 1 classes for stay at home moms to get ready to go back to the work force
- 1 cooking/gardening/travel
- 1 crafts
- 1 crafts and needle
- 1 crafts. cooking
- 1 crochet&photography classes
- 1 crochet,knitting classes,arabic language class
- 1 data analysis skills / Stats. SQL instructions
- 1 daytime senior programs for social and educational needs
- 1 don't know
- 1 engineering classes for teens, programming classes for teens,
- 1 foreign languages/tutoring instruction
- 1 free fax service would be nice
- 1 great library services!
- 1 great place
- 1 hair
- 1 hands on help in using tech devices
- 1 healthy cooking
- 1 history classes; art history
- 1 how things are made
- 1 how to fix computers
- 1 i do not know
- 1 i love the gen lit book club, i would love even more book clubs with younger people!!
- 1 knitting classes
- 1 language classes like spanish/cooking /arts /gardening classes
- 1 languages for travel
- 1 learning to write program codefor all ages
- 1 let me think about that

- 1 managing our digital lives
- 1 minecraft on computers on servers
- 1 more for grade school level children after school
- 1 more Bollywood movies and Hollywood
- 1 more available time for computer classes
- 1 more classes on using social media and computer applications.
- 1 more computer classes
- 1 more greater courses audio cd
- 1 more hours
- 1 more presentations about historical figures and authors
- 1 more programs on travel...history and re-enact ears from history
- 1 music creation
- 1 musical programs/concerts
- 1 rny needs are satisfied
- 1 n o
- 44 no
- 1 no, you are doing a wonderful job !
- 1 no.
- 4 none
- 1 none that I can think of right now
- 2 not at this time
- 2 not sure
- 1 notat the moment
- 1 nothing i can think of at the moment
- 1 paper die cuts/laminating for homeschool use
- 1 photography classes
- 1 photoshop classes
- 1 programming
- 1 programming, cad, 3d printing, painting, sewing, knitting
- 1 programs aimed at kids/tweens
- 1 question 22 is impossible to answer because you can't check anything
- 1 reservation out of hours pick up

- 1 saturday 9:00am-9:00pm
- 1 science and technology for children
- 1 sewing classes, kids crafts/sing alongs, couponing, blogging
- 1 social media
- 1 soundproof recording studio
- 1 spanish as second language
- 1 tecknoige class
- 1 topics related to tax filing
- 1 town hall meetings on current events ...from time to time or once per month?
- 1 windows 8
- 1 would like to see more current autobiography and bio's Bill Gates, Warren buffet etc.
- 1 would not use any of these
- 1 yes
- 1 young adult classes or programs.
- 1 Movies are stored in rack near washroom! Would like the suspense row moved up at least to the middle. As a senior citizen I find it hard to wade through the bottom row.
- 1 Makerspace section didn't give the option to say I wouldn't use it or have an interest. Must mean you've already decided on it, why ask?
- 1 Nice library, friendly, lots of resources. If the placement of items on the copier was easier to figure out would be nice!
- 1 Introduction to conversational Spanish, French, Urdu/Hindi, and Italian. Organize foreign language DVDs by language. It's very hard to sift through everything and time consuming.
- 1 get younger generation involved in computer since less/shorter or skill people in computer fields
- 1 I love coking, so anything related. I have attended classes. I would love to renew my bridge playing skills and find a group to play with.
- 1 More children's classes for a variety of age groups that are interest specific or even just reading & interactive specific.
- 1 I wish the Novel Idea book club could be appealing to a wider range of age groups and gender. So that there would be no need for a separate Gen Lit book discussion group. I believe that a book club that encomapssed young and old would be enlightening and that the takeaway for all age groups would be beneficial
- 1 I find it difficult to reserve a book from lists I requested be sent to me. In the past it was easier 1) select book, 2)request, 3)my card #, 4) password and it was done. This new system doesn't work for me.
- 1 I still need some help with Windows 8.1 but have been too busy recently to take advantage of your terrific staff
- 1 More books that have a "t" sticker on them. Do not like violence or very sexual overtones. A little is fine but books are getting too graphic for my taste.
- 1 The library is a great place. I lowwe the new renovated furniture and books. I'm still hoping for more movies, teen books to be added
- 1 It sounds like there is a lot at the library already. I would appreciate more information on what is already available.

- 1 Summer reading program for adults-not necessarily programs, but prizes or credit for a maker space so summer reading can be a whole family event. I would enjoy it personally and feel it would set a good example to show young readers that you can enjoy reading forever.
- 1 love your classes for prep that Mary Gayle B gives..Have more! I haven't been able to attend because they got full so quickly this fall.
- 1 Please don't sacrifice budget for print for other services, e-reading is a preference not a necessity whereas print is accessible to everyone of all ages and abilities and financial circumstances.
- 1 Actually, I stopped by the Library this week to ask if I could use the paper die cutter machine. Not sure if it was broken or not, but was told it was currently not available for patron use. I only needed to use it for a small project. That would be a great tool to have available for ADULT patrons ONLY.
- 1 Many of the previous topics I am unfamiliar with. Seniors need more information regarding these subjects.
- 1 Some fun programs from older teens and 20 year olds. Something not as boring as the adult programs.
- 1 Didn't answer #21 because I don't know what the makerspace is. There are no other services etc. that I want the library to provide.
- 1 More for homeschoolers like: What learning experiences are available in the community? Having kits that connect specific topics for learning, i.e. Geology DVDs or books, Websites, place in community to study geology. Info on how to make a rock collection. Books identifying rocks
- 1 Something appropriate for single adults. Other libraries in other communities serve this population, and IPPL does not. And, please...don't say you offer programs for adults. We're talking about single adults here, who might benefit from being able to meet up with and socialize with other single adults in a dignified atmosphere.
- 1 I am older woman and sometimes I notice that you have programs for the children and teens and I sometimes would like to sit in and watch while the children are learning
- 1 Parenting classes for new parents to meet and share information and gain knowledge from each other and experts. Free childcare would be necessary for participation.
- 1 learning a language. I see you offer ESL classes, can you provide classes in learning a language? Even if you have to charge a fee.
- 1 Artist-in-residence lectures; there are many authors, painters and theater professionals in this community.
- 1 I was recently widowed. I would love to attend a program on simple home repair/ home maintenance.
- 1 Language classes. Perhaps a language interaction program where English is spoken for 30", then conversation in another language.
- 1 I like the classes on how to use the library! So much has changed over the years. I am in my late 50's and I want to learn how to find a book. I also like the learning programs about how to use the computer. I just got a smart phone and I wish there was a class on that.
- 1 Although I'm limited as to the programs I use or would use because I don't own a computer, I am very grateful the library has such a broad choice of programs. I do own a "mail machine" and use the library's equipment to read, download etc my messages which are either too long or to purchase airline tickets, get driving instructions, maps, etc.
- 1 I primarily use the library for reading purposes at this time. I have no other ideas as to providing other services.
- 1 more frequent college prep workshops for youth. More general events for families that are both educational and entertaining on days that kids are off of school. (author visits, etc) More presentations about different races, ethnic groups, religions, to bring about better understandings between neighbors. Thank you I love this library and it has been a great service to my family and I.
- 1 I love this library. The only thing would be to publicize the new things offered MORE. Also, I would like to see more

consumer/medical research sources. Movies require patience and a long wait, but i can understand that funding shold not go into this before basic library needs/requirements. i would love to see crafting/art type programs during non"office' hours. Thanks.

1 I am 89 years old, and not computer literate. I do have an iPad and have learned to do some things on it by attending your class. It's hard for me to learn something new. There are so many seniors here now and many are handicapped as I am. When there is a special program on it is hard to find a handicap parking space.

1 A review system of book choices and a ny times or tribune list of books to read for children or adults

1 ALL HAS BEEN VERY GOOD FOR ME AND MY WIFE COLLEEN. COLLEEN GETS MAY 4 BOOKS A WEEK FROM YOUR INVENTORY AND ENJOYS THE LIBRARY AS WELL.

1 Classes that may be able to provide guidance in people starting businesses-classes relating to marketing, advertising

1 The library is well run, with friendly and knowledgeable people in place. It's a wonderful addition to the community. My wife and I fondly remember utilizing the "Bookmobile" and how delighted we were when the present library was built.

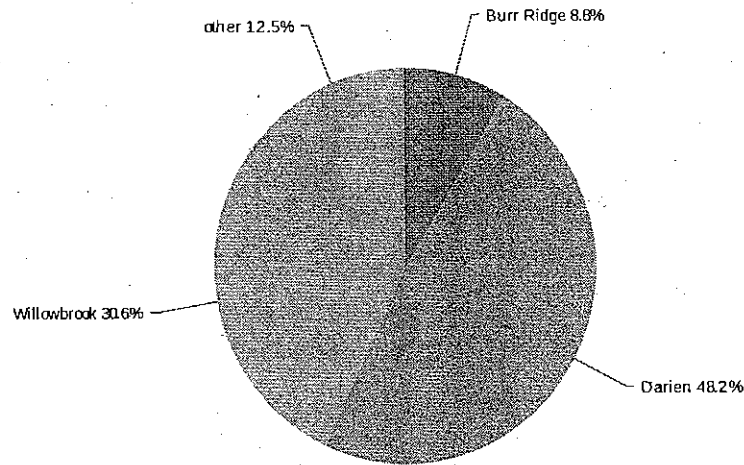
1 Library should have some programs that could help teenagers students doing their homework subjects deficiencies or weaknesses. There should be community interaction programs on weekends or weekday. For children programs related to Christmas, Halloween, spring and summer festivals, etc.

1 A comprehensive "community guide" allowing independent contractors and patrons to be aware of each others' services and needs.

1 To have more classes for kids crafts and reading. Maybe some classes for girls like American Doll class meetings fashion

1 O love books and totally love the library. I even love the feel and smell of books. When I walk into IPPL it is like walking into a new world full of adventure, mystery , crafts and knowledge with fresh ideas. The IPPL staff has always been great to me. That is so important and the administration does a fantastic job keeping the library up to date with new books and technology. Thanks so much for all your effort. I also totally enjoy the adult programs ans wish that I had more time to attned more of them. Cindy does a great job! Thanks to all.

28. Please tell us about yourself. Where do you live?



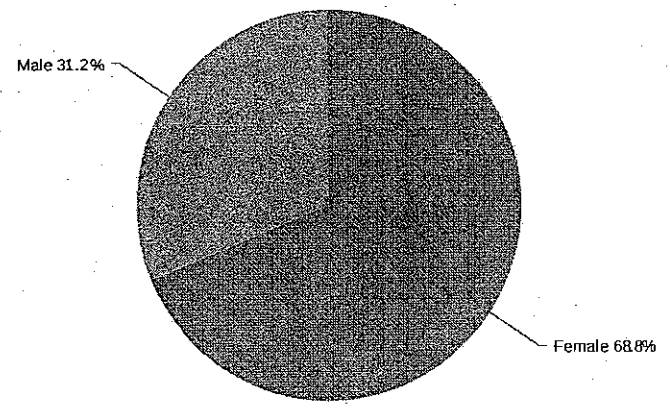
| | | | | Statistics | |
|-------------|-------|--|-----|-----------------|-----|
| Burr Ridge | 8.8% | | 83 | Total Responses | 945 |
| Darien | 48.2% | | 455 | | |
| Willowbrook | 30.6% | | 289 | | |
| other | 12.5% | | 118 | | |
| Total | | | 945 | | |



| Responses "other" | Count |
|------------------------------------|-------|
| Left Blank | 1119 |
| Clarendon Hills | 1 |
| Clarendon Hills | 7 |
| Clarendon hills | 1 |
| Countryside | 1 |
| Downers Grove | 8 |
| Downers Grove Township | 1 |
| Downers Grove. unincorporated | 1 |
| Elmhurst | 1 |
| Hinsdale | 3 |
| IHP | 2 |
| Indian Head Park | 5 |
| Indian head Park but I am a member | 1 |
| Indian head park | 1 |

| | |
|---------------------------------------|---|
| La Grange Highlands | 2 |
| La Grange Highlands (unincorporated) | 1 |
| La Grange Park | 1 |
| LaGrange Highlands | 1 |
| NAPERVILLE | 1 |
| North Riverside | 1 |
| Oak Lawn | 1 |
| Rosehill Estates | 1 |
| Timber Lake Estates | 1 |
| Timber lakes | 1 |
| Timberlake | 4 |
| Timberlake | 1 |
| Unincorporated burr ridge/willowbrook | 1 |
| Unincorporated Downers Grove | 1 |
| Unincorporated | 1 |
| Unincorporated DG twp | 1 |
| Unincorporated Downers Grove | 5 |
| Unincorporated Downers Grove Township | 1 |
| Unincorporated DuPage | 1 |
| Unincorporated Hinsdale | 1 |
| Unincorporated Lemont | 1 |
| Unincorporated Downers Grove | 1 |
| Webster, TX | 1 |
| Westmont | 5 |
| Willow Springs | 4 |
| Woodridge | 2 |
| chicago | 1 |
| clarendon | 1 |
| downers | 1 |
| downers grove | 3 |
| hinsdale | 1 |
| hinsdale | 2 |

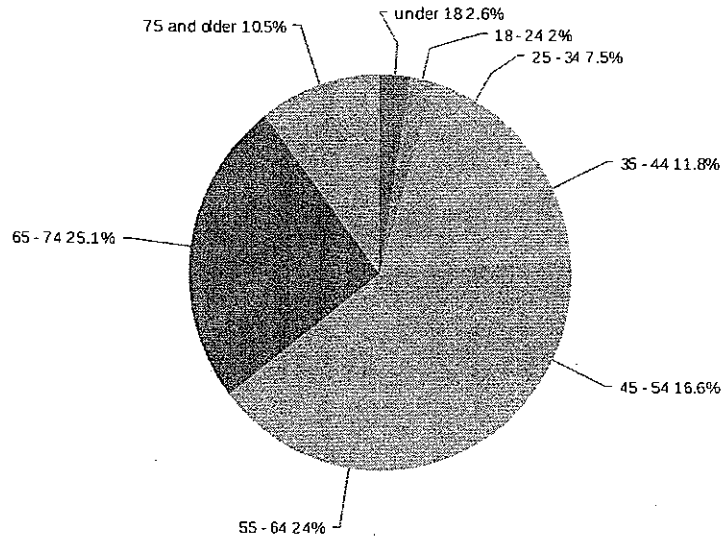
| | |
|---|---|
| indian head park | 2 |
| lisle | 1 |
| unincorporated Downers Grove | 1 |
| unincorporated | 3 |
| unincorporated Clarendon Hills | 3 |
| unincorporated Downers Grove | 1 |
| unincorporated Downers Grove Township/Clarendon Hills | 1 |
| unincorporated DuPage | 1 |
| unincorporated Hinsdale | 2 |
| unincorporated LaGrange | 1 |
| unincorporated Willowbrook | 1 |
| westmont | 1 |
| willow springs | 1 |
| woodridge | 2 |
| woodridge-test Ann | 1 |

29. What is your gender?



| | | | | Statistics | |
|--------|-------|---|-----|-----------------|-----|
| Female | 68.8% |  | 644 | Total Responses | 936 |
| Male | 31.2% |  | 292 | | |
| Total | | | 936 | | |

30. Please tell us your age group.



| | | | Statistics | |
|--------------|-------|-----|-----------------|----------|
| under 18 | 2.6% | 24 | Total Responses | 938 |
| 18 - 24 | 2.0% | 19 | Sum | 47,997.0 |
| 25 - 34 | 7.5% | 70 | Average | 52.5 |
| 35 - 44 | 11.8% | 111 | StdDev | 15.0 |
| 45 - 54 | 16.6% | 156 | Max | 75.0 |
| 55 - 64 | 24.0% | 225 | | |
| 65 - 74 | 25.1% | 235 | | |
| 75 and older | 10.5% | 98 | | |
| Total | | 938 | | |

31. If you or others in your household normally speak a language other than English, what is that language?

Count Response

| | |
|---|---------------------------|
| 1 | - |
| 1 | Albanian |
| 1 | American Sign Language |
| 5 | Arabic |
| 1 | Arabic - Danish |
| 1 | CHINESE |
| 1 | Cambodian |
| 3 | Cantonese |
| 8 | Chinese |
| 1 | Chinese(mandarin) |
| 1 | Chinese, Korean, Spanish |
| 1 | Czech |
| 1 | ENGLISH MOSTLY |
| 1 | East europien |
| 1 | English |
| 1 | English only. |
| 1 | English we are in america |
| 1 | Estonian |
| 2 | Filipino |
| 1 | Filipino and Spanish |
| 1 | Francais |
| 2 | French |
| 1 | GREEK |
| 4 | German |
| 3 | Greek |
| 1 | Gujarathi |
| 1 | Gujarati |
| 1 | Gujrati |
| 1 | Hindi, Gujarati |
| 2 | Hindi |

- 1 Hindi, Punjabi
- 1 Hindi, Sindhi,
- 1 Hindi, Telugu
- 1 Hindi/Gujarati
- 1 I thought there might be a comment sections: I am new to the area and I love my new Library!
- 1 Indian
- 1 Italian, Portuguese, French
- 1 Just english
- 1 Korean
- 8 Lithuanian
- 1 Malay/Arabic
- 1 Malayalam
- 2 Mandarin
- 1 Marathi, Hindi
- 1 Marathi, Spanish, Russian
- 3 N/A
- 1 NO
- 1 Na
- 1 No I speak English the language of the United States
- 1 None
- 1 None but know some czech
- 1 Only English
- 1 Pilipino
- 6 Polish
- 1 Russian
- 1 Serbian
- 1 Several European
- 1 Slovak
- 16 Spanish
- 1 Spanish / Mandarin
- 1 Spanish, Italian, French
- 1 Spanish, Latvian

- 1 Spanish.
- 6 Tagalog
- 1 Tamil
- 1 Telugu
- 1 Thai
- 1 URDU
- 6 Urdu
- 1 arabic
- 2 chinese
- 1 dna
- 2 english
- 1 english is spoken here
- 1 galic
- 1 gujarati but mostly english
- 1 italian
- 1 kannada
- 1 kannada indian language
- 6 n/a
- 4 no
- 4 none
- 2 nope
- 1 only English
- 1 only english
- 1 persian
- 3 polish
- 1 punjabi or hindi
- 1 russian
- 6 spanish
- 1 spanish and polish
- 1 spanish. french
- 1 tamil,urdu
- 1 telugu

Leadership

Leadership Team Meeting

November 18, 2014

Managing Things and Leading People

by Jim Clemmer

<http://www.youtube.com/watch?v=fXY1rxQEccCo>

Management – Leadership Balance

- * Systems, processes, technology
- * Goals, standards, measurements
- * Control
- * Strategic planning
- * A way of doing
- * Directing
- * Responding and reacting
- * Continuous improvement of *what is*
- * People –context and culture
- * Preferred future, principles and purpose
- * Commitment
- * Strategic opportunism
- * A way of being
- * Serving
- * Initiating and originating
- * Innovative breakthroughs to *what could be*

What it Takes to Be a Great Leader
by Daniel Goleman

<http://www.youtube.com/watch?v=vCjexQzsreY>

Emotional Intelligence Abilities

* **Self Awareness**

Emotional Self awareness – read and understand your emotions and recognize their impact.

Accurate self-assessment – realistic evaluation of your strengths and limitations

Self-confidence – strong and positive sense of self-worth.

Emotional Intelligence Abilities

* Self-Management

Self control – keep disruptive emotions and impulses under control

Trustworthiness – consistent display of honesty and integrity

Conscientiousness – manage yourself and your responsibilities

Adaptability - adjusting to changing situations and overcoming obstacles

Achievement orientation – drive to meet an internal standard of excellence

Initiative – readiness to seize opportunities

Emotional Intelligence Abilities

* **Social Awareness**

Empathy – skill at sensing other people’s emotions, understanding their perspective and taking an active interest in their concerns

Organizational awareness – ability to read the currents of organizational life, build decision networks and navigate politics

Service orientation – ability to recognize and meet customers’ needs

Emotional Intelligence Abilities

* Social Skill

Visionary leadership – take charge and inspire with a compelling vision

Influence - ability to wield a range of persuasive tactics

Developing others – bolster the abilities of others through feedback and guidance

Communication - skill at listening and at sending clear, convincing and well-tuned messages

Change catalyst - proficiency in initiating new ideas and leading people in a new direction

Conflict management - ability to de-escalate disagreements and orchestrate resolutions

Building bonds - proficiency at cultivating and maintaining a web of relationships

Teamwork and collaboration - promoting cooperation and building teams

Six Styles of Leadership

- * Visionary (Authoritative)
- * Coaching
- * Affiliative
- * Consensus (Democratic)
- * Pacesetter
- * Coercive

Activity

Now we want to translate what we've heard into actions. So consider what you've heard, and working with the people at your table, write down how this translates into practical leadership.

How does it translate for you personally?

How does it translate as you supervise your staff?

How does it translate in a broader sense for the library as an organization?

Take the a few minutes and jot down your thoughts.

Then, working with the people at your table, share your thoughts and the note taker should write them on the flip chart. Then each group will share their thoughts.

Improve your EI

<http://www.youtube.com/watch?v=5LszwqXzMys>

Personal Leadership Brand

<http://www.youtube.com/watch?v=vtjWXzajQXw>

Personal Leadership Brand

Your personal strengths deliver value to someone else.

Building leadership brand is true for people at all levels of a company. There are different leadership brands/styles. But they fit the firms they represent.

What am I good at doing, what are my predispositions?

Who are the audiences I'm trying to serve?

Bringing these together starts to develop your leadership brand.

“Here's how I want to be known by those who I interact with.

Are my personal predispositions in the range of making that happen?”

You wear your brand through your behaviors every day.

Be conscious of what that is and the identity you create.

People should clearly understand your values, who you are and how you view things.

Personal Leadership Brand

- * Do need to examine if you buy into the mission and vision of the company. Does that reflect where you want to build your own skills.
- * Do need to assess how effective you are – look around and see how others respond to you, listen and observe your own behavior, be self-aware; ask others to be honest about how you can improve. Solicit feedback from others, get a coach to monitor what you're doing. "Are the actions I'm taking consistent with the brand I want to be known by."
- * And, there should be a close connection between your leadership brand and your company's brand.

Activity

Complete these statements:

I would like my leadership brand to be....

People will know this is my brand because.....

Kids & Teens

Mother: "Were in the library!"

Child: "Wow wow wow wow!"

Mother: "Look at all the books!"

Child: "Wow wow wow wow!"

Circulation

"Don't spoil me. You guys spoil us enough over here!" A patron said at the front desk when checking out.

Patron complimented us on our library. She "loves" this place and "loves" to come here.

"You guys have the best library. You're always helping me with my projects." A patron told me at the checkout.

Patron stated the investment books here @ the library have enabled her to invest wisely for retirement.

"The Downers Grove library is so "cold". There's nothing personal about it. That's why I like your library."

Adult & Computer Help Desk

A patron was very pleased with our database computers and access to ancestry. When I explained everything to her, she remarked, "This is heaven!"

Patron mentioned he NaNoWriMo signs & the display at the entrance. She said they were great & she's really excited the library is participating this year! She plans on attending the second program for it.

Patron complained that we no longer have a person answering the phone. Now, we are just like other businesses where you cannot reach a live person.

Patron from the Downers Grove library commented on how great our programs are & how he particularly enjoyed the concert we had awhile back (Andre Salado). He said our library was a great community center.

A patron was very pleased with our database computers & access to Ancestry. When I explained everything to her, she remarked "this is heaven!"

"I am a Westmont patron. Jason was extremely helpful in eliminating extra spacing on my resume and solving other problems."

Patron who filled in the online survey remarked that she would have liked to comment on the website (she doesn't like it) but it was not included on the survey. She said she would send an email.

A patron who attended the NaNoWriMo program on 11/17 said that he loved that the library was promoting writing & would really enjoy some programs on how to write a book or memoir.

Patron loves that we switched our domain name over to .info because "libraries really are the information centers of the community!"

Patron said Beginners iPad class was great – got her started.

Technology

When teaching my YouTube class. I had a patron tell me he had an interest creating how to fitness videos. He was very happy with the tools I showed him that YouTube offered in editing and sprucing up videos.

Administration

Patron commented, "I love the library to death, it is my second home." "I would come every day but my caregiver would tell me to fly a kite!"

The facilities for our training last Saturday were perfect. The staff-person that helped me with set-up and the technology was terrific. She helped me get the rows of chairs set-up, connected the technology components and made sure the presenter was ok with all the technology. Later she checked back to make sure everything was running as it should be and then confirmed with me at the end that things were satisfactory throughout the presentation. The staffs in children's section were equally helpful and friendly.

"To me this is the Lifetime Fitness of libraries. I love the reminder call for the events."

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MTG

2015 ILA Trustee Forum Workshop

Saturday, February 14; Chicago Marriott Oak Brook
Register online at ila.org/Trustee

AGENDA

- 8:00 – 9:00 A.M. Continental Breakfast and Networking
- 9:00 – 9:15 A.M. Welcome and Introductions
- 9:15 – 10:30 A.M. Library Board Wars and Power Plays: How to Resolve Them and How to Avoid Them
Britt Isaly and Julie Tappendorf, Ancel Glink
- 10:30 – 10:45 A.M. Break
- 10:45 A.M. – NOON Tech Trends for Trustees
Monica Harris, Schaumburg Township District Library
- NOON – 1:00 P.M. Lunch and Forum Business Meeting
- 1:15 – 2:15 P.M. Legislative Update
Kip Kolkmeier, ILA Legislative Consultant
- 2:15 – 2:30 P.M. Break
- 2:30 – 3:30 P.M. Legal Q&A
Phil Lenzini, Library Attorney

HOTEL INFORMATION

Chicago Marriott Oak Brook
1401 West 22nd St.
Oak Brook, IL 60523
The single/double rate is \$94, plus tax, per night.
Please call 800-228-9290 or 630-573-8555 to make your reservation.
Reservations must be made by Friday, January 23.

Registration Form

ILA Member Registration: \$135*
Non-Member Registration: \$160*

Registration includes the workshop, continental breakfast, lunch, and an afternoon snack break.

** Register multiple trustees and save! Register one trustee at the full price and each additional trustee from your institution will receive a \$10 registration discount. Please send a separate form to register each trustee.*

Name: _____

Institution: _____

Address: _____

Phone: _____ Fax: _____

E-mail: _____

Payment Information:

Registration Amount: \$ _____

Method of Payment:

Check MasterCard VISA Discover AmEx

Credit Card Number: _____

Expiration Date: _____

Name on Card: _____

Signature: _____

Deadline for registration is January 30, 2015.

Cancellations must be received in writing before February 6 and will receive a 50% refund. No refunds will be given for cancellations received after February 6. Confirmations and additional information will be sent prior to the workshops. Send conference registration and payment to Illinois Library Association, 33 W. Grand Ave., Suite 401, Chicago, IL 60654; phone: 312-644-1896, fax: 312-644-1899.