

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: January 20, 2021

TIME: 7:00 p.m.

PLACE:

ATTENTION

Due to the COVID-19 pandemic, the Library will be conducting an online audio Board Meeting through Zoom to conduct essential business. If you are **interested in listening to the meeting live through the internet, please register online at:** <https://carolstream.librarycalendar.com/events/library-board-meeting-online-12>. For individuals interested in Public Participation please email your full name and questions or comments to cstream@cslibrary.org. They will be read aloud during the Public Participation portion of the meeting. *The recording of the meeting will be posted on the Library's website.*

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

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

1. WELCOME AND CALL TO ORDER – Nadia Sheikh, President
2. PLEDGE TO THE FLAG
3. ROLL CALL – Mansi Patel, Secretary
4. RECOGNITION OF GUESTS AND ANNOUNCEMENTS – Nadia Sheikh
 - 4.1 Library Staff Annual Anniversary Recognition
 - 4.2 Video Presentation: “The Story of Martin Luther King Jr.” by Kid President
 - 4.3 World Hijab Day, February 1, 2021
 - 4.4 Glenbard Parent Series: Uplifting All Children to Cultivate Critical Wellness: Race and Culture Matter, Thursday, February 25
5. PUBLIC PARTICIPATION – Nadia Sheikh
6. ADOPTION OF THE CONSENT AGENDA – Nadia Sheikh
7. APPROVAL OF MINUTES
 - 7.3 Minutes of the Regular Board Meeting of December 16, 2020
8. MONTHLY REPORTS OF THE TREASURER – Nancy Olson
 - 8.1 Accept the Monthly Financial Statements of the Treasurer for the Period Ending December 31, 2020
9. BOARD AND COMMITTEE REPORTS
 - 9.1 Report from the President, Nadia Sheikh
 - 9.2 Report from the Vice President, Dr. Bonita Berryman-Gilliam
 - 9.3 Board Committee Reports-Committee Chairs
 - 9.3.1 Human Resources Committee – Dr. Bonita Berryman-Gilliam

9.3.2 Facilities Committee - David Larimer

9.3.3 Finance Committee – Justin Lynch

10. NEW BUSINESS

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

10.2 Recommendation, Re: Approval of Staff Compensation Adjustments

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

11. DISBURSEMENTS

11.1 Approval of Disbursements of December 1-31, 2020 plus the Addendum for the Meeting of January 20, 2021

12. REPORT OF THE LIBRARY DIRECTOR, Susan Westgate

13. MONTHLY STAFF REPORTS

13.1 Assistant Director's Report, Mary Clemens

13.2 Adult Services Report, Laura Hays

13.3 Youth Services Report, Amy Teske

13.4 Circulation Department, Jeri Cain

13.5 Human Resources, Mary Pellico

13.6 Marketing, Allison Porch

13.7 Information Technology

14. UNFINISHED BUSINESS

None

15. BOARD DEVELOPMENT

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

16. BOARD MEMBER REPORTS

17. AGENDA BUILDING FOR THE NEXT LIBRARY BOARD MEETING

18. ADJOURN

Next Resolution: #293

Mansi Patel, Secretary
Board of Library Trustees

Dr. Tyrone Howard

Uplifting All Children to Cultivate Critical Wellness: Race and Culture Matter

Thu, Feb 25 @ 7:00 pm - 8:30 pm | Free

This event will be presented virtually. Use the link below to log in from your computer, phone, or tablet for this engaging event. Participants' cameras and microphones will be disabled during the speaker's presentation and slideshow. Questions may be submitted ahead of time to Gilda Ross, Glenbard District 87 student and community projects coordinator, at gilda_ross@glenbard.org (mailto:gilda_ross@glenbard.org).



The link to join the webinar is at <https://www.cod.edu/GPS> (<https://www.cod.edu/GPS>).

All students deserve our best – and especially those who experience racial inequity, toxic stressors, cultural invalidation, homelessness, and other major life-traumas. Today's students deserve adults who understand that student-learning will not be maximized until student social emotional wellness is prioritized. Yet inequities abound, and the most vulnerable students who most need resources are often the least likely to receive such support.

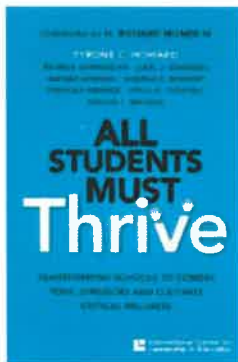
Here is a multilayered approach to think across racial and cultural differences to create an inclusive, affirming, respectful environment that supports students and their families holistically. We will focus on the psychological factors that influence the learning process and learn how to best demonstrate to young people that they do matter, and that they can thrive and reach their full potential.

Professor Tyrone C. Howard is a Professor of Education in the Graduate School of Education and Information Studies and the Associate Dean for Equity, Diversity & Inclusion at UCLA. He is also the Director and Founder of the Black Male Institute at UCLA. His bestsellers include Race, Culture, and the Achievement Gap, Black Male(d): Peril and Promise in the Education of African American Males, and All Students Must Thrive –Transforming Schools to Combat Toxic Stressors and Cultivate critical wellness. Dr. Howard is considered one of the foremost experts on race, equity, access and education and the recipient of multiple teaching and research honors.

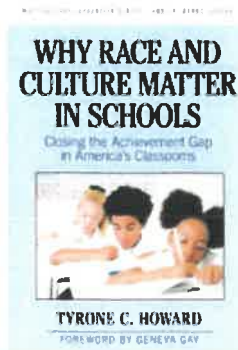
Additional support for this program comes from Northwestern Medicine Community Affairs.

Take 5: Parent Preview – Dr. Tyrone Howard Equity, Diversity & Inclusion: ALL Students Must Thrive (https://youtu.be/V6Zuk_zyrWs)

Web site for Black Male Institute [HERE](http://blackmaleinstitute.org/) (<http://blackmaleinstitute.org/>)



(<http://www.glenbardgps.org/wp-content/uploads/2020/03/all-students-must-thrive-Howard.jpg>)



(<http://www.glenbardgps.org/wp-content/uploads/2020/03/why-race-and-culture-matter-in-schools-Howard.jpg>)

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

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

DATE: December 16, 2020

TIME: 7:00 p.m.

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

1. Welcome and Call to Order

President Sheikh called the meeting to order at 7:05 p.m.

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

3. Roll Call

Director Westgate called the Roll.

Present: Trustees Jourdan, Larimer, Lynch, Olson, Berryman-Gilliam and Sheikh. Trustee Patel arrived at 7:13 p.m.

Absent: None

Also Present: Director Susan Westgate, Assistant Director Mary Clemens, Adult Services Manager Laura Hays, Circulation Manager Jeri Cain, Youth Services Manager Amy Teske, Human Resources Manager Mary Pellico

4. RECOGNITION OF GUESTS AND ANNOUNCEMENTS-Nadia Sheikh

4.1 Hanukkah Celebrated December 10-December 18, 2020

4.2 Kwanzaa Celebrated December 26, 2020-January 1, 2021

4.3 American Library Association: Request for Congress to Include COVID Relief Funding for Libraries

4.4 Tele-Town Hall on COVID-19 Hosted by Congressman Sean Casten, December 15, 2020

5. PUBLIC PARTICIPATION – None

6. CONSENT AGENDA

Trustee Olson moved and Trustee Berryman-Gilliam seconded the establishment of a Consent Agenda for the Regular Meeting of December 16, 2020. Motion approved.

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

Nays 0

Absent..... None

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

Ayes 7 Trustees Jourdan, Larimer, Lynch, Olson, Patel, Berryman-Gilliam and Sheikh
Nays 0
Absent..... None

- 6.1 Minutes of the Regular Board Meeting of November 18, 2020
- 6.2 Accept the Monthly Financial Statements of the Treasurer for the Period Ending November 30, 2020
- 6.3 Report from the President, Nadia Sheikh-None
- 6.4 Report from the Vice President, Dr. Bonita Berryman-Gilliam-None
- 6.5 Human Resources Committee Report-Bonita Berryman Gilliam-None
- 6.6 Facilities Committee Report - David Larimer-None
- 6.7 Finance Committee Report – Justin Lynch-None
- 6.8 Recommendation, Re: Approval of Library Closing on Saturday, January 2, 2021
- 6.9 Recommendation, Re: Approval of Carol Stream Public Library Pay Grade Structure Update, effective January 1, 2021
- 6.10 Recommendation, Re: Approval of Revisions to Job Descriptions-Circulation Clerk and Circulation Coordinator
- 6.11 Recommendation, Re: Approval of Personnel Policy 314A, Emergency Paid Sick Leave Due to Covid-19
- 6.12 Approval of Disbursements of November 1-30, 2020 plus the Addendum for the Meeting of December 16, 2020
- 6.13 Adult Services Report, Laura Hays
- 6.14 Youth Services Report, Amy Teske
- 6.15 Human Resources, Mary Pellico
- 6.16 Marketing, Allison Porch
- 6.17 RAILS Online Roundtable: Trustee Update 2021, January 20, 2021

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

Ayes 7 Trustees Jourdan, Larimer, Lynch, Olson, Patel, Berryman-Gilliam and Sheikh
Nays 0
Absent..... None

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

Recommendation, Re: Approval of Carol Stream Public Library Pay Grade Structure Update, effective January 1, 2021

Background information:

It is recommended by HR Source, the Library’s Human Resources consulting firm, to adjust the current paygrade structure by an increase of 1.7%, which is based upon the Library industry. The Library has adjusted the minimum hourly rate of Pay Grades 1 and 2 to \$11.00 to reflect the minimum wage of \$11.00 per hour

that will be effective on January 1, 2021. The minimum wage will be increasing each year by \$1.00 per hour on January 1 through 2025 until it reaches a minimum wage of \$15.00 per hour.

Recommendation, Re: Approval of Revisions to Job Descriptions-Circulation Clerk and Circulation Coordinator
Background information:

Now that the Library will be providing curbside services going forward, revisions to these job descriptions were necessary to reflect this new duty.

Recommendation, Re: Approval of Personnel Policy 314A, Emergency Paid Sick Leave Due to Covid-19
Background information:

The Families First Coronavirus Response Act (FFCRA), which provides emergency sick leave for qualifying COVID-19-related reasons is set to expire on December 31, 2020. The purpose of this policy is to provide eligible employees with Emergency Paid Sick Leave (EPSL) for COVID-19-related reasons upon the expiration of FFCRA. If approved, this policy would take effect on January 1, 2021 and would expire on June 30, 2021. This date could be changed at any time prior to that date depending on the public health situation. Human Resources and Administration feel that it is important to extend the paid leave for COVID-19 related reasons as the country and state will continue to be in pandemic environment for an additional six months or more.

Approval of Disbursements

The Library Board of Trustees approved the disbursements for the period November 1, 2020 to November 30, 2020, plus the Addendum for the meeting of December 16, 2020 in the amount of \$188,118.10.

8. NEW BUSINESS

8.1 Presentation: Special Needs Review for the Carol Stream Public Library, Trustee Jourdan

Background information:

Trustee Jourdan presented a PowerPoint outlining his recommendation for the Library to perform a “Special Needs Review” of the Library. Things to consider when conducting the review are What are the community needs; Numbers vs Space vs Cost vs Effectiveness; Greatest impact with the greatest needs. He researched three Chicago area libraries to see what practices they had in place to accommodate community members with special needs. He would like the Board to consider having Library staff do an analysis of the Carol Stream Library and what current practices are in place and where possible improvements could be made. Following the review, the staff can prepare a report of their findings and any recommendations. He stated that a timeline of six-months be used to complete this process.

8.2 Recommendation, Re: Formation of an Equity, Diversity and Inclusion (EDI) Committee

Trustee Lynch moved and Trustee Jourdan seconded that the Carol Stream Public Library Board of Trustees form an Equity, Diversity and Inclusion (EDI) Committee. Motion approved.

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

Nays 0

Absent..... None

8.3 Recommendation, Re: Nomination of EDI Committee Chair

President Sheikh nominated Vice-President Berryman-Gilliam as Committee Chair for the newly formed EDI Committee. Trustee Patel stated that she would like to self-nominate herself as a potential Committee Chair. The Trustees did a straw poll via email to Director Westgate. Trustee Patel received the majority of the votes.

President Sheikh requested that a roll call vote for the nomination be taken.

Trustee Lynch moved and Trustee Olson seconded that Trustee Patel be nominated for the EDI Committee Chair position. Motion approved.

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

Nays 1 Trustee Sheikh

Absent..... None

President Sheikh requested that the Director contact the Library's attorney to determine if Trustee Patel's new role as the EDI Committee Chair was a conflict of interest. Trustee Patel is a member of an EDI initiative at her place of employment.

8.4 Report of the Library Director, Susan Westgate

Trustee Lynch stated that he thought it was nice that Director Westgate is working with a sustainable earth scape company to develop the north lot to be predominately populated by native and natural plants over the next several years.

8.5 Assistant Director's report, Mary Clemens

Trustee Lynch asked Assistant Director Clemens what had triggered the building alarm on Thanksgiving Day. She stated that a mother and her children had ignored the security alarm signage and had opened the patio gates to enter the patio during a library closure, triggering the alarm.

8.6 Circulation Department, Jeri Cain

Trustee Lynch inquired how the new software features from Unique Management is assisting Circulation. Circulation Manager Cain stated that it provides data for the Library's curbside service usage in 30-minute increments, providing her with accurate and timely information that she is then able to utilize to optimally staff the department based upon traffic patterns throughout the day.

8.7 Information Technology

Trustee Larimer inquired if the Library had enough server space to adequately accommodate the additional security cameras that were installed. Director Westgate stated that the cameras are on their own dedicated servers. An additional security camera server was added for the new cameras that were installed as part of the renovation project. There is still adequate space upon the additional new server to accommodate several additional cameras if a further need is identified in the future.

8.8 ILA Legislative Update

President Sheikh stated that she would like the Library to submit something about the Carol Stream Library to the RAILS's "My Library Is..." project. Director Westgate stated that she had been in communication with the Marketing Coordinator and after reviewing what the Library has been doing over the past year she determined that submitting something about the Library's Binge Box service and its success would be appropriate. She will develop a submission for the project.

9. ADJOURN

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

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

Nays 0

Absent..... None

Meeting adjourned at 8:18 p.m.

January 20, 2020

Date approved

Mansi Patel, Secretary for the Board of Library Trustees

**Carol Stream Public Library
Treasurer's Report
Month Ending December 31, 2020**

<u>FUND</u>	<u>BEGINNING BALANCE</u>	<u>CHANGE</u>	<u>ENDING BALANCE</u>
General	\$ 3,383,717.84	\$ (244,273.10)	\$ 3,139,444.74
Working Cash	50,894.12	7.98	50,902.10
FICA	158,068.10	(12,682.10)	145,386.00
IMRF	167,170.16	(20,893.12)	146,277.04
Liability Insurance	13,956.97	(270.04)	13,686.93
Audit	7,878.03	98.27	7,976.30
Capital Maintenance & Repair	1,570,733.31	(51,618.72)	1,519,114.59
Building Renovation Loan	<u>929.16</u>	<u>1,729.38</u>	<u>2,658.54</u>
TOTAL ALL FUNDS	<u>\$ 5,353,347.69</u>	<u>\$ (327,901.45)</u>	<u>\$ 5,025,446.24</u>

See attached for a schedule of cash and investments.

Nadia Sheikh, Board President 12/31/20

Nancy Olson, Board Treasurer 12/31/20

Susan Westgate, Library Director 12/31/20

**Carol Stream Public Library
Treasurer's Report
Month Ending December 31, 2020**

	<u>TYPE</u>	<u>CURRENT BALANCE</u>
WEST SUBURBAN BANK	CHECKING	\$ 196,741.20
WEST SUBURBAN BANK	PAYROLL	104,435.51
WEST SUBURBAN BANK-MONEY MARKET	INVESTMENT	1,409,045.03
ILLINOIS FUNDS-PRIME FUND	INVESTMENT	3,313,855.03
PROPAY	ELECTRONIC	230.95
CASH BANK	CASH DRAWER	<u>770.00</u>
	TOTAL	<u>\$ 5,025,077.72</u>

CAROL STREAM PUBLIC LIBRARY
FINANCIAL STATEMENTS AND SUPPLEMENTARY INFORMATION
DECEMBER 31, 2020

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Accountant's Compilation Report

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

Management is responsible for the accompanying financial statements of Carol Stream Public Library, which comprise the combined statements of assets, liabilities and fund balances - modified cash basis – all funds as of December 31, 2020 and November 30, 2020, and the related combined statements of revenues and expenses - modified cash basis – all funds for the month and year-to-date December 31, 2020, in accordance with the modified cash basis of accounting and for determining that the modified cash basis of accounting is an acceptable financial reporting framework. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

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

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

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

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

McClure, Inserra & Company, Chartered

January 7, 2021

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

	Dec 31, 20	Nov 30, 20	\$ Change
ASSETS			
Current Assets			
Checking/Savings			
10-1000 · Library Fund Cash			
10-1006 · WSB General Checking	196,741.20	136,633.90	60,107.30
10-1008 · WSB Payroll Account	104,435.51	101,200.23	3,235.28
10-1014 · Illinois Funds-Prime	3,313,855.03	3,313,591.93	263.10
10-1024 · WSB Money Market Acct	1,409,045.03	1,800,875.42	-391,830.39
10-1025 · ProPay	230.95	276.21	-45.26
10-1026 · Cash Bank	770.00	770.00	0.00
10-1090 · Allocated Cash-General Fund	-1,886,001.50	-1,969,629.85	83,628.35
Total 10-1000 · Library Fund Cash	3,139,076.22	3,383,717.84	-244,641.62
1190 · Allocated Cash-Fund Balances			
20-1090 · Allocated Cash-Working Cash Fd.	50,902.10	50,894.12	7.98
30-1190 · Allocated Cash-FICA Fund	145,386.00	158,068.10	-12,682.10
40-1090 · Allocated Cash-IMRF Fund	146,277.04	167,170.16	-20,893.12
50-1090 · Allocated Cash-Liability Fund	13,686.93	13,956.97	-270.04
60-1090 · Allocated Cash-Audit Fund	7,976.30	7,878.03	98.27
70-1090 · Allocated Cash-Capital R&M Fund	1,519,114.59	1,570,733.31	-51,618.72
80-1090 · Allocated Cash-Debt Service	2,658.54	929.16	1,729.38
Total 1190 · Allocated Cash-Fund Balances	1,886,001.50	1,969,629.85	-83,628.35
Total Checking/Savings	5,025,077.72	5,353,347.69	-328,269.97
Other Current Assets			
1250 · Deposit with Payroll Service	368.52	0.00	368.52
Total Other Current Assets	368.52	0.00	368.52
Total Current Assets	5,025,446.24	5,353,347.69	-327,901.45
TOTAL ASSETS	5,025,446.24	5,353,347.69	-327,901.45
LIABILITIES & EQUITY			
Equity			
2900 · Beginning Fund Balances			
10-2900 · Fund Balance-General Fund	1,839,539.10	1,839,539.10	0.00
20-2900 · Fund Balance-Working Cash	50,793.75	50,793.75	0.00
30-2900 · Fund Balance-FICA Fund	92,814.05	92,814.05	0.00
40-2900 · Fund Balance-IMRF Fund	111,844.94	111,844.94	0.00
50-2900 · Fund Balance-Liability	33,279.24	33,279.24	0.00
60-2900 · Fund Balance-Audit	6,618.51	6,618.51	0.00
70-2900 · Fund Balance-Capital R&M	2,108,519.03	2,108,519.03	0.00
80-2900 · Fund Balance-Debt Service	2,005.71	2,005.71	0.00
Total 2900 · Beginning Fund Balances	4,245,414.33	4,245,414.33	0.00
Net Income	780,031.91	1,107,933.36	-327,901.45
Total Equity	5,025,446.24	5,353,347.69	-327,901.45
TOTAL LIABILITIES & EQUITY	5,025,446.24	5,353,347.69	-327,901.45

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

	Dec 20	May - Dec 20	Annual Budget	% of Budget
Ordinary Income/Expense				
Income				
3000 · Property Taxes				
3001 · Property Tax Current	27,117.46	3,687,284.41	3,674,461.00	100.35%
3002 · Property Taxes Non-Current	0.00	0.00	5,000.00	0.0%
Total 3000 · Property Taxes	27,117.46	3,687,284.41	3,679,461.00	100.21%
3100 · PPR Taxes	5,057.85	28,948.39	40,000.00	72.37%
3200 · Interest Income				
3201 · Interest Income Taxes	0.00	0.00	1,500.00	0.0%
3202 · Interest Income Investments	666.85	9,057.17	34,100.00	26.56%
Total 3200 · Interest Income	666.85	9,057.17	35,600.00	25.44%
3300 · Patron Payments				
3301 · Fines & Fees	230.85	1,681.83	16,000.00	10.51%
3302 · Public Copy Payments	0.00	1,027.70	15,000.00	6.85%
3303 · Non-Resident Card Fees	0.00	0.00	3,000.00	0.0%
3304 · Sale Items	0.00	0.00	1,000.00	0.0%
Total 3300 · Patron Payments	230.85	2,709.53	35,000.00	7.74%
3400 · Donations	250.00	250.00	5,000.00	5.0%
3500 · Developer Contributions	0.00	0.00	2,000.00	0.0%
3600 · RBP/ILL Reimbursements	0.00	78.77	1,000.00	7.88%
3700 · Grants				
3701 · Per Capita Grants	0.00	49,638.75	49,600.00	100.08%
Total 3700 · Grants	0.00	49,638.75	49,600.00	100.08%
3800 · Other Income	300.00	313.76	9,000.00	3.49%
3900 · Reapprop of FY2019 due to COVID	0.00	150,000.00	150,000.00	0.0%
Total Income	33,623.01	3,778,280.78	4,006,661.00	94.3%
Gross Profit	33,623.01	3,778,280.78	4,006,661.00	94.3%
Expense				
5100 · Salaries				
5101 · Exempt Staff Salaries	67,162.80	405,657.32	689,000.00	58.88%
5102 · Non-Exempt Staff Salaries	124,093.46	771,807.36	1,317,000.00	58.6%
5103 · Custodial Salaries	8,282.97	50,431.45	83,000.00	60.76%
5105 · Professional Education	0.00	3,376.55	18,000.00	18.76%
5106 · Membership	0.00	2,281.73	4,000.00	57.04%
5107 · Life Insurance	149.28	1,181.03	2,000.00	59.05%
5108 · Health Insurance	15,432.05	137,353.48	250,000.00	54.94%
5109 · Benefits, other	25.00	200.00	2,500.00	8.0%
5110 · Trustee Development	0.00	1,057.46	3,000.00	35.25%
Total 5100 · Salaries	215,145.56	1,373,346.38	2,368,500.00	57.98%
5200 · Plant Maint.				
5201 · Supplies	215.86	12,141.22	21,000.00	57.82%
5202 · Maintenance/Repair	12.29	6,018.91	10,000.00	60.19%
5203 · Maintenance Contracts	3,129.00	25,430.94	43,000.00	59.14%
5204 · Landscape Maintenance/Snow Remo	1,024.00	6,471.00	17,000.00	38.07%
5205 · Furniture/Equipment	164.60	9,510.83	10,000.00	95.11%

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

	Dec 20	May - Dec 20	Annual Budget	% of Budget
5206 · Electric-Comm Edison	4,294.31	17,895.66	38,000.00	47.09%
5207 · Water/Sewer	561.76	3,620.48	8,000.00	45.26%
5208 · Insurance (Property)	0.00	9,929.00	12,000.00	82.74%
5200 · Plant Maint. - Other	0.00	-67.20		
Total 5200 · Plant Maint.	9,401.82	90,950.84	159,000.00	57.2%
5300 · Business Exp.				
5301 · Postage	0.00	1,528.10	8,000.00	19.1%
5302 · Office & Equipment Supplies	237.95	1,980.17	7,500.00	26.4%
5303 · Printing	0.00	84.96	5,000.00	1.7%
5304 · Equipment Leasing	1,404.12	12,816.41	22,000.00	58.26%
5305 · Mileage Reimbursement	4.03	136.11	3,000.00	4.54%
5306 · Legal Notices	0.00	503.70	700.00	71.96%
5308 · Business Phone	883.63	7,185.27	17,500.00	41.06%
5309 · Accounting Service	1,075.00	8,738.00	15,000.00	58.25%
5310 · Material Recovery Fees	0.00	0.00	1,000.00	0.0%
5311 · Payroll Service	671.55	4,147.81	7,500.00	55.3%
5312 · Attorney Fees	0.00	1,045.00	10,000.00	10.45%
5315 · Other Expenditures	0.00	16,418.29	23,000.00	71.38%
5317 · Bank & Credit Card Fees	0.00	39.95	100.00	39.95%
5319 · Security Service	337.54	337.54	25,000.00	1.35%
5320 · Donation Recd Expense	0.00	450.01		
5321 · Human Resources	811.55	5,499.55	10,500.00	52.38%
Total 5300 · Business Exp.	5,425.37	60,910.87	155,800.00	39.1%
5400 · Automat. & Dept. Oper.				
5401 · Automation Hardware	0.00	12,813.88	25,000.00	51.26%
5402 · ISP and Web page hosting	157.85	4,902.78	15,000.00	32.69%
5403 · Computer Software	0.00	6,991.15	35,000.00	19.98%
5404 · Tech Support & Repair	0.00	11,610.69	13,000.00	89.31%
5405 · Technical Services Supplies	123.75	1,653.36	5,000.00	33.07%
5406 · Circulation Supplies	25.98	3,235.27	3,000.00	107.84%
5408 · Tech Serv Online Resources	0.00	0.00	16,500.00	0.0%
5409 · RBP/ILL Expenses	0.00	158.69	700.00	22.67%
5410 · SWAN Consortium	0.00	23,430.50	47,000.00	49.85%
5411 · Village IT Services	7,882.12	62,048.40	96,000.00	64.63%
5400 · Automat. & Dept. Oper. - Other	0.00	-39.37		
Total 5400 · Automat. & Dept. Oper.	8,189.70	126,805.35	256,200.00	49.5%
5500 · Services				
5501 · Youth Services Programs	779.86	20,793.26	28,000.00	74.26%
5503 · Adult/Teen Programs	639.84	10,563.01	25,000.00	42.25%
5505 · Library Newsletter	1,876.32	13,877.73	47,000.00	29.53%
5509 · Library Publicity and Promotion	439.44	4,857.32	30,000.00	16.19%
5500 · Services - Other	0.00	57.00		
Total 5500 · Services	3,735.46	50,148.32	130,000.00	38.58%
5600 · Collection				
5601 · Youth Services Books	1,697.25	13,714.45	46,000.00	29.81%

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

	Dec 20	May - Dec 20	Annual Budget	% of Budget
5606 · Youth Services Media	650.68	7,084.90	22,000.00	32.2%
5630 · Adult Books	2,973.57	31,482.17	75,000.00	41.98%
5634 · Online Resources	18,175.84	20,788.47	35,000.00	59.4%
5635 · Magazines & Newspapers	56.94	10,495.48	12,000.00	87.46%
5637 · Adult Media	1,646.11	17,549.19	60,000.00	29.25%
5651 · Digital Media	6,289.25	58,663.50	80,000.00	73.33%
5652 · Grant/Award Expense	0.00	49,638.75	49,600.00	100.08%
Total 5600 · Collection	31,489.64	209,416.91	379,600.00	55.17%
6600 · Payroll Expenses				
6610 · FICA Expense	13,737.04	89,089.13	150,000.00	59.39%
6620 · Illinois Municipal Retirement F	22,164.95	136,354.63	200,000.00	68.18%
Total 6600 · Payroll Expenses	35,901.99	225,443.76	350,000.00	64.41%
6900 · Operating Xfers In (Out)				
6920 · Working Cash Fund	0.00	0.00	100.00	0.0%
Total 6900 · Operating Xfers In (Out)	0.00	0.00	100.00	0.0%
7101 · Liability Insurance	7,049.00	18,271.00	20,000.00	91.36%
7102 · Risk Management expense	0.00	1,761.20	4,000.00	44.03%
7103 · Unemployment Compensation Insur	-6,764.00	953.48	3,000.00	31.78%
7201 · Audit Expense	0.00	11,877.00	12,000.00	98.98%
7400 · Capital Expenditures				
7401 · Furniture	0.00	0.00	20,000.00	0.0%
7402 · Parking Lot Repair	0.00	6,246.49	12,000.00	52.05%
7403 · Building Repair	0.00	0.00	50,000.00	0.0%
7404 · Landscape	1,323.00	23,050.00	75,000.00	30.73%
7405 · Memorials	0.00	115.91	1,500.00	7.73%
7406 · Other Capital Expenditures	20,740.00	39,799.11	35,000.00	113.71%
Total 7400 · Capital Expenditures	22,063.00	69,211.51	193,500.00	35.77%
7500 · Special Capital Projects				
7504 · Light Bright Fixture	0.00	12,092.00		
7505 · Recover Partition Wall	0.00	0.00	15,000.00	0.0%
7506 · Office & Staff Room Door Wraps	0.00	0.00	10,000.00	0.0%
7507 · Computer Equipment	0.00	0.00	40,000.00	0.0%
7508 · Library Remodel 2019-20	29,886.92	509,999.24		
7509 · Security Camera Upgrades	0.00	2,600.00		
Total 7500 · Special Capital Projects	29,886.92	524,691.24	65,000.00	807.22%
Total Expense	361,524.46	2,763,787.86	4,096,700.00	67.46%
Net Ordinary Income	-327,901.45	1,014,492.92	-90,039.00	-1,126.73%
Other Income/Expense				
Other Expense				
8000 · Debt Repayment Expense	0.00	234,461.01	234,461.00	100.0%
Total Other Expense	0.00	234,461.01	234,461.00	100.0%
Net Other Income	0.00	-234,461.01	-234,461.00	100.0%
Net Income	-327,901.45	780,031.91	-324,500.00	-240.38%

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

	10-General Fund		20-Working Cash Fund		30-FICA Fund	
	Dec 20	May - Dec 20	Dec 20	May - Dec 20	Dec 20	May - Dec 20
Ordinary Income/Expense						
Income						
3000 · Property Taxes	22,986.81	3,125,620.62	0.00	0.00	1,040.36	141,463.07
3100 · PPR Taxes	5,057.85	28,948.39	0.00	0.00	0.00	0.00
3200 · Interest Income	288.94	3,924.49	7.98	108.35	14.58	198.01
3300 · Patron Payments	230.85	2,709.53	0.00	0.00	0.00	0.00
3400 · Donations	250.00	250.00	0.00	0.00	0.00	0.00
3600 · RBP/ILL Reimbursements	0.00	78.77	0.00	0.00	0.00	0.00
3700 · Grants	0.00	49,638.75	0.00	0.00	0.00	0.00
3800 · Other Income	300.00	313.76	0.00	0.00	0.00	0.00
Total Income	29,114.45	3,211,484.31	7.98	108.35	1,054.94	141,661.08
Gross Profit	29,114.45	3,211,484.31	7.98	108.35	1,054.94	141,661.08
Expense						
5100 · Salaries	215,145.56	1,373,346.38	0.00	0.00	0.00	0.00
5200 · Plant Maint.	9,401.82	90,950.84	0.00	0.00	0.00	0.00
5300 · Business Exp.	5,425.37	60,910.87	0.00	0.00	0.00	0.00
5400 · Automat. & Dept. Oper.	8,189.70	126,805.35	0.00	0.00	0.00	0.00
5500 · Services	3,735.46	50,148.32	0.00	0.00	0.00	0.00
5600 · Collection	31,489.64	209,416.91	0.00	0.00	0.00	0.00
6600 · Payroll Expenses	0.00	0.00	0.00	0.00	13,737.04	89,089.13
7101 · Liability Insurance	0.00	0.00	0.00	0.00	0.00	0.00
7102 · Risk Management expense	0.00	0.00	0.00	0.00	0.00	0.00
7103 · Unemployment Compensation Insur	0.00	0.00	0.00	0.00	0.00	0.00
7201 · Audit Expense	0.00	0.00	0.00	0.00	0.00	0.00
7400 · Capital Expenditures	0.00	0.00	0.00	0.00	0.00	0.00
7500 · Special Capital Projects	0.00	0.00	0.00	0.00	0.00	0.00
Total Expense	273,387.55	1,911,578.67	0.00	0.00	13,737.04	89,089.13
Net Ordinary Income	-244,273.10	1,299,905.64	7.98	108.35	-12,682.10	52,571.95

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

	10-General Fund		20-Working Cash Fund		30-FICA Fund	
	Dec 20	May - Dec 20	Dec 20	May - Dec 20	Dec 20	May - Dec 20
Other Income/Expense						
Other Expense						
8000 - Debt Repayment Expense	0.00	0.00	0.00	0.00	0.00	0.00
Total Other Expense	0.00	0.00	0.00	0.00	0.00	0.00
Net Other Income	0.00	0.00	0.00	0.00	0.00	0.00
Net Income	-244,273.10	1,299,905.64	7.98	108.35	-12,682.10	52,571.95

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

	40-IMRF Fund		50-Liability Fund		60-Audit Fund	
	Dec 20	May - Dec 20	Dec 20	May - Dec 20	Dec 20	May - Dec 20
Ordinary Income/Expense						
Income						
3000 · Property Taxes	1,254.26	170,548.11	9.73	1,322.37	97.23	13,220.67
3100 · PPR Taxes	0.00	0.00	0.00	0.00	0.00	0.00
3200 · Interest Income	17.57	238.62	5.23	71.00	1.04	14.12
3300 · Patron Payments	0.00	0.00	0.00	0.00	0.00	0.00
3400 · Donations	0.00	0.00	0.00	0.00	0.00	0.00
3600 · RBP/ILL Reimbursements	0.00	0.00	0.00	0.00	0.00	0.00
3700 · Grants	0.00	0.00	0.00	0.00	0.00	0.00
3800 · Other Income	0.00	0.00	0.00	0.00	0.00	0.00
Total Income	1,271.83	170,786.73	14.96	1,393.37	98.27	13,234.79
Gross Profit	1,271.83	170,786.73	14.96	1,393.37	98.27	13,234.79
Expense						
5100 · Salaries	0.00	0.00	0.00	0.00	0.00	0.00
5200 · Plant Maint.	0.00	0.00	0.00	0.00	0.00	0.00
5300 · Business Exp.	0.00	0.00	0.00	0.00	0.00	0.00
5400 · Automat. & Dept. Oper.	0.00	0.00	0.00	0.00	0.00	0.00
5500 · Services	0.00	0.00	0.00	0.00	0.00	0.00
5600 · Collection	0.00	0.00	0.00	0.00	0.00	0.00
6600 · Payroll Expenses	22,164.95	136,354.63	0.00	0.00	0.00	0.00
7101 · Liability Insurance	0.00	0.00	7,049.00	18,271.00	0.00	0.00
7102 · Risk Management expense	0.00	0.00	0.00	1,761.20	0.00	0.00
7103 · Unemployment Compensation Insur	0.00	0.00	-6,764.00	953.48	0.00	0.00
7201 · Audit Expense	0.00	0.00	0.00	0.00	0.00	11,877.00
7400 · Capital Expenditures	0.00	0.00	0.00	0.00	0.00	0.00
7500 · Special Capital Projects	0.00	0.00	0.00	0.00	0.00	0.00
Total Expense	22,164.95	136,354.63	285.00	20,985.68	0.00	11,877.00
Net Ordinary Income	-20,893.12	34,432.10	-270.04	-19,592.31	98.27	1,357.79

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

	40-IMRF Fund		50-Liability Fund		60-Audit Fund	
	Dec 20	May - Dec 20	Dec 20	May - Dec 20	Dec 20	May - Dec 20
Other Income/Expense						
Other Expense						
8000 - Debt Repayment Expense	0.00	0.00	0.00	0.00	0.00	0.00
Total Other Expense	0.00	0.00	0.00	0.00	0.00	0.00
Net Other Income	0.00	0.00	0.00	0.00	0.00	0.00
Net Income	<u>-20,893.12</u>	<u>34,432.10</u>	<u>-270.04</u>	<u>-19,592.31</u>	<u>98.27</u>	<u>1,357.79</u>

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

	70-Capital Maint. & Repair Fund		80-Debt Service		TOTAL	
	Dec 20	May - Dec 20	Dec 20	May - Dec 20	Dec 20	May - Dec 20
Ordinary Income/Expense						
Income						
3000 · Property Taxes	0.00	0.00	1,729.07	235,109.57	27,117.46	3,687,284.41
3100 · PPR Taxes	0.00	0.00	0.00	0.00	5,057.85	28,948.39
3200 · Interest Income	331.20	4,498.31	0.31	4.27	666.85	9,057.17
3300 · Patron Payments	0.00	0.00	0.00	0.00	230.85	2,709.53
3400 · Donations	0.00	0.00	0.00	0.00	250.00	250.00
3600 · RBP/ILL Reimbursements	0.00	0.00	0.00	0.00	0.00	78.77
3700 · Grants	0.00	0.00	0.00	0.00	0.00	49,638.75
3800 · Other Income	0.00	0.00	0.00	0.00	300.00	313.76
Total Income	331.20	4,498.31	1,729.38	235,113.84	33,623.01	3,778,280.78
Gross Profit	331.20	4,498.31	1,729.38	235,113.84	33,623.01	3,778,280.78
Expense						
5100 · Salaries	0.00	0.00	0.00	0.00	215,145.56	1,373,346.38
5200 · Plant Maint.	0.00	0.00	0.00	0.00	9,401.82	90,950.84
5300 · Business Exp.	0.00	0.00	0.00	0.00	5,425.37	60,910.87
5400 · Automat. & Dept. Oper.	0.00	0.00	0.00	0.00	8,189.70	126,805.35
5500 · Services	0.00	0.00	0.00	0.00	3,735.46	50,148.32
5600 · Collection	0.00	0.00	0.00	0.00	31,489.64	209,416.91
6600 · Payroll Expenses	0.00	0.00	0.00	0.00	35,901.99	225,443.76
7101 · Liability Insurance	0.00	0.00	0.00	0.00	7,049.00	18,271.00
7102 · Risk Management expense	0.00	0.00	0.00	0.00	0.00	1,761.20
7103 · Unemployment Compensation Insur	0.00	0.00	0.00	0.00	-6,764.00	953.48
7201 · Audit Expense	0.00	0.00	0.00	0.00	0.00	11,877.00
7400 · Capital Expenditures	22,063.00	69,211.51	0.00	0.00	22,063.00	69,211.51
7500 · Special Capital Projects	29,886.92	524,691.24	0.00	0.00	29,886.92	524,691.24
Total Expense	51,949.92	593,902.75	0.00	0.00	361,524.46	2,763,787.86
Net Ordinary Income	-51,618.72	-589,404.44	1,729.38	235,113.84	-327,901.45	1,014,492.92

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

	70-Capital Maint. & Repair Fund		80-Debt Service		TOTAL	
	Dec 20	May - Dec 20	Dec 20	May - Dec 20	Dec 20	May - Dec 20
Other Income/Expense						
Other Expense						
8000 - Debt Repayment Expense	0.00	0.00	0.00	234,461.01	0.00	234,461.01
Total Other Expense	0.00	0.00	0.00	234,461.01	0.00	234,461.01
Net Other Income	0.00	0.00	0.00	-234,461.01	0.00	-234,461.01
Net Income	-51,618.72	-589,404.44	1,729.38	652.83	-327,901.45	780,031.91

2021 Per Capita Grant

Summary

The 2021 Per Capita grant has one question on it and that is for each library to review the entire publication of the Serving Our Public 4.0 Standards for Illinois Public Libraries. This is a large task, but our Library is in good condition. Each of the chapter checklists is listed in this document. The items with a check mark are items we are good with. The items with an right arrow and highlighted in yellow are items I plan to work with the management team on to determine if we need to do better in that area. Some items included a **bolded comment** regarding our Library's current practice. The Per Capita grant is due to the Illinois State Library by March 15, 2021.

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

Illinois Public Library Core Standards

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Chapter 2 - Governance and Administration Checklist

- ✓ Library has an elected or appointed board of trustees.
- ✓ Library has a qualified library administrator.
- ✓ Library administrator files an *Illinois Public Library Annual Report (IPLAR)* with the Illinois State Library.
- ✓ Library administrator prepares monthly reports (including statistics) of operations and services for the board's review.
- ✓ Library administrator and/or library board treasurer prepares monthly fiscal reports for the board's review.
- ✓ Library has a mission statement and a long-range/strategic plan.

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

Chapter 3 - Personnel Checklist

- ✓ Library has a board-approved personnel policy.
- ✓ Library has staffing levels that are sufficient to carry out the library's mission.
- ✓ Library has job descriptions and a salary schedule for all library positions. The job descriptions and salary schedule are periodically reviewed and revised as needed.
- ✓ Library's hiring practices are in compliance with EEOC guidelines and the Americans with Disabilities Act.
- ✓ Library salaries and fringe benefits account for up to 70 percent of total operations budget. **Currently 68% of our budget.**
- ✓ Library gives each new employee a thorough orientation.
- ✓ Library evaluates staff annually.
- ✓ Library staff and administration attend local, regional, state, and national conferences as well as training workshops and seminars where feasible.
- ✓ Library provides staff access to library literature and other professional development materials.
- ✓ Public library trustees and administrators are aware of federal, state, and local statutes and regulations relevant to personnel administration.
- ✓ The library complies with state and federal laws that affect library operations.

Chapter 4 - Access Checklist

- ✓ The library provides the right amount of space of the right kind to meet the provisions of its long-range/strategic plan.
- ✓ At least once every five years, the board directs a review of the library's long-term space needs.
- ✓ The staff are familiar with the requirements contained in the *Americans with Disabilities Act* (ADA) and work to address deficiencies in order to provide universal access to all patrons.
- ✓ The library, including branches or other service points, is located at a site that is determined to be most convenient for the community.
- ✓ The library provides adequate, safe, well-lighted, and convenient parking during all hours of service.
- ✓ The library has the minimum required number of parking spaces.
- ✓ The library's entrance is easily identified, clearly visible, and well lighted.
- ✓ The library has an identifying sign clearly visible from the street. Additional signs guide users from arterial streets to the library.
- ✓ The library has adequate internal signage.
- ✓ The library's lighting levels comply with lighting standards.
- ✓ All signage is in compliance with applicable federal, state, and local regulations.
- ✓ The library building supports the implementation of current and future telecommunications and electronic information technologies.
- ✓ The library has sturdy and comfortable furnishings in sufficient quantity to meet user needs.
- ✓ Space is allocated for child and family use with furniture and equipment designed for use by children.

- ✓ The library has enough shelving and other types of display and storage to provide patrons with easy access to all materials.

Chapter 5 – Building Infrastructure and Maintenance

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

Ongoing Building Maintenance Checklist

1. The library building should be maintained in a clean and sanitary condition at all times. Cleaning schedule can depend on frequency of use and other factors.
2. Elevators should be maintained at least annually, and should comply with applicable codes for safety. **NOT APPLICABLE**
3. Roofs should be maintained at least twice a year or more frequently if required by the warranty. Additional inspection and maintenance work should be performed after every occasion where a contractor performs work on the roof (e.g., a rooftop chiller is replaced).
4. The building facade should be inspected once a year.
5. Parking lot resealing and restriping should be performed every one to three years. **Performed annually.**
6. HVAC systems should be inspected and maintained at least twice a year (before summer and winter). **We have a Monthly HVAC Maintenance Contract.**
7. Alarm system should be checked for proper operation at least once a year.
8. Lighting should be inspected and replaced at least once every three months, unless they are inspected on a regular basis by the building staff. In some cases, defective lights must be replaced immediately. This includes exit lights, parking lot lights, and building exterior lights. **The majority of our lights are LED and do not require to be replaced as often.**
9. Emergency lighting should be checked once a month.
10. Sprinkler systems should be inspected as required by code, but at least once per year.
11. Automatic doors should be inspected, adjusted and lubricated as required by code, but at least once every 6 months. Such doors may require more frequent work depending on traffic.
12. Plumbing—Toilets, domestic water heater, and faucets: These systems should be maintained at least twice per year, including rodding of drain lines. Many components such as toilets may require maintenance on an as-needed basis. Sump pumps and back-up systems should be checked more frequently.
13. Landscaping should be maintained weekly during season, and at least twice per year for cleanup, trimming, etc.
14. Landscaping sprinklers should be checked and maintained twice a year.
15. Carpet mats should be vacuumed on a regular basis, and shampooed at least once per year. Worn, loose, or torn carpeting should be replaced on an as-needed basis.
16. Hard surface flooring should receive thorough cleaning and/or polishing once per year.
17. Window cleaning should be performed at least once per year.
18. Parking garages should be inspected and cleaned on an annual basis. Cleaning should include power washing to remove salt and other deposits. **NOT APPLICABLE**
19. Other unique features, such as fountains, fireplaces, indoor planters, etc. should also be maintained on an as-required basis.
20. Emergence generators should be checked for proper operation every week, and serviced as required by manufacturer. **NOT APPLICABLE**
21. Snow removal should be performed on an as-needed basis (either self-performed or contracted).
22. Egress paths should be checked once a month to ensure they are maintained open and free of obstructions.
23. Electrical and mechanical rooms should be checked twice per year to ensure they are kept clean and clear of obstructions to reach the equipment.

Building Periodic Repair Checklist

1. Tuck pointing of masonry: On an as-needed basis.
2. Sealant repairs (window perimeters, masonry joints, etc.): On a three-to-five-year interval.
3. Interior painting and wall coverings: On an as-needed basis.
4. Exterior painting including steel members that may corrode such as railings, etc.: Typically, once every three to five years.
5. Wood and trim components: On an as-needed basis.
6. Exterior and Interior Signage: Evaluate the appropriateness and condition of your signage once a year.
7. Windows: Replace broken seals broken glass, caulking and glazing as needed.

8. Parking lot: Perform patching, sidewalk repairs such as mud jacking, curb repairs, etc. as needed.
9. Landscaping: Inspect trees and sod replacement every one to two years. **Done annually.**
10. Graffiti removal: Perform on an as-needed basis.
11. Fencing repairs and painting: Perform on an as-needed basis. Painting is typically required every three to five years. **Fence replaced 2020**
12. Hardware: Items such as door knobs, locks, etc. should be repaired on an as-needed basis.

Capital Project Checklist

1. *Warranties and professional consultation should determine capital project items.
2. Parking lot reconstruction (not routine sealing) **Parking lot redone 2016.**
3. Re-roofing **Roof replaced in 2010.**
4. Window replacement
5. HVAC equipment replacement
6. Lighting replacements and upgrades
7. Building additions
8. Interior remodeling (carpeting, walls, furnishings, etc.) **Completed 2020**
9. Utility infrastructure including electrical feeds, cabling, fiber optics, generators, IT infrastructure, technology upgrades L
Major facade repairs
10. Major code upgrades

Capital Asset Plan Item List

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

Building structure

1. Site elements such as parking lots, paving, site furnishings and signs
2. HVAC systems
3. Plumbing
4. Elevators **NOT APPLICABLE**
5. Building envelope including facade, windows, and roofs L Furnishings
6. **Environmentally Friendly Components**
7. *The best time to upgrade for energy code conformance is when a library does replacement of library systems.
8. Roof
9. Mechanical systems
10. Windows
11. Library façade repair or replacement
12. Lighting/LED
13. Low-flow/water saving

Chapter 6 - Safety Checklist

- ✓ The library provides a list of emergency call numbers at all staff phones in the library.
- ✓ The library has a floor plan that shows entrances, exits, location of emergency supplies, fire alarms, and fire extinguishers.
- ✓ The library has an emergency manual and disaster plan. **Needs to be reviewed.**
- ✓ The library provides emergency training for staff, including fire and tornado drills, use of fire extinguishers, and location of the first aid kit, **NARCANO kit**, and an automated external defibrillator.
- ✓ The library provides a call list and contact information that is reviewed biannually.
- ✓ Emergency medical supplies are stored in a designated location and are accessible to staff.
- ✓ Emergency equipment such as electric, gas and water switches, fire extinguishers, and fire alarms are noted on a library floor plan and are tested biannually.
- A prioritization list shows what should be salvaged in order of importance. **Needs to be developed.**
- A building safety checklist includes daily, weekly, quarterly, semi-annual, and annual safety procedures. **Needs to be developed.**
- ✓ A procedure exists for letting staff know when it is unsafe to enter the building.
- ✓ The library has a designated tornado shelter.
- ✓ Emergency exits and evacuation routes out of the library and to the tornado shelter are clearly marked. Fire extinguishers are clearly marked.
- ✓ The library provides adequate security for staff, users, and collections.

- ✓ The library has a strong relationship with local police and community safety personnel and communicates with them on a regular basis about safety issues affecting the library.
- ✓ At least two people (one of whom may be a volunteer) shall be on duty during all open hours of operation.
- ✓ Copies of the emergency manual and disaster plan are provided to community safety personnel. **Need to follow up with Village and Fire District to verify they have a copy.**

Chapter 7 - Collection Management Checklist

- ✓ The library board of trustees ensures that the library has a publicly funded budget to purchase materials.
- ✓ The minimum annual expenditure for materials for any size library should be a minimum of 8 to 12 percent of the operating budget. **The Library's budget for the Collection is 11%.**
- ✓ Library budgets should put priority on purchasing materials that best serve their community.
- ✓ The library has a written collection development policy approved by the board.
- ✓ Materials are cataloged according to standard library practices utilizing MARC 21, AACR2 Rules, Sears/LC subject headings, and RDA.
- ✓ Library collections are evaluated annually to measure the effectiveness of community use of the collection and weeded if deemed appropriate.
- ✓ The library considers forming a cooperative collection plan with other libraries in close proximity to one another.
- ✓ The library strives to complement its print collection by purchasing electronic materials and making them available to patrons through a variety of methods.
- ✓ The library publicizes and promotes interlibrary loan to its patrons.
- ✓ Library staff is trained in and follows policies and procedures related to the ILLINET *Interlibrary Loan Code* and the ALA *Interlibrary Loan Code*. Libraries agree to be responsible borrowers and lenders.

Chapter 8 – System Member Responsibilities and Resource Sharing Checklist

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

Chapter 9 Reference Service Checklist

- ✓ All basic services are available when the library is open.
- ✓ The library has a reference service policy.
- ✓ The library provides staff trained in reference service to meet the needs of patrons who have challenges with disabilities, language, and literacy.
- ✓ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- ✓ The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
- ✓ The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
- ✓ The library provides easy access to accurate and up-to-date community information.
- ✓ The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.

- ✓ The library provides access to local ordinances or codes of all municipalities within its service boundaries.
- ✓ The library provides access to local and state maps. **Available online.**
- ✓ The library provides access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings. **Available online.**
- ✓ The library provides voter information, including precinct boundaries and location of polling places. **Available online.**
- ✓ The library provides information about local history and events. **Available online.**
- ✓ The library has at least one current reference resource for each subject area.
- ✓ Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
- ✓ Staff members are encouraged to attend at least one relevant continuing education event each year.
- ✓ The library evaluates its reference service on an annual basis. **Ongoing process.**

Reader's Advisory Service Checklist

- ✓ All basic services are available when the library is open.
- ✓ The library has competently trained staff that has thorough knowledge of popular authors and titles.
- ✓ The library maintains a well-rounded collection of both fiction and nonfiction titles.
- ✓ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.
- ✓ The library maintains a basic collection of reader's advisory reference materials.
- ✓ All staff members attend at least one relevant continuing education event each year.
- ✓ Staff members who are responsible for reader's advisory service in their library join at least one community organization, club, or council.
- ✓ Staff members who are responsible for reader's advisory service in their library attend at least one workshop, reading roundtable, or continuing education event.
- ✓ The library accepts and responds to reader's advisory requests received in person, on the phone, or electronically.

Chapter 10 - Programming Checklist

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

Chapter 11 - Youth/Young Adult Services Checklist

- ✓ All basic youth services are available when the library is open.
- ✓ The library provides staff trained in serving youth.
- The library has policies towards serving youth which it reviews at least every two years, and youth staff have input in these policy revisions and creations.

- ✓ The library actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere for all patrons.
- The library provides staff trained in assisting youth with disabilities, language, and literacy barriers.
- The library provides staff trained to assist youth with adaptive equipment and software as needed to for accessibility of resources.
- ✓ The library strives to eliminate barriers of service for youth, including regularly reviewing any content restrictions, library card requirements, and Internet policies.
- ✓ The library regularly, and at least annually, evaluates its services for youth with regard to popularity, effectiveness, accuracy, timeliness, and patron ease. The library seeks input from staff serving youth—as well as the community—regarding these services.
- ✓ The library provides programming for youth which is developmentally appropriate and meets the needs of the community.
- ✓ The library's programming is designed to reflect the needs and interests of youth in the community.
- ✓ Library programs are provided free of charge or on a cost-recovery basis.
- ✓ The library makes provisions that enable persons with disabilities to attend programming, and lists these provisions with other programming information.
- ✓ The library considers community demographics, special populations, and the availability of resources from social, cultural, and recreational organizations in the community when planning and evaluating library services for youth.
- ✓ The library strives to partner with youth-facing organizations in the community.
- ✓ The library provides youth with research and information literacy instruction through tours, training sessions, and one-on-one interactions.
- ✓ The library has staff who have knowledge of popular authors, titles, and resources to provide these services.
- ✓ Youth staff have access to a telephone and computer to receive and respond to requests for information and to contact other agencies.
- ✓ Youth staff responsible for collection management have access to review journals and tools specifically targeting youth materials.
- ✓ The library includes at least one current resource created and intended for youth for each subject area. Electronic resources also fulfill this requirement.
- ✓ The library provides computer access for all youth, and provides guidance on digital literacy and technology use to youth.
- ✓ The library provides outreach services towards youth to increase awareness of services, attract new users, and reach underserved populations.
- ✓ The library strives to partner with and support local schools, including private schools and homeschoolers.
- ✓ Staff members are encouraged to attend as many continuing education workshops and events as possible to stay current on trends and best practices for serving youth.
- ✓ The library provides a space specifically for use by children and families.
 - ✓ The shelving used for housing children's materials is appropriately sized to allow for easier access.
 - ✓ The library provides early literacy programming, including regular story time, for children and families.
 - ✓ The library provides programming which facilitates play and fun for children and families.
 - ✓ The library provides toys and interactive materials for use in the library, during programs, and/or at home that facilitate play, fun, and imagination.
 - ✓ The library provides a summer reading opportunity to encourage reading and learning during the summer.
 - ✓ The library provides a welcoming environment for young adults both individually and in groups.
 - ✓ The library provides developmentally appropriate programming for young adults that encourage self-identity and positive interactions while providing opportunities to socialize and have fun.
 - ✓ The library provides materials both physical and digital for young adults that are intended for them.
 - ✓ The library partners with young adults in the community to provide opportunities for leadership such as a young adult (or teen) advisory board, volunteer group, or other formal or informal opportunities.

Chapter 12 - Technology Checklist

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

The library has:

- ✓ a telephone, with a listing in the phone book;

- ✓ a telephone voice mail and/or answering machine;
- ✓ a fax and/or scanner;
- ✓ a photocopier;
- ✓ effective Internet access with sufficient capacity to meet the needs of both the staff and the public;
- ✓ library and/or departmental email accounts for patron communication with the library (the library email account is reviewed and responded to during library hours);
- ✓ an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
- ✓ up-to-date computers for staff and public access with sufficient capacity to meet needs;
- ✓ up-to-date printers for staff and public access with sufficient capacity to meet needs;
- ✓ up-to-date antivirus and Internet security software protection installed on every library computer;
- ✓ up-to-date Internet browsers, web applications, and plug-ins;
- ✓ a valid email address, accessible via the library's website, for the library administrator; and
- ✓ a website that includes basic library information such as hours, location, contact, official name of library, and content required by the *Open Meetings Act*.
- ✓ The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis.
- ✓ The wait time for patron workstations does not exceed 15 to 30 minutes.
- ✓ The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness.

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

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

The library staff must be:

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

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

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

- ✓ regional library system consortial web-based catalogs;
 - the CARLI academic library catalog (I-Share)
 - ✓ Illinois State Library-sponsored databases/e-resources; • other electronic collections as available; and
- virtual reference service.

- ✓ As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.
- ✓ The library has a board-adopted Internet acceptable use policy.
- ✓ The Internet acceptable use policy is reviewed annually.
- ✓ The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.
- ✓ The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.
- ✓ The library develops and updates, at regular intervals, a long-range/strategic plan for its future technology needs. The plan is based on community needs and priorities.
- ✓ The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies and service enhancements including but not limited to:
 - ✓ wireless access (Wi-Fi);
 - ✓ Internet connectivity upgrades sufficient for patron and staff use;
 - ✓ networking (local area vs. wide area);
 - ✓ library Intranet;

- ✓ an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, is mobile compatible, and is interactive;
- ✓ patron self-checkout functionality;
- ✓ new technologies/potential services; for example, social networking, makerspace, and mobile apps;
- ✓ current and functional meeting room technology;
- adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and
- ✓ ongoing staff continuing education/training related to all aspects of technological services.
- ✓ The library protects the integrity, safety, and security of its technological environment.
- ✓ The library's automated catalog and its components comply with current state, national, and international standards.
- ✓ The library is aware of E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC).

Chapter 13 Marketing, Promotion, and Collaboration Checklist

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

Carol Stream Public Library
Expenses by Vendor Detail

December 2020

Date	Num	Memo	Account	Amount
Access One, Inc.				
12/09/2020		Inv. #4770878	5308 · Business Phone	-883.63
				-883.63
Total Access One, Inc.				
Allied Universal Security Services				
12/11/2020		Inv. #10713066	5319 · Security Service	-337.54
				-337.54
Total Allied Universal Security Services				
AMAZON/SYNCB				
12/17/2020		Inv. #494484464767	5503 · Adult/Teen Programs	-66.35
12/17/2020		Inv. #847893845679	5406 · Circulation Supplies	-25.98
12/17/2020		Inv. #988633766896	5503 · Adult/Teen Programs	-186.61
12/17/2020		Inv. #437497594498	5205 · Furniture/Equipment	-22.00
12/17/2020		Inv. #437497594498	5302 · Office & Equipment Supplies	-14.98
12/17/2020		Inv. #556444568383	5501 · Youth Services Programs	-108.89
12/17/2020		Inv. #536769974797	5501 · Youth Services Programs	-48.93
12/17/2020		Inv. #454699883863	5205 · Furniture/Equipment	-26.84
12/17/2020		Inv. #493558447456	5201 · Supplies	-27.42
12/17/2020		Inv. #648443375558	5501 · Youth Services Programs	-136.60
12/17/2020		Inv. #444336765764	5503 · Adult/Teen Programs	-96.89
12/17/2020		Inv. #475879957763	5630 · Adult Books	-25.94
12/17/2020		Inv. #455567537343	5501 · Youth Services Programs	-53.76
12/17/2020		Inv. #435634478463	5501 · Youth Services Programs	-103.60
12/17/2020		Inv. #654596647553	5501 · Youth Services Programs	-137.49
12/17/2020		Inv. #539483833455	5405 · Technical Services Supplies	-11.49
12/17/2020		Inv. #933774466957	5501 · Youth Services Programs	-6.98
12/17/2020		Inv. #448977696965	5201 · Supplies	-289.50
12/17/2020		Credit Refund #898787583444	5201 · Supplies	169.43
				-1,220.82
Total AMAZON/SYNCB				
Background Resources, Inc.				
12/09/2020		Inv. #18977	5321 · Human Resources	-20.00
				-20.00
Total Background Resources, Inc.				
Baker & Taylor				
12/11/2020		Several invoices	5501 · Youth Services Programs	-40.09
12/11/2020		Several invoices	5601 · Youth Services Books	-1,584.83

Carol Stream Public Library Expenses by Vendor Detail

December 2020

	Date	Num	Memo	Account	Amount
Total Baker & Taylor	12/11/2020		Several invoices	5630 · Adult Books	-2,731.73
CCH Inc.					-4,356.65
Total CCH Inc.	12/09/2020		Inv. #4804989884	5630 · Adult Books	-187.41
Central Technology, Inc.	12/15/2020		Inv. #1577	5509 · Library Publicity and Promotion	-251.64
Total Central Technology, Inc.					-251.64
Comcast	12/09/2020		12/2-01/01/2021	5402 · ISP and Web page hosting	-157.85
Total Comcast					-157.85
ComEd	12/09/2020		10/15-11/16/2020	5206 · Electric-Comm Edison	-4,294.31
Total ComEd					-4,294.31
Complete Cleaning Co., Inc.	12/09/2020		Inv. #C15855	5203 · Maintenance Contracts	-1,810.00
Total Complete Cleaning Co., Inc.					-1,810.00
Creekside Printing	12/09/2020		Inv. #2020	5505 · Library Newsletter	-1,876.32
Total Creekside Printing					-1,876.32
Fay, Tamara K.	12/09/2020		Inv. #CSPL_WIL_Virt	5503 · Adult/Teen Programs	-200.00
Total Fay, Tamara K.					-200.00
Findaway World, LLC	12/09/2020		Inv. #334646	5405 · Technical Services Supplies	-93.10
Total Findaway World, LLC					-93.10
Frederick Quinn Corporation (FQC)	12/09/2020		Inv. #334988	5637 · Adult Media	-251.63
Total Frederick Quinn Corporation (FQC)					-251.63
Gale/Cengage Learning Inc.	12/09/2020		Inv. #334988	5606 · Youth Services Media	-150.19
Total Gale/Cengage Learning Inc.					-150.19
Frederick Quinn Corporation (FQC)	12/01/2020		10/1-10/31/2020	7508 · Library Remodel 2019-20	-494.92
Total Frederick Quinn Corporation (FQC)					-494.92
Frederick Quinn Corporation (FQC)	12/09/2020		Inv. #72689107	5634 · Online Resources	-3,826.89
Total Frederick Quinn Corporation (FQC)					-3,826.89
Gale/Cengage Learning Inc.					-28,535.00
Total Gale/Cengage Learning Inc.					-28,535.00

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

December 2020

Date	Num	Memo	Account	Amount
12/09/2020		Inv. #72636443	5630 · Adult Books	-28.49
Total Gale/Cengage Learning Inc.				
Garvey's Office Products				
12/09/2020		Inv. #PINV2007842	5302 · Office & Equipment Supplies	-12.97
12/09/2020		Inv. #PINV2008553	5302 · Office & Equipment Supplies	0.00
12/09/2020		Inv. #PINV2010684	5503 · Adult/Teen Programs	-89.99
12/09/2020		Inv. #PINV2006242	5302 · Office & Equipment Supplies	-135.68
12/09/2020		Inv. #PINV2006242	5501 · Youth Services Programs	-106.04
12/09/2020		Inv. #PINV2009692	5405 · Technical Services Supplies	-19.16
12/09/2020		Inv. #PINV2009692	5302 · Office & Equipment Supplies	-74.32
Total Garvey's Office Products				
Hartford				
12/17/2020		Final Audit/IL Ind. Comm Surcharge - WK Com 7101 · Liability Insurance		-285.00
Total Hartford				
Home Depot Credit Services				
12/14/2020		Inv. #4023768	5201 · Supplies	-43.94
12/14/2020		Inv. #4023768	5205 · Furniture/Equipment	-115.76
12/14/2020		Inv. #4023768	5202 · Maintenance/Repair	-12.29
12/14/2020		Inv. #10591	5201 · Supplies	-24.43
Total Home Depot Credit Services				
HR Source				
12/17/2020		Inv. #12776	5321 · Human Resources	-500.00
Total HR Source				
JoAnn Stores, LLC - dba creativebug				
12/10/2020		Inv. #DMARVA21-693	5634 · Online Resources	-1,000.00
Total JoAnn Stores, LLC - dba creativebug				
Library Furniture International (LFI)				
12/01/2020		Inv. #7189	7508 · Library Remodel 2019-20	-1,351.92
Total Library Furniture International (LFI)				
McClure, Inseerra & Company Chartered				
12/17/2020		Inv. #11638	5309 · Accounting Service	-1,075.00
Total McClure, Inseerra & Company Chartered				
Midwest Tape				
Total Midwest Tape				

Carol Stream Public Library Expenses by Vendor Detail

December 2020

	Date	Num	Memo	Account	Amount
Total Midwest Tape	12/11/2020		Several invoices	5606 · Youth Services Media	-500.49
New Reader's Press	12/11/2020		Several invoices	5637 · Adult Media	-1,394.48
	12/11/2020		Several invoices	5651 · Digital Media	-4,691.36
					<u>-6,586.33</u>
Total New Reader's Press	12/09/2020		48 wk. Subscription Ren.	5635 · Magazines & Newspapers	-56.94
					<u>-56.94</u>
Total OverDrive, Inc.	12/09/2020		Inv. #20427127	5651 · Digital Media	-1,597.89
					<u>-1,597.89</u>
Total Paylocity	12/09/2020		Inv. #107349147	5311 · Payroll Service	-317.54
	12/09/2020		Inv. #107349147	5321 · Human Resources	-291.55
	12/09/2020		Inv. #107412552	5311 · Payroll Service	-207.71
					<u>-816.80</u>
Total PermaBound Books	12/09/2020		Inv. #1874215-00	5601 · Youth Services Books	-98.83
	12/09/2020		Inv. #1874215-01	5601 · Youth Services Books	-13.59
					<u>-112.42</u>
Total Precision Control Systems of Chicago, Inc	12/09/2020		Inv. #40465	5203 · Maintenance Contracts	-1,319.00
					<u>-1,319.00</u>
Total Proquest LLC	12/09/2020		Inv. #70652123	5634 · Online Resources	-11,159.95
					<u>-11,159.95</u>
Total Record Information Services, Inc.	12/09/2020		Inv. #49332	5634 · Online Resources	-719.00
					<u>-719.00</u>
Total Sebert Landscaping, Inc.	12/11/2020		Inv. #210586	5204 · Landscape Maintenance/Snow Remo	-1,024.00
	12/15/2020		Inv. #S527149	7404 · Landscape	-1,323.00
					<u>-2,347.00</u>

Carol Stream Public Library Expenses by Vendor Detail

December 2020

	Date	Num	Memo	Account	Amount
Total Sir Speedy Printing	12/09/2020		Inv. #80290	5509 · Library Publicity and Promotion	-187.80
TIAA Commercial Finance					-187.80
Total TIAA Commercial Finance	12/17/2020		Inv. #7768351	5304 · Equipment Leasing	-1,404.12
Town Fence Co.					-1,404.12
Total Town Fence Co.	12/09/2020		Inv. #306	7406 · Other Capital Expenditures	-20,740.00
Village of Carol Stream					-20,740.00
Total Village of Carol Stream	12/09/2020		Inv. #4951	5411 · Village IT Services	-7,738.04
Village of Carol Stream - Benefits					-144.08
Total Village of Carol Stream - Benefits	12/17/2020		Inv. #4988	5411 · Village IT Services	-7,882.12
Village of Carol Stream - IMRF					-149.28
Total Village of Carol Stream - IMRF	12/09/2020		Inv. #4959	5107 · Life Insurance	-149.28
Village of Carol Stream - Water Dept.					-22,499.93
Total Village of Carol Stream - Water Dept.	12/09/2020		Inv. #4959	5108 · Health Insurance	-22,499.93
World Book, Inc.					-25.00
Total World Book, Inc.	12/09/2020		Inv. #4959	5109 · Benefits, other	-25.00
					-22,674.21
					-22,674.21
					-22,164.95
					-22,164.95
					-561.76
					-561.76
					-1,470.00
					-1,470.00

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

December 2020
Memo

Date	Num	Memo	Account	Amount
TOTAL				-155,128.26

Total Disbursements for December 1, 2020 through December 31, 2020

Approved by the Library Board of Trustees January 20, 2021

President

Date

Secretary

Date

Carol Stream Public Library
Check Detail
January 1 - 18, 2021

Num	Date	Name	Memo	Account	Class	Paid Amount
10495	01/04/2021	PNC Bank	PNC VISA charges	10-1006 · WSB General Checking		
			Several invoices	2050 · PNC Credit Card	10-General Fund	-3,246.02
TOTAL						-3,246.02
10496	01/04/2021	Comcast	8771 20 180 0134870	10-1006 · WSB General Checking		
	01/04/2021		1/2-2/1/2020	5402 · ISP and Web page hosting	10-General Fund	-157.85
TOTAL						-157.85
10497	01/11/2021	Sheikh, Nadia	Reimbursement - Amanda Kemp Workshop	10-1006 · WSB General Checking		
	01/11/2021		Reimbursement - Amanda Kemp Workshop	5110 · Trustee Development	10-General Fund	-600.00
TOTAL						-600.00
10498	01/15/2021	Access One, Inc.	2005373525	10-1006 · WSB General Checking		
	01/13/2021		Inv. #4805878	5308 · Business Phone	10-General Fund	-879.30
TOTAL						-879.30
10499	01/15/2021	Ancel Glink, P.C.	3049999	10-1006 · WSB General Checking		
	01/13/2021		Statement #79707	5312 · Attorney Fees	10-General Fund	-770.00
TOTAL						-770.00
10500	01/15/2021	Baker & Taylor		10-1006 · WSB General Checking		
	01/14/2021		Several invoices	5601 · Youth Services Books	10-General Fund	-8,732.25
			Several invoices	5630 · Adult Books	10-General Fund	-7,025.59
			Invoice 2035682246	5501 · Youth Services Programs	10-General Fund	-101.09
TOTAL						-15,858.93
10501	01/15/2021	Benda, Chris		10-1006 · WSB General Checking		
	01/13/2021		Feb. Garden Club Presenter	5503 · Adult/Teen Programs	10-General Fund	-200.00
TOTAL						-200.00
10502	01/15/2021	Carahsoft Technology Corp.		10-1006 · WSB General Checking		
	01/13/2021		Linked In Renewal - 3/2/21-3/1/22	5634 · Online Resources	10-General Fund	-7,000.00
TOTAL						-7,000.00
10503	01/15/2021	Center Point for Large Print Books		10-1006 · WSB General Checking		

Carol Stream Public Library
Check Detail
January 1 - 18, 2021

Num	Date	Name	Memo	Account	Class	Paid Amount
	01/13/2021		Inv. #1808012	5630 · Adult Books	10-General Fund	-137.82
			Inv. #1815286	5630 · Adult Books	10-General Fund	-137.82
TOTAL						-275.64
10504	01/15/2021	Complete Cleaning Co., Inc.	CARO1	10-1006 · WSB General Checking		
	01/13/2021		Inv. #C16164	5203 Maintenance Contracts	10-General Fund	-1,810.00
TOTAL						-1,810.00
10505	01/15/2021	Demco	120231070	10-1006 · WSB General Checking		
	01/13/2021		Inv. #6882603	5205 · Furniture/Equipment	10-General Fund	-383.55
			Inv. #6889689	5405 · Technical Services Supplies	10-General Fund	-144.10
TOTAL						-527.65
10506	01/15/2021	Findaway World, LLC		10-1006 · WSB General Checking		
	01/13/2021		Inv. #336022	5605 · Youth Services Media	10-General Fund	-127.69
			Inv. #336022	5637 · Adult Media	10-General Fund	-244.13
			Inv. #337573	5605 · Youth Services Media	10-General Fund	-2,186.25
TOTAL						-2,558.07
10507	01/15/2021	Fox Valley Fire & Safety Company, Inc.	217367	10-1006 · WSB General Checking		
	01/13/2021		Inv. #IN00407348	7102 Risk Management expense	50-Liability Fund	-93.00
TOTAL						-93.00
10508	01/15/2021	Gale/Cengage Learning Inc.	156872	10-1006 · WSB General Checking		
	01/13/2021		Inv. #72710414	5630 · Adult Books	10-General Fund	-83.22
			Inv. #72710011	5630 · Adult Books	10-General Fund	-140.95
			Inv. #72710679	5630 · Adult Books	10-General Fund	-83.97
			Inv. #72833554	5630 · Adult Books	10-General Fund	-84.72
			Inv. #72832878	5630 · Adult Books	10-General Fund	-141.70
			Inv. #72833311	5630 · Adult Books	10-General Fund	-54.73
TOTAL						-689.29
10509	01/15/2021	Garvey's Office Products		10-1006 · WSB General Checking		
	01/13/2021		Inv. #PINV2011556	5302 · Office & Equipment Supplies	10-General Fund	-74.94
			Inv. #PINV2013022	5302 · Office & Equipment Supplies	10-General Fund	-13.85
			Inv. #PINV2013022	5501 · Youth Services Programs	10-General Fund	-21.99
			Inv. #PINV2015979	5501 · Youth Services Programs	10-General Fund	-179.98

Carol Stream Public Library
Check Detail
January 1 - 18, 2021

Num	Date	Name	Memo	Account	Class	Paid Amount
			Inv. #PINV2017828	5201 - Supplies	10-General Fund	-57.09
			Inv. #PINV2023328	5302 - Office & Equipment Supplies	10-General Fund	-106.92
TOTAL						-454.77
10510	01/15/2021	Gill, Jim		10-1006 - WSB General Checking		
	01/13/2021		Inv. #6303	5501 - Youth Services Programs	10-General Fund	-1,000.00
TOTAL						-1,000.00
10511	01/15/2021	High Touch High Tech		10-1006 - WSB General Checking		
	01/13/2021		Inv. #0524	5501 - Youth Services Programs	10-General Fund	-330.00
TOTAL						-330.00
10512	01/15/2021	ID Label, Inc.		10-1006 - WSB General Checking		
	01/14/2021		Inv. #0142570-IN	5405 - Technical Services Supplies	10-General Fund	-109.50
TOTAL						-109.50
10513	01/15/2021	India For Everyone		10-1006 - WSB General Checking		
	01/13/2021		Inv. #2A-2559	5630 - Adult Books	10-General Fund	-858.40
TOTAL						-858.40
10514	01/15/2021	Libraries First		10-1006 - WSB General Checking		
	01/13/2021		Inv. #7676	5503 - Adult/Teen Programs	10-General Fund	-137.50
			Inv. #7676	5501 - Youth Services Programs	10-General Fund	-137.50
TOTAL						-275.00
10515	01/15/2021	McClure, Inserra & Company Chartered		10-1006 - WSB General Checking		
	01/13/2021		Inv. #11647	5309 - Accounting Service	10-General Fund	-1,075.00
TOTAL						-1,075.00
10516	01/15/2021	MINJ Technologies Direct, INC.		10-1006 - WSB General Checking		
	01/13/2021		Inv. #0003762938	5401 - Automation Hardware	10-General Fund	-2,055.41
TOTAL						-2,055.41
10517	01/15/2021	OverDrive, Inc.		10-1006 - WSB General Checking		
	01/13/2021		Inv. #20462785	5651 - Digital Media	10-General Fund	-1,147.03
TOTAL						-1,147.03

Carol Stream Public Library
Check Detail
January 1 - 18, 2021

Num	Date	Name	Memo	Account	Class	Paid Amount
10518	01/15/2021	Paylocity	9366	10-1006 - WSB General Checking		
	01/13/2021		Inv. #107473478	5311 · Payroll Service	10-General Fund	-322.73
			Inv. #107544677	5311 · Payroll Service	10-General Fund	-175.38
			Inv. #107544677	5321 · Human Resources	10-General Fund	-291.55
			Inv. #107619634	5311 · Payroll Service	10-General Fund	-179.61
						<u>-969.27</u>
10519	01/15/2021	Pinot's Palette		10-1006 - WSB General Checking		
	01/13/2021		AS Pgm. 2/22/21	5503 · Adult/Teen Programs	10-General Fund	-600.00
						<u>-600.00</u>
10520	01/15/2021	Pitney Bowes Global Financial Services LL	1289926	10-1006 - WSB General Checking		
	01/13/2021		Inv. #3104463921	5304 · Equipment Leasing	10-General Fund	-366.75
						<u>-366.75</u>
10521	01/15/2021	Precision Control Systems of Chicago, Inc	M04003 Carol Stream Library MC	10-1006 - WSB General Checking		
	01/13/2021		Inv. #40668	5203 · Maintenance Contracts	10-General Fund	-1,319.00
						<u>-1,319.00</u>
10522	01/15/2021	Riddiford Roofing Company		10-1006 - WSB General Checking		
	01/13/2021		Inv. #0019321-IN	5203 · Maintenance Contracts	10-General Fund	-1,838.00
						<u>-1,838.00</u>
10523	01/15/2021	Schaumburg Township District Library		10-1006 - WSB General Checking		
	01/13/2021		Billed to: #21319001688877	5409 · RBP/ILL Expenses	10-General Fund	-15.00
						<u>-15.00</u>
10524	01/15/2021	Suite 116 Inc.		10-1006 - WSB General Checking		
	01/13/2021		Inv. #20	5501 · Youth Services Programs	10-General Fund	-1,000.00
						<u>-1,000.00</u>
10525	01/15/2021	Swan (System Wide Automated Network)		10-1006 - WSB General Checking		
	01/13/2021		Inv. #8397	5410 · SWAN Consortium	10-General Fund	-13,711.00
						<u>-13,711.00</u>

Carol Stream Public Library
Check Detail
January 1 - 18, 2021

Num	Date	Name	Memo	Account	Class	Paid Amount
10526	01/15/2021	Team One Repair, Inc.	Carol Stream Public Lib	10-1006 · WSB General Checking		
	01/13/2021		Inv. #1074295	5403 · Computer Software	10-General Fund	-638.40
TOTAL						-638.40
10527	01/15/2021	Telcom Innovations Group, LLC		10-1006 · WSB General Checking		
	01/13/2021		Inv. #A56353M	5404 · Tech Support & Repair	10-General Fund	-1,421.20
TOTAL						-1,421.20
10528	01/15/2021	Tumbleweed Press, Inc.		10-1006 · WSB General Checking		
	01/13/2021		Inv. #103674	5634 · Online Resources	10-General Fund	-699.00
TOTAL						-699.00
10529	01/15/2021	Uline	3925635	10-1006 · WSB General Checking		
	01/13/2021		Inv. #129408259	5405 · Technical Services Supplies	10-General Fund	-58.62
TOTAL						-58.62
10530	01/15/2021	Village of Carol Stream		10-1006 · WSB General Checking		
	01/13/2021		Inv. #5078	5411 · Village IT Services	10-General Fund	-7,800.00
TOTAL						-7,800.00
10531	01/15/2021	Wenstrup, Gary		10-1006 · WSB General Checking		
	01/13/2021		AS Pgm. 2/23/21	5503 · Adult/Teen Programs	10-General Fund	-225.00
TOTAL						-225.00
10532	01/15/2021	Western First Aid & Safety	Carol Stream Library	10-1006 · WSB General Checking		
	01/13/2021		Inv. #ORD4-006099	5201 · Supplies	10-General Fund	-90.92
TOTAL						-90.92
10533	01/15/2021	Midwest Tape		10-1006 · WSB General Checking		
	01/15/2021		Several Invoices	5606 · Youth Services Media	10-General Fund	-200.25
			Several Invoices	5637 · Adult Media	10-General Fund	-2,497.77
			Several Invoices	5651 · Digital Media	10-General Fund	-5,035.19
TOTAL						-7,733.21
10534	01/15/2021	Frederick Quinn Corporation (FOC)		10-1006 · WSB General Checking		

Carol Stream Public Library
Check Detail
January 1 - 18, 2021

Num	Date	Name	Memo	Account	Class	Paid Amount
TOTAL	01/15/2021		12/1-12/31/20	7508 - Library Remodel 2019-20	70-Capital Maint. & Repair Fund	-11,127.00
10535	01/15/2021	LIMRiCC Unemployment Compensation Group		10-1006 - WSB General Checking		
TOTAL	01/15/2021		4th Qtr. - 12/31/20	7103 - Unemployment Compensation Insur	50-Liability Fund	-280.18
10536	01/15/2021	Village of Carol Stream - Water Dept.	19442	10-1006 - WSB General Checking		
TOTAL	01/15/2021		Bill #01688126	5207 - Water/Sewer	10-General Fund	-54.77
10537	01/18/2021	Berrymann-Gilliam, Bonita		10-1006 - WSB General Checking		
TOTAL	01/18/2021		EDI Wksp.	5110 - Trustee Development	10-General Fund	-300.00
Total						\$92,188.18

January 2021 Addendum
Disbursements Report December 1 - December 31, 2020
Less Addendum Decemberr 2020

TOTAL DISBURSEMENTS \$120,566.79

Attest: _____
Secretary

President

3:31 PM

01/11/21

Accrual Basis

Carol Stream Public Library
Account QuickReport
December 2020

Type	Date	Num	Name	Memo	Split	Amount
5300 · Business Exp.						
5305 · Mileage Reimbursement						
General Journal	12/31/2020	MI1203		Record Dece...	-SPLIT-	4.03
Total 5305 · Mileage Reimbursement						4.03
Total 5300 · Business Exp.						4.03
5500 · Services						
5501 · Youth Services Programs						
General Journal	12/31/2020	MI1203		Record Dece...	5305 · Mileag...	37.48
Total 5501 · Youth Services Programs						37.48
Total 5500 · Services						37.48
TOTAL						41.51

Deduction Listing

Check Dates: 12/04/2020 to 12/31/2020

Page 1 of 1

Carol Stream Public Library (9366)

Processes: 2020120401 - 2020123102

Pay Periods: 11/15/2020 to 12/26/2020

REIMB -- REIMBURSEMENT**Company: (9366)**

Employee	ID	SSN	Location	Amount
Anderson, Ronald	1068		15	-4.03
Wilson, Leigh Anne	1188		12	-37.48
Totals for REIMB -- REIMBURSEMENT			2 Employees	-41.51

Report Totals

Code	Description	Type	Employees	Amount
REIMB	REIMBURSEMENT	Add	2	-41.51
Totals			2	-41.51

Paylocity Corporation
(888) 873-8205

User: mclemens

Run on 1/4/2021 at 3:02 PM

LIBRARY DIRECTOR REPORT-CAROL STREAM PUBLIC LIBRARY

January 20, 2021

2020 Staff Anniversaries Celebrated

Traditionally we have celebrated staff milestone employment anniversaries at our annual staff recognition dinner. Unfortunately, with the current pandemic environment we are unable to break bread together, but we still want to acknowledge and thank these staff members for their contributions over the years. Staff members that have reached five-year work anniversary milestones during the past calendar year (2020) will be acknowledged. The following staff members are invited to attend the Board meeting on Wednesday, January 20 to be congratulated and thanked for their years of service by the Board of Trustees (management acknowledgement will take place at the All Staff Meeting on January 19):

Allison Porch-Marketing Coordinator -- 5 year Anniversary
Mary Pellico – Human Resources Manager -- 5 year Anniversary
Nathaniel Wagner -- Adult Services -- 5 year Anniversary
Adriana Albers – Youth Services -- 20 year Anniversary
Barb Boucher – Technical Services – 20 year Anniversary
Susan Grude – Technical Services – 25 year Anniversary

World Hijab Day

World Hijab Day is an annual event founded in 2013. The event takes place on February 1st each year in 140 countries worldwide. Its purpose is to encourage women of all religions and backgrounds to wear and experience the hijab. The hijab is a veil worn by most Muslim women in the presence of any male outside of their immediate family, which usually covers the head and chest, and sometimes the face. Our neighbor, Glenside Public Library, is offering a Virtual World Hijab Day program on January 31st at 2:00 pm. They are allowing the Carol Stream Public Library to promote their event and have open registration for non-residents.

2021 Per Capita Grant

The requirement for the 2021 Per Capita Grant is for the Library staff and Board of Trustees to review *Serving Our Public 4.0 Standards for Illinois Public Libraries*. Included in your packet for your review is the review document done by staff showing where the Library meets the standards and what area that need to be developed. The final grant application will be included with the February Board packet for Board final approval. Deadline for submitting the Per Capita Grant is March 15, 2021.

Adjustment to Compensation

Following the approval of the upgraded pay grade structure at the December 2019 Board meeting, the Circulation Clerk position was moved from pay grade 2 to pay grade 3. Due to this update, a pay adjustment is needed for several employees in order to be compensated within the new pay grade. Four part-time employees' current hourly rates are below the minimum range of the new pay grade for their position. Following the review of all staff affected by the new pay grade, Human Resources Manager and I are making the following recommendations to their current pay based upon tenure. One employee would receive an hourly increase of \$2.00/hour, two employees would receive an hourly increase of \$1.75/hour and one employee would receive an hourly increase of \$1.30/hour. The

impact on the Library's current payroll is an increase of \$185 each two-week pay period or \$4,810 annually. The recommendation to approve these pay adjustments is on the agenda.

Legislative Meet-up

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

Black History and Women's History Month

I have ordered a variety of promotional items for Black History Month and Women's History Month to be included in the Library's Binge Box program as well as Home Bound Services and curbside. They range from stickers, bracelets, bookmarks, pins and other items.

Hoopla Annual Review

I have included a copy of the Library's hoopla usage for 2020. We have had this service since November 2014. 538 new patrons registered with hoopla in 2020. It is very interesting to see how our patrons are using this resource. 500 patrons used hoopla in December alone. The review breaks usage down by type, price, and even the time of day.

Renovation Project Plaque

We are in the process of pursuing a variety of vendors that can provide us with an attractive plaque for Library lobby to commemorate the 2020 Library Renovation project.

January Employee Anniversaries

Barbra Boucher-1/31/00-Technical Services

Laura Hays-1/7/02-Adult Services

Bindiya Patel-1/4/12-Circulation

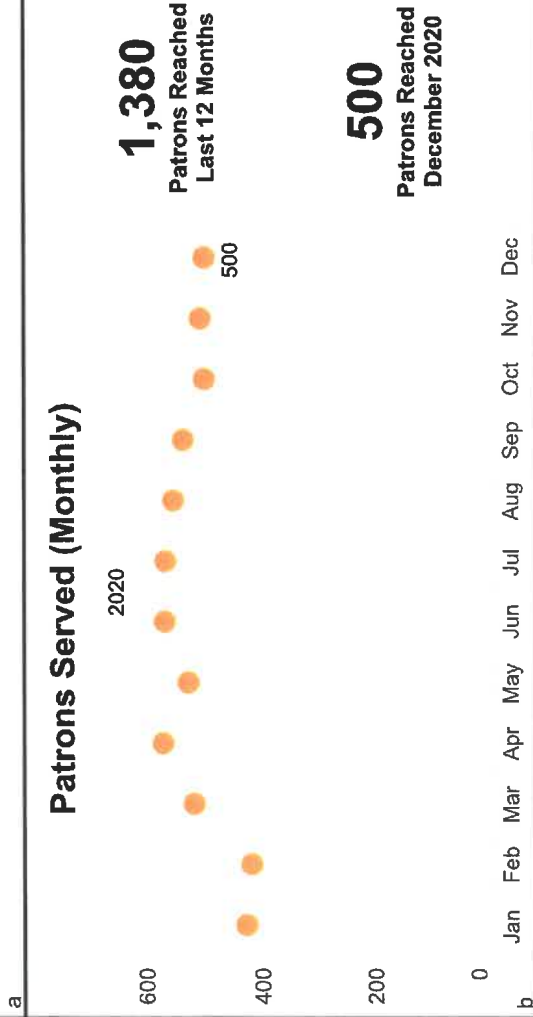
Susan Westgate-1/28/13-Administration

Jessica Elder-1/18/16-Adult Services (5-year Anniversary)

Susan Westgate, Library Director

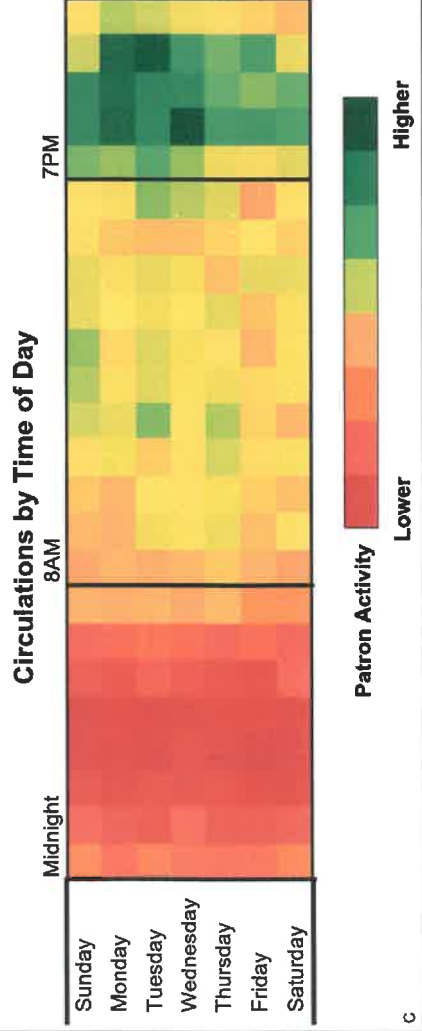
Annual review prepared exclusively for Carol Stream Public Library

November 2014 **2,493** **40,344**
 Carol Stream Public Library Unique Patrons Unique Titles Borrowed
 Launched hoopla! Since Launch Since Launch



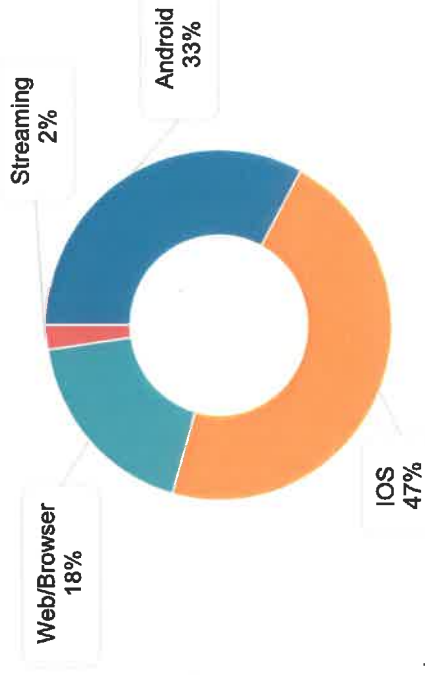
Prime Time: evening
 Carol Stream Public Library patrons tend to borrow in the evening

Most Popular Time: 8 PM on Wednesday



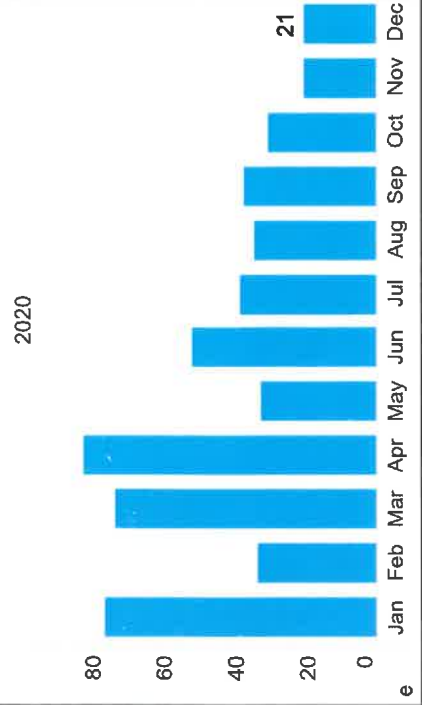
79% of Circulations were on a Mobile Device over the past year

Circulation Source
 Last 12 Months



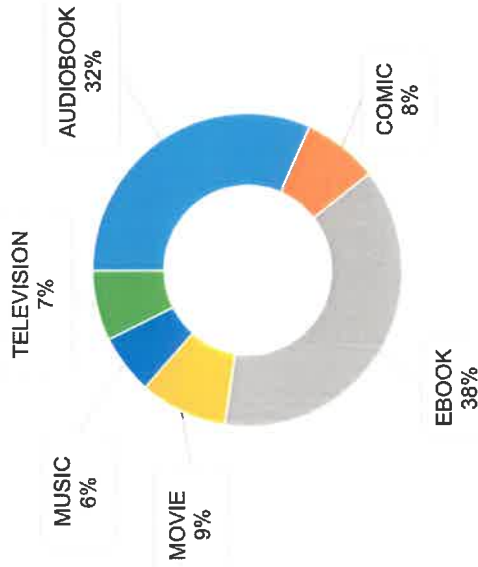
538 New Patrons
 registered for hoopla by Carol Stream Public Library in the last year!

New Patrons Registered

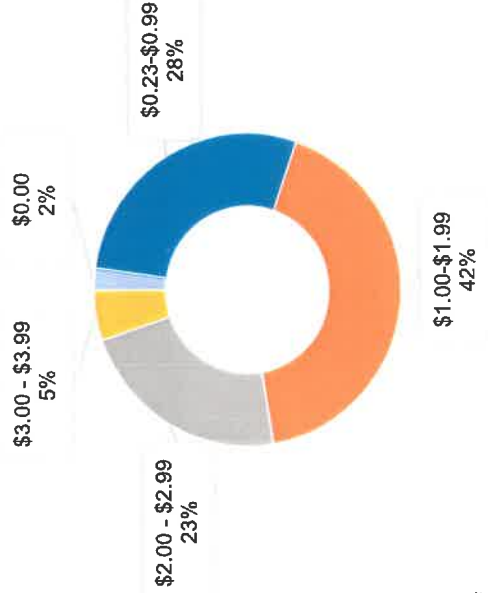


77% of titles circulated were eBooks, Audiobooks & Comics

Unique Titles Circulated by Format



Circulations by Price Point



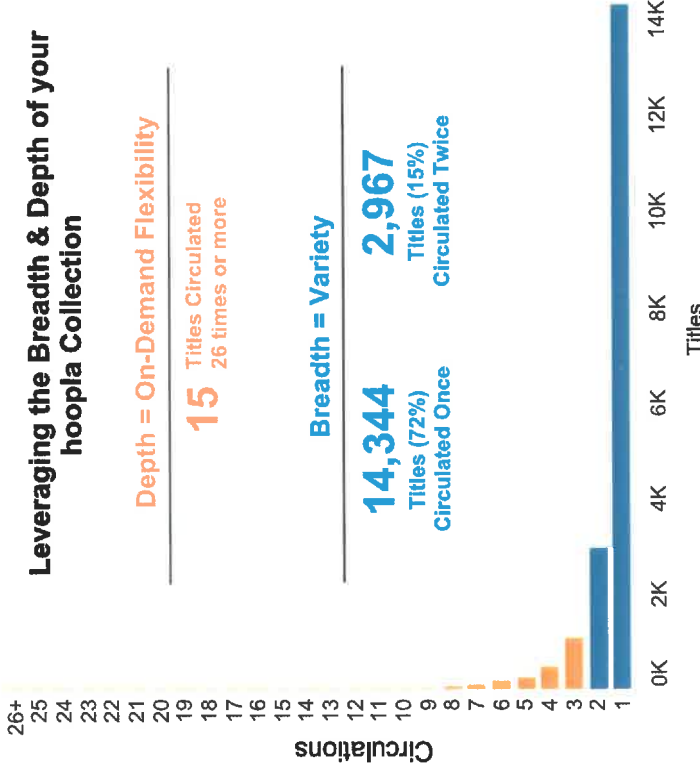
Leveraging the Breadth & Depth of your hoopla Collection

Depth = On-Demand Flexibility

15 Titles Circulated 26 times or more

Breadth = Variety

14,344 Titles (72%) Circulated Once
2,967 Titles (15%) Circulated Twice



Last 12 Months

19,832 Unique Titles Circulated

33,437 Total Circulations

24.2 Circulations Per Patron

\$1.70 Cost per Circulation

Delivering Value to Your Community

hoopla enabled Carol Stream Public Library patrons to access 20K titles worth \$532K in Content Value for \$57K

\$475K Saved

Format	hoopla Total Circs	Unique Titles Circd	hoopla Total Cost	hoopla Cost per Title	Cost to Purchase (per Title)	Total Cost to Purchase Titles Circd
AUDIOBOOK	10,961	6,263	\$24,835	\$3.97	\$43	\$269,309
COMIC	2,774	1,560	\$3,285	\$2.11	\$13	\$20,280
EBOOK	11,681	7,541	\$14,417	\$1.91	\$24	\$180,984
MOVIE	3,565	1,811	\$7,524	\$4.15	\$16	\$28,976
MUSIC	2,353	1,216	\$3,536	\$2.91	\$10	\$12,160
TELEVISION	2,103	1,441	\$3,368	\$2.34	\$14	\$20,174

Carol Stream Public Library - Monthly Librarian's Report FY 2020-2021	
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	December FY 19-20	December FY 20-21	Current YTD
Use of Library Resources/Services			
Circulation Activity			
Books	7,808	2,882	40,611
Videos	3,634	528	9,565
Audio	688	192	2,727
Periodicals	223	4	706
Other	198	68	888
E-books	1,822	3,206	27,615
E-Audio	1,246	1,986	16,431
E-Video	149	416	4,085
Digital magazines	363	701	5,719
Museum Passes	21 / 0	4 / 0	44 / 0
ILL - Borrowed from SWAN	2,606	3,534	15,595
ILL - Borrowed from Non-SWAN	17	11	105
ILL - Loaned to SWAN	1,342	979	4,472
ILL - Loaned to Non-SWAN	87	54	243
Total Circulation	20,204	14,565	128,806
Total Adult	12,125	9,874	80,324
Total Teen	n/a	92	835
Total Youth	8,079	4,599	47,647
Reciprocal Borrower Loans (incl. above)	697	94	2,214
Automatic Renewals (not incl. above)	16,196	1,184	64,048
Self Check - % of Circulation	35.48%	n/a	19.60%
Programs - # of Programs/Attendance			
Adult - Number/Attendance	5 / 122	18 / 283	110 / 2,245
Teen Number/Attendance	2 / 46	5 / 44	50 / 269
Youth - Number/Attendance	17 / 471	83 / 910	451 / 6,632
Total - Number/Attendance	24 / 639	106 / 1,237	611 / 9,146
Library Events - Number / Attendance	0 / 0	n/a	n/a
Outreach* - Number / Attendance	1 / 44	1 / 10	4 / 665
Facility Usage			
Library Visits (Door Count)	10,175	n/a	14,178
Curbside Pickup Transactions	n/a	2,394	8,339
Meeting Rooms - # of Public Bookings*	n/a	n/a	n/a
Study Rooms - # of Users/Total Hours*	27 / 31	n/a	n/a
Electronic Usage			
# of Database Sessions	2,391	4,607	30,926
# of Internet Sessions/Total Time	1,472 / 1,158	n/a	929 / 678
#iMac Sessions/Total Time	34 / 17	n/a	n/a
# of Library Website Visits	10,394	11,566	70,844
# Mobile App Views	295 / 1,306	3,695	20,717
# of Wireless Users	1,029	534	4,496

Reference Transactions			
Adult (Includes Online Chat)	1,496	772	4,413
Youth	461	104	2,173
Circulation	109	179	1,430
Total Reference Transactions	2,066	1,055	8,016

Total One-on-One Tutorials			
Adult	n/a	0	24
Youth	n/a	0	0

Patron Statistics			
# of Resident Cards	17,568	17,968	
# of Non-Resident Cards	12	11	
Total Registered Users	17,580	17,979	

Resources Owned/Licensed			
Books	58,142	59,555	
Newspapers (Print only)	22	24	
Periodicals (Print only)	149	136	
Total Print Materials	58,313	59,715	
Current Subscriptions (Print Only)	171	160	
Current E-Subscriptions	119	3,696	
E-Books: Downloadable	54,265	67,493	
Audio Recordings	6,283	6,469	
Audio Recordings (Downloadable)	18,566	22,715	
Videos	11,299	11,063	
Other: Video Games, Puzzles, Devices	542	651	
Databases	49	66	
Total Resources Owned/Licensed	149,436	171,868	

Professional Development Hours	56.5	82.25	846.50
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* Library closed 3/14/20 - 5/30/20 due to COVID-19.

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

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

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

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

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

**Assistant Director's Report
December 2020**

Primary Action Items - Administration

- Payroll
 - Payroll processing week of 12/1, 12/14, 12/28
 - Continued working with Paylocity to resolve the tax credits applied when using the FFCRA pay type and waiving of associated fees
 - Worked with Paylocity to correct flex deductions on 12/31 payroll
 - Update FFCRA balances in payroll system
 - Coordinate update to 2021 IMRF Employer contribution percentage
 - Process retro merit increase for YS staff member
 - Create earning codes and pay types for General Leave of Absence
 - Begin review of year end documents and W-2's
- Review and provide input on the following HR matters: FFCRA-EPSTL, pay range schedules, telework reimbursements, COVID related return to work summaries
- Draft donation acknowledgement letter for PATT – Parents and Teachers Together
- Staff Memorial/Honor Book spreadsheet updates - Joyce
- Preparation of certificates for 2020 staff anniversaries and staff letters for 2021 anniversaries – Joyce
- Procedures documentation – Chicago Tribune premium issues, Impact Waste Toner recycling, QuickBooks Credit entries - Joyce
- Filed FY19 and FY 20 reviews - Joyce
- Library Remodel
 - Processed FQC invoice – November
 - Report issues to FQC re: failing trim on the Circ and Adult Services desks
- Coordination of monthly financial and Librarian statistic reports
- Preparation of Management Team agenda
- Update proxy cards and locker assignments for new/departing staff as needed

Primary Action Items – Tech Services

- Items ordered - 645
- Items put into Circulation – 1,063
- Items catalogued – imported bib records & original cataloging - 31
- Item record edits/database clean-up – 978
- Bib record merges submitted to SWAN support – 17
- Conversion project items – 527
- Repair items (includes disc cleaning) - 65
- Serial record edits - 158
- Serials – Claimed Issues – 8
- Outstanding items from Baker & Taylor as of 12/31 – 830 (the majority of these are from orders placed in November 2020, so fall within the eight-week timeframe we have been experiencing since the COVID shutdowns.)

Conversion Projects

- J DVD front labels – complete through J DVD/SPL - Susan
- J Fiction Genre stickers (658 records reviewed) - Marie
- Adult Mystery Stickers (16 items) – Marie
- Replace genre label on Romance books – Barb
- Storytime Collection – Items updated to an item type of REF_BOOK, shadowed in the public catalog and notes removed from Extended information. Two titles added. - Susan

Other

- A focus of the quarterly check-in meetings was staff development opportunities – Susan is training Marie on invoice processing and non-EDI ordering. The TS staff will all view the introductory webinar SWAN produced on BlueCloud analytics, followed by report specific training that I'll provide
- Created draft plan for inventorying the physical collection
- Coordinate updates to circ rules for Playaway Launchpads
- Spotlight Collection Displays – Adult Mystery, Thanksgiving, Hanukkah, Christmas
- Update Serial records from RB Digital to Overdrive – 50% complete - Barb
- Reported cover art display issues in Enterprise for a donated book – the issue was caused by a duplicate ISBN
- TS Procedures documentation – TS Supplies Inventory, Vendor discounts - Barb
- Supply barcodes and genre labels as requested by vendors - Barb

Professional Development

12/3/20 – Pitney Bowes – 2021 USPS Rates Webinar – Joyce (1.0)
12/4/20 – ATLAS – Diversity, Inclusion and More – Barb, Joyce, Susan, Mary (2.0 x 4)
12/8/20 – Open Meeting Acts Compliance – Mary (1.5)
12/8/20 – Unique Management – Fine Free presentation – Mary (1.0)
12/8/20 – RAILS member update – Mary (1.5)
12/16/20 – EDI B & T Invoice processing training – Marie and Susan (1.0 x 2)
12/30/20 – SWAN BlueCloud Analytics Overview – Susan (2.0)

Meeting Attendance

12/1/20 – collectionHQ Team Meeting
12/2, 12/14, 12/23/20 – Meeting with Paylocity rep to resolve FFCRA tax credit
12/3, 12/10/20 – Management Team meetings
12/8/20 – All Staff meeting - Barb, Joyce, Marie, Susan, Mary
12/9, 12/10, 12/11, 12/14- Quarterly check-ins with Business Office and TS Staff
12/10/20 – EPSL and salary grade discussion with Director and HR Manager
12/11, 12/23/20 – Payroll check-in meetings with HR Manager
12/15/20 – Business Office meeting
12/15/20 – Weekly meeting with Library Director
12/16/20 – Library Board meeting

Respectfully submitted,
Mary Clemens

Adult Services Department Monthly Report December 2020

COVID tier 3 mitigations

- Since the library building remains closed to the public, Adult Services staff continue to split their time between the library and working remotely. We continue to answer the department phones, chat, and email, filling requests, and providing curbside document services, along with our live and passive programs and binge box requests.
- In December we printed 284 jobs, copied 76 jobs, and sent 20 faxes.

Collection Development

- Review of the Collection Development Guidelines was completed by Amy Teske and Laura Hays. The updated manual was posted to the Intranet.
- Local Author statement developed for consideration.

Outreach Activities

- Homebound delivery – We were unable to deliver to Colony Park residents.
 - Registered 32
 - Delivered 16
 - Items delivered 98
- December 9 - Non-Profit Chamber Roundtable. - Omar
- December 18 - Chamber Manufacturers Roundtable – Omar
- Career Online High School - We had an inquiry on whether there was a Spanish option for COHS. Our account rep told us that COHS is only in English due to its accreditation. Therefore, there cannot be a Spanish version of the program because to be an accredited high school diploma in the U.S. it has to be in English.

Programs

- Holiday sing-along included staff from adult and youth and was broadcast live on Facebook live and Zoom. 17 people watched the live event.
- Our mannequin from the Women History Month display got dressed up for winter celebrations and is featured in the vestibule for all to enjoy. We are currently running a name the mannequin contest.
- Our Take & Makes featured a different craft each week. We “sold out” of all 100+ Take & Make kits.
- We borrowed another good idea from Youth Services and started creating our own Exploration Stations themed PDF images with links out to the catalog to highlight books in our collection.
- More Than a Month – We are developing a Reading Challenge using ReadSquared which will start in February 2021.

Meetings

- Weekly Management Team meetings continue – Laura
- Bi-weekly Department meetings continue
- December 1 – Collection HQ Team meeting – Laura and Sarah
- December 2 – Adult Managers Round Table – Laura
- December 2 - Program brainstorming meeting
- December 3 – Covid Safety Cmte – Jessica
- December 8 – Allstaff meeting

- December 8 – RAILS Quarterly meeting - Laura
- December 15 – SWAN chat – Laura
- December 15 – Director meeting – Laura
- December 16 – Board meeting
- December 21 – Virtual display discussion – Laura and Jessica

Information technology

- Laura Hays
 - Security cameras – The timestamps on the recordings of the new cameras were off by 30 minutes. Heritage Technology Solutions came out to check the new server.
 - Managed Print vendors – The current Impact printer supply and service contract is coming up for renewal, Laura met with several IT vendors to receive comparison quotes.
 - COHS updated their server so Laura updated the broken links from our website.
 - Ancestry.com remote access extended through March 2021. URL updated.
 - Email account created for Youth Services' Paws for Writing program.
- Community IT staff
 - There were 22 support tickets in December.
 - Cslibrary.org - The SSL certificate was renewed and updated.
 - Public Web Browser is used on the catalog computers. A new registration key was available from RAILS and the catalog computers were updated.
 - New laptops were purchased and deployed to the fulltime librarians and the Marketing Coordinator.

Laura Hays
Head of Adult Services

Youth Services Report December 2020

Program Highlights

- Regular storytimes continue including Storytime for Little Ones, Zoom into Storytime, Twilight Tales, and Yoga Storytime.
- Steve Dexheimer presented a One More Chapter book discussion on 12/17 of the book “The Last Holiday Concert” by Andrew Clements. 2 were in attendance.
- The Kids Table returned to do three more cooking programs for Tots, Kids and Tweens/Teens. Great feedback was received once again and we plan to have them back. Pictures below.
- Take and Make crafts continue to be well received. During December, we distributed 151 Paper Plate Snowman Wreaths, 32 3D Paper Snowflakes, 75 New Year’s Eve Party Hats and 20 New Year’s Eve Poppers.
- Youth Services ventured in to the land of Facebook Live productions with a countdown for Happy Noon Year. We have had Happy Noon Year parties for several years and decided to try this as a way to still continue the event. The Library T-Rexes helped make the event lively. Clare Meehan shared a story, the T-Rexes danced and got up to antics, and Amy Teske hosted. We had a peak attendance of 30 and 112 downloads after the live event, so we consider our first venture to be a success!

Exciting Future Program

- Leigh Anne Wilson was able to secure Derrick Barnes, author of I Am Every Good Thing and Crown: An Ode to the Fresh Cut to read his book and speak with participants in March. We are working with 3 other area libraries to share the cost of this wonderful opportunity. This is an opportunity that would probably not be possible without the current Zoom programming that is so prevalent now.

Patron Service and Reference

- Binge Boxes continue to be very successful with 117 put together in December. Youth staff works to include titles with diverse characters as often as possible.

Outreach

- Amy Danusiar connected with the Outreach Community Center and took bags with Library information and book giveaways to residents of an apartment complex that is in our service area South of North Avenue. Amy received the following thank you from Tiara Sims of the OCC:
 - Dear Amy,
Thank you so much for helping me spread the word about the library! Some of the families already had library cards which was very exciting for me. The goody bags were a wonderful touch. They loved being able to take books home to their kids. I really appreciate your help with this all. I was thrilled to see so many diverse books in the box. The families enjoyed that touch. Thank you again! Tiara Sims

Collection Development

- The Collection Development Plan was updated and posted on the staff Intranet on December 31, 2020.

Professional Development

- Youth Staff did 6 hours of training through online webinar and one-on-one training.

Meeting Attendance

- 12/3, 10 – Management Team Meeting – Amy Teske
- 12/8 – All Staff
- 12/1 – CollectionHQ Team – Amy Teske, Steve Dexheimer
- 12/4 – Meeting with Susan W. – Amy Teske
- 12/4 – Birth to 5 Planning Meeting – Amy Teske
- 12/9 – Birth to 5 Quarterly Meeting – Amy Teske
- 12/16 – Board Meeting – Amy Teske



Respectfully Submitted,
Amy Teske, Youth Services Manager

December 2020 Report for Carol Stream Library Board of Trustees

Circulation Department

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

- 7,991 Checkouts
- 2,394 Curbside deliveries (almost double November count of 1,334)
- 15 New resident accounts registered via Curbside
- 23 Digital accounts registered
- 9,672 Check ins
- 10,000 items shelved
- 5,849 hold requests made available

Jeri participated in:

- all Management Team meetings
- ALLSTAFF Meeting

In addition:

- Jeri held "Check in" meetings with each Circulation Staff member.
- Jeri compiled and submitted paperwork and reports to College of DuPage for Rich Karney's practicum work. Each Department Manager helped to create excellent training on their primary functions.
- SWAN added the patron accounts of three additional libraries to the database over the first weekend in December without incident.
- Cheryl and Joe helped with shifting in Youth Services to create room for more materials.

Submitted by Jeri L. Cain

01.12.2021

Human Resources

Monthly Report

December 2020

Benefits

- The Families First Coronavirus Response Act (FFCRA) which provided COVID-19 related benefits expired on December 31, 2020. Prepared and communicated Emergency Paid Sick Leave Policy (EPSL) to staff. This policy will provide benefits in certain situations for individuals unable to work due to COVID-19 reasons.
- Communicated with staff as needed for EPSL balances.
- Facilitated the updating of the Paygrade Structure by 1.7% for 2021. This also involved updating the Circulation Clerk and Coordinator position. Utilized HR Source for benchmarking of these two positions which both changed by one grade on the structure.
- One employee currently on unpaid leave.
- Questions from employee related to VSP and vacation.
- Question from employee regarding Group Term Life.

COVID-19

- COVID-19 Symptomatic log placed on COVID-19 intranet page for staff to monitor symptoms if needed.
- Updated COVID-19 Cleaning procedures distributed to Management Staff.
- Received information that OSHA does not recommend having personal fans used by employees in the workplace. Management staff and employees followed up to ensure no personal fans were in use.
- Posted updated Employer Quarantine Chart which included new quarantine guideline.
- Verify Attestation Log-in errors and prepare reports of activity.
- Shared COVID-19 Risk levels for Winter Activities.

Staffing

- Conducted 30-day onboarding meeting with Michaela Gray, Circulation.
- Conducted 6-month check-in meeting with Rebecca McDonald, Adult Services.

Payroll Matters

- Verified tax withholding for new employee
- Participated in payroll meeting regarding security roles and voiding checks.
- Update Holiday list in Paylocity for 2021
- Processed HR Action Form for 3 employees
- Processed Flex Spending enrollment

Professional Development

- Participated in HR Source HR Roundtable, 12/15
- Organizational Culture and Engagement Digging out from 2020, 12/15
- How to Sustain and Activate a Strategic Diversity, Equity & Inclusion Plan, 12/17

Unemployment

- Three fraudulent claims denied
- Two claims currently open

Marketing Report

December 2020

December Newsletter

- We recorded 486 views of the newsletter. The digital newsletter and promotional emails drove approximately 97 program registrations this month.

Promotions

- In looking at promotional statistics from June-December, it was clear that our community is most interested in so-called “passive” or asynchronous activities. In December, all of those programs were packaged together and promoted as a unit (a “boredom buster pack”), which got a fantastic response.
- Outreach partnerships:
 - Promoted Christmas Sharing, including putting it on our calendar with the CSPD Social Services Unit’s informational packets as PDFs for people to access them online. The information is usually only on paper.
 - Promoted CCSD 93’s free flu vaccine clinic
- Helped promote a last-minute “Ugly Christmas Sweater Contest” on Facebook which, in total, resulted in 449 engagements! These numbers prove just how important it is to put a human face on the Library as an institution. That voluntary engagement demonstrates trust and goodwill in a way that you absolutely can’t get through buying ads or conducting any other traditional promotions. Youth Services staff deserves a big thank you for coming up with the idea.

Other activities

- Worked with Adult Services on a new idea to make clickable photos of our Spotlight shelves as a “virtual browsing experience” to be promoted in the future
- Co-hosted the Holiday Singalong (as audience engagement and tech support)
- Began planning the transition of the preschool email to the Mailchimp platform. Future plans include expanding the preschool email to a regular youth services-only email (which would be in addition to the regular email)
- Began research on Binge Boxes for a future My Library Is... submission (estimated to be done in January)
- Attended Covid-19 safety meeting on December 2
- Attended three Library Marketing Conference online webinars:
 - Three Perspectives on the Challenge of Internal Communications
 - Taming the Social Media Beast: Three Things You Need to Know to Promote Your Library Effectively When Everything Keeps Changing
 - How Librarians May Teach Literacy to Combat Disinformation

Facebook

2,299 page likes	Total impressions: 46324	Total engagements: 4056
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Impressions: the number of times each post was seen by anybody

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




Top three posts from December:

	<p>Carol Stream Public Library Published by Carol Stream • December 9, 2020</p> <p>Guess who was featured in Library Journal's "The Year In Architecture 2020" for their renovation??? That's right. YOUR library! Check it out (last page): https://cslibrary.org/_Library%20Journal%202020%20Year..</p>	
<p>People reached: 8600 Engagements: 337</p>	<p>People reached: 1300 Engagements: 123</p>	<p>People reached: 1100 Engagements: 59</p>

Twitter

Followers: 1,307	Total impressions: 26,000	Total engagement: 5935
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Top tweets from December:

Tweets	Top Tweets	Tweets and replies	Promoted	Impressions	Engagements	Engagement rate
	Carol Stream Public Library @CarolStreamFL Dec 1	1,608	46	2.9%		Promote
It's December 1st. Not counting today, there's 30 days left to finish those New Year's Resolutions.						
If you haven't done them yet, consider checking out a library book. It's a good 'reason' not to have done them. pic.twitter.com/Jp5y9naOA8						
	Carol Stream Public Library @CarolStreamFL Dec 1	1,384	29	2.1%		Promote
Happy Birthday, Illinois! We became the 21st state on this day in 1818. pic.twitter.com/MhO22r6EBP						
	Carol Stream Public Library @CarolStreamFL Dec 28	1,195	27	2.3%		Promote
On this day in 457, Majorian is acclaimed Emperor of the Western Roman Empire and is recognized as such.						
Not to be confused with the Mandalorian who is likely to become ruler of Mandalore someday to much acclaim. And will likely not be recognized by Bo Katan. #StarWars pic.twitter.com/NUJYwU8wrQ						

Promotional Emails

Open rate= Percent of email accounts that opened the message

Click rate= Percent of accounts that clicked on any part of the message

December 3	Your Boredom Buster Pack has arrived	Open rate: 19%	Click rate: 3.8%
December 10	Try the Curbside Business Center	Open rate: 15.9%	Click rate: 1.2%
December 17	Easy Holiday Fun at Home	Open rate: 16.8%	Click rate: 1.1%
December 22	Here's your January Newsletter	Open rate: 16.6%	click rate: 3.3%
December 29	Reader's Choice Awards of 2020	Open rate: 17.5%	Click rate: 2%



Monthly Report of IT Service

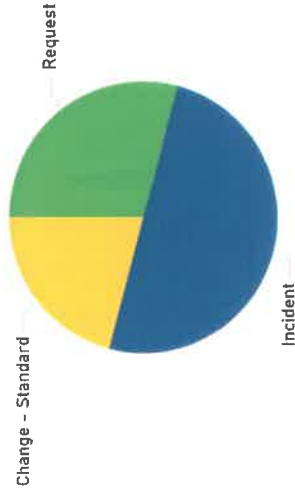
Report Range 12/1/2020 12/31/2020

Support Tickets

22

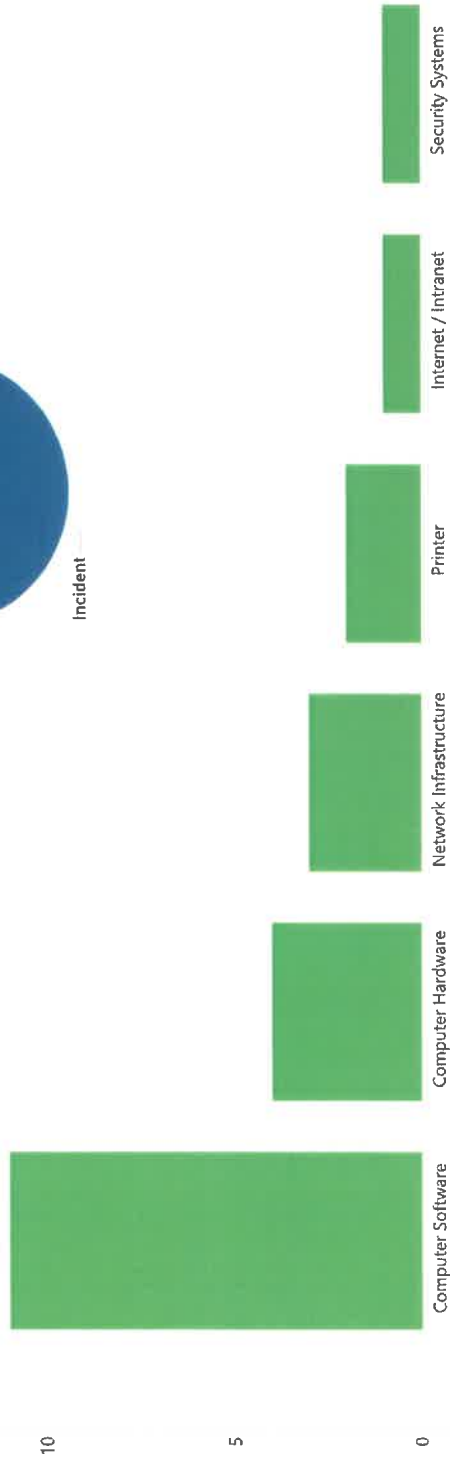
Information Technology Closed Support Tickets by Category

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.



Ticket Type	Count of ID
Change - Standard	3
Incident	12
Request	7
Total	22

Sub-category	Count
OTHER	3
Adobe Reader	2
Fortinet VPN	2
Laptop / Tablet	2
Prints are Dirty	2
Antivirus	1
Chrome	1
Move/Add/Change	1
MS Outlook	1
Network Adapter	1
New Installation/Configuration	1
Operating System	1
Patching - Appliance	1
Patching - Server	1
Public Web Browser	1
Swan Workflow	1
Total	22



Tickets Types

Definitions:

Requests - A request is a request for a service. This may include a printer 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.

ILLINOIS LIBRARY ASSOCIATION Because Libraries Matter
Legislative Meet-ups



2021 Legislative Meet-Ups

This series of eight legislative events provides an opportunity to meet with your legislators and hear their thoughts firsthand about issues affecting libraries in your area. All elected officials on the state and federal level are invited. Library trustees, directors, and staff from public, school, and academic libraries are encouraged to attend and participate. Our legislative events will look a little different this year as they will all be held virtually through Zoom. We'll miss the interactive give-and-take that gathering over a meal allows in this webinar format, but there will still be opportunities for Q&A. What won't change is our commitment to advocating for Illinois libraries!

Advance registration is required, and events will not be recorded (primarily due to the rapid pace of legislative developments and content may change), so don't wait! If you have questions regarding registration or you're not sure which Meet-up covers your library and legislative district, contact the ILA office at ila@ila.org.

This year's Virtual Meet-ups will be free for ILA members, including staff and trustees from ILA institutional member libraries. For non-members who wish to attend, registration will be \$15.

Legislative Issues

Friday, January 29, 2021
South Suburban Library
Legislative Zoom Meet-up
 10:00-11:30 a.m.
[South Suburban Legislators](#)
[Register for this event](#)

Friday, February 5, 2021
Southern Illinois Library Legislative Zoom
Meet-up
 10:00-11:00 a.m.
[Southern Illinois Legislators](#)
[Register for this event](#)

EVENTS

[Calendar](#)

[Statement of
Appropriate Conduct](#)

Legislative Meet-ups

- [How to Prepare for a Meet-up](#)

[Remote Learning](#)

[Call for Conference
Program Proposals](#)

[Marketing Forum
Roundtable](#)

[Teaching Online in
Plain Language: IACRL
Streaming of ACRL
Webinar](#)

[Annual Conference](#)

[Illinois Youth Services
Institute](#)

[Webinar Archive](#)

[Past Event Handouts](#)

[Future ILA Annual
Conferences](#)

Monday, February 8, 2021
Chicago Library Legislative Zoom Meet-up
12:00-1:00 p.m.
Chicago Legislators
Register for this event

Monday, February 15, 2021
Presidents' Day N. Suburban Library Legislative Zoom Meet-up
9:00 a.m.-10:30
North Suburban Legislators
Register for this event

Past ILA Annual Conferences

#ILAMeetups

Friday, February 19, 2021
West Suburban Library Legislative Zoom Meet-up
12:00-1:30 p.m.
West Suburban Legislators
Register for this event

Monday, February 22, 2021
Metro East Library Legislative Zoom Meet-up
10:00-11:00 a.m.
Metro East Legislators
Register for this event

Friday, February 26, 2021
Central Illinois Library Legislative Zoom Meet-up
8:00 a.m.-9:00 a.m.
Central Illinois Legislators
Register for this event

Friday, March 5, 2021
Northwestern Illinois Library Legislative Zoom Meet-up
10:00-11:00 a.m.
Northwestern Illinois Legislators
Register for this event

33 W. Grand Ave, Suite 401 Chicago, IL 60654-6799
312 644-1896 phone 312 644-1899 fax ila@ila.org

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