

Indian Prairie Public Library
401 Plainfield Road
Darien, Illinois 60561

Board of Trustees Regular Meeting
April 17, 2019 – 7 p.m. – Board Room

All agenda items may be acted upon by the Board of Trustees

- A. Roll Call
Donald Damon, Beena Deshmukh, Marian Krupicka, Crystal Megaridis,
Diane Ruscitti, Victoria Suriano
- B. Mission Statement: We enrich peoples' lives by providing
opportunities to explore, connect, and be inspired.
- Vision Statement: Our community depends upon the Indian
Prairie Public Library District as a vital and trusted resource for
achieving personal goals and enhancing quality of life. With a
welcoming environment and state-of-the-art services, the library
is an essential center of learning, inspiration, and community pride.
- C. Public Information
- D. Communications and Announcements
- | | | |
|---|--------|--|
| 1. Padalik to Bukovac re: Darien Dash | Page 3 | |
| 2. Bukovac to Padalik re: Darien Dash | Page 4 | |
| 3. Our Lady of Peace School re Fundraiser | Page 5 | |
| 4. Darien Turning 50 | Page 6 | |
| 5. Darien Rotary Club's Annual Fundraiser | Page 7 | |
| 6. Loftus to IPP re: Passport Services | Page 8 | |
| 7. Troop 55 to Birmingham re: Athletic Shoe Drive | Page 9 | |
- E. Omnibus Consent Agenda
- | | | |
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| 1. Minutes of Regular Board Meeting, February 20, 2019 | Page 10 | Action |
| 2. Action on Bills/Additional Bills – February | Page 13 | |
| 3. Action on Bills/Additional Bills – March | Page 17 | |
| 4. Revised 2019 Days Closed | Page 23 | |
| 5. Ordinance #2019-1 Authorizing Non-Resident Cards | Page 24 | |
- F. Items Deleted from Omnibus Consent Agenda
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| | | Action |
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- G. Library Director's Report
- | | | |
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| | Page 26 | Information |
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- H. Department Reports
- | | | |
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| | | Information |
| 1. Assistant Director | Page 29 | |
| 2. Marketing | Page 34 | |
| 3. Adult | Page 38 | |
| 4. Circulation | Page 47 | |

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- Department Reports (continued)
- 5. Technology and Technical Services
- 6. Youth

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Page 58

- I. Staff Report
 - Ann Stovall, Head of Technology and Technical Services Information

- J. Reports
 - 1. Treasurer’s Report - February Page 73 Information
 - 2. Treasurer’s Report - March Page 77 Information
 - 3. Chambers’ Reports – (Jensen) Page 89 Information
 - 4. RAILS Page 91 Information
 - 5. Building and Grounds Committee (no report)
 - 6. Finance Committee (no report)
 - 7. Planning/Outreach Committee (no report)
 - 8. Policy Committee (no report)

- K. Unfinished Business
 - 1. Update Strategic Plan 2015-2018 Page 95 Information
 - 2. Strategic Plan Retreat Feedback Discussion

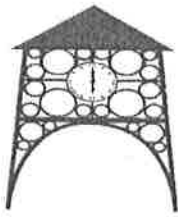
- L. New Business
 - 1. Recommendation for Server and Back-Up Solution Page 138 Action
 - 2. Officers and Committees Discussion

- M. Meetings
 - Building and Grounds Committee, Tuesday, April 30, 5:30

- N. Community Events

- O. Library Events

- P. Adjournment



Darien Chamber of Commerce

YOUR CONNECTION TO BUSINESS SUCCESS

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February 22, 2019

Jamie Bukovac
Indian Prairie Public Library
401 Plainfield Road
Darien, IL 60561-4207

Dear Jamie:

The Darien Chamber of Commerce will host the 19th Annual Darien Dash on Sunday, May 19th, 2019 at Darien Community Park. Registration for this event begins at approximately 6:00am with Race time set to begin at 8:30 a.m. We are expecting the event activities to conclude by approximately 11 a.m. On behalf of the Darien Chamber of Commerce, we are seeking your approval to use the Library's parking lot for Race participants.

Attached is a copy of our Certificate of Insurance. Should you have any questions or concerns, please call the Chamber office. Thank you for your consideration and continued support of the Darien Chamber of Commerce.

Sincerely,

April Padalik

Executive Director
Darien Chamber of Commerce
Your Connection to Business Success!

1702 Plainfield Road
Darien, IL 60561
Phone: (630) 968-0004
Email: www.darienchamber.com

401 Plainfield Road | Darien, Illinois 60561-4207
T 630/887-8760 F 630/887-1018 ippl.info



February 27, 2019

April Padalik
Executive Director
Darien Chamber of Commerce
1702 Plainfield Road
Darien, IL 60561

Dear April:

Regarding your request to use the library parking lot for the Darien Dash on May 19, we would be happy to provide use of the library parking lot for the event. Per your letter, we've received the Certificate of Insurance listing the library as an additional insured.

Best wishes for another successful Dash. We're happy to be able to support this important community event.

Sincerely,

A handwritten signature in cursive script that reads "Jamie Bukovac".

Jamie Bukovac
Director

501(c)(3) Non Profit Status
EIN# 53-0196617



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Dear Friend:

Our Lady of Peace School invites you to support our largest and most significant fundraiser—our Annual Auction. This year's event, entitled *Our Lady of Peace & Harmony: 2019 Grand Auction, A Night of Dinner, Drinks and Dueling Pianos* will be held on **Saturday, April 13th, 2019**, at the Marriott Burr Ridge in Burr Ridge, Illinois. *We realize you are inundated with requests for donations all through the year and we appreciate your consideration.*

We are asking your organization for its support through a sponsorship, program book advertisement or a donation of goods or services that may be used in a live auction, silent auction or raffle.

Our Lady of Peace School is a Catholic grade school located in Darien, Illinois providing Pre K- 8th grade education to more than 200 students from Darien, Downers Grove, Burr Ridge, Woodridge and other neighboring communities. The costs to run the school are predominately supported by tuition. Fundraisers help keep tuition affordable for our families and raise funds for other items for which the budget does not allow.

Your contribution to our fundraiser in the form of a cash donation, advertisement, merchandise or service would be greatly appreciated. Your contribution in any form is tax deductible as a donation to a non-profit 501(c)(3) organization. *The school's 501(c)(3) nonprofit tax code designation is under EIN#: 53-0196617.* Attached you will find a Participation Form to complete and return to our school.

In return for your generosity, your organization will be recognized for its support through communications with our school and parish community consisting of around 2,000 families. This visibility may include website, bulletin, social media and signage announcements.

If you have any questions, please do not hesitate to contact our Auction co-chairs. On behalf of the Our Lady of Peace School community, thank you in advance for your support.

Sincerely,

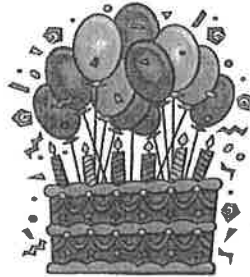
Your 2019 Our Lady of Peace Auction Co-Chairs

Doug Fornek
c: (630) 632-6997

Nicole Hensel
c: (630) 768-3229

Amanda Moudry
c: (708) 426-6659

Please feel free to email us at: OLPAuctionEvent@gmail.com



LOOK WHO IS TURNING 50! THE CITY OF DARIEN!

Darien was "born" into DuPage County on
December 13, 1969

To commemorate this monumental event,
the city of Darien is planning numerous events throughout this coming year.
On Monday, March 25th at 7:00 pm a meeting will be held at City Hall
to start planning activities to encompass all of Darien's community.

We invite you and/or a representative(s) to this meeting to hear some our thoughts and hope you can enhance this celebration with your ideas. Consider this to be a "think tank" on how to celebrate our 50th Birthday!

If you are not able to make this meeting but still very interested in contributing your ideas, please email Bonnie Kucera (bonniekucera@yahoo.com) with your input and/or intentions.

We hope to see you on the 25th with open minds, energy and enthusiasm.

50th Birthday Committee
Bonnie Kucera, Coordinator
bonniekucera@yahoo.com



Taste of Route 66
Tuesday, April 23th, 2019
Ashyana Banquets and Catering
1620 75th Street
Downers Grove. IL 60516

Proceeds benefit the Rotary's Backpack Food Program
(www.rotartbackpack.org)

Tickets: \$60 per person
Purchase tickets online at www.darienrotaryclub.org

Be sure to check out our online auctions!!!



United States Department of State

Chicago Passport Agency

4432 Mercure Circle

PO Box 1038

Sterling, Virginia 20166-1038

March 12, 2019

Indian Prairie Public Library
401 Plainfield Rd.
Darien, IL 60561

Dear Indian Prairie Public Library,

We would like to take this opportunity to thank the Indian Prairie Public Library for its continued passport application acceptance services, and to congratulate you and your Acceptance Agents for outstanding achievements in your operation of the Passport Application Acceptance Program.

The Indian Prairie Public Library is a part of a small group of Passport Application Acceptance Facilities throughout IL, IN, and WI to receive a perfect score on the Acceptance Facility Oversight "Acceptance Facility Review Report."

Your Acceptance Facility Oversight inspection included one-on-one interviews with the Facility Manager, inspections of facility space and security features, as well as real-time observations of Acceptance Agents accepting and executing passport applications from the general public. With over 730 Facilities in the Chicago Passport Agency's Region having undergone the same rigorous assessment, it is no small feat to be recognized as one of the best.

Through your facility's hard work and vigilance, the U.S. Department of State is able to accomplish our mission to issue secure travel documents to U.S. citizens while providing the highest level of customer service, information security, professionalism, and integrity.

We thank you for your continued commitment to the Passport Application Acceptance Program and congratulate you on this outstanding achievement.

Sincerely,

A handwritten signature in black ink, appearing to read "Sean Loftus".

Sean Loftus
Director

Laura Birmingham

From: walter gatewood <benson159@att.net>
Sent: Friday, April 05, 2019 11:55 PM
To: Laura Birmingham
Subject: Boy Scout Athletic Shoe drive

Hello Laura,

I wanted to let you know how much Boy Scout Troop 55 appreciates your help with our annual Athletic Shoe drive this year. We are so happy to share with you that we tripled the amount of the shoes collected from last year! We gathered 809 pairs of shoes. Your staff was very helpful and wonderful to work with! Thank you so much for your support.

Karen Gatewood
Troop 55 Secretary/ Special Projects
District Eagle Coordinator
Commissioner

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Indian Prairie Public Library
Board of Trustees Minutes
Regular Meeting of February 20, 2019

**Board of Trustees Regular Meeting
February 20, 2019 – 6:30 p.m.**

A. Roll Call

President Suriano called the meeting to order at 6:32 p.m. Secretary Deshmukh called the roll.

Present: Donald Damon, Beena Deshmukh, Marian Krupicka, Crystal Megaridis, Diane Ruscitti, Victoria Suriano

Absent: none

Staff Present: Jamie Bukovac, Laura Birmingham, Maria Wlosinski

Others:

President Suriano asked for additions and/or corrections to the agenda. There were none.

- B. Mission Statement: Secretary Deshmukh read the library mission statement. We enrich people's lives by providing opportunities to explore, connect, and be inspired.

Vision Statement: Secretary Deshmukh read the library vision statement. Our community depends upon the Indian Prairie Public Library District as a vital and trusted resource for achieving personal goals and enhancing quality of life. With a welcoming environment and state-of-the-art services, the library is an essential center of learning, inspiration, and community pride.

C. Public Comment

D. Communications and Announcements

1. Library Trustee Forum March 15, 2019

E. Omnibus Consent Agenda

1. Minutes of Regular Board Meeting, January 16, 2019
2. Action on Bill/Additional Bills
3. Determination to Dispose of Personal Property
4. Proposed Revisions to Policy 210

Damon moved, Krupicka seconded to approve the Omnibus Consent Agenda. Motion carried unanimously.

F. Items Deleted from Omnibus Consent Agenda - none

G. Library Director's Report

The State minimum wage increase won't impact the library until FY20-21. Fourteen staff will be affected. This will be a discussion for the Finance Committee when looking at the budget. Last month Ruscitti asked how the rate of return noted in the MPI investment report compared to other benchmarks such as a traditional portfolio or Illinois Funds. Tonight Bukovac distributed a graph prepared by MPI comparing the library's MPI Net Dollar Return to

Barclay's Net Dollar Return and Illinois Funds Dollar Return. MPI will attend a future Board meeting to review the library's portfolio.

H. Department Reports

Suriano hopes to see the Trustees at our Mini Golf Fundraiser on March 9.

I. Staff Report – none

J. Reports

1. Treasurer's Report – backup in packet.
2. Chamber Reports – backup in packet.
3. RAILS – backup in packet.
4. Building and Grounds Committee – no report.
5. Finance Committee – no report.
6. Planning/Outreach Committee – no report.
7. Policy Committee – no report.

K. Unfinished Business - none

L. New Business

1. Request to Donate Dreamcatcher – No action was taken by the Board.
2. Strategic Planning Process – Bukovac is looking at facilitators with library and non-profit experience for the Strategic Planning Retreat on April 13. We are in the process of doing small surveys and Bukovac will be doing interviews with individual stakeholders. The data will be available the end of March. We will be reviewing our mission, vision and strategic directives at the retreat.
3. Presentation of Information Relative to Strategic Planning - The packet contains the notes from the January 29th and February 12th Visioning Committee Meetings. Tonight, Bukovac distributed and reviewed statistical data with respect to trends in the library. This included a comparison of IPPL circulation information for physical and ematerials, program attendance and assistance at the ask-us desks over the last few fiscal years. Also included was the 2017 Public Library Data Service Report which reflected the fact that the trends are not just happening at our library but also at libraries across the country. Usage of libraries is evolving. Libraries are adding to their traditional role. As a library we need to be flexible. We need to have community conversations so we can identify our role in the community. Lastly, Bukovac distributed copies of a report from the Aspen Institute Public Dialogue on Libraries. This was held in 2016 and addresses the future of libraries at local and national levels. She asked the Trustees to read the report for the April retreat.

M. Scheduled Meetings

1. A Strategic Planning Retreat was scheduled for April 13 at 9 a.m.
2. A Building and Grounds Committee meeting was scheduled for April 9 at 5:30 p.m.

N. Community Events

O. Library Event

P. Adjournment

At 8:17 p.m. Krupicka moved, Deshmukh seconded to adjourn the meeting. All ayes. Motion carried unanimously.

Beena Deshmukh, Secretary

ACTION ON BILLS February 2019

<u>Account</u>	<u>Check #'s</u>	<u>Total</u>
MB-Bills for Approval	2844 thru 2924	\$ 82,601.33
MB-Salaries for February	509 thru 526	\$ 4,874.72
Hinsdale Bank-Direct Deposits	& 27682 thru 27842	\$ 117,184.36
MONTH'S TOTAL:		\$ 204,660.41

Indian Prairie Public Library District
Account QuickReport - Vendors
As of February 28, 2019

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Type	Date	Num	Name	Amount
10122 · MB Checking				
Bill Pmt Check	02/04/2019	2801	VOID	-50.00
Bill Pmt Check	02/04/2019	2844	Bank of America	4,620.37
Bill Pmt Check	02/04/2019	2845	Willowbrook/Burr Ridge Chamberof Commerce	25.00
Bill Pmt Check	02/04/2019	2846	Creeside Printing	2,100.00
Liability Check	02/07/2019	2847	Nationwide Retirement	700.00
Liability Check	02/07/2019	2848	Vantagepoint	1,206.21
Bill Pmt Check	02/07/2019	2849	Asimakopoulos, Jennifer	44.38
Bill Pmt Check	02/07/2019	2850	Baker & Taylor	3,531.70
Bill Pmt Check	02/07/2019	2851	Basecamp Web Solutions	1,535.00
Bill Pmt Check	02/07/2019	2852	BCBS	12,461.75
Bill Pmt Check	02/07/2019	2853	Better Business Planning, Inc.	181.88
Bill Pmt Check	02/07/2019	2854	Blackstone Audio, Inc.	90.00
Bill Pmt Check	02/07/2019	2855	Case Lots Inc.	538.30
Bill Pmt Check	02/07/2019	2856	Cavendish Square	431.10
Bill Pmt Check	02/07/2019	2857	Colonial Life	82.53
Bill Pmt Check	02/07/2019	2858	Comcast	311.85
Bill Pmt Check	02/07/2019	2859	Current Technologies	229.00
Bill Pmt Check	02/07/2019	2860	Dell Marketing L.P.	1,191.10
Bill Pmt Check	02/07/2019	2861	Estrada, Heidi	24.67
Bill Pmt Check	02/07/2019	2862	Filis, April	11.66
Bill Pmt Check	02/07/2019	2863	Fortress Data Management	160.00
Bill Pmt Check	02/07/2019	2864	Gale/CENGAGE Learning	139.14
Bill Pmt Check	02/07/2019	2865	Hausner, Indrani	250.00
Bill Pmt Check	02/07/2019	2866	Illinois Library Association	375.00
Bill Pmt Check	02/07/2019	2867	Kroeschell Service	6,672.91
Bill Pmt Check	02/07/2019	2868	Law Bulletin Publishing Company	67.00
Bill Pmt Check	02/07/2019	2869	McCully, Nancy	200.00
Bill Pmt Check	02/07/2019	2870	McMillin, Teresa S.	175.00
Bill Pmt Check	02/07/2019	2871	Midwest Tape	3,807.67
Bill Pmt Check	02/07/2019	2872	NCPERS Group Life	144.00
Bill Pmt Check	02/07/2019	2873	Niestrom, Kathy	200.00
Bill Pmt Check	02/07/2019	2874	OverDrive	591.89
Bill Pmt Check	02/07/2019	2875	Penguin Random House LLC	176.25
Bill Pmt Check	02/07/2019	2876	Principal Life Insurance Company	681.51
Bill Pmt Check	02/07/2019	2877	Quill	696.60
Bill Pmt Check	02/07/2019	2878	Recorded Books, LLC	9,095.38
Bill Pmt Check	02/07/2019	2879	Rivistas Subscription Services	117.92
Bill Pmt Check	02/07/2019	2880	Runco	185.41
Bill Pmt Check	02/07/2019	2881	Stovall, Ann	140.00
Bill Pmt Check	02/07/2019	2882	Thomson Reuters West	72.21
Bill Pmt Check	02/07/2019	2883	Thorpe, Carla	50.00
Bill Pmt Check	02/07/2019	2884	Today's Business	2,468.00
Bill Pmt Check	02/07/2019	2885	Uline	89.50
Bill Pmt Check	02/07/2019	2886	van Nuis, Petra	300.00

Indian Prairie Public Library District
Account QuickReport - Vendors
As of February 28, 2019

15

Type	Date	Num	Name	Amount
Bill Pmt Check	02/07/2019	2887	Very Smart People LLC	400.00
Bill Pmt Check	02/07/2019	2888	VSP Vision	134.87
Bill Pmt Check	02/16/2019	2889	Baker & Taylor	2,914.58
Bill Pmt Check	02/16/2019	2890	Baker & Taylor (video)	11.53
Bill Pmt Check	02/16/2019	2891	Blackstone Audio, Inc.	224.98
Bill Pmt Check	02/16/2019	2892	Case Lots Inc.	173.40
Bill Pmt Check	02/16/2019	2893	Children's Plus Inc.	370.62
Bill Pmt Check	02/16/2019	2894	DEMCO	151.56
Bill Pmt Check	02/16/2019	2895	DuPage County Public Works	729.74
Bill Pmt Check	02/16/2019	2896	Estrada, Heidi	58.42
Bill Pmt Check	02/16/2019	2897	Gale/CENGAGE Learning	29.59
Bill Pmt Check	02/16/2019	2898	Garvey's Office Products	15.65
Bill Pmt Check	02/16/2019	2899	Groot Industries, Inc.	448.41
Bill Pmt Check	02/16/2019	2900	Guest Enterprises, Inc.	700.00
Bill Pmt Check	02/16/2019	2901	Layman, Jez	22.99
Bill Pmt Check	02/16/2019	2902	Midwest Tape	1,068.27
Bill Pmt Check	02/16/2019	2903	OverDrive	2,042.79
Bill Pmt Check	02/16/2019	2904	Penguin Random House LLC	120.00
Bill Pmt Check	02/16/2019	2905	Quill	484.95
Bill Pmt Check	02/16/2019	2906	Recorded Books, LLC	51.94
Bill Pmt Check	02/16/2019	2907	Runco	21.84
Bill Pmt Check	02/16/2019	2908	Sebert Landscaping	4,258.00
Bill Pmt Check	02/16/2019	2909	Unique Management	98.45
Bill Pmt Check	02/16/2019	2910	Wlosinski, Maria	37.70
Bill Pmt Check	02/19/2019	2790	VOID	16.60
Liability Check	02/21/2019	2911	Nationwide Retirement	700.00
Liability Check	02/21/2019	2912	Vantagepoint	1,206.21
Bill Pmt Check	02/21/2019	2913	Book Page	576.00
Bill Pmt Check	02/21/2019	2914	Canon Solutions America Inc.	221.00
Bill Pmt Check	02/21/2019	2915	Comcast	66.05
Bill Pmt Check	02/21/2019	2916	Findaway World, LLC	51.92
Bill Pmt Check	02/21/2019	2917	Fortress Data Management	80.00
Bill Pmt Check	02/21/2019	2918	Gale/CENGAGE Learning	567.00
Bill Pmt Check	02/21/2019	2919	Guchenia., Kristina	71.65
Bill Pmt Check	02/21/2019	2920	Hudson, Nancy	8.59
Bill Pmt Check	02/21/2019	2921	Ingram Library Services	24.38
Bill Pmt Check	02/21/2019	2922	Principal Life Insurance Company	707.29
Bill Pmt Check	02/21/2019	2923	Scholastic Library Publishing	421.20
Bill Pmt Check	02/28/2019	2924	Business Card	7,191.27

Total 10122 · MB Checking
TOTAL

82,601.33
82,601.33

Bills for approval – Electronic Payments & Automatic Withdrawals

February 2019

Vendor	Purpose	Date Paid	Amount Paid
EFTPS-Federal	Payroll taxes	02/08/2019	18,767.08
ILDOR-State	Payroll taxes	02/08/2019	3,524.08
EFTPS-Federal	Payroll taxes	02/22/2019	20,007.24
ILDOR-State	Payroll taxes	02/22/2019	3,718.21
DAC	Deposit to HRA	02/05/2019	2,187.50
Nicor	Gas	02/12/2019	1,058.57
INB Bank/MB	Credit Card Fee	02/04/2019	215.71
Hinsdale Bank	Fee-Direct Deposit	02/04/2019	25.00

ACTION ON BILLS March 2019

<u>Account</u>	<u>Check #'s</u>	<u>Total</u>
MB-Bills for Approval	2925 thru 3067	\$ 123,449.79
MB-Salaries for March	527 thru 546	\$ 6,375.22
Hinsdale Bank-Direct Deposits	& 27843 thru 28004	\$ 116,516.10
MONTH'S TOTAL:		\$ 246,341.11

Indian Prairie Public Library District
Account QuickReport - Vendors
As of March 31, 2019

18

Type	Date	Num	Name	Amount
10122 - MB Checking				
Bill Pmt Check	03/03/2019	2925	Allard, Jamie	53.42
Bill Pmt Check	03/03/2019	2926	American Library Association	133.48
Bill Pmt Check	03/03/2019	2927	Baker & Taylor	8,197.90
Bill Pmt Check	03/03/2019	2928	Baker & Taylor (video)	590.95
Bill Pmt Check	03/03/2019	2929	Bal Industries	390.00
Bill Pmt Check	03/03/2019	2930	BCBS	12,120.32
Bill Pmt Check	03/03/2019	2931	Better Business Planning, Inc.	181.88
Bill Pmt Check	03/03/2019	2932	Blackstone Audio, Inc.	90.00
Bill Pmt Check	03/03/2019	2933	Call One	188.38
Bill Pmt Check	03/03/2019	2934	Case Lots Inc.	327.70
Bill Pmt Check	03/03/2019	2935	Center Point Large Print	173.99
Bill Pmt Check	03/03/2019	2936	Children's Plus Inc.	6,273.64
Bill Pmt Check	03/03/2019	2937	Creekside Printing	6,284.17
Bill Pmt Check	03/03/2019	2938	DEMCO	154.21
Bill Pmt Check	03/03/2019	2939	Dynegy Energy Services	4,782.08
Bill Pmt Check	03/03/2019	2940	Dzierzbicki, Monica	51.96
Bill Pmt Check	03/03/2019	2941	Eskew, Joe	37.95
Bill Pmt Check	03/03/2019	2942	Estrada, Heidi	13.20
Bill Pmt Check	03/03/2019	2943	Filis, April	15.16
Bill Pmt Check	03/03/2019	2944	Filmtools	64.81
Bill Pmt Check	03/03/2019	2945	Gale/CENGAGE Learning	1,150.86
Bill Pmt Check	03/03/2019	2946	Grainger	115.58
Bill Pmt Check	03/03/2019	2947	Grass Roots Press	276.60
Bill Pmt Check	03/03/2019	2948	Independent Construction Services	1,260.00
Bill Pmt Check	03/03/2019	2949	Ingram Library Services	221.31
Bill Pmt Check	03/03/2019	2950	Layman, Jez	12.99
Bill Pmt Check	03/03/2019	2951	Midwest Tape	4,154.37
Bill Pmt Check	03/03/2019	2952	Neviol Inc.	4,725.00
Bill Pmt Check	03/03/2019	2953	New Readers Press	172.82
Bill Pmt Check	03/03/2019	2954	OverDrive	1,254.41
Bill Pmt Check	03/03/2019	2955	Penguin Random House LLC	101.25
Bill Pmt Check	03/03/2019	2956	Recorded Books, LLC	138.99
Bill Pmt Check	03/03/2019	2957	Runco	243.47
Bill Pmt Check	03/03/2019	2958	Scharping, Ronald A.	100.00
Bill Pmt Check	03/03/2019	2959	Sebert Landscaping	6,529.00
Bill Pmt Check	03/03/2019	2960	Speciality Mat Service	185.86
Bill Pmt Check	03/03/2019	2961	Thomson Reuters West	72.21
Bill Pmt Check	03/03/2019	2962	VSP Vision	141.47
Bill Pmt Check	03/03/2019	2963	Weight Watchers Magazine	24.95
Bill Pmt Check	03/07/2019	2964	CareerBuilder Employment Screening, LLC	165.00
Bill Pmt Check	03/07/2019	2965	City of Darien	50.00
Bill Pmt Check	03/07/2019	2966	Colonial Life	82.53
Bill Pmt Check	03/07/2019	2967	Darnell, Steve	250.00
Bill Pmt Check	03/07/2019	2968	Farina, Mark	150.00

Indian Prairie Public Library District
Account QuickReport - Vendors
As of March 31, 2019

19

Type	Date	Num	Name	Amount
Bill Pmt Check	03/07/2019	2969	Fox Valley Fire & Safety	3,990.00
Bill Pmt Check	03/07/2019	2970	Goddard, Leslie Elizabeth	300.00
Bill Pmt Check	03/07/2019	2971	Groot Industries, Inc.	458.23
Bill Pmt Check	03/07/2019	2972	Koziol, Nina	200.00
Bill Pmt Check	03/07/2019	2973	Kroeschell Service	2,544.00
Bill Pmt Check	03/07/2019	2974	Midwest Tape	2,512.23
Bill Pmt Check	03/07/2019	2975	NCPERS Group Life	64.00
Bill Pmt Check	03/07/2019	2976	NicholsYehling, Michelle	150.00
Bill Pmt Check	03/07/2019	2977	Pioneer Press	26.00
Bill Pmt Check	03/07/2019	2978	Runco	7.74
Bill Pmt Check	03/07/2019	2979	Sebert Landscaping	1,716.00
Bill Pmt Check	03/07/2019	2980	SenSource	2,106.84
Bill Pmt Check	03/07/2019	2981	Speciality Mat Service	185.86
Bill Pmt Check	03/07/2019	2982	Stovall, Ann	329.99
Bill Pmt Check	03/07/2019	2983	Szafanski, T.J.	55.00
Bill Pmt Check	03/07/2019	2984	Williams., Natalie	14.96
Liability Check	03/07/2019	2985	Nationwide Retirement	700.00
Liability Check	03/07/2019	2986	Vantagepoint	1,206.21
Bill Pmt Check	03/08/2019	2987	Case Lots Inc.	325.75
Bill Pmt Check	03/08/2019	2988	Lincoln Library	65.00
Bill Pmt Check	03/08/2019	2989	OverDrive	782.88
Bill Pmt Check	03/20/2019	2990	Alarm Financial	76.50
Bill Pmt Check	03/20/2019	2991	Allard, Jamie	28.01
Bill Pmt Check	03/20/2019	2992	Baker & Taylor	3,202.07
Bill Pmt Check	03/20/2019	2993	Baker & Taylor (video)	101.32
Bill Pmt Check	03/20/2019	2994	Bal Industries	1,080.00
Bill Pmt Check	03/20/2019	2995	Birmingham, Laura	47.37
Bill Pmt Check	03/20/2019	2996	Blackstone Audio, Inc.	179.99
Bill Pmt Check	03/20/2019	2997	Call One	192.81
Bill Pmt Check	03/20/2019	2998	Case Lots Inc.	184.65
Bill Pmt Check	03/20/2019	2999	CDW Government	1,020.19
Bill Pmt Check	03/20/2019	3000	DEMCO	236.32
Bill Pmt Check	03/20/2019	3001	DuPage County Public Works	897.96
Bill Pmt Check	03/20/2019	3002	Dynegy Energy Services	4,306.34
Bill Pmt Check	03/20/2019	3003	Estrada, Heidi	10.04
Bill Pmt Check	03/20/2019	3004	Fortress Data Management	80.00
Bill Pmt Check	03/20/2019	3005	FSS Technologies	112.50
Bill Pmt Check	03/20/2019	3006	Grainger	37.08
Bill Pmt Check	03/20/2019	3007	Gregorich, Barbara	325.00
Bill Pmt Check	03/20/2019	3008	Heritage House Florist	60.95
Bill Pmt Check	03/20/2019	3009	Ingram Library Services	287.85
Bill Pmt Check	03/20/2019	3010	Kroeschell Service	1,748.00
Bill Pmt Check	03/20/2019	3011	Midwest Tape	1,492.17
Bill Pmt Check	03/20/2019	3012	Neviol Inc.	4,725.00
Bill Pmt Check	03/20/2019	3013	OverDrive	515.97

**Indian Prairie Public Library District
Account QuickReport - Vendors
As of March 31, 2019**

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Type	Date	Num	Name	Amount
Bill Pmt Check	03/20/2019	3014	Penguin Random House LLC	60.00
Bill Pmt Check	03/20/2019	3015	Principal Life Insurance Company	1,497.37
Bill Pmt Check	03/20/2019	3016	Quill	297.40
Bill Pmt Check	03/20/2019	3017	Recorded Books, LLC	195.44
Bill Pmt Check	03/20/2019	3018	Roy, Nancy	5.60
Bill Pmt Check	03/20/2019	3019	Runco	173.28
Bill Pmt Check	03/20/2019	3020	Shredit	322.24
Bill Pmt Check	03/20/2019	3021	Szafranski, T.J.	33.06
Bill Pmt Check	03/20/2019	3022	Unique Management	44.75
Bill Pmt Check	03/20/2019	3023	VSP Vision	194.27
Bill Pmt Check	03/20/2019	3024	Williams., Natalie	129.87
Liability Check	03/21/2019	3025	Nationwide Retirement	700.00
Liability Check	03/21/2019	3026	Vantagepoint	1,281.21
Bill Pmt Check	03/21/2019	3027	Alphagraphics	140.23
Bill Pmt Check	03/21/2019	3028	Bank of America	7,050.14
Bill Pmt Check	03/21/2019	3029	Canon Solutions America Inc.	221.00
Bill Pmt Check	03/21/2019	3030	Case Lots Inc.	115.30
Bill Pmt Check	03/21/2019	3031	DuPage County Collector	88.39
Bill Pmt Check	03/21/2019	3032	Fox Valley Fire & Safety	145.00
Bill Pmt Check	03/21/2019	3033	Grochowski, Kelly	50.00
Bill Pmt Check	03/21/2019	3034	Krekberg, Mary L	140.00
Bill Pmt Check	03/21/2019	3035	Milenkov, Marija	13.50
Bill Pmt Check	03/21/2019	3036	Quill	37.98
Bill Pmt Check	03/21/2019	3037	Runco	288.42
Bill Pmt Check	03/21/2019	3038	Scharping, Ronald A.	100.00
Bill Pmt Check	03/21/2019	3039	Sheehan, Debbie	29.58
Bill Pmt Check	03/21/2019	3040	Titan Image Group, Inc.	250.00
Bill Pmt Check	03/21/2019	3041	Wlosinski, Maria	39.44
Bill Pmt Check	03/28/2019	3042	Alphagraphics	132.22
Bill Pmt Check	03/28/2019	3043	Baker & Taylor	1,495.28
Bill Pmt Check	03/28/2019	3044	Baker & Taylor (video)	66.79
Bill Pmt Check	03/28/2019	3045	Birmingham, Laura	37.85
Bill Pmt Check	03/28/2019	3046	Blackstone Audio, Inc.	90.00
Bill Pmt Check	03/28/2019	3047	Case Lots Inc.	125.25
Bill Pmt Check	03/28/2019	3048	Center Point Large Print	120.10
Bill Pmt Check	03/28/2019	3049	Chicago Tribune	728.00
Bill Pmt Check	03/28/2019	3050	DEMCO	428.89
Bill Pmt Check	03/28/2019	3051	Gale/CENGAGE Learning	304.69
Bill Pmt Check	03/28/2019	3052	Ingram Library Services	38.53
Bill Pmt Check	03/28/2019	3053	Investor's Business Daily	279.00
Bill Pmt Check	03/28/2019	3054	KI	81.64
Bill Pmt Check	03/28/2019	3055	Marquee Movie Presentations LLC	200.00
Bill Pmt Check	03/28/2019	3056	Midwest Laser Specialists, Inc.	114.00
Bill Pmt Check	03/28/2019	3057	Midwest Tape	939.33
Bill Pmt Check	03/28/2019	3058	Museum of Science and Industry, The	250.00

Indian Prairie Public Library District
Account QuickReport - Vendors
As of March 31, 2019

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<u>Type</u>	<u>Date</u>	<u>Num</u>	<u>Name</u>	<u>Amount</u>
Bill Pmt Check	03/28/2019	3059	NCPERS Group Life	48.00
Bill Pmt Check	03/28/2019	3060	OverDrive	2,148.62
Bill Pmt Check	03/28/2019	3061	Rivistas Subscription Services	961.31
Bill Pmt Check	03/28/2019	3062	Runco	287.60
Bill Pmt Check	03/28/2019	3063	Thomson Reuters West	77.27
Bill Pmt Check	03/28/2019	3064	Uline	131.53
Bill Pmt Check	03/28/2019	3065	Vitson, Robyn S.	200.00
Bill Pmt Check	03/28/2019	3066	Williams., Natalie	62.77
Bill Pmt Check	03/28/2019	3067	Woods, Lyman	65.00

Total 10122 · MB Checking
TOTAL.

123,449.79
123,449.79

Bills for approval – Electronic Payments & Automatic Withdrawals

March 2019

Vendor	Purpose	Date Paid	Amount Paid
EFTPS-Federal	Payroll taxes	03/08/2019	18,965.30
ILDOR-State	Payroll taxes	03/08/2019	3,576.01
EFTPS-Federal	Payroll taxes	03/22/2019	19,803.80
ILDOR-State	Payroll taxes	03/22/2019	3,708.46
IMRF	Payroll Pension	03/04/2019	20,170.51
DAC	Deposit to HRA	03/06/2019	2,187.50
Nicor	Gas	03/12/2019	965.98
INB Bank/MB	Credit Card Fee	03/04/2019	208.91
Hinsdale Bank	Fee-Direct Deposit	03/04/2019	25.00

Revised 2019 Days Closed

New Year's Day	Tuesday, January 1, 2019
Easter	Sunday, April 21, 2019
Memorial Day Sunday	Sunday, May 26, 2019
Memorial Day	Monday, May 27, 2019
Staff Institute Day	Friday, June 7, 2019
Independence Day	Thursday, July 4, 2019
DarienFest	Friday, August 9, 2019 (closed from 6 p.m. to 9 p.m.)
DarienFest	Saturday, August 10, 2019 (closed from 1 p.m. to 5 p.m.)
DarienFest	Sunday, August 11, 2019
Labor Day Sunday	Sunday, September 1, 2019
Labor Day	Monday, September 2, 2019
Thanksgiving	Thursday, November 28, 2019
Christmas Eve	Tuesday, December 24, 2019
Christmas Day	Wednesday, December 25, 2019
New Year's Eve	Tuesday, December 31, 2019

ORDINANCE #2019-1

2019 ANNUAL ORDINANCE AUTHORIZING
PUBLIC LIBRARY NON-RESIDENT CARDS

WHEREAS, the Indian Prairie Public Library District is a tax-supported public library; and

WHEREAS, people residing within the jurisdictional boundaries of the Indian Prairie Public Library District pay taxes to support the library, and so need pay no additional fee to be eligible to receive a library card; and

WHEREAS, PA 92-0166 stipulates that “A person residing outside of a public library service area must apply for a non-resident card at the public library located closest to the person’s principal residence”; and

WHEREAS, the Office of the Illinois Secretary of State has issued regulations defining the “closest public library” and also providing three formulas which public libraries can use to determine the non-resident fee; and

WHEREAS, the Board of Library Trustees of the Indian Prairie Public Library District has determined for its 2019-2020 fiscal year, commencing July 1, 2019 and ending June 30, 2020, to participate in the non-resident reciprocal borrowing program of its regional library system and to issue non-resident library cards.

NOW, THEREFORE, BE IT AND IT IS HEREBY ORDAINED BY THE BOARD OF LIBRARY TRUSTEES OF THE INDIAN PRAIRIE PUBLIC LIBRARY DISTRICT as follows:

SECTION 1: Individuals residing beyond the jurisdictional boundaries of the Indian Prairie Public Library District whose closest public library is the Indian Prairie Public Library District, and not residing within the boundaries of another public library, may purchase a non-resident fee card during fiscal year 2019-2020, calculated according to the General Mathematical Formula (23 Ad. Code 3050.60(a)).

SECTION 2: Individuals residing beyond the jurisdictional boundaries of the Indian Prairie Public Library District, but owning (as an individual, a partner, the principal stockholder, or other joint owner) taxable property within the jurisdictional boundaries of the Indian Prairie Public Library District, or serving as a Senior Administrative Officer of a firm, business or other corporation owning taxable property within the jurisdictional boundaries of the Indian Prairie Public Library District, notwithstanding anything to the contrary in this Ordinance, may obtain one (1) non-resident library card without payment of the non-resident fee upon presentation of the most recent tax bill upon that taxable property; provided however, that in no event shall the privileges and use of the Library be extended to more than one (1) individual non-resident for each parcel of taxable property. Each non-resident library card issued pursuant to this Section is limited to the exclusive use of the individual whose name appears on its face.

SECTION 3: The President of the Board of Library Trustees shall notify the regional library system in writing within 30 days of the adoption of this Ordinance, stating (a) the effective date of this Ordinance, (b) the beginning and ending dates of the 12-month period of validity for non-resident library cards issued pursuant to this Ordinance, and (c) the fee formula as set forth herein.

SECTION 4: The Indian Prairie Public Library District shall continue to honor all non-resident library cards heretofore issued by the Library, for the full term of purchase.

SECTION 5: The Indian Prairie Public Library District shall cooperate with other participating area public libraries and the regional library system and adjacent regional library systems to determine the appropriate non-resident service areas, as stated in 23 Ad. Code 3050.25.

SECTION 6: The Policy of the Indian Prairie Public Library District for service to non-residents, including a description of the Library's service areas and the methods of calculating fees, shall be available for public inspection at the Library.

SECTION 7: A valid non-resident library card issued by the Indian Prairie Public Library District pursuant to this Ordinance shall accord a non-resident library cardholder all the services which this Library provides to its residents, including reciprocal borrowing privileges.

ADOPTED this 17th day of April, 2019, pursuant to roll call vote as follows:

AYES:

NAYS:

ABSENT:

Victoria Suriano, President

ATTEST:

Beena Deshmukh, Secretary

**Director's Report
March/April 2019**

Agenda

Omnibus:

Darien has changed the date of DarienFest to August 9 – 11 and we have schedule Staff Institute Day for June 7. There is a revised days closed schedule to reflect this.

Staff Report:

Ann Stovall, Head of Technology and Technical Services, will be joining us to talk about how the library shares content on devices.

Unfinished Business:

The update for the 2015 – 2018 strategic plan is included for your review as we develop the strategic plan. There is also time on the agenda for you to discuss what comes out of the Saturday retreat and share final thoughts before the staff meet on 4/23 to put the plan together.

New Business:

Our servers are due for replacements. Ann and Brett have researched options for the servers and for a back-up system and researched vendors. The recommendation is in the packet.

Each May after the election new officers are elected and committees established.

Strategic Plan

I put together a survey that was sent to over 9,000 cardholders. We received 1,462 responses. I also sent the survey specifically to stakeholders in the three communities - each mayor, each council member, park district board members and directors, some people on the two chamber boards, school superintendents, and representatives from local organizations. Eighteen people responded. I also prepare a summary data presentation for the strategic planning retreat.

Visioning Committee

In the past month the committee members did a Q&A, by phone, with two libraries who have moved from traditional library staffing models. The libraries were the Beloit Public Library and the San Jose University Library. Beloit has been in the process of moving to a single desk model since last May and just completing that process by removing the children's services desk. San Jose State University shares a nine story building with the San Jose Public Library. The two libraries have set up a single service desk on the main floor to provide services to students and the public. Each institution does have a desk on a different floor that is considered "their floor". These desks are used for reference purposes with most questions and assistance being handled at the first floor desk. It was very interesting to hear about their staffing models to provide a better user experience for their publics.

I also led the staff in developing the three strategic directions that will be discussed at the strategic planning retreat.

Putter Around the Library

Once again the library hosted a very successful community event and raised over \$1,600.00 for the Foundation and Friends. A big thank you to Laura and Jill for putting it all together!

SWAN

The SWAN strategic plan was approved by the membership and SWAN staff have started work relative to the plan. I've attached the plan to my report. SWAN staff are currently testing the vendor's mobile app. We should see this out for patrons this summer.

Willow Springs Mailing

I gave Jill and Theresa information on what to highlight to distinguish IPPL from other libraries. Jill and Theresa have developed a terrific mailer. Unfortunately it costs \$1,400.00 to do the mailing. We're currently trying to reach out Willow Springs to see if we can partner with them and insert the mailer in their newsletter.

Community

I was contacted by Our Lady of Peace for the library to be part of their fundraiser by offering "Shadow a Librarian" as part of the school's silent auction. This is a wonderful idea and were participating in this way.

I met with the director of Interfaith Community Partners which provides transportation for seniors. Currently they operate in suburbs directly east of Darien but they want to expand into the Darien, Willowbrook, Woodridge, Westmont, Downers Grove area. The first step is to find volunteer drivers and, once that is established, they will promote the service to seniors in our area. I provided the director with information on ways the library can assist in getting the word out, both to solicit volunteers and to promote the service to seniors. Once she has things organized we'll work with to promote the service

Staff

Early Literacy Specialist Lexy Twidell has been hired starting April 22. Katrice Perkins was hired as the part-time Communications Associate starting April 29. Adult Services Page Kathleen Sherlock resigned March 21.

Meetings

SWAN Board meeting
 SWAN quarterly directors' meeting
 Willowbrook Corner Coalition meeting
 Meeting with Interfaith Community Partners
 Two department head meetings
 Meeting with Jill and Laura about promotions
 Meeting with Jill and Theresa about the upcoming annual report
 Participated in 2nd interview for early literacy librarian position

Three telephone meetings with strategic planning facilitator

Participated in *Dear Martin* staff book discussion

Two one-on-one with Debbie

Three one-on-ones with Laura

Two one-on-ones with Natalie

Four one-on-ones with Tony

Four one-on-ones with Ann

Nancy met with Maria and Jamie A. to discuss procedures

Nancy met with a representative from Wells Fargo to discuss 401(k) plans

Nancy met with a representative from DuPage Credit Union to discuss their services

Nancy participated in a *Dear Martin* staff discussion

Maria received training on how to email paychecks

Jamie Bukovac

Assistant Director's Report

March 2019

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Building & Grounds:

Wendy's office is complete! Joe did an absolutely amazing job.

Now Joe's priority will be converting the library's lighting to LED.

IPPL Foundation and Friends:

The Book Nook made \$687.21 in February. Movie donations brought in \$26.00.

As Kids & Teens were doing some major weeding over the past few months, we had quite a number of books in storage. To help with getting rid of some of the surplus, the Friends gave several boxes of discarded children's books to the Family Christian Health Center in Harvey. The clinic is a federally qualified health center and provides primary care to families who have little or no access to care. Dr. Madeline Moriarty started the "Words of Words of Encouragement" Book Program and children who visit the center are encouraged to select a book and take it home to keep. Dr. Moriarty believes in the power of reading. With books, the children can experience different places, people, ideas and cultures that they might not otherwise have a chance to do.

"Putter Around The Library" Mini Golf Fundraiser:

"Putter Around the Library" was held on Saturday, March 9th from 12pm to 3pm. Approximately 500 people came to the event. We had 160 golfers, mostly kids, golf the course. In addition to the mini-golf, there were prizes for holes-in-one; a lollipop pull and a chance to spin a prize wheel. There was a snack bar with snacks and drinks for purchase. Attendees had a great time golfing.

We had several sponsors for the event:

- Burr Ridge Veterinary Clinic (\$200)
- Carriage Greens Country Club (\$200)
- Countryside Bank (\$200)
- Darien Kiwanis Club (\$200)
- Darien Rotary Club (\$200)
- Darien Women's Club (\$200)
- Johnson Orthodontics(\$200)
- Zazzo's Pizza (\$100)

In addition to their \$200 sponsorship, Carriage Greens gave every attendee a coupon for a Buy1/Get 1 Free round of golf and a Buy 1 Meal/Get 1 Free at the Sandtrap Bar and Grill. The carriage Greens golf pro Lou Ramadani attended the event at the first hole. Lou was fabulous and gave each person who came through a quick golf lesson from how to hold the club to where to hit the ball to get a hole in one.

After expenses, the event brought in \$1,675.

Community Connections Expo:

The Community Connections Expo was held on February 23 from 10am to 12pm. Participating organizations were:

AALR: Asserting Achievement, Literacy & Resilience

AMITA Health

Darien Garden Club

DuPage Habitat for Humanity

DuPage Pads

Family Shelter Services

Literacy DuPage

People's Resource Center

Project C.U.R.E.

West Suburban Community Pantry

(Note: Hope's Front Door was also scheduled to come, but had a last-minute emergency and could not attend.)

Despite a very rainy morning, there were 37 attendees.

Here's an anecdote from the Expo. Two women who were strangers at the start of the event showed up at the same time. They ended up walking from table to table together. At the end of the event, they exchanged phone numbers because they realized they lived close to each other and have similar interests. It was fun to see that a new friendship was born because of the event.

Continuing Education:

I attended "Streamline Your Strategic Planning Process" at the Woodridge Library on February 15th. Amanda Standerfer of Standerfer Consulting presented the workshop. She stressed the importance of strategic thinking versus strategic planning. If an organization wants to make a transformative change, they must practice strategic thinking. Strategic thinking is long-term and strategic planning is short-term. Thinking gets all levels involved and is process-oriented and adaptable.

I attended "Creating a Culture of Contribution" at the Skokie Public Library on March 1st. Panelists were from Forest Park Public Library, Skokie Public Library, and Barrington Public Library. A participatory culture is where visitors can create, share and connect with each other around content and active engagement which furthers the core and mission of the institution. The workshop gave ideas on ways to design participation in creative ways. We did a group exercise in brainstorming (100 ideas in 10 minutes) and came up with many ideas as a group. It was great to get so many ideas on programs and activities to try at Indian Prairie.

Marketing and Promotion:

Il's and Theresa's reports are attached.

Meetings:

- 2/21 One on one with Theresa
- 2/26 One on one with Jamie
- 2/26 Department Head Meeting
- 2/27 Inclusivity
- 2/28 Meeting with Jez re: PopCon and Night of Ice and Fire
- 2/28 One on one with Theresa
- 3/1 Workshop: Participatory Learning @ Skokie Public Library
- 3/6 One on one with Jill
- 3/7 One on one with Theresa
- 3/12 One on One with Jamie
- 3/13 One on one with Jill
- 3/14 One on one with Theresa
- 3/19 Visioning Committee
- 3/20 Library Board Meeting

Submitted by: Laura Birmingham, Assistant Director

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**Assistant Director's Report
April 2019**

Building & Grounds:

Joe replaced the sconce lights in the main stairwell with LED fixtures.

Sebert landscaping started spring clean-up on the grounds on April 1st.

Joe has been working outside getting the rain barrels and the fountain up and running. He ordered new umbrellas for our patio tables and they will be out shortly.

The keypad on our 2nd floor alarm door stopped working. Joe was able to research the issue, order the parts, wire the replacement part into the system and reprogram the code. His work saved us an expensive repair call.

Garden volunteer, Cathy Streett, freshened up the large parking lot planter for the spring.

The library was a polling place for Election Day on April 2nd.

IPPL Foundation and Friends:

The Book Nook made \$716.54 in March. Movie donations brought in \$66.25.

Personnel:

After several interviews, Jill and I hired Katrice Perkins as a part-time Communications Associate. Jill will be supervising her. Katrice has experience as a newspaper reporter, a customer service background from a retail job and worked on a student newspaper at the University of Illinois at Urbana-Champaign. She brings a lot to the table. She wants to learn and grow in this position, and we are excited to make her part of the marketing team. Katrice starts on Monday, April 29th.

I started supervising Cindy Kline at the end of March. I am working with Cindy to develop some new types of programs for adults for the upcoming newsletter themes. She is another welcome addition to our Administration team.

Visioning Committee:

I led the Visioning Committee on April 9th. We brainstormed and discussed different staffing model possibilities.

Programming:

Cindy planned and hosted six adult programs in March. The most popular programs were *Meet Bertha Palmer* (90 attended), *Herb Gardening* (62 attendees), *Roving the Red Planet* (40 attendees) and *Casey and The Flying Fortress* (40 attendees).

In April,

Marketing and Promotion:

Dave Bunn created two promotional videos last month: Putter Around the Library and Stocard. Dave created webpages for The Sound, Write-On and the Teen and Young Adult Job Fair. Dave is currently working on migrating the Foundation and Friends website over to a new interface.

Theresa designed the 2019 Summer Challenge booklets that are distributed to the schools. Theresa created new slides for the new display television in the Technology Center. Theresa worked the Putter Around the Library event as a photographer and she did a great job; we used many of her photos in our "thank you" posts after the event.

Jill's report is attached.

Meetings:

- 3/28 One on one with Dave
- 3/28 One on one with Theresa
- 3/28 One on one with Cindy
- 4/1 One on one with Jill
- 4/1 One on one with Joe
- 4/1 Department Head Meeting
- 4/2 Visioning Committee
- 4/3 Dear Martin Book Discussion
- 4/9 Visioning Committee
- 4/10 One on one with Jill
- 4/10 PopCon Committee Meeting
- 4/10 One on one with Cindy
- 4/11 One on one with Dave
- 4/11 One on one with Theresa
- 4/11 One on one with Joe
- 4/13 Strategic Planning Retreat
- 4/15 One on one with Jill
- 4/16 Library Board Meeting

Submitted by: Laura Birmingham, Assistant Director

Jill Yott, Communications Coordinator, Report for Board of Trustees: February 1-28

Continuing Education

- Feb.14: Webinar, "How to Broadcast a Facebook Live Event in Five Easy Steps"
- Feb. 21: Webinar, "The Future of Social Media"
- Feb. 27: Webinar, "Going Beyond the Gala"

Meetings

- February 4: Dave, new blog training
- February 13: Andi Rothberg, Burr Ridge Senior Center.
Note: I went to the Burr Ridge Senior Center to connect with the activities director at the new community. We chatted about getting residents library cards and more about the library's services.
- February 20: Ann, Website and Stocard
- February 20: Dave, Stocard Videos
- February 27: Shirley, Business Bundles follow up
- February 28: Phone interview with patron for testimonial

Enews

- Enews is sent to subscribers on Thursday.
- Currently 17,276 enews subscribers.
- Engagement is up slightly from January.
- February 7:** 17 percent open; 5 percent clicks
- February 16:** 16 percent open; 8 percent clicks
- February 21:** 16 percent open; 11 percent clicks
- February 28:** 20 percent open; 3 percent clicks
- February 28 (Foundation & Friends):** 38 percent open; 3 percent clicks

Social Media Followers through February 28.

- Facebook Likes: 1,697 (+ 8)
- Instagram: 350 (+ 20)
- Twitter: 1,034 (+9)

Featured Posts

Overall engagement and likes on social media continues to grow. Once again, patrons enjoy when there are post about trending topics. For example, posts were created about Groundhog Day and a full winter moon, and followers engaged on these posts.

Bookface Friday on Instagram continues to be a popular and well-loved, weekly feature. Library staff submitted pet pictures for National Pet Day, which we shared on Facebook and Instagram. Photos from the Community Connections event engaged our Facebook and Instagram followers.



February 2019 Board Report

Theresa Papaurelis, Graphic Designer & Media Services Associate

PROJECTS

- Spring 2019 newsletter to printer
- Community Connections Expo handout
- Putter Around the Library marketing (signage, posters, web graphics)
- Putter Around the Library webpage on IPPL Friends & Foundation website
- PopCon webpage on IPPL website
- A Night of Ice and Fire webpage on IPPL website
- Willow Springs mailer project (ongoing)
- Stocard marketing (ongoing)

MEETINGS

- A Night of Ice and Fire planning committee (2/20)
- PopCon fan art/artist's alley meeting with Jez Layman (2/21)
- Inclusivity Committee (2/27)

COMMUNITY

- Attended DWC Youth Art Fair as judge (2/23)

**Jill Yott, Communications Coordinator, Report for Board of Trustees
March 1-31**

Continuing Education

March 11: Webinar, "Transform your world of sponsorship in 6 easy steps"
March 13: Webinar, "Best practices for accessible and inclusive marketing"
March 21: Webinar, "Novelist/Library Aware"

Meetings and Events

March 10: Putter Around the Library
March 20: Jamie, Laura, and Theresa: Annual Report
March 20: Jez: Library Aware

Enews

Enews is sent to subscribers on Thursday.

Thursday, March 7: 17 percent open; 2 percent click

Thursday, March 14: 17 percent open; 4 percent click

Thursday, March 21: 17 percent open; 5 percent click

Thursday, March 28: 16 percent open; 12 percent click

Friday, March 29 (Foundation & Friends): 52 percent open; 6 percent click

Social Media Followers through March 31.

Facebook Likes: 1,719 (+)16

Instagram: 368 (+) 18

Twitter: 1,039 (+)14

Featured Posts

While anything having to do with the sky and celestial happenings prove to be popular on Facebook, photos get a lot of engagement.

We had fun with some of the "Social Media Holidays," including "National Puppy Day," featuring some of the dogs of staff members, and "International Women's Day," featuring some of the women on staff.

Both of these photos were featured on Facebook and Instagram.

Thanks to everyone who participated.



Adult Services Monthly Report

February 2019

After two months of relatively light loads of meetings and programs, February was very busy for the shortest month of the year.

We began taking AARP Tax Aide appointments the beginning of February. This year the coordinator expanded the number of hourly sessions to six (up from four) per day. Due to the changes to the tax code, we have had a heavier amount of requests for an appointment this tax season. As of the writing of this report, we only have 26 appointment times left until filing day. Last year at this time, we still had plenty of appointments for not only March but April as well.

The foreign language collection of adult fiction (Spanish and Russian) is slowly starting to circulate. We continue to receive more items for the collections and will see how popular they are as we go. I created a script for a takeaway item on how people can use the SWAN catalog to search for foreign language materials.

I'm working to transition us away from using so many different kinds of paper forms. Step one was creating a way to track desk statistics electronically. Step two is working on replacing all the various slips at our desk with electronic methods. One easy one was to move away from handwriting interlibrary loan requests and instead use the feature built into WorldCAT. I have trained my staff in how to place requests and they think it is a great idea. This will allow us to replace the green book request cards and blue article request slips at the desk and save us time, as we won't have to write out the requests anymore. We are keeping a small supply of the forms for the instances where the library loses its Internet connection or WorldCAT goes down.

Lastly, in more bittersweet news, Mary Krekelberg has given her notice to retire. Her last day will be on March 31 and we will miss her knowledge about genealogy and local history as well as her smile. We are sad for us but happy for her as she begins a new journey in her life.

Monthly Highlights

- After noticing that Shirley's business services did not have its own section of the website – there is a business databases page, but BizConnection is more than that – she sat down with Jill to discuss building a page for the website that will feature her and what she provides for our local area business community. After losing all of the McClatchy publications from RBDigital when that publisher decided to go a different direction, Shirley is reexamining the Flipster e-magazine service from Ebsco, as not only are all the magazines we "lost" on that service, but other popular ones like *People* and *Sports Illustrated* are also offered.
- Jennifer has been heavily involved in weeding the fiction collection. She moved to the romance paperbacks as that area was getting very tight and when she is done with that she will move to the general fiction collection.
- Mary K. helped to coordinate the Community Connections Expo. Thirty-seven people attended. Two of the organizations that were recruiting volunteers said that the library has the best volunteer fair in the area and one of them said that she actually gets volunteers from our events.
- Jez's annual "Best of IPPL" display was very popular this year. Multiple people asked for the poster that was created, which displayed the top ten books and movies based on checkouts in 2018.

- Joe recorded one Veteran's History interview. He has been weeding the DVD collection as we prepare to make a switch from thick cases to thin cases. Weeding is necessary so that we do not waste a thin case, or the effort, on an item that may never circulate again.

Community

- Shirley attended the Willowbrook-Burr Ridge Chamber Luncheon and Women in Business meeting as well as the Darien Chamber Board of Directors meeting.
- Jennifer and the Associates provided book info to 14 area book clubs (10 via e-mail, four by print pick up) on 11 new titles and three titles that had been previously requested by other groups. There was also a mention of the GenLit Book Club in the February issue of *West Suburban Living* magazine.

Contributing to the Profession

- Jennifer reports that Substitute Librarian Lora Bruggeman's annotation of *Professor Chandra Follows His Bliss* was featured on the March *LibraryReads* list. This is a list that is described as "The top ten books published this month that librarians across the country love." She also led the ARRT Book Club discussion on serving book clubs outside the library and spoke with Susan DeRonne at Glen Ellyn regarding circulating Kindle Paperwhites.
- Jez is working with Becky Spratford of RA for All and Arcadia McCauley of La Grange Public Library on a proposal for a session at ILA Annual. She is also working with Shoshana Frank of Naperville Public Library on a session about "outside the box" programming.

Continuing Education

- Jennifer took part in an ARRT Genre Study about erotic romance.

Meetings

Date	Meeting	Staff
4-Feb	One-on-One	Tony & Jennifer
4-Feb	One-on-One	Jennifer & Mary P.
5-Feb	Visioning Committee	Tony, Shirley & Jennifer
5-Feb	Department Head Meeting	Tony
6-Feb	Passport Services Meeting with Jamie	Tony, Shirley & Jennifer
6-Feb	One-on-One with Jamie	Tony
6-Feb	Adult Services Department Meeting	All Librarians & Associates
6-Feb	WBBR Chamber Luncheon	Shirley
6-Feb	20/30s Survey Meeting with Jamie	Jez
12-Feb	Department Head Meeting	Tony
12-Feb	WBBR Women in Business Meeting	Shirley
14-Feb	One-on-One	Tony & Jennifer
15-Feb	Adult Services Pages Meeting	Shirley & All Pages
19-Feb	Visioning Committee	Tony, Shirley & Jennifer
19-Feb	Department Head Meeting	Tony
19-Feb	Personnel Meeting with Jamie	Tony & Shirley

20-Feb	Night of Ice & Fire Planning Committee	Jez
21-Feb	Darien Chamber of Commerce Board Meeting	Shirley
21-Feb	One-on-One	Jennifer & Jez
21-Feb	One-on-One	Jennifer & Denise
21-Feb	ILA Submission Meeting	Jez
21-Feb	PopCon Fan Art Contest Meeting with Theresa	Jez
25-Feb	One-on-One	Tony & Mary K.
25-Feb	One-on-One	Jennifer & Mary S.
26-Feb	Department Head Meeting	Tony
26-Feb	Meeting with Darien Chamber Member	Shirley
27-Feb	One-on-One	Tony & Jez
27-Feb	One-on-One with Jamie	Tony
27-Feb	One-on-One with Jill	Shirley
27-Feb	Inclusivity Committee	Jez & Joe
28-Feb	One-on-One with Laura	Jez

Programs

Date	Time	Program	Organizer/ Presenter	Attendance
1-Feb	7:00 p.m.	#LibSocial - Cupcake Decorating	Jez	14
2-Feb	10:00 a.m.	ESL Conversation Group	Joe	13
4-Feb	2:00 p.m.	Thursday Afternoon Movies: <i>Oceans 8</i>	Joe	24
4-Feb	4:00 p.m.	Job Hunting Drop-in	Jez	9
4-Feb	6:00 p.m.	Chess Club	Denise	9
6-Feb	2:00 p.m.	Drama Reading	Joe	6
6-Feb	2:00 p.m.	Travel Presentation: Portugal	Cindy	35
7-Feb	7:00 p.m.	Opera Lover's Lecture Series: <i>La Traviata</i>	Cindy	9
11-Feb	9:00 a.m.	AARP Tax Aide	Denise	16
11-Feb	6:00 p.m.	Chess Club	Denise	7
11-Feb	7:00 p.m.	Great Decisions	Mary K.	18
13-Feb	10:00 a.m.	Job Club	Jez	Cancelled
13-Feb	1:00 p.m.	Make-it Take-it: Valentines Cards	Cindy	7
13-Feb	2:00 p.m.	Drama Reading	Joe	7
13-Feb	7:00 p.m.	Novel Idea Book Club	Mary P.	16
13-Feb	7:00 p.m.	Pub Trivia @ Ballydoyle's	Cindy & Jez	40
15-Feb	9:00 a.m.	AARP Tax Aide	Denise	28
15-Feb	7:00 p.m.	#LibSocial - Inside the Box Board Game Night	Jez	9
16-Feb	10:00 a.m.	ESL Conversation Group	Joe	11
17-Feb	2:00 p.m.	My Jazzy Valentine Concert	Cindy	63
18-Feb	6:00 p.m.	Chess Club	Denise	12
20-Feb	2:00 p.m.	Drama Reading	Joe	6
20-Feb	6:30 p.m.	GenLit Book Club	Jennifer	9

20-Feb	7:00 p.m.	Indian Soups	Cindy	18
21-Feb	2:00 p.m.	Thursday Afternoon Movies: <i>Mama Mia: Here We Go...</i>	Joe	27
21-Feb	6:30 p.m.	Crime Readers Book Club	Kathy	11
22-Feb	9:00 a.m.	AARP Tax Aide	Denise	28
23-Feb	10:00 a.m.	Community Connections Expo	Mary K.	37
25-Feb	9:00 a.m.	AARP Tax Aide	Denise	25
25-Feb	7:00 p.m.	Board Game Group	Jez	5
25-Feb	7:00 p.m.	Great Decisions	Mary K.	23
26-Feb	7:00 p.m.	Resume Workshop	Jez	7
27-Feb	1:00 p.m.	4th Wednesday: Bullet Journaling	Cindy/Jez	10
27-Feb	2:00 p.m.	Drama Reading	Joe	6
28-Feb	11:30 a.m.	Mahjong Club	Denise	10
28-Feb	1:00 p.m.	Genealogy Group	Denise	28
28-Feb	7:00 p.m.	BizConnection: Legal Aspects of Business Entities	Shirley	13
			Total	616

Select Comments

A Jazzy Valentine

Always a joy!

BizConnection: Legal Aspects of Business Entities

Very, very down to Earth. Sensitive to everyone no matter the type of question.

#LibSocial: Inside the Box

These events are always a lot of fun!

Resume Workshop

Very informative and helpful. Clear and concise.

Volunteers

- Twelve volunteers completed 103.75 hours of service.
 - Court Ordered/Community Service: eight volunteers performed 91.75 hours of service.
 - Regular volunteers: two volunteers completed 3.5 hours of service.
 - Veteran’s History Project: two volunteers did 8.5 hours of service.
 -

Proctoring

- No exams were proctored this month.

Social Media & e-Newsletter Reach

- Twitter – 265 profile visits; 14.7k impressions; 13 mentions; 1033 followers (+7)
 - Most popular tweet was Natalie’s review of *Becoming Mrs. Lewis* by Patti Callahan.

- Meetup
 - #LibSocial – 679 followers (+16)
 - Indian Prairie Public Library – 191 followers (+11)
 - Board Game Group – 185 followers (+13)
- New eBooks eNewsletter – sent to 170 addresses. Had 90 opens (53% open rate) and 11 clicks.
- Bestseller Preview eNewsletter – sent to 498 addresses. Had 213 opens (43% open rate) and 87 clicks.

Book Display Restocking & Collaboration Station Use

Area	# of Items
Windowing	169
Endcap	157
Display	267

Fifty-four people were observed using the collaboration station this month. The activities were a crossword puzzle and word search dedicated to Black History Month. Right before the Oscars, we had a vote for the Best Picture winner activity. We had 242 votes cast and the winner for our patrons was *Black Panther*.

Adult Services Monthly Report

March 2019

The highlight of my month was having the opportunity to attend the Public Library Association Leadership Academy downtown. It was a great honor to be selected – one of 28 librarians from across the United States! I learned about identifying and working on my strengths. I also learned about the Asset Based Community Development process in order to better focus outreach and partnership initiatives.

Before attending the Leadership Academy I met with the Willowbrook Corner Coalition to discuss this opportunity as well as inform them of what I was hoping to accomplish – trying to get some adult services down to Anne M. Jeans. They were very excited about this prospect and I will work to launch it in the coming months.

Many people have commented about how appreciative they are of our new foreign language fiction collection. I even had an owner of a Chinese bookstore in Chicago's Chinatown neighborhood inquire about adding Chinese language materials into this collection. We do have a large population of Chinese speakers in our district, so we will look into this. For March, we had 15 Russian titles checked out and 12 Spanish titles checked out.

I decided to try a new way of doing my weeding of my collections. I was able to run CREW weeding reports in Blue Cloud Analytics and then print the reports. I have engaged Shirley's Pages to pull items that appear on the report and give them to me for my review. I can then quickly go through the items and decide what to weed and what to keep. In one month, I am almost halfway through the 300s, which in the past would have taken me many months to get through.

Cindy Kline fully transitioned into Administration on March 10. Adult Services Page Kathleen Spurlock tendered her resignation as of March 21. She had found full-time employment elsewhere. Mary Krekelberg officially retired on March 31.

Monthly Highlights

- Shirley's business programming has really started to gain a foothold in the community. This month she had 29 attend her *Reach Customers Online with Google* program. She is looking into developing a special issues collection in the magazines. These issues are not included with our regular subscriptions but need to be sourced from a local retailer.
- Jennifer hosted the monthly Adult Reading Roundtable here at the library. She and the committee were able to arrange a panel including one editor, two reviewers and three authors moderated by Booklist Senior Editor Susan Maquire. The program was called *Acquiring the Duke: The Current State of Romance in Publishing and Libraries*. Thirty-seven staff from area libraries attended the two and a half hour program. She also coordinated the all library staff discussion of the book *Dear Martin*, which was an extension of inclusivity discussions that took place at our last staff institute day.
- Mary K. was able to complete the weeding of the 700s as well as arrange for her coming programs to be able to take place without her. She has generously offered to volunteer to continue to coordinate the rest of this year's Great Decisions discussion series.
- Jez has been busy planning PopCon and the library's adult *Night of Ice & Fire* event both scheduled to take place in May. She lined up an artist and an author to attend PopCon and has been working with other staff to flesh out the activities for the ice & fire event.

- Joe completed weeding the 900s and is now working on the DVD collection.

Community

- Tony attended the Willowbrook Corner Coalition meeting with Jamie.
- Shirley attended the Darien Chamber Business Expo.
- Jennifer and the Associates provided book discussion information to 20 area book clubs – *Ed. A new high!* – (12 via e-mail and nine via print pickup, one group wanted both) on 16 new titles and four titles that had been previously requested by other book clubs.

Contributing to the Profession

- Jennifer attended the ARRT Steering Committee on March 7. She hosted the group and planned the program at the library on March 19. She answered questions from a librarian at Downers Grove about our fiction development practices and answered an Overdrive question from an eMediaLibrary member.
- Jez worked with a committee to plan a Reference/Adult Services Section (RASS) program called *My Library Does What? Proctoring, Passports, and Taxes*. She enlisted Debbie Sheehan to present about how IPPL does passports and Debbie did a great job of informing and inspiring other libraries to take on this service. She submitted a proposal to ILA, along with Shoshana Frank of Naperville PL, for the ILA annual conference. She responded to a librarian from Grayslake PL regarding room-booking software.

Continuing Education

- As previously stated, Tony attended PLA Leadership Academy the week of 3/25 through 3/29.
- All desk staff learned how to use the electric scooter so that we can provide service to our patrons who have difficulty getting into the building.

Meetings

Date	Meeting	Staff
4-Mar	One-on-One	Tony & Jennifer
5-Mar	One-on-One	Jennifer & Kathy
6-Mar	Adult Services Department Monthly Meeting	All Librarians & Associates
6-Mar	LACONI Reference/Adult Services Section Meeting	Jez
7-Mar	Book Club Program Meeting	Jennifer, Jez & Kathy
7-Mar	Newsletter Meeting with Laura	Tony & Jez
13-Mar	One-on-One with Jamie	Tony
19-Mar	Visioning Committee Meeting	Tony & Shirley
19-Mar	ARRT Program @ IPPL	Jennifer
19-Mar	Library Tour with ARRT	Jez
20-Mar	Library Aware Training for Jill	Jez
21-Mar	Willowbrook Corner Coalition Meeting	Tony
21-Mar	Meeting with Nancy Roy	Shirley
22-Mar	One-on-One	Tony & Mary K.
22-Mar	Meeting with Debbie and Patty re: WorldCAT ILL	Tony

25-Mar	PLA Leadership Academy	Tony
25-Mar	Night of Ice & Fire Meeting with Laura	Jez
26-Mar	PLA Leadership Academy	Tony
27-Mar	PLA Leadership Academy	Tony
27-Mar	Darien Chamber Business Expo	Shirley
28-Mar	PLA Leadership Academy	Tony
28-Mar	Departing Staff Checklist Meeting with Nancy	Jennifer & Mary K.
29-Mar	PLA Leadership Academy	Tony

Programs

Date	Time	Program	Organizer/ Presenter	Attendance
1-Mar	7:00 p.m.	#LibSocial: Astrology 101: What Planet Can I Blame Today?	Jez	6
2-Mar	10:00 a.m.	ESL Conversation Group	Joe	12
4-Mar	9:00 a.m.	AARP Tax Aide	Denise	30
4-Mar	3:00 p.m.	Job Hunting Drop-in	Jez	5
4-Mar	6:00 p.m.	Chess Club	Denise	10
7-Mar	2:00 p.m.	Thursday Afternoon Movies: <i>Crazy Rich Asians</i>	Joe	103
8-Mar	9:00 a.m.	AARP Tax Aide	Denise	28
11-Mar	9:00 a.m.	AARP Tax Aide	Denise	28
11-Mar	6:00 p.m.	Chess Club	Denise	12
11-Mar	7:00 p.m.	Great Decisions	Mary K.	18
13-Mar	10:00 a.m.	Jobs & Careers - Acing the Interview	Jez	10
13-Mar	5:30 p.m.	#LibSocial Crafterworks - Button Making	Jez	7
13-Mar	7:00 p.m.	Novel Idea Book Club	Mary P.	18
15-Mar	9:00 a.m.	AARP Tax Aide	Denise	29
15-Mar	7:00 p.m.	#LibSocial - Instagram Hacks	Jez	7
16-Mar	10:00 a.m.	ESL Conversation Group	Joe	15
17-Mar	2:00 p.m.	Bertha Palmer	Cindy	90
18-Mar	9:00 a.m.	AARP Tax Aide	Denise	29
18-Mar	6:00 p.m.	Chess Club	Denise	11
19-Mar	7:00 p.m.	Radio Goes to War	Cindy	33
20-Mar	6:30 p.m.	GenLit Book Club	Jennifer	12
20-Mar	7:00 p.m.	Herb Gardening	Cindy	62
21-Mar	2:00 p.m.	Thursday Afternoon Movies: <i>Book Club</i>	Joe	79
21-Mar	6:30 p.m.	Crime Readers Book Club	Kathy	11
25-Mar	9:00 a.m.	AARP Tax Aide	Denise	28
25-Mar	5:00 p.m.	COD What You Need to Know Drop In	Joe	13
25-Mar	7:00 p.m.	Board Game Group	Jez	3
25-Mar	7:00 p.m.	Great Decisions	Mary K.	19
26-Mar	5:30 p.m.	Be an Informed Voter Drop In	Mary K.	7
26-Mar	7:00 p.m.	Roving the Red Planet	Cindy	40

27-Mar	1:00 p.m.	4th Wednesday: Casey & the Flying Fortress	Cindy	40
28-Mar	11:30 a.m.	Mahjong Club	Denise	7
28-Mar	1:00 p.m.	Genealogy Group	Denise	30
28-Mar	7:00 p.m.	BizConnection: Reach Customers Online with Google	Shirley	29
			Total	881

Select Comments

Volunteers

- Sixteen volunteers completed 220.25 hours of service.
 - Court Ordered/Community Service: 13 volunteers performed 206.25 hours of service.
 - Regular volunteers: three volunteers completed 10 hours of service.
 - Veteran’s History Project: two volunteers did 7 hours of service.

Proctoring

- Shirley and Jennifer both proctored one exam each this month.

Social Media & e-Newsletter Reach

- Twitter – 347 profile visits; 16.9k impressions; 30 mentions; 1038 followers (+5)
 - Top tweet was Jennifer’s review of *The Greatest Showman Remix* album.
- Meetup
 - #LibSocial – 688 followers (+14)
 - Indian Prairie Public Library – 193 followers (+5)
 - Board Game Group – 192 followers (+7)
- New eBooks eNewsletter – sent to 171 addresses. Had 93 opens (55% open rate) and 18 clicks.
- Bestseller Preview eNewsletter – sent to 494 addresses. Had 206 opens (42% open rate) and 84 clicks.
- #LibSocial eNewsletter – sent to 7619 addresses. Had 1481 opens (19% open rate) and 175 clicks.
- Jobs & Careers eNewsletter – sent to 171 addresses. Had 44 opens (26% open rate) and 1 click.

Book Display Restocking & Collaboration Station Use

Area	# of Items
Windowing	171
Endcap	240
Display	350

Forty-four people were observed using the collaboration station this month. The activity was our March Madness Book Showdown. 212 votes were cast and *Becoming* by Michelle Obama took the top spot in a landslide.

Circulation Services

February 2019

Checkouts and renewals were down from last year- remember how cold it was in February? This year we circulated 50,374 as compared to 52,259 last year (a difference of 1,885 or—3-1/2%). Electronic circulation continues to grow. We circulated 5,591 this year compared to 4,301 last year. This is a 30% increase.

Patron visits were up slightly this year, (30,062 this year compared to 29,151 last year).

ILL's processed were higher this year. We processed 8,157 this year and 7,889 last year. A total of 7,557 holds were placed in February. Patrons placed 5,829 (77%) holds while staff placed 1,728 (or 23%) holds.

12,738 items were checked out or renewed by staff at the desk. This is 25% of total checkouts/renewals. 26,576 items were checked out or renewed by patrons at one of our self-check machines, 5,469 items were renewed by patrons through Enterprise or BookMyne and 5,591 items were electronically checked out by patrons – for a total of 37,636 items checked out through some sort of self service. This is 75% of total checkouts/renewals.

Desk Statistics

Patron Assistance

Number of items checked in at the front desk	Café FOL Bags & Booknook Giving change	Phone calls answered at front desk	Directional Do you have? Lost & Found Book Donations Job applications Selling stamps	Self Check Help	Fax/ Copier Help	Passport Questions	Notary Questions	Other
2248	180	182	327	121	78	75	28	107

Please note we have added statistics for passport and notary questions as well as a column for other.

Express Checkout Statistics

Station #1 (1 st floor)	7,532
Station #2 (1 st floor)	5,772
Station #3 (1 st floor-ADA)	4,454
Station #4(1 st floor – Hot Picks)	1,190
Station #5 (2 nd floor – K&T)	7,962

Community

Passports: The circulation staff accepted 108 passports in February. We accepted 76 in February last year. This is a 42% increase! On February 26, we had our annual (going forward it will be every other year) site visit from the Passport Agency. They look at our processes and procedures and ask us questions. We passed with flying colors!

Notary Public: We notarized 92 documents in February.

User Ex

The Circulation staff have continued to be available to help patrons at the Express Checkout stations throughout the week as well as when scheduled as Lobby Hosts on the weekends.

Willow Springs Cards Issued

We issued 4 new family cards and renewed 1 family card in February.

Sharing

SWAN introduced a new User Group – Inter Library Loan. This is a needed resource for ILL. Patricia Czuba (our Inter Library Loan Associate) and I attended the inaugural meeting. The group will continue to meet every other month to discuss “What’s new” in processes and procedures as well as best practices. I felt this was well worth our time and as such, Patricia and I will continue to attend.

One thing that came out of this meeting was that other libraries add Inter Library Loan “sent” statistics into their circulation numbers. We haven’t done this before because the item is actually checked out to the patron at another library. But in considering this, Jamie and I decided that we should count this as a checkout at IPPL since our item is being checked out by a patron. Beginning in March we will be adding these ILL sent statistics to the circulation statistics and updating past months for this fiscal year and last fiscal year.

Just to share with you, in Circulation, there is quite a bit of work that needs to be done to send an item out to another library

- Run the “pick list”(list of items we need to pull from our shelves)
- Find the item on the shelf
- Check the item in to trap the hold
- Place a routing slip on the item so that it gets to the right place
- Put the item into a delivery bin

I attended the Circulation User Group Meeting at RAILS on February 20. This group is well attended and many ideas are shared.

Staff Changes

We hired a new page – Anthony Hattan. With this addition, we now have the opportunity to have a page scheduled every afternoon (M-F) to help with the second check-ins.

Workshops and Meetings Attended:

Feb. 5	Department Heads	
Feb.6	Page interviews	
Feb. 7	Staff evaluation	
Feb. 12	Visioning Committee/Deptment Heads	
Feb. 14	One on One with Jamie	
Feb. 19	Visioning Committee/Department Heads	
Feb. 26	One on One with Jamie	
Feb. 28	Circulation Managers Group	Hinsdale Library
Feb. 28	Meeting with Jamie	

Debbie Sheehan
Head of Circulation Services

Circulation Services

March 2019

As I stated last month, beginning in this board report, our total circulation will include Inter Library Loan items sent out to other libraries. I am also adding the Inter Library Loan "sent" items from March 2018 to last year's total in order to make a proper comparison.

Checkouts and renewals were down from last year. This year we circulated 59,223 as compared to 61,824 last year (a difference of 2,601 or -4%). Electronic circulation is up again. We circulated 6,419 this year compared to 5,218 last year. This is a 23% increase.

ILL's processed were slightly lower this year. We processed 8,108 this year and 8,657 last year.

Patron visits were almost exactly the same as last year, (34,880 this year compared to 34,509 last year).

A total of 7,772 holds were placed in February. Patrons placed 6,099 (78%) holds while staff placed 1,673 (or 22%) holds.

14,385 items were checked out or renewed by staff at the desk. This is **26%** of total checkouts/renewals. 29,425 items were checked out or renewed by patrons at one of our self-check machines, 5,505 items were renewed by patrons through Enterprise or BookMyne and 6,419 items were electronically checked out by patrons – for a total of 41,349 items checked out through some sort of self service. This is **74%** of total checkouts/renewals. In addition we sent out 3,489 items to other SWAN libraries for a grand total of 59,223 items circulated in March.

Desk Statistics

Patron Assistance

Number of items checked in at the front desk	Café FOL Bags & Booknook Giving change	Phone calls answered at front desk	Directional Do you have? Lost & Found Book Donations Job applications Selling stamps	Self Check Help	Fax/ Copier Help	Passport Questions	Notary Questions	Other
2583	166	187	332	100	84	94	30	119

Express Checkout Statistics

Station #1 (1 st floor)	8,257
Station #2 (1 st floor)	6,315
Station #3 (1 st floor-ADA)	5,386
Station #4(1 st floor – Hot Picks)	1,400
Station #5 (2 nd floor – K&T)	8,055

Community

Passports: The circulation staff accepted 133 passports in March. We accepted 101 in March last year. This is a 24% increase and our busiest month to date! In February we were visited by a representative from Chicago Passport Agency to look over our passport processes and procedures. I knew we had passed, but didn't realize we were one of the few acceptance facilities that passed with a perfect score! Their letter to us is part of Communications in the packet.

Notary Public: We notarized 138 documents in March.

User Ex

The Circulation staff have continued to be available to help patrons at the Express Checkout stations throughout the week as well as when scheduled as Lobby Hosts on the weekends.

Willow Springs Cards Issued

We issued 2 new family cards and renewed 2 family cards in March.

Sharing

I was asked to participate in a LACONI-RASS (Reference) workshop that highlighted different services that libraries offer (tax help, proctoring and passports). My part was to discuss passports. This took place on March 6 at the Elmhurst Public Library and was very well received. From that workshop, the Homewood library contacted me to get more information about becoming a passport facility.

What's New

On March 6, we installed new "people counters". The old ones were continually being bumped by people coming in and out and not giving us an accurate count. After looking at several different companies, we decided to go with SenSource. Two sensors were installed above the doors. The information is then sent to a website that can be seen in real time and by the hour. It is great to be able to see when our busy/slow times are! I will begin reporting numbers from these sensors in my next report. I would like to caution you that our numbers may be a little lower than what we have seen with our old counter. When I questioned SenSource as to why this is, their answer was "... those are quite notorious for over-counting patrons. This is because the person is required to move at all times to be tracked. So if the person had stopped moving halfway through the field of view, the sensor would lose track of them and count them. When they started to move again, the old sensor would see them as a new person, thus a new count. With video based sensors, we're able to track the person whether they are standing still or walking, as long as they are in the field of view".

Staff Changes

Carol Shackleton, a long time Circulation Associate, announced that she will be retiring at the end of June.

Workshops and Meetings Attended:

- | | | |
|----------|---------------------------------|-------|
| March 19 | Visioning Committee | |
| March 20 | Circulation Advisory | RAILS |
| March 22 | One on One with Jamie | |
| March 22 | Tony Lucarelli & Patricia Czuba | |
| March 25 | Dear Martin Discussion | |
| March 25 | Staff Evaluation | |

Debbie Sheehan
Head of Circulation Services

Month	Circulation Statistics											
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
July	79,189	84,907	84,936	86,301	87,216	87,602	80,022	75,425	67,595	59,767	61,849	
Aug.	72,584	80,592	77,314	84,118	80,915	77,621	72,824	67,971	63,720	56,603	58,027	
Sept.	62,798	69,066	71,475	70,089	67,864	65,873	64,241	57,006	53,375	48,001	40,505	
Oct.	66,511	75,131	42,400	71,702	74,123	70,857	65,894	60,141	56,236	51,829	53,121	
Nov.	66,395	71,373	53,470	67,626	71,019	68,912	64,203	59,906	53,280	51,105	50,846	
Dec.	59,953	64,351	67,699	67,864	66,499	62,642	62,656	56,512	50,932	48,477	48,713	
Jan.	72,058	76,341	77,035	74,604	78,554	71,590	69,608	64,231	58,950	53,767	53,392	
Feb.	69,661	71,385	69,341	73,132	70,512	65,225	60,286	60,625	54,369	52,259	50,374	
Mar.	80,579	81,058	83,103	79,502	78,612	74,816	64,857	65,904	61,856	58,144	59,223	
Apr.	73,007	72,010	68,953	73,470	71,161	68,376	71,904	60,424	54,820	52,453		
May	68,994	67,337	72,416	69,927	67,429	61,687	62,018	58,528	54,893	51,329		
June	84,888	87,748	87,635	83,339	79,392	74,986	71,702	71,568	60,867	60,743		
Renewals through the	1,284											
Electronic Circ		3,852										
Yearly												
Total	857,901	905,151	855,777	901,674	893,296	850,187	810,215	758,241	690,893	644,477	476,050	
*Parking lot construction & InterLibrary Loan sent added												

Technology & Technical Services Board Report February 2019

Improvements for Public, User Experience & Strategic Goals

DVD Cases- To have more room to shelve and make easier for patrons to browse the collection, we are now processing adult DVDs into slim line cases. These cases are half the thickness or regular DVD cases.

Russian Books- A new collection of adult Russian fiction books are now available. The collection is located near the ESL and Citizenship books

Tech Takeout

- To reduce the wait time of members on hold for the Nintendo Switch console gaming system we added two more bringing our total to 3.
- Due to the popularity and holds of Amazon Prime Rokus we added two more to bring out total to 4. We currently have 10 holds.
- Two laptops with Microsoft Office are now available for check out. Patrons have requested this on previous surveys.
- The following gadgets for home improvement projects are now available: Moisture Meter, Stud Finder, Laser Level, Digital Multi-meter, and an Auto Diagnostic tool. Thanks to the Foundation & Friends for funding these devices.

Website

To improve the load time, security and integration within our website the public blogs were migrated to a new blog platform called Easy Blog from Wordpress.

Public Technology Programs & Classes

- 1-on-1 Patron Assistance
 - T.J. helped patron set up their phone to work as an Uber Eats driver
 - T.J. helped patron organize files and folders on Windows computer.
- Program attendance totals: 131

Day / Time	Program	Instructor	Attendance
Sun. Feb 3, 2pm	Your Smart Home	Mike	12
Tues., Feb 5, 2pm	iCloud Basics	Dave	21
Wed., Feb 6, 2:30pm	iPhone Features: Camera/Photos	Dave	14
Wed., Feb 6, 4pm	iPhone Features: Texting	Dave	8
Tues., Feb 12, 6pm	Excel Features: Formulas	Ron	9
Tues., Feb 12, 7:15pm	Excel Features: VLOOKUP	Ron	6
Thurs., Feb 14, 1pm	Convert Vinyl and Swamp Albums	T.J.	8
Tues., Feb 19, 6pm	Arduino Circuit's	Jack	5
Tues., Feb 19, 6pm	Excel Features: Sort and Filter	Ron	12
Tues., Feb 19, 7:15pm	Excel Features: Pivot Tables	Ron	6
Wed., Feb 20, 2pm	Convert VHS tapes to DVD	T.J.	17
Sat., Feb 23, 2pm	Convert Slides / Simple Photo Editing	T.J.	13

Maker (DIY)

- 3D Printer- 1 print request was processed. These were pieces for the game of chess.
- Carvey- 3 requests were processed. Carved: chessboard, chess inlays board, and a sign.

Community

- T.J. and I gave a presentation titled "Technology for Your Business" at the Feb 6 Willowbrook/Burr Ridge Chamber lunch meeting at Chucks. We spoke about technology at the library, tech equipment to check out of the library, and maker equipment.
- T.J. worked with the Darien Women's Club to use our three Chromebooks to help them judge an art competition.

Sharing

T.J. – Shared information on our Tech Takeout with Forest Park library and information on our Rokus with Memorial Hall Library in Andover, Massachusetts and a Computer Instructors Group.

Continuing Education

- All Technology Services staff except for Bhargavi discussed three chapters from the book, "What if I say the Wrong Thing?" as part of cultural and implicit bias awareness education.
- Brett attended the webinar "Office 365 Security Features that Nonprofits Should Know and Use".

Training

- Trained Mary S. & Denise T. on our new blog platform.

Meetings

- Feb. 1 & 18 – 1-On-1 meetings with Jamie
- Feb 4 & 18 - 1-On-1 meetings with Anna
- Feb 5 - Department Head Meeting
- Feb 8- T.J. met with Dave for his yearly evaluation review
- Feb. 19- Visioning Committee Meeting- T.J. and I
- Feb 13- Technology Center Meeting
- Feb 13- Brett, Jamie B., and I met with IT Company ProvenIT
- Feb 5 & 19 - 1-On-1 meetings with T.J.
- Feb 11 & 25- 1-On-1 meetings with April
- Feb 18- Brett and I met with IT Company Impact Solutions
- Feb 26- Geri Barnett's yearly evaluation review
- Feb 28- Meeting with Jamie and Brett to go over server and backup quotes.

Technology & Technical Services Board Report March 2019


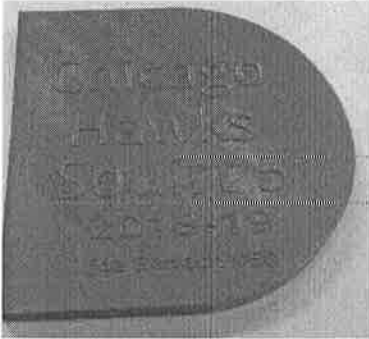
Improvements for Public, User Experience & Strategic Goals

- Digital Display – There is a new digital display in Technology Center. We are currently promoting the Carvey, 3D printer and online learning and notifying users about services and etiquette in this area.
- Tech Takeout
 - Nintendo Switch have become one of our most popular devices and this month we added two more Switches.
 - We also added a second Xbox to fulfil holds.
- Kids/Teen Equipment - A Bluetooth transmitter is now available for checkout, which allows our circulating CD players to connect with Bluetooth devices.

Statistics

Maker (DIY)

- 3D Printer- 5 print requests were processed. Interesting prints: Replacement luggage handle, hockey goal target, and facades for architectural model.
- Carvey- 7 requests were processed. Carved: House, Butterfly box, "Irish", "Sully", "Married", "Best Grandpa", and "Chicago Hawks".

Married Sign on Carvey	Hockey Goal Target
	

- Technology Reference: 1251
- Technology Other: 65
- Individual Training: 431

Tech Takeout

- Checkouts: 157
- Unique users: 93

Public Technology Programs & Classes

- 9 classes offered with total attendance: 112

<u>Day/Time</u>	<u>Class/Program</u>	<u>Instructor</u>	<u>Attendance</u>
Tues., Mar. 5, 2 PM	Samsung/Android Basics	Dave/Ann	14
Tues., Mar. 5 6:30 PM	3D Cutting Design Basics-Carvey	T.J.	5
Tues. Mar. 12, 6:30	Excel Basics Part 1	Paid Instructor	11
Wed., Mar. 13, 10 AM	Instagram Basics	Dave	7
Tues., Mar. 14, 6:30 PM	Excel Basics Part 2	Paid Instructor	11
Thurs. Mar. 14, 10 AM	Intermediate Samsung/Android	Ann/Dave	11
Wed., Mar. 3, 2 PM	50 Useful Apps	T.J.	27
Sat., Mar. 30, 10 AM	Self-Publishing	Paid Instructor	18
Sat. Mar. 30, 2 PM	Coding Basics	Ann	7

Continuing Education

- Mar. 1- T.J. attended the workshop "Creating a Culture of Contribution: A Fresh Look at Participatory Learning in Libraries"
- Mar. 8- I attended the workshop "Consumer Technology & Libraries"
- Mar. 8 – April attended the workshop "Disaster Preparedness"
- Technology & Technical services staff have read the book Dear Martin and attended a staff book discussion as part of cultural and implicit bias awareness education

Sharing

- T.J. talked with Hinsdale library about loaning out Roku.

Personnel/Staff Meetings

- Mar. 3 & 18 - 1-On-1 meetings with Anna
- Mar 7- T.J., Jack and I met to brainstorm technology programing
- Mar. 11 & 25 - 1-On-1 meetings with April
- Mar. 12 – 1-On-1 meetings with Jamie
- Dec. 11- Department Head Meeting
- Mar. 18- 1-On-1 meetings with T.J.
- Mar. 19- T.J. & I –Visioning Committee Meeting

Ann M. Stovall, Head of Technical & Computer Services, April 10, 2019

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**Youth Services
Monthly Report to the Board
February 2019**

Programs

In February, Youth Services presented 52 programs at IPPL with 1,110 people in attendance. We have been offering new teen pop-up events. There were 3 pop-up events serving 15 teens. We also participated in 6 events out in the community serving 382 people.

Date	Description	K&T Staff	Attendance
1-Feb	Family Storytime	Katie	28
1-Feb	Shake, Shimmy, & Dance	Katie	47
4-Feb	Open Music Lab	Jimmy	12
4-Feb	Baby Brilliance	Katie	34
4-Feb	Junior Genius	Katie	14
5-Feb	Paper Stitching sew	Monica	3
5-Feb	Baby Brilliance	Katie	28
6-Feb	Fantastic Families Storytime	Heather	15
7-Feb	Crafternoon: No Sew Fleece Heart Pillows	Heidi	5
7-Feb	Junior Genius	Katie	27
7-Feb	Shake, Shimmy, & Dance	Katie	102
8-Feb	Teen Open Mic	Heidi	6
11-Feb	Baby Brilliance (training)	Jack, Katie	18
11-Feb	Junior Genius	Katie	20
12-Feb	Baby Brilliance (training)	Jack, Katie	13
12-Feb	Rainbow Club	Heidi	5
12-Feb	Homeschooling SMART: Hibernating Nature	Monica	17
12-Feb	Bookgardeners: Mike Austin	Katie	36
13-Feb	Fantastic Families Storytime	Heather	20
14-Feb	Talented Toddlers	Kristina	25
14-Feb	Talented Toddlers	Kristina	15
14-Feb	Junior Genius	Katie	18
14-Feb	Shake, Shimmy, & Dance	Katie	89
15-Feb	Dungeons and Dragons	Jimmy	4
15-Feb	Mini-Scientists Academy: Sounds	Monica	15
16-Feb	Practice SAT	Heidi	36
16-Feb	Teen Advisory and Service Committee	Heidi	12
18-Feb	Baby Brilliance	Jack	11
18-Feb	Sculptris	Jack	6
18-Feb	Anime and Gaming Club	Heidi	5
18-Feb	Book Tasting	Monica, Joan	21
18-Feb	Junior Genius	Natalie	10
19-Feb	Baby Brilliance	Jack	13
19-Feb	Adult Arduino Class	Jack	7
19-Feb	Bilingual Spanish-English Storytime	Heather	4
20-Feb	Fantastic Families Storytime	Heather	27
21-Feb	Talented Toddlers	Kristina	23

21-Feb	Talented Toddlers	Kristina	15
21-Feb	Shake, Shimmy, & Dance	Heather	67
21-Feb	Crafternoon: Shrinky Dink Charms	Heidi	5
21-Feb	Junior Genius	Natalie	14
22-Feb	Magic: The Gathering	Jimmy	0
23-Feb	LEGO Robotics Robotic Arm	Jack, Kelli	10
25-Feb	Baby Brilliance	Jack	15
25-Feb	Junior Genius	Natalie	13
26-Feb	Baby Brilliance	Jack	14
27-Feb	Shake, Shimmy, & Dance	Heather	29
28-Feb	Talented Toddlers	Kristina	19
28-Feb	Talented Toddlers	Kristina	15
28-Feb	Shake, Shimmy, & Dance	Heather	82
28-Feb	Junior Genius	Natalie	16
28-Feb	Aquaponics	Natalie	5
TOTAL:			1110

Pop-Up Programs			
Date	Description	K&T Staff	Attendance
12-Feb	Crafts	Heidi	5
14-Feb	Valentine's Day Gaming	Heidi	4
19-Feb	Nintendo Switch	Heidi	6
TOTAL:			15

Serving Teens with Pop-up Programming

Heidi Estrada is trying to spend more time in the Teen Lounge after school. Her goal is to build relationships with the teens that visit us, generate trust, learn more about their interests and needs, and help with potential behavior issues. As a result, Heidi was able to provide a pop-up craft experience in the lounge for teens that were not able to attend the regularly scheduled Crafternoon and provide pop-up gaming time in the Youth Room in response to an expressed desire by some of the teens.

Taste a Book

Monica Dzierzbicki facilitated a Presidents Day program called Taste a Book. Children and families explored books through art, science, and food. Four stations were created, each with one Illinois State Monarch or Bluestem book, which was read by a TASC volunteer or by staff - Monica Dzierzbicki and Joan Mommsen. The participants were able to use LEGOs, clay, seed starter pots, and images of Calaveras to expand the book experience. Three additional stations were available to sample foods related to four additional books. There was also a cozy reading corner for individual or family reading and there was a station to explore the library's new Braille blocks, which were paired with the book SIX DOTS.

Talented Toddlers

Kristina Guchenia, our new full time Associate, is presenting her first storytime session - Talented Toddlers. Her themes for these storytimes were weather, friendship, clothing, and superheroes. She experimented with new storytelling techniques such as using puppets and playing games that relate to the story or theme.

Community

Date	Description	K&T Staff	Attendance
5-Feb	Hinsdale South High School Book Club	Heidi	7
6-Feb	Invention Convention	Monica	234
6-Feb	Meeting with Suzanne Ross from Frugal Muse to discuss summer partnership	Natalie	2
6-Feb	Meeting with Rebecca Laratta from Gower to discuss summer partnership	Natalie	2
7-Feb	Whole Foods Storytime	Katie	42
10-Feb	Good Worx Partnership Event	Natalie	22
12-Feb	Play to Learn	Katie	37
13-Feb	Lakeview school library visit	Jack	40
		TOTAL:	386

(Supporting Strategic Plan: 3.1 The library is visible in the community. 3.2 The library creates partnerships throughout the community that provide mutual benefits and enhance the community.)

LittleShop

In the LittleShop, Heather Forster Jensen provided materials for the final two winter activities, a snowman counting puzzle and cupcake liner penguins. The snowman-counting puzzle focused on counting and number recognition to correctly assemble the pieces. The cupcake liner penguin project gave an opportunity to create a craft while practicing shape identification and counting in addition to fine motor skills with both glue and scissors.

WouldShop

This month we offered a hovercraft project for kids and teens in the WouldShop. Kristina Guchenia created and printed a poster, promo slides, and instruction sheets for the new projects coming in March.

Jack Schultz created several new Maker Kits that focus on music, which are on display in the WouldShop. The kits include recorders, a flute, and harmonica. He is also working on adding a violin and viola. Patrons will be able to borrow instruments to try them out or for practice when they do not have access to their own instruments. The instruments were donated by The Gift of Carl.

Seed Library

Number of Checkouts: 11

Number of Seed Packets Checked Out: 26

Number of Donations: 0

(Supporting Strategic Plan: 2.3 The library provides opportunities for learning, exploration, creativity and enjoyment. 2.4 The library introduces new technologies and provides opportunities for residents to experiment.)

Continuing Education

Date	Description	K&T Staff
4-Feb	Darien Gardening Club Training on Permaculture	Natalie
12-Feb	LACONI RASS Takes on Teen Programming presentation planning meeting	Heidi
14-Feb	Using Visual Arts in Early Childhood Programming Webinar	Kristina
23-Feb	Anderson's Author & Children's Literature conference	Monica
25-Feb	Bilingual Storytime: Reaching Through the Language Barrier	Kristina
27-Feb	The Efficient Librarian: Productivity Strategies for Workplace Success	Kristina, Natalie, Jack

Continuing Education for New Staff

Kristina Guchenia participated in three webinars to help her to grow in her position. The first webinar she watched was "Using Visual Arts in Early Childhood Programming," which helped her plan for her Toddler Finger-Painting program and become familiar with how to present an art class for very young patrons. The second webinar, "Bilingual Storytime: Reaching Through the Language Barrier", helped her understand how to create a storytime that is both appealing to English speakers and to native Ukrainian speakers. The final webinar she watched was "The Efficient Librarian: Productivity Strategies for Workplace Success". This webinar helped her in creating a schedule that would make her more efficient and improve her time management when she is at the desk.

Contributing to the Profession

Date	Description	K&T Staff
8-Feb	LACONI YSS Board Meeting	Natalie
22-Feb	LACONI YSS Unconference	Natalie

Meetings & Planning

Date	Description	K&T Staff
3-Feb	Meeting with Teen Librarian from Oak Park Public Library - follow up to Heidi's visit	Natalie
4-Feb	Interview	Jack, Natalie
4-Feb	Interview	Jack, Natalie
4-Feb	Meeting with Natalie	Kristina, Natalie
4-Feb	One on one	Heidi, Natalie
4-Feb	One-on-One with Jamie	Natalie
4-Feb	Meeting with Jill	Natalie
5-Feb	Dept Heads	Natalie
5-Feb	Dare to Lead	Jack, Natalie
11-Feb	Meeting with Natalie	Kristina, Natalie
11-Feb	One on one	Heidi, Natalie
11-Feb	One on One	Monica, Natalie
11-Feb	Meeting with Jill	Natalie
12-Feb	Visioning	Jack, Natalie
12-Feb	Dare to Lead	Jack, Natalie
13-Feb	K&T Department Meeting	Jimmy, Natalie, Kristina, Monica, Heather, Jack, Katie, Heidi
13-Feb	EasyBlog procedures & training	Monica
13-Feb	One-on-One	Katie, Natalie
14-Feb	One-on-One with Jamie	Natalie
18-Feb	Meeting with Natalie	Kristina, Natalie
18-Feb	One on One	Monica, Natalie
18-Feb	One-on-One with Jamie	Natalie
18-Feb	Orientation	Natalie, Kelli
19-Feb	Dare to Lead	Jack, Natalie
19-Feb	Visioning	Jack, Natalie
20-Feb	Orientation	Natalie, Megan

22-Feb	Orientation continued	Natalie, Kelli
23-Feb	Orientation	Natalie, Kelli, Megan
25-Feb	Meeting with Natalie	Kristina, Natalie
25-Feb	One on one	Heidi, Natalie
25-Feb	One-on-One with Jamie	Natalie
25-Feb	Orientation continued	Natalie, Megan
26-Feb	Dear Martin discussion	Jack, Natalie, Barb
26-Feb	Dare to Lead	Jack, Natalie
26-Feb	Dept Heads	Natalie
27-Feb	Inclusivity Committee	Monica
27-Feb	Escape Room program planning	Monica, Heather
27-Feb	Interview	Jack, Natalie
28-Feb	Marketing/LibCal/Summer General Meeting	Jimmy, Natalie
28-Feb	Interview	Jack, Natalie

Staff Time Management Study

All of the K&T librarians have been participating in a time management study throughout the month of February. They have keeping record of how they spend their time at work. They will be reviewing the data collected, looking for patterns and disruptions, and discussing how our time can be used more productively.

Staff Changes

The two new part-time Youth Services Associates – Kelli Dunn and Megan Lawrence both started working at IPPL in February. Natalie Williams has been providing orientation and training for both of the new staff members.

Natalie Williams and Jack Schultz are currently interviewing candidates for the Early Literacy Specialist position.

YALSA Grant

Natalie Williams has been awarded the YALSA (Young Adult Library Services Association) Teen Intern Grant for 2019. The application that she submitted was for funding to hire a teen intern during the summer who would help specifically with community outreach events. The selected candidate will help with our programming for students at District 180 and with community events and food giveaway in the Prairie Patch. Natalie and Jack Schultz will interview candidates in May.

Youth Services
Monthly Report to the Board
March 2019

Programs

In February, Youth Services presented 52 programs at IPPL with 968 people in attendance. We also participated in 7 events out in the community serving 302 people.

Date	Description	K&T Staff	Attendance
1-Mar	Mighty Mid-Kids Escape Room (11:30am; 1st-3rd graders)	Heather, Monica	6
1-Mar	Mighty Mid-Kids Escape Room (12:00pm; 1st-3rd graders)	Heather, Monica	6
1-Mar	Mighty Mid-Kids Escape Room (12:30pm; 4th-6th graders)	Heather, Monica	5
1-Mar	Mighty Mid-Kids Escape Room (1:15pm; 4th-6th graders)	Heather, Monica	4
4-Mar	Baby Brilliance	Jack	16
4-Mar	Toddler Finger Painting	Kristina	16
4-Mar	Junior Genius	Natalie	11
5-Mar	Baby Brilliance	Jack	16
6-Mar	Fantastic Families Storytime	Heather	30
7-Mar	Talented Toddlers	Kristina	26
7-Mar	Talented Toddlers	Kristina	9
7-Mar	Ukrainian Bilingual Storytime	Kristina	13
7-Mar	Shake, Shimmy, & Dance	Heather	58
7-Mar	Junior Genius	Natalie	13
8-Mar	Trivia Night (Canceled due to illness)	Heidi	0
10-Mar	Seuss-a-palooza!	Heidi, Monica	65
12-Mar	Bach to Rock	Kristina	18
12-Mar	Rainbow Club	Heidi	8
14-Mar	Crafternoon: Stuffed Pies	Heidi	7
15-Mar	Dungeons and Dragons	Jimmy	6
16-Mar	Teen Advisory and Service Committee	Heidi	12
16-Mar	Gaming Lock In	Heidi, Jimmy	32
18-Mar	Baby Brilliance	Jack	16
18-Mar	Junior Genius	Heather	14
18-Mar	Coffee and Connect	Megan, Natalie	7
18-Mar	Monday Night Games	Heidi	3
19-Mar	Talented toddlers	Jack	16
19-Mar	Bilingual Spanish-English Storytime	Heather	3
19-Mar	Homeschooling SMART: Math Madness	Monica	28
20-Mar	Talented Toddlers	Kristina	16
20-Mar	Fantastic Families	Megan, Heather	17
21-Mar	Tech take apart	Jack	8
21-Mar	Junior Genius	Heather	16
21-Mar	Shake, Shimmy, & Dance	Heather	84
23-Mar	Community Seed Swap & Food Waste Talk & Candles	Natalie	24

25-Mar	Baby Brilliance	Jack	16
25-Mar	Junior Genius	Heather	8
25-Mar	Mid-Kids Spring Break Challenges - Scavenger Hunt	Monica	39
25-Mar	Coffee and Connect with Kid Matter Counselling	Natalie	22
26-Mar	Talented Toddlers	Kristina	7
26-Mar	Mid-Kids Spring Break Challenges - Mary Poppins Movie Sing-along Celebration	Monica, Kristina, Natalie	85
27-Mar	Baby Brilliance	Jack	4
27-Mar	Talented Toddlers	Kristina	10
27-Mar	Mid-Kids Spring Break Challenges - Building with Math	Monica	12
27-Mar	Fantastic Families	Jimmy	14
28-Mar	Baby Brilliance	Jack	16
28-Mar	Junior Genius	Heather	16
28-Mar	Shake, Shimmy, & Dance	Heather	50
28-Mar	Mid-Kids Spring Break Challenges - Classic Games & Puzzles	Monica	7
29-Mar	Mid-Kids Spring Break Challenges -Buttons & Yarn Art	Monica	23
29-Mar	Mid-Kids Family Gaming Frenzy	Jimmy	7
30-Mar	Mock Interview	Heidi	3
TOTAL:			968

Mid-Kids Spring Break Challenges

Monica Dzierzbicki worked with department staff to offer the Spring Break Challenge. The challenges offered different activities each day during Spring Break. Activities included a department scavenger hunt, large building activities with additional math challenges, the Mary Poppins Sing-along Celebration and crafts, Classic family games & puzzles, yarn art & button making, and family Wii & Nintendo Switch gaming.

Toddler Finger Painting

This month, Kristina Guchenia presented her first Toddler Finger Painting class. The theme for this class was "Faces". First, Kristina read the book "Funny Face, Sunny Face" which described the parts of the face and body. She also played a song about colors called "Color Game" in which the toddlers identified both colors and parts of the body. Afterwards, the toddlers and their adults took part in finger painting their own faces on paper.

Community

Date	Description	K&T Staff	Attendance
5-Mar	Hinsdale South High School Book Club	Heidi	2
6-Mar	Phone conference with Technology faculty from Lace Elementary school.	Monica	2
7-Mar	Whole Foods Storytime	Kristina	31
7-Mar	Resolved a database access issue for Gower District #62	Monica	25
8-Mar	Barbara's Bookstore Storytime	Heather	6
9-Mar	Darien Gardening Symposium	Monica	152
11-Mar	Confirmed three Mid-Kid summer activities facilitating with District #62 staff	Monica	2
11-Mar	Confirmed facilitating three Mid-Kid summer activities with the Peoples Resource Center	Monica	3

12-Mar	Delivered list of "database use only cards" for Lakeview Jr HS	Monica	20
13-Mar	Quran Blossom School Visit (coordinated craft/activity)	Heather, Jack	35
13-Mar	"Lunchtime Tech" at Lakeview Junior High	Monica	12
13-Mar	Phone conference with local Junior Achievement representative.	Monica	2
14-Mar	Presented at Family Reading Night event.	Monica	64
TOTAL:			356

(Supporting Strategic Plan: 3.1 The library is visible in the community. 3.2 The library creates partnerships throughout the community that provide mutual benefits and enhance the community.)

Lunchtime Tech at Lakeview Junior High

Monica Dzierzbicki presented Lunchtime Tech at Lakeview Junior High School. Lunchtime Tech is a monthly visit by one of the Kids & Teens Librarians to share the wide variety of technology materials and services Indian Prairie has to offer the students. Monica brought the sewing machines and materials for students to make their own tiny stress pillows.

LittleShop

In the LittleShop, Heather Forster Jensen provided materials for the first two spring activities, a garden matching game and a cupcake liner flower art project. The garden match game helped practice memory skills as well as taking turns while playing. The flower art project allowed for identifying colors and shapes in addition to using fine motor skills with both glue and scissors.

Heather also utilized the penguin project from the winter LittleShop theme for the Quran Blossom School visit this month. After a storytime and library tour with Jack, Heather walked the adults and children through assembling their own penguin, practicing following directions as they went down the assembly line of shapes in the Youth Room, while also highlighting the services and activities IPPL offers on a regular basis in the LittleShop.

WouldShop

This month we offered two new projects in the WouldShop, how to construct flying paper "bugs" and how to crochet a flower.

Jack added a violin to the Maker Kit collection. He also added a music section in the WouldShop book collection that will teach how to create music using various instruments. Instruments have been donated by The Gift of Carl.

Seed Library

Number of Checkouts: 6

Number of Seed Packets Checked Out: 11

Number of Donations: 1 large donation of Melrose Peppers

(Supporting Strategic Plan: 2.3 The library provides opportunities for learning, exploration, creativity and enjoyment. 2.4 The library introduces new technologies and provides opportunities for residents to experiment.)

Continuing Education

Date	Description	K&T Staff
27-Mar	SLJ Middle Grade Magic Virtual conference	Monica

Contributing to the Profession

Date	Description	K&T Staff
8-Mar	LACONI meeting at Oak Park	Natalie
18-Mar	RAILS Member Meetup	Heidi

RAILS Member Meetup

Heidi Estrada attended the Reaching Across Illinois Library Systems (RAILS) Member Meetup at Hinsdale South High School (HSHS). Ellen Lawrence, the library department chair at HSHS, presented about the partnership between HSHS and IPPL. After the presentation and tour of the HSHS library, attendees walked to IPPL. Heidi led a tour of Kids & Teens with Jack sharing information about the WouldShop and our VR technology.

Meetings & Planning

Date	Description	K&T Staff
4-Mar	YS Librarians meeting	Monica, Natalie, Jack, Megan, Heidi
4-Mar	Librarians - Summer Planning	Heidi, Natalie, Jack, Monica
5-Mar	Interview with Lexy	Jack, Natalie
5-Mar	Dare to Lead	Jack, Natalie
6-Mar	Mary Poppins Sing-Along Planning	Kristina, Monica, Natalie
6-Mar	<i>Dear Martin</i> book discussion meeting for leaders	Monica, Heidi, Natalie
6-Mar	One-on-one with Jamie	Natalie
7-Mar	Tech programming meeting	Jack, T.J. Ann
11-Mar	Summer planning meeting	Jack, Natalie, Heidi, Monica
11-Mar	Annual Review	Monica, Natalie
11-Mar	Librarians - Summer Planning	Heidi, Natalie, Jack, Monica
11-Mar	Meeting with Natalie	Kristina, Natalie
13-Mar	Youth Pages meeting	Jack, Pam, Sandi, Mary Lynn, Barb, Galina
13-Mar	Meeting about set-ups	Natalie, Kristina
14-Mar	Librarians - Summer Planning	Heidi, Natalie, Jack, Monica
18-Mar	One on One	Monica, Natalie
18-Mar	One-on-one	Natalie, Megan
18-Mar	Follow-up discussion with Lexy	Natalie
19-Mar	Visioning	Jack, Natalie
19-Mar	Meeting with Natalie	Kristina, Natalie
20-Mar	Bookseller	Monica, Heidi
21-Mar	One on One Meeting with Natalie	Heather, Natalie
21-Mar	One-on-one - Summer program planning	Natalie, Megan
21-Mar	One-on-one - Spring Break activities	Natalie, Monica
22-Mar	Youth Services Department Meeting	Kristina, Monica, Natalie, Jack, Jimmy, Heidi, Kelli, Megan
22-Mar	One-on-one with Jamie	Natalie
25-Mar	One-on-one	Natalie, Monica
25-Mar	One-on-one	Natalie, Heidi
25-Mar	Meeting about the Summer Challenge Log	Natalie, Jill

25-Mar	One on One	Monica, Natalie
25-Mar	Dear Martin Staff Book Discussion	Jimmy, Jack
28-Mar	Dear Martin Staff Book Discussion	Monica

Book Award Collections

We are transitioning the annual book awards to display the newly released 202 books. Monica Dzierzbicki completed the transfer two hundred thirteen items from the 2019 Illinois State award nominees back into the regular collection. Monica, Heather Forester Jensen, and the Paging staff, have updated the award shelf displays, signs, and Challenge forms to prepare for another year.

Youth Pages Meeting

The Youth Pages meet this month to discuss collecting shelving and department changes. The Pages ended their meeting by working together to shift the Junior non-fiction collection forward allowing the removal of an entire aisle of shelving. The space gained will be used as a study space. Repurposed study carrels have already been installed under the windows.

Staff Changes

We have hired a new Early Literacy Specialist named Lexy Twidell. Lexy starts at IPPL on April 22.

Submitted by Natalie Williams, Head of Youth Services 4/8/2019

STATISTICS FOR	Mar-19	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
<u>Circulation</u>					
Adult	30,338	32,759	261,408	278,411	-6.11%
Teen	2,302	2,538	19,757	21,235	-6.96%
Kids	16,675	17,629	138,679	136,779	1.39%
ILLs Sent	3,489	3,680	30,255	32,046	-5.59%
TOTAL	52,804	56,606	450,099	468,471	-3.92%
Electronic Circulation	6,419	5,218	52,717	43,527	21.11%
GRAND TOTAL CIRC.	59,223	61,824	502,816	511,998	-1.79%
% Reciprocal Borrowing	12%	15%	13%	14%	
Patron Visits	34,880	34,509	289,536	305,209	-5.14%
<u>Current Cards</u>					
Resident	201	188	22,954		
Non-Resident	89	84	1,103	955	15.50%
TOTAL	290	272	24,057		
Non-Resident Households	49	46	524	488	7.38%
<u>Patron Assistance</u>					
Adult - Reference	3,010	3,042	25,746	27,249	-5.52%
Kids - Reference	1,553	1,091	12,449	9,402	32.41%
Technology - Reference	1,251	1,114	10,134	9,159	10.65%
TOTAL REFERENCE	5,814	5,247	48,329	45,810	5.50%
Adult - Other	915	1,036	6,657	8,035	-17.15%
Kids - Other	192	1,581	5,495	15,967	-65.59%
Technology - Other	65	71	639	820	-22.07%
TOTAL OTHER	1,172	2,688	12,791	24,822	-48.47%
GRAND TOTAL ASST.	6,986	7,935	61,120	70,632	-13.47%
<u>ILL/Reserves</u>					
Holds	7,772	8,884	68,179	70,589	-3.41%
ILLs Sent	3,489	3,680	30,255	32,046	-5.59%
ILLs Checked Out	4,242	4,475	35,459	35,515	-0.16%
ILLs Received	4,619	4,977	39,527	40,004	-1.19%
<u>Programs - Adult</u>					
# Programs	15	15	100	111	-9.91%
Attendance	511	340	2,269	2,427	-6.51%
<u>Technology Classes</u>					
# Programs	9	4	64	69	-7.25%
Attendance	112	73	644	632	1.90%
<u>Individual Technology Training</u>					
# of Patrons	488		1,592		
<u>Groups</u>					
# Programs	13	12	124	103	20.39%
Attendance	178	166	1,300	1,242	4.67%
<u>Others</u>					
#Programs	6	9	11	15	-26.67%
Attendance	172	224	280	336	-16.67%
<u>Programs - Teen</u>					
# Programs	8	13	85	68	25.00%
Attendance	73	94	1,118	1,025	9.07%
<u>Programs - Kids</u>					
# Programs	48	42	343	899	-61.85%
Attendance	1,251	1,318	10,362	11,478	-9.72%
GRAND TOTAL ATT.	2,785	2,215	17,565	17,140	2.48%

STATISTICS FOR	Mar-19	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
Computers -					
Patron Use					
Adult Computers	3,330	3,121	26,882	27,512	-2.29%
Kids Computers	681	1,302	5,911	10,055	-41.21%
Teen Laptop	47	149	584	1,155	-49.44%
Adult Laptop	150	176	891	1,388	-35.81%
TOTAL PATRON USE	4,208	4,748	34,268	40,110	-14.56%
Hours Used					
Adult Computers	2,598	2,473	20,983	21,406	-1.98%
Kids Computers	424	767	3,730	6,038	-38.22%
Teen Laptop	57	121	640	1,293	-50.50%
Adult Laptop	291	310	1,556	2,530	-38.52%
TOTAL HOURS USED	3,370	3,671	26,909	31,267	-13.94%
Wireless Total Connections	9,829	7,925	78,330	71,195	10.02%
IPPL Total Web Site Access	18,618	18,325	156,465	214,858	-27.18%
IPPL Total Page Views	45,998	46,030	395,914	369,269	7.22%
Subscription Database Logins	3,865	4,489	26,247	30,586	-14.19%
Outreach-Homebound					
Items Delivered	128	187	1,124	1,400	-19.71%
Volunteers					
Number Active	58	71			
Hours Worked	455	432.50	3,296	3,408.50	-3.30%
Staff Training Hours	40	90	649	678	-4.28%
Room Use					
Youth Room					
Library	30	27	169	183	-7.65%
Non-Library	15		102		
Meeting Room					
Library	43	39	295	331	-10.88%
Non-Library	19	13	115	61	88.52%
Conference Rooms	443	446	3,833	3,547	8.06%
Lobby Programs	4	6	43	23	86.96%
Board Room					
Library	33	24	232	155	49.68%
Non-Library	26	16	200	170	17.65%
Clavinova	0	0	3	2	50.00%

MATERIALS COLLECTION TOTALS FOR PHYSICAL FORMATS - March 2019

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BOOKS	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Discarded
ADULT								
Reference	484	12	0	496	22	17	34	17
Non-Fiction	43105	292	333	43064	2331	5168	2623	5501
Fiction	36849	401	719	36531	3047	4700	3448	5419
ADULT TOTALS	80438	705	1052	80091	5400	9885	6105	10937
KIDS								
Non-Fiction	10717	209	14	10912	631	4117	840	4131
Fiction	21999	69	127	21941	1550	3528	1619	3655
KIDS TOTALS	32716	278	141	32853	2181	7645	2459	7786
TEEN								
Non-Fiction	533	13	0	546	50	119	63	119
Fiction	3556	107	11	3652	403	402	510	413
TEEN TOTALS	4089	120	11	4198	453	521	573	532
BOOK TOTALS	117243	1103	1204	117142	8034	18051	9137	19255

AUDIOVISUAL	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Discarded
ADULT								
Audiobooks on CD	6427	40	4	6463	313	116	353	120
Music CDs	7944	29	4	7969	265	487	294	491
Playaway	356	0	0	356	14	6	14	6
DVDs (DVD & Blu-ray)	20414	151	48	20517	1139	996	1290	1044
ADULT TOTALS	35141	220	56	35305	1731	1605	1951	1661
KIDS								
Audiobooks on CD	610	0	0	610	22	16	22	16
Music CDs	809	3	2	810	47	18	50	20
Playaway	94	0	0	94	4	6	4	6
DVDs (DVD & Blu-ray)	4203	39	13	4229	294	365	333	378
KIDS TOTALS	5716	42	15	5743	367	405	409	420
TEEN								
Audiobooks on CD	209	10	1	218	16	28	26	29
Playaway	24	0	0	24	0	9	0	9
DVDs (DVD & Blu-ray)	541	12	35	518	39	58	51	93
TEEN TOTALS	774	22	36	760	55	95	77	131
AUDIOVISUAL TOTALS	41631	284	107	41808	2153	2105	2437	2212

Other	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Discarded
ADULT								
Console Games	116	0	0	116	25	8	25	8
Tech Takeout (except digital content devices)	91	2	0	93	31	0	33	0
CD-ROMs	45	0	0	45	0	13	0	13
ADULT TOTALS	252	2	0	254	56	21	58	21
KIDS								
Kits (STEM, Book bundles, etc.)	136	0	0	136	30	2	30	2
Puzzles (New Aug. 2018)	16	0	0					
Playaway Launch Pads	24	0	0	24	6	0	6	0
KIDS TOTALS	176	0	0	160	36	2	36	2
TEEN								
Equipment (CD Players, etc.)	5	1	0	6	4	1	5	1
Console Games	682	4	1	685	47	33	51	34
Board Games	64	0	0	64	32	0	32	0
TEEN TOTALS	751	5	1	755	83	34	88	35
OTHER TOTALS	1179	7	1	1169	175	57	182	58
COLLECTION TOTALS	160053	7	1	160059	175	57	182	58

MATERIALS COLLECTION TOTALS FOR ELECTRONIC FORMATS- March 2019

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BOOKS	Previous Month Totals	Added Items	Discard Items	Current Totals	Prev. Mo. YTD		YTD	
					A	W	Add	Discard
Hoopla- Year (ebooks & comics)	199,198	69,927		269,125				
Reference- Year	573	0	31	542				
eRead Illinois (Canceled July 2018)	29506	0	29506	0	0	0	0	29506
TOTALS FOR ALL AGES	229,277	69,927	29506	269,667	0	0	0	29506
ADULT								
Non-Fiction								
eMedia (Overdrive Consortium)	2,917	30	0	2,947	155	0	185	0
eMedia (Overdrive Advantage)	972	4	0	976	74	0	78	0
Fiction								
eMedia (Overdrive Consortium)	12,180	85	0	12,265	638	0	723	0
eMedia (Overdrive Advantage)	4,207	42	0	4,249	410	0	452	0
Preloaded eReaders	6			6				
ADULT TOTALS	20,276	161		20,437	1277	0	1438	0
KIDS								
Non-Fiction								
eMedia (Overdrive Consortium)	96	1		97	4		5	
eMedia (Overdrive Advantage)	30	2		32	4		6	
Fiction								
eMedia (Overdrive Consortium)	1,755	13		1,768	76	0	89	0
eMedia (Overdrive Advantage)	306	3		309	52	0	55	
KIDS TOTALS	2,187	19		2,206	128	0	155	0
TEEN								
Non-Fiction								
eMedia (Overdrive Consortium)	131	1		132	3		4	
eMedia (Overdrive Advantage)	15	2		17	0		2	
Fiction								
eMedia (Overdrive Consortium)	2,711	17		2,728	115	0	132	0
eMedia (Overdrive Advantage)	506	14		520	25	0	39	
TEEN TOTALS	3,363	34		3,397	143	0	177	0
BOOK TOTALS	255,103	70,141		295,707	1548	0	1,770	29506

AUDIOVISUAL	Previous	Added	Discard	Current	Prev. Mo. YTD		YTD	
	Month Totals	Items	Items	Totals	A	W	Add	Discard
Hoopla (Yearly for all ages)								
Audio Books	43,952	14354		58,306				
Music	281,004		15489	265,515				
Movies/TV Episodes	31,741	0	18265	13,476				
eRead Illinois Audiobooks (Cance	9,397	0	9397	0	0	0	0	9397
Yearly Total for All Ages	366,094	14354	43151	337,297	0	0	0	9397
ADULT								
Audiobooks								
eMedia (Overdrive Consortium)	4,163	14	0	4,177	173		187	0
eMedia Advantage (Overdrive)	796	12		808	110		122	0
Preloaded Audiobook iPods	35	4		39	32		39	
Movies								
Preloaded Rokus Titles	1,061	10		1,071	109		119	
ADULT TOTALS	6,055	40		6,095	424	0	467	18794
KIDS								
Audiobooks								
eMedia Library (Overdrive)	286	3		289	8		11	
eMedia Advantage (Overdrive)	23	5		28	1		1	
Movies								
Preloaded Roku Titles	149	3		152	13		16	
KIDS TOTALS	458	11		469	22	0	28	0
TEEN								
Audiobooks								
eMedia Library (Overdrive)	255	4		259	26		30	0
eMedia Advantage (Overdrive)	39	7		46	2		9	0
TEEN TOTALS	294	11		305	28	0	39	0
AUDIOVISUAL TOTAL	372,901	62		344,166	474	0	534	28191
COLLECTION TOTALS	628,004	70,203		639,873	2022	0	2,304	57697

INDIAN PRAIRIE PUBLIC LIBRARY TREASURER'S REPORT 2/28/2019

Balance on hand as of January 31, 2019.....	3,005,711.85
Cash Receipts for February.....	56,019.49
Cash Disbursements for February.....	254,163.80
Cash on hand as February 28, 2019.....	2,807,567.54

Investments

Illinois Funds (Money Market) - Average Monthly Rate 2.438%	
General.....	590,990.36
Marion E Weston Endowment.....	18,966.74
Special Reserve.....	5,739.42
Children's Endowment.....	2,989.26
Endowment.....	11,571.25
MPI Investment (Corporate Fund).....	2,061,386.93

MB - Checking	
General.....	9,450.53
Hinsdale Bank & Trust - Checking.....	3,382.25
MB - Savings - Rate 1.60%	
General.....	102,686.80
Petty Cash/Circulation.....	404.00
Balances as of February 28, 2019.....	2,807,567.54

FUND BALANCES AS OF 02/28/2019

Corporate Fund.....	2,681,767.92
Building & Maintenance Fund.....	32,703.35
I.M.R.F. Fund.....	10,698.46
Liability Fund.....	(494.58)
Social Security Fund.....	908.09
Special Reserve Fund.....	5,739.42
Deferred Property Taxes.....	33,103.09
Current Liabilites.....	43,141.79
Grand Total All Funds.....	2,807,567.54

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**Indian Prairie Public Library District
Consolidated Revenue Report for February 2019**

Percent of Year: 66.67

	RECEIVED February 2019	RECEIVED THIS YEAR	PRCT COLL	BUDGET RECEIPTS	UNCOLLECTED RECEIPTS
PROPERTY TAX & LEVY INTEREST					
41100 · Property Taxes	0.00	3,575,930.05	100.39%	3,562,098.00	-13,832.05
41150 · Non-current Property Taxes	0.00	5.09	0.00%	0.00	-5.09
43100 · Interest-Tax Levy	0.00	1,191.05	0.00%	0.00	-1,191.05
TOTAL PROPERTY TAX & LEVY INTEREST	0.00	3,577,126.19	100.42%	3,562,098.00	-15,028.19
INTERGOVERNMENTAL					
42200 · Per Capita Grant	0.00	53,161.25	100.00%	53,161.00	-0.25
42300 · LIMRICC	0.00	265.94	0.00%	0.00	-265.94
TOTAL INTERGOVERNMENTAL	0.00	53,427.19	100.50%	53,161.00	-266.19
INTEREST					
43500 · Interest - Investment	1,402.82	20,813.36	416.27%	5,000.00	-15,813.36
TOTAL INTEREST	1,402.82	20,813.36	416.27%	5,000.00	-15,813.36
DESK MONIES					
45100 · Copier	307.92	2,600.59	56.54%	4,600.00	1,999.41
45120 · Computer Copies	1,128.44	9,580.63	63.87%	15,000.00	5,419.37
45200 · Fines/Fees	3,835.29	31,687.63	58.68%	54,000.00	22,312.37
45250 · Gifts/Donations	25.00	1,095.00	1095.00%	100.00	-995.00
45300 · Lost Materials	1,251.91	5,651.70	70.65%	8,000.00	2,348.30
45350 · Non-Resident Fees	8,116.48	64,784.03	75.33%	86,000.00	21,215.97
45400 · DVD Fines	101.50	857.81	71.48%	1,200.00	342.19
45450 · Top Picks	27.00	156.00	78.00%	200.00	44.00
45550 · Meeting Room Rental	100.00	588.75	294.38%	200.00	-388.75
45600 · ILL Fees	20.00	721.58	90.20%	800.00	78.42
45650 · 3D Printing	0.00	165.10	55.03%	300.00	134.90
45660 · Carvey	11.50	35.00	35.00%	100.00	65.00
45700 · Passport Fees	3,780.00	17,115.00	85.58%	20,000.00	2,885.00
45750 · Notary Fees	97.00	922.00	92.20%	1,000.00	78.00
TOTAL DESK MONIES	18,802.04	135,960.82	71.00%	191,500.00	55,539.18
OTHER INCOME					
46500 · OCLC Refund	0.00	880.00	125.71%	700.00	-180.00
46700 · Miscellaneous	242.18	1,195.11	59.76%	2,000.00	804.89
46800 · Collection Agency Fee	20.00	170.00	85.00%	200.00	30.00
* 49000 · Operating Transfer In	0.00	234,676.94	0.00%	0.00	-234,676.94
TOTAL OTHER INCOME	262.18	236,922.05	8169.73%	2,900.00	-234,022.05
GRAND TOTAL	20,467.04	4,024,249.61	105.49%	3,814,659.00	-209,590.61

Operating Transfer In reflects \$234,676.94 from Corporate Reserves

69150 · Parking Lot Rehab - Independent Construction Services - \$7,840.00

69150 · Parking Lot Rehab - Manhard Consulting - \$15,224.55

69150 · Parking Lot Rehab - Construction & Geotech - \$1,719.50

69150 · Parking Lot Rehab - J & R 1st in Asphalt, Inc. - \$160,051.00

69100 · Building Improvements - Masonry Project - Chicago Project Mgmt. - \$2,550.00

69100 · Building Improvements - Masonry Project - Slaten - \$44,845.00

70000 · Operating Transfer Purchases - Self Checks - \$2,446.89

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**Indian Prairie Public Library District
Consolidated Expenditures Report for February 2019**

Percent of Year: 66.67

	February 19	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
PERSONNEL							
61100 · Salaries	167,131.97	1,373,001.19	61.40%	2,236,300.00	863,298.81	2,258,663.00	60.79%
61310 · Benefits - Medical / Life Ins.	13,498.44	80,750.82	51.57%	156,600.00	75,849.18	166,600.00	48.47%
61330 · Benefits - IMRF	0.00	115,637.12	56.83%	203,487.00	87,849.88	277,000.00	41.75%
61340 · Benefits - FICA	12,619.86	103,158.23	60.43%	170,722.00	67,563.77	230,000.00	44.85%
61400 · Staff Development	1,041.97	9,121.37	53.66%	17,000.00	7,878.63	19,000.00	48.01%
61600 · Board Development	75.00	400.00	40.00%	1,000.00	600.00	2,000.00	20.00%
61710 · Workers Compensation	0.00	4,778.00	78.33%	6,100.00	1,322.00	10,000.00	47.78%
61720 · Unemployment Insurance	439.35	1,665.86	60.71%	2,744.00	1,078.14	3,800.00	43.84%
TOTAL PERSONNEL	194,806.59	1,688,512.59	60.44%	2,793,953.00	1,105,440.41	2,967,063.00	56.91%
MATERIALS							
62100 · Books	11,125.66	122,379.24	55.56%	220,250.00	97,870.76	234,000.00	52.30%
62200 · Periodicals	9,369.54	21,681.16	69.66%	31,125.00	9,443.84	33,000.00	65.70%
62300 · Audio	2,288.72	23,005.33	47.98%	47,950.00	24,944.67	50,000.00	46.01%
62400 · Video	4,983.53	43,407.15	57.92%	74,950.00	31,542.85	82,000.00	52.94%
62500 · Multi-Media	526.65	3,376.15	32.94%	10,250.00	6,873.85	13,000.00	25.97%
62600 · Electronic Reference Resources	0.00	63,051.47	97.69%	64,540.00	1,488.53	65,000.00	97.00%
62700 · Software	505.36	4,110.92	58.73%	7,000.00	2,889.08	8,000.00	51.39%
62800 · ESL	28.99	-287.68	-28.77%	1,000.00	1,287.68	1,300.00	-22.13%
62900 · Materials Supplies	1,000.29	14,203.98	70.32%	20,200.00	5,996.02	24,000.00	59.18%
TOTAL MATERIALS	29,828.74	294,927.72	61.80%	477,265.00	182,337.28	510,300.00	57.79%
BUILDING							
63200 · Cleaning Service	0.00	39,284.59	54.94%	71,500.00	32,215.41	78,000.00	50.36%
63300 · Utilities (1-8-11 · Gas)	1,058.57	6,970.27	58.09%	12,000.00	5,029.73	16,000.00	43.56%
63300 · Utilities (1-8-12 · Electric)	0.00	40,427.93	64.17%	63,000.00	22,572.07	68,000.00	59.45%
63300 · Utilities (1-8-13 · Telephone)	197.33	2,425.79	55.13%	4,400.00	1,974.21	6,000.00	40.43%
63300 · Utilities (1-8-14 · Water/Sewer)	729.74	4,426.86	59.03%	7,500.00	3,073.14	10,000.00	44.27%
63300 · Utilities (1-8-15 · Garbage Disposal)	448.41	2,680.79	89.36%	3,000.00	319.21	4,000.00	67.02%
63400 · Maintenance Supplies	1,292.30	12,023.86	70.73%	17,000.00	4,976.14	22,000.00	54.65%
63500 · Security System Monitoring	0.00	373.50	46.69%	800.00	426.50	1,200.00	31.13%
63600 · Property Maintenance	4,258.00	28,303.00	113.21%	25,000.00	-3,303.00	34,000.00	83.24%
63800 · Building Maintenance/Repair	6,672.91	37,258.75	67.74%	55,000.00	17,741.25	65,000.00	57.32%
TOTAL BUILDING	14,657.26	174,175.34	67.20%	259,200.00	85,024.66	304,200.00	57.26%
OPERATIONS							
64200 · Supplies - Office	683.19	7,575.65	56.75%	13,350.00	5,774.35	16,000.00	4.27%
64300 · Photocopy Supplies	197.11	1,797.40	35.95%	5,000.00	3,202.60	6,000.00	29.96%
64400 · Patron Card Supplies	0.00	525.03	87.51%	600.00	74.97	1,000.00	52.50%
64450 · Passport Postage	0.00	1,042.04	45.31%	2,300.00	1,257.96	4,000.00	0.00%
64500 · Postage	7.00	3,095.53	70.35%	4,400.00	1,304.47	5,000.00	61.91%
64600 · Non-Payment Reimbursement	0.00	0.00	0.00%	2,000.00	2,000.00	3,000.00	0.00%
64700 · Travel	37.70	538.82	82.90%	650.00	111.18	900.00	59.87%
64800 · Organizational Memberships	483.00	1,875.00	62.50%	3,000.00	1,125.00	4,000.00	46.88%
64900 · Bank Fees	240.71	2,084.84	69.50%	3,000.00	915.16	4,000.00	52.12%
TOTAL OPERATION	1,648.71	18,534.31	54.04%	34,300.00	15,765.69	43,900.00	42.22%
AUTOMATION							
65100 · Supplies-Public Toner	771.73	4,631.10	66.16%	7,000.00	2,368.90	8,500.00	54.48%
65150 · Supplies-Staff Toner	441.31	5,586.84	79.81%	7,000.00	1,413.16	8,500.00	65.73%
65160 · Supplies-Maker	84.39	205.77	25.72%	800.00	594.23	1,200.00	17.15%
65200 · Technology-Prof Services	1,425.00	1,425.00	28.50%	5,000.00	3,575.00	8,000.00	17.81%
65300 · Purchase of Equipment	3,136.17	14,280.91	102.01%	14,000.00	-280.91	20,000.00	71.40%
65400 · Automation Equip Mnt/Repair	287.78	2,825.83	60.12%	4,700.00	1,874.17	6,000.00	47.10%
65500 · Software	2,696.10	11,297.88	88.35%	12,787.00	1,489.12	20,000.00	56.49%
65600 · SWAN	0.00	31,753.50	74.91%	42,388.00	10,634.50	43,000.00	73.85%

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**Indian Prairie Public Library District
Consolidated Expenditures Report for February 2019**

Percent of Year: 66.67

	February 19	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
65700 · Telecommunications	957.75	4,806.67	72.41%	6,638.00	1,831.33	8,000.00	60.08%
TOTAL AUTOMATION	9,800.23	76,813.50	76.57%	100,313.00	23,499.50	123,200.00	62.35%
CONTRACTUAL SERVICES							
66100 · General Professional Services	0.00	6,415.00	80.19%	8,000.00	1,585.00	20,000.00	32.08%
66200 · Credit Bureau	98.45	384.85	42.76%	900.00	515.15	1,200.00	32.07%
1-10-22 · Equip-Photocopier Maint Cont	0.00	1,999.63	0.00%	0.00	-1,999.63	0.00	0.00%
66300 · Copier	221.00	1,867.03	62.23%	3,000.00	1,132.97	5,000.00	37.34%
66900 · Fees - Bond Registrar	30.00	100.00	45.46%	220.00	120.00	1,500.00	0.00%
TOTAL CONTRACTUAL SERVICES	349.45	10,766.51	88.83%	12,120.00	1,353.49	27,700.00	38.87%
INSURANCE							
67100 · Multi Peril-Physical Assets	0.00	10,797.00	100.00%	10,797.00	0.00	17,000.00	63.51%
67200 · Bonding	0.00	1,370.00	97.86%	1,400.00	30.00	1,500.00	91.33%
67300 · Officers & Directors Liability	0.00	2,511.00	86.59%	2,900.00	389.00	9,000.00	27.90%
67400 · Umbrella Liability	0.00	2,150.00	100.00%	2,150.00	0.00	8,500.00	25.29%
TOTAL INSURANCE	0.00	16,828.00	97.57%	17,247.00	419.00	36,000.00	46.74%
MARKETING							
68110 · Marketing Newsletter	2,100.00	19,141.09	54.69%	35,000.00	15,858.91	37,000.00	51.73%
68111 · eNewsletter	0.00	1,788.50	89.43%	2,000.00	211.50	2,200.00	81.30%
68210 · Marketing Advertisng	0.00	133.75	26.75%	500.00	366.25	1,800.00	7.43%
68310 · Marketing Supplies	0.00	264.00	52.80%	500.00	236.00	1,000.00	26.40%
68410 · Marketing-Information Printing	0.00	1,287.69	58.53%	2,200.00	912.31	5,000.00	25.75%
68500 · Legal Notices	0.00	1,191.47	79.43%	1,500.00	308.53	2,000.00	59.57%
68600 · Programming	1,913.47	12,698.16	49.99%	25,400.00	12,701.84	30,000.00	42.33%
TOTAL PUBLIC INFORMATION	4,013.47	36,504.66	54.40%	67,100.00	30,595.34	79,000.00	46.21%
CAPITAL OUTLAY & CONTINGENCY							
69100 · Building Improvements	2,168.20	15,124.70	0.00%	49,161.00	34,036.30	100,000.00	0.00%
69125 · Masonry Project	0.00	47,395.00	0.00%	0.00	-47,395.00	0.00	0.00%
69150 · Parking Lot Rehab	0.00	186,027.55	0.00%	0.00	-186,027.55	0.00	0.00%
69200 · Special Reserve Fund	0.00	0.00	0.00%	0.00	0.00	100,000.00	0.00%
69250 · Equipment/Furnishings	0.00	0.00	0.00%	0.00	0.00	700,000.00	0.00%
69800 · Operating Transfer Out	0.00	234,676.94	0.00%	0.00	-234,676.94	0.00	0.00%
69900 · Contingency	0.00	1,843.78	46.10%	4,000.00	2,156.22	20,000.00	9.22%
69920 · Gift/Donation Purchases	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
70000 · Operating Transfer Purchases	0.00	2,446.89	0.00%	0.00	-2,446.89	0.00	0.00%
GRAND TOTAL	257,272.65	2,804,577.49	73.52%	3,814,659.00	1,010,081.51	5,011,363.00	55.96%

Operating Transfer Out reflects \$234,676.94 from Corporate Reserves

69150 · Parking Lot Rehab - Independent Construction Services - \$7,840.00

69150 · Parking Lot Rehab - Manhard Consulting - \$15,224.55

69150 · Parking Lot Rehab - Construction & Geotech - \$1,719.50

69150 · Parking Lot Rehab - J & R 1st in Asphalt, Inc. - \$100,051.00

69100 · Building Improvements - Masonry Project - Chicago Project Mgmt. - \$2,550.00

69100 · Building Improvements - Masonry Project - Slaten - \$44,845.00

70000 · Operating Transfer Purchases - Self Checks - \$2,446.89

INDIAN PRAIRIE PUBLIC LIBRARY TREASURER'S REPORT 3/31/2019

Balance on hand as of February 28, 2019.....	2,807,567.54
Cash Receipts for March.....	104,464.50
Cash Disbursements for March.....	315,952.58
Cash on hand as March 31, 2019.....	2,596,079.46

Investments

Illinois Funds (Money Market) - Average Monthly Rate 2.474%

General.....	386,153.17
Marion E Weston Endowment.....	18,966.74
Special Reserve.....	5,751.46
Children's Endowment.....	2,995.52
Endowment.....	11,595.58
MPI Investment (Corporate Fund).....	2,061,386.93

MB - Checking

General.....	2,151.74
Hinsdale Bank & Trust - Checking.....	3,841.15

MB - Savings - Rate 1.60%

General.....	102,833.17
Petty Cash/Circulation.....	404.00
Balances as of March 31, 2019.....	2,596,079.46

FUND BALANCES AS OF 03/31/2019

Corporate Fund.....	2,400,545.72
Building & Maintenance Fund.....	22,519.34
I.M.R.F. Fund.....	10,698.82
Liability Fund.....	(494.48)
Social Security Fund.....	908.40
Special Reserve Fund.....	5,751.46
Deferred Property Taxes.....	114,225.97
Current Liabilites.....	41,924.23
Grand Total All Funds.....	2,596,079.46

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**Indian Prairie Public Library District
Consolidated Revenue Report for March 2019**

Percent of Year: 75.00	RECEIVED March 2019	RECEIVED THIS YEAR	PRCT COLL	BUDGET RECEIPTS	UNCOLLECTED RECEIPTS
PROPERTY TAX & LEVY INTEREST					
41100 · Property Taxes	-88.39	3,575,841.66	100.39%	3,562,098.00	-13,743.66
41150 · Non-current Property Taxes	22.31	27.40	0.00%	0.00	-27.40
43100 · Interest-Tax Levy	0.00	1,191.05	0.00%	0.00	-1,191.05
TOTAL PROPERTY TAX & LEVY INTEREST	-66.08	3,577,060.11	100.42%	3,562,098.00	-14,962.11
INTERGOVERNMENTAL					
42200 · Per Capita Grant	0.00	53,161.25	100.00%	53,161.00	-0.25
42300 · LIMRICC	0.00	265.94	0.00%	0.00	-265.94
TOTAL INTERGOVERNMENTAL	0.00	53,427.19	100.50%	53,161.00	-266.19
INTEREST					
43500 · Interest - Investment	1,322.05	22,135.41	442.71%	5,000.00	-17,135.41
TOTAL INTEREST	1,322.05	22,135.41	442.71%	5,000.00	-17,135.41
DESK MONIES					
45100 · Copier	439.90	3,040.09	66.09%	4,600.00	1,559.91
45120 · Computer Copies	1,336.14	10,916.77	72.78%	15,000.00	4,083.23
45200 · Fines/Fees	4,505.43	36,298.46	67.22%	54,000.00	17,701.54
45250 · Gifts/Donations	0.00	1,095.00	1095.00%	100.00	-995.00
45300 · Lost Materials	731.61	6,383.31	79.79%	8,000.00	1,616.69
45350 · Non-Resident Fees	9,377.61	74,161.64	86.23%	86,000.00	11,838.36
45400 · DVD Fines	100.00	957.81	79.82%	1,200.00	242.19
45450 · Top Picks	5.00	161.00	80.50%	200.00	39.00
45550 · Meeting Room Rental	0.00	588.75	294.38%	200.00	-388.75
45600 · ILL Fees	66.50	788.08	98.51%	800.00	11.92
45650 · 3D Printing	35.80	200.90	66.97%	300.00	99.10
45660 · Carvey	7.50	42.50	42.50%	100.00	57.50
45700 · Passport Fees	3,990.00	21,000.00	105.00%	20,000.00	-1,000.00
45750 · Notary Fees	145.00	1,067.00	106.70%	1,000.00	-67.00
TOTAL DESK MONIES	20,740.49	156,701.31	81.83%	191,500.00	34,798.69
OTHER INCOME					
46500 · OCLC Refund	0.00	880.00	125.71%	700.00	-180.00
46700 · Miscellaneous	10.00	1,205.11	60.26%	2,000.00	794.89
46800 · Collection Agency Fee	10.00	180.00	90.00%	200.00	20.00
* 49000 · Operating Transfer In	1,260.00	235,936.94	0.00%	0.00	-235,936.94
TOTAL OTHER INCOME	1,280.00	238,202.05	8213.86%	2,900.00	-235,302.05
GRAND TOTAL	23,276.46	4,047,526.07	106.11%	3,814,659.00	-232,867.07

* Operating Transfer In reflects \$235,936.94 from Corporate Reserves

- 69150 · Parking Lot Rehab - Independent Construction Services - \$9,100.00
- 69150 · Parking Lot Rehab - Manhard Consulting - \$15,224.55
- 69150 · Parking Lot Rehab - Construction & Geotech - \$1,719.50
- 69150 · Parking Lot Rehab - J & R 1st in Asphalt, Inc. - \$160,051.00
- 69100 · Building Improvements - Masonry Project - Chicago Project Mgmt. - \$2,550.00
- 69100 · Building Improvements - Masonry Project - Slaten - \$44,845.00
- 70000 · Operating Transfer Purchases - Self Checks - \$2,446.89

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Indian Prairie Public Library District Consolidated Expenditures Report for March 2019

Percent of Year: 75.00

	March 19	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
PERSONNEL							
61100 · Salaries	167,752.66	1,540,753.85	68.90%	2,236,300.00	695,546.15	2,258,663.00	68.22%
61310 · Benefits - Medical / Life Ins.	12,309.06	93,059.88	59.43%	156,600.00	63,540.12	166,600.00	55.86%
61330 · Benefits - IMRF	14,618.97	130,256.09	64.01%	203,487.00	73,230.91	277,000.00	47.02%
61340 · Benefits - FICA	12,673.75	115,831.98	67.85%	170,722.00	54,890.02	230,000.00	50.36%
61400 · Staff Development	645.56	9,766.93	57.45%	17,000.00	7,233.07	19,000.00	51.40%
61600 · Board Development	0.00	400.00	40.00%	1,000.00	600.00	2,000.00	20.00%
61710 · Workers Compensation	0.00	4,778.00	78.33%	6,100.00	1,322.00	10,000.00	47.78%
61720 · Unemployment Insurance	329.27	1,995.13	72.71%	2,744.00	748.87	3,800.00	52.50%
TOTAL PERSONNEL	208,329.27	1,896,841.86	67.89%	2,793,953.00	897,111.14	2,967,063.00	63.93%
MATERIALS							
62100 · Books	24,916.17	147,295.41	66.88%	220,250.00	72,954.59	234,000.00	62.95%
62200 · Periodicals	2,019.26	23,700.42	76.15%	31,125.00	7,424.58	33,000.00	71.82%
62300 · Audio	3,611.75	26,617.08	55.51%	47,950.00	21,332.92	50,000.00	53.23%
62400 · Video	8,060.84	51,467.99	68.67%	74,950.00	23,482.01	82,000.00	62.77%
62500 · Multi-Media	1,093.02	4,469.17	43.60%	10,250.00	5,780.83	13,000.00	34.38%
62600 · Electronic Reference Resources	0.00	63,051.47	97.69%	64,540.00	1,488.53	65,000.00	97.00%
62700 · Software	995.38	5,106.30	72.95%	7,000.00	1,893.70	8,000.00	63.83%
62800 · ESL	609.01	321.33	32.13%	1,000.00	678.67	1,300.00	24.72%
62900 · Materials Supplies	2,894.75	17,098.73	84.65%	20,200.00	3,101.27	24,000.00	71.24%
TOTAL MATERIALS	44,200.18	339,127.90	71.06%	477,265.00	138,137.10	510,300.00	66.46%
BUILDING							
63200 · Cleaning Service	11,291.72	50,576.31	70.74%	71,500.00	20,923.69	78,000.00	64.84%
63300 · Utilities (1-8-11 · Gas)	965.98	7,936.25	66.14%	12,000.00	4,063.75	16,000.00	49.60%
63300 · Utilities (1-8-12 · Electric)	9,088.42	49,516.35	78.60%	63,000.00	13,483.65	68,000.00	72.82%
63300 · Utilities (1-8-13 · Telephone)	578.52	3,004.31	68.28%	4,400.00	1,395.69	6,000.00	50.07%
63300 · Utilities (1-8-14 · Water/Sewer)	897.96	5,324.82	71.00%	7,500.00	2,175.18	10,000.00	53.25%
63300 · Utilities (1-8-15 · Garbage Disposal)	780.47	3,461.26	115.38%	3,000.00	-461.26	4,000.00	86.53%
63400 · Maintenance Supplies	1,553.06	13,576.92	79.86%	17,000.00	3,423.08	22,000.00	61.71%
63500 · Security System Monitoring	189.00	562.50	70.31%	800.00	237.50	1,200.00	46.88%
63600 · Property Maintenance	8,245.00	36,548.00	146.19%	25,000.00	-11,548.00	34,000.00	107.49%
63800 · Building Maintenance/Repair	8,477.00	45,735.75	83.16%	55,000.00	9,264.25	65,000.00	70.36%
TOTAL BUILDING	42,067.13	216,242.47	83.43%	259,200.00	42,957.53	304,200.00	71.09%
OPERATIONS							
64200 · Supplies - Office	1,023.19	8,598.84	64.41%	13,350.00	4,751.16	16,000.00	6.39%
64300 · Photocopy Supplies	472.46	2,269.86	45.40%	5,000.00	2,730.14	6,000.00	37.83%
64400 · Patron Card Supplies	0.00	525.03	87.51%	600.00	74.97	1,000.00	52.50%
64450 · Passport Postage	507.15	1,549.19	67.36%	2,300.00	750.81	4,000.00	0.00%
64500 · Postage	-474.60	2,620.93	59.57%	4,400.00	1,779.07	5,000.00	52.42%
64600 · Non-Payment Reimbursement	0.00	0.00	0.00%	2,000.00	2,000.00	3,000.00	0.00%
64700 · Travel	120.87	659.69	101.49%	650.00	-9.69	900.00	73.30%
64800 · Organizational Memberships	39.00	1,914.00	63.80%	3,000.00	1,086.00	4,000.00	47.85%
64900 · Bank Fees	233.91	2,318.75	77.29%	3,000.00	681.25	4,000.00	57.97%
TOTAL OPERATION	1,921.98	20,456.29	59.64%	34,300.00	13,843.71	43,900.00	46.60%
AUTOMATION							
65100 · Supplies-Public Toner	0.00	4,631.10	66.16%	7,000.00	2,368.90	8,500.00	54.48%
65150 · Supplies-Staff Toner	335.38	5,922.22	84.60%	7,000.00	1,077.78	8,500.00	69.67%
65160 · Supplies-Maker	0.00	205.77	25.72%	800.00	594.23	1,200.00	17.15%
65200 · Technology-Prof Services	0.00	1,425.00	28.50%	5,000.00	3,575.00	8,000.00	17.81%
65300 · Purchase of Equipment	245.14	14,526.05	103.76%	14,000.00	-526.05	20,000.00	72.63%
65400 · Automation Equip Mnt/Repair	114.00	2,939.83	62.55%	4,700.00	1,760.17	6,000.00	49.00%
65500 · Software	29.00	11,326.88	88.58%	12,787.00	1,460.12	20,000.00	56.63%
65600 · SWAN	0.00	31,753.50	74.91%	42,388.00	10,634.50	43,000.00	73.85%

**Indian Prairie Public Library District
Consolidated Expenditures Report for March 2019**

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Percent of Year: 75.00

	March 19	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
65700 · Telecommunications	80.00	4,886.67	73.62%	6,638.00	1,751.33	8,000.00	61.08%
TOTAL AUTOMATION	803.52	77,617.02	77.38%	100,313.00	22,695.98	123,200.00	63.00%
CONTRACTUAL SERVICES							
66100 · General Professional Services	165.00	6,580.00	82.25%	8,000.00	1,420.00	20,000.00	32.90%
66200 · Credit Bureau	44.75	429.60	47.73%	900.00	470.40	1,200.00	35.80%
1-10-22 · Equip-Photocopier Maint Cont	0.00	1,999.63	0.00%	0.00	-1,999.63	0.00	0.00%
66300 · Copier	221.00	2,088.03	69.60%	3,000.00	911.97	5,000.00	41.76%
66900 · Fees - Bond Registrar	0.00	100.00	45.46%	220.00	120.00	1,500.00	0.00%
TOTAL CONTRACTUAL SERVICES	430.75	11,197.26	92.39%	12,120.00	922.74	27,700.00	40.42%
INSURANCE							
67100 · Multi Peril-Physical Assets	0.00	10,797.00	100.00%	10,797.00	0.00	17,000.00	63.51%
67200 · Bonding	0.00	1,370.00	97.86%	1,400.00	30.00	1,500.00	91.33%
67300 · Officers & Directors Liability	0.00	2,511.00	86.59%	2,900.00	389.00	9,000.00	27.90%
67400 · Umbrella Liability	0.00	2,150.00	100.00%	2,150.00	0.00	8,500.00	25.29%
TOTAL INSURANCE	0.00	16,828.00	97.57%	17,247.00	419.00	36,000.00	46.74%
MARKETING							
68110 · Marketing Newsletter	6,284.17	25,425.26	72.64%	35,000.00	9,574.74	37,000.00	68.72%
68111 · eNewsletter	0.00	1,788.50	89.43%	2,000.00	211.50	2,200.00	81.30%
68210 · Marketing Advertising	0.00	133.75	26.75%	500.00	366.25	1,800.00	7.43%
68310 · Marketing Supplies	49.99	313.99	62.80%	500.00	186.01	1,000.00	31.40%
68410 · Marketing-Information Printing	522.45	1,810.14	82.28%	2,200.00	389.86	5,000.00	36.20%
68500 · Legal Notices	0.00	1,191.47	79.43%	1,500.00	308.53	2,000.00	59.57%
68600 · Programming	2,652.90	14,819.47	58.34%	25,400.00	10,580.53	30,000.00	49.40%
TOTAL PUBLIC INFORMATION	9,509.51	45,482.58	67.78%	67,100.00	21,617.42	79,000.00	57.57%
CAPITAL OUTLAY & CONTINGENCY							
69100 · Building Improvements	5,228.92	20,353.62	0.00%	49,161.00	28,807.38	100,000.00	0.00%
69125 · Masonry Project	0.00	47,395.00	0.00%	0.00	-47,395.00	0.00	0.00%
69150 · Parking Lot Rehab	1,260.00	187,287.55	0.00%	0.00	-187,287.55	0.00	0.00%
69200 · Special Reserve Fund	0.00	0.00	0.00%	0.00	0.00	100,000.00	0.00%
69250 · Equipment/Furnishings	0.00	0.00	0.00%	0.00	0.00	700,000.00	0.00%
* 69800 · Operating Transfer Out	1,260.00	235,936.94	0.00%	0.00	-235,936.94	0.00	0.00%
69900 · Contingency	0.00	2,033.97	50.85%	4,000.00	1,966.03	20,000.00	10.17%
69920 · Gift/Donation Purchases	0.00	0.00	0.00%	0.00	0.00	0.00	0.00%
70000 · Operating Transfer Purchases	0.00	2,446.89	0.00%	0.00	-2,446.89	0.00	0.00%
GRAND TOTAL	315,011.26	3,119,247.35	81.77%	3,814,659.00	695,411.65	5,011,363.00	62.24%

- * Operating Transfer Out reflects \$235,936.94 from Corporate Reserves
- 69150 · Parking Lot Rehab - Independent Construction Services - \$9,100.00
- 69150 · Parking Lot Rehab - Manhard Consulting - \$15,224.55
- 69150 · Parking Lot Rehab - Construction & Geotech - \$1,719.50
- 69150 · Parking Lot Rehab - J & R 1st in Asphalt, Inc. - \$160,051.00
- 69100 · Building Improvements - Masonry Project - Chicago Project Mgmt. - \$2,550.00
- 69100 · Building Improvements - Masonry Project - Slaten - \$44,845.00
- 70000 · Operating Transfer Purchases - Self Checks - \$2,446.89

MPI
INVESTMENT MANAGEMENT, INC.
15 SALT CREEK LANE SUITE 404 HINSDALE, IL 60521

Quarterly Report

Account
Indian Prairie Public Library District
Corporate Account
Schwab Acct# 6415-7790

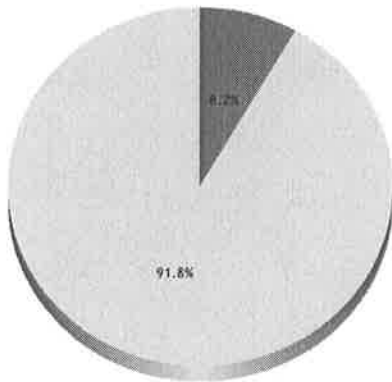
3/31/2019

Indian Prairie Public Library District
 Corporate Account
 Schwab Acct# 6415-7790

Holdings Overview

US Dollar
 3/31/2019

Portfolio Allocation as of 3/31/2019



Top 10 Holdings

Symbol	Security	Market Value	% Assets
cash	Cash Account Balance	173,524.21	8.2
3135g0a7B	Federal Natl Mtg Assn 1.625% Due 1/21/2020	149,506.76	7.1
3137eaf2	Federal Home Loan Mtg Corp 1.375% Due 4/20/2020	124,410.54	5.9
3130aea9	Federal Home Loan Banks 2.850% Due 5/8/2023	103,298.28	4.9
912828y20	United States Treas Nts 2.625% Due 7/15/2021	101,329.05	4.8
3130a1e53	Federal Home Loan Banks 2.050% Due 4/28/2020	100,454.55	4.8
3134g3wc0	Federal Home Loan Mtg Corp 2.000% Due 12/11/2020	99,929.01	4.7
3136g4ju8	Federal Natl Mtg Assn 1.580% Due 12/30/2019	99,787.20	4.7
3135g0f73	Federal Natl Mtg Assn 1.500% Due 11/30/2020	99,074.90	4.7
3136ft5h8	Federal Natl Mtg Assn 2.000% Due 3/27/2020	80,675.78	3.8
Top 10 Holdings Total		1,131,990.28	53.6

Asset Class	Market Value	% Equity	% Assets
Cash and Equivalents	173,524.21	8.2	8.2
Fixed Income	1,938,811.34	91.8	91.8
Equity Total	2,112,335.55	100.0	100.0

Indian Prairie Public Library District
 Corporate Account
 Schwab Acct# 6415-7790

Performance by Asset Class

Net of Allocated Fees | US Dollar
 12/31/2018 - 3/31/2019

Time Period	Cash and Equivalents	Equity	Fixed Income	Other	Total Portfolio
Market Value on 12/31/2018	63,224.80	0.00	2,023,358.39	0.00	2,086,583.19
Accrued Interest	0.00	0.00	8,186.53	0.00	8,186.53
Purchases/Contributions	388,806.09	0.00	276,989.62	0.00	0.00
Sales/Withdrawals	-276,989.62	0.00	-388,806.09	0.00	0.00
Transfers In	0.00	0.00	0.00	0.00	0.00
Transfers Out	0.00	0.00	0.00	0.00	0.00
Realized Gains	0.00	0.00	-1,267.13	0.00	-1,267.13
Unrealized Gains	0.00	0.00	8,066.25	0.00	8,066.25
Interest Income	54.02	0.00	12,154.00	0.00	12,208.02
Dividend Income	0.00	0.00	0.00	0.00	0.00
Change in Accrued Interest	0.00	0.00	129.77	0.00	129.77
Management Fees	-50.63	0.00	-1,520.45	0.00	-1,571.08
Portfolio Fees	0.00	0.00	0.00	0.00	0.00
Market Value on 3/31/2019	173,524.21	0.00	1,930,495.04	0.00	2,104,019.25
Accrued Interest	0.00	0.00	8,316.30	0.00	8,316.30
Average Capital Base	67,505.77	0.00	2,027,263.95	0.00	2,094,769.72
Total Fees	-50.63	0.00	-1,520.45	0.00	-1,571.08
Total Gain after Fees	3.39	0.00	17,562.45	0.00	17,565.84
IRR for 0.25 Years	0.01%	0.00%	0.87%	0.00%	0.84%

Indian Prairie Public Library District
 Corporate Account
 Schwab Acct# 6415-7790

Portfolio Appraisal

US Dollar
 3/31/2019

Quantity	Security	Adj Unit Cost	Total Adjusted Cost	Price	Market Value	% Assets	Yield
GOVERNMENT AGENCY ISSUES(USD)							
60,000	Federal Home Loan Banks 1.625% Due 6/14/2019	99.82	59,893.90	99.84	59,905.20	2.8	2.4
50,000	Federal Home Loan Mtg Corp 1.375% Due 8/15/2019	99.90	49,948.57	99.61	49,806.30	2.4	2.4
100,000	Federal Natl Mtg Assn 1.580% Due 12/30/2019	99.97	99,967.66	99.39	99,392.20	4.7	2.4
150,000	Federal Natl Mtg Assn 1.625% Due 1/21/2020	100.11	150,170.64	99.36	149,032.80	7.1	2.4
81,000	Federal Natl Mtg Assn 2.000% Due 3/27/2020	100.76	81,616.21	99.58	80,657.78	3.8	2.4
125,000	Federal Home Loan Mtg Corp 1.375% Due 4/20/2020	98.73	123,406.46	98.91	123,641.88	5.9	2.4
100,000	Federal Home Loan Banks 2.050% Due 4/28/2020	101.00	100,995.49	99.58	99,583.30	4.7	2.4
60,000	Federal Home Loan Banks 4.625% Due 9/11/2020	104.34	62,601.35	103.14	61,886.34	2.9	2.4
75,000	Federal Natl Mtg Assn 1.750% Due 9/11/2020	98.58	73,937.45	99.15	74,364.90	3.5	2.3
100,000	Federal Natl Mtg Assn 1.500% Due 11/30/2020	100.36	100,364.33	98.57	98,574.90	4.7	2.4
100,000	Federal Home Loan Mtg Corp 2.000% Due 12/11/2020	100.67	100,670.76	99.32	99,317.90	4.7	2.4
75,000	Federal Natl Mtg Assn 1.250% Due 5/6/2021	99.15	74,359.67	97.84	73,380.98	3.5	2.3
50,000	Federal Home Loan Mtg Corp 2.375% Due 1/13/2022	103.23	51,614.00	100.28	50,139.05	2.4	2.3
100,000	Federal Home Loan Banks 2.850% Due 5/8/2023	102.06	102,062.07	102.17	102,166.20	4.8	2.3
50,000	Federal Home Loan Banks 2.375% Due 3/8/2024	100.42	50,207.67	100.14	50,068.95	2.4	2.3
	Accrued Interest				6,085.55	0.3	
			1,281,816.24		1,278,004.22	60.5	2.4
GOVERNMENT BONDS(USD)							
50,000	United States Treas Nts 0.875% Due 6/15/2019	99.79	49,892.93	99.67	49,835.85	2.4	2.4
75,000	United States Treas Nts 1.625% Due 6/30/2019	99.93	74,949.29	99.78	74,832.98	3.5	2.5
100,000	United States Treas Nts 2.625% Due 7/15/2021	99.76	99,764.52	100.79	100,785.20	4.8	2.3
	Accrued Interest				974.26	0.0	
			224,606.74		226,428.29	10.7	2.4

Indian Prairie Public Library District
 Corporate Account
 Schwab Acct# 6415-7790

Portfolio Appraisal

US Dollar
 3/31/2019

Quantity	Security	Adj Unit Cost	Total Adjusted Cost	Price	Market Value	% Assets	Yield
GOVERNMENT BONDS - VARIABLE RATE(USD)							
65,000	Federal Farm Credit Banks 2.659% Due 11/14/2019	100.05	65,034.65	100.11	65,069.55	3.1	2.5
	Accrued Interest				81.61	0.0	
			65,034.65		65,151.16	3.1	2.5
TIPS(USD)							
50,000	United States Treas Nts 0.125% Due 1/15/2023	100.54	54,818.39	98.86	53,898.38	2.6	0.4
	Accrued Interest				14.12	0.0	
			54,818.39		53,912.50	2.6	0.4
CMO's(USD)							
140,000	FNMA REMIC Trust 2010-117 3.000% Due 5/25/2025	105.63	16,408.92	100.48	15,610.06	0.7	0.8
1,415,000	FNMA REMIC Trust 2003-27 4.000% Due 4/25/2033	108.00	12,925.03	102.23	12,234.47	0.6	2.2
32,000	FHLMC REMIC Series 3325 5.500% Due 6/15/2037	108.11	1,993.72	109.74	2,023.76	0.1	3.0
125,000	GNMA REMIC Trust 2012-57 3.000% Due 3/20/2039	105.66	29,558.71	100.66	28,160.61	1.3	1.7
	Accrued Interest				157.12	0.0	
			60,886.38		58,186.01	2.8	1.6
FHLMC's(USD)							
2,087,789	FHLMC PC Gold Comb 15 4.500% Due 1/1/2020	104.47	25,214.14	101.74	24,555.91	1.2	-0.1
375,000	FHLMC PC Gold Comb 15 5.500% Due 5/1/2020	108.96	1,625.49	100.49	1,499.03	0.1	1.8
210,000	FHLMC PC Gold Comb 15 5.500% Due 6/1/2020	108.13	531.30	100.66	494.63	0.0	1.3
2,681,500	FHLMC PC Gold Comb 15 5.500% Due 4/1/2022	107.88	34,535.06	103.05	32,989.12	1.6	3.2
340,000	FHLMC PC Gold 15 Yr 5.000% Due 7/1/2023	107.94	3,933.92	102.12	3,721.71	0.2	2.0
520,000	FHLMC PC Gold Cash 20 5.500% Due 8/1/2024	109.50	12,201.34	107.05	11,928.23	0.6	1.3
81,000	FHLMC PC Gold 15 Yr 3.500% Due 11/1/2025	104.53	13,422.49	102.60	13,174.52	0.6	0.9
280,000	FHLMC PC Gold 15 Yr 4.000% Due 3/1/2026	107.31	48,995.49	103.73	47,361.70	2.2	2.8

Indian Prairie Public Library District
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 Schwab Acct# 6415-7790

Portfolio Appraisal

US Dollar
 3/31/2019

Quantity	Security	Adj Unit Cost	Total Adjusted Cost	Price	Market Value	% Assets	Yield
240,000	FHLMC PC Gold Comb 15 4.500% Due 9/1/2026	107.19	19,090.43	102.99	18,343.47	0.9	1.7
	Accrued Interest				569.01	0.0	
			159,549.68		154,637.33	7.3	2.0
FNMA's(USD)							
145,000	FNMA Pass-Thru Short 10 Year 4.500% Due 4/1/2019	105.89	24.32	100.30	23.04	0.0	1.1
165,000	FNMA Pass-Thru Short 10 Year 4.500% Due 8/1/2019	106.29	465.45	101.70	445.36	0.0	1.2
170,000	FNMA Pass-Thru Short 10 Year 4.000% Due 12/1/2019	105.90	1,047.41	103.01	1,018.81	0.0	0.6
60,000	FNMA Pass-Thru Int 15 Year 4.500% Due 3/1/2021	107.36	753.31	101.77	714.05	0.0	1.6
40,000	FNMA Pass-Thru Short 10 Year 2.500% Due 2/1/2022	104.00	3,043.18	99.59	2,913.97	0.1	0.8
550,000	FNMA Pass-Thru Int 15 Year 5.500% Due 1/1/2023	109.00	11,216.57	102.57	10,555.22	0.5	1.1
50,000	FNMA Pass-Thru Int 15 Year 4.000% Due 11/1/2028	106.63	18,503.49	103.01	17,875.75	0.8	3.3
420,000	FNMA Pass-Thru Long 30 Year 7.000% Due 3/1/2037	111.50	11,321.63	118.00	11,981.25	0.6	2.6
	Accrued Interest				177.99	0.0	
			46,375.36		45,705.44	2.2	2.3
GNMA's(USD)							
75,000	GNMA Pass-Thru X Single Family 7.000% Due 11/15/2024	110.97	4,372.06	101.81	4,011.16	0.2	3.6
100,000	GNMA Pass-Thru M Single Family 4.500% Due 1/20/2025	108.00	11,785.28	104.10	11,359.44	0.5	2.6
3,245,000	GNMA Pass-Thru X Single Family 7.000% Due 6/15/2031	111.93	16,672.58	109.78	16,351.67	0.8	3.1
125,000	GNMA Pass-Thru X Single Family 5.500% Due 12/15/2032	108.98	4,672.04	106.98	4,586.00	0.2	2.1
175,000	GNMA Pass-Thru X Platinum 30 Year 5.500% Due 4/15/2033	108.99	4,187.16	109.98	4,225.17	0.2	1.6
100,000	GNMA Pass-Thru X Single Family 5.500% Due 11/15/2033	109.01	3,634.64	107.02	3,568.43	0.2	2.2
38,000	GNMA Pass-Thru X Single Family 5.500% Due 11/15/2033	109.14	1,953.78	108.09	1,934.93	0.1	1.8

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Indian Prairie Public Library District
 Corporate Account
 Schwab Acct# 6415-7790

Portfolio Appraisal

US Dollar
 3/31/2019

Quantity	Security	Adj Unit Cost	Total Adjusted Cost	Price	Market Value	% Assets	Yield
187,300	GNMA Pass-Thru X Single Family 5.500% Due 11/15/2035	105.80	6,388.39	110.01	6,642.54	0.3	2.1
111,289	GNMA Pass-Thru X Single Family 6.000% Due 6/15/2037	107.23	2,564.86	110.50	2,642.93	0.1	2.3
53,114	GNMA Pass-Thru X Single Family 6.000% Due 10/15/2038	108.93	1,190.03	110.53	1,207.48	0.1	2.5
	Accrued Interest				256.63	0.0	
			57,420.83		56,786.40	2.7	2.6
CASH AND EQUIVALENTS(USD)							
	Cash Account Balance		173,524.21		173,524.21	8.2	0.0
			173,524.21		173,524.21	8.2	0.0
Total Portfolio			2,124,032.47		2,112,335.55	100.0	2.1

Disclaimer & Terms

3/31/2019

A Note About This Report

The information and market values contained in this report are based on data received from your custodian(s), outside pricing services, and other sources that MPI Investment Management, Inc. ("MPI") believes to be reliable. These market values are net of fees and also include accrued interest (if applicable). Valuations can be inherently imprecise, particularly regarding less liquid assets, and the valuations shown may be greater or less than the price at which the assets can be sold. Performance and market values for the assets in your account(s) obtained from another source may differ from the information in this report because the performance calculations and values may have been based on different sources of pricing information, accounting or calculation methodology and analysis. We urge you to advise us immediately if you have not received your custodian or brokerage statement which is required to be delivered to you no less frequently than quarterly. In addition, please compare any account information provided by us with account statements from your broker-dealer or custodian and to advise us of any discrepancies. The official record of your account is maintained by your broker-dealer or custodian. If your management fee is automatically deducted from your account(s) please note that the account custodian does not verify the accuracy of the advisory fee calculation.

Performance

Portfolio performance is calculated utilizing a total return methodology. The total rate of return for the time periods shown is equal to the change in the value of the portfolio, including capital appreciation, depreciation and income as a percentage of the beginning market value of the portfolio adjusted for all contributions and withdrawals. The total return is expressed as a percentage gain or loss in the investment's value. All cash flows are weighted from the actual date of the contribution or withdrawal in order to minimize the effect of cash flows on the investment performance of your account(s). Total returns for your account(s) are presented net of fees (money manager fees, MPI's advisory fees, and custodian fees) and other expenses (where applicable) paid from your account(s). It should also be noted that, certain security types and other assets are excluded from this report. These assets may include, among others, real estate, notes and mortgages, insurance policies, personal property, receivables, and partnerships interests. The performance results have been compiled solely by MPI and have not been independently verified. Please keep in mind that past performance may not be indicative of future results and does not guarantee future positive returns. This report includes information as of the date indicated based on trades that have been executed in the account(s). To the extent that your regular account statements report information based on settlement date rather than trade date, there is a possibility that trades executed but not settled before the end of a reporting period may be reflected in this report but not on your regular account statements.

Keeping MPI Investment Management, Inc. Up-to-Date

If you wish to impose reasonable restrictions or modify existing restrictions concerning the management of your account or if your financial situation, investment objectives, or risk tolerance have changed, please contact your MPI Investment Advisor Representative at 800-237-0930. We will contact you at least annually to determine if your investment goals, objectives and risk tolerance have changed.

ADV & Privacy Policy Offering

If you would like to obtain copies of ADV Part 2 or the Privacy Policy for MPI please send a written request to the attention of: Matthew Pequet, MPI Investment Management, Inc., 15 Salt Creek Lane, Suite 404, Hinsdale, IL 60521. Copies will be provided to you free of charge.

Chamber Report
February 2019

Darien:

The board met February 14 and focused on planning Darien Dash (May), Darien Fest (August this year) and a membership event for June. As usual, the leadership expects the presence of board at events as much as possible. In addition, the board will hand out membership certificates in person and make personal connections with member businesses. At that time, we'll have a survey; DCC promotional materials about the value of membership; and I can promote the library. All board members will get a participation schedule. I will communicate with Jill regarding handouts for any visits I make. Our goals include increasing awareness of what chamber membership offers.

The board has found that holding an executive meeting followed by the regular meeting does not work well, and will revert to the 3:30 regular start time. I'll get back earlier, so that will help scheduling here at the library.

The Women in Business group, in a state of flux due to lack of participation, may fold into the chamber. The larger group would do more sponsoring of events.

Willowbrook/Burr Ridge:

The Women in Business focus group met February 12, with six local businesswomen in attendance. We discussed a variety of future events and programs. I later met with one of the members regarding logistics of her doing a program here. She mentioned that she knows a business person who may open a coworking space in Westmont.

Shirley Pride Jensen
Assistant Head of Adult Services and Business Liaison

Chamber Report
March 2019

Darien:

The regular board meeting did not take place this month.

I attended a networking event, the Darien Business Expo, at Chuck's restaurant on March 27 and connected with the businesses there, making sure the library had a presence. This event, smaller in size than the WBBR one, provided a good opportunity for meaningful interaction with businesses; however, it also drew a small crowd.

The board doesn't have a schedule yet for visiting chamber members and distributing membership certificates.

Willowbrook/Burr Ridge:

Following up on a planning meeting here last month, one of the Women in Business members will hold a networking event and workshop here in April.

Shirley Pride Jensen
Assistant Head of Adult Services and Business Liaison



E-News April 10, 2019

[View this message in your browser.](#)

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In this Issue:[Current RAILS News](#) | [Continuing Education \(CE\)](#) | [Networking Opportunities](#) |[E-Resources](#) | [Deals, Discounts, Grants, Awards](#) | [Conferences](#) | [Illinois State Library News](#)| [Other Library-Related News](#) | [Member News](#) | [More Links](#)

Current RAILS News

📺 This Video Is Yours! Use It to Show the Power of Libraries!

How is your library using RAILS' [Dreams Take Flight video](#)? Wait. What? You haven't viewed it yet, much less shared it! Well, what are you waiting for? It's a fabulous, brief, fun, and effective way to advocate for your library!



This video is part of [RAILS' My Library Is... campaign](#) to help our member libraries of all sizes and types (academic, public, school, and special) tell their stories more effectively. It portrays children discovering the library and all it has to offer, and can easily be used by libraries in their marketing and storytelling efforts. The video is available in three lengths and in English and Spanish on the [RAILS website](#).

Thanks to Northbrook Public Library for sharing their fantastic idea of screening the [Dreams Take Flight video](#) before their movie programs. Share your ideas of using the video in the comments field on the [RAILS web page](#)!

Don't Forget - RAILS Member Update Is Tomorrow!

The RAILS member update is **Thursday, April 11**, from 10 a.m.-noon. All staff members at all RAILS libraries are invited to join us at an [available RAILS videoconference location](#) or via one-way streaming video (RAILS Live). [View complete agenda](#). [Register today!](#)

More for Academic Libraries

Any type of library—academic, public, school, or special—can benefit by joining Find More Illinois. Here are five benefits for academic libraries:

- Find More Illinois will help fill the recreational reading needs of your students.
- Providing taxpayers with more access to university collections can help increase support for universities.
- You have the option of allowing patron-initiated interlibrary loans. Students will love this feature.
- The Find More Illinois software supports electronic delivery of articles and other files in response to ILL requests.
- Other academic libraries currently participate.



Visit the [Find More Illinois website](#) to learn more. Watch for information on benefits for other types of libraries in future issues of this *E-News*.

📺 Look for this symbol throughout issues of the *RAILS E-News* for items supporting the [My Library Is... campaign](#).

Continuing Education (CE)

RAILS Continuing Education

📺 Data CE Series

RAILS has begun a series of CE opportunities that will run over the next several months and focus on the topic of data in libraries. This programming is a result of feedback we received during the strategic planning process last year. [View the entire series](#) of CE events centered on this important topic.



- ["Using Your Data Superpowers for Good"](#)
Wednesday, April 24, 9:30–10:30 a.m.
- ["Separating the Wheat from the Chaff: Developing a Scalable Strategy for Gathering and Reporting Analytics"](#)
Thursday, May 9, 1:30–3:00 p.m.
- ["Cleaning Your Data with OpenRefine"](#)
Thursday, May 16, 9:30 a.m.–12:30 p.m.

maximizing team performance. This workshop is intended for staff in a leadership position who are looking for strategies to successfully form and develop effective teams. The focus of this class will be for the individual charged with selecting and developing a team they oversee. Topics will include identifying individual contributors' strengths, building trust among team members, and resolving conflict.

This workshop will be held at Galesburg Public Library on May 8, from 9:30 a.m.-12:30 p.m. [Register on L2](#). Please note, registration will be limited to no more than two staff members per institution.

Space Planning Workshop May 15

Join NYU professor and Forbes contributor David Vinjamuri as he leads participants through this workshop focused on space planning techniques from retail stores that can be applied to libraries. This workshop will help you critically assess how your current space functions and will give you tools to increase circulation and discovery, as well as more efficient use of space. The workshop is May 15, at Gail Borden Public Library, from 9:30 a.m.-4:00 p.m. The \$20 registration fee will also include lunch. Please complete registration by May 3. [Register on L2](#).

Additional RAILS CE...

["Top Employment Law Issues" Webinar, April 16](#)

More CE...

To post a CE opportunity, sign into the [RAILS website](#) with the email address and password used for [L2](#). Click on your name to view posting options.

2020 Census Training, April 16

Join the free 2020 Census training workshop at Moline Public Library on Tuesday, April 16, from 10 a.m.-noon. While this workshop is directed at Quad Cities area libraries, RAILS libraries outside of that area are welcome to register and participate. For [registration and more information](#), please log into [L2](#).

Registration for RDA Courses Now Open

The Cataloging and Maintenance Center (CMC) is providing RDA training for library staff in any Illinois library. The courses are six weeks and use Moodle software. Registered participants will be emailed passwords.

- ["RDA Video and Audio Recording"](#): April 22-May 31
- ["RDA Book Training"](#): June 10-July 19
- ["RDA Video and Audio Recording Training"](#): July 29-September 6

It is strongly encouraged that participants take the *RDA Book Training* course before the *RDA Video and Audio Recording* course. Participants should have basic cataloging knowledge and experience. Contact [Dr. Pamela Thomas](#) at Illinois Heartland Library System with questions.

For more continuing education opportunities, check out the [Library Learning calendar](#) ([L2](#)) or visit the [Events page](#) on the RAILS website.

Networking Opportunities

Academic Libraries Asked, We Answered

During RAILS' strategic plan information gathering last year, academic libraries requested RAILS' help in connecting with peers to share ideas and best practices for promoting the value of their library to various stakeholders. RAILS and the Illinois Association of College and Research Libraries are planning an event to do just that! All academic library staff are invited to a networking event focused on sharing effective ways to tell the academic library story.

The event is [April 29, 9:30 a.m.-noon, at Methodist College](#), in Peoria. MLIS and LTA students are welcome to register. For more information, please contact [Dan Bostrom](#), RAILS Member Engagement Manager, 630.734.5152.

Academic Library Event on EDI

RAILS and the Illinois Association of College and Research Libraries will host a networking event for academic librarians and staff. The focus of this event will be equity, diversity, and inclusion (EDI) in academic libraries. [Join us for this event on April 25, 9:30 a.m.-noon](#), at Waubesa Community College in Sugar Grove.

MLIS and LTA students with an interest in academic libraries are encouraged to register as well. For more information, please contact [Dan Bostrom](#), RAILS Member Engagement Manager, 630.734.5152.

RAILS Member Meetup - Barry

Please join us for a RAILS Member Meetup on Tuesday, May 7, 10:00-11:30 a.m., at Barry Public Library. RAILS Member Meetups are in-person, multitype library events for members to connect on issues related to the profession.

In addition to connecting with other librarians from across the area, there also

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are invited. [Please register.](#)

RAILS Online Round Table: 20s and 30s Programming

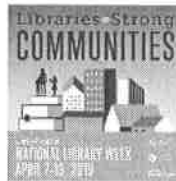
On Wednesday, May 15, 2-3 p.m., you're invited to participate in a [RAILS Online Round Table: 20s and 30s Programming](#). This discussion will be led by the 20s and 30s Programmers networking group. RAILS Online Round Tables are hour-long forums hosted by networking groups on a specific topic. These forums are held via GoToWebinar and any library staff member from any Illinois library is invited to attend.

View and sign up for this and other [networking groups](#) on the RAILS website.

E-Resources

Happy National Library Week RAILS Nation!

This annual celebration highlights the hard work and valuable roles all library workers play in transforming lives and strengthening communities. We honor you for all the work you do every day to make a difference, whether big or small, in the lives of your patrons and neighborhoods.



Discover some vintage library goodness on BiblioBoard.

- Check out the evolution of a [library bookmobile](#).
- See the [Brookfield Public Library](#) throughout the years.
- Meet [George the Library Duck](#).
- And [more!](#)

Items on BiblioBoard have no holds, no waits, and can be viewed simultaneously by anyone in Illinois free of charge. No library card required. [See more](#) about RAILS' partnership with Bibliolabs and all our digital offerings.

Deals, Discounts, Grants, Awards

RAILS Partnership Grants Open for Application

Take your community partnerships to the next level. The RAILS Partnership Grant program encourages libraries to work together with local organizations to address community needs and further RAILS goals and strategic initiatives. RAILS member libraries can apply for up to \$5,000 for programs and services that involve collaboration with other libraries, businesses, nonprofits, and/or government agencies.

Applications are due on Friday, April 19. For more information and conditions, please see the [RAILS Partnership Grant site](#).

Conferences

[Dates](#), [Proposals](#), [Registrations](#)

One-day LITA Workshop, June 21

If you would like to join other female-identifying individuals working in various technological industries to discuss the challenges you face, [AvramCamp](#) is for you. This one-day Library and Information Technology Association (LITA) preconference will provide networking opportunities with others in the field and a chance to collectively examine common barriers faced.

The day will start with looking at the Imposter syndrome, the feeling that you aren't actually qualified for the work you are doing and will be discovered as a fraud. Following the unconference model, participants will then have the opportunity to propose lightning rounds and session proposals on a variety of topics such as salary negotiation, creating inclusive job postings, and becoming leaders in the technology field.

This preconference is Friday, June 21, from 9 a.m.-4 p.m., prior to the ALA Annual Conference in Washington, D.C. Add to your full conference registration, or [register](#) using the "Single Session" option and choose just the preconference.

Reaching Forward Early Bird Rate Ends Soon

Have you registered for [Reaching Forward 2019](#) yet? Now's the time! The early bird conference rate of \$150 ends April 19. The conference will include a full day of programming as well as morning coffee (sponsored by RAILS), lunch, and the Performers' Showcase. RAILS staff will also be on hand in the exhibit area to talk with you about how we can help you in your job.

This conference will be held Friday, May 3, at the Donald E. Stephens Convention Center in Rosemont, IL. For additional information, visit the ILA [website](#).

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Census 2020 Poster Contest

The Illinois Complete Count Commission announced the Census 2020 poster contest open to students grades 4-12. This is an effort to promote full participation in the 2020 federal census. Posters should address the main message of "Census 2020: Make Sure Illinois Counts" and should include the positive impact of high census participation. These may include but are not limited to, increased funding for schools and libraries; better access to hospital and emergency healthcare; and quality services for people with disabilities, veterans, senior citizens, and low-income families.

Posters will be accepted for submission from May 1-June 17. Details about entry requirements, grade divisions, and foreign language submissions are being released to public libraries. Please visit www.illinoiscensus2020.com for more information, or contact [Joe Natale](#) at the State Library, 217.558.1745.

Other Library News

Don't Throw Away Your Shot

You may have heard of a little musical called "Hamilton." Well, did you hear that "[Hamilton: The Exhibition](#)" will open on April 27, in Chicago? RAILS member libraries are being offered an opportunity to provide some lucky patrons with free tickets to the exhibition. Allied Global Marketing will provide two tickets to each library wishing to participate, artwork designs for signs and social media, as well as a reading list for libraries who wish to create displays for raffles or contests of their choosing. Contact [Christina Johnson](#) for more information and to request materials.

**Polish American Librarians Association Annual Meeting**

The Polish American Librarians Association (PALA) will hold their ninth annual meeting on Saturday, April 27, 10 a.m.-3 p.m., at the Chicago History Museum. The day will feature a keynote address "Poles in Chicago," lunch, panel presentations, and a tour of the museum. Please [register](#) in advance. [More information.](#)

2019 ILA Awards Nominations Needed: New Promotional Flyer

The Illinois Library Association (ILA) encourages you to consider nominating someone (or yourself) for a 2019 [ILA Award](#); or ask your patrons to consider nominating someone from your staff for an award this year.

ILA created an [ILA Awards promotional flyer](#) for library patrons to help them with the nomination process. To make it a little easier for your patrons, please have them submit names of staff members deserving of awards and ask them to write a short letter on their behalf to go along with the nomination.

Member News

Library News, Director Updates, Member Questions, Fast Facts Surveys

RAILS Library Director News

Do you have library director changes to share? Let RAILS [Communications](#) know of library director changes (and the effective date of the changes) so we can officially welcome new directors to the RAILS community and say goodbye to retiring directors.

Emily Hoffman is the new director of Town & Country Public Library District.

Catherine Worsley will retire from Mercer Carnegie Library, effective April 30.

Library News

To post your library news, sign into the [RAILS website](#) with the email address and password used for L2. Click on your name to view posting options.

- [Gail Borden Library Bookmobile Grand Opening on National Bookmobile Day](#)
- [New Library Opening in Aledo](#)

Fast Facts Surveys

- [Circulating Hotspots](#)
- [Document Software Available to Public and Staff](#)
- [Director Hourly Wage](#)
- [Digital Signs \(Outside Building\)](#)

More Links

[Jobs](#) | [Emp/For Sale/Wanted](#) | [Contact RAILS](#)



RAILS Website



Facebook



Twitter



Instagram

Strategic Plan Worksheet 2015-2018 Final Report

FY 15/16

1.1. User experience philosophy and concepts are integrated into library practices.

1.1.1. Educate Department Heads and Supervisors on the theory of user experience - Jamie Laura Department Heads

1.1.1.1 Read Usability book and articles, watch webinars, hold heads retreat 11/3 to discuss and plan **This was accomplished.**

1.1.1.2 Conduct workshop for supervisors to review user experience concepts and their roles in implementation

Two sessions were held - January 21, 2016 and March 24, 2016. Topics discussed: Managing change, User Experience principles, Service Philosophy, How to articulate the change(s) that we are instituting, The role of staff, How we create not just buy-in but true engagement, The messaging to the staff, Creating a language for uniformity, What is needed in terms of education and training, What is the role of the supervisor, Developing the implementation process.

1.1.2. Educate staff about the theory of user experience.

1.1.2.1. Use "Catch the Wave" as a vehicle to share user experience concepts with staff. Jamie Laura Department Heads

This was started after the concept was introduced to the staff at the staff institute day.

1.1.2.2. Focus on user experience practices at the FY15/16 staff institute day. Jamie

At the February 5 staff institute day Jamie gave a presentation on the philosophy and practice of user experience and staff did a group exercises to create service philosophies.

1.1.2.3. Include discussion of user experience in department meetings. Department Heads **Ann started to introduce user experience concept at Technical Services department meetings. This is in development with the other departments.**

1.1.2.4. Train staff in handling disruptive and inappropriate behavior in order to maintain a comfortable and non-threatening environment for all users. Laura **Laura gave a presentation at the staff institute day.**

1.1.3. Form a Staff User Experience Committee. Jamie Laura **Given that a new Adult Services Department Head was being hired and Summer Reading was just starting this was pushed to fall 2016. Currently Jamie has developed "job descriptions" for a User Experience Committee Leader and User Experience Committee Member. In September staff will be encouraged to volunteer to be on the committee.**

1.2. Input from our community drives our services.

1.2.1. Use topical surveys and user assessments to determine how services should be developed, refined or discontinued.

1.2.1.2. Survey residents using questions from the 2014 community survey and compare results annually. ongoing

1.2.1.2.1. The focus for FY15/16 will be technology, digital media and other forms of "making", and use of the building. Technology Services, Jamie

Staff mapped how seating was being used during a week in October. In January patrons were asked to complete a survey about their use of seating in the library. All the information was shared with the Board Building Committee. A technology survey was sent to subscribers of the library's newsletter in January. We asked people what types of items they would like to be able to check out and what types of projects they would like to do in the library or attend programs about. The results were compared to the December 2014 survey and shared with the Board. Staff are using this information to consider development of new services.

1.2.1.3. Use surveys, focus groups, and comment/evaluation forms to collect information in specific areas of interest. ongoing

1.2.1.3.1. Use Tech Talks to help identify technology interests in the community. Technology Services

Ann had beta-tested a short survey in a Tech Talk in September and used this going forward. TJ has modified the technology class evaluation form. All results are being put into a spreadsheet. They are using the results to develop classes and determine equipment needs for the library.

1.2.1.3.2. Survey niche groups. ongoing

1.2.1.3.3.1. Survey parents at the end of each storytime session.

This is done at the end of each storytime session and results recorded to review over time.

1.2.1.3.3.3. Survey seniors regarding programming and services. AS

This group was surveyed in June and an analysis written.

1.2.2. Communication with community organizations will assist in identifying community strengths and needs.

1.2.2.1 Create a list of discussion questions to use when talking with community organizations. Jamie

1.2.2.2 Train staff to gather pertinent community input as they engage with organizations. Jamie
To prepare for this Jamie attended the 8 week Harwood Institute online lab on "Turning Outward". Jamie will be working with the department heads to implement practices from the Harwood Institute designed to generate conversations with the community. This will start with a department head retreat in late September.

1.3. The facility is attractive and comfortable and patrons are easily able to find what they want. Patrons are able to use the building for a wide variety of needs and enjoy spending time at the library.

1.3.1. Study and consider how best to improve patrons' use and enjoyment of the library property and facility.

In winter 2015-16 collections on the first floor have been shifted in order to provide more room for the popular collections of Large Print, audiobooks, GenLit, and fitness. Circulation rules for some of the DVD collection have been changed to provide longer access to materials and hopefully more room on the shelves, making it easier to use the collection as a whole. Kids & Teens enhanced the WouldShop by moving collections of relevant materials to that area. They also shifted the recently returned and textbooks to a low-usage area (since these are destination type collections) and moved poetry, tales, language and holiday books to more prominent locations. Sign holders have been ordered for K&T that will help to highlight the various subjects.

1.3.1.1. Conduct a seating study to identify if there is a need for additional seating or different types of seating. YS, AS

Staff mapped how seating was being used during a week in October. In January patrons were asked to complete a survey about their use of seating in the library. All the information was shared with the Board Building Committee.

1.3.1.2. Survey library users as to how they use the library and their satisfaction in using the library for particular purposes. Jamie

A survey related to how people use the library's seating and their satisfaction was done in January.

1.3.1.3. Evaluate the need for digital media and hands-on learning spaces. Jamie, Technology Services
A technology survey was sent to newsletter subscribers in January and similar questions were asked on the senior survey done in June. As the building spaces are evaluated we will use this information to determine if there is a need for dedicated spaces for this.

1.3.1.4. Determine the need for a book return on the second floor. YS

This was discussed by the K&T staff in the spring and they determined this was not needed.

1.3.1.5. Evaluate how easily patrons navigate the library and its collections. AS, YS

1.3.1.5.1. Evaluate signage.

1.3.1.5.2. Evaluate ease of use and access to library collections.

Sign holders have been ordered for K&T subjects. Some collections have been moved around as noted above. DVD signage was evaluated and changes made in Adult Services. The upcoming User Experience Committee will be examining this.

1.3.1.6. Consider a concierge or greeter style service. Jamie, Department Heads

This was discussed and determined that it was not needed.

1.3.2. Provide sufficient and flexible quiet, collaborative, and creation spaces.

An additional collaborative workspace was added to the second floor and is heavily used.

1.3.2.1 Consider new ways to repurpose current public spaces or create new public spaces to meet the interests and needs of the community. Jamie, Trustees

This will be an ongoing discussion. This past year an additional collaborative workspace was added to the second floor and is heavily used. The trustees visited other libraries to see how they provide services to their public.

1.3.3 Determine ways to provide adequate parking based on patrons' comments.

1.3.3.1 Study the parking lot to potentially add more parking spaces. **Laura Laura has investigated the removal of islands and the size of spaces and reported on her findings to the trustees. It is cost prohibitive relative to the number of spaces gained.**

1.3.4 Support our patrons' use of personal technology in the building.

1.3.4.1 Provide wireless printing for personal devices. Technology Services **This was installed in July.**

1.3.4.2 Provide patrons with easy access to outlets and ways to charge their devices. Technology Services **Devices were installed throughout the library to provide easy access for patrons to charge their own devices. We are also providing chargers that can be checked out and used in the library.**

1.4 Library online services are highly used and valued by our residents.

1.4.1 The website is engaging and easy to use. FY 15/16 Ann and the committee

1.4.1.2 Analyze statistics, user experience surveys and current best practices to determine priorities of the website. Committee **This was done as part of the redesign of the website.**

1.1.1.2. Develop a new website with content that is of high quality, current, easily accessed and useful to our residents. Committee **The new website went live June 2016.**

1.4.2. Users are very satisfied with the eLibrary. FY15/16 ongoing

1.4.2.1 Collection development policies for the eLibrary assist in meeting our patrons' interests in/desires for popular materials for children, teens and adults. AS, YS **Debbie Wordinger evaluated the user's interest against budget and overall use of the collection. Waiting times have been measured and the budget increased, especially for eAudio, based on patron requests. The Collection Development plan has been updated to reflect current philosophy. The hoopla budget was increased to allow for an increased number of checkouts per patron per month.**

1.4.2.2 Increase awareness of the eLibrary. Jennifer, YS, Marianne **We've used the eNews and Facebook to highlight various types of formats and genres in the eLibrary. We also did a big push for hoopla in December-February which saw an increase in usage.**

1.4.2.3 Training resources for the public are current and easily available. Jennifer, Dave **Jennifer has recently re-done eBook handouts, most particularly those for eReadIllinois (fall 2015). Jennifer and Dave created 3 videos to assist users of eReadIllinois. Finding aids are more accessible on the new website. Technology class presentations and handouts are now available on the library website.**

1.4.2.4 Add to our eLibrary, trying new models and opportunities and gathering community input to determine success. YS, AS **We added additional collections to hoopla. There have not been any new models to try.**

1.4.3. The library's booking software is user-friendly. FY 15/16 ongoing

1.4.3.1 Upgrade Evanced software. Suzy
Completed - Evanced software was upgraded in August 2015.

1.4.3.2 Evaluate how Evanced is being used and identify user and staff needs to determine if Evanced is meeting those needs. Ann will lead the process

The new Evanced software is not as user friendly and is not meeting the needs of our users. Staff investigated other software, chose Communico and are in the process of learning the new software. It will be available to the public by December.

1.4.4 Users find the library catalog informative and easy to use.

1.4.4.1 Staff take every opportunity to be involved in development of the catalog at the system level.
Jennifer (and formerly Suzy) is on the SWAN User Experience Committee

1.4.4.2 Staff investigate the Sirsi/Dynix mobile app and determine what mobile services to offer patrons.
Technology Services

Staff continue to investigate the Sirsi/Dynix mobile app but are not satisfied with the way it works with Android devices. SWAN has said they are waiting on upgrades to the mobile app from Sirsi/Dynix.

1.4.4.3 Create engaging age-specific catalogs. Ann oversee

This activity is dependent on SWAN providing the training and that has not occurred. We have communicated with SWAN that we are interested in this service.

1.4.4.4 Ensure a high quality SWAN database. Technical Services

Staff added formats to improve searching capabilities; changed item types to also enhance searching. Ann has been working on best practices in data entry to ensure a high quality SWAN database. She figured out how to use the SWAN report module to ensure item information in SWAN is checked after being entered. Staff started to use this new practice in January 2016.

1.5 We ensure ease of access to library services.

1.5.1 Offer more programs and classes on the weekends in response to patrons' requests. YS, AS, Technology In the fall, Cindy has 4 weekend programs scheduled for the programming cycle and Jez held a resume workshop on Saturday and is hosting a NaNOWriMo Write-in on a Saturday. During the winter of 15/16 we have 3 programs on weekends, and 4 in the spring. Youth Services offered 7 programs on Saturdays or Sundays in Fall 2015. They will offer 14 programs in Winter 2015, 11 in the spring and 6 in the summer. Technology Services has 5 classes scheduled on Saturday for the Winter 2015 newsletter, 7 in the spring and four in the summer.

1.5.5 Create a plan for management of our public technology and related services with the goal of providing excellent user experiences in this area. Jamie, Department Heads, Technology Services

1.5.5.1. Annually review usage of public computers, laptops and the wi-fi to determine if service should be changed. Technology Services

Ann & Brett are reviewing usage of the public computers to determine if the policies in place are effective for our residents.

1.5.5.2 Perform speed tests on equipment to compare advertised and actual bandwidth speed.
Technology Service

A computer has been set-up in the data room to connect directly to the Comcast modem to conduct speed test and to troubleshoot Internet connection.

1.5.5.4 Review all devices being checked out by patrons and develop best practices for managing this service. Department Heads

As part of a staff reorganization, devices will be managed by the Technology Services Desk (Formerly Computer Help Desk) and the Technology Services Librarian will oversee this service.

1.5.5.5 Examine technology related services with a goal toward identifying where staff training is needed and whether processes are efficient and provide excellent user experiences. Department Heads, Technology Services

Assisting patrons with how to use ereaders has been moved the AskUs Desk to the Technology Services Desk. Checkout of technology has also been moved the Technology Services Desk to provide a uniform experience for adults relative to technology equipment. Staff have been trained appropriately. Technology equipment for kids and teens continues to be managed at the K&T AskUs Desk but providing a K&T technology librarian has ensured these services have the proper oversight and the staff are trained properly.

2.1. The library fosters a love of reading for learning and enjoyment.

2.1.1 Prepare young children for school.

2.1.1.1 Implement the 1,000 Books before Kindergarten program. Katie Natalie
This was implemented in September.

2.1.1.2 Online early literacy resources are available to parents and caregivers. Katie
Staff evaluated sites and apps in winter 2015. When the website went live in June resources were listed on the early literacy page. Staff launched an early literacy text messaging program in September.

2.1.3 Promote readers' advisory services for all ages.

2.1.3.1 Provide more programming and resources for local book clubs. AS
In 2015 we offered to guest lead neighborhood book discussion groups and two groups have taken us up on it so far. We held a book discussion party which members of local book clubs attended. Staff are redesigning the group request form to offer additional services to book clubs.

2.1.3.1 Highlight our readers' advisory services. AS
Staff did a readers advisory drop-in in the lobby and promoted readers advisory at the farmers' market. The redesign of the website makes our services easier to find.

2.1.3.3 Integrate bibliographies within the catalog. AS
Novelist bibliographies are now in the SWAN catalog.

2.2 The library provides ways for patrons to easily explore our collections and discover materials that spark their interest.

2.2.1 Develop new ways to highlight and promote library collections. DW and NW
Katie created a special display to recommend picture books in support of 1,000 Books Before Kindergarten Krista created a Mid-Kid Trending section to highlight popular or recommended titles. "Under the radar" adult staff recommendations are appearing in the newsletter and Hot Topics blog. Adult staff recommendations are displayed on the digital display.

2.2.1.1 Digital displays will be used to promote the collections. Jez
This is being done for adults and for teens.

2.2.2 Highlight library staff and their excellent recommendations for books, movies and music. YS, Jez
We have started a column in the eNews "Under the radar" in which staff, by name, highlight authors, books, movies, etc. that are not best sellers. Staff are featured in the adult staff recommendations are highlighted on the digital displays and on the website.

2.2.3 Promote the library's eLibrary to increase awareness and use. FY 15/16 Suzy, Marianne
A hoopla promotion December - February allowed for greater access increased usage.

2.2.3.1 Offer training on how to access the library's digital collections to students and/or faculty at k – 8th grade schools.
Krista had been working with Burr Ridge Middle School staff to train them on how to use eBooks through IPPL. Krista had been communicating with Overdrive to figure out if we can access multicopies of items for book club use in schools. These efforts will continue in the new school year.

2.3 The library provides residents opportunities for learning, exploration, creativity and enjoyment. FY15/16 ongoing

2.3.1 Expand making and creation programming for all ages. FY15/16 ongoing

2.3.1.1 Develop ideas for maker and creation programming. Topics including, but not limited to, 3d printing, hands-on cooking, programming electronics, and hands-on painting.

2.3.1.1.1 Offer at least two maker/creation programs for adults, teens and kids each quarter. YS, AS, Technology Services

In the fall, Cindy had scheduled programs on flower arranging, pumpkin painting, several cooking programs and several more hands on classes. Jez held a #libsocial program on coloring. In winter Jez held a bookart program for #libsocial. K&T are offering weekly maker programs for Kids (MIMO) and teens (DIYT) as well as 3D printing and how-to-tech programs each quarter plus Crafternoon programs for teens. TS offered two new classes: MS Publisher and a 3D Cookie Cutter Creation class. The library hosted a How-to-Expo.

2.3.1.1.2 Identify residents who are able to effectively teach others and share their skills.
We have a number of residents who demonstrated their skills at the April How-To-Expo. Residents in the Darien Gardening Club set up a booth at the Seed Library to teach seed harvesting. Teachers from Gower School taught art and STEM classes in the summer. K&T worked with community partners GoodWorx and Darien 4H to teach classes in the summer.

2.3.1.1.3 Identify and acquire equipment and tools to support maker/creation programming. YS, AS, Technology Services

Tyler had written a grant for equipment which was not funded. Natalie's experience with ILeadU provided the library with several electronic kits. K&T also used programming funds to develop technology kits for programming and checkout by patrons.

2.3.1.1.4 Expand hands-on projects in the Kids & Teens WouldShop. YS
Krista had taken over as coordinator of the WouldShop and expanded many of the activities, added new technology and STEM equipment/materials. Natalie and Tyler have continued to add technology kits to the space and develop new activities - Kano computer building kits, Sphero robots, and Lego WeDos.

2.3.1.1.5 Provide creation, exploration and technology kits that residents can check out. YS
The library has purchased equipment for 15 kits for K&T.

2.3.1.1.6 Hold an event that focuses on creating, making and DIY. All depts.
The How-To Expo was held in April 2016 and over 700 people attended.

2.3.1.2 Develop media technology programming with topics including, but not limited to, photo-editing, digital media equipment, and video editing.

2.3.1.2.1 Offer at least one media technology program for adults, teens, and kids each quarter. YS, Technology Services

Staff taught a class for adults to learn how to create movies using their iPad "Making Movies with iMovie class", editing photos, video creation, making music with the library's digital equipment, two overviews of the digital equipment, iMovie. A class was held in the winter showcasing the digital media equipment the library offers. A class was offered on making movies with iMovie and a class was offered on photo editing with Pixlr. Krista taught music mixing to teens on October 13. K&T hosted the Making History event in February which included using iPads and Osmos to create digital portraits.

2.3.1.2.2 Purchase additional software and hardware to support media technology.

The Foundation donated a keyboard, guitar and microphone and a patron donated money to purchase digital media software for the Apple equipment.

2.3.2 Provide opportunities for online learning and creation.

2.3.2.1 Implement Lynda.com.

Completed summer 2015

2.3.2.1.1 Create training and promotional videos for Lynda.com

Jennifer and Tyler investigated creating training and/or promotional videos for Lynda.com, but decided not to because using Lynda.com is straightforward and the company has created their own videos on how to navigate Lynda.com and on promoting content.

2.3.2.1.2. Identify target markets for promotion of Lynda.com

Jez put information in the job hunting eNews she has started and Jennifer gave information to Laura to share with the Chamber.

2.3.2.2 Investigate possible subscription to online resources that teach coding.

Tyler investigated this but the cost is prohibitive at this time.

2.3.2.3 Investigate possible subscription to hobby and creation online resources.

Jennifer has started looking into this. She looked at art and music databases but decided not to pursue.

2.4. The library introduces new technologies to the community and provides opportunities for residents to experiment with technology as well as receive instruction and assistance.

2.4.1. Use a variety of methods to introduce technologies to the community.

2.4.1.1. Develop technology classes for all ages featuring the latest in technology. Technology, AS, YS

Tech Tuesdays for Teens, Kids Tech Touch event, Making History - exploring history through technology, coding club for kids, hacking electronics for teens. Adults had Tech Talks on coding and virtual reality, streaming music and podcasts. Also coding with apps, making movies with iMovie, photo editing, and 3D printing.

2.4.1.2. Acquire additional needed materials and equipment for technology programming as needed. **K&T staff have acquired equipment for a variety of technology kits, the library has purchased a 3D scanner which will enhance our 3D printing services, Technology Services purchased GoPros, iPads, Android tablets, and FitBits for Tech Takout kits.**

2.4.1.3. Expand the number of trained people who teach technology classes, particularly with new skills. **Jez has started teaching Tumblr; Theresa is now teaching the iMac and photo editing with Pixlr class. With the change in duties in K&T Tyler is now able to devote time to teaching technology.**

2.4.3. Identify and determine how to provide technology that residents want to check out for home use. **Shirley, through the Lions Club, has added assistive technology that can be checked out of the library. K&T has developed 15 technology kits for kids. Technology Services is in the process of rolling out Tech Takeout kits for adults and is offering the latest ereaders and tablets for checkout.**

2.4.3.2. Survey residents as to their interest in checking various types of technology. **Jamie A survey inquiring as to what technology patrons would like to check out was sent to newsletter subscribers in January.**

2.4.3.3. Research grants that might provide funding for a "technology 2go" service. **Technology Services, Tyler submitted the IEEE grant in Nov 2015. The grant was not funded. Natalie submitted the Curiosity Creates Grant in Sept 2015. The grant was not funded.**

2.5. The library supports the cultural diversity of our community through services and resources.

2.5.1. Enhance our ESL services.

2.5.1.1. Recruit volunteers for area literacy organizations.

Joe was in the lobby in September 2015 for Literacy Volunteers of America. He also did one in March 2015 for any literacy organization. K&T created a new Language Learning section which offers materials for learning English.

3.1. The library is more visible in the community.

3.1.1. Identify staff and their roles who will lead the library in further engagement with the community. Admin, dept heads

Shirley Jensen will be taking on the role of liaison to businesses and develop services to businesses.

3.1.2. Offer more offsite programming within the community. AS, YS, Technology **Jennifer and Denise hosted Books on Tap at Whole Foods in fall 2015. Jez hosted a #libsocial program at the new Miskatonic Brewery. The library held storytimes at the Darien Farmers Market summer 2015, continues to do so at Whole Foods and started at Chik-Fil-A. Library staff had a booth at the Darien Farmers Market summer 2016 to feature different services. Natalie and Ann presented at a District 180 Community Connections event. K&T presented programming at Anne M. Jeans in the winter and the summer. Adult book discussions are held regularly at restaurants and at Whole Foods throughout the year. Natalie presented on Earth Day at the Burr Ridge Village Center and Monica hosted an author event at Barbara's Bookstore. Summer 2016 K&T presented programs at the Darien Historical Society, Darien Parks, Burr Ridge Parks, Burr Ridge Village Center and Countryside Bank.**

3.1.2.1. Identify the goals the library would like to achieve by offering offsite library programming. **These goals were developed and a report presented to the trustees.**

3.1.2.2. Identify populations and locales that should be served by offsite programming.

3.1.2.3. Inventory and evaluate current library programs already being held out in the community. **Natalie created a spreadsheet of all their summer partners with identified benefits for partnership**

3.1.2.4. Identify and approach potential partners to develop collaborative programming. **Natalie identified and coordinated at least 9 partnerships for summer 2016, the biggest of which are Gower and GoodWorx**

3.1.2.5. Develop, schedule and promote the programs. **Natalie developed programs with each of these 9 partners and worked with marketing to promote them.**

3.1.2.6. Evaluate the success of offsite programming relative to the goals established for the initiative. **Developed and reported to trustees**

3.1.3. Participate in community events that contribute to the library's mission and vision. FY15/16 Marianne, AS, YS, Technology

The library participated in the Darien Lions Club's 4th of July parade. In addition, library materials were be on display at all summer events hosted by the Village of Burr Ridge. Adult Services and K&T participated in the Darien farmers market.

3.1.3.1. Develop criteria to clarify when and how the library should participate in community events with the intent of increasing the library's visibility and reputation as a community partner. **This was done as part of 3.1.2.1**

3.1.3.2. Create a calendar of community events in the library district. **This has been started based on what we observed this past year.**

3.2. The library creates partnerships throughout the community that provide mutual benefits and enhance the community.

3.2.1. Identify areas of growth within existing partnerships and develop at least two new partnerships each year. FY15/16 ongoing, all departments **Adult Services developed partnerships with SCORE and K&T developed a partnership with GoodWorx. K&Y also expanded their partnership with Gower.**

3.2.1.1. Develop an evaluation tool to evaluate the benefit of established partnerships. Jamie, Laura, Dept Heads **This was developed as part of 3.1.2.6 above.**

3.3. The library will provide opportunities for residents to gather at the library and activities that feature the community.

3.3.1. The library is the place for meet-up opportunities for people of all ages. ongoing AS, YS Technology **Monthly Friday night programs for 20 and 30 year olds have so far all been of a "meet up" nature. Ongoing discussion and game groups hit other ages. In the winter of 2016 Shirley is starting a daytime book group to meet every other month to read short stories. K&T hosts monthly gamine and weekly crafting events for teens to meet-up**

3.3.2. Identify ways the library can feature local organizations. Marianne, Jamie, AS, YS,

3.3.2.1. Continue the Volunteer Fair and include service organizations. AS, Laura **Mary Krekelberg and Laura organized a Community Connections Expo in January, 2016 with organizations, clubs, and social service agencies. 18 organizations participated. Another event is planned for January 2017.**

3.3.2.2. Provide opportunities for organizations to hold drop-in programs in the lobby. **The Peace Corp and DuPage Federation on Human Services Reform and the Master Gardener were all in the lobby this fall.**

3.3.3. Use library programming to promote the sharing of ideas, skills and knowledge among residents AS YS Technology **The April How-To Expo accomplished this. Adult Services also held a book club party to share knowledge among the various community book clubs.**

4.1. The library provides a collaborative, supportive workplace and staff are confident in their ability to serve our members and guests. FY15/16 ongoing

4.1.1. Staff are knowledgeable about the services offered by the library. **The staff institute featured opportunities for staff to "play" with the various technologies that we offer patrons. We continue to update staff through Catch the Wave. Marianne did marketing training with Adult Services and K&T**

4.1.1.1. The library holds joint adult services/youth services staff meeting to share information. AS,YS **This occurred February 24 with a focus on the changes in the Technology Department.**

4.1.1.2. Technology Services staff attend department meetings to introduce discuss technology topics. Technology Services **Ann attended the Computer Help Desk meeting to introduce and discuss circulation of digital media equipment. Ann presented at the AS/K&T joint meeting.**

4.1.1.3. Staff-written informational articles are part of Catch the Wave. **This has been ongoing – a schedule of topics has been developed.**

4.2. The building is designed to meet a wide variety of needs and is attractive and well-maintained. The library continues to implement environmental stewardship strategies.

4.2.1. Develop a facility enhancement plan to explore better use of existing space to meet community priorities, support technologies and provide for staff needs. Jamie **Jamie received a quote on what it would cost to hire an architect to create such a plan.**

4.2.1.1. The library provides adequate quiet and collaborative spaces.

The staff did a seating mapping and surveyed patrons about seating and spaces. This will need more study.

4.2.1.2. The library provides for personal use of technology.

Additional access points for charging devices were added or may be checked out by patrons. Wireless printing has been activated.

4.2.1.3. Evaluate the need for digital media and hands-on learning/creation spaces.

A technology survey was done in January. TJ and Tyler will be examining these services in more depth.

4.2.2. Use products and practices in our facility that are "green" and "sustainable" as well as that create financial savings.

4.2.2.1. The library will earn the "Green Flag". Laura

Laura is currently working with SCARCE on a Staff Education Plan, which is required for the Green Flag.

4.2.2.2. The library will investigate using rain barrel system for watering plants. Laura

This was accomplished through the Eagle Scout program and is in operation.

4.2.2.3. The library will investigate replacing current lighting with LED lighting. Laura

Laura is monitoring opportunities for LED lighting grants.

4.2.2.4. The library will investigate VOIP telephone services. Laura

Laura has solicited pricing and information from several VOIP vendors but is still researching this.

4.3. Technology is continually evaluated to effectively support library services and provide the greatest efficiencies and cost savings.

4.3.1. Investigate RFID. Deb S., Ann

Debbie, Ann and Jamie have met with vendors to discuss RFID and are getting pricing.

4.3.2. Investigate self-checkout software options. Ann, Deb S.

This process has been started. Debbie and Ann attended the PLA conference and talked to vendors. Debbie, Ann and Jamie met with three vendors and saw demonstrations. We are currently mapping out a timeline.

4.4. New sources of funding are developed using a variety of methods.

4.4.1. Apply for at least two grants each year.

As stated above, Youth Services has applied for two grants so far this fiscal year. Adult Services applied for a Readers Advisory grant but did not receive it.

4.4.1.1. Provide grant training to staff. Jamie, Laura

Five staff have attended workshops on grant writing and grant resources.

4.4.2. Evaluate, refine and expand the library's giving program and promotion of that program. Jamie, Laura, Marianne, Nancy.

Staff created a Foundation website and has just updated the Foundation brochure

4.4.3. Consider the use of sponsorships of services. Trustees, Jamie
Jamie reviewed sponsorship models with the trustees and will be preparing a proposal this fall.

5.2. Residents understand how the library can enhance their lives.

5.2.1. Target community segments with timely information about library services and programs.
Marianne has arranged to have library materials on display at all events hosted by the Village of Burr Ridge.

5.2.1.3. Target people in their twenties and thirties. ongoing AS
Friday night programming for this age group has been launched as well as the ongoing book discussion. Suburban Life Community Voice column on this topic was published in May

5.2.1.5. Promote technology and digital services in the media at least quarterly. Marketing
Marianne promoted the 3D printer using the Dolores Cyze story in summer 2016.

5.2.1.6. Market to parents. FY15/16 ongoing
We have started including a Parents column in the newsletter. We are also providing an early literacy texting service to parents.

5.2.2. Identify and implement new ways of communicating with the community.

5.2.2.1. Identify community interest in receiving text messages and if there is interest, develop a process.
Marketing
Tyler has been using a texting service to promote programs to teens. Katie rolled out a texting service to parents in the fall 2016.

5.2.2.2. Promote the library through cable TV to village in the library district. FY15/16 Marketing
Marianne began submitting items to Darien via their Cable Bulletin Form in January 2016.

5.2.2.3. Establish a focused and effective approach of disseminating information about services and programs to seniors. AS Marketing
As a first step, seniors were surveyed as to how they want to receive information.

5.2.2.4. Distribute the library newsletter in more locations. Marketing
Marianne added 7 locations spring 2016, including local park districts, chambers of commerce, and historical societies.

5.2.2.5. Create targeted niche eNewsletters. AS, YS Technology, Marketing
Jez has started a 20's and 30's eNewsletter as well as one for job hunters.

5.2.2.7. Evaluate how to do promotion through local publications such as park district brochures.
Marketing
Marianne submitted items to the Darien Park District for their summer and fall 2016 brochures.

5.2.4. Tell the library story using outcomes focusing on how residents benefit from the library.

5.2.4.1. Develop a process for capturing stories from our patrons. All service desks

Plan developed by Marianne. Initiative starting with summer 2016 newsletter cover and reinforced on new website. Will also be promoted in eNews and social media.

5.2.4.2. Identify ways to effectively use the stories. Marketing

Plan developed by Marianne. Initiative starting summer 2016.

5.2.4.3. Enlist and train staff to take photos and videos to tell the library story. Marianne, Dave

Marianne attended a Kids and Teens staff meeting to give staff quick "Photography 101" and digital camera lesson. During the summer K&T took photos as well as Marianne.

5.3. Non-residents understand how they can receive library services and see the value of purchasing a library card.

5.3.1. Market library services to non-residents.

5.3.1.1. Develop marketing approaches appropriate to each area. FY 15/16 ongoing Marketing

Marianne continues to work with the marketing person in Burr Ridge, and library materials will be on display at all events hosted by the Village of Burr Ridge. Laura and Marianne attended the realtors meeting in Burr Ridge. Laura and Natalie attended the schools meeting in Burr Ridge.

5.3.2. Create a campaign around the value of a library card. FY15/16 Marketing

Marianne developed a "library cards open doors" campaign for September Library Card Sign-up Month.

5.4. Community stakeholders are well-informed about library services and accomplishments.

5.4.2. Meet with the director of each municipal body annually. Jamie

Jamie met with the Director of the Darien Park District in February. Jamie has met with the Hinsdale South High School principal to share information and with the Superintendent of District 180.

FY16/17

1.1. User experience philosophy and concepts are integrated into library practices.

1.1.3. Form a Staff User Experience Committee. May 2016 Jamie Laura

Given that a new Adult Services Department Head was being hired and Summer Reading was just starting this has been pushed off to the fall. Currently Jamie has developed "job descriptions" for a User Experience Committee Leader and User Experience Committee Member. In September staff will be encouraged to volunteer to be on the committee.

1.1.4. Develop and implement a plan for training staff in the theory of user experience and how to apply the principles to their areas of

responsibility. Staff User Experience Committee

1.2. Input from our community drives our services.

1.2.1. Use topical surveys and user assessments to determine how services should be developed, refined or discontinued.

1.2.1.1. Create a formal system of organizing and reviewing residents' comments and input from community interactions.

Winter 2016 Admin

1.2.1.3.3.2. Survey mid-kids regarding programming and services. FY15/16 Monica

1.2.2. Communication with community organizations will assist in identifying community strengths and needs.

1.2.2.3 Schedule one visit per year with each community group to discuss their goals, community needs and areas for partnership. FY16/17

1.3. The facility is attractive and comfortable and patrons are easily able to find what they want. Patrons are able to use the building for a wide

variety of needs and enjoy spending time at the library.

1.3.3 Determine ways to provide adequate parking based on patrons' comments.

1.3.3.2 Explore adding a pick-up window. FY16/17

1.3.3.3 Examine providing kiosks within the community. FY16/17

1.3.4 Support our patrons' use of personal technology in the building.

1.3.4.3 Investigate a new fax service for the public. FY16/17 Technology Services

1.4 Library online services are highly used and valued by our residents.

1.4.3. The library's booking software is user-friendly.

1.4.3.3 Investigate ways in which patrons can reserve other services online. Suzy FY16/17

1.5 We ensure ease of access to library services.

1.5.2 Assess the hours the library should open for optimal service. FY 15/16 Jamie, Department Heads, Trustees

1.5.3 Provide users with more opportunities for self-service. FY16/17 ongoing Circ, Technology, AS, YS

1.5.4 A Staff User Experience Committee continuously evaluates policies, procedures, services, and collections to ensure positive user experiences. FY 16/17 ongoing Jamie, Laura, Dept Heads will initiate

1.5.5 Create a plan for management of our public technology and related services with the goal of providing excellent user experiences in this area. Jamie, Department Heads, Technology Services

1.5.5.3 Use traffic shaping to optimize or guarantee performance, improve latency and increase usable bandwidth. Technology Services

2.1. The library fosters a love of reading for learning and enjoyment.

2.1.1 Prepare young children for school.

2.1.1.3 Create and brand special needs storytimes. Katie FY16/17

2.1.2 Parents and schools see the Summer Reading Challenge as being an important program in children's lives. FY 16/17 YS

2.1.3 Promote readers' advisory services for all ages. FY15/16 ongoing

2.1.3.4 Investigate offering off-site book talks at public locations or to local groups. FY16/17

2.1.3.5 Create short videos of staff recommending books. FY16/17

2.1.4 Develop a community alternative to World Book Night. FY 16/17 AS, YS

2.2 The library provides ways for patrons to easily explore our collections and discover materials that spark their interest.

2.2.3.2 Create a promotional video for adults to highlight entertainment at your fingertips. Jan 2016 Adult Services, Theresa

2.2.3.3 Create a promotional video to highlight the various children's digital collections. May/June 2016 Natalie, Theresa

2.2.3.4 Investigate a digital download station. FY16/17 Ann, Suzy

2.3 The library provides residents opportunities for learning, exploration, creativity and enjoyment. FY15/16 ongoing

2.3.1 Expand making and creation programming for all ages. FY15/16 ongoing

2.3.1.1 Develop ideas for maker and creation programming. Topics including, but not limited to, 3d printing, hands-on cooking, programming electronics, and hands-on painting.

2.3.1.1.1 Offer at least two maker/creation programs for adults, teens and kids each quarter. FY15/16 ongoing YS, As, Technology Services

2.3.1.1.3 Identify and acquire equipment and tools to support maker/creation programming. YS, AS, Technology Services ongoing

2.3.1.1.5 Provide creation, exploration and technology kits that residents can check out. AS

FY16/17

2.3.1.1.7 Develop a plan to highlight patron-created projects. FY16/17

2.3.1.2 Develop media technology programming with topics including, but not limited to, photo-editing, digital media equipment, and video editing. FY15/16 ongoing

2.3.1.2.1 Offer at least one media technology program for adults, teens, and kids each quarter. FY15/16 ongoing YS, AS, Technology Services

2.3.1.2.4 Hold an event that focuses on digital media creation. FY16/17

2.3.1.2.5 Develop a plan to share patron-created projects. FY16/17 Tie into 2.3.1.1.8

2.3.1.2.3 Create a brand and promotional plan for the library's digital media technology services and programs.

2.3.2 Provide opportunities for online learning and creation. FY15/16

2.3.2.4 Record library classes and programs to provide members with remote access through the website or a video hosting site such as YouTube. FY16/17

2.3.2.5 Provide online makerspace services that offer user-friendly creative software options and instructions. FY16/17

2.3.2.6 Create a brand and promotional plan for the library's online learning and creation opportunities. FY16/17

2.3.3. Promote and support information literacy and resources to assist residents with their questions and information needs.

2.3.3.1. Promote mobile use of databases. FY15/16 Technology Services

2.4. The library introduces new technologies to the community and provides opportunities for residents to experiment with technology as well as receive instruction and assistance.

2.4.1.4. Create videos that assist in teaching patrons about new technology.

2.4.2. Provide assistance to patrons of all ages on how to use devices and software offered by the library. FY 16/17 ongoing

2.4.2.1. Explore ways to educate and train staff so they are able to assist patrons in a continuous and sustainable manner.

2.4.2.2. Schedule Tech Tutors to be available to assist patrons with devices and software as needed. **Laura is currently interviewing Tech Tutors to begin drop-in assistance Spring 2016.**

2.4.2.3. Develop more drop-in sessions.

2.4.2.4. Provide more classes where patrons are taught using their own devices.

2.4.2.5. Create additional e-tutor instructional videos.

2.4.2.6. Explore partnerships in the community to expand opportunities for teaching residents.

2.4.2.7. Do demonstrations and on-the-spot training of devices at community events.

2.4.2.8. Promote our online resources as a tool for learning about technology.

2.4.3.1. Create a brand and promotional plan to inform residents about the various types of equipment that can be checked out. Marianne winter 2016

2.5. The library supports the cultural diversity of our community through services and resources.

2.5.1. Enhance our ESL services.

2.5.1.3 Merge the children's language collections FY16/17

2.5.1.4 Cross promote adult ESL and Kids & Teens ELL collections FY16/17

2.5.1.2. Create language specific marketing materials. FY15/16 ongoing, YS, Joe

2.5.2. Effectively promote our services to various ethnic groups in the community. FY15/16

2.5.2.1. Identify organizations that represent or provide services to ethnic groups within the community.
Spring 2016 Joe

2.5.2. Effectively promote our services to various ethnic groups in the community. FY15/16

2.5.2.2. Use the organizations as a resource and partner for programs, displays and information. FY 16/17
ongoing AS, YS, Marianne

2.5.2.3. Promote the foreign language materials available through SWAN to the community. Fall 2016
ongoing

2.5.3. Assess development of collections of foreign language materials. FY 16/17 AS, YS

2.5.3.1. The library will provide magazines in foreign languages.

2.5.4. Offer programs and services that appeal to people of different ethnic backgrounds and that promote an appreciation for and understanding of our community's diverse heritage. FY 16/17 AS, YS

2.5.4.1. Investigate bi-lingual programming.

2.5.4.1.1. Investigate offering bi-lingual storytimes.

3.2. The library creates partnerships throughout the community that provide mutual benefits and enhance the community.

3.2.2. Create sustainable partnerships with the schools in the library district. FY 16/17 ongoing YS

3.2.2.1. Create a plan for communicating and developing relationships with the schools in the district that support the library's strategic plan.

3.2.3. Celebrate and communicate the outcomes that result from community partnerships. FY16/17 ongoing

3.3. The library will provide opportunities for residents to gather at the library and activities that feature the community.

3.3.2. Identify ways the library can feature local organizations. FY 15/16 ongoing Marianne, Jamie, AS, YS,

3.3.2.3. Organize a moderated open forum that allows community groups to exchange information. FY16/17 Jamie, Trustees

4.1. The library provides a collaborative, supportive workplace and staff are confident in their ability to serve our members and guests. FY15/16 ongoing

4.1.1. Staff are knowledgeable about the services offered by the library. FY15/16 ongoing

4.1.1.5. Each staff position has a procedure manual. FY16/17

4.1.1.6. Policies are searchable. FY16/17 Admin

Establish staff technology competencies, including for SWAN, and develop/implement training modules. FY 16/17 ongoing Department Heads, Laura, Suzy

4.1.4. Conduct an annual staff engagement survey. FY 15/16 ongoing Jamie

4.1.3. Identify new opportunities to seek out employee feedback and suggestions. FY16/17

4.1.5. Develop a "One-Library" initiative to nurture a culture of staff partnership and engagement and leadership at all levels. FY16/17 ongoing Jamie Laura Department Heads

4.1.5.1. Focus on cross-department committees and projects.

4.1.5.2. Staff responsible for developing programming meet/communicate on a regular basis to develop themes and ways to partner. FY15/16 ongoing

4.1.6. Review staff responsibilities and assignments and adjust responsibilities in relation to strategic priorities. FY 15/16 ongoing Jamie, dept heads

4.1.6.1. Conduct a staff work actions assessment.

4.1.6.2. Analyze workflows and procedures regularly for effectiveness and efficiency.

4.2.1.1. The library provides adequate quiet and collaborative spaces.

4.2.1.3. Evaluate the need for digital media and hands-on learning/creation spaces.

4.3.3. Create a plan for support of the library's technology infrastructure. FY15/16 Ann

4.4. New sources of funding are developed using a variety of methods.

4.4.1. Apply for at least two grants each year.

4.4.1.1. Provide grant training to staff. Jamie, Laura

Five staff have attended workshops on grant writing and grant resources.

4.4.1.2. Develop an internal grant application review process. FY15/16 Jamie

4.4.1.3. Research viable grant opportunities. FY15/16 Admin, YS, AS, Technology Services

5.1. Staff develop a variety of ways to showcase the library.

5.1.1. Train library staff on how to give tours. FY 16/17 Marianne Laura Jamie Dept heads

- 5.1.2. Provide scripts to staff on various topics. FY 16/17 Marianne AS YS
- 5.1.3. Create mini video tours and promotions. FY 16/17 Technology AS YS
- 5.2. Residents understand how the library can enhance their lives.
 - 5.2.1. Target community segments with timely information about library services and programs. FY15/16 ongoing
 - 5.2.1.1. Identify community segments and geographic areas that underuse the library. FY15/16 Jamie
 - 5.2.1.2. Target home businesses and entrepreneurs. FY16/17 ongoing AS
 - 5.2.1.3. Target people in their twenties and thirties. FY15/16 ongoing AS YS
 - 5.2.1.4. Market to Willowbrook Corner. FY16/17
 - 5.2.2. Identify and implement new ways of communicating with the community.
 - 5.2.2.3. Establish a focused and effective approach of disseminating information about services and programs to seniors. AS Marketing
 - 5.2.2.6. Targeted communications will be created for community organizations and businesses to educate them about library services. FY16/17 AS, Marketing
 - 5.2.2.8. Develop a community ambassador Volunteer Corps consisting of active community members who will receive training in IPPL services and will be charged with actively communicating this knowledge in their community circles. FY16/17
 - 5.2.3. Promote the value of library services by emphasizing staff expertise. FY 16/17 Marianne and staff
 - 5.2.3.1. Create profiles of various staff members to showcase areas of expertise.
 - 5.2.3.2. Identify ways to showcase staff expertise.

5.4. Community stakeholders are well-informed about library services and accomplishments.

5.4.1. Under the Board's leadership, develop and implement an advocacy plan for the library.

5.4. Community stakeholders are well-informed about library services and accomplishments.

5.4.1. Under the Board's leadership, develop and implement an advocacy plan for the library.

5.4.1.1. The trustees make a presentation to each village and city council/board annually. Trustees

5.4.2. Meet with the director of each municipal body annually. Jamie

5.4.1.2. Invite organizations to hold a meeting at the library and take a tour. FY 16/17 Jamie Trustees

5.4.1.3. Invite elected officials for a tour. FY 16/17 Jamie Trustees

5.4.3. Regularly share library developed successes, initiatives, solutions and research with key community stakeholders. FY 16/17 Marianne Trustees Jamie

5.5. Library communication methods are continually evaluated as to their effectiveness.

5.5.1. Develop an assessment process for the library's communication strategies. FY 16/17 Marianne Laura Jamie

5.5. Library communication methods are continually evaluated as to their effectiveness.

5.5.2. Continually assess the effectiveness of the library's website. FY15/16 Ann, Website Committee
A process will be implemented once the new website is online.

5.5.3. Increase user engagement on the library's social media. FY15/16 Laura Staff

5.5.3.1. The Social Media Committee will be re-established.

5.5.3.2. The library will develop a purpose statement for its social media activities.

Laura is currently working on this.

5.5.3.3. Staff will evaluate the library's current social media policy, our presence on social media, and analyze postings and statistics.

Marianne has been evaluating the types of posts, the timing of posts, and statistics to determine what gets the most interactions.

5.5.3.4. Target audiences will be identified for each type of social media.

5.5.3.5. A social media strategy will be developed using SMART goals.

5.5.3.6. Staff will set-up a process for continuous evaluation of our social media efforts.

FY17/18

1.4 Library online services are highly used and valued by our residents.

1.4.5 Investigate providing online real-time reference and readers' advisory services. FY17/18

1.4.5.1 Investigate what other libraries are doing.

1.4.5.2 Examine costs.

1.4.5.3 Survey patrons as to their interest in this type of service.

2.3 The library provides residents opportunities for learning, exploration, creativity and enjoyment. FY15/16 ongoing

2.3.3. Promote and support information literacy and resources to assist residents with their questions and information needs.

2.3.3.2 Offer additional types of training to residents to assist them in using the databases.

2.3.3.2.1. Partner with middle schools to provide student and teacher training on library research databases.

FY17/18

2.3.3.2.2. Expand individual and group instruction on database resources. FY17/18

2.3.3.2.3. Create e-tutor videos to instruct residents on how to use the databases. FY17/18

4.1.6. Review staff responsibilities and assignments and adjust responsibilities in relation to strategic priorities. FY 15/16 ongoing Jamie, dept heads

4.1.6.1. Conduct a staff work actions assessment.

4.1.6.2. Analyze workflows and procedures regularly for effectiveness and efficiency.

Strategic Plan FY16/17

1. *Deliver an exceptional library user experience*

The library is friendly and welcoming to all. We continually adapt to meet the needs and interests of our community so that residents consider the library essential, useful and easy to use.

1.1. User experience philosophy and concepts are integrated into library practices.

1.1.1. Form a Staff User Experience Committee.

Jamie and the Dept Heads started the process of creating a committee, including writing up and sharing expectations to gauge who would be interested in joining the committee. We decided to postpone the committee until all staff have received more UX training to ensure a total cultural shift. At this point in time we continue to have discussions, review suggestions, and make changes within each department.

1.1.2. Develop and implement a plan for training staff in the theory of user experience and how to apply the principles to their areas of responsibility.

Jamie and the Dept Heads met with supervisors on Dec 13 to review UX concepts and all supervisors read the book. Each supervisor developed 3 ways to train their staff. Information about user experience was shared at the staff institute day in 2016, staff were asked to read certain chapters in the user experience book that we're following, discussion started in departments. At the staff institute day in 2017 staff visited other libraries and brought back ideas to their departments to discuss and examine for implementation at IPPL. All departments have created a list of ideas that is being used for ongoing discussions and examination within each department. An annual report will be written at the end of each calendar year detailing analysis and results.

1.2. Input from our community drives our services.

1.2.1. Use topical surveys and user assessments to determine how services should be developed, refined or discontinued.

1.2.1.1 Map and survey patrons' use of the building.

Tony has begun using Communico's report functionality to track the size of groups (number of people) using the conference rooms.

1.2.1.2. Survey mid-kids regarding programming and services.

Natalie and Monica have created a baseboard for discussion and have a meeting planned in fall 2017 to create the survey and assess results.

1.2.2. Communication with community organizations will assist in identifying community strengths and needs.

1.2.2.1 Create a list of discussion questions to use when talking with community organizations.

Through the Harwood Lab training Jamie received as well as research on other methods of community outreach, she has provided resources to assist staff as they develop appropriate questions for community conversations.

1.2.2.2 Train staff to gather pertinent community input as they engage with organizations.

Natalie held a K&T training on Dec 15, Jamie presented info from Harwood about the questions we should be asking.

1.3. The facility is attractive and comfortable and patrons are easily able to find what they want. Patrons are able to use the building for a wide variety of needs and enjoy spending time at the library.

In Adult Services Tony has evaluated the non-fiction collection for the purpose of right-sizing the collection – making sure we do not over develop areas of the collection that do not circulate as frequently as other areas. He also introduced selectors to the CREW Method of weeding a library collection, which will make the collection fresher and more attractive to our public. Studies have shown that well curated collections lead to higher circulation of materials. Joe is currently in the process of weeding the DVDs for excessive duplicates and for items that are not circulating. Jennifer is evaluating the adult fiction collection and is developing a strategy to curate the collection.

Adult Services is in the process of changing the location of collection signage so the signs display more prominently.

Ann is evaluating the adult music CD collection and is developing a strategy to curate the collection.

Technology Center added a supplies table near the printers. Previously, supplies were kept at the help desk and patrons would wait in line to ask to borrow them. The table is more approachable and removes an unnecessary interaction with staff.

1.3.1 Support our patrons' use of personal technology in the building.

Technology Center has accessories available for use in the building. These include phone chargers, (iPhone and android), laptop chargers, and external CD drives. We offer wireless printing to our print centers and provide high-speed wireless.

1.3.1 Investigate a new fax service for the public.

T.J. and Ann have started to investigate using the scan station as a faxing service.

1.4 Library online services are highly used and valued by our residents.

1.4.1. Continually assess the effectiveness of the library's website.

The new web site came up in June 2016. The web site committee is starting to analyze usage statistics for the past year

1.4.2 Users are very satisfied with the eLibrary.

Shirley sent a survey to our Zinio users to get feedback about the Zinio platform and the results are available in August. Big changes are going to be taking place with some of our eLibrary resources in the near future, namely Recorded Books is developing a new app for Zinio and Overdrive is developing a new app to access the content on that platform. We will survey our users a short time after the apps launch to find out what they think of the new interfaces.

1.4.3. The library's booking software is user-friendly.

1.4.3.1 Move to another platform.

In November 2016 Ann managed the migration to a new program registration and calendar platform with the company Communico. In August 2017 we are moving to their room booking software.

1.4.3.2 Investigate ways in which patrons can reserve other services online.

Patrons will be able to book conference rooms themselves for the first time in August 2017.

1.4.4 Create engaging age-specific catalogs.

This is dependent on SWAN providing training to our staff. We anticipate training will begin in fall 2017.

1.5 We ensure ease of access to library services.

1.5.1 Provide users with more opportunities for self-service.

The new room reservation system will allow patrons to book the conference rooms themselves. We are adding an additional self-checkout station in August 2017 and looking into a self-checkin station.

1.5.2 Use traffic shaping to optimize or guarantee performance, improve latency and increase usable bandwidth.

We are monitoring bandwidth and shape traffic when bandwidth is at its max to guarantee performance for all users. We conduct regular speed tests to ensure we are receiving the maximum bandwidth from our providers.

2. Inspire learning, discovery and creativity.

With state-of-the art services and expert assistance and instruction, the library is the place for lifelong learning and inspiring discovery, creativity and enjoyment.

2.1. The library fosters a love of reading for learning and enjoyment.

2.1.1 Prepare young children for school.

Katie presented our first Preschool Fair in August. This prepares children and parents for school and connects families to local preschool options.

2.1.1.1 Create a kindergarten boot camp.

We hosted a Kindergarten boot camp in Aug 2017.

2.1.2 Parents and schools see the library's Summer Reading Challenge as being an important program in children's lives.

2.1.2.1 Evaluate the summer 2016 partnership with Gower and see how it can be applied to other schools.

Natalie has submitted a written evaluation and a plan for building additional school partnerships.

2.1.3 Promote readers' advisory services for all ages.

Marianne and Jennifer initiated the 2017 Reading Resolution project, which will utilize and promote our readers' advisory services for adults throughout the year. Jennifer also began an initiative to support community book discussion groups by providing them with resources and materials to facilitate their book discussions.

2.1.3.1 Create short videos of staff recommending books.

Dave, Heidi, and Jennifer have created *Book Bytes*, a series of 30-second video book reviews. Book Bytes videos are being posted to Instagram.

2.1.3.2 Investigate and possibly offer a community alternative to World Book Night.

Tony and Natalie have had one preliminary discussion about this, possibly a tie into Family Reading Night in November.

2.2 The library provides ways for patrons to easily explore our collections and discover materials that spark their interest.

2.2.1 Create a promotional video for adults to highlight entertainment at your fingertips.

The Technology Committee held a discussion about possibly subscribing to the online product Niche Academy. The product has a variety of already made videos covering a number of library provided online resources and the library can make their own using the product. This is still being investigated.

2.2.2 Create a promotional video to highlight the various children's digital collections.

K&T staff created scripts and were filmed by Dave. The film is complete and has been shared with schools. (Debbie also starred in the video)

2.3 The library provides residents opportunities for learning, exploration, creativity and enjoyment.

2.3.1 Expand making and creation programming for all ages.

K&T hosted the Minecraft Min-con. The library held a Day of Code for all ages, in which participants learned coding/design software and had opportunities for building and making. We also introduced the LEGO wall. We have tested offering open maker lab programs for kids. This summer we are offering Design Camp, Engineering Camp, Crafternoons, and Teen Fab Labs.

Cindy and Jez have increased the number of programs involving arts and crafts. Technology Services has offered open maker lab sessions and is offering a digital media boot camp this summer. They also offered a 3D printer class.

2.3.1.1 Identify and acquire equipment and tools to support maker/creation programming.

Tyler wrote a proposal to the Foundation for the CNC equipment, which was approved. CNC was introduced at the How-To-Expo and we've held some open labs.

2.3.1.2 Provide creation, exploration and technology kits that residents can check out.

To date, Tyler has created 23 STEM Kits and he is in the process of building more. We were able to purchase 8 sewing machines because of a donation from the Darien Woman's Club. They will be circulating in fall 2017.

We offer technology circulating kits including devices, equipment and gadgets for adults and has been branded as "Tech Takeout". The new Tech Takeout collection gives our members the opportunity to learn or try something new, access additional content, try things before they buy them or why buy that thing when you only need it just once and can borrow it from the library. A web page and address (techtakeout.ippl.info) was created for patrons to discover and check availability of what we offer. There is a complete list of all the devices and topics lists include Health & Fitness, Home & Garden, Business & Presentations and Entertainment & Fun on our website.

2.3.1.3 Hold an event that focuses on digital media creation.

As part of the How-To Fest, the Technology Committee ran a Maker Lab. It featured the 3D printer, Carvey, Tech Takeout, digital camera, and green screen.

In August, there is a Digital Media Boot Camp scheduled. The boot camp is a 3 day program that will walk attendees through the steps to create their own short video.

2.3.3. Promote and support information literacy and resources to assist residents with their questions and information needs.

2.3.3.1. Promote mobile use of databases.

We are supposed to receive a new Communico library app soon. It should be easier to tie our various databases into the app, but need to have further discussions to see how Communico will accomplish this.

2.4 The library introduces new technologies to the community and provides opportunities for residents to experiment with technology as well as receive instruction and assistance.

Technology Services created one-on-one technology help sessions. In FY16/17 over 1,000 patrons were served by one-one sessions.

Tony purchased a digital microform unit that will enable residents to scan and save images from microforms to digital formats.

2.4.1. Create videos that assist in teaching patrons about new technology.

This would be possible through the Niche Academy product previously discussed.

2.4.2. Provide assistance to patrons of all ages on how to use devices and software offered by the library.

With the changes in how department are organized the Technology Services Desk staff have been trained to assist adults and Kids & Teens has a dedicate technology librarian to train their staff and work with youth.

2.4.2.1. Explore ways to educate and train staff so they are able to assist patrons in a continuous and sustainable manner.

Technology Services Associates have been trained on new services at staff meetings. New services that they've learned include wireless printing, Windows 10, and checkout/checkin services via Workflows. They've also been introduced to various Tech Takeout devices at meetings.

2.4.2.2. Provide opportunities for drop-in assistance to patrons with devices and software.

Adult Services has been partnering with Technology Services to offer drop-in sessions for patrons who may have received new technology. As always, Adult Services staff is ready, willing and able to assist our patrons at any time they come in for assistance. T.J. has trained the Technology Center staff on our eLibrary collections so they are able to assist patrons.

2.4.2.3. Create additional e-tutor instructional videos.

This would be possible through the Niche Academy product previously discussed.

2.4.2.4. Explore partnerships in the community to expand opportunities for teaching residents.

On Dec 10, at the Day of Code event, the HCHS robotics club volunteered to help run classes. Natalie is working with the DuPage Regional Office of Education and Gower 62 to offer "ExSTEMaganza" in fall 2017.

2.4.2.5. Do demonstrations and on-the-spot training of devices at community events.

Staff tried this at the Farmer's Market but this was not successful. People were there to purchase items not watch demonstrations.

2.4.2.6 Promote our online resources as a tool for learning about technology.

Tyler worked with Marketing to create new handouts that promote Lynda.com and other resources for learning about coding. Adult technology classes advertise Lynda.com as a place to go for more instructions and reinforcement.

2.5. The library supports the cultural diversity of our community through services and resources.

2.5.1. Enhance our ESL services.

We have subscribed to the online resource Pronunciator starting July 1. The resource is more extensive in its ESL offerings than the previous resource, Mango Languages. Pronunciator not only has more foreign language to English components, but also offers small discussion groups. The Kids ELL collection has been merged into the Language Collection upstairs under Language/English.

2.5.1.1 Cross promote adult ESL and Kids & Teens ELL collections

Katie created a "Resources for English Language Learners" which cross lists resources for all ages. Joe has also made an English Language Learners brochure. Katie and Monica are working on creating ELL kits to benefit families (both K&T and adult ELL).

2.5.1.2. Create language specific marketing materials.

Katie created a self-talker to direct patrons who are looking for language specific materials. The Inclusivity Committee has identified materials to be translated into other languages and they are seeking quotes to determine cost of translation.

2.5.2. Effectively promote our services to various ethnic groups in the community.

The Inculsivity Committee is currently working on a survey to ethnic organizations on ways to communicate with their members.

2.5.2.1. Identify organizations that represent or provide services to ethnic groups within the community.

Joe Popwitch has put together a list of ethnic organizations in the surrounding area. Inclusivity Committee is working on survey.

2.5.2.2. Use the organizations as a resource and partner for programs, displays and information.

Joe has worked with the following organizations that support immigrants:

- Illinois Coalition for Immigrant and Refugee Rights: I have helped coordinate three citizenship presentations for them.
- Literacy DuPage: They are our closest partner for ESL instruction.
- World Relief DuPage: They do our legal consultations for immigrants every August.

2.5.2.3. Promote the foreign language materials available through SWAN to the community.

Katie has added a message on the back page of the Resources for English Language Learners brochure: "We are members of the SWAN library consortium and can borrow materials — including materials in other languages — from 77 neighboring libraries. " Katie has added shelf-talkers to the ELL section in Kids and Teens advertising the availability of materials on SWAN.

3. Enhance community engagement

The library is an active member of the community taking library services beyond our walls and building relationships. As a community center, we bring people together to share ideas, skills and knowledge.

3.1. The library creates partnerships throughout the community that provide mutual benefits and enhance the community.

3.2.1. Create sustainable partnerships with the schools in the library district.

K&T staff continue to meet and partner with schools regularly.

3.2.2 Offer organizations the opportunity to hold a lobby drop-in.

As part of *Better Together*, we have had numerous organizations that work in the community do lobby drop-ins, including College of DuPage, DuPage County Forest Preserve District, Literacy DuPage, and DuPage Federation on Human Services to name a few. The Darien Lions Club was featured in the lobby in February. The VFW and the Darien Woman’s Club will be featured August/September.

K&T has organized multiple drop-ins as well, ex: Countryside Bank, Dental Drop-in

3.2.3. Celebrate and communicate the outcomes that result from community partnerships.

The winter 2016 newsletter cover article featured the partnership with Eagle Scout Troop 101. The fall 2017 cover article features the partnership with Good Worx Sunny Patch.

3.3. The library will provide opportunities for residents to gather at the library and activities that feature the community.

3.3.1. Identify ways the library can feature local organizations.

The library hosted another Community Connections Expo on January 14, 2017. Plus we offer the lobby drop-ins mentioned above.

3.3.2 Use library programming to promote the sharing of ideas, skills and knowledge among residents.

The library presented its 2nd annual How To Expo which took place on Saturday, April 29th.

4. Practice exceptional organizational stewardship

Library staff, volunteers, the facility, technology and funding are all essential to delivering exceptional service. We manage and allocate these important resources to ensure our mission, vision and strategic goals and to support our progressiveness and responsiveness to our community.

4.1. The library provides a collaborative, supportive workplace and staff are confident in their ability to serve our members and guests.

4.1.1 Develop a "Totally Responsible Person" initiative to nurture a culture of staff partnership and engagement and leadership at all levels.

Jamie and the Dept Heads continue to practice TRP principles as they work with staff and each department head agenda has TRP on it for discussion of how we continue to learn in this area. Since we are working on building a “user experience culture”, in-depth training of supervisors on TRP principles has been put on hold but each is using the principles as we work with staff. This summer Jamie has started contributing a TRP “column” in the staff newsletter *Catch the Wave*

4.1.2 Focus on cross-department committees and projects.

Natalie and Tony hosted a joint K&T/AS dept meeting which focused on cross-dept programming and projects. We brainstormed new programs and talked about communicating collaboration between depts. We have a joint selectors meeting planned for Sept. A cross-departmental Inclusivity Committee began meeting in 2017 to develop ideas for fostering inclusivity for all our residents

In addition, a new Technology Committee started meeting in August 2016 consisting of representatives from Technology Services, Adult Services and K&T. A committee developed and ran the 2017 How-to Expo. Another cross-departmental staff committee put on the Harry Potter celebration and a cross-departmental committee is developing the Fiber Fest.

4.2. The building is designed to meet a wide variety of needs and is attractive and well-maintained. The library continues to implement environmental stewardship strategies.

4.2.1. Use products and practices in our facility that are "green" and "sustainable" as well as that create financial savings.

Natalie started a composting program to reduce staff waste and to create soil for the community garden.

Rain barrels were added in 2016 to reduce watering costs.

Laura is currently researching solar panels to reduce energy costs.

LED lighting has been installed in some areas to test the benefits/detriments of using this kind of lighting.

When possible, LED bulbs are used in existing fixtures.

4.2.2.1. The library will earn the "Green Flag".

The library has accomplished this and the presentation of the Green Flag will be at the September 2017 Board Meeting.

4.2.2.2. The library will investigate replacing current lighting with LED lighting.

Laura submitted a grant application to "Illinois Energy Now" for LED lighting but determined this was not the most cost effective way to implement LED lighting. Laura is worked with Bengal Electric to get quotes relative to the new ComEd incentive rebate program.

4.2.2.3. The library will investigate VOIP telephone services.

Laura is researching this with the assistance of Don Damon.

4.3. Technology is continually evaluated to effectively support library services and provide the greatest efficiencies and cost savings.

4.3.1. Investigate RFID.

Jamie, Ann and Debbie have investigated this and Jamie led a discussion with the trustees. The decision has been made that we will not implement RFID.

4.3.2. Investigate self-checkout software options. Ann, Deb S.

Jamie, Ann and Debbie have been investigating this and plan to install new software in FY17/18.

4.4. New sources of funding are developed using a variety of methods.

4.4.1. Apply for at least two grants each year.

In October 2016, Laura applied for a grant for LED lighting to "Illinois Energy Now".
In April 2017, Tyler applied for and received the RAILS grant for virtual reality equipment.

4.4.2. Evaluate, refine and expand the library's giving program and promotion of that program.

The new Foundation website came up in summer 2016. Jamie is working on developing a more robust end-of-year campaign for 2017.

4.4.3 Consider the use of sponsorships of services.

Jamie and Natalie met with Joe Sadowski regarding sponsorship of library programming by his family. Natalie wrote up several sponsorship opportunities. The Sadowski family is sponsoring the new Baby Bundles and a Robotics Comp in March 2017. Adult and Kids & Teens has increased sponsorship opportunities for Countryside Bank.

4.4.4 Implement a passport service

We began offering passport acceptance services on March 13.

5. Inspire the community to explore the full range of library services.

Residents are knowledgeable about and proud of the services offered by the library. They recognize the library as a community asset and trusted resource for enhancing their quality of life.

5.1. Staff develop a variety of ways to showcase the library.

5.1.1 Create mini video tours and promotions.

Marianne created a promotional video utilizing 2016 How-To Expo photos to promote the 2017 event. Dave and K&T created a video to highlight the K&T Department. Currently Natalie and Dave are developing a video about the community garden.

5.2. Residents understand how the library can enhance their lives.

5.2.1. Target home businesses and entrepreneurs.

Shirley worked with Marketing to create a logo and a business newsletter which was mailed to 1,400 businesses. Shirley developed an e-newsletter targeting businesses within the district particularly homebased businesses.

5.2.2 Market to Willowbrook Corner.

In the spring of 2017 Tony presented at a WC event on career and job information. In May 2017, Natalie presented an event at the Food Pantry in Anne M Jeans and promoted library services to families in the area. K&T staff visited WC during the summer, bringing books and activities for the kids and encouraging their participation in the Summer Challenge. Information is given to the apartment management company to send to the residents in email blasts.

5.2.3 Use patron stories and their outcomes to focus on how residents benefit from the library.

Marianne’s November Share Your Story question prompted 40 responses about why people are thankful for the library, and volunteer Deb Barrett is following up with a handful of the commenters to interview them and write their stories for promotional use. We also used patron stories as the cover articles in the summer 2016, fall 2016 and fall 2017 newsletters. Jamie, Laura, and Marianne took a 4-week course on developing and writing stories. Jamie presented to the trustees and the department heads on this marketing focus and will be presenting to the various departments as well.

5.3 Social Media becomes a stronger tool for promotional purposes.

5.4.1. Develop a social media purpose statement and strategy.

The Social Media team met in November 2016 to discuss and strategize social media. They met again in February and discussed best practices, made assignments, and developed new strategies to increase engagement.

5.4.2 Develop a social media evaluation process.

Since the February 2017 meeting, Laura is monitoring social media statistics. Since applying new strategies, we have increased user engagement and “likes” on Facebook, Instagram, Twitter and LinkedIn. The committee met in June 2017 to review statistics and review current assignments.

5.4.3 Increase user engagement on the library's social media.

In order to reach new users, the library is now on Instagram. When the baby chicks were hatching, the library set up a live feed through Periscope and had over 1,000 users engaged. Jez established a library presence on MeetUp. This has led to an increase in adult program attendance due to library events being publicized on the platform. People have been leaving very positive comments on MeetUp for the library after attending events. The total number of page likes on Facebook has grown to 1,458 from 1,307 last August which is just over 10%.

Strategic Plan FY17/18

1. Deliver an exceptional library user experience

The library is friendly and welcoming to all. We continually adapt to meet the needs and interests of our community so that residents consider the library essential, useful and easy to use.

1.1 User experience philosophy and concepts are integrated into library practices.

1.1.1 Hold a staff Work Like a Patron Day and gather insights and suggestions from staff.

Jamie has held discussions with the Leadership Team and the Department Heads to develop this activity. We'll be kicking it off at the Staff Institute Day.

1.1.2 Complete the review of staff suggestions from library visits and implement changes.

A report has been developed detailing the changes that have made relative to user experience.

1.1.3 Apply user experience practices to library collections improving the borrowers' experiences and increasing circulation.

K&T staff have been evaluating signage in the department and we have started creating shelf divider/labels with pictures to help kids and families find their favorite characters and sections. (See Beginning Readers for example)

Technical Services worked with Joe to rearrange the foreign language DVD collection by language and put dividers between each language making it easier for patrons to browse this collection.

Technology Services added the new DVD and music CD lists to our Website to improve browsers' experience of new A/V.

Technical Services made processing changes to improve borrowers' browsing experience including increasing the font size of the spine label on adult materials and placing the barcode on the outside front cover of books making it easier to checkout out materials.

Technical Services staff worked with Kids & Teens selectors to improve user browsing in the graphic novel collection by adding the services name and number and in the junior holiday books by revising the call number.

Adult Services implemented the Continuous Review, Weeding, and Evaluation (CRFW) process for collection development. Areas have been significantly reduced due to items not circulating. Patrons have noticed, as people have commented that they like that only the best and most recent items are being retained.

Adult Services reconfigured the rental book collection to become a hot picks collection. The checkout time for these items went from two days to seven days. Checkouts have more than doubled. A hot picks DVD collection was recently implemented, but it is too early to tell what impact this is having on the regular circulating collection.

1.2 Input from our community drives our services.

1.2.1 Conduct a survey of library card holders.

Jamie sent out two surveys to card holders in the fall of 2017. One was about use of library space. The other was relative to making and creating in the library. A third survey about library usage will go out winter 2018.

1.2.2 Survey mid-kids regarding library services.

1.2.3 Survey teens regarding library services.

1.2.4 Conduct a focus group with parents of pre-school children.

1.2.5 Converse with community organizations to aid in identifying community strengths and needs.

1.3 The facility is attractive and comfortable and patrons are easily able to find what they want. Patrons are able to use the building for a wide variety of needs and enjoy spending time at the library.

1.3.1 Evaluate the community's interest in dedicated spaces for digital media and hands-on learning/making.

Technology Services is in the process of adding questions related to digital media and maker to our class/program evaluation form. Jamie included questions about this in a survey sent to cardholders in the fall.

1.3.2 Develop the Sadowski Kids & Teens maker space.

The Sadowski makerspace officially opens on Jan 20, 2018. The space has been redesigned, painted, furniture and equipment purchased, and the activity structure planned.

1.4 Library online services are highly used and valued by our residents.

Technology Services implemented room-booking software so residents can book conference rooms through our website. They can also receive room booking text messages confirmations and reminders when they book any of our spaces.

Ebsco Discovery Service was fully implemented into the Enterprise catalog. Database usage has risen 66% YTD compared to a similar time period from FY1617.

1.4.1 Investigate providing online real-time reference and readers' advisory services.

2. Inspire learning, discovery and creativity.

With state-of-the-art services and expert assistance and instruction, the library is the place for lifelong learning and inspiring discovery, creativity and enjoyment.

2.1 The library fosters a love of reading for learning and enjoyment.

- 2.1.1 User experience practices will be applied to the library's collections to enhance the patrons' discovery of titles they will enjoy.
- 2.1.2 Promotional plans will be created to promote reading to kids, teens and adults.

Adult Services held a year long "Reading Resolution" promotion to encourage adults to set a reading goal and follow through with it by the end of the year. Twenty-eight adults actually completed the resolution. We will be tweaking the program to see if we can get more participation.

Adult Services brought back the Adult Summer Reading Challenge. One hundred twenty adults completed 247 challenge cards, which represents 2,470 titles read and/or movies watched over the three month of the challenge (each card submitted was equivalent to 10 books read and/or movies watched). In all, over 700 cards were distributed to interested adults.

2.2 Provide residents opportunities for learning, exploration, and creativity.

- 2.2.1 Create a brand and promotional plan, for all ages, for the library's digital media technology services and programs.
- 2.2.2 Create videos that assist in teaching residents about new technology.

Initially explored by Technology Services, Adult Services is looking to incorporate Niche Academy into the offerings that the library has. The library will also have the ability to make its own videos and have them hosted on the Niche Academy platform.

2.3 Promote and support information literacy and resources to assist residents with their questions and information needs.

- 2.3.1 Partner with middle schools to provide student and teacher training on library research databases.

K&T staff have identified middle schools primarily served by IPPL; Eisenhower, Gower Middle, Cass Jr. High, and Burr Ridge Middle School. In September, Natalie and Debbie worked with Gower to update their library card numbers for database use at the school. We also worked together to troubleshoot a database access issue with Gower in November. In January, K&T staff will be reaching out to share Cass and Burr Ridge Middle to share info about our databases, including the updated Use the Library Anywhere brochure, and to offer training.

- 2.3.2 Expand individual and group instruction on database resources.
- 2.3.3 Create e-tutor videos to instruct residents on how to use the databases

As previously mentioned, the library is looking to acquire Niche Academy. Niche Academy has a number of "pre-packaged" videos on a variety of online offerings the library already subscribes to and updates them as warranted.

2.4. The library supports the cultural diversity of our community through services, programming and resources.

2.4.1 The library will provide magazines in foreign languages.

Katie investigated the offerings for early literacy magazines and found High Five Español. She is considering it for purchase.

Monica investigated potential foreign language MidKid magazine subscriptions available. Two to three paper edition Spanish language titles are available. Other kids magazines are available digitally in languages other than Spanish and English. Options and subscription costs are being explored for the next fiscal year.

In Adult Services we don't have any at this time. Although they aren't in a foreign language, we do carry some magazines that speak to the cultures of a variety of groups, including China Today, India Today (now digital), Russian Life, Aramco World, and formerly I subscribed to Latina which ceased. Shirley has begun researching the popularity and availability of foreign language magazines as well as emagazine format.

2.4.2 The library will hold a multi-cultural festival. (fall 2018)

This will be held in the fall as part of the 30th anniversary. A staff committee has been set to develop the festival.

2.4.3 Create ELL kits to benefit families (adults and children).

Katie is in the process of creating ELL kits to target preschool children and their families. The kits will have a copy of a popular picture book in both a foreign language and a copy in English. Additionally, a feltboard and other storytelling materials will be provided for families to practice new vocabulary in a fun and interactive way.

2.4.4 Create language specific marketing materials.

Through the LEARN network, Joe has identified several people who could translate materials into Spanish, but has not found translators in other languages.

The K&T department has identified the following brochures as most important to translate: Services for Little Kids, Services for Mid-Kids, Services for Teens, Library Anywhere, and Resources for ELL Families.

2.4.5 Effectively promote our services, including immigration services, to various ethnic groups in the community.

Monica represented the library and shared services and materials at the Spring 2017 District #62 Cultural fair and at the District 180 Fall Registration Day and May 2017 Open House.

Joe has created a list of ethnic organizations in our area, and Laura's volunteer is using the list to call the organizations to see if they service our area. Once this is done, we can try to target certain ethnic groups directly. In the meantime, we continue to market to ethnic groups through the ESL tutoring groups, ELL students in local schools, and traditional marketing avenues (see specific initiatives below).

ESL Collection Promotion:

Joe sent 80 brochures to Katie Doyle at District 63 (Cass Junior High and Concord Elementary School). In addition, Gayle Wilson of District 63 was able to send out an electronic version of the ESL brochure. Monica Dzierzbicki handed out 75 ESL brochures on February 22 to Jessica Johnson of District 61 Lace School when she brought a class for a tour of the library.

Joe updated the ESL brochure to include more graphics, incorporate some of the wording from Katie Salo's ELL brochure, and cross-promote the ELL collection upstairs. Joe emailed the brochure to two school contacts in District 63, and had a volunteer drop off 30 brochures to Cass Junior High. More recently Joe emailed brochures to Districts 60, 61, 62, and 180, and all but District 60 have responded that they will distribute the information.

Joe contacted the People's Resource Center, College of DuPage, Southwest Suburban Immigrant Project (sending 20 brochures), and School and Tutors on Wheels (sending 20 brochures). Literacy DuPage will mention the brochure at two trainings coming up (at College of DuPage and at the Downers Grove Library) and in a tutor newsletter distributed around Oct. 20. They will put a link for the brochure that can be viewed online.

Joe is also going to make brochures available for distribution at all of our ESL conversation group meetings.

Laura Birmingham has a volunteer who delivers the library newsletter to local apartments. She delivered 130 brochures (10 each) to 13 different locations.

Every year, when promoting the Citizenship 101 program and the free legal consultations, I contact some of the local churches in the area. I contacted Our Lady of Peace to see if they could distribute our ESL brochure. It sounds like a better way to promote our resources would be in the church canticle, so I have created a concise paragraph to send them and the other houses of worship. I had Technology Services create a shorter version of the url for the ESL page so that it is now ESL.ippl.info.

Both citizenship programs were marketed through conventional means (newsletter, newspaper, fliers in the library, etc.). I also contacted nearby churches, notified the ESL Conversation Group, and advertised through LEARN member libraries.

2.4.6 Promote the foreign language materials available through SWAN to the community.

Katie created a shelf talker that is used in the Junior Language section that publicizes the SWAN resources. It reads "Looking for more books in other languages? Books in other languages are available through the SWAN consortium. Ask a librarian for help placing books on hold."

Katie also included the following message on the back page of the Resources for ELL Families: "We are members of the SWAN library consortium and can borrow materials -- including materials in other languages -- from 77 neighboring libraries."

Joe is updating a list of libraries that have foreign language collections, including libraries outside of SWAN, which can be used by the staff to refer patrons.

3. Enhance community engagement

The library is an active member of the community taking library services beyond our walls and building relationships. As a community center, we bring people together to share ideas, skills, and knowledge.

3.1 The library is more visible in the community.

3.2 The library creates partnerships throughout the community that provide mutual benefits and enhance the community.

Adult Services has partnered with Goodwill Workforce Services to provide a job club and job hunting opportunities at the library.

As part of business services, Shirley has been exploring opportunities with various local organizations, including College of DuPage, the Center for Entrepreneurship, and the Women's Business Development Center.

3.3 The library provides opportunities for residents to gather at the library and activities that feature the community.

4. Practice exceptional organizational stewardship.

Library staff, volunteers, the facility, technology, and funding are all essential to delivering exceptional service. We manage and allocate these important resources to ensure our mission, vision, and strategic goals and to support our progressiveness and responsiveness.

4.1 The library provides a collaborative, supportive workplace and staff are confident in their ability to serve our members and guests.

4.1.1 Staff are knowledgeable about the services offered by the library.

As we build the new hands-on learning spaces in K&T, staff have developed a plan to train each other on key pieces of equipment, so that they will feel comfortable and capable of helping troubleshoot for patrons.

4.1.2 The library will conduct a staff engagement survey.

4.2 The building is designed to meet a wide variety of needs and is attractive and well-maintained.

Technology Services staff created and implemented a cleaning schedule for the Technology Center to ensure the area is welcoming and attractive for patrons.

4.2.1 Provide sufficient and flexible quiet, collaborative, and creation spaces.

4.2.2 Determine how best to serve patrons from the Technology Services Desk.

Technology Services added a credit card reader to the Technology Center print release station, to better serve patrons who wanted to pay with a credit card for print jobs.

4.2.3 Examine the layout of the building for improvement of services.

4.3 Technology is continually evaluated to effectively support library services and provide the greatest efficiencies and cost savings.

4.3.1 Create a formal plan for support of the library's technology infrastructure.

4.4 New sources of funding are developed using a variety of methods.

4.4.1 Refine and expand the library's giving program and promotion of that program.

The Foundation and Friends have been combined, their website has been updated and improved, the library sent out a special enews for #GivingTuesday and Jamie developed a new end-of-year appeal letter. Jamie and Marianne are developing an enewsletter for the Foundation.

4.4.2 Develop a sponsorship plan.

5. Inspire the community to explore the full range of library services.

5.1 Create video tours and promotions.

Dave & K&T staff created a Prairie Patch video and a Shake Shimmy Dance video.

With help from Technology Services, Adult Services created a Book Bytes video series promoting reading to adults by showcasing staff promoting favorite titles in short video reviews.

5.2 Residents understand how the library can enhance their lives.

- 5.2.1 Establish an effective approach of disseminating information about services and programs to seniors.
- 5.2.2 Use patron stories and their outcomes to focus on how residents benefit from the library.

Jamie, Laura and Marianne took an online course on using stories for promotion and publicity. Jamie outlined this new way to market to the department heads and staff. Marianne has started interviewing patrons and put a page titled "Chronicles" on the website to showcase stories.

5.3 Community stakeholders are well-informed about library services and accomplishments.

- 5.3.1 The library director will meet with at least four directors of municipal bodies.
- 5.3.2 Invite elected officials for a tour.
- 5.3.3 Develop a process to regularly share library successes and stories with key community stakeholders.

K2 - Unfinished Business
(distributed @ mtg.)

Indian Prairie Public Library
Retreat Notes
04-13-19

Proud:

- Place in community, draws lots of people
- Staff, passion for serving the community
- Staff, go above and beyond
- Learning opportunities
- Library is one of the best things around
- Patrons care about the library
- Staff, service
- Customer service focus
- Community center, meets needs
- Other libraries recognize IPPL as great library
- Programs
- Technology
- Technology advancements
- Selection for patrons
- Learning opportunities
- Positive impact in community and on individuals
- Take risks, try new things
- Staff use collection to connect
- Reputation in the community
- Financial management savvy

Reaction to data gathered:

- Limited resources, how do we use best?
- Be responsible with tax funds
- Show best possible use of programs and services
- Gap between awareness and actual
- People think we are books
- People don't have need, filling it other ways
- Narrative
- When do we lose people?
- Loss of community newspapers
- Where do people get news?
- People are overwhelmed with information
- When people have a need, they will seek out library, we can learn about needs and communicate about what the library can provide
- "super users" – even some of them don't have awareness
- Generational – didn't know we had certain services, younger with kids only know about kids stuff, older generations have different needs, how do we support different life stages?
- Marketing and branding
- Get the message out
- Economic climate
- Technology, changing and trying to keep up, tied to economic situation

- Potential, always changing, always more to tell
- Message continues to change
- Changing demand for physical and eMaterials
- What do patrons mean by better collection?
- Our challenges are not unique
- Standardization?
- Synergize the message with other libraries?
- Partner to achieve our vision with other community organizations and stakeholders
- Stakeholder numbers are lower than community
- What are others in the community doing? Should we be doing the same?
- Competition in community? Or lacking understanding? Need communication
- Who else provides similar services?
- Library is a good value
- Community organization presence in the library
- Connections
- Space, rooms, quiet
- Place to go
- Social for all ages
- Connecting networks
- Trusted, experts, think of us, but don't act
- Learning and making, 30s and 40s – desire, but not use, is their response for their kids? Gap in programs?
- People say they want things, but don't show up
- Competing for time
- Seniors – many still working
- Are we assigning labels or assuming things about different demographics?
- Personalization
- Method of delivery

After today's discussion, what are you most excited about:

- Proud
- Future possibilities
- Belonging
- We enrich peoples' lives!
- Improving peoples' feeling of their own potential
- Sharing in the library's future
- Cultivating hope and a sense of belonging
- Pursuit of happiness
- Enriching peoples' lives by building connections through programs, collections, and services.
- Making personal connections to create stories
- Making personal connections
- Better together, teamwork
- Coming together for a greater purpose. We are better together!
- Great staff and the upcoming opportunities for IPPL to grow and tell of success. I can't wait!
- The focus on being outward focused

Indian Prairie Public Library

DRAFT Strategic Plan Outline

April 14, 2019

VISION		
<p>Current: Our community depends upon the Indian Prairie Public Library District as a vital and trusted resource for achieving personal goals and enhancing quality of life. With a welcoming environment and state-of-the-art services, the library is an essential center of learning, inspiration, and community pride.</p>		
<p>Suggested option: Enrich peoples' lives!</p>		
<p><u>Variations:</u> We enrich your life! We enrich people's lives! We enrich the community! Enriching the community! Lives enriched! Enriched community!</p>	<p><u>Marketing thoughts:</u> Programs/resources that enrich your life! Programs/resources that enrich the community! Personal connection to enrich your life! We enrich your life through...education, programs, materials, and connection. We enrich lives by... Enriching the community since 1988. Enriching the community through connections!</p>	
<p>Suggested option: Shaping the community's future by being a trusted, essential center for learning, inspiration, and building connections.</p>		
<p><u>Variations:</u> Shaping the community's future! Your trusted center for learning, inspiration, and connection! Shaping your future! Shaping the future!</p>	<p><u>Marketing thoughts:</u> Learning, inspiration, and connection! Visit the library for inspiration and connection!</p>	
<p>Other words we brainstormed:</p>		
<ul style="list-style-type: none"> • Trusted (8) • Community (7) 	<ul style="list-style-type: none"> • Personal (6) • Belonging (2) 	<ul style="list-style-type: none"> • Welcoming (1) • Inspired (1)

MISSION		
<u>Current and suggested:</u> We enrich peoples' lives by providing opportunities to explore, connect, and be inspired.		
Other words we brainstormed:		
<ul style="list-style-type: none"> • Explore, connect, be inspired (16) • Responsive (3) • Help (2) • Lifelong learning (2) • Connecting (technology, people, networks, resources) (1) • Edutainment (1) • Outward (1) • Engaging (1) • Creating opportunities (1) 		
STATEGIC DIRECTIONS		
<i>We inspire people to fulfill their potential and cultivate their interests.</i>	<i>We anticipate the needs and interests of our community and provide comfortable, inclusive spaces to gather and network.</i>	<i>We bring our community together to do more.</i>
<ul style="list-style-type: none"> • Meeting people where they are at • Develop relationships • Friendship and connection • Everyone in community talking about the library • Act "as if", law of attraction • Care about people • Enriching people • People's feeling of their own potential • Giving people hope 	<ul style="list-style-type: none"> • Comfortable, physical spaces and intellectually • Friendship • Anticipate needs • People think of the library first • White glove service • Listening and sharing • Try new things and take risks • Staff attitude/culture • Center of the community 	<ul style="list-style-type: none"> • The community is better because the library exists • We can do more together • Link the community • Good stewards • Community leaders • Pool resources • Recognition of other in the community (lifting everyone up) • Bring together assets

<ul style="list-style-type: none"> • Empowering • Energizing • Socio-economic demographics • Mindset • Tell story about the library, gather stories from people about how the library helps • Go to people • Confidence to come in • Access • Intersection between people's story about the library and the story the library is trying to tell • View of the library – “for smart people”, “not for them” • How do we respond to “this might be a dumb question?” • Barriers • Personal connections • Attitude • Empathy • How to get people to ask questions • Leverage networks • Leverage partnerships • Make connections to create stories • Hierarchy of needs Pursuit of happiness 	<ul style="list-style-type: none"> • Belonging • High level, white glove • Space is clean and comfortable • Sense of success • Accepted, personalized service, don't feel judged, use space as needed, value time, reduce frustration, see someone like you • Digital place to go • Easy to use, easy to contact • Attractive • Inviting • Privacy • Languages, in-person and digital • Different accessibility needs • Representative collections and displays • It's the place to go, the go to for _____ • Many ways to use the space • Many ways to interact with staff • Many languages spoken in the building • Polite and friendly • Smile • Easy to use, few steps, intuitive, help when needed <p style="text-align: center;">Convenient</p>	<ul style="list-style-type: none"> • Gathering • Celebrating • Connecting people • Belonging • Pivotal place • Support • Helping people see the support others need in the community • Understanding • Positioning • Creating learning opportunities • Naming what you are doing (calling it out, be intentional) • All three communities we serve win the Governor's Hometown Award because of the library • Thriving small business community • See library as a safe place to engage in tough conversations • Civics / citizenship • Facilitating conversations • Convening • Civility • Rapport with stakeholders and decisionmakers • Reputation • Power and influence • Understanding dynamics Social, health, and mental health
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To: Library Board

From: Jamie Bukovac & Ann Stovall

Re: Recommendation for Server & Back-up Solution

Our current server and back-up server are due for replacement. We received information from five IT companies and reviewed three of them. Price includes equipment, warranty, set-up, installation, and three-year cloud storage for back-up.

Equipment	Current Technologies	Proven IT	Outsource Solutions
Server	\$10,509	\$17,007	\$11,259
Back-up Solution	\$9,091	\$20,701	\$18,525
Total	\$19,600	\$37,708	\$29,784

We recommend Current Technologies for both the server replacement and back-up solution as they had the best competitive solution when it comes to costs, future needs, and cloud storage. We also have experience working with them as they did our current server replacement and back-up solution and we continue to use them as needed for IT support.

March 2019 Listening Posts

Circulation

Patron was looking for a map of the interior library where various items are located on the first floor, similar to what the big screen in the lobby used to show.

Patron suggested that movies that may contain subtitles (she borrowed 'The First Grader') have a note on front to let patrons know before they borrow them.

Patron Martha Parrish was so thankful that TJ was able to help her with some work she was doing on the computer. She also said we are all very nice and she loves coming here.

A patron suggested that we should have the conveyor belt check in like some other libraries

Patron apologized for asking me to check out her items. She said she thought that she was not to come to the desk anymore because she would disturb us from our job. She said all she sees us doing is moving books around.

Patron asked 'How often does the coffee guy come to fill up the machine? All the good stuff is always empty!'

"One of my friends couldn't believe I was getting my passport at the library. I said my library does everything. I love this library."

"I just want to tell you that I love this place, Hot Picks and Polish books for me, and so fast too!"

A patron finds our hold music very repetitive and jarring... especially for a library.

Technology

A member returning the Portable DVD player commented "This was a life saver, we were without internet last week and they couldn't come out until today. What did people do with their kids before internet?"

Kids & Teens

March 2019 Listening Posts

140

Adult

Member shared how much she enjoyed Jez's Bullet Journal program.

Patron stopped to say "Libraries are my best friend. I just love it here. The library is my home away from home; I would build a house here if I could."

A patron, Bonnie Miculinic, called to request the names of the Adult Services staff who helped her a "huge amount" over the course of the last year while she was writing a book. She said that several obscure and older works were procured for her through ILL, etc. She said the textbook that she wrote using the reference information IPPL provided is about to be published and wants the names for the acknowledgement section. She was very complimentary of the work the librarians did for her! (Joe) I talked to Bonnie Miculinic to try to find out the topic of her book (because nobody remembers definitively that they helped her), and she said it is on Latin American culture and civilization. She said that it took a lot of hard work on the part of our staff to track down some of the obscure sources. She has already turned in the acknowledgements for the book and simply cited the "excellent staff at Indian Prairie Library." I said that if anyone comes forward to claim credit for helping her, I would call and give her the names.

"I didn't realize how much the library offered. Those iPad and iPhone classes with Dave? I mean, Wow, I've learned so much"

A patron was very impressed with Dave when he helped her in iMovie and showed her how to get training through Lynda.com. She said he was very knowledgeable and helpful and she's so lucky he was here when she needed him!

Thank you very much. We had a great discussion last night on In the Woods by Tana French. The information you gave me [book club resources] was very helpful.

It would be great if we could check out jigsaw puzzles. The ones we do here are great, but I want to spend more time on them at home.

Member stopped by the Ask Us Desk to tell T.J. what a great teacher he is (she had attended his Apps class) and that he is a wonderful asset to the library.

Patron couldn't say enough about how great our technology offerings are (TECH TAKEOUTS). She thinks our library is on the "cutting edge", offering our patrons so many tech options.

Member thinks our display featuring Adult Services Staff and their favorite books and movies is a great idea!

A patron wanted to pass along that the hold music is just awful and she hate's being put on hold just because she has to listen to it.

March 2019 Listening Posts

Administration

That movie was FANTASTIC! I'm so glad you do these for us. We don't get out too often & with our limited budget this is really wonderful.

I didn't realize you guys could notarize here! What don't you offer??

A patron stopped by the Admin office this morning to say that she's been coming to the library since it was in the strip mall and that she loves it here. She went on to say that she saw a TV slide advertising the Rainbow Club (our meet-up for LGBTQIA+ teens) and thought it was wonderful that the library is such an open place.

This library enriches my life. It introduces me to many topics: art, music, travel, history, etc; IPPL is fantastic! (from a patron attending the Meet Bertha Palmer program)

From an Herb Garden program evaluation sheet:

IPPL does an excellent job of building a sense of community through learning and entertainment activities. Plus you have the best staff around...pleasant, knowledgeable and helpful.

From an Herb Gardening program evaluation sheet: This is one of the best libraries around. My grandchildren and daughter-in-law live at this library. They attend daily and it has enriched all of our lives.

From a Roving the Red Planet program evaluation form: I regularly attend Great Decisions. Mary K. does a great job moderating and getting speakers. Great Decisions helps keep me informed on foreign affairs. The library also provides an opportunity to keep up with new books and events.



Meeting Ground Rules

- Respect other people, their ideas and opinions.
- Do not interrupt others.
- Try to say it in 25 words or less.
- Speak only to the topic at hand.
- No side conversations.
- When an idea has been stated previously and you agree, only speak when you have something new to add.
- Everyone gets a chance to share their opinion before someone speaks again.
- Speaking briefly and staying focused is everyone's responsibility. This will make the meeting run smoothly.
- Respond to people in a non-dismissive, respectful manner.
- Insure everyone has an equal voice.
- These are everybody's rules and everyone is responsible for seeing that they are followed.