#### 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: October 19, 2022** 

**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 Board President
- 2. PLEDGE TO THE FLAG
- 3. ROLL CALL
- 4. PUBLIC PARTICIPATION
- 5. ADOPTION OF THE CONSENT AGENDA
- 6. APPROVAL OF MINUTES
  - 6.1 Minutes of the Regular Board Meeting of September 21, 2022
- 7. MONTHLY REPORTS OF THE TREASURER
  - 7.1 Accept the Monthly Financial Statements of the Treasurer for the Period Ending September 30, 2022
- 8. NEW BUSINESS
  - 8.1 Review of Fiscal Year 2022 Audit with Sikich Representative Dan Berg
  - 8.2 Acceptance of 2022 Audit as Presented
  - 8.3 Recommendation, Re: Approval of Employee Compensation as Discussed in Executive Session on October 19, 2022
- 9. DISBURSEMENTS
  - 9.1 Approval of Disbursements of September 1-30, 2022 plus the Addendum for the Meeting of October 19, 2022
- 10. REPORT OF THE LIBRARY DIRECTOR
- 11. MONTHLY STAFF REPORTS
- 12. UNFINISHED BUSINESS

None



13. BOARD MEMBER REPORTS

14. ADJOURN

Next Resolution: #298

Mansi Patel, Secretary Board of Library Trustees

## MINUTES FOR THE REGULAR MEETING OF THE BOARD OF LIBRARY TRUSTEES OF THE VILLAGE OF CAROL STREAM

#### Carol Stream Public Library 515 Hiawatha Drive Carol Stream, IL 50188

DATE: September 21, 2022	TIME: 7:00 p.m.
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PLACE: Library Meeting Room

1. Welcome and Call to Order

President Lynch called the meeting to order at 7:00 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 Hudspeath, Rogers, Olson, Patel, Larimer and Lynch. Trustee Leszczewicz

arrived at 7:03 p.m.

Absent:

None

Also Present: Director Susan Westgate, Assistant Director Laura Hays, Youth Services Manager Amy

Teske and Circulation Manager Jeri Cain

#### 4. PUBLIC PARTICIPATION - None

#### 5. CONSENT AGENDA

**Trustee Olson moved** and **Trustee Larimer seconded** the establishment of a Consent Agenda for the Regular Meeting of September 21, 2022. Motion approved.

Ayes	7 Trustees Hudspeath, Leszczewicz, Rogers, Patel, Olson, Larimer and Lynch
Nays	0
Absent	None

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

- 5.1 Minutes of the Regular Board meeting of August 17, 2022
- 5.2 Accept the Monthly Financial Statements of the Treasurer for the Period Ending August 31, 2022
- 5.3 Recommendation, Re: Approval of Resolution #297, 2022 Request for Tax Levy
- 5.4 Recommendation, Re: Approval of Expenses over \$10,000 for Annual Insurance Policy Renewals
- 5.5 Approval of Disbursements of August 1-31, 2022 plus the Addendum for the Meeting of September 21, 2022



Trustee Patel moved and Trustee Larimer seconded that the items on the Consent Agenda be approved by Omnibus vote. Motion approved.

Ayes ............... 7 Trustees Hudspeath, Leszczewicz, Rogers, Patel, Olson, Larimer and Lynch

Nays ..... 0

Absent...... None

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

Recommendation, Re: Approval of Resolution #297, 2022 Request for Tax Levy Background information:

The 2022 Request for Tax Levy requires approval and to be submitted to the Village. The 2022 Levy amount has an increase of \$60,000 over last year's Levy. \$30,000 of the increase is for the IMRF Fund and an additional \$5,000 to the Liability 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 FY23 the Library would have an estimated reserve of 3.12 months in the IMRF Fund and 3.45 months of reserve in the Liability Fund. A \$25,000 increase to the General Fund is needed in response to an increase in operational costs.

Recommendation, Re: Approval of Expenses over \$10,000 for Annual Insurance Policy Renewals Background information:

The Library's current insurance policies are up for renewal in October. Total insurance costs increased by \$1,142 from last year, an increase of 3.9%. Board approval for the insurance renewal is required by Library policy for expenditures exceeding \$10,000.

#### **Approval of Disbursements**

The Library Board of Trustees approved the disbursements for the period August 1-31, 2022 plus the Addendum for the meeting of September 21, 2022 in the amount of \$124,969.62.

#### 6. REPORT OF THE LIBRARY DIRECTOR

Trustee Lynch commented upon the Library's partnership with the Village's Social Services department to serve teens after school. The Village is applying for a grant to fund the partnership project. The Board is pleased that a new HR Administrator has been hired.

#### 7. MONTHLY STAFF REPORTS

Trustee Lynch commented upon the increase in the use of the Library's self-check machines. Following the renovation, the Library added two additional machines for a total of three. Trustee Patel noted that the curbside pick-up statistics have decreased now that the pandemic restrictions have been lifted in the state. Trustees were pleased to see the partnership with the College of DuPage for English classes. The Adult Services department coordinated the partnership and the classes take place two mornings a week in the Library's Create & Learn Center.

#### 8. BOARD MEMBER REPORTS

HR Committee Chair Trustee Patel shared with the Board that she would be sending them a Library Director Evaluation form to complete. The Director will complete a self-appraisal that will also be sent to the Board

members. An HR Committee meeting will be scheduled in October to complete the Director Evaluation process.

#### 9. ADJOURN

There being no further business to come before the Board of Library Trustees, **Trustee Larimer moved** and **Trustee Leszczewicz seconded** that the meeting be adjourned. Motion approved. Meeting adjourned at 7:15 p.m.

Ayes	7 Trustees Hudspeath, Leszczewicz, Rogers, Patel, Olson, Larimer and Lynch
Nays	0
Absent	None
October 19, 20	
Date approved	Mansi Patel, Secretary for the Board of Library Trustees

#### Carol Stream Public Library Treasurer's Report Month Ending September 30, 2022

<u>FUND</u>		BEGINNING BALANCE		CHANGE		ENDING BALANCE
General	\$	2,009,993.81	\$	2,019,894.00	\$	4,029,887.81
Working Cash		51,001.33		281.22		51,282.55
FICA		94,437.66		66,084.29		160,521.95
IMRF		96,867.26		86,563.87		183,431.13
Liability Insurance		12,750.82		17,055.34		29,806.16
Audit		6,827.41		1,826.27		8,653.68
Capital Maintenance & Repair		1,593,709.55		(18,683.57)		1,575,025.98
Building Renovation Loan	_	3,536.59	_	228,810.64	_	232,347.23
TOTAL ALL FUNDS	\$	3,869,124.43	\$	2,401,832.06	\$	6,270,956.49

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

\$	9/30/22
Justin Lynch, Board President	
	2122/22
	9/30/22
Nancy Olson, Board Treasurer	
	9/30/22
Susan Westgate, Library Director	

#### Carol Stream Public Library Treasurer's Report Month Ending September 30, 2022

	TYPE		CURRENT BALANCE
OLD SECOND BANK	CHECKING	\$	1,738,310.38
OLD SECOND BANK	PAYROLL		96,855.37
OLD SECOND BANK-MONEY MARKET	INVESTMENT		1,396,004.14
ILLINOIS FUNDS-PRIME FUND	INVESTMENT		3,038,323.47
PROPAY	ELECTRONIC		626.63
ASPEN/PAYPAL	ELECTRONIC		66.50
CASH BANK	CASH DRAWER		770.00
	TOTAL	<u>\$</u>	6,270,956.49

# CAROL STREAM PUBLIC LIBRARY FINANCIAL STATEMENTS AND SUPPLEMENTARY INFORMATION SEPTEMBER 30, 2022

#### TABLE OF CONTENTS

ACCOUNTANT'S COMPILATION REPORT

PAGE 1

FINANCIAL STATEMENTS

Combined Statements of Assets, Liabilities and Fund Balances -

Modified Cash Basis - All Funds

EXHIBIT A

Combined Statements of Revenues and Expenses – Modified Cash Basis – All Funds

**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 September 30, 2022 and August 31, 2022, and the related combined statements of revenues and expenses - modified cash basis – all funds for the month and year-to-date September 30, 2022, 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

October 6, 2022

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6 COMPANY CHARTERED
ACCOUNTANTS AND CONSULTANTS

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

	Sep 30, 22	Aug 31, 22	\$ Change
ASSETS			
Current Assets			
Checking/Savings			
10-1000 · Library Fund Cash	4 720 240 20	512,346.09	1,225,964.29
10-1006 Old Second General Checking	1,738,310.38 96,855.37	85,690.65	11,164.72
10-1008 · Old Second Payroll Account	3.038,323.47	3,032,054.13	6,269.34
10-1014 · Illinois Funds-Prime 10-1024 · Old Second Money Market Acct	1,396,004.14	1,483,213.16	-87,209.02
10-1025 · ProPay	626.63	684.80	-58.17
10-1026 · Cash Bank	770.00	770.00	0.00
10-1027 · Aspen/Paypal	66.50	76.85	-10.35
10-1090 · Allocated Cash-General Fund	-2,241,068.68	-2,079,946.09	~161,122.59
Total 10-1000 · Library Fund Cash	4,029,887.81	3,034,889.59	994,998.22
1190 · Allocated Cash-Fund Balances			04.60
20-1090 · Allocated Cash-Working Cash Fd.	51,282.55	51,198.25	84.30
30-1190 · Allocated Cash-FICA Fund	160,521.95	124,947.03	35,574.92 48,390.99
40-1090 · Allocated Cash-IMRF Fund	183,431.13 29,806.16	135,040.14 22,299.86	7,506.30
50-1090 · Allocated Cash-Liability Fund	8,653.68	13,150.29	-4,496.61
60-1090 · Allocated Cash-Audit Fund 70-1090 · Allocated Cash-Capital R&M Fund	1,575,025.98	1,585,628.58	-10,602.60
80-1090 · Allocated Cash-Capital Roll and	232,347.23	147,681.94	84,665.29
Total 1190 · Allocated Cash-Fund Balances	2,241,068.68	2,079,946.09	161,122.59
Total Checking/Savings	6,270,956.49	5,114,835.68	1,156,120.81
Total Current Assets	6,270,956.49	5,114,835.68	1,156,120.81
TOTAL ASSETS	6,270,956.49	5,114,835.68	1,156,120.81
LIABILITIES & EQUITY			
Equity			
2900 Beginning Fund Balances 10-2900 Fund Balance-General Fund	2.009,993.81	2,009,993.81	0.00
20-2900 · Fund Balance-Working Cash	51,001.33	51,001.33	0.00
30-2900 · Fund Balance-FICA Fund	94,437.66	94,437.66	0.00
40-2900 · Fund Balance-IMRF Fund	96,867.26	96,867.26	0.00
50-2900 · Fund Balance-Liability	12,750.82	12,750.82	0.00
60-2900 · Fund Balance-Audit	6,827.41	6,827.41	0.00
70-2900 · Fund Balance-Capital R&M	1,593,709.55	1,593,709.55	0.00 0.00
80-2900 · Fund Balance-Debt Service	3,536.59	3,536.59	
Total 2900 · Beginning Fund Balances	3,869,124.43	3,869,124.43	0.00
Net Income	2,401,832.06	1,245,711.25	1,156,120.81
Total Equity	6,270,956.49	5,114,835.68	1,156,120.81
TOTAL LIABILITIES & EQUITY	6,270,956.49	5,114,835.68	1,156,120.81



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

	Sep 22	May - Sep 22	Annual Budget	% of Budget
Ordinary Income/Expense				
Income				
3000 · Property Taxes				
3001 · Property Tax Current	1,354,312.35	3,659,887.70	3,744,461.00	97.74%
3002 · Property Taxes Non-Current	0,.00	0.00	1,000.00	0.0%
Total 3000 · Property Taxes	1,354,312.35	3,659,887.70	3,745,461.00	97.72%
3100 · PPR Taxes	2,133.73	66,168.87	50,000.00	132.34%
3200 · Interest Income				
3201 · Interest Income Taxes	0.00	125.46	500.00	25.09%
3202 · Interest Income Investments	6,395.34	21,333.78	8,100.00	263.38%
Total 3200 · Interest Income	6,395.34	21,459.24	8,600.00	249.53%
3300 · Patron Payments				
3301 · Fines & Fees	210.86	2,016.70	6,000.00	33.61%
3302 · Public Copy Payments	784.73	3,868.66	6,000.00	64.48%
3303 · Non-Resident Card Fees	502.85	1,897.14	2,000.00	94.86%
3304 · Sale Items	0.00	0.00	500.00	0.0%
Total 3300 · Patron Payments	1,498.44	7,782.50	14,500.00	53.67%
3400 Donations	0.00	20.00	5,000.00	0.4%
3500 · Developer Contributions	0.00	0.00	500.00	0.0%
3600 · RBP/ILL Reimbursements	15.87	65.86	500.00	13.17%
3700 · Grants				
3701 · Per Capita Grants	58,784.65	58,784.65	58,800.00	99.97%
3702 · Other Grants/Awards	0.00	0.00	1,000.00	0.0%
Total 3700 · Grants	58,784.65	58,784.65	59,800.00	98.3%
3800 · Other Income	94.10	484.36	2,500.00	19.37%
Total Income	1,423,234.48	3,814,653.18	3,886,861.00	98.14%
Gross Profit	1,423,234.48	3,814,653.18	3,886,861.00	98.14%
Expense				
5100 · Salaries				
5101 Exempt Staff Salaries	42,530.42	266,374.98	643,000.00	41.43%
5102 · Non-Exempt Staff Salaries	86,219.17	470,821.96	1,320,000.00	35.67%
5103 · Custodial Salaries	5,993.40	33,159.14	89,000.00	37.26%
5105 · Professional Education	312.44	3,848.54	15,000.00	25,66%
5106 · Membership	228.00	1,406.00	4,000.00	35.15%
5107 · Life Insurance	131.34	851.16	2,000.00	42.56%
5108 · Health Insurance	15,374.82	99,547.08	230,000.00	43.28%
5109 · Benefits, other	104.03	664.95	3,000.00	22.17%
5110 · Trustee Development	0.00	17.55		0.5%
Total 5100 · Salaries	150,893.62	876,691.36		37.96%
5200 · Plant Maint.	100,000102	3,33,33	_,,	
	1,747.27	5,394.36	15,000.00	35.96%
5201 · Supplies	1,032.98	1,796.86		17.97%
5202 · Maintenance/Repair	4,244.00	20,425.00		38.98%
5203 · Maintenance Contracts		6,076.01		40.51%
5204 · Landscape Maintenance/Snow Remo	1,042.56	0,070.01	10,000.00	70.0170

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

				5,-3
	Sep 22	May - Sep 22	Annual Budget	% of Budget
5205 - Furniture/Equipment	32.73	519.23	7,000.00	7.42%
5206 · Electric-Comm Edison	0.00	6,859.02	47,000.00	14.59%
5207 · Water/Sewer	912.03	2,988.58	8,000.00	37.36%
5208 · Insurance (Property)	0.00	0.00	11,000.00	0.0%
Total 5200 · Plant Maint.	9,011.57	44,059.06	165,400.00	26.64%
5300 · Business Exp.	- 12			
5301 · Postage	8.69	8.69	3,000.00	0.29%
5302 · Office & Equipment Supplies	239.70	3,381.69	7,000.00	48.31%
5303 · Printing	0.00	2,394.42	2,000.00	119.72%
5304 · Equipment Leasing	1,564.44	7,552.89	18,000.00	41.96%
5305 · Mileage Reimbursement	22.71	178.64	1,500.00	11.91%
5306 · Legal Notices	555.45	555.45	600.00	92.58%
5308 · Business Phone	414.58	2,062.23	6,000.00	34.37%
5309 · Accounting Service	1,150.00	5,650.00	14,500.00	38.97%
5310 · Material Recovery Fees	147.75	531.90	1,000.00	53.19%
5311 · Payroll Service	545.19	2,737.69	7,000.00	39.11%
5312 · Attorney Fees	112.50	603.75	6,000.00	10.06%
5315 · Other Expenditures	188.05	744.74	6,000.00	12.41%
5317 Bank & Credit Card Fees	0.24	121.95	100.00	121.95%
5319 · Security Service	0.00	1,116.72	20,000.00	5.58%
5320 Donation Recd Expense	0.00	0.00	5,000.00	0.0%
5321 · Human Resources	2,857.97	8,374.33	14,000.00	59.82%
Total 5300 · Business Exp.	7,807.27	36,015.09	111,700.00	32.24%
5400 · Automat. & Dept. Oper.				
5401 · Automation Hardware	68.29	4,645.98	10,000.00	46.46%
5402 · ISP and Web page hosting	875.00	7,694.32	14,000.00	54.96%
5403 · Computer Software	1,790.00	4,187.27	6,000.00	69.79%
5404 · Tech Support & Repair	2,990.00	16,940.39	20,000.00	84.7%
5405 · Technical Services Supplies	143.52	1,606.34	4,000.00	40.16%
5406 · Circulation Supplies	355.49	1,138.94	4,000.00	28.47%
5408 · Tech Serv Online Resources	0.00	0.00	15,000.00	0.0%
5409 · RBP/ILL Expenses	0.00	429.20	500.00	85.84%
5410 · SWAN Consortium	0.00	11,635.75	47,000.00	24.76%
5411 · Village IT Services	8,176.13	40,880.65	102,000.00	40.08%
Total 5400 · Automat. & Dept. Oper.	14,398.43	89,158.84	222,500.00	40.07%
5500 · Services	·			
5501 · Youth Services Programs	4,106.16	18,965.63	32,000.00	59.27%
5503 · Adult/Teen Programs	2,607.30	9,022.15		36.09%
5505 · Library Newsletter	4,590.98	7,929.05		20.65%
5509 · Library Publicity and Promotion	1,953.62	9,186.11	20,000.00	45.93%
•	13,258.06	45,102.94	115,400.00	39.08%
Total 5500 · Services	15,250.00	70,102.04	. 75, .22.35	
5600 · Collection	2,936.31	10,937.59	55,000.00	19.89%
5601 · Youth Services Books	716.08	4,443.55		22.22%
5606 · Youth Services Media	, ,0.00	1, 110.00	_0,000.00	

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

	Sep 22	May - Sep 22	Annual Budget	% of Budget
5630 · Adult Books	4,081.10	24,247.15	72,000.00	33.68%
5634 · Online Resources	0.00	0.00	30,000.00	0.0%
5635 Magazines & Newspapers	0.00	10,003.34	12,000.00	83.36%
5637 · Adult Media	3,473.58	9,352.45	40,000.00	23.38%
5651 · Digital Media	8,556.49	41,115.88	110,000.00	37.38%
5652 · Grant/Award Expense	5,110.00	39,585.01	58,800.00	67.32%
Total 5600 · Collection	24,873.56	139,684.97	397,800.00	35.11%
6600 · Payroll Expenses				
6610 · FICA Expense	9,991.10	57,156.20	160,000.00	35.72%
6620 · Illinois Municipal Retirement F	15,143.19	85,237.91	230,000.00	37.06%
Total 6600 · Payroll Expenses	25,134.29	142,394.11	390,000.00	36.51%
6900 · Operating Xfers In (Out)				
6920 · Working Cash Fund	0.00	0.00	100.00	0.0%
Total 6900 · Operating Xfers In (Out)	0.00	0.00	100.00	0.0%
7101 · Liability Insurance	0.00	0.00	20,000.00	0.0%
7102 · Risk Management expense	0.00	2,892.80	3,000.00	96,43%
7103 · Unemployment Compensation Insur	0.00	350.89	5,000.00	7.02%
7201 · Audit Expense	8,500.00	9,000.00	13,000.00	69.23%
7400 · Capital Expenditures				
7401 · Furniture	0.00	0.00	10,000.00	0.0%
7402 · Parking Lot Repair	10,816.87	10,816.87	12,000.00	90.14%
7403 · Building Repair	940.00	940.00	50,000.00	1.88%
7404 · Landscape	1,480.00	1,480.00	50,000.00	2.96%
7405 · Memorials	0.00	0.00	1,000.00	0.0%
7406 · Other Capital Expenditures	0.00	14,234.19	50,000.00	28.47%
Total 7400 · Capital Expenditures	13,236.87	27,471.06	173,000.00	15.88%
7500 · Special Capital Projects				
7503 · Front Entrance Outdoor Renovati	0.00	0.00	250,000.00	0.0%
7504 · Capital Replacement Study	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 · Automation Equipment	0.00	0.00	30,000.00	0.0%
7509 · Security Upgrades	0.00	0.00	4,000.00	0.0%
Total 7500 · Special Capital Projects	0.00	0.00	309,000.00	0.0%
Total Expense	267,113.67	1,412,821.12	4,235,400.00	33.36%
Net Ordinary Income	1,156,120.81	2,401,832.06	-348,539.00	-689.11%
Other Income/Expense				
Other Expense				
8000 · Debt Repayment Expense	0.00	0.00	234,461.00	0.0%
Total Other Expense	0.00	0.00	234,461.00	0.0%
Net Other Income	0.00	0.00	-234,461.00	0.0%
Net Income	1,156,120.81	2,401,832.06	-583,000.00	-411.98%

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
	Sep 22	May - Sep 22	Sep 22	May - Sep 22	Sep 22	May - Sep 22
Ordinary Income/Expense						
3000 · Property Taxes	1,149,391.59	3,106,110.74	0.00	0.00	45,409.92	122,715.57
3100 · PPR Taxes 3200 · Interest Income	2,133.73 3,322.35	66,168.87 11,189.28	0.00	0.00 281.22	0.00	0.00 524.92
3300 · Patron Payments	1,498.44	7,782.50	00:00	00.00	0.00	00.00
3400 · Donations 3600 · RBP/ILL Reimbursements 3700 · Grants	0.00 15.87 58,784.65	20.00 65.86 58,784.65	0.00	0.00	0.00	0.00
3800 · Other Income	94.10	484.36	00:00	0.00	0.00	0.00
Total Income	1,215,240.73	3,250,606.26	84.30	281.22	45,566.02	123,240.49
Gross Profit	1,215,240.73	3,250,606.26	84.30	281.22	45,566.02	123,240.49
Expense 5100 · Salaries	150,893.62	876,691.36	0.00	00.00	00.00	0.00
5200 · Plant Maint.	9,011.57	44,059.06	0.00	00.00	0.00	0.00
5300 · Business Exp.	7,807.27	36,015.09	0.00	0.00	0.00	0.00
5400 - Automat. & Dept. Oper.	14,398.43	89,158.84	0.00	0.00	0.00	00.0
5500 · Services	13,258.06	45,102.94	0.00	00.00	0.00	00.00
5600 · Collection	24,873.56	139,684.97	0.00	00:00	0.00	0.00
6600 · Payroll Expenses	0.00	0.00	0.00	00:00	9,991.10	57,156.20
7103 · Unemployment Compensation Insur	0.00	0.00	0.00	0.00	0.00	00.00
7400 · Capital Expenditures	00:0	0.00	0.00	0.00	0.00	0.00
Total Expense	220,242.51	1,230,712.26	0.00	0.00	9,991.10	57,156.20
Net Ordinary Income	994,998.22	2,019,894.00	84.30	281.22	35,574.92	66,084.29
Net Income	994,998.22	2,019,894.00	84.30	281.22	35,574.92	66,084.29

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	it Fund
	Sep 22	May - Sep 22	Sep 22	May - Sep 22	Sep 22	May - Sep 22
Ordinary Income/Expense						
3000 · Property Taxes	63,374.07	171,261.80	7,485.22	, 20,228.02	3,992.11	10,788.27
3100 · PPR Taxes 3200 · Interest Income	0.00	0.00 539.98	0.00 21.08	0.00	0.00	0.00
3300 · Patron Payments	00.00	0.00	0.00	0.00	00:00	00.00
3400 · Donations 3600 · RBP/ILL Reimbursements 3700 · Grants	0.00	0.00	00.0	0.00	0.00	0.00
3800 - Other Income	00.00	0.00	0.00	00:00	0.00	0.00
Total Income	63,534.18	171,801.78	7,506.30	20,299.03	4,003.39	10,826.27
Gross Profit	63,534.18	171,801.78	7,506.30	20,299.03	4,003.39	10,826.27
Expense 5100 · Salaries	00'0	0.00	0.00	0.00	00.00	00.00
5200 · Plant Maint.	0.00	00.00	0.00	0.00	00.00	0.00
5300 · Business Exp.	0.00	0.00	0.00	0.00	00.00	00:00
5400 · Automat. & Dept. Oper.	0.00	0.00	0.00	0.00	00.00	00.00
5500 · Services	0.00	0.00	00.00	0.00	0.00	0.00
5600 · Collection	00:00	0.00	0.00	0.00	00.00	00:00
6600 · Payroll Expenses	15,143.19	85,237.91	0.00	00:00	00'0	00:00
7102 · Risk Management expense 7103 · Unemployment Compensation Insur 7201 · Audit Expense 7400 · Capital Expenditures	0.00	0.00	0.00 0.00 0.00 0.00	2,892.80 350.89 0.00 0.00	0.00 0.00 8,500.00	0.00 0.00 9,000.00
Total Expense	15,143.19	85,237.91	00.00	3,243.69	8,500.00	9,000.00
Net Ordinary Income	48,390.99	86,563.87	7,506.30	17,055.34	4,496.61	1,826.27
Net Income	48,390.99	86,563.87	7,506.30	17,055.34	4,496.61	1,826.27

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

	70-Capital Maint. & Repair Fund	& Repair Fund	80-Debt Service	ervice	TOTAL	AL
	Sep 22	May - Sep 22	Sep 22	May - Sep 22	Sep 22	May - Sep 22
Ordinary Income/Expense		3				
Income 3000 · Property Taxes	0.00	0.00	84,659.44	228,783.30	1,354,312.35	3,659,887.70
3100 · PPR Taxes	0.00	0.00	0.00	0.00	2,133.73	66,168.87
3300 · Patron Payments	00.00	00'0	00'0	00.00	1,498.44	7,782.50
3400 · Donations	00:00	0.00	0.00	0.00	0.00	20.00
3600 - RBP/ILL Reimbursements	0.00	0.00	0.00	0.0	15.87	65.86
3700 · Grants	0.00	0.00	0.00	0.00	58,784.65	28,784.65
3800 · Other Income	0.00	00:00	0.00	0.00	94.10	484.36
Total Income	2,634.27	8,787.49	84,665.29	228,810.64	1,423,234.48	3,814,653.18
Gross Profit	2,634.27	8,787.49	84,665.29	228,810.64	1,423,234.48	3,814,653.18
Expense 5100 · Salaries	0.00	00:00	0.00	0.00	150,893.62	876,691.36
5200 · Plant Maint.	0.00	0.00	00.00	00:00	9,011.57	44,059.06
5300 · Business Exp.	0.00	0.00	00.00	00:00	7,807.27	36,015.09
5400 · Automat. & Dept. Oper.	0.00	0.00	00.0	00:00	14,398.43	89,158.84
5500 · Services	00:00	0.00	0.00	0.00	13,258.06	45,102.94
5600 · Collection	00:00	0.00	0.00	0.00	24,873.56	139,684.97
6600 · Payroll Expenses	0.00	0.00	00.0	0.00	25,134.29	142,394.11
7102 · Risk Management expense 7103 · Unemployment Compensation Insur 7201 · Audit Expense 7400 · Capital Expenditures	0.00 0.00 0.00 13,236.87	0.00 0.00 0.00 27,471.06	0.00	0.00	0.00 0.00 8,500.00 13,236.87	2,892.80 350.89 9,000.00 27,471.06
Total Expense	13,236.87	27,471.06	0.00	0.00	267,113.67	1,412,821.12
Net Ordinary Income	-10,602.60	-18,683.57	84,665.29	228,810.64	1,156,120.81	2,401,832.06
Net Income	-10,602.60	-18,683.57	84,665.29	228,810.64	1,156,120.81	2,401,832.06

Carol Stream Public Library Expenses by Vendor Detail September 2022	Date	Num	Memo	Account	9:30 AM 10/07/2022 Accrual Basis Amount
4Imprint	09/21/2022 09/21/2022 09/21/2022		Inv. #23524903 Charged twice by 4Imprint - Inv. #2352 Credit for Inv #23524903 that was chai	Inv. #23524903 Charged twice by 4Imprint - Inv. #2352 5509 · Library Publicity and Promotion Credit for Inv #23524903 that was char 5509 · Library Publicity and Promotion	-482.84 -482.84 482.84
Total 4Imprint A & A Paving Contractors, Inc.	CCUC/00/00			7402 · Darking Lot Benair	-482.84
Total A & A Paving Contractors, Inc.		.1			-10,816.87
AMAZONISTNCB	09/14/2022		Inv. #434666365334	5501 · Youth Services Programs	-116.85
	09/14/2022				-188.28
	09/14/2022	_	nv. #584989565748		-25.99
	09/14/2022				-77.16
	09/14/2022		INV. #744755345659	5503 · Adult/ I een Programs	-59.16
	09/14/2022		IIV. #6639856895946 IIV. #639856895946	5515 : Other Experialitates 5501 : Youth Services Programs	-43.20
	09/14/2022		nv. #495636789773	•	-212.82
	09/14/2022		Inv. #455558576456	5202 · Maintenance/Repair	-32.98
	09/14/2022	_	nv. #553835674743	5630 · Adult Books	-26.53
	09/14/2022		inv. #985989878947		-167.52
	09/14/2022	_	nv. #878575495534		-23.96
	09/14/2022	_			-226.76
	09/14/2022		nv. #469488836595		-133.83
	09/14/2022		Inv. #636946533579		-86.54
	09/14/2022		Inv. #453668893398	5401 · Automation Hardware	-30.49
	09/14/2022		IIV. #840000000000000 IIV. #669648984364		-24.90
	09/14/2022		Inv. #465339966655	5503 · Adult/Teen Programs	-33.98
	09/14/2022	_	nv. #465339966655	5501 · Youth Services Programs	-33.98
	09/14/2022	_	nv. #883783469785	5501 · Youth Services Programs	-84.95
	09/14/2022	_	Inv. #468956384688	5503 · Adult/Teen Programs	-37.45
	09/14/2022	_	Inv. #456547934454		-50.00
	09/14/2022		nv. #487683675946	5501 · Youth Services Programs	-65.46
	09/14/2022	_	nv. #487683675946		-65.46
	09/14/2022	_	nv. #475649369758	5501 · Youth Services Programs	-23.88
	09/14/2022	_	nv. #475649369758	5503 · Adult/Teen Programs	-23.88
	09/14/2022	_	nv. #983849667348	5630 Adult Books	-64.61
	09/14/2022		nv. #44/5665/47/6	5503 · Adult/Teen Programs	-54.96

Amount	-370.97	-14.99	-99.83	-39.95	-119.98	-309.56	-15.96	-22.38	-37.80	-7.99	-32.73	-56.25	-23.99	~-28.00	-19.96	-40.11	-65.42	-32.97	-6.99	-233.11	-40.64	-12.88	-45.89	-316.28	-307.76	-17.98	-9.78	-22.88	-84.12	-67.55	-14.69	-41.98	-14.99	-25.00	-8.95	66.8-	-77.14	23.38	66'66	21.99
Account	5503 · Adult/Teen Programs	5503 · Adult/Teen Programs	5501 · Youth Services Programs	5503 · Adult/Teen Programs	5503 Adult/Teen Programs	5501 Youth Services Programs	5501 · Youth Services Programs	5501 · Youth Services Programs	5401 · Automation Hardware	5501 · Youth Services Programs	5205 · Furniture/Equipment	5501 · Youth Services Programs	5501 · Youth Services Programs	5501 · Youth Services Programs		٠.	-			5501 · Youth Services Programs	5630 · Adult Books	5501 Fouth Services Programs	5503 · Adult/Teen Programs	5630 · Adult Books	5630 · Adult Books				5503 · Adult/Teen Programs	5501 · Youth Services Programs	5501 · Youth Services Programs	5501 · Youth Services Programs								
n Memo	Inv. #48898686939	Inv. #694964464346	Inv. #699875945545	Inv. #989955489633	Inv. #943746655573	Inv. #455375868354	Inv. #443749779377	Inv. #453469374596	Inv. #545933743568	Inv. #497789784895	Inv. #434778454547	Inv. #434778454547	Inv. #764968944765	Inv. #488976395865	Inv. #757686497686	Inv. #767976769956	Inv. #974457567444	Inv. #695537966789	Inv. #648378765358	Inv. #954656863898	Inv. #753645973449	Inv. #653439333444	Inv. #446444549758	INv. #736444645638	Inv. #576796965969	Inv. #466859955856	Inv. #738688557347	Inv. #988978976643	Inv. #545433676749	Inv. #473456855974	Inv. #443789847994	Inv. #543343548349	Inv. #893488476369	Inv. #875387636357	Inv. #468478359638	Inv. #455899376737	Inv. #598737637956	Credit Inv. #455439983435	Credit Inv. #963685786888	Credit Inv. #469674393334
Date Num	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022	09/14/2022

•	Date Num	ım Memo	Account	Amount
American Library Association	09/09/2022	Mbrshp. Renewal - S. Westgate (#025 5106 · Membership	5.5106 · Membership	-228.00
Total American Library Association American Library Association - Bookstore				-228.00
Total American Library Association - Bookstore	09/21/2022	Inv. #11531630	5509 Library Publicity and Promotion	-273.11
Ancel Glink, P.C.	3			
	09/15/2022	Statement #91479	5312 · Attorney Fees	-112.50
Total Ancel Glink, P.C.  ATA Group. LLP (Assoc McClure Inserra CPA)	<b>∀</b>			-112.50
	09/09/2022	Inv. #10873	5309 · Accounting Service	-1,150.00
Total ATA Group, LLP (Assoc McClure Inserra CPA Baker & Taylor	CPA			-1,150.00
	09/20/2022	Several invoices	5501 · Youth Services Programs	-107.80
	09/20/2022	Several invoices	5601 · Youth Services Books	-2,936.31
	09/20/2022	Several invoices	5606 · Youth Services Media	-132.80
	770700			2,010.9
lotal baker & Laylor Bedrock Earthscapes, LLC	is.			-0,U9Z.90
	09/09/2022	Inv. #2025	7404 · Landscape	-1,480.00
Total Bedrock Earthscapes, LLC Buos Anonymous, Inc.				-1,480.00
	09/12/2022	Inv. #24611	5203 · Maintenance Contracts	-225.00
Total Bugs Anonymous, Inc.				-225.00
case Lots, IIIc.		0000	0 000	
	09/19/2022	Inv. #13295 Inv. #13686	5201 · Supplies 5201 · Supplies	-651.25 -229.45
Total Case Lots, Inc. Center Point for Large Print Books				-880.70
	09/09/2022	Inv. #1953306	5630 · Adult Books	-145.02
Total Center Point for Large Print Books Chess.com				-145.02
	09/21/2022	August subscription	5501 · Youth Services Programs	-5.00
Total Chess.com Comcast (Biz phone)				-5.00
	09/15/2022	Inv. #154615616	5308 · Business Phone	-414.58
Total Comcast (Biz phone)  Comcast (Fiber & Internet)				-414.58
	09/15/2022	Inv. #154654535	5402 · ISP and Web page hosting	-875.00
Total Comcast (Fiber & Internet) Complete Cleaning Co., Inc.				-875.00

	Date Num	n Memo	Account	Amount
	09/09/2022	Inv. #C21792	5203 · Maintenance Contracts	-2,700.00
Total Complete Cleaning Co., Inc.				-2,700.00
	09/21/2022 09/21/2022	3 Boxes of Plastic Bags Candy for CSPL Kits	5406 · Circulation Supplies 5501 · Youth Services Programs	-67.69 -55.89
Total Costco Direct Paper Supply	00/00/00/00	Inv. #1626653	5406 · Circulation Sumplies	-123.58
Total Direct Paper Supply <b>Displays2Go</b>		# world Of Tallotte #	Color of Francisco Capping	-287.80
	09/21/2022	Return 40 Shelf Talkers (Item # Return 60 Shelf Talkers (Item #	Return 40 Sheff Talkers (item #SheELF 5302 : Office & Equipment Supplies Return 60 Shelf Talkers (Item #SHELF 5302 : Office & Equipment Supplies	351.20
Total Displays2Go Ebsco Information Services		40000000		562.00
Total Ebsco Information Services	09/09/2022		סססק ביישות אומטיק ביישומים בי	-2,428.00
riildaway wolld, EEO	09/09/2022	Inv. #401258	5405 · Technical Services Supplies	-74.30
	09/09/2022	Inv. #402854		-221.63
(	09/09/2022	Inv. #402854	5606 · Youth Services Media	-148.41
lotal Findaway world, LLC Gale/Cengage Learning Inc.				t t t t t t t t t t t t t t t t t t t
	09/09/2022	Inv. #78281378	5630 · Adult Books	-196.43
	09/09/2022	Inv. #78281643		-56.23
	09/09/2022	Inv. #78274825	5630 · Adult Books	-84.72
	09/09/2022	Inv. #78945784	5630 Adult Books	-56.98
	09/09/2022	Inv. #78990352	5630 Adult Books	-170.94
	09/09/2022	Inv. #78945381	5630 · Adult Books	-110.96
Total Gale/Cengage Learning Inc. Garvey's Office Products				-676.26
n	09/09/2022		· Youth Services Programs	-131.20
	09/09/2022	•	· Adult/Teen Programs	-131.20
	09/09/2022	82 - 5	Youth Services Programs	-274.41
	09/09/2022	IIIV. #FINVZ515459550Z - OIIIC	Office & Equipment Supplies Technical Services Supplies	-101.74
	09/09/2022		Office & Equipment Supplies	-58.11
	09/09/2022	Inv. #PINV23142645302 · Offic	Office & Equipment Supplies	0.00
Total Garvey's Office Products  Graphic 5, Inc.				-732.91
	09/09/2022	Inv. #163065	5302 · Office & Equipment Supplies	-641.85
Total Graphic 5, Inc.				-641.85

	Date N	Num Memo	Account	Amount
GreatAmerica Financial Services	09/20/2022	Inv. #32467554	5304 · Equipment Leasing	-1,197.69
Total GreatAmerica Financial Services Hazelgrove, William				-1,197.69
Total Hazelgrove. William	09/09/2022	i itanic pgm 9/22/22	5503 · Adult/Teen Programs	-250.00
Heritage Technology Solutions	09/15/2022	Inv. #231075	5404 · Tech Support & Repair	-2,990.00
Total Heritage Technology Solutions Hirease, LLC dba Accurate Now	2000	MANAGORA CARIO	5301 . Himan Decourace	-2,990.00
Total Hirease, LLC dba Accurate Now	03/2 1/2022	11V. #££60040kg - Ogilie		-59.95
	09/09/2022	Inv. #16567	5321 · Human Resources	-2,300.00
Total HR Source IncredibleBats, Inc.	ccociaoiao	177 #1082022	5501 - Vouth Services Programs	-2,300.00
Total IncredibleBats, Inc.	0310312022	11.7.7.100.02.E		-350.00
Jaworski, Thomas (Quest)	09/09/2022	AS - How to Prepare for the Rising Co: 5503 · Adult/Teen Programs	:5503 · Adult/Teen Programs	-175.00
Total Jaworski, Thomas (Quest) Joe Organizer, LLC (Randall, Beth)	6666700700		5503 . Adult Teen Drograms	-175.00
Total Joe Organizer, LLC (Randall, Beth)	03/03/2022	t		-200.00
Land's End Business Outfitters	09/21/2022	New Hire Polo Shirts - Mohedano and 5321 - Human Resources	5321 - Human Resources	-87.90
Total Land's End Business Outfitters				-87.90
Lee, Saroeun	09/16/2022	lnv. #100	5501 · Youth Services Programs	-122.00
Total Lee, Saroeun Lindberg, Richard	09/09/2022	Chicago by Gaslight Pgm 10/4/22	5503 · Adult/Teen Programs	-122.00
Total Lindberg, Richard  M Dance Center LLC - dba Flourish Dance		20 1417 313 313 4 2 2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3	At Some Source Control of the Contro	-150.00
Total M Dance Center LLC - dba Flourish Dance	09/09/2022 ce	Fancy Feet Figms 5/9, 6/6, 7/11, 6/6, 5501 - Touth Services Frograms	, 550 I Touin Services Frograms	-250.00
Total Mail Milk	09/21/2022	10,000 contacts (8/29 - 9/28/2022)	5509 · Library Publicity and Promotion	-115.00
Mary T. Pellico	09/01/2022	Refreshments for New Hire - J. Mohed 5321 · Human Resources	d 5321 · Human Resources	4.58

	Date N	Num Memo	Account	Amount
Total Mary T. Pellico				-4.58
ואות אפטר זמ לים דרים	09/20/2022	Several invoices	5606 · Youth Services Media	-246.59
	09/20/2022	Several invoices	5637 - Adult Media	-1,734.42
	09/20/2022	Several invoices	5651 · Digital Media	-5,507.65
Total Midwest Tape LLC		Đ.		-7,488.66
Outsource solutions Group, Inc.	09/28/2022	Inv. #71339	5403 · Computer Software	-1,550.00
Total Outsource Solutions Group, Inc.				-1,550.00
OverDrive, Inc.	09/09/2022	Inv. #01107MA22324206	5651 · Digital Media	-3,048.84
Total OverDrive, Inc.				-3,048.84
Taddock Tublications, me:	09/09/2022	Inv. #226838	5306 · Legal Notices	-555.45
Total Paddock Publications, Inc.				-555.45
	09/09/2022	Inv. #110790865	5311 · Payroll Service	-345.16
	09/09/2022	Inv. #110790865	5321 · Human Resources	-332.58
	09/09/2022	Inv. #110859714	5311 · Payroll Service	-200.03
	7707/17/60	Virual conference and Payroli Bootcal 5 105 - Professional Education	al 5 i 05 - Professional Education	18.108-
Total Paylocity  Pitney Bowes Global Financial Services LL				-1,185.74
•	09/01/2022	Inv. #3105590067	5304 · Equipment Leasing	-366.75
Total Pitney Bowes Global Financial Services LL Plerus	-1			-366.75
9	09/16/2022	Inv. #3732	5505 · Library Newsletter	-4,590.98
Total Pierus				-4,590.98
Precision Control Systems of Chicago, Inc	09/09/2022	Inv. #44896	5203 · Maintenance Contracts	-1,319.00
Total Precision Control Systems of Chicago, Inc	2			-1,319.00
Riddiford Roofing Company	09/15/2022	Inv. #0020316-IN	7403 · Building Repair	-940.00
Total Riddiford Roofing Company				-940.00
Koto-Kooter Services Company	09/19/2022	Inv. #25-24356502	5202 · Maintenance/Repair	-1,000.00
Total Roto-Rooter Services Company Scholastic Library Publishing				-1,000.00
	09/16/2022	Inv. #40899236	5652 · Grant/Award Expense	-2,682.00
Total Scholastic Library Publishing Scholastic, Inc.				-2,682.00
	09/12/2022	Inv. #40780202	5501 · Youth Services Programs	-918.12

	Date Num	Memo	Account	Amount
Total Scholastic, Inc.				-918.12
Sebert Landscaping, inc.	09/09/2022 09/09/2022	Inv., #S548304 Inv., #S245253	5204 · Landscape Maintenance/Snow 5204 · Landscape Maintenance/Snow	-300.00
Total Sebert Landscaping, Inc.			•	-1,042.56
	09/12/2022	Inv. #3478	7201 Audit Expense	-8,500.00
Total Sikich, LLP Sir Speedy Printing			•	-8,500.00
	09/12/2022	Inv. #84284	5509 · Library Publicity and Promotion	-175.26
Total Sir Speedy Printing				-175.26
	09/09/2022 09/09/2022	Inv. #3516494006 Inv. #3517273398 - \$73.79 {-2.69 - CR 5315 · Other Expenditures	5201 · Supplies 3 5315 · Other Expenditures	-468.70
Total Staples			s	-537.50
	09/12/2022 09/12/2022	Inv. #9745 Inv. #9755	5403 · Computer Software 5403 · Computer Software	-120.00
Total Swan (System Wide Automated Network)	0		•	-240.00
i alget otoles	09/21/2022 09/21/2022	Prog. items Gaming items	5503 - Adult/Teen Programs 5637 - Adult Media	-44.98 -1,484.71
Total Target Stores				-1,529.69
lowi squale rubilcations, the	09/28/2022	Print Ad for CS Chamber of Commerc	Print Ad for CS Chamber of Commerce 5509 · Library Publicity and Promotion	-835.00
Total Town Square Publications, LLC Unique Management Services, Inc.			2	-835.00
	09/12/2022	Inv. #6104652	5310 · Material Recovery Fees	-147.75
Total Unique Management Services, Inc. Very Smart People			•	-147.75
	09/12/2022	Andriod Basic Class - 10/11/2022	5503 Adult/Teen Programs	-200.00
Total Very Smart People Village of Carol Stream				-200.00
	09/12/2022	Inv. #6905	5411 · Village IT Services	-8,176.13
Total Village of Carol Stream  Village of Carol Stream - Benefits				-8,176.13
	09/15/2022 09/15/2022 09/15/2022	Inv. #6874 Inv. #6874 Inv. #6874	5107 · Life Insurance 5108 · Health Insurance 5109 · Benefits, other	-131.34 -21,407.12 -104.03
Total Village of Carol Stream - Benefits Village of Carol Stream - IMRF			•	-21,642.49

	Date Num	m Memo	Account	Amount
	09/21/2022	From: 9/9 - 9/23/2022	6620 · Illinois Municipal Retirement F	-15,143.19
Total Village of Carol Stream - IMRF Village of Carol Stream - Water Dept.	00/10/000	Rill #019810	5207 - Water/Sewer	-15,143.19
Total Village of Carol Stream - Water Dept.				-912.03
Walmart	09/21/2022	YS pgm. supplies	5501 · Youth Services Programs	-27.00
Total Walmart Western First Aid & Safety				-27.00
	09/28/2022	Inv. #ORD4-009778	5201 · Supplies	-210.08
Total Western First Aid & Safety Zeus Battery Products	09/15/2022	Inv. #00259727	5201 · Supplies	-210.08
Total Zeus Battery Products TOTAL				-30.00 -128,523.68
	Total Disbursen	Total Disbursements for September 1, 2022 through September 30, 2022	ptember 30, 2022	
	Approved by th	Approved by the Library Board of Trustees October 19, 2022	2022	
President		Date	ı	
Secretary		Date		



# Carol Stream Public Library Account QuickReport September 2022

Туре	Date	Num	Name	Memo	Split	Amount
5300 · Business Exp. 5301 · Postage General Journal	09/30/2022	ATA0904		Allocate Septem	-SPLIT-	8.69
Total 5301 · Postage						8.69
5305 · Mileage Reimbursen General Journal	nent 09/30/2022	ATA0904		Allocate Septem	5301 Postage	22.71
Total 5305 Mileage Reimbu	irsement					22.71
5321 · Human Resources General Journal	09/30/2022	ATA0904		Allocate Septem	5301 · Postage	72.96
Total 5321 · Human Resource	es					72.96
Total 5300 - Business Exp.						104.36
5500 · Services 5503 · Adult/Teen Program General Journal	<b>s</b> 09/30/2022	ATA0904		Allocate Septem	5301 Postage	29.13
Total 5503 · Adult/Teen Prog	rams					29.13
Total 5500 · Services						29.13
OTAL						133.49

**Deduction Listing** 

Check Dates: 09/09/2022 to 09/23/2022 Processes: 2022090901 - 2022092301

Page 1 of 1

Carol Stream Public Library (9366)

Pay Periods: 08/21/2022 to 09/17/2022

#### REIMB - REIMBURSEMENT

Company: (9366)

Employee	ID	SSN	Location	Amount
Elder, Jessica	1176		11	-29.13
Farrell, Joyce C.	1103		10	-93.05
Garcia, Crystal	1191		11	-11.31

Totals for REIMB - REIMBURSEMENT

3 Employees

-133.49

#### Report Totals

Code	Description	Туре	Employees	Amount
REIMB	REIMBURSEMENT	Add	3	-133.49
Totals			3	-133.49



## LIBRARY DIRECTOR REPORT-CAROL STREAM PUBLIC LIBRARY September 21, 2022

#### **Audit Report**

Partner Dan Berg from Sikich LLP, will be presenting a review of the Library's 2022 Annual Financial Report. I prepared the Management Discussion and Analysis that is included in the report. A pdf of the Audit has been emailed to each Board member. Please review and bring any questions you may have to the meeting. The hard copies will be available in your Monday Board packets.

#### **Facility Update**

The fall maintenance of the library's irrigation system has been completed. The lines have been flushed and the system shut down for the season.

Maintenance staff have removed a large counter piece from the Server Room and are in the process of repairing and repainting the north wall. Movable shelving will be purchased to accommodate storage of IT equipment in that space.

IT completed crucial updates to the Library's Firewall and system network this month. These updates were done before public hours so there was no disruption to Library services. We are coordinating with IT staff to schedule a set time to administer these updates on a regular basis to ensure that the library's systems are fully updated and have maximized system security.

#### **Social Services Partnership Grant Update**

The Village will be awarded \$50,000 for their grant request through the Bloomingdale Mental Health Board. It is not the full amount that was requested, so not sure how this will be impacting the plans for the grant project that they had proposed. I will keep you informed regarding this community project once plans have been finalized.

#### **Human Resources**

Lena Saltiel, the Library's new HR Administrator, has been very busy the past four weeks. Laura and I have been providing her with employee orientation and training for her position. In addition, she has attended and viewed a large number of online webinars and training courses for her position. She has hit the ground running, interviewing and hiring two new candidates for the Circulation department.

#### **Flu Shots**

The Library is offering to reimburse staff for the cost of this year's annual flu shot if it is not covered by their insurance. During a pandemic environment it is important for the Library to support good health and health practices. Staff would need to turn in their paid receipt to be reimbursed.

October Employee Anniversaries
Renee Walther – 10/02/96-Circulation
Steve Dexheimer – 10/07/03-Youth Services

Jeri Cain – 10/01/12-Circulation (Ten Year Anniversary)

Melanie Johnson – 10/11/12-Circulation (Ten Year Anniversary)

Susan Westgate, Library Director

#### Carol Stream Public Library - Monthly Librarian's Report FY 2022-2023

		September	1
	FY 21-22	FY 22-23	Current YTD
Circulation Activity			
Physical material use by audience			
Total Adult	13,196	14,717	74,246
Total Teen	769	830	4,425
Total Youth	13,664	15,190	88,759
Physical material use by format			
Books	19,857	21,443	121,112
Videos	5,153	5,817	29,613
Audiobooks and Music CDs	1,475	2,002	8,704
Periodicals and Magazines	264	248	1,341
Other	880	1,227	6,660
Total Physical Item Circulation	27,629	30,737	167,430
nterlibrary loans and Reciprocal borrowers (included above)			1
ILL - Borrowed from SWAN	2,929	3,035	14,353
ILL - Borrowed from Non-SWAN	33	41	188
ILL - Loaned to SWAN	729	683	3,237
ILL - Loaned to Non-SWAN	102	77	386
RBP Loans - SWAN (incl. above)	222	429	2,284
RBP Loans (non-SWAN) - (incl. above)	451	414	2,828
TIBLE Edulo (Hell edulo)			
Digital media use			
Bingepasses (hoopla)	NA	4	33
E-books	2,741	2,899	15,924
E-Audio	2,230	2,492	12,224
E-Video	464	512	2,073
	19/0	22/0	128/9
Museum Adventure Pass / Explore More Illinois		5,929	30,391
Total use of Electronic Materials	5,454	42,618	197,821
Total Circulation (physical materials and digital media)	33,083	42,010	197,021
Brond and the second	000	666	2.707
Digital magazine retrievals	880	668	3,767
Total Electronic Retrievals (e-mags and databases)	6,398	5,952	28,122
Other circulation activities			
Items checked out in the Library	12,792	13,977	81,583
Self Check - # of Items Checked out	4,822	9,125	51,015
Self Check - % of items checked out in the Library	37.70%	65.28%	62.53%
Programs - # of Programs/Attendance**			
Adult - Number/Attendance	30 / 292	22 / 647	141 / 2,777
Teen Number/Attendance	8/21	7 / 118	30/312
Youth - Number/Attendance	103 / 816	102 / 1,177	523 / 7,952
General Interest - Number/Attendance	NA	0/0	1/23
Total - Number/Attendance	141 / 1,129	131 / 1,1942	694 / 11,04:
.ibrary Events - Number / Attendance	NA	0/0	2/283
Outreach - Number / Attendance	1/24	15 / 549	25 / 1,238
Autobott - Mulliper / Autoridance	1/27	10 / 040	20 / 1,200
acility Usage			7.4
Library Visits (Door Count)	8,205	11,429	59,702
Curbside Pickup Transactions	198	96	545
Meeting Rooms - # of Public Bookings*	NA	2	2
Study Rooms - # of Users*	187	336	1,328

	Ti.		
Electronic Usage			
# of Internet Sessions/Total Time	515 / 314	938 / 461	4,449 / 2,711
#iMac Sessions/Total Time	18/8	19 / 11	73 / 48
# of Library Website Visits	12,224	14,362	70,558
# Mobile App Views	2,943	3,955	20,167
# of Wireless Users	1,277	2,030	9,100
Aspen catalog sessions / unique searches	NA	79,928 / 17,416	251,780 / 57,75
Reference Transactions			
Adult	943	1,304	6,502
Youth	448	501	4,624
Circulation	189	275	1,697
Chat	68	34	249
Total Reference Transactions	1,648	2,114	13,072
		1	
Fotal One-on-One Tutorials			
Adult	5	35	171
Youth	0	0	0
Patron Statistics			
# of Resident Cards	18,842	18,332	
# of Non-Resident Cards***	10	40	
Total Registered Users	18,492	18,372	
Resources Owned/Licensed			
Books	62,477	64,911	
Newspapers (Print only)	24	24	
Periodicals (Print only)	128	119	
Total Print Materials	62,629	65,054	
Current Subscriptions (Print Only)	152	143	
Current E-Subscriptions	3,839	4,312	
E-Books: Downloadable	64,277	76,704	
Audio Recordings	6,649	6,745	
Audio Recordings (Downloadable)	24,288	30,485	
Videos	11,306	10,017	

Professional Development Hours	149	58.00	188.75

67 173,748

Databases

72

194,163

Total Resources Owned/Licensed

<sup>\*</sup>The meeting rooms are not available for public reservations. Recording Chamber of Commerce Networking meetings held in Create and Learn Center effective 9/22.

<sup>\*</sup> Seating resumed in Library 5/17/21.

<sup>\*</sup>Resumed Sunday hours 6/6/21.

<sup>\*</sup>Study rooms & express computer stations available effective 6/14/21.

<sup>\*\*</sup>Program statistics updated for FY22 per changes in IPLAR reporting: Homebound deliveries now counted as One-on-One Tutorials; program recordings are only counted during the first two months; Family and multi-age group programs are now reported as General Interest.

<sup>\*\*\*</sup>Non-residents cards were counted as families in FY2021, now individuals are counted.

## Assistant Director's Report September 2022

#### Administration and Business Office

- Payroll processing week of 9/6 and 9/19
- Onboarding, offboarding and updating staff Paylocity records and proxy cards as needed
- Coordination of monthly financial and Librarian statistic reports
- Friends of the Library liaison responsibilities transferring to Marketing Coordinator.
- Researching first aid supply vendors and replacement AED machine for Director Joyce

#### **Human Resources**

- Background checks and onboarding for new hires
- Training with new HR Administrator, Lena Saltiel

#### **Tech Services**

- Items ordered 813 and Items put into Circulation 622
- Items catalogued imported bib records & original cataloging 127
- Item record edits/database clean-up 430
- Bib record merge requests submitted to SWAN support 26
- Repair items (includes disc cleaning) 49
- Serial record edits 18 and Claimed Issues 5
- Baker & Taylor server outage resolved 9/9.
- Pending orders in Workflows, items not received as of October 6, 2022 (Youth, 293; Adult, 442)
- Sustainable Shelves 853 titles were submitted; 263 items were approved for submission resale to B&T for a credit value of \$132.74.
- Spotlight Displays Processed Spotlight Displays back to original Home Location:
   Back in Time, School Stories, and new Juvenile Hispanic Heritage Month and JNF Halloween displays
- Deleted two ceased magazine titles from collection: Sci-Fi and Clean Eating

#### **Tech Services - Conversion Projects**

- Total items processed 19
- Peek-a-Book Project is 95% done. Barb
- Beginning Chapter Books genre sticker project completed Marie

#### **Meeting Attendance**

Weekly Director and bi-weekly Management Team meetings - Laura

- 9/6/22 Program statistics discussion with Amy Teske Laura
- 9/8/22 SWAN Acquisitions & Cataloging Users (ACUG) Barb, Susan G, and Marie
- 9/12/22 Insurance renewal review Laura and Susan Westgate
- 9/15/22 Friends Board meeting Laura
- 9/16/22 HR Source salary structure benchmarking Laura and Susan Westgate
- 9/18/22 CS Dog Fest Laura
- 9/20-22/22 Paylocity Payroll Bootcamp and Elevate Conference Laura
- 9/22/22 SWANtech quarterly meeting Laura
- 9/27/22 SWAN monthly chat Laura
- 9/29/22 RAILS member update Laura
- 9/29/22 CollectionHQ DEI tool forum Laura

#### Information technology

- There were 31 support tickets in September.
- New employee accounts setup.
- Firewall and Server updates installed the week of 9/26 before the Library opened.
- Remote printing upgrade postponed.
- Public copier had multiple issues. IT contacting Impact to discuss.
- Zoom expansion needed for one program in November. We will upgrade to a larger audience capacity for one month.

Laura Hays Assistant Library Director

#### **Adult Services Department Monthly Report**

#### September 2022

#### **Department News:**

- After an expected usually slower month for August, study room usage rocketed back up, as well
  gradual increases in reference and database transactions.
- With the success of our summer reading, we offered a smaller reading club for the fall, and will
  explore another offering come winter. We'll continue offer additional seasonal reading clubs
  outside of our main Summer club. These other clubs will have more isolated themes and tie ins
  to books, movies, trends.
- In preparation for printing software upgrades for our patrons, creating a more informative and streamlined how to print at library website. This will make it easier for patrons to navigate to as well as learn the offerings from the library beyond just printing when it comes to technology resources.
- Began planning our Citizenship class offerings in partnership with Peoples Resource Center. Hoping to have classes start in Feb '23.
- In having conversations with business leaders and at chamber meetings, exploring avenues to aid local businesses, through training workshops, awareness of our resources. Developing a curriculum of Career/Small Biz workshops that will start in 2023. It will feature material from the Grow with Google series that we've partnered with as an organization.
- Program attendance continues to be strong, which includes participation in various passive offerings such as online quizzes, Take N Makes, and binge boxes requests.
- In efforts to do more within the community along with working more with local agencies, our Teen Recharge series restarted in partnership with the Carol Stream Social Services. The agency will partner for 6 sessions, but we'll continue the program on a weekly basis in 2023.
- We filled the two part time vacancies, as well as the full-time position. For September we welcomed Pierce Mucha as our newest PT librarian.

#### Outreach Activities:

- Homebound delivery 40 registered, delivered to 33 patrons, Items delivered 162
- Developing a Job/Career Folder Kit, which will feature resource info and small supplies
- Social Media promotion continued including weekly posts on Facebook & Instagram from those on the Social Media team
- Staff attended Fall Fest
- Held two Teen Volunteer Club Meetings
- Continued partnership programming with DuPage Garden Club, hosting a monthly program
- Our program on improving job skills with WorkNet Dupage and the Village is set for Oct
- Building an ongoing program offering for the Glenbard Transitions Group
- Jessica has been active in welcoming our after school crowd to build relationships, and to help with behavior monitoring

#### **EDI Activities (EDI Committee & Dept):**

- Finalized our in-house languages spoken by staff go to sheet that's at the public desks.
- Held programs and displays to highlight Hispanic Heritage Month, both online and in person
- Continued partnership with the DuPage Literacy group offering study room space and resources for Carol Stream residents utilize their tutoring services
- Offering more handouts in both Spanish and English

#### Programs & Displays:

- Binge Box packages for both adults and teens with Banned Books Month theme
- Walking Reading Club Challenge for adults/teens
- Online Quiz for patrons to get recommended books featuring a I survived! Theme
- Created and handed out 40 Study Kits for adults/teen students for back to school theme
- Online guiz titled "I Survived" featuring world disaster events
- Our popular take n Make kits featured making a tote bag
- Amazing Greens Program with Garden Club of DuPage
- Book Discussion group to coincide with Glenbard Parent Series
- iPhone/Apple Basics Class
- Medicare 101 class
- Around the World Bookclub, with a focus on Poland
- In person craft program featuring Wine Bottle Toppers (see image)
- Teen Volunteer Group Meeting
- 160 Minutes, Race to Save the Titanic Program
- For Hispanic Heritage Month, held program From the Farm to our Tables: Hidden Lives of Farm Workers
- Teen Recharge series began weekly sessions in collaboration with Carol Stream Social Services
- Naturalization 101 Class
- Held a 90's movie display in lobby as well as Banned Books display with mannequin design and literature about Banned Books
- Prepping for Oct 1<sup>st</sup> release, our Take N Make Breast cancer awareness tumbler projects will be launched

#### Meetings:

- Bi Weekly Management Meetings
- Industrial & Chamber Networking Meeting
- · Programming Meeting, Department
- CHQ Meeting
- 1on1 meetings within dept
- Collection Dev networking group

#### Athens Moreno Adult Services Manager

#### **Resources and Collection News:**

- Exploring promotional avenues to highlight databases such as integrations within our catalog, creating business card size informative printouts, utilizing our digital signage to feature more
- Renewal of our Chilton Auto Repair database, as use has been steady
- Developing an online learning site that would feature recordings, tutorials, as well as local informative videos

#### **Continued Education & Training:**

- Tell me More Diverse Voices
- Collection HQ Diversity Meeting
- SWAN Fireside Meetings

#### Pictures:

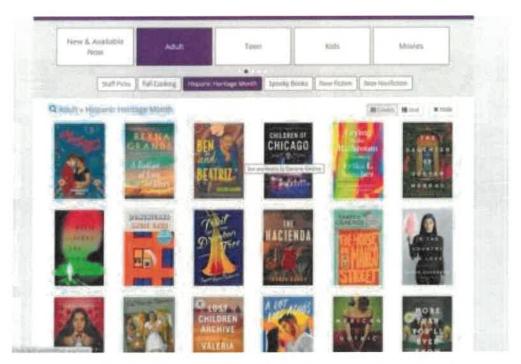
#### Our Walk a thon Reading Challenge



#### Athens Moreno Adult Services Manager



Craft event featuring decorative wine bottle toppers



Enhancing our library catalog to include more lists, reading suggestions, and improve browsability

#### September 2022 Report for Carol Stream Library Board of Trustees

#### Circulation Department

#### Staff performed the following:

- 11,429 greetings, welcoming visitors to the Library
- 5,510 Checkouts and renewals
- 96 Curbside deliveries
- 109 new resident account registrations
- 5 new Special account registration
- 28 new digital accounts checked for duplication
- 16,640 Check ins
- 17,000 items shelved
- 3,756 hold requests made available

#### Patron Purge update:

- 115 accounts that have not been used after 8.30.2013 **AND** had status of BADADDRESS have been removed from the database. This is in accordance with SWAN's 9-year Last Activity Date (LAD) purge rule.
- 254 accounts with good addresses and status of OK were modified and renewed to avoid removal.

#### Self Check-out activity:

- 3,292 checkouts at Youth Services machine
- 5,833 checkouts at Lobby machines

#### Jeri participated in:

- Management Team meetings on September 1<sup>st</sup> and 15<sup>th</sup>
- SWAN's fireside chat on September 27<sup>th</sup>.

#### In addition:

- Melanie, Jeri and Susan conducted interviews of potential candidates for the part-time Circulation Clerk position on September 6<sup>th</sup>, 8<sup>th</sup> and 13<sup>th</sup>.
- Jeri represented the Library at the Vet Bros Charity Dog Show event on Sunday, September 18<sup>th</sup>.
- The Circulation team welcomed Anthony Paustain on September 23<sup>rd</sup> and Colin Rosado on September 29<sup>th</sup>! They have accepted positions as part-time Circulation Clerks.
- Melanie Johnson Represented the Library at Franklin Middle School Family Literacy Night on September 29<sup>th</sup> to issue cards and promote the library's services. She registered 6 residents for Library accounts!
- Kaitlyn Frye resigned her position as part-time Circulation Clerk and accepted a position as full-time Adult Services Librarian. Her last day in Circulation was September 29<sup>th</sup>. She began her new position in Adult Services the following Monday on October 3<sup>rd</sup>.

#### Youth Services Report September 2022

#### **Program Highlights**

- Julie Mohedano and Leigh Anne Wilson presented a Bilingual Storytime on 9/9 with an attendance of 8.
- Adriana Albers hosted the first Homeschool Hangout of this school year on 9/2 with 38 in attendance. Families participated in a scavenger hunt and learned a lot about Library resources in the process. They also made a craft and completed a parent survey regarding program ideas for this school year.
- Steve Dexheimer and Nate Wagner hosted the first Arcade Tournament of the year on 9/21 with 6 in attendance.
- Leigh Anne Wilson and Adriana Albers hosted a Stuffie Sleepover on 9/24 with 29 in attendance. The children left their stuffies to sleep over at the Library. When they came to pick them up the next day, the kids got a notebook with pictures of the stuffie adventures overnight. Those stuffies did not sleep well!
- Adriana Albers brought back a great program called Hands on Learning on 9/27 with 22 in attendance. Participants did preschool STEM activities involving apples.
- 400 CSPL Kits were distributed in September including 100 each of the following activities: Science with Skittles, Make your own Petey from Dogman, Spoon Flowers, Jolly Roger Flag for Speak Like a Pirate Day.

#### **Patron Service and Reference**

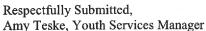
- 72 Binge Box requests were filled during September
- Youth Staff had 501 interactions with the public during September.

#### **Professional Development**

• Youth Staff did 13 hours of training during September.

#### **Meeting Attendance**

- 9/1, 15 Management Team Meeting Amy Teske
- 9/6 Statistics Meeting Amy Teske, Sam Wright, Leigh Anne Wilson
- 9/14 Meeting with Susan Amy Teske
- 9/19 Birth to 5 Planning Meeting Amy Teske
- 9/20 CollectionHQ Team Amy Teske, Adriana Albers
- 9/21 Board Meeting Amy Teske













Bilingual Storytime

Human Resources – position filled by Lena Saltiel

Monthly Report

September 19th 2022 to September 30th

#### Administration

- Read the full handbook and policies/ procedures
- Explored the CSPL intranet and file systems
- Navigated Paylocity platform and enabled text communication with candidates
- · Organized paperwork and files; settled into office
- Training with Susan Westgate and Laura Hays
- Submitted Expense Reimbursement Form

#### **Benefits**

- Connected with Perspectives representative and explored EAP
- Benefit Solver training with Village of Carol Stream HR Janice Van Dyke
- Benefit Solver training videos through Training Solver
- Sent out Medicare reminders to Staff, Retirees, and COBRA participants

#### **Staffing & Onboarding**

- Created recruiting tracker to stay organized with new hire status and open positions
- Touched base with hiring manager to learn management styles and ideal candidates for opening
- Sat in on orientation for Pierce Mucha (1st orientation was to observe how it was done)
- Onboarded, conducted reference checks, and created accounts for 2 Circulation Clerk new hires
- Conducted orientations: Anthony Paustian and Colin Rosado (Circ Clerks); Robin Harwood (YS Librarian)

#### **Training**

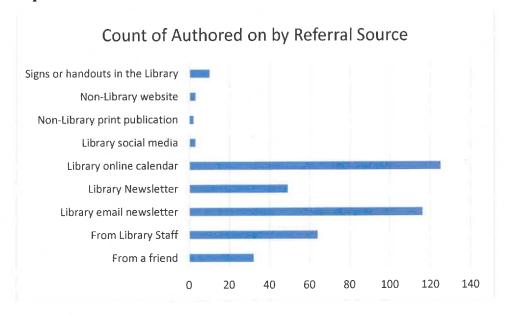
- Paylocity HR Bootcamp webinar (5 hours)
- Paylocity Elevate conference (9am to 4pm/ two-day virtual conference = 14 hours)
- Training with Susan Westgate and Laura Hays (~2 hours)
- Training with Janice Van Dyke from the Village of Carol Stream (1.5 hours)

#### Compensation

Reviewed CSPL Final Market Benchmarking Project Document from HR Source

#### **Marketing Report**

#### September 2022



#### • Promotions resulted in 408 event registrations

- Promoted Library Card Month by organizing the Lock and Key Raffle
  - o Designed cards in which patrons could place their polaroid picture, and describe how they use their library card, including how it benefits them.
  - Created display for cards for patrons viewing.
  - o Promoted Raffle with graphics displayed on our TV slides, e-newsletter, social media and website.
- Worked with Youth Services to streamline the process of entering programs into Library Market creating consistency.
- Edited and published all programs for November and December.
- Created signage for study room reservations.
- Organized promotional table to represent the Library at Carol Stream's community
  events such as: The VetBros Charity Dog Show and the Villages 2022 Fall Fest. The
  promotional table included informational fliers, prizes, and fun games for the community
  to enjoy.
- Produced graphics for TV displays to promote the library's resources, upcoming events, and reading challenges.
- Started the process of creating the print newsletter for November and December programming/events.
- Attended a meeting with the Friends of the Carol Stream Public Library.
- Produced 4 weekly e-newsletter blasts.
- Produced 4 weekly Examiner columns.

#### Statistics:

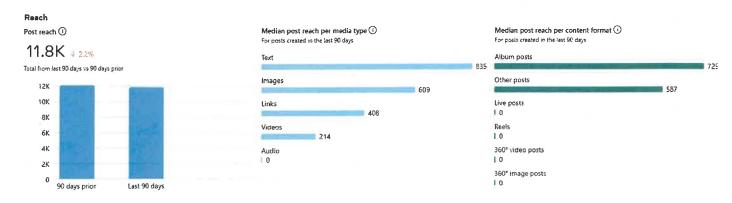
Reach: The number of people who saw any content from your Page or about your Page, including posts, stories, ads, social information from people who interact with your Page.

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

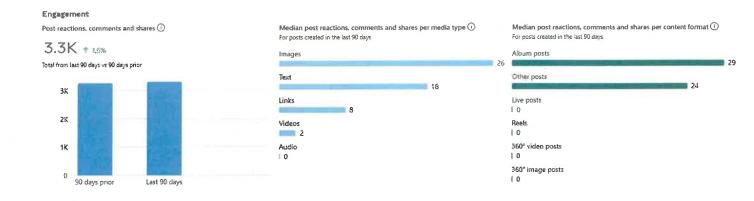
#### Facebook

Followers: 2,864

Reach from the last 90 days: 11.8K



Engagement from the last 90 days: 3.3K



#### Top three posts from September



People reached: 1,610 Engagements: 317 remains beet control of the start of football season, I once again bring you my favorite college game day algo

People reached: 1,495 Engagements: 83 The American Articles Articles and Control of Control o

People reached: 1,006 Engagements: 74

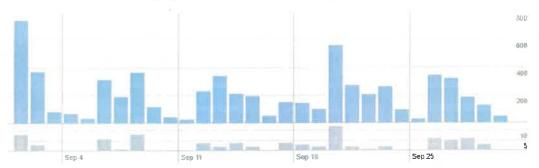
#### **Twitter**

Followers: 1,586

Total Impressions: 6.3k

#### **Impressions from September**

Your Tweets earned 6.3K impressions over this 30 day period



YOUR TWEETS
During this 30 day period, you earned 20!
impressions per day.

44

Total Engagements: 248

#### **Engagements for September**

#### Engagements

Showing 30 days with daily frequency

Engagement rate
4.8%
Sep 30
5.9% engagement rate

#### Top 3 tweets from August:

Tweet	Tweets and replies Promoted	Impression	Engagements	Engagement rate
	Carol Stream Public Library @GerdStreamPL Sec 1 Even libraries aren't immune from employees misusing their office equipment. #librarianproblems #jobadvice #dontdoit pic twitter com/qRhKu2AufR	635	67	10.6%
•	Carol Stream Public Library @CarolStreamPl. Sep 20 #BannedBooksWeek pic twitter.com/Q04QpkpfFc. Weet Times activity.	427	42	9.8%
=	Carol Stream Public Library @CarolStreamPL Sep 13 We'd totally school @CSPartichastict, @WheatonPL, @GlenEllynPL or anyone else at Goldeneyelli	409	8	2.0%
	Yes, even with slappers only. And also if we were the only ones allowed to use Oddjob. Initter.com/RareLitUstatus.			

#### **Promotional Emails**

September 8th	Celebrating Library Card Month!	Open rate: 36.3%	Click rate: 1.8%
September 15th	Celebrate Hispanic Heritage Month	Open rate: 28.1%	Click rate: 0.4%
September 22 <sup>nd</sup>	Enter the Lock and Key Raffle Today!	Open rate: 31.9%	Click rate: 1.0%
September 29th	Upcoming Fall Events and Crafts	Open rate: 33.1%	Click rate: 2.9%



# Monthly Report of IT Service

9/1/2022 Report Range

9/30/2022

	31	
ount	CategoryName	Count
2	Computer Hardware	"
11	Computer Software	_
18	Email Management	
31	<b>Employee Accounts and Access</b>	
	Internet / Intranet	`
	Network Infrastructure	117
	Printer	47
	Telephone	

Support Tickets

7.1		ji T	(	Chan	Change - Standard			Request Type	Count	CategoryName
Informatio	n lechnology Clos	Information Technology Closed Support Tickets by Category	s by Category					Change - Standard	2	Computer Hardware
Helpdesk t	ickets are broken dov	Helpdesk tickets are broken down by type and categorized to help identify	orized to help identify		1			Incident	11	Computer Software
trends. The	most common ticke	trends. The most common tickets are Requests and Incidents. If there are	ncidents. If there are					Request	18	Email Management
multiple re	lated Incidents, this in	multiple related Incidents, this indicates a problem and leads to a Change.	nd leads to a Change.					Total	31	Employee Accounts and Acc
				Incident						Internet / Intranet
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E .	Employee Accounts and Access	Computer Software	Computer Hardware	Printer	Network Infrastructure	Email Management	Internet / Intranet	Telephone		
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## 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. Requests - A request is a request for a service. This may include a printer setup, a new user setup, assistance with an application.

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

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