

Indian Prairie Public Library  
401 Plainfield Road  
Darien, Illinois 60561

**Board of Trustees Regular Meeting  
January 16, 2013 – 7p.m. – Conference Room**

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

- A. Roll Call  
Marian Krupicka, Crystal Megaridis, Paul Oggerino,  
Jo Ann Schusterich, Luanne Spiros, Victoria Suriano,  
Robert Thomas
  
- B. Mission Statement: We enrich peoples' lives by providing  
opportunities to explore, connect, and be inspired.  
  
Vision Statement: Our community depends upon the Indian  
Prairie Public Library District as a vital and trusted resource for  
achieving personal goals and enhancing quality of life. With  
welcoming, state-of-the-art service, the library is an essential  
center of learning, inspiration, and community pride.
  
- C. Public Comment
  
- D. Communications and Announcements
  - 1. Bukovac to White re: Donation by the Willowbrook Kumon Center Page 4
  - 2. National Endowment for the Humanities to Wordinger re: Grant Page 5
  - 3. Bukovac to Mach re: Donation of Paintings Page 7
  - 4. Peterson to Bukovac re: Video Game Page 8
  - 5. Bukovac to Peterson re: Video Game Page 9
  - 6. Clare Bongiovanni to Cris Cigler re: Darien Chamber Holiday Expo Page 10
  - 7. Van Kirk to Sheehan re: ILA Conference Page 11
  
- E. Omnibus Consent Agenda
  - 1. Minutes of Truth in Taxation Hearing and Regular Board Meeting, November 28, 2012 Page 12
  - 2. Treasurer's Report Page 16
  - 3. Action on Bills/Additional Bills Page 20
  - 4. Treasurer's Report & Action on Bills- November 2012 Page 25
  - 5. Statement of Receipts and Disbursements for Fiscal Period July 1, 2012 Through December 31, 2012 Page 34
  - 6. Resolution #2013-A Health Reimbursement Arrangement Page 39
  - 7. Proposed Staff Medical Information Privacy Policy Page 88
  
- F. Items Deleted from Omnibus Consent Agenda

BOARD MEETING – JANUARY 16, 2013 – PAGE 2

- G. Library Director’s Report Page 90 Information
- H. Staff Report - none
- I. Reports
  - 1. WB/BR Chamber of Commerce Meeting (Oggerino) Information
  - 2. Darien Chamber of Commerce (no report)
  - 3. RAILS Board Page 128 Information
  - 4. Building and Grounds Committee (no report)
  - 5. Finance Committee (no report)
  - 6. Plan/Annexation Committee (no report)
  - 7. Policy Committee (no report)
- J. Unfinished Business  
None
- K. New Business
  - 1. Technology Survey Page 138 Discussion
  - 2. 2013 – 2014 Strategic Plan Page 179 Action
- L. Meetings to be Scheduled
  - 1. Communication Committee
- M. 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.
- N. Return to Open Session and Report of Any Action Taken
- O. 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)
- P. Return to Open Session and Report of Any Action Taken
- Q. Community Events

**BOARD MEETING – JANUARY 16, 2013 – PAGE 3**

## R. Library Events

Midterm Exam Cram	1/16/2013	11:00 AM
Getting Started with Your iPad	1/16/2013	6:00 PM
Let's Make Music	1/17/2013	10:30 AM
After School Chess - Kids	1/17/2013	4:00 PM
Life's Transitions	1/17/2013	6:30 PM
Crime Readers Book Discussion	1/17/2013	7:00 PM
Movies & More: Gorky Park	1/18/2013	7:00 PM
Pysanky Egg Decorating	1/21/2013	1:30 PM
GenLit (for 20-30 somethings)	1/21/2013	6:30 PM
Experience Our World: Bulgaria Today: A Traveler's Tale	1/23/2013	7:00 PM
Experience Our World: Finding Grandma's Ancestors in Eastern Europe	1/24/2013	1:00 PM
Beginner's Genealogy on the Web	1/24/2013	7:00 PM
RU Game- Halo 4 (Xbox 360)	1/25/2013	6:30 PM
TAB	1/26/2013	2:30 PM
Experience Our World: Chicago Cossacks	1/27/2013	2:00 PM
Internet for Beginners	1/28/2013	3:30 PM
Computers for Beginners	1/28/2013	6:00 PM
Experience Our World: Treasures of The State Hermitage	1/31/2013	7:00 PM
Mock PSAT	2/2/2013	10:00 AM
Intro. to Excel 2010	2/4/2013	3:30 PM
Computers for Beginners	2/4/2013	6:00 PM
Lyric Opera Lecture: La Boheme	2/5/2013	7:00 PM
The Art of Chocolate	2/6/2013	7:00 PM
Gaming Committee	2/7/2013	3:15 PM
Intro. to Excel 2010	2/7/2013	3:30 PM
Facebook for Beginners	2/7/2013	6:00 PM
Senior Friday Fun Days	2/8/2013	10:00 AM
"Sensational Science" with Steve Belliveau	2/8/2013	7:00 PM
FAFSA Workshop	2/11/2013	7:30 PM
Story Time Sign-up Begins	2/12/2013	9:00 AM
Files & Folders	2/13/2013	3:30 PM
Intermediate Excel	2/13/2013	6:00 PM
Novel Idea- Clara and Mr. Tiffany by Susan Vreeland	2/13/2013	7:00 PM
Intro to Word 2010	2/18/2013	6:00 PM
GenLit (for 20-30 somethings)	2/18/2013	6:30 PM

## S. Adjournment

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



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December 21, 2012

Angela White  
Director  
Willowbrook Kumon Center  
50 W. 63rd St.  
Willowbrook, IL 60527

Dear Angela:

On behalf of the library thank you for the generous donation of \$220.00 from the Willowbrook Kumon Center. We will be using the money to purchase DVDs by Bill Nye The Science Guy for the Youth Services Department.

The titles we are purchasing are:

Safety Smart® Science With Bill Nye The Science Guy: Electricity  
Bill Nye The Science Guy: Atoms  
Bill Nye The Science Guy: Buoyancy  
Bill Nye The Science Guy: Chemical Reactions  
Bill Nye The Science Guy: Earth's Crust  
Bill Nye The Science Guy: Electrical Current  
Bill Nye The Science Guy: Flight  
Bill Nye The Science Guy: Magnetism  
Bill Nye The Science Guy: Simple Machines  
Bill Nye The Science Guy: Volcanoes  
Bill Nye The Science Guy: Do-It-Yourself Science

These will be wonderful additions to our collection. A label will be placed on each DVD stating it has been donated by the Willowbrook Kumon Center. Your donation will also be noted in the library newsletter and on our website. Gifts to the library are charitable contributions and the Willowbrook Kumon Center did not receive any goods or services in exchange for this donation.

Again, thank you so much for your support of the Indian Prairie Library.

Sincerely,

Jamie Bukovac  
Library Director

**Board of Trustees**

Crystal Megaridis /President Jo Ann Schusterich /Vice President Marian Krupicka /Treasurer Victoria Suriano/Secretary  
Paul Oggerino/Trustee Luanne Spiros/Trustee Robert Thomas/Trustee Jamie Bukovac/Library Director

**Jamie Bukovac**

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**From:** Debbie Wordinger  
**Sent:** Wednesday, January 09, 2013 4:39 PM  
**To:** Jamie Bukovac  
**Subject:** FW: Muslim Journeys Bookshelf Award

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**From:** Bridging Cultures [bridgingcultures@neh.gov]  
**Sent:** Wednesday, January 09, 2013 3:12 PM  
**To:** Bridging Cultures  
**Subject:** Muslim Journeys Bookshelf Award



January 9, 2013

Congratulations!

Your institution is among the 842 libraries and state humanities councils selected to receive the Muslim Journeys Bookshelf, a project of the National Endowment for the Humanities Bridging Cultures initiative. The twenty-five books and three films will be shipped to your library this week. ALA will ship additional materials, including bookmarks, bookplates, and posters, in mid-February. A few weeks from now, you will also receive information about a Muslim Journeys companion website with digital resources relating to the Bookshelf.

Yesterday, we notified your United States Senators and Representative that you have received this award. In the past, some Members of Congress have offered public congratulations to institutions in their district who received an NEH bookshelf program. Before you announce your award publicly, we would encourage you to contact the district offices of your Members of Congress to see if they would like to be involved in the public announcement.

Here you can find [more information about the Muslim Journeys project and a complete list of all the libraries receiving this award.](#)

If you applied on behalf of multiple libraries in your district, you will find them listed here. If you did not apply directly for this award, you will discover your library listed as one of several libraries that were part of a district-wide application.

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Thank you again for your interest in the Muslim Journeys Bookshelf. We hope you find the Bookshelf valuable. We look forward to hearing more about how you use this opportunity to promote community discussion in your library and build bridges among diverse cultures and faiths.

Finally, all libraries that have received the Bookshelf will also be eligible for upcoming public programming grant opportunities. We will release guidelines for these grant opportunities on January 15, 2013. Please feel free to contact us with any questions or concerns.

Sincerely,

*Eva Caldera*

Eva Caldera  
Assistant Chairman for Partnerships  
and Strategic Initiatives

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



January 5, 2013

Terese Mach  
364 56<sup>th</sup> St.  
Clarendon Hills, IL 60514


Dear Terese:

On behalf of the library trustees and staff I want to thank you for your generous donation of the three watercolors that you painted. We are so delighted with the paintings. They will be a wonderful addition to the library's Family Center. You did a beautiful job rendering the small forest animals in delightful scenes. The children will truly enjoy them!

For your information, gifts to the library are charitable contributions and I'm acknowledging that no goods or services were provided by the library in exchange for this donation.

Thank you again!

Sincerely,

  
Jamie Bukovac  
Director

**To:** Directors  
**Subject:** Policy on Violence at Library

To Whom It May Concern,

As you probably know, on Friday, December 14th a young man walked into a public school and massacred 20 children and 6 adults. I am sure you were as shocked and saddened as I was. Only three days later I was in the Kids and Teens section of the library. A patron was at the computer playing a game where his "character" gruesomely shot and killed people in graphic detail. To miss the connection between a video game such as this and the rash of mass shootings would be short-sighted. I am unaware of the policy regarding Violence at the library. I implore you, beg you, to take a look at the message you are sending if, in fact, this behavior is tolerated. We can't wait for the government or some other body to change things. We need to do what we can at the level that we can. Banning Violence at the Indian Prarie Public Library would be a small but very important step in creating change.

Thank you for your time, and please let me know if there is anything I can do to help.

Sincerely,  
Michael Peterson M.A.T.  
Holistic Learning Services  
[www.holisticlearningservices.com](http://www.holisticlearningservices.com)



**Jamie Bukovac**

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**From:** Jamie Bukovac  
**Sent:** Thursday, December 27, 2012 1:55 PM  
**To:** 'Michael@holisticlearningservices.com'  
**Subject:** RE: Policy on Violence at Library

Dear Mr. Peterson:

Thank you for your comment and your concern. December 14th was a terrible tragedy and I'm guessing that what occurred that day has created for many people a much greater sensitivity to and awareness of the violence around us.

I believe what you are requesting in your email is that the library institute a policy that bans the playing of violent video games in the library. If I'm incorrect in that assumption please be sure to let me know.

The library does have a collection of video games that people can checkout or use at the library. Our collection development policy states that we purchase only those games rated E, 10+ and teen. So this patron would have been on the Internet playing the game. In addition, the library offers wireless access to the Internet so a patron could access these types of games on their own laptop.

The library's Computer and Internet Services Policy states "...The Internet contains material and information resources which users may think controversial or inappropriate...The Internet is a global entity and library patrons use it at their own risk..." In addition parents have the right to restrict their child from using the library computers. If parents choose to let their child use the library computer the policy states, "... Parents or legal guardians are responsible for the Internet information accessed by their children as well as for their children's safe use of the Internet... Parents are advised to supervise their children's Internet sessions and to restrict them from accessing materials that the parents consider harmful to minors."

Thus, we do not have a policy that bans playing of violent video games in the library and we do not intend to establish such a policy. I'm sure you're aware that library collections are filled with books and movies containing violence. While some people find them objectionable, they are popular with others. The library supports the principles of intellectual freedom and, as policy, does not restrict access to materials in any way. Patrons have the option of reading or viewing violent material, including on a computer screen.

I realize this is not the answer you were hoping for. However, the library must uphold its very distinct, definable role in our society of providing free access.

Jamie Bukovac  
Director  
Indian Prairie Public Library District  
401 Plainfield Road  
Darien, IL 60561  
630-887-8760 x242  
[www.ippl.info](http://www.ippl.info)

*Explore, connect and be inspired!*

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**From:** Michael@holisticlearningservices.com [mailto:Michael@holisticlearningservices.com]  
**Sent:** Wednesday, December 19, 2012 5:43 PM

Cruz,

Thank you very much  
for participating in the  
Holiday Expo. Your  
continued support to  
the Chamber is greatly  
appreciated.

Happy Holidays!

Clare



Illinois Library Association

November 13, 2012

Debbie Sheehan  
Indian Prairie Public Library District  
401 Plainfield Rd.  
Darien, IL 60561

Dear Debbie:

Thank you for being a part of the 2012 Illinois Library Association (ILA) Annual Conference. The conference reviews have been overwhelmingly positive, and I am grateful for the work you did to make that happen. Your program *Leading From Any Position* certainly helped us bounce higher in Peoria.

The 2013 conference committee is already at work making plans for the next annual conference. I hope you will continue to be part of the conversation when the 2013 ILA Annual Conference - *Ignite!* - returns to Navy Pier, October 15-17. The call for abstracts will be out in December and proposals will be due February 28, 2013.

Thank you again for being a part of the conference. I appreciate your help and expertise.

Sincerely,

A handwritten signature in cursive script that reads "Pamela Van Kirk". The signature is written in dark ink and is positioned to the left of the typed name.

Pamela Van Kirk  
President

Indian Prairie Public Library  
Board of Trustees Minutes

**Truth in Taxation Hearing**

**November 28, 2012 - 7 p.m.**

- A. Call to Order and Statement of Purpose – Acting-President Suriano called the meeting to order at 7:04 p.m. Present were Marian Krupicka, Paul Oggerino, Luanne Spiros, Victoria Suriano, Robert Thomas, Jamie Bukovac, Laura Birmingham, Maria Wlosinski. Absent: Crystal Megaridis and Jo Ann Schusterich. 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 15, 2012 (copy in packet).
- B. Public Questions/Comments – There was no public in attendance.
- C. Closing of Hearing – Suriano closed the hearing at 7:10 p.m.

**Board of Trustees Regular Meeting**

**November 28, 2012 – 7:10 p.m.**

A. Roll Call

Acting-President Suriano called the meeting to order at 7:10 p.m. Acting-Secretary Oggerino called the roll. Present: Marian Krupicka, Paul Oggerino, Luanne Spiros, Victoria Suriano, Robert Thomas

Absent: Crystal Megaridis, Jo Ann Schusterich

Staff Present: Jamie Bukovac, Laura Birmingham, Maria Wlosinski, Ann Stovall, Sarah Joynt

Others: none

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

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

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

- C. Public Comment – none

D. Communications and Announcements

- 1. Mikovich to Indian Prairie re: Past Presidents’ Club Donation
- 2. Bukovac to Mikovich re: Past Presidents’ Club Donation
- 3. Bukovac to DiStasio re: Donation
- 4. Bongiovanni to Bukovac re: Chamber Use of Parking Lot and Donation
- 5. Bukovac to Bongiovanni re: Donation
- 6. Meyer to Library re: Thanks for Program

Thomas and Spiros were very pleased that we will be purchasing *Great Courses* (D3).

At this point Sarah Joynt spoke to the Board regarding Item H (Staff Report). The Board then continued with the Omnibus Consent Agenda.

E. Omnibus Consent Agenda

1. Minutes of Regular Board Meeting, October 17, 2012
  2. Treasurer's Report
  3. Action on Bill/Additional Bills
  4. 2013 Days Closed
  5. Ordinance #2012-8 Directing County Clerk as to PTELL Reduction
  6. Communications Committee Minutes 10/30/12
- Spiros moved, Oggerino seconded to set the Omnibus Consent Agenda. Motion carried unanimously. Krupicka moved, Spiros seconded to approve the Omnibus Consent Agenda. Motion carried unanimously.

F. Items Deleted from Omnibus Consent Agenda - none

At this point Ann Stovall spoke to the Board regarding Item H (Staff Report). The Board then continued with the Library Director's Report and the rest of the agenda.

G. Library Director's Report

Bukovac reported that the Department Heads and other staff visited Barrington, Ela (Lake Zurich) and Glen Ellyn Libraries yesterday to view their digital media labs, 3D printer and tour their libraries. Bukovac said that Stovall and Birmingham have done a great job setting up the Tech Tutor volunteer program. The tutors help out in our computer classes or with one-on-one training. It's not only a wonderful tool for patrons but also a way for the volunteers to share their knowledge and expertise.

H. Staff Report

Ann Stovall, Head of Computer and Technical Services – Stovall demonstrated how to install library apps on mobile devices. After the demonstration Bukovac talked about a new blog we're starting. She felt we needed a place where staff could brainstorm about and track their grant ideas. She asked Stovall to create an internal blog for this purpose. Stovall and Technology Assistant, Dave Bunn, developed "The Big Ideas Blog". Staff will be able to use the blog to develop and share their grant ideas and organize their thoughts. The blog will contain a calendar and links to grant opportunities.

Monica Dzierzbicki (Head of Youth Services) was unable to attend tonight's meeting. Sarah Joynt, Senior Youth Services Librarian, attended in her place and highlighted information contained in Dzierzbicki's monthly report. Joynt reviewed the newly developed job positions and responsibilities within the department. New technology in the department includes Boardmaker Software, a software program that provides pictures/symbols for creating communication displays and educational materials. It's been very useful for making visual schedules (a picture that represents an action/activity) for people with special needs. Also new is an iMac computer that has multi-media software needed for school projects donated by the Foundation. LeapPad Tablets have been added to circulation. Two Nooks that have been circulating for adults will be repurposed with a larger collection of teen materials. New programs include a sensory storytime and a bilingual English/Spanish storytime. The department is looking at doing an English/Polish bilingual storytime for the cultural events in the winter. The junior advisory board that was started last year will continue. Summer Reading statistics: 1,480 kids signed up and completed 19,450 hours of reading; 403 teens signed up and read 2,704 books; 120 teen volunteers helped with sign-up and programs. The Write-On

Literary Festival had the largest number of entries this year; 35 teens with 51 entries which is a 25% increase. Spiros noted that she had spoken to Rob and Char Vuillaume and they raved about the terrific job that Sarah does with the festival every year. With respect to outreach, we continue our partnership with the Willowbrook Corners after-school and summer programs. The Fall Festival drew the largest number of families with 600 people attending; various DuPage County agencies were there to let residents know about the services they have to offer; the library signed up 9 new cards. Lastly, Joynt reviewed changes made to the collection. The Board thanked Joynt for her thorough report.

I. Reports

1. DCID Report – Krupicka reported that the meeting was not well attended since it conflicted with some school board meetings. The Chamber is a driving force behind the group. It’s a great way of advertising what is going on in the community.
2. WB/BR Chamber of Commerce – Cigler’s report was distributed tonight.
3. Darien Chamber of Commerce - Cigler’s report was distributed tonight.
4. RAILS – backup is in the packet.
5. Building and Grounds Committee - (no report)
6. Finance Committee – (no report)
7. Plan/Annexation Committee (no report)
8. Policy Committee – (no report)
9. Communications Committee – Bukovac reported that the Committee discussed key topics of information that should be shared with the community relative to the library’s finances. They will meet again in January or February to further develop a theme and work out a schedule for conveying key points to the community.

J. Unfinished Business

1. Ordinance #2012-7 Levying and Assessing Taxes – The Truth in Taxation Hearing took place before the Board meeting tonight and the Levy was presented at the October Board meeting in draft form. Krupicka moved, Oggerino seconded to approve Ordinance #2012-7 Levying and Assessing Taxes. Motion carried unanimously.

K. New Business

1. 2012-2014 Strategic Plan Update for 2012 –There were no questions from the Board regarding the backup. Bukovac said that we will be able to offer many more resources for people looking for work as a result of our partnership with Illinois workNet.

L. Scheduled Meetings

Due to a lack of agenda items the Board will not meet in December. Bukovac said that we will have a mini strategic planning session at the January Board meeting; the Department Heads will attend. She distributed materials to the Trustees for them to review for the meeting.

M. Community Events

N. Library Events

Practice ACT	11/17/2012	10:00 AM
ESL Conversation Group	11/17/2012	10:00 AM
TAB	11/17/2012	2:30 PM
Adult Chess Group	11/19/2012	6:00 PM
Fall Holiday Movie Break: The Secret World Of Arrietty	11/21/2012	2:00 PM
DS Pokemon Game Day	11/23/2012	1:30 PM

Current Events Group	11/26/2012	7:00 PM
Fresh Greenery Creations for the Holidays	11/27/2012	7:00 PM
Life's Transitions	11/29/2012	7:00 PM
ESL Conversation Group	12/1/2012	10:00 AM
Adult Chess Group	12/3/2012	6:00 PM
Lyric Opera Lecture: Don Pasquale	12/4/2012	7:00 PM
B.Y.O.B.	12/4/2012	7:00 PM
Gaming Committee	12/6/2012	3:15 PM
A Christmas Story	12/7/2012	10:00 AM
Movies & More: A Christmas Story	12/7/2012	7:00 PM
Adult Chess Group	12/10/2012	6:00 PM
Current Events Group	12/10/2012	7:00 PM
Friends of the Library	12/11/2012	7:00 PM
Novel Idea- The Art of Hearing Heartbeats by Jan Philip Sendker	12/12/2012	7:00 PM
Senior Friday Fun Days	12/14/2012	10:00 AM
"A Coyote Who Wished He Lived In A Zoo". read by Author/illustrator	12/14/2012	6:30 PM
ESL Conversation Group	12/15/2012	10:00 AM
TAB	12/15/2012	2:30 PM
Adult Chess Group	12/17/2012	6:00 PM

O. Adjournment

At 8:43 p.m. Spiros moved, Krupicka seconded to adjourn the meeting. All ayes.  
Motion carried unanimously.

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Paul Oggerino, Acting-Secretary

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

Balance on hand as of November 30, 2012.....	3,621,997.87
Cash Receipts for December.....	67,590.70
Cash Disbursements for December.....	725,194.72
Cash on hand as of December 31, 2012.....	2,964,393.85
Illinois Funds (Money Market) - Average Monthly Rate 0.101%	
General.....	913,255.05
Special Reserve.....	20,943.66
Working Cash.....	315.02
Bond.....	8,011.00
Children's Endowment.....	2,885.10
Endowment.....	11,167.50
<u>MPI Investments</u> .....	1,155,656.99

JP Morgan Chase - Savings - Rate .16%	
General.....	302,140.93

Working Cash Fund

MPI Investments.....	391,002.37
JP Morgan Chase - Checking - Rate .05%	
General.....	82,040.07
Hinsdale Bank & Trust - Checking.....	76,372.16
Petty Cash.....	200.00
Petty Cash/Circulation.....	404.00
Balances as of December 31, 2012.....	2,964,393.85

FUND BALANCES AS OF 12/31/12

Corporate Fund.....	2,288,202.54
Building & Maintenance Fund.....	89,499.70
I.M.R.F. Fund.....	4,447.43
Liability Fund.....	13,859.95
Social Security Fund.....	3,131.53
Special Reserve Fund.....	22,067.56
Working Cash Fund.....	391,404.68
Bond Fund.....	77,260.94
Misc. Balance Sheet Accounts from all Funds.....	74,519.52
Grand Total All Funds.....	2,964,393.85



**Indian Prairie Public Library District**  
**Consolidated Revenue Report for December 2012**

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Percent of Year: 50.00

	RECEIVED Dec 12	RECEIVED THIS YEAR	PRCT COLL	BUDGET RECEIPTS	UNCOLLECTED RECEIPTS
<b>PROPERTY TAX &amp; LEVY INTEREST</b>					
41100 · Property Taxes	42,314.70	3,131,882.76	99.63%	3,143,629.00	11,746.24
41110 · Bond Property Taxes	6,664.95	247,845.74	51.01%	485,845.00	237,999.26
41150 · Non-current Property Taxes	0.00	341.59	21.35%	1,600.00	1,258.41
43100 · Interest-Tax Levy	0.03	29.11	0.00%	0.00	-29.11
<b>TOTAL PROPERTY TAX &amp; LEVY INTEREST</b>	<b>48,979.68</b>	<b>3,380,099.20</b>	<b>93.09%</b>	<b>3,631,074.00</b>	<b>250,974.80</b>
<b>INTERGOVERNMENTAL</b>					
42200 · Per Capita Grant	0.00	0.00	0.00%	42,000.00	42,000.00
42300 · LIMRiCC	0.00	7,166.50	0.00%	0.00	-7,166.50
<b>TOTAL INTERGOVERNMENTAL</b>	<b>0.00</b>	<b>7,166.50</b>	<b>17.06%</b>	<b>42,000.00</b>	<b>34,833.50</b>
<b>INTEREST</b>					
43200 · Interest -Checking	3.12	45.87	1.53%	3,000.00	2,954.13
43500 · Interest - Investment	173.17	1,074.14	0.00%	0.00	-1,074.14
<b>TOTAL INTEREST</b>	<b>176.29</b>	<b>1,120.01</b>	<b>37.33%</b>	<b>3,000.00</b>	<b>1,879.99</b>
<b>DESK MONIES</b>					
45100 · Copier	311.34	2,203.78	44.08%	5,000.00	2,796.22
45120 · Computer Copies	696.61	5,192.62	51.93%	10,000.00	4,807.38
45200 · Fines/Fees	3,385.24	27,020.86	46.59%	58,000.00	30,979.14
45250 · Gifts/Donations	46.00	1,536.00	76.80%	2,000.00	464.00
45300 · Lost Materials	868.19	5,327.11	44.39%	12,000.00	6,672.89
45350 · Non-Resident Fees	5,737.00	45,511.30	53.54%	85,000.00	39,488.70
45400 · DVD Fines	709.13	4,291.48	47.68%	9,000.00	4,708.52
45450 · Book Rental	209.20	1,153.75	46.15%	2,500.00	1,346.25
45550 · Meeting Room Rental	0.00	200.00	0.00%	0.00	-200.00
45600 · ILL Fees	20.90	265.85	0.00%	0.00	-265.85
<b>TOTAL DESK MONIES</b>	<b>11,983.61</b>	<b>92,702.75</b>	<b>50.52%</b>	<b>183,500.00</b>	<b>90,797.25</b>
<b>OTHER INCOME</b>					
46700 · Miscellaneous	13.00	2,279.77	227.98%	1,000.00	-1,279.77
46750 · Collection Agency Fee	50.00	140.00	0.00%	0.00	-140.00
<b>TOTAL OTHER INCOME</b>	<b>63.00</b>	<b>2,419.77</b>	<b>241.98%</b>	<b>1,000.00</b>	<b>-1,419.77</b>
<b>GRAND TOTAL</b>	<b>61,202.58</b>	<b>3,483,508.23</b>	<b>90.23%</b>	<b>3,860,574.00</b>	<b>377,065.77</b>

Indian Prairie Public Library District  
Consolidated Expenditures Report for December 2012

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Percent of Year: 50.00

	Dec 12	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	REMAINING APPROPRIATION
<b>PERSONNEL</b>							
61100 · Salaries	145,522.34	863,718.47	45.07%	1,916,545.00	1,052,826.53	1,970,000.00	1,106,281.53
61310 · Benefits - Medical / Life Ins.	6,407.42	45,690.91	42.31%	108,000.00	62,309.09	125,000.00	79,309.09
61320 · Employee Assistance Program	0.00	0.00	0.00%	2,500.00	2,500.00	3,000.00	3,000.00
61330 · Benefits - IMRF	14,027.86	82,206.34	46.67%	176,129.00	93,922.66	195,000.00	112,793.66
61340 · Benefits - FICA	11,015.85	65,373.84	44.59%	146,615.00	81,241.16	155,000.00	89,626.16
61400 · Staff Development	3,415.56	8,496.08	51.18%	16,600.00	8,103.92	23,000.00	14,503.92
61500 · Recruitment	0.00	0.00	0.00%	0.00	0.00	0.00	0.00
61600 · Board Development	0.00	225.00	22.50%	1,000.00	775.00	1,500.00	1,275.00
61710 · Workers Compensation	0.00	10,880.00	118.26%	9,200.00	-1,680.00	12,000.00	1,120.00
61720 · Unemployment Insurance	168.25	3,169.46	104.26%	3,040.00	-129.46	5,000.00	1,830.54
<b>TOTAL PERSONNEL</b>	<b>180,557.28</b>	<b>1,079,760.10</b>	<b>45.38%</b>	<b>2,379,629.00</b>	<b>1,299,868.90</b>	<b>2,489,500.00</b>	<b>1,409,739.90</b>
<b>MATERIALS</b>							
62100 · Books	20,033.20	99,345.27	39.87%	249,175.00	149,829.73	255,000.00	155,654.73
62200 · Periodicals	7,729.28	20,528.97	56.79%	36,150.00	15,621.03	42,000.00	21,471.03
62300 · Audio	4,095.73	26,104.58	55.02%	47,450.00	21,345.42	52,000.00	25,895.42
62400 · Video	5,552.45	22,914.97	41.89%	54,700.00	31,785.03	60,000.00	37,085.03
62500 · Multi-Media	283.44	441.88	16.68%	2,650.00	2,208.12	3,700.00	3,258.12
62600 · Electronic Reference Resources	816.51	56,196.72	79.73%	70,488.00	14,291.28	75,000.00	18,803.28
62800 · Processing Supplies	2,448.50	13,539.20	58.87%	23,000.00	9,460.80	25,000.00	11,460.80
<b>TOTAL MATERIALS</b>	<b>40,959.11</b>	<b>239,071.59</b>	<b>49.43%</b>	<b>483,613.00</b>	<b>244,541.41</b>	<b>512,700.00</b>	<b>273,628.41</b>
<b>BUILDING</b>							
63100 · Building & Maintenance Fund	0.00	0.00	0.00%	0.00	0.00	150,000.00	150,000.00
63200 · Cleaning Service	5,527.05	36,551.15	66.46%	55,000.00	18,448.85	65,000.00	28,448.85
63300 · Utilities	5,787.87	36,350.70	35.12%	103,500.00	67,149.30	16,000.00	-20,350.70
63400 · Maintenance Supplies	1,109.15	7,989.92	55.10%	14,500.00	6,510.08	20,000.00	12,010.08
63500 · Security System Monitoring	0.00	648.00	64.80%	1,000.00	352.00	1,800.00	1,152.00
63600 · Property Maintenance	0.00	10,524.10	50.12%	21,000.00	10,475.90	35,000.00	24,475.90
63700 · Building Improvements	0.00	19,514.77	0.00%	0.00	-19,514.77	0.00	-19,514.77
63800 · Building Maintenance/Repairs	3,080.35	14,939.45	37.35%	40,000.00	25,060.55	60,000.00	45,060.55
<b>TOTAL BUILDING</b>	<b>15,504.42</b>	<b>126,518.09</b>	<b>53.84%</b>	<b>235,000.00</b>	<b>108,481.91</b>	<b>347,800.00</b>	<b>221,281.91</b>
<b>OPERATIONS</b>							
64200 · Supplies - Office	1,123.00	5,306.92	42.80%	12,400.00	7,093.08	16,000.00	10,693.08
64300 · Photocopy Supplies	44.64	1,101.39	22.03%	5,000.00	3,898.61	6,000.00	4,898.61
64400 · Patron Card Supplies	0.00	170.84	17.08%	1,000.00	829.16	2,000.00	1,829.16
64500 · Postage	2,341.43	3,103.18	38.79%	8,000.00	4,896.82	15,000.00	11,896.82
64600 · Non-Payment Reimbursement	0.00	519.93	14.86%	3,500.00	2,980.07	6,000.00	5,480.07
64700 · Travel	0.00	238.97	36.77%	650.00	411.03	1,000.00	761.03
64800 · Organizational Memberships	100.00	285.00	21.92%	1,300.00	1,015.00	2,000.00	1,715.00
64900 · Bank Fees	233.32	1,373.92	65.43%	2,100.00	726.08	3,000.00	1,626.08
<b>TOTAL OPERATION</b>	<b>3,842.39</b>	<b>12,100.15</b>	<b>35.64%</b>	<b>33,950.00</b>	<b>21,849.85</b>	<b>51,000.00</b>	<b>38,899.85</b>
<b>AUTOMATION</b>							
65100 · Supplies (paper, ink cartridge)	1,028.98	4,308.62	47.87%	9,000.00	4,691.38	12,000.00	7,691.38
65200 · Automation-Prof Services	0.00	6,000.00	60.00%	10,000.00	4,000.00	12,000.00	6,000.00
65300 · Purchase of Equipment	194.90	1,499.74	11.03%	13,600.00	12,100.26	20,000.00	18,500.26
65400 · Automation Equip Mnt/Repair	0.00	295.43	19.70%	1,500.00	1,204.57	4,000.00	3,704.57
65500 · Software	393.46	13,476.11	67.72%	19,900.00	6,423.89	23,000.00	9,523.89
65600 · SWAN	0.00	31,047.68	50.49%	61,495.00	30,447.32	64,000.00	32,952.32
65700 · Telecommunications	433.95	2,694.49	33.68%	8,000.00	5,305.51	12,000.00	9,305.51
<b>TOTAL AUTOMATION</b>	<b>2,051.29</b>	<b>59,322.07</b>	<b>48.04%</b>	<b>123,495.00</b>	<b>64,172.93</b>	<b>147,000.00</b>	<b>87,677.93</b>
<b>CONTRACTUAL SERVICES</b>							

Indian Prairie Public Library District  
Consolidated Expenditures Report for December 2012

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Percent of Year: 50.00

	Dec 12	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	REMAINING APPROPRIATION
66100 · General Professional Services	241.67	17,978.53	101.00%	17,800.00	-178.53	30,500.00	12,521.47
66200 · Credit Bureau	169.00	474.35	31.62%	1,500.00	1,025.65	1,500.00	1,025.65
66300 · Equipment-Maintenance Repair	0.00	2,028.97	25.36%	8,000.00	5,971.03	11,200.00	9,171.03
66900 · Fees - Bond Registrar	0.00	240.00	0.00%	500.00	260.00	0.00	-240.00
<b>TOTAL CONTRACTUAL SERVICES</b>	<b>410.67</b>	<b>20,721.85</b>	<b>74.54%</b>	<b>27,800.00</b>	<b>7,078.15</b>	<b>43,200.00</b>	<b>22,478.15</b>
<b>INSURANCE</b>							
67100 · Multi Peril-Physical Assets	0.00	8,847.00	60.60%	14,600.00	5,753.00	14,600.00	5,753.00
67200 · Bonding	0.00	1,930.00	96.50%	2,000.00	70.00	3,000.00	1,070.00
67300 · Officers & Directors Liability	0.00	1,000.00	100.00%	1,000.00	0.00	2,000.00	1,000.00
67400 · Umbrella Liability	0.00	3,283.00	60.80%	5,400.00	2,117.00	5,400.00	2,117.00
<b>TOTAL INSURANCE</b>	<b>0.00</b>	<b>15,060.00</b>	<b>65.48%</b>	<b>23,000.00</b>	<b>7,940.00</b>	<b>25,000.00</b>	<b>9,940.00</b>
<b>MARKETING</b>							
68110 · Marketing Newsletter	3,852.11	11,060.72	48.76%	22,685.00	11,624.28	24,000.00	12,939.28
68210 · Marketing Advertising	70.00	285.00	7.92%	3,600.00	3,315.00	5,000.00	4,715.00
68310 · Marketing Supplies	133.91	418.45	19.02%	2,200.00	1,781.55	4,000.00	3,581.55
68410 · Marketing-Information Printing	254.23	1,965.33	39.31%	5,000.00	3,034.67	7,500.00	5,534.67
68500 · Legal Notices	165.60	988.80	49.44%	2,000.00	1,011.20	2,000.00	1,011.20
68600 · Special Events	1,315.60	7,352.22	29.18%	25,200.00	17,847.78	30,000.00	22,647.78
<b>TOTAL PUBLIC INFORMATION</b>	<b>5,791.45</b>	<b>22,070.52</b>	<b>36.37%</b>	<b>60,685.00</b>	<b>38,614.48</b>	<b>72,500.00</b>	<b>50,429.48</b>
<b>CAPITAL OUTLAY &amp; CONTINGENCY</b>							
69100 · Special Reserve Fund	0.00	0.00	0.00%	0.00	0.00	100,000.00	100,000.00
69200 · Bond Interest and Principal	472,922.50	472,922.50	96.98%	487,655.00	14,732.50	480,000.00	7,077.50
69800 · Operating Transfer Out	0.00	0.00	0.00%	0.00	0.00	0.00	0.00
69900 · Contingency	1,514.33	9,169.94	103.67%	8,845.00	-324.94	100,000.00	90,630.06
<b>TOTAL CAPITAL OUTLAY &amp; CONTINGENCY</b>	<b>474,436.83</b>	<b>482,092.44</b>	<b>97.10%</b>	<b>496,500.00</b>	<b>14,407.56</b>	<b>680,000.00</b>	<b>197,907.56</b>
<b>GRAND TOTAL</b>	<b>723,553.44</b>	<b>2,056,716.81</b>	<b>53.23%</b>	<b>3,863,672.00</b>	<b>1,806,955.19</b>	<b>4,368,700.00</b>	<b>2,311,983.19</b>

ACTION ON BILLS December 2012

<u>Account</u>	<u>Check #'s</u>	<u>Total</u>
General Checking		
Bills for Approval	43578 thru 43684	\$ 84,898.92
Salaries for October	35182 thru 35213	\$ 9,652.83
Direct Deposits	& 14816 thru 14970	\$ 98,102.55
	TOTAL	\$ 192,654.30
Additional Bills (Distributed at Board Meeting)	----- thru -----	
	MONTH'S TOTAL	\$ 192,654.30

# Indian Prairie Public Library District Check Register

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December 1, 2012 through December 31, 2012

Type	Date	Num	Name	Amount
<b>10121 - Checking - JP Morgan Chase</b>				
Bill Pmt Check	12/05/2012	43578	American Library Association	54.00
Bill Pmt Check	12/05/2012	43579	AudioGo	519.88
Bill Pmt Check	12/05/2012	43580	Baker & Taylor	2,930.10
Bill Pmt Check	12/05/2012	43581	Baker & Taylor (video)	1,474.03
Bill Pmt Check	12/05/2012	43582	Bank of America	6,369.80
Bill Pmt Check	12/05/2012	43583	Bukovac, Jamie	52.24
Bill Pmt Check	12/05/2012	43584	CCH	103.49
Bill Pmt Check	12/05/2012	43585	Colonial Life	47.32
Bill Pmt Check	12/05/2012	43586	Constellation	4,060.43
Bill Pmt Check	12/05/2012	43587	DAC	93.50
Bill Pmt Check	12/05/2012	43588	Evanced Solutions	552.50
Bill Pmt Check	12/05/2012	43589	Gale	25.59
Bill Pmt Check	12/05/2012	43590	Garvey's Office Products	180.46
Bill Pmt Check	12/05/2012	43591	Kapco	395.91
Bill Pmt Check	12/05/2012	43592	Midwest Tape	305.23
Bill Pmt Check	12/05/2012	43593	Recorded Books, LLC	83.40
Bill Pmt Check	12/05/2012	43594	Showcases	130.66
Bill Pmt Check	12/05/2012	43595	Weston Woods Studios	29.95
Liability Check	12/06/2012	43596	Adler & Associates	35.22
Liability Check	12/06/2012	43597	Nationwide Retirement	610.00
Liability Check	12/06/2012	43598	Vantagepoint	975.00
Check	12/12/2012	43599	Indian Prairie Library Foundation	30.00
Check	12/12/2012	43600	Indian Prairie Library Foundation	100.00
Bill Pmt Check	12/18/2012	43601	Adult Reading Round Table	15.00
Bill Pmt Check	12/18/2012	43602	Affordable Library Products	316.38
Bill Pmt Check	12/18/2012	43603	AudioGo	203.97
Bill Pmt Check	12/18/2012	43604	Baker & Taylor	4,545.27
Bill Pmt Check	12/18/2012	43605	Baker & Taylor (video)	2,133.73
Bill Pmt Check	12/18/2012	43606	Bukovac, Jamie	81.05
Bill Pmt Check	12/18/2012	43607	CDW Government	131.56
Bill Pmt Check	12/18/2012	43608	Center Point Large Print	129.42
Bill Pmt Check	12/18/2012	43609	Comcast	136.90
Bill Pmt Check	12/18/2012	43610	Cosmopolitan Building Services	4,926.25
Bill Pmt Check	12/18/2012	43611	Darien Chamber of Commerce	100.00
Bill Pmt Check	12/18/2012	43612	DEMCO	677.19
Bill Pmt Check	12/18/2012	43613	Fox Valley Fire & Security	79.15
Bill Pmt Check	12/18/2012	43614	Gale	545.74
Bill Pmt Check	12/18/2012	43615	Garvey's Office Products	247.18
Bill Pmt Check	12/18/2012	43616	Grainger	108.56
Bill Pmt Check	12/18/2012	43617	Groot Industries, Inc.	217.50
Bill Pmt Check	12/18/2012	43618	Highsmith	63.50
Bill Pmt Check	12/18/2012	43619	Hinsdale South High School Stinger	70.00
Bill Pmt Check	12/18/2012	43620	Information Today, Inc.	366.05
Bill Pmt Check	12/18/2012	43621	Ingram Library Services	9.58
Bill Pmt Check	12/18/2012	43622	Joynt, Sarah	82.15
Bill Pmt Check	12/18/2012	43623	KennedyWebster Electric Co.	435.86

# Indian Prairie Public Library District Check Register

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December 1, 2012 through December 31, 2012

Type	Date	Num	Name	Amount
Bill Pmt Check	12/18/2012	43624	Kroeschell Service	2,285.66
Bill Pmt Check	12/18/2012	43625	Lakeshore Learning Materials	100.81
Bill Pmt Check	12/18/2012	43626	Lincoln National Life	78.71
Bill Pmt Check	12/18/2012	43627	Magic Dreams Publishing	20.54
Bill Pmt Check	12/18/2012	43628	Mergent, Inc.	1,641.00
Bill Pmt Check	12/18/2012	43629	Midwest Tape	586.02
Bill Pmt Check	12/18/2012	43630	Niels, Christine	118.12
Bill Pmt Check	12/18/2012	43631	Ollis Book Corporation	1,459.50
Bill Pmt Check	12/18/2012	43632	OverDrive	137.97
Bill Pmt Check	12/18/2012	43633	Phillip's Interior Plants	215.00
Bill Pmt Check	12/18/2012	43634	PitneyBowes	165.00
Bill Pmt Check	12/18/2012	43635	Quill	681.76
Bill Pmt Check	12/18/2012	43636	Random House	488.75
Bill Pmt Check	12/18/2012	43637	Recorded Books, LLC	753.74
Bill Pmt Check	12/18/2012	43638	Research Technology International	269.95
Bill Pmt Check	12/18/2012	43639	Rogers Vending	75.00
Bill Pmt Check	12/18/2012	43640	Scholastic Library Publishing	49.99
Bill Pmt Check	12/18/2012	43641	ScotPress Printing	46.43
Bill Pmt Check	12/18/2012	43642	Speciality Mat Service	170.80
Bill Pmt Check	12/18/2012	43643	Standard & Poor's Financial Service	5,751.78
Bill Pmt Check	12/18/2012	43644	SunTimes Media	165.60
Bill Pmt Check	12/18/2012	43645	Team One Repair, Inc.	736.74
Bill Pmt Check	12/18/2012	43646	The Book Farm	526.28
Bill Pmt Check	12/18/2012	43647	The Penworthy Company	2,858.41
Bill Pmt Check	12/18/2012	43648	ThyssenKrupp Elevator	715.54
Bill Pmt Check	12/18/2012	43649	U.S. Postal Service (PostageByPho	2,000.00
Bill Pmt Check	12/18/2012	43650	Unique Books, Inc.	1,396.15
Bill Pmt Check	12/18/2012	43651	Unique Management	179.00
Bill Pmt Check	12/18/2012	43652	VISOgraphic	3,602.11
Bill Pmt Check	12/18/2012	43653	Weston Woods Studios	29.95
Bill Pmt Check	12/18/2012	43654	Woodridge Public Library	18.61
Liability Check	12/20/2012	43655	Adler & Associates	35.22
Liability Check	12/20/2012	43656	Nationwide Retirement	610.00
Liability Check	12/20/2012	43657	Vantagepoint	975.00
Bill Pmt Check	12/26/2012	43658	Accountemps	241.67
Bill Pmt Check	12/26/2012	43659	Bank of America	6,165.69
Bill Pmt Check	12/26/2012	43660	BCBS	7,349.43
Bill Pmt Check	12/26/2012	43661	Constant Contact	126.00
Bill Pmt Check	12/26/2012	43662	FedEx	7.68
Bill Pmt Check	12/26/2012	43663	Guardian	474.37
Bill Pmt Check	12/26/2012	43664	Innovation Experts	275.00
Bill Pmt Check	12/26/2012	43665	LACONi	30.00
Bill Pmt Check	12/26/2012	43666	Siebert Enterprises	60.00
Bill Pmt Check	12/26/2012	43667	VSP Vision	74.28
Bill Pmt Check	12/27/2012	43668	Baker & Taylor	3,802.29
Bill Pmt Check	12/27/2012	43669	Baker & Taylor (video)	748.04
Bill Pmt Check	12/27/2012	43670	Blackstone Audio, Inc.	20.00

Indian Prairie Public Library District  
Check Register

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December 1, 2012 through December 31, 2012

<u>Type</u>	<u>Date</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
Bill Pmt Check	12/27/2012	43671	Cabreana Audio Group	74.21
Bill Pmt Check	12/27/2012	43672	Chicago Tribune	123.50
Bill Pmt Check	12/27/2012	43673	DEMCO	280.34
Bill Pmt Check	12/27/2012	43674	Gale	100.76
Bill Pmt Check	12/27/2012	43675	Garvey's Office Products	181.71
Bill Pmt Check	12/27/2012	43676	Ingram Library Services	42.40
Bill Pmt Check	12/27/2012	43677	Midwest Tape	104.54
Bill Pmt Check	12/27/2012	43678	New Readers Press	279.68
Bill Pmt Check	12/27/2012	43679	Phillip's Interior Plants	215.00
Bill Pmt Check	12/27/2012	43680	Quill	37.96
Bill Pmt Check	12/27/2012	43681	Random House	30.00
Bill Pmt Check	12/27/2012	43682	VISOgraphic	250.00
Bill Pmt Check	12/27/2012	43683	West Payment Center	48.58
Bill Pmt Check	12/27/2012	43684	Weston Woods Studios	29.95

Total 10121 - Checking - JP Morgan Chase

84,898.92

TOTAL

84,898.92

## Bills for approval – Electronic Payments &amp; Automatic Withdrawals

**December 2012**

<b>Vendor</b>	<b>Purpose</b>	<b>Date Paid</b>	<b>Amount Paid</b>
EFTPS-Federal	Payroll taxes	12/07/2012	16,544.45
EFTPS-State	Payroll taxes	12/07/2012	3,281.21
EFTPS-Federal	Payroll taxes	12/26/2012	16,345.26
EFTPS-State	Payroll taxes	12/26/2012	3,169.42
AT&T	Telecommunications	12/12/2012	297.05
Nicor	Gas	12/17/2012	1,184.48
IMRF	Payroll Pension	12/28/2012	18,562.73
US Bank	Credit Card Fee	12/04/2012	213.32
Hinsdale Bank	Fee-Direct Deposit	12/04/2012	20.00
The Bank of New York	Bond Payment	12/27/2012	472,922.50



## INDIAN PRAIRIE PUBLIC LIBRARY TREASURER'S REPORT 11/30/12

Balance on hand as of October 31, 2012.....	3,774,185.48
Cash Receipts for November.....	89,768.70
Cash Disbursements for November.....	241,956.31
Cash on hand as of November 30, 2012.....	3,621,997.87
Illinois Funds (Money Market) - Average Monthly Rate 0.117%	
General.....	1,195,696.49
Special Reserve.....	20,941.87
Working Cash.....	315.00
Bond.....	474,232.31
Children's Endowment.....	2,884.86
Endowment.....	11,166.55
<u>MPI Investments</u> .....	1,155,656.99
JP Morgan Chase - Savings - Rate .16%	
General.....	302,099.91
<u>Working Cash Fund</u>	
MPI Investments.....	391,002.37
JP Morgan Chase - Checking - Rate .05%	
General.....	37,902.81
Hinsdale Bank & Trust - Checking.....	29,494.71
Petty Cash.....	200.00
Petty Cash/Circulation.....	404.00
Balances as of November 30, 2012.....	3,621,997.87
 FUND BALANCES AS OF 11/30/12	
Corporate Fund.....	2,481,450.96
Building & Maintenance Fund.....	92,602.68
I.M.R.F. Fund.....	4,447.43
Liability Fund.....	13,639.91
Social Security Fund.....	3,131.53
Special Reserve Fund.....	22,065.77
Working Cash Fund.....	391,404.66
Bond Fund.....	543,482.25
Misc. Balance Sheet Accounts from all Funds.....	69,772.68
Grand Total All Funds.....	3,621,997.87

**Indian Prairie Public Library District**  
**Consolidated Revenue Report for November 2012**

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Percent of Year: 41.70

	RECEIVED Nov 12	RECEIVED THIS YEAR	PRCT COLL	BUDGET RECEIPTS	UNCOLLECTED RECEIPTS
<b>PROPERTY TAX &amp; LEVY INTEREST</b>					
41100 · Property Taxes	55,458.11	3,089,568.06	98.28%	3,143,629.00	54,060.94
41110 · Bond Property Taxes	8,740.47	241,180.79	49.64%	485,845.00	244,664.21
41150 · Non-current Property Taxes	0.00	341.59	21.35%	1,600.00	1,258.41
43100 · Interest-Tax Levy	7.85	29.08	0.00%	0.00	-29.08
<b>TOTAL PROPERTY TAX &amp; LEVY INTEREST</b>	<b>64,206.43</b>	<b>3,331,119.52</b>	<b>91.74%</b>	<b>3,631,074.00</b>	<b>299,954.48</b>
<b>INTERGOVERNMENTAL</b>					
42200 · Per Capita Grant	0.00	0.00	0.00%	42,000.00	42,000.00
42300 · LIMRICC	7,166.50	7,166.50	0.00%	0.00	-7,166.50
<b>TOTAL INTERGOVERNMENTAL</b>	<b>7,166.50</b>	<b>7,166.50</b>	<b>17.06%</b>	<b>42,000.00</b>	<b>34,833.50</b>
<b>INTEREST</b>					
43200 · Interest -Checking	3.04	42.75	1.43%	3,000.00	2,957.25
43500 · Interest - Investment	211.20	900.97	0.00%	0.00	-900.97
<b>TOTAL INTEREST</b>	<b>214.24</b>	<b>943.72</b>	<b>31.46%</b>	<b>3,000.00</b>	<b>2,056.28</b>
<b>DESK MONIES</b>					
45100 · Copier	297.79	1,892.44	37.85%	5,000.00	3,107.56
45120 · Computer Copies	833.36	4,496.01	44.96%	10,000.00	5,503.99
45200 · Fines/Fees	4,542.57	23,635.62	40.75%	58,000.00	34,364.38
45250 · Gifts/Donations	770.00	1,490.00	74.50%	2,000.00	510.00
45300 · Lost Materials	1,595.70	4,458.92	37.16%	12,000.00	7,541.08
45350 · Non-Resident Fees	8,200.00	39,774.30	46.79%	85,000.00	45,225.70
45400 · DVD Fines	807.85	3,582.35	39.80%	9,000.00	5,417.65
45450 · Book Rental	174.05	944.55	37.78%	2,500.00	1,555.45
45550 · Meeting Room Rental	0.00	200.00	0.00%	0.00	-200.00
45600 · ILL Fees	15.00	244.95	0.00%	0.00	-244.95
<b>TOTAL DESK MONIES</b>	<b>17,236.32</b>	<b>80,719.14</b>	<b>43.99%</b>	<b>183,500.00</b>	<b>102,780.86</b>
<b>OTHER INCOME</b>					
46700 · Miscellaneous	320.00	2,266.77	226.68%	1,000.00	-1,266.77
46750 · Collection Agency Fee	10.00	90.00	0.00%	0.00	-90.00
<b>TOTAL OTHER INCOME</b>	<b>330.00</b>	<b>2,356.77</b>	<b>235.68%</b>	<b>1,000.00</b>	<b>-1,356.77</b>
<b>GRAND TOTAL</b>	<b>89,153.49</b>	<b>3,422,305.65</b>	<b>88.65%</b>	<b>3,860,574.00</b>	<b>438,268.35</b>

Indian Prairie Public Library District  
Consolidated Expenditures Report for November 2012

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Percent of Year: 41.70

	Nov 12	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	REMAINING APPROPRIATION
<b>PERSONNEL</b>							
61100 · Salaries	146,736.20	718,196.13	37.47%	1,916,545.00	1,198,348.87	1,970,000.00	1,251,603.87
61310 · Benefits - Medical / Life Ins.	6,872.28	39,283.49	36.37%	108,000.00	68,716.51	125,000.00	85,716.51
61320 · Employee Assistance Program	0.00	0.00	0.00%	2,500.00	2,500.00	3,000.00	3,000.00
61330 · Benefits - IMRF	13,769.59	68,178.48	38.71%	176,129.00	107,950.52	195,000.00	126,821.52
61340 · Benefits - FICA	11,107.50	54,357.99	37.08%	146,615.00	92,257.01	155,000.00	100,642.01
61400 · Staff Development	529.46	5,080.52	30.61%	16,600.00	11,519.48	23,000.00	17,919.48
61500 · Recruitment	0.00	0.00	0.00%	0.00	0.00	0.00	0.00
61600 · Board Development	0.00	225.00	22.50%	1,000.00	775.00	1,500.00	1,275.00
61710 · Workers Compensation	0.00	10,880.00	118.26%	9,200.00	-1,680.00	12,000.00	1,120.00
61720 · Unemployment Insurance	200.49	3,001.21	98.72%	3,040.00	38.79	5,000.00	1,998.79
<b>TOTAL PERSONNEL</b>	<b>179,215.52</b>	<b>899,202.82</b>	<b>37.79%</b>	<b>2,379,629.00</b>	<b>1,480,426.18</b>	<b>2,489,500.00</b>	<b>1,590,297.18</b>
<b>MATERIALS</b>							
62100 · Books	14,577.42	79,312.07	31.83%	249,175.00	169,862.93	255,000.00	175,687.93
62200 · Periodicals	231.85	12,799.69	35.41%	36,150.00	23,350.31	42,000.00	29,200.31
62300 · Audio	3,669.90	22,008.85	46.38%	47,450.00	25,441.15	52,000.00	29,991.15
62400 · Video	2,313.20	17,382.52	31.74%	54,700.00	37,337.48	60,000.00	42,637.48
62500 · Multi-Media	0.00	158.44	5.98%	2,650.00	2,491.56	3,700.00	3,541.56
62600 · Electronic Reference Resources	1,194.00	55,380.21	78.57%	70,488.00	15,107.79	75,000.00	19,619.79
62800 · Processing Supplies	1,348.28	11,090.70	48.22%	23,000.00	11,909.30	25,000.00	13,909.30
<b>TOTAL MATERIALS</b>	<b>23,334.65</b>	<b>198,112.48</b>	<b>40.97%</b>	<b>483,613.00</b>	<b>285,500.52</b>	<b>512,700.00</b>	<b>314,587.52</b>
<b>BUILDING</b>							
63100 · Building & Maintenance Fund	0.00	0.00	0.00%	0.00	0.00	150,000.00	150,000.00
63200 · Cleaning Service	5,079.80	31,024.10	56.41%	55,000.00	23,975.90	65,000.00	33,975.90
63300 · Utilities	3,811.46	30,562.83	29.53%	103,500.00	72,937.17	16,000.00	-14,562.83
63400 · Maintenance Supplies	1,243.44	6,880.77	47.45%	14,500.00	7,619.23	20,000.00	13,119.23
63500 · Security System Monitoring	100.00	648.00	64.80%	1,000.00	352.00	1,800.00	1,152.00
63600 · Property Maintenance	1,309.83	10,524.10	50.12%	21,000.00	10,475.90	35,000.00	24,475.90
63700 · Building Improvements	0.00	19,514.77	0.00%	0.00	-19,514.77	0.00	-19,514.77
63800 · Building Maintenance/Repairs	1,904.50	11,859.10	29.65%	40,000.00	28,140.90	60,000.00	48,140.90
<b>TOTAL BUILDING</b>	<b>13,449.03</b>	<b>111,013.67</b>	<b>47.24%</b>	<b>235,000.00</b>	<b>123,986.33</b>	<b>347,800.00</b>	<b>236,786.33</b>
<b>OPERATIONS</b>							
64200 · Supplies - Office	660.27	4,183.92	33.74%	12,400.00	8,216.08	16,000.00	11,816.08
64300 · Photocopy Supplies	344.22	1,056.75	21.14%	5,000.00	3,943.25	6,000.00	4,943.25
64400 · Patron Card Supplies	0.00	170.84	17.08%	1,000.00	829.16	2,000.00	1,829.16
64500 · Postage	0.00	761.75	9.52%	8,000.00	7,238.25	15,000.00	14,238.25
64600 · Non-Payment Reimbursement	421.94	519.93	14.88%	3,500.00	2,980.07	6,000.00	5,480.07
64700 · Travel	55.93	238.97	36.77%	650.00	411.03	1,000.00	761.03
64800 · Organizational Memberships	185.00	185.00	14.23%	1,300.00	1,115.00	2,000.00	1,815.00
64900 · Bank Fees	205.19	1,140.60	54.31%	2,100.00	959.40	3,000.00	1,859.40
<b>TOTAL OPERATION</b>	<b>1,872.55</b>	<b>8,257.76</b>	<b>24.32%</b>	<b>33,950.00</b>	<b>25,692.24</b>	<b>51,000.00</b>	<b>42,742.24</b>
<b>AUTOMATION</b>							
65100 · Supplies (paper, ink cartridge)	546.34	3,279.64	36.44%	9,000.00	5,720.36	12,000.00	8,720.36
65200 · Automation-Prof Services	0.00	6,000.00	60.00%	10,000.00	4,000.00	12,000.00	6,000.00
65300 · Purchase of Equipment	0.00	1,304.84	9.59%	13,600.00	12,295.16	20,000.00	18,695.16
65400 · Automation Equip Mnt/Repair	0.00	295.43	19.70%	1,500.00	1,204.57	4,000.00	3,704.57
65500 · Software	2,560.00	13,082.65	65.74%	19,900.00	6,817.35	23,000.00	9,917.35
65600 · SWAN	15,523.84	31,047.68	50.49%	61,495.00	30,447.32	64,000.00	32,952.32
65700 · Telecommunications	126.90	2,260.54	28.26%	8,000.00	5,739.46	12,000.00	9,739.46
<b>TOTAL AUTOMATION</b>	<b>18,757.08</b>	<b>57,270.78</b>	<b>46.38%</b>	<b>123,495.00</b>	<b>66,224.22</b>	<b>147,000.00</b>	<b>89,729.22</b>
<b>CONTRACTUAL SERVICES</b>							

Indian Prairie Public Library District  
Consolidated Expenditures Report for November 2012

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Percent of Year: 41.70

	Nov 12	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	REMAINING APPROPRIATION
66100 · General Professional Services	248.08	17,736.86	99.65%	17,800.00	63.14	30,500.00	12,763.14
66200 · Credit Bureau	87.40	305.35	20.36%	1,500.00	1,194.65	1,500.00	1,194.65
66300 · Equipment-Maintenance Repair	807.36	2,028.97	25.36%	8,000.00	5,971.03	11,200.00	9,171.03
66900 · Fees - Bond Registrar	0.00	240.00	0.00%	500.00	260.00	0.00	-240.00
<b>TOTAL CONTRACTUAL SERVICES</b>	<b>1,142.84</b>	<b>20,311.18</b>	<b>73.06%</b>	<b>27,800.00</b>	<b>7,488.82</b>	<b>43,200.00</b>	<b>22,888.82</b>
<b>INSURANCE</b>							
67100 · Multi Peril-Physical Assets	0.00	8,847.00	60.60%	14,600.00	5,753.00	14,600.00	5,753.00
67200 · Bonding	0.00	1,930.00	96.50%	2,000.00	70.00	3,000.00	1,070.00
67300 · Officers & Directors Liability	0.00	1,000.00	100.00%	1,000.00	0.00	2,000.00	1,000.00
67400 · Umbrella Liability	0.00	3,283.00	60.80%	5,400.00	2,117.00	5,400.00	2,117.00
<b>TOTAL INSURANCE</b>	<b>0.00</b>	<b>15,060.00</b>	<b>65.48%</b>	<b>23,000.00</b>	<b>7,940.00</b>	<b>25,000.00</b>	<b>9,940.00</b>
<b>MARKETING</b>							
68110 · Marketing Newsletter	1,679.80	7,208.61	31.78%	22,685.00	15,476.39	24,000.00	16,791.39
68210 · Marketing Advertising	0.00	215.00	5.97%	3,600.00	3,385.00	5,000.00	4,785.00
68310 · Marketing Supplies	14.45	284.54	12.93%	2,200.00	1,915.46	4,000.00	3,715.46
68410 · Marketing-Information Printing	0.00	1,711.10	34.22%	5,000.00	3,288.90	7,500.00	5,788.90
68500 · Legal Notices	19.20	823.20	41.16%	2,000.00	1,176.80	2,000.00	1,176.80
68600 · Special Events	526.40	6,036.62	23.96%	25,200.00	19,163.38	30,000.00	23,963.38
<b>TOTAL PUBLIC INFORMATION</b>	<b>2,239.85</b>	<b>16,279.07</b>	<b>26.83%</b>	<b>60,685.00</b>	<b>44,405.93</b>	<b>72,500.00</b>	<b>56,220.93</b>
<b>CAPITAL OUTLAY &amp; CONTINGENCY</b>							
69100 · Special Reserve Fund	0.00	0.00	0.00%	0.00	0.00	100,000.00	100,000.00
69200 · Bond Interest and Principal	0.00	0.00	0.00%	487,655.00	487,655.00	480,000.00	480,000.00
69800 · Operating Transfer Out	0.00	0.00	0.00%	0.00	0.00	0.00	0.00
69900 · Contingency	0.00	7,655.61	86.55%	8,845.00	1,189.39	100,000.00	92,344.39
<b>TOTAL CAPITAL OUTLAY &amp; CONTINGENCY</b>	<b>0.00</b>	<b>7,655.61</b>	<b>1.54%</b>	<b>498,500.00</b>	<b>488,844.39</b>	<b>680,000.00</b>	<b>672,344.39</b>
<b>GRAND TOTAL</b>	<b>240,011.52</b>	<b>1,333,163.37</b>	<b>34.51%</b>	<b>3,863,672.00</b>	<b>2,530,508.63</b>	<b>4,368,700.00</b>	<b>3,035,536.63</b>

ACTION ON BILLS November 2012

<u>Account</u>	<u>Check #'s</u>	<u>Total</u>
General Checking		
Bills for Approval	43468 thru 43577	\$ 73,520.41
Salaries for October	35150 thru 35181	\$ 9,580.50
Direct Deposits	& 14664 thru 14815	\$ 99,125.23
	TOTAL	\$ 182,226.14
Additional Bills (Distributed at Board Meeting)	----- thru -----	
	MONTH'S TOTAL	\$ 182,226.14

# Indian Prairie Public Library District Check Register

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November 1, 2012 through November 30, 2012

Type	Date	Num	Name	Amount
10121 - Checking - JP Morgan Chase				
Bill Pmt Check	11/06/2012	43468	Affordable Library Products	336.16
Bill Pmt Check	11/06/2012	43469	Alternative Energy Solutions, Ltd.	359.00
Bill Pmt Check	11/06/2012	43470	American Library Association	53.10
Bill Pmt Check	11/06/2012	43471	AudioGo	127.98
Bill Pmt Check	11/06/2012	43472	Baker & Taylor	6,906.14
Bill Pmt Check	11/06/2012	43473	Baker & Taylor (video)	267.88
Bill Pmt Check	11/06/2012	43474	Branham, Liz	12.83
Bill Pmt Check	11/06/2012	43475	Bukovac, Jamie	56.63
Bill Pmt Check	11/06/2012	43476	Cochran, Judith	36.63
Bill Pmt Check	11/06/2012	43477	Consumers' Checkbook	150.00
Bill Pmt Check	11/06/2012	43478	Cook County Clerk	10.00
Bill Pmt Check	11/06/2012	43479	Cosmopolitan Building Services	4,775.00
Bill Pmt Check	11/06/2012	43480	CSAAGSI	31.00
Bill Pmt Check	11/06/2012	43481	DAC	93.50
Bill Pmt Check	11/06/2012	43482	Darien Police Department	100.00
Bill Pmt Check	11/06/2012	43483	DEMCO	108.46
Bill Pmt Check	11/06/2012	43484	Image Systems	557.89
Bill Pmt Check	11/06/2012	43485	Ingram Library Services	9.03
Bill Pmt Check	11/06/2012	43486	Innovation Experts	275.00
Bill Pmt Check	11/06/2012	43487	LACONi	100.00
Bill Pmt Check	11/06/2012	43488	LACONiCSS	30.00
Bill Pmt Check	11/06/2012	43489	LACONIRASS	15.00
Bill Pmt Check	11/06/2012	43490	LACONiYSS	60.00
Bill Pmt Check	11/06/2012	43491	Legacy Girls	500.00
Bill Pmt Check	11/06/2012	43492	Michalak, Ellen	268.00
Bill Pmt Check	11/06/2012	43493	Midwest Tape	443.44
Bill Pmt Check	11/06/2012	43494	OverDrive	469.95
Bill Pmt Check	11/06/2012	43495	Phillip's Interior Plants	215.00
Bill Pmt Check	11/06/2012	43496	Quill	234.96
Bill Pmt Check	11/06/2012	43497	Random House	296.21
Bill Pmt Check	11/06/2012	43498	Rogers Vending	75.00
Bill Pmt Check	11/06/2012	43499	Runco	46.72
Bill Pmt Check	11/06/2012	43500	Speciality Mat Service	89.80
Bill Pmt Check	11/06/2012	43501	SWAN	15,523.84
Bill Pmt Check	11/06/2012	43502	Willowbrook/Burr Ridge Chamberof	185.00
Liability Check	11/08/2012	43503	Adler & Associates	35.22
Liability Check	11/08/2012	43504	Nationwide Retirement	610.00
Liability Check	11/08/2012	43505	Vantagepoint	975.00
Bill Pmt Check	11/08/2012	43506	Petty Cash	186.30
Bill Pmt Check	11/15/2012	43507	LACONi	15.00
Bill Pmt Check	11/17/2012	43508	AT&T	VOID-Direct Debit 11/12/12
Bill Pmt Check	11/17/2012	43509	Apple Books	18.44
Bill Pmt Check	11/17/2012	43510	Aurico	25.00
Bill Pmt Check	11/17/2012	43511	Baker & Taylor	6,432.97
Bill Pmt Check	11/17/2012	43512	Baker & Taylor (video)	1,578.32
Bill Pmt Check	11/17/2012	43513	Birmingham, Laura	69.80

# Indian Prairie Public Library District Check Register

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November 1, 2012 through November 30, 2012

Type	Date	Num	Name	Amount
Bill Pmt Check	11/17/2012	43514	Cabreana Audio Group	181.98
Bill Pmt Check	11/17/2012	43515	Center Point Large Print	130.02
Bill Pmt Check	11/17/2012	43516	DEMCO	402.16
Bill Pmt Check	11/17/2012	43517	Fox Valley Fire & Security	145.00
Bill Pmt Check	11/17/2012	43518	Frank Electric Co.	649.00
Bill Pmt Check	11/17/2012	43519	Gale	367.87
Bill Pmt Check	11/17/2012	43520	Garvey's Office Products	84.32
Bill Pmt Check	11/17/2012	43521	Gaylord Bros., Inc.	199.00
Bill Pmt Check	11/17/2012	43522	Grainger	470.40
Bill Pmt Check	11/17/2012	43523	Groot Industries, Inc.	252.32
Bill Pmt Check	11/17/2012	43524	JavaSmart USA LLC	105.03
Bill Pmt Check	11/17/2012	43525	Kroeschell Service	523.50
Bill Pmt Check	11/17/2012	43526	Midwest Tape	368.28
Bill Pmt Check	11/17/2012	43527	OverDrive	286.68
Bill Pmt Check	11/17/2012	43528	PC Mall	60.82
Bill Pmt Check	11/17/2012	43529	Quill	577.02
Bill Pmt Check	11/17/2012	43530	Random House	133.75
Bill Pmt Check	11/17/2012	43531	Record Information Services, Inc.	769.00
Bill Pmt Check	11/17/2012	43532	Recorded Books, LLC	1,313.52
Bill Pmt Check	11/17/2012	43533	Rogers Vending	411.01
Bill Pmt Check	11/17/2012	43534	Sebert Landscaping	1,297.00
Bill Pmt Check	11/17/2012	43535	Suburban Life Media	42.00
Bill Pmt Check	11/17/2012	43536	SunTimes Media	19.20
Bill Pmt Check	11/17/2012	43537	Unique Management	107.40
Bill Pmt Check	11/17/2012	43538	Wordinger, Debra	108.00
Liability Check	11/21/2012	43539	Adler & Associates	35.22
Liability Check	11/21/2012	43540	Nationwide Retirement	610.00
Liability Check	11/21/2012	43541	Vantagepoint	975.00
Bill Pmt Check	11/21/2012	43542	American Library Association	53.10
Bill Pmt Check	11/21/2012	43543	AudioGo	78.42
Bill Pmt Check	11/21/2012	43544	Baker & Taylor	2,386.95
Bill Pmt Check	11/21/2012	43545	Baker & Taylor (video)	293.20
Bill Pmt Check	11/21/2012	43546	BCBS	7,891.69
Bill Pmt Check	11/21/2012	43547	Birmingham, Laura	33.73
Bill Pmt Check	11/21/2012	43548	Bittman, Bridget	530.00
Bill Pmt Check	11/21/2012	43549	Case Lots Inc.	771.05
Bill Pmt Check	11/21/2012	43550	DuPage County Public Works	1,385.11
Bill Pmt Check	11/21/2012	43551	Gale	92.76
Bill Pmt Check	11/21/2012	43552	Lincoln National Life	83.34
Bill Pmt Check	11/21/2012	43553	Midwest Tape	294.63
Bill Pmt Check	11/21/2012	43554	OverDrive	167.90
Bill Pmt Check	11/21/2012	43555	Random House	138.75
Bill Pmt Check	11/21/2012	43556	Recorded Books, LLC	415.35
Bill Pmt Check	11/21/2012	43557	Sheehan, Debbie	49.47
Bill Pmt Check	11/21/2012	43558	The Risk Management Association	330.00
Bill Pmt Check	11/21/2012	43559	United States Postal Service	1,679.80
Bill Pmt Check	11/21/2012	43560	West Payment Center	48.58

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**Indian Prairie Public Library District  
Check Register**

November 1, 2012 through November 30, 2012

<u>Type</u>	<u>Date</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
Bill Pmt Check	11/21/2012	43561	Asimakopoulos, Jennifer	23.92
Bill Pmt Check	11/21/2012	43562	USA Today	Void-Replaced w/#43576
Bill Pmt Check	11/29/2012	43563	Accountemps	223.08
Bill Pmt Check	11/29/2012	43564	Call One	944.88
Bill Pmt Check	11/29/2012	43565	Comcast	126.90
Bill Pmt Check	11/29/2012	43566	Ellison Educational Equipment, Inc.	81.00
Bill Pmt Check	11/29/2012	43567	Fire & Security Systems	228.00
Bill Pmt Check	11/29/2012	43568	Garvey's Office Products	49.80
Bill Pmt Check	11/29/2012	43569	Guardian	474.37
Bill Pmt Check	11/29/2012	43570	Image Systems	249.47
Bill Pmt Check	11/29/2012	43571	JavaSmart USA LLC	42.00
Bill Pmt Check	11/29/2012	43572	NCPERS Group Life	80.00
Bill Pmt Check	11/29/2012	43573	OverDrive	79.00
Bill Pmt Check	11/29/2012	43574	Quill	319.15
Bill Pmt Check	11/29/2012	43575	Runco	246.84
Bill Pmt Check	11/29/2012	43576	USA Today	208.00
Bill Pmt Check	11/29/2012	43577	VSP Vision	80.47
Bill Pmt -Check	10/20/2012	43405	Illinois State Historical Society	-50.00 Void-price increase
Total 10121 - Checking - JP Morgan Chase				<u>73,520.41</u>

TOTAL

73,520.41



## Bills for approval – Electronic Payments &amp; Automatic Withdrawals

## November 2012

<b>Vendor</b>	<b>Purpose</b>	<b>Date Paid</b>	<b>Amount Paid</b>
EFTPS-Federal	Payroll taxes	11/09/2012	16,650.62
EFTPS-State	Payroll taxes	11/09/2012	3,229.35
EFTPS-Federal	Payroll taxes	11/23/2012	16,581.49
EFTPS-State	Payroll taxes	11/23/2012	3,316.40
AT&T	Telecommunications	11/12/2012	297.05
Nicor	Gas	11/15/2012	1,229.15
IMRF	Payroll Pension	11/30/2012	18,220.92
US Bank	Credit Card Fee	11/02/2012	185.19
Hinsdale Bank	Fee-Direct Deposit	11/02/2012	20.00

INDIAN PRAIRIE PUBLIC LIBRARY DISTRICT

STATEMENT OF RECEIPTS AND DISBURSEMENTS

FOR THE FISCAL PERIOD JULY 1, 2012 THROUGH DECEMBER 31, 2012

CASH AND INVESTMENTS AS OF JULY 1, 2012: \$3,188,608.80

RECEIPTS BY FUND

CORPORATE FUND: Property Taxes 1,460,051.40, Non-Current Property Taxes 282.16, Interest 23.33, Misc. Revenue - Copier, Fines, Gifts, Non-Resident Fees, Rental, Etc. 114,858.89 TOTAL 1,575,215.78.

BUILDING & MAINTENANCE FUND: Property Taxes 45,443.64, Non-Current Property Taxes 9.01 Interest 0.74, TOTAL \$45,453.39.

I.M.R.F. FUND: Property Taxes 30,977.32, Non-Current Property Taxes 6.15 Interest 0.50, TOTAL \$30,983.97.

LIABILITY INSURANCE FUND: Property Taxes 8,178.97, Non-Current Property Taxes 1.76 Interest 0.14, TOTAL \$8,180.87.

SOCIAL SECURITY FUND: Property Taxes 27,833.67, Non-Current Property Taxes 5.71 Interest 0.45, TOTAL \$27,839.83.

SPECIAL RESERVE FUND: Interest 11.31, TOTAL \$11.31.

WORKING CASH FUND: Interest 0.15, TOTAL \$0.15.

BOND FUND: BOND Property Taxes 247,845.74, Non-Current Property Taxes 36.80 Interest 213.63, TOTAL \$248,096.17.

TOTAL RECEIPTS ALL FUNDS: \$1,935,781.47

DISBURSEMENTS BY FUND

CORPORATE FUND: NET PAYROLL: 692,574.14, VENDORS: A.M. Best Company 2,377.90 AAI 29.00 Accountemps 13,013.03 AccuCut 63.00 Adler & Associates 281.76 Adult Reading Round Table 25.00 Affordable Library Products 2,616.00 Alarm Financial 120.00 Alldata 1,500.00 Alternative Energy Solutions, Ltd. 359.00 American Library Association 160.20 Apple Books 3,813.18 Asher, Jay 2,386.70 Asimakopoulos, Jennifer 23.92 AT&T 1,923.09 AtoZ Databases 3,960.00 AudioGo 2,718.10 Aurico 233.00 Baker & Taylor 74,619.42 Baker & Taylor (video) 18,176.18 Baldwin Cooke 143.01 Bank of America 35,582.07 Barnes & Noble, Inc. 217.90 Barrett, Kathryn 50.00 Bayscan Technologies 1,073.10 Blue Cross Blue Shield 43,812.09 Bibliotheca ITG LLC 6,497.84 Birmingham, Laura 103.53 Bittman, Bridget 530.00 Blackstone Audio, Inc. 20.00 BookBrowse LLC 675.00 BookLetters 1,500.00 Branham, Liz 60.10 Bukovac, Jamie 399.00 Burr Ridge Park District 120.55 Cabreana Audio Group 1,152.32 Cambridge University Press 46.40 Cannon Business Solutions 1,474.86 Career Vision 50.00 Carlson, Elizabeth 100.00 Case Lots Inc. 2,908.90 CCH 103.49 CDW Government 291.14

Center Point Large Print 886.77 Chicago Sun-Times 101.40 Chicago Tribune 308.75 City of Darien 50.00 Cochran, Judith 240.63 Colonial Life 283.92 Comcast 771.40 Compass Group USA 150.00 Constant Contact 126.00 Consumers' Checkbook 150.00 Cook County Clerk 10.00 Cosmopolitan Building Services 34,471.25 CSAAGSI 31.00 Current Technologies 6,000.00 DAC 8,061.00 Darien Chamber of Commerce 100.00 Darien Police Department 300.00 Deluxe 44.28 DEMCO 5,637.71 Displays2go 256.46 Diverse Media, Inc. 245.45 Dow Theory Forecasts 159.00 Downers Grove South High School 180.00 Dzierzbicki, Monica 87.50 EBSCO 7,400.00 EFTPS 155,429.70 Ehlers 97.50 Ellison Educational Equipment, Inc. 305.00 Eriksen, Jody 175.00 Evanced Solutions 552.50 Faronics Technologies USA Inc. 1,566.50 FedEx 7.68 Fire & Security Systems 456.00 Fox Valley Fire & Security 649.15 Frank Electric Co. 929.00 Franz, Barbara 12.20 Gale 9,737.81 Garvey's Office Products 2,796.15 Gaylord Bros., Inc. 705.97 General Revenue 352.50 German, Bill 300.00 Grainger 1,263.61 Grey House Publishing, Inc. 3,995.00 Guardian 3,320.59 Guest, Laurie 500.00 Hayman, Ruth 170.84 Heritage House Florist 59.99 Highsmith 82.80 Hinsdale Bank & Trust Co. 120.00 Hinsdale South High School 45.00 Hinsdale South High School Stinger 140.00 ID Label 337.50 IL Dept of Revenue 40,990.45 Illinois Library Association 75.00 Illinois Secretary of State 10.00 Image Systems 1,341.70 IMRF 55,797.96 Indian Prairie Library Foundation 530.00 Information Today, Inc. 366.05 Ingram Library Services 160.98 Innovation Experts 11,820.19 Investor's Business Daily 329.00 J & H Décor 110.00 JanWay Company USA, Inc. 558.00 JavaSmart USA LLC 473.65 Jensen, Shirley P 67.50 Joynt, Sarah 377.71 Kapco 1,454.81 Kennedy-Webster Electric Co. 435.86 King, Gary A. 2.00 Kline, Cindy 28.20 Kroeschell Service 10,862.60 LACONi 171.00 LACONi-CSS 45.00 LACONi-OPP 31.00 LACONi-RASS 45.00 LACONi-YSS 60.00 Lakeshore Learning Materials 100.81 LearningExpress, LLC 4,736.70 Legacy Girls 500.00 LexisNexis Matthew Bender 129.08 Library Display Design Systems 181.59 LIMRiCC 1,754.61 Lincoln National Life 458.37 Liu, Yang 15.00 Magic Dreams Publishing 20.54 Management Association 835.00 Mango Languages 3,150.00 Mason Crest Publishers 304.27 Maul Enterprises, Inc. 6,876.00 Meade, Kathy 75.00 Megaridis, Crystal 150.00 Mergent, Inc. 1,641.00 Michalak, Ellen 469.00 Micro Center 157.95 Midwest Tape 10,056.62 Modern Gaelic Productions 50.00 Morningstar 3,272.50 Movie Licensing USA 100.00 MPS 306.55 Myers-Briggs 10,910.00 Naisbitt, Patricia 134.00 Nationwide Retirement 7,930.00 NCPERS Group Life 512.00 Near West Youth Services 25.00 Neiman, Ryan 200.00 New Readers Press 331.18 Nickolaou, Diane 80.73 Nicor 4,003.03 Niels, Christine 260.40 Ollis Book Corporation 1,459.50 OverDrive 3,726.95 P. J. Kenedy & Sons 26.95 Palmisano, Stacy. 37.74 PC Mall 60.82 Peregrine, Stime, Newman, Ritzman & Bruck 990.00 Petty Cash 771.56 Pexagon Technology 264.50 Phillip's Interior Plants 1,505.00 PitneyBowes 330.00 Professional Library Lift Movers 885.00 Quill 3,881.52 Random House 3,085.79 Record Information Services, Inc. 769.00 Recorded Books, LLC 7,800.64 Reid, Richard J. 420.00 Reinventing Space 250.00 Research Technology International 599.75 Rogers Vending 945.25 Rosen Publishing 623.45 Rubberdisc 510.50 Runco 1,253.11 Sage Publications, Inc. 186.41 Salgado, Andrew 400.00 Scholastic Library Publishing 754.27 ScotPress Printing 1,328.11 Sebert Landscaping 3,588.00 Sergiyenko, Gennady 50.00 Seton Identification Products 59.88 SFG Service Forms and Graphics, Inc. 237.80 Sheehan, Debbie 151.46 Showcases 240.57 Speciality Mat Service 574.90 Specialty Store Services 253.21 Standard & Poor's Financial Services, LLC 5,751.78 State Fire Marshal 70.00 Stevanovich, Linda 158.96

Stovall, Ann 200.48 Suburban Life Med 42.00 Sun-Times Media 988.80 SWAN  
 31,661.15 Team One Repair, Inc. 736.74 The Book Farm 526.28 The Child's  
 World 599.55 The Great Courses 249.65 The Mailbox Yearbook 79.90 The  
 McGraw-Hill Companies 2,918.12 The Penworthy Company 2,858.41 The  
 Professional Store Design 2,879.43 The Risk Management Association 330.00  
 Three Scale Strategy 1,188.00 ThyssenKrupp Elevator 1,631.08 Today's  
 Business 900.00 Trapp, Sandra 195.00 TV Weekly 39.00 U.S. Postal Service  
 (Postage-By-Phone) 2,000.00 Unique Books, Inc. 1,490.62 Unique Management  
 474.35 United States Postal Service 3,358.72 US Bank 1,251.92 USA Today  
 208.00 Value Line Publishing, Inc. 3,100.00 Vantagepoint 12,675.00  
 VISOgraphic 7,897.75 Von Zee, Kelly 81.56 VSP Vision 495.20 West Payment  
 Center 291.48 Weston Woods Studios 149.75 Willowbrook/Burr Ridge  
 Chamber of Commerce 185.00 Wlosinski, Maria 13.88 Wolper Information  
 Services 11,698.91 Wolsky, Mary-Jo 2,363.77 Woodridge Public Library  
 18.61 Wordinger, Debra 395.99 World Book School and Library 2,015.29  
 Zabel, Brian & Associates, PC 2,850.00 VENDORS PAID UNDER 1.00:  
 175.00, TOTAL: \$1,499,131.79

BUILDING & MAINTENANCE FUND: BOA 265.46 Call One 3,846.38 CM Financial  
 Corp 99.00 Constellation 7,748.68 Current Technologies 19,514.77 DuPage  
 County Public Works 1,965.75, Exelon Energy Corp. 16,943.14, Frank  
 Electric Company 649.00 Groot Industries 1,299.26 Siebert Enterprises  
 180.00 The Professional Store Design 2,879.42 TOTAL: \$55,390.86.

I.M.R.F. FUND: Illinois Municipal Retirement 61,752.29, TOTAL:  
 \$61,752.29.

LIABILITY INSURANCE FUND: LIMRiCC 1,000.00 Myers-Briggs & Company Inc.  
 14,060.00, TOTAL: \$15,060.00.

SOCIAL SECURITY FUND: EFTPS 55,538.98, TOTAL: \$55,538.98.

BOND FUND: The Bank of New York Mellon 473,122.50, TOTAL: \$473,122.50.

TOTAL DISBURSEMENTS ALL FUNDS: \$2,159,996.42

CASH AND INVESTMENTS AS OF DECEMBER 31, 2012: \$2,964,393.85

THE FOREGOING TO THE BEST OF MY KNOWLEDGE IS A TRUE AND CORRECT STATEMENT  
 OF RECEIPTS AND DISBURSEMENTS OF THE INDIAN PRAIRIE PUBLIC LIBRARY  
 DISTRICT FOR THE FISCAL PERIOD JULY 1, 2012 THROUGH DECEMBER 31, 2012.

\_\_\_\_\_  
 Marian Krupicka, TREASURER

SUBSCRIBED AND SWORN TO BEFORE ME, A NOTARY PUBLIC THIS 16th DAY OF  
 January 2013

NOTARY PUBLIC

Employees paid during the fiscal period July 1, 2012 through December 31, 2012:

Asimakopoulos, Jennifer A. Sr. Reference Librarian 24,619.50, Barnett, Geri L., Tech Services Assistant 4,176.00, Beggs, Vera H. Reference Librarian 1,310.93, Birmingham, Laura N. Assistant Director 40,702.50, Blesy, Harold H. Administrative Technical Assistant 200.73, Bortman, Priscilla L. Circulation Services Assistant 261.60, Borucki, Christine K. Custodian/Security Monitor 16,473.01, Boyer, Barbara A. Circulation Services Assistant 6,002.08, Brozek, Terri L. Circulation Services Assistant 5,726.27, Bukovac, Jamie P. Director 53,751.82, Bunn, David L. Technology Assistant 13,497.76, Butcher, Brett A. Technology Assistant 6,615.29, Cano, Marybeth Youth Services Page 3,008.37, Cartwright, Karen J. Circulation Services Assistant 5,811.87, Cerkanowicz, Barbara A. Youth Services Page 3,089.89, Chiligris-Nickolaou, Diane L. Technical Services Supervisor 13,642.22, Cochran, Judith J. Youth Services Librarian 15,301.75, Cosmas, Amelia T. Circulation Services Assistant 1,560.00, Cox, Nancy Youth Services Assistant 10,366.13, Czuba, Patricia A. Interlibrary Loan Supervisor 12,223.62, Dangles, Joyce D. Circulation Services Assistant 6,616.35, Deucher, Suzanne Adult Services Librarian 21,045.78, Dzierzbicki, Monica A. Youth Services Department Head 30,719.28, Egglar, Elliot M. Security Monitor 6,147.44, Eisenschenk, Kimberly Circulation Services Assistant 5,036.31, Erickson, Holly T. Youth Services Page 354.00, Fank, Susan C. Technical Services Assistant 15,596.35, Fujiura, Mieko A. Circulation Services Supervisor 14,520.34, Glenn, Hugh W. Computer/Magazine Assistant 9,655.85, Graziani, Gail M. Adult Services Assistant 7,784.86, Grob, Anna M. Circulation Assistant/Page 2,722.03, Gronlund, David P. Circulation Services Assistant 2,639.32, Guldberg, Barbara A. Circulation Services Assistant 7,125.12, Hahn, Jeanette C. Circulation Services Page 4,568.59, Hartney, Jane S. Youth Services Assistant 17,808.94, Hays, Holly Adult Services Page 2,362.76, Hinkley, Anna M. Technical Services Assistant II 7,884.40, Jensen, Shirley P. Senior Reference Librarian 33,636.00, Johnson, Gail A. Circulation Services Supervisor 12,937.64, Jovien, Ashley G. Youth Services Page 2,556.71, Joynt, Sarah K. Senior Youth Services Librarian 26,830.52, Kitley, Nicolette F. Circulation Page 3,836.41, Kline, Cynthia L. Readers Advisory Assistant 7,009.71, Komperda, Patricia A. Circulation Services Assistant 5,178.62, Koprowski, Ariel Adult Services Page 2,579.73, Kraft, Albert W. Circulation & ILL Page 69.44, Krekelberg, Mary L. Reference Librarian 28,690.50, Kruski, Jason T. Security Monitor 4,173.69, Lafayette, Luella Circulation Services Supervisor 3,484.43, Lazarski, Carol R. Computer/Magazine Assistant 6,101.42, Leja, Patricia L. Circulation Services Assistant 6,106.24, Lipowski, Nadine V. Circulation Services Assistant 4,773.92, Lippencott, Suzanne H. Youth Services Librarian 5,753.11, Liu, Julie S. Computer/Magazine Assistant 5,685.76, Maher, Sandra L. Senior Reference Librarian 1,203.01, McKee,

Sandra P. Youth Services Assistant 1,016.57, Meronek, Gregory  
Interlibrary Loan Page 4,007.94, Milewski , Robert J. Circulation Page  
4,072.46, Mommsen, Joan B. Reference Librarian Substitute 5,992.01,  
Monkus, Sally A. Readers Advisory Assistant 7,120.99, Niels, Christine E.  
Marketing/Public Information Coordinator 21,815.28, O'Connell , Nila J.  
Circulation Services Assistant 5,838.92, Palicz, Kimberly A. Circulation  
Services Assistant 5,728.80, Palmisano, Stacy Administrative Assistant  
6,946.86, Papaurelis, Theresa A. Graphic Artist 4,660.72, Paxson, Mary  
K. Readers Advisory Assistant 8,606.59, Pierce , Nicole D. 1,726.63,  
Piotrowski, Lucille A. Readers Advisory Assistant 6,320.99, Poluektova,  
Yulia V. Youth Services Page 3,826.39, Popowitch, Joseph A. Reference  
Librarian 26,899.96, Raffenetti, Mimi A. Reference Librarian 938.16,  
Ramirez, Martha Technical Services Assistant 7,806.15, Roman, Linda E.  
Adult Services Page 2,883.85, Roy, Nancy E. Administrative Office  
Coordinator 8,068.50, Rusthoven, Christine D. Youth Services and  
Reference Librarian 834.93, Schueren, Mary J. Readers Advisory Assistant  
8,164.37, Seli , Kenneth S. Youth Services Assistant 2,662.08,  
Shackleton, Carol A. Circulation Services Assistant 10,625.16, Sheehan,  
Deborah A. Circulation Services Department Head 33,881.38, Smith, Sarah  
E. Computer/Magazine Assistant 4,901.46, Smith, Tina L. Adult Services  
Page 2,214.91, Sobun, Mary Lynn C. Youth Services Page 3,247.26, Spiewak  
, Gina L. 1,412.57, Stevanovich, Linda D. Youth Services Assistant  
8,730.63, Stovall, Ann M. Technical Services Department Head 36,911.91,  
Stranski , Corrine Youth Services Assistant 529.12, Stuart {chk},  
Elizabeth C. Adult Services Page 2,948.37, Tagney, Kimberly A.  
Circulation Services Assistant 5,551.28, Thompson , Cynthia A. Adult  
Services Page 2,847.12, Thurman, Deidre L. Circulation Services Assistant  
8,851.42, Tucker, Denise C. Readers Advisory Assistant 6,357.18, Vlasko-  
Vlasova, Galina S. Youth & Adult Services Page 1,152.44, Von Zee, Kelly  
M. Youth Services Librarian 15,905.49, Washington, Livonia Circulation  
Services Assistant 3,197.72, Watts, William T. Circulation Services Page  
3,550.63, Witczak , Geraldine Adult Services Page 3,395.50, Wlosinski ,  
Maria A. Administrative Assistant 8,182.29, Wolsky, Mary-Jo B. Youth  
Services Assistant 8,143.45, Wordinger, Debra L. Adult Services  
Department Head 41,137.77, Yang, Man Hua Adult & Circulation Services  
Page 8,581.99, Zinoveva, Natalya Circulation Services Page 4,878.13;  
GROSS PAYROLL TOTAL \$934,610.25

Corporate Resolution #2013-A

For: Indian Prairie Public Library  
Health Reimbursement Arrangement

**Certificate of Corporate Resolution**

The undersigned Secretary of Indian Prairie Public Library (the Employer) hereby certifies that the following resolutions were duly adopted by the Employer on 1/16/2013, and that such resolutions have not been modified or rescinded as of the date hereof:

RESOLVED, that the form of Health Reimbursement Arrangement Plan effective 1/1/2013, presented to this meeting is hereby approved and adopted and that the duly authorized agents of the Employer are hereby authorized and directed to execute and deliver to the Administrator of the Plan one or more counterparts of the Plan.

RESOLVED, that the Administrator shall be instructed to take such actions that are deemed necessary and proper in order to implement the Plan, and to set up adequate accounting and administrative procedures to provide benefits under the Plan.

RESOLVED, that the duly authorized agents of the Employer shall act as soon as possible to notify the Employees of the Employer of the adoption of the Health Reimbursement Arrangement Plan by delivering to each Employee a copy of the summary description of the Plan in the form of the Summary Plan Description presented to this meeting, which form is hereby approved.

The undersigned further certifies that attached hereto as Parts A, B, and C respectively, are true copies of the Health Reimbursement Arrangement Plan and Summary Plan Description approved and adopted in the foregoing resolutions.

\_\_\_\_\_  
Secretary/Principal

\_\_\_\_\_  
Date

**PLAN SPONSOR ACCEPTANCE OF RESPONSIBILITY**

PLEASE SIGN BELOW TO ACKNOWLEDGE YOUR ACCEPTANCE OF RESPONSIBILITY  
FOR THE CONTENTS OF THIS DOCUMENT

We, the Plan Sponsor, recognize that we have full responsibility for the contents of the document and that, while others may have assisted in the preparation of the document, we are responsible for the final text and meaning. We further certify that the document has been fully read, understood, and describes our intent with regard to our flexible benefit Plan.

**IMPORTANT: THIS DOCUMENT IS NOT INTENDED TO BE LEGAL OR TAX ADVICE.**

Laws regarding Section 105 & 106 plans are detailed and complex and include many exceptions and special rules. Legal advice is recommended and may be necessary when special circumstances occur that are not addressed or cannot be resolved via this document.

**Plan Sponsor:**

\_\_\_\_\_

Signed (authorized representative of Plan Sponsor)

Date

**RETURN A COPY OF THIS SIGNED FORM TO:**

Documentation Administration Corporation (DAC)  
125 West Orchard Street  
Itasca, IL 60143



**ADOPTION OF THE DOCUMENT**

**Adoption and Purpose of the Plan**

The Plan Sponsor hereby adopts and creates by this document a plan (the "Plan") to provide certain benefits for eligible Employees of the Employer. The benefits provided by the Plan include the following:

Health Reimbursement Arrangement

**Governing Laws**

It is intended that the Plan Document will serve to describe the nature, funding and benefits of the Plan. It is also intended that the Plan will conform to the requirements found in: (1) Section 105 & 106 of the U.S. Internal Revenue Code, and (2) the Employee Retirement Income Security Act of 1974 (ERISA), as amended from time to time, as that act may apply to benefits included in Section 105 & 106 Health Reimbursement Arrangement plans. If any portion of the Plan does now, or in the future, conflict with any IRS, ERISA or federal regulations which apply to this Plan, such regulations will govern.

To the extent not superseded by federal law, this Plan (and each component plan, unless otherwise required by law) will be governed, construed and administered in accordance with the laws of the State of IL.

**Participating Employers**

Employers participating in this Plan are as stated in the list of Participating Employers (see section entitled **General Plan Information**).

The Plan Sponsor may act for and on behalf of any and all of the Participating Employers in all matters pertaining to the Plan, and every act, agreement, or notice by the Plan Sponsor will be binding on all such Employers.

**Acceptance of the Plan Document**

IN WITNESS WHEREOF, the Plan Sponsor has caused this instrument to be executed, effective as of 1/1/2013.

Document Accepted By:

\_\_\_\_\_ (Plan Administrator)

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title of Authorized Representative

Health Reimbursement Arrangement Plan Document

For: Indian Prairie Public Library  
Health Reimbursement Arrangement

HEALTH REIMBURSEMENT ARRANGEMENT

INTRODUCTION

The Plan Sponsor, Indian Prairie Public Library (hereinafter called "Company" or "Employer") hereby establishes a self-funded medical expense reimbursement arrangement, the "Plan", to be effective as of the Effective Date 1/1/2013.

This Plan has been established to reimburse the eligible Employees of the Employer for the reimbursement of allowable medical deductible expenses incurred by them. It is intended that the Plan meet the requirements for qualification under Code Sec. 105, and that benefits paid Employees hereunder be excludible from their gross incomes by virtue of Sec. 105(b) and Sec. 106(a).

ARTICLE I  
DEFINITIONS

The following words and phrases as used herein shall have the following meanings, unless a different meaning is plainly required by the context:

- 1.1 "Adoption Agreement" means the separate agreement adopting the Employer's Plan.
- 1.2 "Affiliated Employer" refers to all employers that are connected to and/or associated with the hiring Employer that have adopted this Plan by signing the Employer's Adoption Agreement.
- 1.3 "Benefits" means the benefits provided for in the Employer's signed Adoption Agreement.
- 1.4 "Code" means the Internal Revenue Code of 1986, as amended.
- 1.5 "Company" means the Employer, or any affiliate or successor thereof that adopts this Plan pursuant to the terms of the Employer's Adoption Agreement. Such term also includes any other organization that is a member of a controlled group of businesses within the meaning of Code Sec. 414(b), (c) and (m) or any organization that is exempt from federal taxation under Code Sec. 501.
- 1.6 "Coverage Period" means the Plan Year, during which period the benefits provided by this Plan shall be available to a Participant hereunder.
- 1.7 "Dependent" means any individual who is a Qualifying Child or Qualifying Relative under Code Section 152 (as modified by Code Section 105(b)), as applicable. A Dependent also includes an adult child of a Participant who as of the end of the calendar year has not attained age 27. A child for purposes of this Section 1.7 means an individual who is a son, daughter, stepson, or stepdaughter of the

Participant, a legally adopted individual of the Participant, an individual who is lawfully placed with the Participant for legal adoption by the Participant, or an eligible foster child who is placed with the Participant by an authorized placement agency or by judgment, decree, or other order of any court of competent jurisdiction. Notwithstanding anything in the Plan to the contrary, the Plan will comply with Michelle's Law.

**1.8 "Effective Date"** means the Effective Date in the Employer's Adoption Agreement.

**1.9 "Eligible Individual"** means an Eligible Employee or Dependent who: (a) is covered under a qualifying High-Deductible Health Plan, in accordance with requirements set forth under Code Section 223(c)(2); (b) is not an individual that may be claimed as a Dependent by another person for tax purposes, under Code Section 151; (c) meets other applicable testing period requirements set forth under Code Section 223 generally; and (d) is not covered under any other health plan, with the exception of any policy or program that only provides coverage for the following:

- (a) Accidents;
- (b) Disability;
- (c) Dental;
- (d) Vision;
- (e) Long-term care;
- (f) Or other "permitted insurance" defined under Code Section 223(c)(3), as otherwise amended from time to time, including insurance for a specified disease or illness.

**1.10 "Eligible Medical Expenses"** means those expenses incurred by the Employee, or the Employee's Spouse or Dependents that are eligible for reimbursement, as determined by the Employer's Adoption Agreement and in accordance with Article IV, and are otherwise allowable as deductions under Code Secs. 105 and 213 (without regard to the limitations contained in Code Sec. 213(a)) and any accompanying regulations or other applicable Treasury guidance information. For purposes of this Plan, an expense is "incurred" when the Participant or beneficiary is furnished the medical care or services giving rise to the claimed expense. However, the following shall not be considered as being eligible expenses:

- (a) an illness or injury (or aggravation of an illness or injury) incurred by an Employee during a period of duty with the Uniformed Services.
- (b) a medical expense incurred before the Plan is in existence.
- (c) medical expenses incurred before the employee first becomes enrolled in the Plan.

**1.11 "Employee"** means an individual described within the Employer's Adoption Agreement as being eligible to participate in this Plan. However, the term employee does not include a "self-employed individual", as defined in Code Sec. 401(c).

1.12 "Employer" means the Plan Sponsor and any Affiliated Employer which is listed on the Employer's Adoption Agreement; provided, however, that the Plan Sponsor retains authority as Plan Administrator for all purposes under the Plan and retains sole authority to amend or terminate the Plan in accordance with Article VIII, without the approval of any Affiliated Employer which has adopted the Plan.

1.13 "Entry Date" means the Effective Date provided for in the Plan Entry Date provision of the Employer's Adoption Agreement.

1.14 "ERISA" means the Employee Retirement Income Security Act of 1974, as amended.

1.15 "FMLA" means the Family and Medical Leave Act of 1993 (29 USCS Section 2601 et seq.).

1.16 "FMLA Leave" means a leave of absence that the Company is required to extend to an Employee under the provisions of the FMLA.

1.17 "Health Savings Account" means an account established and maintained by the Plan in accordance with Code Section 223(d) to which part of any Eligible Employee's Flexible Benefits Plan Dollars may be allocated and from which all HSA Medical Expenses may be reimbursed or otherwise distributed as otherwise set forth herein.

1.18 "Highly Compensated Employee" means, for the purposes of determining discrimination, an Employee described in Code Section 105(h) and the Treasury regulations thereunder.

1.19 "Participant" means any Employee who has met the eligibility requirements set forth in Article II.

1.20 "Plan" means this instrument, including all amendments and attachments thereto.

1.21 "Plan Administrator" means the "plan sponsor" identified in the Employer's Adoption Agreement, or any person or other third party appointed by the Company who has the authority and responsibility to manage and direct the operation and administration of the Plan.

1.22 "Plan Year" means the annual accounting period of the Plan as set out in the Employer's Adoption Agreement.

1.23 "Qualified HSA Distribution" means a direct distribution of an allowable amount from a Health Reimbursement Arrangement, as otherwise allowable based on the Employer's signed Adoption Agreement and as otherwise applicable under the Code, to an Eligible Individual's Health Savings Account.

1.24 "Retiree" means those terms as defined in the Employer's Adoption Agreement.

1.25 "Spouse" means an individual who is legally married to a Participant, but shall not include an individual separated from the Participant under a legal separation decree.

1.26 "Uniformed Services" means the Armed Forces, the Army National Guard, and the Air National Guard when engaged in active duty for training, inactive duty training, or full-time National Guard duty, the commissioned corps of the Public Health Service, and any other category of persons designated by

the President of the United States in time of war or emergency.

All other defined terms in this Plan shall have the meanings specified in the various Articles of the Plan in which they appear.

**ARTICLE II  
ELIGIBILITY**

**2.1 General requirements**

Any Employee of the Employer and its Affiliates who meets the eligibility requirements specified in the Employer's Adoption Agreement shall be eligible to participate in the Plan on the Plan Entry Date specified in the Employer's Adoption Agreement (or the Effective Date of the Plan, if later). An Employee may remain eligible to participate in the Plan under other coverage continuation circumstances stated within Article V below.

**2.2 Reentry after Uniformed Service Duty**

No reentry eligibility requirements will be imposed on any Employee who returns to active employment within 30 days of completing a period of absence from employment for duty in the Uniformed Services.

**2.3. Termination of a Participant's Coverage**

Except as provided in Article V, coverage of a Participant shall terminate automatically on the date—

- (a) the Participant terminates his employment;
- (b) he is no longer in a class of Employees that is eligible for Plan coverage;
- (c) of the Participant's death; or
- (d) of termination of this Plan.

**2.4. Termination of Coverage of an Eligible Dependent**

Except as provided in Article V, an Eligible Dependent's coverage shall terminate—

- (a) on the dates described in Section 2.3, as if the references to "Participant" were to "Eligible Dependent";
- (b) for an Eligible Dependent other than the Spouse of a Participant, when an individual who had been an Eligible Dependent no longer qualifies as such.

2.5. Certificates of Coverage

The Plan normally will provide a Certificate of Coverage to any Participant or Dependent automatically after the individual loses coverage in the Plan. For the applicable timeframes when the Participant or Dependent has the right to elect Continuation Coverage, see Article V. In addition, a Certificate will be provided upon request, if the request is made within 24 months after the individual loses coverage under the Plan. In that case, the Certificate will be provided at the earliest time that the Plan, acting in a reasonable and prompt fashion, can furnish it. In either case, the Certificate will contain the following information:

- (a) the date the Certificate was issued;
- (b) the name of the group health plan that provided the coverage;
- (c) the name of the Participant or Dependent to whom the certificate applies;
- (d) the name, address, and telephone number of the plan administrator or issuer providing the certificate;
- (e) a telephone number for further information (if different);
- (f) either (i) a statement that the Participant or Dependent has at least 18 months (546 days) of Creditable Coverage, not counting days of coverage before a Significant Break in Coverage (which means a period of 63 or more consecutive days during all of which an individual did not have any Creditable Coverage, exclusive of waiting periods and affiliation periods); or (ii) the date any waiting period (and affiliation period, if applicable) began and the date Creditable Coverage began; and
- (g) the date Creditable Coverage ended, unless the Certificate indicates that coverage is continuing as of the date of the Certificate.

If the Plan is requested to provide a Certificate for a Dependent, the Plan will make reasonable efforts to obtain and provide that person's name. The Plan will not issue an automatic Certificate for Dependents until the Plan has reason to know that a Dependent has lost coverage under the Plan.

For these purposes: (1) "Certificate of Coverage" means a written certification of the period of creditable coverage of the individual under the Plan and the coverage (if any) under COBRA continuation described in Article V, and the waiting period (if any) (and affiliation period, if applicable) imposed with respect to the individual for any coverage under this Plan; and (2) "Creditable Coverage" means prior medical coverage that an individual had from any of the following sources: a group health plan (including this Plan), health insurance coverage, Medicare, Medicaid, medical and dental care for members and former members of the Uniformed Services and their dependents, a medical care program of the Indian Health Service or a tribal organization, a state health benefits risk pool, certain other state-sponsored arrangements established primarily to provide medical benefits to persons who have difficulty in obtaining affordable coverage because of a medical condition, a health plan offered under the Federal Employees Health Benefits Program, a public health plan, or a health benefit plan under the Peace Corps Act.

**ARTICLE III  
AMOUNT OF BENEFITS**

**3.1 Annual Benefits Provided by the Plan**

Each Participant shall be entitled to reimbursement for his documented, Eligible Medical Expenses incurred during the Plan Year in an annual amount not to exceed the amount specified on the Employer's Adoption Agreement and in accordance with the payment ordering rules, which determine whether benefits are paid under this Plan before or after some other plan or reimbursement arrangement.

**3.2 Cost of Coverage**

With the exception of coverage continuation situations under Article V below, the Employer shall bear the entire expense of providing the benefits set out in Section 3.1.

**ARTICLE IV  
PAYMENT OF BENEFITS**

**4.1 Eligibility for Benefits**

Each Participant in the Plan shall be entitled to a benefit hereunder for all Eligible Medical Expenses incurred by the Participant on or after the effective date of his or her participation, (and after the effective date of the Plan) subject to the limitations contained in Article IV, below, regardless whether the mental or physical condition for which the Participant makes application for benefits under this Plan was detected, diagnosed, or treated before the Participant became covered by the Plan.

**4.2 Claims for Benefits**

No benefit shall be paid hereunder unless a Participant has first submitted a written claim for benefits to the Plan Administrator on a form specified by the Plan Administrator, or pursuant to the procedures set out in Article VII, below. Upon receipt of a properly documented claim, the Plan Administrator shall pay the Participant the benefits provided under this Plan as soon as is administratively feasible. A Participant may submit a claim for reimbursement for an Eligible Medical Expense arising during the Plan Year at any time during the period that begins when the expense is incurred.

The Participant may not submit a claim that is attributable to a deduction under Section 213 for any prior taxable year or any claim that was incurred before the individual became eligible for coverage under this Plan, or which has already been paid through any other health insurance plan, Section 125 "cafeteria" plan, or other similar medical expense reimbursement arrangement.

**4.3 Required Information**

Each Participant's claim for benefits shall contain a written statement containing the following information:

- (a) the person or persons on whose behalf Eligible Medical Expenses have been incurred;
- (b) the nature of the expenses so incurred; and
- (c) the amount of the requested reimbursement;
- (d) a statement that such expenses have not otherwise been paid through insurance or reimbursed from any other source.

**4.4 Termination of Benefits**

Unless coverage is continued in accordance with Article V, coverage under this Plan shall cease immediately upon any of the following events:

- (a) a Participant is no longer employed by the Company;
- (b) a Participant fails to return to active employment with the Company at the earlier of (i) the end of an FMLA Leave or (ii) the date the Participant who is on FMLA leave gives notice to the Company of an intent not to return to active employment; or
- (c) the Participant fails to continue to fulfill the eligibility requirements as otherwise set forth herein.

Such Participant shall have the right to submit a claim for reimbursement, and receive benefits hereunder, for any Eligible Medical Expense arising during the Coverage Period at any time prior to the expiration of the earlier of: (1) 30 days following the date the Participant ceased their employment or eligibility; or (2) the end of the 90-day period following the close of the Plan Year in which the expense arose.

**4.8 Family and Medical Leave Act of 1993**

Notwithstanding any provision to the contrary in this Plan, if a Participant goes on a qualifying unpaid leave under the Family and Medical Leave Act of 1993 (FMLA), to the extent required by the FMLA, the Employer will continue to maintain the Participant's benefits under this Plan on the same terms and conditions as though he were still an active Employee, although the Employee may be responsible for the incremental cost of coverage continuation during such leave period (i.e., the Employee will remain eligible under the Plan to the extent the Employee opts to continue his coverage during the FMLA Leave period). If the Employee opts to continue his coverage, the Employee may pay his share of the applicable premium through whatever arrangements that are agreed upon between the Employee and Employer, as subsequently administered by the Administrator (e.g., based on the Employer's direction, the Administrator may fund coverage during the leave and withhold "catch-up" amounts upon the Employee's return). Upon return from such leave, the Employee will be permitted to



re-enter the Plan on the same basis the Employee was participating in the Plan prior to his leave, or as otherwise required by the FMLA.

Furthermore, if a Participant goes on a qualifying paid leave under the FMLA, to the extent required by the FMLA, the Employee will continue coverage while on FMLA by the method normally used during any paid leave.

**ARTICLE V**  
**CONTINUATION COVERAGE**

**5.1 Continuation Coverage after Termination of Normal Participation**

During any Plan Year during which the Employer has more than twenty (20) employees (including persons who are considered to be "employees" within Code Sec. 401(c), directors, and independent contractors to the extent that any of the three categories is eligible to participate in this Plan), each person who is a Qualified Beneficiary shall have the right to elect to continue coverage under this Plan upon the occurrence of a Qualifying Event that would otherwise result in such person losing coverage hereunder. Such extended coverage under the plan is known as "Continuation Coverage."

**5.2 Who is a "Qualified Beneficiary"**

A "Qualified Beneficiary" is any person who, as of the day before a Qualifying Event, (a) an Employee of the Employer (including persons who are considered to be "employees" within Code Sec. 401(c), directors and independent contractors) covered under the Plan as of such day (such persons are called "Covered Employees"), (b) the Spouse of the Covered Employee, or (c) a Dependent of the Covered Employee. (For these purposes, a Spouse or other Dependent is called a "Covered Dependent.") A Covered Employee can be a Qualified Beneficiary only if the Qualifying Event consists of termination of employment (for any reason other than gross misconduct), or reduction of hours of the Covered Employee's employment. A retiree or other former Employee actively participating in the Plan by reason of a previous period of employment will be treated as a "Qualified Beneficiary".

**5.3 Who is not a "Qualified Beneficiary"**

A person is not a Qualified Beneficiary if, as of such day, either the individual is covered under the Plan by virtue of the election of continuation coverage by another person and is not already a Qualified Beneficiary by reason of a prior Qualifying Event, or is entitled to Medicare coverage under Title XVIII of the Social Security Act. Furthermore, an individual who fails to elect Continuation Coverage within the election period provided in Section 5.7, below, shall not be considered to be a Qualified Beneficiary.

**5.4 What is a "Qualifying Event"**

Any of the following is a "Qualifying Event":

- (a) Death of a Covered Employee.
- (b) Termination (other than by reason of gross misconduct) of the Covered Employee's employment or reduction of hours of employment below any minimum level of hours required for participation herein. In the case of a Covered Employee who:
  - (i) does not return to covered employment at the end of an FMLA leave, the Qualifying Event of termination occurs on the *earlier* of the last day of the FMLA

Leave or the date that the Employee notifies the Company of the intention not to return to active employment, or

- (ii) is absent more than 31 days due to a period of duty with the Uniformed Services, the Qualifying Event occurs on the first day of such absence.
- (c) Divorce or legal separation of a Covered Employee from the Employee's Spouse.
- (d) A Covered Employee's becoming eligible to receive Medicare benefits under title XVIII of the Social Security Act.
- (e) A dependent child of a Covered Employee ceasing to be a Dependent.
- (f) Retirement of the employee.

### 5.5 What Benefit Is Available under Continuation Coverage

Each person who is eligible to elect to continue coverage under Article V shall have the right to submit claims for eligible medical expenses equal to the unused reimbursement amount remaining at retirement or other termination of employment as well as reimbursement for any additional contributions made in accordance with the applicable COBRA election. If the employee elects COBRA (Consolidated Omnibus Budget Reconciliation Act of 1985) continuation coverage, then the Employer shall fund the account as provided in Section 5.12. Amounts paid will be reduced by any administrative costs for continuing such coverage.

### 5.6 Notice Requirements

- (a) When an Employee becomes covered under this Plan, the Plan Administrator must inform the Participant (and spouse, if any) in writing of the rights to continued coverage, as described in Article V.
- (b) The Employer shall give the Plan Administrator written notice of a Qualifying Event within thirty (30) days of the occurrence thereof.
- (c) Within fourteen (14) days of receipt of the Employer's notice, the Plan Administrator shall furnish each Qualifying Beneficiary with written notification of the termination of regular coverage under the Plan, as well as a recital of the rights of any such Beneficiary to elect Continuation Coverage, as required by Code Sec. 4980B and ERISA Section 601, in accordance with the terms of this Plan.
- (d) In the case of a Qualifying Event described in Section 5.4(c) or (e), a Covered Employee or a Qualified Beneficiary who is a Spouse or Dependent of such Employee must notify the Plan Administrator within sixty (60) days of the occurrence thereof. The Plan Administrator shall give written notification of Conversion Coverage rights to any other affected Qualified Beneficiary within fourteen (14) days of receipt of the notice described in this Section 5.6(d). Notwithstanding any of the foregoing, notification to a Qualified Beneficiary who is a spouse of a Covered Employee is treated as notification

to all other Qualified Beneficiaries residing with that person at the time notification is made.

### 5.7 Election Period

Any Qualified Beneficiary entitled to Continuation Coverage shall have 60 days from the date of the notice required by Section 5.6, in the case of occurrence of a Qualifying Event, in which to return a signed election to the Plan Administrator indicating the choice to continue benefits under this Plan.

### 5.8 Duration of Continuation Coverage

- (a) Continuation Coverage shall extend for a period of 18 months after the date that regular coverage ends due to the Employee's termination of employment or reduction of hours of employment to a level that disqualifies him or her from participation in the Plan, or for a period of 29 months if the Social Security Administration (SSA) determines within the 18-month period that any Qualified Beneficiary was disabled during the first 60 days of Continuation Coverage. However, if the Covered Employee was entitled to Medicare benefits at the time of the Qualifying Event of his or her termination of employment or reduction of hours, each Covered Dependent shall be eligible to continue coverage for up to 36 months from the date the Covered Employee first became so entitled. For purposes of determining continuation coverage rights "entitlement" means actual enrollment for Medicare benefits.
- (b) In order to secure the extended coverage after a determination of disability, the disabled Qualified Beneficiary must notify the plan administrator of SSA's finding within 60 days of its issue. If, during the 18-month period, a subsequent Qualifying Event occurs, the Covered Employee and each other Qualified Beneficiary having Continuation Coverage shall be entitled to elect to continue coverage under the Plan for up to 36 months following the date coverage was originally lost due to termination of employment or reduction of hours.
- (c) In addition, 36 months of Continuation Coverage shall be available to: (i) the Employee's spouse who loses coverage under this plan by ceasing to be a "Dependent" (as defined in Section 1.7) by virtue of a divorce or legal separation; (ii) a dependent child of the Employee who loses coverage by ceasing to be a dependent as defined by Code Sec. 152; (iii) any Covered Dependent who loses coverage where the Qualifying Event is the Employee's death; (iv) any Covered Dependent, where the Employee's entitlement to Medicare benefits results in loss of coverage under this Plan; or (v) any of the Employee's Covered Dependents if the Qualifying Event is the Employer's entering bankruptcy proceedings (or 36 months from the Employee's death, if later). In no event, however, shall Continuation Coverage extend more than 36 months beyond the date of the original Qualifying Event.

### 5.9 Automatic Termination of Continuation Coverage

Continuation Coverage shall automatically cease if (a) the Employer no longer offers the Plan coverage to any of its employees, (b) the required premium for continuation coverage is not paid within

30 days of the date due, (c) an electing Beneficiary becomes covered under another group health plan, or (d) an electing Beneficiary becomes eligible to receive benefits under Medicare.

Upon the termination of the Continuation Coverage, the Plan will only reimburse the former employee for medical care expenses only up to an amount equal to the unused reimbursement expenses that were incurred prior to the end of the period in which eligibility for coverage continued. Claims for any benefits must also be made in accordance with Section 4.2.

**5.10 Continuation Coverage for Employees in the Uniformed Services**

For purposes of this Article V, an Employee is absent from work for more than 31 days in order to fulfill a period of duty in the Uniformed Services has a Qualifying Event as of the first day of the Employee's absence for such duty. Such an individual shall be treated as any other Qualified Beneficiary for all purposes of COBRA under this Article V. The Plan Administrator shall furnish the Employee a notice of the right to elect COBRA continuation coverage (as provided in Section 5.6) and shall afford the Employee the opportunity to elect such coverage (in accordance with Section 5.7), except the maximum period of coverage available to the Covered Employee and the Employee's Covered Dependents is the lesser of (a) 18 months beginning on the date of the employee's absence or (b) the day after the date on which the employee fails to apply for or return to active employment with the Employer.

**5.11 Premium requirements**

- (a) A Qualified Beneficiary who has elected Continuation Coverage under this Article V must pay a premium of 102% of the applicable premium for the period of coverage. In the case of an individual who is determined to have been disabled (as described in Section 5.8(b)), the premium for Continuation Coverage is 150% of the applicable premium for any month after the eighteenth (18th) month of Continuation Coverage, as described in Section 5.8.
- (b) The required premium for Continuation Coverage may, at the Qualified Beneficiary's election, be paid in monthly installments.
- (c) Premiums for Continuation Coverage become payable 45 days after the day on which the Qualified Beneficiary makes the initial election for Continuation Coverage.
- (d) "Applicable premium" means the incremented cost of providing the coverage under the Plan, up to the maximum reimbursement amount, as is provided to other similarly-situated non-COBRA beneficiaries.

**5.12 COBRA continuation coverage requirements**

If an employee elects COBRA continuation coverage, then the Employer fulfills the COBRA requirement as provided in Section 4980B by increasing the amount available to the Employee under the Plan by the same increment as similarly situated non-COBRA beneficiaries.

ARTICLE VI  
PLAN ADMINISTRATION

6.1 Allocation of Authority

Except as to those functions reserved within the Plan to the Employer or the Employer's board of directors (the "Board"), the Plan Administrator shall control and manage the operation and Administration of the Plan. The Plan Administrator shall have the exclusive right (except as to matters reserved to the Board by the Plan or which the Board may reserve to itself) to interpret the Plan and to decide all matters arising thereunder, including the right to remedy possible ambiguities, inconsistencies, or omissions. All determinations of the Plan Administrator or the Board with respect to any matter hereunder shall be conclusive and binding on all persons. Without limiting the generality of the foregoing, the Plan Administrator shall have the following powers and duties:

- (a) To require any person to furnish such reasonable information as it may request for the purpose of the proper administration of the Plan as a condition to receiving any benefits under the Plan;
- (b) To make and enforce such rules and regulations and prescribe the use of such forms as shall be deemed necessary for the efficient administration of the Plan;
- (c) To decide on questions concerning the Plan and the eligibility of any Employee to participate in the Plan, in accordance with the provisions of the Plan;
- (d) To determine the amount of benefits that shall be payable to any person in accordance with the provisions of the Plan; to inform the Employer, as appropriate, of the amount of such Benefits; and to provide a full and fair review to any Participant whose claim for benefits has been denied in whole or in part; and
- (e) To designate other persons to carry out any duty or power which would otherwise be a fiduciary responsibility of the Plan Administrator, under the terms of the Plan.

6.2 Provision for Third-Party Plan Service Providers

The Plan Administrator, subject to approval of the Board, may employ the services of such persons as it may deem necessary or desirable in connection with the operation of the Plan. The Plan Administrator, the Employer (and any person to whom it may delegate any duty or power in connection with the administration of the Plan), and all persons connected therewith may rely upon all tables, valuations, certificates, reports and opinions furnished by any duly appointed actuary, accountant, (including Employees who are actuaries or accountants), consultant, third party administration service provider, legal counsel, or other specialist, and they shall be fully protected in respect to any action taken or permitted in good faith in reliance thereon. All actions so taken or permitted shall be conclusive and binding as to all persons.

6.3 Fiduciary Liability

To the extent permitted by law, neither the Plan Administrator nor any other person shall incur any liability for any acts or for failure to act except for his own willful misconduct or willful breach of this Plan.

**6.4 Compensation of Plan Administrator**

Unless otherwise agreed to by the Board, the Plan Administrator shall serve without compensation for services rendered in such capacity, but all reasonable expenses incurred in the performance of his duties shall be paid by the Employer.

**6.5 Bonding**

Unless otherwise determined by the Board, or unless required by any Federal or State law, the Plan Administrator shall not be required to give any bond or other security in any jurisdiction in connection with the administration of this Plan.

**6.6 Payment of Administrative Expenses**

All reasonable expenses incurred in administering the Plan, including but not limited to administrative fees and expenses owing to any third party administrative service provider, actuary, consultant, accountant, attorney, specialist, or other person or organization that may be employed by the Plan Administrator in connection with the administration thereof, shall be paid by the Employer, provided, however that each Participant shall bear the monthly cost (if any) charged by a third party administrator for maintenance of his Benefit Account unless otherwise paid by the Employer.

**6.7 Funding Policy**

The Employer shall have the right to enter into a contract with one or more insurance companies for the purposes of providing any benefits under the Plan and to replace any of such insurance companies or contracts. Any dividends, retroactive rate adjustments, or other refunds of any type that may become payable under any such insurance contract shall not be assets of the Plan but shall be the property of, and shall be retained by, the Employer.

**6.8 Disbursement Reports**

The Plan Administrator shall issue directions to the Employer concerning all benefits which are to be paid from the Employer's general assets pursuant to the provisions of the Plan.

**6.9 Timeliness of Payments**

Payments shall be made as soon as administratively feasible after the required forms and documentation have been received by the Plan Administrator.

**6.10 Requirement that Participants Substantiate Reimbursable Expenses**

Each Participant must submit a written claim voucher to the Plan Administrator to receive reimbursements from the Plan on a form provided by the Plan Administrator, along with such evidence

as the Plan Administrator reasonably may deem necessary to substantiate the nature, the amount, and timeliness of any expenses that may be reimbursed. Year-end expense reimbursement claims must be submitted to the Plan Administrator within 90 days of the close of the Plan Year during which any such expense was incurred, in order to be eligible for reimbursement. Likewise, if a Participant terminates participation in the Plan, such Participant shall be entitled to submit to the Plan Administrator any claims for reimbursement for reimbursable expenses incurred up to the date that coverage ceases at any time prior to the expiration of the earlier of: (1) 30 days following the date the Participant ceased their employment or eligibility; or (2) the end of the 90-day period following the close of the Plan Year in which the expense arose.

**6.11 Periodic Account Statements**

The Plan Administrator shall, on a periodic basis, provide each Participant with a statement of his medical expense reimbursement account balance, as well as provide a copy of such information to any Participant who makes a specific written request.

**ARTICLE VII  
CLAIMS PROCEDURE**

**7.1 Method of Benefit Payment**

(a) The Administrator shall make any and all payments or other reimbursements of Eligible Medical Expenses in the manner specified under Section 4.2, unless otherwise specified herein or as otherwise elected by the Employer (e.g., direct reimbursement by check, automatic deposit via automated clearing house (ACH), etc.).

(b) As an alternative to the method of Benefit payment referenced in Section 4.2 above, if an Eligible Employee agrees to the terms and conditions of any applicable cardholder agreement that provides for the payment of Eligible Medical Expenses through use of a debit or credit card, stored value card or other similar electronic media (hereinafter the "Debit Card"), payments under this Plan shall be made directly to the service provider, authorized merchant or other independent third party that provides products or services that are eligible for payment of Eligible Medical Expenses as otherwise set forth herein.

(i) Within the cardholder agreement, the Eligible Employee agrees that payment for Eligible Medical Expenses can only be made on behalf of the Employee and is otherwise limited to the maximum dollar amount of coverage that is otherwise specified for that Benefit in accordance with the limitations set forth in the Employer's signed Adoption Agreement or as otherwise specified by the Employee's signed Election. The Employee also certifies that any expense paid with the card has not been, and will not be, reimbursed through any other plan or method of coverage provided under this Plan. The Employee-cardholder also understands that the certification, which shall be printed on the back of the Debit Card, is reaffirmed each time the card is used. The Employee-cardholder also agrees to acquire and retain sufficient documentation for any expense(s) paid with the card, including invoices and receipts where appropriate or as required by law. The Employee-cardholder also understands that the Debit



Card is automatically cancelled at termination of employment or under such other situations that are otherwise set forth within the cardholder agreement itself.

(ii) Unless other more stringent procedures or requirements are implemented and communicated to the Employer and its Employees, the Administrator agrees that it shall adhere to the terms and conditions of any separate Employer cardholder servicing agreement, including but not limited to a requirement to maintain the program in compliance with applicable standards under the Internal Revenue Code and any mandates that payments for Eligible Medical Expenses only be made to authorized merchants and service providers. The Administrator also agrees that it shall establish and maintain procedures for substantiation of any payments after the card has been used, for Eligible Medical Expense payments that are in accordance with applicable provisions of the Code, any underlying Regulations and other applicable guidance thereunder.

(iii) If any claim reimbursement request is being submitted in a manner other than as specified under any of the methods allowable under existing IRS guidelines, the Administrator may make a conditional payment of an allowable Eligible Medical Expense reimbursement item to the authorized service provider, merchant, or approved independent third party, but shall also require the Participant-cardholder to remit additional third-party information, such as merchant or service provider receipts, describing the service or product; the date of service or sale; and the amount, which shall be subject to further review and substantiation.

(iv) If any conditional payment has been made but is subsequently not deemed to be an Eligible Medical Expenses reimbursement, the Administrator shall ensure that proper correction procedures are maintained with respect to the improper payment(s):

- (A) Upon identification of any improper payment, the Administrator shall require the Employee to pay back to the Plan an amount equal to the improper payment;
- (B) If the Employee does not immediately repay the Plan, the Administrator shall ensure that the proper amount is withheld from the Employee's wages or other compensation (with such amounts then being immediately remitted to the Plan by the Employer) to the extent consistent with applicable law;
- (C) To the extent that neither (A) nor (B) above are allowable or effective, the Administrator shall have the authority to utilize a claim substitution or offset approach to resolve the improper claim amount(s), with such methodology being clearly explained to the Employee-cardholder as part of his Employee cardholder agreement.
- (D) The Administrator may also take any further steps or actions as deemed necessary, including denial or cancellation of access to the Debit Card until the indebtedness is repaid by the Employee. The Administrator may also pursue any other methods of collection as would be consistent with its usual business practices to ensure the improper payment amounts are adequately remitted to the Plan as required by the Plan or Employee cardholder agreement.

(v) If a Participant attempts to utilize the Debit Card for any improper or non-allowable purpose, the Participant shall be responsible for any and all fees or other expenses, including restitution or other similar penalty amounts, charged inappropriately by the Participant.

**7.2 Procedure if Benefits are Denied under the Plan**

Any claim for Benefits shall be made to the Administrator. If the Administrator denies a claim or rescinds Benefits under the Plan, the Administrator may provide notice to the Participant or beneficiary, in writing, within 30 days after the claim is filed unless special circumstances require an extension of time for processing the claim. The notice of a denial of a claim shall be written in a culturally and linguistically appropriate manner calculated to be understood by the claimant and shall set forth:

- (a) Information sufficient to identify the claim involved, including the date of service, the health care provider, the claim amount (if applicable), the diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning;
- (b) The reason(s) for the denial;
- (c) Specific reference to the provisions of the Plan on which the denial was based;
- (d) A description of any additional material or information needed to further process the claim and an explanation of why such material or information is necessary;
- (e) A description of the Plan's internal review procedures and time limits applicable to such procedures, available external review procedures, as well as the Participant's right to bring a civil action under Section 502 of ERISA following a final appeal;
- (f) A statement of a Participant's right to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Claim;
- (g) A statement that if the denial was based on an internal rule, guideline, protocol, or similar criteria, a copy of such rule, guideline, protocol, or other similar criteria will be provided, free of charge, upon written request;
- (h) The availability of and contact information for an applicable office of health insurance consumer assistance or ombudsman established under PHS Act Section 2793.

**7.3 Right to Request Hearing on Benefit Denial**

When the Participant receives a denial, the Participant shall have 180 days following the receipt of the notification in which to appeal the decision. The Participant may submit written comments, documents, records, and other information relating to the Claim. If the Participant requests, the Participant shall be provided, free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Claim.

The period of time within which a denial on review is required to be made will begin at the time

an appeal is filed in accordance with the procedures of the Plan. This timing is without regard to whether all the necessary information accompanies the filing.

A document, record, or other information shall be considered relevant to a Claim if it:

- (a) was relied upon in making the claim determination;
- (b) was submitted, considered, or generated in the course of making the claim determination, without regard to whether it was relied upon in making the claim determination;
- (c) demonstrated compliance with the administrative processes and safeguards designed to ensure and to verify that claim determinations are made in accordance with Plan documents and Plan provisions have been applied consistently with respect to all claimants; or
- (d) constituted a statement of policy or guidance with respect to the Plan concerning the denied claim.

The review will take into account all comments, documents, records, and other information submitted by the claimant relating to the Claim, without regard to whether such information was submitted or considered in the initial claim determination. The review will not afford deference to the initial denial and will be conducted by a fiduciary of the Plan who is neither the individual who made the adverse determination nor a subordinate of that individual.

The Plan Administrator will provide a claimant with any new or additional evidence considered, relied upon, or generated by the Plan in connection with the claim, as well as any new or additional rationale for denial. The claimant will have a reasonable opportunity to respond to such new evidence or rationale.

#### **7.4 Disposition of Disputed Claims**

Upon its receipt of notice of a request for review, the Plan Administrator shall make a prompt decision on the review. The decision on review shall be written in a manner calculated to be understood by the claimant and shall include specific reasons for the decision and specific references to the pertinent plan provisions on which the decision is based. The decision on review shall be made not later than sixty (60) days after the Plan Administrator's receipt of a request for a review, unless special circumstances require an extension of time for processing, in which case a decision shall be rendered not later than one hundred-twenty (120) days after receipt of a request for review. If an extension is necessary, the claimant shall be given written notice of the extension prior to the expiration of the initial sixty (60) day period. If notice of the decision on the review is not furnished in accordance with this Section, the claim shall be deemed denied and the claimant shall be permitted to exercise his right to legal remedy pursuant to Section 7.4.

#### **7.5 External Claims Review**

After receiving notice of an adverse benefit determination or a final internal adverse benefit

determination, a claimant may file with the Plan a request for an external review. A claimant may request from the Plan Administrator additional information describing the Plan's external review procedure.

**7.6 Preservation of Other Remedies**

After exhaustion of the claims procedures provided under this Plan, nothing shall prevent any person from pursuing any other legal or equitable remedy otherwise available. In the event the Plan fails to strictly adhere to the requirements set forth in this Article VII, a claimant will be deemed to have exhausted the Plan's internal claims and appeals process. The claimant may then initiate any available external review process or remedies available under ERISA or under state law.

**ARTICLE VIII  
AMENDMENT OR TERMINATION OF PLAN**

**8.1 Permanency**

While the Employer fully expects that this Plan will continue indefinitely, due to unforeseen, future business contingencies, permanency of the Plan will be subject to the Employer's right to amend or terminate the Plan, as provided in Sections 8.2 and 8.3, below.

**8.2 Employer's Right to Amend**

The Employer reserves the right to amend the Plan at any time and from time-to-time, and retroactively if deemed necessary or appropriate to meet the requirements of Code Sec. 105, or any similar provisions of subsequent revenue or other laws, or the rules and regulations in effect under any of such laws or to conform with governmental regulations or other policies, to modify or amend in whole or in part any or all of the provisions of the Plan. Any amendment shall be effected by a written resolution adopted by a majority of the Board.

**8.3 Employer's Right to Terminate**

The Employer reserves the right to discontinue or terminate the Plan at any time without prejudice, provided that plan termination must be effected by a written resolution adopted by a majority of the Board. This Plan also shall terminate automatically if the Company (1) is legally dissolved, (2) makes a general assignment for the benefit of its creditors, (3) files for liquidation under the Bankruptcy Code, (4) merges or consolidates with any other entity and it is not the surviving entity, or if it sells or transfers substantially all of its assets, or goes out of business, unless the Company's successor in interest agrees to assume the liabilities under this Plan as to the Participants and Eligible Dependents.

**ARTICLE IX  
GENERAL PROVISIONS**

**9.1 Relationship to a Cafeteria Plan**

If an employer offers health care benefits under a cafeteria plan as provided under Section 125 of the Code, then an employee may also participate in this Plan as well. However, for purposes of funding the Plan, as provided in Section 3.2, the Employer shall bear the entire cost associated with the funding of the Plan. An arrangement which permits an employee to salary reduce to indirectly fund the Plan will disqualify such Plan and the arrangement will be subject to the provisions of Section 125.

**9.2 Non-Discrimination Requirements**

To the extent that the Plan is treated as a self-insured medical expense plan under Reg. Section 1.105-11, it must comply with the non-discrimination requirements as set forth under Section 105(h).

**9.3 No Employment Rights Conferred**

Neither this Plan nor any action taken with respect to it shall confer upon any person the right to be continued in the employment of the Employer.

**9.4 Payments to Beneficiary**

Any benefits otherwise payable to a Participant following the date of death of such Participant shall be paid to his spouse, or, if there is no surviving spouse, to his estate, but only to the extent such benefits are related to Eligible Medical Expenses incurred by the Participant or his eligible dependents prior to his date of death.

**9.5 Non-alienation of Benefits**

No benefit under the Plan shall be subject in any manner to anticipation, alienation, sale, transfer, assignment, pledge, encumbrance or charge, and any attempt to do so shall be void. No benefit under the Plan shall in any manner be liable for or subject to the debts, contracts, liabilities, engagements or torts of any person. If any person entitled to benefits under the Plan becomes bankrupt or attempts to anticipate, alienate, sell, transfer, assign, pledge, encumber or charge any benefit under the Plan, or if any attempt is made to subject any such benefit to the debts, contracts, liabilities, engagements or torts of the person entitled to any such benefit, except as specifically provided in the Plan, then such benefit shall cease and terminate in the discretion of the Plan Administrator, and he may hold or apply the same or any part thereof to the benefit of any dependent or beneficiary of such person, in such manner and proportion as he may deem proper.

**9.6 Mental or Physical Incompetency**

If the Plan Administrator determines that any person entitled to payments under the Plan is incompetent by reason of physical or mental disability, he may cause all payments thereafter becoming due to such person to be made to any other person for his benefit, without responsibility to follow the application of amounts so paid. Payments made pursuant to this Section shall completely discharge the Plan Administrator and the Employer.

**9.7 Inability to Locate Payee**

If the Plan Administrator is unable to make payment to any Participant or other person to whom a payment is due under the Plan because he cannot ascertain the identity or whereabouts of such Participant or other person after reasonable efforts have been made to identify or locate such person (including a notice of the payment so due mailed to the last known address of such Participant or other person as shown on the records of the Employer), such payment and all subsequent payments otherwise due shall be forfeited and returned to the Employer.

**9.8 Requirement of Proper Forms**

All communications in connection with the Plan made by a Participant shall become effective only when duly executed on forms provided by and filed with the Plan Administrator.

**9.9 Source of Payments**

The Employer shall be the sole source of benefits under the Plan. No Employee or beneficiary shall have any right to, or interest in, any assets of the Employer upon termination of employment or otherwise, except as provided from time to time under the Plan, and then only to the extent of the benefits payable under the Plan to such Employee or beneficiary.

**9.10 Tax Effects**

Neither the Company nor the Plan Administrator makes any warranty or other representation as to whether any payments received by a Participant hereunder will be treated as includible in gross income for federal or state income tax purposes.

**9.11 Multiple Functions**

Any person or group of persons may serve in more than one fiduciary capacity with respect to the Plan.

**9.12 Gender and Number**

Masculine pronouns include the feminine as well as the gender neutral, and the singular shall include the plural, unless indicated otherwise by the context.

**9.13 Headings**

The Article and Section headings contained herein are for convenience of reference only, and shall not be construed as defining or limiting the matter contained thereunder.

**9.14 Applicable Laws**

The provisions of the Plan shall be construed, administered and enforced according to applicable Federal law and the laws of the State as stated in the Employer Adoption Agreement.

## 9.15 Severability

Should any part of this Plan subsequently be invalidated by a court of competent jurisdiction, the remainder thereof shall be given effect to the maximum extent possible.

## ARTICLE X HIPAA PRIVACY

### 10.1 Definitions

In addition to the specific definitions set forth below, all other capitalized terms used that are not otherwise defined herein have the meanings ascribed in HIPAA:

- (a) "Designated Record Set" has the meaning in 45 CFR Section 164.501.
- (b) "Electronic Media" has the meaning in 45 CFR Section 160.103, which is:
  - 1) Electronic storage media including memory devices in computers (hard drives) and any removable/transportable digital memory medium, such as magnetic tape or disk, optical disk, or digital memory card; or
  - 2) Transmission media used to exchange information already in electronic storage media. Transmission media include, for example, the internet (wide-open), extranet (using internet technology to link a business with information accessible only to collaborating parties), leased lines, dial-up lines, private networks, and the physical movement of removable/ transportable electronic storage media. Certain transmissions, including of paper, via facsimile, and of voice, via telephone, are not considered to be transmissions via electronic media, because the information being exchanged did not exist in electronic form before the transmission.
- (c) "Electronic Protected Health Care Information" (also known as "ePHI") has the meaning in 45 CFR Section 160.103, and is limited to the information created, maintained, transmitted or received by Business Associate from or on behalf of the Plan.
- (d) "Plan Administration Functions" is defined as activities that would meet the definition of Payment or Health Care Operations by HIPAA as set forth in 45 C.F.R. Section 164.501, but do not include functions to modify, amend, or terminate the Plan or solicit bids from prospective issuers. Plan administration includes quality assurance, claims processing, auditing, monitoring, and management of carve-out Plan (i.e., vision and dental). Plan administration does not include any employment-related functions or functions in connection with any other benefits or benefit Plan, and the Plan(s) may not disclose information for such purposes absent an authorization from an individual for whom the information pertains. In addition, enrollment functions performed by Company are not considered as Plan Administration Functions.
- (e) "PHI" is defined as Protected Health Information, as set forth in 45 C.F.R. Section 164.501. It is information that is created or received by a health plan,

employer, health care provider, or health care clearing house and includes information that relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual. In addition, the information either identifies the individual; or with respect to which there is a reasonable basis to believe the information can be used to identify the individual. This information may be maintained or transmitted either electronically or in any other form or medium.

f) "Secretary" means the Secretary of the Department of Health and Human Services or designee.

g) "Security Incident" has the meaning in 45 CFR Section 164.304, which is: the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.

(h) "Summary Health Information" is defined by HIPAA as set forth in 45 C.F.R. Section 164.504 as information that may be PHI, and that summarizes the claims history, claims expenses, or type of claims experienced by individuals for whom Company has provided health benefits under the Plan; and from which the following information has been deleted, except that the geographic information described in (2) below need only be aggregated to the level of a five digit zip code.

- (1) Names;
- (2) All geographic subdivisions smaller than a State, including street address, city, county, precinct, zip code, and their equivalent geocodes, except for the initial three digits of a zip code if, according to the current publicly available data from the Bureau of the Census:
  - (A) The geographic unit formed by combining all zip codes with the same three initial digits contains more than 20,000 people; and
  - (B) The initial three digits of a zip code for all such geographic units containing 20,000 or fewer people is changed to 000.
- (3) All elements of dates (except year) for dates directly related to an individual, including birth date, admission date, discharge date, date of death; and all ages over 89 and all elements of dates (including year) indicative of such age, except that such ages and elements may be aggregated into a single category of age 90 or older;
- (4) Telephone numbers;
- (5) Fax numbers;
- (6) Electronic mail addresses;



- (7) Social security numbers;
- (8) Medical record numbers;
- (9) Health plan beneficiary numbers;
- (10) Account numbers;
- (11) Certificate/license numbers;
- (12) Vehicle identifiers and serial numbers, including license plate numbers;
- (13) Device identifiers and serial numbers;
- (14) Web Universal Resource Locators (URLs);
- (15) Biometric identifiers, including finger and voice prints;
- (16) Full face photographic images and any comparable images; and
- (17) Any other unique identifying number, characteristic, or code.

**10.2 Disclosure of Summary Health Information**

The Plan, or a health insurance issuer or HMO with respect to the Plan, may disclose Summary Health Information to Company, if Company requests the Summary Health Information for the purpose of:

- (a) Obtaining premium bids from health Plan for providing health insurance coverage under the Plan; or
- (b) Modifying, amending, or terminating the Plan.

**10.3 Disclosure of PHI**

The Plan may release PHI to the Company, so long as the Company agrees to do the following:

- (a) Company shall not use or further disclose the PHI other than as permitted or required by the Plan's documents or as required by law;
- (b) Company shall ensure that any agents, including a subcontractor, to whom it provides PHI shall agree to the same restrictions and conditions that apply to Company with respect to such PHI;
- (c) Company shall not use or disclose the PHI for employment-related actions and decisions or in connection with any other benefit or employee benefit plan of Company;

- (d) Company agrees to report to the Plan any use or disclosure of the PHI that is inconsistent with the uses or disclosures providing herein, if and when Company becomes aware of such inconsistent use or disclosure;
- (e) Company, in accordance with HIPAA as set forth in 45 C.F.R. Section 164.524 and consistent with Company Privacy Policy, has authorized the Plan to make PHI available to individuals;
- (f) Company, in accordance with HIPAA as set forth in 45 C.F.R. Section 164.524 and consistent with Company Privacy Policy, has authorized the Plan to make PHI available to individuals for amendment and to incorporate such amendments of PHI;
- (g) Company, in accordance with HIPAA as set forth in 45 C.F.R. Section 164.528 and consistent with Company Privacy Policy, has authorized the Plan to make available the information required to provide an accounting of disclosures;
- (h) Company, agrees to make its internal practices, books, and records relating to the use and disclosure of PHI received from the Plan available to the Secretary for purposes of determining the Plan's compliance with HIPAA; and
- (i) If feasible, Company shall return or destroy all PHI that Company received from the Plan and which Company no longer needs for the purpose for which disclosure was made, except that, if such return or destruction is not feasible, Company shall limit further uses and disclosures to those purposes that make the return or destruction of the PHI infeasible.
- j) Company agrees to use appropriate safeguards to prevent unauthorized use or disclosure of PHI, and have reasonable and appropriate safeguards in place to protect the confidentiality, integrity and availability of ePHI;
- k) Company agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of the requirements of this Agreement;
- l) Company agrees to report to the Plan, any use or disclosure of PHI of which it becomes aware that is not permitted or required by HIPAA; and
- m) Company agrees to report to the Plan any Security Incident of ePHI of which it becomes aware.

**10.4 Adequate Separations**

The Company shall ensure that the following adequate separations are established:

- (a) Company shall designate specific people who shall use and disclose PHI on behalf of the Plan for purposes of Plan Administration Functions. The Plan shall use and/or disclose (as proscribed in Section 10.5) PHI to the following people:

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- (i) Plan Administrator
  - (ii) HIPAA Privacy Official
  - (iii) Other Personnel, specifically designated by the Plan's Privacy Official
- (b) Access and use of PHI by the Group shall be limited to Plan Administration Functions that Company performs on behalf of the Plan;
- (c) Any issues of non-compliance by the Group shall result in disciplinary measures specified in Company Privacy Policy.

**10.5 Uses and Disclosures.**

The Plan may:

- (a) Disclose PHI to Company in order for Company to carry out Plan Administration Functions consistent with the provisions of Subsections (a) through (m) of Section 10.4 above;
- (b) Permit an insurance plan, insurance service, insurance organization, or HMO to disclose PHI to Company, so long as the disclosure is made to a person listed in the Group, and the disclosure is only for the purpose described in this Section 10.5;
- (c) Not disclose or permit an insurance, insurance service, insurance organization, or HMO to disclose PHI to Company unless Company's privacy notice contains a provision which permits such disclosure; and
- (d) Not disclose PHI to Company for the purpose of employment-related actions or decisions or in connection with any other benefit or employee benefit plan of Company.

Summary Plan Description

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For: Indian Prairie Public Library  
Health Reimbursement Arrangement

**HEALTH REIMBURSEMENT ARRANGEMENT**

*Summary Plan Description*

**INTRODUCTION**

We are pleased to announce that we have established a medical expense reimbursement program for you and other eligible employees. Under this program, you will be able to receive reimbursement for the cost of eligible medical deductible expenses without taxation to you individually. The purpose of this Summary Plan Description is to briefly describe the expenses that qualify for reimbursement, as well as provide an outline of other important information concerning the Plan, such as the rules you must satisfy before you can join and the laws that protect your rights.

However, one of the most important features of our Plan is that the cost of all benefits being offered to you within this Plan are entirely paid for by us, the Employer, at no additional cost to you or your family.

Read this Summary Plan Description carefully so that you understand the provisions of our Plan and the benefits you will receive. We want you to be fully informed before you enroll in the Plan and while you are a participant. You should direct any questions you have to the Administrator. There is a Plan document on file, which you may review if you desire. In the event there is a conflict between this Summary Plan Description and the Plan document, the Plan document will control. Also, to the extent there are any type of insurance contracts that exist to provide any portion of benefits under this Plan, if there is a conflict between an insurance contract and either the Plan document or this Summary Plan Description, the insurance contract would control.

PART A  
ADOPTION AGREEMENT  
GENERAL INFORMATION ABOUT OUR PLAN

This Section contains certain general information, which you may need to know about the Plan.

- 1. General Plan Information. Indian Prairie Public Library Health Reimbursement Arrangement is the name of the Plan.
- 2. The provisions of your Plan became effective on 1/1/2013, which is called the Effective Date of the Plan. The provisions of the amended Plan became effective on 1/1/2013.
- 3. Your Plan's records are maintained on a twelve-month period of time. This is known as the Plan Year. The initial and future Plans begin on 01/01 and ends on 12/31.
- 4. Your Employer has assigned Plan Number 503 to your Plan, unless your employer already had a prior plan that was assigned Plan Number 503.
- 5. Employer Information

Your Employer's name, address and identification number are:

Indian Prairie Public Library  
 401 Plainfield Road  
 Darien, IL  
 60561-4207  
  
 EIN: 363581437

- 6. The Plan shall be governed under the laws of the State of IL.
- 7. Plan Administrator Information

The name, address and business telephone number of your Plan's Administrator (also referred to as the "Administrator") is:

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

Phone: 630-887-8760

The Administrator keeps the records for the Plan and is responsible for the Plan. The administrator will also answer any questions you may have about our Plan. You may contact the Administrator for any further information about the Plan.

8. Service of Legal Process

The Administrator is the Plan's agent for service of legal process.

9. Type of Administration

The type of Administration is Employer Administration.

10. Eligibility Requirements.

All Employees are considered eligible to participate in this Plan except:

Self-employed person(s), within the meaning of Code Section 401(c), including independent contractors, a greater than 2% shareholder in a Subchapter S corporation, a partner in a partnership, or any owner or member of a limited liability company that is treated like a partnership for tax purposes AND

A relative, within the meaning of IRC Section 318, of one of the above self-employed person(s) AND:

- Employees not eligible under Employer's group medical plan.
- Employees not electing Employer group medical plan.
- Part-time Employees expected to work at less than 37.5 hours per week.
- Commissioned Employees
- Union Employees (which shall include any Employee of the Employer who is included in a unit of employees covered by an agreement which the Secretary of Labor finds to be a collective bargaining agreement between employee representatives and one or more employers), unless the collective bargaining agreement requires the employee to be included within the Plan.
- Temporary or seasonal Employees (working for the Employer less than 6 months of the year)
- Leased Employees, as well as any independent contractor, or other "statutory employee" who is not treated as a common law employee of the Employer for payroll purposes, regardless of any other court or administrative agency determination.
- Nonresident Aliens

11. Entry Date. The Entry Date for eligible Employees shall be:

Same as Employer's group Medical Plan.

12. Benefits. The Plan shall reimburse Eligible Employees for the cost of Eligible Medical Expenses (as defined under Internal Revenue Code Sections 105 and 213 (without regard to the limitations contained in Code Sec. 213(a)), and any accompanying regulations or other applicable Treasury guidance information and as further described below), subject to the Annual Limit. (None of this amount may be paid in cash or other form of distribution, other than through reimbursement of actual expenses incurred).

Types of Eligible Medical Expenses. The following types of Medical Expenses qualify for reimbursement under the Plan:

Deductible Medical Expenses

Eligible Medical Expenses. The following categories of expenses qualify for reimbursement under the Plan:

Bridge: Only those expenses that are covered under insurance, but subject to a deductible.

Employee Only Coverage: Plan Deductible: \$2,500. Indian Prairie Public Library reimburses 100% of the \$2,500 deductible. You are responsible for any out-of-pocket expenses. Please review your plan highlight sheet for these limits. Total reimbursed by Indian Prairie Public Library is \$2,500.

Benefits under this Plan shall be paid BEFORE the employee is responsible for his portion of the deductible limit.

- 13. Annual Limit.  
Health Reimbursement Arrangement is subject to an annual limit of \$2,500 (Single) and \$2,500 (Family).

Description	Annual Limit
Family	\$2,500
Employee +1	\$Not Applicable
Individual	\$2,500

Newly-eligible participants may have access to the Annual Limit at the time of plan entry.

- 14. Access to Benefits. Other than for Retiree/COBRA continuees, the employer shall make all contributions for this Plan. The employer shall make access to benefits under the plan in the following manner: On an annual basis at the beginning of the Plan Year.
- 15. Carry over amounts. There are no carry over HRA amounts under this plan.
- 16. Claims. Outstanding claims may not be considered for the next plan year.
- 17. Rollovers to HSA Accounts. Rollovers to HSA accounts will not be allowed.
- 18. COBRA Continuation: Qualified employees must be required to elect COBRA continuation for Employer sponsored medical insurance before being eligible to elect COBRA continuation for the Health Reimbursement Arrangement.
- 19. Run-Out Date: 3/31/

20. Authorized Signatures:

Date \_\_\_\_\_  
Employer

By \_\_\_\_\_  
Authorized Signature

Date \_\_\_\_\_  
Witness

By \_\_\_\_\_  
Authorized Signature



**PART B  
QUESTIONS & ANSWERS**

**I-1. What is the purpose of the Plan?**

The purpose of the Plan is to provide a source of funds to reimburse you or your dependents that are covered under the Plan for some or all of the uninsured medical expenses you incur in the course of each year while you are employed with the Company and the Plan remains in effect.

**I-2. When did the Plan take effect?**

Please refer to Part A, "General Information About Our Plan," subsection (2), of this document for a description of the "effective date" for our Plan.

**I-3. Who can participate in the Plan?**

You will be eligible to join the Plan once you have satisfied the conditions for eligibility. If you are not eligible to participate in this Plan on the Effective Date of the Plan, you will be eligible to join the Plan once you have satisfied the Eligibility Requirements under this Plan. Please refer to Part A, "General Information About Our Plan," subsection (10), of this document for a description of our eligibility requirements.

**I-4. Who shall make all of the contributions to the Plan?**

As your employer, we will make all of the contributions necessary to fund the Plan. Please refer to Part A, "General Information About Your Plan" of this document for a description of our contribution schedule.

**I-5. How much of my uninsured medical expenses may be reimbursed each year?**

Please refer to Part A, "General Information About Our Plan," subsection (13), of this document for a description of the "Annual Limit" for our Plan.

**I-6. How do I become a Participant?**

Before you become a member or a "participant" in the Plan, there are certain rules which you must satisfy. First, you must meet the "eligibility requirements." Please refer to Part A, "General Information About Our Plan" of this document for a description of our eligibility requirements.

Once you have met the eligibility requirements, Please refer to Part A, "General Information About Our Plan" of this document for a description of our Entry Date.

**I-7. How do I receive my benefits under the Plan?**

When you incur an eligible medical expense, you must submit a claim reimbursement request to the Plan's Administrator within the time frames specified under Part C, Section 2 set forth below. If the Plan Administrator determines that your claim is valid, you will be reimbursed for your eligible expenses as soon as is administratively feasible after it has been submitted. You may submit a claim for any eligible medical expense arising during the Plan Year at any time during the period that begins when the expense is incurred. Remember, though, you can't be reimbursed for any total expenses above the annual amount of benefit the Company has provided. If your claim arises while you have COBRA continuation coverage (see Answer I-17), all required premiums for the coverage (subject to a 30-day grace period for late payment of premiums) also must have been received by the Company prior to the request for reimbursement of otherwise allowable expenses.

To have your claims processed as soon as possible, please read the *Claims Instructions* that have been furnished to you by the Plan Administrator. Please note that it is *not* necessary that you have actually paid an amount due for an eligible medical expense—only that you have *incurred* the expense, and that it is not being paid for or reimbursed from any other source. For purposes of the Plan, you are considered to have "incurred" an expense when the health care services are rendered for which you are seeking a reimbursement, and not when you have actually paid the bill.

**I-8. What is an "eligible expense?"**

An "eligible expense" means any expense identified as an Eligible Medical Expense that is further described under subsection 12 of Part A, "General Information About our Plan" described above. However, you may not submit a claim for an amount that has been deducted on your prior year's personal tax return or that was incurred prior to the time that you became a participant under the Plan, nor shall you be entitled to submit a claim for any other expenses that have been paid through any other health insurance plan, Section 125 "cafeteria" plan, or other similar medical expense reimbursement arrangement. In addition, you may not submit a claim for medical expenses related to any over-the-counter (OTC) medicine or drug that is not prescribed or is not insulin. Please review the list of any other eligible medical expenses included with the *Claims Instructions* for assistance in determining what is generally accepted as an "eligible expense."

**I-9. When must the expenses be incurred that I may be reimbursed for?**

Eligible expenses must have been incurred after the date the Plan became effective. You may not be reimbursed for any expenses arising before the Plan became effective, or prior to the time you became covered under the Plan, if later.

**I-10. Does the Plan also provide benefits for my family?**

The Plan provides reimbursement for expenses incurred for you.

**I-11. What happens if my claim for benefits is denied?**

You will be notified in writing by the Plan's Administrator within 30 days of the date you submitted your claim if the claim is denied. The notification will set out the reasons your claim was denied, and further advise you of what steps, if any, you might take to validate the claim. It will further advise you of your right to request an administrative review of the denial of the claim; you may request a review any time within the 180-day period after you have received notice that the claim was denied. You or your authorized representative will have the opportunity to review any important documents held by the Administrator, and to submit comments and other supporting information. In most cases, a decision will be reached within 60 days of the date of your request for a review. See Part C, subsection (4), below for more information regarding your rights to appeal any adverse claim determination.

**I-12. Does my coverage under this Plan end when my employment terminates?**

Generally yes. Your normal participation will cease at the end of the last day before your employment with the Company terminates. However, you may still receive reimbursement of any eligible expenses, as otherwise provided for under the Plan, as long as such reimbursement requests are made prior to the expiration of the earlier of: (1) 30 days following the date that you ceased your employment or eligibility; or (2) the end of the 90-day period following the close of the Plan Year in which the expense arose. In addition, you and your family will also have the opportunity to continue to be covered under the Plan under the terms of the Continuation Coverage provisions described in Answer I-17, below. Under all circumstances, coverage ends upon the earlier of your death or the date the Plan terminates.

**I-13. Will my coverage end if I go on a family or medical leave under the FMLA?**

Subject to certain conditions, the Family and Medical Leave Act ("FMLA") entitles you to take unpaid leaves of absence totaling 12 weeks per year for specific personal or family health and child care needs. Your coverage under the Plan will continue while you are on an FMLA leave as long as you opt to continue your coverage under the Plan and continue to make any applicable premium contributions that would otherwise be paid by your employer. Upon your return you will be permitted to re-enter the Plan on the same basis that you were participating in prior to taking FMLA leave. However, you will lose coverage when you fail to return to work at the end of the leave or give earlier notice that you will not be returning to active employment.

**I-14. Does my coverage continue while I am absent on duty in the uniformed services?**

The Plan will continue to reimburse you or your family for eligible medical expenses (except for any illness or injury suffered by you in connection with duty in the uniformed services) for the first 30 days of your absence. However, coverage after that period will be suspended while you are on approved military service leave, unless you opt to continue coverage under the Plan in accordance with the procedures set forth in Answer I-17. No re-entry requirements will be imposed if you return to active employment within 30 days of taking leave of employment for duty in the uniformed services.

The "uniformed services" are the Armed Forces, the Army National Guard and the Air National Guard when engaged in active duty for training, inactive duty training, or full-time National Guard duty,

the commissioned corps of the Public Health Service, and any other category of persons designated by the President of the United States in time of war or emergency.

**I-15. What is "Continuation Coverage," and how does it work?**

"Continuation Coverage" means your right, or your spouse and dependents' right, to continue to be covered under this Plan if participation by you (including your spouse and dependents) otherwise would end due to the occurrence of a "Qualifying Event." A Qualifying Event is:

- termination of your employment (other than by reason of gross misconduct), or reduction of your work hours below what is required for participation under this Plan.
- your death.
- divorce or legal separation from your spouse.
- your becoming eligible to receive Medicare benefits.
- when a dependent of yours ceases to be a dependent.

It will be your obligation to inform the Plan Administrator of the occurrence of any Qualifying Event within 60 days of the occurrence, other than a change in your employment status. The Plan Administrator, in turn, has a legal obligation to furnish you, or your spouse, as the case may be, with separate, written options to continue the coverage provided through this Plan at stated premium costs. The notice of these rights that you will receive will explain all the rest of the terms and conditions of the continued coverage.

If you or any of your Eligible Dependents elect to continue coverage under the Plan, you or they will be required to pay premiums for the coverage. The Plan Administrator will inform you of the cost of continued coverage and the schedule for premium payments in the notice that will be sent to you and your Dependents after a Qualifying Event has occurred.

**I-16. How long will the Plan remain in effect?**

Although the Company expects to maintain the Plan indefinitely, it has the right to modify or terminate the program at any time.

This Plan may be amended or terminated by a written resolution adopted by a majority of the Company's Board of Directors. The Plan will also automatically terminate if the Company (1) is legally dissolved, (2) makes a general assignment for the benefit of its creditors, (3) files for liquidation under the Bankruptcy Code, (4) merges or consolidates with any other entity and it is not the surviving entity, or if it sells or transfers substantially all of its assets, or goes out of business, unless the Company's successor in interest agrees to assume the liabilities under this Plan as to the Participants and Eligible Dependents. If the Plan is terminated, credits to your Accounts will be used to provide benefits through the end of the Plan Year in which termination occurs. It is also possible that future changes in state or federal tax laws may require that the Plan be amended accordingly.

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**PART C**  
**ADDITIONAL PLAN INFORMATION**

1. Plan Accounting

The Plan Administrator shall periodically furnish you with a statement of your medical expense reimbursement account for you to use in determining how much additional benefits remain in your account prior to the end of the Plan Year, which will also assist in budgeting for expense reimbursement needs in future Plan Years. You may also make a written request to receive a copy of your medical expense reimbursement account from the Plan Administrator at any time.

2. Claims Instructions

No benefit shall be paid hereunder unless a Participant has first submitted a written claim for benefits to the Plan Administrator on a form specified by the Plan Administrator, or as otherwise set out below. Upon receipt of a properly documented claim, the Plan Administrator shall pay the Participant the benefits provided under this Plan as soon as is administratively feasible. A Participant may submit a claim for reimbursement for an Eligible Medical Expense arising during the Plan Year at any time during the period that begins when the expense is incurred.

The Participant may not submit a claim that is attributable any prior taxable year or any claim that was incurred before the individual became eligible for coverage under this Plan, or which has already been paid through any other health insurance plan, Section 125 "cafeteria" plan (including the Primary Care Holding Company Cafeteria Plan), or other similar medical expense reimbursement arrangement.

Two types of documentation are usually acceptable to the Plan Administrator as substantiation of any claim request:

First, you must submit your claims under any insurance plan under which the person receiving the medical service is covered - your own, your spouse's, and/or your dependent's health plan. This will result in the insurer sending an Explanation of Benefits (EOB). You may send the EOB as documentation of an unreimbursed out-of-pocket medical expense. Second, for unreimbursed out-of-pocket medical expense not covered by insurance and not documented by an EOB, you may submit a provider statement of the expenses, including: name of the recipient of the service; date of the service; description of the service; cost of the service; and name, address of the provider. You must also fill out a form provided to you by the Plan Administrator.

- a) The Plan Administrator will process your claim, deduct the money from your Account, and send you a check in payment of your claim. The Plan Administrator issues checks as soon as reasonably practicable, but no less than monthly. If your claim request is denied, you will be notified of this denial under procedures further discussed and set forth below.
- b) As an alternative to the method of payment referenced in subsection a) above, if an Eligible Employee agrees to the terms and conditions of any applicable cardholder agreement that provides for the payment of Eligible Medical expenses through use of a

debit card, credit card, other stored value card or other similar electronic media (hereinafter the "Debit Card"), payments under this Plan shall be made directly to the service provider, authorized merchant or other independent third party that provides products or services that are eligible for payment of Eligible Medical expenses as otherwise set forth herein.

- (i) Within the cardholder agreement, the Eligible Employee agrees that payment for Eligible Medical expenses can only be made on behalf of the Employee and is otherwise limited to the maximum dollar amount of coverage that is otherwise specified for that Benefit in accordance with the limitations set forth in the Employer's signed Adoption Agreement or as otherwise specified by the Employee's signed Election. The Employee also certifies that any expense paid with the card has not been, and will not be, reimbursed through any other plan or method of coverage provided under this Plan. The cardholder also understands that the certification, which shall be printed on the back of the Debit Card, is reaffirmed each time the card is used. The cardholder also agrees to acquire and retain sufficient documentation for any expense(s) paid with the card, including invoices and receipts where appropriate or as required by law. The cardholder also understands that the Debit Card is automatically cancelled at termination of employment or under such other situations that are otherwise set forth within the cardholder agreement itself.
- (ii) Unless other more stringent procedures or requirements are implemented and communicated to the Employer and its Employees, the Administrator agrees that it shall adhere to the terms and conditions of any separate Employer cardholder servicing agreement, including but not limited to a requirement to maintain the program in compliance with applicable standards under the Internal Revenue Code and any mandates that payments for Eligible Medical expenses only be made to authorized merchants and service providers. The Administrator also agrees that it shall establish and maintain procedures for substantiation of any payments after the card has been used for Eligible Medical Expense payments that are in accordance with applicable provisions of the Code, any underlying Regulations and other applicable guidance thereunder.
- (iii) If any claim reimbursement request is being submitted in a manner other than as specified under any of the methods allowable under existing IRS guidelines, the Administrator may make a conditional payment of an allowable Eligible Medical Expense reimbursement item to the authorized service provider, merchant, or approved independent third party, but shall also require the cardholder to remit additional third-party information, such as merchant or service provider receipts, describing the service or product; the date of service or sale; and the amount, which shall be subject to further review and substantiation.
- (iv) If any conditional payment has been made but is subsequently deemed not to be an Eligible Medical expenses reimbursement, the Administrator shall ensure

that proper correction procedures are maintained with respect to the improper payment(s):

- (A) Upon identification of any improper payment, the Administrator shall require the Employee to pay back to the Plan an amount equal to the improper payment;
- (B) If the Employee does not immediately repay the Plan, the Administrator shall ensure that the proper amount is withheld from the Employee's wages or other compensation (with such amounts then being immediately remitted to the Plan by the Employer) to the extent consistent with applicable law;
- (C) To the extent that neither (A) or (B) above are allowable or effective, the Administrator shall have the authority to utilize a claim substitution or offset approach to resolve the improper claim amount(s), with such methodology being clearly explained to the Employee-cardholder as part of his Employee cardholder agreement.
- (D) The Administrator may also take any further steps or actions as deemed necessary, including denial or cancellation of access to the debit or credit card until the indebtedness is repaid by the Employee. The Administrator may also pursue any other methods of collection as would be consistent with its usual business practices to ensure the improper payment amounts are adequately remitted to the Plan as required by the Plan or Employee cardholder agreement.

- (v) If a cardholder attempts to utilize the Debit Card for any improper or non-allowable purpose, the Participant/cardholder shall be responsible for any and all fees or other expenses, including restitution or other similar penalty amounts, charged inappropriately by the Participant/cardholder.

### 3. Claims Process

You should submit reimbursement claims during the Plan Year, but in no event later than 90 days after the end of a Plan Year. For a terminated employee or any Participant who is no longer eligible under the terms of this Plan, claims will still be reimbursed but only if such reimbursement requests are made by the earlier of 1) 30 days following the date that you ceased your employment or eligibility; or (2) the end of the 90-day period following the close of the Plan Year in which the expense arose. Any claims submitted after that time will not be considered. Claims for benefits that are insured will be received in accordance with procedures contained in the policies. All other general claims or requests should be directed to the Administrator of our Plan. If a non-insured claim under the Plan is denied in whole or in part, you or your beneficiary will receive written notification. The notification will include:

- a) Information sufficient to identify the claim involved, including the date of the service, the health care provider, the claim amount (if applicable), the diagnosis code and its corresponding meaning, and the treatment code and its corresponding meaning;
- b) The reasons for the denial;
- c) Reference to the specific provisions of the Plan on which the denial was based;

- d) A description of any additional material or information needed to further process the claim and an explanation of why such material or information is necessary;
- e) A description of the Plan's internal review procedures and time limits applicable to such procedures, available external review procedures;
- f) A statement of your right to receive, upon request and free of charge, reasonable access to, and copies of, all documents, records, and other information relevant to the Claim;
- g) A statement that if the denial was based on an internal rule, guideline, protocol, or similar criteria, a copy of such rule, guideline, protocol or other similar criteria will be provided, free of charge, upon request;
- h) The availability of and contact information for an applicable office of health insurance consumer assistance or ombudsman established under PHS Act Section 2793.

You or your beneficiary shall have 180 days following the receipt of any notification of Claim denial to appeal the decision, making a written request for reconsideration to the Administrator. Documents, comments, records or any other information in support of your appeal should be submitted in writing and accompany any such request. You or your beneficiary may review pertinent documents and receive copies of all documents and records, free of charge. You will be provided any new or additional evidence considered, relied upon, or generated by the Plan in connection with the claim, as well as any new or additional rationale for denial of your Claim. You will have a reasonable opportunity to respond to such new evidence or rationale.

The Administrator will review the Claim, without deference to the initial denial and after taking into account all comments, information, documents, records and other information submitted as part of the appeal. Unless a 15-day written extension is utilized to review further information, the Administrator will provide a written response to the appeal within 30 days from the date of receipt of any appeal request. In this response, the Administrator will explain the reason for the decision, with reference to the provisions of the Plan on which the decision is based. The Administrator has the exclusive right to review and interpret the appropriate Plan provisions. Decisions of the Administrator are conclusive and binding.

In the event you receive notice of an adverse benefit determination, you may file with the Plan a request for an external review of your Claim. Please contact the Plan Administrator for additional information about external claims procedures.

5. Non-Discrimination Requirements

To the extent that the Plan is treated as a self-insured medical expense Plan under Reg. Section 1.105-11, it must comply with the non-discrimination requirements as set forth under Section 105(h).

6. Highly Compensated Employees

Under the Internal Revenue Code, if you are deemed to be a "highly compensated employee", the amount of contributions and benefits for you may be limited so that the Plan as a whole does not unfairly favor those who are highly paid, their spouses or their dependents. Your own circumstances



will dictate whether contribution limitations on "highly compensated employees" will apply. You will be notified of these limitations if you are affected.

7. No Employment Rights Conferred

Neither this Plan nor any action taken with respect to it shall confer upon any person the right to be continued in the employment of the Employer.

8. HIPAA Privacy

Title II of the Health Insurance Portability and Accountability Act of 1996 and the regulations at 45 CFR Parts 160 through 164 ("HIPAA"), contain provisions governing the use and disclosure of Protected Health Information by health plans, and provide privacy rights to participants in those plans. HIPAA applies to this Plan.

Protected Health Information or "PHI" is health information that is created or received by the Plan. PHI relates to your physical or mental health or condition, the provision of health care to you, or the payment for the provision of health care to you. Typically, the information identifies you, your diagnosis, and treatment or supplies used in the course of your treatment. Electronic Protected Health Information (also known as "ePHI") is PHI stored in any electronic media, including any memory devices in computers (hard drives) and any removable/transportable digital memory medium, such as magnetic tape or disk, optical disk, or digital memory card or the transmission or exchange of information through usage of the internet (wide-open), extranet (using internet technology to link a business with information accessible only to collaborating parties), leased lines, dial-up lines, private networks, and the physical movement of removable/ transportable electronic storage media, but does not include facsimile or voice transmissions and is limited to the information created, maintained, transmitted or received by or on behalf of the Plan.

The Plan may disclose PHI to the Employer only for limited purposes as described in the Plan's documents. The Employer agrees to use and disclose PHI only as permitted or required by the Plan's documents or as required by HIPAA. PHI or ePHI may be used or disclosed for plan administration functions that the Employer performs on behalf of the Plan. Such functions include:

- Enrollment of eligible employees and their eligible dependents
- Eligibility determinations
- Payment for coverage
- Claim payment activities
- Coordination of benefits
- Claim appeals

In order to perform these functions, the Plan will use and disclose PHI only to the following individuals:

- Human Resources Director
- HIPAA Privacy Official
- Other Personnel, specifically designated by the Plan's Privacy Official

The Plan shall maintain policies and procedures that govern the Plan's use and disclosure of PHI. These policies and procedures include provisions to restrict access solely to the above individuals and only for the functions listed above. The Plan's policies and procedures also include a mechanism for resolving issues of noncompliance. A notice has been provided to you summarizing the Plan's policies and procedures.

**PART D  
SUMMARY**

The money you earn is important to you and your family. You need it to pay your bills, enjoy recreational activities and save for the future. Our goal with the Plan is to allow you to have a greater portion of your allowable medical expense costs reimbursed to you without increasing the amount of taxes you pay; thereby increasing the amount of money you keep at the end of each pay period. The Plan is the result of our continuing efforts to find ways to help you get the most for your earnings.

If you have any questions, please contact the Administrator.

Attachment A

**\* VERY IMPORTANT NOTICE \***  
**(APPLIES TO GROUPS WITH 20 OR MORE EMPLOYEES)**  
**Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)**

**INTRODUCTION**

A federal law was enacted (Public Law 99-272, Title X) requiring that most employers sponsoring group health plans offer employees and their families the opportunity for a temporary extension of health coverage (called "continuation coverage") at group rates in certain instances where coverage under the plan would otherwise end. This notice is intended to inform you, in a summary fashion, of your rights and obligations under the continuation coverage provisions of the law. Both you and your spouse should take the time to read this notice carefully.

**CONTINUATION COVERAGE FOR EMPLOYEE (COBRA)**

If your employer is subject to COBRA, you, as an employee of that employer, have the right to continue coverage under your current Plan if your coverage is lost due to any of the following qualifying events:

**1.1 QUALIFYING EVENTS**

- 1. Termination of employment (for reasons other than gross misconduct.)
- 2. Involuntary termination of employee.
- 3. Reduction in hours of employment.

**CONTINUATION COVERAGE FOR SPOUSE OF EMPLOYEE**

As a spouse of a covered employee, you have the right to continue coverage under your current health plan(s) if your coverage is lost due to any of the following qualifying events:

**1.2 QUALIFYING EVENTS**

- 1. A termination of your spouse's employment (for reasons other than gross misconduct).
- 2. Reduction in your spouse's hours of employment.
- 3. The death of your spouse.
- 4. Divorce or legal separation from your spouse.
- 5. Your spouse becomes entitled to Medicare.

**CONTINUATION COVERAGE FOR DEPENDENT OF EMPLOYEE**

As a dependent child of a covered employee, you have the right to continue your current coverage if your coverage is lost due to any of the following qualifying events:

**1.3 QUALIFYING EVENTS**

1. The termination of an employee parent's employment (for reasons other than gross misconduct).
2. Reduction in an employee parent's hours of employment with his/her current employer.
3. The death of your employee parent.
4. Parent's divorce or legal separation.
5. Employee parent becoming entitled to Medicare.

You cease to be a "dependent child" under the current health plan(s).

**1.4 NOTIFICATION AND PREMIUMS**

Under this law, it is your responsibility to inform us of a divorce, legal separation, or a child losing dependent status under the plan(s) within 60 days of the occurrence of the event. You must also notify us within 60 days of receiving a disability determination letter from the Social Security Administration. Upon the occurrence of a qualifying event, you will be notified of your right to continue coverage under your current health plan(s). If you elect continuation coverage you must do so, in writing, within 60 days from the later of the notice or the date of the qualifying event/loss of coverage.

The recipient of coverage may have to pay part or all of the cost of coverage, which cannot exceed 102 percent of the cost under the group plan. If, during the continuation period, rates change for the employer group, persons under COBRA are subject to that increase.

You will have a 45-day period from the date you elect continuation coverage to pay the initial premium. This premium must include the entire amount due from the date you would have lost coverage to the date of the election. Thereafter, you will be given a grace period of not less than 30 days to pay premiums.

If you choose continuation coverage, your employer is required to give you coverage that is identical to the coverage provided under the plan to similarly situated employees or family members.

You do not have to show that you are insurable to choose continuation coverage.

If you do not choose continuation coverage, your group health coverage will end as of the date of the qualifying event.

If a qualified beneficiary dies or becomes incapacitated during the election period, he or she may not be able to elect coverage timely. A legally appointed guardian can make the election and act for the qualified beneficiary. However, there may not be adequate time during the 60-day election period. Therefore, the election period can be extended until a legally appointed guardian is designated. This extension of the time period is referred to as "tolling".

### **1.5 TERMINATION OF RIGHTS**

If you do choose continuation coverage, the law provides that coverage may be terminated for any of the following reasons:

1. Your employer terminates all group health coverage provided to its employees.
2. The premium for your continuation coverage is not paid in full the time prescribed under the Notifications and Premiums section of this notice.
3. You are or become covered under another group health plan other than the plan of the employer providing continuation as long as no exclusionary period will be imposed on a preexisting condition.
4. You are or become entitled to Medicare. However, if it is determined that Medicare is to be the secondary payor, your continuation coverage under your current health plan(s) is primary until Medicare becomes primary, or continuation coverage is otherwise terminated, whichever is earlier.

### **1.6 ADDITIONAL INFORMATION**

If you have questions about your right to continue coverage under your current health plan(s), please contact your Plan Administrator.

If you change your address, marital status, or become entitled to Medicare or another group health plan while you are covered under the plan, please notify your Plan Administrator.

#### **1.7.1 QUALIFIED BENEFICIARIES**

The term Qualified Beneficiary (Q.B.) refers to individuals who are covered under the employee's group health plan the day before a COBRA qualifying event takes place. According to the COBRA statutes, a Qualified Beneficiary is the covered employee, covered spouse of the employee, covered dependent child of the employee OR any child born to, or placed for adoption with the covered employee during the period of continuation coverage.

## HIPAA NOTICE OF PRIVACY PRACTICES

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

### **Purpose.**

This notice is intended to inform you of the privacy practices followed by your employer and other affiliated entities (the "Employer"), which provide a group health plan to eligible employees under the Health Reimbursement Arrangement (the "Health Plan" or "Plan"). It also explains the federal privacy rights afforded to you and the members of your family as plan participants covered under a group health plan.

As a plan sponsor, your employer may need access to health information in order to perform plan administrator functions. We want to assure the plan participants covered under our group health plan that we comply with federal privacy laws and respect your right to privacy. We require all members of our workforce and third parties that are provided access to health information comply with the privacy practices outlined below.

### **Uses and Disclosures of Health Information.**

**Health Care Operations.** We use and disclose health information about you in order to perform plan administration functions such as quality assurance activities, resolution of internal grievances, and evaluating plan performance. For example, we review claims experience in order to understand participant utilization and to make plan design changes that are intended to control health care costs.

**Payment.** We may also use or disclose identifiable health information about you without your written authorization in order to determine eligibility for benefits, seek reimbursement from a third party, or coordinate benefits with another health plan under which you are covered. For example, a health care provider that provided treatment to you will provide us with your health information. We use that information in order to determine whether those services are eligible for payment under our group health plan.

**Treatment.** Although the law allows use and disclosure of your health information for purposes of treatment, as a plan sponsor we generally do not need to disclose your information for treatment purposes. Your physician or health care provider is required to provide you with an explanation of how they use and share your health information for purposes of treatment, payment, and health care operations.

**As permitted or required by law.** We may also use or disclose your health information without your written authorization for other reasons as *permitted* by law. We are *permitted* by law to share information, subject to certain requirements, in order to communicate information on health-related benefits or services that may be of interest to you, respond to a court order, or provide information to further public health activities (e.g. preventing the spread of disease) without your written authorization. We are also permitted to share health information during a corporate restructuring such as an merger, sale, or acquisition. We will also disclose health information about you when *required* by law, for example, in order to prevent serious harm to you or others.

**Pursuant to your Authorization.** When required by law, we will ask for your written authorization before using or disclosing your identifiable health information. If you choose to sign an authorization to disclose information, you can later revoke that authorization to cease any future uses or disclosures.

**Right to Inspect and Copy.** In most cases, you have a right to inspect and copy the health information we maintain about you. If you request copies, we will charge you \$0.05 (5 cents) for each page. Your request to inspect or review your health information must be submitted in writing to the plan administrator.

**Right to an Accounting of Disclosures.** You have a right to receive a list of instances where we have disclosed health information about you for reasons other than treatment, payment, health care operations, or pursuant to your written authorization.

**Right to Amend.** If you believe that information within your records is incorrect or if important information is missing, you have a right to request that we correct the existing information or add the missing information.

**Right to Request Restrictions.** You may request in writing that we not use or disclose information for treatment, payment, or other administrative purposes except when specifically authorized by you, when required by law, or in emergency circumstances. We will consider your request, but are not legally obligated to agree to those restrictions.

**Right to Request Confidential Communications.** You have a right to receive confidential communications containing your health information. We are required to accommodate reasonable requests. For example, you may ask that we contact you at your place of employment or send communications regarding treatment to an alternate address.

**Right to Receive a Paper Copy of this Notice.** If you have agreed to accept this notice electronically, you also have a right to obtain a paper copy of this notice from us upon request. To obtain a paper copy of this notice, please contact the plan administrator.

**Legal Requirements.** We are required by law to protect the privacy of your information, provide this notice about information practices, and follow the information practices that are described in this notice.

We may change our policies at any time. Before we make a significant change in our policies, we will provide you with a revised copy of this notice. You can also request a copy of our notice at any time. For more information about our privacy practices, or if you have any questions or complaints, please contact your plan administrator.

**Filing a Complaint.** If you are concerned that we have violated your privacy rights, or you disagree with a decision we made about access to your records, you may contact the plan administrator. You also may send a written complaint to the U.S. Department of Health and Human Services — Office of Civil Rights. The plan administrator can provide you with the appropriate address upon request or you may visit [www.hhs.gov/ocr](http://www.hhs.gov/ocr) for further information.

PERSONNEL CODE – Health/Life Insurance Benefits

807 Health/Life Insurance Benefits

It is the policy of the Board to contribute 85% of the cost of group health and life insurance for each full-time employee who desires such coverage subject to evidence of insurability in the library's group health insurance plan. Additional life, disability and cancer insurance policies may be offered to full and part-time employees regularly scheduled to work 20 hours or more per week. Employees who choose to participate will pay the total cost involved through payroll deduction.

807.1 Consolidated Omnibus Budget Reconciliation Act (COBRA)

In compliance with COBRA, qualified employees will receive a copy of "Notice of Right to Continue Group Health Coverage" (Appendix 890.13) when health insurance coverage would otherwise end. An employee who elects continued health insurance coverage is required to pay the entire cost of the continued coverage plus a 2% surcharge.

807.2 Health Insurance Continuation: Illinois Public Act 86-1444

IMRF (Illinois Municipal Retirement Fund) employees who have been covered by the library's health insurance plan and who are disabled or retired may be eligible for continued coverage. (A surviving spouse who has been covered by the library's health insurance may also be eligible.) Eligibility can be verified by IMRF. An employee who elects continued health insurance coverage is required to pay the entire cost of the continued coverage and to meet all requirements of PA86-1444.

807.3 Dental Insurance

The library may offer dental insurance as a voluntary contributory benefit to all employees working 20 hours or more. Employees will pay the total cost involved through payroll deduction.

807.4 Privacy Practices

**We are committed to protecting your personal health information. We are required by law to (1) make sure that any medical information that identifies you is kept private; (2) provide you with certain rights with respect to your medical information; (3) give you a notice of our legal duties and privacy policy; and (4) follow all privacy practices and procedures currently in effect.**

**We may use and disclose your personal health information without your permission to facilitate your medical treatment, for payment for any medical treatments, and for any other health care operation. We will disclose your medical information to certain employees for the purpose of plan administration functions; but those employees may not share your information for employment-related purposes. We may also use and disclose your personal health information without your permission, as allowed or required by law. Otherwise, we must obtain your written authorization to any other use and disclosure of your medical information. We cannot retaliate against you if you refuse to sign an authorization or revoke an authorization you had previously given.**



**You have the right to inspect and copy your medical information, to request corrections of your medical information, and to obtain an accounting of certain disclosures of your medical information. You also have the right to request that additional restrictions or limitations be placed on the use or disclosure of your medical information, or that communications about your medical information be made in different ways or at different locations.**

**If you believe your privacy rights have been violated, you have the right to file a complaint with the library board president or with the Office for Civil Rights. We will not retaliate against you for making a complaint.**

**Director's Report  
January 2013**

Agenda

On the Omnibus is a resolution regarding the library's Health Reimbursement Arrangement (HRA) which is the high deductible portion of the health insurance that the library pays. By law the library must provide this information to staff. The document was prepared by the library's health insurance agency. Staff also receive similar information from Blue Cross Blue Shield relative to the benefits provided by them.

In addition the library must create a policy relative to health insurance privacy practice. The library does not receive or retain any medical information unless it is related to workers compensation or Family Medical Leave but we need to have a policy in place.

You received the technology survey earlier but it is also enclosed with this packet.

A revised strategic plan is also enclosed. There is a memo attached to that.

The first closed session on the agenda is to determine whether or not to keep the closed session minutes closed. This is done semi-annually and last June the trustees determined to keep the minutes closed. Nothing has changed since then. You will also approve the minutes from the closed session that was held in January.

Grants

Debbie Wordinger applied to the National Endowment for the Humanities to receive the Muslim Journeys Bookshelf, a project of the National Endowment for the Humanities Bridging Cultures initiative. The letter announcing that the library has received the grant is in the packet's correspondence and the grant is attached to my report.

Ann Stovall, Kelly Von Zee and Cris Cigler prepared a grant to Walmart which is also attached to my report. We have not received word on that application.

Artwork

Upon the recommendation of Marian and Vicki I asked local artist and patron Terese Mach to create three paintings for the Family Center. The paintings are completed (and are currently being framed) and Teri very graciously donated the paintings to the library.

Library Visits

In the ongoing quest to stay up to date and scan what is happening in libraries, I and the department heads plus Dave Bunn and Jennifer Asimakopoulos visited the Barrington Library and the ELA Library to see their digital media labs plus tour their libraries and the Glen Ellyn Library to see their 3-D printer and tour their library (they also have a Tech Bar).

SWAN

The software search committee has begun its work. They will be do initial interviews with 10 – 12 vendors and then narrow the field. A survey for libraries about desired software features is also being prepared. A new feature for patrons is being turned on that will allow patrons to do self-renewal of overdue materials if an item is not on hold and the patron does not have over \$5.00 in fines. Previously staff had to do the renewal. SWAN has provided members with a new ticketing system for troubleshooting the system. Libraries can track the status of their requests and it will be easier for SWAN to see “big picture” problems.

RAILS

State Library Director Anne Craig has asked RAILS to set up a two year pilot project for outsourcing the delivery service. The project is to start July 1 and will use the company that is used by the state’s college and university consortium. RAILS is currently determining which libraries will be part of the project and how the project will be managed.

Staff

I have begun a new initiative to further build my relationships with staff. I am meeting with each staff member for a discussion related to 13 questions that I’ve prepared. The questions are attached to this report. I’ve just started with Youth Services staff and am really enjoying the conversations and am learning some things about the staff and our services that will be useful for enhancing our services to the public and to our staff.

Ben Egger (brother of Elliot) has been hired as security monitor January 3 at a salary of \$12.48. Patty Czuba who has been the library’s Interlibrary Loan Supervisor requested that her job be redefined as Interlibrary Loan Assistant. Debbie Sheehan studied this request and agreed that it is possible to accommodate. This will be effective January 13 and Patty’s salary will be \$16.79/hour.

Meetings and Workshops

- Nov 26 One-on-one with Debbie Sheehan
- Nov 27 Staff visits to Barrington, Ela (Lake Zurich), and Glen Ellyn libraries
- Nov 28 Webinar on writing grants
- Nov 28 Board meeting
- Nov 29 One-on-one with Laura
- Nov 30 One-on-one with Monica
- Dec 6 SWAN Administrators quarterly meeting
- Dec 7 The Unconference – full day conference designed to ignite entrepreneurship
- Dec 8 One-on-one with Debbie S.
- Dec 8 One-on-one with Monica
- Dec 12 One-on-one with Ann
- Dec 12 Webinar – Disney customer service
- Dec 12 I attended the Youth Services department meeting to talk about teen behavior in the library
- Dec 13 One-on-one with Laura
- Dec 14 SWAN Board meeting
- Dec 19 Webinar on creating specialized reports using state library statistics

- Dec 20 One-on-one with Laura
- Dec 27 One-on-one with Monica
- Jan 7 Staff interview with Sarah Joynt
- Jan 7 Webinar on makerspaces
- Jan 7 One-on-one with Monica
- Jan 7 Staff interview with Linda Stevanovich
- Jan 8 SWAN Members meeting
- Jan 8 Department Heads meeting
- Jan 9 One-on-one with Ann
- Jan 9 One-on-one with Debbie S
- Jan 10 Staff interview with Kelly Von Zee
- Jan 10 One-on-one with Monica
- Jan 10 Staff interview with Judy Cochran
- Jan 11 Staff interview with Nancy Cox
- Jan 11 One-on-one with Monica

Jamie Bukovac, Director

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## Proposal: debbiew@ippl.info

### Applicant Information

#### Project Director Information

First Name Debra

Last Name Wordinger

Email Address debbiew@ippl.info

Phone Number 630-887-8760

Extension 237

Title Head of Adult Services

Department Adult Services

Applicant Institution Indian Prairie Public Library

Address Line 1 401 Plainfield Road

Address Line 2

City Darien

State IL

ZIP Code 60561-4207

Institution Type Public Library (Multiple Branches)

Population Size 25,000 - 100,000

Congressional District 13

Website www.ippl.info

DUNS Number 608590519

### Public Library Branches

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**Ship to Central Location?**

If you would like all Bookshelf collections to ship to the central address listed on the first page of this application, please check here. Note that site-specific contact information is still required.

Yes

**Public Library Branches**

Library Name	Address		City	State	ZIP Code	Contact		Title	Email Address
	Line 1	Line 2				First Name	Last Name		
Hinsdale 20 E. Public Library	Maple Street		Hinsdale IL		60521-3432	Jo Ann	Schusterich	Reference Librarian	jschusterich@hinsdalelib

**Themes and Planning**

	Ranking
American Stories	3
Connected Histories	5
Literary Reflections	1
Pathways of Faith	4
Points of View	2

Applications for a future round of grants that support arts programming may also be available in 2013. Please indicate whether your library/state council would like to sponsor programs that feature the arts or have a strong arts component.

Yes

Please tell us about your decision to apply for the Muslim Journeys Bookshelf. Why do you think this topic will be of interest to your community and patrons, and what programming goals might it help your library address?

The Indian Prairie Public Library does a multicultural month each year and has not yet highlighted either Islam or the Middle East. Also, our Strategic Plan includes reaching out to all members of the community and to explore the needs of the community's ethnic groups. Receiving the Bridging Cultures Bookshelf: Muslim Journeys Grant fulfills Hinsdale Public Library's Strategic Plan 2012-2015, Strategic Goal II: The Library will offer distinctive collections, programs and exhibits that stimulate literary, cultural, and recreational interests, Objective III: Respond to literary, cultural, current events, and seasonal themes through the integrated use of collections, programs, and displays.

Both communities see more Muslims in their population and in the library. There has been interest in both communities to learn more about the worldwide faith and our Muslim residents.

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There have been issues in the news of Muslim faith communities having problems building Mosques in our county.

We feel that the goals of this grant are twofold. One is to raise the awareness and understanding of the Muslim residents by our total communities. The other is to offer collections and programs that meet the needs of our Islamic members.

How will your library use the print materials included as part of the Muslim Journeys Bookshelf to present programs? Be sure to include information about how you will encourage library patrons to read the materials included on the Bookshelf and engage your community in exploring the theme.

We will promote the books, documentaries and magazines received from the grant by processing all the materials and making them available for checkout for our library patrons. We will create displays highlighting the receipt of these materials from ALA's Bridging Cultures: Muslim Journeys and create eye-catching flyers and bookmarks for patrons to use and subsequently place reserves on those items already checked out by other library patrons.

To make the members of the library communities aware of these materials, we will include articles in our newsletters and e-newsletters explaining ALA's Bridging Cultures grant and how our two libraries were awarded the materials.

We plan to have programs on Islam, Islamic culture, and history.

We plan to make presentations to area civic groups and place flyers within the community.

Tell us about your plans to present programs that introduce the books and the "Muslim Journeys" themes to the library's patrons and broader community. Please provide details about the format and structure, scheduling and promotion, and any speakers, presenters and/or facilitators who will be involved in each program your library will present. Include copies of presenters' CVs in the "Supporting Materials" section of the application, as applicable.

Dr. Scott C. Alexander is one person we have contacted to speak about Islam and Muslim Studies. To promote and advertise his program, we will contact him and secure a date for the program, select one of his programs on Islam, book a meeting room in one of the libraries and secure the necessary equipment he may need to assist him in his presentation.

We will promote his program through our newsletters, e-newsletters, newspaper articles, websites, and flyers in the library.

Scott C. Alexander, Ph.D., Associate Professor of Islamic Studies and Director, Catholic-Muslim Studies at Chicago's Catholic Theological Union has agreed to present a program if we are awarded the grant.

Scott Alexander's interest in Islam dates back to the early 1980s, when he was both witnessing the events of the Islamist revolution in Iran, and concentrating in comparative religion as an undergraduate at Harvard. After graduating magna cum laude from Harvard, Scott went on to Columbia University in New York where he earned the M.A. and Ph.D. in the history of religions, with a concentration in Islamic studies. From 1986 to

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1990, Scott taught courses on Islam and the history of religions at Columbia, Fordham, and Princeton University, and in 1991 he took a position on the religious studies faculty of Indiana University in Bloomington where he taught as an assistant professor of Islamic studies from 1993 to 2000.

He is currently Associate Professor of Islam at Catholic Theological Union in Chicago, where he is also Director of the school's Catholic-Muslim Studies Program.

Scott is a regular consultant on Catholic-Muslim relations for the United States Conference of Catholic Bishops and for Centro Internazionale di Studi e Ricerche Oasis at the Marcianum in Venice, Italy. He sits on the editorial board of the Journal of Islamic Law and Culture, is co-editor of A Dictionary of Christian—Muslim Relations (Cambridge University Press, anticipated 2012), and is the author of a number of articles on Islamic history and religion and Christian-Muslim Relations published in scholarly journals, edited collections, and encyclopedias such as the Encyclopedia of the Modern Middle East (Macmillan, 1996) and the Encyclopedia of the Qur'an (E.J. Brill, 2001-2005). His most recent book project is entitled The Race to Goodness: an End to Triumphalism in Christian-Muslim Relations and deals with the inherent contradiction between religious claims to universal truth and the religiously motivated desire to impose this truth on others as a means of political and cultural domination.

In March of 2007, Scott was one of five U.S. scholars to be awarded an Association of Theological Schools Lilly Faculty Fellowship in support of his research and writing. Beyond his extensive work with the Muslim community in Chicago and the U.S., Scott also has first-hand experience with Muslim communities in the traditional Muslim world and is currently working to expand the outreach of CTU's Catholic-Muslim Studies Program to similar programs in Nigeria, the Middle East, and Southeast Asia.

Each library or library system that receives a Muslim Journeys Bookshelf is encouraged to collaborate with at least one community partner. Please tell us about your partner organization and how it will be involved in your programming and promotional efforts. Then, use the available fields to include your primary partner organization's name, and select an organization type from the pull-down menu.

We will be partnering with Irshad Learning Center. Irshad Learning Center is a non-profit organization dedicated towards educating the youth of today's society. ILC is a community-based non-profit organization established in the year 2000 that believes in a connection between culture and religion for the benefit of the community. Irshad has cultural events and services for special occasions, Islamic teachings and programs, a Saturday Farsi school for grades 1 through 8, and facilitates and promotes respect and tolerance in the community.

Irshad is one of the local Islamic religious communities that has been having trouble opening a mosque in DuPage County, Illinois.

We look to Irshad to help us with promotion of the grant within the Islamic community, to help us with the selection of additional materials to the two libraries, and as a source for possible speakers.

Partner Organization Name Irshad Learning Center

Organization Type Faith-based or interfaith organization



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## Requirements and Supporting Materials

### Affirm Grant Requirements

Please affirm that, if awarded the Bridging Cultures Bookshelf on Muslim Journeys, your institution will comply with each of the following requirements.

- ✓ Add all books and DVDs provided through the grant to your library's circulating collection
- ✓ Host at least one public event that introduces the books and the "Muslim Journeys" themes to the library's patrons and broader community
- ✓ Offer free admission to all related public events
- ✓ Use designated sponsor credits and/or logos on all publicity materials
- ✓ Project directors submitting applications on behalf of multiple branches will coordinate communication with participating sites throughout the grant term
- ✓ File an online final performance report with the American Library Association by January 31, 2014

### Attachments

#### Filename

Irshad\_Learning\_Center.pdf

Scott\_C.\_Alexander.pdf

## Certification

### Certifying Official Information

Certifying Official First Name Debra

Certifying Official Last Name Wordinger

Email Address debbie@ippl.info

Phone Number 630-887-8760

Title Head of Adult Services

Organization Indian Prairie Public Library

### Certification

By checking this box and submitting this application, the authorized representative for the applicant organization certifies that all statements contained herein are true and correct to the best of his or her knowledge and belief; and that the applicant organization (including, when pertinent, each additional library branch on whose behalf it is applying) is neither presently debarred, suspended, proposed for debarment,

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declared ineligible, nor voluntarily excluded from participation in this transaction by any federal department or agency.

You can check the status of your institution with regard to debarment at the website of the Excluded Parties List System.

Currently logged in as [debbiew@ippl.info](mailto:debbiew@ippl.info). [Logout](#)

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*In the name of Allah, the most compassionate, the most merciful*

**Irshad Learning Center**  
P.O.Box 6696, Villa Park, IL 60181

10/18/2012

To Whom It May Concern,

We appreciate the American Library Association and the National Endowment for the Humanities for making the grant available. We know the library is a way for the community; both Muslim and more importantly other residents to educate themselves on the topic and we look forward to working with the Indian Prairie Public Library and Hinsdale Public Library to make these materials and programs possible. We would be glad to give our input on materials for the general public to help them understand Islamic teachings.

Best Regards

Habib Bagheri

Board of Director

**Scott C. Alexander, Ph.D.**  
Associate Professor of Islam; Director, Catholic-Muslim Studies  
Catholic Theological Union  
5401 S. Cornell Avenue; Chicago, IL 60615-5698; U.S.A.  
Phone (773) 371-5514; E-mail [scalexan@ctu.edu](mailto:scalexan@ctu.edu)

Curriculum Vitae

**Education**

1993 Columbia University (New York, NY) Ph.D. in the history of religions; concentration in Islamic studies; dissertation entitled, *Hidden in the Books: Bio-bibliography and Religious Authority in the Work of an Eleventh-Century Shi'ite Jurist and Theologian* (Ann Arbor: University Microfilms, 1993).

1989 Columbia University (New York, NY) M. Phil. in the history of religions; examinations passed with distinction.

1986 Columbia University (New York, NY) M.A. in the history of religions; awarded with distinction; thesis entitled, "The Divine Trust: an Examination of the Classical Exegetical Tradition Concerning the *amāna* of Qur'an 33:72."

1983 Harvard University (Cambridge, MA) A.B. *magna cum laude* in the comparative study of religion; concentration in late antique Christianity and medieval Islam; thesis entitled, "The Icon and Spiritual Crisis in Eighth- and Ninth-Century Byzantium."

**General Field of Study**

Islamic studies and Christian-Muslim relations

**Areas of Research and Teaching Expertise**

The history of classical, medieval, and modern Islamic thought and social institutions with a particular interest in: the study of medieval Muslim sectarianism; the study of classical Sufism (Islamic mysticism); Quranic studies; interreligious dialogue and especially Christian-Muslim dialogue; the history of Muslim-Christian relations; contemporary Islamic revival and reform movements; Islam in the contemporary U.S.

**Research Languages**

Classical Arabic, Persian, French, German (weak)

**Professional Experience**

2000-present: associate professor of Islam and director of the Catholic-Muslim Studies program at Catholic Theological Union (Chicago); primary responsibilities include teaching and research in the history of Islam and Muslim-Christian relations, as well as the directorship of a comprehensive interreligious dialogue program, the mission of which is to promote mutual respect and understanding between Muslim and Christian peoples. The activities of the program include such things as: the sponsorship of academic conferences, courses, interreligious service projects, publications, and public education initiatives.

2009-present: co-chair of the Roman Catholic working group and advisory committee member for the Christian Hospitality and Pastoral Practices in a Multi-faith Society initiative of the Association of Theological Schools.

2009-2010: acting chair, Department of Intercultural Studies and Ministry, Catholic Theological Union

2007-2010: scholarly consultant from the U.S., Centro Internazionale di Studi e Ricerche Oasis (C.I.S.R.O.) [a center for the study of Christian-Muslim relations sponsored by the Latin Patriarchate of Venice as a member of the

**Walmart Grant**

**Fund Use (150 Characters) - Provide a brief narrative of how funds will be used.**

To purchase three touch screen computers (\$4,200) and two iPads (\$800) to support early literacy defined by Illinois Common Core State Standards. (146 characters)

**Program Description (2,000 Characters Max) - Briefly describe your proposed program. (1980 characters)**

This program, Touch to Learn, is designed around three touch screen computers and two iPads configured with educational software and apps to help children develop early literacy skills set forth in the Common Core State Standards Initiative, adopted by the Illinois State Board of Education, and measured by the Illinois Standards Achievement Test (ISAT). These initiatives require students achieve a steady, progressive growth of reading comprehension skills, so that students will gain academically as they progress through all the grades.

Our program will use these devices to enhance a family's ability to engage in interactive activities to develop common core skills such as:

- Identifying key ideas, details, craft, and structure
- Integrating knowledge and ideas
- Recognizing print concepts, phonological awareness, and word recognition
- Demonstrating letter/sound correspondences
- Engaging in group reading activities with purpose and understanding.

The touch screen computers will replace outdated computers and, along with the iPads, provide a variety of experiences for parents and children. They will be located in our existing early literacy Family Center, created to meet emerging literacy needs. They will be available 72 hours/week, including evenings and weekends, valuable for families with working parents. Families will be able to print worksheets and materials for home use.

We aim to increase Family Center computer users from 8,582 to 9,011 annually and time spent from 3,571 hours to 3,750 hours (5% increase). We will conduct surveys to assess whether children's skills in developmental areas improved.

We will promote this program by branding it Touch to Learn - funded by Wal Mart, and developing a graphic identity. We will market Touch to Learn through local preschools and kindergartens, our quarterly newsletter which reaches 25,000 households, and our electronic newsletter which reaches 12,000 people.

Touch to Learn will debut by May 1, 2013.

**Program Relevancy (2,000 Characters Max) - Briefly describe how your proposed program will be used to meet the needs of the community within the service area of the facility to which you are applying for funds. (2373)**

Updating our computers to touch screens and adding two iPads in our Family Center will help meet the community's early literacy needs. These devices will be configured to help children develop early literacy skills (print awareness, narrative skills, vocabulary, phonological awareness, letter knowledge, and print motivation).

The Indian Prairie Public Library District (IPPL) serves a community of 41,185 in Darien, Willowbrook, a portion of Burr Ridge, and unincorporated areas, within five miles of the Darien Wal Mart. This community speaks 35 languages and has over 1,650 children under five. An estimated 15.35% lives below the poverty level *and* has children under five. This population lives in high-risk situations, and the library may be the only place they can access early educational opportunities.

The results of the 2012 Illinois Standards Achievement Test (ISAT) show that two schools in our district (Anne M. Jeans Elementary in Willowbrook and Burr Ridge Middle School in Burr Ridge) have at least 25% of their students who do not meet state standards. This evidence supports the need for a recharged focus on early literacy.

This proposed program meets community needs by offering a convenient place with evening and weekend hours for families to interact and learn in a safe and supportive environment, with the latest technology to support early literacy.

Many of our residents do not have computers and are unable to offer their children the educational opportunities provided by today's technology. Our outdated Family Center computers were used over 8,500 times last year, a clear indication that families need access to computers and educational programs. The updated, touch screen computers and iPads will help these families engage with their children and work towards building overall kindergarten readiness, supporting the goals of our local schools and teachers to meet the Common Core State Standards Initiative and state standards as measured by the ISAT.

**Current Activity- Description of current programs, activities and accomplishments.**

During our last fiscal year, we offered more than 340 programs/classes for children, teens, and families for 25,000 people. We incorporate the principles of Every Child Ready to Read into all of our story time classes, those for babies (birth to 24 months), walkers (13 to 24 months), two-year olds, and three-to-five-year olds. We also have story time classes for families with children of all ages, a bilingual evening story time and an Explore Time Class that encourages self-directed learning.

The Every Child Ready to Read parent education initiative was created by the Public Library Association and uses research-based practices to help parents work with their children to develop early literacy skills, focusing on the interaction between the parent/caregiver and the child with the goal of improving the educational setting at home.

A major accomplishment for IPPL has been the addition of the Family Center to our library. This dedicated space is open to young children and their families 72 hours each week, including evening and weekend hours. Everything in the Family Center is designed to encourage literacy. This Family Center was a priority in a recent remodeling of the interior space of the library, in response to the needs of our community for opportunities for preschoolers to play and learn in a supportive environment.

A partnership with the schools and teachers in our district is an ongoing focus at IPPL. A dedicated school liaison position is part of the Kids & Teens Department staffing.

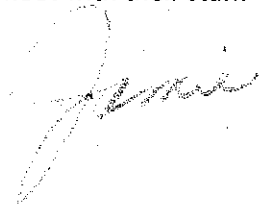
Hello,

I'm very interested in being a better leader, doing more in recognizing staff contributions and finding out what's working well and what is not working so well in the library. In order to do this I'd like to chat with each of you and to gather information that will help me know more about what you do and how we can improve the work environment at the library.

I'll be contacting each staff person (except subs) to make an appointment to meet. During the meeting I will ask each staff person the questions listed below. I'm providing you with the questions in advance so you have a chance to think about them. I estimate a meeting will run 30 minutes to 45 minutes depending on how much you want to share (though there is no limit on time.)

Given the number of staff we have it will take a while to accomplish this. I am starting first with the Youth Services staff and will let departments know when I am ready to meet with their staff.

I look forward to talking with you!



1. How is your work going?
2. What is working well?
3. Do you have what you need to accomplish your job?
4. Do you feel like you have opportunities to learn and grow?
5. Do you feel like your opinions count?
6. As you are doing your job, when do you feel like you are at your very best?
7. What are two successes that you feel most proud of relative to your job?
8. What type of recognition do you most appreciate?
9. Is there an employee that you would like to recognize and why?
10. Is there anything that we could be doing better?
11. Are there any outstanding issues that have been lingering and not resolved?
12. Do you have questions for me?
13. Is there anything else I should know?



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**Assistant Director's Report  
December 2012/January 2013**

**Building and Grounds:**

Christine has been busy making some adjustments to the shelving. She added a tall shelf range to the Teen area (along the South wall) and moved a section of shelving in the Adult Department to free up some space in the middle. Another great job by Christine!

With the holidays brings the challenge of controlling our busy book returns. Jason Kruski took time out of this Christmas and New Year Holidays to come to the library and clean out the book drops.

I am currently getting estimates on upholstery cleaning for all the public seating.

**Foundation:**

I sent out 55 letters for the end-of-the-year campaign and we received 3 donations totaling \$145.

**Friends of the Library/Holiday Expo:**

The Friends provided holiday poinsettias to the library. This year, the plants we purchased through the Gower Foundation (which raised money for the school) and the plants were delivered right to the library!

The Friends attended the Darien Chamber Holiday Expo at Lace School. For a \$50 fee, vendors and organizations could participate and sell their wares and promote their services. The idea sounded good, but in reality, I was disappointed. The Friends came prepared to sell ornaments and books and I brought along Pat Leja of the Circulation department so that she could do library cards. There was a little TOO much going on at the expo. Music, a performance by a Kindergarten class, a tree lighting ceremony, a visit from Santa, a mix of vendors and organizations, and a pizza taste off. We had very few people stop at our booth; we sold \$9 worth of used books, one ornament and issued one library card. Many people who did stop at our booth were from out of town. Many others expected to see holiday crafts and expressed disappointment that there weren't any. I also did not like the fact that we had to bring out own tables and chairs for the event.

**Social Media:**

Do you "Like" us on Facebook? If you do, you won't want to miss "Historic Photo Fridays", our Photo of the Day, or our occasional "Book Blitz" where you tell us the last good book you've read and our staff will suggest three reads you will enjoy. You will hear more about our hard-working Social Media Team at the February board meeting.

**Tech Tutors:**

Tutor applications continue to trickle in – and we need them! I have also started advertising for "device-specific" volunteers for Kindle, Nook, and iPad as this is a frequent request at the Ask Us Desk and I am hoping to relieve some of their burden with our talented volunteers. The positions are posted on the Website and in the Lobby.

**Marketing:**

Cris' marketing report is attached. *(will be handed out at meeting).*

**Meetings & Desk Time:**

11/29 Kids & Teens Desk (2 hours)  
11/30 Social Media Team meeting  
12/2 Holiday Expo  
12/3 Webinar: Makerspaces  
12/5 Reference Desk (2 hours)  
12/6 Kids & Teens Desk (2 hours)  
12/7 CLUncon  
12/11 Security Monitor Interviews  
12/12 Webinar: What Would Walt (Disney) Do?  
12/12 Reference Desk (2 hours)  
12/12 Social Media Workshop (given by The Patch)  
12/13 Kids & Teens Desk (2 hours)  
12/13 One on one with Jamie  
12/19 Reference Desk (2 hours)  
12/20 Kids & Teens Desk (2 hours)  
12/20 One-on-one with Jamie  
1/3 One on one with Jamie  
1/3 Ben Egger - Orientation  
1/8 Department Head Meeting  
1/16 Library Board Meeting

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Submitted by:



Laura Birmingham

Adult Services Monthly Report: November/December 2012

**Groups and Staff Led Discussions :** Most of the groups met as usual, but Genealogy did not meet in November or December. The GenLit discussion does not meet in November or December, but the group wanted to try a book exchange and social meeting in December. They had 13 people there and it was enjoyed by all. They want to do it again next year. The Crime Readers did not meet in December but had seven people in attendance in November. The Novel Idea book discussion had 17 in November and 14 in December. We showed the movie *A Christmas Story* in early December. There were only six people in attendance but they had a good time reminiscing about Christmases past. Staff had a drop in for using your new e-reader a couple of days after Christmas. Twenty-five people stopped by.

**Programs:** We had two Lyric Opera lectures with eleven people at one and four at the other. The Life Transitions presentation had ten people. There were 23 people here for a craft on making a holiday arrangement and 18 people attended a program on resumes. The Andrews Sisters tribute group has 150 people in attendance.

Mary Krekelberg held another BYOB get together with 12 in attendance. This is a chance for patrons to come and talk about books they have read and liked.

**The Big Read:** The book, *The Shoemaker's Wife* was announced December 1. The brochure will be coming out February 1.

**Marketing:** The business cards we use for promoting our databases have in some cases been re-vamped. For some areas rather than having one card for one database we have put similar-subject databases on the same card. For example, the Investment card includes Financial Ratings Series, Morningstar and Valueline. People have been sitting down and looking at the items on the Tech Bar. Jennifer with assistance from the RA staff did a Facebook Book Blitz in late November. Eleven patrons asked for reading recommendations compared to seven the first time we tried it. She also tried having one in December where patrons asked for recommendations for books to give as gifts, but got no takers.

**Collections:** We tried putting some audiobooks of GenLit titles on display in the GenLit area. They did not seem to move. It might be that this age group is more use to using an iPod or MP3 player than a CD player. We have started the process of adding the Zinio online magazine subscriptions.

**Continuing Education:** Both the Computer Desk staff and shelveers had meetings. Jennifer and I accompanied the other department head to tours of other libraries media labs. At the November reference meeting a trainer from Gale gave a webinar on the "In Context" products and the Gale Virtual Reference Library. At the December department meeting, Cris came and discussed the role of the Marketing Department in conjunction with Adult Services. Jennifer attended a workshop on Web and Social Media Analytics, one on teaching technology, and a webinar on romance fiction. Shirley attended a workshop on helping patrons find employment and a webinar on serving the blind and visually impaired patron. I had a webinar on the future of reference in the library.

**Sharing:** At a Zone 1-4 Reference Librarians meeting I mentioned some of the brainstorming/planning the adult department has been doing. The librarian from Elmhurst thought it would be a good program for PLA and encouraged me to submit it. I will look into doing that. Shirley is on the ILA 2013 Conference Committee and attended a meeting for this.

**Department Arrangement:** In December we moved some of the shelving for rough sort. This allows for an unblocked view between the Adult Ask Us Desk and the Computer Desk.

Debbie Wordinger

Circulation Services  
November & December 2012

Because there was no board meeting in December, this report will cover November and December circulation statistics.

November was a busy month! We circulated 71,019 items- an increase over last year of 5%. Interestingly, patron visits were down by 9%, and holds placed were down by 6%. ILLs processed were up slightly (1%). November 2012 was second to November 2009 as the busiest November ever ( and only by 354 items!).

In November, patrons using a form of self-service (self- checks, downloadable items, renewing on line) accounted for 39,650 of our check outs or renewals or **56%** of our total circulation.

December used to be a month where we were able to catch up on projects – not so anymore! The department was very busy even though circulation was down slightly from last year (2%). However, electronic circulation continues to climb – we saw an 11% increase from December 2011. I am attaching two bar graphs from the Over Drive web site to demonstrate the increases from 2011 to 2012.

In December, patrons using a form of self-service (self- checks, downloadable items, renewing on line) accounted for 36,024 of our check outs or renewals or **54%** of our total circulation.

The specific self-check numbers are as follows:

November:

Hold pick up – 10,657 (3,360 patron sessions)

ADA – 10,518 (3,091 patron sessions)

Kids & Teens – 9,694 (1,622 patron sessions)

December:

Hold pick up – 10,071 (3,070 patron sessions)

ADA – 10,344 (2,869) patron sessions)

Kids & Teens – 7,681 (1,238 patron sessions)

In November Meiko Fujiura and I attended a Circulation LACONI workshop at the Fountaindale Library in Bolingbrook. The subject was “Safely Managing Disruptive Patrons – Tips to Help Library Staff”. I will be sharing what I learned with the In-Charge staff at Librarian –in-Charge training at the end of January.

Sharing Expertise:

As a member of SWAN Circ. Advisory, I (along with the Head of Circulation from Woodridge), developed and presented two workshops in December entitled “One Step Beyond – How Does SWAN Do That?” We worked with SWAN staff and came up with the idea to present information that is basically rather dry, in a fun, interesting format. We organized the material into a game show format – Jeopardy! Our audience was front line Circulation staff. We wanted them to know the “why” things work the way they do. The response from both workshops was very positive.

We held our annual "Food for Fines" December 8 through December 13. We took in 2603 items that we gave to two local food pantries. Last year we took in 3278 items (our biggest year ever), which is about 20% more than this year. Although we took in less, the food pantries were very appreciative of our efforts (see attached letter from Our Lady of Mt. Carmel Parish). As always, the Circulation staff worked hard on this project – every item needs to have the expiration dates checked, counted and then packed to be picked up. KUDOS to the staff!

The new "Idea Board" met with great success in December! We had many suggestions from staff as to their suggestions for staff institute! I would like to thank Cris Cigler and Theresa Papaurelis for all of their time, talent and help in making this project a success!

Meetings and workshops attended:

Nov. 14	Circ. Advisory	RAILS
Nov. 14	Preparation for Dec. Get Smart	RAILS
Nov. 15	LACONI	Fountaindale Library
Nov. 15	Circ. Supervisor Meeting	
Nov. 16	Library 2017 – webinar	
Nov. 19	Makerspace - webinare	
Nov. 27	Library visits	Barrington & Ela Area
Dec. 3	Get Smart Workshop	Tinley Park P.L.
Dec. 12	Get Smart Workshop	Elmhurst P.L.

Kids & Teens – 11/12, 12/17 & 12/20  
Adult Ask Us – 11/28, 12/6 & 12/19

Debbie Sheehan  
Head of Circulation Services

					<b>Circ Stats</b>							
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	
Month	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	
July	70,720	71,704	69,760	68,182	69,450	70,056	79,189	84,907	84,936	86,301	87,216	
Aug.	61,544	62,107	66,710	66,665	67,898	64,625	72,584	80,592	77,314	84,118	80,915	
Sept.	49,619	59,179	55,769	55,283	53,975	55,798	62,798	69,066	71,475	70,089	67,864	
Oct.	61,084	59,726	61,117	55,646	58,620	63,670	66,511	75,131	42,400	71,702	74,123	
Nov.	55,829	59,438	60,497*	55,000	55,020	59,559	66,395	71,373	53,470	67,626	71,019	
Dec.	47,200	52,378	53,593	46,961	50,059	51,403	59,953	64,351	67,699	67,864	66,499	
Jan.	60,222	67,000	60,631	60,336	60,832	64,730	72,058	76,341	77,035	74,604		
Feb.	60,354	65,032	60,160	57,337	54,435	62,086	69,661	71,385	69,341	73,132		
Mar.	64,878	71,245	68,128	67,087	65,230	70,477	80,579	81,058	83,103	79,502		
Apr.	58,151	59,272	61,606	55,281	57,505	64,763	73,007	72,010	68,953	73,470		
May	60,420	57,551	58,429	54,656	54,410	62,724	68,994	67,337	72,416	69,927		
June *	66,123	72,163	69,281	69,165	67,386	74,029	84,888	87,748	87,635	83,339		
Renewals through the webpack not included before April								1,284				
							Electronic Circulation	3,852				
Yearly												
Total	716,144	756,795	745,681	711,599	714,820	763,920	857,901	905,151	855,777	901,674	447,636	
<b>Beginning 2009-2010 totals include electronic circulation</b>												
*Missing data--used an average number to get a total												
Highest totals for months relative to previous years												
**Construction 10/11/10 -11/11/10												

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Advantage Library

### Circulation Activity By Month

Last updated 01/09/2013 5:50 PM ET



Branches: Indian Prairie Public Library District

From 01/01/2012 through 12/31/2012

Date	Checkouts
12/2012	1,779
11/2012	1,522
10/2012	1,519
9/2012	1,617
8/2012	1,678
7/2012	1,839
6/2012	1,699
5/2012	1,585
4/2012	1,338
3/2012	1,428
2/2012	1,318
1/2012	1,620
<b>Grand Total (12 Months):</b>	18,942 Checkouts

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112

Advantage Library

## Circulation Activity By Month

Last updated 01/09/2013 5:50 PM ET



Branches: Indian Prairie Public Library District

From 01/01/2011 through 12/31/2011

Date	Checkouts
12/2011	1,182
11/2011	869
10/2011	796
9/2011	704
8/2011	622
7/2011	580
6/2011	645
5/2011	534
4/2011	503
3/2011	526
2/2011	405
1/2011	437
<b>Grand Total (12 Months):</b>	7,803 Checkouts

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# Our Lady of Mt. Carmel Parish

A COMMUNITY OF GOD'S PEOPLE DEDICATED TO THE DEVELOPMENT AND SPREAD OF CHRIST-LIKE LIVING

8404 CASS AVENUE • DARIEN, ILLINOIS 60561-5349 • (630) 852-3303 • FAX (630) 852-5227

[www.ourladyofmtcarmel.org](http://www.ourladyofmtcarmel.org)

December 17, 2012

Indian Prairie Public Library  
401 Plainfield Road  
Darien, IL 60561  
Ms Debbie Sheehan

Dear Debbie,

Thank you so much for the boxes of food donated this month to the food pantry at Our Lady of Mt Carmel from "Food for Fines". As the economy continues to struggle, so do the families in our community who rely on the food pantry for extras.

We rely on the community, local organizations and local businesses such as yours to keep our shelves stocked so we do appreciate your donations.

Thank you to for putting all the donations in boxes. It made transportation of the donation so much easier!

Please think of us for future donations! Please note that I am stepping down as chairman of the food pantry. The new chairman is Fred Majchrowicz. His email is [pogomack@comcast.net](mailto:pogomack@comcast.net), his cell phone number is 815-325-9349.

Thanks again!

Liz Eberhart

Food Pantry Chairman

Youth Services  
Monthly Report to the Board  
November & December 2012

**Collections and Services**

- Judy inventoried the Early Chapter book collection. Some multiple copies were weeded and some will remain in storage. Judy also used this opportunity to label this collection with genre stickers. This group of readers are often required to read specific genres.
- Judy also weeded the junior biography collection. The collection is ready to be re-classified into subjects.
- Sarah has been weeding and rearranging the Teen Fiction collection and working with Tech Service on re-labeling the Teen Series books.
- Weeding of the Junior Non-fiction collection is continuing.

**Programs-**

Youth- YS staff presented 39 Youth and Family programs in November and 10 in December.

Program highlights include:

- Fall 2012 Story times ended – the new BiLingual storytime was well attended and comments from parents and children were very enthusiastic. We will be offering this again in the Winter/Spring session.
- Local magicians, The Balastars-Wizards Magic Show, amazed and entertained a crowd of 128 children and adults.
- IPPL staff and author Anna Grob shared a reading of her book A Coyote Who Wished He Lived in a Zoo. Children then created a story of their own using pictures to guide them and completed a coyote craft.
- A new program for families with babies 9 to 24<sup>th</sup> months began in December. Let's Make Music had twenty eight children and caregivers. A second class is offered in January.

Teens- eight programs in November and five programs in December.

- Our annual The Gift of Carl Foundation's Write On Author events and participation in the composition challenge were one of our highest. The evening with author Jay Asher was our second highest attendance. Jay's book, 13 Reasons Why is soon to be released as a feature film. Sarah has an amazing talent for knowing and connecting with our teen audience.
- At the December TAB meeting members shared their annual cookie exchange and sorted Giving Tree items (124 items with more to come) collected. The hats, mittens and scarves are shared with the Community House for local distribution.

Outreach-

- Assitive Sensory story time classes are now being presented monthly for a group of early elementary students through SASSED.
- The November Teens 4 Xcellence Book Club hosted Write On author Jay Asher.
- Sarah hosted a Scout Tour on 12/11.
- Kelly shared a story time visit at the Willowbrook KinderCare

**School Services**

- Judy assisted teachers with researching and collecting materials for four assignments. Battle of the Books. 3rd grade biographies and books on desert, rain forest, water biome, 1<sup>st</sup> grade fiction and non-fiction material on ants and books on rocks.
- On Wednesday, November 7 – AMJES preschool visited. Judy presented two half/hour story times with the children. Kelly worked with school staff sharing a crafts while ½ had storytime.

**Staff**

Desk – In addition to preparing and presenting programming staff have been moving forward with transitioning into their revised job responsibilities.

- Linda has coordinated with Kelly and Sarah to create Bulletin Board Displays that draw from programming and highlighted materials. In addition, Kelly and Linda are working on developing themes for Winter/Spring story time sessions and Explore Time.
- Kelly is taking the lead with developing programming, selecting materials and developing long range goals for her focused age group.
- As part of the strategic goal to evaluate and create new resources in the family center, Kelly worked with Ann Stovall and Cris Cigler to create and submit a grant to Walmart to support new computers and software in the Family Center. The grant was submitted in early December 2012 and will be awarded in March 2013.
- Sarah has been juggling several areas of collection and programming during this transition. In her new role as Teen Librarian Sarah has been working with Jane to work with the members of the TAB and Gaming Committees, as well as evaluating the teen collections and future programming needs.
- Sarah has also been working with the Kids Read 2013 zone committee to develop area wide programming based on the book, Granny Torrelli Makes Soup by Sharon Creech. Sarah negotiated a Skype session with the author as part of the events.
- Jane collaborate with Kelly on creating and presenting the Lets Make Music program for families with babies, as well as developing the Winter storytime session and winter and spring children and family programming.
- Jane also worked with all the librarians and the Adult Program Coordinator to develop this years annual multicultural programming on Eastern European cultures.

Sharing Our Expertise-

- Judy met with, and toured, Librarians from LaGrange Highlands and Lane Tech High schools. Librarians were interested in the departments' de-Deweying process and collections. Judy tours YS and AS departments and shared information on process and collection display.
- In December, Sarah was interviewed by Sandy Bosch from the Doings, on her work with the Teens for Excellence book club.

Pages -

Ashley assisted with weeding the teen series collection in preparation to interfile the series with the rest of teen fiction. Mary Lynn, Ashley and Yulia assisted in shifting the teen collection.

Mary Lynn assisted in getting the Christmas books on the shelf and all Pages assisted with restocking the Christmas display shelves as needed.

Mary Lynn, Yulia and Ashley assisted with weeding the Children's VHS cassettes and shifting the Children's DVD collection.

Pages also assisted at the Family holiday movie showings.

**Meetings**

11/6 Kids Read 2013 comm. Meeting	Sarah
11/15 LACONI-YSS	Jane & Monica
11/19 NWYS mtg	Kelly and Sarah
11/20 Bookseller mtg	Judy, Kelly, and Sarah
11/20 Meeting w/ Jamie	Monica
11/20 Department Heads mtg	Monica
11/26 Bookseller mtg	Kelly & Monica
11/27 Visiting Libraries	Monica
11/28 Desk Staff meeting	Jane, Linda, Kelly, Nancy & Sarah
11/28 Board mtg	Sarah
11/30 Bookseller mtg	Judy, Kelly, Monica & Sarah
12/3 Worldbook webinar	Monica
12/4 Meeting	Jane & Monica
12/5 DuPage/WBC grant comm meeting	Kelly & Monica
12/6 Baby music planning meeting	Jane & Kelly
12/7 Meeting with Office Nick Skewers	Monica

12/7 CCLU meeting	Kelly
12/10 iPad meeting	Monica & Sarah
12/10 Program planning meeting	Jane & Monica
12/10 Meeting with Jamie	Monica
12/11 Doings interview	Sarah
12/12 Desk Staff meeting	All Desk staff except Linda
12/12 Patch Social Networking meeting	Sarah
12/19 Tours	Judy
12/27 Meeting with Jamie	Monica
12/28 Meeting with Jamie	Monica

Submitted by Monica Dzierzbicki 1/10/2013

# Youth Services Program Attendance November 2012

Day	Program	Youth	Family	Teen	School	Outreach	Column1
1-Nov	Walkers story time class		23				
1-Nov	Babies, Books and Songs class		18				
1-Nov	Terrific Two's class		19				
1-Nov	Gaming Committee meeting			5			
5-Nov	All Ages story time class		15				
5-Nov	Explore Time		21				
6-Nov	Babies, Books and Songs class		24				
6-Nov	On Our Own story time class	10					
6-Nov	Terrific Two's class		23				
6-Nov	Family Night story time class		8				
6-Nov	Teens for Excellence book club						10
7-Nov	On Our Own story time class	10					
7-Nov	Babies, Books and Songs class		23				
7-Nov	All Ages story time class		19				
7-Nov	Anne M. Jeans Pre-school-visit				40		
7-Nov	Bilingual family story time class		15				
8-Nov	Babies, Books and Songs class		16				
8-Nov	Terrific Two's class		19				
8-Nov	Write On-HS Author Visit				125		
8-Nov	Write On-BRMS Author Visit						45
8-Nov	Walkers story time class		23				
8-Nov	Write On-Authr visit at IPPL			75			
9-Nov	Wizard's Magic Show		128				
12-Nov	All Ages story time class		15				
12-Nov	Explore Time		21				
12-Nov	Storytime at Willowbrook Kindercare						15
13-Nov	Babies, Books and Songs class		22				
13-Nov	On Our Own story time class	10					
13-Nov	Terrific Two's class		23				
13-Nov	Family Night story time class		22				
13-Nov	LADSE Sensory story time class						6

14-Nov	On Our Own story time class	11						
14-Nov	Babies, Books and Songs class		26					
14-Nov	All Ages story time class		24					
14-Nov	Bilingual family story time class		22					
15-Nov	Babies, Books and Songs class		18					
15-Nov	Terrific Two's class		18					
15-Nov	Walkers story time class		27					
15-Nov	After School Chess	13				28		
17-Nov	Practice ACT					16		
17-Nov	TAB meeting							
21-Nov	Holiday Family Movie-Arrietty			16				
23-Nov	Gaming Day-Pokemon	13				2		
November	Reading Patch Club	9						
November	Read to Me Patch Club			3				
November	Creation Station	750						
	Total	826	651	126	165	76		1844

Youth Services Program Attendance 2012

Day	Program	Youth	Family	Teen	School	Outreach	Column1
6-Dec	Gaming Committee meeting				6		
11-Dec	SASED Social Story time					6	
11-Dec	BRMS Teens for Excellence book club					30	
11-Dec	Scout Tour					20	
13-Dec	Let's Make Music-baby class			28			
14-Dec	Author Visit w/ Anna Grob		32				
15-Dec	TAB meeting				12		
20-Dec	After School Chess	4					
21-Dec	RU Game-online gaming				4		
27-Dec	Family Movie -Brave		51				
28-Dec	Teen Movie- Amazing Spiderman				12		
December	Reading Patch Club	3					
December	Read to Me Patch Club		1				
December	Creation Station	750					
	Total	757	112	34	0	56	959

**TECHNICAL & COMPUTER SERVICES (CS) MONTHLY REPORT  
November 20, 2012 – January 9, 2013**

Projects & Goals

- Google Chrome browser was installed on Youth Internet computers to improve user experience printing from Google Docs.
- Dave installed and configured the following blogs: Big Ideas (internal) for staff to share grant ideas and information; Share & Learn (Internal) a place for staff to post notes and recordings of webinars/workshops they have attended; Community Events (public)- Joe is working on developing this with volunteers to share information on community events on our Website.
- CS is in the process of converting our inventory and equipment problem ticket system to different software because we were informed that our current software available through OCLC "TechAtlas for Libraries" will no longer be available after March 29.
- CS is experimenting with re-utilizing the old Dell server for staff blogs and other CS projects.
- CS is testing using NComputing thin client solution in our network environment to replace catalog and database computers. These devices are 1/3 of the cost of a new computer, last longer, energy efficient and make it easier for CS staff to maintain.
- TS worked with Kelly in Kids & Teens to prepare & process five Leap Pad Explorer tablets, which circulated to the public starting December 3.
- Diane took our paper file of materials on standing order and created an Excel spreadsheet. She shared it with the selectors to assist them with their collection development and budget.
- TS work with Sarah in Kids & Teens to simplify the classification of teen music CDs and Junior Series sections to make it easier for members to browse.

**SWAN:** December database contributions – Created 189 and modified 322 bibliographic pre-cataloging records.

Statistics

**Print Center:** November & December (Does not include wireless printing)

November

Printer Area	Service Type	B & W Printer	Color Printer
1 <sup>st</sup> floor Print Center	Adult	\$653.30	\$125.00
2 <sup>nd</sup> floor Print Center	Youth	\$35.40	\$35.00

December

Printer Area	Service Type	B & W Printer	Color Printer
1 <sup>st</sup> floor Print Center	Adult	\$563.90	\$166.00
2 <sup>nd</sup> floor Print Center	Youth	\$37.20	\$34.00



Personnel, Professional Development, Meetings, Desk time, & Instruction

- November 20- Technical Services Department Meeting (10-1pm.)
- November 27- Dave & I visited Barrington, El and Glynn Ellyn Public Libraries.
- December 3- Attended webinar on Maker Space (1 hour)
- December 4- Attended webinar on Tech training (1 hour)
- December 5- Worked Adult Ask us Desk (3-5)
- December 6- Worked Kids & Teens Ask Us Desk (11-1)
- December 7- Attended all day CiuCon Conference in Wheeling.
- December 11- Department Head Meeting
- December 11- Laconi workshop at IPPL on Web & Social Analytics. (2 hours)
- December 11- Attended webinar on Digital Literacy (1 hour)
- December 12- Dave attended webinar on mobile device management (1 hour)
- December 10- Meeting with Jamie and worked Adult Ask us Desk (1-3)
- December 13- Worked Kids & Teens Ask Us Desk (11-1)
- December 13 and 17 - Natalya EXCEL Training (2.5 hours)
- December 19- Met with staff from Naperville library to share how we reclassified our music CD collection.
- December 19- Worked Adult Ask us Desk (1-3)
- December 20- Worked Kids & Teens Ask Us Desk (11-1)
- December 27- Worked Kids & Teens Ask Us Desk (9-1)
- January 7- Computer for Beginners class part 1- Ann Instructor.
- January 7- Attended webinar on Marker Space
- January 8- Department Head Meeting

Ann M. Stovall, Head of Technical & Computer Services, January 10, 2013

STATISTICS FOR	Nov. 2012	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
<b>Circulation</b>					
Adult	44,507	41,361	239,342	235,479	2%
Teen	3,414	3,469	19,191	20,323	-6%
Kids	21,461	21,821	114,041	120,175	-5%
TOTAL	69,382	66,651	372,574	375,977	-1%
Electronic Circulation	1,637	975	8,563	3,859	122%
GRAND TOTAL CIRC.	71,019	67,626	381,137	379,836	0%
% Reciprocal Borrowing	16%	16%	16%	15%	
Patron Visits	34,921	38,330	211,491	222,373	-5%
<b>Current Cards</b>					
Resident	159	175	23,394	23,561	-1%
Non-Resident	97	52	1,110	945	17%
TOTAL	256	227	24,504	24,506	0%
<b>Patron Assistance</b>					
Adult - Reference	3,241	3,223	17,987	16,503	9%
Kids - Reference	301	2,245	3,856	12,085	-68%
TOTAL REFERENCE	3,542	5,468	21,843	28,588	-24%
Adult - Other	504	584	7,035	3,413	106%
Kids - Other	3,797	1,117	15,256	7,288	109%
TOTAL OTHER	4,301	1,701	22,291	10,701	108%
GRAND TOTAL ASST.	7,843	7,169	44,134	39,289	12%
<b>ILL/Reserves</b>					
Holds	8,814	9,377	48,485	51,261	-5%
ILLs Sent	4,954	5,110	26,471	27,046	-2%
ILLs Checked Out	5,575	5,241	31,268	30,351	3%
ILLs Received	6,051	5,772	33,849	33,345	2%
Copy/Fax Sent	2	0	4	1	300%
Copy/Fax Received	6	12	28	36	-22%
<b>Programs - Adult</b>					
# Programs	5	6	28	25	12%
Attendance	205	160	1,119	648	73%
<b>Computer Classes</b>					
# Programs	2	1	31	14	121%
Attendance	18	13	315	173	82%
<b>Individual Technology Training</b>					
# of Patrons	31		154		
<b>Groups</b>					
# Programs	13	11	66	61	8%
Attendance	158	154	840	847	-1%
<b>Others</b>					
# Programs	0	0	0	1	-100%
Attendance	0	0	0	39	-100%
<b>Programs - Teen</b>					
# Programs	8	7	63	39	62%
Attendance	326	154	1,125	751	50%
<b>Programs - Kids</b>					
# Programs	39	11	178	163	9%
Attendance	1,529	1,094	9,555	8,836	8%
GRAND TOTAL ATT.	2,267	1,575	13,108	11,294	16%

STATISTICS FOR	Nov. 2012	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
<b>Computers -</b>					
<b>Patron Use</b>					
Adult Computers	3,981	4,026	22,012	21,019	5%
Kids Computers	1,409	1,636	8,187	8,794	-7%
Teen Laptop	197	188	1,117	862	30%
Adult Laptop	283	91	1,006	651	55%
<b>TOTAL PATRON USE</b>	<b>5,870</b>	<b>5,941</b>	<b>32,322</b>	<b>31,326</b>	<b>3%</b>
<b>Hours Used</b>					
Adult Computers	2,825	2,818	15,168	14,777	3%
Kids Computers	806	1,109	5,071	5,297	-4%
Teen Laptop	226		1,300.50		
Adult Laptop	525		1,899		
<b>TOTAL HOURS USED</b>	<b>4,382</b>	<b>3,927</b>	<b>23,438.50</b>	<b>20,074</b>	<b>17%</b>
<b>IPPL Web Site Visitors</b>	<b>16,481</b>	<b>21,803</b>	<b>99,672</b>	<b>120,435</b>	<b>-17%</b>
<b>IPPL Total Page Views</b>	<b>11,610</b>	<b>42,206</b>	<b>91,365</b>	<b>218,411</b>	<b>-58%</b>
<b>Subscription Database Logins</b>	<b>2,648</b>	<b>2,737</b>	<b>13,328</b>	<b>12,795</b>	<b>4%</b>
<b>Peek-A-Books</b>	<b>1,912</b>	<b>2,308</b>	<b>11,318</b>	<b>10,951</b>	<b>3%</b>
<b>Outreach-Homebound</b>					
Items Delivered	179	139	845	797	6%
<b>Volunteers</b>					
Number Active	71	76			
Hours Worked	444.50	471.75	3,025.50	3,039	0%
<b>Staff Training Hours</b>	<b>82</b>	<b>111</b>	<b>367.25</b>	<b>659.50</b>	<b>-44%</b>
<b>Room Use</b>					
Multi-Purpose Room	23	7	91	82	11%
Meeting Room					
Library	21	25	161	154	5%
Non-Library	29	25	142	101	41%
Group Study Room	218	335	1,228	1,675	-27%
Lobby Programs	1	1	9	8	13%
Conference Room	12	13	67	71	-6%
<b>Clavinova</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

**MATERIALS COLLECTION STATISTICS- NOVEMBER 2012**

CATEGORY	Previous Month Totals	Added Items	Withdrawn Items	Current Total	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Withdrawn
<b>BOOKS--ADULT</b>								
Reference	1616	12	9	1619	79	67	91	76
Non-Fiction	52801	389	230	52960	1329	742	1718	972
Fiction	38647	438	512	38573	1886	1542	2324	2054
<b>TOTAL</b>	<b>93064</b>	<b>839</b>	<b>751</b>	<b>93152</b>	<b>3294</b>	<b>2351</b>	<b>4133</b>	<b>3102</b>
<b>BOOKS-- CHILDRENS</b>								
Reference	887	3	1	889	7	9	10	10
Non-Fiction	19932	46	49	19929	407	565	453	614
Fiction	27247	348	194	27401	976	615	1324	809
<b>TOTAL</b>	<b>48066</b>	<b>397</b>	<b>244</b>	<b>48219</b>	<b>1390</b>	<b>1189</b>	<b>1787</b>	<b>1433</b>
<b>BOOKS - TEEN</b>								
Non-Fiction	920	9	3	926	20	2	29	5
Fiction	3316	53	21	3348	210	41	263	62
<b>TOTAL</b>	<b>4236</b>	<b>62</b>	<b>24</b>	<b>4274</b>	<b>230</b>	<b>43</b>	<b>292</b>	<b>67</b>
<b>GRAND TOTAL</b>	<b>145366</b>	<b>1298</b>	<b>1019</b>	<b>145645</b>	<b>4914</b>	<b>3583</b>	<b>6212</b>	<b>4602</b>

CATEGORY	Previous Month Totals	Added Items	Withdrawn Items	Current Total	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Withdrawn
<b>AUDIOVISUAL-ADULT</b>								
Audio Books on CD	4280	58	1	4337	206	25	264	26
Music CD	9678	71	50	9699	213	17	284	67
Playaway	369	16	0	385	23	5	39	5
Video (VHS & DVD)	14075	167	48	14194	717	24	884	72
CD-ROMs	164	0	0	164	0	1	0	1
<b>TOTAL</b>	<b>28566</b>	<b>312</b>	<b>99</b>	<b>28779</b>	<b>1159</b>	<b>72</b>	<b>1471</b>	<b>171</b>
<b>AUDIOVISUAL-CHILDRENS</b>								
Audio Books	963	1	165	799	21	7	22	172
Childrens Music CD	1084	9	0	1093	11	13	20	13
Junior Music CD	150	3	0	153	8	1	11	1
Playaway	63	0	0	63	0	0	0	0
Video	5020	47	153	4914	122	210	169	363
<b>TOTAL</b>	<b>7280</b>	<b>60</b>	<b>318</b>	<b>7022</b>	<b>162</b>	<b>231</b>	<b>222</b>	<b>549</b>
<b>AUDIOVISUAL-TEEN</b>								
Audio Books on CD	208	0	1	207	7	0	7	1
Music CD	366	1	1	366	22	1	23	2
Playaway	67	0	0	67	1	2	1	2
Video	456	2	13	445	28	12	30	25
Console Games	419	12	8	423	29	12	41	20
<b>PC-GAMES (formally CD-ROMS)</b>	<b>471</b>	<b>0</b>	<b>0</b>	<b>471</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>5</b>
<b>TOTAL</b>	<b>1987</b>	<b>15</b>	<b>23</b>	<b>1979</b>	<b>89</b>	<b>32</b>	<b>104</b>	<b>55</b>
<b>GRAND TOTAL</b>	<b>37833</b>	<b>387</b>	<b>440</b>	<b>37780</b>	<b>1410</b>	<b>335</b>	<b>1797</b>	<b>775</b>

CATEGORY	Previous Month Totals	Added Items	Current Total	Prev. Mo YTD		Year to Date	
				A	W	Added	Withdrawn
<b>Digital Collections</b>							
Adults ebooks	899	21	920	189		210	
Kids and Teens ebooks	265	0	265	63		63	
Reference ebooks	329	0	329	0		0	
Emedia Library (ebooks & audiobooks)	11572	0	11572	1472		1472	

STATISTICS FOR	Dec. 2012	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
<b><u>Circulation</u></b>					
Adult	43,775	43,148	283,117	278,627	2%
Teen	3,194	3,679	22,385	24,002	-7%
Kids	17,696	19,757	131,737	139,932	-6%
TOTAL	64,665	66,584	437,239	442,561	-1%
Electronic Circulation	1,834	1,280	10,397	5,139	102%
GRAND TOTAL CIRC.	66,499	67,864	447,636	447,700	0%
% Reciprocal Borrowing	19%	15%	16%	15%	
Patron Visits	33,150	32,761	244,641	255,134	-4%
<b><u>Current Cards</u></b>					
Resident	139	162	23,346	23,552	-1%
Non-Resident	69	86	1,093	981	11%
TOTAL	208	248	24,439	24,533	0%
<b><u>Patron Assistance</u></b>					
Adult - Reference	3,070	2,897	21,057	19,400	9%
Kids - Reference	1,489	2,056	5,345	14,141	-62%
TOTAL REFERENCE	4,559	4,953	26,402	33,541	-21%
Adult - Other	1,831	596	8,866	4,009	121%
Kids - Other	1,260	1,103	16,516	8,391	97%
TOTAL OTHER	3,091	1,699	25,382	12,400	105%
GRAND TOTAL ASST.	7,650	6,652	51,784	45,941	13%
<b><u>ILL/Reserves</u></b>					
Holds	8,703	9,294	57,188	60,555	-6%
ILLs Sent	4,611	4,858	31,082	31,904	-3%
ILLs Checked Out	5,614	5,970	36,882	36,321	2%
ILLs Received	6,103	6,386	39,952	39,731	1%
Copy/Fax Sent	0	1	4	2	100%
Copy/Fax Received	3	7	31	43	-28%
<b><u>Programs - Adult</u></b>					
# Programs	3	4	31	29	7%
Attendance	48	70	1,167	718	63%
<b><u>Computer Classes</u></b>					
# Programs	0	0	31	14	121%
Attendance	0	0	315	173	82%
<b><u>Individual Technology Training</u></b>					
# of Patrons	93		247		
<b><u>Groups</u></b>					
# Programs	11	7	77	68	13%
Attendance	101	71	941	918	3%
<b><u>Others</u></b>					
# Programs	0	0	0	1	-100%
Attendance	0	0	0	39	-100%
<b><u>Programs - Teen</u></b>					
# Programs	5	9	68	48	42%
Attendance	49	130	1,174	881	33%
<b><u>Programs - Kids</u></b>					
# Programs	10	10	188	173	9%
Attendance	910	1,374	10,465	10,210	2%
GRAND TOTAL ATT.	1,201	1,645	14,309	12,939	11%

STATISTICS FOR	Dec. 2012	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
<b>Computers -</b>					
<b>Patron Use</b>					
Adult Computers	3,813	3,482	25,825	24,501	5%
Kids Computers	1,224	1,550	9,411	10,344	-9%
Teen Laptop	154	173	1,271	1,035	23%
Adult Laptop	191	84	1,197	735	63%
<b>TOTAL PATRON USE</b>	<b>5,382</b>	<b>5,289</b>	<b>37,704</b>	<b>36,615</b>	<b>3%</b>
<b>Hours Used</b>					
Adult Computers	2,579	2,527	17,747	17,304	3%
Kids Computers	974	906	6,045	6,203	-3%
Teen Laptop	176		1,476.50		
Adult Laptop	377		2,276		
<b>TOTAL HOURS USED</b>	<b>4,106</b>	<b>3,433</b>	<b>27,544.50</b>	<b>23,507</b>	<b>17%</b>
<b>IPPL Web Site Visitors</b>	<b>18,813</b>	<b>20,949</b>	<b>118,485</b>	<b>141,384</b>	<b>-16%</b>
<b>IPPL Total Page Views</b>	<b>22,073</b>	<b>38,408</b>	<b>113,438</b>	<b>256,819</b>	<b>-56%</b>
<b>Subscription Database Logins</b>	<b>2,540</b>	<b>1,785</b>	<b>15,868</b>	<b>14,580</b>	<b>9%</b>
<b>Peek-A-Books</b>	<b>1,386</b>	<b>1,928</b>	<b>12,704</b>	<b>12,879</b>	<b>-1%</b>
<b>Outreach-Homebound</b>					
Items Delivered	128	216	973	1,013	-4%
<b>Volunteers</b>					
Number Active	64	76			
Hours Worked	366	527.75	3,391.50	3,566.75	-5%
<b>Staff Training Hours</b>	<b>76.50</b>	<b>570.50</b>	<b>443.75</b>	<b>1,230</b>	<b>-64%</b>
<b>Room Use</b>					
Multi-Purpose Room	5	7	96	89	8%
Meeting Room					
Library	10	17	171	171	0%
Non-Library	20	16	162	117	38%
Group Study Room	214	339	1,442	2,014	-28%
Lobby Programs	2	1	11	9	22%
Conference Room	11	9	78	80	-3%
<b>Clavinova</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

**MATERIALS COLLECTION STATISTICS- DECEMBER 2012**

CATEGORY	Previous Month Totals	Added Items	Withdrawn Items	Current Total	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Withdrawn
<b>BOOKS--ADULT</b>								
Reference	1619	8	2	1625	91	76	99	78
Non-Fiction	52960	378	329	53009	1718	972	2096	1301
Fiction	38573	244	19	38798	2324	2054	2568	2073
<b>TOTAL</b>	<b>93152</b>	<b>630</b>	<b>350</b>	<b>93432</b>	<b>4133</b>	<b>3102</b>	<b>4763</b>	<b>3452</b>
<b>BOOKS-- CHILDRENS</b>								
Reference	889	1	0	890	10	10	11	10
Non-Fiction	19929	142	143	19928	453	614	595	757
Fiction	27401	167	31	27537	1324	809	1491	840
<b>TOTAL</b>	<b>48219</b>	<b>310</b>	<b>174</b>	<b>48355</b>	<b>1787</b>	<b>1433</b>	<b>2097</b>	<b>1607</b>
<b>BOOKS - TEEN</b>								
Non-Fiction	916	7	4	919	29	5	36	9
Fiction	3348	28	222	3154	263	62	291	284
<b>TOTAL</b>	<b>4264</b>	<b>35</b>	<b>226</b>	<b>4073</b>	<b>292</b>	<b>67</b>	<b>327</b>	<b>293</b>
<b>GRAND TOTAL</b>	<b>145635</b>	<b>975</b>	<b>750</b>	<b>145860</b>	<b>6212</b>	<b>4602</b>	<b>7187</b>	<b>5352</b>

CATEGORY	Previous Month Totals	Added Items	Withdrawn Items	Current Total	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Withdrawn
<b>AUDIOVISUAL-ADULT</b>								
Audio Books on CD	4337	21	5	4353	264	26	285	31
Music CD	9699	71	13	9757	284	67	355	80
Playaway	385	0	0	385	39	5	39	5
Video (VHS & DVD)	14194	154	3	14345	884	72	1038	75
CD-ROMs	164	0	0	164	0	1	0	1
<b>TOTAL</b>	<b>28779</b>	<b>246</b>	<b>21</b>	<b>29004</b>	<b>1471</b>	<b>171</b>	<b>1717</b>	<b>192</b>
<b>AUDIOVISUAL-CHILDRENS</b>								
Audio Books	799	7	4	802	22	172	29	176
Childrens Music CD	1093	0	0	1093	20	13	20	13
Junior Music CD	153	0	0	153	11	1	11	1
Playaway	63	0	0	63	0	0	0	0
Video	4914	38	28	4924	169	363	207	391
<b>TOTAL</b>	<b>7022</b>	<b>45</b>	<b>32</b>	<b>7035</b>	<b>222</b>	<b>549</b>	<b>267</b>	<b>581</b>
<b>AUDIOVISUAL-TEEN</b>								
Audio Books on CD	207	4	0	211	7	1	11	1
Music CD	366	4	16	354	23	2	27	18
Playaway	67	0	0	67	1	2	1	2
Video	445	2	1	446	30	25	32	26
Console Games	423	7	4	426	41	20	48	24
<b>PC-GAMES (formally CD-ROMS)</b>	<b>471</b>	<b>0</b>	<b>1</b>	<b>470</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>6</b>
<b>TOTAL</b>	<b>1979</b>	<b>17</b>	<b>22</b>	<b>1974</b>	<b>104</b>	<b>55</b>	<b>121</b>	<b>77</b>
<b>GRAND TOTAL</b>	<b>37780</b>	<b>308</b>	<b>75</b>	<b>38013</b>	<b>1797</b>	<b>775</b>	<b>2105</b>	<b>850</b>

CATEGORY	Previous Month Totals	Added Items	Current Total	Prev. Mo YTD		Year to Date	
				A	W	Added	Withdrawn
<b>Digital Collections</b>							
Adults ebooks	920	2	922	210		212	
Kids and Teens ebooks	265	0	265	63		63	
Reference ebooks	329	0	329	0		0	
Emedia Library (ebooks & audiobooks)	11572	349	11921	1472		1821	

**Jamie Bukovac**

**From:** RAILS Reaching Across Illinois Library System <e-news=railslibraries.info@mail338.us3.mcdlv.net> on behalf of RAILS Reaching Across Illinois Library System <e-news@railslibraries.info>  
**Sent:** Tuesday, December 04, 2012 2:31 PM  
**To:** Jamie Bukovac  
**Subject:** RAILS E-News December 4, 2012

News from the Reaching Across Illinois Library System

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**RAILS Regions Update**

In October, the RAILS Board approved the formation of 15 regions to help ensure that RAILS communications reach all RAILS members, to allow libraries located in the same geographical area to share common issues and concerns, and to ensure that there are easily accessible locations throughout our area where members can attend RAILS and networking group meetings, either in-person or via videoconference. More information is now available from the [Regions page](#) on the RAILS website. This page also features a map of the 15 regions and a link to the new RAILS Community forums for each region. Answers to frequently asked questions can be found on the [Regions FAQ page](#). Members may choose the region that is most convenient and they can choose more than one region. If you have any questions about the RAILS regions, please contact Mary Witt at [mary.witt@railslibraries.info](mailto:mary.witt@railslibraries.info).

**Recording of December Member Update Available**

A [recording](#) of the December 3 RAILS Member Update is accessible from the [RAILS News page](#) (center column). Topics discussed include RAILS funding, the new standard RAILS delivery label, and RAILS regions. [Brief highlights](#) of the meeting have been posted to the RAILS website. Please save the date for the next [Member Update](#) on Wednesday, January 30, 2013 from 9:30 - 11:30 a.m.

**December 4, 2012**

**RAILS Links**

- [RAILS Website](#)
- [Member Directory](#)
- [Contact RAILS](#)

**Member Resources**

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

**Upcoming Meetings**

- [Dec. 12 Member Advisory Group](#)
- [Jan. 25 RAILS](#)



[Board Meeting](#)

[January 30](#)

[Member Update](#)

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**New Standard RAILS Delivery Label**

As reported last week, a standard RAILS delivery label has been introduced to use for routing materials **between libraries in the same RAILS delivery service area**. The new label, instructions for using it, and additional information are available on the RAILS website at: <http://www.railslibraries.info/delivery/rails/labels>. Answers to frequently asked questions about the new label are available at: <http://www.railslibraries.info/delivery/rails/labelfaq>.

**New ISL Annual Library Certification Process**

As reported in the [November 30 ISL E-News](#), the Illinois State Library is creating a new website where all regional library system member libraries will complete a mandatory annual online library certification. Both Reaching Across Illinois Library System (RAILS) and Illinois Heartland Library System (IHLS) have made completion of the annual certification a condition of system membership. The certification will begin January 2 and will be open through March 31, 2013. Make sure that you are subscribed to *ISL E-News* in order to keep up on the latest developments with the certification process. You can subscribe through the RAILS website at <http://www.railslibraries.info/news>. Look for the Illinois State Library E-News heading in the upper right-hand corner of the page. Contact Pat Boze at [pboze@ilsos.net](mailto:pboze@ilsos.net) or 217.782.1891 if you have questions about the certification process. RAILS will also feature further information in RAILS E-News as it becomes available.

**Board Member Profile: David Rogers**

Biographical information and a short interview with board member David Rogers can be found at: <http://www.railslibraries.info/board/members/david-rogers>.

**RAILS Closed December 24 and 25**

RAILS will be closed on Monday, December 24 and Tuesday, December 25. Delivery and Talking Book Services will not be provided. A [list of RAILS observed holidays](#) can be found on the RAILS website by clicking on the About tab, then on Holidays/Closings.

**RAILS Presentations**

The following presentations are now online:

**"Resource Sharing: Strategic Directions Statewide"**

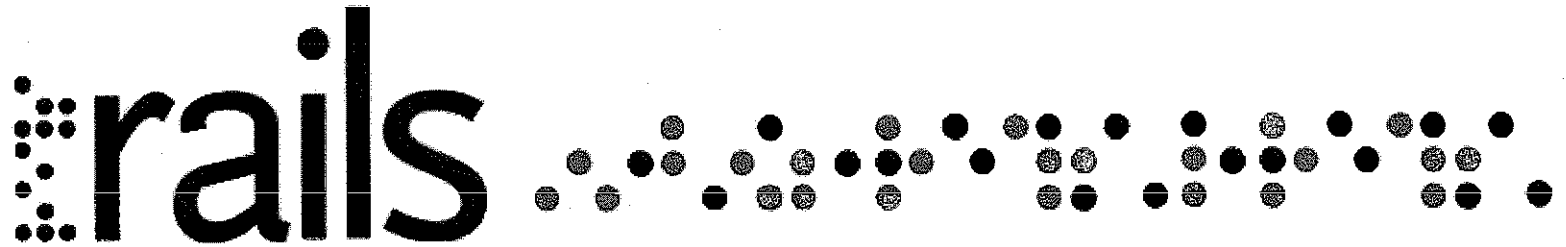
Presented at Bouncing Higher by Anne Craig, Director, Illinois State Library; Leslie Bednar, Executive Director, Illinois Heartland Library System; Jane Plass, Interim Executive Director, RAILS; and Susan Singleton, Executive Director, Consortium of Academic and Research

**Jamie Bukovac**

**From:** RAILS Reaching Across Illinois Library System <e-news=railslibraries.info@mail43.us4.mcsv.net> on behalf of RAILS Reaching Across Illinois Library System <e-news@railslibraries.info>  
**Sent:** Thursday, December 13, 2012 10:49 AM  
**To:** Jamie Bukovac  
**Subject:** RAILS E-News December 13, 2012

News from the Reaching Across Illinois Library System.

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**e-news**

**RAILS Funding Update**

RAILS is funded by an annual grant from the Illinois State Library and Secretary of State's office, with funds appropriated by the Illinois General Assembly. On October 31, RAILS received the final grant payments for FY2012 (July 2011 – June 2012). On November 9, we received our first FY2013 payment (July 2012 – June 2013) and we expect to receive our second payment soon. Both of these payment are from LSTA, not state funds. All subsequent FY2013 payments will be from state funds and subject to lengthy delays.

RAILS maintains a healthy reserve to enable us to withstand persistent state payment delays. Our number one goal is to continue to offer members resource sharing services including delivery and online catalogs), Talking Book Service, and communications without interruption. RAILS has successfully met this goal thus far and thanks to our reserve, we plan on continuing to do so in the future.

**RAILS Community Forums Available for Regions**

As previously announced, the RAILS Board approved the formation of 15 regions to help members communicate more effectively with RAILS and with each other. RAILS Community online forums are now available for each region. These forums are intended for neighboring libraries to address common issues and concerns. Discussion topics might include: local

**December 13, 2012**

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**Upcoming Meetings**

[Jan 25 RAILS Board Meeting](#)

[January 30](#)

events, programming and networking opportunities, local cooperative ventures, and requests for peer-to-peer assistance. All members working in all types of libraries are welcome to join one or more regional forums and start a discussion. More information on RAILS regions can be found on the [RAILS regions page](#).

To subscribe to the regional forums, log into the [RAILS website](#) with the email address and password you use for the [Library Learning \(L2\) website](#) and visit the [RAILS regions page](#). Click Subscriptions in the top right corner. You will see a list of all RAILS Community forums. Scroll down to find the regional forums. All regional forums start with "Region." Click on a forum to subscribe.

**Mandatory Library Certification for All RAILS Members Begins in January**

Beginning January 2, 2013, all RAILS members must complete a mandatory annual online library certification in order to continue to qualify for system services (such as delivery) and programs/services from the Illinois State Library (including grants). More information is available on the State Library's Annual Library Certification Website at <http://www.cyberdriveillinois.com/departments/library/libraries/librarycertification.html>. The certification form libraries must complete will be available on the certification website on January 2. The form must be completed between January 2 and March 31, 2013. For further information, contact Pat Boze at the Illinois State Library at [pboze@ilsos.net](mailto:pboze@ilsos.net) or Susan Weinmann, RAILS Resource Sharing Manager, at [susan.weinmann@railslibraries.info](mailto:susan.weinmann@railslibraries.info). Further details will be provided in this E-newsletter and in the Illinois State Library's E-newsletter as they are available. You can subscribe to *ISL E-News* from the RAILS website at <http://www.railslibraries.info/news>. Look for the Illinois State Library E-News heading in the upper right-hand corner of the page.

**RAILS Closed December 24 and 25**

RAILS will be closed on Monday, December 24 and Tuesday, December 25. Delivery and Talking Book Services will not be provided. A [list of RAILS observed holidays](#) can be found on the RAILS website by clicking on the About tab, then on Holidays/Closings.

**Reminder About Inclement Weather**

With the arrival of colder weather, RAILS reminds members about RAILS emergency closing procedures. The decision to close a building due to weather conditions will be based on school district closings in each of RAILS' seven locations. If the corresponding school district in the location is closed, the RAILS building will also be closed. If a RAILS building is closed, delivery service will not operate. See the [Holidays/Closings page](#) on the RAILS website for a

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ist of RAILS locations and the corresponding school districts. This page also includes additional information about RAILS inclement weather procedures.

**Standard RAILS Delivery Label Reminder**

As previously announced, RAILS has created a standard label for all RAILS member libraries to use when routing materials between libraries in the same RAILS delivery service area. Members are asked to begin using the new label by January 7, 2013. More information is available through the delivery page on the RAILS website at: <http://www.railslibraries.info/delivery/rails/labels>. Answers to frequently asked questions about the new label are available at: <http://www.railslibraries.info/delivery/rails/labelfaq>.

**Save the Date for Next Member Update**

RAILS has scheduled the next Member Update videoconference for January 30, 2013 at 9:30 a.m. For more information, see: <http://www.librarylearning.info/events/?eventID=14620>.

**PrairieCat Celebrates Newest Member**

Congratulations to the Tampico Middle School who went online this week as the newest fully participating member of PrairieCat. The middle school is one of four buildings in the Prophetstown-Lyndon-Tampico CUSD #3 participating in PrairieCat. The remaining buildings (currently union listing members) will go online as full members in the coming weeks.

**State Library's OCLC Usage Survey**

As reported in the *December 7 ISL E-News*, the Illinois State Library is conducting a survey to assess the value of OCLC services for ILLINET member libraries. Survey questions address both current OCLC services and usage, as well as the development of future enhanced OCLC services. The deadline to complete the survey is January 4, 2013. Questions or comments about the survey should be directed to [Pat Boze](#) or [Suzanne Schriar](#). You'll find the survey at: <http://www.surveymonkey.com/s/OCLC-USE>.

**Librarian's Guide for Non-Lawyers Now Online**

The Government Relations Committee of the Chicago Association of Law Libraries (CALL) announces that the publication, "Finding Illinois Law: A Librarian's Guide for Non-Lawyers," is now available from the [CALL website](#).

**Library Law Articles on WebJunction**

WebJunction reminds us that each sitting elected or appointed member of a public body affected by the Open Meetings Act (including public library and library system trustees) must

complete electronic Open Meetings Act training. The most recent Library Law newsletter from Klein, Thorpe & Jenkins, Ltd. has been posted on WebJunction Illinois. This article details why an elected or appointed official does not have to repeat Open Meetings Act training on an annual basis, unless he or she is an OMA designee of the public entity. Additional Library Law Articles are available on WebJunction.

**RAILS Library Director News**

Leann Johnson was named Interim Director of the Peoria Public Library.

Rebecca Teasdale has been appointed Interim Director of the Oak Park Public Library, effective January 1, 2013.

Angela Campbell was named director of the Rock Island Public Library and will assume her duties on January 21, 2013.

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

**Member News**

**News about RAILS members as seen on the RAILS website and in the media:**

Gasca Community Library Launches Program for Readers with Visual Disabilities

Elmhurst College Librarian Headed to Legislature

Reading Across the Ocean: Book Crossing 2012

Waukegan Public Library Unveils SMART Board

**From the RAILS Website**

Call for Proposals for 2013 ILA Conference

ACONI Salary Survey Coming Soon

134

**Jamie Bukovac**

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**From:** RAILS Reaching Across Illinois Library System <e-news=railslibraries.info@mail45.us1.rsgsv.net> on behalf of RAILS Reaching Across Illinois Library System <e-news@railslibraries.info>  
**Sent:** Wednesday, December 19, 2012 2:01 PM  
**To:** Jamie Bukovac  
**Subject:** RAILS E-News December 19, 2012

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News from the Reaching Across Illinois Library System.

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**Seasons Greetings From RAILS**

RAILS wishes you and your loved ones a happy holiday season and a wonderful new year! RAILS E-News will not be published next week. The next issue will be distributed in January 2013.

**RAILS will be closed on:** Monday, December 24, Tuesday, December 25, Monday, December 31, and Tuesday, January 1, 2013. Delivery and Talking Book Services will not be provided. A [list of RAILS observed holidays](#) can be found on the RAILS website by clicking on the About tab, then on Holidays/Closings.

**Mandatory Online Certification for RAILS Member Libraries Begins in January**

All RAILS members must complete a mandatory annual online library certification in order to continue to qualify for system services (such as delivery) and programs/services from the Illinois State Library (including grants). The intent of the process is to make sure that all libraries meet the required criteria to be a member of an Illinois library system and to ensure that the Illinois State Library and RAILS have the most current information on system members.

The certification form will be available beginning January 2 through March 31, 2013. The

**December 19, 2012**

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**Upcoming Meetings**

- [Jan. 25 RAILS Board Meeting](#)

[January 30](#)

Questions that will be asked are available on the [State Library's Annual Library Certification Website](#). Future issues of the RAILS E-News will include additional details on mandatory library certification. In the meantime, if you have any questions, please contact Susan Weinmann, RAILS Resource Sharing Manager at [susan.weinmann@railslibraries.info](mailto:susan.weinmann@railslibraries.info) or 30.734.5118.

**New RAILS Delivery Label to be Available in Additional Format**

As announced, RAILS has created a standard label for all RAILS member libraries to use when routing materials between libraries in the same RAILS delivery service area. Members are asked to begin using the new label by January 7, 2013. Further information is available through the [delivery page on the RAILS website](#).

RAILS plans to make the new label available to all members as a self-adhesive product, free of charge. Libraries in the Burr Ridge area have been using self-adhesive labels for several years and have found them to be a real time-saver since there is no need to tape labels to rubber bands when affixing them to delivery items. RAILS will need to go through a bid process to get the best volume discount for the self-adhesive labels. We anticipate that these labels will be available for member use in March 2013. Stay tuned to *RAILS E-News* for further details. After the new format is available, members will continue to have the option of printing the label from the RAILS website instead of using the self-adhesive label.

**Special RAILS Board Meeting on January 4, 2013**

The RAILS Board will hold a [special meeting](#) on Friday, January 4 at 9:30 a.m., to consider an offer on the RAILS Shorewood property and a new listing agreement for the RAILS Coal Valley property. The meeting will be held at Burr Ridge and will not be available via videoconference. Most of the meeting will be held in closed session.

**Join the RAILS Region of Your Choice**

As reported, the RAILS Board approved the formation of 15 regions within the RAILS service area. A map and a list of Frequently Asked Questions about the regions is included on the [Regions](#) page of the RAILS website. One question addresses whether members are required to join a particular region. RAILS does not have a formal list of libraries and corresponding regions. Members are free to choose the region that is most convenient and can choose more than one region. Members may also join one or more online [RAILS Community](#) regional forums. For more frequently asked questions, see: <http://www.railslibraries.info/community/regions/faq>.

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### **Save the Date for Next Member Update**

RAILS has scheduled the next Member Update videoconference for January 30, 2013 at 9:30 a.m. For more information, see: <http://www.librarylearning.info/events/?eventID=14620>.

### **Public Web Browser Discount**

Due to the strong relationships that the four RAILS LLSAPs (system supported online catalogs) have with vendors, a number of companies offer discounts to LLSAP members that are also available to other RAILS members. The Public Web Browser is available free of charge to RAILS LLSAP member libraries and all other RAILS member libraries until December 31, 2013. This product allows you to lock your public computers' web browsers to a specific catalog, a specific website, or to customize your browser in other ways. To view this offer and other discounts and trial offers, RAILS members must log into the RAILS website using the email address and password they use for L2. When logged in, see the Vendor Discounts and Trials page and the TeamSoftware Solutions: Public Web Browser offer.

### **State Library's OCLC Usage Survey**

As reported in the December 7 ISL E-News, the Illinois State Library is conducting a survey to assess the value of OCLC services for ILLINET member libraries. Survey questions address both current OCLC services and usage, as well as the development of future enhanced OCLC services. The deadline to complete the survey is January 4, 2013. Questions or comments about the survey should be directed to Pat Boze or Suzanne Schriar. You'll find the survey at: <http://www.surveymonkey.com/s/OCLC-USE>.

### **Proposed Rules for Grant Programs**

In the December 14 ISL E-News, the Illinois State Library shared information on proposed rules for Illinois State Library Grant Programs. Some of the grants affected include the Literacy Grant Program, Talking Book and Braille Service and the Library Service and Technology Act Program, and the Family Literacy Program (renamed the Penny Severns Family Literacy Program). The complete article and a link to the proposed rules can be found in the December 14 ISL E-News. To get the latest news from the Illinois State Library as soon as it is released, RAILS members are strongly encouraged to subscribe to the weekly ISL E-News. You can now do so through the RAILS website at <http://www.railslibraries.info/news>. Look for the Illinois State Library E-News heading in the upper right-hand corner of the page.

### **Contribute to WebJunction's New Blog Series**



WebJunction Illinois (WJIL) will introduce a new blog series starting in January. The series will provide new ideas, resources, and tools for innovative library programming. WJIL is looking for guest bloggers to contribute posts. More information is available at: <http://www.railslibraries.info/members/announce/20121219/31311>.

**RAILS Library Director News**

Barbara Morgan was named the new director of the Putnam County Public Library District (Hennepin) and will assume her new duties in January 2013.

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

**Member News**

**News about RAILS members as seen on the RAILS website and in the media:**

Library Projects On Schedule in Highland Park and Deerfield

"Journey Stories" at Princeton Public Library

Dak Park Public Library Offers Curbside Service

Huntley Area Library's History Coordinators Write Book

**From the RAILS Website**

Common Core Standards Webinar January 22

Dominican University Sponsors Program on Effective Meetings  
See Dominican University's website for a complete list of programs.

Call for Proposals for 2013 ILA Conference

Call for Proposals for Literacy Summit

ACONI Salary Survey Coming Soon



Survey: Indian Prairie Library Technology Survey

Report: Default Report

Survey Status		Respondent Statistics		Points Summary
Status:	Closed	Total Responses:	1154	No Points Questions used in this survey.
Deploy Date:	12/06/2012	Completes:	1039	
Closed Date:	12/11/2012	Partials:	115	

1. Do you own a smartphone, tablet or other handheld device?

	Responses	Percent
Yes:	773	67.1%
No:	379	32.9%
Total Responded to this question:	1152	99.83%
Total who skipped this question:	2	0.17%
Total:	1154	100%

2. If no, do you plan to purchase one or hope to receive one as a gift?

	Responses	Percent
Yes: [redacted]	83	22.74%
No: [redacted]	282	77.26%
Total Responded to this question:	365	31.63%
Total who skipped this question:	789	68.37%
Total:	1154	100%

3. If yes, which device(s)? Please select all that apply.

	Responses	Percent
iPhone:	389	47.44%
Blackberry:	48	5.85%
Android:	243	29.63%
Windows Phone:	21	2.56%
iPad:	330	40.24%
Windows Tablet:	31	3.78%
Kindle Fire:	110	13.41%
Kindle Tablet:	72	8.78%
If other, please specify:	119	14%
Total Responded to this question:	820	71.06%
Total who skipped this question:	334	28.94%
Total:	1154	100%

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Instant Help:  On  Off

3. If yes, which device(s)? Please select all that apply.

*Plan to purchase smartphone or tablet*

Show  Per Page

Response	If other, please specify	View Individual Responses
1	cell phone	
2	haven't begun to research yet	
3	tracfone	
4	iPod, nook	
5	Galaxy Note 10.1	
6	The Nook	
7	Samsung	
8	Android tablet	
9	Nook tablet	
10	samsung galaxy SIII	
11	iPod ITouch	
12	Kindle	
13	also have a Samsung tablet	
14	Just a conventional cellphone but have the options to receive or send e-mail.	
15	Nook Color	
16	iPod	
17	Galaxy note two.	
18	Barnes and Noble Nook	
19	Nokia	
20	Nook Tablet	
21	Nook HD	
22	iPod Touch	
23	Nook tablet	
24	kindle	
25	Nook Laptop	
26	Nook	
27	cell phone	
28	iPod	
29	Samsung Tablet	

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- 30 Nook Color
- 31 nook
- 32 Samsung tablet
- 33 Nook
- 34 Nook
- 35 cell phone
- 36 cell phone
- 37 I don't know enough !
- 38 nook
- 39 Nook
- 40 ipod
- 41 Nook Tablet
- 42 Palm Tungsten C
- 43 nook
- 44 Nook
- 45 Nook
- 46 Kindle
- 47 Nextbook android
- 48 Barnes & noble nook color
- 49 iPod touch
- 50 iPod
- 51 Nook color
- 52 just a govt cell from reachout wireless.com and gifted verison cell in 2008. I pod
- 53 Samsung Tablet
- 54 WebOS
- 55 Amazon fire.
- 56 Kobo Reader
- 57 LG smartphone
- 58 IPOD
- 59 Nook HD+
- 60 Android tablet
- 61 don't know enough about these yet.
- 62 nook
- 63 Google Nexus 7
- 64 don't know the advantages of each
- 65 Nook



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- 66 regular kindle, no phone
- 67 Kindle e-reader
- 68 Nook
- 69 samsung tabley
- 70 VERIZON TABLET
- 71 cell phone
- 72 Nook
- 73 Kindles Touch
- 74 Nook
- 75 Nook
- 76 Nook
- 77 cell phone
- 78 Sony reader
- 79 Nook
- 80 HP Touchpad
- 81 iTouch
- 82 iPod Touch
- 83 Regular Kindle
- 84 Nook
- 85 Nook tablet
- 86 iPod Touch 4th generation
- 87 Playstation Vita
- 88 Android Tablet (Nexus 7)
- 89 Kindle
- 90 Nook Color with Cynogen Mod and Overdrive for eReading.
- 91 A Normal Cell Phone
- 92 Barnes and Nobles Nook
- 93 Asus android tablet
- 94 Nook Color
- 95 nook
- 96 Nook Color
- 97 Nook
- 98 Nook Tablet
- 99 Nook Color
- 100 Nook



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3. If yes, which device(s)? Please select all that apply.

Show 100 Per Page

Response	If other, please specify	<a href="#">View Individual Responses</a>
101	Nook	
102	cell phone	
103	iPod Touch	
104	iPod touch	
105	nook	
106	Color Nook	
107	laptop	
108	Don't know.	
109	Microsoft Surface	
110	Toshiba Tablet	
111	Ipod touch	
112	Samsung	
113	Nook	
114	Pixie and a mini dell pc	
115	Nook	
116	cell phone	
117	Android Tablet	
118	Android tablet	
119	Nook tablet & Nook 1st Edition, too	

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4. Do you read downloadable e-books?

	Responses	Percent
Yes: [redacted]	504	45.78%
No: [redacted]	597	54.22%
Total Responded to this question:	1101	95.41%
Total who skipped this question:	53	4.59%
Total:	1154	100%

5. If yes, which devices do you use to read e-books? Please select all that apply.

	Responses	Percent
Kindle:	173	34.6%
Kindle Fire:	78	15.6%
Nook Simple Touch:	38	7.6%
Nook Color/Tablet:	44	8.8%
Sony Reader:	5	1%
I use my iPad or another tablet for e-books:	189	37.8%
I use my smartphone/iPod Touch for e-books:	85	17%
I use my desktop/laptop for e-books:	73	14.6%
If other, please specify:	23	4%
Total Responded to this question:		500 43.33%
Total who skipped this question:		654 56.67%
Total:		1154 100%

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5. If yes, which devices do you use to read e-books? Please select all that apply.

Show  Per Page

Response If other, please specify View Individual Responses

1	galaxy note 10:1	
2	cloud	
3	I use my Android kindle and kindle fire	
4	Samsung tablet	
5	Nook	
6	I use the Kindle app on my ipad to read books I buy	
7	Kobo Reader	
8	Nook HD+	
9	phone	
10	original nook	
11	Kindle Touch	
12	The Kindle I used was borrowed.	
13	na	
14	HP Touchpad with Kindle App	
15	Kindle app	
16	Android Tablet	
17	Kindle for PC, Adobe Digital	
18	sometimes a nook	
19	Ipod touch	
20	Kindle for PC	
21	Nook (first generation)	
22	Impressions Tablet	
23	I phone also	

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6. What else do you read, download or stream on a device? Please select all that apply.

	Responses	Percent
Newspapers:	175	37.63%
Magazines:	158	33.98%
Audio books:	92	19.78%
Movies:	153	32.9%
Television shows:	148	31.83%
Music:	242	52.04%
Not applicable:	78	16.77%
If other, please specify:	25	5%
Total Responded to this question:	465	40.29%
Total who skipped this question:	689	59.71%
Total:	1154	100%

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Instant Help:  On  Off

6. What else do you read, download or stream on a device? Please select all that apply.

Show  Per Page

Response	If other, please specify	View Individual Responses
1	blogs/	
2	nothing	
3	Chicago tribune	
4	games	
5	Gallop, stock indexes and prices,	
6	Books only!	
7	Printer's Row from the Tribune	
8	ustreams	
9	language learning tools, games	
10	podcasts	
11	Manual and books related to my job	
12	TED Talks	
13	Games, Puzzles	
14	Games,	
15	many books	
16	games	
17	na	
18	Podcasts	
19	News	
20	radio shows	
21	podcasts	
22	Engineering whitepapers from the IEEE	
23	podcasts	
24	Biographical	
25	catalogs	

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7. Do you download e-books from the library?

	Responses	Percent
Yes: [REDACTED]	265	53.97%
No: [REDACTED]	226	46.03%
Total Responded to this question:	491	42.55%
Total who skipped this question:	663	57.45%
Total:	1154	100%

8. Why don't you download e-books from the library?

	Responses	Percent
I didn't know the library has e-books I can download:	71	30.6%
It's too complicated:	30	12.93%
The e-books I want are not available:	35	15.09%
I don't know how to download e-books from the library:	103	44.4%
I don't want to wait for a title:	18	7.76%
If other, please specify:	40	17%
Total Responded to this question:	232	20.1%
Total who skipped this question:	922	79.9%
Total:	1154	100%



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Instant Help:  On  Off

8. Why don't you download e-books from the library?

Show 100 Per Page

Response	If other, please specify	View Individual Responses
1	We prefer hard cover books over e-books.	
2	I checked out a kindle, got connected to do e-books. The software was hard to use and the selection was terrible. It turned out to be far easier to download pirated books via bit-torrent. The software was simpler and the selection was much better.	
3	Haven't had the opportunity to download any books from the library yet.	
4	We tried to do this - even went in to library to ask how it's done - still never figured it out.	
5	I really should look into this possibility, but I usually buy the book from Amazon rather than wait for availability.	
6	Just never got around to it. I use Audible for most of my book downloads. I plan on trying the library site soon.	
7	Never thought of it.	
8	At 78 years old I am lucky to understand how to use Kindle	
9	I already have an ebook library of books I want to read archived on Amazon which will take me several years to finish. If this were not the case, I'd be a big time library user like I was in my younger days.	
10	where are the instructions?	
11	I have trouble finding te to read the books I have already downloaded.	
12	I've started to realize that you can carry around a book to read anywhere but when your phone dies or you need to be doing a conference call it's easier to have a hard school paper book. plus I get hand cramps trying to use my phone as a book	
13	I am under the impression that I can't get them on my phone with the Kindle App. Thought I had to have an actual Kindle.	
14	Haven't visited the library to start yet-hours of library operation don't match my work schedule	
15	if it cost on a budget.	
16	We could not get it to work, so we gave up.	
17	my daughter put the books on my kindle. I typically check out actual books. I do do audio on my ipod once in awhile.	
18	I did pick up a pamphlet at the library to explain how to, and will when I have time.	
19	I usually use my Kindle when on vacation, so want them for longer than 2 weeks. -- I took the class on how to download books but can't say I really know how.	
20	Up to this time I have been satisfied with buying the e-books kindle offers.	
21	Seldomly use my kindle.	
22	Haven't tried it.	
23	I understand that after two weeks the e-book is "deleted" w/ no opportunity to renew or pay a fine to keep it 'til you're finished.	
24	My 40 year old daughter has to help me download books to my Kindle, and even she, a CPA who uses computers daily, finds the whole process of downloading a book from your library system ridiculously complicated. I love to read, but dread asking for her help time after time. Enough said!!!	
25	I don't have a kindle etc: I borrow it for trips.	

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- 26 I really like the feel and the smell of a real book and if I want to go back to a section it is a lot easier with a real book than with the Kindle. I hardly use my Kindle anymore. I feel a smart phone is too invasive in my life. At age 72 I like my privacy.
- 27 plan to once I receive one
- 28 I just got my kindle a year ago and i haven't used it as much as i would have liked. Also, i do not visit the library often
- 29 Just never thought about it
- 30 Haven't got around to renewing my library card.
- 31 just habit of buying from Amazon on Kindle
- 32 my kindle can't eload books from library I need the new kindle or something
- 33 Just havent yet
- 34 The format seems incompatible with my desktop.
- 35 Not enough to go around, there is always a waiting list for the ones I wanted to read.
- 36 The library needs a better children's book selection
- 37 ...AFAIK most later books in the Kindle store are not available in the library
- 38 have not tried it yet
- 39 I've tried several times to set it up from home, but the computer never recognizes my library card (even though it works for reserving books, etc.) from home. It tells me to go see a librarian but I've never had time or I forget when i'm there.
- 40 I don't have time to read an entire book before it is due back to the library.

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9. How many titles do you download from the library per week on average?

	Responses	Percent
Less than one per week:	358	84.04%
One:	38	8.92%
Two:	21	4.93%
Three:	7	1.64%
Four:	0	0%
Five:	1	0.23%
More than five per week:	1	0.23%
Total Responded to this question:		426 36.92%
Total who skipped this question:		728 63.08%
Total:		1154 100%

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10. If you'd like to comment on the library's e-book collection, please do so here.

	Responses	Percent
Responses: [REDACTED]	153	100%
Total Responded to this question:	153	13.26%
Total who skipped this question:	1001	86.74%
Total:	1154	100%

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10. If you'd like to comment on the library's e-book collection, please do so here.

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Response	Response Text	View Individual Responses
1	They are always checked out. Very hard to get popular titles.	
2	Is there a training session for downloading materials from the library?	
3	I'm pretty new to this so not well informed re: library collection yet. The librarians have been very helpful.	
4	You do not have enough serious, non-fiction titles.	
5	Needs to be expanded	
6	slow start on the nonfiction I think. needs to have important books on biography and history. no more dog and baseball heroes! need Caro's series on Johnson, most of the founding fathers, etc. There is so much high quality history and biography these days, Please Do It!	
7	would love to have more books especially new books. Also, if a book is part of a series out would be great if also books in the series were available. I often find a new series top read and the older book from the series is not available.	
8	Kind of complicated to browse e book catalog	
9	I haven't downloaded any since they first introduced the tablets for check out. However, I loved that the classic novels were available to read right away. There were titles that I became interested in and read because IPPL opened the tablets up for check out.	
10	The wait times on popular books isn't fun- I want instant gratification. The selection is hard to navigate- would be nice if there was a best sellers section or ratings and reviews of the books available to help choose books	
11	Sparse and low quality books.	
12	would like to be able to re-check books out.	
13	There is a lack of business, education and personal development books available as ebooks.	
14	It's pretty amazing, although of course there is always room to grow the selection.	
15	The collection did not seem to have much to choose from when I looked into it.	
16	We are adding a new nook to our household so it will be available to more readers; looking to start using the library's e-book collection a lot more.	
17	I would love to download but the library's current selection is very limited. Please add more best sellers to the download list. Thank you.	
18	Need more	
19	Haven't had a chance to go through the library's collection.	
20	do not know how and where to download yet, but it seems a good way	
21	It wd be nice to get more Christian books by Destiny Image/ Don Nori. and Larry Kreider's e-book Building your Personal House of Prayer. Thanks.	
22	great library	
23	More selections would be great.	
24	Seems like a decent selection, but long wait times - but I am not a heavy user.	
25	Variety of contemporary titles is very narrow. Also, other than lowest common denominator fiction, there few titles of substance, ex. biographies, science, history, etc.	
26	The collection is getting larger. There's a better selection.	











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- 27 Wait times are quite long for new releases but overall the selection of titles available is adequate
- 28 don't know what is available
- 29 I've been pretty pleased with it. I have had e-books on hold and not had to wait too long to have them become available.
- 30 There is a limited selection and it's often hard to get a certain title.
- 31 Make the system easier and I'll do it. I love to read, but I'm very selective about what I read, and I do not like to wait for the titles I want.
- 32 Let us renew e books. Sometimes I can't finish & I'm not able To renew.
- 33 While I understand that this type of collection is still in its infancy, every time I've tried to search for a specific title or author, I have been unsuccessful. I would get frustrated when I would search for an author and the search would give me every author but the one I was searching for.
- 34 I just learned that I can download e-books from the library not that long ago. The two times I tried, the books were not available. My work schedule has been too busy lately, but I will try it again when I have more time.
- 35 I just purchased a new Kindle Fire. Most books that I looked for, were not available (already checked out) from the library. I am currently reading my first book on my Kindle Fire and I am enjoying the experience. The book that I am reading (new release) was purchased from Amazon. In the future I will use the library for most of my downloads / reading.
- 36 I would like a class on downloading ebooks.
- 37 I'm disappointed that many of the books I'd like to read are unavailable via e-book. However, I understand that it is somewhat difficult due to Amazon restrictions.
- 38 So far I have had trouble finding my books on e-books, but when I can find them I prefer to read this way. You have been building your list and I'm guessing in another year there will be so many more
- 39 I haven't actually downloading yet because I just got kindlefire but I got the instructions.
- 40 Often times an author has a trilogy, but only one of the three books is offered in the library collection which is frustrating
- 41 I only tried to download a book from the library once but there was such a long waiting list that I bought the book instead.
- 42 I have tried to download and there is always a long list ahead so e-books have not been available.
- 43 My searches generally indicated a waiting list.
- 44 Great selection but always a waiting list
- 45 Very satisfactory. New releases are quickly available upon request. I do wish the two week interval for ebooks could be extended to three or four or allow renewal.
- 46 Need more best sellers and/or more current books.
- 47 more audio books please
- 48 The recent titles are mostly in use and need a wait to take out. The free titles are old and load slowly.
- 49 The web site is not easy to use There are not enough current best sellers on the list
- 50 I wish they had newer books
- 51 Have not taken the time to check this out
- 52 There are too few books and too long a waiting list.
- 53 The waiting period for almost any book that I want to read has become way too long, so I have stopped inquiring. Very disappointing.
- 54 As long as they are gratis, we will down low and read!
- 55 Excellrnt collection and helpers buit still don't know where the instructions are to download the libraries ebooks.
- 56 Wish the wait was not so long
- 57 Question number 9 is not applicable to me because I don't download e-books currently at the library.
- 58 Is there a way to request e-books?

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- 59 I rarely (1 out of 15 searches or less) find what I want on the library's e-book collection. Also, on more than one occasion, I have put myself on a long e-book waiting list and lost the book when it was my turn because I didn't see the notification email in time.
- 60 unfortunatly I looked into this a year ago. and it seemed that only a few titles were available. if that has improved i will certainly look at it again.
- 61 I need to learn how to do it again. I have put books on hold and never heard from the library.
- 62 I have downloaded 31 books since i purchased my nook. I love how easy it is to use.
- 63 Really appreciate this service at library, I do enjoy reading e book on my kindle daily.
- 64 I wish we didn't have to wait on hold for books, but its not that bad because I usually am reading one when one on hold becomes available, in other words I can stagger them so that I always have something to read when others are on hold.
- 65 I prefer the IPPL e-books be Kindle format so I can wirelessly download. Dont' like it when it's restricted to "Kindle via USB connection only".
- 66 It seems the selection is limited compared to what is available in print and most of the e-books are currently checked out. This true to adult books as well as books for my 8 and 10 year olds.
- 67 The first few times I tried it, it was more complicated than expected, so was turned off by the process. The only problem I have now is that things are checked out that I want. I tend to use free books from the web rather than go through the library now.
- 68 I do not down load e book but may be my children do
- 69 The more the better!
- 70 Not enough collection for current best-sellers
- 71 I can never get an ebook, so I wait for the regular books.
- 72 I LOVE the idea of getting ebooks from you. Want to learn more about this!
- 73 I think as time goes on, it will be even harder to get the more popular titles. This is due to the rising use of electronic devices for reading books.
- 74 There seems to be a long wait to get ebooks, and not just for the most recent releases.
- 75 I have found that the choices and availability of books I want to read are limited that I have not done so in quite a while.
- 76 Wish there was more of a selection.
- 77 very limited
- 78 Please, please continue to add more titles to your available list!
- 79 Is the e-bbok catalog on-line and searchable?
- 80 Please expand the selections and have more copies as the wait list on some ebooks is 200-300 people .
- 81 Love the ebooks, the more you have the better
- 82 I wasn't aware I could do this! Next time I stop in at IPL I will ask about downloading e-books. This is great!
- 83 I am reading books I otherwise would not read. wish I could take them out longer. I have taken out books, then taken out the bound book to finish.
- 84 I was not aware of this or how it works but would love to know more
- 85 I am amazed that this kind of service can be available. Again, the selection is somewhat limited.
- 86 I'm not familiar with the librarie's e-book collection. Nor the process to use it. I have downloaded bookd from Amazon.com only.
- 87 not enough copies of ebooks - always have to go on wait list - very frustrating at times
- 88 very convenient and expanding knowledges and fun and many other subjects of science, musics, paleontology,study of stars,ancient story about Roman,Ottomans Empire,Maya 's History,& 7 conti nents,warmmer climates etc.
- 89 Not interested in most of the books. I also find the browsing/search function for ebooks clumsy and rather frustrating.
- 90 I ill probably eventually learn and accept the e-book system.

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- 91 Collection is fine, getting it downloaded is the problem. Even the people at your help desk can't help. They give out a brochure that is useless! Glad that you have finally realized that you have a problem! 
- 92 One copy for the swan system is not enough 
- 93 I think the library is great. Most times, the books I want to read are available on e-books...otherwise I get the hard edition. I think the library keeps up to date with new editions. 
- 94 I don't know much about it as I do not have a device to download e-books. 
- 95 Often lose patience with waiting for a reserved book to come up. 
- 96 na 
- 97 Library books that I may want to download typically aren't available. 
- 98 Limited selection, with long waits, so I don't do it often. I also would love to see more selections for the pre-teen & children categories. 
- 99 I would like to see more current releases available in e-books. 
- 100 I like the service, but the selection of ebooks is very limited. I would like to see it expanded in the future. 

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10. If you'd like to comment on the library's e-book collection, please do so here.

Show 100 Per Page

Response	Response Text	View Individual Responses
101	Very good. Could use more non-fiction audio books	
102	I work in IT... Technical process does not seem smooth yet. Some glitches. Biggest problem I saw however was the lack of titles. If I could get anything I wanted as an ebook I would use it all the time.	
103	Please increase your kindle collection. I would download more if i found new ebooks in kindle format. You have a limited kindle format popular junior books.... ex Rick Riordan , Haddix, harry potter, blues clues all, lemony snicket, .... thank you.	
104	I have not downloaded many of the library's e-books because you don't have many Kindle books, in general, and not many of the ones I want to read. A couple of times you had one I wanted to read but there were so few copies that I decided not to go through the library. It would also be great to have more junior novels (for kids) available.	
105	It is very difficult to get what I want to read. First it is hard to use to find what I want, and second it is never available and I end up going in to the library and picking up the actually book bc I get it quicker on reserve that way.	
106	Would be great if you offer polish books	
107	I think this is a limitation of OverDrive, but it's frustrating to see something available as an e-book in the SWAN catalog but be unable to borrow it because it doesn't "belong" to our library.	
108	More popular Christian fiction novels	
109	I love the library's ebook collection. I am so grateful that it's there.	
110	I'd like to know how to do this!	
111	I love the e-books. It lets me read on the go and even keep a giant book handy for the long train rides into the city. I love it. The only think I'd like to see is more available books. I should use the button to let you know when I request a book and it's not in the system, I'll start doing that. But overall I LOVE library e-books and tell all my friends about it.	
112	I've had good luck finding most things in the library's collection, with the exception of less popular old titles.	
113	I really would like to download e-books from library, process is just too complicated.	
114	I love how technology has become part of the Library experience. However, I have not gotten good instructions as to how to download and so on.	
115	e-book collection is limited	
116	I wish more elementary school-age books were available in e-book format.	
117	Whenever I've searched for a title, I've never had an ebook come up as an option. Seems like the collection contains mostly fiction. I am primarily a nonfiction reader.	
118	need more titles	
119	I think it's a really wonderful option you've provided for the community. I only hope to see the catalog expand in the future with more offerings.	
120	difficult to acquire any books for my pre-teens/teenagers - difficult to download - kids have given up trying to figure out	
121	I am glad to have access to the e-books, but I do wish there were more titles to chose from.	
122	Would like to download e-books in spanish.	
123	I would love to see more new releases in the romance category!	
124	I tried to download one time but it seemed complicated	
125	I think you should get more, like Nelson DeMille's books. You don't have enough	

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- 126 I am just learning how to use e-books, so I haven't done much with them yet.
- 127 Appreciate very much having this service..sometimes frustrating to have to wait so long for more popular books and then have to read them based on when my turn comes but overall great service
- 128 Seems like there is not enough copies to go around, the waiting list in a depth that I did not bother to be waiting for. That was the last time I checked - which is a few months ago.
- 129 Please get a larger children's e-book collection
- 130 very few of the new books and bestsellers... disappointing collection. About a third of the books I look for are there. Seems like ALL of the "new" books listed on the home page are for kids and young adult. Top rentals listed are Very old (probably because so few NEW books are available).
- 131 It would be nice if the library would offer the same loan mechanism as, e.g., the Kindle book store offers, i.e., e-books could be loaned through the library the same way as regular books.
- 132 The collection of books is not current and sometimes the holds are to long to even bother
- 133 I think that it's a great collection. I wish that there was more consistency in having a complete set of books, for example, when you have book 5 and 7 of a series available, it would be great if it would be possible to get books 1-4 and 6 as well.
- 134 I hate waiting as long as I do for popular books
- 135 please send me info on downloading books magazines newspapers movies whatever I can from the library
- 136 I will check it out now that I am aware of it
- 137 It would be nice if the library had more current e-books available, as well as more than one or two copies of each.
- 138 Didn't know I could do that. I will be checking into this.
- 139 I'd be happy to see it grow!
- 140 the recent selection of books has increased. Great job... Is it possible to maybe get an extra copy for some of the books that have a long waiting list. Also all the books come in at the same time - would be great if you could give the next person on the waiting list the book and not lose your place in line
- 141 Waiting lists are very long for the more popular/newer titles. Would be nice to have magazines and newspapers available too
- 142 Usually the titles I would want to read are not available. Sometimes when I put them on hold they come in at inopportune times. Also, I gave never been able to get any downloadable audio book to work on my Mac computer or devices, even with the overdrive app.
- 143 Excellent feature to have.
- 144 The more, the better-- not sure why if it's available to buy, it can't be available to rent too.
- 145 I would like to have the option to read or listen to the book - also - MOST of the time - the EBook is not available and one has to wait for it - which is weird - since it's a digital format.
- 146 please continue to expand the library of audio books...I love being able to listen to books while on the train, walking or doing other activities. This is an awesome service you provide!
- 147 It's very easy to use. I'd love it if they expanded their collection.
- 148 more children / young teen chapter books would be nice. and shorter wait times for books.
- 149 I don't understand the "checking out" and sometimes the long wait for "e-books", but it's a great option to have! Keep up the great work.
- 150 I never download from library
- 151 I have found it difficult to get the books I'm looking for in the library's online offerings. They're typically unavailable or have a long waiting list. I do understand book publishers don't like to sell e-books to libraries.
- 152 If there was a class to show me how to do this, I would try it. It seems we always lose the books we check out. Or if a staff member could show me, that would be great too!
- 153 what i want is never available. it takes too long to find what i want.

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11. Do you plan to purchase a device (or hope to receive one as a gift) that will allow you to read e-books?

	Responses	Percent
Yes: [REDACTED]	150	25.77%
No: [REDACTED]	432	74.23%
Total Responded to this question:	582	50.43%
Total who skipped this question:	572	49.57%
Total:	1154	100%

12. If yes, which device(s) will you be getting? Please select all that apply.

	Responses	Percent
Kindle:	26	14.77%
Kindle Fire:	37	21.02%
Nook Simple Touch:	13	7.39%
Nook Color/Tablet:	19	10.8%
Sony Reader:	2	1.14%
iPad or other tablet:	70	39.77%
smartphone or iPod Touch:	17	9.66%
desktop or laptop:	24	13.64%
If other, please specify:	22	12%
<b>Total Responded to this question:</b>		<b>176</b>
<b>Total who skipped this question:</b>		<b>978</b>
<b>Total:</b>		<b>1154</b>
		<b>100%</b>

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12. If yes, which device(s) will you be getting? Please select all that apply.

Show 100 Per Page

Response	If other, please specify	View Individual Responses
1	books should be touched	
2	haven't begun to compare what's out there	
3	uncertain which is best for me	
4	Not sure what type of device.	
5	whichever I can afford	
6	Unsure	
7	My wife, Barbara Schally recently purchased an iPad.	
8	?	
9	Nor sure yet--need to know more about them.	
10	n/A at this time	
11	android tablet	
12	don't know	
13	too soon to say	
14	I have a Kindle Fire	
15	Google Tablet	
16	None	
17	have not decided	
18	a second iPod Touch 4th generation	
19	windows based tablet	
20	I plan to use my Kindle Fire	
21	DNA	
22	Don't know yet.	

e-reader

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13.

One of the library's roles is to support how residents use technology and offer our residents opportunities to experiment with technology.

We are investigating providing software and equipment so that residents could create and edit photos, videos and sound recordings. This project would support what students are doing in school, and provide new technology users and amateur "enthusiasts" the chance to explore and use these tools.

Would you or a family member use any of the following if the library made them available? Please select all that apply.

	Responses	Percent
The ability to convert photos, slides, negatives or videos to digital format.:	502	62.44%
The ability to convert records/tapes/CDs to a digital format.:	409	50.87%
Software/equipment to create and edit photos.:	291	36.19%
Software/equipment to create and edit videos.:	201	25%
Software/equipment to create and edit music and other recordings.:	151	18.78%
Software/equipment to create desktop publications.:	123	15.3%
Software/equipment to create presentations.:	122	15.17%
I would use some or all of these if I received training on how to do so.:	477	59.33%
Total Responded to this question:	804	69.67%
Total who skipped this question:	350	30.33%
Total:	1154	100%

14. An average, how often do you visit the library?

	Responses	Percent
More than once a week:	117	11.02%
Once a week:	239	22.5%
Two or three times per month:	328	30.89%
One time per month:	168	15.82%
Two or three times every 6 months:	116	10.92%
Once every 6 months:	46	4.33%
One time per year:	22	2.07%
Less than one time per year:	18	1.69%
I do not visit the library:	5	0.47%
I did not visit the library:	3	0.28%
Total Responded to this question:	1062	92.03%
Total who skipped this question:	92	7.97%
Total:	1154	100%

15. Which town do you live in?

	Responses	Percent
Burr Ridge: [redacted]	86	8.21%
Darien: [redacted]	613	58.49%
Willowbrook: [redacted]	349	33.3%
Total Responded to this question:	1048	90.81%
Total who skipped this question:	106	9.19%
Total:	1154	100%



16. Are you a male or a female?

	Responses	Percent
Male:	369	35.28%
Female:	677	64.72%
Total Responded to this question:	1046	90.64%
Total who skipped this question:	108	9.36%
Total:	1154	100%

17. Please tell us your age range.

	Responses	Percent
18 - 24:	12	1.14%
25 - 34:	103	9.8%
35 - 44:	182	17.32%
45 - 54:	266	25.31%
55 - 64:	147	13.99%
65 - 74:	226	21.5%
75 and older:	115	10.94%
Total Responded to this question:	1051	91.07%
Total who skipped this question:	103	8.93%
Total:	1154	100%

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18. Thank you very much for answering our survey. If you have any comments about the survey or about technology please type them here.

	Responses	Percent
Responses: [REDACTED]	162	100%
Total Responded to this question:	162	14.04%
Total who skipped this question:	992	85.96%
Total:	1154	100%

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18. Thank you very much for answering our survey. If you have any comments about the survey or about technology please type them here.

Show: 100 Per Page

Response	Response Text	View Individual Responses
1	The circulation staff are the nicest people and fun! They are pleasant and welcoming.	
2	Haven't used library much since got a Kindle, but will investigate how to download e-books. Thanks!	
3	It's great that you are asking these questions. I'm behind the technology power curve and want to change that! But I will always come to the library for my books. I hardly buy them at all anymore because IPL is so good!	
4	I am very happy with the library as it is. If you provide electronic services I might use them, but I will never stop taking home a book as there is nothing that can take the place of that.	
5	Only interested in learning technology related to Apple devices.	
6	while we have most of the technology mentioned in our home, I support having the library invest in it for those who need it.	
7	Thanks for offering the Nook and Kindle! I have checked out both of them, it was fun to try them. I wish you had iPads for checking out as well. I don't have a lot of money to get technology like that, and I am glad I was able to try them on my own time - this is a great program. Thanks!	
8	we do have an Ipad & i would like to download books. I just haven't figured out how to do that yet.	
9	Love the new tech bar	
10	I am so interested in downloading ebooks to my kindle or nook, and I have gone over the directions on your website, but it seems like such a long process, and most of the books I'm interested in are usually checked out.... Just a few thoughts. :-)	
11	Please add more educational and extra activities classes for kids and teens. More technology classes for adults (various times).	
12	SWAN needs to be better for mobile devices, login using card and password to cumbersome, how about library card barcode on phone?	
13	Thanks for the free wifi! Regarding the editing software (all types), I imagine use of them will eat up lots of time per user. If you do get the software, have you thought about time management on the computers for these users and the current computer users? Also, I use a laptop but would be interested in ebooks if the option is available on my laptop. P.S. not technology related, but will you ever have a quiet study room again? it was removed :(	
14	I consider Darien my home, but I live in Hong Kong. I go to Darien about twice a year for about a week each time and visit the library about every other day.	
15	Please turn the DVD's sideways and not facing the front cover out. If sideways, you can read the titles to all movies because currently it is difficult to flip through them to try to read the titles without having to pull them out causing miss filing and or damaging the container! You had it this way early on and it worked much more efficiently for the visitor and employees, thank you.	
16	Library is good... thank you!	
17	It already have the capability at home to do the functions you have listed on the previous page. I would not use the library for these purposes. I would be very interested in an expanded and easier means of downloading audio books to my iTunes list for syncing with my iPod. After multiple tries with assistance from IPL staff I have never successfully downloaded an audiofile to my iPod. Thank you, DeAnn Copeland 815-953-5325	
18	I love the ability to get materials from other libraries. The email works great. I love the self checkout. In and out in 3 minutes. I rave about it at work. Staff is wonderful. So helpful. Its the only service that I would vote to increase taxes for. I wish the books on cd were greater. I give the library system an A.... Thanks so much.	
19	thanks	
20	I wd use the computers more on the 1st floor if we had the study carroll format like the Downers Grove Library's...there is little privacy and much distraction. Thanks for reading my comments.	
21	We love the library, it is great!	

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- 22 Please do not forget that a library is primarily about books. The library's collection is relatively poor, I spend more time in other area libraries because there is so little selection. Any investments in technology will be short-lived as the technology changes.
- 23 I would use more of your services if they weren't on Wednesdays.
- 24 IPPL is wonderful the way they keep up with the changing needs of their patrons. I cannot say enough good things about the staff. Always helpful, patient and kind. Thank you IPPL!
- 25 I really like the Tech Bar to try out the devices before I make a purchase.
- 26 I think you have a wonderful facility and work diligently for the residents of your service area. Many thanks for working to improve your services.
- 27 Thanks and wish all of you a safe and happy holiday season!
- 28 Any way you can help me increase my knowledge of the latest technology... I'm all for it.
- 29 There are times when I visit library more often and times when I don't. I just depends on my work and travel schedule. And sometimes I forget about it as a resource. I am happy it is there and available and I am happy to hear that some technology may be available possibly in the future for various things.
- 30 I want my tax dollars to make the mentioned technology available. Just because I won't use it, doesn't mean it don't support providing it for others.
- 31 ive always wanted to transfer vhs tapes to dvds or cassettes to dvd would come for classes.
- 32 Most of the conversion software I have at home, so I would use it but not necessarily at the library. Thanks for asking. I love the library.
- 33 I listen to audio books going to and from work and I love them.
- 34 Reference desk is awesome.
- 35 I will be retiring in a couple years and I hope to use the library frequently. Now I just have time during the summer.
- 36 I would be interested in classes on the Craigslist and Ebay and how to sell items on these.
- 37 While doing this survey, it went from page 4 to page 8. Why wasn't I allowed to answer questions on pages 5, 6, and 7?
- 38 Ebooks are fine, but like most people my age, I love real books.
- 39 My wife is also interested
- 40 Thank you for the opportunity for input. I would be more than interested in digitizing videos etc. and should I become proficient, assist others.
- 41 Perhaps more computers could be made available or possibly a fee for anyone needing to use for a few hours,etc.
- 42 We're planning to take a look at your demo devices in the near future.
- 43 I did not know I could download books on an Ipad. However, I read a lot and would still continue to read books. Thank you
- 44 I used to visit the library once or twice a week. Since getting my Kindle I only go in about once a month.
- 45 I appreciate your newsletter and intend to register for computer information classes as soon as I return to the area, perhaps in the spring
- 46 It is a great library and the staff is extremely helpful
- 47 I should point out that I do use a desktop and laptop computer. I keep those devices up to date with new software and hardware. I would appreciate any very advanced but easy to use software or hardware that you could get that would be beyond my budget. This includes giant displays and full range sound headphones you could make available to your library users.
- 48 Can use computer for somethings--like e-mail, order online, and looking topics up. Other technology is confusing to me. I do use Dvd's, books on CO, and Playaway. I still like to have a book in my hands--even if it is large print! But then, I remember when I couldn't use a microwave, tape player, cell phone. or DVR.
- 49 Great I way to check out thing was this survey. Right now we have not decided to buy some of the reading equipment but one never knows to keep up to date with things. Great library and especially the staff and everyone is always been helpful. Along with movies and shows taken place ont eh second floor. Great place period.
- 50 would it be possible for you to tape tv shows for someone who does not have a dvr ?
- 51 Through the years I noticed the exception and excellent work done by the library staff and board. Thank you,
- 52 Love the library but do not use the facilities as often as I should. I would like to improve this.

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- 53 The books on tape are often skipping or stalling. Maybe cleaning them on occasion would help. It is annoying when you miss something important.
- 54 Make new movies video available sooner
- 55 I am intimidated by all of the new technology! Would like to be smarter.
- 56 Good library--I appreciate buying books at significantly reduced prices, and they have been read previously by at least one reader. Question" Has there ever been an example of disease being communicated by old used books? hdcampbell@aol.com
- 57 I love the library and the librarians...pleasant and helpful. Just haven't gotten around to getting any e-books there. Read the directions and they were confusing for the nook so was going to bring it in, but just haven't gotten to it yet.
- 58 I checked out a Kindle a few weeks ago. This is a good use of library funds to have these devices available. I haven't decide whether to buy a Kindle. I like what the library is doing. Keep it up.
- 59 I just participated in complianc, am not in a psotion to buy any device at cost however, if given as gift surely I will accept. Your staff is very cooperative and frinedly and whenever I visit I feel it comfort
- 60 I thoroughly enjoy and attend some of the programs offered in the library news and programs brochure.
- 61 The library should NOT get involved with anything that intrudes on what many small businesses do. What you are hinting around at doing will hurt business and cost taxpayers more to supply these services. If you have the \$\$ to implement these ideas, you have too much in reserve and should send us all a rebate. Stick to books on the shelves.
- 62 I'm looking forward to learning more about the Kindle that I received as a hand-me-down.
- 63 Always need someone to help me do the downloading!!!!
- 64 I have never been disappointed with the assistance received from the library staff - they all do a great job
- 65 Your survey does not have a page 2.
- 66 Important to have all technology available in our library. I just have no one to help me use it.
- 67 THIS library is a great asset to our community. The staff is very is excellent.
- 68 I, formerly, visited the library at least once a week... But age (86) ,keeps me at home with my books and computer. I visited with your Jennifer last month to learn how to download books to my Kindle Fire. She was so helpful and patient with me. Just the wait for books concerned me.
- 69 It's a positive focus.
- 70 I love Indian Prairie library. staff is knowledgeable and cooperative. materials are readily available and you keep up with the "latest" trends as best possible. Dorothy May
- 71 Being that I'm 82 years old, it's a little difficult to absorb all this new technology. I would need slow, explicit training with lots of notes to hope to accomplish anything. I don't think you would have the time and it wouldn't be fair for me to expect anyone to do that. Thanks so much!!!!
- 72 I would like more classes on using word programs on the computer so that I could preserve family recipes for my grandchildren. You have had classes in the past but I've been unable to take advantage of them.
- 73 one of my fave ways to use tech for my kids is w streaming w other people and collaborating and sharing w things like g chats video chats on phones and skype etc, we love doing bedtime stories w dad and apps are amazing ways to test what we cant see . my kids love iPads and learn how to do math, alliteration, so mcuh on them
- 74 I use the "Play Aways" all the time. I have found them to be much more convenient than downloading books onto my IPOD. easier to turn off and on when need. I wlsh I could search the Indian Prairie website by just seeing the play aways. Can you design a filter for that?
- 75 You can have a scanner and printer next to each desktop computer in the library or just the scanner like before the library was remodelled. Soon books will become obsolete , so the library can purchase some e-readers for its patrons idf they wish to use them.
- 76 Our staff is incredible...Joe and others whose names escape me now.
- 77 I still prefer to read "real" books!
- 78 Our family loves the library we have been using indian prarie for over 20yrs.
- 79 Thank you for having such a nice library and staff. \\ blessings and Mery x-mas.
- 80 Love the e-books! Thanks for offering them.
- 81 In general I think the IPPL has done a wonderful job trying to stay at the forefront of technology instead of just staying focused on the past.
- 82 This is a wonderful Library and we get lots of help when we visit

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- 83 I LOVE my library and I find all the additions that you add with technology are extremely beneficial!! Keep up the amazing work, and thank you for the amazing staff that always has time and energy to help me when I visit. Thank you.
- 84 I am extremely happy with IPPL, and I consider this organization to be one of the best benefits of living in my neighborhood. Keep up the great work - this survey and being proactive about our needs is a perfect example of how responsive you have been to the community.
- 85 Your team does such an amazing job at getting me the information I want. I'm grateful to have you in our community!!
- 86 I love the library ...thanks for the interest in serving the community !
- 87 I visit the library much less often now that I can download ebooks. I love having the ability to log on even at 1am and find a book to read. I tend to forget that our library offers such great things in the building itself
- 88 use of cell phones in the library is getting out of hand. Employees do not inforce the regulations. Also employees are eating and drinking at the internet computer desk.
- 89 I really appreciate IPPL
- 90 I was an early-adopter of Mac and iPhone technology as a publisher of tech journals. I retired early to care full time for my elderly parents. When I did so, I stepped back from the expense of such devices. IPPL is my lifeline. The deeper I move into/through this downshifted season of life, the more deeply I gain peace and solace from physical books and freedom from devices. I know device-media are here to stay, but please don't sacrifice access to print media to support device media. Thank you.
- 91 I'd like more on-line access to scholarly journals...not just to find the articles, but to be able to download them.
- 92 Luv the ebooks and hope the collection is increased
- 93 I love the Indian Priarie library. The staff is always knowledgeable and helpful. You always have the books I want or get it for me. I love the ability to reserve books online and the ease of doing so. I like how the library is always trying to introduce new things and stay on top of new technology - the renovation was great and made the library more appealing. Thanks for all you do.
- 94 Please maintain the CD collection of books on tape... and increase the capacity... they are great for people who work and travel a lot!
- 95 I'll look forward to seeing more of how the library uses technology!
- 96 The ability to access the library by computer has been very helpful. I have had problems when I want to go on at night, because of maintainence. It would be helpful to know specific hours this access is not available.
- 97 You guys do a great job -- Indian Prairie Library is a huge asset to the community
- 98 PPL talk to loud & talk on there Cell phones buy the Comp.IMO
- 99 Thank you for the excellent service
- 100 I like being able to receive emails when books are available that I have reserved and being able to reserve books on your web site. Thank you for the great library.

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18. Thank you very much for answering our survey. If you have any comments about the survey or about technology please type them here.  
Show 100 Per Page

Response	Response Text	View Individual Responses
101	I Love the library!	
102	I WOULD ATTEND ANOTHER CLASS ON AUDIO DOWNLOADING WITH OVERDRIVE TO MY TABLET. CURRENTLY I GET AUDIO BOOKS ON CDS.	
103	Love the ability to download on my Kindle. Would like more titles available if possible ;). Read mainly mystery/suspense books.	
104	I reside in Fort Myers, Florida.	
105	Love Indian Prairie library!!!!!!	
106	Like the library very much, what has been done & what is offered. I especially like the soft & hardcover novels offered for sale .	
107	The library spends too much of its resources on trivial printed material. I'm glad you are resourcing improved digital capability, but my use of the library is focused on printed reading material.....low tech, regular books. You have a few good "new titles" each month. But, by and large, the books are primarily self-help nonsense and trivial popular culture items instead of more substantive books that cover issues in culture, history, politics, lifelong learning, etc. Thank you.	
108	Thank you for serving the library"population" & helping them keep up-to-date with technology.	
109	I read a lot of Richard Rohr books and books on Spirituality which I usually find lacking in the library.	
110	We would not use tech devices provided by the Library because for several years we have been editing our photos and videos with equipment we have at home. I think it is a great idea for the Library to provide this equipment especially for school children who need it and do not have it at home.	
111	I am always open to learn new technology...do not plan to buy anything new but would consider if I knew what to do with it!!!	
112	Love everything about our library, especially the staff.	
113	Indian Prairie Library is a fine library - an asset to our community. Thank you for developing and maintaining such an excellent library. Hale Bartlett and family.	
114	Good survey: hope it helps our wonderful library to improve services. Keep up the good work.	
115	plz offer e-reader class in the summer	
116	Great Idea thanks for thinking about us N Quoss Willowbrook IL .....Rest of my survey is elsewhere as you cut off my survey B/4 I finished ,check time out.	
117	Although I would probably not use any of the services mentioned in your survey, I'm pleased that the library is thinking of offering the latest technology to its users. It's in keeping with the wonderful services you already provide...	
118	love your book audios	
119	Indian Prairie does a fine job offering us a variety of things.	
120	Please increase you Kindle e book selection. Downloading books while remote to the library is an excellent option. I may not visit the library but I use the library remotely two or three times a week for myself and the kids... They have a kindle as well so if I find an ebook that's the best way, otherwise have to reserve the old fashion way... -:)	
121	My company has provided me with a smartphone and pays for it.	
122	I'd like to learn how to download e-books.	
123	Thanks for doing this survey. I have been looking for an opportunity to tell you about my experience with ebooks at the library. I hope they will get to be easier to use/more frequently available.	
124	Need more audio books for iPhone please!!!!	



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- 125 We have 2 small children (3 and newborn) and we will visit more frequently as they get older. They will use these digital options more and more.
- 126 I love this library! The SWAN network is very valuable as well seeing as how I regularly request books that may not be found on shelf. My wife takes full advantage of the DVD selections and magazines while our 1 year old son loves playing in the childrens area upstairs. I believe and Library is an important piece to any community and Indian Prairie Public Library is an important place to me as my family grows and settles in the area. Thank you for such wonderful and helpful staff members
- 127 I think we have a beautiful library. Even though i do not visit it often, i support any efforts to improve our library. It is a wonderful resource for our community and those that use it.
- 128 The pages on this survey are all "Untitled"! Remember to give them titles next time. :)
- 129 I love the technology at the library. Sometimes the computers are in short supply. I'm a mac person so maybe some of the computers that we can "checkout" can be mac (at least one). Also, another thing that people may want to be able to check out is a projector and large screen to project things on.
- 130 Keep up the good work otherwise. I am enjoying your newly remodeled facility there in Darien. Keep it coming when it comes to new technology like you were asking. I'd love to have those capabilities at my fingertips. Other than that like I said, keep up the good work with everything else. I also like the two-renewal policy. I can keep unreserved items as long as two months! Keep that benefit up as well. I also have been enjoying no more charges for your movie rentals. Happy Holidays
- 131 Our whole family enjoys the library. Although we enjoy our smartphones, etc., we all love the feel of a book in our hands, we all have collections of our favorite books, and we all know that although a Kindle is useful, we would never own one - long live books!
- 132 The site for downloading e-books is extraordinarily slow and should be upgraded so that it can move more quickly. I would also love to see audio books made available to be downloaded to my android phone; currently, that is not available.
- 133 I have recently moved into the Downers Grove area so I have a different library card. But I have to tell you, I love your library a lot better than Downers and a little better than Woodridge. Keep up the work and keep the library clean and looking new... Thanks you.
- 134 Especially appreciated the opportunity to try out the e-readers to get a better idea of which I preferred.
- 135 It is a complete Joke the library closes for Darien Fest. There is plenty of parking between Hisdale South for people. We need to have the library open during Darien Fest. There is no legitamate reason it should be closed beyond lazy staff or out of touch directors.
- 136 Love the Library
- 137 Please continue the great service you provide.
- 138 One technology I do use quite often is downloading audio books. I would be thrilled if you increased the titles available especially for android.
- 139 Its really nice for the library to do this. So many students have projects to do and sometimes the library doesn't have the software or technology for them to come and do their homework, but getting these things will help the residents of the community begin to appreciate the library even more and their attempt to help
- 140 I only visit the library a little because I don't have time right now because I work 2 jobs. As my work load decreases I would love to spend more time at the library. It is one of my favorite places
- 141 Indian Prairie Library is the best place to spend quality time. I look forward to learn and educate myself with the programs it has to offer. I am interested in learning more about computer and other technologies to better myself. Thank you.
- 142 In my situation audio books are about all I can read. So please keep and expand them in the library . They are also great for trips.
- 143 Any chance of having X-box rentals
- 144 I DO NOT LIKE THE "OPENNESS" OF THE NEW LIBRARY. IT IS TO LOUD! IT IS TO DIFFICULT TO CONCENTRATE, IF WALLS SEPERATED THE LIBRARY FROM THE HALLWAY THAT WOULD BE BETTER! I GO THERE LESS NOW, IT IS HARD TO BE COMFORTABLE WITH KIDS AND PEOPLE RUNNING AROUND AND MAKING NOISE! I USE TO GO WEEKLY WITH MY SON, NOW IT IS MORE OF A DISTRACTION. I DO LIKE THE CAFE. THAT IS NICE! I STILL RANK THE LIBRARY WAY UP THERE! IT'S JUST NOT CONDUCTIVE TO READ OR STUDY THERE ANYMORE! SUCH A SHAME!
- 145 I have used Overdrive as the interface to download my ebooks. While I have the hang of it now, it was very difficult to use Initially. Also, it is a series of repeating many steps that make it clumsy to use. I would like to use it more, but it seems that there are limited books as well. I am not sure if there are more to get "another way."
- 146 I think the library is GREAT and I hope it continues to be so. Thanks for providing such a valuable service!!
- 147 My son will be joining me soon, he will be happy to use all these facilities in your library.....Thnaks
- 148 the staff is fantastic at trouble shooting for the nook. I brought mine in and the staff showed me I what I needed to install and how to download e=books and return them. Excellent!!!
- 149 I love that I can renew and reserve books online.

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- 150 The library could be helpful in establishing community internet service. In this day and age, internet is essential technology and should be available to everybody, at minimal cost. Currently, every resident/family pays a premium for connections that are highly redundant in the community. A high-speed wireless internet for the community should be highly affordable if maintained and paid through taxes.
- 151 we love the library. The only thing I would have to say is that a lot of people were upset that their wasn't a coffee shop just a vending machine. The library would make a lot of money just from the high school kids AND mom's if they would just put in a coffee shop. Even if they rented the space out and took a %. Just a thought!
- 152 Would benefit from a class on the BASICS of tablets, smart phones, and e-readers (e.g., what they do, what are the differences between brands, how to use them with library resources). Thank you for asking!
- 153 We are very proud to have such a beautiful and helpful library in our area. The staff is always kind and helpful.
- 154 Thank you, is it possible to publish school textbooks from hinsdale south high school online??
- 155 The selection of ebooks is growing. Nice job. Please take a moment and look at the woodridge library to see how they are handling the hold situation. Sounds like it could work. My MIL says it's called a lock.
- 156 I have what I need to edit video or music, but. I don't think it is a bad idea to get at the library.
- 157 I absolutely love Indian Prairie.
- 158 The staff is excellent at the Indian Prairie Library. I would like to download and borrow the audio books but would like to see more NON-FICTION in the e-book sections. I don't think fiction helps anyone - it is more of entertainment.
- 159 At times, I have used the study rooms.
- 160 In our household we rely on the library for our technological type homework because we don't have access to it in our home. Thank you.
- 161 I think it is fantastic that the library is keeping up with the times :) Thank you!
- 162 n/a

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## Strategic Plan 2012 – 2014

After reading numerous articles, visiting other libraries, attending webinars, consideration of the recent technology survey, and lots of discussion the department heads and I have prepared a revised strategic plan.

However, before you read it, I ask that you jot down your thoughts, if you haven't already, based upon what you've read, discussions we've had and what you know about your community.

I'm not enclosing the plan as a proposed plan but as a vehicle to show you our thoughts, provide something for you to react to and an outline for discussion. Your ideas for the plan are very important and I look forward to a good discussion at the board meeting.

This is the original plan written a little over a year ago. I've noted those initiatives that have been completed. The bolded items are initiatives that could be part of the plan going forward. Most of them were already in the plan. Those that are new are marked as such. A few items have been pushed to 2015 (even though the plan is labeled 2014 they are included as reminders for the future).

The agenda has the strategic plan listed as an action item. That is only to allow the trustees to approve the plan as it is developed at the board meeting if you want to do so. It can also be approved at the February meeting.

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**Indian Prairie Public Library  
Strategic Plan 2012 – 2014**

**The Library Mission**

We enrich peoples' lives by providing opportunities to explore, connect and be inspired.

**The Library Vision**

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

**Strategic Priorities**

**Providing popular materials and programs**

Children, teens and adults depend on the library to make their leisure time more enjoyable.

- Focus on providing easy access to high demand items.
  - A focus of the web site will be to highlight popular materials. (ongoing) *Completed*
  - Use the enewsletter to highlight topical recommended titles. (ongoing) *established process*
  - Improve signage and finding aids for adult non-fiction popular topics. (spring 2012) *completed*
  - A special collection of DVDs and music for mid-kids will be developed. (summer 2012 and ongoing) *Completed*
  - Enhance the catalog and digital floor map to highlight popular materials. (2012) *completed*
  - Use QR codes and links to connect materials to the online catalog and other recommendations. (2012) *established process*
  - **Popular youth non-fiction topics will be highlighted. (spring 2013) *partially done, to complete in 2013***
  - **Improve patron browsing within Dewey topics. (2012-2013) *partially done, to complete in 2013***
- Offer expert assistance to residents to aid them in finding books and movies they will enjoy.
  - **Enhance online advisory tools. (2013) *In process***
  - **Examine ways to offer personalized services for popular materials. (2013) *In process***
  - **Investigate methods for sharing reader-generated reviews online. (2013) *In process***

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- Stay current with new formats and ways to access content
    - Explore additional ways to integrate ereaders into library services (ongoing) *Completed*
    - **Provide access to e-magazines (2013). *new***
    - **Enhance e-book collection and examine available delivery systems. (2013) *(new)***
    - **Investigate providing e-music and e-video to patrons. (2013) *(new)***
  - Present programming for entertainment and leisure.
    - Develop summer outdoor Chan concert series. (summer 2012) *Completed*

### **Fostering life-long learning**

The library offers residents - of all ages - materials and programs that enhance personal, professional and educational growth as well as opportunities to explore topics of interest.

- Facilitate early literacy and cultivate young readers.
  - **Create a "My First Library Card" campaign. (starting September 2012) *Preliminary details developed. Will develop further in 2013.***
  - **Evaluate use of the Family Center and consider further development. (winter/spring 2013) *currently in process***
- Support children and teens in their interests and educational needs.
  - Examine technology used at the schools and provide same software at the library as possible. (ongoing) *completed.*
  - Identify ways to provide library services to special needs children. (spring 2012 and ongoing) *completed*
  - **Create more methods for teen input into development of the teen collection. (fall 2012) *process started, continue in 2013***
  - **Conduct focused discussions with schools regarding their strategic goals and analyze how the library can provide support. (2013)**
  - **Use Core Curriculum and STEM standards as a foundation for programming and materials for all ages. (ongoing) *new***
- Provide collections and programs that support life goals and interests.
  - **Further develop collections, resources and programs that support workforce education in partnership with WorkNet. (2013)**
  - **Examine how to create a seniors area on the first floor. (winter 2013)**
  - **Investigate providing memory games for seniors. (winter 2013)**
  - **Provide opportunities for hands-on learning, inventing, and sharing of skills and tools. (2013-2014) *new***

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- **Develop a collection of foreign language magazines and newspapers. (January 2014) 2015**

### **Enhancing the community**

The library helps residents expand their sense of community by fostering community projects and encouraging interaction and sharing of interests.

- Provide opportunities for people to build relationships.
  - Examine meeting space booking policy and procedures to provide more opportunities for the public to use meeting spaces. (winter/spring 2012) *completed*
  - **Develop more programming and activities that provide the opportunity for people to interact. (ongoing)**
  - **Facilitate sharing of talents and skills. (ongoing) new**
  - **Develop a community online presence for GenLit and Crime Readers groups. (fall 2012) started process, continue in 2013**
  - **Explore an online book club for the Kids & Teens Department. (fall 2012) started process, continue in 2013**
  - **Evaluate upgrading or enhancing the meeting room technology/av equipment to enhance program attendee experience. (2014)**
- Act as the community's information resource.
  - Improve and expand the library's community information web page. (2012) *completed*
  - **Be an information clearinghouse for local green efforts. (2012-2013)**
  - Continue work with municipalities and work with community organizations to digitally archive historical information. (2014) *completed and will continue building the archive.*
  - **Collect and archive oral local histories. (2013)**
  - **Develop a community stories project. (2014)**
- Form partnerships to further develop community services.
  - **Partner with other organizations to provide recycling opportunities for the community. (spring 2012) process started, to be continued**
  - Partner with the Burr Ridge Farmers' Market to promote the library. (summer 2012) *investigated and not possible*
  - **Meet with community organizations to get updates on their activities and discuss ways to partner. (start fall 2012) started, to continue in 2013.**
  - **Invite groups to hold a meeting in the library and present a program targeted to their interests. (2013-2014) new**

- **Annually identify community events the library will participate in. (ongoing) *new***
- ~~Host a farmers' market at the library. (summer 2013)~~
- **Explore the needs of the community's predominate ethnic groups. (2013) (2015)**
- **Facilitate community discussion on 21<sup>st</sup> Century Learning Skills. (2014)**
- **Investigate if services provided elsewhere should also be provided by the library. (2013) *new***

### **To enrich lives through technology**

Technology has become a foundational component in our residents' lives.

- **Keep abreast of and anticipate how residents use technology.**
  - **Annually survey library members regarding their use of technology. (2013 and ongoing)**
- **Instruct and assist residents in using technology.**
  - **Provide computer classes that assist residents in updating their work skills. (ongoing)**
  - **Annually provide "senior boot camp" computer classes. (fall 2012 and ongoing)**
  - **Expand efforts to train patrons on accessing library e-book collection. (2013) *new***
  - **Expand technology resources on library website to assist technology literacy. (2013) *new***
  - **Develop volunteer corps for one-on-one computer assistance for residents. (fall 2012) *completed***
  - **Provide technology for patrons to create digital media. (2013 and ongoing)**
  - **Provide technology classes at two other locations per year (2013 and ongoing) *new***
  - **Investigate offering classes using other computer labs in the community and creating a traveling computer lab. (2013 – 2014) *new***
- **Offer opportunities for residents to experiment with new technology.**
  - **Host programs that allow residents to use different types of technology. (ongoing)**
  - **Investigate and implement other technology uses for the Tech Bar. (2013) *new***
- **Provide a virtual library.**
  - **Continue to evaluate new technologies in web applications/tools to enhance the web site. (ongoing)**
  - **Offer the library web site in a variety of languages. (spring 2012) *completed***
  - **Create a teen Facebook page. (spring 2012) *completed***

- Continue to improve and promote the mobile access to the library. (ongoing)
- Create screencasts/videos to teach and share information. (2012 and ongoing)

**Management Priorities**

These resources are critical for Indian Prairie to support its mission and reach its vision.

**Financial**

- The library maintains a strong financial base and continually evaluates the best ways to manage finances in order to provide services desired by the community.
  - Apply for at least two grants per year. (ongoing)
  - Create a plan to promote donations to the library. (2012) *process started to be continued in 2013*
  - Create plan for capital replacement based upon assessment done by PSA-Dewberry. (spring 2012) *completed*
  - Prepare a report on fixed costs vs. discretionary costs. (winter 2012) *completed*
  - Examine individual services and staff duties for determination of retention or revision. (2012 and 2013) *process started*
  - Study the impact and feasibility of extending the building bond tax. (2012) *completed*
  - Examine how to increase library usage by Burr Ridge residents and other unserved areas. (2013-2014)
  - Research RFID as a means of creating efficiencies. (2013 – 2014) *new*
  - Examine annexation of unserved areas. (2014)

**Staff**

- The library’s personnel are dedicated to offering quality services. The library allocates, trains and encourages staff to achieve and maintain the library’s mission and vision.
  - A staff development plan will be developed each year and will include the following components: (ongoing)
    - Customer service and hospitality.
    - Technology training.
    - Leadership training
  - Continue to study and develop internal communication methods. (ongoing)
  - Investigate cloud computing for staff use. (ongoing)*completed*



- **Determine and implement fundamental staff skills training for each department. (2013) *new***
- **Review/create procedure manuals in each department and set up cross training program in each department. (2013-2014)**
- **Develop a continuous learning/laboratory environment to increase and support staff knowledge and creativity. (2014)**
- **Implement project management software to increase project efficiency and effectiveness. (spring 2013) *new***

### **The physical library**

- **The trustees and staff continually analyze the building, equipment and space to ensure support of library services.**
  - **The building will be evaluated annually for optimal use of space.**
    - **Evaluate the use of meeting space to increase availability. (2012) *completed***
    - **Evaluate the layout of the adult services department to provide a more open feeling. (2012) *completed***
    - **Evaluate other uses for staff copier room (2013) *new***
    - **Evaluate design of teen area (2013) *new***
  - **Evaluate use of Internet and wireless connection to determine need to expand service. (2013) *new***
  - **Implement thin client for catalogs and databases and investigate for other areas for use to create efficiencies and cost savings. (2013 – 2014) *new***
  - **Investigate other public PC reservation and printing solutions for efficient systems and cost savings. (2013-2014) *new***
  - **Investigate use of televisions as promotional devices in the library. (2013) *new***

### **Marketing**

- **The library identifies target markets for library services, maintains a consistent brand message and develops strategy to increase community awareness and promote the library's value.**
  - **Use video to showcase library services and programs. (ongoing)**
  - **Speak at each village board/council meeting once a year. (ongoing)**

- Create a marketing plan to promote library databases. (winter 2012) *completed*
- Create a social media plan. (spring 2012) *completed*
- **Promote the library as an environment-friendly organization. (start spring 2012) *started process and to continue in 2013***
- **Conduct an in-house survey examining how patrons use the building and services. (2013)**
- Survey parents of pre-school and early elementary children to determine how the library can best serve the parents' needs. (fall 2012) *completed*
- **Improve and expand use of digital interactive map to include promotion of books, programs and services. (2013) *new***
- **Educate and engage our patrons about issues relative to e-book access (2013) *new***
- **Research and identify effective new ways to promote the library especially using technology. (2013) *new***
- **Prepare a plan to promote the library's technology services. (2013) *new***
- **Brand the library's early education services, programs and materials. (spring 2013)**
- **Collect stories on how the library impacts peoples' lives in order to measure library outputs. (2013)**
- **Promote the library as a community information resource. (2013)**
- **Promote library services that connect people with books and movies. (2013)**
- **Print library promotional materials in various languages. (2015)**

Listening Posts November, 2012

Kids & Teens

A young patron was excited to see that Sarah, Kelly and I were working tonight because in his words, "we were his favorite librarians!"

New craft gingerbread boy –a mom said her two girls enjoyed it. "I liked that they traced the boy."

Mom came in for books on the nervous system for a 3<sup>rd</sup> grader. She said the information online was too difficult but our books were just right!

One patron thought it was odd to have a painting of a woman in a bikini on the children's floor. In her words she said, "I know art is art but I don't know if a young kid saw that, I have 2 sons..."

Patron came to thank me for putting on a great event Thursday night with Jay Asher. Her son texted her that he wanted to stay late at the library, so she came to see what he was doing and was really impressed to see how many of his friends were there listening to an author. They all want to read both of the books now and she really hopes we will keep putting on events like this that get teens excited about books. It is great for the whole community."

Maggie, student from Trinity stopped at K&T desk to say "Thank you" for all the help in finding research for her paper on the "Depression". It was a three part project her teacher gave her a 100% on her book report and she is a teacher that never gives our 100's.

Katie the Procter said she wanted a business card so she could tell Kaplan how great we are as a proctoring test site! She felt very welcome which doesn't happen everywhere she proctors. I gave her one of mine and one of Sarah's as she is our new teen librarian, had a chance to introduce her also. Katie attended HCHS and used to study @ IPPL during high school, showed her our new lounge area and GSR. Glad she came back. Asked her to come again!

Circulation

Patron said it is "stupid" that he can only have 20 holds at one time.

Patron said that everyone he talks to in the library is so sweet and helpful!

IP patron (adult male) complained that the only NEW DVD movies on the spinner were Hindi. I reassured him we do buy a lot of English language films & that they must be more popular and people checked them out.

Patron came up to the Circ desk just to say "Thank you for ordering this book for me." She said her husband told her we'll never order for her, but of course, we did and she was very grateful.

Got a phone call this morning from a lady (didn't want to give her name) who said that this is the best library she has ever been to. Says that the staff is very friendly & helpful. (no staff name)

**Circulation**

During the power outage Sunday a.m. – Patron commented that her sister is a library director in St. Louis and that she can't wait to tell her, "We don't even need the lights and power to check out at my library. "

From Thomas Ford patron: "I live just a block from the Western Springs Library, but I always come here because your audio book selection is so much better."

Patron said, "Where do they get you guys? Everyone here is wonderful! Whoever does the hiring, great job."

IP patron said, "This is the best book store I've ever been in! I can use items & return them for "free". I don't have to buy bookcases and if you don't have something I can reserve it."

10 year old patron was here picking up books for his older sister. He said he loves coming to the library & getting books for his family because they did not have libraries back in Egypt (where he was born) and he thinks it's a lot of fun to walk around the shelves.

The library has a really good selection said a member to me about romantic novels.

**Adult & Computer Help Desk**

Thank you for helping me print my resume. I just don't have a nice printer like this to make clean copies. Now that I know how I can come back and print more. I need to get a job and get off disability.

I found a handwritten note on yellow scratch paper near Express #3 that said "I (heart) Indian Prairie!"

Patron comment: The library is beautiful – lots of materials, but does not feel crowded.

At Ref Desk: I always get good service here.

A patron gave us a greeting card; it was for ALL staff at IPPL. He said he really enjoyed the neat services we provided, especially the computers and magazines which he had benefited a lot.

**Technology**

**Administration**

"I want to pay the library a compliment. I had a problem with ILL and your staff was totally awesome. I'm really impressed with your library. I like to read a lot. Your library is wonderful. I can't say enough. Each staff person is helpful and kind. I just wanted to pay your library a compliment. Thank you so much.

(This was an anonymous message on my voice mail. I was sorry I couldn't thank the person for telling me this. Jamie)

Listening Posts December, 2012

Kids & Teens

Parent complained to desk staff of the foul language being used by the teens. They no longer enjoy coming to the library with their young children.

A young woman, early twenties, commented on the loud noise level she has experienced in the past few months. She is here with younger siblings and no longer feels comfortable coming here. I offered her several options, including the group study rooms and bringing her concerns to the desk staff when this happens. She thanked me and added when did the library become a community center? Monica

A mother of two school age children was thrilled with the new Junior DVD collection. Suzanne

Circulation

Patron purchased a \$5 ornament. I told him "Thank you for supporting the library". He said, "I'm happy to do so. The library does so much for me!" Barb G.

A patron commented on how much she loved our Christmas Trees, snowmen and Christmas music. Kim E.

Patron commented what a wonderful community service it was to have the "Food for Fines" recently. Barb. G

From a patron, "This is such a great service you provide (notary)". Gail

Patron said that the "Ask Us" desk should be more visible from the lobby. She said that the rental books need to be moved. Joyce

Green Hills Library member complimented us on how well our music CD's are filed. He says his library is sometimes like going thru a bargain bin. "Congrats shelveers! You are doing a great job!" Barb G.

Patron said we need to be more specific as to what fines are for the "Food for Fines". She thought all charges on her card were fines. She did not think the rental fee was different. She thought that we should declare was is not covered. Joyce

Patron said that she enjoys the Christmas decorations in the library. Joyce  
Patron goes to MANY libraries and says ours is in the top 5 according to him. Likes ours because we are well lit, librarians are well informed and the library is spacious. Also, we smile!  
Barb G.

Patron said that "Foods for Fines" is such a worthy cause that we should do it twice a year. Joyce

**Adult & Computer Help Desk**

Patron called, Kathy Behm, Said she found column "ALL ABOUT E-BOOKS" confusing. After reading register now we then have a blurb for the drop in lobby informational spot. Also suggested we make picture smaller and give more detailed information on types of devices. I registered her for the Jan. 8 class and then she was quite pleased. Lucille

I overheard a patron stop Greg and Ellen. He wanted to thank all of our shelvers for keeping all of the music CDs in the correct order. JA

I suggest we don't subscribe to "Gun & Ammo" magazine since Kids & Teens will also read it. JL

Patron said she loves all the changes. She has been coming here since she was in second grade and just loves our library. JM

Your library has the best (and most) business publications and newsletters. JA

I have really enjoyed the library. I don't live in the district, so I have to pay. It's worth the \$200. Everyone has been so helpful with finding and requesting items. JA

**Technology**

**Administration**

## Check These Out at the Library: Blacksmithing, Bowling, Butchering

To Draw Crowds, Some Facilities Offer Much More Than Books; Expanding the Tool Selection

BY OWEN FLETCHER

Alex Pope had no qualms about the ruckus one of his employees made on a recent afternoon at the Central Resource Library in Overland Park, Kan. The fellow in a black apron and baseball cap sawed around the joint of a 120-pound pig carcass and snapped off the back leg.

"It was a pretty audible crack," said Mr. Pope. "We like to start with that one because it's pretty dramatic."

Mr. Pope, owner of Local Pig, a butcher shop in nearby Kansas City, Mo., was at the library to give a hog-butchering demonstration to about 100 people in

an event advertised as "Books and Butchers."

"If you can butcher a hog in a library, then all sorts of other things become possible," says Sean Casserley, a new county librarian for Overland Park, who dreamed up the idea.

Which raises the question: Have you checked out the library lately?

In an age where people use search engines instead of reference books and download novels on Kindles and iPads, some public libraries are taking extreme measures to stay rele-



Alex Pope

vant.

They are offering Zumba dance classes, seminars on landscaping and tips for holiday shopping. Besides hog-butchering, some have hosted demonstrations of blacksmithing and fly fishing. A library in Joliet, Ill., last summer held a "Star Wars Day" featuring games for kids, volunteers dressed as storm

troopers and lemonade served at a mock-up of the famous Star Wars Cantina.

Ann Kuta, a 67-year-old former secretary in the financial

services industry, swiftly swung her arm in an upward motion one recent Friday morning at a Des Plaines, Ill., public library. She stared intently at a giant screen as a virtual bowling ball rolled down a lane before knocking down most of the 10 virtual pins.

She pumped her fists in the air as about a dozen other seniors cheered.

Ms. Kuta is a top bowler in the biweekly Nintendo Wii bowling competitions for seniors here. She has won the admiration of her fellow players, and a trophy, for bowling two perfect games on the videogame system.

Please turn to page A14

## At the Library: Blacksmithing, Bowling

Continued from Page One

"There have been ups and downs, but I always try to wear my lucky shoes," Ms. Kuta said, pointing to her white Keds.

Beyond the usual books, e-books, CDs and DVDs, some libraries are now lending out telescopes, musical instruments and electricity monitors.

The Berkeley Public Library in California, which has long offered tools like saws and demolition hammers for checkout, is expanding its selection in response to growing interest, library deputy director Doug Smith said.

"People will be coming in and getting some books or movies and then skipping over to the tool library and getting drill bits or drywall tools," he said.

Paul DeGeorge and his brother, Joe, are rarely quiet when they show up at a library. Performing as Harry and the Potters, the indie rock duo have played nearly 300 shows in libraries since 2004, with songs like "Voldemort Can't Stop the Rock" and other tunes in the key of Harry Potter.

Asked whether library patrons ever try to hush them during the band's loud shows, Paul DeGeorge said: "Usually patrons

don't directly complain to us. I'm sure they complain to the librarians."

Bill Harmer, director of the district library in Chelsea, Mich., is trying to make it OK to laugh at libraries, too. In recent summers, he has hosted comedy shows on the library lawn in the small town.

"I put Chelsea in Mapquest and it was like—come on," comedian Horace H.B. Sanders told an audience seated in plastic chairs in 2010. "You go find it."

Now, Mr. Harmer is setting up a national tour of standup comics, trying to turn public libraries into new venues rivaling comedy clubs. "The only difference is that you couldn't drink and you can't smoke," he said.

Public libraries have long served as gathering places and offered a range of nonliterary programs. And those who predicted their demise "have been proved wrong," says historian Wayne Wiegand, emeritus professor of library and information studies at Florida State University.

Community-focused activities at libraries aren't new developments, he says, but rather "repetitions of what happened in the past."

Librarians say they are increasing the number and variety of programs they offer—and people seem to be responding.

Attendance at public library programs rose 29% from 2004 to 2010, as overall visits to libraries also rose, according to the most recent survey by the Institute of Museum and Library Services.

Some old-school types have mixed feelings about the push to diversify. "I hope the library doesn't turn into something that is a type of cooking-class meeting place with computers attached and no books," says Michael Gorman, former president of the American Library Association and university librarian emeritus at California State University, Fresno.

"If it appeals to youth and the youth are using the library...good luck to you," Mr. Gorman says, "though personally I would pay good money not to attend a standup comedy evening or a hog butchering."

Mr. Casserley, who organized the hog butchering in Kansas, says some staffers balked when he suggested it as part of his mission to expand the library's offerings. "You want to do what?" he says they asked.

Attendance at the demonstra-

tion surpassed his expectations, and he is now planning a card catalog of new activities: a home-brewing class, and a project to enter a car in a demolition derby under the library's name.

Mr. Casserley wants artists and kids to help decorate the car for the vehicle-ramming competition, and its driver will be a literary character—potentially The Cat in the Hat.

The hog-butchering demonstration lasted about two hours—including questions from farmers and curious city dwellers.

As his employee cut up the pig carcass, Mr. Pope pointed out which parts of the body produce different pork products.

"When he cut the piece where the bacon comes from, the crowd spontaneously went, 'ooh!'" Mr. Casserley said. "They're bacon lovers."

—Caroline Porter contributed to this article.

Watch a Video >>>



Scan this code to see a video about the Des Plaines library or watch online at [WSJ.com/PageOne](http://WSJ.com/PageOne).

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## Makerspace: Madison Public Library sees innovation centers as a key part of its future



DECEMBER 26, 2012 10:45 AM • PAT SCHNEIDER | THE CAPITAL TIMES | PSCHNEIDER@MADISON.COM

When Trent Miller realized that Madison's Central Library would be a vast empty building for a brief time — after the collection was moved out and before demolition for a renovation began — the library gallery coordinator knew he had to organize a major art show.

“Bookless,” the resulting one-day, one-night 100-exhibiter art show and fundraiser that closed out the main library building's original incarnation in January, drew an estimated 5,000 people.

Library staff were already at work designing a media production lab for the new library, teen services librarian Jesse Vieau tells me, when Bookless took place. The enthusiastic reception for the event, where partiers splashed the walls with graffiti before they came down, ate, drank, danced and posed by the hundreds in a photo booth, convinced Vieau and Miller that technology could be used for so much more in the library's next life.

While brainstorming about ways to gather people together for creative exchange continued, the initiative was dubbed the “Bubbler.” The name — a Wisconsin word for drinking fountain — worked both for its local resonance and as term for a community gathering space, Vieau says. It stuck.

As now envisioned, the Bubbler will be a program incorporating elements of the “maker” movement that will radiate out from the new central library downtown into the branch public libraries. It will be an ongoing series of workshops and demonstrations where people share skills and tools and where participants make anything from T-shirts to musical recordings to self-published books.

If that sounds like an extension of the lectures and workshops that have long taken place in libraries, it is. But it is also, librarians say, part of a revolution that will transform public libraries from places of book learning to places where inventors, artists, entrepreneurs and crafters also learn from each other.

“We're still checking out record numbers of materials, but there are definitely a lot more things you don't traditionally think of going on at libraries,” Miller says.



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Public libraries all over the country are embracing innovative ways of letting community members share their skills with one another, says Laura Damon-Moore. She is a co-creator of The Library as Incubator Project, a blog on library innovation begun as an assignment at the University of Wisconsin-Madison School of Library and Information Studies. The project, with its blog, Facebook, Twitter, and Pinterest presences, now draws thousands of regular visitors.

The digital revolution required a different focus for libraries, Damon-Moore says. In part that has meant different tools — databases and ebooks instead of reference books and paper novels. “But there is also a greater sense that a library is a place where you take part in a hands-on activity and come away having developed a new skill,” says Damon-Moore, now working as youth librarian at the Edgerton Public Library.

The Fayetteville Free Library in Fayetteville, N.Y., was one of the first public libraries to develop a makerspace in the library, Damon-Moore tells me. It used targeted fundraising to build Fab Lab, a fabrication laboratory that makes available to the public such high-tech equipment as a 3-D printer, which produces three-dimensional plastic objects from digital designs.

The Library as Incubator Project chronicles other library initiatives. At the Sacramento Public Library, for example, participants in the library’s writing classes can self-publish using the Espresso Book Machine, which automatically prints, cuts and binds a paperback book in minutes. Not all library makerspaces are high-tech. The Idea Box at the Oak Park Public Library outside Chicago is a glass-enclosed space where artists and others put on interactive presentations that invite participation by every visitor to the library.

The increased emphasis on how-to workshops sounds to me like something that might be a better fit at a community center, but Damon-Moore argues that it is just an extension of the library’s traditional role as archiver and distributor of community knowledge and history. If a community has someone who does chain saw sculpture, she asks, why not have that artist come in to teach his art to others, rather than just record that aspect of local history with a box of photos of the sculpture in the archive?

This trend toward active learning in libraries grew out of the contemporary DIY (do-it-yourself) culture that became well-known through online sources like MAKE Magazine and hacker (think skilled production, not computer-crashing mischief) websites, Damon-Moore says.

Bringing it into the library was natural for a new generation of librarians familiar with the movement’s very active online presence.

Damon-Moore estimates that there are dozens of public libraries with “full-blown” makerspaces, dedicated rooms and high-tech equipment. Hundreds more are deepening their involvement in community programming in ways that reflect the current DIY and maker cultures that value skills development for self-sufficient living.

The development of the Bubbler program did not require approval by the Library Board, but library director Greg Mickells tells me that board members have been supportive. The

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program will include one dedicated room in the new central library, but events will pop up in other public meeting spaces in the central library and the branch libraries. While acquisition of about \$100,000 in technological equipment is planned as part of the \$29.5 million central library reconstruction project, the Bubbler's focus is going to be on programming rather than "gadgets," Mickells says.

The library will look to partner with existing makerspaces, like Sector 67, a collaborative on Madison's east side, to bring their high-tech equipment to the library. "We hope to make that type of expertise and innovation accessible to the community," Mickells says.

The library would be a coordinator of the process and distributor of the products, a role that will be sustainable. One area that Mickells thinks is a natural fit for Madison is publishing. Writers could learn how to self-publish their work, which the library then could distribute, he says. "What we're hoping to do is celebrate ideas, promote creativity, connect people and enrich lives."

That doesn't mean abandoning the library's traditional role, Mickells stresses. "Books remain a very important aspect of our service to the community."

And in fact, the library already has some programming that fits the Bubbler model, including an animation program at the Goodman South Madison Branch Library developed with a \$25,000 grant from the Goodman Foundation.

The animation workstations used in the program are built on an iPad platform and can be picked up and brought to the Boys and Girls Club or any of the other community organizations that Goodman Branch Library works with, says Vieau.

"Anyone who sees them wants to get their hands on them," he tells me.

Vieau sees the Bubbler program as giving youths the chance to explore hands-on skills that they may, or may not, like enough to pursue as a job or to study further in school.

The success of the Bookless fundraiser is just one indicator of a taste for maker programming in Madison, Miller tells me. At Curiosity Fest, a gathering for creative, technical and business innovators held Dec. 13 at the High Noon Saloon, Miller gave a pitch on the Bubbler to the 100 or more attendees.

"I asked how many people would be interested in presenting at the library, and every person in the audience raised their hand," he says.

The makerspace experience is a natural draw for young people, but adults, too, revel in the opportunity to learn to use new tools and develop new skills, Damon-Moore says.

At a workshop this fall at the west-side Sequoia Branch Library on cyanotype, a photographic process that produces a distinctive electric blue-colored print, participants updated the 19th century process by using copy machines and transparency printers. Creating the print through the painstaking process had one woman exclaiming: "I feel like a child again," Damon-Moore recalls.

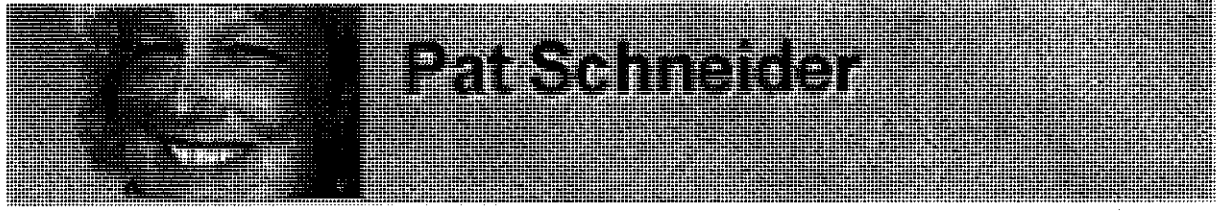
She calls her own recent experience with a workshop on drawing and painting "life-

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changing.”

“It’s changed the way I think about the work that I make. I just let it be. Allowing yourself to embrace skills and tools you might not have ever played with before — it can be very freeing.”

**Pat Schneider**



Pat Schneider joined The Capital Times in 1989 and has written on a wide variety of topics including neighborhoods, minority communities and the nonprofit sector.



## Joliet Library opens digital media studio to general public

Sherri Dauskurdas Staff Reporter | Posted: Wednesday, March 7, 2012 6:54 pm

The world of communication is going digital. From MP3 files to social media, YouTube to online anime, connecting to the rest of the world is just a few clicks away... as long as you have the right software and equipment.

But for many small businesses and individuals, expensive digital equipment and software is out of reach. But no longer, as the Joliet Public Library has the answer.

At its main location on Ottawa Street, library patrons can reserve time in the facility's newest addition, a digital media studio. Featuring such state-of-the-art technology as Adobe Creative Suite and Anime Studio Debut 4 software, Wacom Bamboo Tablets, condenser microphones, cameras, projectors, and even a green wall for advanced video production, this small-space studio can solve some big creative dilemmas for anyone on a budget.

Anyone can reserve space at the studio, not just library card holders. That means entrepreneurs, non-profits, students 14 and older, artists, musicians and aspiring politicians can all take advantage of the studio's offerings, with no more than a photo ID and an idea.

"We wanted to provide technology training and enhance skills in technology and social media," said Library Marketing Director Kim Niedermyer. "There is a growing need for these skills, and a lot of people don't have the money."

Technology Librarian Mary Golden said the placement of digital studios in libraries is rare, but growing, adding that facilities in Skokie, Barrington, and Chicago all offer studios that are similar. Fountaindale Library is devoting an entire floor of its new building to the concept.

When people cut back, their internet service is often the first to go, she added. Cutbacks in schools often affect the libraries and media centers first.

"We have had people come in and ask for software access to the more expensive products," she said. "We are in the early stages of what I believe is a trend in many libraries."

The \$45,000 Digital Media Studio was made possible through a host of grants and donations, and has been in the works at the library for several years.

"Equipment has been collected over the past couple of years, since about 2010," Golden said, adding that staff members "walked every inch of the library to find the perfect space," for the studio to be built.

And as excited as they are about the studio, they haven't stopped seeking equipment and software.

"Oh, there's always a wish list," quipped Golden. Golden's wish list includes more Apple/Mac hardware, higher-end video production software, and at least one more Adobe Suite of products for installation.

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# Illinois Library Trustees: Charting a New Course in Times of Change

## ILA Library Trustee Forum 2013 Workshops

**Saturday, February 2, 2013**

Chicago Marriott Oak Brook  
1401 W. 22nd St.  
Oak Brook, IL 60523  
630-573-8555

**Saturday, March 23, 2013**

Crown Plaza Springfield  
3000 South Dirksen Parkway  
Springfield, IL 62703  
217-529-7777

**[Register Online Here](#)**

**[Download the Registration Form Here](#)**

### Agenda

- 7:30 – 8:45 a.m.** Continental Breakfast and Networking
- 8:45 - 9:00 a.m.** Welcome and Introductions
- 9:00 – 10:30 a.m.** Succession and Replacement Planning  
Lynn Elam, ILA Immediate Past President & Administrative Librarian,  
Algonquin Area Public Library District  
Leadership and staffing transitions cause service slow down and disruption. A day-to-day decision vacuum often emerges while searching for the next managers and leaders. Libraries risk losing the community goodwill that is at the forefront of its mission and what you work so hard to maintain. Succession and replacement planning ensures orderly transitions by identifying key staff who can be trained to step in as needed, creates a process to build redundancies and backup positions into core tasks and keeps transitioning organizations on track by working to fill staffing gaps quickly, efficiently and effectively. Lynn Elam, ILA's Immediate Past President and Administrative Librarian from Algonquin Area Public Library will discuss how Boards of Trustees can reduce their management loss risk by developing policies and emergency back-up plans to ensure continuity of service and smooth transitions of leadership.
- 10:30 – 10:45 a.m.** Break

**10:45 a.m. – 12:15 p.m. Library Director Contracts**

Kelly A. Hayden, Director, Employment Law Services/General Counsel,  
Management Association of Illinois

Strategic planning is important for every organization. That is where the use of employment agreements can be helpful. For your organization, an employment agreement can be an effective tool to retain the leadership your organization needs, protecting against surprise departures and turnover that creates unnecessary scrambling. In this program, participants will learn the following:

- The primary reasons to use an employment agreement
- To debunk the myths of employment agreements
- To recognize the important elements of an effective employment agreement
- How to avoid common "landmines" during the process

**12:15 – 1:30 p.m. Lunch and Business Meeting****1:30 – 2:30 p.m. Legislative Update**

Kip Kolkmeier, ILA Legislative Consultant

**2:30 – 2:45 p.m. Break****2:45 – 3:45 p.m. Legal Q&A**

Phil Lenzini, Library Attorney

**3:45 – 4:00 p.m. Wrap-up****Hotel Information**

Chicago Marriott Oak Brook The single/double rate is \$79, plus tax, per night. Please call 800-228-9290 or 630-573-8555 to make your reservation. Reservations must be made by Friday, January 11.

Crowne Plaza Springfield The single/double rate is \$109, plus tax, per night. Please call 877-834-3613 or 217-529-7777 to make your reservation. Reservations must be made by Friday, March 1.

Free parking is available for both workshops. Registration includes the workshop, continental breakfast, lunch, and two snack breaks.

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**Jamie Bukovac**

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**From:** Maureen Sullivan, ALA President, 2012-2013 <jwright@alawash.org>  
**Sent:** Tuesday, January 15, 2013 9:00 AM  
**To:** Jamie Bukovac  
**Subject:** Presidential update on ALA digital content & libraries work

### A Message to All ALA Members from ALA President Maureen Sullivan

As we mark the halfway point of the 2011–2015 ALA Strategic Plan, the American Library Association (ALA) has made significant strides towards its goal to provide leadership in the transformation of libraries and library services in an increasingly digital information environment. I am proud to be part of this important work with ALA Immediate Past-President Molly Raphael and President-elect Barbara Stripling. At the highest levels and across the organization, ALA has mobilized around ebooks and larger digital content issues affecting libraries of all types. A great deal of work was accomplished earlier this year under Molly's leadership and with the very good work accomplished by the Digital Content & Libraries Working Group (DCWG) that she appointed. This continues to be a priority for the Association.

As ALA President, I am encouraged by where ALA has positioned itself. Though there has not been enough progress with publishers and distributors, ALA has made many contributions to library advocacy. I know through my professional work in organizational consulting that revolutionary change is difficult and takes time to work through, and that paths forward are not clear cut. I'm pleased that ALA is making a good effort to navigate this revolution with, and on behalf of, our members. For their contributions to ALA and the library community, I particularly thank the co-chairs of the DCWG, Robert Wolven and Sari Feldman; the members of the DCWG; and the ALA staff who support the DCWG.

As we head into the 2013 ALA Midwinter Meeting, I thought it would be useful to "round up" and share highlights from the past year, say something about some next steps, and invite you to join our efforts. A strong foundation has been laid, and there is much more work ahead in this dynamic sphere. In order to create real change, we will need to deepen and go beyond historical relationships, rethink how we leverage technology to best serve readers, and even shift paradigms—for instance, from repository to creator. There is no doubt that "transformation" is the right frame of reference for the work before us.

#### **Relationship-building and communication with publishers**

The first major milestone for DCWG and for me, personally, was a set of meetings in New York with several "Big Six" publishers in January 2012. ALA needed to make our case directly at the highest levels in order to establish direct channels of communication and develop a better understanding of publisher concerns and misconceptions.

One issue that became clear from those meetings is the influential role of intermediaries—aggregators and/or retailers—in library ebook lending. Examination of the issue of library ebook lending involves a much broader look at the entire ecosystem, including not only publishers and libraries but also intermediaries, authors, and even literary agents. These first meetings also introduced us to a central point of negotiation: how much "friction" is acceptable in order for libraries and publishers to do business together? While our patrons love 24/7 access to our digital content, publishers are concerned this easy availability might hurt sales. Of course, we librarians know that our waiting lists already constitute quite a bit of "friction."

As a result of these meetings, we widened our net to include more players. We participated in new research and had deeper internal conversations about what "friction" means for libraries and our patrons and how this might

translate into different business models. More information about these meetings—and those from subsequent visits to New York by the ALA delegation in May, September and December, and meetings during the PLA National Conference in March—can be found on the American Libraries E-Content blog:

- [Ebook Talks: The Details](#)
- [Ebook Talks Continued: ALA Meets with Distributors](#)
- [Ebooks: Promising New Conversations](#)
- [Focus on the Future](#)
- [On the Road for Ebooks: How ALA Advocated This Fall](#)

### **Increased media outreach**

In any negotiation, leverage matters. From the first news story about HarperCollins changing its library ebook licensing terms, outreach to media has been part of our strategy to raise public awareness of the issues and to increase accountability. Over time, ALA communications have become more immediate and more proactive. As we found some publishers taking steps backward (with increased prices or eliminated access), we responded more quickly and aggressively. We reached out to editorial pages and news reporters to make our case directly to the public, as well as to publishers. Not long after I began my presidential term, we published an open letter calling for more immediate action on the pressing issues facing libraries and our patrons.

In November 2012 with your help, we brought all of this experience together to launch the ebook media and communications toolkit to share what we have learned and extend our reach further. Among the tools are templates and guidelines for using them with editorial and news media contacts, news hooks you can use locally, tips for building relationships with media contacts, and links to examples of ebook-related editorials and news stories.

More information on this work can be found here:

- [Press clips \(pdf\)](#)
- [Pew Internet Project research on libraries](#)
- [Ebook media and communications toolkit](#)

### **Information resources and tools for libraries and library advocates**

The principal leverage point, of course, is you. The influence derived from our 58,000 members and the entire library community is powerful. ALA has stepped up its efforts to inform our members and to work collaboratively with our library partners. ALA's elected leaders, DCWG members, and ALA staff have given presentations and updates at forums ranging from the Public Library Association and the Association of American Publishers to chapter conferences in Colorado, Indiana, and New Hampshire, and even to international conferences in Italy, China, and Russia.

We have published and shared more information and updates online. American Libraries kick-started the E-Content blog in fall 2011 and published two digital supplements in 2012 featuring contributions from many DCWG leaders and collaborators. For their part, DCWG subgroups have: outlined business models; initiated a series of tip sheets to provide librarians with clear definitions; developed examples of how digital content and digital formats impact library services; and identified resources for further information on the numerous and often complicated issues in providing digital resources to their patrons and students.

ALA is working collaboratively with other organizations on a range of efforts. One major initiative is a series of studies on e-reading trends and libraries being conducted by the Pew Internet Project with funding from the Bill & Melinda Gates Foundation. ALA is a partner in the Big Shift, an IMLS-funded research project through OCLC. ALA also participates in the ReadersFirst coalition initiated by New York Public Library, the Digital Public Library of America initiative, as well as in the International Federation of Library Associations and Institutions' ebook workgroup.



More information on these tools and initiatives can be found here:

- [Business models](#)
- [Tip sheets](#)
- [E-Content blog](#)
- [Transforming Libraries website](#)

## Next steps

As we start this new year, publisher merger talks are in the news and the landscape continues to shift. We must keep the pressure on large publishers, while also deepening existing relationships and building new ones across the ecosystem. For example, we will be connecting more with smaller and independent publishers, as well as with authors and literary agents. As we do so, we will keep you informed and create new tools for engagement along the way. We also will look more closely at increasing the possibilities for libraries to market, provide access to, and facilitate production of books. Self-publishing is an exploding area of growth. How might libraries play a role in this trend in furtherance of our goal to connect authors and readers?

DCWG members already are developing new resources related to ensuring ebook access for people with disabilities, as well as examining ebook business models for school libraries. Additional topics and goals are under consideration as we outline the work of the DCWG in 2013.

I have heard from many of our members across the nation on the critical importance of these issues, and I truly appreciate your interest and support. We have worked hard and well together over the past year, and there is certainly more to do in the year ahead. Please be assured that I am looking forward to this work ahead with all of you and our hard-working DCWG members and ALA staff to further advance our cause as we all work through the digital revolution.

Maureen Sullivan  
ALA President

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**Providing popular materials and programs - children, teens, and adults depend on the library to make their leisure time more enjoyable.**

Regularly scheduled 4 e-newsletters were sent out in November and December.

**November 14, 2012**

Sent 12,771 with 19.5% open rate (2411 opens) and a 11.9% click rate (288 clicks).

Breakdown of clicks:

- 168 on e-media library
- 58 on a list of Thanksgiving movies
- 33 on BookBrowse

**November 28**

Sent 12,749 with a 21.3% open rate (2624 opens) and a 3% click rate (79 clicks).

Breakdown on clicks:

- 23 on calendar
- 15 on NoveList Plus (books to movies)
- 15 on list of Bestselling Books Turned Into Movies

**December 11**

Sent 12,874 with a 19.8% open rate (2,450) and a 4.1% click rate (101 clicks)

- 37 clicks on "family friendly holiday movies"
- 32 on Consumer Reports

**December 26**

Sent 12,858 with open rate of 20.2% (2495) and click rate of 6.3% (156)

- 70 clicks on winter newsletter
- 38 clicks on the calendar
- 19 clicks on our Facebook page

**Enriching lives through technology - technology has become a foundational component in our residents' lives.**

**Wal Mart Grant Application**

Worked with Ann, Kelly, Monica and Jamie to submit grant application for Wal Mart focusing on adding touch screen computers and iPads to Family Center.

**Social Media**

Met with social media plan; edited social media policy; continued to post photos and community information to Facebook (up to 600+ fans!).

**Tech Bar**

Working with Suzy and Theresa, created a brand for the new Tech Bar; promoted on Facebook with photos; sent out press release highlighting Tech Bar and new iMac computer.

### **Special Promotions – Databases**

Continued to promote Book Browse and NoveList on eNews and with bookmarks in book club books. Met with Jennifer to decide what we'll do moving forward.

### **E-books**

Another how-to brochure has been added to the mix for manually downloading e-books to Kindles. We're planning a section devoted to e-books in the next newsletter.

### **Enhancing the community**

**The library helps residents expand their sense of community by fostering community projects and encouraging interaction and sharing of interests.**

Our first time partnership with the Willowbrook/Burr Ridge Chamber's Giving Tree project was successful, garnering three boxes of donations, many of which were expensive donations, such as video games. This partnership tied in beautifully with TAB's Giving Tree, and was easy to manage since the chamber picked up any donations.

The Big Read is poised for another great year. Title was announced December 1 and the program guide will be ready to distribute February 1. Programs take place in March and April and we will do a virtual author visit in May. This year's title is *The Shoemaker's Wife* by Adriana Trigiani.

I attended a Darien Chamber meeting and submitted library information to the Willowbrook Parks and Recreation Department for inclusion in their program guide.

A special senior edition of the newsletter was created and made available in the Adult Services Department, near the bulletin board for those 55plus.

### **Fostering life-long learning**

**The library offers residents - of all ages - materials and programs that enhance personal, professional and educational growth as well as opportunities to explore topics of interest.**

The winter newsletter was produced in November, going in the mail right after Thanksgiving. Volunteers distributed it to the villages and apartment/condo complexes. The non-resident mailing and the mailing to clubs, elected officials and schools was done. This is the second issue of the new interactive version of the newsletter.

**Other:**

The reimagined ILA Marketing Blog has been gaining new subscribers daily. Please check it out at [ila.org](http://ila.org). A guest post that I wrote about marketing databases was published in November.

**Illinois Libraries Matter** ILA Marketing Committee

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**Patience (and Marketing) Makes the Audience Grow Fonder**

Posted on November 25, 2012 by ILA Marketing Committee

by *Christine Cigler*

Marketing takes time. It takes persistence and repetition and focus.

"People don't even know that databases exist," said Jennifer Asimakopoulos, Senior Reference Librarian. Newly promoted to this position and facing the challenging task of overseeing database management at the Indian Prairie Public Library in Darien, she came to the job with ideas about how to increase awareness of these valuable, yet chronically underused resources. E-resources account for the second largest category of acquisitions in our Adult Service Department – making an effective marketing strategy crucial.

We collaborated on a marketing plan; Jennifer shared her in-depth knowledge of these databases providing real life applications, while I introduced two basic principles of marketing – target a specific audience and promote the benefits, not the features.

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- Campaign Concepts
- Cool Ideas
- Displays
- General
- ILA Conference 2012
- ILA Reporter
- Lists

**Miscellaneous**

**Ongoing**

- Program flyers
- Catch the Wave and eNews
- FB and Twitter posts.
- Gathering and using testimonials

Christine Cigler  
 Marketing Coordinator  
 January 2, 2013

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January 15, 2013

To: All Youth Services Staff  
From: Monica

My responsibilities as a Department Head and as member of the Youth Services team, providing the highest in services to our patrons and guests, are a great passion and major priority in my life. At the same time my personal responsibilities and family are also highly important to me. As many of you know, over the last year or more, I have had increasing family responsibilities.

In the past few months, attempting to meet both my work responsibilities and increasing personal responsibilities have often impacted how effective I have been in each of these. In thinking over my options and the most successful outcomes, I asked Jamie to consider me for the Mid-Kid Librarian position.

I am very happy to say that as of February 10<sup>th</sup>, I will be starting a new opportunity, as the Mid-Kids Librarian. This opportunity will allow me to continue to contribute to the excellent service and standards that the Youth Services department provides to the Indian Prairie community. I look forward to the potential the revisions in the department and responsibilities we will be creating. Most importantly, I am thrilled to be continuing to work with the most dedicated and passionate group of people.

I thank you all for what we have worked to create together over the past six years and I'm eager to continue this journey with you.

Sincerely,

*Monica*

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## No-Book Library? BiblioTech Is Coming

By JOANNA STERN | ABC News -- 9 hrs ago

A book-less library.

It sounds like an oxymoron, but come the fall of 2013, San Antonio's Bexar County is going to be home to the BiblioTech, the country's first book-less public library. Of course, there will be books -- just e-books, not physical books.

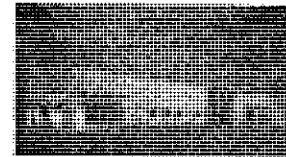
The 4,989 square-foot space will look like a modern library, Bexar County Judge Nelson Wolff, who was inspired to pursue the project after reading Walter Issacson's Steve Jobs biography, told ABC News. (A glance at the photo shows that its inspired by Apple in more ways than one.) Instead of aisles and aisles of books there will be aisles and aisles of computers and gadgets. At the start, it will have 100 e-readers available for circulation and to take out, and then 50 e-readers for children, 50 computer stations, 25 laptops and 25 tablets on site.

"We all know the world is changing. I am an avid book reader. I read hardcover books, I have a collection of 1,000 first editions. Books are important to me," Wolff told ABC News. "But the world is changing and this is the best, most effective way to bring services to our community."

Library goers will be able to take out books on any of the devices in the library, take out one of the 50 e-readers for a period of time or bring their own e-readers to the library and load books onto their own devices. The library will also be partnering with e-book providers or distributors to provide access to over 10,000 titles. The hope is to add to that collection annually. County is still figuring out who will provide the equipment and has requests for proposals out for the e-readers and other equipment.

### *Exterior of BiblioTech.*

Currently Amazon and Barnes & Noble offer services on their respective e-readers which work at libraries. You can take out books on the e-reader devices and then check them back in to the library remotely.



"You will be able to check out a book, read it on-site. It will be a learning environment -- you'll be able to learn about technology itself as well as access a tremendous amount of information," Wolff said. There will also be a children's area with interactive tables and interactive walls. Wolff also said the library is exploring adding other media to the library, like movies and music.

"That could be a real possibility. This is a new venture -- we are starting with the basics -- but we will have the opportunity to add on to that," he said in a phone interview.

But it won't be a completely paper-free library. "The only thing I believe we will charge for is if you want to print out something," Wolff said. "We will charge for the copies you would want to print out."

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# Forbes



**David Vinjamuri**, Contributor  
A brand guy speaking truth to power and teaching at NYU

CMO\_NETWORK | 12/11/2012 @ 4:10PM | 202,938 views

## The Wrong War Over eBooks: Publishers Vs. Libraries

“ Libraries, like other consumers, should be free to buy any published e-content at competitive prices, to keep these items in their collection, and to loan them to their patrons. Anything less violates basic democratic principles ...

American Library Association

Libraries and big six publishers are at war over eBooks: how much they should cost, how they can be lent and who owns them. If you don't use your public library and assume that this doesn't affect you, you're wrong.

In a society where bookstores disappear every day while the number of books available to read has swelled exponentially, libraries will play an ever more crucial role. Even more than in the past, we will depend on libraries of the future to help discover and curate great books. Libraries are already transforming themselves around the country to create more symbiotic relationships with their communities, with book clubs and as work and meeting spaces for local citizens.

For publishers, the library will be the showroom of the future. Ensuring that libraries have continuing access to published titles gives them a chance to meet this role, but an important obstacle remains: how eBooks are obtained by libraries.

This column is the first in a two-part series about libraries and their role in the marketing and readership of books. This first part addresses the present conflict. The second part will look forward to the future for libraries and publishers and the important challenges that they must address.

The solution to the current pricing problem lies in understanding that the argument publishers and libraries are having is the wrong argument. It is based on the paradigm of the printed book and as such presents a series of intractable challenges for both publishers and libraries. By changing the model for pricing an eBook, both parties could find a clear and equitable resolution to the current impasse.

### The Issue

Do libraries increase book sales or cannibalize them? This is the issue at the



heart of the struggle between libraries represented by the American Library Association (whose president is Maureen Sullivan) and the Big Six publishers.

The current struggle is taking place in a landscape that will be familiar to those who followed the travails of the music industry over the last decade. Publishing is changing dramatically as it tries to cope with the rise of eBooks and the increasing power of Amazon, the decline of bookstores and a flood of low-priced indie titles. In spite of the good year that Random House is experiencing (anticipating a merger with Penguin and just having paid employees a \$5,000 bonus each thanks to the success of once-indie author EL James' Fifty Shades trilogy), most publishers have found it difficult to maintain sales and profitability in the current environment. Whether they're doomed or not is debatable, but no mainstream publisher is comfortable in the current environment.

The landscape is also shifting for libraries. The Information Age has posed numerous challenges to the public library, as Steve Coffman adroitly chronicles in "The Decline and Fall of the Library Empire." Libraries have struggled to understand their role in communities as technology has changed. In addition to encouraging children to read and lending books, they have migrated from providing access to online databases to cataloging the web then providing computer terminals and now broadband access as the needs of the citizenry for information has changed. The shift in reading towards eBooks presents a particular problem for them because it's happening with startling rapidity and presents significant technological challenges.

In addition to the central issue of pricing, libraries are struggling with the copyright implications of eBooks, their role as curators and promoters of reading in an age where publishing is exploding, dealing with technology intermediaries and gaining access to the newly available wealth of self-published works.

### **The Library Perspective**

The central issue for libraries is simple: they believe that withholding eBooks from libraries entirely, pricing them higher or limiting lends all undermine the library's core mission. Robin Nesbit, of the Columbus (OH) Metropolitan Library System told me that although her eBook circulation of 500,000 lends annually is only 3 percent of the system's total, that number is growing by more than 200% a year. "Plus it's at least 10% of our budget." Between the cost of eBooks and a technology component, providing access to eBooks is three times as expensive for her as physical books.

This pricing pressure is significant and it's being felt across the country. Jamie LaRue, Director of the Douglas County Libraries in Colorado told me that,

*I saw a decrease in use that was hard to explain because our libraries are busy. Then I looked at our inventory and realized that the problem is that as we shift our dollars to eBooks, I am buying fewer items because the prices are so much higher.*

The challenge to libraries is not insignificant. Four of the six publishers are not providing eBooks to libraries at any price. The other two – Random House and HarperCollins lead the industry with two different models. Random House adjusted eBook pricing in 2012. While the prices on some books were lowered, the most popular titles increased in price – some dramatically. Author Justin Cronin's post-apocalyptic bestseller "The Twelve" whose print edition costs the Douglas County Libraries \$15.51 from Baker &



Taylor and whose eBook is priced at \$9.99 on Amazon was priced at \$84 to Douglas County on October 31<sup>st</sup>.

HarperCollins meanwhile has adopted a different model, selling eBooks to libraries at consumer prices but electronically limiting them to 26 lends and then requiring that the book be repurchased. Robin Nesbitt sees this as fairer to libraries, but she points out that it's still much more expensive than print books, "I get forty to fifty lends from a bestseller in library binding. But at least they're playing."

And that's the bigger problem. As detailed below, the rest of the Big Six aren't playing – at least not nationally. That's a big warning sign for libraries, as fully 80% of lends – and an important part of their traffic – comes from bestsellers. While it seems likely that most of the other publishers will eventually play, the terms may be worse than those offered by Random House and HarperCollins.

### **The Publisher Perspective**

Publishers worry that library eBooks will hurt their eBook sales. They have less friction than physical books. When they speak of friction, publishers mean that borrowers don't hold eBooks late, they arrive instantly for the next patron in line, they never wear out and they don't even require a trip to the library. To some extent, publishers may also see eBooks as a way to improve a situation that they were never really happy with: unrestricted lending of retail-priced books (more on this later).

I talked to Skip Dye, the VP of Academic & Library sales and marketing for Random House. Dye seemed genuinely supportive of the mission of public libraries and very sophisticated in his desire to use research to determine the amount of friction that actually exists in library systems. He said that the Random House is "format agnostic" but acknowledged that,

*We went through and looked at our pricing and wanted to make sure that the right value conversation was happening between our library patrons and us. Some titles went up as much as 200%, some went down in price.*

Dye and others who work for big publishers and deal with eBooks have another challenge that library directors do not: layers of management that already believe that eBooks may kill large publishing houses and view their growth as more of a threat than an opportunity. A big part of the problem is data – there's a paucity of it. Dye has reviewed the [Pew Report](#) on library usage extensively to inform pricing decisions. But if the institutional bias among publishers is to see eBooks as more threat than opportunity, title and library-specific data will be needed to prove that either friction or cannibalization are less than expected in order to justify consumer pricing for libraries.

### **Where the Big Six Publishers Stand Today:**

**Random House** – Sells eBooks to libraries through multiple distributors. Prices were adjusted in 2012. Although some prices were lowered, the distributor price to libraries for some popular titles such as 50 Shades Of Grey range up to \$84 for a single eBook copy – over 8 times the price of the eBook on Amazon.

**HarperCollins** - Sells eBooks to libraries through multiple distributors. On some popular titles it has restricted eBook usage to 26 "lends" after which the library must repurchase the book.

**Penguin** – Penguin (slated to merge with Random House) is conducting a test

of eBook sales to libraries with the New York Public Library system. eBooks will become available six months after their publication date. While pricing will be similar to physical books, the books will only be available to the library for one year, after which they will need to be repurchased.

Hachette – Only sells older eBooks to libraries (through the distributor Overdrive). Hachette increased prices for these older eBooks by an average of 220% in October.

Macmillan – Does not currently sell eBooks to libraries. Macmillan has announced a test of eBook sales to libraries but not announced details.

Simon & Schuster – Simon and Schuster does not yet sell ebooks to libraries. According to Carolyn Reidy, CEO, “We have not yet found a business model that makes us happy. That’s why we’re not in it.”

### Evaluating the Arguments

“ In the absence of data people say either what they fear will be true or hope will be true.

– Robert Wolven, Columbia University Libraries

Publishers make three basic arguments for either raising prices on eBooks or limiting their distribution:

- **eBooks Don't Wear Out** – This argument is overstated. The libraries I spoke to said that print bestsellers see more than 26 lends over their lifetime, up to 50 or more before the book would need to be retired.
- **eBooks Lend More Frequently** – Publishers may not have checked out a popular book from their library recently. After signing up on a list, a patron gets a call when the book becomes available and if she doesn't get to the library that same day someone else on the list may get the book. At the end of her rental period she will also get a call if the book is not returned precisely on time. The librarians I spoke with said that a book in high demand would spend very few days in limbo. This may account for one or two additional eBook lends over the course of a year, but not more.
- **You Can Borrow eBooks Without Visiting The Library** – Here the publishers have a more valid argument. The removal of the need to visit the library could attract an entirely different consumer to borrow eBooks. In a survey conducted by the ALA and Overdrive, 31% of eBook library borrowers say that they “rarely or never” visit the physical library. While 36% said that they had purchased a book after borrowing the same title from the library, over half said that they'd consider purchasing an eBook from an online retailer if it was not available from a library. While libraries are very customer-service oriented, it's not clear to me why they would want to disintermediate themselves from the lending transaction. Borrowers will be more reluctant to visit the library but that necessary visit gives the library the opportunity to promote a variety of other services.

Libraries have three counter-arguments to publisher concerns:

- **Libraries Also Buy Duds** – Libraries have a valid point when they suggest that all the margin analysis done by publishers on their most valuable books ignores the fact that libraries buy thousands of titles each year which see few or no lends. Unlike physical booksellers, they do not pulp or return these titles. Unlike Amazon, they have to pay the publisher when they purchase the title, not just when they lend it out to their readers. As customers, libraries feel that their risk profile has not been adequately appreciated by publishers.
- **Libraries Stimulate Sales**– This is partly true. The libraries point to data I've already quoted showing that a significant number of readers go on to buy books they've borrowed. I've examined the data and it suggests two things.
  - **Bestsellers Probably Do Cannibalize:** Though survey research is notoriously poor at predicting actual purchase behavior, the ALA/Overdrive study shows that over half of e-borrowers might consider buy a bestseller they couldn't find at a library. Even if this number is smaller in practice,

libraries probably don't increase sales for books already on the bestseller lists.

- **Libraries Help New Authors and Older Titles:** Most Big Six publishers are hopelessly unsophisticated with pricing. They perversely discount bestsellers and end up charging a higher price for new and unknown authors. By removing the price hurdle to full-book sampling, libraries can help these authors build following and word-of-mouth sales.
- **Libraries Deserve Big Customer Pricing** – This argument is true but irrelevant under current law. Libraries assert that although they are smaller than Amazon, Barnes & Noble and distributors like Ingram, they are still big customers. They deserve lower prices than individual consumers rather than higher prices. The problem is that this is an argument that assumes that libraries own what they buy. It's true for physical books – which is why libraries receive preferential pricing to ordinary consumers. But it is not true for eBooks. Libraries license eBooks rather than buying them. Thus, libraries are treated like resellers rather than end users.

### **The Real Problem – Both Sides Are Having the Wrong Argument**

The argument between libraries and publishers has proven so difficult to resolve for a simple reason: both sides are using a faulty paradigm in their negotiations. They are treating eBooks like physical property, not software. This compels them to create difficult and complicated schemes for reproducing the ownership experience. But the data to determine an equitable price to sell eBooks to libraries in this scenario are almost impossible to collect. So the sides remain deadlock and guided by their own pre-existing beliefs rather than fact. The simple fact is this:

#### **eBooks are Licensed, not Sold**

Physical books are sold to libraries under the First Sale Doctrine, established under the Supreme Court ruling in *Bobbs-Merrill Co. v. Strauss* in 1908. In this case a publisher, Bobbs-Merrill, sued Macy's when they violated the publisher's copyright (and a collusive industry pricing practice) by pricing a book eleven cents under the publisher-mandated retail price of one dollar. The court ruled that certain aspects of copyright do not survive the first sale: in particular, the owner after the first sale may resell or lend the book for any price. (Caleb Crain writes a much better summary of the law and its current implications than I can in his blog *Steamboats are Ruining Everything*) It is this First Sale doctrine that allows bookstores to discount and libraries to lend.

Under current law, though, eBooks are not books – not under copyright law, at least. Instead, they're sold under a use license, just like software. This issue gets a little complex because the pricing rights of the copyright holder are not absolute – as the Justice Department has recently established – but they do currently include the right to treat libraries as resellers rather than a buyers. While I believe that libraries should promote a test case to challenge this law, the law will not change soon. In the meantime, though, thinking of eBooks as software points to a simpler, and surprising more equitable way to settle the current publisher dispute.

#### **Solution: Charge Libraries Per Lend Based on Cost-per-Circ**

There is one number that libraries can easily calculate which publishers will understand: the cost-per-circulation. This number is simple to calculate. It is the number of lends and divided by the cost of the books lent. This number is somewhere in the 50 cent to \$1.00 range according to both publishers and libraries. It can be calculated separately by publisher and even split between bestsellers and older titles.

Even though libraries might naturally fear this, the per-use model has huge advantages to both libraries and publishers under the current copyright law.

#### **Advantages to Publishers:**

Measurability – Cost per circ is easily calculated. It requires no assumptions about borrower behavior. Calculating it requires only data that the least sophisticated library system already collects.

Flexibility – The ability to discount doesn't disappear the moment a book is sold. Although libraries are not historically price sensitive, pricing becomes a valid tool for publishers as they manage the lifecycle of a book.

Equity – Publisher's stated goal is to control the sale and avoid cannibalization. This model assures equity with current physical book sales.

#### **Advantages to Libraries**

Better Access – Every library could have instant access to every title sold by every publisher.

Lower Risk – Libraries would spend a fraction of their current cost for titles that attract few borrowers but still be able to catalogue them.

Better Financial Control – Libraries can make intelligent decisions about how to use limited resources. Rather than trying to predict borrower behavior they can react to it.

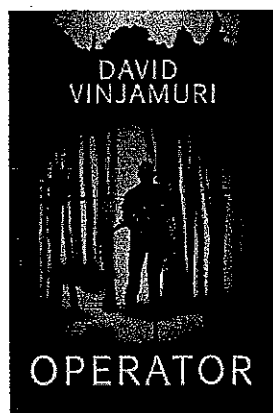
Fairness – Digital books would not increase the current cost per circ for the library.

Big Six publishers and libraries recognize that eBooks present new and difficult issues to each party. For better or worse, Big Six publishers are unlikely to adopt a pricing model for eBooks that mirrors how print books are sold to libraries. But current pricing and lending restrictions unfairly penalize libraries to the detriment of publishers and readers. A system based on actual use would more fairly allocate cost and risk as long as eBooks are not governed by the First Sale doctrine.

NOTE: This article is part 1 of a two-part series. The second part will focus on the future of libraries. The next part will cover concerns with technology, small publishers and self-published authors and how the publishing industry and libraries can symbiotically grow together.

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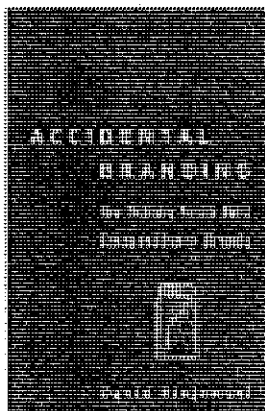
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This article is available

online at:

<http://www.forbes.com/sites/davidvinjamuri/2012/12/11/the-wrong-war-over-ebooks-publishers-vs-libraries/>



# Forbes



David Vinjamuri, Contributor

A brand guy speaking truth to power and teaching at NYU

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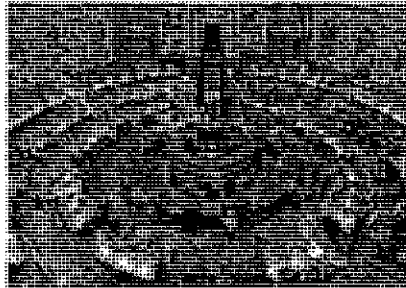
## Why Public Libraries Matter: And How They Can Do More

“ I have often thought that nothing would do more extensive good at small expense than the establishment of a small circulating library in every county, to consist of a few well-chosen books, to be lent to the people of the country under regulations as would secure their safe return in due time.

Thomas Jefferson -- [letter](#) to John Wyche, 1809.

From one standpoint, public libraries seem like a small thorn in the side of embattled publishers. They account for a small percentage of book sales, but bleed off more sales by lending bestsellers promiscuously.

Publishers, anxious to discover the next *Fifty Shades* or *Hunger Games* have little time for their nattering and would prefer that the current fight over eBook pricing quietly disappeared.



But there is another side to public libraries in America: they are dynamic, versatile community centers. They [welcomed](#) more than 1.59 billion visitors in 2009 and lent books 2.4 billion times – more than 8 times for each citizen. More than half of young adults and seniors living in poverty in the [United States](#) used public libraries to access the Internet. They [used this access](#), among other purposes to “find work, apply to college, secure government benefits, and learn about critical medical treatments” For all this, public libraries cost just \$42 per citizen each year to maintain.

The growth of electronic reading holds significant opportunities and threats for both public libraries and publishers. This is no small affair: [new research](#) from the Pew Research Center shows that a third of Americans now own eBook readers or tablet devices, and Amazon [sells more eBooks](#) than print books.

Big six publishers limit public libraries' access to eBooks at their own peril. They fail to see that public libraries are an integral part of the fragile ecosystem of reading in America. Without libraries to encourage new readers, foster book groups and promote communities of reading, publishers will find fewer readers for their biggest titles, and readers will have more difficulty discovering works not on the bestseller list.

Public libraries for their part have been slow to react to the dramatic changes

in publishing and reading that threaten their ability to fulfill their core mission of promoting reading. By focusing too heavily on giving patrons access to bestsellers and popular movies, libraries risk missing the significant opportunity afforded by the explosion in the number of new books published each year.

This article is the second in a two-part series on libraries and their role in the marketing and readership of books. The [first part](#) focused on the current dispute between libraries and publishers. This article details the opportunities and obstacles for libraries in a changed world of publishing and reading.

### Why Publishers Underestimate Libraries

Large publishers claim to embrace libraries, and they certainly have well-informed executives who do: just listen to Skip Dye, the VP of Academic and Library Sales and Marketing for Random House:

*“ We see that the libraries have an important role for us. Libraries have a great influence. They go through the whole family and create a great sense of community through books. We’ve always thought that our role is to help the influencers influence.”*

The actions of the big six publishers tell a different story, however. Indeed, Random House itself increased the price of many bestsellers in eBook format – some to \$84 or more. As a group, large publishers are wary of libraries, or at best ambivalent.

Publishers have some justification for their viewpoint. In 2009, public libraries accounted for just 1.3% of total book sales, down from 4.3% in 1989. Moreover, [Pew research](#) suggests that a third of library eBook patrons might have bought the books they are borrowing had they been unable to find it at the library. This almost certainly exaggerates the actual cannibalization of book sales by libraries (consumer marketers know that self-reported purchase intent notoriously overstates actual purchase behavior), but cannibalization does occur.

With this understanding, it’s clear why large publishers might be ambivalent towards libraries. This narrow view of public libraries misses an important dynamic, however. Like the humble starfish that preserves entire marine ecosystems by eating mussels, the American public library is the keystone species in the ecosystem of reading. Without public libraries to promote the culture of reading and build communities of interconnected readers, publishers would face a diminished market for their titles. Indeed, the fact that reading remains a vibrant part of American cultural life is somewhat startling in the face of the competition for consumers’ attention: movies, video games, television, online shopping, browsing and social networking.

Moreover, large publishers face a world that is changing in ways that will make public libraries ever more important to them. The power of big publishers is threatened by Amazon, which depresses margins and promotes self-published authors who routinely underprice the market. At the same time, the number of bookstores is declining – there were 10,800 in 2012 versus 12,363 in 1997. This makes it harder for publishers to develop new authors and new genres. Libraries can help with this – if only they would.

### Libraries Need To Rethink Their Acquisitions Strategy

“ Find out what they like, and how they like it, and let him have it just that way. Give them what they want, and when they want it, without a single word to say

*Thomas “Fats” Waller*

Public libraries risk missing the opportunities of an important trend: the explosion of published books. Back in 1950, there were just 11,022 titles published. In 2010, 328,259 titles were brought to market.

“ According to the Public Library Inquiry, libraries serving populations of 100,000 or more purchased an average 48,000 books in 1948 – enough to buy over 4 copies of every one of the 11,000 titles published in that year.

Steve Coffman, Library Support Services, Inc. (quoted from a forthcoming article Coffman provided to me)

By 2010, however, the situation had dramatically changed. In 2010, there were over 300,000 titles published, but the average library could buy only 21,000 of them.

Public libraries are still pursuing an acquisitions philosophy that is guided by a reality from the 1950’s. When libraries could buy everything, individual libraries could curate the entire opus of the publishing industry and help consumers get what they wanted. The need for libraries to discover new books was minimal, because *everyone* knew what the new books were, and publications like The Library Journal and Publisher’s Weekly

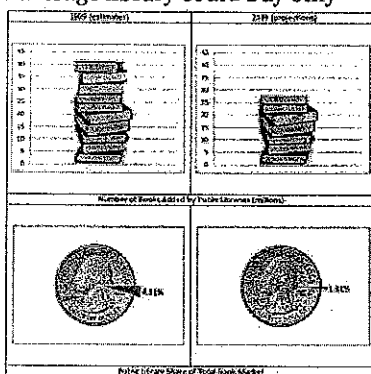


Figure 1: Trends in the number of titles published and the public library share of the total book market. From Coffman, Steve “Fats” Waller, 2011. Title from book industry trends 2007 and 2010.

could review most of the important books. The bigger issue was access. Under Charlie Robinson, the Baltimore County Public Library system adopted the philosophy of “Give ‘Em What They Want.” They focused on providing increased numbers of the most popular titles to patrons – and this philosophy eventually expanded to include tapes and DVDs. The benefit to libraries was increased circulation. At one point circulation numbers of the Baltimore County Public Library were topped only by the New York and the Los Angeles public library systems.

The benefit of this strategy is that it helped build loyalty to libraries among adult readers. The problem is that by focusing on books that patrons already wanted, libraries de-emphasized their important role in the discovery of new books.

“Libraries have not made the point that we can be an important piece in the discovery process,” Coffman told me. And while libraries have long perceived themselves as the “place to get great book recommendations” this mission has always been accomplished on a library-by-library basis. Today, the number of titles published is too great to make such ad hoc efforts effective.

Terry Kirchner, the Executive Director of the Westchester County Public Library System worries that libraries will try to mimic their traditional roles as the eBook world explodes, “I’m a little nervous about a model that’s going to trap us where we are now in print: as a storage repository.”

**The Future: Public Libraries as Local Centers For Book Discovery**

Libraries support three core missions: promoting reading, offering access to information and anchoring communities. Although individual library systems may communicate these priorities differently, most of the librarians I interviewed broadly agreed with these goals. All three missions contribute to make a library of the twenty first century the ideal place to discover new books.

Anchoring Communities – When I spoke with Tony Marx, the President of the New York Public Library, he was quick to point out that 87 branches of the New York Public Library opened within 48 hours of Hurricane Sandy's landfall. "It's the most democratic institution in the city," he said, noting that people from all walks of life use library resources side by side. The NYPL recently reached an agreement with New York City to become the lending library for the New York public schools system – eventually making each of the 1.2 million students in the public school system a library member and allowing public school libraries to get any circulating book in the NYPL's catalog within 1-2 days.

Meeting space has also become a big selling point for libraries. Ginnie Cooper – head of the DC Public Libraries has overseen the renovation of 14 libraries over the past few years. "There are twenty meetings a week at any given public library. Our libraries are places of contact, community and pride." Cooper also pointed to Mary Dempsey in Chicago who was the architect of Mayor Richard M. Daley's strategy to rejuvenate neighborhoods by adding public parks and libraries. Dempsey presided over the building of over forty new library branches in Chicago, and told a gathering at an American Library Association annual meeting,

“ I've purchased and knocked down more liquor stores, more no-tell motels, more really crummy and dilapidated, burned-out buildings in neighborhood after neighborhood and replaced them with libraries than I'd ever thought I'd do in my life.

The new role of libraries as *de facto* community centers has had practical implications for library renovations as well. "We learned that the community room has to be accessible when the library is closed," Sari Feldman, executive director of the Cuyahoga County Public Library system in Ohio. "There are a lot of meeting spaces. The space for physical books has decreased. We don't use high stacks anymore." Tracy Strobel, the deputy director of the library explains how the library links these meeting areas to impulse book borrowing:

“ When you come into our library we don't want you to be able to leave without borrowing. Our greatest compliment is when someone comes in for a neighborhood block watch meeting and leaves with an armload of books that they can't pass up. That's all merchandising.

Indeed, librarians have long known what book superstores discovered in the 1980's: the "recommended reading" tables near the entrance to the store, often grouped topically, generated much more book sales than stacks and stacks of spine-out titles. As libraries become more meeting oriented and less of a warehouse for books, they will be able to merchandise books more effectively. Steve Coffman points out that unlike bookstores, libraries are happy to be "show roomed" – to have patrons browse a book in the library but buy it online instead:

“ Merchandising is a major opportunity for libraries. If we do it well, it's likely to pay off very handsomely in terms of what people get out of these buildings. Let's make it easy for someone who finds something in the library to put it in their e-reader – or to buy it online! Let's turn libraries into book centers.

When libraries become book centers, they will think more about their



reciprocal ties to publishers large and small. Libraries have long hosted book groups, but few publishers currently provide advanced copies of novels to book groups through libraries. When publishers understand the marketing opportunities afforded to them by the transformation of libraries into community hubs, they'll fight for space on the display shelves and the mindshare of the readers.

Providing Access to Information – Since the advent of the information age, libraries have provided public access to online information. With the growth of the Internet in the late 1990's, many libraries added computers to allow patrons to get online. Over the past several years, the vast majority of public libraries are helping their communities bridge the digital divide by providing free broadband Wi-Fi access.

A 2010 report from the Institute of Museum and Library Sciences sponsored by the Melinda and Bill Gates Foundation details the critical role of libraries in providing access to Americans living below the poverty line:

*“ Overall, 44 percent of people in households living below the federal poverty line (\$22,000 a year for a family of four) used public library computers and Internet access. Among young adults (14–24 years of age) in households below the federal poverty line, 61 percent used public library computers and Internet for educational purposes. Among seniors (65 and older) living in poverty, 54 percent used public library computers for health or wellness needs.*

Susan Benton, CEO of the Urban Libraries Council adds,

*“ Libraries are economic engines for communities, helping people find jobs and gain the skills they need to get ahead in their careers. The Chicago Public Library system found that 60 percent of the people using the Internet in their branches were applying for or seeking information about jobs.*

The digital divide is real, and the economic downturn hurt many working-class families, forcing them to reduce expenses on luxury items like high-speed Internet access. These patrons can still discover and promote new books even when they are not direct purchasers. As reading transitions to eBooks, libraries are well equipped to help patrons understand and get the most from this technology.

### **Can Libraries Escape A Technology Trap?**

For consumers, using eReaders is a freeing experience. eBooks are easy to buy, less expensive and easier to collect on an eReader. None of these things are true for libraries, however.

The software for lending eBooks to library patrons ranges from inconvenient to archaic, catalogues are not integrated with library catalogs, eBooks are much more expensive or restrictive for libraries to obtain and the entire catalog of a library's licensed eBooks may be proprietary to a single technology provider.

Overdrive, founded in 1986 by Steve Potash was long the sole provider of eBooks to libraries through its eBook platform. Now 3M and Baker & Taylor also offer eBook platforms. Each of these companies uses proprietary software to lend books to library patrons. While they provide a valuable service, there are problems. First their systems are not compatible (unlike Adobe's digital rights standard format – the EPUB file). Secondly, Overdrive's licensing agreements do not give library customers eBook rights outside of its platform. If this sounds like a minor issue, it's not.

Jo Budler, who was just named "Librarian of the Year" for 2013 by Library Journal learned this the hard way. Budler

*" realized that an initial proposal in 2010 to renew the Kansas State Library (KSL) contract with OverDrive would increase administrative costs by some 700 percent over the next few years, as the state ebook deal was being restructured. Despite the risk of disrupting and even losing access to ebooks for the users of Kansas libraries, Budler rejected more than one proposal from OverDrive for a new contract until a year ago when she won the right to transfer titles from OverDrive to a new platform.*

I spoke with Potash at Overdrive who insisted that the migration issues were created by publisher licensing agreements rather than by Overdrive itself. Matt Tempelis at 3M (one of the vendors that KSL adopted after leaving Overdrive) pointedly told me that 3M has worked with publishers to set a different standard for migration than Overdrive:

*" 3M sees an eBook as a software license. 3M believes that a library owns the license under the terms of the license. We will accept titles purchased from another platform and ensure that they can activate the titles in the 3M systems. If our libraries want to move to a competitive platform, we will support that.*

3M's position is helpful, although it's not all that surprising for a new entrant to be flexible in a category long dominated by Overdrive. Regardless, though, the biggest issue for libraries is that technology has increased the costs to lend eBooks to patrons above the cost of lending physical books – an odd and unhelpful inversion.

As I pointed out in my first article, libraries are licensing eBooks rather than buying them. But publishers still sell eBooks as if they're a single copy of the print edition. The combination of a license made to resemble a book purchase with license terms that may cause libraries to lose access to their licensed books is a big red flag. Most libraries are probably not worried today, because eBook lending is small – rarely over 5% of all circulation (7% in Douglas County). This number may grow quickly as reading habits evolve, however. If libraries don't find a way out of this technology trap, they'll find themselves limited in their ability to meet the needs of their next generation of patrons.

### **One Solution – Open Source and the Digital Public Library of America**

Under Jamie LaRue, the Douglas County library system has worked hard to be less dependent on technology providers. The library paid \$10,000 for an Adobe content server license (which also costs \$1500 a year for maintenance and 8 cents per book). They then hired a programmer to create open source software to allow the library to integrate the Adobe system with their existing catalogues. Having the secure Adobe system allows Douglas County to negotiate directly with publishers. It hasn't been an easy road, says LaRue,

*" I was on the phone with someone from Simon & Schuster and said 'I will sign a check today for \$250,000 to buy and host electronic content from you. Let's be partners.' He said no.*

The Kansas State Library is implementing a multi-vendor system to try to avoid some of the perils it encountered when tied solely to Overdrive. Making this kind of program work requires either significant software integration work or pleading for the tolerance of library patrons asked to use different systems to borrow books. It's not an ideal solution.

When I spoke to Maureen Sullivan, the President of the American Library Association about this issue, she was unequivocal in expressing her concerns:

“ Having good technology infrastructure is critical to the library's ability to provide a full range of services. The more our patrons are digital natives the more important this will be.

She pointed to the Digital Public Library of America – a project that grew out of a meeting at the Radcliffe institute in 2010 and now includes 40 different foundations, research institutions, governments and libraries. The goal is to create a single, comprehensive digital library to allow access to both public domain and copyrighted material online. The entire project will use open source software. Many of the works that the Digital Public Library will provide access to already exist online, but they are often found in silos that may be difficult to locate or access.

One of the great strengths and weaknesses of the current library systems in America is that they are individual and local. They are exceptionally good at serving the individual needs of their patrons and communities. But their capacity for collective action is limited. In a digital world, the concept of individual libraries negotiating for digital rights to works with publishers is inefficient. Libraries lose the advantage of scale. Although advocacy groups like the ALA can bring some pressure to bear on publishers, it's not the same as collective purchasing agreements. Technology providers, sitting between libraries and publishers have less incentive to negotiate as they represent the interests of both parties.

The Digital Public Library model is critical to the future of libraries for three reasons:

1. **Simplicity** – A single interface with open source software that will allow for full integration with existing online library catalogues will dramatically improve the user experience for library patrons.
2. **Universal Access** – having a single point of access to all titles takes the both the technology and the archival burden off of individual libraries. The Digital Public Library project will provide consistent metadata, full text searching and standardized digital rights management for all copyrighted titles.
3. **Group Purchasing** – The Digital Public Library will allow libraries to use their combined purchasing power to negotiate a single price for eBook lending with publishers.

This project is still some way from being functional – the operational work will not begin until April of this year. But many prestigious organizations support the project operationally and financially. Although the aims of the Digital Public Library stretch far beyond the needs of local public library systems, the project is the best hope for public libraries to avoid proprietary lending systems and to ultimately reduce the delivered circulation cost of eBooks to be competitive with or below the cost of printed titles.

### The Challenge of Indie Publishing

eBooks are both a blessing and a curse to readers. They are cheaper and more portable than physical books. But it is astonishingly difficult to reliably find good things to read outside of the bestseller lists. Online reviews are notoriously unreliable and unlike movies, where Metacritic or Rotten Tomatoes serve to consolidate critical reviews of a single work, no such service exists for books. Adding to the difficulty, a significant percentage of eBooks are so-called “indie” books: self-published or published by a very small press.

It would be easy to ignore these books if they resembled the vanity press

works of previous years. Some do, but others do not. Publisher's Weekly estimates that fifteen of the 100 bestselling books of 2012 were self-published. Beyond the predictable romance and thriller novels there are surprising works, like Wool by Hugh Howey, a novella that has won critical acclaim as well as a film option from Ridley Scott.

The biggest problem for libraries right now is that they do not have access to these works as eBooks. Saira Rao, co-founder of indie publishing house In This Together Media whose youth title "Soccer Sisters" by Andrea Montalbano has been featured on the Today Show explains:

*"When we tried to get into Overdrive they said they really only consider publishers with at least 25 titles. So small, indie publishers like us who really value librarians for word-of-mouth – and self-published authors—are de facto boxed out."*

When I pressed Rao on the value of libraries she said that she and most small publishers and authors would be happy to donate copies of their eBooks to libraries if that were possible. While Overdrive told me that they work with some self-published authors and 3M has inked a deal with Smashwords, neither platform has access to either Andrea Montalbano's eBook or Hugh Howey's. When I asked Hugh Howey whether he'd give free copies of Wool to libraries, he was even more direct:

*"I learned something interesting from the Kindle Lending Library and digital pirates, two admittedly quite different sources. What I learned is that free copies lead to sales. If your works are priced appropriately, and you gain a fan through free, they'll often purchase a legitimate copy as well. Libraries are amazing institutions for authors as well as readers. They provide exposure. They give curious minds a place to sample outside of their comfort zone. I would absolutely give libraries a free copy of Wool."*

This is a major oversight but one that libraries can quickly remedy. Current eBook providers are customer driven and if 3M and Overdrive begin hearing from multiple libraries that they want access to a broader selection of indie press and self-published titles they will most likely get it. That's a hint.

The bigger problem by far -- and the one that offers the biggest opportunity for libraries is the question of discovering indie books that don't land on the Today Show or the New York Times Bestseller list.

### **Libraries Should Cooperate To Discover Great Books**

The second problem with Indie books is that there are so many of them. Bowker estimates that over 235,000 books and eBooks were self-published in 2012 alone. This number is growing quickly and even in print alone, self-published books accounted for 43% of the total publishing output in 2011.

Those numbers are astonishing (harken back to the 11,000 books published in 1950), and their magnitude explains why eBook users have difficulty finding the next book to read. Once we abandon the bookstore for the virtual world we find that it is a primeval forest, dangerous and uninviting, replete with frauds and scams looking to scrape a quick buck off of unsuspecting readers. There are a few sites like Goodreads and Indie Reader that offer alternatives to the untrustworthy online review, but for the ordinary reader, there is no single source available to sort the diamonds from the coal.

Now let's do some simple math: there are 16,000 library buildings in the United States. If each library were to review just one unique book a month, as a group they would cover 192,000 titles in a year. That's 58% of the total books published for 2010. Many of these books could be reviewed quickly: they are poorly written, unedited and lacking any redeeming virtues. Perhaps one in ten would be worthy of a detailed review. Yet if each library discovered

just one interesting book a year – and shared that result with other libraries who could review and rate those interesting books there would be 16,000 interesting books for libraries to review. If we assume that just one in one hundred of those reviewed books are “great” libraries would still have discovered 160 great new books to recommend to library patrons each year.

None of this requires more work than libraries do today. Librarians routinely read books just for the purpose of deciding whether to recommend them to patrons. But the process is *ad hoc*: it’s done on a library-by-library or system-by-system basis. There is no coordination. But such coordination would not be difficult to arrange, nor would it require a mandate or any significant funding. It would just require a website with a list of new titles and links accessible only to real people working in real libraries.

The benefits of cooperating to evaluate a meaningful portion of the opus of American publishing would be tremendous. Libraries are the most trusted source of book recommendations, as they have no financial interest in the result of the recommendation. If libraries start discovering new authors, publishers will pay much keener attention to them. The current paradigm of publishers who reluctantly sell libraries eBooks will reverse. Publishers will treat libraries at least as well as book bloggers and copies of new works will be distributed for free.

The opportunities and challenges for libraries in the new millennium seem vast, but Ginnie Cooper at the DC Public Libraries reminded me that they’ve seen it all before:

“*There was a time when libraries did not buy paperbacks.*”

Cooper is correct. The paperback changed everything. The first paperback printed in the U.S. was an edition of *The Good Earth* by Pearl S. Buck printed by Pocket Books in 1938. By the 1950’s, the low cost of paperback books had created such a boom of sales that LeBaron R. Barker of Doubleday, stated that paperbacks would “**undermine the whole structure of publishing.**”

The low cost of the paperbacks undercut the popularity of pulp magazines and as a result, many popular pulp authors had the previously unthinkable opportunity to become book authors. Among them were:

Isaac Asimov

Ray Bradbury

Edgar Rice Burroughs

Raymond Chandler

Philip K. Dick

Dashielle Hammett

Robert Heinlein

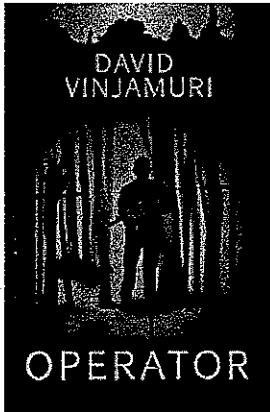
Elmore Leonard

Let us hope that we’ve truly seen this all before.

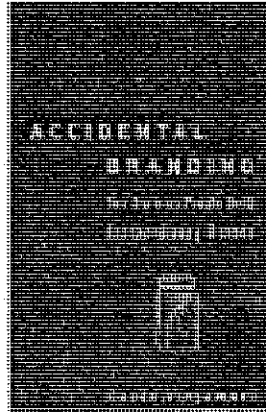
NOTE: This article is part 2 of a two-part series.

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