

**PUBLIC NOTICE**  
**AGENDA FOR THE REGULAR MEETING OF THE BOARD OF**  
**LIBRARY TRUSTEES OF THE VILLAGE OF CAROL STREAM**  
Carol Stream Public library  
616 Hiawatha Drive  
Carol Stream, IL 60188

**DATE: February 17, 2021**

**TIME: 7:00 p.m.**

**PLACE: ATTENTION**

Due to the COVID-19 pandemic, the Library will be conducting an online audio Board Meeting through Zoom to conduct essential business. If you are **interested in listening to the meeting live through the internet, please register online at: <https://carolstream.librarycalendar.com/events/library-board-meeting-online-3>**. For individuals interested in Public Participation please email your full name and questions or comments to [cstream@cslibrary.org](mailto:cstream@cslibrary.org). They will be read aloud during the Public Participation portion of the meeting. *The recording of the meeting will be posted on the Library's website.*

**All matters on the agenda may be discussed, amended, and acted upon.**

*In accordance with requirements of the Illinois Open Meetings Act #5ILCS 120/2.06, portions of this meeting may be conducted in closed session.*

1. WELCOME AND CALL TO ORDER – Nadia Sheikh, President
2. PLEDGE TO THE FLAG
3. ROLL CALL – Mansi Patel, Secretary
4. RECOGNITION OF GUESTS AND ANNOUNCEMENTS – Nadia Sheikh
  - 4.1 February is Black History Month
5. PUBLIC PARTICIPATION – Nadia Sheikh
6. ADOPTION OF THE CONSENT AGENDA – Nadia Sheikh
7. APPROVAL OF MINUTES
  - 7.1 Minutes of the Special Board Meeting of January 18, 2021
  - 7.2 Minutes of the Regular Board Meeting of January 20, 2021
8. MONTHLY REPORTS OF THE TREASURER – Nancy Olson
  - 8.1 Accept the Monthly Financial Statements of the Treasurer for the Period Ending January 31, 2020
9. BOARD AND COMMITTEE REPORTS
  - 9.1 Report from the President, Nadia Sheikh
  - 9.2 Report from the Vice President, Dr. Bonita Berryman-Gilliam
  - 9.3 Board Committee Reports-Committee Chairs
    - 9.3.1 Human Resources Committee – Dr. Bonita Berryman-Gilliam
    - 9.3.2 Facilities Committee - David Larimer
    - 9.3.3 Finance Committee – Justin Lynch
    - 9.3.4 EDI Committee – Dr. Bonita Berryman-Gilliam

10. NEW BUSINESS

10.1 Recommendation, Re: Approval of 2021 Per Capita Grant Application and 2019 Expenditure Report

10.2 Recommendation, Re: Approval of Copier/Print Management Contract

10.3 Recommendation, Re: Approval of Recommendation for Staff Merit Increases for FY 21/22

10.4 Recommendation, Re: Approval of Revision to Materials Clerk Job Description

11. DISBURSEMENTS

11.1 Approval of Disbursements of January 1-31, 2021 plus the Addendum for the Meeting of February 17, 2021

12. REPORT OF THE LIBRARY DIRECTOR, Susan Westgate

13. MONTHLY STAFF REPORTS

13.1 Assistant Director's Report, Mary Clemens

13.2 Adult Services Report, Laura Hays

13.3 Youth Services Report, Amy Teske

13.4 Circulation Department Report, Jeri Cain

13.5 Human Resources Report, Mary Pellico

13.6 Marketing Report, Allison Porch

13.7 Information Technology Report

14. UNFINISHED BUSINESS

None

15. BOARD DEVELOPMENT

15.1 ILA Virtual Legislative Meet-up, Friday, February 19, 2021

16. BOARD MEMBER REPORTS

17. AGENDA BUILDING FOR THE NEXT LIBRARY BOARD MEETING

18. ADJOURN

Next Resolution: #293

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Mansi Patel, Secretary  
Board of Library Trustees

**MINUTES FOR THE SPECIAL MEETING OF THE BOARD OF LIBRARY TRUSTEES  
OF THE VILLAGE OF CAROL STREAM**

**Carol Stream Public Library 616 Hiawatha Drive Carol Stream, IL 60188**

**DATE: January 18, 2021**

**TIME: 7:00 p.m.**

**PLACE: Due to the closure of the Carol Stream Public Library to the public during the COVID-19 pandemic, the Library conducted an online audio Special Board Meeting through Zoom to conduct essential business only. The audio recording of the meeting is available online on the Library's website [www.cslibrary.org](http://www.cslibrary.org).**

**I. CALL TO ORDER**

President Sheikh called the Regular Meeting of the Board of Library Trustees to order at 7:05 p.m.

President Sheikh led those in attendance in the Pledge of Allegiance to the Flag.

**II. ROLL CALL**

Secretary Patel called the roll.

Present: Trustees Jourdan, Larimer, Lynch, Olson, Patel, Berryman-Gilliam and Sheikh

Absent: None

Also Present: Director Susan Westgate and Adult Services Manager Laura Hays

**III. PUBLIC PARTICIPATION**

None

**IV. DISCUSSIONS**

**A. Board Relations**

President Sheikh called a Special Meeting of the Library Board to provide a discussion forum for the Board of Trustees to openly share their thoughts on current Board relations. They discussed existing concerns and shared their thoughts on how communication on the Board could be improved. All of the Trustees acknowledged that having to meet virtually provides challenges in communication. Following the discussion, the Board came to a mutual understanding on how best to communicate at meetings and all were encouraged by the honest and open dialogue that was shared.

**V. ADJOURNMENT**

There being no further business to come before the Board of Library Trustees, **Trustee Sheikh moved and Trustee Larimer seconded** that the meeting be adjourned. Motion approved. Meeting adjourned at 7:58 p.m.

February 17, 2021

Date approved

\_\_\_\_\_  
Mansi Patel, Secretary for the Board of Library Trustees

MINUTES FOR THE REGULAR MEETING OF THE BOARD OF LIBRARY TRUSTEES  
OF THE VILLAGE OF CAROL STREAM  
Carol Stream Public Library  
616 Hiawatha Drive Carol Stream, IL 60188

DATE: January 20, 2021

TIME: 7:00 p.m.

PLACE: Due to the COVID-19 pandemic, the Library conducted an online audio Board Meeting through Zoom to conduct essential business. The audio recording of the meeting is available online on the Library’s website [www.cslibrary.org](http://www.cslibrary.org).

1. Welcome and Call to Order

President Sheikh called the meeting to order at 7:06 p.m.

2. President Sheikh led those in attendance in the Pledge of Allegiance to the Flag.

3. Roll Call

Director Westgate called the Roll.

Present: Trustees Larimer, Lynch, Olson, Patel, Berryman-Gilliam and Sheikh. Trustee Jourdan arrived at 7:28 p.m.

Absent: None

Also Present: Director Susan Westgate, Assistant Director Mary Clemens, Adult Services Manager Laura Hays, Circulation Manager Jeri Cain, Youth Services Manager Amy Teske, Human Resources Manager Mary Pellico, Youth Services Librarian Adriana Albers, Acquisitions Associate Susan Grude, and Adult Services Librarian Nathaniel Wagner.

4. RECOGNITION OF GUESTS AND ANNOUNCEMENTS-Nadia Sheikh

4.1 Library Staff Annual Anniversary Recognition

The Board of Trustees congratulated Library staff that had reached milestone work anniversaries. The staff were thanked for their contributions to the success of the Library as a whole. Comments were shared from Trustees, Managers and the staff members themselves. Allison Porch-Marketing Coordinator -- 5 year Anniversary; Mary Pellico – Human Resources Manager -- 5 year Anniversary; Nathaniel Wagner – Adult Services -- 5 year Anniversary; Adriana Albers – Youth Services -- 20 year Anniversary; Barb Boucher – Technical Services – 20 year Anniversary; Susan Grude – Technical Services – 25 year Anniversary.

4.2 Video Presentation: “The Story of Martin Luther King Jr.” by Kid President

4.3 World Hijab Day, February 1, 2021

World Hijab Day is an annual event founded in 2013. The event takes place on February 1 each year in 140 countries worldwide. Its purpose is to encourage women of all religions and backgrounds to wear and experience the hijab. The hijab is a veil worn by most Muslim women in the presence of any male outside of their immediate family, which usually covers the head and chest, and sometimes the face.

4.4 Glenbard Parent Series: Uplifting All Children to Cultivate Critical Wellness: Race and Culture Matter, Thursday, February 25

5. PUBLIC PARTICIPATION – None

6. CONSENT AGENDA

**Trustee Lynch moved** and **Trustee Larimer seconded** the establishment of a Consent Agenda for the Regular Meeting of January 20, 2021. Motion approved.

Ayes ..... 6 Trustees Larimer, Lynch, Olson, Patel, Berryman-Gilliam and Sheikh

Nays ..... 0

Absent..... Trustee Jourdan

**Trustee Berryman Gilliam moved** and **Trustee Larimer seconded** that the following items be included on the consent agenda. Motion approved.

Ayes ..... 6 Trustees Larimer, Lynch, Olson, Patel, Berryman-Gilliam and Sheikh

Nays ..... 0

Absent..... Trustee Jourdan

- 6.1 Minutes of the Regular Board Meeting of December 16, 2020
- 6.2 Accept the Monthly Financial Statements of the Treasurer for the Period Ending December 31, 2020
- 6.3 Report from the President, Nadia Sheikh-None
- 6.4 Report from the Vice President, Dr. Bonita Berryman-Gilliam-None
- 6.5 Human Resources Committee Report-Bonita Berryman Gilliam-None
- 6.6 Facilities Committee Report - David Larimer-None
- 6.7 Approval of Disbursements of December 1-31, 2020 plus the Addendum for the Meeting of January 20, 2021
- 6.8 Report of the Library Director, Susan Westgate
- 6.9 Assistant Director's Report, Mary Clemens
- 6.10 Adult Services Report, Laura Hays
- 6.11 Youth Services Report, Amy Teske
- 6.12 Circulation Department Report, Jeri Cain
- 6.13 ILA Virtual Legislative Meet-up, Friday, February 19, 2021
- 6.14 Board Member Reports

**Trustee Olson moved** and **Trustee Lynch seconded** that the items on the Consent Agenda be approved by omnibus vote. Motion approved.

Ayes ..... 6 Trustees Larimer, Lynch, Olson, Patel, Berryman-Gilliam and Sheikh

Nays ..... 0

Absent..... Trustee Jourdan

***The following is a description of various items placed on the Consent Agenda:***

Approval of Disbursements

The Library Board of Trustees approved the disbursements for the period December 1-31 2020 to plus the Addendum for the meeting of January 20, 2021 in the amount of \$120,556.79.

ILA Virtual Legislative Meet-up, Friday, February 19, 2021

The ILA (Illinois Library Association) has scheduled a virtual Legislative Meet-up for West Suburban Libraries for Friday, February 19 from 12:00-1:30 p.m. This annual event provides libraries the opportunity to hear from local legislatures their standings on the importance that public libraries play in our Democracy.

7. BOARD AND COMMITTEE REPORTS

7.1 Finance Committee – Justin Lynch

Trustee Lynch shared that the Trustees are still seeing payments to FQC for the Library’s Renovation project in the Library’s financials. This is due to the delayed payments to contractors as a portion of their payments are withheld until FQC receives the required documentation for warranties, certified payrolls, etc. that the contractors are required to provide in order to receive payment.

8. NEW BUSINESS

8.1 Review: *Serving Our Public 4.0: Standards for Illinois Public Libraries*

Background information:

The requirement for the 2021 Per Capita Grant is for Library staff and the Board of Trustees to review *Serving Our Public 4.0 Standards for Illinois Public Libraries*. The Director and Board of Trustees went through the checklists for the entire publication and discussed any of the items that the Library needed to address or needed further development. The majority of the items in the publications are being met by the Carol Stream Public Library. The Library Director will work with Library staff to address any remaining applicable items that need to be improved or developed. The final grant application will be included with the February Board packet for final Board approval. Deadline for submitting the Per Capita Grant to the Illinois State Library is March 15, 2021.

8.2 Recommendation, Re: Approval of Staff Compensation Adjustments

**Trustee Olson moved** and **Trustee Berryman-Gilliam seconded** that the Carol Stream Public Library Board of Trustees approve the recommended staff compensation adjustments. Motion approved.

Ayes ..... 7 Trustees Jourdan, Larimer, Lynch, Olson, Patel, Berryman-Gilliam and Sheikh

Nays ..... 0

Absent..... None

Background information:

Following the approval of the upgraded pay grade structure at the December 2020 Board meeting, the Circulation Clerk position was moved from pay grade 2 to pay grade 3. Due to this update, a pay adjustment is needed for several employees in order to be compensated within the new pay grade. Four part-time employees’ current hourly rates are below the minimum range of the new pay grade for their position. Following the review of all staff affected by the new pay grade, Human Resources Manager and the Library made recommendations to their current pay based upon tenure. The impact on the Library’s current payroll is an increase of \$185 each two-week pay period or \$4,810 annually.

8.3 Recommendation, Re: Approval of Presidential Appointment of EDI Committee Chair and Committee Members

President Sheikh nominated Vice-President Berryman-Gilliam as Committee Chair for the newly formed EDI Committee. Vice-President Berryman-Gilliam accepted the nomination and Trustee Lynch accepted the nomination as a Committee Chair member. The Board President is an ex-officio member of all Board committees.

**Trustee Sheikh moved** and **Trustee Lynch** seconded that Vice-President Berryman-Gilliam be nominated for the EDI Committee Chair position with Trustee Lynch as a member. Motion approved.

Ayes ..... 5 Trustees Lynch, Olson, Patel, Berryman-Gilliam, and Sheikh

Nays ..... 1 Trustee Larimer

Abstain ..... 1 Trustee Jourdan

Absent..... None

Background information:

The Library attorney was contacted in December and after attorney review it was determined that the Board had not properly followed the Library’s By-laws regarding the appointment of a committee chair at the December Board meeting. During discussion, Trustee Larimer requested that the Board postpone or table the appointment. He stated that an EDI Committee was more appropriate as the responsibility of a Library staff committee and they would have more of an opportunity to work closely with other libraries and is not a Board Committee responsibility. Vice -President Berryman-Gilliam stated that Director Westgate had come to the Board with the idea of an EDI Library Committee. Director Westgate stated that she had desired that the committee not be subject to the Open Meetings Act (OMA) requirements. Board interest in participating on the committee made it subject to OMA. Library staff will be forming a separate EDI staff committee, that will not be subject to OMA, and staff will not be members of the Board’s EDI Committee.

8.4 Human Resources Report, Mary Pellico

Trustee Lynch noted that the HR report listed three fraudulent unemployment claims. HR Manager Mary Pellico stated that the Library’s Unemployment Insurance provider alerted her of any claims they received and that she was verifying whether they were legitimate or not. Two additional claims are currently open. She stated that fraudulent claims have been a prevalent problem in the state of Illinois during the pandemic.

8.5 Marketing Report, Allison Porch

Trustee Berryman-Gilliam shared that she enjoys the social media posts. In particular the December Ugly Sweater Contest. Trustee Olson is looking forward to the clickable photos of the Library’s Spotlight shelves as a virtual browsing experience.

8.6 Information Technology

Trustee Larimer inquired why the time stamp was off on some of the security cameras. Adult Services Manager Laura Hays stated that the new server had been off, causing the time stamp error on a few of the newer cameras.

9. ADJOURN

There being no further business to come before the Board of Library Trustees, **Trustee Olson moved and Trustee Lynch seconded** that the meeting be adjourned. Motion approved.

Ayes ..... 7 Trustees Jourdan, Larimer, Lynch, Olson, Patel, Berryman-Gilliam and Sheikh

Nays ..... 0

Absent..... None

Meeting adjourned at 8:53 p.m.

February 17, 2021

Date approved

\_\_\_\_\_  
Mansi Patel, Secretary for the Board of Library Trustees

**Carol Stream Public Library  
Treasurer's Report  
Month Ending January 31, 2021**

<u>FUND</u>	<u>BEGINNING BALANCE</u>	<u>CHANGE</u>	<u>ENDING BALANCE</u>
General	\$ 3,139,444.74	\$ (222,938.18)	\$ 2,916,506.56
Working Cash	50,902.10	(66.84)	50,835.26
FICA	145,386.00	(9,122.34)	136,263.66
IMRF	146,277.04	(14,812.00)	131,465.04
Liability Insurance	13,686.93	(363.77)	13,323.16
Audit	7,976.30	50.49	8,026.79
Capital Maintenance & Repair	1,519,114.59	(10,844.88)	1,508,269.71
Building Renovation Loan	<u>2,658.54</u>	<u>882.44</u>	<u>3,540.98</u>
<b>TOTAL ALL FUNDS</b>	<u><u>\$ 5,025,446.24</u></u>	<u><u>\$ (257,215.08)</u></u>	<u><u>\$ 4,768,231.16</u></u>

**See attached for a schedule of cash and investments.**

\_\_\_\_\_  
Nadia Sheikh, Board President 1/31/21

\_\_\_\_\_  
Nancy Olson, Board Treasurer 1/31/21

\_\_\_\_\_  
Susan Westgate, Library Director 1/31/21



**Carol Stream Public Library  
Treasurer's Report  
Month Ending January 31, 2021**

	<u>TYPE</u>	<u>CURRENT BALANCE</u>
WEST SUBURBAN BANK	CHECKING	\$ 195,219.45
WEST SUBURBAN BANK	PAYROLL	107,597.32
WEST SUBURBAN BANK-MONEY MARKET	INVESTMENT	1,150,565.29
ILLINOIS FUNDS-PRIME FUND	INVESTMENT	3,314,095.30
PROPAY	ELECTRONIC	245.03
CASH BANK	CASH DRAWER	<u>770.00</u>
	TOTAL	<u>\$ 4,768,492.39</u>

**CAROL STREAM PUBLIC LIBRARY**  
**FINANCIAL STATEMENTS AND SUPPLEMENTARY INFORMATION**  
**JANUARY 31, 2021**

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Accountant's Compilation Report

To the Board of Trustees  
Carol Stream Public Library  
Carol Stream, Illinois

Management is responsible for the accompanying financial statements of Carol Stream Public Library, which comprise the combined statements of assets, liabilities and fund balances - modified cash basis - all funds as of January 31, 2021 and December 31, 2020, and the related combined statements of revenues and expenses - modified cash basis - all funds for the month and year-to-date January 31, 2021, in accordance with the modified cash basis of accounting and for determining that the modified cash basis of accounting is an acceptable financial reporting framework. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

The financial statements are prepared in accordance with the modified cash basis of accounting, which is a basis of accounting other than accounting principles generally accepted in the United States of America. These modified cash basis of accounting financial statements do not include capital assets or loans payable. The effects of these departures from the modified cash basis of accounting have not been determined.

Management has elected to omit substantially all of the disclosures ordinarily included in financial statements prepared in accordance with the modified cash basis of accounting. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Library's assets, liabilities, fund balances, revenues, and expenses. Accordingly, the financial statements are not designed for those who are not informed about such matters.

The supplementary information contained in Exhibit C is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management. The supplementary information was subject to our compilation engagement. We have not audited or reviewed the supplementary information and do not express an opinion, a conclusion, nor provide any assurance on such information.

We are not independent with respect to Carol Stream Public Library.

*McClure, Inserra & Company, Chartered*

February 4, 2021

## Carol Stream Public Library Combined Statements of Assets, Liabilities and Fund Balances Modified Cash Basis - All Funds

	Jan 31, 21	Dec 31, 20	\$ Change
<b>ASSETS</b>			
<b>Current Assets</b>			
<b>Checking/Savings</b>			
10-1000 · Library Fund Cash			
10-1006 · WSB General Checking	195,219.45	196,741.20	-1,521.75
10-1008 · WSB Payroll Account	107,597.32	104,435.51	3,161.81
10-1014 · Illinois Funds-Prime	3,314,095.30	3,313,855.03	240.27
10-1024 · WSB Money Market Acct	1,150,565.29	1,409,045.03	-258,479.74
10-1025 · ProPay	245.03	230.95	14.08
10-1026 · Cash Bank	770.00	770.00	0.00
10-1090 · Allocated Cash-General Fund	-1,851,724.60	-1,886,001.50	34,276.90
<b>Total 10-1000 · Library Fund Cash</b>	<b>2,916,767.79</b>	<b>3,139,076.22</b>	<b>-222,308.43</b>
1190 · Allocated Cash-Fund Balances			
20-1090 · Allocated Cash-Working Cash Fd.	50,835.26	50,902.10	-66.84
30-1190 · Allocated Cash-FICA Fund	136,263.66	145,386.00	-9,122.34
40-1090 · Allocated Cash-IMRF Fund	131,465.04	146,277.04	-14,812.00
50-1090 · Allocated Cash-Liability Fund	13,323.16	13,686.93	-363.77
60-1090 · Allocated Cash-Audit Fund	8,026.79	7,976.30	50.49
70-1090 · Allocated Cash-Capital R&M Fund	1,508,269.71	1,519,114.59	-10,844.88
80-1090 · Allocated Cash-Debt Service	3,540.98	2,658.54	882.44
<b>Total 1190 · Allocated Cash-Fund Balances</b>	<b>1,851,724.60</b>	<b>1,886,001.50</b>	<b>-34,276.90</b>
<b>Total Checking/Savings</b>	<b>4,768,492.39</b>	<b>5,025,077.72</b>	<b>-256,585.33</b>
<b>Other Current Assets</b>			
1250 · Deposit with Payroll Service	0.00	368.52	-368.52
<b>Total Other Current Assets</b>	<b>0.00</b>	<b>368.52</b>	<b>-368.52</b>
<b>Total Current Assets</b>	<b>4,768,492.39</b>	<b>5,025,446.24</b>	<b>-256,953.85</b>
<b>TOTAL ASSETS</b>	<b><u>4,768,492.39</u></b>	<b><u>5,025,446.24</u></b>	<b><u>-256,953.85</u></b>
<b>LIABILITIES &amp; EQUITY</b>			
<b>Liabilities</b>			
<b>Current Liabilities</b>			
<b>Other Current Liabilities</b>			
2400 · Payroll Liabilities	261.23	0.00	261.23
<b>Total Other Current Liabilities</b>	<b>261.23</b>	<b>0.00</b>	<b>261.23</b>
<b>Total Current Liabilities</b>	<b>261.23</b>	<b>0.00</b>	<b>261.23</b>
<b>Total Liabilities</b>	<b>261.23</b>	<b>0.00</b>	<b>261.23</b>
<b>Equity</b>			
2900 · Beginning Fund Balances			
10-2900 · Fund Balance-General Fund	1,839,539.10	1,839,539.10	0.00
20-2900 · Fund Balance-Working Cash	50,793.75	50,793.75	0.00
30-2900 · Fund Balance-FICA Fund	92,814.05	92,814.05	0.00
40-2900 · Fund Balance-IMRF Fund	111,844.94	111,844.94	0.00
50-2900 · Fund Balance-Liability	33,279.24	33,279.24	0.00
60-2900 · Fund Balance-Audit	6,618.51	6,618.51	0.00
70-2900 · Fund Balance-Capital R&M	2,108,519.03	2,108,519.03	0.00
80-2900 · Fund Balance-Debt Service	2,005.71	2,005.71	0.00
<b>Total 2900 · Beginning Fund Balances</b>	<b>4,245,414.33</b>	<b>4,245,414.33</b>	<b>0.00</b>
<b>Net Income</b>	<b>522,816.83</b>	<b>780,031.91</b>	<b>-257,215.08</b>
<b>Total Equity</b>	<b>4,768,231.16</b>	<b>5,025,446.24</b>	<b>-257,215.08</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b><u>4,768,492.39</u></b>	<b><u>5,025,446.24</u></b>	<b><u>-256,953.85</u></b>

**Carol Stream Public Library**  
**Combined Statements of Revenues and Expenses**  
**Modified Cash Basis - All Funds**

	Jan 21	May '20 - Jan 21	Annual Budget	% of Budget
<b>Ordinary Income/Expense</b>				
<b>Income</b>				
<b>3000 · Property Taxes</b>				
3001 · Property Tax Current	13,835.25	3,701,119.66	3,674,461.00	100.73%
3002 · Property Taxes Non-Current	0.00	0.00	5,000.00	0.0%
<b>Total 3000 · Property Taxes</b>	13,835.25	3,701,119.66	3,679,461.00	100.59%
3100 · PPR Taxes	0.00	28,948.39	40,000.00	72.37%
<b>3200 · Interest Income</b>				
3201 · Interest Income Taxes	0.00	0.00	1,500.00	0.0%
3202 · Interest Income Investments	568.03	9,625.20	34,100.00	28.23%
<b>Total 3200 · Interest Income</b>	568.03	9,625.20	35,600.00	27.04%
<b>3300 · Patron Payments</b>				
3301 · Fines & Fees	141.04	1,822.87	16,000.00	11.39%
3302 · Public Copy Payments	0.00	1,027.70	15,000.00	6.85%
3303 · Non-Resident Card Fees	178.86	178.86	3,000.00	5.96%
3304 · Sale Items	0.00	0.00	1,000.00	0.0%
<b>Total 3300 · Patron Payments</b>	319.90	3,029.43	35,000.00	8.66%
3400 · Donations	50.00	300.00	5,000.00	6.0%
3500 · Developer Contributions	0.00	0.00	2,000.00	0.0%
3600 · RBP/ILL Reimbursements	0.00	78.77	1,000.00	7.88%
<b>3700 · Grants</b>				
3701 · Per Capita Grants	0.00	49,638.75	49,600.00	100.08%
<b>Total 3700 · Grants</b>	0.00	49,638.75	49,600.00	100.08%
3800 · Other Income	0.00	313.76	9,000.00	3.49%
3900 · Reapprop of FY2019 due to COVID	0.00	0.00	150,000.00	0.0%
<b>Total Income</b>	14,773.18	3,793,053.96	4,006,661.00	94.67%
<b>Gross Profit</b>	14,773.18	3,793,053.96	4,006,661.00	94.67%
<b>Expense</b>				
<b>5100 · Salaries</b>				
5101 · Exempt Staff Salaries	44,775.20	450,432.52	689,000.00	65.38%
5102 · Non-Exempt Staff Salaries	81,231.18	853,038.54	1,317,000.00	64.77%
5103 · Custodial Salaries	5,449.21	55,880.66	83,000.00	67.33%
5105 · Professional Education	518.10	3,894.65	18,000.00	21.64%
5106 · Membership	423.00	2,704.73	4,000.00	67.62%
5107 · Life Insurance	149.28	1,330.31	2,000.00	66.52%
5108 · Health Insurance	17,788.01	155,141.49	250,000.00	62.06%
5109 · Benefits, other	20.00	220.00	2,500.00	8.8%
5110 · Trustee Development	889.03	1,946.49	3,000.00	64.88%
<b>Total 5100 · Salaries</b>	151,243.01	1,524,589.39	2,368,500.00	64.37%
<b>5200 · Plant Maint.</b>				
5201 · Supplies	1,025.44	13,166.66	21,000.00	62.7%
5202 · Maintenance/Repair	0.00	6,018.91	10,000.00	60.19%
5203 · Maintenance Contracts	4,967.00	30,397.94	43,000.00	70.69%
5204 · Landscape Maintenance/Snow Remo	0.00	6,471.00	17,000.00	38.07%
5205 · Furniture/Equipment	812.52	10,323.35	10,000.00	103.23%

**Carol Stream Public Library**  
**Combined Statements of Revenues and Expenses**  
**Modified Cash Basis - All Funds**

	Jan 21	May '20 - Jan 21	Annual Budget	% of Budget
5206 · Electric-Comm Edison	0.00	17,895.66	38,000.00	47.09%
5207 · Water/Sewer	54.77	3,675.25	8,000.00	45.94%
5208 · Insurance (Property)	0.00	9,929.00	12,000.00	82.74%
5200 · Plant Maint. - Other	0.00	-67.20		
<b>Total 5200 · Plant Maint.</b>	<b>6,859.73</b>	<b>97,810.57</b>	<b>159,000.00</b>	<b>61.52%</b>
<b>5300 · Business Exp.</b>				
5301 · Postage	56.80	1,584.90	8,000.00	19.81%
5302 · Office & Equipment Supplies	211.81	2,191.98	7,500.00	29.23%
5303 · Printing	0.00	84.96	5,000.00	1.7%
5304 · Equipment Leasing	1,770.87	14,587.28	22,000.00	66.31%
5305 · Mileage Reimbursement	10.77	146.88	3,000.00	4.9%
5306 · Legal Notices	0.00	503.70	700.00	71.96%
5308 · Business Phone	924.20	8,109.47	17,500.00	46.34%
5309 · Accounting Service	1,075.00	9,813.00	15,000.00	65.42%
5310 · Material Recovery Fees	0.00	0.00	1,000.00	0.0%
5311 · Payroll Service	531.42	4,679.23	7,500.00	62.39%
5312 · Attorney Fees	770.00	1,815.00	10,000.00	18.15%
5315 · Other Expenditures	625.34	17,043.63	23,000.00	74.1%
5317 · Bank & Credit Card Fees	0.00	39.95	100.00	39.95%
5319 · Security Service	0.00	337.54	25,000.00	1.35%
5320 · Donation Recd Expense	0.00	450.01		
5321 · Human Resources	658.42	6,157.97	10,500.00	58.65%
<b>Total 5300 · Business Exp.</b>	<b>6,634.63</b>	<b>67,545.50</b>	<b>155,800.00</b>	<b>43.35%</b>
<b>5400 · Automat. &amp; Dept. Oper.</b>				
5401 · Automation Hardware	2,055.41	14,869.29	25,000.00	59.48%
5402 · ISP and Web page hosting	157.85	5,060.63	15,000.00	33.74%
5403 · Computer Software	638.40	7,629.55	35,000.00	21.8%
5404 · Tech Support & Repair	1,421.20	13,031.89	13,000.00	100.25%
5405 · Technical Services Supplies	312.22	1,965.58	5,000.00	39.31%
5406 · Circulation Supplies	886.56	4,121.83	3,000.00	137.39%
5408 · Tech Serv Online Resources	0.00	0.00	16,500.00	0.0%
5409 · RBP/ILL Expenses	15.00	173.69	700.00	24.81%
5410 · SWAN Consortium	11,715.00	35,145.50	47,000.00	74.78%
5411 · Village IT Services	7,800.00	69,848.40	96,000.00	72.76%
5400 · Automat. & Dept. Oper. - Other	0.00	-39.37		
<b>Total 5400 · Automat. &amp; Dept. Oper.</b>	<b>25,001.64</b>	<b>151,806.99</b>	<b>256,200.00</b>	<b>59.25%</b>
<b>5500 · Services</b>				
5501 · Youth Services Programs	3,553.04	24,346.30	28,000.00	86.95%
5503 · Adult/Teen Programs	2,400.35	12,963.36	25,000.00	51.85%
5505 · Library Newsletter	0.00	13,877.73	47,000.00	29.53%
5509 · Library Publicity and Promotion	792.87	5,650.19	30,000.00	18.83%
5500 · Services - Other	0.00	57.00		
<b>Total 5500 · Services</b>	<b>6,746.26</b>	<b>56,894.58</b>	<b>130,000.00</b>	<b>43.77%</b>
<b>5600 · Collection</b>				
5601 · Youth Services Books	8,741.24	22,455.69	46,000.00	48.82%

**Carol Stream Public Library**  
**Combined Statements of Revenues and Expenses**  
**Modified Cash Basis - All Funds**

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	Jan 21	May '20 - Jan 21	Annual Budget	% of Budget
5606 · Youth Services Media	2,514.19	9,599.09	22,000.00	43.63%
5630 · Adult Books	8,822.82	40,304.99	75,000.00	53.74%
5634 · Online Resources	9,695.00	30,483.47	35,000.00	87.1%
5635 · Magazines & Newspapers	-24.95	10,470.53	12,000.00	87.25%
5637 · Adult Media	2,793.56	20,342.75	60,000.00	33.91%
5651 · Digital Media	6,182.22	64,845.72	80,000.00	81.06%
5652 · Grant/Award Expense	0.00	49,638.75	49,600.00	100.08%
<b>Total 5600 · Collection</b>	<b>38,724.08</b>	<b>248,140.99</b>	<b>379,600.00</b>	<b>65.37%</b>
<b>6600 · Payroll Expenses</b>				
6610 · FICA Expense	9,811.85	98,900.98	150,000.00	65.93%
6620 · Illinois Municipal Retirement F	15,466.88	151,821.51	200,000.00	75.91%
<b>Total 6600 · Payroll Expenses</b>	<b>25,278.73</b>	<b>250,722.49</b>	<b>350,000.00</b>	<b>71.64%</b>
<b>6900 · Operating Xfers In (Out)</b>				
6920 · Working Cash Fund	0.00	0.00	100.00	0.0%
<b>Total 6900 · Operating Xfers In (Out)</b>	<b>0.00</b>	<b>0.00</b>	<b>100.00</b>	<b>0.0%</b>
7101 · Liability Insurance	0.00	18,271.00	20,000.00	91.36%
7102 · Risk Management expense	93.00	1,854.20	4,000.00	46.36%
7103 · Unemployment Compensation Insur	280.18	1,233.66	3,000.00	41.12%
7201 · Audit Expense	0.00	11,877.00	12,000.00	98.98%
<b>7400 · Capital Expenditures</b>				
7401 · Furniture	0.00	0.00	20,000.00	0.0%
7402 · Parking Lot Repair	0.00	6,246.49	12,000.00	52.05%
7403 · Building Repair	0.00	0.00	50,000.00	0.0%
7404 · Landscape	0.00	23,050.00	75,000.00	30.73%
7405 · Memorials	0.00	115.91	1,500.00	7.73%
7406 · Other Capital Expenditures	0.00	39,799.11	35,000.00	113.71%
<b>Total 7400 · Capital Expenditures</b>	<b>0.00</b>	<b>69,211.51</b>	<b>193,500.00</b>	<b>35.77%</b>
<b>7500 · Special Capital Projects</b>				
7504 · Light Bright Fixture	0.00	12,092.00		
7505 · Recover Partition Wall	0.00	0.00	15,000.00	0.0%
7506 · Office & Staff Room Door Wraps	0.00	0.00	10,000.00	0.0%
7507 · Computer Equipment	0.00	0.00	40,000.00	0.0%
7508 · Library Remodel 2019-20	11,127.00	521,126.24		
7509 · Security Camera Upgrades	0.00	2,600.00		
<b>Total 7500 · Special Capital Projects</b>	<b>11,127.00</b>	<b>535,818.24</b>	<b>65,000.00</b>	<b>824.34%</b>
<b>Total Expense</b>	<b>271,988.26</b>	<b>3,035,776.12</b>	<b>4,096,700.00</b>	<b>74.1%</b>
<b>Net Ordinary Income</b>	<b>-257,215.08</b>	<b>757,277.84</b>	<b>-90,039.00</b>	<b>-841.06%</b>
<b>Other Income/Expense</b>				
<b>Other Expense</b>				
8000 · Debt Repayment Expense	0.00	234,461.01	234,461.00	100.0%
<b>Total Other Expense</b>	<b>0.00</b>	<b>234,461.01</b>	<b>234,461.00</b>	<b>100.0%</b>
<b>Net Other Income</b>	<b>0.00</b>	<b>-234,461.01</b>	<b>-234,461.00</b>	<b>100.0%</b>
<b>Net Income</b>	<b>-257,215.08</b>	<b>522,816.83</b>	<b>-324,500.00</b>	<b>-161.12%</b>



## Carol Stream Public Library Supplementary Information Revenues and Expenses - Modified Cash Basis - By Fund

	10-General Fund		20-Working Cash Fund		30-FICA Fund	
	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21
<b>Ordinary Income/Expense</b>						
<b>Income</b>						
3000 · Property Taxes	11,727.80	3,137,348.42	0.00	0.00	530.79	141,993.86
3100 · PPR Taxes	0.00	28,948.39	0.00	0.00	0.00	0.00
3200 · Interest Income	246.13	4,170.62	6.80	115.15	12.42	210.43
3300 · Patron Payments	319.90	3,029.43	0.00	0.00	0.00	0.00
3400 · Donations	50.00	300.00	0.00	0.00	0.00	0.00
3600 · RBP/ILL Reimbursements	0.00	78.77	0.00	0.00	0.00	0.00
3700 · Grants	0.00	49,638.75	0.00	0.00	0.00	0.00
3800 · Other Income	0.00	313.76	0.00	0.00	0.00	0.00
<b>Total Income</b>	<b>12,343.83</b>	<b>3,223,828.14</b>	<b>6.80</b>	<b>115.15</b>	<b>543.21</b>	<b>142,204.29</b>
<b>Gross Profit</b>	<b>12,343.83</b>	<b>3,223,828.14</b>	<b>6.80</b>	<b>115.15</b>	<b>543.21</b>	<b>142,204.29</b>
<b>Expense</b>						
5100 · Salaries	151,243.01	1,524,589.39	0.00	0.00	0.00	0.00
5200 · Plant Maint.	6,859.73	97,810.57	0.00	0.00	0.00	0.00
5300 · Business Exp.	6,634.63	67,545.50	0.00	0.00	0.00	0.00
5400 · Automat. & Dept. Oper.	25,001.64	151,806.99	0.00	0.00	0.00	0.00
5500 · Services	6,672.62	56,820.94	73.64	73.64	0.00	0.00
5600 · Collection	38,724.08	248,140.99	0.00	0.00	0.00	0.00
6600 · Payroll Expenses	146.30	146.30	0.00	0.00	9,665.55	98,754.68
7101 · Liability Insurance	0.00	0.00	0.00	0.00	0.00	0.00
7102 · Risk Management expense	0.00	0.00	0.00	0.00	0.00	0.00
7103 · Unemployment Compensation Insur	0.00	0.00	0.00	0.00	0.00	0.00
7201 · Audit Expense	0.00	0.00	0.00	0.00	0.00	0.00
7400 · Capital Expenditures	0.00	0.00	0.00	0.00	0.00	0.00
7500 · Special Capital Projects	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Expense</b>	<b>235,282.01</b>	<b>2,146,860.68</b>	<b>73.64</b>	<b>73.64</b>	<b>9,665.55</b>	<b>98,754.68</b>
<b>Net Ordinary Income</b>	<b>-222,938.18</b>	<b>1,076,967.46</b>	<b>-66.84</b>	<b>41.51</b>	<b>-9,122.34</b>	<b>43,449.61</b>

**Carol Stream Public Library  
Supplementary Information  
Revenues and Expenses - Modified Cash Basis - By Fund**

	10-General Fund		20-Working Cash Fund		30-FICA Fund	
	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21
Other Income/Expense						
Other Expense						
8000 - Debt Repayment Expense	0.00	0.00	0.00	0.00	0.00	0.00
Total Other Expense	0.00	0.00	0.00	0.00	0.00	0.00
Net Other Income	0.00	0.00	0.00	0.00	0.00	0.00
Net Income	<b>-222,938.18</b>	<b>1,076,967.46</b>	<b>-66.84</b>	<b>41.51</b>	<b>-9,122.34</b>	<b>43,449.61</b>

## Carol Stream Public Library Supplementary Information Revenues and Expenses - Modified Cash Basis - By Fund

	40-IMRF Fund		50-Liability Fund		60-Audit Fund	
	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21
<b>Ordinary Income/Expense</b>						
<b>Income</b>						
3000 · Property Taxes	639.92	171,188.03	4.96	1,327.33	49.61	13,270.28
3100 · PPR Taxes	0.00	0.00	0.00	0.00	0.00	0.00
3200 · Interest Income	14.96	253.58	4.45	75.45	0.88	15.00
3300 · Patron Payments	0.00	0.00	0.00	0.00	0.00	0.00
3400 · Donations	0.00	0.00	0.00	0.00	0.00	0.00
3600 · RBP/ILL Reimbursements	0.00	0.00	0.00	0.00	0.00	0.00
3700 · Grants	0.00	0.00	0.00	0.00	0.00	0.00
3800 · Other Income	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Income</b>	<b>654.88</b>	<b>171,441.61</b>	<b>9.41</b>	<b>1,402.78</b>	<b>50.49</b>	<b>13,285.28</b>
<b>Gross Profit</b>	<b>654.88</b>	<b>171,441.61</b>	<b>9.41</b>	<b>1,402.78</b>	<b>50.49</b>	<b>13,285.28</b>
<b>Expense</b>						
5100 · Salaries	0.00	0.00	0.00	0.00	0.00	0.00
5200 · Plant Maint.	0.00	0.00	0.00	0.00	0.00	0.00
5300 · Business Exp.	0.00	0.00	0.00	0.00	0.00	0.00
5400 · Automat. & Dept. Oper.	0.00	0.00	0.00	0.00	0.00	0.00
5500 · Services	0.00	0.00	0.00	0.00	0.00	0.00
5600 · Collection	0.00	0.00	0.00	0.00	0.00	0.00
6600 · Payroll Expenses	15,466.88	151,821.51	0.00	0.00	0.00	0.00
7101 · Liability Insurance	0.00	0.00	0.00	18,271.00	0.00	0.00
7102 · Risk Management expense	0.00	0.00	93.00	1,654.20	0.00	0.00
7103 · Unemployment Compensation Insur	0.00	0.00	280.18	1,233.66	0.00	0.00
7201 · Audit Expense	0.00	0.00	0.00	0.00	0.00	11,877.00
7400 · Capital Expenditures	0.00	0.00	0.00	0.00	0.00	0.00
7500 · Special Capital Projects	0.00	0.00	0.00	0.00	0.00	0.00
<b>Total Expense</b>	<b>15,466.88</b>	<b>151,821.51</b>	<b>373.18</b>	<b>21,358.86</b>	<b>0.00</b>	<b>11,877.00</b>
<b>Net Ordinary Income</b>	<b>-14,812.00</b>	<b>19,620.10</b>	<b>-363.77</b>	<b>-19,956.08</b>	<b>50.49</b>	<b>1,408.28</b>

**Carol Stream Public Library  
Supplementary Information  
Revenues and Expenses - Modified Cash Basis - By Fund**

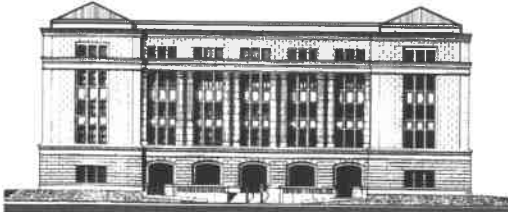
	40-IMRF Fund		50-Liability Fund		60-Audit Fund	
	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21
Other Income/Expense						
Other Expense						
8000 - Debt Repayment Expense	0.00	0.00	0.00	0.00	0.00	0.00
Total Other Expense	0.00	0.00	0.00	0.00	0.00	0.00
Net Other Income	0.00	0.00	0.00	0.00	0.00	0.00
Net Income	<b>-14,812.00</b>	<b>19,620.10</b>	<b>-363.77</b>	<b>-19,956.08</b>	<b>50.49</b>	<b>1,408.28</b>

**Carol Stream Public Library  
Supplementary Information  
Revenues and Expenses - Modified Cash Basis - By Fund**

	70-Capital Maint. & Repair Fund		80-Debt Service		TOTAL	
	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21
<b>Ordinary Income/Expense</b>						
Income						
3000 · Property Taxes	0.00	0.00	882.17	235,991.74	13,835.25	3,701,119.66
3100 · PPR Taxes	0.00	0.00	0.00	0.00	0.00	28,948.39
3200 · Interest Income	282.12	4,780.43	0.27	4.54	568.03	9,625.20
3300 · Patron Payments	0.00	0.00	0.00	0.00	319.90	3,029.43
3400 · Donations	0.00	0.00	0.00	0.00	50.00	300.00
3600 · RBP/LL Reimbursements	0.00	0.00	0.00	0.00	0.00	78.77
3700 · Grants	0.00	0.00	0.00	0.00	0.00	49,638.75
3800 · Other Income	0.00	0.00	0.00	0.00	0.00	313.76
<b>Total Income</b>	<b>282.12</b>	<b>4,780.43</b>	<b>882.44</b>	<b>235,996.28</b>	<b>14,773.18</b>	<b>3,793,053.96</b>
<b>Gross Profit</b>	<b>282.12</b>	<b>4,780.43</b>	<b>882.44</b>	<b>235,996.28</b>	<b>14,773.18</b>	<b>3,793,053.96</b>
<b>Expense</b>						
5100 · Salaries	0.00	0.00	0.00	0.00	151,243.01	1,524,589.39
5200 · Plant Maint.	0.00	0.00	0.00	0.00	6,859.73	97,810.57
5300 · Business Exp.	0.00	0.00	0.00	0.00	6,634.63	67,545.50
5400 · Automat. & Dept. Oper.	0.00	0.00	0.00	0.00	25,001.64	151,806.99
5500 · Services	0.00	0.00	0.00	0.00	6,746.26	56,894.58
5600 · Collection	0.00	0.00	0.00	0.00	38,724.08	248,140.99
6600 · Payroll Expenses	0.00	0.00	0.00	0.00	25,278.73	250,722.49
7101 · Liability Insurance	0.00	0.00	0.00	0.00	0.00	18,271.00
7102 · Risk Management expense	0.00	0.00	0.00	0.00	93.00	1,854.20
7103 · Unemployment Compensation Insur	0.00	0.00	0.00	0.00	280.18	1,233.66
7201 · Audit Expense	0.00	0.00	0.00	0.00	0.00	11,877.00
7400 · Capital Expenditures	0.00	69,211.51	0.00	0.00	0.00	69,211.51
7500 · Special Capital Projects	11,127.00	535,818.24	0.00	0.00	11,127.00	535,818.24
<b>Total Expense</b>	<b>11,127.00</b>	<b>605,029.75</b>	<b>0.00</b>	<b>0.00</b>	<b>271,988.26</b>	<b>3,035,776.12</b>
<b>Net Ordinary Income</b>	<b>-10,844.88</b>	<b>-600,249.32</b>	<b>882.44</b>	<b>235,996.28</b>	<b>-257,215.08</b>	<b>757,277.84</b>

**Carol Stream Public Library  
Supplementary Information  
Revenues and Expenses - Modified Cash Basis - By Fund**

	70-Capital Maint. & Repair Fund		80-Debt Service		TOTAL	
	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21	Jan 21	May '20 - Jan 21
Other Income/Expense						
Other Expense						
8000 - Debt Repayment Expense	0.00	0.00	0.00	234,461.01	0.00	234,461.01
Total Other Expense	0.00	0.00	0.00	234,461.01	0.00	234,461.01
Net Other Income	0.00	0.00	0.00	-234,461.01	0.00	-234,461.01
Net Income	<u>-10,844.88</u>	<u>-600,249.32</u>	<u>882.44</u>	<u>1,535.27</u>	<u>-257,215.08</u>	<u>522,816.83</u>



**JESSE WHITE · Secretary of State & State Librarian**  
Illinois State Library, Gwendolyn Brooks Building  
300 South Second Street, Springfield, IL 62701-1796  
**WWW.CYBERDRIVEILLINOIS.COM**

**Illinois State Library**

**ILLINOIS PUBLIC LIBRARY PER CAPITA AND  
EQUALIZATION AID GRANT APPLICATION**

As required by The Illinois Library System Act (23 Ill. Adm. Code 3030.200 (a)(2)(I) and (J)), to be eligible for funding, the applying public library shall have completed the Illinois Public Library Annual Report (IPLAR) and the annual certification process to confirm eligibility for grants administered by the Illinois State Library.

The Library Board of Trustees agrees to expend the funds received for the purposes outlined in the application as approved by the Illinois State Library, and as stipulated by the Illinois Library Systems Act (75 ILCS 10/8 and 10/8.1) and Illinois State Library Grant Programs (23 Ill. Adm. Code 3035.115 and 3035.135).

The Library Board of Trustees affirms that all grant funds received as a result of this application shall be used to provide public library service to its community by supplementing the library's regular budget and that it will not reduce, nor cause to have reduced, the public library's levy in the current or next fiscal year.

The Library Board of Trustees agrees that the Illinois State Library or its designee shall have the right to examine any of the records directly related to this grant.

**Legal Name of Library:** Carol Stream Public Library

**Library's Control Number:** 30086      **Branch Number:** 0      **Today's Date:** 01/22/20

**Contact information of the person completing this grant application:**

**Preparer's Name:** Susan      Westgate  
*(First Name)*      *(Last Name)*

**Preparer's Title:** Library Director

**Preparer's Phone Number:** (630) 653-0755

**Preparer's Email Address:** swestgate@cslibrary.org

**By checking this box, I certify: 1) that I have the authority to submit this application on behalf of the Library Board of Trustees, and 2) that the statements herein are true, complete and accurate to the best of my knowledge. The Library Board of Trustees is aware that any false, fictitious or fraudulent statements or claims may be subject to civil, criminal or administrative penalties.**

Changes in the population count for the eligible service area must be documented and supporting information that details the increase or decrease shall be submitted electronically with this application. Documentation must include one of the following:

- A U.S. Census certification (e.g., correction or special census) that has been filed with the Office of the Secretary of State Index Department prior to submission of the application.
- For population changes, annexations or disconnects that are typically not documented by the U.S. Census, the library must submit appropriate and substantial supporting information, including a certified population count. Examples include, but are not limited to: legal documentation from an appropriate municipal corporate authority or a library district’s referenda questions and certified results.

If the population has not changed, no additional documentation is necessary.

Service Area Population 39,711

**Part I. Review of *Serving Our Public 4.0: Standards for Illinois Public Libraries* (© Illinois Library Association, 2019)**

To be eligible for a per capita grant, a public library shall show that it will either meet or show progress toward meeting the Illinois library standards as most recently adopted by the Illinois Library Association (75 ILCS 10/8.1).

A grant applicant with below standard performance levels must raise or improve its performance levels in relation to the standards according to the objectives, time frames and priorities the library shall state in the application and which are consistent with the terms of the plan of service of the system of which it is a member. (23 ILAC 3035.115)

The Library Director and the Board of Trustees shall review the entirety of *Serving Our Public 4.0: Standards for Illinois Public Libraries*. To complete this application, refer to the checklist at the conclusion of each chapter.

**Chapter 1: Core Standards**

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library’s performance levels where the chapter’s standards are not met or the library is making progress toward meeting those standards. If the library meets all Core Standards, please indicate. (150 word limit)

The Carol Stream Public Library meets all of the Core Standards.



## Chapter 2: Governance and Administration

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Governance and Administration checklist, please indicate. (150 word limit)

The Library meets all but one of the components on the checklist.

The Library is in the process of creating additional written succession plan documentation focused on both internal and external talent development. Technical Services & Circulation Services has documented their practices and procedures and they are posted on the department Intranet pages. Youth Services and Adult Services have also developed documentation and posted the majority of their practices. Administration has begun documentation of administrative procedures which is ongoing. Maintenance staff have been tasked with developing documentation of specific building functions. Staff are provided education opportunities throughout the year to help them develop their skills. A Team Leader program has been in place for several years providing designated staff with additional responsibilities and leadership opportunities on committees and special projects.

## Chapter 3: Personnel

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Personnel checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklist.

**Chapter 4: Access**

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Access checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklist.

**Chapter 5: Building Infrastructure and Maintenance**

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Building Infrastructure and Maintenance checklists, please indicate. (150 word limit)

The Library meets all of the components on the checklists.

**Chapter 6: Safety**

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Safety checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklist except for a list identifying what should be salvaged in order of importance. This will be done when the Library revises their existing Disaster Manual.

The Library is fortunate to have one full time and two part-time Maintenance staff that daily check the property and building for safety issues. A formal written check list is not currently in place. Maintenance staff has been tasked with developing an updated daily safety check list form.

**Chapter 7: Collection Management**

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Collection Management checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklist.

**Chapter 8: System Member Responsibilities and Resource Sharing**

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the System Membership Responsibilities and Resource Sharing checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklist.

**Chapter 9: Public Services: Reference and Reader's Advisory Services**

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library's performance levels where the chapter's standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Reference Service checklist and the Reader's Advisory Service checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklists.

### Chapter 10: Programming

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library’s performance levels where the chapter’s standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Programming checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklist.

### Chapter 11: Youth/Young Adult Services

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library’s performance levels where the chapter’s standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Youth/Young Adult Services checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklist except for having staff specifically trained in assisting youth with disabilities in the use of adaptive equipment and software and having youth specific service policies.

We will be working with our local WDSRA organization to identify recommended adaptive equipment and software that are appropriate for us to provide at the Library.

The Library has patron service policies but they do not specifically single out service policies for youth. Administration will be working with the Youth Services department to identify and develop policies that are specifically targeted to their patrons.

**Chapter 12: Technology**

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library’s performance levels where the chapter’s standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Technology checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklist except for having speciifc adaptive technologies for patrons with disbailites.

We will be working with our local WDSRA organization to identfy recommended technologies that are appropriate for us to provide at the Library.

**Chapter 13: Marketing, Promotion and Collaboration**

**Explain** the objectives and priorities to be undertaken during the ensuing year to improve the library’s performance levels where the chapter’s standards are not met or the library is making progress toward meeting those standards. If the library meets all components of the Marketing, Promotion and Collaboration checklist, please indicate. (150 word limit)

The Library meets all of the components on the checklist except for having a communication plan that support's the Library's long range plan.

Administration will be working with the Library's Marketing Coordinator to develop an applicable Communication Plan.

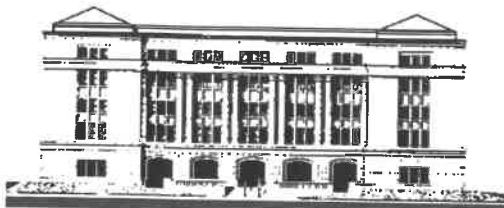
**Part II: Planned Use of Grant Funds**

**Describe** objectives and priorities for use of grant monies to meet or improve performance levels in relation to the standards in *Serving Our Public 4.0: Standards for Illinois Public Libraries* (23 ILAC 3035.115). Use general categories in identifying actual planned expenditures. Do NOT include monetary figures or specific brands.

The library will be using the FY2021 grant monies for the purchase of on-line databases for our patrons.

This meets a standard identified in Chapter 12 Technology - The library provides 24/7 remote access to library services and resources through: other authenticated electronic resources that are available for direct patron use

Our patrons have access to our on-line databases 24/7 from home with their library card number, and during all hours of operation in-house. Thus providing a virtual library of information 24/7 for our patrons to access remotely as well as in-house on our public access computers.



JESSE WHITE • Secretary of State & State Librarian  
Illinois State Library, Gwendolyn Brooks Building  
300 S. Second St., Springfield, IL 62701-1796

WWW.CYBERDRIVEILLINOIS.COM

**Illinois Public Library Per Capita Grant Expenditures Report**

*Per Capita Grant funds must be obligated by June 30 and expended by August 15.*

Library Name: Carol Stream Public Library City: Carol Stream  
Control Number: 30086 Branch Number: 00  
Fiscal Year: 2019 Exact amount of Per Capita Grant received: \$49,638.75

**CHECK EXPENDITURE CATEGORY. EACH CHECKED CATEGORY MUST INCLUDE A BRIEF EXPLANATION.**

Materials (materials for all ages, genres and formats, including electronic resources, books on tape, DVD's, CD's, etc.)

Programs (Summer Reading, Mom & Tot, educational, instructional, etc.)

Personnel

Electronic Access (databases, resource sharing, LLSAPs, system fees, etc.)

The Library used the FY2019 grant monies of \$49,638.75 for the purchase of on-line database subscriptions for our patrons.

Continuing Education (staff and/or board)

Supplies



Equipment (office equipment, computer software and hardware, etc.)

Travel

Public Relations (newsletters, media ads, etc.)

Telecommunications (phone, fax, internet, cable, etc.)

Construction – Be specific (ADA Accessibility, new carpeting and floor coverings, new furnishings, attached shelving, lighting, basic remodeling, energy conservation, electrical, roofing, elevators, ceilings, HVAC, plumbing, doors/windows, fire protection, book drops, circulation desks, security systems, technology wiring, and interior or exterior painting)

Contractual Services – Be specific (legal fees, architect fees, consulting fees, etc.)

Other – Be specific (insurance, utilities, furniture, Shelving, association fees, lawn maintenance, etc.)



# Carol Stream Public Library Job Description

**Job Title:** Materials Clerk

**Description Type:**  New  Revised 02/2021

**Department:** Circulation

**Reporting Relationship:**  
Reports to: Circulation Services Manager

**List of direct reports (by Title):**  Applicable  Not Applicable

**Position Summary:**  
Provides easily accessible collections for customers and staff through handling of materials

### Essential Job Duties and Responsibilities

- Sorts, shelves, relocates, and searches for library materials
- Deliver curbside pick up of available holds
- Retrieve returned materials from book drops
- Check in and assess condition of returned materials
- Reads shelves for accuracy of order, re-shelving materials as needed
- Clears tables and return carts of materials at closing, pushes in chairs, general straightening up
- Provides directional information to customers and directs inquiries to appropriate service desk
- Performs other duties as assigned

### Qualifications

**Education:**

- High school diploma or equivalent

**Experience:**

- One year experience using email and Microsoft Office Suites

**Knowledge, Skills and Abilities:**

- Attention to detail, accuracy and organization
- Works collaboratively as a member of a team and independently with minimal direction
- Uses verbal, written and electronic communication effectively
- Proficient in using a personal computer, Microsoft Office Suite and standard office equipment and effectively operates in a web-based environment (Internet and Intranet)
- Applies basic problem-solving to a variety of situations

### Working Conditions/Physical Requirements:

- Multiple daily collection of materials from inside and outside book drop in varying temperature and weather
- Ability to deliver curbside, bend, stoop, carry, reach, pull, push and lift up to 20 pounds

**Carol Stream Public Library  
Expenses by Vendor Detail**

January 2021

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Date	Numb	Memo	Account	Amount
01/13/2021		Inv. #4805878	5308 · Business Phone	-879.30
				<u>-879.30</u>
01/21/2021		Mbrship - Kovac	5106 · Membership	-15.00
				<u>-15.00</u>
01/04/2021		Credit - Order #2166679	5105 · Professional Education	5.63
01/04/2021		Credit - Order #2166679	5110 · Trustee Development	10.97
				<u>16.60</u>
01/22/2021		Inv. #767569783593	5501 · Youth Services Programs	-174.83
01/22/2021		Inv. #446597689653	5201 · Supplies	-59.35
01/22/2021		Inv. #873967494469	5501 · Youth Services Programs	-235.34
01/22/2021		Inv. #683948566688	5630 · Adult Books	-22.91
01/22/2021		Inv. #683948566688	5637 · Adult Media	-15.75
01/22/2021		Inv. #594387698964	5501 · Youth Services Programs	-17.88
01/22/2021		Inv. #467799638697	5201 · Supplies	-333.38
01/22/2021		Inv. #469349354374	5501 · Youth Services Programs	-119.91
01/22/2021		Inv. #779877448455	5205 · Furniture/Equipment	-41.99
01/22/2021		Inv. #676767937868	5503 · Adult/Teen Programs	-44.82
01/22/2021		Inv. #676767937868	5630 · Adult Books	-38.00
01/22/2021		Inv. #549435783453	5205 · Furniture/Equipment	-74.99
01/22/2021		Inv. #678347976688	5501 · Youth Services Programs	-59.95
01/22/2021		Inv. #786367644478	5503 · Adult/Teen Programs	-137.72
01/22/2021		Inv. #734789667448	5501 · Youth Services Programs	-28.48
01/22/2021		Inv. #767574959768	5630 · Adult Books	-12.99
01/22/2021		Inv. #459543957397	5501 · Youth Services Programs	-73.64
01/22/2021		Inv. #433378697784	5503 · Adult/Teen Programs	-483.99
01/22/2021		Inv. #869483695877	5501 · Youth Services Programs	-65.85
01/22/2021		Inv. #764499589965	5503 · Adult/Teen Programs	-15.29
01/22/2021		Inv. #567789456537	5201 · Supplies	-34.80
01/22/2021		Inv. #759635587838	5601 · Youth Services Books	-8.99

Access One, Inc.

Total Access One, Inc.

Adult Reading Round Table

Total Adult Reading Round Table

ALA Store

Total ALA Store

AMAZON/SYNCB

**Carol Stream Public Library  
Expenses by Vendor Detail**

January 2021

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Date	Num	Memo	Account	Amount
01/22/2021		Inv. #566883855694	5501 · Youth Services Programs	-34.20
01/22/2021		Inv. #796396639698	5501 · Youth Services Programs	38.99
				<u>-2,096.06</u>
Total AMAZON/SYNCB				
American Library Association				
01/04/2021		ALA Mbrshp Ren. - L. Wilson	5106 · Membership	-112.00
01/21/2021		Mbrshp Ren. - Cain	5106 · Membership	-148.00
01/21/2021		Mbrshp - Kovac	5106 · Membership	-148.00
				<u>-408.00</u>
Total American Library Association				
AnceL Glink, P.C.				
01/13/2021		Statement #79707	5312 · Attorney Fees	-770.00
				<u>-770.00</u>
Total AnceL Glink, P.C.				
Apple App Store				
01/21/2021		Music for HNY Party	5501 · Youth Services Programs	-1.29
01/21/2021		YS HNE Party	5501 · Youth Services Programs	-1.29
				<u>-2.58</u>
Total Apple App Store				
Baker & Taylor				
01/14/2021		Several invoices	5601 · Youth Services Books	-8,732.25
01/14/2021		Several invoices	5630 · Adult Books	-7,025.59
01/14/2021		Invoice 2035682246	5501 · Youth Services Programs	-101.09
				<u>-15,858.93</u>
Total Baker & Taylor				
Benda, Chris				
01/13/2021		Feb. Garden Club Presenter	5503 · Adult/Teen Programs	-200.00
				<u>-200.00</u>
Total Benda, Chris				
Berryman-Gilliam, Bonita				
01/18/2021		EDI Wksp.	5110 · Trustee Development	-300.00
				<u>-300.00</u>
Total Berryman-Gilliam, Bonita				
Blackstone Library				
01/21/2021		Clanlands: Whiskey, Warfare and a Scottish	5637 · Adult Media	-35.91
				<u>-35.91</u>
Total Blackstone Library				
Carahsoft Technology Corp.				
01/13/2021		Linked In Renewal - 3/2/21-3/1/22	5634 · Online Resources	-7,000.00
				<u>-7,000.00</u>
Total Carahsoft Technology Corp.				
Carolina Cookie Co.				

**Carol Stream Public Library  
Expenses by Vendor Detail**

January 2021

	Date	Num	Memo	Account	Amount
Total Carolina Cookie Co.	01/04/2021		Thank you gifts for Local Org.	5315 · Other Expenditures	-349.53
	01/04/2021		Thank You for Andigo CU	5315 · Other Expenditures	-48.90
					<u>-398.43</u>
<b>Center Point for Large Print Books</b>					
	01/13/2021		Inv. #1808012	5630 · Adult Books	-137.82
	01/13/2021		Inv. #1815286	5630 · Adult Books	-137.82
					<u>-275.64</u>
<b>Total Center Point for Large Print Books</b>					
<b>Chess.com</b>					
	01/04/2021		Order #37378382	5501 · Youth Services Programs	-5.00
	01/21/2021		Mthly. mbrship	5501 · Youth Services Programs	-5.00
	01/21/2021		Mthly. mbrship	5501 · Youth Services Programs	-5.00
					<u>-15.00</u>
<b>Total Chess.com</b>					
<b>Comcast</b>					
	01/04/2021		1/2-2/1/2021	5402 · ISP and Web page hosting	-157.85
					<u>-157.85</u>
<b>Total Comcast</b>					
<b>Complete Cleaning Co., Inc.</b>					
	01/13/2021		Inv. #C16164	5203 · Maintenance Contracts	-1,810.00
					<u>-1,810.00</u>
<b>Total Complete Cleaning Co., Inc.</b>					
<b>Costco</b>					
	01/04/2021		YS Binge Box Snacks	5501 · Youth Services Programs	-62.56
					<u>-62.56</u>
<b>Total Costco</b>					
<b>Cricut</b>					
	01/04/2021		Order #33625378	5503 · Adult/Teen Programs	-437.74
					<u>-437.74</u>
<b>Total Cricut</b>					
<b>Demco</b>					
	01/13/2021		Inv. #6882603	5205 · Furniture/Equipment	-383.55
	01/13/2021		Inv. #6889689	5405 · Technical Services Supplies	-144.10
					<u>-527.65</u>
<b>Total Demco</b>					
<b>Displays2Go</b>					
	01/04/2021		CM #159906	5509 · Library Publicity and Promotion	18.84
					<u>18.84</u>
<b>Total Displays2Go</b>					
<b>Dollar Tree</b>					
	01/04/2021		Treats for Trustees	5315 · Other Expenditures	-8.26
					<u>-8.26</u>

**Carol Stream Public Library  
Expenses by Vendor Detail**

January 2021

Date	Num	Memo	Account	Amount
Total Dollar Tree				
01/31/2021	MI0104	Void Ck#10463	5503 · Adult/Teen Programs	-8.26
Fay, Tamara K.				
Total Fay, Tamara K.				
Findaway World, LLC				
01/13/2021		Inv. #336022	5606 · Youth Services Media	-127.69
01/13/2021		Inv. #336022	5637 · Adult Media	-244.13
01/13/2021		Inv. #337573	5606 · Youth Services Media	-2,186.25
Total Findaway World, LLC				
Fox Valley Fire & Safety Company, Inc.				
01/13/2021		Inv. #IN00407348	7102 · Risk Management expense	-93.00
Total Fox Valley Fire & Safety Company, Inc.				
Frederick Quinn Corporation (FQC)				
01/15/2021		12/1-12/31/20	7508 · Library Remodel 2019-20	-11,127.00
Total Frederick Quinn Corporation (FQC)				
Fresh Air Experts, LLC				
01/04/2021		Inv. #1293	5201 · Supplies	-449.90
Total Fresh Air Experts, LLC				
Gale/Cengage Learning Inc.				
01/13/2021		Inv. #72710414	5630 · Adult Books	-83.22
01/13/2021		Inv. #72710011	5630 · Adult Books	-140.95
01/13/2021		Inv. #72710679	5630 · Adult Books	-83.97
01/13/2021		Inv. #72833554	5630 · Adult Books	-84.72
01/13/2021		Inv. #72832878	5630 · Adult Books	-141.70
01/13/2021		Inv. #72833311	5630 · Adult Books	-54.73
Total Gale/Cengage Learning Inc.				
Garvey's Office Products				
01/13/2021		Inv. #PINV2011556	5302 · Office & Equipment Supplies	-74.94
01/13/2021		Inv. #PINV2013022	5302 · Office & Equipment Supplies	-13.85
01/13/2021		Inv. #PINV2013022	5501 · Youth Services Programs	-21.99
01/13/2021		Inv. #PINV2015979	5501 · Youth Services Programs	-179.98
01/13/2021		Inv. #PINV2017828	5201 · Supplies	-57.09
01/13/2021		Inv. #PINV2023328	5302 · Office & Equipment Supplies	-106.92

# Carol Stream Public Library Expenses by Vendor Detail

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January 2021

	Date	Num	Memo	Account	Amount
Total Garvey's Office Products	01/28/2021		Inv. #PINV1958049	5302 · Office & Equipment Supplies	-16.10
Gill, Jim					-470.87
Total Gill, Jim	01/13/2021		Inv. #6303	5501 · Youth Services Programs	-1,000.00
Grubhub					-1,000.00
Total Grubhub	01/04/2021		NaNoWriMo Wrap-up	5503 · Adult/Teen Programs	-20.00
High Touch High Tech					-20.00
Total High Touch High Tech	01/13/2021		Inv. #0524	5501 · Youth Services Programs	-330.00
ID Label, Inc.					-330.00
Total ID Label, Inc.	01/14/2021		Inv. #0142570-IN	5405 · Technical Services Supplies	-109.50
India For Everyone					-109.50
Total India For Everyone	01/13/2021		Inv. #2A-2559	5630 · Adult Books	-858.40
Jewel Food Stores / Jewel Osco					-858.40
Total Jewel Food Stores / Jewel Osco	01/04/2021		Staff Anniversary Cards	5321 · Human Resources	-325.00
Kids' Table, LLC					-71.59
Total Kids' Table, LLC	01/21/2021		Candy & GC for Cleaning Service	5315 · Other Expenditures	-71.59
Land's End Business Outfitters					-4.98
Total Land's End Business Outfitters	01/21/2021		CSPL Kit supplies	5501 · Youth Services Programs	-4.98
Libraries First					-401.57
Total Libraries First	01/04/2021		Final Pay't YS Pgms. - 12/4-9/2020	5501 · Youth Services Programs	-225.00
LIMRICC Unemployment Compensation Group					-225.00
Total LIMRICC Unemployment Compensation Group	01/04/2021		Inv. #SIN8808657	5321 · Human Resources	-41.87
Land's End Business Outfitters					-41.87
Total Land's End Business Outfitters	01/13/2021		Inv. #7676	5503 · Adult/Teen Programs	-137.50
Libraries First					-137.50
Total Libraries First	01/13/2021		Inv. #7676	5501 · Youth Services Programs	-137.50
LIMRICC Unemployment Compensation Group					-275.00
Total LIMRICC Unemployment Compensation Group					-275.00



**Carol Stream Public Library  
Expenses by Vendor Detail**

January 2021

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	Date	Num	Memo	Account	Amount
Total LIMRICC Unemployment Compensation Group	01/15/2021		4th Qtr. - 12/31/20	7103 · Unemployment Compensation Insur	-280.18
<b>MailChimp</b>					-280.18
	01/04/2021		Order #MC09648225	5509 · Library Publicity and Promotion	-87.99
Total MailChimp	01/21/2021		Subscription	5509 · Library Publicity and Promotion	-87.99
					-175.98
<b>McClure, Interra &amp; Company Chartered</b>					
	01/13/2021		Inv. #11647	5309 · Accounting Service	-1,075.00
Total McClure, Interra & Company Chartered					-1,075.00
<b>Medify Air</b>					
	01/04/2021		Air cleaner & Filters - CLC	5205 · Furniture/Equipment	-311.99
Total Medify Air					-311.99
<b>Midwest Tape</b>					
	01/15/2021		Several invoices	5606 · Youth Services Media	-200.25
	01/15/2021		Several invoices	5637 · Adult Media	-2,497.77
	01/15/2021		Several invoices	5651 · Digital Media	-5,035.19
Total Midwest Tape					-7,733.21
<b>MNJ Technologies Direct, INC.</b>					
	01/13/2021		Inv. #0003762938	5401 · Automation Hardware	-2,055.41
Total MNJ Technologies Direct, INC.					-2,055.41
<b>Office Depot</b>					
	01/21/2021		NY Supplies	5501 · Youth Services Programs	-19.98
Total Office Depot					-19.98
<b>Oriental Trading Company</b>					
	01/04/2021		Order #706413970	5501 · Youth Services Programs	-210.47
	01/21/2021		AS/Teen Binge Box Items	5503 · Adult/Teen Programs	-166.30
	01/21/2021		AS/Teen Binge Boxes	5503 · Adult/Teen Programs	-56.99
	01/21/2021		Prizes for Valentines and Binge Box	5501 · Youth Services Programs	-363.07
Total Oriental Trading Company					-796.83
<b>OverDrive, Inc.</b>					
	01/13/2021		Inv. #20462785	5651 · Digital Media	-1,147.03
Total OverDrive, Inc.					-1,147.03
<b>PaperMart</b>					

# Carol Stream Public Library Expenses by Vendor Detail

January 2021

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	Date	Num	Memo	Account	Amount
Total PaperMart Party City	01/04/2021		Inv. #546692	5406 · Circulation Supplies	-293.28
	01/04/2021		Inv. #9622814	5406 · Circulation Supplies	-102.00
	01/21/2021		Inv. #9693202	5406 · Circulation Supplies	-491.28
					<u>-886.56</u>
Total Party City Paylocity	01/21/2021		YS Pgm. supplies	5501 · Youth Services Programs	-31.81
	01/21/2021		YS - HNY supplies	5501 · Youth Services Programs	-24.97
					<u>-56.78</u>
Total Paylocity Pinot's Palette	01/13/2021		inv. #107473478	5311 · Payroll Service	-322.73
	01/13/2021		Inv. #107544677	5311 · Payroll Service	-175.38
	01/13/2021		Inv. #107544677	5321 · Human Resources	-291.55
	01/13/2021		Inv. #107619634	5311 · Payroll Service	-179.61
					<u>-969.27</u>
Total Pinot's Palette	01/13/2021		AS Pgm. 2/22/21	5503 · Adult/Teen Programs	-600.00
Pitney Bowes Global Financial Services LL					<u>-600.00</u>
Total Pitney Bowes Global Financial Services LL	01/13/2021		Inv. #3104463921	5304 · Equipment Leasing	-366.75
PNC Bank					<u>-366.75</u>
Total PNC Bank Positive Promotions, Inc.	01/04/2021		Late Fee to be override and reimbursed in Jan. 5317 · Bank & Credit Card Fees		-39.00
	01/04/2021		Finance charge to be overridden in Jan. 2021 5317 · Bank & Credit Card Fees		-25.40
	01/21/2021		Refund of Late Fees Charged 12/19/2020 5317 · Bank & Credit Card Fees		39.00
	01/21/2021		Refund of Finance Charge Purchases Refund ( 5317 · Bank & Credit Card Fees		25.40
					<u>0.00</u>
Total Positive Promotions, Inc.	01/21/2021		Black & Women's History Month Promo. items 5509 · Library Publicity and Promotion		-635.73
Precision Control Systems of Chicago, Inc					<u>-635.73</u>
Total Precision Control Systems of Chicago, Inc	01/13/2021		Inv. #40668	5203 · Maintenance Contracts	-1,319.00
Riddiford Roofing Company					<u>-1,319.00</u>

**Carol Stream Public Library  
Expenses by Vendor Detail**

January 2021

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	Date	Num	Memo	Account	Amount
Total Riddiford Roofing Company	01/13/2021		Inv. #0019321-IN	5203 · Maintenance Contracts	-1,838.00
<b>Schaumburg Township District Library</b>					-1,838.00
Total Schaumburg Township District Library	01/13/2021		Billed to: #21319001688877	5409 · RBP/ILL Expenses	-15.00
<b>Sheikh, Nadia</b>					-15.00
Total Sheikh, Nadia	01/11/2021		Reimbursement - Amanda Kemp Workshop	5110 · Trustee Development	-600.00
<b>Starbuck's</b>					-600.00
Total Starbuck's	01/04/2021		NaNoWriMo Write-Ins	5503 · Adult/Teen Programs	-30.00
<b>Suite 116 Inc.</b>					-25.00
Total Suite 116 Inc.	01/21/2021		GC - 50 States Bingo Winner	5503 · Adult/Teen Programs	-25.00
<b>Swan (System Wide Automated Network)</b>					-10.00
Total Swan (System Wide Automated Network)	01/21/2021		GC - 50 States Bingo Winner	5503 · Adult/Teen Programs	-10.00
<b>Target Stores</b>					-10.00
Total Target Stores	01/21/2021		50 States Bingo Winner	5503 · Adult/Teen Programs	-10.00
<b>Teachers Pay Teachers</b>					-75.00
Total Teachers Pay Teachers	01/13/2021		Inv. #20	5501 · Youth Services Programs	-1,000.00
<b>Team One Repair, Inc.</b>					-1,000.00
Total Team One Repair, Inc.	01/13/2021		Inv. #8397	5410 · SWAN Consortium	-11,715.00
<b>Total Team One Repair, Inc.</b>					-1,996.00
Total Team One Repair, Inc.	01/13/2021		Inv. #8397	5634 · Online Resources	-13,711.00
<b>Total Target Stores</b>					-7.56
<b>Teachers Pay Teachers</b>					-5.00
Total Teachers Pay Teachers	01/04/2021		Take & Make Supplies	5501 · Youth Services Programs	-7.56
<b>Team One Repair, Inc.</b>					-4.80
Total Team One Repair, Inc.	01/21/2021		Facebook GC Ugly Sweater Contest	5501 · Youth Services Programs	-5.00
Total Team One Repair, Inc.	01/21/2021		Supplies	5501 · Youth Services Programs	-20.97
<b>Total Target Stores</b>					-33.53
<b>Teachers Pay Teachers</b>					-4.80
Total Teachers Pay Teachers	01/04/2021		Order #1316118937	5501 · Youth Services Programs	-4.80
<b>Team One Repair, Inc.</b>					-4.00
Total Team One Repair, Inc.	01/04/2021		Order #138226571	5501 · Youth Services Programs	-4.00
Total Team One Repair, Inc.	01/13/2021		Inv. #1074295	5403 · Computer Software	-638.40
Total Team One Repair, Inc.					-638.40

**Carol Stream Public Library  
Expenses by Vendor Detail**

January 2021

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	Date	Num	Memo	Account	Amount
<b>Telcom Innovations Group, LLC</b>					
Total Telcom Innovations Group, LLC	01/13/2021		Inv. #A56353M	5404 · Tech Support & Repair	-1,421.20
<b>TIAA Commercial Finance</b>					
Total TIAA Commercial Finance	01/27/2021		Inv. #7844254	5304 · Equipment Leasing	-1,404.12
<b>Tracfone</b>					
Total Tracfone	01/04/2021		12/11/20-1/09/21	5308 · Business Phone	-22.41
<b>Tumbleweed Press, Inc.</b>					
Total Tumbleweed Press, Inc.	01/21/2021		Mthly. Service Plan Auto-Ren.	5308 · Business Phone	-22.49
<b>U.S. Postal Service</b>					
Total U.S. Postal Service	01/13/2021		Inv. #103674	5634 · Online Resources	-44.90
<b>Uline</b>					
Total Uline	01/04/2021		100 Forever Stamps	5301 · Postage	-699.00
<b>Village of Carol Stream</b>					
Total Village of Carol Stream	01/13/2021		Inv. #128408259	5405 · Technical Services Supplies	-56.80
<b>Village of Carol Stream - Benefits</b>					
Total Village of Carol Stream - Benefits	01/13/2021		Inv. #5078	5411 · Village IT Services	-58.62
<b>Village of Carol Stream - IMRF</b>					
Total Village of Carol Stream - IMRF	01/27/2021		Inv. #5111	5107 · Life Insurance	-7,800.00
	01/27/2021		Inv. #5111	5108 · Health Insurance	-7,800.00
	01/27/2021		Inv. #5111	5109 · Benefits, other	-149.28
<b>Village of Carol Stream - Water Dept.</b>					
Total Village of Carol Stream - Water Dept.	01/27/2021		1/15-1/29/2021	6620 · Illinois Municipal Retirement F	-22,499.93
	01/15/2021		Bill #01689126	5207 · Water/Sewer	-20.00
					-22,669.21
					-15,466.88
					-54.77
					-54.77

**Carol Stream Public Library  
Expenses by Vendor Detail**  
January 2021

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Date	Num	Memo	Account	Amount
01/13/2021		AS Pgm. 2/23/21	5503 · Adult/Teen Programs	-225.00
				-225.00
01/13/2021		Inv. #ORD4-006099	5201 · Supplies	-90.92
				-90.92
<b>TOTAL</b>				<b>-135,913.79</b>

Wenstrup, Gary

Total Wenstrup, Gary

Western First Aid & Safety

Total Western First Aid & Safety

**TOTAL**

Total Disbursements for January 1, 2021 through January 31, 2021

Approved by the Library Board of Trustees February 17, 2021

\_\_\_\_\_  
President

\_\_\_\_\_  
Date

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Date

10:30 AM

02/12/21

Accrual Basis

# Carol Stream Public Library Account QuickReport January 2021

Type	Date	Num	Name	Memo	Split	Amount
<b>5100 · Salaries</b>						
<b>5105 · Professional Education</b>						
General Journal	01/31/2021	MI0103		Record Janu...	-SPLIT-	523.73
Total 5105 · Professional Education						523.73
Total 5100 · Salaries						523.73
<b>5300 · Business Exp.</b>						
<b>5305 · Mileage Reimbursement</b>						
General Journal	01/31/2021	MI0103		Record Janu...	5105 · Profess...	10.77
Total 5305 · Mileage Reimbursement						10.77
<b>5315 · Other Expenditures</b>						
General Journal	01/31/2021	MI0103		Record Janu...	5105 · Profess...	147.06
Total 5315 · Other Expenditures						147.06
Total 5300 · Business Exp.						157.83
<b>5500 · Services</b>						
<b>5501 · Youth Services Programs</b>						
General Journal	01/31/2021	MI0103		Record Janu...	5105 · Profess...	8.64
Total 5501 · Youth Services Programs						8.64
Total 5500 · Services						8.64
<b>TOTAL</b>						<b>690.20</b>

# Deduction Listing

Carol Stream Public Library (9366)

Check Dates: 01/15/2021 to 01/29/2021

Processes: 2021011501 - 2021012901

Pay Periods: 12/27/2020 to 01/23/2021

Page 1 of 1

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## REIMB -- REIMBURSEMENT

Company: (9366)

Employee	ID	SSN	Location	Amount
Clemens, Mary	5		01	-20.88
Danusiar, Amy	1181		12	-8.64
Farrell, Joyce C.	1103		10	-8.24
Karney, Richard A.	150		13	-506.50
Pellico, Mary	1170		01	-68.48
Porch, Allison	1175		10	-60.23
Teske, Amy	1151		03	-17.23

### Totals for REIMB -- REIMBURSEMENT

7 Employees

-690.20

### Report Totals

Code	Description	Type	Employees	Amount
REIMB	REIMBURSEMENT	Add	7	-690.20
<b>Totals</b>			<b>7</b>	<b>-690.20</b>



Paylocity Corporation  
(888) 873-8205

User: mclemens

Run on 1/26/2021 at 11:58 AM

Carol Stream Public Library  
Check Detail  
February 2021

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Num	Date	Name	Memo	Account	Class	Paid Amount
10544	02/10/2021	Anceal Glink, P.C.	3049959	10-1006 · WSB General Checking		
	02/09/2021		Statement #80342	5312 · Attorney Fees	10-General Fund	-550.00 -550.00
10545	02/10/2021	ASI Signage Innovations		10-1006 · WSB General Checking		
	02/05/2021		Inv. #CHIC 218386	7508 · Library Remodel 2019-20	70-Capital Maint. & Repair Fun	-2,155.50 -2,155.50
10546	02/10/2021	Bridgeall Libraries Limited	4427712443	10-1006 · WSB General Checking		
	02/05/2021		Inv. #SIN005027	5408 · Tech Serv Online Resources	10-General Fund	-8,475.00
			Inv. #SIN005035	5408 · Tech Serv Online Resources	10-General Fund	-2,119.00 -10,594.00
10547	02/10/2021	Brodart Co.	732947	10-1006 · WSB General Checking		
	02/05/2021		Inv. #571051	5405 · Technical Services Supplies	10-General Fund	-66.91 -66.91
10548	02/10/2021	Case Lots, Inc.		10-1006 · WSB General Checking		
	02/05/2021		Inv. #2529	5201 · Supplies	10-General Fund	-906.20 -906.20
10549	02/10/2021	Center Point for Large Print Books		10-1006 · WSB General Checking		
	02/08/2021		Inv. #1822679	5630 · Adult Books	10-General Fund	-137.82 -137.82
10550	02/10/2021	Complete Cleaning Co., Inc.	CAR01	10-1006 · WSB General Checking		
	02/05/2021		Inv. #C16479	5203 · Maintenance Contracts	10-General Fund	-1,810.00 -1,810.00
10551	02/10/2021	D & Z House of Books	338	10-1006 · WSB General Checking		
	02/09/2021		Inv. #2020/1140397	5601 · Youth Services Books	10-General Fund	-51.88 -51.88
10552	02/10/2021	Findaway World, LLC		10-1006 · WSB General Checking		
	02/05/2021		Inv. #338790	5606 · Youth Services Media	10-General Fund	-93.94
			Inv. #338790	5637 · Adult Media	10-General Fund	-244.13



Carol Stream Public Library  
Check Detail  
February 2021

Num	Date	Name	Memo	Account	Class	Paid Amount
TOTAL						-338.07
10553	02/10/2021	Gale/Cengage Learning Inc.	156872	10-1006 · WSB General Checking		
	02/05/2021		Inv. #73089974	5630 · Adult Books	10-General Fund	-28.49
			Inv. #73089631	5630 · Adult Books	10-General Fund	-28.49
TOTAL						-56.98
10554	02/10/2021	GardenWorks Project		10-1006 · WSB General Checking		
	02/05/2021		Garden Club Mtg. - Small Spaces, Big Harve	5503 · Adult/Teen Programs	10-General Fund	-125.00
TOTAL						-125.00
10555	02/10/2021	Garvey's Office Products		10-1006 · WSB General Checking		
	02/05/2021		Inv. #PINV2030539	5501 · Youth Services Programs	10-General Fund	-179.98
			Inv. #PINV2029556	5501 · Youth Services Programs	10-General Fund	-26.65
	02/08/2021		Inv. #PINV2028229	5302 · Office & Equipment Supplies	10-General Fund	-36.70
			Inv. #PINV2035585	5302 · Office & Equipment Supplies	10-General Fund	-48.00
TOTAL						-291.33
10556	02/10/2021	Grayslake Area Public Library		10-1006 · WSB General Checking		
	02/05/2021		ID #21319001703221	5409 · RBP/ILL Expenses	10-General Fund	-23.95
TOTAL						-23.95
10557	02/10/2021	Illinois Library Association		10-1006 · WSB General Checking		
	02/05/2021		Inv. #189328 - Westgate	5106 · Membership	10-General Fund	-300.00
TOTAL						-300.00
10558	02/10/2021	Impact Networking, LLC	CS03	10-1006 · WSB General Checking		
	02/08/2021		Inv. #2018695	5302 · Office & Equipment Supplies	10-General Fund	-62.00
TOTAL						-62.00
10559	02/10/2021	McClure, Inerra & Company Chartered		10-1006 · WSB General Checking		
	02/08/2021		Inv. #11678	5309 · Accounting Service	10-General Fund	-1,651.00
TOTAL						-1,651.00
10560	02/10/2021	MPLC - Motion Picture Licensing Corp.	503883595	10-1006 · WSB General Checking		
	02/05/2021		Inv. #504329125	5501 · Youth Services Programs	10-General Fund	-102.47
			Inv. #504329125	5503 · Adult/Teen Programs	10-General Fund	-102.46
TOTAL						-204.93

Carol Stream Public Library  
Check Detail  
February 2021

Num	Date	Name	Memo	Account	Class	Paid Amount
10561	02/10/2021	OverDrive, Inc.	1107-0018	10-1006 · WSB General Checking		
	02/05/2021		Inv. #21035271	5651 · Digital Media	10-General Fund	-3,781.59
TOTAL						-3,781.59
10562	02/10/2021	Paddock Publications, Inc.	6306530755	10-1006 · WSB General Checking		
	02/05/2021		1/1721-1/15/22 - 2 copies of the Daily Her	5635 · Magazines & Newspapers	10-General Fund	-504.40
TOTAL						-504.40
10563	02/10/2021	Paylocity	9366	10-1006 · WSB General Checking		
	02/05/2021		Inv. #107692724	5311 · Payroll Service	10-General Fund	-322.38
	02/10/2021		Inv. #107692724	5321 · Human Resources	10-General Fund	-291.55
			Inv. #107759849	5311 · Payroll Service	10-General Fund	-742.51
TOTAL						-1,356.44
10564	02/10/2021	Precision Control Systems of Chicago, Inc	MO4003 Carol Stream Library MC	10-1006 · WSB General Checking		
	02/05/2021		Inv. #40879	5203 · Maintenance Contracts	10-General Fund	-1,319.00
TOTAL						-1,319.00
10565	02/10/2021	RAILS		10-1006 · WSB General Checking		
	02/05/2021		Inv. #7524	5501 · Youth Services Programs	10-General Fund	-261.00
			Inv. #7524	5503 · Adult/Teen Programs	10-General Fund	-261.00
TOTAL						-522.00
10566	02/10/2021	Sebert Landscaping, Inc.	41711	10-1006 · WSB General Checking		
	02/05/2021		Inv. #211017	5204 · Landscape Maintenance/Snow Rer	10-General Fund	-1,024.00
TOTAL						-1,024.00
10567	02/10/2021	Sir Speedy Printing	1203	10-1006 · WSB General Checking		
	02/05/2021		Inv. #80566	5303 · Printing	10-General Fund	-133.70
TOTAL						-133.70
10568	02/10/2021	Swan (System Wide Automated Network)		10-1006 · WSB General Checking		
	02/05/2021		Inv. #8477	5409 · RRP/ILL Expenses	10-General Fund	-63.10
TOTAL						-63.10
10569	02/10/2021	Today's Business Solutions, Inc.		10-1006 · WSB General Checking		

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Carol Stream Public Library  
 Check Detail  
 February 2021

2:15 PM  
 02/15/21

Num	Date	Name	Memo	Account	Class	Paid Amount
TOTAL	02/05/2021		Inv. #011821-26	5404 - Tech Support & Repair	10-General Fund	-116.48
10570	02/10/2021	Village of Carol Stream - Water Dept.	19442	10-1006 - WSB General Checking	10-General Fund	-116.48
TOTAL	02/05/2021		Bill #01700293	5207 - Water/Sewer	10-General Fund	-57.25
10571	02/10/2021	Baker & Taylor		10-1006 - WSB General Checking	10-General Fund	-57.25
TOTAL	02/09/2021		Several invoices	5105 - Professional Education	10-General Fund	-48.09
			Several invoices	5601 - Youth Services Books	10-General Fund	-4,680.85
			Several invoices	5630 - Adult Books	10-General Fund	-2,276.64
TOTAL						-7,005.58
10572	02/10/2021	Comcast	8771 20 180 0134870	10-1006 - WSB General Checking	10-General Fund	-157.85
TOTAL	02/05/2021		2/2/21-3/1/21	5402 - ISP and Web page hosting	10-General Fund	-157.85
10573	02/10/2021	Midwest Tape		10-1006 - WSB General Checking	10-General Fund	-561.43
TOTAL	02/08/2021		Several invoices	5606 - Youth Services Media	10-General Fund	-1,027.03
			Several invoices	5637 - Adult Media	10-General Fund	-5,871.12
			Several invoices	5651 - Digital Media	10-General Fund	-7,459.58
10574	02/10/2021	Village of Carol Stream		10-1006 - WSB General Checking	10-General Fund	-7,800.00
TOTAL	02/09/2021		Inv. #5160	5411 - Village IT Services	10-General Fund	-7,800.00
10575	02/15/2021	Access One, Inc.	2005373525	10-1006 - WSB General Checking	10-General Fund	-881.09
TOTAL	02/15/2021		Inv. #4840872	5308 - Business Phone	10-General Fund	-881.09
10576	02/15/2021	Brodart Co.	732947	10-1006 - WSB General Checking	10-General Fund	-29.09
TOTAL	02/15/2021		Inv. #573102	5405 - Technical Services Supplies	10-General Fund	-29.09
10577	02/15/2021	Library Journals LLC		10-1006 - WSB General Checking	10-General Fund	-1,387.20
TOTAL	02/15/2021		Inv. #2021-45762	5105 - Professional Education	10-General Fund	-1,387.20

Carol Stream Public Library

Check Detail

February 2021

Num	Date	Name	Memo	Account	Class	Paid Amount
						\$52,923.92
				February 2021 Addendum		\$52,923.92
				Disbursements Report January 1 - January 31, 2021		\$135,913.79
				Less Addendum January 2021		(\$92,188.18)
				<b>TOTAL DISBURSEMENTS</b>		<b>\$96,649.53</b>

Attest: \_\_\_\_\_ Secretary

\_\_\_\_\_ President

**LIBRARY DIRECTOR REPORT-CAROL STREAM PUBLIC LIBRARY**

**February 17, 2021**

**Per Capita Grant**

The completed 2021 Per Capita Grant application is included for your review and approval. Also included is the 2019 Per Capita Grant Expenditure Report that needs to be submitted to the State Library at the same time. The Per Capita funds received by the Library are used towards the purchase of the Library's online database subscriptions.

**Copier/Print Management Contract**

The Library's current five year contract with our copier/print management vendor expires this spring. In anticipation of that, Adult Services Manager Laura Hays contacted two local vendors for competitive quotes as well as our current vendor. The quotes cover the public copier and printers as well as the individual printers in workrooms and offices and the Library's main staff copier/printer that handles the majority of in-house printing. Laura compiled a spread sheet comparing all three vendors. She and I met and reviewed and discussed the results. Based upon the pricing and equipment, we are recommending that the Library renew with our current vendor, Impact. With the new contract, we will be replacing the large copier/printer in the Circulation work room with an updated model. We will also be replacing several older individual printers with leased printers. Our new monthly lease expense will be less than what we are currently paying due to the fact that the newer printers are less costly to maintain and service. It is a savings of \$231 each month. Impact had the best pricing of the three vendors. I have included the comparative spreadsheet for your review.

**Adjustment to Staff Evaluation Schedule and Compensation/Merit Raises for FY 21/22**

Traditionally, the annual staff evaluations have taken place before the end of the fiscal year in March and April. In 2020 that schedule was adjusted due to the library closure for the pandemic. We completed evaluations in August and staff received their merit increases in September 2020. The Management Team will be following this same evaluation schedule for 2022. Staff will be evaluated at the end of summer and receive any awarded increases in September 2021.

The employees of the Carol Stream Library approach their work with a team mentality of everyone working together to fulfill the Library's Mission and Vision. They exhibit dedication to our organization's success on a daily basis. This past year management and staff have developed and adopted new service models to deliver materials and programs in the unique pandemic environment. Even with these challenges, they have continued to provide excellent customer service to all of our patrons. I propose that the Board approve a pool of 4% for merit pay increases for staff. These increases would be awarded between zero and 4%, dependent upon performance. The FY22 budget will accommodate these increases. The Consumer Price Index (CPI) for 2020 is 1.4%. The CPI is a measure of the change in the price paid by consumers for goods and services.

### **Revision to Materials Clerk Job Description**

The Materials Clerk staff have also been assisting in providing Curbside Pickup Services in the Circulation Department. Now that the Library will be providing curbside services going forward, even after the pandemic, a revision to the job description is necessary to reflect this new duty. A copy of the revised job description with this revision is included in your packet for review.

### **Curbside Pickup and the Weather**

In anticipation of the polar temperatures and spring storms, curbside pickup weather guidelines were developed for staff to follow to guide them in determining when to suspend this service. I met with Human Resources Manager Mary Pellico and Circulation Manager Jeri Cain to develop guidelines to keep staff safe in extreme weather conditions. Staff will suspend curbside services when the windchill is -18 degrees or more; observable storm or blizzard conditions; observable extreme high winds; tornado warnings are in place. In the instances when this may occur, a large A-frame sign stating that "curbside pickup is temporarily suspended" will be put out in the front of the library. The curbside communicator message will state that "no one is available to assist you at this time." This is the same default message that is used when the Library is closed. If the suspension will be for a day or more, a message will be put up on the Library's web page and on Social Media. Our experience has been that during extreme weather conditions, our patronage tends to drop off.

### **Carol Stream Author Collection**

Over the years the Library has received donations of books from local authors. The titles vary from children and teen to adult publications and are mainly self-published. These titles tend to get lost out in the shelves so we have set aside a section in the Spotlight area to feature these local Carol Stream writers and give them greater visibility. The section is located next to the arch between the Adult and Youth Services departments. Local author labels have been added to the books and their call numbers have a prefix of CSA.

### **Facility Update**

The majority of the Library's new signage has been installed and it looks very nice. Restroom signs, meeting room, self-checkout, office doors, etc. have all had a nice update to their look and style. The bottom trim on the Circulation and Adult Services desks are scheduled to be repaired on Tuesday, Feb. 16. The annual maintenance and a light bar replacement to the water wall was completed this month. The extreme cold winds have been impacting the performance of the air conditioner for the server room. Our HVAC service vendor came out on Saturday, Feb. 15 to address the situation. He added a thermo cover to the unit for use during these extreme low temperatures. The maintenance staff carefully monitored the situation and used fans to maintain the temperature in the server room at a safe level for the equipment until the service call was made. It is currently at a safe 66 degrees. I installed two small plug-in UVC small room air sanitizers and deodorizers in the staff bathroom and the family restroom as an added layer of protection/prevention during the pandemic.

### **2021/2022 Budget**

I have begun preparation of the working budget for the upcoming fiscal year. To prepare as accurate a budget as possible, I use the recent audit which has the final numbers for each budget line from the last fiscal year, our current budget and compare it to our current outlay from each budget line, review all of our current contracts, and assess our special fund accounts past, current and future costs. In addition, I include new additional costs that need to be incorporated into the budget (anticipated merit increases, department requests, etc.). I will be adjusting several budget lines that have been impacted by pandemic safety costs.

**Community Partnerships**

The League of Women’s Voters will be onsite Monday, March 22 and Saturday, March 27 from 11:30 a.m-1:30 p.m. to promote voter registration prior to April’s consolidated election. An additional Blood Drive has been scheduled for Thursday, April 29 in the Library’s parking lot.

**Legislative Meet-up**

The ILA (Illinois Library Association) has scheduled a virtual Legislative Meet-up for West Suburban Libraries for Friday, February 19 from 12:00-1:30 p.m. Library staff and Trustees are encouraged to register and attend this annual event that provides libraries the opportunity to hear from local legislatures their standings on the importance that public libraries play in our Democracy. Trustees and staff can register on the ILA website.

**February Employee Anniversaries**

- Susan Grude-2/01/95-Technical Services
- Narze Encarnacion-2/12/20-Circulation
- Clare Meehan-2/11/97-Youth Services
- Adriana Albers-2/14/00-Youth Services
- Anjali Rentfleish-2/19/18-Circulation

Susan Westgate, Library Director

Carol Stream Public Library - Monthly Librarian's Report FY 2020-2021			
	January FY 19-20	January FY 20-21	Current YTD
<b>Use of Library Resources/Services</b>			
<b>Circulation Activity</b>			
Books	10,032	2,829	43,440
Videos	3,910	399	9,964
Audio	976	210	2,937
Periodicals	207	54	760
Other	200	66	954
E-books	1,950	3,550	31,165
E-Audio	1,504	2,249	18,680
E-Video	181	552	4,637
Digital magazines	390	734	6,453
Museum Passes	2 / 0	0 / 0	44 / 0
ILL - Borrowed from SWAN	2,849	4,237	19,832
ILL - Borrowed from Non-SWAN	34	37	142
ILL - Loaned to SWAN	1,940	1,140	5,612
ILL - Loaned to Non-SWAN	111	80	323
<b>Total Circulation</b>	<b>24,286</b>	<b>16,137</b>	<b>144,493</b>
Total Adult	14,407	11,156	91,480
Total Teen	n/a	74	909
Total Youth	9,879	4,907	52,554
Reciprocal Borrower Loans (incl. above)	1,100	124	2,338
Automatic Renewals (not incl. above)	16,414	8,020	72,068
Self Check - % of Circulation	36.55%	0.01%	17.55%
<b>Programs - # of Programs/Attendance</b>			
Adult - Number/Attendance	2 / 171	23 / 526	130 / 2714
Teen Number/Attendance	3 / 52	7 / 35	57 / 304
Youth - Number/Attendance	22 / 664	103 / 827	554 / 7,459
<b>Total - Number/Attendance</b>	<b>27 / 887</b>	<b>133 / 1,257</b>	<b>741 / 10,346</b>
Library Events - Number / Attendance	0 / 0	n/a	n/a
Outreach* - Number / Attendance	2 / 144	1 / 28	9 / 760
<b>Facility Usage</b>			
Library Visits (Door Count)	10,831	0	14,178
Curbside Pick-up Transactions	n/a	2,459	10,798
Meeting Rooms - # of Public Bookings*	n/a	n/a	n/a
Study Rooms - # of Users/Total Hours*	143 / 190	n/a	n/a
<b>Electronic Usage</b>			
# of Database Sessions	3,470	3,750	34,676
# of Internet Sessions/Total Time	1,888 / 1,488	n/a	929 / 678
#iMac Sessions/Total Time	33 / 14	n/a	n/a
# of Library Website Visits	13,042	12,896	83,740
# Mobile App Views	1,882	4,257	24,974
# of Wireless Users	1,262	494	4,990



Reference Transactions			
Adult (Includes Online Chat)	1,840	792	5,205
Youth	599	204	2,377
Circulation	174	263	1,693
<b>Total Reference Transactions</b>	<b>2,613</b>	<b>1,259</b>	<b>9,275</b>

Total One-on-One Tutorials			
Adult	n/a	3	27
Youth	n/a	0	0

Patron Statistics			
# of Resident Cards	17,683	17,900	
# of Non-Resident Cards	11	13	
<b>Total Registered Users</b>	<b>17,694</b>	<b>17,913</b>	

Resources Owned/Licensed			
Books	57,720	59,908	
Newspapers (Print only)	22	24	
Periodicals (Print only)	146	135	
<b>Total Print Materials</b>	<b>57,888</b>	<b>60,067</b>	
Current Subscriptions (Print Only)	168	159	
Current E-Subscriptions	119	3,696	
E-Books: Downloadable	54,323	67,853	
Audio Recordings	6,345	6,511	
Audio Recordings (Downloadable)	18,803	22,931	
Videos	11,330	10,996	
Other: Video Games, Puzzles, Devices	578	662	
Databases	49	66	
<b>Total Resources Owned/Licensed</b>	<b>149,435</b>	<b>172,782</b>	

Professional Development Hours			
	57	84.00	930.50

\* Library closed 3/14/20 - 5/30/20 due to COVID-19.

\* Curbside pick-up service started 6/1/20.

\* Library reopened to the public with limited hours on 7/6/20.

\* Library resumed full hours except on Sundays on 8/3/20.

\* Library returned to Curbside only service effective 11/17/20

\* Meeting Rooms and Study Rooms were not available for use effective 3/17/19 due to Library Remodel and remained unavailable due to COVID-19, except for a brief period of study room use, mid-December 2019 - mid-March 2020.

Assistant Director's Report  
January 2021

**Primary Action Items - Administration**

- Payroll
  - Payroll processing week of 1/11 and 1/25
  - Worked with Paylocity on correcting inaccurate Flex Spending agency checks
  - Review and distribution of final W-2s. Worked with Paylocity on making corrections to IMRF status of two employees
  - Submit quarterly 941
  - Facilitated work at home reimbursements
- Library Remodel
  - Coordinated install of new signage and quote for remaining 6 signs pending
  - Review and processing of final FQC invoice
  - Coordinated adjustments to slatwall end panel display shelving with Ron
  - Submit the Library's remodel project to the ILA Reporter for inclusion in their upcoming buildings issue
  - Research sources for building plaque for renovation project
  - Procedure Documentation and Updates: Tracking W-9 info for new vendors, Business Office Task Function Calendar, mileage reference chart, driver's license/proof of insurance, online invoices received, staff anniversaries, IMRF rate notification, LiMRiCC Unemployment Compensation Quarterly Report, W-2 verification and distribution, Payroll Task Function Calendar, education assistance reimbursement, Library Closings task list
- Coordinated 1099 issuance and follow-up
- Coordinate welcome table schedule and statistics tracking
- Coordinated announcements on the passing of Lynn O'Dell, former Library Director
- Coordination of monthly financial and Librarian statistic reports
- Preparation of Management Team agenda
- Update proxy cards and locker assignments for new/departing staff as needed

**Primary Action Items - Tech Services**

- Items ordered - 699
- Items put into Circulation - 733
- Items catalogued - imported bib records & original cataloging - 121
- Item record edits/database clean-up - 535
- Bib record merges submitted to SWAN support - 13
- Conversion project items - 730
- Repair items (includes disc cleaning) - 44
- Serial record edits - 77
- Serials - Claimed Issues - 14
- Outstanding items from Baker & Taylor as of 2/2 - 1,181 (717- Youth, 464 - Adult)

**Conversion Projects**

- J DVD front labels - J DVD collection is complete. Working on holiday DVDs - Susan
- J Fiction Genre stickers - reviewed 712 items - Marie

- Adult Mystery Stickers – 19 items - Marie
- Replace genre label on Romance books – 20% complete – Barb

#### Other

- Worked with Amy Teske and the TS Staff to develop procedures for expanding labeling of juvenile Award winner books to include Coretta Scott King (African-American), Pura Belpre (Latino), Geisel (Beginning Readers), and Sibert (Non-fiction). Past winners of the Children's Choice Illinois State award winners (Monarch, Bluestem and Caudill) will also be stickered.
- Cross-training – Susan trained Marie on creating on order records for non-EDI vendors
- Nine of 15 new Launchpads arrived with damaged cases. Coordinated replacements with Findaway – Susan
- Prepare and review Collection Check reports for February cHQ team meeting
- A storage collection was created for a small selection of duplicate copies of popular theatrical release juvenile DVDs. These are titles that might have been withdrawn because of space constraints due to our extended COVID closures.
- Submitted second Sustainable Shelves list via the new online portal
  - Procedures Documentation: Supply inventory, Brodart vendor and discount information, disc cleaning machine maintenance, barcode supplier and tracking, award books, Sustainable Shelves, J Video storage collection
- Research sources to accept withdrawn world language materials – Barb
- Serials Late Issue Report – Barb was trained on accessing this report in BlueCloud Analytics and has taken over responsibility for this

#### Professional Development

- 1/7/21 – BlueCloud Analytics – Barb (2.0)
- 1/12/21 – Non-EDI On Order Records – Marie, Susan (.5 x 2)
- 1/21/21 – Virtual Brain Training webinar – Joyce (1.0)

#### Meeting Attendance

- 1/4 – Review various Circ policies with Jeri
- 1/5 – collectionHQ team meeting
- 1/6, 1/12, 1/14, 1/28 – Weekly Business Office meeting with Joyce
- 1/8 – BlueCloud Analytics Serials Report and WIKI documentation with Barb
- 1/8, 1/22 – Payroll check-in review with Mary P.
- 1/13 – Check-in meeting with Library Director
- 1/14, 1/29 - Award book labeling with Amy T. and TS Staff
- 1/14, 1/21, 1/28 – Management Team
- 1/19 – All Staff Meeting and Staff Anniversary Recognition
- 1/19 – Review Amazon Business Account Set up with Government Account Service rep
- 1/20 – Library Board meeting
- 1/26 – Meeting with ADP
- 1/27 – Local Author collection meeting

Respectfully submitted,  
Mary Clemens

Adult Services Department Monthly Report  
January 2021

COVID reopening to Grab N Go on February 1

- Welcome Desk shifts restarted.
- Curbside document services continue. In January, we printed 228 documents, copied 23 jobs, and sent 47 scans and faxes for patrons.
- Computer Labs and Express Stations will remain closed. We are unable to safely provide computer assistance because it involves prolonged close proximity with patrons. Remote computer assistance was not successful.

Collection Development

- CollectionHQ
  - Reports - In January we reviewed the Collection Use Summary reports. The CollectionHQ Team feels that the work by selectors in monitoring the Dead (not checked out in the last year) and Grubby reports (high circulation) will help the Collection Use Summary reports stay on target.
  - Annual Training - Instead of a one-time training session for our annual CHQ training assignment for selectors, the CHQ Team decided to take advantage of the extensive training resources available through CollectionHQ Academy. Each selector should complete 60-90 minutes of training and submit a professional development report to their Manager.
- Bridgerton - The popularity of this Netflix series has led to an increase in requests for the Julia Quinn romance series books, especially the early books. We are purchasing copies to meet this demand.
- Carol Stream Authors collection - We are establishing procedures and drafting policy for a new combined adult and youth audience collection of books donated by Carol Stream authors and illustrators. The collection will be housed in the Spotlight area just before the arch.

Outreach Activities

- Homebound delivery - In January, we were able to deliver to all locations, including Colony Park.
  - Registered - 34 patrons
  - Delivered to 28.
  - Items delivered is 175.
  - Homebound Delivery patron Eleanor Hayes died in December just short of her 101<sup>st</sup> birthday. Last year we celebrated her 100<sup>th</sup> birthday by taking a staff photo holding books that we purchased using her monthly donations. Her family is honoring her wish to have donations sent to the Library in lieu of flowers. We are continuing to purchase Large Print books in her memory.
  - Statistics - Between September when we re-started homebound deliveries and January, Homebound deliveries were mistakenly counted as Adult Programs and not as Outreach. The internal program type has been updated in the Library Market Calendar and program/outreach statistics updated on the Monthly Librarian's Report. For Homebound attendance, we count the number of patron's receiving deliveries that month.
- Career Online High School
  - An extension was requested by student who had gone inactive and moved to Glendale Heights. Extensions are coordinated between the student and their Academic Advisor.
  - Smart Horizons is planning on bringing the administration of COHS in-house in February/March rather than continuing to use Cengage/Gale as the vendor. RAILS will continue to pay for and



manage the marketing website and we will continue to purchase any additional scholarships through RAILS.

### Programs & Displays

- Posted a reader's advisory QZZR made by Rabecca to Facebook and it got over 100 completions. Rabecca is working on a Women's History Month QZZR for March.
  - 121 completions from Rabecca's "What Book Should I Read Next?" QZZR posted to Facebook.
  - 38 completions from Omar's "History of the Library" QZZR posted on the Library Market calendar.
- The Puzzle Central event on the Library's event calendar includes links to online puzzles, a library history quiz, Exploration Rooms, and information on picking up puzzle packets. Adult Services offered 16 passive programs in January with a combined 420 attendance.
- Displays were created for Black History Month using the mannequin and tables and for the National Awareness Months display are on the Business Center counter we are highlighting National Low Vision Awareness Month.

### Meetings

- Monthly department meetings continue
- Weekly Management Team meetings continue
- January 4 - More Than a Month program series planning meeting
- January 5 - CollectionHQ Team - Laura and Sarah
- January 5 - Young Researchers Project meeting - Nate
- January 6 - COVID Safety Cmte - Jessica
- January 13 - Midwest Tape rep meeting with Laura
- January 26 - SWAN chat - Laura
- January 27 - Local author collection discussion- Laura
- January 27 - Pen Pal Program planning - Linda, Jessica, and Crystal
- January 28 - COHS Networking Meeting - Crystal
- January 28 - RAILS member update - Laura, Omar (recording)
- January 28 - SWAN Discovery and User Experience Meeting - Sarah
- January 29 - Library Week Programming Committee - Crystal
- January 29 - People's Resource Center's new Program Director for Job Assistance, Paul Lewis - Omar

### Information technology

- Laura Hays
  - Managed Printer vendors - Pulse finally sent updated proposal. An updated quote summary and recommendation were submitted to Susan.
  - Hotspots - Mobile Beacon provided a list of active devices to get an accurate device count. Laura shared with Jeri.
  - EBSCO databases - Laura watched the SWAN Cmte of the Whole meeting recording and summarized meeting and usage statistics for Susan along with renewal vote recommendation.
- Community IT staff
  - There were 27 support tickets in January.
  - Secondary backup capacity expanded.
  - Staff BizHub copier/printer was not stapling. Impact called.
  - People counter not capturing data. Heritage called.
  - Monitors updated for new laptop workstation hubs.

**Laura Hays**  
**Head of Adult Services**



# Youth Services Report January 2021

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## Program Highlights

- As a response to parent feedback wanting “more take and make activities,” we decided to create CSPL Kits twice a month. What were monthly Take and Make crafts will now be released during the third week of the month under the CSPL Kits name for two age groups: Preschool and School Age. During the first week of the month, we are adding STEM activities for those same age groups. During January, preschoolers could receive a Dancing Frankenworms experiment and school age kids could receive a Grow Your Own Candy for the STEM activity. All age groups could get a pony bead snowflake craft that also had math activities that could be done as well.
- Zoom storytimes continue including Storytime for Little Ones, Zoom into Storytime, Twilight Tales, and Yoga Storytimes.
- Steve Dexheimer and Amy Danusiar presented “What Did Hedwig Eat?” to 23 total participants spread across two groups on January 26. This was a “Harry Potter” virtual class for Care of Magical Creatures. The main activity was to dissect an owl pellet to examine what it was made of – mainly fur and bones. Pictures below.
- Paws for Reading was a well-loved monthly program before the pandemic. During the pandemic, Amy Danusiar has done one or two zoom programs when kids could “catch up” with the dogs and hear about how their lives are. During January, she tried to do Paws for Writing program involving kids writing to the dogs that would help the kids practice writing and feel connected to the dogs again. No one participated. It was worth a try.
- 104 Youth Binge Boxes were assembled during January.

## Community Outreach / Programming

- Liz Tibble, Reading Specialist at Roy DeShane School, reached out to us to collaborate on a Family Book Discussion that she started in January focusing on topics of social justice, diversity, equality and equity. She asked for us to assist participants to get copies of the book, Wishtree, for the discussion, which we were happy to do. Amy Danusiar attended the discussion that had a great turnout and she is looking forward to attending the next one.
- Amy Teske has been serving on the Birth to 5 Community Coalition planning committee for the Let’s Play! event that will happen between 2/12 and 2/21. Coalition partners have created videos to share play ideas with parents that help build learning skills. The Library is providing materials put together by the Coalition through Curbside pickup and providing registration through the Library’s calendar.

## Patron Service and Reference

- During January, while we only had curbside service, several patrons called with requests for a large number of books to help with bedtime and cabin fever reading. Steve Dexheimer and Robin Harwood filled several of those requests on the Saturday that they worked together!
- The pandemic has also increased the amount of connections made through e-mail correspondence to answer reference questions for patrons or feedback for organizations like Outreach Community Ministries and CCSD93.

## Collection Development

- Youth Staff are busy placing orders for the end of the Fiscal Year.

## Professional Development

- Youth Staff did 8 hours of training through online webinars.

## Meeting Attendance

- 1/5 – CollectionHQ Team – Amy Teske, Steve Dexheimer
- 1/9, 11, 18, 28 – Birth to 5 Planning Meeting – Amy Teske
- 1/13 – Meeting with Susan W. – Amy Teske
- 1/14 – Meeting with Mary C. – Amy Teske
- 1/14, 21, 28 – Management Team Meeting – Amy Teske
- 1/19 – All Staff
- 1/20 – Board Meeting – Amy Teske

Respectfully Submitted,  
Amy Teske, Youth Services Manager



January 2021 Report for Carol Stream Library Board of Trustees

Circulation Department

**Library closed to public in January, curbside open during regular hours except Sunday.**

- 7,833 Checkouts
- 2,459 Curbside deliveries
- 8 New resident accounts registered via Curbside
- 31 Digital accounts registered
- 9,226 Check ins
- 9,500 items shelved
- 6,602 hold requests made available

Jeri participated in:

- all Management Team meetings
- ALLSTAFF Meeting
- SWAN Circulation Advisory meeting
- SWAN discussion of Cards for Kids and how they can help provide consistency across libraries
- Interviews of 2 Candidates for Circulation Clerk position with Mary Pellico

In addition:

- Jeri, Anjali and Melanie (Circulation Coordinators) met to discuss reopening and changes to certain tasks.
- Jeri, Melanie and Anjali met with Department staff via Zoom to inform of changes made to certain tasks, additions to procedures, change in look of daily schedule and discuss Department staffing with regards to reopening to public.

Submitted by Jeri L. Cain

02.05.2021

Human Resources  
Monthly Report  
February 2021

Administration

- Selected new provider Physicians Immediate Care Center for Drug Testing. Previous provider closed.
- Met with ADP regarding our needs in terms of HR, Payroll Services.

Compensation

- Discussed, determined and processed hourly rate adjustment for 6 staff in Circulation Department. Communicated adjustments to staff and attended Circulation Staff meeting to discuss pay grade structure.

COVID-19

- Shared information on Vaccines with employees at All-Staff.
- Continue to verify Attestation log-in errors and prepare reports of activity.

Staffing

- Conducted two circulation clerk interviews via zoom.
- Two finalist candidates for circulation clerk position toured the Library and took a skills test.

Paylocity Matters

- Changed terminated employees addresses for two W-2's.
- Talked with Paylocity regarding self-check log-in issue, not resolved.

Training

- Four employees have volunteered to assist with Spring Tornado training.
- Attended HR Roundtable on 01/19

Unemployment

- One new fraudulent claim



## Marketing Report

January 2020

### January Newsletter

- We recorded 473 views of the newsletter. The digital newsletter and promotional emails drove approximately 83 program registrations this month.

### Activities

- On Wednesday, January 6, our community, along with the nation, witnessed extraordinary events. The Library paused our normal communications for the day. On January 7, I posted a “How to Spot Fake News” graphic from IFLA (International Federation of Library Associations) along with a reminder about the public library’s role in teaching information literacy. It got a total of 380 engagements, including 46 shares. That response made me think that the Library was in a position to make an even more direct statement, which was released the following week and also garnered praise:

Dear Community of Carol Stream,

Events on the national stage can often feel inconsequential to our day-to-day lives. However, in the past year, all of us have had exceptional situations land on our doorsteps. For the Library, the events last week in the Capitol highlighted the importance of our foundational values: respect, integrity, civil service, and civil discourse. As your Library, we have the capability and capacity to be a place that brings the community together.

In that spirit, we welcome you to sign up for one of our events and talk to your neighbors. Or, borrow a movie that will introduce you to someone from a totally different walk of life. Ask us how to spot misinformation and disinformation and bias in the news and on social media. Or, look to our bookshelves for one of the incredible true stories of people who found ways to bring light back to the world during dark days.

We can’t predict the future, but we can promise to keep providing our community access to information and life-long learning for everyone. We are in this together.

- Submitted our contribution to the “My Library Is...” blog series hosted by RAILS. I chose to write about Binge Boxes since they have been so successful at meeting patron needs during the pandemic.
- On Martin Luther King, Jr. Day, I promoted materials available on Hoopla. The materials included his writings, recordings of the March on Washington speeches, a documentary film, and a book written by Dr. King’s son.
- The Library was asked to share the news of former Director Lynn O’Dell’s passing. I shared some remarks about her time at the Library along with some photos of her at work. It is clear from the outpouring of warm sentiments that Mrs. O’Dell left a huge impact on the entire community.

- Reopening Communications: website updates, emails, social media posts, signs (print and digital)
- Designed and had printed new Youth Services shelving signs
- Attended summer reading planning meeting

Continuing Education

- Attended final two Library Marketing Conference online webinars:
  - Lessons in Virtual Programming
  - Digital Marketing During Covid-19 – Three Case Studies

Facebook

2,307 page likes	Total impressions: 44,241	Total engagements: 5,247
Last 12 months:	<p>Impressions</p>	<p>Engagement</p>



*Impressions: the number of times each post was seen by anybody*

*Engagement: the number of times each post was clicked on, liked, and/or commented on*




Top three posts from January:

<p><b>“How to Spot Fake News”</b>          People reached: 4,070          Engagements: 380</p>	<p><b>Tribute to Lynn O’Dell</b>          People reached: 3,827          Engagements: 1,296</p>	<p><b>Reopening Announcement</b>          People reached: 2,843          Engagements: 163</p>

Twitter

Followers: 1,322	Total impressions: 29,300	Total engagement: 8,470
Last 12 months:	Impressions: 	Engagement: 

Top tweets from January:

Tweets	Top Tweets	Tweets and replies	Promoted	Impressions	Engagements	Engagement rate
	<b>Carol Stream Public Library</b> @CarolStreamPL Jan 7	Today is Nicholas Cage's birthday. Being part of the Coppola family, his uncle is famed filmmaker Francis Ford Coppola.		1,652	42	2.5%
						<a href="#">Promote</a>
	<b>Carol Stream Public Library</b> @CarolStreamPL Jan 25	Yes, it's Monday. Looking at this Garfield comic strip, the first part is certainly true here in Chicago. Hopefully, the rest doesn't end up happening! ☹️ #ChicagoWeather pic.twitter.com/Vk2XUrcrBg		1,552	57	3.7%
						<a href="#">Promote</a>
	<b>Carol Stream Public Library</b> @CarolStreamPL Jan 29	This is either #FridayFunDay or #FridayTragedy depending on how you look at it. pic.twitter.com/92RKynKH2S		1,436	148	10.3%
						<a href="#">Promote</a>

Promotional Emails

January 6	Here's your cabin fever survival kit	Open rate: 18.5%	Click rate: 2.8%
January 13	A Message from the Director	Open rate: 26.4%	Click rate: 1.4%
January 21	The February newsletter has arrived>>	Open rate: 18.4%	Click rate: 5.1%
January 25	Service Update Announcement	Open rate: 27.9%	click rate: 0.7%
January 28	Cozy Up with a New Read	Open rate: 16.7%	Click rate: 2%



# Monthly Report of IT Service

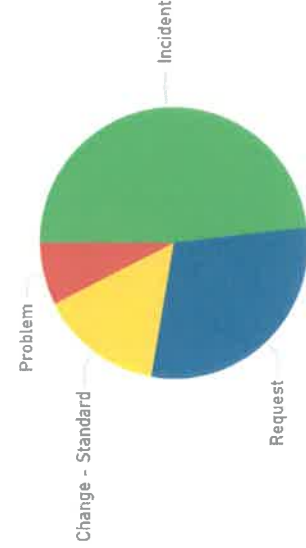
Report Range 1/1/2021 1/31/2021

# Support Tickets

## 27

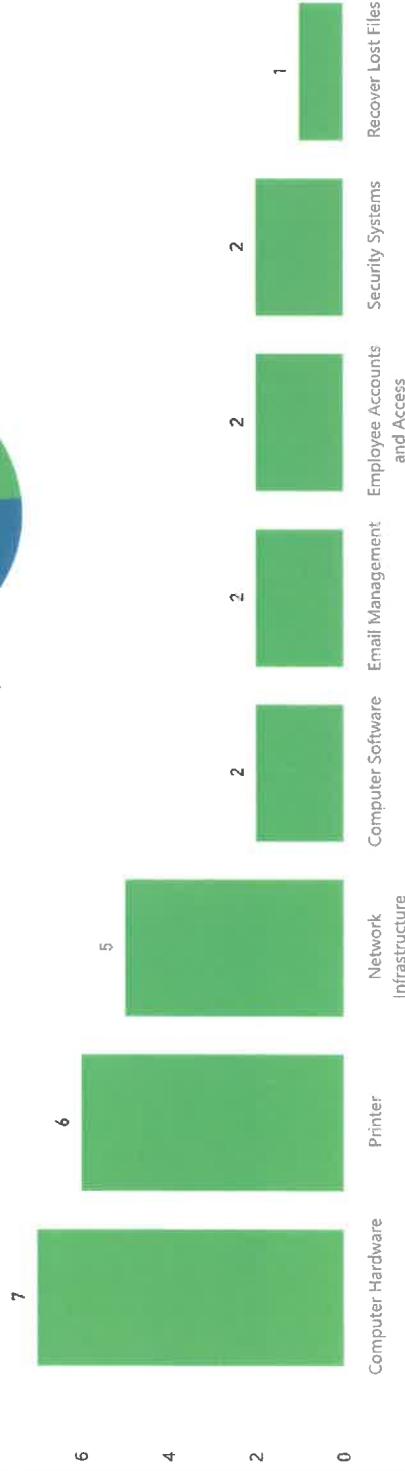
### Information Technology Closed Support Tickets by Category

Helpdesk tickets are broken down by type and categorized to help identify trends. The most common tickets are Requests and Incidents. If there are multiple related Incidents, this indicates a problem and leads to a Change.



Request Type	Count
Change - Standard	4
Incident	13
Problem	2
Request	8
<b>Total</b>	<b>27</b>

CategoryName	Count
Computer Hardware	7
Computer Software	2
Email Management	2
Employee Accounts and Access	2
Network Infrastructure	5
Printer	6
Recover Lost Files	1
Security Systems	2
<b>Total</b>	<b>27</b>



### Tickets Types

#### Definitions:

**Requests** - A request is a request for a service. This may include a printer setup, a new user setup, assistance with an application.

**Incident** - This is when an existing service is not working as it should and we work quickly to find a resolution. Consider you can't login to email, or a printer stopped working. All of these tickets can generally be resolved quickly.

**Problem** - A problem is when we have an incident or multiple related incidents that cannot be fixed quickly and requires research to figure out why the problem occurs.

**Problem - Known** - This is something that has been identified as a problem, but we have chosen not to fix it. This can be a result of budget, capabilities or other influences.