

Indian Prairie Public Library
401 Plainfield Road
Darien, Illinois 60561

Board of Trustees Regular Meeting
January 17, 2018 – 7 p.m. – Board Room

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

- A. Roll Call
Asma Akhras, Donald Damon, Beena Deshmukh, Marian Krupicka,
Crystal Megaridis, Diane Ruscitti, Victoria Suriano

- 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 a
welcoming environment and state-of-the-art services, the library
is an essential center of learning, inspiration, and community pride.

- C. Public Comment

- D. Communications and Announcements
 - 1. Benes to Bukovac re: Thank You for Donation of Food Items Page 3
 - 2. ILA Library Trustees Forum Workshop Page 4
 - 3. Ground Rules for Meetings Distributed @ Mtg.

- E. Omnibus Consent Agenda Action
 - 1. Minutes of Truth in Taxation Hearing and Regular Board Meeting, November 15, 2017 Page 6
 - 2. Treasurer's Report 11/30/17 Page 11
 - 3. Action on Bills/Additional Bills Page 15
 - 4. Treasurer's Report 12/31/17 Page 20
 - 5. Action on Bill/Additional Bills Page 24
 - 6. Delete Two Executive Session Tapes from January 2016 Page 29
 - 7. Proposed Revision to Policy 420.1 Issuance of Library Cards Page 30-31
 - 8. Proposed Deletion of Policy 420.3 Renewal of Library Cards Page 30-31
 - 9. Ordinance #2018-1 Adopting Policy Prohibiting Harassment, Discrimination, and Retaliation Page 32

- F. Items Deleted from Omnibus Consent Agenda Action

- G. Library Director's Report Page 38 Information

- H. Department Reports Information
 - 1. Assistant Director Page 41
 - 2. Marketing Page 43
 - 3. Adult Page 45
 - 4. Circulation Page 54
 - 5. Technology and Technical Services Page 59
 - 6. Youth Page 63

- I. Staff Report
None

- J. Reports
 - 1. Chambers of Commerce Reports (Jensen) Page 76 Information
 - 2. RAILS Page 78 Information
 - 3. Building and Grounds Committee (no report)
 - 4. Finance Committee (no report)
 - 5. Planning/Outreach Committee (no report)
 - 6. Policy Committee (no report)

- K. Unfinished Business
None

- L. New Business
 - 1. Request to Donate Artwork
 - 2. Strategic Plan Update Page 85 Discussion
 - 3. 2017 User Experience Report Page 92 Information

- M. Meetings Scheduled
 - 1. Schedule Policy Committee (Damon, Megaridis, Akhras)
Week of 2/25 or 3/4

- N. Closed Session as allowed by 5ILCS, Act 120/2 (c)(21) Discussion of minutes of meetings lawfully closed under the Open Meetings Act, whether for purposes of approval by the body of the minutes or semi-annual review of the minutes as mandated by Section 2.06 of the Open Meetings Act.

- O. Return to Open Session and Report of Any Action Taken
 - 1. Minutes of Closed Session Meeting, January 18, 2017
 - 2. Open or Close Any Closed Session Minutes

- P. Closed Session as allowed by 5ILCS, Act 120/2 (c) (1) The appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body, including hearing testimony on a complaint lodged against an employee to determine its validity. (Annual Review of Library Director)

- Q. Return to Open Session and Report of Any Action Taken
 - 1. Director's Salary Increase
 - 2. Any Other Actions

- R. Community Events

- S. Library Events

- T. Adjournment

Our Lady of Peace Church

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701 PLAINFIELD ROAD
DARIEN, ILLINOIS 60561-4294
(630) 323-4333

December 13, 2017

Indian Prairie Library
401 Plainfield Road
Darien, Illinois 60561

RE: FOOD PANTRY DONATIONS

To Whom It May Concern:

The purpose of this letter is to acknowledge the Library's recent donation of various food items to the Our Lady of Peace Food Pantry, which were collected through the Library's *Food for Fines Program*. The donated items will be distributed to the many individuals that are served by the Food Pantry on a weekly basis. We are so grateful that you considered our organization to be one of the beneficiaries of this important initiative.

Again, thank you for considering Our Lady of Peace Food Pantry for the *Food for Fines Program*, and may God bless you for your support of the Food Pantry ministry.

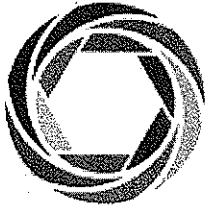
Gratefully,



Len Benes
Administrator
Our Lady of Peace Food Pantry

ILLINOIS LIBRARY ASSOCIATION Protecting Libraries' Mission
Trustee Forum Workshop

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Library Trustee Forum

Illinois Library Association

ois Library Trustee Forum Workshop
Saturday, February 17, 2018
Chicago Marriott Oak Brook
1401 West 22nd St., Oak Brook

Questions or group registration, e-mail tina@ila.org

Register Online

Registration Fees

ILA Member: \$135

Non-Member: \$160

Register one attendee at the full price and each additional attendee from your institution will receive a \$10 registration discount.

Registration includes a full day of programming, a continental breakfast, buffet luncheon, and coffee breaks.

Agenda

8:00 - 9:00 a.m.	Continental Breakfast and Networking
9:00 - 9:15 a.m.	Welcome and Introductions
9:15 a.m. - Noon	Advocacy Bootcamp James LaRue and Marci Merola, American Library Association



"Who needs libraries?" Beneath those three words is an iceberg of challenges, from delivering on-point messaging, gathering compelling statistics, and the need to re-educate key audiences on the value of libraries, fundamental not only to librarians, but to our democratic society at large. The recent rash of anti-library trends, including the anti-tax movement, privatization, removal of independent library boards and deprofessionalization, point to a systemic shift in our landscape that is very different than budget cuts and recession: an attack on libraries as a public service.

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EVENTS

Calendar

Conference Call for Programs

Trustee Forum Workshop

Reaching Forward Conference

Annual Conference

Event Handouts

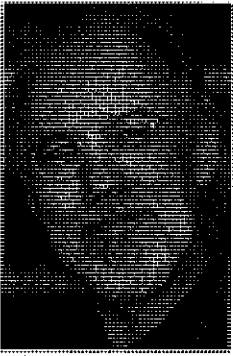
Past ILA Annual Conferences

Future ILA Annual Conferences

Workshop Sponsors

Ancel Glink | DIAMOND
 DI CIAN
 & KRAE

LIIR
 Libraries of Illinois Risk



Advocacy Bootcamp urges attendees to re-think advocacy: to re-define the library community and expand the way we have been advocating for libraries. This session will help library communities prepare to advocate for libraries as fundamental building blocks to democracy, building on the momentum of and key message of ALA's new public awareness campaign, Libraries Transform. The program will cover advocacy basics such as messaging, networking, and community engagement. Intellectual Freedom, as the essential brand of librarianship, and as a value that grows from a solid policy infrastructure, will also be covered. Attendees will focus on working on an advocacy plan that they can implement in their library. This is joint effort of ALA's Office for Library Advocacy and the Office for Intellectual Freedom.

Noon - 1:00 p.m.	Luncheon and Forum Business Meeting
1:15 - 2:15 p.m.	Legislative Update Derek Blaida, ILA Legislative Consultant Derek will provide an update on what's going on in Springfield and the status of legislation impacting libraries.
2:15 - 2:30 p.m.	Break
2:30 - 3:30 p.m.	Legal Q&A Lawyers from Ancel Glink will answer your questions about legal issues impacting your library.

Hotel Information

Chicago Marriott Oak Brook

Single/Double Rate: \$92, plus tax, per night

Book Online or call 800-228-9290 or 630-573-8555 to make your reservation.

Reservations must be made by Friday, January 26, to receive the workshop rate.

Cancellations must be received in writing before February 9. Please e-mail your cancellation request to tina@ila.org. Cancellations received before February 9 will receive a refund and are subject to a \$15 processing fee. No refunds will be given for cancellations received after February 9.

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PUBLIC AGENDA

Distributed @ mtg.

COMMUNICATIONS &
ANNOUNCEMENTS (D3)

Taken from the August 30, 2016 blog

Ground Rules

When people are treated like adults, they generally act like adults. But sometimes, extra steps need to be taken to reinforce civil behavior. One way of doing so without removing group control over the process, is encouraging participants to set some basic ground rules – norms or standards for conduct, behavior and conversation that help shape constructive and productive dialogue and otherwise make a group functional.

Specifically, ground rules are used to establish the purpose of group, outline how meetings and conversations will be conducted, ensure that conflict is addressed but not escalated and create a safe environment to discuss difficult and controversial issues. The general premise behind ground rules is that all participants should be treated equally and fairly.

Ground rules may be offered or developed in several different ways, though two approaches are the most common. First, the facilitator can list some sample ground rules for the conversation and invite participants to accept, reject, or edit them and to propose new rules. Second, the facilitator can work with the group to develop ground rules from scratch. In this case, members of the group can propose a rule, and if most participants agree to it, the rule can be added to the list. In all cases, after presenting the ground rules to the group, the facilitator should make sure that the rules are agreeable to all.

Ground rules are critical for managing productive conversation, but they must be presented and agreed upon at the start of a meeting or process. Moreover, while some ground rules are fairly common, others may need to be developed or adapted for unique contexts. For example, depending on the goal of the process, it could be useful to include ground rules about how decisions will be made (e.g., through voting, consensus or deferral).

Fewer and simpler ground rules can be used when there are low stakes issues or high performing groups; more detailed ground rules should be used when there are high stakes issues or low performing groups.

Examples of Common Ground Rules

For low stakes issues or high performing groups:

Use respectful language.

Allow equal voice.

Be mindful of time.

Avoid side conversations.

Turn off (or silence) cellphones and other devices.

For high stakes issues or low performing groups:

Listen actively - respect others when they are talking.

Speak from your own experience instead of generalizing. (Use "I" statements.)

Ask questions to respectfully challenge one another, but refrain from personal attacks - focus on ideas.

Participate to the fullest of your ability and help make sure every individual voice is included.

Our goal is not necessarily to agree - it is to gain a deeper understanding.

Be conscious of body language and nonverbal responses - they can be as disrespectful as words.

The ground rules described here, and the participatory process for developing and adhering to them, stand in stark contrast to Robert's Rules of Order, the most commonly used guidelines in conventional participation formats.

Robert's Rules are typically preset, cannot be changed by the group and often seem arcane to people who do not use them often. In these ways, they reflect a parent-child relationship between government and citizens. The ground rules that have emerged during the last twenty years in successful participation projects are more informal and egalitarian; in a number of places they have been referred to, facetiously but accurately, as "Bob's Rules":

Bob's Rules (Robert's kinder, gentler sibling)

- Respect other people, their ideas and opinions.
- Do not interrupt others.
- Try to say it in 25 words or less.
- Speak only to the topic at hand.
- No side conversations.
- When an idea has been stated previously and you agree, only speak when you have something new to add.
- Everyone gets a chance to share their opinion before someone speaks again.
- Speaking briefly and staying focused is everyone's responsibility. This will make the meeting run smoothly.
- These are everybody's rules and everyone is responsible for seeing that they are followed.

(Provided by Cece Hughley-Noel, Southeast Uplift in Portland, Oregon)

Ground rules should be easily accessible and visible. For example, in a face-to-face meeting they can be posted on the wall, and in an online forum they can be posted in a way that makes them easy to find. This makes it easier to refer to them and ensure that they are followed.

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Indian Prairie Public Library
Board of Trustees Minutes

**Truth in Taxation Hearing
November 15, 2017 – 7 p.m.**

- A. Call to Order and Statement of Purpose – President Suriano called the meeting to order at 7:08 p.m. Present were Asma Akhras, Beena Deshmukh, Donald Damon, Marian Krupicka, Diane Ruscitti, Victoria Suriano, Jamie Bukovac, Maria Wlosinski. Absent: Crystal Megaridis. 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 2, 2017 (copy in packet).
- B. Public Questions/Comments – There was no public in attendance.
- C. Closing of Hearing – Suriano closed the hearing at 7:13 p.m.

**Board of Trustees Regular Meeting
November 15, 2017 – 7:10 p.m.**

A. Roll Call

President Suriano called the meeting to order at 7:14 p.m. Secretary Deshmukh called the roll. Present: Asma Akhras, Donald Damon, Beena Deshmukh, Marian Krupicka, Diane Ruscitti, Victoria Suriano
Absent: Crystal Megaridis
Staff Present: Jamie Bukovac, Maria Wlosinski
Others:

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

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

Vision Statement: Secretary Deshmukh 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 a welcoming environment and state-of-the-art services, the library is an essential center of learning, inspiration, and community pride.

C. Public Comment

D. Communications and Announcements

- 1. Thelen to Ryan re: Stinger Magazine

E. Omnibus Consent Agenda

- 1. Minutes of Regular Board Meeting, October 18, 2017
- 2. Treasurer's Report
- 3. Action on Bill/Additional Bills
- 4. Ordinance #2017-9 Directing County Clerk as to PTELL Reduction

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5. Approval of RY2018 Illinois Public Library Per Capita Grant
 6. Building and Grounds Committee Meeting Minutes, October 26, 2017
 7. Determination to Dispose of Personal Property
Krupicka moved, Deshmukh seconded to set the Omnibus Consent Agenda. Motion carried unanimously. Damon moved, Akhras seconded to approve the Omnibus Consent Agenda. Motion carried unanimously.

F. Items Deleted from Omnibus Consent Agenda - none

G. Library Director's Report

With respect to the Sadowski donation, Bukovac said we are the only library she knows of that is creating a makerspace geared to mid-kids. The Sadowski family, as well as library staff, are very excited about the new space. Bukovac reported that the phone system was switched over to VOIP on Tuesday. Bukovac thanked Damon for his time and expertise with the project. She noted that other libraries have spent as much as \$20,000 to put in a VOIP system and those are the quotes we were getting. We ended up spending about \$5,000. We would have spent much more money and staff time without Damon's help. Suriano was very happy to see that the health insurance premium is only going up 5.77%. Ruscitti said she wanted to clarify something on the Director's report regarding the library's pension liability. Her recollection of her comment at the October Board meeting is that the hiring of someone with years of service would impact our pension liability. It would have an impact on our financial statements. She was not suggesting that we should consider that when making a hiring decisions. She was not suggesting that it impact our hiring process. She is correcting the record right now to reflect this.

H. Department Reports

I. Staff Report – none

J. Reports

1. Chamber Reports – backup in packet. Bukovac noted that Shirley Jensen, Assistant Head of Adult Services, will be on the Darien Chamber of Commerce Board of Directors.
2. RAILS – backup in packet.
3. Building and Grounds Committee - Krupicka reported that they met on October 26. The minutes were approved in the omnibus this evening. The Board will discuss the survey results in February. Staff is in the process of organizing the survey comments.
4. Finance Committee – no report.
5. Planning/Outreach Committee – no report.
6. Policy Committee – no report

K. Unfinished Business

1. Ordinance #2017-8 Levying and Assessing Taxes – Damon moved, Deshmukh seconded to approve Ordinance #2017-8 Levying and Assessing Taxes. Ayes: Akhras, Damon, Deshmukh, Krupicka, Ruscitti, Suriano. Nays: none. Absent: Megaridis. Motion carried unanimously.

L. New Business

1. Request to Purchase Furniture for Kids & Teens Department – Bukovac noted that the request was reviewed by the Building and Grounds Committee at their October 26 meeting. Essentially, we never bought furniture for the mid-kids. The request is for the same lounge

chairs that we already have in the teen space and they've held up well. Krupicka moved, Damon seconded to approve the request to purchase two lounge chairs for the mid-kids lounge area at a cost of \$1,660.00. Ayes. Akhras, Damon, Deshmukh, Krupicka, Ruscitti, Suriano. Naves: none. Absent: Megaridis. Motion carried unanimously.

- 2. MPI Investments - Ruscitti had questions about the library's investment portfolio managed by MPI and requested discussion at the board meeting. MPI had provided information relative to Ruscitti's questions and this information is in the board packet.

Ruscitti requested that the investment portfolio be included as part of the minutes from August when MPI presented on the portfolio. Bukovac responded that the information is in the August board packet on the website.

Ruscitti also requested that in the future when there is a presentation about the library's investments that the trustees receive the information in advance to give them time to formulate questions for the presentation. Bukovac stated that she will make sure this happens in the future.

Ruscitti stated that the portfolio seems inconsistent with the direction given to MPI. Her recollection and her notes is that MPI was talking at that time of high rated, highly liquid, shorter duration securities and they spoke in general terms about 1 to 5 year maturities to pick up some yield. There are maturities that extend way out. These are mortgage-backed and as she understands it in a high interest rate environment the maturity can be greater. In a high interest rate environment they don't prepay as quickly, they slow down and the maturity can in fact be greater than the stated maturity in a high interest rate environment. She suggests that under some scenarios the preservation of capital could be at risk.

Ruscitti also noted that investment portfolios for the Arlington Heights Library and the Fountaindale Library have a much higher percentage of US treasuries, they have a much higher percentage of bank account deposits and they have shorter maturities than our portfolio does. She feels they're more consistent with what she thought the direction was that we gave to MPI.

Bukovac stated that the portfolio is not any different than what they presented to the Finance Committee in 2015 and how they've been investing the library's money since 2009. The library has had no cash flow problems since we've given them that money. We work with them very closely to make sure that we have the money that we need and there's no penalties. We have a Bloomberg stress test in the packet that shows that even if we have the unlikelihood of interest rates going up 1% in one month we lose a total of \$11,000 in our investments and in every other scenario in that Bloomberg stress test we make money.

Krupicka said some of them look longer - but that is not the actuality of how they mature. They mature less than between 1.6 and 2.1 years. All the things that we've invested in are very safe. Not all libraries, not all municipalities will invest the same way because they have different needs, they have different amounts that they're dealing with. This is a very safe way, we've made more money with them than by just the previous way which was just buying CDs. MPI has been very forthright.

These long-term investments are mortgages which aren't like your normal CDs. People sell their house, they refinance, etc. so that it doesn't have that length of investment that shows

up on paper.

Bukovac noted Bloomberg reports on some of the mortgage backed bonds. One has a maturity of 12/15/2032 and the average life is 3.87 years the moderate mod duration is 3.45. Another one where the maturity is 1/20/2025. The average life is 2.72 years. Another one maturity 9/1/2026, average life 2.12 years. MPI has been our investors since 2009 and they've had these mortgage backed bonds in the investment portfolio ever since and he explains this each year when he presents to the Board.

Damon said we basically use a million dollars a year. We've got over 2 million with MPI. The fact that we've got some investments out further really isn't a big risk either. It's just some investments that are out further. We've got a million dollars that is available in the next year. Our real discussions with him had nothing to do with saying well we want everything to be between 1 and 3 years. Our real discussions with him were based on the budget. On how much money we needed every month and if we needed to get a large amount of money out. The real discussion was based around can you meet those criteria.

Suriano said we've talked on numerous occasions about the possible need for large expenditures. MPI has copies of our budget and Bukovac's financial projections. We're not the only individuals that he does this kind of investing with.

Ruscitti said she'd like to have a meeting with MPI to answer her questions and to get a more comprehensive understanding of what their unwind strategy is for that portion of the portfolio if the library has a need for money and preservation of capital under all scenarios. If they can give us a comprehensive proposal to show that under all scenarios the preservation of principal holds then she'd be the first one to be corrected.

Bukovac said she'll send MPI questions and invite them to meet with the Board.

Akhras said that Ruscitti has a financial background and an understanding of this topic whereas Akhras does not. She trusts that Ruscitti will ask appropriate questions of MPI and whether or not Ruscitti agrees or disagrees with the response from the other trustees that the board will not keep spending time on this topic. Akhras also said its good to benchmark against other libraries but it has to be contextual.

Bukovac said that if anyone has any other questions that they would like answered beyond the preservation of principal under all scenarios to send them to her.

Ruscitti said she'd also like to understand what they think is a relevant benchmark for IPPL, who they think is an appropriate benchmark. And why they think the composition of our portfolio is appropriate given benchmarks.

3. Review of *Serving Our Public 3.0*, Chapter 12 "Safety" – Review is required for the Per Capita Grant. Bukovac noted three areas where we needed to do a few things. With respect to safety standard #2, we have added the location of emergency supplies, fire alarms, and fire extinguishers to the library floor plan. With respect to #11, we are working on tornado shelter signs. With respect to #15, we will be sending copies of our emergency manual and disaster plan to community safety personnel.
4. Review of Illinois State Library Literacy Program - Bukovac showed the State Library's

website with respect to their adult literacy program services. In addition to providing resources for libraries to use, they administer adult literacy grant programs, provide adult literacy tutor training, and offer family literacy story kits.

M. Scheduled Meetings - none

N. Community Events

O. Library Event

P. Adjournment

At 8:52 p.m. Krupicka moved, Damon seconded to adjourn the meeting. All ayes. Motion carried unanimously.

Beena Deshmukh, Secretary

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INDIAN PRAIRIE PUBLIC LIBRARY TREASURER'S REPORT 11/30/2017

Balance on hand as of October 31, 2017.....	3,812,363.00
Cash Receipts for November.....	67,703.88
Cash Disbursements for November.....	292,832.97
Cash on hand as November 30, 2017.....	3,587,233.91

Investments

Illinois Funds (Money Market) - Average Monthly Rate 1.089%

General.....	846,770.10
Marion E Weston Endowment.....	18,966.74
Special Reserve.....	5,607.10
Children's Endowment.....	2,920.25
Endowment.....	11,304.69
MPI Investment (Corporate Fund).....	2,558,866.93

MB - Checking

General.....	26,002.56
Hinsdale Bank & Trust - Checking.....	5,193.38
MB - Savings - Rate .80%	
General.....	111,198.16
Petty Cash/Circulation.....	404.00
Balances as of November 30, 2017.....	3,587,233.91

FUND BALANCES AS OF 11/30/2017

Corporate Fund.....	3,432,979.80
Building & Maintenance Fund.....	53,818.44
I.M.R.F. Fund.....	1,024.06
Liability Fund.....	(181.03)
Social Security Fund.....	4,942.83
Special Reserve Fund.....	5,607.10
Current Liabilites.....	89,042.71
Grand Total All Funds.....	3,587,233.91

Indian Prairie Public Library District
Consolidated Revenue Report for November 2017

Percent of Year: 41.67

	RECEIVED November 17	RECEIVED THIS YEAR	PRCT COLL	BUDGET RECEIPTS	UNCOLLECTED RECEIPTS
PROPERTY TAX & LEVY INTEREST					
41100 · Property Taxes	52,368.94	3,440,672.59	99.10%	3,472,004.00	31,331.41
41150 · Non-current Property Taxes	0.00	85.59	0.00%	0.00	-85.59
43100 · Interest-Tax Levy	0.00	5.41	0.00%	0.00	-5.41
TOTAL PROPERTY TAX & LEVY INTEREST	52,368.94	3,440,763.59	99.10%	3,472,004.00	31,240.41
INTERGOVERNMENTAL					
42200 · Per Capita Grant	0.00	0.00	0.00%	32,000.00	32,000.00
TOTAL INTERGOVERNMENTAL	0.00	0.00	0.00%	32,000.00	32,000.00
INTEREST					
43500 · Interest - Investment	977.54	4,055.89	270.39%	1,500.00	-2,555.89
TOTAL INTEREST	977.54	4,055.89	270.39%	1,500.00	-2,555.89
DESK MONIES					
45100 · Copier	303.56	1,874.41	39.05%	4,800.00	2,925.59
45120 · Computer Copies	1,110.83	5,890.34	39.27%	15,000.00	9,109.66
45200 · Fines/Fees	4,281.32	24,688.72	50.39%	49,000.00	24,311.28
45250 · Gifts/Donations	0.00	8,966.74	1793.35%	500.00	-8,466.74
45300 · Lost Materials	567.20	3,435.59	28.63%	12,000.00	8,564.41
45350 · Non-Resident Fees	5,480.02	37,948.20	45.18%	84,000.00	46,051.80
45400 · DVD Fines	53.90	531.55	53.16%	1,000.00	468.45
45450 · Top Picks	18.00	104.00	0.00%	0.00	-104.00
45550 · Meeting Room Rental	200.00	300.00	150.00%	200.00	-100.00
45600 · ILL Fees	222.25	621.75	88.82%	700.00	78.25
45650 · 3D Printing	28.80	170.70	34.14%	500.00	329.30
45660 · Carvey	21.00	58.50	19.50%	300.00	241.50
45700 · Passport Fees	1,400.00	5,275.00	35.17%	15,000.00	9,725.00
TOTAL DESK MONIES	13,686.88	89,865.50	49.11%	183,000.00	93,134.50
OTHER INCOME					
46500 · OCLC Refund	0.00	989.75	141.39%	700.00	-289.75
46700 · Miscellaneous	271.42	1,386.17	69.31%	2,000.00	613.83
46800 · Collection Agency Fee	30.00	60.00	20.00%	300.00	240.00
49000 · Operating Transfer In	0.00	0.00	0.00%	0.00	0.00
TOTAL OTHER INCOME	301.42	2,435.92	81.20%	3,000.00	564.08
GRAND TOTAL	67,334.78	3,537,120.90	95.82%	3,691,504.00	154,383.10

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**Indian Prairie Public Library District
Consolidated Expenditures Report for November 2017**

Percent of Year: 41.67

	November 17	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
PERSONNEL							
61100 - Salaries	242,256.77	870,747.97	39.83%	2,186,000.00	1,315,252.03	2,207,860.00	39.44%
61310 - Benefits - Medical / Life Ins.	6,733.76	49,164.75	33.91%	145,000.00	95,835.25	155,000.00	31.72%
61330 - Benefits - IMRF	0.00	58,468.38	28.28%	206,771.00	148,302.62	220,000.00	26.58%
61340 - Benefits - FICA	18,259.58	65,832.39	39.37%	167,214.00	101,381.61	175,000.00	37.62%
61400 - Staff Development	752.50	5,755.78	35.31%	16,300.00	10,544.22	19,000.00	30.29%
61600 - Board Development	0.00	0.00	0.00%	1,000.00	1,000.00	3,000.00	0.00%
61710 - Workers Compensation	0.00	8,620.00	95.78%	9,000.00	380.00	12,000.00	71.83%
61720 - Unemployment Insurance	183.45	763.69	24.88%	3,070.00	2,306.31	4,000.00	19.09%
TOTAL PERSONNEL	270,186.06	1,059,352.96	38.74%	2,734,355.00	1,675,002.04	2,795,860.00	37.89%
MATERIALS							
62100 - Books	13,767.06	82,628.48	35.77%	231,000.00	148,371.52	245,000.00	33.73%
62200 - Periodicals	1,243.85	10,544.70	31.55%	33,425.00	22,880.30	35,000.00	30.13%
62300 - Audio	3,219.66	17,589.84	38.11%	46,150.00	28,560.16	50,000.00	35.18%
62400 - Video	4,488.56	27,161.82	41.66%	65,200.00	38,038.18	70,000.00	38.80%
62500 - Multi-Media	38.31	386.49	4.83%	8,000.00	7,613.51	10,000.00	3.86%
62600 - Electronic Reference Resources	257.02	56,576.91	90.67%	62,400.00	5,823.09	65,000.00	87.04%
62700 - Software	550.90	2,393.47	34.19%	7,000.00	4,606.53	8,000.00	29.92%
62800 - ESL	0.00	0.00	0.00%	2,000.00	2,000.00	3,000.00	0.00%
62900 - Materials Supplies	1,635.34	6,935.02	32.71%	21,200.00	14,264.98	25,000.00	27.74%
TOTAL MATERIALS	25,200.70	204,216.73	42.87%	476,375.00	272,158.27	511,000.00	39.95%
BUILDING							
63200 - Cleaning Service	5,031.29	27,253.87	38.12%	71,500.00	44,246.13	80,000.00	34.07%
63300 - Utilities (1-8-11 - Gas)	635.22	3,896.40	33.88%	11,500.00	7,603.60	17,500.00	22.27%
63300 - Utilities (1-8-12 - Electric)	0.00	22,303.90	35.40%	63,000.00	40,696.10	70,000.00	31.86%
63300 - Utilities (1-8-13 - Telephone)	955.84	7,261.94	103.74%	7,000.00	-281.94	9,000.00	80.69%
63300 - Utilities (1-8-14 - Water/Sewer)	747.48	3,125.48	38.12%	8,200.00	5,074.52	12,500.00	25.00%
63300 - Utilities (1-8-15 - Garbage Disposal)	247.04	1,188.13	39.60%	3,000.00	1,811.87	4,000.00	29.70%
63400 - Maintenance Supplies	1,785.29	6,064.87	35.68%	17,000.00	10,935.13	22,000.00	27.57%
63500 - Security System Monitoring	105.00	282.00	35.25%	800.00	518.00	2,000.00	14.10%
63600 - Property Maintenance	1,617.00	11,410.00	60.05%	19,000.00	7,590.00	30,000.00	38.03%
63800 - Building Maintenance/Repair	2,806.46	11,339.23	25.20%	45,000.00	33,660.77	60,000.00	19.90%
TOTAL BUILDING	13,730.62	94,125.82	38.26%	246,000.00	151,874.18	307,000.00	30.66%
OPERATIONS							
64200 - Supplies - Office	613.94	4,264.85	31.59%	13,500.00	12,886.06	16,000.00	3.84%
64300 - Photocopy Supplies	327.42	1,707.96	34.16%	5,000.00	3,292.02	6,000.00	28.47%
64400 - Patron Card Supplies	0.00	0.00	0.00%	600.00	600.00	1,000.00	0.00%
64450 - Passport Postage	146.30	659.26	0.00%	2,800.00	2,140.74	4,000.00	0.00%
64500 - Postage	-146.30	3,145.92	71.50%	4,400.00	1,254.08	5,000.00	62.92%
64600 - Non-Payment Reimbursement	0.00	0.00	0.00%	2,000.00	2,000.00	3,000.00	0.00%
64700 - Travel	51.37	209.76	41.95%	500.00	290.24	700.00	29.97%
64800 - Organizational Memberships	295.00	548.50	28.87%	1,900.00	1,351.50	2,400.00	22.85%
64900 - Bank Fees	262.02	1,404.62	56.19%	2,500.00	1,095.38	3,200.00	43.89%
TOTAL OPERATION	1,549.75	11,940.89	35.97%	33,200.00	24,910.02	41,300.00	28.91%
AUTOMATION							
65100 - Supplies-Public Toner	715.59	2,622.91	37.47%	7,000.00	4,377.09	8,500.00	30.86%
65150 - Supplies-Staff Toner	220.98	3,207.92	53.47%	6,000.00	2,792.08	8,500.00	37.74%
65160 - Supplies-Other	0.00	125.98	15.75%	800.00	674.02	1,100.00	11.45%
65200 - Automation-Prof Services	0.00	0.00	0.00%	5,000.00	5,000.00	8,000.00	0.00%
65300 - Purchase of Equipment	119.00	279.77	2.00%	14,000.00	13,720.23	22,000.00	1.27%
65400 - Automation Equip Mnt/Repair	2,033.90	3,841.47	81.73%	4,700.00	858.53	5,000.00	78.83%
65500 - Software	29.00	2,119.74	14.63%	14,485.00	12,365.26	20,000.00	10.60%
65600 - SWAN	0.00	11,265.45	24.69%	45,620.00	34,354.55	47,000.00	23.97%

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**Indian Prairie Public Library District
Consolidated Expenditures Report for November 2017**

Percent of Year: 41.67

	November 17	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
65700 - Telecommunications	619.70	1,159.25	40.25%	2,880.00	1,720.75	4,000.00	28.98%
TOTAL AUTOMATION	3,738.17	24,622.49	24.50%	100,485.00	75,862.51	124,100.00	19.84%
CONTRACTUAL SERVICES							
66100 - General Professional Services	3,879.00	4,504.00	66.24%	6,800.00	2,296.00	17,200.00	26.19%
66200 - Credit Bureau	62.65	268.50	22.38%	1,200.00	931.50	1,500.00	17.90%
66300 - Equipment-Maintenance Repair	0.00	2,372.55	52.72%	4,500.00	2,127.45	7,000.00	33.89%
66900 - Fees - Bond Registrar	0.00	0.00	0.00%	220.00	220.00	0.00	0.00%
TOTAL CONTRACTUAL SERVICES	3,941.65	7,145.05	56.17%	12,720.00	5,574.95	25,700.00	27.80%
INSURANCE							
67100 - Multi Peril-Physical Assets	0.00	10,305.00	100.00%	10,305.00	0.00	11,000.00	93.68%
67200 - Bonding	0.00	1,336.00	100.00%	1,336.00	0.00	1,400.00	95.43%
67300 - Officers & Directors Liability	0.00	2,842.00	100.00%	2,842.00	0.00	3,400.00	83.59%
67400 - Umbrella Liability	0.00	2,150.00	94.63%	2,272.00	122.00	3,400.00	63.24%
TOTAL INSURANCE	0.00	16,633.00	99.27%	16,755.00	122.00	19,200.00	86.63%
MARKETING							
68110 - Marketing Newsletter	5,777.56	14,466.36	41.33%	35,000.00	20,533.64	37,000.00	39.10%
68111 - eNewsletter	0.00	1,890.00	94.50%	2,000.00	110.00	2,200.00	85.91%
68210 - Marketing Advertising	151.25	272.50	54.50%	500.00	227.50	1,800.00	15.14%
68310 - Marketing Supplies	0.00	0.00	0.00%	500.00	500.00	1,000.00	0.00%
68410 - Marketing-Information Printing	0.00	359.23	16.33%	2,200.00	1,840.77	5,000.00	7.18%
68500 - Legal Notices	24.29	657.96	65.80%	1,000.00	342.04	2,000.00	32.90%
68600 - Special Events	1,090.04	9,156.20	36.05%	25,400.00	16,243.80	30,000.00	30.52%
TOTAL PUBLIC INFORMATION	7,043.14	26,802.25	40.24%	66,600.00	39,797.75	79,000.00	33.93%
CAPITAL OUTLAY & CONTINGENCY							
69100 - Building Improvements	0.00	0.00	0.00%	0.00	0.00	200,000.00	0.00%
69200 - Special Reserve Fund	0.00	16,671.25	0.00%	0.00	-16,671.25	100,000.00	16.67%
69250 - Equipment/Furnishings	0.00	0.00	0.00%	0.00	0.00	50,000.00	0.00%
69800 - Operating Transfer Out	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
69900 - Contingency	85.73	3,513.74	70.08%	5,014.00	1,500.26	20,000.00	17.57%
69920 - Gift/Donation Purchases	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
GRAND TOTAL	325,475.82	1,465,024.18	39.69%	3,691,504.00	2,230,130.73	4,273,160.00	34.28%

ACTION ON BILLS November 2017

<u>Account</u>	<u>Check #'s</u>	<u>Total</u>
MB-Bills for Approval	1199 thru 1308	\$ 72,360.44
MB-Salaries for November	131 thru 160	\$ 8,439.73
Hinsdale Bank-Direct Deposits	& 24982 thru 25220	\$ 163,620.97
MONTH'S TOTAL:		\$ 244,421.14

Indian Prairie Public Library District Account QuickReport - Vendors

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As of November 30, 2017

Type	Date	Num	Name	Amount
10122 - MB Checking				
Bill Pmt Check	11/01/2017	1199	Baker & Taylor	2,717.03
Bill Pmt Check	11/01/2017	1200	Baker & Taylor (video)	46.74
Bill Pmt Check	11/01/2017	1201	Bal Industries	390.00
Bill Pmt Check	11/01/2017	1202	Better Business Planning, Inc.	149.38
Bill Pmt Check	11/01/2017	1203	CareerBuilder Employment Screening, LLC	29.00
Bill Pmt Check	11/01/2017	1204	Comcast	189.85
Bill Pmt Check	11/01/2017	1205	Dell Marketing L.P.	335.54
Bill Pmt Check	11/01/2017	1206	DEMCO	112.21
Bill Pmt Check	11/01/2017	1207	Gale/CENGAGE Learning	315.09
Bill Pmt Check	11/01/2017	1208	Home Depot	1,055.97
Bill Pmt Check	11/01/2017	1209	Kapco	303.58
Bill Pmt Check	11/01/2017	1210	LexisNexis Matthew Bender	99.08
Bill Pmt Check	11/01/2017	1211	Penguin Random House LLC	112.50
Bill Pmt Check	11/01/2017	1212	Recorded Books, LLC	99.00
Liability Check	11/03/2017	1213	Nationwide Retirement	660.00
Liability Check	11/03/2017	1214	Vantagepoint	1,162.25
Bill Pmt Check	11/08/2017	1215	Baker & Taylor	1,904.06
Bill Pmt Check	11/08/2017	1216	Big Run Wolf Ranch	250.00
Bill Pmt Check	11/08/2017	1217	Blackstone Audio, Inc.	311.25
Bill Pmt Check	11/08/2017	1218	Case Lots Inc.	179.85
Bill Pmt Check	11/08/2017	1219	Chicago Tribune Media Group	24.29
Bill Pmt Check	11/08/2017	1220	Children's Plus Inc.	512.50
Bill Pmt Check	11/08/2017	1221	Estrada, Heidi	34.48
Bill Pmt Check	11/08/2017	1222	Hinsdale South High School Stinger	135.00
Bill Pmt Check	11/08/2017	1223	Ingram Library Services	25.55
Bill Pmt Check	11/08/2017	1224	Medicom Reimbursement Spec., Ltd.	16.25
Bill Pmt Check	11/08/2017	1225	Midwest Tape	1,899.39
Bill Pmt Check	11/08/2017	1226	Neviol Inc.	4,990.00
Bill Pmt Check	11/08/2017	1227	Penguin Random House LLC	165.00
Bill Pmt Check	11/08/2017	1228	Quill	608.31
Bill Pmt Check	11/08/2017	1229	RAILS	82.50
Bill Pmt Check	11/08/2017	1230	Recorded Books, LLC	237.99
Bill Pmt Check	11/08/2017	1231	Runco	525.84
Bill Pmt Check	11/08/2017	1232	Sebert Landscaping	767.00
Bill Pmt Check	11/08/2017	1233	Today's Business	1,395.00
Bill Pmt Check	11/08/2017	1234	Willowbrook/Burr Ridge Chamberof Commerce	195.00
Bill Pmt Check	11/08/2017	1235	Wlosinski, Maria	23.01
Bill Pmt Check	11/08/2017	1236	Wood, Kevin J.	200.00
Bill Pmt Check	11/08/2017	1237	Zabel, Brian & Associates, PC	3,850.00
Bill Pmt Check	11/10/2017	1238	Baker & Taylor	3,873.88
Bill Pmt Check	11/10/2017	1239	Baker & Taylor (video)	160.29
Bill Pmt Check	11/10/2017	1240	Blackstone Audio, Inc.	45.00
Bill Pmt Check	11/10/2017	1241	Call One	720.01
Bill Pmt Check	11/10/2017	1242	Center Point Large Print	76.15

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Indian Prairie Public Library District
Account QuickReport - Vendors
 As of November 30, 2017

Type	Date	Num	Name	Amount
Bill Pmt Check	11/10/2017	1243	Chicago Tribune	318.24
Bill Pmt Check	11/10/2017	1244	Chicagoly	8.00
Bill Pmt Check	11/10/2017	1245	Ingram Library Services	145.74
Bill Pmt Check	11/10/2017	1246	Midwest Tape	1,555.78
Bill Pmt Check	11/10/2017	1247	OverDrive	607.95
Bill Pmt Check	11/10/2017	1248	Penworthy Company, The	343.30
Bill Pmt Check	11/10/2017	1249	Recorded Books, LLC	108.57
Bill Pmt Check	11/10/2017	1250	USA Today	339.87
Bill Pmt Check	11/10/2017	1251	Estrada, Heidi	36.06
Bill Pmt Check	11/10/2017	1252	Salo, Kathryn	38.31
Bill Pmt Check	11/10/2017	1253	VISOgraphic	1,837.99
Liability Check	11/16/2017	1254	Nationwide Retirement	660.00
Liability Check	11/16/2017	1255	Vantagepoint	1,162.25
Bill Pmt Check	11/22/2017	1256	Asimakopoulos, Jennifer	149.01
Bill Pmt Check	11/22/2017	1257	Baker & Taylor	1,043.91
Bill Pmt Check	11/22/2017	1258	Baker & Taylor (video)	56.97
Bill Pmt Check	11/22/2017	1259	BCBS	10,504.40
Bill Pmt Check	11/22/2017	1260	Bengal Electric Inc.	849.00
Bill Pmt Check	11/22/2017	1261	Case Lots Inc.	336.90
Bill Pmt Check	11/22/2017	1262	Colley Elevator Co.	205.00
Bill Pmt Check	11/22/2017	1263	DEMCO	134.12
Bill Pmt Check	11/22/2017	1264	Dow Theory Forecasts	159.00
Bill Pmt Check	11/22/2017	1265	DuPage County Public Works	747.48
Bill Pmt Check	11/22/2017	1266	Fidelity Monitor & Insight	159.00
Bill Pmt Check	11/22/2017	1267	Fox Valley Fire & Safety	141.00
Bill Pmt Check	11/22/2017	1268	French Battlefields	150.00
Bill Pmt Check	11/22/2017	1269	Gale/CENGAGE Learning	595.98
Bill Pmt Check	11/22/2017	1270	Garvey's Office Products	18.90
Bill Pmt Check	11/22/2017	1271	Groot Industries, Inc.	247.04
Bill Pmt Check	11/22/2017	1272	Ingram Library Services	642.44
Bill Pmt Check	11/22/2017	1273	Jensen, Heather Forster	39.06
Bill Pmt Check	11/22/2017	1274	Jensen, Shirley P	127.75
Bill Pmt Check	11/22/2017	1275	Kroeschell Service	1,411.46
Bill Pmt Check	11/22/2017	1276	LACONi	100.00
Bill Pmt Check	11/22/2017	1277	Layman, Jez	70.28
Bill Pmt Check	11/22/2017	1278	Lucarelli, Anthony	41.21
Bill Pmt Check	11/22/2017	1279	Mantra Lingua, Ltd.	48.35
Bill Pmt Check	11/22/2017	1280	Midwest Tape	1,745.45
Bill Pmt Check	11/22/2017	1281	Moneyletter	129.00
Bill Pmt Check	11/22/2017	1282	OverDrive	1,911.86
Bill Pmt Check	11/22/2017	1283	Palmisano, Stacy.	55.79
Bill Pmt Check	11/22/2017	1284	PCM	94.93
Bill Pmt Check	11/22/2017	1285	Penguin Random House LLC	406.25
Bill Pmt Check	11/22/2017	1286	Recorded Books, LLC	93.19
Bill Pmt Check	11/22/2017	1287	Rivistas Subscription Services	130.74

Indian Prairie Public Library District
Account QuickReport - Vendors

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As of November 30, 2017

Type	Date	Num	Name	Amount
Bill Pmt Check	11/22/2017	1288	Runco	366.45
Bill Pmt Check	11/22/2017	1289	Salo, Kathryn	19.60
Bill Pmt Check	11/22/2017	1290	Schultz., Jack	44.94
Bill Pmt Check	11/22/2017	1291	Seberl Landscaping	350.00
Bill Pmt Check	11/22/2017	1292	Sheehan, Debbie	35.00
Bill Pmt Check	11/22/2017	1293	Speciality Mat Service	151.29
Bill Pmt Check	11/22/2017	1294	Thomson Reuters West	67.48
Bill Pmt Check	11/22/2017	1295	Trapp, Sandra	75.00
Bill Pmt Check	11/22/2017	1296	Unique Management	62.65
Bill Pmt Check	11/22/2017	1297	Willowbrook/Burr Ridge Chamberof Commerce	20.00
Bill Pmt Check	11/29/2017	1298	Bank of America	3,213.79
Bill Pmt Check	11/29/2017	1299	Colonial Life	82.53
Bill Pmt Check	11/29/2017	1300	Comcast	189.85
Bill Pmt Check	11/29/2017	1301	Fire & Security Systems	105.00
Bill Pmt Check	11/29/2017	1302	Midwest Laser Specialists, Inc.	293.00
Bill Pmt Check	11/29/2017	1303	NCPERS Group Life	80.00
Bill Pmt Check	11/29/2017	1304	Principal Life Insurance Company	627.14
Bill Pmt Check	11/29/2017	1305	VISOgraphic	3,939.57
Bill Pmt Check	11/29/2017	1306	VSP Vision	122.55
Liability Check	11/30/2017	1307	Nationwide Retirement	660.00
Liability Check	11/30/2017	1308	Vantagepoint	1,162.25

Total 10122 - MB Checking
TOTAL

72,360.44
72,360.44

Bills for approval – Electronic Payments & Automatic Withdrawals

November 2017

Vendor	Purpose	Date Paid	Amount Paid
EFTPS-Federal	Payroll taxes	11/03/2017	20,207.84
ILDOR-State	Payroll taxes	11/03/2017	3,512.71
EFTPS-Federal	Payroll taxes	11/17/2017	20,266.58
ILDOR-State	Payroll taxes	11/17/2017	3,527.46
Nicor	Gas	11/20/2017	1,275.82
INB Bank/MB	Credit Card Fee	11/02/2017	232.02
Hinsdale Bank	Fee-Direct Deposit	11/03/2017	30.00

INDIAN PRAIRIE PUBLIC LIBRARY TREASURER'S REPORT 12/31/2017

Balance on hand as of November 30, 2017.....	3,587,223.91
Cash Receipts for December.....	55,052.77
Cash Disbursements for December.....	333,773.50
Cash on hand as December 31, 2017.....	3,308,503.18

Investments

Illinois Funds (Money Market) - Average Monthly Rate 1.189%	
General.....	596,665.62
Marion E Weston Endowment.....	18,966.74
Special Reserve.....	5,612.77
Children's Endowment.....	2,923.19
Endowment.....	11,316.07
MPI Investment (Corporate Fund).....	2,558,866.93

MB - Checking	
General.....	6,041.02
Hinsdale Bank & Trust - Checking.....	3,664.96
MB - Savings - Rate .80%	
General.....	104,041.88
Petty Cash/Circulation.....	404.00
Balances as of December 31, 2017.....	3,308,503.18

FUND BALANCES AS OF 12/31/2017

Corporate Fund.....	3,194,539.47
Building & Maintenance Fund.....	43,696.54
I.M.R.F. Fund.....	137.11
Liability Fund.....	(48.63)
Social Security Fund.....	119.68
Special Reserve Fund.....	5,612.77
Current Liabilites.....	64,446.24
Grand Total All Funds.....	3,308,503.18

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Indian Prairie Public Library District
Consolidated Revenue Report for December 2017

Percent of Year: 50.00

	RECEIVED December 17	RECEIVED THIS YEAR	PRCT COLL	BUDGET RECEIPTS	UNCOLLECTED RECEIPTS
PROPERTY TAX & LEVY INTEREST					
41100 · Property Taxes	30,753.40	3,471,425.99	99.98%	3,472,004.00	578.01
41150 · Non-current Property Taxes	0.00	85.59	0.00%	0.00	-85.59
43100 · Interest-Tax Levy	0.00	5.41	0.00%	0.00	-5.41
TOTAL PROPERTY TAX & LEVY INTEREST	30,753.40	3,471,516.99	99.99%	3,472,004.00	487.01
INTERGOVERNMENTAL					
42200 · Per Capita Grant	0.00	0.00	0.00%	32,000.00	32,000.00
TOTAL INTERGOVERNMENTAL	0.00	0.00	0.00%	32,000.00	32,000.00
INTEREST					
43500 · Interest - Investment	845.16	4,901.05	326.74%	1,500.00	-3,401.05
TOTAL INTEREST	845.16	4,901.05	326.74%	1,500.00	-3,401.05
DESK MONIES					
45100 · Copier	377.95	2,252.36	46.92%	4,800.00	2,547.64
45120 · Computer Copies	1,233.04	7,123.38	47.49%	15,000.00	7,876.62
45200 · Fines/Fees	4,035.90	28,724.62	58.62%	49,000.00	20,275.38
45250 · Gifts/Donatons	50.00	9,016.74	1803.35%	500.00	-8,516.74
45300 · Lost Materials	602.29	4,037.88	33.65%	12,000.00	7,962.12
45350 · Non-Resident Fees	6,272.00	44,220.20	52.64%	84,000.00	39,779.80
45400 · DVD Fines	124.50	656.05	65.61%	1,000.00	343.95
45450 · Top Picks	16.00	120.00	0.00%	0.00	-120.00
45550 · Meeting Room Rental	0.00	300.00	150.00%	200.00	-100.00
45600 · ILL Fees	70.50	692.25	98.89%	700.00	7.75
45650 · 3D Printing	8.00	178.70	35.74%	500.00	321.30
45660 · Carvey	5.50	64.00	21.33%	300.00	236.00
45700 · Passport Fees	825.00	6,100.00	40.67%	15,000.00	8,900.00
TOTAL DESK MONIES	13,620.68	103,486.18	56.55%	183,000.00	79,513.82
OTHER INCOME					
46500 · OCLC Refund	0.00	989.75	141.39%	700.00	-289.75
46700 · Miscellaneous	394.80	1,780.97	89.05%	2,000.00	219.03
46800 · Collection Agency Fee	40.00	100.00	33.33%	300.00	200.00
* 49000 · Operating Transfer In	1,620.00	1,620.00	0.00%	0.00	-1,620.00
TOTAL OTHER INCOME	2,054.80	4,490.72	149.69%	3,000.00	129.28
GRAND TOTAL	47,274.04	3,584,394.94	97.10%	3,691,504.00	108,729.06

* Operating Transfer In reflects \$1,620.00 from Building Reserve Fund:
69100 · Building Improvements - Burr Ridge Lighting

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Indian Prairie Public Library District
Consolidated Expenditures Report for December 2017

Percent of Year: 50.00

	December 17	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
PERSONNEL							
61100 - Salaries	183,386.33	1,034,134.30	47.31%	2,186,000.00	1,151,865.70	2,207,860.00	46.84%
61310 - Benefits - Medical / Life Ins.	15,276.90	64,441.65	44.44%	145,000.00	80,558.35	155,000.00	41.58%
61330 - Benefits - IMRF	39,045.91	97,514.29	47.16%	206,771.00	109,256.71	220,000.00	44.32%
61340 - Benefits - FICA	12,316.92	78,149.31	46.74%	167,214.00	89,064.69	175,000.00	44.66%
61400 - Staff Development	906.14	6,661.92	40.87%	16,300.00	9,638.08	19,000.00	35.06%
61600 - Board Development	0.00	0.00	0.00%	1,000.00	1,000.00	3,000.00	0.00%
61710 - Workers Compensation	0.00	8,620.00	95.78%	9,000.00	380.00	12,000.00	71.83%
61720 - Unemployment Insurance	108.73	872.42	28.42%	3,070.00	2,197.58	4,000.00	21.81%
TOTAL PERSONNEL	231,040.93	1,290,393.89	47.19%	2,734,355.00	1,443,961.11	2,795,860.00	46.15%
MATERIALS							
62100 - Books	19,611.83	102,240.31	44.26%	231,000.00	128,759.69	245,000.00	41.73%
62200 - Periodicals	148.11	10,692.81	31.99%	33,425.00	22,732.19	35,000.00	30.55%
62300 - Audio	3,392.40	20,982.24	45.47%	46,150.00	25,167.76	50,000.00	41.96%
62400 - Video	4,995.66	32,157.48	49.32%	65,200.00	33,042.52	70,000.00	45.94%
62500 - Multi-Media	129.55	516.04	6.45%	8,000.00	7,483.96	10,000.00	5.16%
62600 - Electronic Reference Resources	624.52	57,201.43	91.67%	62,400.00	5,198.57	65,000.00	88.00%
62700 - Software	1,301.20	3,694.67	52.78%	7,000.00	3,305.33	8,000.00	46.18%
62800 - ESL	0.00	0.00	0.00%	2,000.00	2,000.00	3,000.00	0.00%
62900 - Materials Supplies	2,358.57	9,293.59	43.84%	21,200.00	11,906.41	25,000.00	37.17%
TOTAL MATERIALS	32,561.84	236,778.57	49.70%	476,375.00	239,596.43	511,000.00	46.34%
BUILDING							
63200 - Cleaning Service	5,901.86	33,155.73	46.37%	71,500.00	38,344.27	80,000.00	41.44%
63300 - Utilities (1-8-11 - Gas)	918.23	4,814.63	41.87%	11,500.00	6,685.37	17,500.00	27.51%
63300 - Utilities (1-8-12 - Electric)	8,311.87	30,615.77	48.60%	63,000.00	32,384.23	70,000.00	43.74%
63300 - Utilities (1-8-13 - Telephone)	1,677.02	8,938.96	127.70%	7,000.00	-1,938.96	9,000.00	99.32%
63300 - Utilities (1-8-14 - Water/Sewer)	0.00	3,125.48	38.12%	8,200.00	5,074.52	12,500.00	25.00%
63300 - Utilities (1-8-15 - Garbage Disposal)	248.10	1,436.23	47.87%	3,000.00	1,563.77	4,000.00	35.91%
63400 - Maintenance Supplies	1,039.39	7,104.26	41.79%	17,000.00	9,895.74	22,000.00	32.29%
63500 - Security System Monitoring	0.00	262.00	35.25%	800.00	518.00	2,000.00	14.10%
63600 - Property Maintenance	1,073.66	12,483.66	65.70%	19,000.00	6,516.34	30,000.00	41.61%
63800 - Building Maintenance/Repair	2,567.01	13,906.24	30.90%	45,000.00	31,093.76	60,000.00	23.18%
TOTAL BUILDING	21,737.14	115,862.96	47.10%	246,000.00	130,137.04	307,000.00	37.74%
OPERATIONS							
64200 - Supplies - Office	846.91	5,111.76	37.87%	13,500.00	12,653.09	16,000.00	5.29%
64300 - Photocopy Supplies	220.79	1,928.77	38.58%	5,000.00	3,071.23	6,000.00	32.15%
64400 - Patron Card Supplies	0.00	0.00	0.00%	600.00	600.00	1,000.00	0.00%
64450 - Passport Postage	0.00	659.26	0.00%	2,800.00	2,140.74	4,000.00	0.00%
64500 - Postage	186.75	3,332.67	75.74%	4,400.00	1,067.33	5,000.00	66.65%
64600 - Non-Payment Reimbursement	0.00	0.00	0.00%	2,000.00	2,000.00	3,000.00	0.00%
64700 - Travel	69.55	279.31	55.86%	500.00	220.69	700.00	39.90%
64800 - Organizational Memberships	275.00	823.50	43.34%	1,900.00	1,076.50	2,400.00	34.31%
64900 - Bank Fees	241.08	1,645.70	65.83%	2,500.00	854.30	3,200.00	51.43%
TOTAL OPERATION	1,840.09	13,780.97	41.51%	33,200.00	23,683.88	41,300.00	33.37%
AUTOMATION							
65100 - Supplies-Public Toner	365.49	2,998.40	42.69%	7,000.00	4,011.60	8,500.00	35.16%
65150 - Supplies-Staff Toner	1,288.28	4,496.20	74.94%	6,000.00	1,503.80	8,500.00	52.90%
65160 - Supplies-Other	175.77	301.75	37.72%	800.00	498.25	1,100.00	27.43%
65200 - Automation-Prof Services	0.00	0.00	0.00%	5,000.00	5,000.00	8,000.00	0.00%
65300 - Purchase of Equipment	753.94	1,033.71	7.38%	14,000.00	12,966.29	22,000.00	4.70%
65400 - Automation Equip Mnt/Repair	149.87	3,991.34	84.92%	4,700.00	708.66	5,000.00	79.83%
65500 - Software	6,029.00	8,148.74	56.26%	14,485.00	6,336.26	20,000.00	40.74%
65600 - SWAN	0.00	11,265.45	24.69%	45,620.00	34,354.55	47,000.00	23.97%

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**Indian Prairie Public Library District
Consolidated Expenditures Report for December 2017**

Percent of Year: 50.00

	December 17	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
65700 - Telecommunications	189.85	1,349.10	46.84%	2,680.00	1,530.90	4,000.00	33.73%
TOTAL AUTOMATION	8,952.20	33,574.69	33.41%	100,485.00	66,910.31	124,100.00	27.05%
CONTRACTUAL SERVICES							
66100 - General Professional Services	0.00	4,504.00	66.24%	6,800.00	2,296.00	17,200.00	26.19%
66200 - Credit Bureau	53.70	322.20	26.85%	1,200.00	877.80	1,500.00	21.48%
66300 - Equipment-Maintenance Repair	0.00	2,372.55	52.72%	4,500.00	2,127.45	7,000.00	33.89%
66900 - Fees - Bond Registrar	0.00	0.00	0.00%	220.00	220.00	0.00	0.00%
TOTAL CONTRACTUAL SERVICES	53.70	7,198.75	56.59%	12,720.00	5,521.25	25,700.00	28.01%
INSURANCE							
67100 - Multi Peril-Physical Assets	0.00	10,305.00	100.00%	10,305.00	0.00	11,000.00	93.68%
67200 - Bonding	0.00	1,336.00	100.00%	1,336.00	0.00	1,400.00	95.43%
67300 - Officers & Directors Liability	0.00	2,842.00	100.00%	2,842.00	0.00	3,400.00	83.59%
67400 - Umbrella Liability	0.00	2,150.00	94.63%	2,272.00	122.00	3,400.00	63.24%
TOTAL INSURANCE	0.00	16,633.00	99.27%	16,755.00	122.00	19,200.00	86.63%
MARKETING							
68110 - Marketing Newsletter	245.00	14,711.36	42.03%	35,000.00	20,288.64	37,000.00	39.76%
68111 - eNewsletter	0.00	1,890.00	94.50%	2,000.00	110.00	2,200.00	85.91%
68210 - Marketing Advertising	13.75	286.25	57.25%	500.00	213.75	1,800.00	15.90%
68310 - Marketing Supplies	0.00	0.00	0.00%	500.00	500.00	1,000.00	0.00%
68410 - Marketing-Information Printing	221.67	580.90	26.41%	2,200.00	1,619.10	5,000.00	11.62%
68500 - Legal Notices	117.60	775.56	77.56%	1,000.00	224.44	2,000.00	38.78%
68600 - Special Events	1,359.39	10,515.59	41.40%	25,400.00	14,884.41	30,000.00	35.05%
TOTAL PUBLIC INFORMATION	1,957.41	28,759.66	43.18%	66,600.00	37,840.34	79,000.00	36.40%
CAPITAL OUTLAY & CONTINGENCY							
69100 - Building Improvements	1,620.00	1,620.00	0.00%	0.00	-1,620.00	200,000.00	0.81%
69200 - Special Reserve Fund	0.00	16,671.25	0.00%	0.00	-16,671.25	100,000.00	16.67%
69250 - Equipment/Furnishings	0.00	0.00	0.00%	0.00	0.00	50,000.00	0.00%
69800 - Operating Transfer Out	1,620.00	1,620.00	0.00%	0.00	0.00	0.00	0.00%
69900 - Contingency	25.00	3,538.74	70.58%	5,014.00	1,475.26	20,000.00	17.69%
69920 - Gift/Donation Purchases	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
GRAND TOTAL	301,408.30	1,766,432.48	47.85%	3,691,504.00	1,930,956.37	4,273,160.00	41.34%

* Operating Transfer Out reflects \$1,620.00 from Building Reserve Fund:

69100 - Building Improvements - Burr Ridge Lighting

ACTION ON BILLS December 2017

<u>Account</u>	<u>Check #'s</u>	<u>Total</u>
MB-Bills for Approval	1309 thru 1420	\$ 85,847.51
MB-Salaries for December	161 thru 180	\$ 5,363.94
Hinsdale Bank-Direct Deposits	& 25221 thru 25382	\$ 110,503.42

MONTH'S TOTAL: \$ 201,714.87

Indian Prairie Public Library District
 Account QuickReport - Vendors

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As of December 31, 2017

Type	Date	Num	Name	Amount
10122 - MB Checking				
Bill Pmt Check	12/07/2017	1309	Baker & Taylor	7,918.16
Bill Pmt Check	12/07/2017	1310	Baker & Taylor (video)	656.92
Bill Pmt Check	12/07/2017	1311	Bal Industries	1,080.00
Bill Pmt Check	12/07/2017	1312	Better Business Planning, Inc.	149.38
Bill Pmt Check	12/07/2017	1313	Blackstone Audio, Inc.	180.00
Bill Pmt Check	12/07/2017	1314	Case Lots Inc.	168.20
Bill Pmt Check	12/07/2017	1315	Center Point Large Print	50.64
Bill Pmt Check	12/07/2017	1316	Consumers' Checkbook	450.00
Bill Pmt Check	12/07/2017	1317	DEMCO	263.22
Bill Pmt Check	12/07/2017	1318	Dzierzbicki, Monica	97.25
Bill Pmt Check	12/07/2017	1319	Edmonds Incorporated	319.31
Bill Pmt Check	12/07/2017	1320	ELM USA, Inc.	587.27
Bill Pmt Check	12/07/2017	1321	Estrada, Heidi	30.50
Bill Pmt Check	12/07/2017	1322	Gale/CENGAGE Learning	679.75
Bill Pmt Check	12/07/2017	1323	Garvey's Office Products	9.98
Bill Pmt Check	12/07/2017	1324	Ingram Library Services	160.94
Bill Pmt Check	12/07/2017	1325	Kroeschell Service	1,648.00
Bill Pmt Check	12/07/2017	1326	LibrariesFirst	275.00
Bill Pmt Check	12/07/2017	1327	Medicom Reimbursement Spec., Ltd.	13.75
Bill Pmt Check	12/07/2017	1328	Midwest Tape	1,765.88
Bill Pmt Check	12/07/2017	1329	Neviol Inc.	4,490.00
Bill Pmt Check	12/07/2017	1330	OverDrive	1,794.13
Bill Pmt Check	12/07/2017	1331	Penguin Random House LLC	258.25
Bill Pmt Check	12/07/2017	1332	Phoenix System & Service, Inc.	392.45
Bill Pmt Check	12/07/2017	1333	PitneyBowes	165.00
Bill Pmt Check	12/07/2017	1334	Quill	998.44
Bill Pmt Check	12/07/2017	1335	RAILS	6,000.00
Bill Pmt Check	12/07/2017	1336	Recorded Books, LLC	74.74
Bill Pmt Check	12/07/2017	1337	Risk Management Association, The	389.60
Bill Pmt Check	12/07/2017	1338	Runco	226.85
Bill Pmt Check	12/07/2017	1339	Sheehan, Debbie	55.16
Bill Pmt Check	12/07/2017	1340	Thomson Reuters West	67.48
Bill Pmt Check	12/07/2017	1341	Weston Woods Studios	29.95
Bill Pmt Check	12/12/2017	1342	Adult Reading Round Table	15.00
Bill Pmt Check	12/12/2017	1343	Asimakopoulos, Jennifer	35.30
Bill Pmt Check	12/12/2017	1344	Baker & Taylor	3,953.10
Bill Pmt Check	12/12/2017	1345	Baker & Taylor (video)	54.28
Bill Pmt Check	12/12/2017	1346	Burr Ridge Lighting	1,620.00
Bill Pmt Check	12/12/2017	1347	Case Lots Inc.	247.70
Bill Pmt Check	12/12/2017	1348	Chicago Tribune Media Group	117.60
Bill Pmt Check	12/12/2017	1349	Children's Plus Inc.	311.52
Bill Pmt Check	12/12/2017	1350	Hinsdale Township High School District 86	270.00
Bill Pmt Check	12/12/2017	1351	Indian Prairie Library Foundation	75.00
Bill Pmt Check	12/12/2017	1352	Ingram Library Services	278.11

Indian Prairie Public Library District
 Account QuickReport - Vendors

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As of December 31, 2017

Type	Date	Num	Name	Amount
Bill Pmt Check	12/12/2017	1353	Klara, Maria	33.00
Bill Pmt Check	12/12/2017	1354	Kolalis, Ashe	8.00
Bill Pmt Check	12/12/2017	1355	LM Information Delivery, Inc.	13.95
Bill Pmt Check	12/12/2017	1356	Midwest Tape	3,332.07
Bill Pmt Check	12/12/2017	1357	OverDrive	405.92
Bill Pmt Check	12/12/2017	1358	Patomi Media Group	40.00
Bill Pmt Check	12/12/2017	1359	Penguin Random House LLC	115.00
Bill Pmt Check	12/12/2017	1360	Quill	27.12
Bill Pmt Check	12/12/2017	1361	Runco	60.20
Bill Pmt Check	12/12/2017	1362	Suburban Life Media	38.00
Bill Pmt Check	12/12/2017	1363	Unique Management	53.70
Liability Check	12/14/2017	1364	Nationwide Retirement	660.00
Liability Check	12/14/2017	1365	Vantagepoint	1,162.25
Bill Pmt Check	12/14/2017	1366	Bengal Electric Inc.	VOID-Printer error
Bill Pmt Check	12/14/2017	1367	Call One	VOID-Printer error
Bill Pmt Check	12/14/2017	1368	Dynegy Energy Services	VOID-Printer error
Bill Pmt Check	12/14/2017	1369	Groot Industries, Inc.	VOID-Printer error
Bill Pmt Check	12/14/2017	1370	Home Depot	VOID-Printer error
Bill Pmt Check	12/14/2017	1371	Runco	17.38
Bill Pmt Check	12/14/2017	1372	Speciality Mat Service	181.86
Bill Pmt Check	12/14/2017	1373	Stovall, Ann	28.50
Bill Pmt Check	12/14/2017	1374	Streett, Cathy	170.66
Bill Pmt Check	12/14/2017	1375	Bengal Electric Inc.	92.00
Bill Pmt Check	12/14/2017	1376	Call One	1,489.29
Bill Pmt Check	12/14/2017	1377	Dynegy Energy Services	8,311.87
Bill Pmt Check	12/14/2017	1378	Groot Industries, Inc.	248.10
Bill Pmt Check	12/14/2017	1379	Home Depot	126.57
Bill Pmt Check	12/14/2017	1380	Scharping, Ronald A.	300.00
Bill Pmt Check	12/14/2017	1381	Wlosinski, Maria	23.54
Bill Pmt Check	12/23/2017	1382	Tucker, Denise	259.27
Bill Pmt Check	12/27/2017	1383	Baker & Taylor	2,781.41
Bill Pmt Check	12/27/2017	1384	Baker & Taylor (video)	10.73
Bill Pmt Check	12/27/2017	1385	Bank of America	4,910.29
Bill Pmt Check	12/27/2017	1386	BCBS	11,098.63
Bill Pmt Check	12/27/2017	1387	Blackstone Audio, Inc.	160.00
Bill Pmt Check	12/27/2017	1388	Center Point Large Print	25.32
Bill Pmt Check	12/27/2017	1389	Colonial Life	82.53
Bill Pmt Check	12/27/2017	1390	Comcast	189.85
Bill Pmt Check	12/27/2017	1391	Dell Marketing L.P.	736.84
Bill Pmt Check	12/27/2017	1392	DEMCO	417.40
Bill Pmt Check	12/27/2017	1393	Estrada, Heidi	34.99
Bill Pmt Check	12/27/2017	1394	Gale/CENGAGE Learning	563.19
Bill Pmt Check	12/27/2017	1395	Grasso Graphics	183.70
Bill Pmt Check	12/27/2017	1396	Ingram Library Services	1,518.61
Bill Pmt Check	12/27/2017	1397	Library Display Design Systems	160.82

Indian Prairie Public Library District
 Account QuickReport - Vendors

As of December 31, 2017

Type	Date	Num	Name	Amount
Bill Pmt Check	12/27/2017	1398	Magid, Helen	50.00
Bill Pmt Check	12/27/2017	1399	Midwest Laser Specialists, Inc.	138.99
Bill Pmt Check	12/27/2017	1400	Midwest Tape	919.81
Bill Pmt Check	12/27/2017	1401	Myers, Daniel N.	150.00
Bill Pmt Check	12/27/2017	1402	NCPERS Group Life	80.00
Bill Pmt Check	12/27/2017	1403	Neviol Inc.	150.00
Bill Pmt Check	12/27/2017	1404	New Readers Press	56.16
Bill Pmt Check	12/27/2017	1405	OverDrive	1,065.50
Bill Pmt Check	12/27/2017	1406	Palmisano, Stacy.	41.98
Bill Pmt Check	12/27/2017	1407	Penguin Random House LLC	60.00
Bill Pmt Check	12/27/2017	1408	Principal Life Insurance Company	627.14
Bill Pmt Check	12/27/2017	1409	Quill	629.94
Bill Pmt Check	12/27/2017	1410	Recorded Books, LLC	255.69
Bill Pmt Check	12/27/2017	1411	Roy, Nancy	36.97
Bill Pmt Check	12/27/2017	1412	Runco	79.63
Bill Pmt Check	12/27/2017	1413	Schueren, Mary	16.05
Bill Pmt Check	12/27/2017	1414	Sebert Landscaping	903.00
Bill Pmt Check	12/27/2017	1415	Thomson Reuters West	67.48
Bill Pmt Check	12/27/2017	1416	VSP Vision	122.55
Bill Pmt Check	12/27/2017	1417	Williams., Natalie	38.00
Bill Pmt Check	12/27/2017	1418	Willowbrook/Burr Ridge Chamberof Commer	20.00
Liability Check	12/28/2017	1419	Nationwide Retirement	660.00
Liability Check	12/28/2017	1420	Vantagepoint	1,182.25

Total 10122 - MB Checking
TOTAL

85,847.51
85,847.51

Bills for approval – Electronic Payments & Automatic Withdrawals

December 2017

Vendor	Purpose	Date Paid	Amount Paid
EFTPS-Federal	Payroll taxes	12/01/2017	20,278.14
ILDOR-State	Payroll taxes	12/01/2017	3,494.42
EFTPS-Federal	Payroll taxes	12/15/2017	20,584.86
ILDOR-State	Payroll taxes	12/15/2017	3,551.95
EFTPS-Federal	Payroll taxes	12/29/2017	20,511.58
ILDOR-State	Payroll taxes	12/29/2017	3,578.76
IMRF	Payroll Pension	12/08/2017	31,064.67
IMRF	Payroll Pension	12/29/2017	21,272.44
Nicor	Gas	12/19/2017	918.23
INB Bank/MB	Credit Card Fee	12/04/2017	216.08
Hinsdale Bank	Fee-Direct Deposit	12/04/2017	25.00

Motion to Delete Executive Session Tapes

1/20/16 — Semiannual review of closed minutes

1/20/16 — Director evaluation

Proposal to Change Patron Expiration Dates to "Never"

I would like to propose that Indian Prairie Library no longer issue library cards with an expiration date. We would put "never" as an expiration date. Currently, our library cards are valid for 5 years.

Why we should do it:

Good User Experience – not having an expiration date removes a big barrier to good service. If a patron's card has expired, they cannot renew items that they already have checked out, they cannot download e-materials and they cannot access our data bases. In today's world, people travel and often want to do these things while out of town. If the library is closed and a patron's card has expired, their usage will also be denied. If their card does not expire, this barrier is removed.

Eliminates lines at the check-out desk. It takes time to renew a library card. Now that we only have 2 staffed stations, there are constantly lines because of library cards renewal. We have already eliminated registration forms for resident renewal, but it is still a time consuming process. Again, eliminating some of the wait equals Good User Experience.

Frees up staff time. Staff can spend the time that they were renewing library cards helping patrons in other ways. This equals Good User Experience

What we do now:

Because cards are issued for 5 years, we have no way of knowing if a patron moves out of our district before their card expires. Even when their card expires, they may come in with a Driver's License that has not been changed to their new address. Overdue notices are no longer mailed (email, text and phone is now used), so we can't count on returned mail to let us know that someone has moved.

How we would manage going forward:

SWAN will help us keep our patron database up to date by running an annual patron purge. One criteria that is used in the purge is the last activity date in the patron record. This means if there have been any checkouts, check-ins or if the patron has updated their information through Enterprise in the last 3 years, they won't be removed from the data base. SWAN will also work with Unique Management Company. Unique has the ability to run a National Address Check using data from the U S Post Office. If they find out if someone has moved, they will update the address in the patron record and stop them from being allowed to use their account unless they come in and show proof that they still live in our district.

The plan is to have this done on an annual basis. Several libraries have been using "never" as an expiration date for some time now and feel that it is working well.

I would like to make it effective February 1.

Debbie Sheehan

SERVICES

420 Library Cards 31

420.1 Issuance of Library Cards

Library cards will be issued to all borrowers eligible under the library's policies. The library will not issue cards or provide service to patrons who are known to have overdue obligations (in the form of unpaid fines or overdue/lost/damaged material) at another library in Illinois. Persons desiring a library card must fill out a registration form. Cards for minor children require that a parent or legal guardian sign the application in the library. Applicants or parents, if the applicant is under 18, will be asked to show verification of their current address that includes their name in paper or electronic format. **A library card is valid until a cardholder moves out of the district.**

420.2 Responsibilities of Card Owners

Card owners are responsible for all materials checked out on his/her card. Card owners are responsible for any charges that may result from late return, loss, or damage of materials borrowed and are expected to comply with Indian Prairie Public Library District regulations as well as those of libraries from which the card owner has borrowed materials. Parents or legal guardians are responsible for materials checked out on their child's card and should be aware that there are no restrictions on borrowing of library materials and they need to be responsible for their child's selection of materials.

Generally, the library card is to be used only by the person in whose name it is issued however, family members may use each other's cards for checking out materials. Card owners are responsible for materials checked out on their cards by other individuals. In order to protect and ensure library privileges, card owners should notify the library immediately if their card is lost or stolen. Materials checked out on a card up to the time the card is reported lost or stolen are the responsibility of the card owner. A card reported as lost or stolen will be considered invalid. If the card is stolen or illegally used and a police report has been filed by the cardholder, there is no liability.

Card owners are required to report a change in address.

420.3 ~~Renewal of Library Cards~~

~~Library cards may be renewed provided the following requirements are met:~~

- ~~• all debts must be cleared, and~~
- ~~• verification of the person's current address including their name must be presented in paper or electronic format so that staff may check for accuracy, and currency of eligibility, and~~
- ~~• if fees are applicable, they must be paid before the card will be renewed.~~

~~Minors age 14-17 do not require a parent's or guardian's signature to renew his or her library card.~~

420.4 Replacement of Cards

Replacement cards will be issued as needed. The library shall request current identification before issuing a replacement card. The first replacement card is free. There is a fee for subsequent replacement cards.

420.5 Resident Library Card

A resident is defined as an individual living within the corporate boundaries of the Indian Prairie Public Library District, including those who rent their homes. As such, the individual

ORDINANCE NO. 2018-1

**ORDINANCE ADOPTING POLICY PROHIBITING HARASSMENT,
DISCRIMINATION, AND RETALIATION**

(and procedures for reporting and investigating complaints)

WHEREAS, the Indian Prairie Public Library District (the Library) is a unit of local government which operates a Public Library; and

WHEREAS, by P.A. 100-0554 effective November 16, 2017, the Illinois General Assembly amended the State Officials and Employees Ethics Act (Ethics Act), 5 ILCS 430/1-1 et seq.; and

WHEREAS, the provisions of P.A. 100-0554 relevant to the Library (5 ILCS 430/70-5) are the following:

No later than 60 days after the effective date of this amendatory Act of the 100th General Assembly, each governmental unit shall adopt an ordinance or resolution establishing a policy to prohibit sexual harassment. The policy shall include, at a minimum: (i) a prohibition on sexual harassment; (ii) details on how an individual can report an allegation of sexual harassment, including options for making a confidential report to a supervisor, ethics officer, Inspector General, or the Department of Human Rights; (iii) a prohibition on retaliation for reporting sexual harassment allegations, including availability of whistleblower protections under this Act, the Whistleblower Act, and the Illinois Human Rights Act; and (iv) the consequences of a violation of the prohibition on sexual harassment and the consequences for knowingly making a false report.

WHEREAS, the attached Policy Prohibiting Harassment, Discrimination, and Retaliation is intended to comply with the requirements of the Ethics Act, as amended by P.A. 100-0554.

NOW, THEREFORE, IT IS ORDAINED by the Board of Library Trustees as follows:

1. The attached Policy Prohibiting Harassment, Discrimination, and Retaliation be and is adopted.
2. This Ordinance and the attached Policy supersede Ordinances and Policies, if any, which conflict with this Ordinance and the attached Policy.

3. This Ordinance is effective immediately.

Passed this 17th day of January, 2018.

AYES: _____

NAYES: _____

ABSENT: _____

ABSTAIN: _____

Victoria Suriano
President, Board of Library Trustees
Indian Prairie Public Library District

Beena Deshmukh
Secretary, Board of Library Trustees
Indian Prairie Public Library District

Indian Prairie Public Library District

Prohibition of Harassment, Discrimination, and Retaliation

820 - The Library is committed to maintaining a work environment free of discrimination, harassment and retaliation. In keeping with this commitment, the Library will not tolerate harassment of Library employees or officials by anyone, including any supervisor, co-worker, elected or appointed official or any third-party. All employees and officials are expected to avoid any behavior or conduct which could reasonably be interpreted as harassment. All employees and officials are expected to make it known promptly, through the avenues identified below, when they experience or witness offensive or unwelcome conduct.

All employees and officials must comply with this Policy. Violations will not be tolerated. Even where conduct is not sufficiently severe or pervasive to constitute an actionable legal violation, the Library discourages such conduct in the workplace.

A. Discrimination

Prohibited Conduct. The Library prohibits discrimination, harassment and retaliation on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other characteristic protected by law. A violation of this Policy, however, does not necessarily rise to the level of a violation of the law.

Application of Policy. This Policy applies to all employment-related decisions, actions, conduct and terms and conditions of employment, such as, but not limited to, hiring, training, promotion, wages, hours, assignments, benefits and termination of employment. Employment decisions at the Library will be based on considerations such as, but not limited to, the following: skills, experience, qualifications and merit, to the extent that any of those considerations would apply to the specific circumstances and position involved.

B. Harassment

Harassment is a form of discrimination and is prohibited. The Library seeks to provide a work environment in which all individuals are treated with respect and dignity and which is free from sexual harassment as well as other types of harassment described in this Policy.

All employees and officials are responsible for conducting themselves in accordance with this Policy. The Library will not condone harassment, whether engaged in by employees, supervisors, management, officials or by those who do business with the Library, such as, but not limited to, vendors, contractors, patrons, visitors and other third parties. Violation of this Policy shall be considered grounds for disciplinary action, up to and including termination of employees and reporting officials to appropriate authorities.

1. Harassment Relating to a Protected Status:

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as sex, sexual orientation, color, race, religion, national origin, age, physical or mental disability or other protected group status. The Library will not tolerate harassing conduct that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or creates an intimidating, hostile, or offensive work environment. The conduct forbidden by this Policy specifically includes, but is not limited to:

- Slurs, negative stereotyping, demeaning or degrading comments, nicknames or intimidating acts that are based on a person's protected status;
- Written or graphic material that is circulated, available on the Library's computer system or technology resources, or posted or distributed in the workplace that shows hostility toward a person or persons because of their protected status.

2. Sexual Harassment:

Sexual harassment is conduct based on sex, whether directed towards a person of the opposite or same-sex. Unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature become sexual harassment when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of a person's employment; (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such person; or (3) such conduct has the purpose or effect of interfering with an individual's work performance or creates an intimidating, hostile or offensive work environment.

This Policy forbids harassment based on sex, regardless of whether it rises to the level of a legal violation. The Library considers the following conduct to represent some of the types of acts that violate this Policy:

1. either explicitly or implicitly conditioning or providing preferential treatment in any term of employment (such as continued employment, wages, evaluation, advancement, assigned duties or shifts) on the provision of sexual favors;
2. physical contact, such as patting, pinching or brushing against any part of another's body or physical assaults of a sexual nature;
3. sexual propositions, sexual innuendo, suggestive comments;
4. continuing to ask an employee to socialize on or off-duty when the employee has indicated that she or he is not interested;
5. displaying or transmitting demeaning, obscene or sexually suggestive pictures, objects, cartoons, or posters anywhere in the Library workplace;
6. sexually oriented kidding, teasing, practical jokes, or threats;
7. referring to or calling a person a sexualized name;
8. telling sexual jokes or using sexually vulgar or explicit language;
9. making derogatory or provoking remarks about or relating to an employee's sex or sexual orientation;
10. harassing acts or behavior directed against a person on the basis of an employee's sex or sexual orientation; or
11. off-duty conduct that falls within the above definition and affects the work environment.

Everyone is required to avoid behavior or conduct that could reasonably be interpreted as prohibited harassment under this Policy. Employees and officials are encouraged to inform others

in the workplace when their behavior is unwelcome, offensive, inappropriate, or in poor taste. Employees and officials are expected to come forward promptly and report any violations pursuant to this Policy before the alleged offending behavior becomes severe or pervasive.

C. Retaliation

The Library will not retaliate or allow retaliation against an individual who has made a report of a violation of this Policy or for cooperating in an investigation. This, of course, means that employees and officials also must not retaliate against any individual who has made a report of a violation of this Policy or who has cooperated in an investigation. Retaliation by anyone against anyone else for reporting violations of this Policy or cooperating in an investigation is strictly prohibited. Anyone who is found by the Library to have engaged in retaliation may be subject to discipline, up to and including termination of employment, or reporting conduct of officials to appropriate authorities.

Whistleblower protections and remedies are available under the Whistleblower Act, 740 ILCS 174/1 et seq., the State Officials and Employees Ethics Act, 5 ILCS 430/1-1 et seq., and the Illinois Human Rights Act, 775 ILCS 5/1-101 et seq.

D. Procedure for Reporting and Investigation of Harassment, Discrimination and Retaliation

1. Reporting: All employees and officials are responsible for helping to avoid all forms of harassment. Anyone who believes he or she has experienced conduct inconsistent with this Policy or otherwise learns of conduct prohibited by this Policy is responsible for reporting the conduct through the Complaint procedure.

This Policy does not require reporting harassment or discrimination to any individual who is creating the harassment or discrimination. Employees or officials may make an incident report for this purpose or may report conduct in any other manner, including making a confidential report to a supervisor, ethics officer, Inspector General, or the Department of Human Rights.

In addition, each supervisor must immediately report to the Human Resources Department, the Executive Director, or an official any complaint or observation of conduct which may violate this Policy. Supervisors or managers or officials who have knowledge of any conduct inconsistent with or prohibited by this Policy and do not report it to one or more of the above are subject to disciplinary action, up to and including termination or reporting officials to appropriate authorities.

2. Report Immediately: Verbal complaints, as stated, must be made immediately. The Library may follow up in writing in order to assure complete understanding of and resolution of the specific complaint.

3. No Exception to Reporting: Please note that there are no exceptions to this reporting requirement. There is no friendship exception. Even if the alleged victim or perpetrator of the conduct is a friend, acquaintance, family member, relative or co-worker, each and every employee and official is required to report the incident or complaint, as the case may be.

4. Investigation: Any conduct inconsistent with or prohibited by this Policy will be investigated promptly. The Library is committed to investigating and taking prompt and appropriate action with respect to all such claims and strongly urges internal utilization of this Policy. The Library

may put reasonable interim measures in place, such as a leave of absence (with or without pay) or a transfer, while the investigation takes place.

5. Disciplinary Action: All reports of violations of this Policy shall be made in good faith. Therefore, all reports will be taken seriously and they will be promptly investigated. Employees and officials are required to cooperate with investigations conducted by the Library.

Employees or officials who engage in conduct that is found by the Library to be inconsistent with or prohibited by this Policy are subject to disciplinary action, up to and including termination or reporting to appropriate authorities. Persons knowingly making a false report are subject to disciplinary action, up to and including termination or reporting to appropriate authorities. Failure to cooperate in an investigation also will subject an employee to the same disciplinary action. The Library may discipline an employee for any inappropriate conduct discovered in investigating reports made under this Policy.

6. Confidentiality: To the fullest extent practical, the Library will keep complaints and the terms of their resolution confidential. However, in order to effectively investigate such complaints, the Library must inquire of employees or officials involved. The Library also has sole discretion to determine the scope of the investigation and, within that scope, the individuals who should be informed of and asked about the allegations.

7. The EEOC, State and Local Agencies: Employees and officials are encouraged to use the above complaint procedure(s) to report and resolve their complaints of harassment or retaliation to promote prompt resolution of any problems. However, employees and officials may also file a charge in writing with the Illinois Department of Human Rights within 180 days of the conduct and/or the Equal Employment Opportunity Commission at:

Illinois Department of Human Rights
100 W. Randolph St., Suite 10-100
Chicago, IL 60601
(312) 814-6200

Equal Employment Opportunity Commission
500 West Madison Street, Ste. 2800
Chicago, Illinois 60661-2511
(312) 353-2713

**Director's Report
January 2018**

Agenda

Omnibus:

By law we are allowed to delete audio tapes of executive sessions after 18 months. We have two tapes from January 2015.

Debbie Sheehan has prepared a memo that recommends the library move to an expiration date of "never". She explain why in her memo. This would mean that we modify the wording in policy 420.1 and delete policy 420.3.

The harassment ordinance and policy is required by a new state law.

New Business:

A patron would like to donate a piece of art that he has created. It is a pencil drawing of Abraham Lincoln. I will bring the piece to the board meeting.

There is an update report on the library's strategic plan as well as a report on work done in 2017 on user experience.

Foundation and Friends

I managed the process for their merger. This included passing appropriate resolutions by each group, revising and approving the Foundation bylaws, filing the appropriate paperwork with the state, having Theresa create a new logo for the organization, sending a letter to Friends members and a letter to Friends lifetime members to announce the change, and I wrote the article on the cover of the newsletter.

In addition, I rewrote pages of the Foundation website to include the Friends – "Who We Are" and "What We Do". I also designed the page to better highlight the Foundation's donations.

To create a similar feel to the way non-profits report donations, I completely redesigned the "Our Supporters" page. Previously the page was arranged by year and listed, in no particular order, the names of people who donated money and how much they donated within each year. Instead we now have giving categories:

- **Friends** are individuals or families who make an annual gift of \$25.00 to \$99.00.
- **Patrons** are individuals or families who make an annual gift of \$100.00 to \$249.00
- **Stewards** are individuals or families who make an annual gift of \$250.00 to \$499.00
- **Sustainers** are individuals or families who make an annual gift of \$500.00 to \$999.00.
- The **Carnegie Society** are individuals or families who donate \$1,000.00 or more in an annual gift.

- The **Legacy Circle** honors those who make planned gifts to the Foundation & Friends or to the Library. All forms of planned gifts, from estate to life insurance gifts, are recognized.
- **Tributes** lists individuals for whom donations have been made in their memory or in their honor.
- **Partners** are community organizations and businesses who support the library through donations to the Foundation and to the Library.

I directed Marianne to do an enews for #Giving Tuesday on November 28 for the first time. This netted \$300.00.

For the end of year appeal I completely rewrote the letter that is normally sent in the hopes of creating a more persuasive piece with a key message of when you give to the Foundation & Friends you give to the community. I also redesigned the Foundation's main page to reflect this key message during the year-end appeal.

I started working on a new promotional plan for the Foundation & Friends which will begin implementation in January. This includes using the stories we are developing as promotion pieces, redesigning the main page to feature news and photos, and sending out an enewsletter to donors.

The Building

December 21 the sewer backed up into the 1st floor bathrooms and the water quickly spread to the public computers area. Staff took care of the standing water and moved the furniture including the service desk. So that we could continue to provide service we set up most of the computers in the area next to the computer area. ServiceMaster that night to take care of the bathrooms and pull up the carpet squares, taking them away with them. Drying fans, a de-humidifier and an air purifier were set up for four days. Our custodian Mike installed new carpet squares and replaced some wet drywall. It now looks like this never occurred.

The problem was roots in the sewer line. Three plumbers from Stephens Plumbing were amazing in getting the monster roots out of the manhole and Mike did further work to clean out the manhole. Laura will be discussing the situation with our landscaper.

I want to credit the staff who quickly came together to solve this problem as best we could. Laura worked the phones to get the plumber here very quickly and had several calls with ServiceMaster. She also was the liaison with the plumbers, made sure the staff and patrons knew what was going on and kept me posted on the status of the problem. Ann Stovall, TJ Szafranski, and Tony Lucarelli worked with me to clean up the water. Mike came in on his time off to help and we all moved the furniture.

Brett Butcher got our computers set up in their new location and he and Ann got the service desk up and running with its equipment.

All the patrons were very nice and understanding.

Sadowski Makerspace

Work has continued to set up the Sadowski makerspace and hold the ribbon cutting on January 20. The space will be called the WouldShop and our publicity is noting it is the "new" WouldShop. A logo was created. A website page is currently being created. The furniture and cabinets arrived. Mike put up plastic around the space so staff can work at setting up the space and it creates a sense of surprise.

Staff

I held a leadership team meeting with all the supervisors. We reviewed best practices in HR, how they are encouraging their staff to continue thinking about user experience, and we watched and discussed a video titled "How to Create a High Performance Culture."

Delia LaPorta was hired as a Substitute Technology Services Associate December 11 at a salary of \$13.24/hour. Benjamin Clark was hired as the new Building and Support Services Associate January 16 at a salary of \$11.69/hour. Jack Chavez was hired as the Kids & Teens Support Services Associate January 2 at a salary of \$11.69/hour. Sam Perez was promoted from Kids & Teens Page to Kids & Teens Support Services Associate January 2 at a salary of \$11.69/hour.

Meetings

- SWAN Finance Committee meeting
- SWAN Board meeting
- SWAN Directors Quarterly meeting
- Willowbrook Corner Coalition Executive Board meeting
- Two 30th Anniversary Art Contest meetings
- Leadership Team meeting/workshop
- Two interviews for the Building and Support Services Associate positions
- Three department heads meetings
- Two one-on-ones with Tony
- Two one-on-ones with Debbie
- Three one-on-ones with Natalie
- Three one-on-ones with Ann
- Three one-on-ones with Laura

- Nancy:
- Leadership Team meeting
- HR Roundtable/Mgmt. Association

Nancy, Maria and Stacy had training with Laura re managing the Friends book sale money.

Maria was trained on how to enter information in our blogs

Jamie Bukovac, Director

Word of the Month

WouldShop

The WouldShop is a hands-on creative space where kids and teens can tinker, design, create, and build.

The space was donated by Joe and Maria Sadowski in honor of their father Ed Sadowski a long-time Darien resident. The space includes a 3D printer, a loom, sewing machines, a poster printer, vinyl cutters, robotics, electrical circuits, an embossing machine and a button maker. The space also has a variety of tools and materials for kids and teens to work on projects.

It's a wonderful opportunity for kids and teens to have hands-on access to state-of-the-art equipment and tools to explore their creativity and ideas.

WouldShop™

Assistant Director's Report December 2017 & January 2018

Building:

George Dufresne of Boy Scout Troop 101 built us a collapsible mobile puppet theatre as a part of his Eagle Scout project. Kids and Teens staff will be incorporating the use of the theatre in to programs. We are also considering making it available for public use in the Meeting or Youth Room.

Our new VOIP telephone system is working great. We have been advertising our direct dials and I am working with Brett to obtain statistics on the number of calls received at the various locations.

On Thursday, December 21st, the sewers backed up from both 1st floor adult bathrooms into the public computer area. The problem was caused by tree roots blocking the main sewer cleanout near the Reading Garden. Stephens Plumbing was able to saw the tree roots out and clear the line. Unfortunately, the backup caused a lot of damage. Service Master came out that evening and removed carpeting and disinfected the bathrooms and flooring. The following week, Mike replaced the carpet squares with squares from our extra stock. Thanks to Mike's hard work over two days, be the area is now looking as good as new! In order to prevent this from happening again, I am researching how best to keep tree roots under control.

The former boys and girls washrooms in the kids and teens area are now both "All Gender" bathrooms. The doors lock from the inside, the stall doors have been removed and new signs have been added.

Snow removal services from Sebert has been going very smoothly and they have been very responsive to changing weather conditions.

Social Media:

As of January 1st, we have a total of 1,530 page "likes" on Facebook (+26 since December 1st) and 1,488 Followers (+30 since 12/1).

Instagram (@ipplinfo) has 83 followers, up 10 since December 1st.

Twitter (ipplinfo) currently has 925 followers, up 26 since December 1st. (We did a "push" on Facebook in December month to try to get our Twitter followers to reach 1,000.)

IPPL Foundation and Friends:

The Book Nook made \$526.93 in December. This amount is a little lower than usual due to the fact that the Foundation and Friends had an end of the year blowout sale and prices were very reduced. We had an overstock of materials and had to make room.

The Foundation and Friends hosted the following movies:

Hacksaw Ridge, December 7th

Going In Style, January 4th

Community:

Dan Gombac from the City of Darien included us in a group order of replacement banners for the streetlamps. The library banners go up in April for National Library Week and they will put them up again this year in July to mark our 30th anniversary. Theresa designed the banners and worked with the out of state printer who was awarded the bid for the banners.

Staffing:

I have hired one new Building and Support Services Associate, Ben Clark, who starts on January 16th. Jamie Allard, former Security Monitor, is pregnant and due in March. She will work the second Building and Support Services position until she leaves us to have her baby.

Marketing:

Marianne's report is attached.

Meetings:

- 11/28 Department Head Meeting
- 12/5 One on one with Jamie
- 12/12 Department Head Meeting
- 12/14 One on one with Marianne
- 12/14 Leadership Team Meeting
- 12/19 One on one with Jamie
- 1/9 Department Head Meeting
- 1/11 One on one with Marianne
- 1/16 One on one with Jamie
- 1/17 Library Board Meeting

Submitted by:

Laura Birmingham
Assistant Director

Marketing Department Report – November & December 2017

Newsletter

Production of the spring newsletter is underway and will be delivered to resident mailboxes by Saturday, Feb. 17. Due to the Presidents' Day holiday on Monday, Feb. 19, registration for spring programs will begin on Wednesday, Feb. 21. Marianne's cover story is about the new WouldShop, donated by the Sadowski Family and Friends in honor of Ed Sadowski.

Story Plan

As directed by Strategy 5.2.4, Marianne is developing stories that demonstrate how residents benefit from the library using outcomes. An online story bank, called The Chronicles, can be found at ippl.info > Community Resources > The Chronicles. Like the chapters that make up a book, these features will help to tell the library's story. Marianne has two stories in progress for January:

Genealogy: patron interview scheduled for Friday, Jan. 12, at 10:30 a.m.

Technology Equipment/Digital Converter: request for interview sent to patron.

Upcoming/potential story idea: Job Club story (attendee who found job by networking at Job Club).

Reading Resolution

As part of Strategy 2.1.3, Marianne and Jennifer initiated the 2017 Reading Resolution, which utilized and promoted the library's readers' advisory services throughout the year. The Reading Resolution promotion encouraged adult patrons to set a reading goal, meet it, and turn in their reading logs to be entered into a drawing for a \$100 gift card (sponsored by the Friends) to their favorite bookstore. A total of 19 patron logs were submitted, and Jacqueline Price was the drawing winner. In addition, 9 staff logs were submitted, and Cindy Kline was the drawing winner.

eNews

There are currently 18,522 (+128) email addresses on the mailing list. In addition to the regular weekly eNews, Marianne sent special editions for Cyber Monday and Giving Tuesday on Nov. 27 and 28 to encourage contributions to the IPPL Foundation. The link generating the most clicks was to the library's "The Best Books Our Staff Read in 2017" All Time Faves list from the Dec. 12 eNews (497). In addition, Marianne has a Foundation & Friends eNewsletter in the works for January.

Social Media

The total number of Facebook page likes has grown to 1,530 (+21). The post with the largest organic reach was Marianne's Dec. 1 link to the BookBub Blog article "22 Perfect Gifts for Book Lovers – That Aren't Books" which reached 785 people with 14 reactions, 9 comments, and 6 shares. In addition, Marianne recently tried a new app called Ripl to post a promotional video for Sally Monkus, the first 30th anniversary Artist in Residence.

Darien Neighbors Magazine

Marianne submitted calendar events and Around the Block items (30th Anniversary Artist in Residence Sally Monkus) for the January/February issue. Items for the March/April issue are due Feb. 1

Marianne's Meetings

Meetings

Meetings w/Laura on Nov. 2 & 30, Dec. 14

Meeting w/Theresa on Nov. 10, Dec. 1

30th Anniversary 4th of July Parade Committee meeting on Nov. 1

- Book Club Web Pages meeting w/Jen on Nov. 8
- New makerspace logo meeting w/Natalie & Theresa on Nov. 17
- Turkey Pardoning pics on Nov. 22
- K&T dept. photo and headshots on Nov. 29
- Website Committee meeting on Nov. 30
- Collaboration Station logo meeting w/Jez & Theresa on Dec. 5
- Makerspace meeting w/Natalie & Theresa on Dec. 6
- Spring newsletter meeting w/Jamie & Laura on Dec. 11
- Video/Website Request meeting on Dec. 11
- Leadership Team meeting on Dec. 14
- Video ideas meeting w/Natalie on Dec. 15
- PAWSitive Therapy Teen Time Out pics on Dec. 19

Community

- Tricia Giron interview on Nov. 7
- Contributing to the Profession
- Misty Bartlett (Plainfield Park District) How-To Expo phone consultation on Nov. 8

Continuing Education

- Legally Using Images: Understanding Digital Copyright webinar on Nov. 29

Theresa's Meetings

Meetings

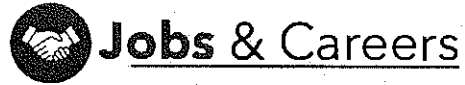
- Meeting w/Marianne on Nov. 10 & Dec. 1
- New makerspace logo meeting w/Natalie & Marianne on Nov. 17
- Website Committee meeting on Nov. 30
- Collaboration Station logo meeting w/Jez & Marianne on Dec. 5
- Makerspace meeting w/Natalie & Marianne on Dec. 6
- Art Contest Committee meeting on Dec. 11
- Video/Website Request meeting on Dec. 11

Continuing Education

- Legally Using Images: Understanding Digital Copyright webinar on Nov. 29
- Video training w/Dave on Dec. 12

Graphics/Website

In addition to day-to-day publications, TV slides, and website updates, Theresa created the Artists in Residence webpages and designed the winter newsletter. She also designed new IPPL lamppost banners for the City of Darien and logos for the Foundation & Friends, Collaboration Station, and Jobs & Careers newsletter:



Marianne Ryan, Marketing Coordinator
Jan. 10, 2018

Adult Services Monthly Report

November 2017

Beginning October 22, running through November 25, we undertook a project to gauge the kinds of questions we were handling in person and on the phone at the Adult Ask Us desk. I developed a statistics tracking sheet and shared it with the other departments so that we were all on the same page as to what was being looked at.

Looking over the statistics sheets for the month, I can see that we handle far more in-person inquiries than we do phone inquiries. The exception to this is when program registration opens for the new newsletter cycle – that Monday morning calls to the desk go up exponentially. We will repeat this process in February/March.

We have seen a marked increase in online database usage. I partly attribute this to having the capability of searching some of our databases through the Enterprise catalog. Year to date, database sessions are up 68% over the same period as last year (July-November).

Shirley, Jennifer and I began the process of evaluating the physical reference collection a couple of months ago. Use of this collection has diminished quite a bit the last several years as more and more information can be found using our paid databases or authoritative resources on the Internet. When we did a reference usage study in the spring, we found only 61 items were used in the collection from January through May. We completed the evaluation process in December and I have given my report to Ann for Technical Services to begin the process of reconfiguring the collection.

I met with Jack, the new Assistant Head of Kids & Teens, shortly after he started and gave him a tour of the Adult Services Department and talked to him about the services we provide.

At our November department meeting, most of the staff viewed the safety video that was required for the per capita grant. The staff who were unable to attend the meeting viewed it later and all had completed viewing by the first week of December.

Monthly Highlights

- Shirley visited the Small Business Development Center/Center for Entrepreneurship in Lisle for a tour of their facilities and discussion about a "Lunch 'n' Learn" program that is being developed to target our local business community. She has also opened a conversation with the Women's Business Development Center in Aurora about possible partnership or programming opportunities.
- Jennifer presented "Delivering ebooks in Public Libraries" at the Industrial Technical Information Managers Group. She also participated in a panel presentation at Adult Reading Round Table conference discussing IPPL's efforts to reach out to local area book clubs. She has fielded multiple inquiries from other libraries on this topic the last several months.
- Mary K. presented her next Civics 101 series program "State and Local Legislative Processes". She was able to secure Ben Silver, a community lawyer with the Citizen's Advocacy Center, to present an in-depth overview of the legislative process in Illinois. She has also been busy lining up speakers for her Great Decisions series for this year.
- Joe coordinated the fall Libraries' English and Reading Network (LEARN) meeting at White Oak Library in Lockport. He also had a volunteer drop off ESL brochures touting library resources at

14 different locations in the district, including apartment complexes. He worked on establishing a hot picks DVD collection. These DVDs are shelved with the hot picks books and have a circulation period of three days, \$1.00 per day overdue, and aren't allowed to be placed on hold.

- Jez attended a Carriage Way West Homeowner Association meeting and talked about everything the library has to offer. They were most impressed with her presentation. The person who arranged for the library come to give the presentation said afterward:

“...she did a fabulous job sharing the services of the library. She is truly passionate and enthusiastic about her job. After the meeting, two men even came up to me to say how pleased they were with the library presentation – that rarely ever happens!”

Jez has also come up with an idea for passive programming in the department. This entails having a table with a rotating activity geared toward adults centered around a theme. Jez will report theme ideas as we get closer to launch in January.

Community

- Shirley attended the WBBR Chamber's first Chamber Chat event. This is similar to the Coffee Connection events that are put on by the Darien Chamber. The Darien Chamber is looking for more input from not-for-profits and asked if the library would like to have a seat on the board. We agreed and Shirley has turned in her application to become a board member. She also attended the Darien Women in Business meeting.
- Jennifer and the Associates provided book club information to 11 area book groups (seven via e-mail, four by print pickup) on five new titles and six duplicate titles that we had worked on for previous groups.
- Mary K. published a new post on the Darien Historical Society's Facebook page highlighting Castle Eden, Darien's White House.
- As previously mentioned, Jez gave a presentation on library services to the Carriage Way West Homeowners Association.

Contributing to the Profession

- Tony attended a joint Business Interest Group/ELSUM meeting to discuss business databases and promoting resources to the business community.
- Jennifer attended the ARRT steering committee meeting to discuss division of responsibilities. As previously mentioned, she gave two presentations to library groups and shared information on building and maintaining a GenLit collection with the Geneva Public Library. She also fielded questions from a COD LTA student.
- Joe coordinated the fall LEARN meeting.
- Jez presented an online meeting/webinar to the Southeast Florida Library Information Network on programming for 20/30 somethings. She also shared ideas for Harry Potter themed programs with Lisle Public Library and Crystal Lake Public Library. She responded to a request from Becky Spratford about sharing IPPL's book and movie bibliographies as a reader's advisory resource for ARRT.

Continuing Education

- All Adult Services staff viewed the required safety video.
- Shirley viewed a ReferenceUSA webinar "Entrepreneurship: Research for Starting, Managing, and Growing Businesses". She attended "Transforming Your Library with Community Partnerships" at Oak Lawn Public Library.
- Jennifer attended the ARRT Book Club Study, ARRTcon, and a LACONI workshop on Teen Reader's Advisory for Adults. She viewed webinars "The Challenging Patron Workshop" and "Assessing and Improving Your Library's Website".
- Joe picked up some marketing techniques at the LEARN meeting that he is eager to try out.
- Jez attended ARRTcon and attended sessions "The Enduring Alchemy of Libraries and Pop Culture (keynote speaker Barbara Barnett)"; "RA Through the Weeds"; "Getting Staff Talking About Diversity" and a Genre Unconference.

User Experience

- Tony noticed something at Skokie Public Library when he attended the BIG/ELSUM meeting that he would like to implement in the Dewey collection. They have subject "flags" that stick out perpendicular to the shelving that tell what subject matter can be found in that particular area of the Dewey collection. This would make the books that are not de-Dewyed easier to browse.

Meetings

Date	Meeting	Staff
1-Nov	UX Meeting	Shirley & Linda
1-Nov	30th Anniversary Committee - Librarian for a Day	Jennifer & Jez
1-Nov	LEARN Meeting	Joe
2-Nov	One-on-One with Jack	Tony
2-Nov	Presentation to Industrial Technical Information Managers	Jennifer
2-Nov	ARRT Steering Committee	Jennifer
2-Nov	20/30s Programming Group	Jez
2-Nov	Reaching Forward Presenters Meeting	Jez
6-Nov	One-on-One with Jamie	Tony
6-Nov	One-on-One with Ann re: book club page on website	Jennifer
7-Nov	One-on-One	Tony & Jennifer
7-Nov	One-on-One	Tony & Shirley
8-Nov	Meeting with Center for Entrepreneurship	Shirley
8-Nov	ARRT Book Club Study	Jennifer
9-Nov	Presentation at ARRTcon	Jennifer
9-Nov	ARRTcon	Jennifer & Jez
14-Nov	One-on-One with Anna re: graphic novel call numbers	Jez
15-Nov	Adult Services Monthly Meeting	All librarians & associates
15-Nov	SEFLIN* Programmers Group Presentation	Jez
17-Nov	Darien Women in Business Meeting	Shirley

20-Nov	One-on-One with Jamie	Tony
20-Nov	Carriage Way West Homeowners Presentation	Jez
21-Nov	WBRR Chamber Chat Meeting	Shirley
22-Nov	One-on-One	Tony & Jez
22-Nov	Reference Weeding	Tony, Shirley & Jennifer
22-Nov	One-on-One with Jack re: graphic novel collection development	Jez
28-Nov	Department Head Meeting	Tony
28-Nov	Meeting Bill Schwarting from RB Digital	Shirley
28-Nov	ILA Review Meeting @ Department Head Meeting	Shirley, Mary K. & Jez
28-Nov	E-materials Review Meeting @ Department Head Meeting	Shirley, Jennifer & Jez
29-Nov	Foreign Language Best Seller collection discussion	Mary K., Joe & Jez
30-Nov	UX Meeting	Shirley & Tina
30-Nov	Website Committee	Jennifer
30-Nov	Conference Call with Overdrive	Jennifer

* Southeast Florida Library Information Network

Programs

Date	Time	Program	Staff	Attendance
1-Nov	2:00 p.m.	Drama Reading Group	Joe	5
2-Nov	2:00 p.m.	Thursday Afternoon Movies: <i>Big Sick</i>	Joe	34
3-Nov	7:00 p.m.	#LibSocial - Inside the Box: International Games Week Ed.	Jez	18
4-Nov	10:00 a.m.	ESL Conversation Group	Joe	9
6-Nov	6:00 p.m.	Chess Club	Denise	11
8-Nov	10:00 a.m.	Job Club	Jez	4
8-Nov	7:00 p.m.	Novel Idea Book Club	Mary P.	17
8-Nov	7:00 p.m.	SCORE Roundtable	Shirley	2
13-Nov	6:00 p.m.	Chess Club	Denise	12
13-Nov	7:00 p.m.	Civics 101: Local & State Legislation	Mary K.	16
16-Nov	7:00 p.m.	Moving Big Science Part 2	Cindy	12
16-Nov	7:00 p.m.	Crime Readers Book Club	Ashe	11
16-Nov	1:00 p.m.	Genealogy Group	Mary K.	31
16-Nov	7:00 p.m.	SCORE Telling Your Brand Story	Shirley	13
17-Nov	7:00 p.m.	#LibSocial - Coffee Cozies	Jez	8
18-Nov	10:00 a.m.	ESL Conversation Group	Joe	8
19-Nov	2:00 p.m.	Chicago Turns 180	Cindy	43
20-Nov	7:00 p.m.	Carriage Green Homeowners	Jez	30
20-Nov	6:00 p.m.	Chess Club	Denise	15
27-Nov	7:00 p.m.	Current Events	Mary K.	10
28-Nov	7:00 p.m.	Battle of the Bulge	Cindy	70
			Total	379

Select comments:

Moving Big Science Part II

This was a follow up presentation from Fermi Lab regarding the moving of the Fermi Lab Ring in 2013 from New York's Brookhaven National Laboratory. The ring is expected to be operational soon.

It was nice to have a Part II to see what has become of the ring.

Very informative. I now understand when my 14 year old grandson speaks about quantum physics.

Battle of the Bulge

A great library...outstanding, organized. I could never imagine life without IPPL.

In addition, George, who made reminder calls for this program, shared some heartwarming comments that he received from some of those he called:

"My two uncles fought in this battle."

"My grandfather died there in 1944, I'm coming in honor of him who I never knew."

"It's part of our family history."

Volunteers

- Sixteen volunteers completed 275.75 hours of service.
 - Court Ordered/Community Service: 13 volunteers performed 264.5 hours of service.
 - We had a glut of community service individuals the last two months as several volunteers were reassigned by the court to our location after the Darien Sportsplex suddenly cancelled their community service volunteer program. Seven of the sixteen volunteers we had in November completed their time this month. We still have 18 volunteers assigned to us from the court, but only six are active.
 - Regular volunteers: two volunteers completed five hours of service.
 - Veteran's History: one volunteer did 6.25 hours of service

Proctoring

- No proctoring this month. In the near future, we will have all department librarians trained to handle proctoring so that we may expand our availability.

Adult Services Monthly Report

December 2017

With the holidays right around the corner, December has traditionally been a slower month in Adult Services, and this month was no exception. However, we had the building and weather to keep us on our toes.

On Thursday, December 21, the sewers backed up into the 1st Floor Public Men's & Women's Restrooms. I grabbed a mop and bucket and helped to start mopping up the mess and then assisted with moving furniture and computers around so that we could get our public computers back online for patrons to use with minimal disruption.

The following week, with outside temperatures in the negative, the building heat shut down and staff had to deal with frigid temperatures in the work areas. It was fortunate that before I left on vacation – to sunny Phoenix, AZ where temps were in the 70s! – I had ordered additional space heaters for the department and they came in right before I left. It helped to alleviate some of the chill.

As stated last month, Shirley, Jennifer and I finished evaluating the reference collection. Ann now has the report and is slotting it into her staff's project schedule to do the actual removal and transferring of items.

Once the removal of items from this section is completed, we will consolidate what is left and evaluate all areas of the de-Deweyed collection with an eye to hopefully moving things around to make more room for audiobooks and cookbooks. Both of these collections enjoy high circulation, and even though they have been recently weeded, are running out of space due to their popularity.

I will also meet with April in the near future to review our reference standing order list. If we have removed something that was on standing order, we do not necessarily want to continue ordering it for the reference collection (some items from reference are moving to circulation and they may be on standing order for there).

I am hoping to free up enough funding to acquire a resource called Niche Academy, which is an online platform that hosts a number of training videos covering a number of our online databases (strategic goal 2.3.3: Create e-tutor videos to instruct residents on how to use the databases). We can also create our own training videos to be hosted by the service (strategic goal 2.2.2: Create videos that assist in teaching residents about new technology.).

After conducting the reference questions statistics study in November, I got to thinking about how we could better utilize electronic methods of collecting and compiling these statistics. I presented the idea to Department Heads and will begin further investigation of options.

Lastly, I had a conversation with Susan Deroni, head of Adult Services at the Glen Ellyn Public Library, regarding Ebsco Discovery Service and configuring the OpenAthens authentication service. It is not an easy process, and I was happy to help Susan walk through the setup survey as well as offer her insights into why I chose to do what I did when I set up Indian Prairie with EDS and OpenAthens.

Monthly Highlights

- Shirley is working on having the Small Business Development Center through College of DuPage present a program for the spring. She also met with the District Manager for Farmer's Insurance, whom she met at a Darien Chamber Chat, about the services the library offers for businesses.
- Jennifer had to scramble this month to find a new location for the GenLit Book Club as their original location – Trio – had suddenly closed. Then, the new location – Tap House Grill – suddenly closed shortly after the New Year. So, they will meet at Buona Beef, which probably won't suddenly close, until they can figure out a new spot to meet.
- Mary K. has been working on solidifying her lineup of speakers for the Great Decisions 2018 discussion series. She pre-ordered the briefing books that guide the discussions. She also selected the TED Talks for her April 8 discussion program.
- Joe was busy looking into possible literacy grant opportunities. We had been exploring the possibility of asking for money to add additional online resources, but after discussion with his LEARN contacts, found that many were not satisfied with the level of usage of the resources they subscribed to. Before submitting a grant application, it was decided to hold off, keep the research, and continue to brainstorm how we would market any resources if and when we applied for and received any grant.
- Jez has been getting ready to launch a Collaboration Station activity in the department. She saw this idea presented at ILA. It is a table that is set up with an activity, for adults, to do at their leisure and is meant to be completed through collaborative effort. For example, the first activity is a community puzzle, where we have put out a large puzzle that patrons can stop to help put together over whatever period it takes to complete the puzzle. The table currently resides near the Ask Us desk on the 1st Floor.

Community

- Shirley attended the WBBR Chamber Meeting & Luncheon.
- Jennifer and the Associates provided local book clubs with discussion materials to 13 book clubs (nine by e-mail, four through print pick up) on nine new titles (titles that have never been requested before) and four duplicates (titles that other book clubs had previously asked for).
- Joe set up a table in the lobby to help promote Literacy DuPage. They will be having a tutor orientation here at Indian Prairie in January.

Contributing to the Profession

- Tony spoke with Susan Deroni at Glen Ellyn Public Library regarding her difficulties setting up Ebsco Discovery Service and OpenAthens.
- With two other steering committee members, Jennifer helped to plan the coming ARRT 2018-2019 genre study.
- Jez assisted a library student with her resume and hunting for jobs in libraries.

Continuing Education

- The department had a genre study this month in historical fiction. Choosing from a list of authors, each department member read a title where the plot takes place during a specific time in history, including historical occurrences, but does not necessarily include historical persons.

- Tony, Jennifer, and Shirley took part in the library supervisors training.
- Jennifer attended an ARRT genre study.

User Experience

- We implemented the Hot Picks DVD collection. Twenty-seven items comprised the initial collection, 10 of which were existing copies that had been moved over to become Hot Picks. Of the remaining 17 items, they circulated 113 times in five weeks for an average of 6.6 circulations per item. (Since the other 10 items had previously circulated as part of the regular collection, accurate circulation numbers for those as Hot Picks could not be produced, but I expect they may have had similar numbers).

Meetings

Date	Meeting	Staff
4-Dec	One-on-One with Jamie	Tony
5-Dec	One-on-One	Tony & Jennifer
5-Dec	Reference Weeding	Tony, Shirley & Jennifer
5-Dec	ARRT Genre Study	Jennifer
5-Dec	Collaboration Station Marketing Meeting	Jez
6-Dec	One-on-One	Tony & Shirley
6-Dec	WBBR Chamber Luncheon	Shirley
7-Dec	ARRT Book Club Study	Jennifer
12-Dec	Department Heads Meeting	Tony
13-Dec	One-on-One	Tony & Joe
14-Dec	Library Leadership Meeting	Tony, Shirley & Jennifer
20-Dec	Adult Services Monthly Department Meeting	Librarians & Associates
21-Dec	One-on-One with Jamie	Tony
22-Dec	Meeting with Farmer's Insurance Local Agency re: our services	Shirley
27-Dec	One-on-One	Shirley & Hillary
27-Dec	Book a Librarian Resume Help	Jez
28-Dec	Book a Librarian Job Hunting Help	Jez

Programs

Date	Time	Program	Staff	Attendance
1-Dec	7:00 p.m.	#LibSocial - DIY Winter Decorations	Jez	6
2-Dec	10:00 a.m.	ESL Conversation Group	Joe	5
4-Dec	6:00 p.m.	Chess Club	Denise	15
4-Dec	7:00 p.m.	Civics 101: Civic Responsibilities	Mary K.	11
6-Dec	7:00 p.m.	Opera Lecture Series: <i>Turandot</i>	Cindy	11
7-Dec	2:00 p.m.	Thursday Afternoon Movies: <i>Hacksaw Ridge</i>	Joe	28
9-Dec	2:00 p.m.	#LibSocial - Disney Day	Jez	13

11-Dec	6:00 p.m.	Chess Club	Denise	12
11-Dec	7:00 p.m.	Current Events	Mary K.	6
13-Dec	10:00 a.m.	Job Club	Jez	Cancelled
13-Dec	7:00 p.m.	Novel Idea Book Club	Mary P.	14
14-Dec	7:00 p.m.	Crime Readers Book Club	Ashe	10
15-Dec	7:00 p.m.	#LibSocial - <i>Wonder Woman</i>	Jez	Cancelled
16-Dec	10:00 a.m.	ESL Conversation Group	Joe	5
18-Dec	6:00 p.m.	Chess Club	Denise	17
			Total	153

Select comments:

#LibSocial: Disney Day

Jez reports that one woman, who brought her special needs daughter, said the event was "tailor-made" for her daughter and they were so excited to attend and participate in activities, which were modified to the daughter's level.

Volunteers

- Fourteen volunteers completed 148.5 hours of service.
 - Court Ordered/Community Service: 11 volunteers performed 137 hours of service.
 - Regular volunteers: two volunteers completed 6.5 hours of service.
 - Veteran's History: one volunteer did 5 hours of service

Proctoring

- Shirley proctored three exams.

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Circulation Services

November 2017

Total checkouts and renewals for November were down from last year by 2,175 or 4%. We had 51,105 items circulated this month as compared to 53,280 last year. Electronic circulation is up 6% this year. We had 4,339 circulations this year while we had 4,105 circulations last year.

ILL's processed were higher this year. We processed 7,941 this year and 7,604 last year.

Patron visits were lower than last year -10% (31,075 this year compared to 34,658 last year). Please note - The gate counter was broken for several days, so I took an average of how many patrons normally visit us on those days.

A total of 7,034 holds were placed in November. Patrons placed 5,445 (77%) holds while staff placed 1,589 (or 23%) holds.

16,059 items were checked out or renewed by staff at the desk. This is 31% of total checkouts/renewals. 25,480 items were checked out or renewed by patrons at one of our self-check machines, 5,227 items were renewed by patrons through Enterprise or BookMyne and 4,339 items were electronically checked out by patrons - for a total of 35,046 items checked out through some sort of self service. This is 69% of total checkouts/renewals.

Desk Statistics

Patron Assistance

# of Library cards renewed & Non-swan Reciprocal cards issued	Number of items checked in at the front desk	Café FOL Bags & Booknook Giving change	Phone calls answered at front desk	Directional Do you have? Lost & Found Book Donations Job applications Selling stamps	Self Check Help	Fax/Copier Help
287	2,216	112	143	368	57	73

Community

Passports:

Circulation staff executed 55 passports in November

Notary Public:

Circulation Supervisors notarized 153 documents in November.

Continuing Education

All Circulation staff have watched the mandatory safety video.

All staff that are Passport Acceptance Agents need to be recertified by the end of the year. Staff are currently working on the 2 hour on-line recertification.

User Ex

On November 18, we instituted a new position of "Lobby Host". We are hoping to provide better customer service to our patrons as well as encourage more use of our self check-out machines. On Saturday and Sunday afternoons, staff will greet patrons, offer to help those in line, check patrons out at the self checks, help a patron find their holds, and basically anything else that will make someone's visit to the library more enjoyable.

Workshops and Meetings Attended:

Nov. 15	Circulation Advisory	RAILS
Nov. 16	LACONI - Circulation	Gail Borden Library
Nov. 28	Department Head Meeting	
Nov. 29	SLUI - Sirsi Library Users of Illinois	Indian Trails Library

Debbie Sheehan
Head of Circulation Services

Circulation Services

December 2017

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Total checkouts and renewals for December were down from last year by 2,455 or 4.8%. We had 48,477 items circulated this month as compared to 50,932 last year. Electronic circulation is up 27% this year. We had 4,588 circulations this year while we had 3,610 circulations last year.

ILL's processed were lower this year. We processed 7,044 this year and 7,402 last year.

Patron visits were lower than last year -7% (26,345 this year compared to 28,343 last year).

A total of 7,228 holds were placed in December. Patrons placed 5,604 (77%) holds while staff placed 1,624 (or 23%) holds.

15, 149 items were checked out or renewed by staff at the desk. This is 31% of total checkouts/renewals. 23,630 items were checked out or renewed by patrons at one of our self-check machines, 5,110 items were renewed by patrons through Enterprise or BookMyne and 4,588 items were electronically checked out by patrons - for a total of 33,328 items checked out through some sort of self service. This is 69% of total checkouts/renewals.

Desk Statistics

Patron Assistance

# of Library cards renewed & Non-swam Reciprocal cards issued	Number of items checked in at the front desk	Café FOL Bags & Booknook Giving change	Phone calls answered at front desk	Directional Do you have? Lost & Found Book Donations Job applications Selling stamps	Self Check Help	Fax/Copier Help
362	2,266	84	94	269	46	65

Community

Passports:

Circulation staff executed 40 passports in December. On December 15, we were inspected by a representative from the Chicago Passport Agency. He said he was impressed by how organized we were and that we passed our first inspection. He also told me that the execution fee (this is the money that the library makes) will be increased to \$35 in the spring.

Notary Public:

Circulation Supervisors notarized 91 documents in December.

Food for Fines

We held our annual Food for Fines December 2 - December 10. We took in a total of 3100 item! This is our highest since 2013. Of that, \$2127 were forgiven while the rest (973) were donation.

Continuing Education

All staff who are Passport Acceptance Agents have gone through the re-certification process (4 on-line modules and a test) been re-certified.

User Ex

We have continued to have a Lobby Host. December is traditionally a quiet month, so there was not as many opportunities to help patrons. I am looking forward to a busy January so we can really "WOW" our patrons!

Workshops and Meetings Attended:

- Dec. 6 Circulation Users Group Westmont Library
- Dec. 12 Department Heads
- Dec. 14 Leadership Meeting
- Dec. 22 Meeting with Natalie Williams

Debbie Sheehan
Head of Circulation Services

	2007		2008		2009		2010		2011		2012		2013		2014		2015		2016		2017		2018	
	Month																							
July		70,056	79,189	84,907	84,936	86,301	87,216	87,602	80,022	75,425	67,595	59,767												
Aug.		64,625	72,584	80,592	77,314	84,118	80,915	77,621	72,824	67,971	63,720	56,603												
Sept.		55,798	62,798	69,066	71,475	70,089	67,864	65,873	64,241	57,006	53,375	48,001												
Oct.		63,670	66,511	75,131	42,400	71,702	74,123	70,857	65,894	60,141	56,236	51,829												
Nov.		59,559	66,395	71,373	53,470	67,626	71,019	68,912	64,203	59,906	53,280	51,105												
Dec.		51,403	59,953	64,351	67,699	67,864	66,499	62,642	62,656	56,512	50,932	48,477												
Jan.		64,730	72,058	76,341	77,035	74,604	78,554	71,590	69,608	64,231	58,950													
Feb.		62,086	69,661	71,385	69,341	73,132	70,512	65,225	60,286	60,625	54,369													
Mar.		70,477	80,579	81,058	83,103	79,502	78,612	74,816	64,857	65,904	61,856													
Apr.		64,763	73,007	72,010	68,953	73,470	71,161	68,376	71,904 *	60,424	54,820													
May		62,724	68,994	67,337	72,416	69,927	67,429	61,687	62,018	58,528	54,893													
June		74,029	84,888	87,748	87,635	83,339	79,392	74,986	71,702	71,568	60,867													
Renewals through the webp			1,284																					
Electronic Circulation				3,852																				
Yearly																								
Total		763,920	857,901	905,151	855,777	901,674	893,296	850,187	810,215	758,241	690,893	315,782												
* Missing data--used an average number to get a total																								
Indicates highest number for that month																								
Indicates library was closed partial months for construction																								

Technology & Technical Services Board Report November/December 2017

Improvements for Public, User Experience & Strategic Goals

- **Express Internet Stations-** These four computers will automatically shut down at closing instead of 10 minutes before, giving patrons access to print and use a computer up until closing.
- **Tech Takeout-** The following devices are now available for members to checkout:
 - Jamstick- A 6-string portable mini-guitar that uses an app to help learn chords or create music.
 - Lightphoria energy lamp- Portable, desktop lamp used to stimulate natural sunlight. Light therapy can be used to improve mood and increase energy.
 - Yeti Microphone- A professional quality mic that can be used to record voice-overs, podcasts and music.
 - iPad- Added a second iPad due to the high circulation numbers. The funding for the iPad came from a donation designated for technology.
- **Kindle Paper whites-** Added six of the latest bestselling titles to each Kindle. T.J. created display cases to promote each title in the new book area. This way, patrons looking for the book will discover that we also have the title already downloaded to a device they can take home.
- **Website-** Dave worked with Jennifer to revamp the Book Clubs page making it more dynamic by adding tab features, book jackets and a new form for members to request books and information for their local book club.
- **Public Blogs-** Dave integrated our blogs into our Website software. The blogs now have the same style and menu system as our Website. He also added social media share buttons for users to share reviews or stories they like on their social media account.
- **Wireless Access-** As of December 30, patron's devices will connect automatically to the Internet without having to go to a redirect page first, making it easier for users to connect.
- **AARP Tax Assistance-** Brett worked with AARP Tax Aide coordinator to make sure our laptops and printers meet their needs before the tax season.
- **Computer Updates-** Brett updated public training laptops to new Windows 10 Fall Creator, Minecraft, and other software to prepare for upcoming computer classes. He also upgraded the Kids & Teen public Internet computers to Windows 10 with Microsoft Office 2016.
- **Hot Picks Collection-** Added DVDs to the adult Hot Picks collection. Patrons that do not prefer to wait or place holds may discover the latest movie as a Hot Picks title. Titles in this collection circulate for 3 days.
- **Teen Series-** We are now adding a keyword from the series and the series number to the spine label. This will improve patron browsing and help keep them in order by series.
- **Job Descriptions-** To assist staff with UX, as a group we created at least one impact statement for each primary job task performed by Technical Services Associates. The statements focus on patron-driven service, support of the library's mission and to have a successful attitude.

Technical Services

- **Board Games-** Kids & Teen Department started a new collection of board games. Technical Services staff prioritized getting them out quickly and some of them were ready to use for the Teen New Year's Eve Lock-in.
- **Procedure Manual-** Updated procedures for discarding, entering, repairing materials and processing.

Technology Services

- **Phone System** – Installation and configuration of our new VOIP phone system was completed. Brett created VoIP phone administration documentation. He also added a DOD (Direct-Outward-Dialing) phone number list for each direct line, so the caller ID will show the staff persons direct line instead of the main library number.
- **Wi-Fi Update-**Brett updated firmware, which addressed recent security issues and improved connectivity for newer mobile devices. Due to changes to our Wi-Fi access, starting in January Wi-Fi usage statistics will be higher and reflect total connections to Wi-Fi access points instead of connections through our redirect webpage.
- **Video Productions-** Bookbytes- Natalie book review for November.

Maker (DIY)

- **3D Printer-** 21 print requests were processed. Items printed USA map, eclipse ornament, fairy, and other model set parts.
- **Carvey-** 14 request processed, 11 were from Open Make Lab. Items carved heart, teddy ornament and butterfly.

Public Technology Programs & Classes

- Program attendance totals: 171
- One-on-one ½ hour training sessions: 11

<u>Day/Time</u>	<u>Class/Program</u>	<u>Instructor</u>	<u>Attendance</u>
Sun. 11/5 (2 PM)	Improving Your Wi-Fi at Home	Dave	17
Tues. 11/7 (2 PM)	Intermediate iPad/iPhone	Dave	20
Tues. 11/7 (6 PM)	Excel Features: Pivot Tables	Ron	17
Tues. 11/7 (7:15 PM)	Excel Features: V-Lookup	Ron	19
Wed. 11/8 (6 PM)	Open Maker Lab	Ann/Dave	7
Sat. 11/11 (2 PM)	Winter Ornaments with 3d Printer	T.J./Dave	8
Tues. 11/14 (6 PM)	Excel Features: Pivot Tables	Ron	13
Tues. 11/11 (7:15 PM)	Excel Features: V-Lookup	Ron	20

Wed. 11/15 (10 AM)	Intro to Windows 10	Sandi	9
Sun. 12/3 (2 PM)	DIY Design Time (formerly Open Maker Lab)	T.J.	1
Tues. 12/12 (6:30 PM)	Intermediate Excel	Ron	11
Tues. 12/14 (6 PM)	Excel Features: Pivot Tables	Ron	12
Tues. 12/14(7:15 PM)	Excel Features: V-Lookup	Ron	11
Sun. 12/17 (1 PM)	Easy, Custom Gifts with Carvey	T.J.	6

Community

- Anna worked with two community members seeking magazines for projects. We were able to provide them with old discarded magazines.

Contributing to the Profession

- I coordinated and attended the R.A.I.L.S. IT West Roundtable at the Warrenton Public Library on Nov. 10.

Sharing

- T.J. shared his slides from his online dating presentation with Lauren from Geneva Public Library.
- I shared information with Cynthia from Warrenton Library on who we use to maintain our laser printers.

Training & Continuing Education

- 11/2- T.J. - Think like a Start Up: Using Startup Technology Practices to Make Your Library Thrive webinar.
- 11/13 - T.J. - Makerspace Networking Group Meeting at Indian Trails Library.
- 11/16 – Ann- LACONI Circulation Program on Technology at Gail Borden Library.
- 11/17- T.J. and Ann- Librarian in Charge training
- 12/14- T.J. and Ann- Leadership Meeting

Personnel/Staff Meetings

- Delia LaPorta started as a new Substitute Technology Services Associate.
- Anna had a meeting with Jez to discuss graphic novel project.
- T.J.
 - 11/1 – Librarian for a Day, 30th Anniversary Committee
 - 11/9- Technology Committee Meeting
 - 11/28- Technology Center Help Desk Meeting
- Ann
 - 11/1 - Met with Jack for Kids & Teens to conduct new hire computer orientation.
 - 11/2 - VoIP phone system meeting with Laura, Brett and Don.
 - 11/6, 11/20, 12/4, 12/18: 1-On-1 meetings with April
 - 11/6, 11/20, 12/4, 12/18: 1-On-1 meetings with Anna
 - 11/7, 12/5, 12/19 - 1-On-1 meetings with Jamie.
 - 11/8 - Met with local IT sales person John Connell from Fortress Data.

- 11/17- Meeting with Natalie.
- 11/29- SirsiDynix Library Users of Illinois Users Group Annual Meeting
- 11/30- Website Committee Meeting.
- 12/5; 12/19 - 1-On-1 meetings with T.J.
- 12/11- Art Contest Committee Meeting – 30th Anniversary
- 12/12- Department Head Meeting
- 12/13- Technical Services Department Meeting

Ann M. Stovall, Head of Technical & Computer Services, January 11, 2018

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**Youth Services
Monthly Report to the Board
November - December 2017**

Programs

In November and December, Youth Services presented 48 programs at IPPL with 1,083 people in attendance. We also participated in 12 events out in the community reaching over 646 people.

Date	Description	Staff	Attendance
1-Nov	VR Field Trip	Jack	7
1-Nov	Baby Brilliance	Jane	14
2-Nov	Talented Toddlers 9:30am	Heather	13
2-Nov	Talented Toddlers 10:30am	Heather	22
3-Nov	Mini-Science Academy: Water	Jimmy	21
3-Nov	Inside the Box: International Games Week Edition	Jimmy	15
5-Nov	Fantastic Families	Jane	26
6-Nov	Talented Toddlers 9:30am	Heather	34
6-Nov	Junior Genius	Katie	12
7-Nov	Baby Brilliance	Jane	21
7-Nov	PRC Art	Monica	11
7-Nov	Junior Genius	Katie	13
8-Nov	Baby Brilliance	Jane	29
8-Nov	Sphero Chariot Challenge for Mid-Kids +(1 teen vol)	Jane, Jack	11
9-Nov	Talented Toddlers 9:30am	Heather	17
9-Nov	Talented Toddlers 10:30am	Heather	14
9-Nov	Fantastic Families	Jane	32
9-Nov	Write-On: Julie Murphy	Heidi, Natalie	40
11-Nov	Teen Tech Service Projects: Pinball Machines	Jimmy	10
13-Nov	Talented Toddlers 9:30am	Heather	28
13-Nov	Junior Genius	Katie	10
14-Nov	Baby Brilliance	Jane	12
14-Nov	PRC Art	Monica	9
14-Nov	All-Ages Storytime	Jimmy	19
14-Nov	Junior Genius	Katie	16
15-Nov	Baby Brilliance	Jane	25
16-Nov	Talented Toddlers 9:30am	Heather	15
16-Nov	Talented Toddlers 10:30am	Heather	14
16-Nov	Fantastic Families	Jane	32
17-Nov	Shake, Shimmy, & Dance	Katie	65
18-Nov	TASC Meeting	Heidi	8
20-Nov	Anime Addicts	Heidi	2
21-Nov	PRC Art	Monica	8
24-Nov	Family Movie-Beauty & the Beast	Monica	25
28-Nov	PRC Art	Monica	7
2-Dec	Holiday maker faire: 3D printed cookie cutters	Jack	13
2-Dec	Holiday Maker Faire - cookie decorating	Monica	70

2-Dec	Holiday Maker Faire - various activities	Heidi	72
7-Dec	Shake, Shimmy, & Dance: Laurie Berkner	Katie	60
12-Dec	Preschool Programmers	Katie, Jack	12
16-Dec	TASC Meeting	Heidi	13
19-Dec	Bookgardeners: Jan Brett	Katie	25
19-Dec	Teen Time Out - Finals Edition: Pawsitive Therapy	Heidi	22
20-Dec	Teen Time Out - Finals Edition: Cookie Decorating	Heidi	10
21-Dec	Shake, Shimmy, & Dance: Jim Gill	Katie	39
22-Dec	Family Movie-Polar Express	Monica	25
28-Dec	Family Movie-LEGO Batman	Monica	40
30-Dec	NYE-eve Lock-In	Heidi, Natalie, Heather	25
TOTAL:			1083

(Supporting Strategic Plan: 2.3 The library provides opportunities for learning, exploration, creativity and enjoyment. 5.1)

exSTEMaganza

Back in October, Natalie Williams hosted the exSTEMaganza event at Hinsdale South High School. This was a partnership with the DuPage Department of Education STEM team and Gower Schools. In the auditorium, to kick off the event we presented on the benefits and importance of STEM learning along with engineers from Northrup Grumman. In classrooms, children and parents worked collaboratively to create a contraption (a box) containing a series of reactions (paths, drops, twists, turns, ramps, pulleys, etc.) that occur when a rubber ball is released into the contraption. A ball was released at the top of the contraption and the challenge was to get the ball to stay inside of the contraption for 4-8 seconds and then exit through the bottom of the contraption and hit a buzzer. There were 85 participants. The group has been meeting since early 2017 to plan and execute this large-scale educational opportunity.

Write On! with Julie Murphy

Heidi Estrada finished another successful Write-On. Heidi accompanied our guest author Julie Murphy. We had dinner with the Villaume family from the Gift of Carl, and attended talks at Downers Grove South and Hinsdale South. Downers Grove South was a new partner this year, and they look forward to working with us on future events. In the evening, we hosted Julie at the library where a Q&A style talk was held. Julie and Rob Villaume from The Gift of Carl helped present the winners of the Cool Compositions contest with their prizes.

Community

Date	Description	Staff	Attendance
2-Nov	Library card registration and IPPL information table at Gower Middle School	Monica	29
7-Nov	Mark DeLay Elementary 90-Second Newbery afterschool video club.	Monica	21
7-Nov	StoryStroll meeting with Christina from Burr Ridge Village Center	Natalie	2
9-Nov	Julie Murphy School Visit at Downers Grove South	Heidi	100
9-Nov	Julie Murphy School Visit at Hinsdale South	Heidi	47
13-Nov	Chick-fil-A storytime	Jane	15
14-Nov	Mark DeLay Elementary 90-Second Newbery afterschool video club.	Monica	21
20-Nov	Daisy Troop tour & badge project	Monica	14
27-Nov	Meeting with Holmes School teacher, Lissa	Natalie, Jack	3
1-Dec	Good Worx Luncheon	Natalie	5

6-Dec	Mom and Baby Group Storytime at Elmhurst Memorial Hospital	Heather	32
7-Dec	Whole Foods Kids Club Story time	Jane	45
8-Dec	St. John Lutheran's Preschool Storytime	Katie	37
9-Dec	Meet Mr. and Mrs. Claus at Burr Ridge Village Center - Green Screen Photo Booth	Heidi, Jimmy	144
11-Dec	Edited Mark DeLay Video Club 90-Second Newbery film content	Monica	1
11-Dec	Provided Ozobot training overview and loan to Mark DeLay Elementary staff	Monica	1
13-Dec	Girl Scouts Robotics Badge at Mark DeLay	Jack	18
13-Dec	Marquette Manor School tour & research project	Monica	11
15-Dec	Teen Tech Day at Hinsdale South	Jack	100
TOTAL:			646

(Supporting Strategic Plan: 3.1 The library is visible in the community. 3.2 The library creates partnerships throughout the community that provide mutual benefits and enhance the community.)

Meet Mr. and Mrs. Claus at Burr Ridge Village Center

Heidi Estrada prepared for the green screen photo booth at the Burr Ridge Village Center "Meet Mr. and Mrs. Claus" event. Props were created with help from Katie and Jimmy. Heidi found backgrounds and uploaded them to the iPad. Heidi and Jimmy operated the green screen photo booth at the Burr Ridge Village Center. Heidi created cards with information for families to access their photos and uploaded the photos to the Facebook page after the event so that patrons could view and download their own photos.

Giving Tree

Heidi Estrada delivered The Giving Tree items to Rebecca Perkaus at Willowbrook Corners. TASC members counted and sorted the items. Over 260 items were donated this year.

Working with School-aged Groups

Monica Dzierzbicki presented IPPL materials and services at the Parent Conference night at Gower Middle School. This outreach activity provided opportunities for parents to learn about IPPL school support services such as Brainfuse and other educational databases, STEM kits, Textbooks, as well as Parent, Teen and Mid-kid programming and materials. Circulation staff also provided the opportunity for families to register for IPPL library cards

Monica worked with staff and students in the video club at Mark DeLay Elementary. Monica assisted the club in creating a 90-Second Newbury video entry by January 2018. Monica met with Dave B. to learn how to edit the video content for the project. The National 90-Second Newbery Film Festival will be screened in March.

Monica presented community group tours with Darien Homeschoolers Daisy Troop. The troop of 14 were giving a department tour and scavenger hunt to work toward their Marigold badge.

WouldShop

In November the WouldShop began with the theme of emoji's, with two project options - the first, to fold and design an emoji notebook, and the second, to write a short story replacing words with a set of emoji graphics. The second theme for November was Thanksgiving, with supplies to assemble and design a "Thankful Book."

After Thanksgiving, Heather installed a paper sculpture project inspired by Alexander Calder, which carried into the beginning of December in the original WouldShop, and then switched into the new

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LittleShop space. Two additional themes followed in the new space, sock designs for Dr. Seuss' Fox in Socks, then paper fortune cookies, which will remain out into January.

Collections

Katie Salo designed twenty-four new shelf markers for the Early Chapter books area to match the character/series based ones she had created for the Beginning Readers section in October. She made thirty-two new shelf markers for the WouldShop and seven new shelf markers for the Parent/Teacher collection. These are text-based labels to match the section's colors. She also created eleven new shelf markers for the Video Games collection. Each one features the name of the system and the brand's logo.

Displays & Signage

In November, Heather Forster Jensen designated the Early Literacy book display for the Thanksgiving picture books, normally shelved in the Holiday picture book section, so that they would be more accessible to patrons. As the month went on, Heather also included other Thanksgiving books from the WouldShop. On the Mid-Kid's book display shelf, Heather displayed novels and non-fiction books around Native American Heritage Month. With the release of the movie, "Wonder," based on the junior novel, Heather changed the book display before Thanksgiving weekend to feature read-alikes connected to the "Wonder" series. Heather also designs an additional book display to fill in shelving that would otherwise have remained empty during part of the collection shifting. This new "Staff Recommendation" display highlights staff recommendations from four members of the Kids and Teens Department with booklists for each person.

In December, Heather designated the Early Literacy book display for Chanukkah and Christmas picture books, normally shelved in the Holiday picture book section, as well as the Kwanzaa non-fiction books available, so that they would be more accessible to patrons. After a two-week Mid-Kid book display featuring novels written in letter-format or with letter-based storylines, Heather converted the Mid-Kid display to include its own selection of Holiday books from the Junior Novel section.

Katie Salo created a display in the beginning reader section to highlight different areas of the collection. She created signs for the following collections: Disney, Star Wars, Eric Carle, Superheroes, and LEGO. The first display to go up in this new area was Disney Books.

Katie created a New CHILD DVDS & Blu-Rays display to highlight our new materials. She also planned the displays in the beginning reader section for the next four months: Fantasy, Geisel Award Winners, Sports, and Science Fiction. She also created the signs and booklists to go with them.

Seed Library

Number of Checkouts: 3

Number of Seed Packets Checked Out: 5

Number of Donations: 0

(Supporting Strategic Plan: 2.3 The library provides opportunities for learning, exploration, creativity and enjoyment. 2.4 The library introduces new technologies and provides opportunities for residents to experiment.)

Pages

In November, Jack Schultz led his first meeting for the Youth Pages, introducing himself and getting to know the staff.

The Youth Pages have been checking magazine usage for teens all month giving useful statistics for future collection development.

They have been working hard to shift materials throughout the youth collection getting the space ready for the new WouldShop and LittleShop. Additionally, they have been doing a great job keeping the youth department clean while the shifting project has been on going.

The pages have also been taking the lead in cleaning the staff break room in December.

Staffing

In December, we received seven applications for the Kids & Teens Support Services Associate position. Natalie Williams and Jack Schultz interviewed four candidates for the position. We have offered jobs to Jack Chavez and Sam Perez. They have both accepted and will begin in January.

Continuing Education

Date	Description	Staff
7-Nov	Webjunction Webinar: Creative Spaces and Family Engagement in Libraries	Heather
10-Nov	STEM Fun at the Museum of Science and Industry	Jack, Heather
11-Nov	New phone training	Monica
28-Nov	Cameo printing training	Monica, Heidi
6-Dec	Library Con Virtual Conference	Monica
7-Dec	Storytime Observation: Shake, Shimmy, and Dance (Presented by Katie)	Heather, Katie
13-Dec	Webinar: New Books for Storytime 10/18/17	Katie

Contributing to the Profession

Date	Description	Staff
14-Nov	Caldecott Nominations (2 of 7)	Katie
30-Nov	Caldecott Reading	Katie
10-Dec	ILEAD team dinner, discussing management and scheduling staff	Natalie
12-Dec	Caldecott Nominations (2 of 7)	Katie
31-Dec	Caldecott Reading	Katie

Meetings & Planning

Date	Description	Staff
1-Nov	Meeting with Technology	Jack
1-Nov	Organizing K&T Workroom	Katie, Heidi
2-Nov	Meeting with Adult Services	Jack
2-Nov	One on one with Jamie	Natalie
3-Nov	Sadowski Family Meeting with Jamie	Jack, Natalie
6-Nov	Selectors Meeting	Katie, Natalie, Heidi, Jack
7-Nov	Page Meeting	Jack, Sandi, Barbara, Sam, Yulia, Mary Lynn
8-Nov	Julie Murphy dinner with Gift of Carl at Coopers Hawk	Heidi, Natalie, Katie
8-Nov	Byte-sized book video with David Bunn	Natalie

8-Nov	One on one with Jamie	Natalie
9-Nov	Technology Committee Meeting	Jack
9-Nov	Winter Mid-Kid programming	Monica, Jack
9-Nov	One on one with Jamie	Natalie
11-Nov	Page review meeting overview	Jack, Natalie
12-Nov	Organizing K&T Workroom	Katie, Jane
13-Nov	Furniture design meeting with LFI	Natalie
14-Nov	Meeting with April	Jack
14-Nov	Meeting with Jamie & Mike	Natalie
14-Nov	Evaluation meeting with Jane	Natalie, Jane
14-Nov	One on one with Jack	Natalie, Jack
15-Nov	Leap products meeting	Jack, Katie
15-Nov	Video editing training	Monica
15-Nov	STEM Kits & LeapFrog Meeting	Katie, Jack
15-Nov	Page Review Follow-up	Natalie, Jack
17-Nov	One on one with Ann RE: collection projects, Jack's orient.	Natalie
17-Nov	Marketing for makerspaces with Marianne and Theresa	Natalie
20-Nov	WouldShop Storage Research and Kit Weeding	Heather, Natalie
20-Nov	One on one with Jamie	Natalie
21-Nov	Using the Cameo Silhouette	Heidi, Monica
22-Nov	Graphic Novel meeting with Jez	Jack
22-Nov	Furniture design meeting with LFI	Natalie
27-Nov	Meeting with Ann S. about Communico, series fix list, external venue warning, and set up time zeroed out for back-to-back room reservations.	Jane
27-Nov	One on one with Jamie	Natalie
28-Nov	Meeting with Anna	Jack
28-Nov	Makerspace planning	Natalie, Jack
28-Nov	Dept Heads	Natalie
29-Nov	Monthly Department meeting	Monica, Jimmy, Heather, Jane, Heidi, Katie, Natalie, Jack
30-Nov	Website Committee Meeting	Jack
4-Dec	Makerspace Planning	Jack, Natalie
4-Dec	One-on-one with Jamie	Natalie
5-Dec	Annual Review	Jack, Sandi
5-Dec	LIC training	Jack, Laura
5-Dec	K&T Librarian Meeting	Heidi, Natalie, Jack, Katie, Monica
6-Dec	Annual Review	Jack, Mary Lynn
6-Dec	Board Game Collection Meeting	Heidi, Jack
6-Dec	Makerspace logo planning with Marketing Team	Natalie
7-Dec	Free Comic Book Day event meeting with Jez & Ashe	Monica, Jack, Heidi
7-Dec	K&T Librarian Meeting	Heidi, Natalie, Jack, Katie,

		Monica
11-Dec	Film planning review with Dave B. and Diane Nelson	Monica
11-Dec	One-on-one with Jamie	Natalie
11-Dec	Musical instrument drive meeting with Rob from Gift of Carl	Natalie
11-Dec	Community Art Committee meeting	Natalie
12-Dec	Bluecloud Meeting	Jack, Natalie, Katie
12-Dec	K&T Staff Meeting	Katie, Natalie, Jack, Monica, Heidi, Jane, Heather, Jimmy
12-Dec	Meeting with Ann to discuss collection projects, Maker Kits, and circulating board games	Natalie
12-Dec	Makerspace Planning	Jack, Natalie
12-Dec	Dept Heads	Natalie
14-Dec	Leadership Committee	Jack, Natalie
15-Dec	Meeting with Marianne to discuss makerspace cover story	Natalie
18-Dec	Interview for Support Services Associate - Marquitta	Jack, Natalie
18-Dec	Interview for Support Services Associate - Sam	Jack, Natalie
18-Dec	Youth Room Closet Inventory	Heidi, Katie, Jack
18-Dec	Vegetarian Museum exhibit planning with Kay	Natalie
19-Dec	Interview for Support Services Associate - Jack	Jack, Natalie
19-Dec	Interview for Support Services Associate - James	Jack, Natalie
20-Dec	Check-in	Jimmy, Natalie
22-Dec	Meeting with Debbie to discuss new circulating items	Natalie
27-Dec	TRP Check-In	Katie, Natalie

Submitted by Natalie Williams, Head of Youth Services 1/4/2018

STATISTICS FOR	Nov-17	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
Circulation					
Adult	29,157	30,514	154,198	168,394	-8.43%
Teen	2,182	2,340	12,337	15,025	-17.89%
Kids	15,427	16,321	76,471	88,801	-13.88%
TOTAL	46,766	49,175	243,006	272,220	-10.73%
Electronic Circulation	4,339	4,105	24,299	21,986	10.52%
GRAND TOTAL CIRC.	51,105	53,280	267,305	294,206	-9.14%
% Reciprocal Borrowing	14%	15%	14%	13%	
Patron Visits	31,075	34,658	184,160	188,670	-2.39%
Current Cards					
Resident	112	122	19,973	20,714	-3.58%
Non-Resident	43	68	994	952	4.41%
TOTAL	155	190	20,967	21,666	-3.23%
Non-Resident Households	25	31	479	455	5.27%
Patron Assistance					
Adult - Reference	2,694	3,003	15,037	15,788	-4.76%
Kids - Reference	1,105	1,074	5,753	6,637	-13.32%
Technology - Reference	915	1,001	5,022	4,558	10.18%
TOTAL REFERENCE	4,714	5,078	25,812	26,983	-4.34%
Adult - Other	709	829	4,289	4,165	2.98%
Kids - Other	1,318	2,822	10,358	13,134	-21.14%
Technology - Other	68	113	487	663	-26.55%
TOTAL OTHER	2,095	3,764	15,134	17,962	-15.74%
GRAND TOTAL ASST.	6,809	8,842	40,946	44,945	-8.90%
ILL/Reserves					
Holds	7,034	6,904	37,659	38,537	-2.28%
ILLs Sent	3,542	3,101	17,869	18,772	-4.81%
ILLs Checked Out	3,948	4,053	19,541	20,858	-6.31%
ILLs Received	4,399	4,503	22,013	23,250	-5.32%
Programs - Adult					
# Programs	11	13	66	54	22.22%
Attendance	250	215	1,474	1,030	43.11%
Technology Classes					
# Programs	11	5	46	45	2.22%
Attendance	135	44	368	428	-14.02%
Individual Technology Training					
# of Patrons	33	43	329	426	-22.77%
Groups					
# Programs	10	12	55	59	-6.78%
Attendance	129	126	650	584	11.30%
Others					
# Programs	1	2	1	8	-87.50%
Attendance	15	9	15	156	-90.38%
Programs - Teen					
# Programs	6	11	40	44	-9.09%
Attendance	209	72	672	664	1.20%
Programs - Kids					
# Programs	36	33	751	205	266.34%
Attendance	682	681	7,241	5,863	23.50%
GRAND TOTAL ATT.	1,453	1,190	10,749	9,151	17.46%

STATISTICS FOR	Nov-17	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
Computers -					
Patron Use					
Adult Computers	2,841	3,245	15,772	17,972	-12.24%
Kids Computers	1,096	1,419	6,102	7,651	-20.25%
Teen Laptop	131	216	699	1,207	-42.09%
Adult Laptop	200	139	847	782	8.31%
TOTAL PATRON USE	4,268	5,019	23,420	27,612	-15.18%
Hours Used					
Adult Computers	2,252	2,453	12,271	12,724	-3.56%
Kids Computers	609	902	3,829	4,861	-21.23%
Teen Laptop	134	227	689	1,593	-56.75%
Adult Laptop	356	239.50	1,486	1,271.50	16.87%
TOTAL HOURS USED	3,351	3,821.50	18,275	20,449.50	-10.63%
Wireless Total Connections	6,291	8,038	42,896	44,902	-4.47%
IPPL Total Web Site Access	* 25,508	25,497	138,676	116,714	18.82%
IPPL Total Page Views	* 37,326	39,218	203,264	183,594	10.71%
Subscription Database Logins	3,035	1,926	17,220	10,236	68.23%
Outreach-Homebound					
Items Delivered	175	143	743	718	3.48%
Volunteers					
Number Active	49	42			
Hours Worked	466.75	249.25	2,030	1,678	20.98%
Staff Training Hours	86.50	100.50	427	490.50	-12.95%
Room Use					
Youth Room	21	21	91	91	0.00%
Meeting Room					
Library	36	34	193	202	-4.46%
Non-Library	7	9	30	38	-21.05%
Conference Rooms	383	402	1,899	1,858	2.21%
Lobby Programs	1	9	10	23	-56.52%
Board Room					
Library	16	18	75	90	-16.67%
Non-Library	21	17	88	93	-5.38%
Clavinova	0	0	1	0	

* WEBSITE STATISTICS ARE LOWER BECAUSE THE LIBRARY DOES NOT CURRENTLY HAVE A MOBILE APP.

MATERIALS COLLECTION TOTALS FOR PHYSICAL FORMATS - November 2017

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BOOKS	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Discarded
ADULT								
Reference	999	7	0	1006	9	9	16	9
Non-Fiction	49083	335	1840	47578	1293	2494	1628	4334
Fiction	39176	376	399	39153	1698	1517	2074	1916
ADULT TOTALS	89258	718	2239	87737	3000	4020	3718	6259
KIDS								
Reference	21	0	0	21	0	0	0	0
Non-Fiction	15691	136	1086	14741	425	1041	561	2127
Fiction	26193	303	252	26244	889	2985	1192	3237
KIDS TOTALS	41905	439	1338	41006	1314	4026	1753	5364
TEEN								
Non-Fiction	505	25	2	528	16	276	41	278
Fiction	3370	85	43	3412	314	633	399	676
TEEN TOTALS	3875	110	45	3940	330	909	440	954
BOOK TOTALS	135038	1267	3622	132683	4644	8955	5911	12577

AUDIOVISUAL	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Discarded
ADULT								
Audio Books on CD	6374	61	471	5964	194	487	255	958
Music CD	8672	76	90	8658	216	775	292	865
Playaway	341	0	0	341	9	6	9	6
DVDs (DVD & Blu-ray)	19608	132	27	19713	660	439	792	466
CD-ROMs	81	0	23	58	0	2	0	25
Console Games (Feb 2016)	48	5	0	53	2	1	7	1
ADULT TOTALS	35124	274	611	34787	1081	1710	1355	2321
KIDS								
Audio Books	646	23	81	588	2	81	25	162
Music CDs	867	12	2	877	19	7	31	9
Playaway	97	0	9	88	0	9	0	18
DVDs (DVD & Blu-ray)	4222	115	3	4334	116	840	231	843
Playaway Launch Pads (New)	19	0	0	19	0	0	0	0
KIDS TOTALS	5851	150	95	5906	137	937	287	1032
TEEN								
Audio Books on CD	194	1	2	193	14	10	15	12
Playaway	33	0	0	33	0	9	0	9
DVDs (DVD & Blu-ray)	556	38	33	561	36	119	74	152
CONSOLE GAMES	607	11	0	618	42	11	53	11
PC-GAMES	57	0	0	57	0	0	0	0
TEEN TOTALS	1447	50	35	1462	92	149	142	184
AUDIOVISUAL TOTALS	42422	474	741	42155	1310	2796	1784	3537
COLLECTION TOTALS	177460	1741	4363	174838	5954	11751	7695	16114

MATERIALS COLLECTION TOTALS FOR ELECTRONIC FORMATS- November 2017

BOOKS	Previous Month Totals	Added Items	Discard Items	Current Totals	Prev. Mo. YTD		YTD	
					A	W	Add	Discard
Hoopla (Yearly for all ages)	199,198	0		199,198				
Reference (Yearly for all ages)	573	0		573				
eRead Illinois (Monthly for all ages)	28013	173	0	28186	921	39	1094	39
TOTALS FOR ALL AGES	227,784	173	0	227,957	921	0	1094	39
ADULT								
Non-Fiction								
eMedia (Overdrive Consortium)	2,613	23		2,636	82	0	105	0
eMedia (Overdrive Advantage)	794	7		801	28	0	35	0
Fiction								
eMedia (Overdrive Consortium)	10,857	70		10,927	370	0	440	0
eMedia (Overdrive Advantage)	3,376	46		3,422	215	0	261	0
ADULT TOTALS	17,640	146		17,786	695	0	841	0
KIDS								
Non-Fiction								
eMedia (Overdrive Consortium)	91	0		91	0		0	
eMedia (Overdrive Advantage)	13	0		13	0		0	
Fiction								
eMedia (Overdrive Consortium)	1,560	13		1,573	48	0	61	0
eMedia (Overdrive Advantage)	211	2		213	8	0	10	
KIDS TOTALS	1,875	15		1,890	56	0	71	0
TEEN								
Non-Fiction								
eMedia (Overdrive Consortium)	121	0		121	0		0	
eMedia (Overdrive Advantage)	11	0		11	0		0	
Fiction								
eMedia (Overdrive Consortium)	2,498	5		2,503	60	0	65	0
eMedia (Overdrive Advantage)	467	0		467	18	0	18	
TEEN TOTALS	3,097	5		3,102	78	0	83	0
BOOK TOTALS	250,396	339		250,735	1750	0	2,089	39

AUDIOVISUAL	Previous Month Totals	Added Items	Discard Items	Current Totals	Prev. Mo. YTD		YTD	
					A	W	Add	Discard
Hoopla (Yearly for all ages)								
Audio Books	43,952	0		43,952				
Music	281,004		0	281,004				
Movies/TV Episodes	31,741	0		31,741				
eRead Illinois Audio Books	7,540	353	0	7,893	984	0	1337	0
Yearly Total for All Ages	364,237	353	0	364,590	984	0	1337	0
ADULT								
Audio Books								
eMedia (Overdrive Consortium)	3,853	19		3,872	86		105	0
eMedia Advantage (Overdrive)	582	14		596	43		57	0
Movies								
Preloaded Roku Titles	813	7		820	56		63	
ADULT TOTALS	5,248	40		5,288	185	0	225	0
KIDS								
Audio Books								
eMedia Library (Overdrive)	264	3		267	8		11	
eMedia Advantage (Overdrive)	12	0		12	2		2	
Movies								
Preloaded Roku Titles	125	1		126	6		7	
KIDS TOTALS	401	4		405	16	0	20	0
TEEN								
Audio Books								
eMedia Library (Overdrive)	221	1		222	11		12	0
eMedia Advantage (Overdrive)	36	0		36	4		4	0
TEEN TOTALS	257	1		258	15	0	16	0
AUDIOVISUAL TOTAL	370,143	398		370,541	1200	0	1598	0
COLLECTION TOTALS	620,539	737		621,276	2950	0	3,687	39

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STATISTICS FOR	Dec-17	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
<u>Circulation</u>					
Adult	29,186	31,629	183,384	200,023	-8.32%
Teen	2,171	2,274	14,508	17,299	-16.13%
Kids	12,532	13,419	89,003	102,220	-12.93%
TOTAL	43,889	47,322	286,895	319,542	-10.22%
Electronic Circulation	4,588	3,610	28,887	25,596	12.86%
GRAND TOTAL CIRC.	48,477	50,932	315,782	345,138	-8.51%
% Reciprocal Borrowing	15%	13%	14%	13%	
Patron Visits	26,345	28,343	210,505	217,013	-3.00%
<u>Current Cards</u>					
Resident	112	122	19,995	20,638	-3.12%
Non-Resident	59	73	1,033	1,001	3.20%
TOTAL	171	195	21,028	21,639	-2.82%
Non-Resident Households	35	36	478	456	4.82%
<u>Patron Assistance</u>					
Adult - Reference	2,903	2,492	17,940	18,280	-1.86%
Kids - Reference	748	729	6,501	7,366	-11.74%
Technology - Reference	1,041	917	6,063	5,475	10.74%
TOTAL REFERENCE	4,692	4,138	30,504	31,121	-1.98%
Adult - Other	545	614	4,834	4,779	1.15%
Kids - Other	1,111	1,645	11,469	14,779	-22.40%
Technology - Other	87	94	574	757	-24.17%
TOTAL OTHER	1,743	2,353	16,877	20,315	-16.92%
GRAND TOTAL ASST.	6,435	6,491	47,381	51,436	-7.88%
<u>ILL/Reserves</u>					
Holds	7,228	7,089	44,887	45,626	-1.62%
ILLs Sent	3,107	3,009	20,976	21,781	-3.70%
ILLs Checked Out	3,446	4,023	22,987	24,881	-7.61%
ILLs Received	3,937	4,393	25,950	27,643	-6.12%
<u>Programs - Adult</u>					
# Programs	5	9	71	63	12.70%
Attendance	69	168	1,543	1,198	28.80%
<u>Technology Classes</u>					
# Programs	6	5	52	50	4.00%
Attendance	47	55	415	483	-14.08%
<u>Individual Technology Training</u>					
# of Patrons	46	77	375	503	-25.45%
<u>Groups</u>					
# Programs	8	6	63	65	-3.08%
Attendance	84	64	734	648	13.27%
<u>Others</u>					
# Programs	0	0	1	8	-87.50%
Attendance	0	0	15	156	-90.38%
<u>Programs - Teen</u>					
# Programs	5	8	45	52	-13.46%
Attendance	170	75	842	739	13.94%
<u>Programs - Kids</u>					
# Programs	17	17	768	222	245.95%
Attendance	645	500	7,886	6,363	23.94%
GRAND TOTAL ATT.	1,061	939	11,810	10,090	17.05%

STATISTICS FOR	Dec-17	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
Computers -					
Patron Use					
Adult Computers	2,688	2,945	18,460	20,917	-11.75%
Kids Computers	825	1,188	6,927	8,839	-21.63%
Teen Laptop	84	153	783	1,360	-42.43%
Adult Laptop	152	170	999	952	4.94%
TOTAL PATRON USE	3,749	4,456	27,169	32,068	-15.28%
Hours Used					
Adult Computers	2,098	2,217	14,369	14,941	-3.83%
Kids Computers	424	780	4,253	5,641	-24.61%
Teen Laptop	93	185	782	1,778	-56.02%
Adult Laptop	301	326	1,787	1,597.50	11.86%
TOTAL HOURS USED	2,916	3,508	21,191	23,957.50	-11.55%
Wireless Total Connections	6,099	7,351	48,995	52,253	-6.24%
IPPL Total Web Site Access	* 24,528	27,411	163,204	144,125	13.24%
IPPL Total Page Views	* 36,689	41,645	239,953	225,239	6.53%
Subscription Database Logins	3,279	1,869	20,499	12,105	69.34%
Outreach-Homebound					
Items Delivered	151	175	894	893	0.11%
Volunteers					
Number Active	48	61			
Hours Worked	359.25	309.25	2,389.25	1,987.25	20.23%
Staff Training Hours	46	50.50	473	541	-12.57%
Room Use					
Youth Room	10	11	101	102	-0.98%
Meeting Room					
Library	24	24	217	226	-3.98%
Non-Library	7	4	37	42	-11.90%
Conference Rooms	356	377	2,255	2,235	0.89%
Lobby Programs	0	3	10	26	-61.54%
Board Room					
Library	17	13	92	103	-10.68%
Non-Library	18	18	106	111	-4.50%
Clavinova	0	0	1	0	

* WEBSITE STATISTICS ARE LOWER BECAUSE THE LIBRARY DOES NOT CURRENTLY HAVE A MOBILE APP

MATERIALS COLLECTION TOTALS FOR PHYSICAL FORMATS - December 2017

BOOKS	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Discarded
ADULT								
Reference	1006	12	0	1018	16	9	28	9
Non-Fiction	47578	340	986	46932	1628	4334	1968	5320
Fiction	39153	304	376	39081	2074	1916	2378	2292
ADULT TOTALS	87737	656	1362	87031	3718	6259	4374	7621
KIDS								
Reference	21	0	0	21	0	0	0	0
Non-Fiction	14741	43	84	14700	561	2127	604	2211
Fiction	26244	171	735	25680	1192	3237	1363	3972
KIDS TOTALS	41006	214	819	40401	1753	5364	1967	6183
TEEN								
Non-Fiction	528	5	0	533	41	278	46	278
Fiction	3412	49	19	3442	399	676	448	695
TEEN TOTALS	3940	54	19	3975	440	954	494	973
BOOK TOTALS	132683	924	2200	131407	5911	12577	6835	14777

AUDIOVISUAL	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Discarded
ADULT								
Audio Books on CD	5964	58	14	6008	255	958	313	972
Music CD	8658	32	73	8617	292	865	324	938
Playaway	341	0	0	341	9	6	9	6
DVDs (DVD & Blu-ray)	19713	152	20	19845	792	466	944	486
CD-ROMs	58	0	0	58	0	25	0	25
Console Games (Feb 2016)	53	14	0	67	7	1	21	1
ADULT TOTALS	34787	256	107	34936	1355	2321	1611	2428
KIDS								
Audio Books	588	0	1	587	25	162	25	163
Music CDs	877	4	1	880	31	9	35	10
Playaway	88	0	0	88	0	18	0	18
DVDs (DVD & Blu-ray)	4334	53	9	4378	231	843	284	852
Playaway Launch Pads (New)	19	0	0	19	0	0	0	0
KIDS TOTALS	5906	57	11	5952	287	1032	344	1043
TEEN								
Audio Books on CD	193	0	0	193	15	12	15	12
Playaway	33	0	0	33	0	9	0	9
DVDs (DVD & Blu-ray)	561	8	1	568	74	152	82	153
CONSOLE GAMES	618	11	2	627	53	11	64	13
PC-GAMES	57	0	53	4	0	0	0	53
TEEN TOTALS	1462	19	56	1425	142	184	161	240
AUDIOVISUAL TOTALS	42155	332	174	42313	1784	3537	2116	3711
COLLECTION TOTALS	174838	1256	2374	173720	7695	16114	8951	18488

MATERIALS COLLECTION TOTALS FOR ELECTRONIC FORMATS- December 2017

BOOKS	Previous Month Totals	Added Items	Discard Items	Current Totals	Prev. Mo. YTD		YTD	
					A	W	Add	Discard
Hoopla (Yearly for all ages)	199,198	0		199,198				
Reference (Yearly for all ages)	573	0		573				
eRead Illinois (Monthly for all ages)	28186	49	11	28224	1094	39	1143	50
TOTALS FOR ALL AGES	227,957	49	11	227,995	1094	0	1143	50
ADULT								
Non-Fiction								
eMedia (Overdrive Consortium)	2,636	18		2,654	105	0	123	0
eMedia (Overdrive Advantage)	801	7		808	35	0	42	0
Fiction								
eMedia (Overdrive Consortium)	10,927	69		10,996	440	0	509	0
eMedia (Overdrive Advantage)	3,422	42		3,464	261	0	303	0
ADULT TOTALS	17,786	136		17,922	841	0	977	0
KIDS								
Non-Fiction								
eMedia (Overdrive Consortium)	91	0		91	0		0	
eMedia (Overdrive Advantage)	13	0		13	0		0	
Fiction								
eMedia (Overdrive Consortium)	1,573	19		1,592	61	0	80	0
eMedia (Overdrive Advantage)	213	0		213	10	0	10	
KIDS TOTALS	1,890	19		1,909	71	0	90	0
TEEN								
Non-Fiction								
eMedia (Overdrive Consortium)	121	1		122	0		1	
eMedia (Overdrive Advantage)	11	0		11	0		0	
Fiction								
eMedia (Overdrive Consortium)	2,503	10		2,513	65	0	75	0
eMedia (Overdrive Advantage)	467	0		467	18	0	18	
TEEN TOTALS	3,102	11		3,113	83	0	94	0
BOOK TOTALS	250,735	215		250,939	2089	0	2,304	50

AUDIOVISUAL	Previous Month Totals	Added Items	Discard Items	Current Totals	Prev. Mo. YTD		YTD	
					A	W	Add	Discard
Hoopla (Yearly for all ages)								
Audio Books	43,952	0		43,952				
Music	281,004		0	281,004				
Movies/TV Episodes	31,741	0		31,741				
eRead Illinois Audio Books	7,893	132	0	8,025	1337	0	1469	0
Yearly Total for All Ages	364,590	132	0	364,722	1337	0	1469	0
ADULT								
Audio Books								
eMedia (Overdrive Consortium)	3,872	11		3,883	105		116	0
eMedia Advantage (Overdrive)	596	10		606	57		67	0
Movies								
Preloaded Roku Titles	820	17		837	63		80	
ADULT TOTALS	5,288	38		5,326	225	0	263	0
KIDS								
Audio Books								
eMedia Library (Overdrive)	267	2		269	11		13	
eMedia Advantage (Overdrive)	12	1		13	2		2	
Movies								
Preloaded Roku Titles	126	1		127	7		8	
KIDS TOTALS	405	4		409	20	0	23	0
TEEN								
Audio Books								
eMedia Library (Overdrive)	222	0		222	12		12	0
eMedia Advantage (Overdrive)	36	0		36	4		4	0
TEEN TOTALS	258	0		258	16	0	16	0
AUDIOVISUAL TOTAL	370,541	174		370,715	1598	0	1771	0
COLLECTION TOTALS	621,276	389		621,654	3687	0	4,075	50

The December statistics will be handed out at the Board Meeting.

Chamber Report
December 2017

Darien:

I went to the Darien Women in Business meeting on Nov. 17. It came up that during the transitional period, the board would like more participation from non-profits and asked about having a library representative. I received an application and am looking into the scheduling and time commitment involved with this.

Willowbrook/Burr Ridge:

On Nov. 21, I participated in the inaugural Chamber Chat, similar to Darien Chamber's Coffee Connection, at Whole Foods along with five other members. This one had a somewhat different approach as Chamber Vice President Brad Kmetz had us each introduce ourselves and our businesses, but he also threw out the discussion questions of what makes a strong chamber and how they could draw more businesses in. Good discussion ensued. I also volunteered to research the topic.

I next attended the Chamber luncheon meeting on Dec. 6 at Ruffled Feathers in Lemont. Brad was on the agenda for a committee report and discussed the chamber chat. He spoke of the value of the library and mentioned several specific services brought up at the chat. Therefore, we got some unsolicited, articulate publicity at a well-attended function. The meeting program included awards presentations for the Ovation business award (presented by Representative Durkin), Outgoing Board Directors, the Presidential Award, Business of the Year, Director of the Year, and Member of the Year.

In addition, the Isidore Group IT company previewed the new chamber Web site. Afterwards, Cheryl Collins assured me that the library would have a more prominent place on the site. (I had requested this a few months ago.)

Shirley Pride Jensen
Assistant Head of Adult Services
Business Liaison

Chamber Report
January 2017

December proved quiet for chamber business.

Darien:

Unfortunately, I could not attend the rescheduled Women in Business meeting this month. Based on the meeting notes, it sounds as if we will begin including regular opportunities for sharing the happenings at our businesses. This will offer another promotional outlet for the library.

I recently applied for a board position.

Willowbrook/Burr Ridge:

I researched what makes a strong chamber and sent the results to Brad Kmetz of the chamber board.

Shirley Pride Jensen
Assistant Head of Adult Services
Business Liaison



 e-news

Last Chance to Sign Up for Member Update

The next [RAILS member update](#) will be on Thursday, January 18, at 10 a.m. View the [agenda](#). We will invite attendees to share "what keeps them awake at night" in their professional lives, so **please come prepared to share feedback on the challenges you are currently facing at your library**. Your input will help us with our [strategic planning](#) process.

Other topics include the latest developments with our [overlay project](#), museum pass program, and [System Membership Standards](#). You'll also learn more about the many [BiblioBoard e-resources](#) available to anyone in Illinois free of charge courtesy of RAILS' partnership with BiblioLabs. Sia Paganis from Peacock Middle School in Itasca will also talk about how she uses BiblioBoard with her students, including how she loads the [Recovering the Classics](#) MARC records into her library catalog. Karen Keefe from Hinsdale Public Library will talk about promoting BiblioBoard offerings via the library website and social media.

Deirdre Brennan, RAILS Executive Director, will host the update from our East Peoria service center. All RAILS members are invited to attend at East Peoria, at another available videoconference location, or via live one-way streaming video (RAILS Live). [Find out more/register](#).

Certification Team in East Peoria on January 18

The RAILS certification team will be available at the East Peoria service center before and after the Member Update (see above) to help you complete the annual Illinois State Library certification process. Computers will be available. Receive assistance before the update from 9:30–10:00 a.m. and afterward from noon–1 p.m. Refreshments will be served.

Annual Online Library System Certification

The annual [online certification](#) process began Tuesday, January 2. Certification is required of all library system members to qualify for continuing system services and grants programs from the Illinois State Library (ISL). The deadline for certification is Saturday, March 31.

Libraries are also required to complete the [ILL ILLINET Traffic Survey](#) before completing certification. The survey can be completed any time prior to the March 31 certification deadline.

More information about certification is available on ISL's [Annual Library Certification](#) webpage. The page includes a link to the data and questions included in the certification form, a link to the online certification portal (accessible from January 2–March 31), a [FAQ \(Frequently Asked Questions\)](#), a [pre-recorded webinar](#) that reviews the annual certification process, and a document outlining [Library Data Entry Guidelines](#) to use in completing the certification form.

January 10, 2018

[RAILS Links](#)

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Member Resources

[RAILS Community Email Lists](#)

[Library News](#)

[Continuing Education](#)

[Jobs](#)

[Free/For Sale/Wanted](#)

Upcoming Meetings

[Member Update January 18](#)

Upcoming RAILS CE

[Webinar on Handling Difficult](#)

[Customer Behaviors February](#)

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[Webinar on Sexual Harassment](#)

[Prevention Training February](#)

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[Coaching Employees](#)

[Workshop February 15](#)

[Webinar on Developing](#)

[Leadership Skills January 17](#)

[Webinar on Adult Leisure](#)

[Reading Trends January 18](#)

[Online Course on](#)

[Livestreaming Begins January](#)

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The RAILS overlay project has a new name – Find More Illinois. This emphasizes the increased discovery aspect of the project and mirrors the name of Explore More Illinois, the museum pass program that RAILS is also working on. Software implementation for the pilot project is expected to begin this February.

[RAILS E-News Archives](#)

There's still room in the pilot project for a few more RAILS libraries in I-Share. Interested libraries in PrairieCat or the Rock River Library Consortium can ask to be on the waiting list in case additional slots open up. Libraries with questions or that want to participate in the pilot should contact [Jane Plass](#) by January 25.

Subscriptions

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BiblioBoard: In January, MLK Takes the Stage

Through RAILS' partnership with BiblioLabs, any Illinois resident has access to thousands of e-resources free of charge and without needing a login or library card. [See more information](#) on all of our BiblioBoard offerings.

In honor of Martin Luther King, Jr. Day, take a look at the incredible [I Have a Dream](#) curation on the main page of the [BiblioBoard](#) site. Here are just a few of the many items available to anyone in Illinois: *Mahatma Gandhi and Martin Luther King Jr, Narrative of Sojourner Truth*, images of Martin Luther King, Jr., Rosa Parks, and Sammy Davis Jr, as well as audio clips like *Rosa Parks, 60 Years On* by her niece, Sheila McCauley Keys. You can also find books, audio, images, video and more on a wide a variety of other topics by browsing the BiblioBoard offerings or using the search function at the top of the page.

Webinar on Handling Difficult Customer Behaviors February 7

Andrew Sanderbeck will offer proven techniques for effectively dealing with difficult and angry customer behaviors in [this webinar](#) on Wednesday, February 7, 1:30–2:30 p.m. Learn methods and specific phrases to reduce stress and keep emotions under control.

Webinar on Sexual Harassment Prevention Training February 14

With recent legislation and media attention on sexual harassment, employers need to reaffirm policies they have in place and train their employees in the prevention of harassment. Kelly Hayden, Management Association, will discuss the elements of a good training program and how to create an atmosphere of respect in your library in this webinar on Wednesday, February 14, 1:30–3:00 p.m. Log into L2 for [more information/registration](#).

Coaching Employees Workshop February 15

Management Association will discuss effective coaching techniques for employee performance management and development in this workshop on Thursday, February 15, 9:30 a.m.–12:30 p.m. Attend at the RAILS Burr Ridge service center or via videoconference at the RAILS Coal Valley or East Peoria service centers, Cherry Valley Public Library District, Chicago Public Library Harold Washington Library, Quincy Public Library, or Vernon Area Public Library District. Log into L2 for [more information/registration](#).

RAILS CE Opportunities

[Developing Leadership Skills Webinar January 17](#)

[Adult Leisure Reading Trends Webinar January 18](#)

[Online Course on Livestreaming Begins January 22](#)

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Come one come all! All RAILS members are invited to an upcoming RAILS networking and certification assistance event at the Coal Valley service center Thursday, January 25, 1:00–2:30 p.m. Meet RAILS staff, hear our latest news, and let us know what RAILS can do for you.

The RAILS Certification Team will be available to help you complete the Illinois State Library Annual Certification form and ILLINET Interlibrary Loan Traffic Survey on the spot. Feel free to bring your laptop or use one of the computers we will have available. Log into L2 for [more information and registration](#). Registration is not required but encouraged so we can plan accordingly. Refreshments will be served! We look forward to seeing you.

Continuing Education (CE) Networking Group Grants Available

RAILS is pleased to again offer [grants to networking groups](#) to fund CE events in the RAILS service area. Interested groups should review the grant conditions on the RAILS website and complete the online application. The deadline for the next award period is January 27. See [more information](#) for future award periods and other details. Contact [Joe Filapek](#), RAILS Director of Consulting and Continuing Education, with questions.

LWT Staff Development Day

The Librarians Working Together (LWT) networking group will host its annual mini-conference on Friday, March 9, 2018, at [Faranda's Banquet Center in DeKalb](#). All levels of staff will benefit from this CE opportunity for just \$23 per person. This event was generously sponsored by a RAILS CE networking group grant. [More information/registration](#).

RAILS FOIA/OMA Hotline

The RAILS' Freedom of Information Act (FOIA) and Open Meetings Act (OMA) Hotline is available for RAILS and IHLS (Illinois Heartland Library System) members to get answers to basic FOIA/OMA questions from a qualified attorney **at no cost**. The hotline is limited to public library directors or designated FOIA/OMA officers. [See more information](#).

Discount Offer on Illinois Library Laws & Rules

We still have a limited number of the Illinois Library Association's *Illinois Library Laws & Rules in Effect April 2015* book available for members to purchase at a discounted price of \$22.50 each. (This is the most current version.) [Orders may be placed](#) on the RAILS website and a login is required. After submitting the order form, you will receive an email to print and send to RAILS with payment.

Trustee Forum Workshop February 17

Illinois library trustees are invited to the [Trustee Forum Workshop](#) at the Chicago Marriott Oak Brook on Saturday, February 17, 8:00 a.m.–3:30 p.m. Topics include advocacy, a legislative update, and a legal Q&A. [Joe Filapek](#), Director of Consulting and Continuing Education at RAILS, will be on hand to answer questions.

Registration for Illinois Library Association (ILA) members is \$135, and \$160 for non-members. Hotel reservations for [Chicago Marriott Oak Brook](#) must be made by January 26 to receive the [workshop rate](#).

2018 Legislative Meet-Ups: Make Your Voice Heard!

The Illinois Library Association (ILA) has expanded its regional advocacy efforts to [eight legislative events](#) for 2018. Each event provides an opportunity to meet with your legislators and speak with them firsthand about issues affecting you and your library. Library trustees, directors,

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Use this opportunity for photo ops with your elected officials to post on your Facebook page or to invite them to visit your library! For questions regarding [registration](#), contact [Tina Koleva](#). If you're not sure which meet-up covers your library and legislative district, contact the ILA office at 312.644.1896 or email ila@ila.org.

National Library Legislative Day May 7-8

Registration is open for [National Library Legislative Day](#) in Washington, D.C. This event is open to the public and anyone who wants to support libraries is welcome to attend. This is an ideal opportunity for library staff and trustees to join together to visit their elected officials to advocate for library support. Visit the event page to [register online](#). To learn more about the event, check out the [FAQ page](#).

Computers in Libraries Conference Discount

A discount is being offered for ILLINET members to attend the Computers in Libraries conference organized by Information Today, Inc. This event will be held at the Hyatt Regency Crystal City, Arlington, VA, on April 17-19. To receive the discount, [please register online](#), no later than March 16. For additional information, contact [Jill Heffernan](#) at the Illinois State Library or call 217.557.7259.

Advocacy Alert: Support the 2017 MLSA

At the end of 2017, the [Museum and Library Services Act of 2017](#) was introduced by a group of bipartisan Senators. The 2017 MLSA (S. 2271) reauthorizes the Institute of Museum and Library Services (IMLS), showing congressional support for the federal agency. IMLS administers funding through the Library Services Technology Act (LSTA), which provides more than \$183 million for libraries through grants.

Contact your Senators and urge them to show support for libraries by becoming a cosponsor of S. 2271. Tell them how your library supports the constituents of their state, and how LSTA funds enable your library to offer valuable services to your community. [Find your elected officials here](#).

Need more information? Check out the most recent [District Dispatch](#) post or read up on the [history of MLSA](#).

OCLC Survey

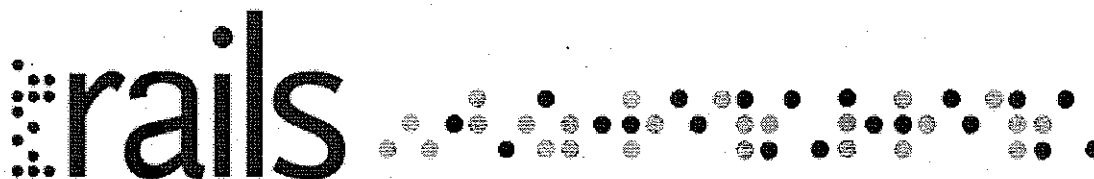
The OCLC Global Council is comprised of delegates from around the world who work on behalf of OCLC members to reflect the needs of member institutions. Delegates are gathering feedback from members to learn more about the resource sharing issues, challenges, and successes that you see in your library, consortium, and region. Please [take this short \(5 to 10 minute\) survey](#) to share your feedback. Your unique perspectives will help to inform the Global Council as well as OCLC Management and product specialists.

RAILS Library Director News

Do you have library director changes to share? Let [RAILS Communications](#) know of library director changes (and the effective date of the changes) so we can officially welcome new directors to the RAILS community and say good-bye to retiring directors.

Emily Klonicki is the Director of Freeport Public Library effective January 29. Until that time, Patricia Vorwald is serving as Interim Director.

Stephen Bero is the Interim Director of La Grange Public Library.



e-news

New Look for RAILS E-News

You'll soon be seeing changes to the *RAILS E-News* based on the feedback you gave us in last year's *E-News* survey. Though we are freshening up the look a bit for the new year, you'll continue to receive the same important/timely news you told us you wanted. We will also have jump links at the top of the *E-News* to reduce scrolling and take you directly to the topics you'd like to read more about. Stay tuned!

Hear Latest RAILS News at January 18 Member Update

The next [RAILS member update](#) will be on Thursday, January 18, at 10 a.m. Deirdre Brennan, RAILS Executive Director, will host the update from our East Peoria service center. All RAILS members are invited to attend at East Peoria, at another available videoconference location, or via live one-way streaming video (RAILS Live).

Topics include:

- Efforts to update the [RAILS strategic plan](#). To help us with this process, attendees will be invited to share "what keeps them awake at night" in their professional lives. **Please come prepared to share your feedback about the challenges you are currently facing!**
- The variety of [BiblioBoard e-resources](#) available to anyone in Illinois free of charge courtesy of RAILS' partnership with BiblioLabs. You'll hear about the latest [Popup Picks](#) collection, new [open educational resources](#), how RAILS libraries are using BiblioBoard, and easy ways you can start using it too.
- Updates on our [overlay project \(Find More Illinois\)](#), [system membership standards](#), our planned museum/cultural attractions pass program, the annual online [certification process](#), and more!

[Find out more/register.](#)

Annual Online Library System Certification

The annual [online certification](#) process began Tuesday, January 2, 2018. Certification is required of all library system members to qualify for continuing system services and grants programs from the Illinois State Library (ISL). The deadline for certification is Saturday, March 31, 2018.

Libraries are also required to complete the [ILL ILLINET Traffic Survey](#) before completing certification. The survey can be completed any time prior to the March 31 certification deadline.

More information about certification is available on ISL's [Annual Library Certification](#) webpage. The page includes a link to the data and questions included in the certification form, a link to the online certification portal (accessible from January 2–March 31), a [FAQ \(Frequently Asked Questions\)](#), a [pre-recorded webinar](#) that reviews the annual certification process, and a document outlining [Library Data Entry Guidelines](#) to use in completing the certification form.

RAILS Overlay Project – New Name and Last Call for Pilot Participation

The RAILS overlay project has a new name – Find More Illinois. This emphasizes the increased discovery aspect of the project and mirrors the name of Explore More Illinois, the museum pass program that RAILS is also working on. Software implementation for the pilot project is expected to begin this February.

There's still room in the pilot project for a few more libraries from I-Share, PrairieCat, or the Rock River Library Consortium. Libraries with questions or that want to participate in the pilot should contact [Jane Plass](#) by January 25.

Group Purchase for SkyRiver

RAILS is offering a group purchase for [SkyRiver](#), a full-service bibliographic utility for cataloging.

For more details, log into the [RAILS website](#) and go to the SkyRiver entry in the [Deals and Discounts](#) section. If you have additional questions, please contact [Amanda Musacchio](#), Resource Sharing Specialist, at 630.734.5118.

January 3, 2018**RAILS Links**

[RAILS Website](#)

[Member Directory](#)

[Contact RAILS](#)

[RAILS Facebook Page](#)

[RAILS YouTube Channel](#)

Member Resources

[RAILS Community Email Lists](#)

[Library News](#)

[Continuing Education](#)

[Jobs](#)

[Free/For Sale/Wanted](#)

Upcoming Meetings

[Member Update January 18](#)

Upcoming RAILS CE

[Webinar on Handling Difficult Customer Behaviors February 7](#)

[Fulfill Your CE Requirement for Per Capita Grant](#)

[Open Meetings Act Compliance January 11](#)

[Webinar on Developing Leadership Skills January 17](#)

[Webinar on Adult Leisure Reading Trends January 18](#)

[Online Course on Livestreaming Begins January 22](#)

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(IMLS) showing congressional support for the federal agency. IMLS administers funding through the Library Services Technology Act (LSTA), which provides more than \$183 million for libraries through grants.

[Forward to a friend](#)

Contact your Senators and urge them to show support for libraries by becoming a cosponsor of S. 2271. Tell them how your library supports the constituents of their state, and how LSTA funds enable your library to offer valuable services to your community. [Find your elected officials here.](#)

Need more information? Check out the most recent [District Dispatch](#) post or read up on the [history of ML SA.](#)

Webinar on Handling Difficult Customer Behaviors February 7

Andrew Sanderbeck will offer proven techniques for effectively dealing with difficult and angry customer behaviors in [this webinar](#) on Wednesday, February 7, 1:30–2:30 p.m. Learn methods and specific phrases to reduce stress and keep emotions under control.

Fulfill Your CE Requirement for Per Capita Grant

If you missed the recent webinar on Trends in Safety and Security for Libraries with Dr. Steve Albrecht, [a recording is now available](#) on the [RAILS CE Archives](#) page. A login is not required. This webinar is one option to satisfy the continuing education requirement for the FY2018 Illinois Public Library Per Capita And Equalization Grant.

RAILS CE Opportunities

[Program on Open Meetings Act Compliance January 11](#)

[Developing Leadership Skills Webinar January 17](#)

[Adult Leisure Reading Trends Webinar January 18](#)

[Online Course on Livestreaming Begins January 22](#)

Trustee Forum Workshop February 17

Illinois library trustees are invited to the [Trustee Forum Workshop](#) at the Chicago Marriott Oak Brook on Saturday, February 17, 8:00 a.m.–3:30 p.m. Topics include advocacy, a legislative update, and a legal Q&A. [Joe Filapek](#), Director of Consulting and Continuing Education at RAILS, will be on hand to answer questions.

Registration for Illinois Library Association (ILA) members is \$135, and \$160 for non-members. Hotel reservations for [Chicago Marriott Oak Brook](#) must be made by January 26 to receive the [workshop](#) rate.

Call for Proposals for GLRSC Due January 12

The Great Lakes Resource Sharing Conference (GLRSC) is now accepting proposals for the 2018 conference on June 7 & 8, in Perrysburg, Ohio. The deadline for proposals is January 12. Selected presenters will be notified by February 16. View [this PDF](#) for the online submission form, details about submitting, and more information on the conference. Please direct any questions to [Amanda Musacchio](#) or [Mark Sullivan](#).

FY2018 Live and Learn Construction Grant Applications Due January 12

The Illinois State Library (ISL) is accepting applications for the FY2018 [Live and Learn Construction Grant Program](#). The program is open to public libraries with applications due by January 12. More information about this grant program is available on the [ISL website](#), or you can contact [Mark Shaffer](#) 217.524.4901 or [Pat Boze](#) 217.782.1891.

Public Library Per Capita and Equalization Aid Grant Applications Due January 15

The FY2018 Public Library Per Capita and Equalization Aid Grant application and FY2016 Expenditure Report [forms are now available](#).

Applications for either the Public Library Per Capita Grant or Equalization Grant programs must be [submitted via email](#) on or before January 15. All required supporting documentation, including the [Per Capita](#) and [Equalization](#) financial expenditure reports, must be attached as separate documents and submitted with the application. [Instructions for completing a fillable PDF.](#)

2018 Legislative Meet-Ups: Make Your Voice Heard!

The Illinois Library Association (ILA) has expanded its regional advocacy efforts to [eight legislative events](#) for 2018. Each event provides an opportunity to meet with your legislators and speak with them firsthand about issues affecting you and your library. Library trustees, directors, and staff from public, school, and academic libraries are encouraged to attend and participate.

Use this opportunity for photo ops with your elected officials to post on your Facebook page or to invite them to visit your library! For questions regarding [registration](#), contact [Tina Koleva](#). If you're not sure which meet-up covers your library and legislative district, contact the ILA office at 312.644.1896 or email [ila@ila.org](#).

Member Question of the Month

Every month, RAILS features the answer to a frequently asked member question. If you have a question you would like us to feature, contact [Nicole Zimmermann](#), RAILS Marketing and PR Specialist.

Where can I find samples of policies from other libraries on crisis management as well as other policies and procedures?

On the RAILS website, there is a page under the "Members" tab where you can find [library policies, plans, procedures](#), as well as [job descriptions](#) that other RAILS member libraries have shared. For example, if you are looking for a crisis management plan, you can navigate to the [RAILS website](#) » Members » Surveys & Sharing » Library Policies, Procedures & Plans Repository. Then you can choose from the categories to find the items you are interested in, or used the search box to type in your query. A crisis management plan has been shared in both the Board/Administration and Safety categories.

We encourage you to share your library's policies, etc., by signing in to the RAILS website, navigating to the repository pages as described above, and clicking "Add Repository Item" near the top right of the page.

Library News

To post your library news, sign into the [RAILS website](#) with the email address and password used for [L2](#). Click on your name to view posting options.

[Exhibit Honors Lake Forest Library History](#)

[Busy Times for Evanston Public Library Social Worker](#)

[Mount Prospect Public Library Staff Gives and Receives](#)

Fast Facts Survey

[Computer Deployment](#)

[Youth Services Print Budget](#)

[Juvenile Cards - Edited for Clarification](#)

Additional Continuing Education (CE) Opportunities

To post a CE opportunity, sign into the [RAILS website](#) with the email address and password used for [L2](#). Click on your name to view posting options.

[Beyond Staff Day: Everyday Employee Engagement in Libraries](#)

[Library Technology Conference March 14-15, Minnesota](#)

[Event: Large-Scale, All Ages Programs - LACONI OPP](#)

For more continuing education opportunities, see above RAILS events and the [Library Learning calendar](#).

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Strategic Plan FY17/18

1. Deliver an exceptional library user experience

The library is friendly and welcoming to all. We continually adapt to meet the needs and interests of our community so that residents consider the library essential, useful and easy to use.

1.1 User experience philosophy and concepts are integrated into library practices.

1.1.1 Hold a staff Work Like a Patron Day and gather insights and suggestions from staff.

Jamie has held discussions with the Leadership Team and the Department Heads to develop this activity. We'll be kicking it off at the Staff Institute Day.

1.1.2 Complete the review of staff suggestions from library visits and implement changes.

A report has been developed detailing the changes that have made relative to user experience.

1.1.3 Apply user experience practices to library collections improving the borrowers' experiences and increasing circulation.

K&T staff have been evaluating signage in the department and we have started creating shelf divider/labels with pictures to help kids and families find their favorite characters and sections. (See Beginning Readers for example)

Technical Services worked with Joe to rearrange the foreign language DVD collection by language and put dividers between each language making it easier for patrons to browse this collection.

Technology Services added the new DVD and music CD lists to our Website to improve browsers' experience of new A/V.

Technical Services made processing changes to improve borrowers' browsing experience including increasing the font size of the spine label on adult materials and placing the barcode on the outside front cover of books making it easier to checkout materials.

Technical Services staff worked with Kids & Teens selectors to improve user browsing in the graphic novel collection by adding the services name and number and in the junior holiday books by revising the call number.

Adult Services implemented the Continuous Review, Weeding, and Evaluation (CREW) process for collection development. Areas have been significantly reduced due to items not circulating. Patrons have noticed, as people have commented that they like that only the best and most recent items are being retained.

Adult Services reconfigured the rental book collection to become a hot picks collection. The checkout time for these items went from two days to seven days. Checkouts have more than doubled. A hot picks DVD collection was recently implemented, but it is too early to tell what impact this is having on the regular circulating collection.

1.2 Input from our community drives our services.

1.2.1 Conduct a survey of library card holders.

Jamie sent out two surveys to card holders in the fall of 2017. One was about use of library space. The other was relative to making and creating in the library. A third survey about library usage will go out winter 2018.

1.2.2 Survey mid-kids regarding library services.

1.2.3 Survey teens regarding library services.

1.2.4 Conduct a focus group with parents of pre-school children.

1.2.5 Converse with community organizations to aid in identifying community strengths and needs.

1.3 The facility is attractive and comfortable and patrons are easily able to find what they want. Patrons are able to use the building for a wide variety of needs and enjoy spending time at the library.

1.3.1 Evaluate the community's interest in dedicated spaces for digital media and hands-on learning/making.

Technology Services is in the process of adding questions related to digital media and maker to our class/program evaluation form. Jamie included questions about this in a survey sent to cardholders in the fall.

1.3.2 Develop the Sadowski Kids & Teens maker space.

The Sadowski makerspace officially opens on Jan 20, 2018. The space has been redesigned, painted, furniture and equipment purchased, and the activity structure planned.

1.4 Library online services are highly used and valued by our residents.

Technology Services implemented room-booking software so residents can book conference rooms through our website. They can also receive room booking text messages confirmations and reminders when they book any of our spaces.

Ebsco Discovery Service was fully implemented into the Enterprise catalog. Database usage has risen 66% YTD compared to a similar time period from FY1617.

1.4.1 Investigate providing online real-time reference and readers' advisory services.

2. Inspire learning, discovery and creativity.

With state-of-the-art services and expert assistance and instruction, the library is the place for lifelong learning and inspiring discovery, creativity and enjoyment.

2.1 The library fosters a love of reading for learning and enjoyment.

- 2.1.1 User experience practices will be applied to the library’s collections to enhance the patrons’ discovery of titles they will enjoy.
- 2.1.2 Promotional plans will be created to promote reading to kids, teens and adults.

Adult Services held a year long “Reading Resolution” promotion to encourage adults to set a reading goal and follow through with it by the end of the year. Twenty-eight adults actually completed the resolution. We will be tweaking the program to see if we can get more participation.

Adult Services brought back the Adult Summer Reading Challenge. One hundred twenty adults completed 247 challenge cards, which represents 2,470 titles read and/or movies watched over the three month of the challenge (each card submitted was equivalent to 10 books read and/or movies watched). In all, over 700 cards were distributed to interested adults.

2.2 Provide residents opportunities for learning, exploration, and creativity.

- 2.2.1 Create a brand and promotional plan, for all ages, for the library’s digital media technology services and programs.
- 2.2.2 Create videos that assist in teaching residents about new technology.

Initially explored by Technology Services, Adult Services is looking to incorporate Niche Academy into the offerings that the library has. The library will also have the ability to make its own videos and have them hosted on the Niche Academy platform.

2.3 Promote and support information literacy and resources to assist residents with their questions and information needs.

- 2.3.1 Partner with middle schools to provide student and teacher training on library research databases.

K&T staff have identified middle schools primarily served by IPPL; Eisenhower, Gower Middle, Cass Jr. High, and Burr Ridge Middle School. In September, Natalie and Debbie worked with Gower to update their library card numbers for database use at the school. We also worked together to troubleshoot a database access issue with Gower in November. In January, K&T staff will be reaching out to share Cass and Burr Ridge Middle to share info about our databases, including the updated Use the Library Anywhere brochure, and to offer training.

- 2.3.2 Expand individual and group instruction on database resources.
- 2.3.3 Create e-tutor videos to instruct residents on how to use the databases

As previously mentioned, the library is looking to acquire Niche Academy. Niche Academy has a number of “pre-packaged” videos on a variety of online offerings the library already subscribes to and updates them as warranted.

2.4. The library supports the cultural diversity of our community through services, programming and resources.

2.4.1 The library will provide magazines in foreign languages.

Katie investigated the offerings for early literacy magazines and found High Five Español. She is considering it for purchase.

Monica investigated potential foreign language MidKid magazine subscriptions available. Two to three paper edition Spanish language titles are available. Other kids magazines are available digitally in languages other than Spanish and English. Options and subscription costs are being explored for the next fiscal year.

In Adult Services we don't have any at this time. Although they aren't in a foreign language, we do carry some magazines that speak to the cultures of a variety of groups, including China Today, India Today (now digital), Russian Life, Aramco World, and formerly I subscribed to Latina which ceased. Shirley has begun researching the popularity and availability of foreign language magazines as well as emagazine format.

2.4.2 The library will hold a multi-cultural festival. (fall 2018)

This will be held in the fall as part of the 30th anniversary. A staff committee has been set to develop the festival.

2.4.3 Create ELL kits to benefit families (adults and children).

Katie is in the process of creating ELL kits to target preschool children and their families. The kits will have a copy of a popular picture book in both a foreign language and a copy in English. Additionally, a feltboard and other storytelling materials will be provided for families to practice new vocabulary in a fun and interactive way.

2.4.4 Create language specific marketing materials.

Through the LEARN network, Joe has identified several people who could translate materials into Spanish, but has not found translators in other languages.

The K&T department has identified the following brochures as most important to translate: Services for Little Kids, Services for Mid-Kids, Services for Teens, Library Anywhere, and Resources for ELL Families.

2.4.5 Effectively promote our services, including immigration services, to various ethnic groups in the community.

Monica represented the library and shared services and materials at the Spring 2017 District #62 Cultural fair and at the District 180 Fall Registration Day and May 2017 Open House.

Joe has created a list of ethnic organizations in our area, and Laura's volunteer is using the list to call the organizations to see if they service our area. Once this is done, we can try to target certain ethnic groups directly. In the meantime, we continue to market to ethnic groups through the ESL tutoring groups, ELL students in local schools, and traditional marketing avenues (see specific initiatives below).

ESL Collection Promotion:

Joe sent 80 brochures to Katie Doyle at District 63 (Cass Junior High and Concord Elementary School). In addition, Gayle Wilson of District 63 was able to send out an electronic version of the ESL brochure. Monica Dzierzbicki handed out 75 ESL brochures on February 22 to Jessica Johnson of District 61 Lace School when she brought a class for a tour of the library.

Joe updated the ESL brochure to include more graphics, incorporate some of the wording from Katie Salo's ELL brochure, and cross-promote the ELL collection upstairs. Joe emailed the brochure to two school contacts in District 63, and had a volunteer drop off 30 brochures to Cass Junior High. More recently Joe emailed brochures to Districts 60, 61, 62, and 180, and all but District 60 have responded that they will distribute the information.

Joe contacted the People's Resource Center, College of DuPage, Southwest Suburban Immigrant Project (sending 20 brochures), and School and Tutors on Wheels (sending 20 brochures). Literacy DuPage will mention the brochure at two trainings coming up (at College of DuPage and at the Downers Grove Library) and in a tutor newsletter distributed around Oct. 20. They will put a link for the brochure that can be viewed online.

Joe is also going to make brochures available for distribution at all of our ESL conversation group meetings.

Laura Birmingham has a volunteer who delivers the library newsletter to local apartments. She delivered 130 brochures (10 each) to 13 different locations.

Every year, when promoting the Citizenship 101 program and the free legal consultations, I contact some of the local churches in the area. I contacted Our Lady of Peace to see if they could distribute our ESL brochure. It sounds like a better way to promote our resources would be in the church canticle, so I have created a concise paragraph to send them and the other houses of worship. I had Technology Services create a shorter version of the url for the ESL page so that it is now ESL.ippl.info.

Both citizenship programs were marketed through conventional means (newsletter, newspaper, fliers in the library, etc.). I also contacted nearby churches, notified the ESL Conversation Group, and advertised through LEARN member libraries.

2.4.6 Promote the foreign language materials available through SWAN to the community.

Katie created a shelf talker that is used in the Junior Language section that publicizes the SWAN resources. It reads "Looking for more books in other languages? Books in other languages are available through the SWAN consortium. Ask a librarian for help placing books on hold."

Katie also included the following message on the back page of the Resources for ELL Families: "We are members of the SWAN library consortium and can borrow materials -- including materials in other languages -- from 77 neighboring libraries."

Joe is updating a list of libraries that have foreign language collections, including libraries outside of SWAN, which can be used by the staff to refer patrons.

3. Enhance community engagement

The library is an active member of the community taking library services beyond our walls and building relationships. As a community center, we bring people together to share ideas, skills, and knowledge.

3.1 The library is more visible in the community.

3.2 The library creates partnerships throughout the community that provide mutual benefits and enhance the community.

Adult Services has partnered with Goodwill Workforce Services to provide a job club and job hunting opportunities at the library.

As part of business services, Shirley has been exploring opportunities with various local organizations, including College of DuPage, the Center for Entrepreneurship, and the Women’s Business Development Center.

3.3 The library provides opportunities for residents to gather at the library and activities that feature the community.

4. Practice exceptional organizational stewardship.

Library staff, volunteers, the facility, technology, and funding are all essential to delivering exceptional service. We manage and allocate these important resources to ensure our mission, vision, and strategic goals and to support our progressiveness and responsiveness.

4.1 The library provides a collaborative, supportive workplace and staff are confident in their ability to serve our members and guests.

4.1.1. Staff are knowledgeable about the services offered by the library.

As we build the new hands-on learning spaces in K&T, staff have developed a plan to train each other on key pieces of equipment, so that they will feel comfortable and capable of helping troubleshoot for patrons.

4.1.2 The library will conduct a staff engagement survey.

4.2 The building is designed to meet a wide variety of needs and is attractive and well-maintained.

Technology Services staff created and implemented a cleaning schedule for the Technology Center to ensure the area is welcoming and attractive for patrons.

4.2.1 Provide sufficient and flexible quiet, collaborative, and creation spaces.

4.2.2 Determine how best to serve patrons from the Technology Services Desk.

Technology Services added a credit card reader to the Technology Center print release station, to better serve patrons who wanted to pay with a credit card for print jobs.

4.2.3 Examine the layout of the building for improvement of services.

4.3 Technology is continually evaluated to effectively support library services and provide the greatest efficiencies and cost savings.

4.3.1 Create a formal plan for support of the library’s technology infrastructure.

4.4 New sources of funding are developed using a variety of methods.

4.4.1 Refine and expand the library’s giving program and promotion of that program.

The Foundation and Friends have been combined, their website has been updated and improved, the library sent out a special enews for #GivingTuesday and Jamie developed a new end-of-year appeal letter. Jamie and Marianne are developing an enewsletter for the Foundation.

4.4.2 Develop a sponsorship plan.

5. Inspire the community to explore the full range of library services.

5.1 Create video tours and promotions.

Dave & K&T staff created a Prairie Patch video and a Shake Shimmy Dance video.

With help from Technology Services, Adult Services created a Book Bytes video series promoting reading to adults by showcasing staff promoting favorite titles in short video reviews.

5.2 Residents understand how the library can enhance their lives.

5.2.1 Establish an effective approach of disseminating information about services and programs to seniors.

5.2.2 Use patron stories and their outcomes to focus on how residents benefit from the library.

Jamie, Laura and Marianne took an online course on using stories for promotion and publicity. Jamie outlined this new way to market to the department heads and staff. Marianne has started interviewing patrons and put a page titled "Chronicles" on the website to showcase stories.

5.3 Community stakeholders are well-informed about library services and accomplishments.

5.3.1 The library director will meet with at least four directors of municipal bodies.

5.3.2 Invite elected officials for a tour.

5.3.3 Develop a process to regularly share library successes and stories with key community stakeholders.

2017 User Experience Report

Staff Institute Day was held March 31 which is when we introduced the concept of user experience to all the staff. On that day staff visited libraries and came back to share ideas about what they had seen. Each department has also held regular discussions throughout the year examining how we serve our patrons and reviewing patron suggestions. The following are the ideas that have been considered and implemented since March 31.

The Administration Department has done the following in relation to user experience:

On windy days, the patio umbrellas would come out of the patio tables and fly into parking lot and seating areas. Mike drilled a hole in the umbrella stand and added a horizontal bar under the table to secure them and this has worked great!

Window sills throughout library are cracked and chipped from condensation. Mike suggested using leftover tiles to repair the sills and give them an elegant look. This is an ongoing project and Mike is working his way around the building.

When we offered solar eclipse glasses the line for the glasses was around the block. In order to help patrons in this situation, Jamie A. brought meeting room chairs out so people could sit while waiting; Jamie A. and Cindy filled up pitchers of water for people and brought out cups so people could have water while waiting in line; once the line reached the number of glasses we had available, we handed them out early so people did not have to wait longer than they had to; we set up all TVs in the library to show the live feed of the eclipse so people could view the eclipse without glasses.

Our back issues of magazines in the Adult Department are hidden and can be messy. Staff saw acrylic magazine boxes at other libraries that keep back issues organized and it is more attractive. The acrylic boxes are very expensive. Mike came up with a prototype of a wooden version that is much more cost effective. Mike has been assembling materials for the boxes and when they are painted, they will be installed on the current magazine shelving and the tilting display shelf will be removed.

The Circulation Services Department has done the following in relation to user experience:

We started the Passport Acceptance service in March. After visiting libraries, staff suggested a full color informational brochure which was implemented. June recently came up with the idea to have staff wear buttons that say "Ask me about passports".

There were two other ideas that came from visiting other libraries. One was a full color library book mark. Theresa designed one and we have been including it in all of our new patron packets. The other idea was that the display books near the front door should have a sign that says "The items on this display are available for check out". This was done and has eliminated the need for patrons to ask if they can check those items out.

Ann Stovall and Debbie designed a new web form that allows businesses in our community to apply for a card on line.

We introduced a third self check-out on the first floor.

We eliminated registration forms for resident library cards. Patrons never enjoyed filling out forms. Now staff fill out patron information directly from the patron's ID into the computer and when done, ask the patron to verify that all information was entered correctly. This is a time saver for patrons as well as staff.

We instituted the "Lobby Host". Staff are available on Saturdays and Sundays to greet patrons, help patrons in line to check out, help patrons find their holds, and anything else that will help the patron have a better experience while at the library

The Technology Services has done the following in relation to user experience:

Researched and added credit card payment option to print center to improve paying for print jobs.

We now offer double-sided printing

We discussed offering a paper shredder based on patron request by because of the noise of machine and privacy of information decided not to implement.

Researched and purchased a 25 page electronic stapler for the public supply table.

Suggested to Administration to add additional signage to the 1st floor bathrooms as people don't seem to see the sign on the wall. Signs will be added to bathroom doors.

Created individual DVD cases to promote each item in Tech Takeout. We are in the process of creating a permanent display.

Recognized that patrons may not have CD players to listen to books on CD. Researched devices and in the process of adding a Blu-ray DVD player, portable DVD player, boom box, and portable CD player to Tech Takeout.

Made new DVD lists available on our Website.

Researched and implemented room booking software that would allow members to book conference rooms online.

Technical Services has done the following in relation to user experience:

Increased font size of spine labels for adult materials for easy readability of the call number.

Decided start putting the barcode on the outside of new materials it make it easier for patrons to find. This is in process.

From patron suggestions, Adult Services decided to arrange foreign film DVDs by language and we worked with them on rearranging the collection by language. Technical Services also added dividers identifying the languages.

Working with the K&T selector we improved browsing of junior holiday books by revising the call number.

After much research and discussion with Jamie and the department heads decided to remove locks from AV cases to make it easier to checkout AV materials on the self-check stations.

We are using more descriptive words in the location designation in the catalog to aid patrons in finding the appropriate shelving areas.

We need more space to shelf DVDs but there is no room to relocate or add additional shelving. We found thinner cases for music CDs and we are in the process of switching them out to give more space for DVDs.

The Kids & Teens Department has done the following in relation to user experience:

We identified the need to check in kits more quickly so they don't remain on patrons' library cards for up to a week after being returned and the kits get back on the shelves more quickly. We reconsidered our check-in process and recruited a volunteer to check them in more regularly

Technical Services suggested we shelve kids' books face out on the top shelf to attract patrons to the area. We had already considered this, but found that lack of space is an issue, so not all of our top shelves can be used just for display purposes. Instead, we purchased face-out display holders and put them on the top shelves of some ranges, especially in the space for new items at the beginning of each section. (Ex: tales and WouldShop). We also put some on the tops of low shelving units. (Ex: beginning readers and teen anime)

We decided to interfile teen audio books with print materials which will provide teen readers opportunities to discover audio options when they are looking for the print book and vice versa.

Katie designed and placed shelf markers on the Beginning Reader shelves to highlight popular series.

Quite a few patrons come to the K&T service desk to inquire where the Meeting Room, Board Room, and Conference Rooms are located. We contacted Jamie and Laura to suggest the following - Update the directional sign outside of the elevator on the first floor. It could be helpful to have a general directional sign in the lobby listing what is on each floor; it could be helpful to have a directional sign at the bottom and the top of the elevator; it could be helpful to have a directional sign at the bottom and the top of the stairs. (These ideas will be implemented Winter 2018)

We discussed and then requested that the "boys" and "girls" bathrooms in K&T be changed into "family" bathrooms? It would make our restrooms more accessible to all and mothers/female caregivers wouldn't have to wait to use the girls room while the boys room is open. This has been done - Signs have been changed, stall doors have been removed and locks are on the wood doors.

Kids and teens ask if we have a CD player for them to use to listen to ebooks. We now offer CD players in the Kids & Teens Department.

The Adult Services Department has done the following in relation to user experience:

Expanded Great Courses shelving to allow for collection growth.

Adult Services implemented the Continuous Review, Weeding, and Evaluation (CREW) process for collection development. Collections have been significantly reduced due to items not circulating. This provides a better browsing experience for patrons.

Working with Technical Services, changed the call number labels on graphic novels to put series within a character title in better order and assist patrons in finding the next book in a particular series.

Developed a method for timely weeding of duplicate copies of DVDs to free up space in the collection to allow the pages to get recently returned items back to shelves quickly.

Changed the rental collection to a hot picks collection and expanded the checkout period from two days to seven days. Instituted a hot picks DVD collection with three-day checkouts.

After numerous patron comments and suggestions, reorganized the foreign language DVD collection to be in order by primary language spoken in the movie.

Added a digital microfilm scanner to allow patrons do save high quality scans instead of making poor quality prints. Moved the unit to the center of the floor to better improve its visibility.

Added a pencil sharpener to the Ask Us desk so patrons in the far back corners of the floor do not have to walk to the other side of the first to get to a pencil sharpener.

Replaced bench seating in the new book area with more comfortable easy chair type seating

Offering a service to local Book Clubs by providing review, questions and author interviews.

Redesigned the book clubs page on the website to emphasize area book groups and the resources and services we provide; added more visuals and an online Book Club Request form.

Instead of just posting a photocopy of the NYT Bestsellers on the bulletin board, Ashe figured out how to create attractive posters with picture of the book cover and brief description (with larger text). More patrons have been seen stopping to look at the list.

For Free Comic Book Day Ben had the idea to create a display of recommended comics in the hallway near the giveaway table. He found two nice display cases, and filled the display multiple times throughout the day when staff was busy. It was very popular! It was a good idea on his part and good initiative to get it all set up.

Mary P. noticed there are a lot of exercise music CDs in the miscellaneous section of music. Her suggestion is that these might do better if they were shelved in the Fitness collection, alongside the exercise DVDs, because it would be kind of "one stop shopping" for people and would provide a better user experience. Ann and Tony agreed it was a good idea and will be implemented by tech services as time allows.

Mary P. suggested we add release dates to on-order records so patrons and staff know when an item will be published. Tech Services has implemented this suggestion.

Kids & Teens

While at an outreach event at Gower Middle School many patrons shared their love for the library, services and staff, "[IPPL] is the BEST library ever!! You guys are great!" Two parents noted that they talk about IPPL with other parents. They recommend the library as a wonderful community resource.

Two little girls in department were really excited to see the new grocery store stand.

Circulation

Patron does not like the self-check machines. She said the staff is invaluable here and shouldn't be replaced by machines.

INS patron was disappointed there was no cooking demo to sign up for in the latest newsletter. "I love the cooking classes!"

A patron came in with a check for the library on giving Tuesday. She gave us a \$25.00 donation.

Patron commented he really liked the religious Christmas song playing. I assured him it's a mix of sacred and popular Christmas songs in the playlist.

A patron checking out some books also bought some stamps. She said, "This is such a big help to me instead of having to make a trip to the post office...ugh."

Patron said she always has problems with the vending machines and will not be using them anymore.

A LaGrange patron that was here for the first time said she was very impressed with our library and will definitely come back.

After being greeted by the lobby host upon entering the library, a patron asked, "Is this Walmart?"

A patron picking up her items made on the Carvey said, "Wow! These turned out amazing. I am so excited. Go Carvey!"

Patron remarked after checking out, "I love the library. It's like a toy store for both adults and children."

"This place is like the grocery store with all the self-checkout machines. I don't like it."

Adult

From the program Battle of the Bulge: The Forgotten Heroes, November 28, 2017

- "My two uncles fought in this battle"
 - "My grandfather died there in 1944, I'm coming in honor of him who I never knew"
 - "It's part of our family history"
-

At a presentation to a homeowners association, one man told the group that of all the things his taxes go towards, the library is "the top of the list" and the best use of his money. He loves us! He was also very impressed by how quickly we got him a copy of a new best seller.

Technology

Administration

Kids & Teens

A young patron was at the self-check and told their grown-up, "I like to go to the library and check out books."

Overheard from one of our mid-kids, "They have everything here. They have STEM kits, they have garden kits, they have books, they have sewing kits... oh my god they have everything!"

Circulation

Patron came in and complimented Jack on his STEM program he did for her Girl Scout troop. She said that he was great!

Patron asked if we could tape down the mat in front of the circ desk so no one could trip on it.

Patron said this library is making it so much easier for us gamers. It's great to be able to borrow so many different games.

A Clarendon Hills patron said she liked coming to IPPL because it's so big and we have a wonderful collection.

Patron stopped at the front desk to say how helpful Jason in the Tech Center was. She said he was great!

Patron told me that she has been coming here for 20 years and in all that time she said that all of the staff here has never made a mistake. She also said that our staff should go to Washington and straighten them out.

DG patron likes our library so much more than DG because of the way our books are displayed.

Adult

While on the Adult Ask Us Desk I overheard a man say "This is a miracle! I am glad I stopped by to talk to you." Tony was showing him how to access Lynda.com.

A patron just came to the desk and said that this is the coolest library. Everyone is so professional. The library is a great resource. I love coming here.

Technology

A member picking up a Kindle Paperwhite said "This couldn't have been better timed. I am going overseas plus one of the authors is one that I have been reading his collection."

Administration