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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: November 17, 2021
PLACE: Library Meeting Room

TIME: 7:00 p.m.

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 Justin Lynch, President
- 2. PLEDGE TO THE FLAG

Administration of Oath of Office to: Mary Hudspeath and Tim Rogers

- 3. ROLL CALL -Secretary
- 4. RECOGNITION OF GUESTS AND ANNOUNCEMENTS President Lynch
- 5. PUBLIC PARTICIPATION President Lynch
- 6. ADOPTION OF THE CONSENT AGENDA President Lynch
- 7. APPROVAL OF MINUTES
 - 7.1 Minutes of the Regular Board Meeting of October 20, 2021
 - 7.2 Minutes of the Special Board Meeting of October 28, 2021
- 8. MONTHLY REPORTS OF THE TREASURER Treasurer
 - 8.1 Accept the Monthly Financial Statements of the Treasurer for the Period Ending October 31, 2021
- 9. BOARD AND COMMITTEE REPORTS
 - 9.1 Report from the President-Justin Lynch
 - 9.2 Report from the Vice President-David Larimer
 - 9.3 Board Committee Reports
 - 9.3.1 Human Resources Committee Mansi Patel, Committee Chair
 - 9.3.2 Facilities Committee David Larimer, Committee Chair
 - 9.3.3 Finance Committee Committee Chair

10. NEW BUSINESS

- 10.1 Recommendation, Re: Approval of Resolution # 296 Commendation of Service of Trustee Dr. Bonita Berryman-Gilliam
- 10.2 Recommendation, Re: Approval of Annual Library Calendar 2022 Library Closings and Board Meetings

- 10.3 Recommendation, Re: Approval of Loan Payment to Village of Carol Stream
- 10.4 Recommendation, Re: Approval of Expenses over \$10,000- Renewal of Contract with Complete Cleaning
- 10.5 Recommendation, Re: Approval of Youth Services Assistant Manager Job Description
- 10.6 Recommendation, Re: Approval of Trustee Committee Appointments
- 10.7 Discussion: 2022 Per Capita Grant Requirements-Review of Serving our Public 4.0, Standards for Illinois Public Libraries

11. DISBURSEMENTS

- 11.1 Approval of Disbursements of October 1-31, 2021 plus the Addendum for the Meeting of November 17, 2021
- 12. REPORT OF THE LIBRARY DIRECTOR, Susan Westgate
- 13. MONTHLY STAFF REPORTS
 - 13.1 Assistant Director's Report, Laura Hays
 - 13.2 Adult Services Report, Athens Moreno
 - 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
- 16. BOARD MEMBER REPORTS
- 17. ADJOURN

Mansi Patel, Secretary

Board of Library Trustees

Next Resolution: #297

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: October 20, 2021 TIME: 7:00 p.m.

PLACE: Library Meeting Room

- 1. Welcome and Call to Order
 President Lynch called the meeting to order at 7:04 p.m.
- 2. President Lynch led those in attendance in the Pledge of Allegiance to the Flag.
- 3. Roll Call

Secretary Patel called the Roll.

Present:

Trustees Larimer, Olson, Patel and Lynch. Trustee Wright arrived at 7:10 p.m.

Absent:

Trustee Wright

Also Present: Director Susan Westgate, Assistant Director Laura Hays, Adult Services Manager Athens Moreno, Youth Services Manager Amy Teske, Sikich Representative Dan Berg, American Sign Language interpreter Michelle Host Glaze, residents Leanne Ong and Ed Jourdan.

- 4. RECOGNITION OF GUESTS AND ANNOUNCEMENTS-President Lynch
- 5. PUBLIC PARTICIPATION None

6. CONSENT AGENDA

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

Ayes 4 Trustees Larimer, Olson, Patel and Lynch

Nays 0

Absent..... Trustee Wright

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

Ayes 4 Trustees Larimer, Olson, Patel and Lynch

Nays 0

Absent...... Trustee Wright

- 6.1 Minutes of the Regular Board Meeting of September 15, 2021
- 6.2 Accept the Monthly Financial Statements of the Treasurer for the Period Ending September 30, 2021
- 6.3 Report from the President, Justin Lynch-None
- 6.4 Report from the Vice President-None

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- 6.5 Human Resources Committee Report-None
- 6.6 Facilities Committee Report None
- 6.7 Finance Committee -None
- 6.8 Recommendation, Re: Appointment of Trustee Larimer as Vice-President
- 6.9 Recommendation, Re: Approval of Resolution # 295, 2021 Request for Tax Levy
- 6.10 Recommendation, Re: Approval of Expenses over \$10,000 for Annual Renewal of Chicago Tribune/Historical Chicago Tribune Database
- 6.11 Approval of Disbursements of September 1-30, 2021 plus the Addendum for the Meeting of October 20, 2021
- 6.12 Assistant Director's Report, Laura Hays
- 6.13 Adult Services Report, Laura Hays and Athens Moreno
- 6.14 Human Resources Report, Mary Pellico
- 6.15 Marketing Report, Allison Porch
- 6.16 Information Technology Report
- 6.17 Board Member Reports-None

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

Ayes 4 Trustees Larimer, Olson, Patel and Lynch

Nays 0

Absent...... Trustee Wright

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

Recommendation, Re: Appointment of Trustee Larimer as Vice-President Background information:

The Office of Vice-President became vacant effective October 18. As stated in the Library's By-Laws, the position of Vice-President is filled based upon seniority and acceptance of the position. Trustee Larimer is the next senior Trustee not currently holding an officer position. He graciously accepted the opportunity to fill the Vice-President position.

Recommendation, Re: Approval of Resolution # 295, 2021 Request for Tax Levy Background information:

The 2021 Request for Tax Levy is approved by the Library Board and then submitted to the Village for their approval. The 2021 Levy amount has an increase of \$70,000 over last year. \$40,000 of the increase is for the IMRF Fund to ensure that the Library maintains a minimum reserve of four months as outlined in the Library's Financial Policy. At the end of FY22 the Library would have an estimated reserve of 3.65 months in this Fund. A \$35,000 increase to the General Fund is needed in response to added operational costs to maintain pandemic related safety practices for patrons and staff and to make any pay adjustments in response to the annual increase to minimum wage and current competitive pay rates. In addition, the Library will have increased internet cost fees for installing fiber as well as increases in costs for cleaning services. Below is a list of the tax levies from the past ten years and the difference/change from year to year for comparison. History of the past ten years WORKING AND APPROPRIATION BUDGETS/REQUEST FOR TAX LEVY:

FY2012	\$3,431,500	no increase/decrease
FY2013	\$3,431,500	no increase/decrease
FY2014	\$3,431,500	no increase/decrease
FY2015	\$3,440,000	+\$8,500
FY2016	\$3,440,000	no increase/decrease
FY2017	\$3,440,000	no increase/decrease
FY2018	\$3,440,000	no increase/decrease
2018 Levy	\$3,674,461	+234,461 (Building Renovation Loan)
2019 Levy	\$3,674,461	no increase/decrease
2020 Levy	\$3,674,461	no increase/decrease
2021 Levy	\$3,744,461	+\$70,000

Recommendation, Re: Approval of Expenses over \$10,000 for Annual Renewal of Chicago Tribune/Historical Chicago Tribune Database

Background information:

ProQuest provides the Library with the online product of Chicago Tribune Current an online version of their print product, and Chicago Tribune Historical which provides archival access to the Tribune back to 1849. The renewal cost is \$11,159.95, no increase from last year. In FY21 the Library averaged 275 uses per month, an increase of over 123% from FY20, for an average cost per use of \$3.39. Board approval is required by the Library's Financial policy for expenditures exceeding \$10,000.

Approval of Disbursements

The Library Board of Trustees approved the disbursements for the period September1-30, 2021 plus the Addendum for the meeting of October 20, 2021 in the amount of \$147,553.29.

7. NEW BUSINESS

7.1 Review of Fiscal Year 2021 Audit with Sikich Representative Dan Berg

Background information:

Partner Dan Berg from Sikich LLP, presented the Library's FY2021 Annual Financial Report and Auditor's Communication to the Board. The auditor issued a clean, unmodified audit opinion. An unmodified opinion is issued when the financial statements "give a true and fair view" and the organization under audit has practiced in accordance with all requirements. It is the highest opinion that can be given.

7.2 Acceptance of 2021 Audit as Presented

Trustee Lynch moved and **Trustee Olson seconded** that the Library Board of Trustees accept the 2021 Audit as presented. Motion approved.

Ayes 5 Trustees Larimer, Wright, Olson, Patel and Lynch

Nays 0

Absent..... None

7.3 Recommendation, Re: Approval of Expenses over \$10,000- Annual Comcast Fiber Services

Trustee Lynch moved and **Trustee Larimer seconded** that the Library Board of Trustees approve the contract for annual Comcast Fiber Services. Motion approved.

Background information:

To stabilize and increase the speed and reliability of the Library's internet, the Library will be contracting with Comcast to install a fiber optic DIA circuit (Direct Internet Connection) to the Library building. This will create a synchronous internet connection with equal download and upload speeds. The cost for this service will be \$875/month for an annual cost of \$10,500 for a period of five years (60 months). There is an initial additional \$500 installation fee applied to the first payment. Installation should be completed before the end of the calendar year. Board approval is required by the Library's Financial policy for expenditures exceeding \$10,000.

7.4 Discussion: Trustee Interview Process

Background information:

The Trustees have selected six candidates to interview from the thirteen candidates that applied for the Trustee vacancy. The interviews will be scheduled to take place at a Special Board Meeting. All of the candidates will be asked the same set of questions and the interviews will be conducted in Executive Session.

7.5 REPORT OF THE LIBRARY DIRECTOR

Director Westgate introduced the recently hired Adult Services Manager Athens Moreno. Athens comes to Carol Stream with years of library experience in a variety of different capacities at several suburban libraries. President Lynch stated that he was happy to hear that the Klein Creek Stabilization project will not have as large of an impact on the Library's north lot as originally planned. Trustee Larimer was pleased to see that the Library had recently contracted for offsite remote back-up services. Director Westgate stated that she would follow up with him regarding additional information on the service. The Trustees thanked the staff for their work on the October 13 Open House and stated how nice of an event it was.

7.6 Youth Services Report, Amy Teske

President Lynch commented on staff providing both in-person and virtual storytimes for our residents. He appreciated that both types were being offered.

7.7 Circulation Department Report, Jeri Cain

The "Fine Free" process resulted in some accounts being incorrectly billed. Circulation staff have resolved all of the incorrect billing that occurred.

8. ADJOURN

There being no further business to come before th	e Board of Library Trustees, Trustee Wright moved and
Trustee Olson seconded that the meeting be adjo	urned. Motion approved.
Ayes 5 Trustees Larimer, Wright, Olson, I	Patel and Lynch
Nays 0	
Absent None	
Meeting adjourned at 7:48 p.m.	
November 17, 2021	
Date approved	Mansi Patel, Secretary for the 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: October 28, 2021 TIME: 6:30 p.m.

PLACE: Library Meeting Room

I. CALL TO ORDER

President Lynch called the Special Meeting of the Board of Library Trustees to order at 6:31 p.m.

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

II. ROLL CALL

Secretary Patel called the roll.

Present:

Trustees Wright, Olson, Patel and Lynch.

Absent:

Trustee Larimer

Also Present:

Director Susan

III. PUBLIC PARTICIPATION

None

IV. Executive Session

Trustee Olson moved and Trustee Wright seconded that The Board of Library Trustees adjourn into Executive Session as permitted under Illinois Open Meetings Act, 5 ILCS 120/2(c)(3) for the selection of a person to fill a public office. Motion approved.

Ayes 4 Trustees Wright, Olson, Patel and Lynch.

Nays 0

Absent..... Trustee Larimer

Accordingly, the Meeting was closed to the public at 6:33 p.m. The Board discussed the aforesaid matters and no other matters in closed session. The Board returned to regular session at 8:21 p.m.

Secretary Patel called the roll.

Present: Trustees Larimer, Wright, Olson, Patel and Lynch. Trustee Larimer arrived

at 6:45 p.m.

Absent:

None

V. NEW BUSINESS

A. Recommendation, Re: Approval of Appointment of Trustees to Fill Vacancies

Trustee Lynch moved and **Trustee Patel** seconded that The Board of Library Trustees appoint residents Mary Hudspeath and Tim Rogers as Library Board Trustees to fill the current vacancies on the Board. Motion approved.

Ayes	5 Trustees Wright, Olson, Patel, Larimer and Lynch
Nays	0
Absent	None

VI. ADJOURNMENT

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

Ayes	5 Trustees Larimer, Wright, Olson, Patel and Lynch
Nays	0
Absent	None

Meeting adjourned at 8:22 p.m.

November 17, 2021	
Date approved	Mansi Patel, Secretary for the
Board of Library Trustees	

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

<u>FUND</u>	BEGINNING BALANCE		CHANGE		ENDING BALANCE	
General	\$	3,176,561.32	\$	649,562.37	\$	3,826,123.69
Working Cash		50,865.41		17.85		50,883.26
FICA		142,975.45		22,436.28		165,411.73
IMRF		112,115.01		17,638.23		129,753.24
Liability Insurance		22,135.10		(11,647.72)		10,487.38
Audit		8,456.85		3,685.06		12,141.91
Capital Maintenance & Repair		1,577,503.00		(32,329.36)		1,545,173.64
Building Renovation Loan	_	153,760.36	ē —	82,129.42	_	235,889.78
TOTAL ALL FUNDS	\$	5,244,372.50	\$	731,492.13	\$	5,975,864.63

See attached for a schedule of cash and investments.

	10/31/21
Justin Lynch, Board President	
	10/31/21
Nancy Olson, Board Treasurer	
	10/31/21
Susan Westgate, Library Director	10/31/21
ousan westgate, Library Director	

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

	TYPE	CURRENT BALANCE
WEST SUBURBAN BANK	CHECKING	\$ 193,842.93
WEST SUBURBAN BANK	PAYROLL.	73,876.49
WEST SUBURBAN BANK-MONEY MARKET	INVESTMENT	2,691,893.54
ILLINOIS FUNDS-PRIME FUND	INVESTMENT	3,014,929.24
PROPAY	ELECTRONIC	552.43
CASH BANK	CASH DRAWER	770.00
TOTA	.L	\$ 5,975,864.63

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

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EXHIBIT B

SUPPLEMENTARY INFORMATION

Revenues and Expenses - Modified Cash Basis - By Fund

EXHIBIT C



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 October 31, 2021 and September 30, 2021, and the related combined statements of revenues and expenses - modified cash basis – all funds for the month and year-to-date October 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.

ATA Group, LLP

November 4, 2021

M C C L U R E I N S E R R A

B E O M P A N T C H A N T E W E D

ACCOUNTANTS AND CONSULTANTS



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

	Oct 31, 21	Sep 30, 21	\$ Change
ASSETS			
Current Assets			
Checking/Savings			
10-1000 · Library Fund Cash			
10-1006 · WSB General Checking	193,842.93	253,394.62	-59,551.69
10-1008 · WSB Payroll Account	73,876.49	92,740.93	-18,864.44
10-1014 · Illinois Funds-Prime	3,014,929.24	3,014,864.31	64.93
10-1024 · WSB Money Market Acct	2,691,893.54	2,909,092.11	-217,198.57
10-1025 · ProPay	552.43	574.18	-21.75
10-1026 · Cash Bank	770.00	770.00	0.00
10-1090 · Allocated Cash-General Fund	-2,149,740.94	-2,210,965.41	61,224.47
Total 10-1000 · Library Fund Cash	3,826,123.69	4,060,470.74	-234,347.05
1190 · Allocated Cash-Fund Balances	50.000.00	50.070.04	0.00
20-1090 Allocated Cash-Working Cash Fd.	50,883.26	50,873.64	9.62
30-1190 · Allocated Cash-FICA Fund	165,411.73	176,013.55	-10,601.82
40-1090 · Allocated Cash-IMRF Fund	129,753.24	147,100.35	-17,347.11 -18,603,36
50-1090 · Allocated Cash-Liability Fund	10,487.38	29,090.74	-10,003,36
60-1090 · Allocated Cash-Audit Fund	12,141.91 1.545,173.64	12,167.04 1,561,655.09	-16,481.45
70-1090 · Allocated Cash-Capital R&M Fund	235,889.78	234,065.00	1,824.78
80-1090 · Allocated Cash-Debt Service	235,009.70	234,005.00	
Total 1190 · Allocated Cash-Fund Balances	2,149,740.94	2,210,965.41	-61,224.47
Total Checking/Savings	5,975,864.63	6,271,436.15	-295,571.52
Total Current Assets	5,975,864.63	6,271,436.15	-295,571.52
TOTAL ASSETS	5,975,864.63	6,271,436.15	-295,571.52
LIABILITIES & EQUITY			
Equity 2900 · Beginning Fund Balances			
10-2900 · Fund Balance-General Fund	1,917,356.41	1,917,356.41	0.00
20-2900 · Fund Balance-Working Cash	50,846.41	50,846.41	0.00
30-2900 · Fund Balance-FICA Fund	106,402.32	106,402.32	0.00
40-2900 · Fund Balance-IMRF Fund	84,847.54	84,847.54	0.00
50-2900 · Fund Balance-Liability	11,040.33	11,040.33	0.00
60-2900 · Fund Balance-Audit	7,840.24	7,840.24	0.00
70-2900 · Fund Balance-Capital R&M	1,627,532.77	1,627,532.77	0.00
80-2900 · Fund Balance-Debt Service	103,541.42	103,541.42	0.00
Total 2900 · Beginning Fund Balances	3,909,407.44	3,909,407.44	0.00
Net Income	2,066,457.19	2,362,028.71	-295,571.52
Total Equity	5,975,864.63	6,271,436.15	-295,571.52
TOTAL LIABILITIES & EQUITY	5,975,864.63	6,271,436.15	-295,571.52

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

	Oct 21	May - Oct 21	Annual Budget	% of Budget
Ordinary Income/Expense				
Income				
3000 · Property Taxes				
3001 · Property Tax Current	28,591.52	3,678,781.44	3,664,461.00	100.39%
3002 · Property Taxes Non-Current	0.00	61.58	5,000.00	1.23%
3000 · Property Taxes - Other	0.00	0.00	10,000.00	0.0%
Total 3000 · Property Taxes	28,591.52	3,678,843.02	3,679,461.00	99.98%
3100 · PPR Taxes	0.00	36,167.61	44,000.00	82.2%
3200 · Interest Income				
3201 · Interest Income Taxes	0.00	0.00	1,000.00	0.0%
3202 · Interest Income Investments	754.40	2,890.21	15,100.00	19.14%
Total 3200 · Interest Income	754.40	2,890.21	16,100.00	17.95%
3300 · Patron Payments				
3301 - Fines & Fees	470.42	3,091.90	10,000.00	30.92%
3302 · Public Copy Payments	541.50	2,713.87	12,000.00	22.62%
3303 · Non-Resident Card Fees	164.22	164.22	2,000.00	8.21%
3304 · Sale Items	0.00	0.00	1,000.00	0.0%
Total 3300 · Patron Payments	1,176.14	5,969.99	25,000.00	23.88%
3400 · Donations	0.00	3,560.00	5,000.00	71.2%
3500 - Developer Contributions	0.00	0.00	1,000.00	0.0%
3600 · RBP/ILL Reimbursements	0.00	40.18	1,000.00	4.02%
3700 - Grants				
3701 · Per Capita Grants	0.00	58,573.73	49,650.00	117.97%
3702 · Other Grants/Awards	0.00	2,000.00	5,000.00	40.0%
Total 3700 · Grants	0.00	60,573.73	54,650.00	110.84%
3800 · Other Income	83.20	897.60	5,000.00	17.95%
Total Income	30,605.26	3,788,942.34	3,831,211.00	98.9%
Gross Profit	30,605.26	3,788,942.34	3,831,211.00	98.9%
Expense				
5100 · Salaries				
5101 · Exempt Staff Salaries	57,397.89	284,035.55	603,000.00	47.1%
5102 · Non-Exempt Staff Salaries	93,014.06	528,078.63	1,279,300.00	41.28%
5103 · Custodial Salaries	5,984.20	33,994.01	78,000.00	43.58%
5105 · Professional Education	380.66	2,296.74	15,000.00	15.31%
5106 · Membership	456.00	1,670.00	4,000.00	41.75%
5107 · Life Insurance	165.58	951.43	2,000.00	47.57%
5108 · Health Insurance	17,096.23	101,538.71	250,000.00	40.62%
5109 · Benefits, other	127.58	575.22	2,000.00	28.76%
5110 · Trustee Development	0.00	103.50	3,000.00	3.45%
Total 5100 · Salaries	174,622.20	953,243.79	2,236,300.00	42.63%
5200 · Plant Maint.				
5201 · Supplies	1,023.30	5,529.87	20,000.00	27.65%
5202 · Maintenance/Repair	0.00	2,278.94	10,000.00	22.79%
5203 · Maintenance Contracts	5,382.00	21,477.00	42,000.00	51.14%

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

	Oct 21	May - Oct 21	Annual Budget	% of Budget
5204 · Landscape Maintenance/Snow Remo	1,097.28	5,247.28	15,000.00	34.98%
5204 · Landscape Maintenance/Show Remo	216.48	3,829.00	10,000.00	38.29%
5206 · Electric-Comm Edison	7.029.39	9,285.00	45,000.00	20.63%
5207 · Water/Sewer	376.85	2,812.99	10,000.00	28.13%
5208 · Insurance (Property)	10,273.00	10,273.00	11,000.00	93.39%
Total 5200 · Plant Maint.	25,398.30	60,733.08	163,000.00	37.26%
5300 · Business Exp.	20,090.00	00,700.00	100,000.00	37.2373
	0.00	72.21	6,000.00	1.2%
5301 · Postage 5302 · Office & Equipment Supplies	576.72	3.065.37	7,000.00	43.79%
5303 · Printing	0.00	68.67	4,000.00	1.72%
	1,564.44	9,117.33	17,000.00	53.63%
5304 · Equipment Leasing	38.46	130.13	2,000.00	6.51%
5305 · Mileage Reimbursement	0.00	555.45	600.00	92.58%
5306 · Legal Notices	675.48	4,920.31	12,000.00	41.0%
5308 · Business Phone 5309 · Accounting Service	1,100.00	4,400.00	15,000.00	29.33%
5309 - Accounting Service 5310 - Material Recovery Fees	98.45	563.85	1,000.00	56.39%
5311 · Material Recovery Fees 5311 · Payroll Service	554.45	3.154.49	7,500.00	42.06%
5311 - Payron Service 5312 - Attorney Fees	0.00	1,320.00	8,000.00	16.5%
5312 · Attorney Fees 5314 · Other Consultants	0.00	7,200.00	8,000.00	90.0%
5315 · Other Expenditures	485.50	2,244.98	7,000.00	32.07%
5317 · Bank & Credit Card Fees	19.47	101.27	100.00	101.27%
	2,218.12	3,086.08	21,000.00	14.7%
5319 · Security Service 5321 · Human Resources	1,715.73	5,926.96	10,000.00	59.27%
Y-	9.046.82	45,927.10	126,200.00	36.39%
Total 5300 · Business Exp.	9,046.62	45,921.10	120,200.00	30.3370
5400 · Automat. & Dept. Oper.	1,843.36	2,876.57	10,000.00	28.77%
5401 · Automation Hardware	238.40	4,999.92	16,500.00	30.3%
5402 · ISP and Web page hosting	0.00	4,735.64	18,000.00	26.31%
5403 · Computer Software	2,700.00	13,463.22	15,000.00	89.76%
5404 · Tech Support & Repair	43.11	1,966.56	5,000.00	39.33%
5405 · Technical Services Supplies	638.40	1,413.89	6,000.00	23.57%
5406 · Circulation Supplies	0.00	0.00	16,500.00	0.0%
5408 · Tech Serv Online Resources	0.00	82.45	500.00	16.49%
5409 · RBP/ILL Expenses	11,541.50	23,083.00	47,000.00	49.11%
5410 · SWAN Consortium	8,014.50	48,301.50	98,000.00	49.29%
5411 · Village IT Services			232,500.00	43.41%
Total 5400 · Automat. & Dept. Oper.	25,019.27	100,922.75	232,300.00	45.4170
5500 · Services	1 212 00	18,474.36	32,000.00	57.73%
5501 · Youth Services Programs	1,313.00			22.78%
5503 · Adult/Teen Programs	1,286.38	6,605.92	29,000.00 47,000.00	0.0%
5505 · Library Newsletter	0.00	0.00 7.617.42		38.09%
5509 · Library Publicity and Promotion	3,048.40	7,617.42	20,000.00	30.09%
5510 · Reference Services Expenses	0.00	6.99	400.000.00	OF FE01
Total 5500 · Services	5,647.78	32,704.69	128,000.00	25.55%
5600 · Collection				

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

	Oct 21	May - Oct 21	Annual Budget	% of Budget
5601 · Youth Services Books	5,530.29	16,141.24	50,000.00	32.28%
5606 · Youth Services Media	2,488.25	6,699.36	25,000.00	26.8%
5630 · Adult Books	5,600.17	25,770.24	75,000.00	34.36%
5634 · Online Resources	0.00	0.00	45,000.00	0.0%
5635 · Magazines & Newspapers	0.00	10,289.15	11,000.00	93.54%
5637 · Adult Media	2,027.67	9,171.99	50,000.00	18.34%
5651 · Digital Media	5,001.42	44,440.35	100,000.00	44.44%
5652 · Grant/Award Expense	0.00	33,280.38	49,650.00	67.03%
Total 5600 · Collection	20,647.80	145,792.71	405,650.00	35.94%
6600 · Payroll Expenses				
6610 · FICA Expense	11,601.76	67,138.52	150,000.00	44.76%
6620 · Illinois Municipal Retirement F	18,530.58	105,367.32	220,000.00	47.89%
Total 6600 · Payroll Expenses	30,132.34	172,505.84	370,000.00	46.62%
7101 · Liability Insurance	18,664.00	18,664.00	19,000.00	98.23%
7102 · Risk Management expense	97.80	1,340.60	3,000.00	44.69%
7103 · Unemployment Compensation Insur	0.00	673.56	5,000.00	13.47%
7201 · Audit Expense	110.00	6,434.00	13,000.00	49.49%
7400 · Capital Expenditures				
7401 · Furniture	0.00	7,500.00	10,000.00	75.0%
7402 · Parking Lot Repair	0.00	6,196.08	12,000.00	51.63%
7403 · Building Repair	0.00	1,875.00	50,000.00	3.75%
7404 · Landscape	1,420.00	28,591.48	125,000.00	22.87%
7405 · Memorials	0.00	0.00	2,000.00	0.0%
7406 · Other Capital Expenditures	3,014.84	18,870.84	50,000.00	37.74%
Total 7400 · Capital Expenditures	4,434.84	63,033.40	249,000.00	25.32%
7500 · Special Capital Projects				
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	12,355.63	20,509.63	30,000.00	68.37%
Total 7500 · Special Capital Projects	12,355.63	20,509.63	55,000.00	37.29%
Total Expense	326,176.78	1,622,485.15	4,005,650.00	40.51%
Net Ordinary Income	-295,571.52	2,166,457.19	-174,439.00	-1,241.96%
Other Income/Expense				
Other Income				
8002 · Interfund Transferrs Out	0.00	0.00	-100.00	0.0%
Total Other Income	0.00	0.00	-100.00	0.0%
Other Expense				
8000 · Debt Repayment Expense	0.00	100,000.00	234,461.00	42.65%
Total Other Expense	0.00	100,000.00	234,461.00	42.65%
Net Other Income	0.00	-100,000.00	-234,561.00	42.63%
Net Income	-295,571.52	2,066,457.19	-409,000.00	-505.25%

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

	10-General Fund	al Fund	20-Working Cash Fund	Cash Fund	30-FICA Fund	Fund
	Oct 21	May - Oct 21	Oct 21	May - Oct 21	Oct 21	May - Oct 21
Ordinary Income/Expense Income						
3000 · Property Taxes	24,399.35	3,139,440.14	0.00	0.00	979.81	126,070.83
3100 · PPR Taxes 3200 · Interest Income	0.00 376.43	36,167.61 1,442.15	0.00	0.00 36.85	0.00	0.00 77.10
3300 - Patron Payments	1,176.14	5,969.99	0.00	0.00	0.00	0.00
3400 · Donations 3600 · RBP/ILL Reimbursements 3700 · Grants	0.00	3,560.00 40.18 60,573.73	0.00	0.00	0.00	0.00
3800 · Other Income	83.20	897.60	0.00	0.00	00'0	0.00
Total Income	26,035.12	3,248,091.40	9.62	36.85	999.94	126,147.93
Gross Profit	26,035.12	3,248,091.40	9.62	36.85	999.94	126,147.93
Expense 5100 · Salaries	174,622.20	953,243.79	00:00	0.00	0.00	0.00
5200 · Plant Maint.	25,398.30	60,733.08	0.00	0.00	00:0	0.00
5300 · Business Exp.	9,046.82	45,927.10	0.00	0.00	0.00	0.00
5400 · Automat. & Dept. Oper.	25,019.27	100,922.75	00.00	00.00	0.00	0.00
5500 · Services	5,647.78	32,704.69	0.00	00.00	0.00	0.00
5600 · Collection	20,647.80	145,792.71	0.00	00.00	0.00	0.00
6600 · Payroll Expenses	0.00	0.00	0.00	00:00	11,601.76	67,138.52
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	00:0	0.00	0.00
7701 - Aufenproyment Compensation made 7201 - Aufenproyment Compensation Table 7400 - Capital Expenditures	0.00	0.00	00:0	0.00	0.00	0.00
7500 · Special Capital Projects	0.00	0.00	00:00	0.00	00.00	0.00
Total Expense	260,382.17	1,339,324.12	0.00	00.00	11,601.76	67,138.52
Net Ordinary Income	-234,347.05	1,908,767.28	9.62	36.85	-10,601.82	59,009.41

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

	10-General Fund	ral Fund	20-Working Cash Fund	Cash Fund	30-FICA Fund	Fund
	Oct 21	May - Oct 21	Oct 21	May - Oct 21	Oct 21	May - Oct 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	00.00	00.00	0.00	0.00	00.00	0.00
Net Other Income	00.00	00.00	0.00	0.00	0.00	00:00
Net Income	-234,347.05	1,908,767.28	9.62	36.85	-10,601.82	59,009.41



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

	40-IMRF Fund	Fund	50-Liability Fund	ty Fund	60-Audit Fund	Fund
	Oct 21	May - Oct 21	Oct 21	May - Oct 21	Oct 21	May - Oct 21
Ordinary Income/Expense						
3000 · Property Taxes	1,167.42	150,211.54	156.35	20,117.20	83.39	10,729.98
3100 · PPR Taxes 3200 · Interest Income	0.00	0.00 61.48	0.00	0.00	0.00	0.00
3300 · Patron Payments	00.0	00.0	0.00	0.00	0.00	00.00
3400 · Donations 3600 · RBP/ILL Reimbursements	0.00	0.00	00.0	0.00	0.00	0.00
3700 · Grants 3800 · Other Income	0.00	0.00	00.00	0.00	0.00	0.00
Total Income	1,183.47	150,273.02	158.44	20,125.21	84.87	10,735.67
Gross Profit	1,183.47	150,273.02	158.44	20,125.21	84.87	10,735.67
Expense 5100 · Salaries	00'0	0.00	00.0	0.00	0.00	0.00
5200 · Plant Maint.	0.00	00.0	0.00	0.00	00:00	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	00'0
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	18,530.58	105,367.32	0.00	00'0	0.00	0.00
7101 · Liability Insurance	0.00	0.00	18,664.00	18,664.00	0.00	0.00
7102 · Risk Management expense 7103 · Unemployment Compensation Insur	00:00	0.00	97.80	1,340.60	0.00	0.00
7201 - Audit Expense 7400 - Capital Expenditures	0.00	0.00	0.00	0.00	110.00	6,434.00
7500 · Special Capital Projects	00.0	00'0	0.00	00.0	0.00	0.00
Total Expense	18,530.58	105,367.32	18,761.80	20,678.16	110.00	6,434.00
Net Ordinary Income	-17,347.11	44,905.70	-18,603.36	-552.95	-25.13	4,301.67

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

	40-IMR	40-IMRF Fund	50-Liability Fund	ity Fund	60-Audit Fund	it Fund
	Oct 21	May - Oct 21	Oct 21	May - Oct 21	Oct 21	May - Oct 21
Other Income/Expense Other Expense						
8000 · Debt Repayment Expense	0.00	0.00	0.00	0.00	00.00	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	-17,347.11	44,905.70	-18,603.36	-552.95	-25.13	4,301.67

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

	70-Capital Maint. & Repair Fund	& Repair Fund	80-Debt Service	Service	TOTAL	۲
8	Oct 21	May - Oct 21	Oct 21	May - Oct 21	Oct 21	May - Oct 21
Ordinary Income/Expense						
3000 - Property Taxes	0.00	0.00	1,805.20	232,273.33	28,591.52	3,678,843.02
3100 · PPR Taxes 3200 · Interest Income	0.00	0.00 1,183.90	0.00	0.00 75.03	0.00 754.40	36,167.61 2,890.21
3300 · Patron Payments	0.00	0.00	0.00	0.00	1,176.14	5,969.99
3400 · Donations 3600 · RBP/ILL Reimbursements 3700 · Grants	0.00	0.00	0.00	0.00	0.00	3,560.00 40.18 60,573.73
3800 · Other Income	0.00	0.00	0.00	0.00	83.20	897.60
Total Income	309.02	1,183.90	1,824.78	232,348.36	30,605.26	3,788,942.34
Gross Profit	309.02	1,183.90	1,824.78	232,348.36	30,605.26	3,788,942.34
Expense 5100 - Salaries	00:0	0.00	0.00	0.00	174,622.20	953,243.79
5200 · Plant Maint.	0.00	0.00	0.00	0.00	25,398.30	60,733.08
5300 · Business Exp.	0.00	0.00	0.00	0.00	9,046.82	45,927.10
5400 · Automat. & Dept. Oper.	0.00	00:0	0.00	0.00	25,019.27	100,922.75
5500 · Services	0.00	00:0	0.00	0.00	5,647.78	32,704.69
5600 · Collection	0.00	0.00	0.00	0.00	20,647.80	145,792.71
6600 · Payroll Expenses	0.00	00.00	0.00	0.00	30,132.34	172,505.84
7101 - Liability Insurance	0.00	0.00	0.00	0.00	18,664.00	18,664.00
7102 - Risk Management expense	0.00	0.00	0.00	0.00	97.80	1,340.60
7103 · Unemployment Compensation Insur	0.00	0.00	0.00	000	110.00	673.56 6 434 00
7400 - Capital Expenditures	4,434.84	63,033.40	0.00	0.00	4,434.84	63,033.40
7500 · Special Capital Projects	12,355.63	20,509.63	00.00	00:0	12,355,63	20,509.63
Total Expense	16,790.47	83,543.03	00:00	00:0	326,176.78	1,622,485.15
Net Ordinary Income	-16,481.45	-82,359.13	1,824.78	232,348.36	-295,571.52	2,166,457.19

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

	70-Capital Maint. & Repair Fund	. & Repair Fund	80-Debt Service	Service	TOTAL	AL
	Oct 21	May - Oct 21	Oct 21	May - Oct 21	Oct 21	May - Oct 21
Other Income/Expense Other Expense 8000 · Debt Repayment Expense	0.00	0.00	0.00	100,000.00	0.00	100,000.00
Total Other Expense	0.00	0.00	00.00	100,000.00	00.00	100,000.00
Net Other Income	0.00	0.00	00:00	-100,000.00	0.00	-100,000.00
Net Income	-16,481.45	-82,359.13	1,824.78	132,348.36	-295,571.52	2,066,457.19



VILLAGE OF CAROL STREAM, ILLINOIS LIBRARY BOARD RESOLUTION #296 RE: COMMENDATION OF DR. BONITA BERRYMAN-GILLIAM FOR HER SERVICE AS A CAROL STREAM PUBLIC LIBRARY TRUSTEE

WHEREAS, Dr. Bonita Berryman-Gilliam was elected as Library Trustee in April 2013 to a four-year term; and,

WHEREAS, she was re-elected to office in April 2017 and April 2021; and

WHEREAS, during her term of office she served the Library whenever called upon and in a variety of ways; and,

WHEREAS, during her tenure on the Board she served on the By-Laws Committee, Finance Committee; Human Resources Committee and, was Committee Chair of the Special Committee-Equity, Diversity and Inclusion Committee; and

WHEREAS, during her tenure on the Board she served as Vice-President from 2015 to 2017 and 2020 to 2021 giving wise advice and guidance to the Board and the Library; and,

WHEREAS, during her tenure she participated in a variety of Trustee Development workshops to increase her knowledge and better serve in her role as a Library Trustee; and

WHEREAS, she represented the Library at the annual Holiday Open House and other Library special events; and,

WHEREAS, during her tenure the Library underwent the development of a strategic plan and a complete building renovation; and

WHEREAS, during her time on the Board the Library increased service to the people of Carol Stream with improved collection development, expanded technology, enhanced public programming, virtual library services and curbside services; and,

THEREFORE, BE IT RESOLVED that the Board of Library Trustees hereby publicly commends and thanks Dr. Bonita Berryman-Gilliam on behalf of the citizens of Carol Stream and library users everywhere for her public service.

Passed this Seventeenth day of November Ayes:; Nays:; Absent or not voting	
Approved:	Attest:
Justin Lynch, President	Mansi Patel, Secretary
Board of Library Trustees	Board of Library Trustees

ANNUAL LIBRARY CALENDAR 2022 LIBRARY CLOSINGS AND BOARD MEETINGS

Library Closings

Saturday, January 1 (New Year's Day)

Sunday, January 2

Sunday, April 17 (Easter)

Sunday, May 8 (Mother's Day)

Sunday, May 29

Monday, May 30 (Memorial Day)

Sunday, June 19 (Father's Day)

Sunday, July 3

Monday, July 4 (Independence Day)

Sunday, September 4

Monday, September 5 (Labor Day)

Wednesday, November 23 (Thanksgiving Day Eve) close at 5:00 p.m.

Thursday, November 24 (Thanksgiving Day)

Saturday, December 24 (Christmas Eve)

Sunday, December 25 (Christmas Day)

Monday, December 26

Sunday, January 1, 2023 (New Year's Day)

Monday, January 2, 2023

Library Board Meetings

January 19

February 16

March 16

April 20

May 18

June 15

T 1 00

July 20

August 17

September 21

October 19

November 16

December 21

Library Board meetings will be held in the Library's Meeting Room at 7:00 p.m.

Susan Westgate, Library Director

For the Board of Library Trustees of the Village of Carol Stream

26

PROPOSAL FOR CAROL STREAM PUBLIC LIBRARY

October 6, 2021

We are pleased to have the opportunity of submitting our quotation as follows:

- Provide seven (7) days per week service; Monday through Sunday.
- Quotation based on the enclosed Cleaning Specifications.
 TOTAL MONTHLY QUOTATION: \$2,700.00

COMPLETE CLEANING COMPANY STAFF

- Employees wear proper uniforms and a picture identification card at all times.
- Employees are instructed to remain in their designated work areas and at no time are they permitted to disturb papers on desks, open drawers or use any telephones.
- Employees conduct themselves in a manner that reflects the dignity, security and the best interest of our clients as well as Carol Stream Public Library.

SERVICE AGREEMENT

This Agreement made between COMPLETE CLEANING COMPANY, INC. hereinafter known as "Complete," and Carol Stream Public Library, hereinafter known as "Client" on October 6, 2021.

Whereas CLIENT wishes to use the services of COMPLETE and COMPLETE wishes to provide service for CLIENT, the parties mutually agree as follows:

- 1. SERVICE: COMPLETE will furnish all the necessary personnel, supervision, equipment and supplies in sufficient quantity to clean and maintain CLIENT'S facility located at 616 Hiawatha Drive, , Carol Stream, IL in accordance with the specification sheet which is attached hereto, and made a part hereof, as listed under "Proposal".
- 2. INSURANCE: COMPLETE will supply evidence of workers compensation and public liability insurance upon request by CLIENT.
- 3. PAYMENT: CLIENT shall pay COMPLETE the sum of Two Thousand Seven Hundred and 00/100 Dollars (\$2700) per month for a period of twelve months.
- a. The contract price is predicated on performing cleaning services in the aforementioned facility under normal occupancy conditions. Periods of construction, renovation or other unusual occurrences, which increase work load, may require additional charges during such periods to compensate for the additional work required. Such charges will be mutually agreed to by CLIENT and COMPLETE.
- b. Invoices are to be mailed before the first day of each month service is rendered, payable on the first day of each month for the rendition of the immediately preceding month's service during the term hereof. After (30) days, unpaid amounts shall accrue interest at the rate of 1.5 percent per month. If CLIENT is referred to an agency or attorney for collection, attorneys' fees and costs of collection shall be recoverable by COMPLETE.
- Nationally recognized holidays were predetermined and those assessed amounts are given as part of the monthly charge. No credits or adjustments shall be issued for said holidays.
- d. COMPLETE accepts payment of invoices and other amounts due in the form of check, cash, wire and ACH (Automated Clearing House). Payment by accepted credit card will result in an additional fee of 5.00% of the amount charged and will be made at the time of charge.
- e. The base contract price set forth above in this paragraph 3 shall increase automatically by the same percentage amount as the percentage increase in the minimum wage applicable to the location of the Client's facility. This increase shall take effect as of the first pay period during which the increase in the minimum wage becomes effective.

Carol Stream Public Library Service Agreement October 6, 2021 Page Two

- 4. COMPLETE WARRANTY: COMPLETE warrants and represents to CLIENT as follows:
- a. COMPLETE shall make reasonable and prompt restitution by cash, replacement, or repairs, subject to the approval of CLIENT, covering any damage for which COMPLETE is responsible.
- b. COMPLETE shall pay all payroll taxes, state taxes, and any other taxes or items that may be levied against its payroll either by city, state or federal agencies.
- c. COMPLETE will furnish all necessary personnel, supervision, equipment and supplies to conform with the specifications detailed in the Proposal.
- 5. EMPLOYMENT RESTRICTION: CLIENT agrees that during the term of this agreement or for as long as COMPLETE is providing services for CLIENT, whichever is longer, and for period of eighteen (18) months after the termination of this agreement or the last date that COMPLETE provides services to CLIENT, whichever is later, CLIENT will not hire, employ or contract for services, directly or indirectly, any person or entity employed by or contracted by COMPLETE or any entity related to COMPLETE, without the written consent of COMPLETE. Directly or indirectly means acting as an owner, partner, agent, employee, consultant, director or contractor.
- 6. **TERMINATION**: This agreement shall continue from year to year unless otherwise terminated by either party giving thirty (30) days notice of cancellation by certified mail.
- 7. ENFORCEMENT: CLIENT will pay reasonable costs, attorneys fees and expenses incurred by COMPLETE in the enforcement of this agreement.
- 8. ENTIRE AGREEMENT: This agreement constitutes the entire agreement between the parties.
- 9. NOTICES: All notices shall be in writing and such notices and any payments required shall be sent to COMPLETE and CLIENT at the addresses detailed below:

Carol Stream Public Library 616 Hiawatha Drive

Complete Cleaning Company 615 Wheat Lane Wood Dale, IL 60191

Carol Stream Public Library Job Description

Job Title

Youth Services Assistant Manager

Description Type

New 11/2021

Reporting Relationship

Youth Services Manager

Department

Youth Services

List of direct reports by Title

Not applicable

Position Summary

 Assist the Youth Services Manager in managing the operation and employees of the department.

Essential Job Duties and Responsibilities

- Responsible for managing the department in the absence of the Youth Services Manager.
- Create, manage and maintain desk schedules and manage department schedules as needed.
- Assist Youth Services Manager with the hiring process, including orientation and training of staff.
- Oversee the organization and implementation of programs for all age groups.
- $\bullet~$ Develop, plan and conduct kindergarten through 4^{th} grade programming and outreach opportunities.
- Serves as School liaison for kindergarten through 8th grade.
- Oversee reading programs including summer reading.
- Provide reference and reader's advisory services by assisting customers in the location and use of Library materials and equipment.
- Develop, maintain, and promote a collection of materials.
- Maintains positive relationships and superior customer service.
- Serves as Team Leader or support Team Leader when needed which includes handling patron concerns, dealing with emergencies and assisting with the opening or closing of the facility.

Qualifications

Education

MLIS from an ALA accredited school

Experience

- Three years of Youth Services Library experience
- Two years of customer service experience

Knowledge, Skills and Abilities

- Knowledge of library practices, procedures for children up to grade 8
- Knowledge of books, literature, periodicals, and audiovisual material for children up to grade eight.
- Knowledge of reference, reader's advisory, use of online public access catalogs,
 Internet resources, on-line databases, and emerging information technology and tools
- Knowledge of collection development
- Strong customer service orientation
- Effective written and oral communication skills
- Ability to establish and maintain effective working relationships with others
- · Problem-solving skills and the ability to make independent decisions
- Works collaboratively as a member of a team and independently with minimal direction

Working Conditions/Physical Requirement

· Ability to lift and carry up to 20 pounds on occasion

BOARD COMMITTEE APPOINTMENTS 2021- 2023

STANDING COMMITTEES:

FINANCE

Tim Rogers, Chair Nancy Olson Justin Lynch, Ex-Officio Library Director, Ex-Officio

HUMAN RESOURCES

Mansi Patel, Chair Samantha Wright Mary Hudspeath Justin Lynch, Ex-Officio Library Director, Ex-Officio

FACILITIES

David Larimer, Chair Mary Hudspeath Samantha Wright Justin Lynch, Ex-Officio Library Director, Ex-Officio



2022 Per Capita Grant

Summary

The 2022 Per Capita grant has one question and that is for the Library Director and Board of Trustees to review the entire publication of the Serving Our Public 4.0 Standards for Illinois Public Libraries and the checklist at the conclusion of each chapter. This is a large task, but our Library is in good condition. Each of the chapter checklists is listed in this document. The items with a check mark are items we are good with. The items with a right arrow and highlighted in yellow are items the management team will review and determine if we need to do better in that area. Some items include a **bolded comment** regarding our Library's current practice. The Per Capita grant is due to the Illinois State Library by January 15, 2022.

Chapter 1 (Core Standards) – CSPL follows/meets all Core Standards

Illinois Public Library Core Standards

Core 1 The library provides uniformly gracious, friendly, timely, and reliable service to all users.

Core 2 The library is established and operates in compliance with Chapter 75 of the *Illinois Compiled Statutes*.

Core 3 The library is governed by a board of trustees elected or appointed and constituted in compliance with the relevant sections of Chapter 75 of the *Illinois Compiled Statutes*.

Core 4 The library complies with all other state and federal laws that affect library operations. (See Appendix A)

Core 5 The library adopts and adheres to the principles set forth in the American Library Association's (ALA) *Library Bill of Rights* and other ALA intellectual freedom statements and interpretations.

Core 6 The library adopts and adheres to the *Code of Ethics of the American Library Association*. The library adopts and adheres to the *Public Library Trustee Ethics Statement*, developed by United for Libraries, a division of ALA.

Core 7 The board of trustees adopts written bylaws that outline the board's purpose and operational procedures and address conflict-of-interest issues.

Core 8 The board of trustees appoints a qualified librarian as library administrator and delegates active management of the library to the library administrator. (For the purposes of this document, a qualified librarian is a person holding a Master of Library Science (MLS), Master Science in LIS, Master of Library and Information Science (MLIS), or other comparable degree from an ALA-accredited program and/or actively participates in continuing education opportunities each year offered by the Illinois State Library, regional library systems, and the Illinois Library Association. Library boards and communities should strive to have a minimum of one staff member holding an ALA accredited master's degree.)

Core 9 The board of trustees meets regularly, in accordance with the *Illinois Compiled Statutes*, with the library administrator in attendance. All board meetings and board committee meetings shall comply with the *Open Meetings Act*.

Core 10 The board of trustees has exclusive control of the expenditure of all monies collected, donated, or appropriated for the library fund and all property owned by the library.

Core 11 The library has a board-approved written budget. The budget is developed annually by the library administrator and the board with input from the staff.

Core 12 The board of trustees annually determines if the library's revenues are sufficient to meet the needs of the community. If the revenues are not sufficient, the board of trustees will take action to increase the library's revenues.

Core 13 The library has a board-approved mission statement, a long-range/strategic plan, disaster prevention and recovery plan, collection management policy, personnel policy, technology plan, and other policies as appropriate to the library's operation and regularly updates and maintains them as appropriate.

Core 14 The library administrator presents written monthly reports, including statistics, on library operations to the board of trustees. In addition, monthly fiscal reports are presented by the library administrator and/or the library board treasurer.

Core 15 The board of trustees annually reviews the performance of the library administrator.

Core 16 The library is a member of an Illinois regional library system, fulfills the membership requirements of its system, is a responsible partner in the Illinois Library and Information Network (ILLINET), and participates in resource sharing through interlibrary loan and reciprocal borrowing.

Core 17 The library provides access to resource sharing databases, participates in resource sharing by entering the library's collections into a regional, statewide, or national database, and actively promotes resource sharing via interlibrary loan and reciprocal borrowing.

Core 18 The library utilizes a variety of methods to communicate with its community.

Core 19 The library is located in a facility designed or renovated for library purposes and complies with all applicable local, state, and federal codes.

Core 20 A library is open a minimum of fifteen hours per week according to the *Illinois Administrative Code* [23 III. Adm. Code 3030.110].

Core 21 As a baseline, the library appropriates money to major budget categories (personnel, benefits, library materials, other operating expenditures) using the *Illinois Public Library Annual Report* statewide percentages analysis.

Core 22 The library board and staff promote the collections and services available to its community.

Core 23 At least every five years, and more frequently if necessary, the library conducts a review to determine if the library is providing facilities, collections and services in a quantity, at a time, and in a manner that meets the needs of the community.

Chapter 2 - Governance and Administration Checklist

- ✓ Library has an elected or appointed board of trustees.
- ✓ Library has a qualified library administrator.
- ✓ Library administrator files an *Illinois Public Library Annual Report* (IPLAR) with the Illinois State Library.



- ✓ Library administrator prepares monthly reports (including statistics) of operations and services for the board's review.
- ✓ Library administrator and/or library board treasurer prepares monthly fiscal reports for the board's review.
- ✓ Library has a mission statement and a long-range/strategic plan.
- ✓ Library maintains an understanding of the community by surveys, hearings, and other means.
- ✓ Library board reviews library policies on a regular basis.
- ✓ Library board members participate in local, state, regional, and national decision making that will benefit libraries.
- ✓ Library develops an orientation program for new board members.
- ✓ Library board members attend local, regional, state, and national conferences pertinent to libraries when fiscally possible.
- ✓ Library keeps adequate records of library operations and follows proper procedures for disposal of records.
- ✓ Library complies and keeps current with appropriate Illinois and federal laws pertaining to public libraries.
- ✓ Library has a board-approved set of written by laws that govern the conduct of the board of trustees and its relationship to the library and staff.
- ✓ Library maintains insurance covering property and liability, including volunteer liability.
- Library has a written succession plan focused on both internal and external talent development to fill anticipated needs for library leadership and other key personnel.

The library continues to develop and write up practices and procedures for each department and position as appropriate. The majority are part of the departments Intranet page documents. They are edited and updated as needed. Staff are provided opportunities to develop their skills and share their talents as members of ad hoc and other committees (ex.-Collection HQ, DEI, Emergency Preparedness, staff development, Summer Reading, etc.). Staff are also encouraged to participate in outreach and partnership opportunities with community organizations. The Library provides tuition reimbursement for both FT and PT staff.

Chapter 3 - Personnel Checklist

- ✓ Library has a board-approved personnel policy.
- ✓ Library has staffing levels that are sufficient to carry out the library's mission.
- ✓ Library has job descriptions and a salary schedule for all library positions. The job descriptions and salary schedule are periodically reviewed and revised as needed.
- ✓ Library's hiring practices are in compliance with EEOC guidelines and the Americans with Disabilities Act.
- ✓ Library salaries and fringe benefits account for up to 70 percent of total operations budget. **Currently 67.3% of our budget.**
- ✓ Library gives each new employee a thorough orientation.
- ✓ Library evaluates staff annually.
- ✓ Library staff and administration attend local, regional, state, and national conferences as well as training workshops and seminars where feasible.
- Library provides staff access to library literature and other professional development materials.
- ✓ Public library trustees and administrators are aware of federal, state, and local statutes and regulations relevant to personnel administration.
- ✓ The library complies with state and federal laws that affect library operations.

Chapter 4 - Access Checklist

- ✓ The library provides the right amount of space of the right kind to meet the provisions of its long-range/strategic plan.
- ✓ At least once every five years, the board directs a review of the library's long-term space needs.
- ✓ The staff are familiar with the requirements contained in the *Americans with Disabilities Act* (ADA) and work to address deficiencies in order to provide universal access to all patrons.
- ✓ The library, including branches or other service points, is located at a site that is determined to be most convenient for the community.

- ✓ The library provides adequate, safe, well-lighted, and convenient parking during all hours of service.
- ✓ The library has the minimum required number of parking spaces.
- ✓ The library's entrance is easily identified, clearly visible, and well lighted.
- ✓ The library has an identifying sign clearly visible from the street. Additional signs guide users from arterial streets to the library.
- ✓ The library has adequate internal signage.
- ✓ The library's lighting levels comply with lighting standards.
- ✓ All signage is in compliance with applicable federal, state, and local regulations.
- ✓ The library building supports the implementation of current and future telecommunications and electronic information technologies.
- ✓ The library has sturdy and comfortable furnishings in sufficient quantity to meet user needs.
- ✓ Space is allocated for child and family use with furniture and equipment designed for use by children.
- ✓ The library has enough shelving and other types of display and storage to provide patrons with easy access to all materials.

Chapter 5 – Building Infrastructure and Maintenance

Unless noted as **NOT APPLICABLE** the items in Chapter 5 are being checked/maintained/or done on a regular basis. Some items include a **bolded comment** regarding our Library's practice. Our recent Renovation project also addressed items that were in need of repair and or replacement.

Ongoing Building Maintenance Checklist

- ✓ The library building should be maintained in a clean and sanitary condition at all times. Cleaning schedule can depend on frequency of use and other factors.
- Elevators should be maintained at least annually, and should comply with applicable codes for safety. NOT APPLICABLE
- ✓ Roofs should be maintained at least twice a year or more frequently if required by the warranty. Additional inspection and maintenance work should be performed after every occasion where a contractor performs work on the roof (e.g., a rooftop chiller is replaced).
- ✓ The building facade should be inspected once a year.
- ✓ Parking lot resealing and restriping should be performed every one to three years. Performed annually.
- ✓ HVAC systems should be inspected and maintained at least twice a year (before summer and winter). We have a
 Monthly HVAC Maintenance Contract.
- ✓ Alarm system should be checked for proper operation at least once a year.
- ✓ Lighting should be inspected and replaced at least once every three months, unless they are inspected on a regular basis by the building staff. In some cases, defective lights must be replaced immediately. This includes exit lights, parking lot lights, and building exterior lights. The majority of our lights are LED and do not require replacement as often as previously. They are inspected on a regular basis by building staff.
- ✓ Emergency lighting should be checked once a month.
- ✓ Sprinkler systems should be inspected as required by code, but at least once per year.
- ✓ Automatic doors should be inspected, adjusted and lubricated as required by code, but at least once every 6 months. Such doors may require more frequent work depending on traffic.
- ✓ Plumbing—Toilets, domestic water heater, and faucets: These systems should be maintained at least twice per year, including rodding of drain lines. Many components such as toilets may require maintenance on an as-needed basis. Sump pumps and back-up systems should be checked more frequently.
- ✓ Landscaping should be maintained weekly during season, and at least twice per year for cleanup, trimming, etc.
- ✓ Landscaping sprinklers should be checked and maintained twice a year.
- ✓ Carpet mats should be vacuumed on a regular basis, and shampooed at least once per year. Worn, loose, or torn carpeting should be replaced on an as-needed basis.
- ✓ Hard surface flooring should receive thorough cleaning and/or polishing once per year.
- ✓ Window cleaning should be performed at least once per year.

- 36.
 - Parking garages should be inspected and cleaned on an annual basis. Cleaning should include power washing to remove salt and other deposits. NOT APPLICABLE
 - ✓ Other unique features, such as fountains, fireplaces, indoor planters, etc. should also be maintained on an asreguired basis.
 - Emergence generators should be checked for proper operation every week, and serviced as required by manufacturer. NOT APPLICABLE
 - ✓ Snow removal should be performed on an as-needed basis (either self-performed or contracted).
 - ✓ Egress paths should be checked once a month to ensure they are maintained open and free of obstructions.
 - ✓ Electrical and mechanical rooms should be checked twice per year to ensure they are kept clean and clear of obstructions to reach the equipment.

Building Periodic Repair Checklist

- ✓ Tuck pointing of masonry: On an as-needed basis.
- ✓ Sealant repairs (window perimeters, masonry joints, etc.): On a three-to-five-year interval.
- ✓ Interior painting and wall coverings: On an as-needed basis.
- ✓ Exterior painting including steel members that may corrode such as railings, etc.: Typically, once every three to five years.
- ✓ Wood and trim components: On an as-needed basis.
- ✓ Exterior and Interior Signage: Evaluate the appropriateness and condition of your signage once a year.
- ✓ Windows: Replace broken seals broken glass, caulking and glazing as needed.
- ✓ Parking lot: Perform patching, sidewalk repairs such as mud jacking, curb repairs, etc. as needed.
- ✓ Landscaping: Inspect trees and sod replacement every one to two years. Done annually.
- ✓ Graffiti removal: Perform on an as-needed basis.
- ✓ Fencing repairs and painting: Perform on an as-needed basis. Painting is typically required every three to five years.
 Fence replaced 2020
- ✓ Hardware: Items such as door knobs, locks, etc. should be repaired on an as-needed basis.

Capital Project Checklist

- ★ *Warranties and professional consultation should determine capital project items.
- ✓ Parking lot reconstruction (not routine sealing) Parking lot redone 2016.
- ✓ Re-roofing Roof replaced in 2010.
- ✓ Window replacement-New windows and replacement windows installed 2019-2020
- ✓ HVAC equipment replacement
- ✓ Lighting replacements and upgrades-All lighting upgraded in the 2020 Renovation
- ✓ Building additions
- ✓ Interior remodeling (carpeting, walls, furnishings, etc.) Completed 2020
- ✓ Utility infrastructure including electrical feeds, cabling, fiber optics, generators, IT infrastructure, technology upgrades L Major facade repairs
- ✓ Major code upgrades

Capital Asset Plan Item List

*Any item that is not accounted for in library operating budget should be on this list.

Building structure

- 1. Site elements such as parking lots, paving, site furnishings and signs
- 2. HVAC systems
- 3. Plumbing
- 4. Elevators NOT APPLICABLE
- 5. Building envelope including facade, windows, and roofs L Furnishings
- 6. Environmentally Friendly Components
- 7. *The best time to upgrade for energy code conformance is when a library does replacement of library systems.
- 8. Roof

- 9. Mechanical systems
- 10. Windows
- 11. Library façade repair or replacement
- 12. Lighting/LED
- 13. Low-flow/water saving

Chapter 6 - Safety Checklist

- ✓ The library provides a list of emergency call numbers at all staff phones in the library.
- ✓ The library has a floor plan that shows entrances, exits, location of emergency supplies, fire alarms, and fire extinguishers.
- The library has an emergency manual and disaster plan. Needs to be reviewed.
- ✓ The library provides emergency training for staff, including fire and tornado drills, use of fire extinguishers, and location of the first aid kit, NARCAN® kit, and an automated external defibrillator.
- ✓ The library provides a call list and contact information that is reviewed biannually.
- ✓ Emergency medical supplies are stored in a designated location and are accessible to staff.
- ✓ Emergency equipment such as electric, gas and water switches, fire extinguishers, and fire alarms are noted on a library floor plan and are tested biannually.
- A prioritization list shows what should be salvaged in order of importance. Will be updated.
- A building safety checklist includes daily, weekly, quarterly, semi-annual, and annual safety procedures. In development.
- ✓ A procedure exists for letting staff know when it is unsafe to enter the building.
- ✓ The library has a designated tornado shelter.
- Emergency exits and evacuation routes out of the library and to the tornado shelter are clearly marked. Fire
 extinguishers are clearly marked.
- ✓ The library provides adequate security for staff, users, and collections.
- ✓ The library has a strong relationship with local police and community safety personnel and communicates with them on a regular basis about safety issues affecting the library.
- ✓ At least two people (one of whom may be a volunteer) shall be on duty during all open hours of operation.
- Copies of the emergency manual and disaster plan are provided to community safety personnel. Need to follow up with Village and Fire District to verify they have a copy.

Chapter 7 - Collection Management Checklist

- ✓ The library board of trustees ensures that the library has a publicly funded budget to purchase materials.
- ✓ The minimum annual expenditure for materials for any size library should be a minimum of 8 to 12 percent of the operating budget. **The Library's current budget for the Collection is 12.3%.**
- ✓ Library budgets should put priority on purchasing materials that best serve their community.
- ✓ The library has a written collection development policy approved by the board.
- ✓ Materials are cataloged according to standard library practices utilizing MARC 21, AACR2 Rules, Sears/LC subject headings, and RDA.
- ✓ Library collections are evaluated annually to measure the effectiveness of community use of the collection and weeded if deemed appropriate.
- ✓ The library considers forming a cooperative collection plan with other libraries in close proximity to one another.
- ✓ The library strives to complement its print collection by purchasing electronic materials and making them available to patrons through a variety of methods.
- ✓ The library publicizes and promotes interlibrary loan to its patrons.
- Library staff is trained in and follows policies and procedures related to the ILLINET *Interlibrary Loan Code* and the ALA *Interlibrary Loan Code*. Libraries agree to be responsible borrowers and lenders.



Chapter 8 – System Member Responsibilities and Resource Sharing Checklist

- ✓ Library staff and library board members are aware of the services offered by the regional library systems and the Illinois State Library. The library promotes statewide cooperative services in addition to their own local services.
- ✓ Library resources, information, and expertise are available via interlibrary loan, reciprocal borrowing, and other formal cooperative agreements; and the library participates in system delivery.
- ✓ The library abides by the ILLINET Interlibrary Loan Code as well as other formal regional/consortial agreements.
- ✓ The library administrator, library staff, and library board members actively participate as members of boards, committees, task forces, advisory councils, etc., at various levels, including the regional library system, the Illinois State Library, and the Illinois Library Association, and bring a regional and statewide perspective that envisions all types of libraries, not just their local library and library type issues.
- ✓ The library, in cooperation with regional library systems and the Illinois State Library, promotes statewide taxsupported public library service for every Illinois resident.
- If a legally established public library currently does not meet the eligibility requirements for Illinois State Library/Illinois Office of the Secretary of State grants, the library should work in cooperation with its regional library system regarding grant eligibility and compliance. NOT APPLICABLE

Chapter 9 Reference Service Checklist

- ✓ All basic services are available when the library is open.
- ✓ The library has a reference service policy.
- ✓ The library provides staff trained in reference service to meet the needs of patrons who have challenges with disabilities, language, and literacy.
- ✓ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- ✓ The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
- ✓ The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
- The library provides easy access to accurate and up-to-date community information.
- ✓ The library provides current issues of at least one community or local newspaper and retains hard copy
 or online back issues for a minimum of six months.
- ✓ The library provides access to local ordinances or codes of all municipalities within its service boundaries.
- ✓ The library provides access to local and state maps. **Available online**.
- The library provides access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings. **Available online.**
- ✓ The library provides voter information, including precinct boundaries and location of polling places.

 Available online.
- The library provides information about local history and events. Available online.
- ✓ The library has at least one current reference resource for each subject area.
- ✓ Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
- ✓ Staff members are encouraged to attend at least one relevant continuing education event each year.
- ✓ The library evaluates its reference service on an annual basis. Ongoing process.

Reader's Advisory Service Checklist

- ✓ All basic services are available when the library is open.
- ✓ The library has competently trained staff that has thorough knowledge of popular authors and titles.
- ✓ The library maintains a well-rounded collection of both fiction and nonfiction titles.
- ✓ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.
- ✓ The library maintains a basic collection of reader's advisory reference materials.

- ✓ All staff members attend at least one relevant continuing education event each year.
- ✓ Staff members who are responsible for reader's advisory service in their library join at least one community organization, club, or council.
- ✓ Staff members who are responsible for reader's advisory service in their library attend at least one workshop, reading roundtable, or continuing education event.
- ✓ The library accepts and responds to reader's advisory requests received in person, on the phone, or electronically.

Chapter 10 - Programming Checklist

- ✓ Library programs are provided free of charge, or on a cost recovery basis.
- ✓ Library programs are located in a physically accessible location.
- ✓ Provisions are made, as needed, to enable persons with disabilities to participate in the program. The availability of these provisions is noted with other information about the program.
- ✓ The library considers community demographics, special populations, and the availability of programming from other social, cultural, and recreational organizations in the community when planning and evaluating programs.
- ✓ The library presents educational, cultural, and recreational programs that reflect community needs and interests.
- ✓ Programming is designed to address the diversity within the community, to increase the awareness and use of library resources and services, and to attract new users.
- ✓ The library provides outreach programs to specific populations who cannot visit the library.
- ✓ The library has programming that seeks to serve children and their caregivers.
- ✓ The library has programming that seeks to serve young adults.
- ✓ The library has programming that seeks to serve adults and senior citizens.
- ✓ The library provides programs on library instruction for all ages. This includes online catalog and online database training opportunities.
- ✓ The library is encouraged to partner with other organizations to offer programs.

Chapter 11 - Youth/Young Adult Services Checklist

- ✓ All basic youth services are available when the library is open.
- ✓ The library provides staff trained in serving youth.
- The library has policies towards serving youth which it reviews at least every two years, and youth staff have input in these policy revisions and creations. In development by YS Staff.
- The library actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere for all patrons.
- ✓ The library provides staff trained in assisting youth with disabilities, language, and literacy barriers.
- The library provides staff trained to assist youth with adaptive equipment and software as needed to for accessibility of resources. Will work with WDSRA in the future to identify equipment and train staff.
- ✓ The library strives to eliminate barriers of service for youth, including regularly reviewing any content restrictions, library card requirements, and Internet policies.
- ✓ The library regularly, and at least annually, evaluates its services for youth with regard to popularity, effectiveness, accuracy, timeliness, and patron ease. The library seeks input from staff serving youth—as well as the community—regarding these services.
- ✓ The library provides programming for youth which is developmentally appropriate and meets the needs of the community.
- ✓ The library's programming is designed to reflect the needs and interests of youth in the community.
- ✓ Library programs are provided free of charge or on a cost-recovery basis.
- ✓ The library makes provisions that enable persons with disabilities to attend programming, and lists these provisions with other programming information.

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- The library considers community demographics, special populations, and the availability of resources from social, cultural, and recreational organizations in the community when planning and evaluating library services for youth.
- ✓ The library strives to partner with youth-facing organizations in the community.
- ✓ The library provides youth with research and information literacy instruction through tours, training sessions, and one-on-one interactions.
- ✓ The library has staff who have knowledge of popular authors, titles, and resources to provide these services.
- ✓ Youth staff have access to a telephone and computer to receive and respond to requests for information and to contact other agencies.
- ✓ Youth staff responsible for collection management have access to review journals and tools specifically targeting youth materials.
- ✓ The library includes at least one current resource created and intended for youth for each subject area. Electronic resources also fulfill this requirement.
- ✓ The library provides computer access for all youth, and provides guidance on digital literacy and technology use to youth.
- ✓ The library provides outreach services towards youth to increase awareness of services, attract new users, and reach underserved populations.
- ✓ The library strives to partner with and support local schools, including private schools and homeschoolers.
- ✓ Staff members are encouraged to attend as many continuing education workshops and events as possible to stay current on trends and best practices for serving youth.
- ✓ The library provides a space specifically for use by children and families.
 - ✓ The shelving used for housing children's materials is appropriately sized to allow for easier access.
 - ✓ The library provides early literacy programming, including regular story time, for children and families.
 - ✓ The library provides programming which facilitates play and fun for children and families.
 - ✓ The library provides toys and interactive materials for use in the library, during programs, and/or at home that facilitate play, fun, and imagination.
 - ✓ The library provides a summer reading opportunity to encourage reading and learning during the summer.
 - ✓ The library provides a welcoming environment for young adults both individually and in groups.
 - ✓ The library provides developmentally appropriate programming for young adults that encourage self-identity and positive interactions while providing opportunities to socialize and have fun.
 - ✓ The library provides materials both physical and digital for young adults that are intended for them.
 - ✓ The library partners with young adults in the community to provide opportunities for leadership such as a young adult (or teen) advisory board, volunteer group, or other formal or informal opportunities.

Chapter 12 - Technology Checklist

Based on local technology planning, the library ensures adequate technological access and maintains appropriate hardware/software that effectively accommodates both library operations and patron need.

The library has:

- ✓ a telephone, with a listing in the phone book;
- √ a telephone voice mail and/or answering machine;
- ✓ a fax and/or scanner;
- ✓ a photocopier;
- ✓ effective Internet access with sufficient capacity to meet the needs of both the staff and the public;
- ✓ library and/or departmental email accounts for patron communication with the library (the library email account is reviewed and responded to during library hours);
- √ an Americans with Disabilities Act (ADA) compliant library website that is updated at least monthly;
- ✓ up-to-date computers for staff and public access with sufficient capacity to meet needs;
- ✓ up-to-date printers for staff and public access with sufficient capacity to meet needs;
- ✓ up-to-date antivirus and Internet security software protection installed on every library computer;
- ✓ up-to-date Internet browsers, web applications, and plug-ins;
- a valid email address, accessible via the library's website, for the library administrator; and

- a website that includes basic library information such as hours, location, contact, official name of library, and content required by the *Open Meetings Act*.
- ✓ The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis.
- ✓ The wait time for patron workstations does not exceed 15 to 30 minutes.
- ✓ The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness.

The library provides 24/7 remote access to library services and resources through:

- ✓ a web-accessible library catalog;
- √ an Americans with Disabilities Act (ADA) compliant library website that is updated at least monthly;
- ✓ appropriate regional, state, national, and international bibliographic databases;
- ✓ other authenticated electronic resources that are available for direct patron use; and
- √ virtual reference service, and/or text messaging services, and/or a library email account.

The library staff must be:

- ✓ computer literate;
- ✓ trained to use and assist patrons in the use of electronic resources and materials; and
- ✓ accessible via email and/or through messaging services.

The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, email, productivity software, and the Internet.

The library provides web links and access to regional and/or statewide initiatives including:

- ✓ regional library system consortial web-based catalogs;
- > the CARLI academic library catalog (I-Share) NOT APPLICABLE-For Academic Libraries ONLY
- ✓ Illinois State Library-sponsored databases/e-resources; other electronic collections as available; and virtual reference service.
- ✓ As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.
- ✓ The library has a board-adopted Internet acceptable use policy.
- ✓ The Internet acceptable use policy is reviewed annually.
- ✓ The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.
- ✓ The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.
- ✓ The library develops and updates, at regular intervals, a long-range/strategic plan for its future technology needs. The plan is based on community needs and priorities.
- ✓ The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies and service enhancements including but not limited to:
 - ✓ wireless access (Wi-Fi);
 - ✓ Internet connectivity upgrades sufficient for patron and staff use;
 - ✓ networking (local area vs. wide area);
 - ✓ library Intranet;
 - ✓ an Americans with Disabilities Act (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, is mobile compatible, and is interactive;
 - ✓ patron self-checkout functionality;
 - √ new technologies/potential services; for example, social networking, makerspace, and mobile apps;
 - ✓ current and functional meeting room technology;
 - adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning
 - ✓ ongoing staff continuing education/training related to all aspects of technological services.
 - ✓ The library protects the integrity, safety, and security of its technological environment.

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- The library's automated catalog and its components comply with current state, national, and international standards.
- The library is aware of E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC).

Chapter 13 Marketing, Promotion, and Collaboration Checklist

- ✓ The library has a communications plan that supports the library's long-range/strategic plan.
- ✓ The library staff and trustees participate in two or more cooperative activities with other community organizations.
- ✓ The library's services and programs are promoted in the community. Check the applicable publicity methods.
 - ✓ flyers
 - ✓ brochures
 - ✓ website
 - ✓ newsletter
 - ✓ posters
 - √ banners
 - ✓ displays
 - podcasting
 - ✓ presentations
 - o speeches
 - o billboards
 - ✓ Other
- ✓ The library maintains at least one social media account. Facebook, Twitter, Instagram, YouTube, Pinterest
- ✓ The library invites local, state, and federal officials to visit the library.
- ✓ The library's website is updated at least monthly.
- ✓ The board, administration, and staff conduct an annual library walk-through.
- ✓ The board, administration, and appropriate staff visit other libraries.
- ✓ The budget includes funds for public relations and marketing activities.
- ✓ The library's promotional methods and services are ADA compliant.
- ✓ A designated staff member coordinates the library's marketing efforts.
- ✓ The library's staff receives customer service and marketing training.
- ✓ The library's orientation for staff and trustees includes the library's public relations, customer service philosophy, library history, funding sources, and long-range/strategic plan.
- ✓ The library surveys patrons and the community to judge awareness of the library's programs and services.

	Date	Rug	Memo	Account	Amount
4Imprint	10/27/2021		Inv. #21758543 (Logo kraft bags & mugs)	5509 · Library Publicity and Promotion	-991.29
Total 4Imprint A & A Paving Contractors, Inc.					-991.29
Total A & A Paving Contractors, Inc.	10/11/2021		Inv. #21-1076	7406 · Other Capital Expenditures	-3,014.84
2000 Circ. III.	10/11/2021		Inv. #5123946	5308 · Business Phone	-238.93
Total Access One, Inc. Allied Universal Security Services					-238.93
	10/14/2021		Inv. #11816598	5319 · Security Service	-2,218.12
Total Allied Universal Security Services AMAZON/SYNCB					-2,218.12
	10/14/2021		Inv. #465876764958	5205 · Furniture/Equipment	-79.99
	10/14/2021		Inv. #769853434956	5302 · Office & Equipment Supplies	-14.93
	10/14/2021		inv. #844747489637	5501 · Youth Services Programs	66.6-
	10/14/2021		Inv. #474669468945	5503 · Adult/Teen Programs	-58.18
	10/14/2021		Inv. #678688586743	5503 · Adult/Teen Programs	-5.99
	10/14/2021		INV. #945356889458	5503 · Adult/ Leen Programs	-213.66
	10/14/2021		IIIV. #U3UJJ-4306363 Inv. #486554536747	SOUT : TOUR!! SELVICES BOOKS	-27.10
	10/14/2021		Inv. #445899745963	5501 - Youth Services Programs	-110.44
	10/14/2021		Inv. #645557484997	5201 · Supplies	-13.65
	10/14/2021		Inv. #645557484997	5321 · Human Resources	-50.71
	10/14/2021		Inv. #658477689893	5503 · Adult/Teen Programs	-98.39
	10/14/2021		Inv. #448769379794	5501 · Youth Services Programs	-22.95
	10/14/2021		Inv. #466777385657	5630 · Adult Books	-110.11
	10/14/2021		Inv. #887433645676	5501 · Youth Services Programs	-3.99
	10/14/2021		Inv. #443369936855	5601 · Youth Services Books	-25.95
	10/14/2021		Inv. #437545565789	5501 · Youth Services Programs	-33.57
	10/14/2021		INV. #4568/64/3654	5503 · Adult/Teen Programs	-15.66
	10/14/2021		V:#4506/04/5054 	5050 · Hibrary Bublicity and Dromotion	66.82-
	10/14/2021		IIIV. #466346366363 Inv. #453639457447	5509 - Library Publicity and Promotion	-92.97
	10/14/2021		Inv. #738688744746	5501 · Youth Services Programs	-59.97
	10/14/2021		Inv. #879756876987	5501 · Youth Services Programs	-9.62
	10/14/2021		Inv. #465539779848	5401 · Automation Hardware	-74.20
	10/14/2021		Inv. #465539779848	5503 · Adult/Teen Programs	-22.99
	10/14/2021		Inv. #465539779848	5630 · Adult Books	-66.02
	10/14/2021		Inv. #546696787474	5501 · Youth Services Programs	-129.24
	10/14/2021		Inv. #837464433348	5630 · Adult Books	-12.11
	10/14/2021		Inv. #44/6/5584637	5509 · Library Publicity and Promotion	-78.48
	10/14/2021		INV.#568549756598	5501 - Youth Services Programs	-19.98
	10/14/2021		IIIV. #775275355444	5503 . Adult/Teen Programs	60.7-
	10/14/2021		Inv. #794683458436	5501 · Youth Services Programs	-33.20
	10/14/2021		Inv. #834454669377	5501 · Youth Services Programs	-58.41
	10/14/2021		Inv. #974655647853	5501 · Youth Services Programs	-19.98

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	Date Num	Мето	Account	Amount
	10/14/2021	Inv. #643386965979	5501 · Youth Services Programs	-49.08
	10/14/2021	Inv. #448783539993	5201 · Supplies	-83.96
	10/14/2021	Inv. #453583638867	5501 · Youth Services Programs	-37.41
	10/14/2021	Inv. #868535464546	5201 - Supplies	-13,99
	10/14/2021	Inv. #877589747485	5201 - Supplies	-54.93
	10/14/2021	Inv. #445674387697	5201 - Supplies	-38.07
	10/14/2021	Inv. #445674387697	5205 · Furniture/Equipment	-8.99
	10/14/2021	Inv. #874977778977	5201 · Supplies	-35.93
	10/14/2021	Inv. #983774986759	5201 · Supplies	-13,99
	10/14/2021	Inv. #448783539993	5501 · Youth Services Programs	-6.96
Total AMAZON/SYNCB				-2,264.25
Ambica Foods				
	10/28/2021	Cookies for Smart Cookie Book Club	5501 · Youth Services Programs	-10.71
Total Ambica Foods				-10.71
American Library Association				
	10/27/2021 10/27/2021	ALA/PLA Mbrship Ren Hays :ALA/PLA Mbrship Ren Westgate	5106 · Membership 5106 · Membership	-228.00
Total American Library Association				-456.00
Amy's Hallmark				
	10/27/2021	Retirement card	5321 · Human Resources	-13.96
Total Amy's Hallmark Ancel Glink, P.C.				-13.96
	10/11/2021	Statement #84043	7201 · Audit Expense	-110.00
Total Ancel Glink, P.C. Anderson Pest Solutions				-110.00
	10/11/2021	Inv. #8814261	5203 · Maintenance Contracts	-325.00
Total Anderson Pest Solutions ATA Group, HP (Assoc McClure Inserra CPA)				-325.00
	10/11/2021	Inv. #10168	5309 · Accounting Service	-1,100.00
Total ATA Group, LLP (Assoc McClure Inserra CPA Baker & Taylor				-1,100.00
	10/15/2021	Several invoices	5501 · Youth Services Programs	-72.21
	10/15/2021 10/15/2021	Several invoices Several invoices	5601 · Youth Services Books 5630 · Adult Books	-5,477.18 -4,796.18
Total Baker & Taylor Bedrock Farthscapes 110				-10,345.57
	10/11/2021	Inv. #1673	7404 · Landscape	-1,420.00
Total Bedrock Earthscapes, LLC Binny's Beverage Depot				-1,420.00
	10/27/2021	Beverages for 10/15 Open House	5509 · Library Publicity and Promotion	-126.32
Total Binny's Beverage Depot Brittany's Trees				-126.32
	10/27/2021	Tree - SADS Foundation	5509 · Library Publicity and Promotion	-55.00
Total Brittany's Trees Case Lots, Inc.				-55.00
	10/11/2021	Inv. #6951	5201 · Supplies	-289.60
Total Case Lots, Inc.				-289.60

	Date	Num	Memo	Account	Amount
Center Point for Large Print Books Total Center Point for Large Print Books	10/13/2021		Inv. #1880565	5630 · Adult Books	-141.42
Chan, Karen M. Total Chan, Karen M.	10/11/2021		AS Pgm. 10/25/2021	5503 · Adult/Teen Programs	-250.00
(ness,com	10/27/2021 10/28/2021		Sept. sub. for Chess.com Sept. sub. renewal	5501 · Youth Services Programs 5501 · Youth Services Programs	-5.00
Total Chess.com Citgo Gas Station)	-10.00
Total Citgo Gas Station Comcast (internet)	10/27/2021		Ice for Retirement party	5321 · Human Resources	-10.78
Total Comcast (internet) Comcast (phone)	10/05/2021		10/2 - 11/1/21	5402 · ISP and Web page hosting	-238.40
Total Comcast (phone)	10/14/2021		Inv. #131988419	5308 · Business Phone	-414,03
Total ComEd Complete Cleaning Co. Inc.	10/29/2021		Heat Mtr - 9/16/21 - 10/15/21	5206 · Electric-Comm Edison	-7,029.39 -7,029.39
Total Complete Cleaning Co., Inc.	10/11/2021		Inv. #C18776	5203 · Maintenance Contracts	-1,900.00
Total Costco Dollar Tree	10/28/2021		Candy for YS Activities	5315 · Other Expenditures	-260.32
Total Dollar Tree ELM USA, inc.	10/28/2021		YS Pgms. Deco 10/22/2021	5501 · Youth Services Programs	-12.00
Total ELM USA, Inc. Fannie May	10/14/2021		Inv. #44245	5405 · Technical Services Supplies	-37.13
Total Fannie May	10/27/2021 10/27/2021		60 chocolate bars 30 chocolate bars	5509 - Library Publicity and Promotion 5509 - Library Publicity and Promotion	-60.00 -40.00 -100.00
	10/11/2021 10/11/2021 10/11/2021		Inv. #363074 Inv. #363074 Inv. #364083	5606 · Youth Services Media 5637 · Adult Media 5606 · Youth Services Media	-46.97 -262.88 -2,133.45
Total Findaway World, LLC Fox Valley Fire & Safety Company, Inc. Total Fox Valley Fire & Safety Company, Inc. Gale/Cengage Learning Inc.	10/11/2021		Inv. #IN00469925	7102 · Risk Management expense	-2,443.30 -97.80 -97.80

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Expenses by Vendor Detail Carol Stream Public Library October 2021

-195.00 49.00 -122.28 -60.49 -182.52 -59.95 -59.95 -252.22 -49.00 -49.00 -49.00 -293.00 -102.98 -60.84-41.84 -168.69-56.23 -38.46 -15.68 -4.43 -184.94 -381.28 -51.73 -26.24 -445.34 -200.00 -500.00 -102.94-149.28 -570.95 -142.45 -126.37-200.00 -381.28 -1,197.69 -1,197.69-500.00 Amount 5204 · Landscape Maintenance/Snow Remo 5509 · Library Publicity and Promotion 5509 · Library Publicity and Promotion 5302 · Office & Equipment Supplies Harassment Training for Mgrs. - Hays, Moreno, Cai 5105 · Professional Education Harassment Training Webinar cancellation - Westg 5105 · Professional Education 5105 · Professional Education 5105 · Professional Education 5105 · Professional Education 5503 · Adult/Teen Programs 5304 · Equipment Leasing 5321 · Human Resources Account 5637 · Adult Media 5637 - Adult Media 5637 · Adult Media 5637 · Adult Media 5637 · Adult Media 5637 - Adult Media 5630 · Adult Books 5201 · Supplies Harassment Training Webinar - Westgate Harassment Prevention Training - Pellico Harassment Prevention Training - Teske Inv. #2109260359 - Moreno Memo AS Pgm. - 11/11/2021 inv. #PINV2138778 Inv. #PINV2151745 Inv. #PINV2149116 Inv. #PINV2149116 Inv. #67363659 Inv. #75809148 Inv. #67361395 Inv. #67361370 Inv. #67363648 Inv. #67365950 Inv. #75809576 Inv. #75964625 Inv. #30319031 Inv. #67362441 Inv. #75900444 nv. #75827071 Inv. #6291703 Inv. #5291810 Inv. #157104 Inv. #1761 Num 10/15/2021 10/27/2021 10/27/2021 10/12/2021 10/12/2021 10/27/2021 10/12/2021 10/12/2021 10/12/2021 10/12/2021 10/12/2021 10/12/2021 10/12/2021 10/14/2021 10/15/2021 10/15/2021 10/13/2021 10/12/2021 10/26/2021 10/27/2021 10/27/2021 10/14/2021 10/14/2021 10/27/2021 10/27/2021 10/15/2021 10/12/2021 Date Total GreatAmerica Financial Services Total Hirease, LLC dba Accurate Now Total Home Depot Credit Services Total Gale/Cengage Learning Inc. **GreatAmerica Financial Services** Jewel Food Stores / Jewel Osco Hirease, LLC dba Accurate Now Total Garvey's Office Products **Total Ingram Library Services** Home Depot Credit Services **Garvey's Office Products** Total Gowing, John Peter Total Hearth & Hammer Ingram Library Services Gowing, John Peter Total Graphic 5, Inc. Hearth & Hammer Total HR Source Graphic 5, Inc. **HR Source**



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	Date	Num	Мето	Account	Amount
	10/27/2021 10/27/2021 10/28/2021		Amazon giftcard 8 - Lg. White Orchids for CSPL Open House - 10/15/5509 · Library Publicity and Promotion YS Pgm. Supplies	5321 · Human Resources 5509 · Library Publicity and Promotion 5501 · Youth Services Programs	-270.00 -159.92 -29.93
Total Jewel Food Stores / Jewel Osco Jimmy Johns	10/28/2021		YS pgm. supplies	5501 · Youth Services Programs	-482.82
Total Jimmy Johns	10/28/2021		Athens Moreno New Hire Luncheon	5321 · Human Resources	-78.67
Kens, Thomas	10/12/2021		AS Pam 11/8/2021	5503 · Adult/Teen Programs	00000-
Total Kens, Thomas					-200:00
	10/12/2021		Logo cookies for Open House	5509 · Library Publicity and Promotion	-351.00
Total Lee, Saroeun Library Furniture International (LFI)					-351.00
	10/29/2021 10/29/2021		Inv. #7556 Inv. #7556	5205 · Furniture/Equipment 5205 · Furniture/Equipment	0.00 -127.50
Total Library Furniture International (LFI) M Dance Center LLC - dba Flourish Dance					-127,50
	10/14/2021		6 YS Pgms 5/3,6/7,7/12,8/9,9/13,10/4	5501 · Youth Services Programs	-300.00
Total M Dance Center LLC - dba Flourish Dance MailChimp					-300.00
Total MailChimp Meijer's	10/27/2021		5601-10000 subscribers	5509 - Library Publicity and Promotion	-87.99
	10/27/2021		Soup & Oatmeal for Staff Gift Bags	5321 · Human Resources	-73.75
i otal ivieljer s Menard's					-/3./5
Total Menard's Midwest Tape	10/27/2021		Table top coolers	5509 - Library Publicity and Promotion	-12.94
	10/15/2021		Several invoices	5606 · Youth Services Media	-307.83
	10/15/2021 10/15/2021		Several invoices Several invoices	5637 - Adult Media 5651 - Digital Media	-1,193.84 -5,001.42
Total Midwest Tape MNJ Technologies Direct, INC.					-6,503.09
	10/12/2021		Inv. #0003804627	5401 · Automation Hardware	-1,769.16
Total MNJ Technologies Direct, INC. Murphy Security Solutions, LLC					-1,769.16
Total Murphy Security Solutions, LLC Northern IL University - NIU	10/12/2021		Inv. #11804	7507 - Computer Equipment	-12,355.63
	10/27/2021		Grant Writing Webinars - Teske (10/20-10/27/21) 5105 · Professional Education	5105 · Professional Education	-44.00
Total Northern IL University - NIU Party City	10/06/01		Dofinal for Tours charrond 0/7/71	EE 04 . Varieth Comissor Decommen	-44.00
Total Party City	10/20/2021		Neturia for rakes charged 5/1/21	TOOL TOUR SELVICES FLOBI ALLS	5.01

	Date	Num	Memo	Account	Amount
Paylocity	10/12/2021		Inv. #108912541 Inv. #108912541	5311 · Payroll Service 5321 · Human Resources	-361.50
Total Paylocity	10/12/2021		Inv. #108989669	5311 · Payroll Service	-192.95 -889.52
Pitney bowes Global Financial Services LL	10/12/2021		Inv. #3105048086	5304 · Equipment Leasing	-366.75
Total Pitney Bowes Global Financial Services LL Precision Control Systems of Chicago, Inc					-366.75
Total Precision Control Systems of Chicago, Inc Quest	10/12/2021		Inv. #42531	5203 · Maintenance Contracts	-1,319.00
	10/12/2021		Inv. #518880	5404 · Tech Support & Repair	-2,700.00
Total Quest Riddiford Roofing Company	10/14/2021		N- #0010833-IN	5203 - Maintenance Contracts	-2,700.00
Total Riddiford Roofing Company Sebert Landscaping, Inc.					-1,838.00
	10/12/2021		Inv. #S528067	5204 · Landscape Maintenance/Snow Remo	-151.00
	10/12/2021 10/12/2021		Inv. #5528069 Inv. #227698	5204 · Landscape Maintenance/Snow Remo 5204 · Landscape Maintenance/Snow Remo	-151.00 -646.00
Total Sebert Landscaping, Inc. Shell					-948.00
	10/27/2021		Bags of ice for open house	5509 - Library Publicity and Promotion	-10.18
Total Shell					-10.18
	10/27/2021		Metal Print	5205 - Furniture/Fauinment	-67.21
	10/27/2021		Metal print refund	5205 - Furniture/Equipment	67.21
Total SmartPress.com Smilemakers					0.00
	10/28/2021		Inv. #9034041	5501 · Youth Services Programs	-146.79
Total Smilemakers Staples					-146.79
	10/12/2021		Inv. #3489210833	5201 · Supplies	-339.34
	10/12/2021		inv. #3489719263 inv. #3489719263	5405 · Technical Services Supplies	-5.98
Total Staples Steamboat BBQ					-454.97
	10/27/2021		Catering for M. Clemens Retirement Party - Inv. #1 ⁻ 5321 · Human Resources	. #1 5321 · Human Resources	-727.69
Total Steamboat BBQ Swan (System Wide Automated Network)					-727.69
	10/12/2021		Inv. #8974	5410 · SWAN Consortium	-11,541.50
Total Swan (System Wide Automated Network) Team One Repair, Inc.	10/12/2021		Inv. #1102572	SAME . Circulation Cumpling	-11,541.50
Total Team One Repair, Inc. Tracfone	1707 /71 /01		7 (77)		-638.40

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	Date	Num	Memo	Account	Amount
Total Tracfone	10/27/2021		Monthly service plan - auto ren.	5308 · Business Phone	-22.52
Total Travelers	10/05/2021		Acct. #5375P1191	7101 - Liability Insurance	-2,754.00
U.S. Postal Service	10/27/2021		Postage for shipping of YS Pgm. materials	5501 · Youth Services Programs	-26.00
Total U.S. Postal Service Unique Management Services, Inc.					-26.00
	10/12/2021		Inv. #604622	5509 · Library Publicity and Promotion	-144.23
	10/12/2021 10/12/2021		Inv. #594183 Inv. #606195	5310 · Material Recovery Fees 5310 · Material Recovery Fees	-17.90
Total Unique Management Services, Inc. University of Illinois Extension - DuPage					-242.68
	10/12/2021		AS Pgm. 11/4/2021	5503 · Adult/Teen Programs	-150.00
Total University of Illinois Extension - DuPage Utica National Insurance Group					-150.00
	10/05/2021		Acct. #100915399	7101 · Liability Insurance	-3,895.00
	10/26/2021 10/26/2021		Statement Date 10/19/2021 Statement Date 10/19/2021	5208 · Insurance (Property) 7101 · Liability Insurance	-10,273.00 -12,015.00
Total Utica National Insurance Group Village of Carol Stream					-26,183.00
	10/12/2021		Inv. #5938	5411 · Village IT Services	-8,014.50
Total Village of Carol Stream Village of Carol Stream Village of Carol Stream - Benefits					-8,014.50
	10/26/2021		Inv. #5939	5107 · Life Insurance	-165.58
	10/26/2021 10/26/2021		Inv. #5939 Inv. #5939	5108 · Health Insurance 5109 · Benefits, other	-21,533.26 -127.58
Total Village of Carol Stream - Benefits Village of Carol Stream - IMRF					-21,826.42
	10/26/2021		10/8 - 10/22/2021	6620 · Illinois Municipal Retirement F	-18,530.58
Total Village of Carol Stream - IMRF Village of Carol Stream - Water Dept.	1007 1100	000	FOLUCIA FOR III.		-18,530.58
Total Village of Carol Stream - Water Dept.	10/14/2021	0.601	10160/TO# IIO	OZO. Watal Joana	-376.85
אמוניין הכי	10/27/2021 10/27/2021		Card and Gift card for FQC Construction Mgr Jeff 5315 · Other Expenditures Gift Card for Performer	eff 5315 · Other Expenditures 5509 · Library Publicity and Promotion	-107.55
Total Walgreen Co. Zeus Battery Products					-157.55
	10/12/2021		Inv. #000254613	5201 · Supplies	-36.90
Total Zeus Battery Products TOTAL					-36.90 -162,292.87

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

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Amount Account Date Date Num Approved by the Library Board of Trustees November 17, 2021

Date

Secretary

President

9:43 AM 11/04/21

Accrual Basis

Carol Stream Public Library Account QuickReport October 2021

Type Date	Num	Name	Memo	Split	Amount
5100 · Salaries 5105 · Professional Education General Journal 10/31/2021	MI01005		Record October,	-SPLIT-	43.66
Total 5105 · Professional Education					43.66
Total 5100 · Salaries					43.66
5300 · Business Exp. 5305 · Mileage Reimbursement General Journal 10/31/2021	MI01005		Record October,	5105 · Professional	38.46
Total 5305 · Mileage Reimbursement					38.46
5315 · Other Expenditures General Journal 10/31/2021	MI01005		Record October,	5105 · Professional	7.98
Total 5315 · Other Expenditures					7.98
5321 · Human Resources General Journal 10/31/2021	MI01005		Record October,	5105 · Professional	95.15
Total 5321 · Human Resources					95.15
Total 5300 · Business Exp.					141.59
5500 · Services 5501 · Youth Services Programs General Journal 10/31/2021	MI01005		Record October,	5105 Professional	74.72
Total 5501 · Youth Services Programs					74.72
5503 · Adult/Teen Programs General Journal 10/31/2021	MI01005		Record October,	5105 · Professional	43.59
Total 5503 · Adult/Teen Programs					43.59
Total 5500 · Services					118.31
DTAL					303.56



Deduction Listing

Carol Stream Public Library (9366)

Check Dates: 10/08/2021 to 10/22/2021

Processes: 2021100801 - 2021102201

Pay Periods: 09/19/2021 to 10/16/2021

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REIMB - REIMBURSEMENT

Company: (9366)

Employee	ID	SSN	Location	Amount
Dexheimer, Steven	1023		12	-74.72
Elder, Jessica	1176		11	-4.79
Farrell, Joyce C.	1103		10	-123.81
Kovac, Sarah	1101		11	-3.19
Olekanma, Vera	1161		11	-43.59
Wagner, Nathaniel	1173		11	-43.66
Westgate, Susan	1139		01	-9.80

Totals for REIMB -- REIMBURSEMENT

7 Employees

-303.56

Report Totals

Code	Description	Туре	Employees	Amount
REIMB	REIMBURSEMENT	Add	7	-303.56
Totals			7	-303.56



LIBRARY DIRECTOR REPORT-CAROL STREAM PUBLIC LIBRARY

November 17, 2021

Resolution #296

In appreciation of Trustee Dr. Bonita Berryman-Gilliam's years on the Library Board of Trustees, a Resolution commending her years of service and highlighting her contributions and achievements has been prepared. President Lynch will be reading it aloud at the September November

Library Calendar of Closings and Meetings

I have prepared the 2022 Calendar of Library Closings and Board meetings. Once approved, the calendar is sent to the Village and local press publications and posted in the lobby. Traditionally we are closed the Sunday before a Monday holiday, such as the Sunday before Labor Day and the Sunday before the Monday when Memorial Day is observed. We are also closed on Mother's Day and Father's Day. These Sunday closings are unpaid. I have added two additional unpaid closings to the calendar for 2022 for your consideration. I am proposing that we be closed on Monday, December 26, the day after Christmas and Monday, January 2, 2023, the day after New Year's Day. These additional closing dates are being recommended since the Holidays fall on a Sunday. As with all unpaid closings, normally scheduled employees are offered the opportunity to make up their hours if they so choose.

Village Loan Payment

The Library's renovation loan payment to the Village of Carol Stream is due Dec. 1. The payment is in the amount of \$234,461.01. Board approval is required for expenses exceeding \$10,000.

Cleaning Contract

The Library's current cleaning company, Complete Cleaning, has had to increase their fees to cover their employment costs. I requested quotes from two other companies. One company was 18.3% higher and the other one was 248% higher. In addition, I communicated with the Gail Borden Library Director who also contracts with Complete Cleaning. She had recently received quotes from other cleaning services. All four of the companies she received quotes from were also significantly higher than her quote from Complete Cleaning. The other quotes she received ranged from 64%-256% higher than Complete Cleaning. I recommend that we renew our contract with Complete Cleaning at their proposed rate of \$2,700 per month.

Youth Services Assistant Manager Job Description

The Human Resources Committee will be meeting on November 17, prior to the regular Board Meeting, to review the new job description for a Youth Services Assistant Manager. The position will replace a newly vacated Youth Services Librarian position. The position will provide the department with additional support and leadership. It also provides an opportunity for professional growth for both internal and external candidates.

Trustee Committee Appointments



President Lynch has prepared the Trustee Committee appointments to include the newly appointed Trustees. It is on the agenda for approval.

2022 Per Capita Review

The 2022 Per Capita Grant requirement is the same as last year. The Library Board and Director are to completely review *Serving Our Public 4.0 Standards for Illinois Public Libraries* and report on any changes or progress. Included in your packet for your review is the review document done by staff showing were the Library meets the standards and what areas that may need to be developed. The final grant application will be included with the December Board packet for Board final approval. Deadline for submitting the Per Capita Grant is January 15, 2021.

Mobile Museum of Tolerance

The Library was fortunate to have the opportunity to book the Mobile Museum of Tolerance (MMOT), which is a Simon Wiesenthal Center Museum. The Mobile Museum will be at the Library July 18-22, 2022 and will be located on the west side of the parking lot. It will be a walk up museum with wheel chair access. Here is a link for more information about this important museum and the education they are providing on this important topic https://mmot.com/.

IDPH Vaccination Clinic

I was contacted by the Illinois Department of Public Health to host a vaccination clinic at our facility. The clinics will be on Saturday, Dec. 11 from 10am-3pm and on Saturday, January 11 from 10am-3pm and will take place in the Library meeting room. The IDPH will provide the Library with marketing materials and registration information. In addition to appointments, the clinic will provide walk-in services as well as booster shots. The clinic is for ages 12 and up. They will be coming to the Library next week to do a site assessment.

2022 Blood Drives Scheduled

I have been in communication with Versiti and have scheduled three Mobile Unit Blood Drives for 2022. They will take place on January 18, April 28 and July 26 in the Library parking lot. Appointments will be encouraged to donate blood, but walk-ins are also accepted.

Christmas Sharing

The Library is a drop off location for unwrapped toys for the Village's Christmas Sharing Project as well as personnel care items, paper and cleaning products.

Brookfield Zoo and Brittany Tree

The Library is sponsoring a holiday tree at Brookfield Zoo this year. Our participation is to thank the zoo for being an active participant in the Museum Adventure Pass program over the past years (our most popular pass request). Staff members will be at the zoo on Nov. 13 and 14 to decorate our tree. The Library's tree is #438 and will be on display through mid-January. It is located on the North Mall, near the Carousel. The Library has also ordered our annual Brittany Tree to be installed at the east entrance of the Library.

Facility Update

I met with the Village engineers this week for further discussion of the Klein Creek stabilization project. The path from the apartments to the Library will be removed and is no longer part of the project, due to easement issues. They will be installing a bridge from the apartments over the creek to the path in Armstrong park and removing the sidewalk that was on the west side of the apartment buildings. A path on the west side of the Library building will lead to the Library's north lot and future story walk. I will continue to update the Board as the project progresses. The Library experienced some leakage along the ceiling in the Adult Services department. Maintenance staff sealed the visible open mortar joints on the outside of the building which should alleviate that problem in the future. The Maintenance staff has begun to store the majority of the outdoor furniture on the gazebo. The remaining furniture will be stored by the end of November. Starting in December the patio will be closed to the public. The digital outdoor sign replacement is scheduled to be installed during the third week of November.

November Employee Anniversaries

Joyce Farrell-11/04/08- Administration Allison Porch — 11/16/15-Administration Leigh Ann Wilson -11/06/17-Youth Services Michael Lorenzetti — 11/29/18-Maintenance Aneesa Iqbal — 11/18/19-Youth Services

Susan Westgate, Library Director

	October FY 20-21	October FY 21-22	Current YTD
Use of Library Resources/Services			
Circulation Activity			
Books	6,667	8,894	56,149
Videos	1,749	1,649	10,836
Audio	486	559	3,068
Periodicals	183	137	707
Other	164	241	1,544
E-books	3,146	2,835	17,961
E-Audio	2,062	2,438	13,749
E-Video	373	453	2,910
Digital magazines	814	879	6,139
Museum Passes	10/0	13	124
ILL - Borrowed from SWAN	2,948	2,941	17,882
ILL - Borrowed from Non-SWAN	23	28	177
ILL - Loaned to SWAN	1,042	820	4,645
ILL - Loaned to Non-SWAN	80	97	522
Fotal Circulation	19,747	21,984	136,413
Total Adult	12,098	12,270	75,393
Total Teen	81	1,670	2,567
Total Youth	7,568	9,547	59,956
Reciprocal Borrower Loans (incl. above)	644	864	4,505
Automatic Renewals (not incl. above)	15,460	14,625	89,519
Self Check - % of Circulation	28.18%	45.63%	40.11%
Programs - # of Programs/Attendance			
Adult - Number/Attendance	14 / 233	31 / 271	184 / 2,951
Teen Number/Attendance	7 / 22	8/33	48 / 277
Youth - Number/Attendance	76 / 985	112 / 1,558	557 / 8,029
Total - Number/Attendance	97 / 1,240	151 / 1,862	789 / 11,257
Library Events - Number / Attendance	0/0	n/a	n/a
Outreach* - Number / Attendance	2/575	3/113	10 / 293
Facility Usage		0.007	50,000
Library Visits (Door Count)	3,990	9,937	52,363
Curbside Pickup Transactions	663	298	1,606
Meeting Rooms - # of Public Bookings*	n/a	n/a	n/a
Study Rooms - # of Users*	n/a	277	876
Electronic Usage			
# of Database Sessions	4,026	3,683	23,435
# of Internet Sessions/Total Time	342 / 274	500 / 293	2,105 / 1,193
#iMac Sessions/Total Time	n/a	44,413	39 / 20
# of Library Website Visits	11,410	13,539	82,015
# Mobile App Views	2,800	3,342	20,313
# of Wireless Users	668	1,460	7,044

Reference Transactions		M - L	
Adult (Includes Online Chat)	871	250	5,777
Youth	563	446	4,646
Circulation	279	197	1,710
Total Reference Transactions	1,713	893	12,133

Total One-on-One Tutorials			
Adult	2	5	24
Youth	0	0	0

Patron Statistics				
	# of Resident Cards	17,963	18,548	
	# of Non-Resident Cards	12	10	
Total Registered Users		17,975	18,558	

esources Owned/Licensed			
Books	58,895	62,722	
Newspapers (Print only)	24	24	
Periodicals (Print only)	136	127	
Total Print Materials	59,055	62,873	
Current Subscriptions (Print Only)	160	151	
Current E-Subscriptions	3,696	3,938	
E-Books: Downloadable	59,003	64,411	
Audio Recordings	6,454	6,677	
Audio Recordings (Downloadable)	22,101	24,488	
Videos	11,100	11,243	
Other: Video Games, Puzzles, Devices	648	716	
Databases	66	67	
otal Resources Owned/Licensed	162,123	174,413	kovi – i – si,

Professional Development Hours	102.00	35.50	441.50

^{*}Study rooms & express computer stations available effective 6/14/21

^{*}Resumed Sunday hours 6/6/21

^{*} Seating resumed in Library 5/17/21

^{*} Library reopened to the public 2/1/2021

^{*} Library returned to Curbside only service effective 11/17/20

^{*} Library resumed full hours except on Sundays on 8/3/20.

 $[\]star$ Library reopened to the public with limited hours on 7/6/20.

^{*} Curbside pick-up service started 6/1/20.

^{*} Library closed 3/14/20 - 5/30/20 due to COVID-19.

^{*}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 October 2021

Primary Action Items - Administration

- Payroll
 - Payroll processing week of 10/4, 10/18
 - Working with Paylocity to re-establish COVID sick leave time off type and staff balances currently through December 31, 2021.
- Invoice follow-up by Joyce Commonwealth Edison HeatMeter credit and current billing
- Lynn O'Dell Quiet Reading Room sign was installed.
- Coordinated ALS interpreter for patron at Board Meeting
- Coordination of monthly financial and Librarian statistic reports
- Update proxy cards for new/departing staff as needed
- Business Office Wiki Joyce added page about the Pitney Bowes Funds Report
- LiMRiCC quarterly invoice and Paylocity reports pulled and submitted
- Mary Clemens retired on October 1 and Laura Hays promotion effective October 4.
- Orientation for new Adult Services Department Manager Athens Moreno on October 11.
- Remodel Project Open House on October 15.

Primary Action Items - Tech Services

- Items ordered 790
- Items put into Circulation 719
- Items catalogued imported bib records & original cataloging 99
- Item record edits/database clean-up 573
- Bib record merges submitted to SWAN support 13
- Conversion project items 75
- Repair items (includes disc cleaning) 72
- Serial record edits 50
- Serials Claimed Issues 10
- Items on order as of 11/1 937 (354 Youth, 583 Adult)

Conversion Projects

- Romance replacement genre label 90% complete Barb
- J Fiction genre stickers completed 122 items processed in total Marie
- Youth award spine label project
 - Coretta Scott King seals received. 29 items processed.
 - o (Robert F.) Sibert and (Theodor Seuss) Geisel award titles assigned.
 - Updated Item Records in database.

Other

- Spotlight Displays included Halloween Youth DVDs, Thanksgiving Holidays JNF, Youth Back in Time, Health & Wellness, Romance, and Best of the Year
- Sustainable Shelves items processed 25 titles approved for submission resale to B&T with credit value of \$37.94.
- Staff continue cross-training on serials, a goal identified during performance evaluations –
 Barb, Susan, Marie

- Disc Cleaning Machine Barb ordered replacement parts and worked with Ron A to fix recurring error message.
- Barcode range reserved for Baker & Taylor.

Meeting Attendance

- · Weekly meeting with Director Laura
- Weekly Management Team meeting Laura
- Monthly Allstaff, CollectionHQ Team Laura, and Board meetings Laura
- 10/7 SWAN Serials Users Group meeting Barb
- 10/7 SWAN Cataloging Users Group Marie
- 10/14 SWAN Acquisitions Users Group Susan, Marie
- 10/19 Monthly IT meeting with Director and VOCS IT Manager Laura
- 10/26 SWAN chat (watched video later) Laura

Information technology

- There were 37 support tickets in October.
- Outdoor sign parts still on order.
- Comcast fiber project no update so probably still doing construction surveys. VOCS IT trying to get update.
- Phones
 - Directory and saved button labels updating Assistant Director and AS Manager with new extensions. PIN on ext 6121 reset.
 - AccessOne bill They credited us for Sept 15-30 and included final change and disconnection fees.
- IT onboarding for new AS Manager.
- Deep Freeze renewal processed.

Laura Hays

Assistant Library Director



Adult Services Department Monthly Report

October 2021

Department News:

- Athens Moreno started his position as Adult Services Manager, on October 11th.
- With one part time opening in Adult Services, we will be looking to post the 12 hours on average per week position in November
- We will be exploring a desk tracking software that will help us categorize desk inquiries, including giving us a better way to track trends
- Public PCs are still spaced out to give patrons space in between stations, but we have added one
 more to help with any uptick in pc demand
- Programming continued to be successful as Binge Boxes, craft offerings, as well as online programming yielded momentous results
- Collection development responsibilities continued, and much appreciated are the staff helping to manage the collection areas open with the vacant position

Outreach Activities:

- Homebound delivery 44 registered, delivered 33, Items delivered 204
- Our homebound service was able to make more deliveries this month and circulate more material
- Our current COHS student has an expected graduation date of 1/11/2022
- · Social Media promotion continued as well as handling online Chat for outside inquiries

EDI Activities:

- Attended webinar on Developing a Responsive Collection for LGBTQ+ patrons (VO)
- EDI library committee organized dates to meet in November

Programs & Displays:

- Our book discussions continued include our Around the World series which focused on the Philippines as well as our EDI Learning Group
- Began working on November collaboration with the DuPage Garden Club for Nov as well as hosted a Bee's program for Oct
- Meeting with National Writers Month group for Library Crawl
- Continued rotation of Main Lobby and AS area displays, turnover of these items is going great
- Nate led online and in person Dungeon and Dragon Programs

Athens Moreno Adult Services Manager

- 150th anniversary program about the Chicago Fire
- Binge Boxes and Craft Take N Makes
- Virtual programs such as a Haunted Library Escape Room, a Backyard Bats program

Meetings:

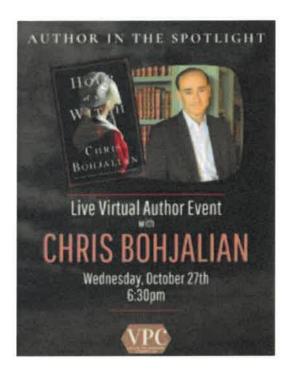
- Weekly Management Meetings continued
- · Department monthly meeting
- Preparing for the Next Wave of Pandemic Weary Customers (CG)
- Library All Staff Meeting
- As new AS Manager, met with all AS staff for a 1on1 introduction
- World Languages Networking Group (OMK)
- How to Train Your Community on Libby (OMK)
- Training Sessions for Athens with Laura and Mary P

Resources and Collection News:

- Working on a plan to develop a teen nonfiction area (NW)
- Renewed our Chicago Tribune resource
- · Computer usage saw an uptick so an additional PC space was provided
- Study Room activity has shown an increase

Images to share:

Athens Moreno Adult Services Manager



Youth Services Report October 2021

Program Highlights

- We had our first in person concert since the pandemic began when Laura Doherty came on October 11, Columbus Day. We intended to hold the program on the patio, but the weather did not cooperate. We cleared a space on the Youth Services floor and had 37 in attendance and practiced social distancing as much as possible. We had many compliments about how nice it was to have in person.
- Leigh Anne Wilson and Livia Pierre hosted a Preschool Potions class on October 21 for 6 participants.
- Livia Pierre and Aneesa Iqbal set up a Spooky Walk I Spy like game on the wooded path. It
 was up from October 18 until Halloween and 140 participants enjoyed the fun and received
 a candy prize.
- Youth Services hosted a Halloween Party called Monster Jubilee on Sunday, October 24. We had timed entry for the participants to spread out the number of people in the department. Kids started in the Create and Learn Center by doing a craft, proceeded to the Enchanted Forest for stories, and then wandered about the department to play several Halloween games. Many wonderful costumes were on display. Staff from several departments helped out and were greatly appreciated! In all, 196 children and parents enjoyed the event.
- Leigh Anne Wilson and Livia Pierre represented the Library at the Park District's event Trick or Treat Trail on Saturday, October 30. They reported having just over 400 registered children participants all of whom would have brought at least one adult!
- Amy Teske, Livia Pierre and Steve Dexheimer gave out candy and toys at the Trick of Treat table on Halloween. We took the table out to the sidewalk right near Hiawatha Drive so that the trick or treater on the street could access the table easily. Since this was a Sunday, we only had the table up from 3 4:45 because the Library closed at 5. We had 115 visitors during that 1 ¾ hours!

Patron Service and Reference

- 97 Binge Box requests were filled during October. Of those, 15 were filled by Livia Pierre with Spanish and bilingual books!
- Youth Staff had 446 interactions with the public during October.
- On October 20 and 21, Amy Danusiar and Livia Pierre represented the Library at a table at Roy DeShane School during parent-teacher conferences. They spoke with 80 parents and signed up 55 for library cards. We are sure that most (if not all) of the 15 Spanish Binge Box requests came from Livia highlighting this service to parents at these events.

Professional Development

• Youth Staff did 10 hours of training through online webinars.

Meeting Attendance

- 10/5, 12, 21, 26 Youth Policy Project Meetings Amy Teske, Amy Danusiar, Adriana Albers
- 10/5 Happy Noon Year Planning Clare Meehan, Leigh Anne Wilson, Adriana Albers, Aneesa Iqbal
- 10/7 Birth to 5 Quarterly Meeting Amy Teske
- 10/7, 14, 21, 28 Management Team Meeting Amy Teske
- 10/5 CollectionHQ Team Amy Teske, Steve Dexheimer
- 10/19 All Staff
- 10/19 Birth to 5 Planning Meeting Amy Teske
- 10/20 Board Meeting Amy Teske
- 10/27 CollectionHQ Rep Check-in Amy Teske with Laura and Athens

Respectfully Submitted, Amy Teske, Youth Services Manager













October 2021 Report for Carol Stream Library Board of Trustees

Circulation Department

Staff performed the following:

- 8,457 Checkouts and renewals
- 298 Curbside deliveries
- 168 new resident account registrations 47 were students at Roy Deshane Elementary School thanks to Amy Danusiar and Livia Pierre of Youth Services!
- 3 new Special account registrations
- 13 Digital accounts checked against the database
- 14,834 Check ins
- 14,000 items shelved
- 3,794 hold requests made available

Jeri participated in:

- Management Team meetings on October 6,13,27
- Open House event held October 15th
- SWAN Fireside Chat for October 26th
- Meetings with Director on 12th and 26th

In addition:

- Jeri, Melanie and Anjali held a Department meeting at the Library on October 10th.
- Jeri was on vacation the week of October 18-22.

Submitted by Jeri L. Cain 11/10/2021

Human Resources Monthly Report Nov 2021

Administration

• Shared thoughts with HR Source on potential updates to our policy manual. Analysis will include reviewing policies and a diversity report prepared during our DEI Assessment.

Benefits

- Worked with the Village to gain access to administer benefit changes through Benefitsolvers.
- Invited full-time staff on the medical insurance plan to participate in Wellness Screening and Flu shots at the Village. 1 staff member participated.

COVID-19

 Updated our self-checklist reports which confirms staff in building are not experiencing COVID symptoms.

Staffing & Onboarding

- Arranged a meet and greet with potential cleaning intern and the PAEP Manager from the Ability Program for this week.
- Partnered with Amy T. to create a job posting for a part-time Bilingual Librarian. Position is
 posted locally in Carol Stream and also with RAILS and ILA.
- Discussed the policy manual with Athens Moreno.
- Conducted exit interview and processed separation paperwork for Amy Danusiar whose last day is November 15.
- Participated in 3 check in meetings with Circulation staff.

Training

- Attended Monthly HR Source Roundtable.
- Worked with Management Team to arrange for staff to form a committee to prepare emergency preparedness documentation and possible training.
- Participated in Harassment Prevention Training.

Regards,

Mary Pellico



Marketing Report

October 2021

Activities

- Promotions (email, newsletter, social media, signs/handouts) resulted in 322 event registrations
- Produced a digital newsletter for November events
- Organized the activities and staffing for the Open House
- Organized the Library's participation in the Brookfield Zoo Community Tree display
- Created a bookmark about our item donation program
- Created a procedure documenting how to display images on our digital displays
- Advertised the Youth Services Librarian position
- Professional development:
 - o Crisis Communications (1.5 hours)
 - o Working with the Media Made Easy (1 hour)
 - o Telling Your Library's Story (2 hours)
 - All staff meeting

Statistics:

Facebook

2,645 followers	Total impressions: 36,220	Total engagements: 2,766
Last 12 months:	Impressions	Engagement

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 October:



People reached: 3,100 Engagements: 64

Name 1 movie from this picture. There are 40.

People reached: 1,269 Engagements: 177



People reached: 1200 Engagements: 112

Twitter

Followers: 1,390	Total impressions: 12,000	Total engagement: 12,426
Last 12 months:	Impressions:	Engagement:

Top tweets from October

Twee	Is Top Tweets and raplies Promoted	955K	Englighments	Engagemeni rak
	Carol Stream Public Library 3, 3, 3, 3, 5, 5, 5, 7, 7, 10(122) Hope all the librarians working today are making it the best day ever. Rock that Friday! #FridayLibrarians pic.twitter.com/uj6OeXfRdc	998	57	5.7%
	Carol Stream Public Library 2.2 Can we let you in on a secret? Dreary days are the some of the best days to come to the library. #librarylife pic.twitter.com/oeF2n3mZNQ	907	29	3.2%
•	Carol Stream Public Library Compate. 10:21 Today is Carrier Fisher's birthday. If you want to know Carrie as she saw herself and literally in her own words, consider checking out the audiobook "The Princess Diarist". Narrated by both herself and her daughter, Billie Lourd. #CarrieFisher Available now at the library, pic.twitter.com/gLTvyIBEBY	581	21	3.6%

Promotional Emails

October 5	Love the Library? Become a Trustee!	Open rate: 25.8%	Click rate: 2.7%
October 7	New Craft Kits Available Now	Open rate: 21.1%	Click rate: 3.1%
October 14	Find Your Family History	Open rate: 24.2%	Click rate: 1.8%
October 20	Your November Newsletter is Here	Open rate: 25.3%	click rate: 4.8%
October 27	Library News: Hot Reads for Cool Days	Open rate: 22.9%	Click rate: 0.9%



Monthly Report of IT Service

Support Tickets

Report Range

10/1/2021 10/31/2021

	Audio / Video	Computer Hardware	Computer Software	Employee Accounts and Access 5	Network Infrastructure 4	iter 2	Security Systems	Telephone 1	al 37
category varie	And	Com	Com	Emp	Net	Printer	Secu	Telep	Total

Category	Audio //	Compute	Employe	Network Printer	Security : Telephon	Total						
Count	4 1		15	37								
Request Type	Change - Standard	Problem	Request	Total								Telephone
			ָבָּבְיבָיבָבְיבָּבְיבָבְיבָבְיבָבְיבָבְ							,		Security Systems
												Audio / Video
Problem	Change - Standard	4			tse					2		Printer
ā					Request				7			Network Infrastructure
	s by Category	ncidents. If there are	id leads to a Change.					гс				Employee Accounts and Access
F 1	sed Support lickers	ts are Requests and Ir	ndicates a problem an			Ξ						Computer Software Computer Hardware
	IIIIOIIIIauori lectiiiology closed support lickets by Category Helodest tickets are broken down by tyne 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.			12						Computer Software
lactor day	Helndek	trends. T	multiple				10		\$		0	

Tickets Types

Definitions:

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

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.