

Indian Prairie Public Library Board Agenda
June 22, 2022 – 6:30 p.m.

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

- A. Roll Call
Donald Damon, Marian Krupicka, Crystal Megaridis,
Themis Raftis, Sri Rao, Christina Rodriguez, Victoria Suriano
- B. Mission Statement: We enrich people’s lives by providing opportunities to explore, connect, and be inspired.

Vision Statement: Lives are enriched and dreams are realized.

Values: We value and respect the individual.
We empower and guide each visitor.
We aspire to bring people together.
- C. Public Comment
- D. Communications and Announcements
None
- E. Omnibus Consent Agenda Action
 - 1. Minutes of Regular Board Meeting, May 18, 2022 Page 3
 - 2. Action on Bills/Additional Bills Page 5
 - 3. Ordinance #2022-2 Establishing Regular Meeting Date Page 9
- F. Items Deleted from Omnibus Consent Agenda Action
- G. Assistant Library Director’s Report Page 10 Information
- H. Department Reports Information
 - 1. Marketing Page 20
 - 2. Guest Services Page 45
 - 3. Programming & Outreach Page 47
 - 4. Resource Services Page 51
 - 5. Technology & Maker Services Page 54
- I. Reports
 - 1. Treasurer’s Report Page 62 Information
 - 2. RAILS Page 66 Information
 - 3. Building and Grounds Committee (no report)
 - 4. Finance Committee Minutes June 7, 2022 Page 70 Action
 - 5. Planning/Outreach Committee (no report)
 - 6. Policy Committee (no report)

Board Meeting – June 22, 2022 – page 2

J. Unfinished Business
None

K. New Business

- | | | |
|---|---------|-------------|
| 1. Capital Projects and Financial Forecast | Page 71 | Information |
| 2. Operating Budget 2022/2023 | Page 72 | Action |
| 3. FY 22/23 Salary Scale | Page 78 | Action |
| 4. Notary Services | Page 82 | Action |
| 5. Advocacy | | Discussion |
| 6. Appoint Committee to Review Closed Session
Minutes and Complete Secretary's Audit | | |

L. Adjournment

Indian Prairie Public Library
Board of Trustees Minutes
Regular Meeting of May 18, 2022

**Board of Trustees Regular Meeting
May 18, 2022 – 6:30 p.m.**

A. Roll Call

President Suriano called the meeting to order at 6:57 p.m. Secretary Megaridis called the roll.
Present: Donald Damon, Marian Krupicka, Crystal Megaridis, Themis Raftis, Sri Rao, Christina Rodriguez, Victoria Suriano
Absent: none
Staff Present: Laura Birmingham, Maria Wlosinski
Others: none

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

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

Vision Statement: Secretary Megaridis read the library vision statement. Lives are enriched and dreams are realized.

Values Statement: Secretary Megaridis read the library values statement. We value and Respect the individual. We empower and guide each visitor. We aspire to bring people together.

C. Public Comment - none

D. Communications and Announcements

- 1. Thanks for Night of Noise
- 2. Tribune Article re: IPPL Maker Space

E. Omnibus Consent Agenda

- 1. Minutes of Regular Board Meeting, April 20, 2022
- 2. Action on Bills/Additional Bills
Damon moved, Megaridis seconded to approve the Omnibus Consent Agenda. Ayes: Damon, Krupicka, Megaridis, Raftis, Rao, Rodriguez, Suriano. Nays: none. Absent: none. Motion carried unanimously.

F. Items Deleted from Omnibus Consent Agenda - none

G. Department Reports

Birmingham reported that, weather permitting, the landscaping project will start on Monday.

H. Reports

- 1. Treasurer’s Report – backup in packet.
- 2. RAILS – backup in packet.
- 3. Building and Grounds Committee – no report

4. Finance Committee – no report
5. Planning/Outreach Committee – no report
6. Policy Committee – no report

I. Unfinished Business - none

J. New Business

1. Approve Acceptance of Art Work for First Floor – Damon moved, Krupicka seconded to approve acceptance of three 24 by 24 inch pieces of vintage “maker studio” items by artist Jenny Henley for the first floor. Ayes: Damon, Krupicka, Megaridis, Raftis, Rao, Rodriguez, Suriano. Nays: none. Absent: none. Motion carried unanimously.
2. Approve Acceptance of Art Work for Second Floor – Damon moved, Krupicka seconded to approve acceptance of six 12 by 12 inch dinosaur pieces, digital, and one 24 x 24 original acrylic paint on canvas piece by artist Nancy Staszak for the second floor. Ayes: Damon, Krupicka, Megaridis, Raftis, Rao, Rodriguez, Suriano. Nays: none. Absent: none. Motion carried unanimously.

K. Scheduled Meetings

A Finance Committee meeting is scheduled for June 7 at 5:00 p.m.
The June Board Meeting is scheduled for June 22 at 6:30 p.m.

L. Adjournment

At 7:09 p.m. Megaridis moved, Rodriguez seconded to adjourn the meeting. Ayes: Damon, Krupicka, Megaridis, Raftis, Rao, Rodriguez, Suriano. Nays: none. Absent: none. Motion carried unanimously.

Crystal Megaridis, Secretary

ACTION ON BILLS MAY, 2022

<u>Account</u>	<u>Check #'s</u>	<u>Total</u>
Republic Bank-Bills for Approval	1389 - 1442	\$ 94,682.20
Republic Paper Pay Checks	2029 - 2033	\$ 1,522.97
Republic Direct Deposits		\$ 116,081.71
MONTH'S TOTAL:		\$ 212,286.88

Indian Prairie Public Library District
Bill Payment List
May 2022

Operating Account	Date	Num	Vendor	Amount
	05/06/2022	1389	Accurate	233.00
	05/06/2022	1390	Ann Torralba	450.00
	05/06/2022	1391	Baker & Taylor	9,941.91
	05/06/2022	1392	Basecamp Web Solutions	1,425.00
	05/06/2022	1393	Blackstone Publishing, Inc.	2,972.99
	05/06/2022	1394	Bullseye Cleaning Services, Inc.	3,000.00
	05/06/2022	1395	Case Lots Inc.	1,002.25
	05/06/2022	1396	CCI Solutions	497.21
	05/06/2022	1397	Cengage Learning, Inc.	1,410.92
	05/06/2022	1398	Center Point Large Print	77.26
	05/06/2022	1399	City of Darien	50.00
	05/06/2022	1400	Darien Garden Club	612.50
	05/06/2022	1401	DEMCO	295.82
	05/06/2022	1402	ELM USA, Inc.	361.54
	05/06/2022	1403	Filmtools	79.05
	05/06/2022	1404	Fox Valley Fire & Safety	2,729.00
	05/06/2022	1405	Groot Industries, Inc.	478.25
	05/06/2022	1406	Hagg Press, Inc.	2,026.16
	05/06/2022	1407	HR Source	1,135.00
	05/06/2022	1408	ID Label Inc.	122.00
	05/06/2022	1409	Illinois Dept of Innovation & Technology	500.00
	05/06/2022	1410	Ingram Library Services	280.71
	05/06/2022	1411	Kanopy	266.00
	05/06/2022	1412	Lauterbach & Amen, LLP	275.00
	05/06/2022	1413	LIMRICC	3,025.48
	05/06/2022	1414	McCully, Nancy	225.00
	05/06/2022	1415	Merda, Amy E	15.09
	05/06/2022	1416	Midwest Tape	6,692.25
	05/06/2022	1417	Old Town School of Folk Music	200.00
	05/06/2022	1418	OverDrive, Inc.	3,328.66
	05/06/2022	1419	Premier Landscape Contractors	1,518.97
	05/06/2022	1420	Quill LLC	1,792.10
	05/06/2022	1421	Rivistas Subscription Services	3,178.52
	05/06/2022	1422	Runco Office Supply	27.98
	05/06/2022	1423	The Davey Tree Expert Company	258.00
	05/06/2022	1424	Thomson Reuters West	94.66
	05/06/2022	1425	University of Chicago Press Chicago Distribution Center	40.89
	05/18/2022	1426	Bank of America	2,570.27
	05/18/2022	1427	Art Excursions, Inc.	350.00
	05/18/2022	1428	AT&T	365.15

05/18/2022	1429	Grasso Graphics	553.89
05/18/2022	1430	kristinZkreations	1,575.00
05/18/2022	1431	PitneyBowes Purchase Power	526.30
05/18/2022	1432	Sammy Papageorge	20.00
05/18/2022	1433	Specialty Mat Service	297.37
05/18/2022	1434	U.S. Postal Service (PostageByPhone)	1,000.00
05/18/2022	1435	VSP Vision Service Plan (IL)	209.08
05/23/2022	1436	Bank of America	17,800.71
05/27/2022	1437	DuPage Children's Museum	145.00
05/27/2022	1438	Lisa's Face Painting & Balloons LLC	670.00
05/27/2022	1439	Blue Cross Blue Shield of Illinois	16,503.20
05/27/2022	1440	Principal Life Insurance Company	1,382.40
	1441	VOIDED	0.00
05/27/2022	1442	Thomson Reuters West	94.66
		TOTAL	\$ 94,682.20

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Bills for approval – Electronic Payments & Automatic Withdrawals

May 2022

Vendor	Purpose	Date Paid	Amount Paid
Federal & IL	Payroll taxes	05/11/2022	22,084.44
Federal & IL	Payroll taxes	05/25/2022	22,239.06
IMRF	Payroll Pension	05/31/2022	20,664.28
ExpertPay	Garnishments	05/11/2022	675.02
ExpertPay	Garnishments	05/25/2022	706.92
Mission Square	457 Plan	05/13/2022	2,750.00
Mission Square	457 Plan	05/26/2022	2,750.00
Nationwide	457 Plan	05/12/2022	50.00
Nationwide	457 Plan	05/26/2022	50.00
DAC	Deposit to HRA	05/03/2022	620.58
DAC	Deposit to HRA	05/10/2022	80.00
DAC	Deposit to HRA	05/11/2022	219.93
DAC	Deposit to HRA	05/17/2022	2,511.10
DAC	Deposit to HRA	05/24/2022	96.30
Nicor	Gas	05/16/2022	1,805.43
INB	Credit Card Fee	05/15/2022	137.46

ORDINANCE #2022-2

AN ORDINANCE ESTABLISHING A REGULAR MEETING DATE
FOR THE BOARD OF TRUSTEES OF THE
INDIAN PRAIRIE PUBLIC LIBRARY DISTRICT

Section 1: Regular Meeting - Regular meetings of the Board of Trustees for the months of July, 2022 through June, 2023 shall be held on the third Wednesday of each month at 6:30 p.m. at the Indian Prairie Public Library, 401 Plainfield Road, Darien, Illinois.

The exact dates are:

- July 20, 2022
- August 17, 2022
- September 21, 2022
- October 19, 2022
- November 16, 2022
- December 21, 2022
- January 18, 2023
- February 15, 2023
- March 15, 2023
- April 19, 2023
- May 17, 2023
- June 21, 2023

Section 2: This ordinance shall be in full force and effect from and after its passage and approval.

Passed and approved this 22nd day of June, 2022.

Victoria Suriano, President

ATTEST:

Crystal Megaridis, Secretary

Assistant Director's Report: June 2022

Staff Institute Day:

I led this year's Staff Institute Day in Jamie's absence. It was a jam-packed day! We started the day with a presentation that Jamie created called "It's Been an Incredible Journey" reviewing the highlights (and COVID lowlights) since our last Staff Institute Day in 2019, highlighting the new staffing model and renovation. Staff enjoyed the uplifting presentation. (Jamie's slides are attached to my report.)

Amy, Dave and Rachel (who were all on our Guest First Committee) presented on GX; The Guest Experience. They worked independently on the presentation and they did a phenomenal job. It was an opportunity for them to flex their presentation skills and work as a team (they all work in different departments.) (You will see a separate memo following this report all about GX.)

After a short break, the Fire Prevention Team from Tri-State, Larry Link and Kevin Mulligan, presented on fire safety and fire extinguisher training. They gave an excellent and engaging presentation. Staff were also able to try to put out a virtual fire.

Mary, Jamie A. and Maria coordinated a delicious buffet lunch from Brookhaven Catering.

Our afternoon was spent with consultant Michelle Peterson who gave two related presentations. The first, "Not Who, But How: Creating a Solution Centered Team". Michelle taught us to take the people (or "who") out of problems and focus on solutions. Her second presentation was "Dealing with Challenging Situations: The Not Who but How Way". In this presentation, Michelle explained how our own triggers to difficult situations affect how we handle conflict. You must also create "space" or time to think before reacting. By recognizing our own stimuli, we can handle problems in a less emotional, more efficient manner. Michelle finished the day with an open Q&A where staff were able to apply the technique to real problems that come up in our everyday work.

Here are some comments from some evaluations about the day:

"Great presentation by Dave, Amy and Rachel!"

"The guest speaker was fantastic!"

"I learned about the space between the stimulus and reaction can impact the other person but also yourself."

"I really enjoyed the usefulness of the fire extinguisher training."

"I learned how to process thoughts before reacting."

"I am going straight to the store to buy more smoke detectors."

"Overall day exceeded my expectations. Very well done, bravo."

"Michelle's "how" approach was excellent and s was the GX presentation."

Advocacy:

I will be giving an update on advocacy and reviewing the new Trustee Advocacy Form and how to access the new Google Drive at this month’s Board Meeting. We will also discuss scheduling attending the local councils/board meetings and what is needed for the presentations.

Blood Drive:

The Blood Drive with Vitalant on May 24 was a great success – 29 donors gave 22 pints of blood. Out of the 29 donors, 12 were first time donors. 22 pints of blood equals to saving 66 lives. The blood drive was in partnership with the Darien Women’s Club.

Building & Grounds:

The new landscaping has been installed and it looks fantastic! Joe and Kyle have been watering areas outside of the sprinkler system.

Five new planting beds for Keshav’s Garden were installed in May. The beds are made of a weather proof composite that looks like wood. With the help of Cathy Streett from the Darien Garden Club, Amy, Jen and I helped plant the beds. They are a mix of pollinator plants and vegetables.

We have purchased a new bed for Bea’s Garden that will be installed and planted soon.

The HVAC work with Hayes Mechanical has been happening over the past month. The retrofitting of our many VAV boxes and installation of new thermostats is complete and are connected to the automation software. We are at the point where staff will be trained how to use the new automation system.

Election Day – June 28:

We are a polling place on Tuesday, June 28th. The equipment that they have for voting is too large for the elevator so the polls will be set up in the café area.

IPPL Foundation and Friends:

The book sale brought in \$294.44 last month.

Marketing Highlights:

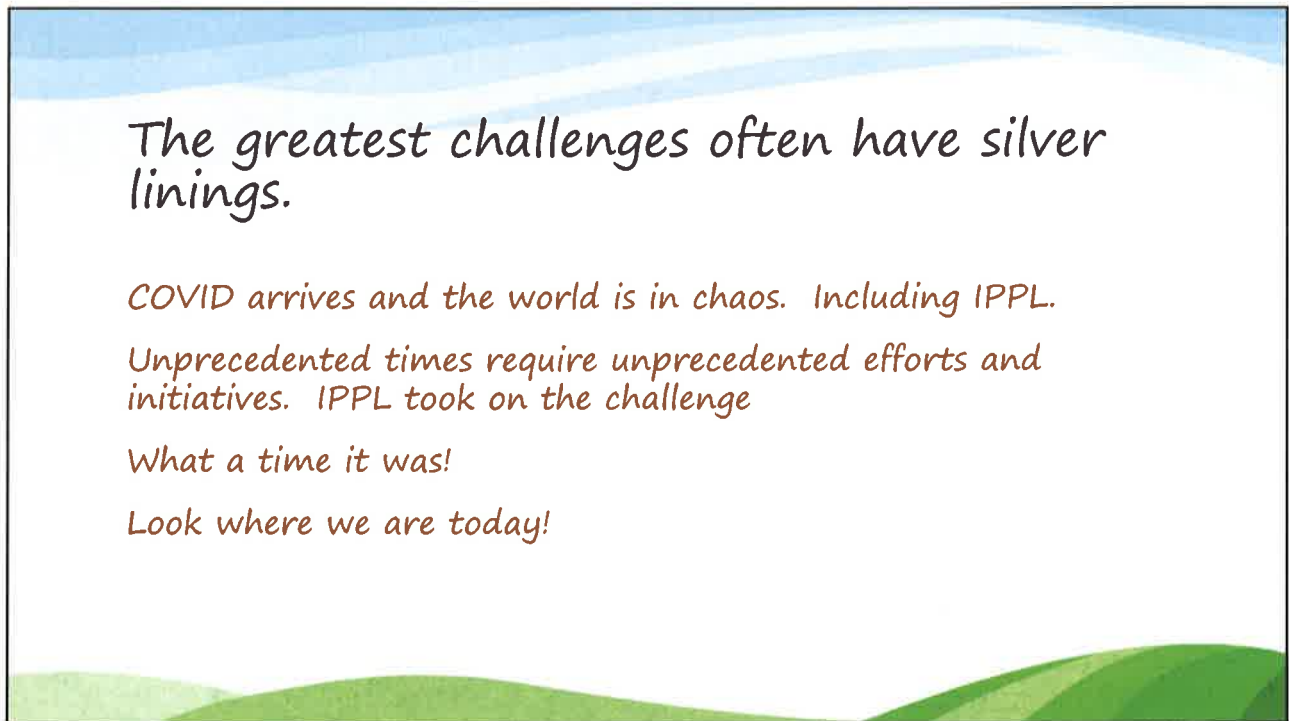
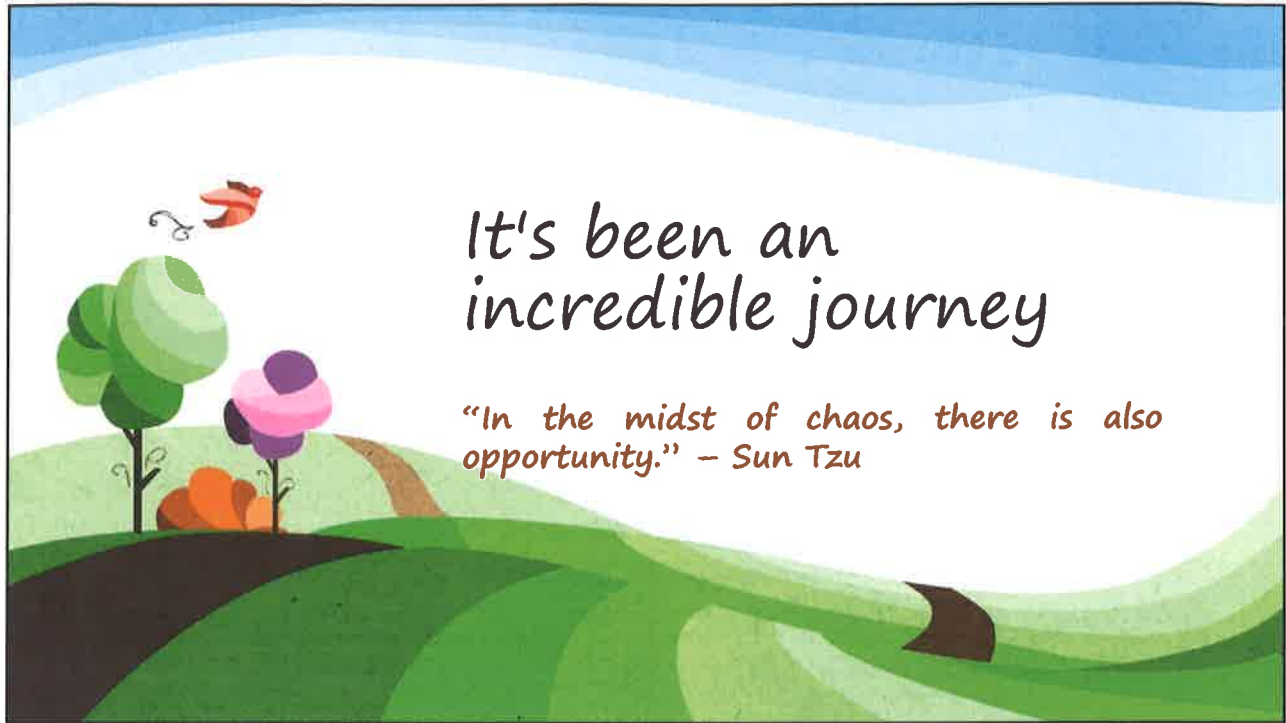
- Here are the five most visited web pages on our website in May:
 1. Hours/Location - 552
 2. Databases All Topics - 484
 3. Catalog - 449
 4. Book Lists - 390
 5. eBooks - 382
- Jill’s Marketing Report is attached.

Meetings:

5/18 Library Board Meeting

In May, I had 10 one on ones with 10 staff.

Report Submitted by: Laura Birmingham



All hands on deck

Staff across the library join together to be there for our community while the building is closed, providing:

- ❖ Reference and reader's advisory through telephone and chat services
- ❖ Online programming
- ❖ Enhanced Wi-fi access outside
- ❖ Promotion of online services, materials, and resources

And making sure new materials continue to be added.

All hands on deck

Throughout this, staff are cross-trained to ensure IPPL can continue to provide excellent service to our community.

Staff embrace the new training and new opportunities to serve our community.

Departments work side-by-side and cover for each other.

All hands on deck

Residents want to return their materials, so book returns open and staff come in to empty bins and check-in materials.

In June 2020, curbside pick-up offered with all staff covering shifts to provide materials to our residents.

Online programming grows.

The building opens in July with limited hours.

Curbside pick-up continues.

Seating for: the public comes and goes during the COVID ups and downs

All hands on deck

Renovation planning begins in late 2020 and starts in February 2021.

Having just gone through the chaos of COVID, IPPL is thrust into the chaos of renovation.

Staff are moved to temporary locations and work under difficult circumstances. BUT, they never lag in their commitment to providing amazing service!

We move into the new service model

The new departments come to fruition:

The completely new Programming & Outreach Department is formed.

Resource Services combines staff from two departments – Adult Services and Technical Services.

Guest Services takes on new responsibilities and shelvees from Adult Services and Kids & Teens join this new team.

Technology Services adds the Maker Studio to their responsibilities.

Amazing new services offered!!

- Chat service available.
- Drive-up window added.
- Library card kiosk makes it easy to get a library card.
- Fewer fines.
- Expansion of Library of Things, plus new display shelving.
- The Marketplace highlighting new and trending materials.
- Expanded meetings spaces for our guests.
- Curbside pick-up of printing.

Amazing new services offered!!

- Early literacy areas expanded.
- Expanded wi-fi access outside.
- Upgraded A-V equipment in the meeting rooms.
- More seating added throughout the library.
- All materials have the bar code on the front.
- Series statements added to books.
- Biographies and memoirs all put into biography section.
- Most of the large print books are on shorter shelves.

Amazing new services offered!!!

- New gaming areas for kids and teens.
- Added gallery space to the first floor.
- More staff than ever planning programs with Programming & Outreach, Resource Services, and Technology & Maker staff.
- In May, 68 programs offered with 714 people attending plus 5 school visits with 705 students.
- 1,000 people at Summer Reading kickoff on June 4.



The new Maker Studio and the Maker Studio website.

Wow – the best ever!

We're so proud of our awesome staff!!!

- We saw innovative work and dedicated commitment on the part of our team members, on a daily basis, while caring for each other and the community we serve.
- The staff adapted to all the changes throughout the renovation and into the new service model – with smiles on their faces!
- People came together as a team to tackle challenges and work through problems.
- We saw amazing positive attitudes while working under tough conditions during COVID and the renovation.

We're so proud of our awesome staff!!!

- Staff were fearless as they continually worked together to solve problems and find new solutions.
- Staff continue to take on new challenges, and to grow and evolve.
- They are always willing to learn new things and contribute wherever they can.

Often when you think you're at
the end of something, you're at
the beginning of something else.
~ Fred Rogers

**Jill Yott, Communications Coordinator, Report for Board of Trustees
May 2022**

Training

Paul attended part two of an Instagram workshop. He is executing some of what he learned on our social accounts.

Paul, Dave, and I attended additional Patron Point training. Patron Point is the new marketing software we will be using for our enews and overall marketing execution. We had to do some background work (web pages, emails, setting templates, adding code to the web and importing data). We've been busy getting everything together. I appreciate the collaboration from Natalie who has been working hard on transitioning booklists and working on getting previous mailing lists for the book recommendations. Thanks, Natalie! In addition, Debbie filled out some paperwork for us as well, and we will have training with her team later in June on using the Verify service for library cards.

In the Gallery—May

Display cases: Darien Garden Club and Nataliya Guchenia eggs
1st & 2nd floor gallery: Jay Moore

Darien Calendar

The City of Darien has a calendar system, and we submit our events that have a broad appeal, such as the summer party, the blood drive, and the summer party.

Other Projects

Completed the summer logs with Laura and her team

I worked Jamie B., Laura, and the designer on pieces about the Guest Experience. I loved seeing Jamie's vision come to life.

I attached the printed ad (I shared a draft in April) that was in the Scoop, the Willowbrook newsletter directed towards seniors.

I attached the flier that Amy hand-delivered at her school visits. She's a rockstar.

Dave updated the Sound video, as well as created a new video for Summer Reading that Amy could share at her visits.

Sound video: https://www.youtube.com/watch?v=SMjw_wgGRpo

Summer video: https://youtu.be/8OqnQgZH_yE

Website

Updates were made to the following pages: Library of Things (although a larger update is planned for later this summer), summer reading, magazines, emagazines, eaudiobooks, the Sound, and teen. The home page was changed to reflect the marketing plan for May. I met with Erin and Jordan about the Early Literacy page, which we will work on this summer.

I have been keeping closer stats on how people click on the home page of the website. This does not reflect what people go on the rest of the site. This is just the clicks from the things we featured on the homepage for the month of May. Looking how people click will help me make better decisions about what we should feature and how often we need to change things. This month, the Veterans History Project was the big winner.

Volunteens	28
The Sound	17
Booklist One Asian American Authors	18
Booklist Two Asian American Authors	35
Booklist Three Asian American Authors	13
Booklist Four Asian American Authors	21
Veterans History Interviews	73
Mystery One Booklist	15
Mystery Two Booklist	12
Mystery Three Booklist	15
Pet Booklist One	3
Pet Booklist Two	2
Pet Booklist Three	1
A to Z Database	18
eMagazines	21
Social Services Resources	26

Yelp & Google

People are using Yelp and Google to access the library. It's interesting to see how they access us.

In the month of May, 33 people called us by searching for us through Yelp.

In the month April (Google lags behind on its reports), through Google . . .

- 422 called us
- 623 asked for directions to get to us
- 4,486 Googled our name

Enews

It's normal we lose subscribers because of deactivated email accounts, lost subscribers, or just wanting to stop receiving enews.

General Enews Subscribers

April 30	17,357
May 31	17,319
Loss/Gain in subscribers	-38

Specialty Enews Subscribers

Newsletter	Subscribers	+/-
Business Connect subscribers	298	+2

Enews Open & Click Rate

As a reminder, the click rates are not an accurate representation of engagement because of privacy filters. However, the trend is the open rate the click rate through enews is higher. On May 19, our enews reached a record 41 percent open rate. That enews contained information about Mental Health Resources, a Save the Date for the Summer Party, and the chickens.

Note: Our first Patron Point enews is June 2. I will share more in June's report.

Date	Open Rate	Click Rate percentage
May 5	35	1
May 12	35	1
May 19	41	1
May 26	35	1

Social Media

Social media growth continues. Every channel had some growth.

Social Media Channel	Likes/Followers	+/- (April 30)
Facebook (likes)	2,136	+18
Instagram	959	+4
Twitter	1,144	+1
LinkedIn	195	+3
YouTube	218	+2

Social Media Posts

As always, we feature on our accounts everything from events to services. This month, the big winner was at the middle-end of the month when we started sharing the summer party. I could see the share from others and the tags that spouses and friends that our community was excited.

Like the home page, we shared the Veterans History Project interviews to tie in Memorial Day. That post also did well. In general, anytime we share this, people respond to it. Marketing workshops I have attended in the past have said that veterans appeal to people.

SUMMER



READING CLUBS FOR EVERYONE

Saturday, June 4–Sunday, July 31

Read books, attend programs, create in the Maker Studio, and earn prizes. What could be better than that? Take part in the summer reading program with separate categories for kids, teens, and adults. Kids will color in a path with books and activities while our adults and teens will play bingo.

Pick up a sheet for your age level to participate!

Complete your sheet and get a free book as a prize.

Prize drawings for . . .

- Brookfield Zoo
- Morton Arboretum
- Gift cards to local businesses

The more sheets you complete, the more chances you have to win.

The Summer Reading Program is sponsored by the IPPL Foundation & Friends, and it is an IPPL cardholder exclusive.

Sign up for our reading clubs at the Summer Kickoff Party on Saturday, June 4, or drop by the library to pick up the participation sheets. Sheets also available online at ippl.info.



**Parents:
Check this out!**

Don't worry about the dreaded summer slide!

During the summer, kids often lose some of the academic gains they make in school. But, studies show that students who participate in a summer library program enter the school year more confident in the classroom AND **reading just four books** during the summer can prevent a decline in reading scores.

From reading and writing to science and math, our programs and classes help keep kids sharp while they have fun. We will help your kids cruise right into the next school year with our summer reading clubs & programs like Chess Club, Mission Math, and Reading Buddies. See page 6.



For All Ages!

SUMMER Kickoff Party

Saturday, June 4

This summer kickoff is an IPPL cardholder exclusive.

Learn more and register: calendar.ippl.info.

Register for Summer Reading: 10 a.m.–4 p.m.
Drop by and sign up the family.

Face Painting • Balloon Animals: 10 a.m.– 4 p.m.

Chalk the Walk: 10 a.m.–4 p.m.
Register for a square.

Maker Studio Summer Kickoff: 10 a.m.–2 p.m.
Drop in to create a button or bookmark.

Magic Show with Scott Green: 11–11:45 a.m.
Register online.

Ice Cream Cart: noon
Snag a delicious treat while supplies last.

Henna Tattoos: noon–2 p.m.
Register for a spot.

Sea Shanty Community Sing with Tom Kastle: 2–3 p.m.
Register online.

Summer Programs at IPPL

From book discussions to concerts, we offers plenty of programs at IPPL. Here is just a sampling of our summer events. Find more programs and register online at calendar.ippl.info.

Online Chair Yoga
Wednesdays, June 8, 15, 22, & 29
Wednesdays, July 6, 13, 20, & 27,
1-2 p.m.

Chicago's Sweet Bakeries Remembered
Monday, July 11, 1-2:30 p.m.

Let's Play Buzz Word
Wednesday, June 8, 6-7:30 p.m.

Remembering Route 66
Monday, July 18, 7-8 p.m.

DIY Together: Wine Bottle Craft
Friday, June 9, 1-3 p.m.

Vibrant Adults
Thursday, June 23, 1-2:30 p.m.
Thursday, July 28, 1-2:30 p.m.

Parks of Montana & the Dakotas
Monday, June 13, 1-2 p.m.

Concert Summer Sounds with Robin Viston
Thursday, July 14, 6:30-7:30 p.m.

The History of the Band Chicago
Wednesday, June 29, 7 - 8 p.m.

Curative Properties of Tea
Friday, July 15, 1-3 p.m.




Indian Prairie Public Library

401 Plainfield Rd, Darien, IL 60561 • 630/887-8760 • ippl.info



American Mahjong Open Play
(Mask Optional)

Mondays
1:00-3:30pm

Join us for a game of American Mahjong on Monday Afternoons. This is an opportunity to connect and play with others that enjoy American Mahjong!

Must know how to play!
No playing on days building is closed -
Held at the Burr Ridge Community Center

Learn to Play American Mahjong
Held at the Burr Ridge Community Center
(Mask Optional)

Mahjong
10:00am - Noon **Fee:\$20**
Min 5/Max 10

Monday, May 2-16th
Code: 10043

Monday, June 6-20th
Code: 10110

Monday, July 11-25th
Code: 10111



Learn how to play American Mahjong in a comfortable, instructional environment. The American version of the game was brought from China in the 1920s. It's both a game of skill and luck. It uses tiles to match suits and pick up/discard, much like how we use cards in games. Our own Marilyn Todd will be our instructor for individuals learning to play this exciting and mentally challenging game skill.

GX: The Guest Experience

As you have read about in previous Board reports, the Guest First Committee had been meeting regularly since January 2022. The committee consisted of Jamie, Ann, Debbie, Tony, Amy, Dave, Rachel and myself. It was incredibly valuable to have ideas and opinions from staff from different levels and not just the management team. Dave, Amy and Rachel all brought so much insight to our meetings, especially as “front-line” workers.

Over the course of our weekly discussions, Jamie provided us with articles and other resources to get us starting talking about our service culture. Using some great resources from the Columbus Metropolitan Library System (who has a Customer First training program) and AnyThink Library in Colorado, “GX” was born.

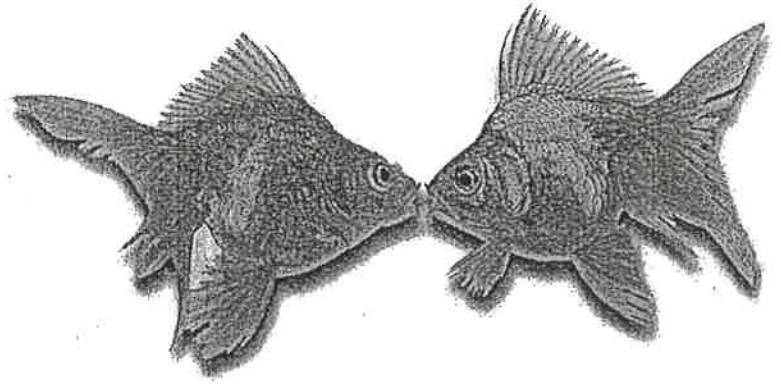
GX is a new version of the former “Our Service Principles” document and combines it with elements from FISH! Philosophy (www.fishphilosophy.com). (A summary handout explaining the principles is attached.) All staff are introduced to the FISH! Philosophy when they are hired as they watch a video explaining the principles as part of their orientation.

Our staff has always done a great job of giving superior customer service, but this is a new way to level up and create positive and memorable experiences for our guests and each other.

The official “roll out” of GX took place at our Staff Institute Day on June 10th. Rachel, Dave and Amy created a presentation to introduce staff to the concepts (The PowerPoint slides are attached.). It was very well received. Staff had the handout to follow along with their presentation. It is a great overview of what GX is all about.

We are off to a great start, however we are not done. We want to keep providing tools for staff that help them do their best with customers. For instance, we are working on some guides on best practices for roaming, reference interview techniques, telephone etiquette, listening skills, “How to Talk to Littles”, tips on dealing with difficult guest, working with people with disabilities, working with people who are unable to speak or read English, and more.

FISH!



A philosophy is not implemented. It is explored, chosen, believed and practiced.

These practices give people a common language that inspires new conversations about what's possible. New attitudes develop. Performance improves. Customers notice. Trust increases. FISH! gets into the hearts and minds of everyone empowering them to be alive and engaged.

BE THERE

- Being in the moment means being fully present and connecting with someone.
- Think about who you are being while you do the things you need to do.
- Creates a capacity for greater focus and creativity.
- It's also a great way to practice wholeheartedness and fight burnout.

PLAY

- Play is not just an activity. It's a state of mind that brings new energy to the tasks at hand and sparks creative solutions.
- Play must come from within – you can only invite play.
- To encourage play implies trust.

MAKE THEIR DAY

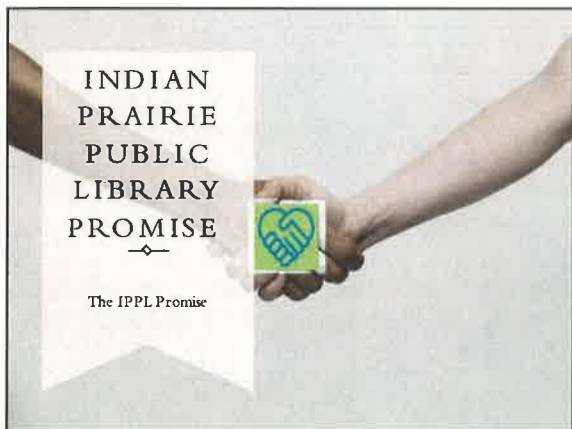
- Turn routine encounters into something special.
- Turn your attention away from yourself; turn outward rather than inward.

CHOOSE YOUR ATTITUDE

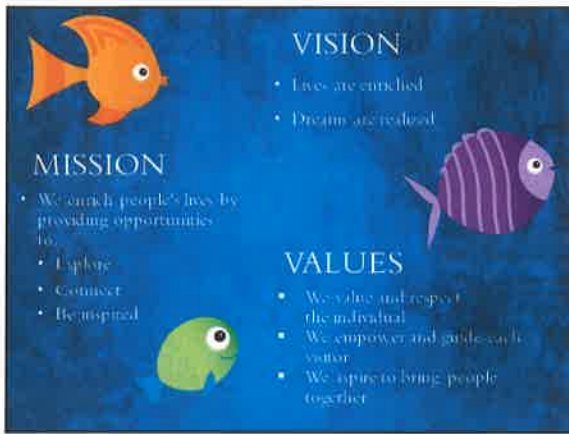
- Recognize you can't choose the circumstance but you can choose your response to it.
- Take personal responsibility for choosing the actions and attitudes brought to work.











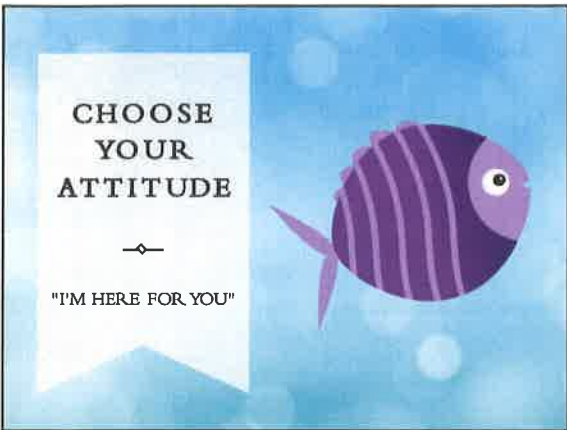


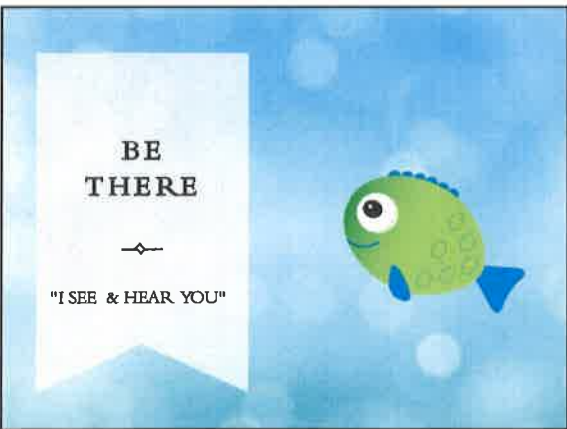


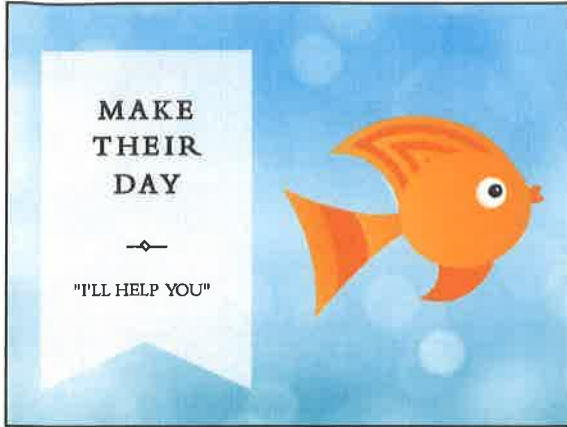












THE BENEFITS OF A GX EXPERIENCE

THE CUSTOMER FEELS	THE STAFF FEELS
IMPORTANT The customer has your full attention	IMPORTANT I have the right help when I
ACCOMPLISHED They completed their task	ACCOMPLISHED I solve the dilemma
SMART They feel informed and educated	SMART My role is clear and I can solve problems quickly
EMPOWERED They feel more confident and capable	EMPOWERED I know the right people to get things done
VALUED They're reminded that they are the reason the library exists.	VALUED I know my job is an important part of the community
PROUD They feel pride in their local library	PROUD I enjoy working at my library




STEPS OF SERVICE

- Greet the guest immediately.
 - Be ready to help them.
- Listen and Confirm.
 - Head on a Swivel.
- Set the guest up for success.
 - Get them what they need.
- Check in.
 - Make sure they are finished.
- Thank the guest and say goodbye.


"A WARM SMILE IS THE
UNIVERSAL LANGUAGE
OF KINDNESS"

—◆—



William Arthur Ward

YOU bring the SPARK





✓ COLUMBUS METROPOLITAN
LIBRARY
CUSTOMER FIRST

✓ ANYTHINK
RANGEVIEW LIBRARY
—◇—

THANKYOU



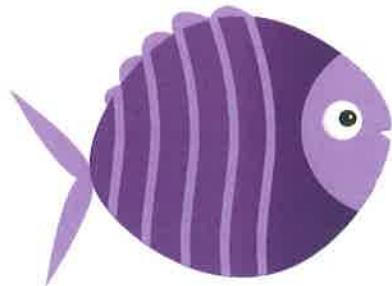
We've all had really great customer experiences.
You walk into a business or organization to get or solve something.
You leave feeling like you were the most important customer ever.
Like they knew who you were and what you wanted.
They put you first and created a great experience.



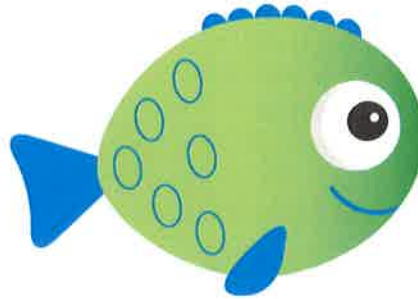
We too strive to create the same positive, memorable, and human experience.

At the library, our guests come to us to find, explore, discover, solve, and do. We're available, engaged, and responsive. We put the guest first. We listen to them. And we help them. Our positive attitude, meaningful interactions, and productive transactions make each and every guest feel like they're the most important guest ever. And, along the way we're creating relationships. *We're creating a spark.*

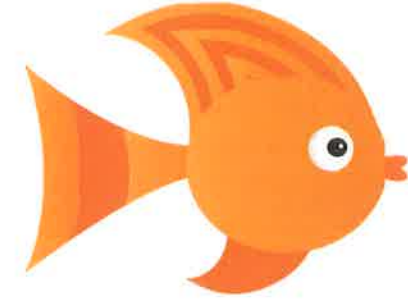




Choose your attitude



Be there



Make their day

I'm here for you.

- Be visible.
- Be approachable.
- Be welcoming.
- Smile and have good eye contact and open body language.
- Have a friendly tone.
- Be positive and upbeat.

I see and hear you.

- Know when & when not to help.
- Recognize that our guests have a variety of personalities and a variety of ways they want to interact.
- Listen and pay attention.
- Make them feel important.
- Have a two-way conversation (shows true engagement).
- Be non-judgmental.
- Approach each question like it's the first time you've heard it.
- Use good discovery techniques and the Steps of Service.

I'll help you.

- Be a problem solver. Find ways to say "yes". If you can't, offer an option.
- Provide the best solution for them regardless of time or other tasks.
- Be knowledgeable about our resources and services and share your knowledge.
- Be comfortable asking other staff for help to provide the best service.
- Know when to hand-off guests to another staff member. And, do it graciously.

**I'm happy
to see you!**

**That's
interesting!**

**I know just how
to help you!**

THE BENEFITS OF A GX EXPERIENCE

THE CUSTOMER FEELS

IMPORTANT

The customer has your full attention.

ACCOMPLISHED

They completed their task.

SMART

They feel informed and educated.

EMPOWERED

They feel more confident and capable.

VALUED

They're reminded that they are the reason the library exists.

PROUD

They feel pride in their local library.

THE STAFF FEELS

IMPORTANT

I am the expert they need.

ACCOMPLISHED

I make the difference.

SMART

My knowledge and expertise provides a solution.

EMPOWERED

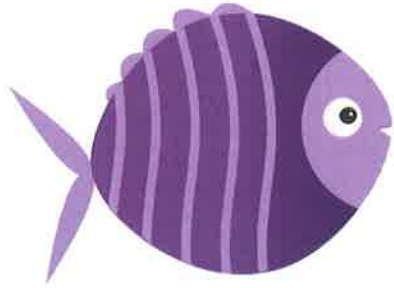
I know the right things to do and do it.

VALUED

I make the library an important part of the community.

PROUD

I feel pride in myself & my library.



“I’m here for you.”

A GX attitude means saying “anything is possible” when a guest needs your help. It means being more than your job title or task of the moment. It means going above and beyond expectations and doing what is right for the guest. Not because you have to, but because you want to.

BE ACCESSIBLE

You are the human face of the library. When a guest needs help, they turn to you. And you should always be open to guest questions.

Be visible:

- ✓ Be easy to find. Don’t hide behind a desk, a computer monitor, or in another room.
- ✓ Be easy to identify as staff. Wear your name badge prominently. Dress the part. Guests should be able to scan the room and find you.
- ✓ Walk around the library so that guests don’t have to come find you.

Be approachable:

- ✓ Be aware, whether you are at the desk or roaming, to see who needs help.
- ✓ Show that you are available, even from across the room.
- ✓ Be easy to approach and engage.

BE MORE

Our primary task is serving our guests. This comes before our job titles, tasks of the day, and to-do lists.

Go above and beyond:

- ✓ Go the extra mile even when you feel you don’t have the time. (Even when there is a line.)
- ✓ Put your task on the back burner when interacting with a guest. You can return to it after the guest’s needs are met.
- ✓ Provide a complete solution. Our guests expect more than a quick, easy solution.

Look for ways to say “yes”:

- ✓ Figure out what is possible. Find a way to make it a positive.
- ✓ Provide an alternative.

BE PASSIONATE

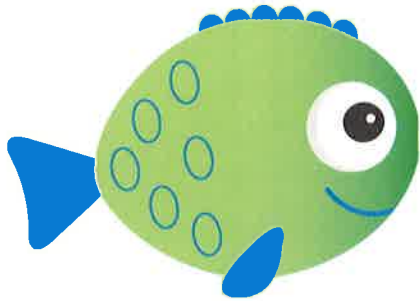
We all love the library—its books, programs, and each other. That passion should be passed on to our guests. Be passionate about the library and they will be too.

Share your passion:

- ✓ Recognize that people have feelings about the library. It’s not just a transaction.
- ✓ Show *your* enthusiasm. When you’re excited, they will be too.

Have pride in your team:

- ✓ Remember that we are all part of a team, whether that is your department or the entire library.
- ✓ Support each other.
- ✓ Know each other’s strengths. And use them when appropriate.
- ✓ Remind each other why we’re here each every day: to do great work for our great guests.



"I see and hear you."

A GX interaction means that our guests can ask us anything and know that we will have a productive, two-way, non-judgmental conversation where they feel heard and understood. When they feel they've got our full attention, they'll have increased confidence in us.

BE EMPOWERED

You are the front-line of the library, whether you work directly with guests or not. Your actions define their experience.

Be proactive:

- ✓ Greet guests by asking how you can help.
- ✓ Position yourself so the guest knows you are available.
- ✓ Approach guests who look like they are in need.

Be adaptable:

- ✓ Remember that every guest has different needs.
- ✓ Provide individualized solutions to each and every interaction.

Know when and when not to help:

- ✓ Go to guests who look like they need help but are hesitant to ask for it.
- ✓ Assess the situation. Do they need help or do they need space?

BE ENGAGED

Our guests come to us because they seek knowledge or services we provide. Pay attention, listen, and show them that they are your first and only priority during any conversation.

Make them feel like the most important guest ever:

- ✓ Drop what you're doing. When engaged with a guest, they are your first and only priority.
- ✓ Make eye contact.
- ✓ Be aware of and respect other guest factors such as time constraints, children, or other distractions.
- ✓ Provide a one-on-one conversation.

Listen to their needs:

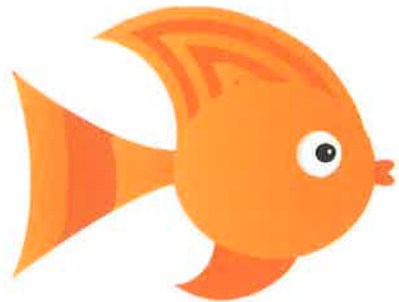
- ✓ Listen fully. Understand what your guest needs. Don't just hear.
- ✓ Remember that guests may not fully understand their own needs or be able to articulate their question.
- ✓ Ask questions or allow them to explain again if necessary to gain clarity.
- ✓ Repeat back to them what they're asking. They will feel heard and you have clarity.

Have a two-way conversation:

- ✓ Let them dictate the pace and direction of the conversation.
- ✓ Help them be specific. This will help the conversation be more efficient, which will benefit you and the guest.
- ✓ Don't answer until they are done talking.
- ✓ Let them end the conversation.
- ✓ Ask them if they got a full and complete answer.

Be non-judgmental:

- ✓ There are no stupid questions.
- ✓ Interact with guests equally regardless of who they are, how they act, or what they're looking for.
- ✓ Remember that many of our guests come to us because they need help finding or doing.
- ✓ Provide unbiased information.
- ✓ Share your excitement of the discovery.
- ✓ Always be engaged with the guest, no matter how many times you answer the same question.



“I’ll help you.”

A Guest First transaction means helping our guests accomplish whatever they came to the library to do. Our job is to help them with that. Sometimes that means we do it ourselves—seeing them all the way through. And, other times it means transitioning the guest to another staff member.

BE A PROBLEM SOLVER

Before you hand off a guest to someone else, do everything you can to solve the guests’ needs yourself. You were hired for your skills and knowledge. And our guests see you as a problem solver.

Share your knowledge:

- ✓ Share what you know about the library’s resources.
- ✓ Share the process of discovery.
- ✓ Stay with the guest until they have what they need to complete their task or until your knowledge ends and you bring in another staff member.

Provide the best solution:

- ✓ Be aware, whether you are at the desk or roaming, to see who needs help.
- ✓ Show that you are available, even from across the room.
- ✓ Be easy to approach and engage.

BE A CONDUIT

It’s ok to not know all the answers. We can’t know everything about everything. Luckily, our staff is a collection of an array of skills and knowledge. Know when to ask for help and whom to ask.

Know when to bring in additional resources:

- ✓ Know when you cannot provide any (or any more) helpful information.
- ✓ Know your team members’ areas of expertise.
- ✓ Act as an advocate for your guest when transitioning to another staff member.
- ✓ Stay involved as long as needed to make the transition as smooth as possible.

Use your coworkers’ knowledge and skills:

- ✓ Know what knowledge and skills your coworkers have.
- ✓ Share areas of expertise and interests with your coworkers so they know what you have to offer.

As we continue to remind guests and the community we serve of the importance of the library in their daily lives, we must remember that they use the library in ways that are as individual as they are. They are the reason we exist. And we are here to help and serve them.

We put guests first. They are our first priority.

Be there for them. See and hear them. Help them.

That's what we do.





Guest Services: May 2022

Circulation

76% of our checkouts and renewals were done by self-service. 20% of our checkouts and renewals were done at the desk and 4% were done at the drive up.

We had 811 patrons use the drive up in May.
We checked out or renewed 1,664 items at the drive up.
927 holds were placed in May for pickup at the drive up.

There were 156 checkouts done by patrons on the mobile app.

Community

Passports: We accepted 98 passports in May. Although the total is lower than last month, this is the most passports we have ever accepted in the month of May.

Library Cards: We issued 107 resident library cards. 23 were initiated remotely.

Notary Public: We notarized 101 documents in May.

Staff

I held a department meeting for the Guest Services staff on May 22. Ann Stovall attended and presented some training on various things in the Technology Department, that will allow Guest Services Staff the opportunity to help guests when the Technology Staff is busy. I also announced that I will be retiring from IPPL at the end of September.

We hired Vanessa Chiodo as a new Guest Services Associate. Vanessa started on June 2.

Meetings

5/16	Cindy Maiello-Gluecklich and Rachel Hofstetter attended a Laconi Zoom meeting on Reader's Advisory	
5/18	Circulation Round Table	Wheaton Public Library
5/20	Middle Managers Meeting	Zoom
5/31	SWAN Updates	Zoom

Debbie Sheehan
Head of Guest Services

Circulation Statistics										
Month	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Month	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
July	87,216	87,602	80,022	75,425	67,595	59,767	& 65,323	64,326	# 38,174	# 48,269
Aug.	80,915	77,621	72,824	67,971	63,720	56,603	61,591	60,815	# 44,438	# 44,949
Sept.	67,864	65,873	64,241	57,006	53,375	48,001	* 43,966	55,401	# 44,419	# 40,926
Oct.	74,123	70,857	65,894	60,141	56,236	51,829	56,250	56,681	# 45,228	# 43,085
Nov.	71,019	68,912	64,203	59,906	53,280	51,105	53,902	53,513	# 43,386	# 42,654
Dec.	66,499	62,642	62,656	56,512	50,932	48,477	51,627	50,504	# 39,447	# 42,669
Jan.	78,554	71,590	69,608	64,231	58,950	53,767	56,972	57,138	# 42,870	# 47,860
Feb.	70,512	65,225	60,286	60,625	54,369	52,259	53,962	54,801	# 40,445	# 42,102
Mar.	78,612	74,816	64,857	65,904	61,856	58,144	59,223	# 33,850	# 46,377	# 47,000
Apr.	71,161	68,376	71,904	^ 60,424	54,820	52,453	54,270	# 11,631	#, \$ 29,586	# 44,598
May	67,429	61,687	62,018	58,528	54,893	51,329	54,751	# 15,670	# 45,473	# 42,153
June	79,392	74,986	71,702	71,568	60,867	60,743	59,443	# 26,631	# 46,565	
Yearly										
Total	893,296	850,187	810,215	758,241	690,893	644,477	671,280	540,961	506,408	486,265
& Ill sent added										
^Missing data--used an average number to get a total										
*Parking lot construction										
#Covid 19										
\$-closed 2 weeks										

Programming and Outreach Department Report

Summer Reading:

We had a very successful Summer Reading kick-off day on Saturday, June 4th where we estimate 1,000 people attended. Families participated in a various activities such as a magic show, balloon artists, face painting, Henna tattoos, and games from the DuPage Children's Museum. The Maker Studio staff hosted a drop in activity to make buttons and bookmarks. We also had a "Chalk the Walk" where families could decorate a square on the sidewalk which was a huge hit. We handing out over 400 pieces of ice cream starting at noon. The day wrapped up with a sea shanty sing-along in the meeting room. Much fun was had by all who attended.

Jordan, Erin, Amy, Sarah and I planned the events of the day. Jill and our graphic designer created our reading logs for participants to use this summer. Kate, Kadijah, Marquitta, Jen, Sarah, Amy, Erin, Jamie A. and I all manned the various activities and events over the course of the day.

Since June 4th, we have given out many reading logs for all ages and they are starting to be returned. Participants may complete as many logs as they can over the summer. We are starting to see completed logs being turned in.

Students in grades 1st through 6th may also participate in Mission Math. If students complete a weekly worksheet for the grade level, they earn a special prize.

Community:

Erin attended a Kindergarten Orientation at Gower West for 30 kids. She presented a storytime about going to school and a related craft activity.

Erin and Amy collaborated to map out plans for the Willowbrook Corner Summer Camp weekly visits. The coordinator has asked for plans in advance. Two staff members visit the camp for 2 hours each week to do activities with about 80 kids. Amy and Erin take turns and Kate goes with them every week.

Summer Reading is going strong. Over 2700 flyers about the IPPL Summer Reading program were distributed to area schools. In May, Amy did the following in-person school visits to classrooms:

- Cass Junior High 163 Students
- Kingswood Academy 142 Students
- Elizabeth Ide 380 Students

Jordan and Amy collaborated to gather information from area schools on summer reading lists. We now have each school's list and Jordan made sure we have copies of the books.

Sarah attended the Red Devil Service Club Meeting at Hinsdale Central on May 20th and met with 17 students. Sarah listened to a presentation of their goals and objectives and they talked about ways the library can partner with them.

Amy and Marquitta attended the Partner Appreciation Breakfast hosted by the District 86 Transition Program. We work with transition students over the course of the school year. Marquitta is the main contact and Amy is the backup person.

Marquitta is working with 4 LADSE (La Grange Area Special Education) students this summer. Working with a job coach, the students do a variety of tasks depending on their capability. The shelves materials, shelfread and do light cleaning.

The Sound 2022:

Unfortunately, we only received one entrant for this year's The Sound competition. So, the event has been cancelled. As this event is a partnership with the Gift of Carl, I have notified them and we will be meeting to discuss the event and if it will continue.

Programs:

In May, the library had 70 programs which 952 people attended.

Little Kids Program Attendance (all programs in-person)

5/1	Open Play	Jordan	10
5/2	Animal Art	Erin	10
5/6	Park Hopper Storytime	Erin	Cancelled due to rain
5/7	Little Lego Club	Jordan	14
5/8	Sensory Storytime	Erin	0
5/9	Animal Art	Erin	15
5/13	Parkhopper Storytime	Jordan	12
5/13	Rollick and Roll	Jordan	9
5/16	Animal Art	Erin	17
5/18	Rollick and Roll	Jordan	28
5/20	Park Hopper Storytime	Erin	8
5/20	Flower Science	Erin/Jordan	19
5/23	Animal Art	Erin	9
5/24	Pete the Cat Storycraft	Jordan	26
5/26	Pajama Storytime	Erin	7
5/27	Park Hopper Storytime	Erin	Cancelled due to rain
5/27	Family Craft Hour	Jordan/Erin	20

Mid-Kid Program Attendance (all programs in-person)

5/3	Creative Time for Mid-Kids	Amy	6
5/3	Read to a Pet	Amy	4
5/4	Play It: Surprise Game	Amy	9
5/5	Family Fandom Trivia	Amy	7
5/12	Homeschooling Smart: Physics	Amy	25
5/14	Concert with Little Miss Ann	Amy/Erin	24
5/14	Pokémon Club	Amy	15
5/16	Mid-Kid Art Club	Amy	17
5/17	Middle School Dungeons and Dragons	Sarah	4
5/18	Middle School Self-Care	Amy	5
5/23	Baby Chick Meet and Greet	Amy	82
5/24	Creative Time for Mid-Kids	Amy	8
5/27	Friday Funday	Amy	4

The baby chick program on May 23rd was a big draw for adults and children alike. The eggs were delivered on April 25 and started to hatch on May 17. We had a total of 9 chicks hatch out of 24 fertilized eggs. The community enjoyed viewing the brooding boxes for about a week before the chicks were relocated to a private farm in Warrentville. The live webcam on the chicks was accessed over 500 times.

Teens:

5/9	De-stress Lounge	Sarah	14
5/17	Insider's Guide to College Planning	Sarah	13

Sarah did a great job recruiting VolunTeens to help us with Summer Reading and programs. She held 10 orientation sessions and we have 35 teen volunteers.

Adults:

5/2	Walk/Trash Pick-up at Waterfall Glen	Jen	3
5/2	Online: Hidden Star Wars	Cindy	6
5/4	Online: Chair Yoga	Cindy	14
5/4	History of the Kentucky Derby	Cindy	76
5/5	Movie: Funny Thing about Love	TJ	22
5/6	Genealogy Equipment Demonstration	Ann/Joe	6
5/7	FanCon: Into the Spiderverse Movie	Sarah	3
5/7	FanCon: Garrison Stormtroopers	Amy/Sarah	55
5/7	Free Comic Book Giveaway	Amy/Sarah	28
5/9	Morningstar Demonstration	Joe	3
5/11	Online: Chair Yoga	Cindy	18
5/12	Suicide Prevention Training	Jen	0

5/14	Dock O'clock: Putin	Sarah	4
5/18	Adult Dungeons and Dragons	Sarah	6
5/18	Online: Chair Yoga	Cindy	19
5/19	Movie: Soul	TJ	5
5/21	Bollywood Dance Workshop	Sarah	14
5/23	Passage to Chicago on the I&M Canal	Cindy	29
5/24	Online: Mary Cassatt	Cindy	34
5/25	Online: Chair Yoga	Cindy	17
5/25	Voting Equipment Demonstration	Jen	11

Business:

5/9	How to Turn Your Service Business into a Product	Jen	29
5/11	Why Am I Not Landing the Job?	Jen	3

Groups:

5/2	Adult Chess	Laura	5
5/4	English Conversation Group	Joe	4
5/4	GenLit Book Discussion	Jen	1
5/5	Nonfiction Book Discussion	Joe	5
5/7	English Conversation Group	Joe	6
5/9	Adult Chess	Laura	8
5/11	English Conversation Group	Joe	7
5/12	Crime Readers Book Discussion	Tori	6
5/16	Adult Chess	Laura	7
5/18	English Conversation Group	Joe	6
5/19	Novel Idea Book Discussion	Natalie	16
5/21	English Conversation Group	Joe	7
5/23	Adult Chess Group	Laura	6
5/25	English Conversation Group	Joe	7
5/27	Genealogy Group	Joe	15

Passive Programs:

May 1-7	Berry Much	Little Kids	105
May 2-8	Mother's Day Cards	All Ages	70
May 7	FanCon Crafts	All Ages	18
May 8-23	Connect the Dot Chick	Little Kids	185
May 24-31	Flower Trace and Count	Little Kids	50
May	Teen Post: Mental Health	Teens	55

Submitted by: Laura Birmingham

Resource Services Monthly Report: May 2022

Using our new Patron Point software, the department has been discussing and working on a staff newsletter for all staff to keep them informed about the newest, most popular items being added to the collections as well as status of department projects. This is so staff can make knowledgeable recommendations to our guests when prompted for the newest and best titles and keep them informed of what we are doing in the collections.

The workroom has been rearranged to help with workflow and to get all the materials handling associates together into one cohesive unit. Staff is happy with the new arrangement.

Collections

We have started adding series statements to the junior graphic novels collection.

The first pass on series statements in the adult novel collection have been added for authors of over 40 titles through J.D. Robb.

We have a large collection of board book sets. Jordan has been working with Anna in assembling them into packs so that teachers can check out sets for use in their classrooms. The packs, which are being called Teacher Packs, contain 20-25 copies of a single title and are in a canvas tote bag.

We processed outdoor games to be added to the LOT collection. This includes bags, Bocce, croquet, disc golf, horseshoes, ladder toss, and ring toss.

Cleaning and relabeling of popular music CDs has been completed for artists A through J.

Library Material Displays For May

Lobby Guest Services Desk – Asian American & Pacific Islander Month (one side); Roe vs. Wade Conversations (other side) – this was spurred by the sudden release of the Supreme Court's draft opinion.

Café – Star Wars day through May 16; Gardening from May 16 to the end of the month (one side); National Pet Month (other side)

1st Floor Staircase – Mental Health Awareness Month

Stacks – Staff Favorites – this is now a permanent location for these items.

Kids & Teens Entrance – Star Wars Day through May 15; Let's Plant a Garden starting May 15 through end of the month; tabletop display at the entrance to the department that started April 17 and went through May 25 when the chicks left to go to their forever home - The Chicks are Coming

Junior Fiction – Mental Health Awareness

We have noticed that items displayed on the book display close to the café have not been getting as much circulation as other displays. We will be moving this display to the Marketplace

to see if items are checked out more frequently to try to determine if it is the display location or the topics that are the reason for low checkouts from this display.

Monthly Highlights

- T.J. worked on creating a summer reading registration form for Laura. He has been working with Natalie on recreating movie lists on the website using the Spotlight feature in Aspen. He is working with Jill to highlight in the collection streaming TV shows not out on DVD, pointing guests to checkout a Roku that has the streaming service that produces said shows.
- Joe arranged for our annual citizenship legal consultation one-on-ones with World Relief DuPage and the Citizenship 101 program in September. He is excited that his Non-fiction at Night book discussion group continues to grow. His most recent session in May had 7 people.
- She met with Jill & Erin to discuss a new early literacy page on the website and display spaces/ideas for LittleTown. She is working with Dave to have a request form for the Teacher Pack collection added to the website. She also worked with Jill to develop a better method of displaying what Baby Bundles and Book Bundles we have in the collection. Instead of a binder, they are now half sheet laminated cards on a key ring. Each card has a QR code that can be scanned and the guest will be taken straight to the catalog to see if that particular item is in or checked out.
- Natalie has been working with Jordan and Tori in updating our book lists on the website to convert them to Aspen Spotlights in the catalog. She is also working with Dave on updating the book and movie lists pages of the website. She also attended the Illinois Presents information session. Illinois Presents is an effort by a large group of Illinois libraries to pool resources to offer author visits of bigger name authors.

Community

- Natalie reached out to a new homebound delivery client to introduce herself and get an idea of items they like to read. She contacted King Bruwaert House about the needs of their internal book discussion group. She checked in with two local book discussion groups to find out if they had any future needs.
- I met with local representatives of the organization Al-Anon who made a generous donation of books about recovering from alcoholism to the library collection. We are in the process of adding these items with bookplates acknowledging the donation.
- Natalie and Tori prepared book club packets for nine local discussion groups on nine titles that had not been asked for previously.

Continuing Education & Contributing to the Profession

- I attended the SWAN Direct User Experience meeting to discuss how Aspen's holds logic works as well as features in the May update of the system. The group also participated in an activity to improve administrative tools, purchase suggestions, synonym searching, and what can be done better to improve ISBN display in records.

- I attended the ATLAS Middle Managers group meeting and shared our new service model. I also offered to host the next meeting, which is scheduled for July, including offering a tour of the renovated building.
- I attended the SWAN Direct User Experience meeting to discuss how Aspen's holds logic works as well as features in the May update of the system. The group also participated in an activity to improve administrative tools, purchase suggestions, synonym searching, and what can be done better to improve ISBN display in records.
- Tony, Joe, Jordan, Natalie, & T.J. had a demonstration of Patron Point's Recommends product. We are going to use this to generate suggested reading lists in place of what we were offering through LibraryAware.
- Joe took a four-week ALA course called *Genealogical Research for Librarians*.
- Jordan was contacted by Elmwood Park Public Library inquiring about our kid's foreign language collection and where we purchased Ukrainian titles. She attended the Harper Collins sponsored webinar *Children's Books Fall 2022 Librarian Preview*; an Infopeople webinar called *Books & Bites*; and a WebJunction webinar called *Let's Talk Race Toolkits*.
- Natalie attended Laconi's *Reader's Advisory for Circulation* presentation. She watched BookList webinars *Queer Pees & Graphic Novels: Creating Space for LGBTQ+ Readers* and *Authors & ARCs*. She also attended Novelist's webinar *Crash Course in Adventure Stories & Westerns*.

eNewsletters

New eBook Newsletter

May 1, 2022 – Sent to 174 guests. Opened by 101 (53% open rate) and clicked on by 32.

May 15, 2022 – Sent to 174 guests. Opened by 96 (55% open rate) and clicked on by 21.

Bestseller Preview Newsletter

May 1, 2022 – Sent to 466 guests. Opened by 246 (53% open rate) and clicked on by 114.

May 15, 2022 – Sent to 465 guests. Opened by 249 (54% open rate) and clicked on by 112.

Submitted by Tony Lucarelli

Technology & Maker Services Board Report – May 2022

Technology Services

Classes/Programs

5 classes & programs - Total attendance: 27

<u>Date</u>	<u>Time</u>	<u>Class</u>	<u>Audience</u>	<u>Instructor</u>	<u>Attendance</u>
Mon. May 2	6:30-8 p.m.	Excel Basics Session 6	Adult	PRC	6
Tue. May 3	6:30-8 p.m.	Equipment & Technology for Genealogists	Adult	Ann	6
Wed. May 4	2-3:30 p.m.	Computer Basics: Internet	Adult	Ann	5
Sat. May 7	10:30-12 p.m.	Everyday Technology Program	Adult	Ann	5
Wed. May 11	2-3:30 p.m.	Computer Basics: Email	Adult	Ann	5

Statistics

- Computer Usage
 - Adult Users: 1,554 Hours: 1,1170
 - Adult laptop: 26 Hours: 32
 - K&T Users: 287 Hours: 135
 - K&T Laptops: 15 Hours: 17
- Drive-thru Printing- 0
- Technology Desk Assistance- 938
- 1-on-1 Training: 212
- Wireless Usage- Total Unique Access: 7,835

Maker Services/Maker Studio

Classes/Programs/1-on-1

- 12 Classes- Total attendance: 65
- 1 passive program- Coding with Color using Ozobots: - Total attendance: 20
- 1-on-1 training: 32
- Maker Assistance: 224

<u>Date</u>	<u>Time</u>	<u>Class</u>	<u>Audience</u>	<u>Instructor</u>	<u>Attendance</u>
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Mon. May 2	3:30-5 p.m.	3D Printed Garden Stakes	Kids	Ann	4
Tue. May 3,	3:30-5 p.m.	Kidtime Studio	Kids	Ann/Amy	6
Thu. May 5	6:30-8 p.m.	Kids Sewing Basics	Kids	Jack	8
Mon. May 9	3:30-5 p.m.	3D Modeling with TinkerCAD	Kids	Jack	4
Tue. May 10	3:30-5 p.m.	Kidtime Studio	Kids	Jack	6
Thu. May 12	6:30-8 p.m.	Screen transfer ink t-shirts	Adults/Teens	Jack	8
Sat. May 14	10:30-12 p.m.	Sewing Basics	Adults/Teens	Jack	5
Mon. May 16	3:30-5 p.m.	Laser Engraved Bookmarks	Kids	Jack	3
Tue. May 17	3:30-5 p.m.	Mid-Kid Time	Kids	Jack	3
Sun. May 22	1:30-3 p.m.	Laser Engraved Glassware	All	Jack	4
Tue. May 24	3:30-5 p.m.	Mid-Kid Time	Kids	Ann/Amy	6
Wed. May 25	6:30 - 8 p.m.	Laser Etched Leather Coaster	Adults/Teens	Dave	8

Made in a class




3D Printed Butterfly
3D Printer



Leather Coasters
Laser Cutter



Made Using Equipment

<p>Name in Arab on Notebook Vinyl Cutter</p> 	<p>Mothers Day Glass Mug Laser Cutter/Engraver</p> 	<p>Zoo Animal Coasters Laser Cutter</p> 
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Equipment Usage

- 3D Printers- 8
- Button Maker – 6
- Candle Maker- 2
- Carving Machine- 4
- Cricut (Vinyl)- 2
- Ellison Dig Cut- 1
- Embroidery Machine- 12
- Knitting Machine- 7
- Laser Cutter- 44
- Poster Printer – 10
- Sewing Machine- 11
- Silhouette (Vinyl)- 27
- Sizzix (die cut/embossing) - 11

Website Statistics

- Maker Studio Website Users- 318 Page Views- 1101
- IPPL Website Users – 11,481 Page Views- 29,441

Library of Things (LOT)

We received a free bocce ball game from a vendor which gave us the idea to purchase additional outdoor games. We purchased a total of 6 additional games including disc golf, croquet, ring toss, ladder toss, corn hole (bags), and horseshoes. They were marketed in the eNews and now they are all currently checked out and almost all have holds on them.

Checkout Statistics (Includes eLibrary Devices)

- Unique Users – 109 ; Total checkouts – 154

Submitted by: Ann M. Stovall

STATISTICS FOR	May-22	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
<u>Circulation</u>					
Adult	18,324	19,190	209,931	195,224	7.53%
Teen	1,239	1,399	14,039	13,762	2.01%
Kids	10,716	13,029	137,104	116,132	18.06%
ILLS Sent	2,697	2,354	30,428	23,869	27.48%
TOTAL	32,976	35,972	391,502	348,987	12.18%
Electronic Circulation	9,177	9,501	94,763	110,856	-14.52%
GRAND TOTAL CIRC.	42,153	45,473	486,265	459,843	5.75%
% Reciprocal Borrowing	9%	7%	9%	6%	
Patron Visits	26,944	15,894	264,846	109,920	140.94%
<u>Current Cards</u>					
Resident	107	102	23,931	22,850	4.73%
Non-Resident	32	48	811	770	5.32%
TOTAL	139	150	24,742	23,620	4.75%
<u>Patron Assistance</u>					
Adult - Reference	2,730	1,264	19,672	14,820	32.74%
Kids - Reference	693	946	7,868	8,418	-6.53%
Technology - Reference	1,162	1,371	11,748	12,244	-4.05%
TOTAL REFERENCE	4,585	3,581	39,288	35,482	10.73%
Adult - Other	209	248	2,131	1,727	23.39%
Kids - Other	90	18	1,723	97	1676.29%
Technology - Other	51	24	686	217	216.13%
TOTAL OTHER	350	290	4,540	2,041	122.44%
GRAND TOTAL ASST.	4,935	3,871	43,828	37,523	16.80%
<u>ILL/Reserves</u>					
Holds	6,885	6,201	78,867	84,515	-6.68%
ILLS Sent	2,697	2,354	30,428	23,869	27.48%
ILLS Checked Out	3,896	3,807	39,388	38,886	1.29%
ILLS Received	4,290	4,250	43,772	39,329	11.30%
<u>Programs - Adult</u>					
# Programs	23	13	167	123	35.77%
Attendance	405	231	2,658	2,531	5.02%
<u>Technology Classes</u>					
# Programs	17	1	187	77	142.86%
Attendance	92	9	1,174	823	42.65%
<u>Individual Technology Training</u>					
# of Patrons	315	198	3,420	1,065	221.13%
<u>Groups</u>					
# Programs	15	5	121	36	236.11%
Attendance	106	55	703	350	100.86%
<u>Others</u>					
#Programs	0	0	0	0	
Attendance	0	0	0	0	
<u>Programs - Teen</u>					
# Programs	2	6	63	97	-35.05%
Attendance	27	77	294	527	-44.21%
<u>Programs - Kids</u>					
# Programs	30	17	359	514	-30.16%
Attendance	414	501	4,102	5,071	-19.11%
GRAND TOTAL ATT.	1,359	1,071	12,351	10,367	19.14%

STATISTICS FOR	May-22	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
Passive Programs - Adult					
#Programs	3		23		
Attendance	50		825		
Passive Programs - Teen					
# Programs	2		28		
Attendance	55		630		
Passive Programs - Kids					
# Programs	6		78		
Attendance	448		5,575		
Computers - Patron Use					
Adult Computers	1,554	1,180	15,988	12,098	32.15%
Kids Computers	287	63	1,895	812	133.37%
Teen Laptop	15	2	124	52	138.46%
Adult Laptop	26	11	206	82	151.22%
TOTAL PATRON USE	1,882	1,256	18,213	13,044	39.63%
Hours Used					
Adult Computers	1,170	885	12,346	8,332	48.18%
Kids Computers	135	38	975	462	111.04%
Teen Laptop	17	3	132	103	28.16%
Adult Laptop	32	12	281	116	142.24%
TOTAL HOURS USED	1,354	938	13,734	9,013	52.38%
Wireless Total Connections	7,835	5,129	69,787	48,130	45.00%
IPPL Total Web Site Access	14,129	15,065	156,665	413,856	-62.15%
IPPL Total Page Views	44,024	38,469	448,699	619,740	-27.60%
Subscription Database Logins	2,537	2,217	32,577	31,898	2.13%
Outreach-Homebound					
Items Delivered	130	147	1,431	1,362	5.07%
Volunteers					
Number Active	12	4			
Hours Worked	70	6	655	452	44.91%
Staff Training Hours	136	123	893	850	5.06%
Room Use					
Conference Rooms	464	47	3,832	376	919.15%
Meeting Rooms					
Library	72		495		
Non-Library	18		88		
Board Room					
Library	21		142		
Non-Library	15		101		

BOOKS	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					Adds	Discards	Added	Discarded
ADULT								
Reference	493	98	39	552	102	98	200	137
Non-Fiction	39100	207	14	39293	4862	6122	5069	6136
Fiction	31369	319	61	31627	6916	10445	7235	10506
ADULT TOTALS	70962	624	114	71472	11880	16665	12504	16779
KIDS								
Non-Fiction	11699	47	11	11735	1325	962	1372	973
Fiction	23486	299	54	23731	4394	3732	4693	3786
KIDS TOTALS	35185	346	65	35466	5719	4694	6065	4759
TEEN								
Non-Fiction	550	11	1	560	189	79	200	80
Fiction	4061	57	11	4107	932	680	989	691
TEEN TOTALS	4611	68	12	4667	1121	759	1189	771
BOOK TOTALS	110758	1038	191	111605	18720	22118	19758	22309

AUDIOVISUAL	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					Adds	Discards	Added	Discarded
ADULT								
Audiobooks on CD	7051	38	16	7073	1069	317	1107	333
Music CDs	4391	30	22	4399	474	1907	504	1929
Playaway	368	0	0	368	6	8	6	8
DVDs (DVD & Blu-ray)	20461	149	54	20556	2279	2623	2428	2677
ADULT TOTALS	32271	217	92	32396	3828	4855	4045	4947
KIDS								
Audiobooks on CD	591	0	1	590	115	62	115	63
Music CDs	294	1	0	295	27	2	28	2
Playaway	110	0	0	110	8	5	8	5
DVDs (DVD & Blu-ray)	4087	26	7	4106	357	568	383	575
KIDS TOTALS	5082	27	8	5101	507	637	534	645
TEEN								
Audiobooks on CD	195	0	0	195	65	76	65	76
Playaway	21	0	0	21	2	0	2	0
DVDs (DVD & Blu-ray)	-5	0	0	-5	0	442	0	442
TEEN TOTALS	211	0	0	211	67	518	67	518
AUDIOVISUAL TOTALS	37564	244	100	37708	4402	6010	4646	6110

Other	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					Adds	Discards	Added	Discarded
ADULT								
Console Games	211	0	0	211	67	10	67	10
Tech Takeout (except digital content devices)	141	9	0	150	32	6	41	6
CD-ROMs	-1	0	0	-1	0	36	0	36
ADULT TOTALS	351	9	0	360	99	52	108	52
KIDS								
Kits (STEM, Book bundles, etc.)	160	21	2	179	24	21	45	23
Puzzles (New Aug. 2018)	19	5	1	23	4	1	9	2
Playaway Launch Pads	19	0	1	18	0	3	0	4
KIDS TOTALS	198	26	4	220	28	25	54	29
TEEN								
Equipment (CD Players, etc.)	5	0	0	5	0	1	0	1
Console Games	782	7	6	783	144	28	151	34
Board Games	122	4	3	123	31	6	35	9
TEEN TOTALS	909	11	9	911	175	35	186	44
OTHER TOTALS	1458	46	13	1491	302	112	348	125
COLLECTION TOTALS	150719	1328	304	151743	24831	28708	24752	28544

MATERIALS COLLECTION TOTALS FOR ELECTRONIC FORMATS -

May 2022

eBOOKS	Previous	Added	Current	Prev. Mo. YTD	YTD
	Month Totals	Items	Totals	Adds	Add
Hoopla- Year (ebooks & comics)	423,266	99,588	423,266	N/A	N/A
eMedia (Overdrive Consortium)	24,341	-50	24,291	948	898
eMedia (Overdrive Advantage)	7,009	30	7,039	911	941
Preloaded eReaders	141	9	150	52	61
eBook Totals	454,757	99,577	454,746	1911	1900
AUDIOVISUAL					
AUDIOVISUAL	Previous	Added	Current	Prev. Mo. YTD	YTD
	Month Totals	Items	Totals	A	Add
Audiobooks					
Hoopla- Year	93,069	23797	116,866	N/A	N/A
eMedia (Overdrive Consortium)	6,410	29	6,439	497	526
eMedia Advantage (Overdrive)	1,785	10	1,795	397	407
Preloaded Adult Audiobook iPods	147	3	150	73	76
Audiobook Total	101,411	23839	125,250	967	1009
Music					
Hoopla- Year	241,704	0	241,704	N/A	N/A
Videos					
Hoopla- Year (includes TV Episodes)	15,037		15,037	N/A	N/A
Preloaded Adult Roku Titles	1,300	14	1,314	74	88
Preloaded Family Roku Titles	198	2	200	12	14
Video Totals	16,535	16	16,551	86	102
Total Audiovisual	383,504	23,855	383,505	1,053	1,111
Collection Totals	838,397	123,432	838,251	3,100	3,011

INDIAN PRAIRIE PUBLIC LIBRARY TREASURER'S REPORT 5/31/2022

Balance on hand as of April 30, 2022.....	2,175,620.18
Cash Receipts for May.....	516,555.10
Cash Disbursements for May.....	289,727.40
Cash on hand as of May 31, 2022.....	2,402,447.88

Investments

Illinois Funds (Money Market) - Average Monthly Rate 0.795%	
General.....	258,628.68
MPI Investment (Corporate Fund).....	1,422,792.05

Fifth Third - Checking	(1,417.45)
Republic Bank - Savings - Rate 0.44%.....	701,655.39
Republic Bank - Checking General.....	18,218.59
Republic Bank - Payroll Account.....	2,166.62
Petty Cash/Circulation.....	404.00
Balances as of May 31, 2022.....	2,402,447.88

FUND BALANCES AS OF 5/31/2022

Corporate Fund.....	1,583,245.78
Building & Maintenance Fund.....	28,307.72
I.M.R.F. Fund.....	-
Liability Fund.....	-
Social Security Fund.....	-
Special Reserve Fund.....	(123,028.84)
Deferred Taxes.....	634,782.04
Current Liabilites.....	279,141.18
Grand Total All Funds.....	2,402,447.88

**Indian Prairie Public Library District
Consolidated Revenue Report for May 2022**

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Percent of Year: 91.67

	RECEIVED May 2022	RECEIVED THIS YEAR	PRCT COLL	BUDGET RECEIPTS	UNCOLLECTED RECEIPTS
PROPERTY TAX & LEVY INTEREST					
41100 · Property Taxes	0.00	3,891,603.91	100.76%	3,862,097.00	-29,506.91
41150 · Non-current Property Taxes	0.00	1,621.47	0.00%	0.00	-1,621.47
43100 · Interest-Tax Levy	1.97	3.00	0.00%	0.00	-3.00
TOTAL PROPERTY TAX & LEVY INTEREST	1.97	3,893,228.38	100.81%	3,862,097.00	-31,131.38
INTERGOVERNMENTAL					
42200 · Per Capita Grant	0.00	62,730.28	118.00%	53,161.00	-9,569.28
42300 · LIMRiCC	0.00	0.00	0.00%	0.00	0.00
TOTAL INTERGOVERNMENTAL	0.00	62,730.28	118.00%	53,161.00	-9,569.28
INTEREST					
43500 · Interest - Investment	332.29	1,293.23	0.00%	0.00	-1,293.23
TOTAL INTEREST	332.29	1,293.23	0.00%	0.00	-1,293.23
DESK MONIES					
45100 · Copier	233.80	1,847.20	80.31%	2,300.00	452.80
45120 · Computer Copies	1,128.97	11,019.31	146.92%	7,500.00	-3,519.31
45130 · Fax	475.57	3,621.79	181.09%	2,000.00	-1,621.79
45200 · Fines/Fees	619.28	16,399.77	99.39%	16,500.00	100.23
45250 · Gifts/Donations	0.00	1.00	0.40%	250.00	249.00
45300 · Lost Materials	529.12	4,935.90	123.40%	4,000.00	-935.90
45350 · Non-Resident Fees	3,392.60	86,202.32	114.94%	75,000.00	-11,202.32
45450 · Hot Picks	26.00	75.00	0.00%	0.00	-75.00
45550 · Meeting Room Rental	325.00	843.75	0.00%	0.00	-843.75
45600 · ILL Fees	28.97	151.63	30.33%	500.00	348.37
45650 · Maker Studio	303.58	1,895.89	379.18%	500.00	-1,395.89
45700 · Passport Fees	3,080.00	31,255.60	250.05%	12,500.00	-18,755.60
45750 · Notary Fees	108.00	1,279.00	182.71%	700.00	-579.00
TOTAL DESK MONIES	10,250.89	159,528.16	131.03%	121,750.00	-37,778.16
OTHER INCOME					
46500 · OCLC Refund	0.00	0.00	0.00%	0.00	0.00
46700 · Miscellaneous	0.00	2,594.40	518.88%	500.00	-2,094.40
46800 · Collection Agency Fee	0.00	218.75	437.50%	50.00	-168.75
49000 · Operating Transfer In	6,706.00	59,863.37	0.00%	0.00	-59,863.37
TOTAL OTHER INCOME	6,706.00	62,676.52	11395.73%	550.00	-62,126.52
GRAND TOTAL	17,291.15	4,179,456.57	103.51%	4,037,558.00	-141,898.57

Operating Transfer In reflects \$59,863.37 from Corporate Reserves

70000 · Operating Transfer Purchases - Premier Landscape \$25,730.00, Pergola \$6,706.00, Security camera system \$17,342.87, Fire Alarm Systems Services and Horn Strobe \$5,571.50, Kroeschell fan work \$4,513.00

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Indian Prairie Public Library District Consolidated Expenditures Report for May 2022

Percent of Year: 91.67

	May 22	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
PERSONNEL							
61100 · Salaries	164,897.45	1,963,802.97	85.60%	2,294,105.00	330,302.03		
61310 · Benefits - Medical / Life Ins.	19,076.39	161,049.70	84.12%	191,452.00	30,402.30		
61330 · Benefits - IMRF	14,845.20	208,683.53	92.57%	225,440.00	16,756.47		
61340 · Benefits - FICA	11,932.28	146,052.73	83.22%	175,500.00	29,447.27		
61400 · Staff Development	1,688.37	7,441.63	33.52%	22,200.00	14,758.37		
61600 · Board Development	0.00	525.00	52.50%	1,000.00	475.00		
61710 · Workers Compensation	0.00	5,933.00	104.38%	5,684.00	-249.00		
61720 · Unemployment Insurance	0.00	1,400.22	46.67%	3,000.00	1,599.78		
61730 · Data Expense Reimbursement	0.00	24.20					
TOTAL PERSONNEL	212,439.69	2,494,912.98	85.49%	2,918,381.00	423,492.22	3,250,000.00	76.77%
MATERIALS							
62100 · Books	21,679.81	127,862.98	80.44%	158,950.00	31,087.02		
62200 · Periodicals	3,392.36	18,325.19	69.61%	26,325.00	7,999.81		
62300 · Audio	3,660.54	22,117.78	68.37%	32,350.00	10,232.22		
62400 · Video	2,922.56	22,374.08	52.71%	42,450.00	20,075.92		
62500 · Multi-Media	5.87	610.80	30.54%	2,000.00	1,389.20		
62600 · eMaterials	18,635.78	160,969.09	87.63%	183,700.00	22,730.91		
62700 · Console Games	1,203.76	4,686.39	66.95%	7,000.00	2,313.61		
62800 · Damaged Item Replacement	681.54	8,822.36	147.04%	6,000.00	-2,822.36		
62900 · Materials Supplies	3,984.56	18,764.84	89.36%	21,000.00	2,235.16		
TOTAL MATERIALS	56,166.78	384,533.51	80.15%	479,775.00	95,241.49	525,000.00	73.24%
BUILDING							
63200 · Cleaning Service	3,297.37	62,031.49	80.77%	76,800.00	14,768.51		
63300 · Utilities (1-8-11 · Gas)	1,805.43	13,086.55	87.24%	15,000.00	1,913.45		
63300 · Utilities (1-8-12 · Electric)	3,720.97	44,837.64	77.31%	58,000.00	13,162.36		
63300 · Utilities (1-8-13 · Telephone)	216.13	4,912.80	81.88%	6,000.00	1,087.20		
63300 · Utilities (1-8-14 · Water/Sewer)	0.00	2,117.44	26.47%	8,000.00	5,882.56		
63300 · Utilities (1-8-15 · Garbage Disposal)	478.25	4,740.74	94.82%	5,000.00	259.26		
63350 · Building Supplies	0.00	3,390.30	56.51%	6,000.00	2,609.70		
63400 · Maintenance Supplies	2,864.15	11,115.88	101.05%	11,000.00	-115.88		
63500 · Security System Monitoring	0.00	490.50	70.07%	700.00	209.50		
63600 · Property Maintenance	2,114.44	34,024.04	85.06%	40,000.00	5,975.96		
63800 · Building Maintenance/Repair	2,779.00	39,324.63	131.08%	30,000.00	-9,324.63		
TOTAL BUILDING	17,275.74	220,072.01	85.80%	256,500.00	36,427.99	350,000.00	62.88%
OPERATIONS							
64200 · Supplies - Office	742.84	10,390.53	94.46%	11,000.00	609.47		
64300 · Photocopy Supplies	387.87	2,092.26	34.87%	6,000.00	3,907.74		
64400 · Guest Services Supplies	0.00	1,866.00	63.31%	3,500.00	1,634.00		
64500 · Postage	1,161.89	1,976.98	39.54%	5,000.00	3,023.02		
64550 · Passport Postage	375.90	3,197.68	127.91%	2,500.00	-697.68		
64600 · Non-Payment Reimbursement	0.00	-960.42	-64.03%	1,500.00	2,460.42		
64700 · Travel	39.45	516.07	34.41%	1,500.00	983.93		
64800 · Organizational Memberships	1,135.00	3,511.00	100.31%	3,500.00	-11.00		
64900 · Bank Fees	137.46	2,391.64	95.67%	2,500.00	108.36		
TOTAL OPERATION	3,980.41	24,981.74	67.52%	37,000.00	12,018.26	42,000.00	59.48%
TECHNOLOGY							
65100 · Supplies-Public Toner	715.93	5,401.38	54.01%	10,000.00	4,598.62		
65150 · Supplies-Staff Toner	763.91	3,538.60	50.55%	7,000.00	3,461.40		
65160 · Supplies-Technology Services	0.00	387.19	129.06%	300.00	-87.19		
65170 · Supplies-Maker Studio	14.38	2,021.26	80.85%	2,500.00	478.74		
65200 · Technology-Prof Services	1,425.00	1,500.00	50.00%	3,000.00	1,500.00		
65300 · Purchase of Equipment	5,347.30	17,662.06	103.89%	17,000.00	-662.06		

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**Indian Prairie Public Library District
Consolidated Expenditures Report for May 2022**

Percent of Year: 91.67

	May 22	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
65350 · Tech Takeout	262.78	812.93	27.10%	3,000.00	2,187.07		
65360 · Kits	295.74	1,351.49	25.74%	5,250.00	3,898.51		
65400 · Technology Equip Mnt/Repair	227.12	11,368.38	61.66%	18,436.00	7,067.62		
65500 · Software	576.78	12,509.96	88.29%	14,169.00	1,659.04		
65600 · SWAN	0.00	47,944.13	101.10%	47,422.00	-522.13		
65700 · Telecommunications	1,063.00	12,904.92	86.29%	14,955.00	2,050.08		
TOTAL TECHNOLOGY	10,691.94	117,402.30	82.08%	143,032.00	25,629.70	200,000.00	58.70%
CONTRACTUAL SERVICES							
66100 · General Professional Services	1,808.00	14,616.50	89.67%	16,300.00	1,683.50		
66200 · Credit Bureau	49.25	503.10	41.93%	1,200.00	696.90		
66300 · Copier	221.00	2,431.00	81.03%	3,000.00	569.00		
66400 · Copier Maintenance Contract	0.00	921.13	30.70%	3,000.00	2,078.87		
66900 · Fees - Bond Registrar	0.00	50.00	22.73%	220.00	170.00		
TOTAL CONTRACTUAL SERVICES	2,078.25	18,521.73	78.09%	23,720.00	5,198.27	35,000.00	52.92%
INSURANCE							
67100 · Multi Peril-Physical Assets	0.00	11,925.00	100.00%	11,925.00	0.00		
67200 · Bonding	0.00	1,356.00	116.90%	1,160.00	-196.00		
67300 · Officers & Directors Liability	0.00	2,009.00	100.00%	2,009.00	0.00		
67400 · Umbrella Liability	0.00	2,275.00	100.00%	2,275.00	0.00		
TOTAL INSURANCE	0.00	17,565.00	101.13%	17,369.00	-196.00	25,000.00	70.26%
COMMUNICATIONS							
68110 · Marketing Newsletter	10,178.16	35,796.49	143.19%	25,000.00	-10,796.49		
68111 · eNewsletter	0.00	0.00	0.00%	2,000.00	2,000.00		
68210 · Marketing Advertising	0.00	95.00	11.88%	800.00	705.00		
68310 · Marketing Supplies	984.84	2,554.55	364.94%	700.00	-1,854.55		
68410 · Marketing-Information Printing	1,035.00	9,731.43	64.88%	15,000.00	5,268.57		
68500 · Legal Notices	0.00	873.24	58.22%	1,500.00	626.76		
TOTAL COMMUNICATIONS	12,198.00	49,050.71	109.00%	45,000.00	-4,050.71	50,000.00	98.10%
PROGRAMMING							
68600 · Programming	6,811.71	28,639.81	78.04%	36,700.00	8,060.19		
TOTAL PROGRAMMING	6,811.71	28,639.81	78.04%	36,700.00	8,060.19	45,000.00	63.64%
CAPITAL OUTLAY & CONTINGENCY							
69100 · Building Improvements	0.00	41,370.87	59.10%	70,000.00	28,629.13		
69200 · Special Reserve Fund	0.00	222,352.47	0.00%	0.00	-222,352.47		
69250 · Equipment/Furnishings	0.00	0.00	0.00%	0.00	0.00		
69800 · Operating Transfer Out	6,706.00	59,863.37	0.00%	0.00	-59,863.37		
69900 · Contingency	1,510.81	8,258.58	82.59%	10,000.00	1,741.42		
69920 · Gift/Donation Purchases	0.00	0.00	0.00%	0.00	0.00		
70000 · Operating Transfer Purchases	6,706.00	59,863.37	0.00%	0.00	-59,863.37		
GRAND TOTAL	336,565.33	3,747,388.45	92.82%	4,037,477.00	290,088.55	4,522,000.00	82.87%

Operating Transfer Out reflects \$59,863.37 from Corporate Reserves

70000 · Operating Transfer Purchases - Premier Landscape \$25,730.00, Pergola \$6,706.00, Security camera system \$17,342.87, Fire Alarm Systems Services and Horn Strobe \$5,571.50, Kroeschell fan work \$4,513.00

RAILS News

RAILS Board Election Results

Congratulations to the winners of the 2022 RAILS Board election. New board members will be seated in July.

- At-large seats:
 - Rene Leyva, Fossil Ridge Public Library District
 - Julie Milavec, Downers Grove Public Library
- Public Library Trustee seats:
 - Dianne Hollister, Bloomington Public Library
 - Vanessa Villarreal, Lake Villa District Library
- Specialized Library seat:
 - Juanita Harrell, DuPage County Law Library

Thanks to all RAILS members who voted in the election. Thanks also to our nominating committee members:

- Committee Chair, Alice Creason, RAILS Board Member, Richton Park Public Library District Trustee
- Susan Busenbark, RAILS Board Member, Kewanee Public Library District Trustee
- Angela Campbell, Rock Island Public Library
- Bobbi Mock, Illinois Veterans Home, Quincy
- Charm Ruhnke, Peru Public Library

RAILS Board Meeting, June 17

The RAILS Board meets on Friday, June 17 at 1 p.m., via Zoom. [See agenda/supporting documents](#). Please submit public comments in advance to [Emily Fister](#) to be read aloud at the meeting.

Per the Open Meetings Act, anyone is able to attend the meeting via Zoom. However, we ask that non-participants watch the meeting via [RAILS live stream](#). The meeting will also be recorded for future viewing on the [RAILS YouTube page](#).

My Library Is... Doing What We Do Best

In [this recent blog post](#), Catalina Shin, Community Engagement Liaison

at Arlington Heights Memorial Library, wrote about how her library partnered with Ukrainian Children's Aid and Relief Effort (UCARE, Inc.) to strengthen library-community relations and demonstrate the library's ability to serve as a hub for community support. Read more about the physical and emotional outcomes of this partnership and the next steps.

We welcome contributions from all levels of staff at all types and sizes of libraries! [Upload your own blog post](#). Hesitant about writing it? Contact [Communications](#) and we'll set up an interview with you and then write the post.

Continuing Education

Library of Congress Subject Headings – Beginner and Intermediate Webinars, July 7 and August 4

Library of Congress Subject Headings (LCSH) are used in most library catalogs and are an important part of successful subject searching. Dr. Karen Snow, Associate Professor & Ph.D. Program Director for Dominican University, will present beginner and intermediate-level webinars to explore LCSH. Topics covered during these two webinars will include the fundamentals of subject analysis, finding/assigning LCSH and subdivisions coded in MARC, and how to assign LCSH to particular resource types. Register to attend either or both sessions.

- [LCSH for Beginners](#) Thursday, July 7, 1:30 – 3:00 p.m.
- [Intermediate LCSH](#) Thursday, August 4, 1:30 – 3:00 p.m.

Apply to Attend Directors University 2.0

Applications are now being accepted for the first Directors University 2.0 (DU 2.0), which will take place from August 2 to 4, at the Illinois State Library in Springfield. DU 2.0 is the continuation of the successful Directors University and offers training beyond the basics to help you become a successful library director. DU 2.0 provides a deeper dive into topics touched on in the first course. More information is available on the [ILA website](#).

Networking

"Ask Us Anything: Binge Boxes," July 12

Does your library want to offer binge boxes to patrons? In a new My Library Is... networking event, learn from three libraries that successfully implemented a binge box program.

"Ask Us Anything: Binge Boxes" takes place on Tuesday, July 12 from 1 to 2 p.m. This event will feature short presentations by three library workers:

- Jessica Elder, Carol Stream Public Library
- Katie Allan, Orland Park Public Library
- Meg Golembiewski, Prospect Heights Public Library

After presentations, the speakers will field questions about their programs and discuss how binge boxes have shaped outreach efforts.

This event is open to anyone working in an Illinois library. The presentation portion of this event will be recorded and will be saved to the RAILS YouTube page. Thank you to the My Library Is... Networking Events team for helping plan and organize this event.

Conference News

HSLI Conference Moves to All Virtual

The 2022 Health Science Librarians of Illinois (HSLI) annual conference will now take place exclusively in a virtual format. The dates remain the same—

Wednesday, September 7, to Friday, September 9. Watch the [conference website](#) for additional announcements in the coming weeks on registration, keynote and CE sessions, and more.

Other Library News

Happenings from the Illinois Author Project

- **Contests Open!**

Both the [Soon to Be Famous Illinois Author Project](#) and the [De la Página a la Fama](#) contests are open for submissions with an entry **deadline of June 30**. [Click here to get started](#).

- **Judges Needed!**

The [Soon to Be Famous Illinois Author Project](#) needs your help! The Project needs judges for adult and young adult fiction by self-published authors. Judges will be required to read six or seven books over a period of at least eight weeks (around August and September) and fill out evaluation forms on each assigned title. Library staff members with an interest in being part of this fast-growing nationwide project are encouraged to [sign up to judge](#). Anyone from any library type and staff level are welcome to join.

- **Author Event!**

The Chicago Public Library Harold Washington Branch hosts Pascuala Herrera, the inaugural winner of *De la Página a la Fama*, on **Tuesday, June 21 at noon**. ([Print the program flyer](#).) Learn how the experience of grieving over the death of her beloved mother led Pascuala to create this inspiring and award-winning memoir. Attend in person or via Zoom. [More information](#).

- **Writers' Groups!**

Does your library have a writers' group? Would you be interested in offering programming geared for writers at your library? Please [fill out this tiny survey](#).

Indian Prairie Public Library District
Finance Committee Minutes
June 7, 2022 – 5 p.m.

Present: Krupicka, Rodriguez, Suriano, Damon (via Zoom), Birmingham

Krupicka called the meeting to order at 5:05 p.m.

The committee reviewed the Financial Forecast. The committee would like to add the cobblestones to the budget, if not this year, for sure next year.

The committee reviewed the FY22-23 operating budget. They inquired about the increase in the newsletter and enewsletter lines. Birmingham explained the rising costs of paper and postage, plus going back to printing more newsletters due to higher traffic in library. Birmingham explained the increase in eNews line due to moving to Patron Point.

The committee reviewed the 22-23 Salary Schedule.

The committee recommends everything as is.

Adjournment 5:49 p.m.

Proposed Operating Budget FY22/23

Attached you'll find:

- A summary of the expenditures and revenue for the new fiscal year.
- Details relative to income.
- Details relative to expenditures with a comparison to last fiscal year and the previous year.

The Finance Committee has reviewed this information and is recommending adoption of the budget.

Regarding interest as revenue – What is shown here represents interest earned through bank accounts. The interest we earn on our investment is put back into the investments to build our reserves, rather than being used to help fund operating expenses. Interest earned on the investments is reported in our audit report each fall.

Operating Budget 2022/2023 Overview

<u>Expenditures</u>		Percentage Operating	<u>Revenue</u>		Percentage Revenue
Personnel	\$2,996,484.00	72.87%	Property Taxes	\$3,930,322.00	95.00%
Materials	\$481,875.00	11.72%	State Grant	\$53,161.00	1.28%
Building	\$270,700.00	6.58%	Interest	\$4,000.00	0.10%
Operations	\$34,400.00	0.84%	Desk Monies	\$147,600.00	3.57%
Technology	\$148,916.00	3.62%	Other Income	\$2,200.00	0.05%
Contractual	\$25,920.00	0.63%			
Insurance	\$18,958.00	0.46%			
Communications/Programs	\$104,670.00	2.55%	Total	4,137,283.00	
Contingency	\$30,000.00	0.73%			
Total operating budget	\$4,111,923.00				
Capital Reserves	\$25,360.00				

Income Summary

	<u>FY21-22</u>	<u>FY22-23</u>
<u>Property Tax & Levy Interest</u>		
Property Taxes	3,862,097	3,930,322
Non-current Property Taxes	0	0
Interest – Tax Levy	0	0
Total Property Tax & Levy Interest	3,862,097	3,930,322
<u>Grants</u>		
Per Capita Grant	53,161	53,161
Total Grants	53,161	53,161
<u>Interest</u>		
Interest Investment	0	4,000
Total Interest	0	4,000
<u>Desk Monies</u>		
Copier	2,300	2,000
Computer Copies	7,500	12,000
Fax	2,000	5,000
Fines/Fees	16,500	5,000
Gifts/Donations	250	100
Lost Materials	4,000	5,500
Non-Resident Fees	75,000	90,000
Meeting Room Rental	0	500
ILL Fees	500	500
Maker Studio	500	2000
Passport Fees	12,500	25,000
Notary Fees	700	0
Total Desk Monies	121,750	147,600

Other Income

OCLC Refund	0	0
Miscellaneous	500	2,000
Collection Agency Fee	50	200
Total Other Income	550	2,200
TOTAL INCOME	4,037,558	4,137,283

2022/2023 Operating Budget - Expenditures

	2020/21	2021/2022	2022/2023
<u>Personnel</u>			
Salaries	2,294,105	2,294,105	2,375,154
Benefits - Med/Life Ins	174,732	191,452	212,360
Benefits - IMRF	219,079	225,440	203,246
Benefits - FICA	170,513	175,500	172,400
Staff development	15,200	22,200	22,400
Board development	750	1,000	1,000
Worker's compensation	5,952	5,684	6,424
Unemployment insurance	3,000	3,000	3,500
Total Personnel	2,883,331	2,918,381	2,996,484
<u>Materials</u>			
Books	171,650	164,950	167,200
Periodicals	26,325	26,325	18,300
Audio	35,350	32,350	29,850
Video	43,950	42,450	40,450
eMaterials/streaming	113,700	125,700	135,375
Kits	11,250	2,000	2,000
Online databases	55,000	58,000	60,700
Console games	7,000	7,000	7,000
Processing supplies	21,000	21,000	21,000
Total Materials	485,225	479,775	481,875
<u>Building</u>			
Cleaning service	71,500	76,800	87,000
Water/Sewer	10,000	8,000	8,000
Gas	10,000	15,000	15,000
Electric	58,000	58,000	48,500
Telephone	5,500	6,000	5,000
Maintenance supplies	17,000	17,000	16,500
Bldg maintenance/repairs	30,000	30,000	35,000
Security system	700	700	700
Property maintenance	40,000	40,000	50,000
Garbage disposal	4,400	5,000	5,000
Total Building	247,100	256,500	270,700
<u>Operations</u>			
Supplies - office	12,000	14,500	14,700
Photocopy supplies	5,000	6,000	3,500
Patron card supplies	600	0	
Postage	4,100	5,000	5,000
Postage - Passports	2,300	2,500	3,000
Non-payment reimburse	1,500	1,500	1,000
Admin staff travel	1,500	1,500	1,000
Organizational membership	3,500	3,500	3,700
Bank fees	3,000	2,500	2,500
Total Operations	33,500	37,000	34,400

Technology and Maker Studio

Public toner	10,000	10,000	8,000
Staff toner	6,000	7,000	5,000
Supplies - Technology	1,200	300	300
Supplies - Maker Studio		2,500	2,800
Professional services	4,000	3,000	3,000
Purchase of equipment	10,750	17,000	20,672
Equipment maintenance/repair	12,979	18,436	19,564
Kits/Library of Things		5,250	8,250
Software	8,393	14,169	17,000
SWAN maintenance	47,988	47,422	49,335
Telecommunications	14,465	14,955	14,995
Total Tech and Maker	115,775	140,032	148,916

Contractual Services

Graphic artist	8,000	8,000	10000
Legal	4,000	4,000	4000
Audit	4,000	4,300	4500
Credit bureau	900	1,200	1200
Equipment - photocopier	6,000	6,000	6000
Bond Registrar	220	220	220
Total Contractual Services	23,120	23,720	25,920

Insurance

Physical & liability	11,941	11,925	13068
Bonding	1,160	1,160	1356
Officers/directors	2,009	2,009	2009
Umbrella liability	2,275	2,275	2525
Total Insurance	17,385	17,369	18,958

Communications

Supplies	500	700	1,000
Advertising	840	800	1,000
Newsletter	36,000	25,000	38,400
eNewsletter	2,000	2,000	9,670
Informational printing	2,200	15,000	13,000
Legal notices	1,500	1,500	1,500
Total Communications	43,040	45,000	64,570

Programs

Programs	31,200	36,700	40,100
Total Programs	31,200	36,700	40,100

Contigency

Contigency	21,529	10,000	30,000
Total Expenditures	3,901,205	3,964,477	4,111,923
Total Operating Revenue	3,902,205	4,037,558	4,137,283
Capital Reserves	1,000	73,081	25,360

Salary Schedule

Each year as the library prepares the budget for the next fiscal year, we examine our salary schedule relative to other libraries. Attached is a comparison of benchmark positions among area libraries with a proposed increase for the minimum salaries. The last column shows where the proposed minimum would place IPPL among this group of libraries. The library with the lowest salary for a position would be ranked as 1 and the library with the highest salary for the same position ranked the highest. So, for salaries for assistant directors, IPPL's proposed minimum salary comes in at 3rd out of the 7 salaries listed for that position.

The trustee's philosophy has been to keep IPPL in the middle of the group, to not be the library paying the highest salaries but still be competitive.

Also included here is the current salary schedule and the proposed salary schedule for the new fiscal year with the new minimums and maximums for each range. There is a 3.5% increase in the proposed salary schedule.

Salary Schedule Library Comparisons - minimum salaries
FY 22-23

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	IPPL current minimums	proposed minimums	Downers	Woodridge	Elmhurst	Lisle	Orland Park	Westmont	Hinsdale	IPPL ranked within each position (low salary ranked 1)
asst director	72,879	75,429.77	79,276		77,644	76,011	83,560	70,185	64,272	3 out of 7
dept head	60,891	63,022.19	60,543	62,044	72,000	66,807	61,140	58,487	56,238	6 out of 8
librarian	46,781	48,418.34	46,236	45,871	48,477	45,338	44,735	46,790	45,191	7 out of 8
communications coord	46,781	48,418.34	46,236	62,044	66,904		61,140	45,630	50,212	3 out of 7
office coord	46,781	48,418.34	60,543	53,347	66,904	45,338	48,521	45,630	50,212	3 out of 8
admin specialist	18.29	18.93	20.72	23.51	17.07	20.42	18.63		19.05	3 out of 7
asst head guest services	21.14	21.88	20.72	23.51	27.14	45,338	20.67		19.05	4 out of 7
guest services associates	16.11	16.67	15.82	21.32	17.07	17.95	18.63	14.40	15.45	4 out of 8
shelver***	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	12.00	

***libraries will move this salary to \$13.00 by 1/1/23 to comply with minimum wage law

INDIAN PRAIRIE PUBLIC LIBRARY SALARY SCHEDULE 2021-2022
EFFECTIVE 7/1/21

Grade Level and Position	Minimum	Maximum
Grade I Page Shelver	11.00 12.00 as of 1/1/22	15.24
Grade II Resource Services Associate I Programming & Outreach Support Associate	12.52	18.69
Grade III Guest Services Associate Programming & Outreach Associate Resource Services Acquisitions Associate Technology Services Associate Substitute Associate	16.11	24.17
Grade IV Guest Services Shift Supervisor	17.20	25.82
Grade V Administration Specialist Programming and Outreach Specialist Resource Services Specialist Senior Guest Services Supervisor Substitute Librarian Technology Services Specialist	18.29	27.40
Grade VI Assistant Head of Guest Services Communications and Brand Strategy Specialist	21.14 41,223	31.71 61,835
Grade VII Librarian Administration Office Coordinator Communications Coordinator Building Services Coordinator Programming and Outreach Strategist	23.99 46,781	35.97 70,142
Grade VIII Senior Librarian	27.10 52,847	40.66 79,295
Grade IX Department Head	31.23 60,891	46.84 91,347
Grade X Assistant Director	37.37 72,879	56.09 109,371
Grade XI Library Director	To be set by Board	

PROPOSED
INDIAN PRAIRIE PUBLIC LIBRARY SALARY SCHEDULE 2022-2023

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Grade Level and Position	Minimum	Maximum
Grade I Page Shelver	12.00 13.00 as of 1/1/23	15.24
Grade II Resource Services Associate I Programming & Outreach Support Associate	12.96	19.34
Grade III Guest Services Associate Programming & Outreach Associate Resource Services Acquisitions Associate Technology Services Associate Substitute Associate	16.67	25.02
Grade IV Guest Services Shift Supervisor	17.80	26.72
Grade V Administration Specialist Programming and Outreach Specialist Resource Services Specialist Senior Guest Services Supervisor Substitute Librarian Technology Services Specialist	18.93	28.36
Grade VI Assistant Head of Guest Services Communications and Brand Strategy Specialist	21.88 42,666	32.82 63,999
Grade VII Librarian Administration Office Coordinator Communications Coordinator Building Services Coordinator Programming and Outreach Strategist	24.83 48,418	37.23 72,597
Grade VIII Senior Librarian	28.05 54,697	42.09 82,070
Grade IX Department Head	32.32 63,022	48.48 94,544
Grade X Assistant Director	38.68 75,430	58.05 113,199
Grade XI Library Director	To be set by Board	

Notary Service

The law regarding the provision of notary services has changed drastically. Essentially it has been very simple – apply to be a notary, purchase a bond, stamp and sign documents. Now the state is requiring that a journal be kept by each notary and that journal is subject to public inspection as well as subpoenas. The notary is responsible for the safety of the journal and must hold on to it personally. Staff are not comfortable with these new requirements. Attached are portions of the law that refer to aspects of the new law that would apply to our staff.

Section 176.900 Journal Requirements a) Identification of Notary Public in Journal

- 1) Every notary public, whether or not an electronic notary public, must record each notarial act in a journal at the time of notarization in compliance with 5 ILCS 312/3-107 and these rules.
- 2) Each journal of a notary public, whether maintained on a tangible medium or in an electronic format, must contain all of the following information in any order: A) The name of the notary public as it appears on the commission; B) The notary public's commission number; C) The notary public's commission expiration date; D) The notary public's office address of record with the Secretary of State; E) A statement that, in the event of the death of the notary public, the journal shall be delivered or mailed to the Secretary of State; F) The meaning of any not commonly abbreviated word or symbol used in recording a notarial act in the notarial journal; and G) The signature of the notary public.

Section 176.940 Custody and Control of the Journal and Notification of a Lost or Stolen Journal

- a) The notary public shall maintain custody and control of the journal at all times during the duration of the notary public's commission. When not in use, the journal must be kept in a secure location and accessible only to the notary public. A secure location includes in the notary public's sole possession or in a locked location to which only the notary public has access.
- b) Notification of loss or theft of journal under 5 ILCS 312/3-107 must be made in writing or electronically within ten (10) calendar days after the date the notary public or personal representative or guardian discovers the loss or theft of a journal. For the purposes of this Section, the term "loss" includes journals that are misplaced, destroyed, or otherwise made unavailable. The notification must include all of the following:
 - 1) A statement of whether the journal is lost or stolen;
 - 2) An explanation of how the journal became lost or stolen;
 - 3) The date the notary public discovered that the journal was lost or stolen;
 - 4) A statement that the notary public does not possess the journal and does not know who possess it or where it is located; and
 - 5) A statement that, if the notary public subsequently reacquires possession of the journal, the notary public shall file a written statement with the

Secretary of State within 10 calendar days after the date the notary public reacquires possession of the lost or stolen journal.

c) If a notary public subsequently reacquires possession of a lost or stolen journal, the notary public shall file with the Secretary of State a written explanation of how the journal was recovered within ten (10) calendar days after the date the notary public reacquires possession of the journal.

(Source: Added at 46 Ill. Reg. _____, effective _____)

Section 176.950 Inspection of Journal, Response to Subpoenas and Investigative Requests, and Public Information

a) Inspection. In the notary's presence, any person may inspect an entry in the official journal of notarial acts during the notary's regular business hours, but only if:

1) The person's identity is personally known to the notary or proven through satisfactory evidence;

2) The person affixes a signature in the journal in a separate, dated entry;

3) The person specifies the month, year, type of document, and the name of the principal for the notarial act or acts sought; and

4) The person is shown only the entry or entries specified.

b) If the notary has a reasonable and explainable belief that a person bears a criminal or harmful intent in requesting information from the notary's journal, the notary may deny access to any entry or entries.

c) Subpoenas and investigative requests. A request for inspection or certified copies of a journal made through an investigative request by law enforcement or by the Secretary of State or in a subpoena in the course of criminal or civil litigation, or administrative proceeding shall be complied with in the manner specified in the request or subpoena.

d) Subject to subsection (a) of this section, records relating to notarial acts performed are public information. The notary shall promptly provide a copy of

any entries in the notary public's records to any person requesting the copy. The notary shall provide the certified copy no later than 10 business days from the date of receipt of the fees, unless the notary cannot produce the certified copy within 10 business days from the date of receipt of the fees, in which case the notary shall certify that fact in writing to the person requesting the copy on or before the 10th business day from the date of receipt of the fees, and set a date and hour within a reasonable time when the certified copy will be provided, and the notary must redact that personal information prior to release of the information.

e) If any portion of the audio video recording of an electronic or remote notarization includes biometric information or includes an image of the identification card used to identify the principal, that portion of the recording is confidential and shall not be released without consent of the individual(s) whose identity is being established, unless ordered by a court of competent jurisdiction or upon request by the Secretary of State.

f) Failure of a notary public to promptly and adequately respond to a request for public information in accordance with this Part may be good cause for suspension or revocation of a notary commission or other disciplinary action against the notary.

Section 176.970 Complaints of Alleged Violations

a) A person may file a complaint in writing with the Secretary of State alleging that a notary public has violated one or more of the provisions of the Illinois Notary Act or any provision of this Title. The complaint should include as much information as possible, including:

- 1) The name of the notary public, and employer or business name of the notary;
- 2) If known, the name of the county in which the notary resides;
- 3) If known and if assigned, the notary commission number assigned to the notary;
- 4) An explanation for the reason for the complaint;

- 5) A copy of relevant documents related to the matter;
 - 6) Whether the notarial act was an electronic or remote notarial act performed using audio-video communication; and
 - 7) Such other information as the person considers relevant to the complaint and/or notarization.
- b) The complaint may be filed in person, by mail, or by electronic mail.
 - c) Upon receipt of the complaint, the Secretary may notify the notary who is the subject of the complaint in writing. The notice shall be sent by regular mail to the address of the notary on file with the Secretary of State. The notice sent to the notary public who is the subject of the complaint may include:
 - 1) A statement of the statutory provision which the notary public is alleged to have violated;
 - 2) An explanation of the possible disciplinary actions that may be taken against the notary public;
 - 3) Instructions for the notary public to respond to the complaint by regular mail or by electronic mail; and
 - 4) A statement that the notary public must respond to the complaint within 10 days after receiving the notice.
 - d) If, after receiving the response from the notary, the Secretary of State determines that further action is not warranted, he or she will provide notification of his or her determination to notary public.
 - e) If either after receiving the response from the notary or if no response is received, the Secretary of State may further investigate the complaint of alleged misconduct against the notary public. In so doing, the Secretary of State may consider the totality of the offense, facts, and circumstances of the individual case.
 - f) Factors considered. When evaluating an allegation of notarial misconduct to determine if action should be taken, the Secretary may consider a variety of factors, including but not limited to, the following:
 - 1) Nature and severity of the act, offense, or crime under consideration;

- 2) Number and/or variety of current violations;
 - 3) Evidence pertaining to the requisite honesty, credibility, truthfulness, and integrity of the notary public;
 - 4) Actual or potential harm to the general public, group, individual, or customer;
 - 5) History of complaints received by the Secretary of State;
 - 6) Prior disciplinary record or warning from the Secretary of State; and
 - 7) Any felony or misdemeanor convictions involving fraudulent activity; fraudulent, deceptive, or inequitable business acts; the disbarment or professional discipline of a notary that is also an attorney; the revocation of any financial, real estate or securities licenses; or failure to pay any Illinois tax.
- g) If the Secretary determines that a crime may have been committed, the Secretary may refer the allegations to law enforcement for further investigation or prosecution.

(Source: Added at 46 Ill. Reg. _____, effective _____)

ILLINOIS REGISTER 5957

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SECRETARY OF STATE

NOTICE OF PROPOSED AMENDMENTS

Section 176.980 Revocation, Suspension and Reprimand

- a) Revocation. A notary public's commission may be revoked for any of the foregoing acts or omissions:
- 1) The notary public demonstrates the notary public lacks the honesty, integrity, competence, or reliability to act as a notary public;
 - 2) That the notary fails to maintain a residence in the State of Illinois or to maintain a place of employment in Illinois;
- b) Suspension. A notary public's commission may be suspended for any actions contrary to the Act, other laws of the State of Illinois, and the requirements of

these rules.

c) Other remedial actions. The Secretary of State may deliver a written official warning to cease misconduct, misfeasance, or malfeasance to any notary public whose actions are deemed to be in violation of these Rules, the Act, or other laws of the State of Illinois.

d) Prior to suspension or revocation of a notary commission, the Secretary of State shall inform the notary public of the basis for the suspension or revocation and that the suspension or revocation takes effect on a particular date unless a proper appeal is filed with the Secretary of State pursuant to 5 ILCS 312/7-108 before that date.

e) Resignation or expiration of a notary public's commission does not terminate or preclude an inquiry into the notary's conduct by the Secretary of State whereupon it shall be made a matter of public record whether or not the finding would have been grounds for revocation.



Meeting Ground Rules

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