

1

**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: May 15, 2024**

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

**PLACE: Library Meeting Room**

**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 April 17, 2024

7. MONTHLY REPORTS OF THE TREASURER

7.1 Accept the Monthly Financial Statements of the Treasurer for the Period Ending April 30, 2024

8. NEW BUSINESS

8.1 Recommendation, Re: Approval of the Annual Report to the Village for FY2024

8.2 Recommendation, Re: Approval of Non-Resident Library Card Fee Effective May 1, 2024

8.3 Recommendation, Re: Approval of ATA Group Accounting Services for FY25

8.4 Recommendation, Re: Approval of Library Director Authority to Approve Klein Creek Library Overlook Proposals/Contracts Exceeding \$10,000

8.5 Recommendation, Re: Approval of the Purchase of Exterior and Interior Signage from Latitude Signage & Design

8.6 Recommendation, Re: Approval of Contract with Library Market for Website Services

9. DISBURSEMENTS

9.1 Approval of Disbursements of April 1-30, 2024 plus the Addendum for the Meeting of May 15, 2024

10. REPORT OF THE LIBRARY DIRECTOR

11. MONTHLY STAFF REPORTS

12. UNFINISHED BUSINESS

None

13. BOARD MEMBER REPORTS

14. ADJOURN

Next Resolution: #301

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Mansi Patel, Secretary  
Board of Library Trustees

*\*A consent agenda allows Board members to vote on a group of items en bloc (as a group) not requiring discussion. This practice can save meeting time by allowing the Board to approve the group of items together in one motion. Items they wish to discuss are declared "off" by a Board member during the establishment of the consent agenda.*

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: April 17, 2024

TIME: 7:00 p.m.

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

Director Westgate called the Roll.

Present: Trustees Hudspeath, Leszczewicz, Olson, Rogers, Larimer and Lynch.

Absent: Trustee Patel

Also Present: Director Susan Westgate, Assistant Director Laura Hays, Youth Services Manager Amy Teske and Patron Services Manager Melanie Johnson

4. PUBLIC PARTICIPATION – None

5. COMMITTEE REPORTS - None

6. CONSENT AGENDA

**Trustee Larimer moved and Trustee Olson seconded** the establishment of a Consent Agenda for the Regular Meeting of April 17, 2024. Motion approved.

Ayes ..... 6 Trustees Hudspeath, Leszczewicz, Olson, Rogers, Larimer and Lynch

Nays ..... 0

Absent..... Trustee Patel

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

Ayes ..... 6 Trustees Hudspeath, Leszczewicz, Olson, Rogers, Larimer and Lynch

Nays ..... 0

Absent..... Trustee Patel

6.1 Minutes of the Regular Board Meeting of February 21, 2024

6.2 Accept the Monthly Financial Statements of the Treasurer for the Period Ending February 29, 2024 and March 31, 2024

6.3 Recommendation, Re: Approval of Funds Transfer of \$200,000 from the General Fund to the Capital Maintenance & Repair Fund

- 6.4 Recommendation, Re: Approval of Funds Transfer of \$50,000 from General Fund to the IMRF Fund
- 6.5 Recommendation, Re: Approval of Revision of Library Accounts Policy
- 6.6 Approval of Disbursements of February 1-29, 2024, March 1-31, 2024 plus the Addendum for the Meeting of April 17, 2024
- 6.7 Monthly Staff Reports

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

Ayes ..... 6 Trustees Hudspeath, Leszczewicz, Olson, Rogers, Larimer and Lynch

Nays ..... 0

Absent..... Trustee Patel

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

Recommendation, Re: Approval of Revision of Library Accounts Policy

Background information:

In order to accommodate online physical card registration, a modification to the Library Accounts Policy was required. An online form will be added to the Library website, patrons will be able to register for their card and it will be mailed to them. They can then activate their card by either coming in and registering it at the front desk with a photo ID or calling Patron Services and verifying their card#, phone# and birthday. Several local libraries also have this process in place for physical cards (St. Charles, Geneva, Westmont and Morton Grove). Another revision was needed for when a young patron reached the age of 18 and their card expires. To simplify the process, children’s cards will expire on Dec. 31 of the year that they turn 18 years of age.

Approval of Disbursements:

The Library Board of Trustees approved the disbursements for the period of February 1-29, 2024, March 1-31, 2024 plus the Addendum for the Meeting of April 17, 2024 in the amount of \$262,374.89.

Monthly Staff Reports

Background information:

The Department Managers, Marketing, HR and IT prepare a monthly report of the activities of their departments. It includes information on programs, services, collections and special projects as well as Outreach services.

**7. NEW BUSINESS**

7.1 Recommendation, Re: Review and Approval of FY2025 Working Budget

**Trustee Lynch moved** and **Trustee Rogers seconded** that the Library Board of Trustees approve the FY2025 Working Budget. Motion approved.

Ayes ..... 6 Trustees Hudspeath, Leszczewicz, Olson, Rogers, Larimer and Lynch

Nays ..... 0

Absent..... Trustee Patel

Background information:

The working budget for the upcoming fiscal year was prepared for Trustee review and approval. Treasurer Rogers reviewed the budget with the Trustees.

7.2 Recommendation, Re: Approval of Funds Transfer of \$150,000 from the General Fund to the Building Renovation Loan Fund

**Trustee Larimer moved** and **Trustee Olson seconded** that the Library Board of Trustees approve the funds transfer of \$150,000 from the General Fund to the Building Renovation Loan Fund. Motion approved.

Ayes ..... 6 Trustees Hudspeath, Leszczewicz, Olson, Rogers, Larimer and Lynch

Nays ..... 0

Absent..... Trustee Patel

7.3 Recommendation, Re: Approval of Additional Payment of \$150,000 to the Village of Carol Stream for Village/Library Intergovernmental Loan

**Trustee Larimer moved** and **Trustee Olson seconded** that the Library Board of Trustees approve the additional payment of \$150,000 to the Village of Carol Stream for the Village/Library Intergovernmental Loan. Motion approved.

Ayes ..... 6 Trustees Hudspeath, Leszczewicz, Olson, Rogers, Larimer and Lynch

Nays ..... 0

Absent..... Trustee Patel

8. REPORT OF THE LIBRARY DIRECTOR

Background Information:

The Library will soon be offering an online form to register for a physical library card. Children who will be turning 18 will receive a postcard notifying them that their card will expire on Dec. 31 of the year of their 18<sup>th</sup> Birthday. They will need to register for a new card as an adult and will be responsible for their account.

9. BOARD MEMBER REPORTS

President Lynch congratulated Trustee Leszczewicz for receiving the National Award for Excellence in Teaching for her role as Professor of Biology at the College of DuPage.

10. ADJOURN

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. Meeting adjourned at 7:21 p.m.

May 15, 2024

Date approved

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Mansi Patel, Secretary for the Board of Library Trustees

6/

**Carol Stream Public Library  
Treasurer's Report  
Month Ending April 30, 2024**

<u>FUND</u>	<u>BEGINNING BALANCE</u>	<u>CHANGE</u>	<u>ENDING BALANCE</u>
General	\$ 2,901,230.10	\$ (643,260.19)	\$ 2,257,969.91
Working Cash	54,759.99	237.73	54,997.72
FICA	78,754.92	(10,741.67)	68,013.25
IMRF	120,866.39	38,246.57	159,112.96
Liability Insurance	11,613.90	236.77	11,850.67
Audit	4,432.80	29.69	4,462.49
Capital Maintenance & Repair	1,681,874.04	207,495.97	1,889,370.01
Building Renovation Loan	<u>2,344.51</u>	<u>12.62</u>	<u>2,357.13</u>
<b>TOTAL ALL FUNDS</b>	<u>\$ 4,855,876.65</u>	<u>\$ (407,742.51)</u>	<u>\$ 4,448,134.14</u>

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

\_\_\_\_\_  
Justin Lynch, Board President 4/30/24

\_\_\_\_\_  
Tim Rogers, Board Treasurer 4/30/24

\_\_\_\_\_  
Susan Westgate, Library Director 4/30/24

**Carol Stream Public Library  
Treasurer's Report  
Month Ending April 30, 2024**

	<u>TYPE</u>	<u>CURRENT BALANCE</u>
PNC	CHECKING	\$ 174,444.22
PNC	PAYROLL	178,885.72
PNC	INVESTMENT	809,517.54
OLD SECOND BANK	CHECKING	-
ILLINOIS FUNDS-PRIME FUND	INVESTMENT	3,284,070.34
PROPAY	ELECTRONIC	502.36
ASPEN/PAYPAL	ELECTRONIC	13.96
CASH BANK	CASH DRAWER	<u>700.00</u>
TOTAL		<u>\$ 4,448,134.14</u>

**CAROL STREAM PUBLIC LIBRARY**  
**FINANCIAL STATEMENTS AND SUPPLEMENTARY INFORMATION**  
**APRIL 30, 2024**



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	
Statement of 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 April 30, 2024 and March 31, 2024, and the related combined statements of revenues and expenses - modified cash basis – all funds for the month and year-to-date April 30, 2024, 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. 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*

May 7, 2024

# Carol Stream Public Library

## Combined Statements of Assets, Liabilities and Fund Balances - Modified Cash Basis - All Funds - Exhibit A See Compilation Report

	TOTAL		CHANGE
	AS OF APR 30, 2024	AS OF MAR 31, 2024 (PP)	
<b>ASSETS</b>			
Current Assets			
Bank Accounts			
10-1000 Library Fund Cash	0.00	0.00	0.00
10-1001 PNC General Checking	174,444.22	183,026.96	-8,582.74
10-1002 PNC Payroll Checking	178,885.72	95,515.04	83,370.68
10-1003 PNC Money Market (savings)	809,517.54	1,306,187.55	-496,670.01
10-1014 Illinois Funds-Prime	3,284,070.34	3,269,501.64	14,568.70
10-1025 ProPay	502.36	872.09	-369.73
10-1026 Cash Bank	700.00	700.00	0.00
10-1027 Aspen/Paypal	13.96	73.37	-59.41
10-1090 Allocated Cash-General Fund	-2,190,164.23	-1,954,646.55	-235,517.68
<b>Total 10-1000 Library Fund Cash</b>	<b>2,257,969.91</b>	<b>2,901,230.10</b>	<b>-643,260.19</b>
1190 Allocated Cash-Fund Balances			
20-1090 Allocated Cash-Working Cash Fd.	54,997.72	54,759.99	237.73
30-1190 Allocated Cash-FICA Fund	68,013.25	78,754.92	-10,741.67
40-1090 Allocated Cash-IMRF Fund	159,112.96	120,866.39	38,246.57
50-1090 Allocated Cash-Liability Fund	11,850.67	11,613.90	236.77
60-1090 Allocated Cash-Audit Fund	4,462.49	4,432.80	29.69
70-1090 Allocated Cash-Capital R&M Fund	1,889,370.01	1,681,874.04	207,495.97
80-1090 Allocated Cash-Debt Service	2,357.13	2,344.51	12.62
<b>Total 1190 Allocated Cash-Fund Balances</b>	<b>2,190,164.23</b>	<b>1,954,646.55</b>	<b>235,517.68</b>
<b>Total Bank Accounts</b>	<b>\$4,448,134.14</b>	<b>\$4,855,876.65</b>	<b>\$ -407,742.51</b>
<b>Total Current Assets</b>	<b>\$4,448,134.14</b>	<b>\$4,855,876.65</b>	<b>\$ -407,742.51</b>
<b>TOTAL ASSETS</b>	<b>\$4,448,134.14</b>	<b>\$4,855,876.65</b>	<b>\$ -407,742.51</b>
<b>LIABILITIES AND EQUITY</b>			
Liabilities			
<b>Total Liabilities</b>			<b>\$0.00</b>
Equity			
2900 Beginning Fund Balances			
10-2900 Fund Balance-General Fund	2,102,590.06	2,102,590.06	0.00
20-2900 Fund Balance-Working Cash	52,261.64	52,261.64	0.00
30-2900 Fund Balance-FICA Fund	82,516.19	82,516.19	0.00
40-2900 Fund Balance-IMRF Fund	57,113.71	57,113.71	0.00
50-2900 Fund Balance-Liability	7,028.55	7,028.55	0.00
60-2900 Fund Balance-Audit	6,527.07	6,527.07	0.00
70-2900 Fund Balance-Capital R&M	1,647,908.06	1,647,908.06	0.00
80-2900 Fund Balance-Debt Service	2,775.00	2,775.00	0.00
<b>Total 2900 Beginning Fund Balances</b>	<b>3,958,720.28</b>	<b>3,958,720.28</b>	<b>0.00</b>
32000 Unrestricted Net Assets	0.00	0.00	0.00
Net Income	489,413.86	897,156.37	-407,742.51
<b>Total Equity</b>	<b>\$4,448,134.14</b>	<b>\$4,855,876.65</b>	<b>\$ -407,742.51</b>

12  
/2

## Carol Stream Public Library

Combined Statements of Assets, Liabilities and Fund Balances - Modified Cash Basis - All Funds -  
Exhibit A See Compilation Report

	TOTAL		
	AS OF APR 30, 2024	AS OF MAR 31, 2024 (PP)	CHANGE
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$4,448,134.14</b>	<b>\$4,855,876.65</b>	<b>\$ -407,742.51</b>

**Carol Stream Public Library**  
**Combined Statements of Revenues and Expenses - Modified Cash Basis - All Funds**  
**Exhibit B - See Accountant's Compilation Report**

	Apr 2024	May23-Apr24	Annual Budget	% of Budget
<b>Income</b>				
3000 Property Taxes		0.00	0.00	
3001 Property Tax Current		3,812,738.99	3,804,461.00	100.22%
3002 Property Taxes Non-Current		241.78	1,000.00	24.18%
<b>Total 3000 Property Taxes</b>	<b>0.00</b>	<b>3,812,980.77</b>	<b>3,805,461.00</b>	<b>100.20%</b>
3100 PPR Taxes	6,297.09	82,384.01	86,500.00	95.24%
3200 Interest Income		0.00	0.00	
3201 Interest Income Taxes		0.00	500.00	0.00%
3202 Interest Income Investments	18,312.73	210,767.47	35,100.00	600.48%
<b>Total 3200 Interest Income</b>	<b>18,312.73</b>	<b>210,767.47</b>	<b>35,600.00</b>	<b>592.04%</b>
3300 Patron Payments	1,298.57	1,298.57	0.00	
3301 Fines & Fees	290.15	4,759.89	6,000.00	79.33%
3302 Public Copy Payments	877.62	11,139.77	7,000.00	159.14%
3303 Non-Resident Card Fees	262.24	5,949.58	2,500.00	237.98%
3304 Sale Items		0.00	500.00	0.00%
<b>Total 3300 Patron Payments</b>	<b>2,728.58</b>	<b>23,147.81</b>	<b>16,000.00</b>	<b>144.67%</b>
3400 Donations	350.00	3,997.46	5,000.00	79.95%
3500 Developer Contributions		0.00	500.00	0.00%
3600 RBP/ILL Reimbursements	69.16	79.35	500.00	15.87%
3700 Grants		0.00	0.00	
3701 Per Capita Grants		58,784.65	58,800.00	99.97%
3702 Other Grants/Awards		48,648.42	1,000.00	4864.84%
<b>Total 3700 Grants</b>	<b>0.00</b>	<b>107,433.07</b>	<b>59,800.00</b>	<b>179.65%</b>
3800 Other Income	114.85	36,232.39	3,000.00	1207.75%
<b>Total Income</b>	<b>27,872.41</b>	<b>4,277,022.33</b>	<b>4,012,361.00</b>	<b>106.60%</b>
<b>Gross Profit</b>	<b>27,872.41</b>	<b>4,277,022.33</b>	<b>4,012,361.00</b>	<b>106.60%</b>
<b>Expenses</b>				
5100 Salaries		0.00	0.00	
5101 Exempt Staff Salaries	48,189.24	600,413.60	630,000.00	95.30%
5102 Non-Exempt Staff Salaries	94,714.97	1,177,043.21	1,385,000.00	84.99%
5103 Custodial Salaries	6,349.28	80,847.24	92,000.00	87.88%
5105 Professional Education	1,414.00	10,216.43	15,000.00	68.11%
5106 Membership	539.99	3,952.07	6,000.00	65.87%
5107 Life Insurance	85.40	999.39	1,500.00	66.63%
5108 Health Insurance	14,741.38	174,828.66	250,000.00	69.93%
5109 Benefits, other	131.98	2,633.85	2,750.00	95.78%
5110 Trustee Development		102.51	3,500.00	2.93%
<b>Total 5100 Salaries</b>	<b>166,166.24</b>	<b>2,051,036.96</b>	<b>2,385,750.00</b>	<b>85.97%</b>
5200 Plant Maint.		0.00	0.00	
5201 Supplies	1,374.41	19,703.29	13,500.00	145.95%
5202 Maintenance/Repair	811.68	4,674.69	10,000.00	46.75%
5203 Maintenance Contracts	4,296.00	53,112.52	54,250.00	97.90%
5204 Landscape Maintenance/Snow Remo	714.00	13,738.68	16,000.00	85.87%
5205 Furniture/Equipment	377.83	1,794.96	4,300.00	41.74%

**Carol Stream Public Library**  
**Combined Statements of Revenues and Expenses - Modified Cash Basis - All Funds**  
**Exhibit B - See Accountant's Compilation Report**

	Apr 2024	May23-Apr24	Annual Budget	% of Budget
5206 Electric-Comm Edison	4,482.21	41,429.56	52,000.00	79.67%
5207 Water/Sewer	286.61	6,045.52	6,000.00	100.76%
5208 Insurance (Property)		7,206.00	11,000.00	65.51%
<b>Total 5200 Plant Maint.</b>	<b>12,342.74</b>	<b>147,705.22</b>	<b>167,050.00</b>	<b>88.42%</b>
5300 Business Exp.		0.00	0.00	
5301 Postage		1,848.96	2,000.00	92.45%
5302 Office & Equipment Supplies	1,135.55	7,344.53	7,500.00	97.93%
5303 Printing	3,220.10	7,082.90	2,500.00	283.32%
5304 Equipment Leasing		15,481.80	17,000.00	91.07%
5305 Mileage Reimbursement	286.50	1,390.79	1,000.00	139.08%
5306 Legal Notices		555.45	600.00	92.58%
5308 Business Phone	425.53	5,093.41	5,500.00	92.61%
5309 Accounting Service	1,200.00	14,920.00	14,500.00	102.90%
5310 Material Recovery Fees	108.35	1,546.45	1,200.00	128.87%
5311 Payroll Service	1,072.71	8,727.01	8,000.00	109.09%
5312 Attorney Fees		731.25	5,000.00	14.63%
5314 Other Consultants		0.00	10,000.00	0.00%
5315 Other Expenditures	745.49	4,638.72	6,000.00	77.31%
5317 Bank & Credit Card Fees	66.38	512.28	100.00	512.28%
5319 Security Service		0.00	14,000.00	0.00%
5320 Donation Recd Expense		3,484.90	5,000.00	69.70%
5321 Human Resources	831.58	13,664.16	14,000.00	97.60%
<b>Total 5300 Business Exp.</b>	<b>9,092.19</b>	<b>87,022.61</b>	<b>113,900.00</b>	<b>76.40%</b>
5400 Automat. & Dept. Oper.		0.00	0.00	
5401 Automation Hardware	2,049.31	4,445.78	7,000.00	63.51%
5402 ISP and Web page hosting	2,130.00	14,980.22	14,500.00	103.31%
5403 Computer Software	356.84	10,539.98	12,500.00	84.32%
5404 Tech Support & Repair	254.83	18,706.85	25,000.00	74.83%
5405 Technical Services Supplies	468.77	2,286.18	4,000.00	57.15%
5406 Circulation Supplies	1,189.99	2,785.11	4,000.00	69.63%
5408 Tech Serv Online Resources		14,993.92	14,500.00	103.41%
5409 RBP/ILL Expenses	195.26	1,711.07	500.00	342.21%
5410 SWAN Consortium	11,653.50	46,614.00	47,000.00	99.18%
5411 Village IT Services		103,019.28	103,000.00	100.02%
<b>Total 5400 Automat. &amp; Dept. Oper.</b>	<b>18,298.50</b>	<b>220,082.39</b>	<b>232,000.00</b>	<b>94.86%</b>
5500 Services		0.00	0.00	
5501 Youth Services Programs	2,114.33	36,384.87	33,500.00	108.61%
5502 Summer Reading Program -- Youth (deleted)		0.00	0.00	
5503 Adult/Teen Programs	3,647.63	28,865.16	26,500.00	108.93%
5505 Library Newsletter		39,256.71	40,000.00	98.14%
5509 Library Publicity and Promotion	1,422.56	25,067.07	22,000.00	113.94%
<b>Total 5500 Services</b>	<b>7,184.52</b>	<b>129,573.81</b>	<b>122,000.00</b>	<b>106.21%</b>
5600 Collection		0.00	0.00	
5601 Youth Services Books	11,780.07	56,927.70	55,000.00	103.50%

**Carol Stream Public Library**  
**Combined Statements of Revenues and Expenses - Modified Cash Basis - All Funds**  
**Exhibit B - See Accountant's Compilation Report**

	Apr 2024	May23-Apr24	Annual Budget	% of Budget
5606 Youth Services Media	8,979.69	19,138.91	18,300.00	104.58%
5630 Adult Books	9,077.63	67,859.78	72,000.00	94.25%
5634 Online Resources		25,584.51	20,000.00	127.92%
5635 Magazines & Newspapers	1,278.00	10,638.01	13,000.00	81.83%
5637 Adult Media	3,650.72	24,732.32	35,000.00	70.66%
5651 Digital Media	13,431.38	121,932.11	120,000.00	101.61%
5652 Grant/Award Expense		58,787.65	58,800.00	99.98%
<b>Total 5600 Collection</b>	<b>48,197.49</b>	<b>385,600.99</b>	<b>392,100.00</b>	<b>98.34%</b>
6600 Payroll Expenses		0.00	0.00	
6610 FICA Expense	11,117.02	144,526.27	160,000.00	90.33%
6620 Illinois Municipal Retirement F	12,122.45	157,416.04	205,000.00	76.79%
<b>Total 6600 Payroll Expenses</b>	<b>23,239.47</b>	<b>301,942.31</b>	<b>365,000.00</b>	<b>82.72%</b>
6900 Operating Xfers In (Out)		0.00	0.00	
6920 Working Cash Fund		0.00	100.00	0.00%
<b>Total 6900 Operating Xfers In (Out)</b>	<b>0.00</b>	<b>0.00</b>	<b>100.00</b>	<b>0.00%</b>
7101 Liability Insurance		18,547.00	22,250.00	83.36%
7102 Risk Management expense	97.80	2,319.70	4,750.00	48.84%
7103 Unemployment Compensation Insur	995.97	1,984.74	3,000.00	66.16%
7201 Audit Expense		12,520.00	13,000.00	96.31%
7400 Capital Expenditures		0.00	0.00	
7401 Furniture		12,371.68	10,000.00	123.72%
7402 Parking Lot Repair		9,116.37	15,000.00	60.78%
7403 Building Repair		5,390.00	50,000.00	10.78%
7404 Landscape		7,637.92	50,000.00	15.28%
7405 Memorials		0.00	1,000.00	0.00%
7406 Other Capital Expenditures		1,590.18	50,000.00	3.18%
<b>Total 7400 Capital Expenditures</b>	<b>0.00</b>	<b>36,106.15</b>	<b>176,000.00</b>	<b>20.51%</b>
7500 Special Capital Projects		0.00	0.00	
7503 Front Entrance Outdoor Renovati		0.00	250,000.00	0.00%
7504 Capital Replacement Study		0.00	15,000.00	0.00%
7506 Office & Staff Room Door Wraps		0.00	10,000.00	0.00%
7507 Automation Equipment		8,117.39	30,000.00	27.06%
7509 Security Upgrades		588.19	8,000.00	7.35%
<b>Total 7500 Special Capital Projects</b>	<b>0.00</b>	<b>8,705.58</b>	<b>313,000.00</b>	<b>2.78%</b>
8000 Debt Repayment Expense	150,000.00	384,461.01	234,461.00	163.98%
<b>Total Expenses</b>	<b>435,614.92</b>	<b>3,787,608.47</b>	<b>4,544,361.00</b>	<b>83.35%</b>
<b>Net Operating Income</b>	<b>-407,742.51</b>	<b>489,413.86</b>	<b>-532,000.00</b>	<b>-92.00%</b>
<b>Other Income</b>				
8001 Interfund Transfers In	400,000.00	400,000.00	0.00	
8002 Interfund Transfers Out	-400,000.00	-400,000.00	0.00	
<b>Total Other Income</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
<b>Net Other Income</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
<b>Net Income</b>	<b>-407,742.51</b>	<b>489,413.86</b>	<b>-532,000.00</b>	<b>-92.00%</b>

**Carol Stream Public Library  
Supplementary Information  
Statement of Revenue and Expenses - Modified Cash Basis - By Fund - Exhibit C - See Accountant's Compilation Report**

	10-General Fund		20-Working Cash Fund		30-FICA Fund	
	Apr 2024	May 2023 - Apr 2024 (YTD)	Apr 2024	May 2023 - Apr 2024 (YTD)	Apr 2024	May 2023 - Apr 2024 (YTD)
<b>Income</b>						
3000 Property Taxes		3,212,090.77				125,703.33
3100 PPR Taxes	6,297.09	82,384.01				
3200 Interest Income	9,760.38	112,335.54	237.73	2,736.08	375.35	4,320.00
3300 Patron Payments	1,430.01	21,849.24				
3400 Donations	350.00	3,997.46				
3600 RBP/ILL Reimbursements	69.16	79.35				
3700 Grants		107,433.07				
3800 Other Income	114.85	36,232.39				
<b>Total Income</b>	<b>18,021.49</b>	<b>3,576,401.83</b>	<b>237.73</b>	<b>2,736.08</b>	<b>375.35</b>	<b>130,023.33</b>
<b>Gross Profit</b>	<b>18,021.49</b>	<b>3,576,401.83</b>	<b>237.73</b>	<b>2,736.08</b>	<b>375.35</b>	<b>130,023.33</b>
<b>Expenses</b>						
5100 Salaries	166,166.24	2,051,036.96				
5200 Plant Maint.	12,342.74	147,705.22				
5300 Business Exp.	9,092.19	87,022.61				
5400 Automat. & Dept. Oper.	18,298.50	220,082.39				
5500 Services	7,184.52	129,573.81				
5600 Collection	48,197.49	385,600.99				
6600 Payroll Expenses					11,117.02	144,526.27
7101 Liability Insurance						
7102 Risk Management expense						
7103 Unemployment Compensation Insur						
7201 Audit Expense						
7400 Capital Expenditures						
7500 Special Capital Projects						
8000 Debt Repayment Expense						
<b>Total Expenses</b>	<b>261,281.68</b>	<b>3,021,021.98</b>	<b>0.00</b>	<b>0.00</b>	<b>11,117.02</b>	<b>144,526.27</b>
<b>Net Operating Income</b>	<b>-243,260.19</b>	<b>555,379.85</b>	<b>237.73</b>	<b>2,736.08</b>	<b>-10,741.67</b>	<b>-14,502.94</b>
<b>Other Income</b>						
8001 Interfund Transfers In						



**Carol Stream Public Library  
Supplementary Information**

**Statement of Revenue and Expenses - Modified Cash Basis - By Fund - Exhibit C - See Accountant's Compilation Report**

	10-General Fund		20-Working Cash Fund		30-FICA Fund	
	May 2023 - Apr 2024 (YTD)	Apr 2024	May 2023 - Apr 2024 (YTD)	Apr 2024	Apr 2024	May 2023 - Apr 2024 (YTD)
8002 Interfund Transfers Out	-400,000.00	-400,000.00				
Total Other Income	-400,000.00	0.00	0.00	0.00	0.00	0.00
Net Other Income	-400,000.00	0.00	0.00	0.00	0.00	0.00
Net Income	-643,260.19	155,379.85	237.73	2,736.08	-10,741.67	-14,502.94

**Carol Stream Public Library  
Supplementary Information  
Statement of Revenue and Expenses - Modified Cash Basis - By Fund - Exhibit C - See Accountant's Compilation Report**

	40-IMRF Fund		50-Liability Fund		60-Audit Fund	
	Apr 2024	May 2023 - Apr 2024 (YTD)	Apr 2024	May 2023 - Apr 2024 (YTD)	Apr 2024	May 2023 - Apr 2024 (YTD)
<b>Income</b>						
3000 Property Taxes		205,168.06		26,007.04		10,113.71
3100 PPR Taxes						
3200 Interest Income	369.02	4,247.23	31.97	367.95	29.69	341.71
3300 Patron Payments			1,298.57	1,298.57		
3400 Donations						
3600 RBP/ILL Reimbursements						
3700 Grants						
3800 Other Income						
<b>Total Income</b>	<b>369.02</b>	<b>209,415.29</b>	<b>1,330.54</b>	<b>27,673.56</b>	<b>29.69</b>	<b>10,455.42</b>
<b>Gross Profit</b>	<b>369.02</b>	<b>209,415.29</b>	<b>1,330.54</b>	<b>27,673.56</b>	<b>29.69</b>	<b>10,455.42</b>
<b>Expenses</b>						
5100 Salaries						
5200 Plant Maint.						
5300 Business Exp.						
5400 Automat. & Dept. Oper.						
5500 Services						
5600 Collection						
6600 Payroll Expenses	12,122.45	157,416.04		18,547.00		
7101 Liability Insurance			97.80	2,319.70		
7102 Risk Management expense			995.97	1,984.74		
7103 Unemployment Compensation Insur						12,520.00
7201 Audit Expense						
7400 Capital Expenditures						
7500 Special Capital Projects						
8000 Debt Repayment Expense						
<b>Total Expenses</b>	<b>12,122.45</b>	<b>157,416.04</b>	<b>1,093.77</b>	<b>22,851.44</b>	<b>0.00</b>	<b>12,520.00</b>
<b>Net Operating Income</b>	<b>-11,753.43</b>	<b>51,999.25</b>	<b>236.77</b>	<b>4,822.12</b>	<b>29.69</b>	<b>-2,064.58</b>
<b>Other Income</b>						
8001 Interfund Transfers In	50,000.00	50,000.00				

**Carol Stream Public Library**  
**Supplementary Information**  
**Statement of Revenue and Expenses - Modified Cash Basis - By Fund - Exhibit C - See Accountant's Compilation Report**

	40-IMRF Fund		50-Liability Fund		60-Audit Fund	
	Apr 2024	May 2023 - Apr 2024 (YTD)	Apr 2024	May 2023 - Apr 2024 (YTD)	Apr 2024	May 2023 - Apr 2024 (YTD)
8002 Interfund Transfers Out						
Total Other Income	50,000.00	50,000.00	0.00	0.00	0.00	0.00
Net Other Income	50,000.00	50,000.00	0.00	0.00	0.00	0.00
Net Income	38,246.57	101,999.25	236.77	4,822.12	29.69	-2,064.58

**Carol Stream Public Library  
Supplementary Information  
Statement of Revenue and Expenses - Modified Cash Basis - By Fund - Exhibit C - See Accountant's Compilation Report**

	70-Capital Maint. & Repair Fund		80-Debt Service		TOTAL	
	May 2023 - Apr		May 2023 - Apr		May 2023 - Apr	
	Apr 2024	2024 (YTD)	Apr 2024	2024 (YTD)	Apr 2024	2024 (YTD)
<b>Income</b>						
3000 Property Taxes				233,897.86	0.00	3,812,980.77
3100 PPR Taxes					6,297.09	82,384.01
3200 Interest Income	7,495.97	86,273.68	12.62	145.28	18,312.73	210,767.47
3300 Patron Payments					2,728.58	23,147.81
3400 Donations					350.00	3,997.46
3600 RBP/ILL Reimbursements					69.16	79.35
3700 Grants					0.00	107,433.07
3800 Other Income					114.85	36,232.39
<b>Total Income</b>	<b>7,495.97</b>	<b>86,273.68</b>	<b>12.62</b>	<b>234,043.14</b>	<b>27,872.41</b>	<b>4,277,022.33</b>
<b>Gross Profit</b>	<b>7,495.97</b>	<b>86,273.68</b>	<b>12.62</b>	<b>234,043.14</b>	<b>27,872.41</b>	<b>4,277,022.33</b>
<b>Expenses</b>						
5100 Salaries					166,166.24	2,051,036.96
5200 Plant Maint.					12,342.74	147,705.22
5300 Business Exp.					9,092.19	87,022.61
5400 Automat. & Dept. Oper.					18,298.50	220,082.39
5500 Services					7,184.52	129,573.81
5600 Collection					48,197.49	385,600.99
6600 Payroll Expenses					23,239.47	301,942.31
7101 Liability Insurance					0.00	18,547.00
7102 Risk Management expense					97.80	2,319.70
7103 Unemployment Compensation Insur					995.97	1,984.74
7201 Audit Expense					0.00	12,520.00
7400 Capital Expenditures		36,106.15			0.00	36,106.15
7500 Special Capital Projects		8,705.58			0.00	8,705.58
8000 Debt Repayment Expense			150,000.00	384,461.01	150,000.00	384,461.01
<b>Total Expenses</b>	<b>0.00</b>	<b>44,811.73</b>	<b>150,000.00</b>	<b>384,461.01</b>	<b>435,614.92</b>	<b>3,787,608.47</b>
<b>Net Operating Income</b>	<b>7,495.97</b>	<b>41,461.95</b>	<b>-149,987.38</b>	<b>-150,417.87</b>	<b>-407,742.51</b>	<b>489,413.86</b>
<b>Other Income</b>						
8001 Interfund Transfers In	200,000.00	200,000.00	150,000.00	150,000.00	400,000.00	400,000.00

Carol Stream Public Library  
Supplementary Information

Statement of Revenue and Expenses - Modified Cash Basis - By Fund - Exhibit C - See Accountant's Compilation Report

	70-Capital Maint. & Repair Fund		80-Debt Service		TOTAL	
	May 2023 - Apr 2024 (YTD)	Apr 2024	May 2023 - Apr 2024 (YTD)	Apr 2024	May 2023 - Apr 2024 (YTD)	Apr 2024
8002 Interfund Transfers Out						
Total Other Income	200,000.00	200,000.00	150,000.00	150,000.00	0.00	0.00
Net Other Income	200,000.00	200,000.00	150,000.00	150,000.00	0.00	0.00
Net Income	207,495.97	241,461.95	12.62	-417.87	-407,742.51	489,413.86

616 Hiawatha Drive • Carol Stream, IL 60188  
(630)-653-0755 www.cslibrary.org

May 15, 2024

To: The Honorable Mayor Frank Saverino and  
Members of the Board of Trustees of the  
Village of Carol Stream

Cc: William Holmer, Village Manager

Re: Board of Library Trustees of the Village of Carol Stream  
Annual Report 2023-2024

Pursuant to the Local Library Act (75 ILCS 5/4-10), the Board of Library Trustees of the Village of Carol Stream submits the following Annual Report for the Fiscal Year ending April 30, 2024 (FY24) on the condition of its trust.

Part I — Itemized Statement of the various funds received from the library fund and from other sources (subject to annual audit)-Exhibit 1

Part II — Itemized statement of the objects and purposes for which those sums of money have been expended (subject to annual audit)-Exhibit 2

Part III — a statement of the number of books and periodicals available for use, and the number and character thereof circulated

Part IV — A statement of the real and personal property acquired by legacy, purchase, gift or otherwise

Part V — A statement of the character of any extensions of library service which have been undertaken

Part VI - Blank (This amendment to 75 ILCS 5/4-10, passed August 22, 2017.)

Part VII — A statement as to the amount of accumulations and the reasons thereof (subject to annual audit)

Part VIII — A statement as to any outstanding liabilities including those for bonds still outstanding or amounts due for judgements, settlements, liability insurance, or for amounts due under a certificate of the board

Part IX — Any other statistics, information and suggestions that may be of interest

### Part III

Total number of books (including audiobooks, eBooks and eAudiobooks) is 204,094 (12.5% increase). The Library subscribes to 21 newspapers, 102 print magazines and has 5,238 downloadable eMagazine subscriptions (12.5% increase). Paper copies of print back issues of six months to one year are available. The Library circulated 461,683 items during FY24 (1.5% increase).

### Part IV

The Library did not acquire any property over the past year.

## Part V

- The Youth Services Department offered 1,340 programs with 23,303 attendees. The Adult Services Department offered 456 programs with 10,773 attendees. 131 Teen programs were offered with 2,126 attendees. To provide additional options for patrons, the three departments provided a large variety of passive programming. Some popular examples are take-and-make crafts and individually customized Binge Boxes, comprised of books, activities, tchotchkes and a snack. These are available by request for patrons of all ages. Adult Services offers Spice of the Month and Teen Volunteer activities that can be done at home. Youth Services had 826 passive programs with 11,383 participants, Adult Services had 111 passive programs with 7,368 participants, and Teen Services had 60 passive programs with 2,213 participants.
- Two new circulating item types were added to the Library in FY24, VOX Books in Youth Services (picture book with a built in MP3 player that tells the story) and a Memory Kits collection in Adult Services for families and caregivers with memory stimulating activities at three different levels.
- Two new online databases were added to the Library's online resources that are easily accessed through the Library's website: ERA Books Online provides children with an extensive range of books, games and activities to improve their English reading, writing and comprehension skills. Teen Health & Wellness Resource provides teens with a wide variety of information and support on things that they may be experiencing in their lives from eating disorders, dating, depression, life skills and much more.
- The Library provided monthly Homebound deliveries of Library materials to local senior centers and individual patrons.
- The Library provided curbside pick-up service for the public. Patrons reserve materials online, text the staff when they arrive, and their bag of materials is brought out to their vehicle. There were 542 curbside materials pick-ups in FY24.
- The Library often works with and partners with local organizations to provide additional information and services to the community. During FY24 the Library continued with our local partnerships and added some additional ones: hosted ESL classes with the College of DuPage; Women Infant Child (WIC) clinic with the DuPage Health Department; Metropolitan Family Services programs; Literacy DuPage programs; People's Resource Center computer classes; Glenbard Transitions Group monthly programming; WDSRA visitors programs; DuPage Organic Gardening Club programs; Versiti Blood Drives; Worknet DuPage programs; AARP Senior Driving classes; information tables for the League of Women Voters; collection location for the Christmas Sharing Program and Rotary Food Drive. Some new partnerships added this year are hosting the CSPD Social Services Pop-Up hours and a satellite location for the DMV. Adult Services staff participated in several Chamber of Commerce events throughout the year and provided informational workshops on Library resources that can be utilized to enhance and support small businesses. Youth Services and Patron Services staff attended many of the local school Open Houses and registered families for library cards and shared information on our services.
- The Library's Website, [www.cslibrary.org](http://www.cslibrary.org), offers patrons 24/7 service with the opportunity to download eAudiobooks, eBooks, eMagazines, streaming video and music, access to online subscription databases, as well as the ability to register for programs through their home computers and other electronic devices and place requests for materials. Additional

webpages have been added to the Library website for Teens and Seniors provided them with relevant information and resources.

- The Library has a mobile application for patrons to access the Library with their smartphones and other devices. The application was accessed 28,676 times during FY24.
- Live online chat and texting with librarians is available during regular Library hours to immediately respond to patrons' informational needs. Wi-Fi Hotspots are available for check out for patrons with no internet service or will be in an area that does not provide internet service. Portable chargers are available for check out for patrons who need to charge their electronic devices. CD Players are available for check-out for patrons not having access to a player. Bike locks are available for check out for riders to secure their bicycles.
- A quarterly print newsletter is delivered to Carol Stream residents, focusing on the Library programs and services available to the community.
- The Library offers patrons the opportunity to subscribe to a weekly e-newsletter as well as an additional weekly preschool e-newsletter for parents of young children.

Part VI No longer required.

Part VII

The Library Board continues to implement, within its financial plan, the accumulation of funds for the purpose of financing capital improvement projects, making major repairs, providing for catastrophic emergency, and special projects. This past fiscal year the Library had \$555,378 (subject to audit) remaining in the General Fund to add to the Library's Reserve. In anticipation of this surplus, \$400,000 of that amount was transferred in April to three of the Library's Special Funds (\$200,000 to CM&R Fund, \$150,000 to the Building Renovation Loan Fund and \$50,000 to the IMRF Fund). The surplus this year was a result of the receipt of FEMA Grant funds for the Library's COVID expenses, a refund/rebate from ComEd, an increase in the PPR taxes and interest income received, and a reduction in some of the yearly expenses.

Part VIII

In FY19 the Library Board entered into an Intergovernmental Loan Agreement (ILA) with the Village of Carol Stream for \$2,000,000 for ten years. The annual loan repayment is \$234,461.

Part IX

- Percentage of population (39,854) registered with Library cards is 46.6% (18,574 cardholders, a 4% increase).
- Digital Services: There were 126,872 visits to the Library's Web page. Remote access to the Library's subscription databases via the Web page numbered 65,848 (6.5% increase). 78,832 eAudiobooks, eBooks, and e-music CDs were downloaded through the Library's subscription services via the Library web page and mobile application (15.8% increase). 6,132 videos were streamed from the Library's online streaming service hoopla (13.4% increase). 13,887 eMagazines were downloaded with the Library's downloadable online magazine services OverDrive and Press Reader (28.9% increase). Being able to provide expanded patron access to our downloadable/virtual collections continues to be a great benefit to the residents of the community.
- Social Media: The Library's Facebook page has 3,153 followers (8.9% increase), received 28,854 Engagements (Likes/Reach) and 475,181 Facebook Impressions. Instagram has 1,359 followers



(15% increase), 2,643 Engagements (Likes/Reach) and 27,645 Instagram Impressions. Twitter has 1,727 followers (5.5% increase) and had 47,110 Engagements (Likes/Views) of posts.

- The number of Homebound patrons currently being served is 49. The Library made 433 deliveries and delivered 2,195 items to our Homebound patrons during FY 24.
- Adult reference staff answered 20,928 questions, Youth reference staff answered 11,914 questions and Patron Services staff answered 4,709 questions for a total of 37,551, including online chat (27.2% increase). There were 578 one-on-one tutorials (17.5% increase).
- The Library’s study rooms had 4,432 users (22.8% increase). There were 15,010 public computer sessions (28% increase) and 22,313 wireless users. 166,220 patrons visited the Library in-person during the year.
- Staff attended a combined total of 1,042 hours of professional development in FY24. An average of 20.5 hours/per employee.

CERTIFICATION

This Annual Report is filed by the Carol Stream Public Library pursuant to the Local Library Act (75 ILCS 5/4-10) for the fiscal year commencing May 1, 2023 and ending April 30, 2024.

Signed:

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Susan Westgate  
Library Director

Attest:

I, the undersigned President of the Board of Library Trustees of the Village of Carol Stream, hereby state that the foregoing entitled:

BOARD OF LIBRARY TRUSTEES OF THE VILLAGE OF CAROL STREAM ANNUAL REPORT 2023-2024

is a true and accurate report of the activities of the Carol Stream Public Library for the year stated.

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President  
Board of Library Trustees

(Seal)

26

**EXHIBIT 1 - FY 24 Income Received (subject to audit)**

<b>Account Name</b>		
<b>GENERAL FUND REVENUES</b>		
<b>Property Taxes</b>		
Property Tax -- Current		3,212,091
Property Tax -- Non-Current		0
PPR Taxes		82,384
<b>Interest Income</b>		
Interest Income -- Taxes		
Interest Income -- Investments		112,336
<b>Patron Payments</b>		
Fines & Fees		4,760
Public Copier Payments		11,140
Non-Resident Card Fees		5,950
Sale items		0
Donations		3,997
Developer Contributions		0
RBP/ILL Reimbursements		79
<b>Grants</b>		
Per Capita Grant		58,785
Other Grants/Awards		48,648
Other Income		36,232
<b>TOTAL GENERAL FUND REVENUE</b>		<b>3,576,402</b>
<b>SPECIAL FUND REVENUES</b>		
<b>IMRF Fund</b>		
Property Tax -- Current		205,168
Property Tax -- Non-Current		
Interest Income Taxes		0
Interest Income Investments		4,247
<b>FICA Fund</b>		
Property Tax -- Current		125,703
Property Tax -- Non-Current		0
Interest Income Taxes		0
Interest Income Investments		4,320
<b>Liability Fund</b>		
Property Tax -- Current		26,007
Property Tax -- Non-Current		0
Interest Income Taxes		0
Interest Income Investments		368
LIMRIC UCGA Dividend		1,299

<b>EXHIBIT 1 - FY 24 Income Received (subject to audit)</b>		
<b>Account Name</b>		
<b>Audit Fund</b>		
Property Tax -- Current		10,114
Property Tax -- Non-Current		0
Interest Income Taxes		0
Interest Income Investments		342
<b>Capital Maint. &amp; Repair</b>		
Interest Income Investments		86,274
<b>Working Cash Fund</b>		
Interest Income Investments		2,736
<b>Debt Service Fund</b>		
Property Tax -- Current		233,898
Property Tax -- Non-Current		0
Interest Income Taxes		0
interest Income investments		145
<b>TOTAL SPECIAL FUND REVENUES</b>		<b>700,621</b>
<b>TOTAL INCOME FY 2023</b>		<b>\$4,277,023</b>

**EXHIBIT 2 - FY 24 EXPENSES (subject to audit)**

<b>ACCT #</b>	<b>Account Name</b>		
	<b>GENERAL FUND EXPENDITURES</b>		
<b>5100</b>	<b>SALARIES</b>		
5101	EXEMPT STAFF SALARIES	600,414	
5102	NON-EXEMPT STAFF SALARIES	1,177,043	
5103	CUSTODIAL SALARIES	80,847	
5104	BENEFITS-MED/LIFE/DENTAL		
5105	Professional Education	10,216	
5106	Memberships	3,952	
5107	Benefits -- Life insurance	999	
5108	Benefits -- Health Insurance	174,829	
5109	Benefits -- Other	2,634	
5110	Trustee Development	103	
	<b>TOTAL</b>	<b>2,051,037</b>	
<b>5200</b>	<b>PLANT MAINTENANCE</b>		
5201	SUPPLIES	19,703	
5202	MAINTENANCE/REPAIR	4,675	
5203	MAINTENANCE CONTRACTS	53,113	
5204	LANDSCAPE MAINTENANCE	13,739	
5205	FURNITURE/EQUIPMENT	1,795	
5206	ELECTRIC - COMM EDISON	41,430	
5207	WATER/SEWER	6,046	
5208	INSURANCE (PROPERTY)	7,206	
	<b>TOTAL</b>	<b>147,707</b>	
<b>5300</b>	<b>BUSINESS EXPENSE</b>		
5301	POSTAGE	1,849	
5302	OFFICE&EQUIPMENT SUPPLIES	7,345	
5303	PRINTER SUPPLIES	7,083	
5304	EQUIPMENT LEASING	15,482	
5305	MILEAGE REIMBURSEMENT	1,391	
5306	LEGAL NOTICES	555	
5308	BUSINESS PHONE	5,093	
5309	ACCOUNTING SERVICE	14,920	
5310	MATERIAL RECOVERY FEES	1,546	
5311	PAYROLL SERVICE	8,727	
5312	ATTORNEY FEES	731	
5314	OTHER CONSULTANTS	0	
5315	OTHER EXPENDITURES	4,639	
5317	BANK FEES	512	
5319	SECURITY SERVICE	0	

<b>EXHIBIT 2 - FY 24 EXPENSES (subject to audit)</b>			
<b>ACCT #</b>	<b>Account Name</b>		
5320	DONATION RECEIVED EXPENSE	3,485	
5321	HUMAN RESOURCES	13,664	
	<i>TOTAL</i>	87,022	
<b>5400</b>	<b><i>CIRCULATION &amp; MATERIALS PROCESSING, INCLUDING AUTOMATED SERVICES</i></b>		
5401	AUTOMATION HARDWARE	4,446	
5402	ISP and WEB PAGE HOSTING	14,980	
5403	COMPUTER SOFTWARE	10,540	
5404	TECH SUPPORT & REPAIR	18,707	
5405	TECH SERVICES SUPPLIES	2,286	
5406	CIRCULATION SUPPLIES	2,785	
5408	TECH SERVICES ONLINE EXPENSES	14,994	
5409	RBP/ILL EXPENSES	1,711	
5410	SWAN CONSORTIUM	46,614	
5411	VILLAGE IT SERVICES	103,019	
	<i>TOTAL</i>	220,082	
<b>5500</b>	<b><i>SERVICES</i></b>		
5501	YOUTH SERVICES PROGRAMS	36,385	
5503	ADULT/TEEN SERVICES PROGRAMS	28,865	
5505	LIBRARY NEWSLETTER	39,257	
5509	LIBRARY PUBLICITY & PROMOTION	25,067	
	<i>TOTAL</i>	129,574	
<b>5600</b>	<b><i>COLLECTION DEVELOPMENT</i></b>		
5601	YOUTH SERVICES BOOKS	56,928	
5606	YOUTH SERVICES MEDIA	19,139	
5630	ADULT/TEEN BOOKS	67,860	
5634	ONLINE RESOURCES	25,585	
5635	MAGAZINES & NEWSPAPERS	10,638	
5637	ADULT MEDIA	24,732	
5651	DIGITAL MEDIA	121,932	
5652	GRANT AWARD EXPENSE (databases)	58,788	
	<i>TOTAL</i>	385,602	
	<b><i>GENERAL FUND EXPENDITURES</i></b>		
5100	SALARIES	2,051,037	
5200	PLANT MAINTENANCE	147,707	
5300	BUSINESS EXPENSE	87,022	
5400	CIRCULATION & MATERIAL Proc....	220,082	
5500	SERVICES	129,574	

<b>EXHIBIT 2 - FY 24 EXPENSES (subject to audit)</b>			
<b>ACCT #</b>	<b>Account Name</b>		
5600	COLLECTION DEVELOPMENT	385,602	
	<b>TOTAL</b>	<b>3,021,024</b>	
<b>SPECIAL FUND EXPENDITURES</b>			
	<b>Account Name</b>		
	LIABILITY INSURANCE FUND	22,851	
	FICA FUND	144,526	
	IMRF FUND	157,416	
	AUDIT FUND	12,520	
	Capital Maintenance & Repair Fund	36,106	
	Special Capital Projects in CM&R Fund	8,706	
	Debt Service Fund	384,461	
	<b>TOTAL</b>	<b>766,586</b>	
	General Fund Expenditures	3,021,024	
	Special Fund Expenditures	766,586	
	<b>Total Expenditures</b>	<b>\$ 3,787,610</b>	

April 15, 2024

Board of Trustees and  
Susan Westgate, Library Director  
Carol Stream Public Library  
616 Hiawatha Drive  
Carol Stream, Illinois 60188

Dear Board Members and Ms. Westgate:

We are pleased to confirm our acceptance and understanding of the services we are to provide for Carol Stream Public Library for the year ended April 30, 2025.

You have requested that we perform the following services:

1. We will provide you with the following bookkeeping services:
  - Record accounting entries for cash receipts and payroll
  - Reconcile all bank accounts
  - Update the QuickBooks general ledger
  - Prepare or assist in preparation of various schedules for the board including: Treasurer's Report
2. We will prepare the financial statements of Carol Stream Public Library, which comprise the annual and monthly Combined Statement of Assets, Liabilities and Fund Balances - Modified Cash Basis - All Funds and the related Combined Statement of Revenues and Expenses - Modified Cash Basis - All Funds for the year ended April 30, 2025 and perform a compilation engagement with respect to those financial statements. Management has elected to omit substantially all of the disclosures required by the modified cash basis of accounting. We are not independent with respect to Carol Stream Public Library. We will disclose that we are not independent in our compilation report.

In addition, supplementary information will be prepared and presented with the financial statements. Such supplementary information is the responsibility of management, but will be subject to our compilation engagement.

### **Our Responsibilities**

The objective of the preparation and compilation portion of our engagement is to –

- prepare financial statements in accordance with the modified cash basis of accounting based on information provided by you, and

- apply accounting and financial reporting expertise to assist you in the presentation of financial statements without undertaking to obtain or provide any assurance that there are no material modifications that should be made to the financial statements in order for them to be in accordance with the modified cash basis of accounting.

We will conduct our compilation in accordance with Statements on Standards for Accounting and Review Services (SSARS) promulgated by the Accounting and Review Services Committee of the AICPA and comply with applicable professional standards, including the AICPA's *code of Professional Conduct*, and its ethical principles of integrity, objectivity, professional competence, and due care when performing the bookkeeping services, preparing the financial statements and performing the compilation engagement.

We are not required to, and will not, verify the accuracy or completeness of the information you will provide to us for the engagement or otherwise gather evidence for the purpose of expressing an opinion or a conclusion. Accordingly, we will not express an opinion or a conclusion nor provide any assurance on the financial statements.

Our engagement cannot be relied upon to identify or disclose any financial statement misstatements, including those caused by fraud or error, or to identify or disclose any wrongdoing within the Library or noncompliance with laws and regulations.

We, in our sole professional judgment, reserve the right to refuse to perform any procedure or take any action that could be construed as assuming management responsibilities.

### **Your Responsibilities**

The financial statement preparation and compilation portion of the engagement to be performed is conducted on the basis that you acknowledge and understand that our role is to prepare financial statements in accordance with the modified cash basis of accounting and to assist you in the presentation of the financial statements in accordance with the modified cash basis of accounting. You have the following overall responsibilities that are fundamental to our undertaking the engagement in accordance with SSARS:

1. The selection of accounting principles in accordance with the modified cash basis of accounting as the financial reporting framework to be applied in the preparation of the financial statements.
2. The preparation and fair presentation of financial statements in accordance with the modified cash basis of accounting and the inclusion of a description of the modified cash basis of accounting.
3. The design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error.
4. The prevention and detection of fraud.



5. To ensure that the Library complies with the laws and regulations applicable to its activities.
6. The accuracy and completeness of the records, documents, explanations, and other information, including significant judgments, you provide to us for the engagement.
7. To provide us with—
  - access to all information of which you are aware is relevant to the preparation and fair presentation of the financial statements, such as records, documentation, and other matters.
  - additional information that we may request from you for the purpose of the compilation engagement.
  - unrestricted access to persons within the organization of whom we determine it necessary to make inquiries.

You are responsible for all management decisions and responsibilities and for designating an individual with suitable skills, knowledge, and experience to oversee our bookkeeping services and the preparation of your financial statements. You are responsible for evaluating the adequacy and results of the services performed and accepting responsibility for such services.

### **Our Report**

As part of our engagement, we will issue a compilation report that will state that we did not audit or review the financial statements and that, accordingly, we do not express an opinion, a conclusion, nor provide any assurance on them. There may be circumstances in which the report differs from the expected form and content. If, for any reason, we are unable to complete the compilation of your financial statements, we will not issue a report on such statements as a result of this engagement.

We are not independent with respect to Carol Stream Public Library. We will disclose that we are not independent in our compilation report.

Our report will disclose that the Library’s management has elected to omit substantially all the disclosures ordinarily included in financial statements prepared in accordance with the modified cash basis of accounting. If the omitted disclosures were to be included in the financial statements, they might influence the user’s conclusions about the Library’s assets, liabilities, equity, revenues, and expenses. Accordingly, the financial statements will not be designed for those who are not informed about such matters.

Our report will disclose that 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.

34

Board of Trustees and Susan Westgate  
April 15, 2024  
Page 4 of 4

You agree to include our accountant's compilation report in any document containing financial statements that indicates that we have performed a compilation engagement on such financial statements and, prior to the inclusion of the report, to ask our permission to do so.

**Other Relevant Information**

Paul V. Inserra is the engagement partner and is responsible for supervising the engagement and signing the report or authorizing another individual to sign it.

Our charges for these services will be \$1,250 per month. Billings will be made monthly and are due when rendered. Other services not covered by this engagement letter will be billed based on hours worked by various grades of personnel at our rates applicable to each.

We appreciate the opportunity to be of service to you and believe this letter accurately summarizes the significant terms of our engagement. If you have any questions, please let us know. If you agree with the terms of our engagement as described in this letter, please sign this letter and return it to us.

Sincerely,

ATA Group, LLP

ATA Group, LLP

The letter correctly sets forth the understanding of Carol Stream Public Library.

\_\_\_\_\_  
Management Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**Quote No. CHIC 101651**

May 8, 2024

Page 1 of 3



**Customer** Carol Stream Public Library  
**Location** Primary Location  
**Reference** Additional Interior Dimensional Letter Readings

**Bill to**  
Carol Stream Library  
Susan Westgate  
616 Hiawatha Drive  
Carol Stream, IL 60188  
US  
Email: swestgate@cslibrary.org

**Ship to**  
Carol Stream Library  
Susan Westgate  
616 Hiawatha Drive  
Carol Stream, IL 60188  
US  
Email: swestgate@cslibrary.org

<b>Valid Until</b>	06/07/2024	<b>Revision Date</b>	05/08/2024	<b>Lead Time</b>	6 - 7 Weeks	<b>SR</b>	Tom Wilcoxon
<b>F.O.B.</b>	Job Site	<b>Revision No</b>		<b>Ship Method</b>	Installed	<b>PM</b>	Susan Dutka
<b>Terms</b>	1/2 Deposit balance Net 30						
<b>Estimator</b>	Eric Kingery						

No.	Item	Description	Qty	UOM	Unit Price	Extension
1.	Sign Type 1A.2	Sign Type 1A.2 3"(h) x 1/4"(thick) Cut Acrylic Letters Background Color: MX-06 French Gray Mounting: VHB Copy to read:  Holds Pickup	1	Each	162.00	162.00
2.	Sign Types 1A.3 & 1A.4	Sign Types 1A.3 & 1A.4 9"(h) x 1/4"(thick) Cut Acrylic Letters Background Color: MX-06 French Gray Mounting: VHB Copy to read:  Spotlight	2	Each	460.00	920.00
3.	Sign Type 1A.5, Option 1	Sign Type 1A.5, Option 1 8"(h) x 1/4"(thick) Cut Acrylic Letters Background Color: BM 479 Bainbridge Blue Mounting: VHB Copy to read:  Youth Services	1	Each	580.00	580.00
4.	Sign Type 1A.6	Sign Type 1A.6 6"(h) x 1/4"(thick) Cut Acrylic Letters Background Color: MX-06 French Gray Mounting: VHB Copy to read:  Study Rooms	1	Each	325.00	325.00

continued on next page

36

**Quote No. CHIC 101651**

May 8, 2024

Page 2 of 3



**Customer** Carol Stream Public Library  
**Location** Primary Location  
**Reference** Additional Interior Dimensional Letter Readings

No.	Item	Description	Qty	UOM	Unit Price	Extension
5.	Sign Type 1A.7	Sign Type 1A.7 12"(h) x 1/4"(thick), 10-3/4"(h) x 1/4"(thick), 8"(h) x 1/4"(thick), 7"(h) x 1/4"(thick) and 6-1/4"(h) x 1/4"(thick) Cut Acrylic Letters Background Color: MX-06 French Gray Mounting: Flush Stud-Mounted to interior brick wall Copy to read: per drawing	1	Lot	3,296.00	3,296.00
6.	Installation	Interior Installation at Carol Stream, IL jobsite.	1	Each	2,785.00	2,785.00
Subtotal						8,068.00
* Tax Exempt # ON FILE						0.00
Deposit Required						4,034.00
<b>Total</b>						<b>8,068.00</b>

Quote Valid Until: June 7, 2024

By signing below, I approve and authorize this quote and acknowledge that I have read and agree to the attached terms and conditions.

Submitted by

Date

Approved by

Date

Print Name

continued on next page

Quote No. CHIC 101924

May 1, 2024

Page 1 of 3



Customer Carol Stream Public Library
Location Primary Location
Reference Additional Exterior Dimensional Letter Readings

Bill to
Carol Stream Library
Susan Westgate
616 Hiawatha Drive
Carol Stream, IL 60188
US
Email: swestgate@cslibrary.org

Ship to
Carol Stream Library
Susan Westgate
616 Hiawatha Drive
Carol Stream, IL 60188
US
Email: swestgate@cslibrary.org

Table with contract details: Valid Until 06/10/2024, Revision Date 05/01/2024, Lead Time 6 - 7 Weeks, SR Tom Wilcoxon, F.O.B. Job Site, Revision No, Ship Method Installed, PM Susan Dutka, Terms 1/2 Deposit balance Net 30, Estimator Eric Kingery

Main items table with columns: No., Item, Description, Qty, UOM, Unit Price, Extension. Includes items for Sign Type E5.5 - Letters, Installation - Letters Only, Sign Type E5.5 - Library Symbol, Library Symbol Additional Install Fee, and Sign Permit Allowance.

continued on next page

38

**Quote No. CHIC 101924**

May 1, 2024

Page 2 of 3



**Customer** Carol Stream Public Library  
**Location** Primary Location  
**Reference** Additional Exterior Dimensional Letter Readings

Subtotal	12,320.00
Sales Tax (8 %)	0.00
Deposit Required	6,160.00
<b>Total</b>	<b>12,320.00</b>

Quote Valid Until: June 10, 2024

By signing below, I approve and authorize this quote and acknowledge that I have read and agree to the attached terms and conditions.

*Eric Kingery*

Submitted by

05/10/2024

Date

Approved by

Date

Print Name

continued on next page



**Prepared by:**

**LIBRARYMARKET**

PO Box 17332  
Jonesboro, AR 72403  
(888) 234-3805  
info@librarymarket.com

# Project Proposal

## LibraryWebsite

**Prepared for:**

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

**Created:**

May 8, 2024  
*Estimate valid for 90 days.*

# 40 OUR OFFER

**\$ 24,900**

## **LibraryWebsite**

### *Content Management*

Library Market will develop a new website that incorporates the library's brand and includes:

- Robust Content Management System
- Fully Responsive Design
- Website & Card Catalog Search
- Custom content types built for libraries
- WCAG 2.0 AA Accessibility Compliance

*Everything outlined in this proposal is included at the quoted price. Anything outside this proposal's scope, including actual work to be performed and costs, must be approved by both Library Market and our clients before any work begins. Examples of these additional costs include change orders for additional website features, marketing work, or a support-hour contract for further development past the launch date. These are optional and available at the request of the client.*



# PROJECT FEES

## Website - Initial Development Fees

Description	Week #	Budget
• Website Discovery	1-8	\$4,650
• Website Design	5-10	\$5,375
• Website Development	11-18	\$10,800
• Website Delivery	17-20	\$4,075
<b>Total Cost</b>		<b>\$24,900</b>

## Ongoing Costs

Description	Rate	Budget
• Hosting & Maintenance	Annual	\$2,000
<b>Total Cost</b>		<b>\$2,000</b>

**First-year total** **\$26,900**

42

**Carol Stream Public Library**  
**Expenses by Vendor**  
April 2024

Num	Date	Vendor	Amount
<b>10-1000 Library Fund Cash</b>			
<b>10-1001 PNC General Checking</b>			
12558	04/05/2024	Amazon Business Prime/AMEX	-3,869.42
12559	04/16/2024	BookPage	-744.00
12560	04/16/2024	Carol Stream Chamber of Commerce	-240.00
12561	04/16/2024	Case Lots, Inc.	-504.50
12562	04/16/2024	Center Point for Large Print Books	-145.02
12563	04/16/2024	Complete Cleaning Co., Inc.	-2,950.00
12564	04/16/2024	Fox Valley Fire & Safety Company, Inc.	-97.80
12565	04/16/2024	Gale/Cengage Learning Inc.	-464.84
12566	04/16/2024	Garvey's Office Products	-437.37
12567	04/16/2024	KAPCO	-297.17
12568	04/16/2024	Library Ideas LLC	-6,845.25
12569	04/16/2024	Lindenmeyr Munroe	-547.50
12570	04/16/2024	OverDrive, Inc.	-246.97
12571	04/16/2024	Pan Asian Publications (USA) Inc.	-503.64
12572	04/16/2024	Paylocity	-1,840.23
12573	04/16/2024	PermaBound Books	-46.22
12574	04/16/2024	Playaway Products, LLC	-2,161.61
12575	04/16/2024	Precision Control Systems of Chicago, Inc.	-1,346.00
12576	04/16/2024	Reaching Across IL Library System (RAILS)	-1,333.26
12577	04/16/2024	ResuMAYDAY Inc.	-350.00
12578	04/16/2024	Scholastic, Inc.	-153.00
12579	04/16/2024	Sebert Landscaping, Inc.	-714.00
12580	04/16/2024	Shaw Media/Suburban Life	-91.00
12581	04/16/2024	Staples	-1,305.33
12582	04/16/2024	Team One Repair, Inc.	-1,170.00
12583	04/16/2024	Unique Management Services, Inc.	-108.35
12584	04/16/2024	Village of Carol Stream - Water Dept.	-286.61
12585	04/16/2024	ATA Group, LLP	-1,200.00
12586	04/16/2024	Comcast (Fiber Optic/Internet)	-875.00
12587	04/16/2024	LIMRiCC - UCGA	-995.97
12588	04/16/2024	Midwest Tape LLC	-10,201.58
12589	04/16/2024	Teske, Amy	-281.27
12590	04/16/2024	Flourish Dance Academy	-100.00
12591	04/16/2024	GovConnection, Inc.	-1,030.31
12592	04/16/2024	Impact Networking, LLC	-3,220.10
12593	04/16/2024	Indian Trails Public Library District	-353.50
12594	04/16/2024	Swan (System Wide Automated Network)	-11,848.76
12595	04/16/2024	Sir Speedy Printing	-187.04
12596	04/16/2024	Village of Carol Stream - Benefits	-18,822.86

12598	04/16/2024	Comcast - (Business Phone)	-425.53
12599	04/16/2024	Village of Carol Stream - IMRF	-12,122.45
12600	04/16/2024	Baker & Taylor	-18,005.04
12601	04/18/2024	Village of Carol Stream	-150,000.00

<b>Total for 10-1001 PNC General Checking</b>	<b>- \$ 258,468.50</b>
<b>Total for 10-1000 Library Fund Cash</b>	<b>- \$ 258,468.50</b>

Total Disbursements for April 1 through April 30, 2024  
Approved by the Library Board of Trustees on May 15, 2024.

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\_\_\_\_\_  
President Date

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\_\_\_\_\_  
Secretary Date

44

# Carol Stream Public Library

## Reimbursements

April 2024

DATE	TRANSACTION TYPE	NUM	CLASS	MEMO/DESCRIPTION	SPLIT	AMOUNT	BALANCE
<b>2400 Payroll Liabilities</b>							
04/30/2024	Journal Entry	ATA0405	10-General Fund	Allocate Employee Reimbursements	-Split-	101.02	101.02
<b>Total for 2400 Payroll Liabilities</b>						<b>\$101.02</b>	
<b>5300 Business Exp.</b>							
<b>5305 Mileage Reimbursement</b>							
04/30/2024	Journal Entry	ATA0405	10-General Fund	Allocate Employee Reimbursements	-Split-	31.23	31.23
<b>Total for 5305 Mileage Reimbursement</b>						<b>\$31.23</b>	
<b>5315 Other Expenditures</b>							
04/30/2024	Journal Entry	ATA0405	10-General Fund	Allocate Employee Reimbursements	-Split-	24.39	24.39
<b>Total for 5315 Other Expenditures</b>						<b>\$24.39</b>	
<b>Total for 5300 Business Exp.</b>						<b>\$55.62</b>	
<b>5500 Services</b>							
<b>5501 Youth Services Programs</b>							
04/30/2024	Journal Entry	ATA0405	10-General Fund	Allocate Employee Reimbursements	-Split-	18.95	18.95
<b>Total for 5501 Youth Services Programs</b>						<b>\$18.95</b>	
<b>5503 Adult/Teen Programs</b>							
04/30/2024	Journal Entry	ATA0405	10-General Fund	Allocate Employee Reimbursements	-Split-	26.45	26.45
<b>Total for 5503 Adult/Teen Programs</b>						<b>\$26.45</b>	
<b>Total for 5500 Services</b>						<b>\$45.40</b>	

**Deduction Listing**

Check Dates: 04/05/2024 to 04/19/2024

Page 1 of 1

45

Carol Stream Public Library (9366)

Processes: 2024040501 - 2024041901

Pay Periods: 03/17/2024 to 04/13/2024

**REIMB -- REIMBURSEMENT**

Company: (9366)

Employee	ID	SSN	Location	Amount
Hays, Laura	1007		01	-24.39
Moreno, Athens M.	1216		02	-8.16
Mucha, Pierce	1226		11	-18.29
Saltiel, Lena M.	1225		01	-18.09
Wilson, Leigh Anne	1188		12	-32.09
<b>Totals for REIMB -- REIMBURSEMENT</b>			<b>5 Employees</b>	<b>-101.02</b>

**Report Totals**

Code	Description	Type	Employees	Amount
REIMB	REIMBURSEMENT	Add	5	-101.02
<b>Totals</b>			<b>5</b>	<b>-101.02</b>



**LIBRARY DIRECTOR REPORT-CAROL STREAM PUBLIC LIBRARY**  
**May 15, 2024**

**Annual Report to the Village**

I prepared the Annual Report (FY23/24) for the Village as required by state law. It includes an overview of our past years' finances and services. The financial figures in the report are subject to audit.

**Non-Resident Card Fee**

Public Law 92-0166 requires annual Board action and notification to the Library's regional library system, RAILS for how the Library will be calculating non-resident card fees. Our Library uses the tax method. The fee for non-resident privileges is calculated on the basis of the tax rate being applied to the equalized assessed valuation of the applicant's property – the same as the calculation for a resident for their 2023 property taxes. This rate tends to change each year and requires annual Board approval. The fee for renters is equal to 15% of the average monthly rent.

**Accounting Services for FY25**

Included in your Board packet is the letter of understanding from the Library's Accounting Service, ATA Group, for the new fiscal year. The new monthly fee is \$1,250, an increase of \$50/month over last year's rate, an increase of 4%. Approval of their services for FY25 is on the agenda.

**Klein Creek Library Overlook**

Plans for the Klein Creek Library Overlook have begun. A concept design has been prepared and construction specifications are well on their way. The overlook area will include stamped concrete, railings, a screening section in front of the Library's utilities with informational signage, a binocular look out, punched metal large leave shading structures and a turtle sculpture. I will bring the concept presentation to the meeting for you to view. The railing installation along the west parking lot will be added to the renovation project of the outdoor front area. I have included an agenda item to provide the Director with the authority to approve contracts/proposals for items in the outlook area that exceed \$10,000. This will only be necessary if approval is needed prior to the June Board meeting in order to stay on schedule with the project. The Library will be responsible for the binocular look out, the utility screening, the shading structures and the turtle. Planters will be purchased at a later date. The Village will be coordinating the installation of the wheel stops in the parking places along the west parking lot.

**Signage Approval**

I will be receiving the proposal for the signage pricing prior to the Board meeting on Wednesday, May 15. I anticipate that it may exceed \$10,000 so I have included it on the agenda as an action item for Board approval.

### **Website Proposal Approval**

Back in 2015 the Library website was completely redesigned on the Drupal 7 platform for the cost of \$17,000. In January 2025, Drupal 7 will no longer be supported and the Library has begun the process to change to Drupal 10. The start of that process is to select a website firm to help redesign the website, transfer content to the Drupal 10 platform, and support the Library's website going forward. Laura is the Library's Web Coordinator and is recommending that the Library approve the Project Proposal from LibraryMarket. Library Market strictly works with libraries and also is the vendor for the Library's online calendar for events and study room scheduling. They are very attuned to the needs of libraries and the information and services that they need to provide and promote on their websites. They will also help to ensure that the design meets the accessibility guidelines of WCAG 2.0 (p. 15 of proposal). The cost of the project is \$24,900 and once completed the Library will pay an annual fee of \$2,000 for maintenance and hosting.

This annual cost would replace these costs:

MJB Design \$1260 (web consultant)

Pantheon (\$55/month) \$660 annually (website host)

And Cloudflare \$240 (not started yet, but was going to add this security software)

Annual (with CloudFlare) = \$2160

Library Market will work with the members of the Library's web committee which is comprised of members from each department, the Marketing Coordinator and the Assistant Director. The committee will review our current website and identify the things they like/dislike, what works/doesn't work and research other websites design and functionality. They will work with the LibraryMarket Team to create/refresh our website for the future.

### **Facility Update**

Bedrock Landscape has done their spring maintenance of the north lot. They are eradicating non-native plants to encourage the growth of native plants. This is our fourth year of service and significant progress has been made in our restoration efforts.

The Library's irrigation system has been activated for the season. Some necessary repairs are needed to make it completely functional for a cost of \$1,700-battery powered controllers, a solenoid and several valves and nodes will need to be replaced.

The annual Fire inspection and sprinkler inspections were completed by Fox Valley and the Library had no problems or issues. The Carol Stream Fire District inspection was also completed and passed successfully.

### **Evaluations**

In April I wrote up and conducted one-on-one in-person employee evaluations with my nine direct report staff members (Managers, Maintenance, Human Resources and Marketing). HR Coordinator Lena Saltiel and myself review all of the department staff members evaluations that are prepared by their Managers as well as their staff self-evaluations prior to the awarding of merit increases. Annual merit raises were awarded beginning on the first paycheck in May.

**Church Visit**

I will be presenting information on the Library and how it is fulfilling its mission in Carol Stream at Heritage Presbyterian Church on Sunday, May 19. They are interested in exploring on how the church would be able to partner with other organizations in the community.

**Library Blood Drive April 25**

Here are the results of the April Blood Drive at the Library, the official numbers received on the lab report:

Goal: 14

Scheduled Donors: 14

Registered Donors: 8

Whole Blood: 5

Double Red Cells: 3 donors for 6 units

Deferrals – 0

First Time Versiti Donors – 3

Total Units: 11

Potential number of patients helped through CS Library's efforts: 33! The next mobile Blood Drive is scheduled for Tuesday July 23.

**Rotary Event**

The Library collected 24 large boxes of food and other items for the Carol Stream Rotary Food Drive in April. I also put together a book donation basket for their May golf outing event for their silent auction.

**REMINDER-Village Geek Fest!**

The Library is partnering with the Village, Chamber and Park District to host a community Geek Fest! at the Town Center on June 15 from 11:30 a.m.-3:30 p.m. The event will encompass gaming, comics, cosplay, food vendors and a variety of related activities. Think everything Geek. Trustees are welcome to attend and volunteer at the event.

**REMINDER-July 1, Carol Stream Independence Day Parade**

Trustees, staff and their family members are welcome to participate. We will have a float and be handing out bookmarks and candy to the parade watchers.

**May Employee Anniversaries**

Sarah Grippando 5-08-18, Youth Services/Patron Services

Susan Westgate, Library Director



## Carol Stream Public Library - Monthly Librarian's Report FY 2023-2024

		April	
	FY 22-23	FY 23-24	Current YTD
<b>Circulation Activity</b>			
<b>Physical material use by audience</b>			
Total Adult	15,085	14,771	181,938
Total Teen	650	660	8,061
Total Youth	15,109	13,981	186,454
<b>Physical material use by format</b>			
Books	20,873	20,589	268,729
Videos	5,758	5,429	67,304
Audiobooks and Music CDs	1,961	1,953	21,968
Periodicals and Magazines	219	165	2,546
Other	2,033	1,276	15,906
Total Physical Item Circulation	30,844	29,412	376,453
<b>Interlibrary loans and Reciprocal borrowers (included above)</b>			
ILL - Borrowed from SWAN	3,163	2,861	35,848
ILL - Borrowed from Non-SWAN	29	41	336
ILL - Loaned to SWAN	746	1,130	10,044
ILL - Loaned to Non-SWAN	66	63	867
RBP Loans - SWAN (incl. above)	384	615	7,337
RBP Loans (non-SWAN) - (incl. above)	494	420	5,722
<b>Digital media use</b>			
Bingepasses (hoopla)	7	25	283
E-books	3,002	3,631	40,929
E-Audio	2,795	3,389	37,620
E-Video	471	471	6,132
Museum Adventure Pass / Explore More Illinois	10 / 0	16 / 0	259 / 7
Total use of Electronic Materials	6,285	7,532	85,230
<b>Total Circulation (physical materials and digital media)</b>	<b>37,129</b>	<b>36,944</b>	<b>461,683</b>
Digital magazine retrievals	780	1,111	13,887
<b>Total Electronic Retrievals (e-mags and databases)</b>	<b>5,184</b>	<b>6,394</b>	<b>79,735</b>
<b>Other circulation activities</b>			
Items checked out in the Library	13,733	13,617	180,569
Self Check - # of Items Checked out	8,398	9,545	116,655
Self Check - % of items checked out in the Library	61.15%	70.10%	64.60%
<b>Programs - # of Programs/Attendance*</b>			
Adult - Number/Attendance	39 / 1,028	46 / 947	456 / 10,773
Teen Number/Attendance	3 / 9	12 / 155	131 / 2,126
Youth - Number/Attendance	112 / 2,001	112 / 1,523	1,340 / 23,303
General Interest - Number/Attendance	0 / 0	1 / 79	24 / 2,285
<b>Total - Number/Attendance</b>	<b>154 / 3,038</b>	<b>171 / 2,704</b>	<b>1,927 / 36,202</b>
<b>Library Events - Number / Attendance</b>	<b>1 / 15</b>	<b>1 / 11</b>	<b>12 / 938</b>
<b>Outreach - Number / Attendance</b>	<b>30 / 1,114</b>	<b>32 / 700</b>	<b>319 / 12,474</b>
<b>Facility Usage</b>			
Library Visits (Door Count)**	na	13,070	165,678
Curbside Pickup Transactions	64	41	542
Meeting Rooms - # of Public Bookings*	3	4	48
Study Rooms - # of Users	340	438	4,432

Electronic Usage			
# of Internet Sessions/Total Time	971 / 708	1,365 / 1,209	15,010 / 11,783
# of Library Website Visits	9,949	10,519	126,872
# Mobile App Views***	4,140	454	21,507
# of Wireless Users	1,718	1,659	18,533
Aspen catalog usage # engaged sessions	6,976	7,320	85,335

Reference Transactions			
Adult	1,369	2,035	20,605
Youth	577	774	11,914
Patron Services	292	522	4,709
Chat	20	30	323
<b>Total Reference Transactions</b>	<b>2,258</b>	<b>3,361</b>	<b>37,551</b>

<b>Total One-on-One Tutorials*</b>			
Adult	50	70	578
Youth	0	0	0

Patron Statistics			
# of Resident Cards	17,789	18,527	
# of Non-Resident Cards	62	47	
<b>Total Registered Users</b>	<b>17,851</b>	<b>18,574</b>	

Resources Owned/Licensed			
Books	66,308	68,794	
Newspapers (Print only)	25	21	
Periodicals (Print only)	117	102	
Total Print Materials	66,450	68,917	
Current Subscriptions (Print Only)	142	123	
Current E-Subscriptions	4,654	5,237	
E-Books: Downloadable	79,614	87,556	
Audio Recordings	6,626	6,963	
Audio Recordings (Downloadable)	32,931	40,781	
Videos	10,051	9,899	
Other: Video Games, Puzzles, Devices	834	881	
Databases	61	64	
<b>Total Resources Owned/Licensed</b>	<b>201,221</b>	<b>220,299</b>	

<b>Professional Development Hours</b>	<b>51</b>	<b>111.25</b>	<b>1,041.75</b>
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\*The meeting rooms are not available for public reservations.

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.

\*\*Door counts from March through mid-July 2023 were elevated in error by the system.

The year-to-date number is an estimate based on the daily average after the counter was re-set.

\*\*\*Mobile app usage statistics unavailable September - December 2023. New mobile catalog app launched December 2023.

**Assistant Director's Report  
April 2024**

**Administration and Business Office**

- Payroll processing week of 4/1, 4/15, and 4/29.
- Updating staff Paylocity records and proxy cards as needed.
- Coordination of monthly financial and Librarian statistic reports.
- Starting to setup FY25 files and move older files. - Joyce
- Finished processing FY24 invoices received - Joyce
- Compensation plan for FY25 setup.
- Annual Survey of Public Employment & Payroll completed.
- Water Wall service visit – pumps will need to be replaced again.

**Tech Services**

- Items ordered – 77 and Items put into Circulation – 806
- Items catalogued – imported bib records & original cataloging - 156
- Item record edits/database clean-up – 577
- Bib record merge requests submitted to SWAN support – 12
- Repair items (includes disc cleaning) - 6
- Disc cleaning and repair machine has been retired. It was purchased in 2008. At one point we were averaging cleaning and repairing 243 discs each month. In FY2023 we averaged only 16 discs per month and it has been breaking down frequently. We decided not to replace the machine.
- Serials - claimed Issues – 7
- Pending orders in Workflows as of April 30
  - Not received items Youth, 118 and Adult, 107
  - No pending carts from B&T and MWT
- Sustainable Shelves – 440 titles were submitted; 54 items were approved for submission resale to B&T for a credit value of \$80.03.
- Spotlight Displays - Processed Spotlight Displays back to original Home Location: Have You Seen These, new Youth Poet, Arab American Heritage Month, Humor, and Superheroes displays
- Department meeting was held to discuss fiscal year rollover, statistics tracking, and the new Adult Services book club collection.
- In preparation for the FY rollover, TS staff:
  - Cancelled some titles with B&T that were ordered in FY23 and notified the selectors.
  - Started reviewing Workflows reports
  - Suspended EDI ordering and alerted SWAN that we were going to perform the FY rollover after May 1.

**Tech Services - Conversion Projects**

- Total items processed - 39
- Switch Accession Number Conversion Project continued – Anjali
- 2025 Juvenile award books - Marie

**Meeting Attendance**

- Weekly meetings with Director – Laura
- Annual review and quarterly check-in meetings held.
- April 11 – Library Accounts Policy discussion with Melanie – Laura
- April 11 – Cataloging Advisory Meeting - Marie
- April 15 – Paylocity new payroll process – Laura trained Lena
- April 16 – Monthly IT meeting – Laura
- April 17 – TS meeting – Laura, Marie, Anjali, and Richard
- April 17 – Board meeting

- 52
- April 24 – Historical Society meeting re: CS archives - Laura
  - April 26 – Assistant Directors networking group quarterly meeting – Laura
  - April 30 – SWAN chat

#### **Information technology**

- There were 23 support tickets in April.
- Zoom subscriptions renewed
- New mobile hotspots activated and added to the collection.
- Outdoor Sign – Chicago Sign replaced the fluorescent lights and ballast with new LED lights.
- Owl videoconferencing camera purchased.
- Barracuda email archiving service renewed.
- CCTV cameras on the shed were not connecting. HTS ordered parts
- Power issue on April 21 which caused a number of the UPSs to fail. IT has been replacing them as replacements are received.
- IT supplies like wireless mice, keyboards, and headsets ordered.
- New laptop was purchased for use by Admin and IT staff especially for zoom meetings and Board meeting closed captioning.

*Laura Hays*  
Assistant Library Director

Athens Moreno Adult Services Manager

## Adult Services Department Monthly Report

April 2024

### Department News:

- Study Room traffic jumped up a bit, as patrons really have enjoyed the benefits of the 2 hour limit when you have a card. It's led patrons to make a straight walk to circulation to register for a card
- The eclipse classes that we were awarded from the SEAL grant program was a huge success as we had over 200 people register for the glasses.
- Senior Week was a huge success! Over 200 people came to the programs that we had that week dedicated to seniors, which included self defense class, AARP drivers safety classes, and the mobile DMV
- Launched some new handouts this month, a Senior Resources flyer as well as a ELS resources flyer

### Outreach Activities:

- Homebound delivery – 45 registered, delivered to 32 patrons, Items delivered 176
- Continued partnership programming with DuPage Garden Club, hosting a monthly program
- Partnered with the Village of Carol Stream to now have a dedicated page in the Carol Stream print version Senior Newsletter. We'll promote library resources and programs related to adults and seniors. This printed publication will be available around Carol Stream monthly.
- ESL classes continued here at the library, 3 classes per week, minus one week of Spring Break
- Our April Computer class program continued each week
- Attended a ribbon cutting event in the community and one planned for May as well

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

- Held displays for Autism Awareness Month, and Asian Pacific Heritage Month
- Working with WDSRA organization to start monthly library visits
- Partnering with NAMI of DuPage for a Mental Health Awareness table in the lobby for May

### Programs & Displays:

- Binge Box packages for both adults and teens with 100 kits passed out to adults featuring scratch bookmark art and Shamrock mosaics
- Sold out Spice Club with 50 kits being taken
- Teen Volunteer Kits
- Teen Volunteering Club had 5 teens this month volunteer hours at the library
- Mobile DMV Event
- Computer Basics computer class with PRC weekly
- Around the World Bookclub

Athens Moreno Adult Services Manager

- Monday Morning Workspace Commons
- Garden Club Program
- Grow with Google Class: Job Searching for Seniors
- Monthly Homebound
- Donuts and Dice Board Game Program
- Line Dancing for Seniors
- Library Presentation to Seniors on resources within the community
- Senior Self Defense class
- Drop in Hang out High School lounge to offer teens a study space
- NASA Scientist Eclipse Presenter
- Finalized Summer Reading Prizes

Meetings:

- Bi Weekly Management Meetings
- Department Meetings and 1on1s

Resources and Collection News:

- Our new handouts were launched including some coming in Feb. For January we created a new



Craft programs

Athens Moreno Adult Services Manager



Mobile DMV event





Omar Visiting a Ribbon Cutting Event



Self Defense



Class

Partnership with DuPage Senior Council for Senior resources in the community presentation



## Youth Services Report April 2024

### Program Highlights

- During April, Youth Services serviced 1,482 participants through 55 in person and passive programs. Youth Services hosted 43 in person programs during April with 1,039 in attendance. In addition, Youth Services had 443 participants serviced through 12 self-directed programs.
- Four CSPL Kits were distributed during April. 75 each of the Preschool kits – Popsicle Stick Flower and Rainbow Abacus. 50 each of School Age kits – Build a Paper Rocket and Pipe Cleaner Daffodils.
- Leigh Anne Wilson and Samantha Wright hosted We Have a Dream Kindness Day when we combine Littles with Legends by partnering with residents from Belmont Village Senior Living facility for stories, activities, games and new friendships.
- Adriana Albers hosted Hands on Learning – Shapes on 4/23 with 44 in attendance.
- Leticia presented a Spanish Family Storytime on 4/29 in the evening with 9 in attendance.
- Molly Emerson hosted Homeschool Hangout on 4/5 with 22 participants in attendance.
- Youth staff hosted 19 storytimes with 402 preschoolers and their adults in attendance.

### Outreach Events

- Leigh Anne Wilson provided 10 Outreach Storytimes during April reaching 429 children. We have gained one preschool and are losing one in May. This was the first time she went to Daylight Learning Center, and we are sad to hear that Masters Christian Preschool will be closing at the end of this school year.

### Collection Management

- Youth Services used year-end remaining collection budgets to bolster some collections including purchase of new picture books with MP3 players for the Readalong collection.

### Patron Service and Reference

- 62 Youth Binge Box requests were filled during April.
- Youth Staff had 774 interactions with the public during April.

### Meeting Attendance

- 4/10, 17, 24 – Amy and Sam regular meeting
- 4/16 – Meeting with Susan – Amy Teske
- 4/17, 23 – Youth Services Team Program Meetings
- 4/18, 25 – Management Team Meeting – Amy Teske

### Professional Development

- 4/3-5 – Amy Teske to PLA Conference
- 4/26 – Adriana Albers to LACONI workshop
- 4/26 – Julie Mohedano to C2E2 teacher/librarian day

Respectfully Submitted,  
Amy Teske, Youth Services Manager



Kindness Day



Hands on Learning – Shapes



Spanish Family Storytime



## Patron Services Monthly Report April 2024

### Circulation Statistics:

- Total Checkouts and Renewals: 29,412
- Staff-initiated material renewals: 131
- Curbside deliveries: 41
- New resident accounts: 119
- New Digital Accounts: 15
- Check-ins: 15,565
- Holds placed by staff: 922
- Holds Filled: 3,748

### Patron Purge Update:

- SWAN provides a monthly report of all accounts with a last activity date of 7+ years. Accounts on the monthly report are manually reviewed by staff to verify addresses.
- In April, 98 accounts were reviewed.

### Self-Check-out Activity:

- Checkouts at Lobby machines: 5,001
- Checkouts at Youth Services machine: 4,544

### Melanie participated in the following:

- Monthly 1:1 with Susan
- Met with Mikayla to discuss the creation of a new Welcome brochure
- Met with Laura to finalize changes to the Library Account policy
- April Board Meeting
- Strategic Planning webinar (4/18, 4/25)
- Attended Western Trails Literacy Night with Leticia from YS to promote library services and provide library card registration.
- Conducted four in-person interviews for the open Patron Services positions.
- Prepared agenda and handouts for department meeting.
- Held staff evaluation meetings with all department staff.
- Worked on preparing for the launch of online library card registration.

### Other News:

- Two new Patron Services Clerk have been hired and will start mid-May.
- Our after-hours department meeting was on April 26 in which 11 staff attended. We worked on creating team working agreements and team building. Carol presented to the group about shelf reading updates and expectations.

Submitted by:  
Melanie Johnson  
Patron Services Manager  
5/9/24

## Human Resources

Monthly Report – April 2024

### **Administration**

- Put together Library Appreciation Lunch supporting local business Manny's
- Started to draft AI policy for CSPL (still researching)
- Hung a dry erase board in staff room to build fun rapport between departments/ feature birthdays

### **Benefits**

- Completed spreadsheet regarding change in benefit insurance rates for open enrollment
- Reached out to Village of Carol Stream and RPA/ Gallagher rep for benefit information/ fliers

### **Staffing & Onboarding**

- Conducted 10 phone interviews for 2 Patron Services Clerk positions
- Conducted an exit interview for Michael Southwell, Patron Services Clerk
- 6 in-person interviews scheduled; 2 cancelled; conducted 4 in-person interviews for PSC
- Offered Patron Services Clerk position to two candidates; offers accepted

### **Training**

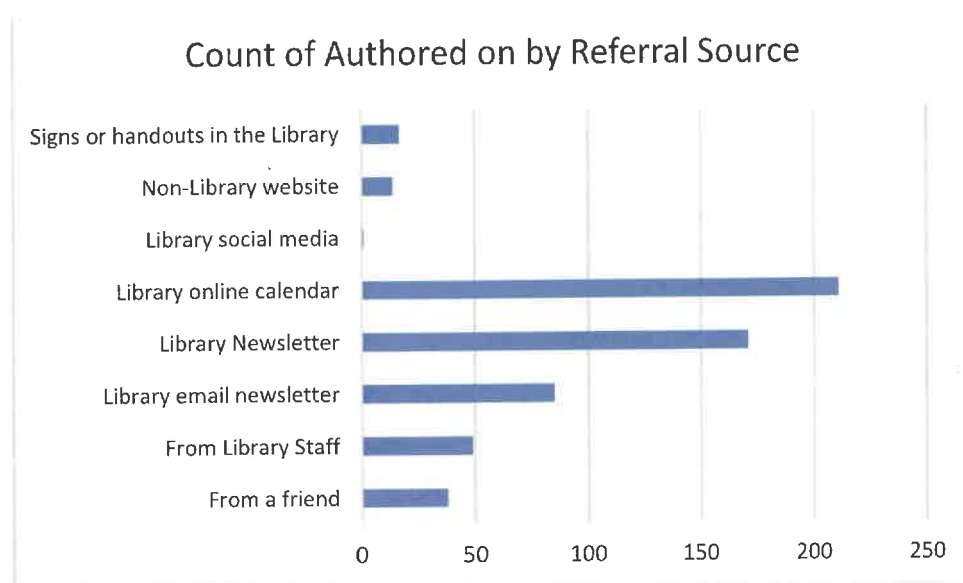
- SHRM Webinar: 2024 Employment Law Trends (1 hour)
- Participated in HR Source training "Totally Responsible Organization" to see if it would be an appropriate idea for an in-service day for CSPL staff (8 hours)
- SHRM Webinar: I-9 Compliance Success (1 hour)
- Trained by Laura Hays on new payroll process via Paylocity (1.25 hours)
- SHRM Webinar: The Future of HR- Compliance Trends in AI (1 hour)
- Participated in HR Source conference "Altogether HR" (6.5 hours)
- SHRM Webinar: Creating a Culture of Respect (1 hour)
- RAILS Webinar: Why Emotional Intelligence Matters at Work (1.5 hours)
- RAILS Webinar: When Generations Connect (1.5 hours)

### **Compensation**

- Finalized compensation parameters for performance review period (effective 4/14)
- Reviewed CSPL staff performance reviews

## Marketing Report: Mikayla Frigo

April 2024



### Promotions resulted in 586 event registrations

- Attended ILA Marketing Forum 2024 Mini-Marketing Conference.
- Selected printer for Summer Reading Logs (Sir Speedy).
- Edited several versions of the youth services English and Spanish Summer Reading Logs, Youth Services Outreach Summer Reading Log, Adult and Teen, English and Spanish Summer Reading logs, and the youth services half sheet for final approval by department managers.
- Contacted and worked with School District 93's Spanish Coordinator, and CSPL Bilingual Librarians, to determine correct Spanish translations for the Summer Reading Logs.
- Researched tools for the most accurate and professional Spanish translations.
- Shared summer reading shirt design and collected shirt sizes from staff.
- Requested & received a quote from the vendor and placed the order.
- Created new Spanish section for the Newsletter within a tight deadline.
- Worked closely with Bilingual Librarians to create, edit and translate Spanish program descriptions.
- Finished editing and publishing all Summer programs in Library Market.
- Designed, edited and reviewed (June, July & August) Summer Print Newsletter.
- Submitted Summer Newsletter to printer and approved final art.
- Created Summer Reading Promotional graphics.
- Created a mockup with different fonts and placements for the new Youth Services Wayfinding sign.
- Produced graphics for TV displays to promote the Library's resources, upcoming events, and reading challenges.
- Updated the CSPL Website with new slides for resources, Library Closures, and upcoming events.
- Monitored social media and made weekly scheduled Facebook posts.
- Produced 4 weekly e-newsletter blasts.
- Produced 4 weekly Examiner columns.

### Marketing Request Forms/ Marketing Materials Created

- Created May Adult monthly program calendar.
- Created the May Teen monthly program calendar.
- Edited May Youth Services Programs pamphlet
- 12- 8.5 x 11 Program signs
- Created Mother Goose Display Sign.
- Created an 11 x 17 and 8.5 x 11 display sign for Free Comic Book Day.
- Created Program display sign for book selection.
- Created graphic for Senior Week, promoted on social media, website, e-news and TV displays
- Edited main lobby display sign (Hello Summer).
- Edited 11 x 17 (Quick Picks) book display sign.
- Edited ESL Resources trifold and created a Spanish version of the trifold
- Edited English and Spanish printing pamphlets.
- Edited Asian/Pacific Heritage small display sign.
- Edited and printed bookmarks for the Pages through the Ages Book Club.

### 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.*

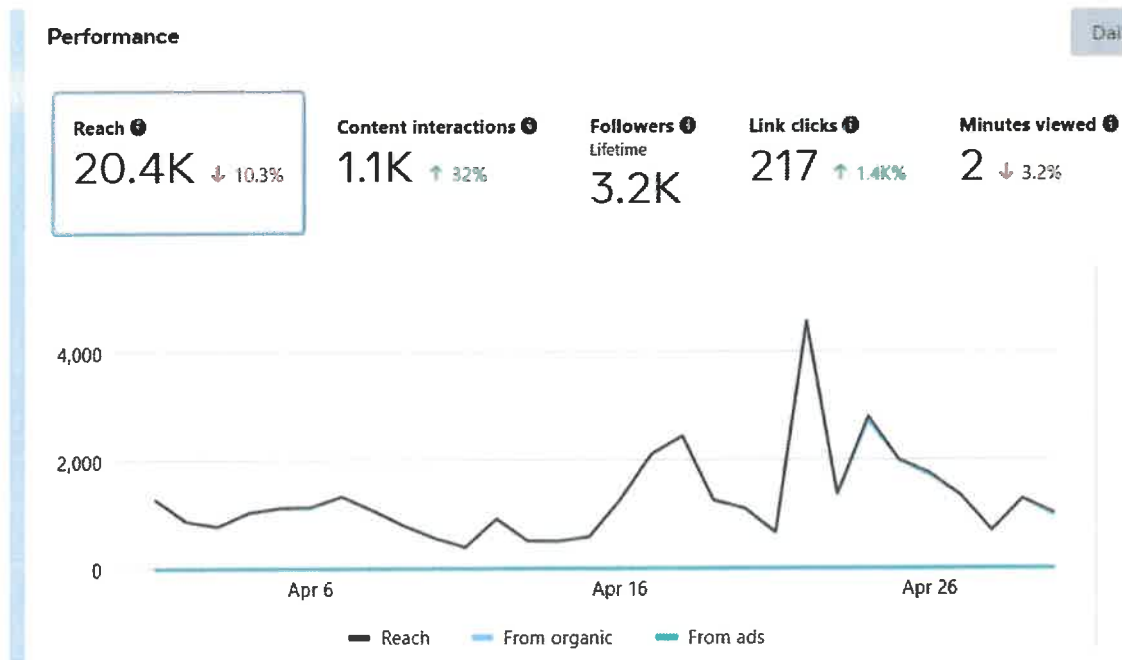
*Engagement: the number of times each post was clicked on, liked, and/or commented on*

### Facebook: April

Followers: 3,153

27 new followers

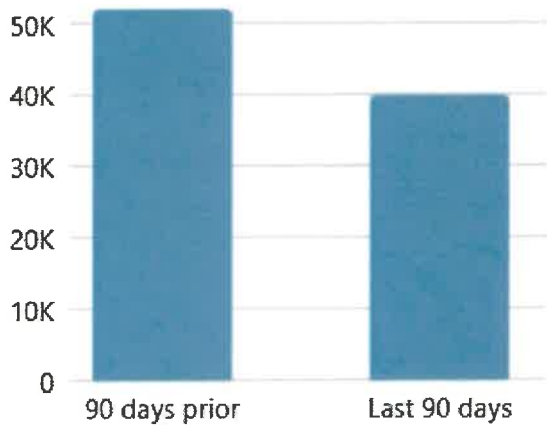
April Post Reach: 20.4 K



**Post Reach Last 90: 39.9 K**

39.9K ↓ 23.2%

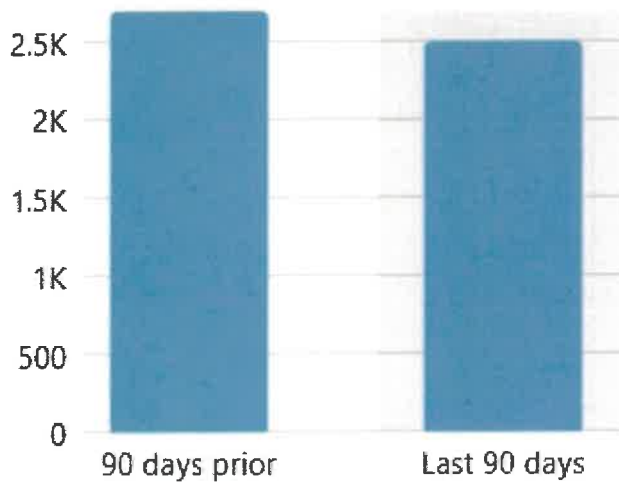
Total from last 90 days vs 90 days prior



**Post Engagement Last 90 Days: 2.5K**

2.5K ↓ 7.2%

Total from last 90 days vs 90 days prior



### Top Three Reach Posts from April



People Reached: 6.5 K  
Engagements: 112



People Reached: 4.2 K  
Engagements: 34



People Reached: 3.4 K  
Engagements: 33

### Top Three Engagement Posts from April



People Reached: 1.9 K  
Engagements: 174



People Reached: 6.5 K  
Engagements: 112



People Reached: 1.6 K  
Engagements: 56

64

## Twitter

**Followers:** 1,727

8 new followers

**Total Impressions:** 3.8 k

### Impressions from April

Your posts earned 3.8K impressions over this 30 day period



**Total Engagements for April:** 119

**Engagement Rate for April:** 5.7%

### Engagements

Showing 30 days with daily frequency

Engagement rate

5.7%



### Promotional Emails April:

Date	Subject	Open Rate	Click Rate
April 4	Save a Life this April!	35.3%	1.5%
April 11	Declutter and Refresh with Spring Reads!	32.8%	1.8%
April 18	Library Fun: Your Guide to Upcoming Events	32.1%	1.9%
April 25	Meet the Friends of the Library!	35.7%	2.2%



# Support Tickets

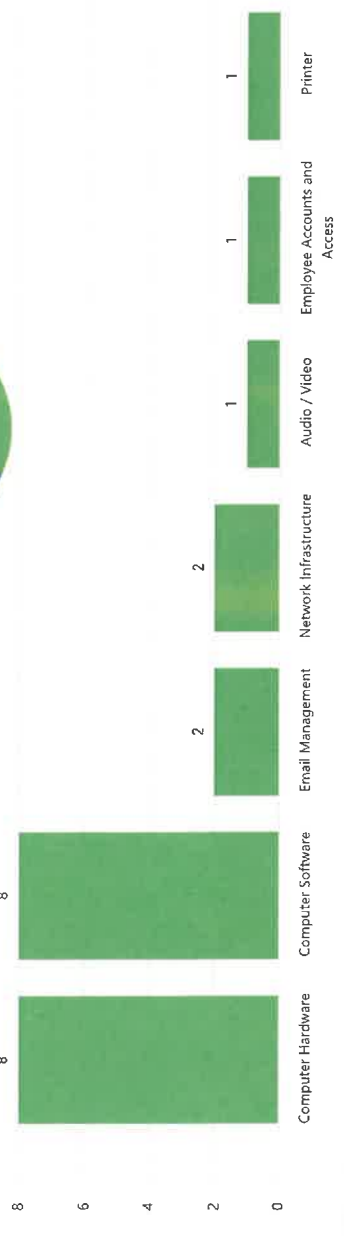
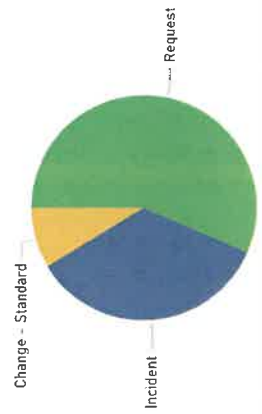
## 23

### Information Technology Closed Support Tickets by Category

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

Request Type	Count
Change - Standard	2
Incident	8
Request	13
<b>Total</b>	<b>23</b>

CategoryName	Count
Audio / Video	1
Computer Hardware	8
Computer Software	8
Email Management	2
Employee Accounts and Access	1
Network Infrastructure	2
Printer	1
<b>Total</b>	<b>23</b>



### Tickets Types

Definitions:

- Requests** – A request is a request for a service. This may include a printer setup, a new user setup, assistance with an application.
- Incident** – This is when an existing service is not working as it should and we work quickly to find a resolution. Consider you can't login to email, or a printer stopped working. All of these tickets can generally be resolved quickly.
- Problem** – A problem is when we have an incident or multiple related incidents that cannot be fixed quickly and requires research to figure out why the problem occurs.
- Problem – Known** – This is something that has been identified as a problem, but we have chosen not to fix it. This can be a result of budget capabilities or other influences.