

**Board of Trustees Regular Meeting
February 17, 2016 – 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,
Julia Lacayo, 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 Comment

- D. Communications and Announcements
 - 1. City of Darien to IPPL Board re: Citizen of the Year Page 4
 - 2. Whole Foods to Library re: Thank You Page 5
 - 3. Baumann to Williams re: Katie Salo Page 6
 - 4. Streett to Birmingham re: Volunteer Event Page 7
 - 5. MPI Investment Management Rankings Page 8

- E. Omnibus Consent Agenda Action
 - 1. Minutes of Regular Board Meeting, January 20, 2016 Page 10
 - 2. Treasurer's Report Page 13
 - 3. Action on Bill/Additional Bills Page 17
 - 4. Building and Grounds Committee Minutes, January 28, 2016 Page 22
 - 5. Statement of Receipts and Disbursements for Fiscal Period
July 1, 2015 Through December 31, 2015 Page 23

- F. Items Deleted from Omnibus Consent Agenda Action

- G. Library Director's Report Page 29 Information

- H. Department Reports Information
 - 1. Assistant Director Page 34
 - 2. Marketing Page 40
 - 3. Adult Page 42
 - 4. Circulation Page 43
 - 5. Technology and Technical Services Page 46
 - 6. Youth Page 49

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I. Reports

1. ILA Trustee Workshop (Ruscitti)
2. Chamber Reports (Ryan)
3. RAILS
4. Building and Grounds Committee (Krupicka)
5. Finance Committee (no report)
6. Planning/Outreach Committee (no report)
7. Policy Committee (no report)

Distributed at mtg. Information
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Information

J. Unfinished Business

None

K. New Business

1. Technical Services Furniture Proposal
2. Exterior Signs Proposal
3. User Experience
4. Review of Library Surveys
5. Library Strategic Plan Update

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Page 64 Action
Distributed at mtg. Presentation
Page 65 Discussion
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L. Meetings Scheduled

M. Community Events

N. Library Events

Mrs. Lincoln and Mrs. Kennedy: A Living History Portrayal	2/17/2016	7:00 PM
Thursday Afternoon Movie: Ricki and the Flash	2/18/2016	1:30 PM
MIMO - Presidential Bots	2/18/2016	4:30 PM
Family Book Club - The Magician's Nephew	2/18/2016	6:30 PM
Night at the Museum	2/19/2016	6:00 PM
Ukulele for Beginners	2/20/2016	2:00 PM
Ukulele for Beginners	2/20/2016	3:00 PM
ESL Conversation Group	2/20/2016	10:00 AM
Teen Advisory Board (TAB)	2/20/2016	2:30 PM
The Foot Soldier's Journey	2/21/2016	2:00 PM
Great Decisions	2/22/2016	7:00 PM
Adult Chess Group	2/22/2016	6:00 PM
4th Wednesdays: A History of the Chicago "L"	2/24/2016	1:00 PM
Drop-In: Ask an Excel Expert	2/24/2016	7:00 PM
College Scholarships	2/24/2016	6:30 PM
Tech Talk: Podcasting	2/25/2016	7:00 PM
MIMO - Magnets	2/25/2016	4:30 PM
Genealogy Group	2/25/2016	1:00 PM
League of Legends Tournament	2/26/2016	5:30 PM
Intermediate iPad	2/27/2016	10:00 AM
Drop-In: eLibrary	3/10/2016	10:00 AM
Intro to Windows Computers	3/10/2016	4:00 PM
Intro to 3D Printing	3/10/2016	6:30 PM
Allegiant Release Party	3/11/2016	6:30 PM

Where to Bike Chicago	3/12/2016	1:00 PM
Teen Service Day	3/12/2016	12:00 PM
Roald Dahl 1/2 100th Birthday Celebration	3/13/2016	2:00 PM
Adult Chess Group	3/14/2016	6:00 PM
Job Hunting Drop-In	3/15/2016	6:00 PM
Movies and More--The Walk	3/3/2016	2:00 PM
Practice ACT	3/5/2016	1:00 PM
ESL Conversation Group	3/5/2016	10:00 AM
Great Decisions	3/7/2016	7:00 PM
Adult Chess Group	3/7/2016	6:00 PM
Intro to Publisher	3/8/2016	6:30 PM
Facebook 101	3/8/2016	4:00 PM
Novel Idea Book Discussion: Ordinary Grace	3/9/2016	7:00 PM
Learn about Assistive Technology and Homebound Services	3/9/2016	2:00 PM

O. Adjournment



CITY OF DARIEN

In the County of DuPage and the State of Illinois
Incorporated 1969

January 29, 2016

Indian Prairie Public Library board
Crystal Megaridis, President
401 Plainfield Road
Darien, IL 60561

Dear Indian Prairie Public Library board,

Our city's motto is "**Darien is a Nice Place to Live**" and it takes many people who believe in this adage to make it so.

This year, we are honoring **Marian Krupicka** as our 2016 Citizen of the Year.

Marian freely gives of her time and talents to so many causes within the City of Darien. Her willingness to be available to serve and help others at all times proves she is truly a role model for all to follow. We hope you can join us with your family, friends and colleagues in celebrating Marian's accomplishments at our annual recognition.

Our dinner/dance honoring Marian will take place on:

Saturday, March 5th, 2016
Alpine Banquets
8230 S. Cass Avenue; Darien
Cocktails – 6 pm / Dinner – 7 pm

The \$30.00 per person cost includes a full-course dinner, 3-hours of open bar, music and dancing. For reservations, please contact Diane directly at Darien City Hall at 630-353-8102. Please specify the full names of those attending and their dinner choice of either Roast Pork Tenderloin or Champagne Chicken. Please indicate also if there are specific individuals you wish to be seated with at the event. Checks should be made out to City of Darien and mailed to: City of Darien, Attention: Citizen of the Year Committee, 1702 Plainfield Road; Darien, Illinois, 60561 or deliver it to the location. City Hall is open Monday through Friday from 8:30 am to 5 pm. There is a drop box inside the vestibule of City Hall Offices for off hour convenience. RSVP and payment should be received no later than Thursday, February 25th.

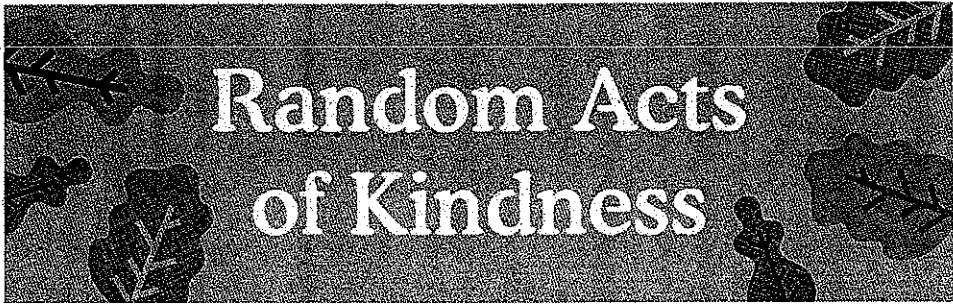
→ To kick-off this recognition, please join us on Tuesday, February 16th for a Coffee/Cake Reception for **Marian** at City Hall following the City Council Meeting which begins at 7:30 pm.

We hope you will be able to join us honoring **Marian Krupicka** and all she has done to make "Darien A Nice Place to Live."

Sincerely,

Kathleen Weaver

Mayor, City of Darien
/bkk



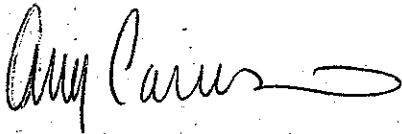
Random Acts of Kindness

Dear Indian Prairie Public Library -

Your generosity and time has benefitted our community in many ways, more than you may know! We want to extend a little token of thanks today with some nourishing treats for your group.

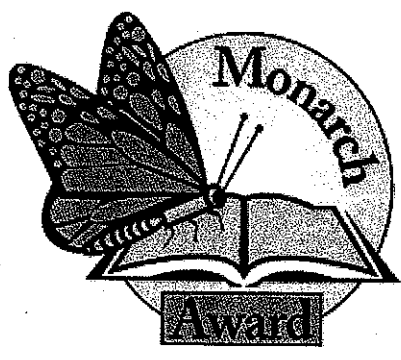
From our Whole Foods Market family to yours, thank you for your contributions to our local community!

Sincerely,



Amy Caruso
Whole Foods Market





January 30, 2016

Dear Natalie Williams

This letter is to acknowledge the contribution of your employee Katie Solo, a member of the 2016 Monarch Award Reader's Committee. All readers make a commitment to donate their time in reading over 50 books and to waive expenses associated with traveling to the day-long weekend meeting, held in Urbana this year. Without the expertise and willingness of these valuable educators, the Monarch list would not reflect the best titles in children's literature .

The Monarch Award, Illinois' K-3 Reader's Choice Award is in its eleventh year. Over 526 schools and libraries registered to participate in 2015 with over 114,000 children voting for their favorite nominee. Activities, selection and management of the program are conducted by volunteer librarians, teachers, and members of the Illinois School Library Media Association.

Please thank your Monarch volunteer and if you care to, you may find out more about the Monarch Award at our website <http://www.islma.org/monarch.htm>

Sincerely,

Judy Bauman, Monarch Award Chair

Sponsored by Illinois School Library Media Association (ISLMA)
P.O. Box 1326
Galesburg, IL 61402-1326

From: mrs.cls.streett@comcast.net [mailto:mrs.cls.streett@comcast.net]
Sent: Sunday, January 24, 2016 9:55 AM
To: Laura Birmingham
Subject: Re: Community Connections Expo

Hi Laura,

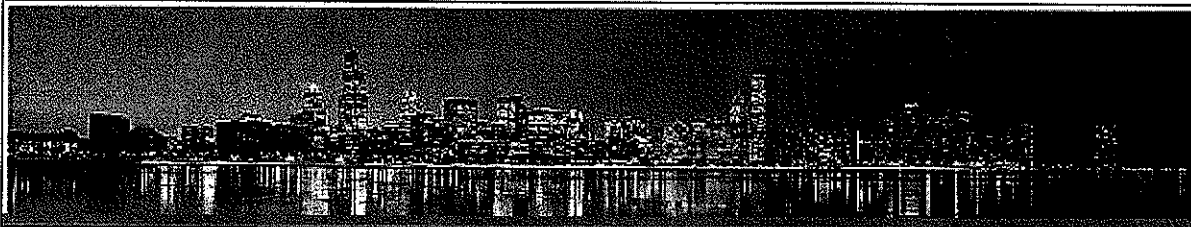
I just heard back from the crew that attended Saturday's event and they were pleased with the response they got from the crowd. Thank you again for thinking of us and inviting us to the event.

Cathy *Streett*
cls *Darien Garden Club*

Jamie Bukovac

From: David Pequet <dave@mpi-invest.ccsend.com> on behalf of David Pequet <dave@mpi-invest.com>
Sent: Wednesday, February 10, 2016 8:59 AM
To: Jamie Bukovac
Subject: National Recognition for MPI Dividend Equity

Having trouble viewing this email? [Click here](#)



MPI Investment Management Dividend Equity Rankings

Money Manager Review / Morningstar

Dear Friends:

MPI Investment Management is proud to share with you our recent rankings in Money Manager Review, a leading money manager database and Morningstar.

Money Manager Review....

- Ranked #1 5 Year Returns**
- Ranked #1 5 Year Safety/Low Risk**
- Ranked #1 5 Year Efficiency (Return / Risk)**

Morningstar..... 5 STAR Five Year Rating

*We appreciate your continued support.
Please feel free to call with any questions.
Sincerely,
David W. Pequet, President / CEO*

MPI
INVESTMENT MANAGEMENT, INC

Dividend Equity

Morningstar Rating



Morningstar Risk

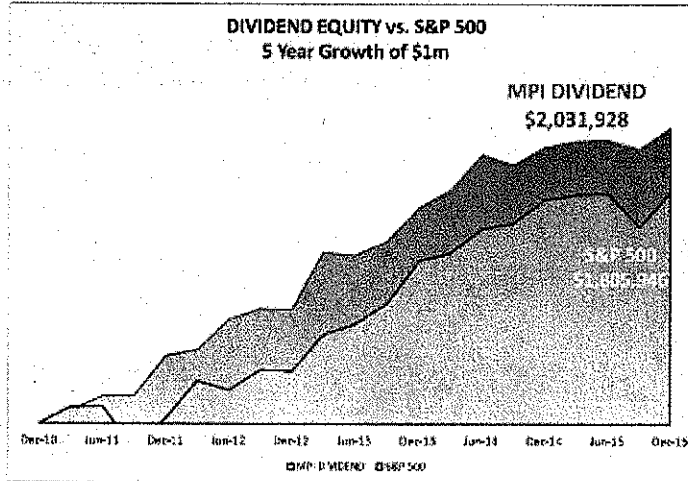
Low

Morningstar Return

High

Dividend Yield

4.16%



MPI Investment Management, Inc.'s advisor services may or may not meet your investment goals and any consideration of such services should be discussed with your board trustees and other professional consultants. Past performance is no guarantee of future results. Information on MPI Investment Management is available on MPI's form ADV Part 2A & 2B which may be obtained at www.mpi-invest.com or by contacting our office at 830-325-8900. Please contact MPI for a complete list of composites, performance disclosures. Overall Morningstar Rating, as of 12/31/15. The Morningstar Ratings are based on a risk-adjusted return measure with emphasis on downward variations and consistent performance. The top 10% of funds in each category receive five stars. S&P 500 5 Year return 80.59%. Dividend yield as of January 31, 2016.

15 Salt Creek Lane . Suite 404 . Hinsdale . IL . 60521 . 630-325-6900 . www.mpi-invest.com

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Indian Prairie Public Library
Board of Trustees Minutes
Regular Meeting of January 20, 2016

**Board of Trustees Regular Meeting
January 20, 2016 – 7 p.m.**

A. Roll Call

President Suriano called the meeting to order at 7:10 p.m. Secretary Deshmukh called the roll.
Present: Donald Damon, Beena Deshmukh, Julia Lacayo, Crystal Megaridis, Marian Krupicka,
Diane Ruscitti, Victoria Suriano

Absent: none

Staff Present: Jamie Bukovac, Laura Birmingham, Maria Wlosinski, Joe Popowitch

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 – none

At this point Joe Popowitch gave his staff report (Item I). He left at 7:25 p.m. and the Board continued with the rest of the agenda

D. Communications and Announcements

1. Lee to Bukovac re: Literacy DuPage Thank You
2. Bukovac to Sparks: Re Thank You to Darien Woman's Club
3. Nelson and Bukovac re: Staff Presentations at District #61
4. ILA Library Trustees Forum Workshop

E. Omnibus Consent Agenda

1. Minutes of Truth in Taxation Hearing and Regular Board Meeting, November 18, 2015
2. Treasurer's Report
3. Action on Bill/Additional Bills
4. Motion to Delete Executive Session Tapes January 2008 – January 2014
5. Finance Committee Minutes December 2, 2015
6. Approval of Three-Year Cleaning Contract with Neviol, Inc.
Krupicka moved, Ruscitti seconded to set the Omnibus Consent Agenda. Motion carried unanimously. Deshmukh moved, Ruscitti seconded to approve the Omnibus Consent Agenda. Motion carried unanimously.

F. Items Deleted from Omnibus Consent Agenda - none

G. Library Director's Report

Bukovac reported that the library received notification from ComEd of a planned power outage scheduled for January 22 due to critical maintenance they will be doing in our area. The outage will occur sometime between 9 a.m. and 4 p.m. and will last from one to three hours. The library will remain open but with limited services.

H. Department Reports

I. Staff Report –

Joe Popowitch, Adult Services Librarian, spoke to the Board about tax services offered by the library. AARP Tax-Aide offers free tax service to people with middle and low incomes. This service is available in the library by appointment twice a week from early February through mid-April. Each year the federal government and the state of Illinois send tax forms to the library for distribution to the public. With the shift toward electronic filing, the forms supplied to us have been greatly reduced. Adult staff will print forms for patrons (the first 10 pages are free) and provide information as to how patrons can order print forms if necessary. We provide links on our website to the IRS and Illinois Department of Revenue for forms and publications. Tax assistance and preparation information is provided on our website and we have the latest tax preparation books in our collection.

J. Reports

1. Chamber Reports – backup in packet.
2. RAILS – backup in packet.
3. Building and Grounds Committee – no report
4. Finance Committee – Minutes from the December 2 meeting were approved this evening in the Omnibus.
5. Planning/Outreach Committee - no report
6. Policy Committee – no report

K. Unfinished Business - none

L. New Business

1. Proposal to Add Mature Games Console Games to the Collection – Backup is in the board packet. Bukovac said that there are funds in the budget for the proposal. Deshmukh moved, Megaridis seconded to approve the proposal to add Mature Games Console Games to the collection. Motion carried unanimously.
2. Proposal to Invest \$1,000,000 with MPI Investment Management – Backup is in the board packet. The Board discussed the proposal. Krupicka moved, Megaridis seconded to approve the proposal to invest \$1,000,000 with MPI Investment Management. Motion carried unanimously.

M. Scheduled Meetings

A Building and Grounds Committee meeting is scheduled for January 28 at 7 p.m.

N. At 8:05 p.m. Deshmukh moved, Lacayo seconded to go into Closed Session as allowed by 5ILCS, Act 120/2 (c) (21) Discussion of minutes of meetings lawfully closed under the Open Meetings Act, whether for purposes of approval by the body of the minutes or semi-annual review of the minutes as mandated by Section 2.06 of the Open Meetings Act. Roll call vote. Ayes: Damon, Deshmukh, Krupicka, Lacayo, Megaridis, Ruscitti, Suriano. Nays: None. Absent: None. Motion carried unanimously.

O. Return to Open Session

At 8:08 p.m. Deshmukh moved, Ruscitti seconded to go back into open session. Roll call vote. Motion carried unanimously.

- 1. Closed Session Minutes, January 21, 2015 - Damon moved, Lacayo seconded to approve the closed session minutes dated January 21, 2015. Motion carried unanimously.
- 2. Open or Close All Closed Session Minutes - Megaridis moved, Damon seconded to keep all closed session minutes closed. Motion carried unanimously.

P. At 8:10 p.m. Damon moved, Deshmukh seconded to go into Closed Session as allowed by 5ILCS, Act 120/2 (c) (1) The appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body, including hearing testimony on a complaint lodged against an employee to determine its validity (Annual Review of Library Director). Roll call vote. Ayes: Damon, Deshmukh, Krupicka, Lacayo, Megaridis, Ruscitti, Suriano. Nays: None. Absent: None. Motion carried unanimously

Q. Return to Open Session

At 9:40 p.m. Megaridis moved, Krupicka seconded to go back in to open session. Roll call vote. Motion carried unanimously.

- 1. Director's Salary Increase – Damon moved, Lacayo seconded to set the Director's salary at \$121,600 per annum. Motion carried unanimously.

R. Community Events

S. Library Events

T. Adjournment

At 9:41 p.m. Megaridis moved, Ruscitti seconded to adjourn the meeting. All ayes. Motion carried unanimously.

Beena Deshmukh, Secretary

INDIAN PRAIRIE PUBLIC LIBRARY TREASURER'S REPORT 1/31/2016

Balance on hand as of December, 2015.....	3,224,436.05
Cash Receipts for January.....	41,572.42
Cash Disbursements for January.....	252,641.81
Cash on hand as January 31, 2016.....	3,013,366.66

Investments

Illinois Funds (Money Market) - Average Monthly Rate 0.204%	
General.....	1,202,544.69
Special Reserve.....	20,964.35
Children's Endowment.....	2,887.80
Endowment.....	11,178.43
MPI Investment (Corporate Fund).....	1,584,448.53

JP Morgan Chase - Checking	
General.....	63,553.61
Hinsdale Bank & Trust - Checking.....	2,113.88
JP Morgan Chase - Savings - Rate .06%	
General.....	125,071.37
Petty Cash.....	200.00
Petty Cash/Circulation.....	404.00
Balances as of January 31, 2016.....	3,013,366.66

FUND BALANCES AS OF 01/31/2016

Corporate Fund.....	2,880,479.28
Building & Maintenance Fund.....	21,582.58
I.M.R.F. Fund.....	84.63
Liability Fund.....	4,493.22
Social Security Fund.....	74.38
Special Reserve Fund.....	22,088.25
Current Liabilites.....	84,564.32
Grand Total All Funds.....	3,013,366.66

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**Indian Prairie Public Library District
Consolidated Revenue Report for January 2016**

Percent of Year: 58.33

	RECEIVED January 16	RECEIVED THIS YEAR	PRCT COLL	BUDGET RECEIPTS	UNCOLLECTED RECEIPTS
PROPERTY TAX & LEVY INTEREST					
41100 · Property Taxes	1,517.31	3,378,931.19	99.54%	3,394,610.00	15,678.81
41150 · Non-current Property Taxes	0.00	0.00	0.00%	500.00	500.00
43100 · Interest-Tax Levy	0.57	2.14	0.00%	0.00	-2.14
TOTAL PROPERTY TAX & LEVY INTEREST	1,517.88	3,378,933.33	99.52%	3,395,110.00	16,176.67
INTERGOVERNMENTAL					
42100 · I Lead Grant	0.00	4,000.00	100.00%	4,000.00	0.00
42200 · Per Capita Grant	0.00	0.00	0.00%	43,500.00	43,500.00
42300 · LIMRICC	21,714.74	21,714.74	0.00%	0.00	-21,714.74
TOTAL INTERGOVERNMENTAL	21,714.74	25,714.74	54.14%	47,500.00	21,785.26
INTEREST					
43500 · Interest - Investment	241.28	698.32	279.33%	250.00	-448.32
TOTAL INTEREST	241.28	698.32	279.33%	250.00	-448.32
DESK MONIES					
45100 · Copier	336.65	2,700.87	56.27%	4,800.00	2,099.13
45120 · Computer Copies	1,082.04	7,944.41	66.20%	12,000.00	4,055.59
45200 · Fines/Fees	3,885.29	26,506.07	53.01%	50,000.00	23,493.93
45250 · Gifts/Donations	0.00	725.00	48.33%	1,500.00	775.00
45300 · Lost Materials	1,952.68	6,340.70	48.78%	13,000.00	6,659.30
45350 · Non-Resident Fees	9,024.00	52,121.92	65.15%	80,000.00	27,878.08
45400 · DVD Fines	675.30	4,217.95	52.72%	8,000.00	3,782.05
45450 · Book Rental	81.00	514.08	30.24%	1,700.00	1,185.92
45550 · Meeting Room Rental	50.00	125.00	62.50%	200.00	75.00
45600 · ILL Fees	23.00	958.40	136.91%	700.00	-258.40
45650 · 3D Printing	29.80	300.45	60.09%	500.00	199.55
TOTAL DESK MONIES	17,139.76	102,454.85	59.43%	172,400.00	69,945.15
OTHER INCOME					
46700 · Miscellaneous	14.25	712.29	237.43%	300.00	-412.29
46800 · Collection Agency Fee	30.00	250.00	83.33%	300.00	50.00
* 49000 · Operating Transfer In	2,637.84	21,360.42	356.01%	6,000.00	-15,360.42
TOTAL OTHER INCOME	2,682.09	22,322.71	338.22%	6,600.00	-15,722.71
GRAND TOTAL	43,295.75	3,530,123.95	97.47%	3,621,860.00	91,736.05

* Operating Transfer In reflects \$3,000.00 from IMRF Reserve Fund, \$3,000.00 from FICA Reserve Fund and \$15,360.42 from Building Reserve Fund for New Study Room & Adult Chairs.

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**Indian Prairie Public Library District
Consolidated Expenditures Report for January 2016**

Percent of Year: 58.33

	January 16	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
PERSONNEL							
61100 · Salaries	155,048.07	1,168,032.05	55.64%	2,099,153.00	931,120.95	2,142,000.00	54.53%
61310 · Benefits - Medical / Life Ins.	11,878.65	66,794.22	62.43%	107,000.00	40,205.78	132,000.00	50.60%
61320 · Employee Assistance Program	0.00	0.00	0.00%	2,500.00	2,500.00	2,600.00	0.00%
61330 · Benefits - IMRF	15,082.66	108,542.15	56.06%	193,612.00	85,069.85	215,000.00	50.48%
61340 · Benefits - FICA	11,719.54	89,246.20	55.38%	161,142.00	71,895.80	175,000.00	51.00%
61400 · Staff Development	1,995.70	7,282.24	36.41%	20,000.00	12,717.76	25,000.00	29.13%
61500 · Recruitment	0.00	0.00	0.00%	0.00	0.00	1,000.00	0.00%
61600 · Board Development	210.00	490.16	49.02%	1,000.00	509.84	3,000.00	16.34%
61710 · Workers Compensation	0.00	8,556.00	101.87%	8,399.00	-157.00	13,000.00	65.82%
61720 · Unemployment Insurance	542.67	1,791.34	50.57%	3,542.00	1,750.66	6,000.00	29.86%
TOTAL PERSONNEL	198,477.29	1,450,734.36	55.88%	2,596,348.00	1,145,613.64	2,714,600.00	53.44%
MATERIALS							
62100 · Books	8,518.37	115,250.62	47.79%	241,175.00	125,924.38	250,000.00	46.10%
62200 · Periodicals	3,510.01	16,986.94	51.09%	33,250.00	16,263.06	35,000.00	48.53%
62300 · Audio	2,762.62	26,632.91	57.59%	46,250.00	19,617.09	50,000.00	53.27%
62400 · Video	3,987.95	25,279.55	43.07%	58,700.00	33,420.45	60,000.00	42.13%
62500 · Multi-Media	302.57	3,005.73	37.57%	8,000.00	4,994.27	10,000.00	30.06%
62600 · Electronic Reference Resources	0.00	57,129.94	84.89%	67,300.00	10,170.06	70,000.00	81.61%
62700 · Console Games	533.88	4,534.97	64.79%	7,000.00	2,465.03	8,000.00	56.69%
62800 · ESL	0.00	164.95	8.25%	2,000.00	1,835.05	3,000.00	5.50%
62850 · I Lead Grant Supplies	0.00	4,000.00	100.00%	4,000.00	0.00	0.00	0.00%
62900 · Materials Supplies	769.72	10,170.28	40.68%	25,000.00	14,829.72	30,000.00	33.90%
TOTAL MATERIALS	20,385.12	263,155.89	53.41%	492,675.00	229,519.11	516,000.00	51.00%
BUILDING							
63200 · Cleaning Service	5,043.79	38,534.09	51.38%	75,000.00	36,465.91	62,000.00	46.99%
63300 · Utilities (1-8-11 · Gas)	1,563.62	6,450.94	49.62%	13,000.00	6,549.06	50,000.00	12.90%
63300 · Utilities (1-8-12 · Electric)	4,647.47	37,053.31	50.76%	73,000.00	35,946.69	100,000.00	37.05%
63300 · Utilities (1-8-13 · Telephone)	515.70	3,842.37	64.04%	6,000.00	2,157.63	8,000.00	48.03%
63300 · Utilities (1-8-14 · Water/Sewer)	602.41	3,554.31	35.54%	10,000.00	6,445.69	13,000.00	27.34%
63300 · Utilities (1-8-15 · Garbage Disposal)	221.12	1,567.03	52.23%	3,000.00	1,432.97	50,000.00	3.13%
63400 · Maintenance Supplies	645.71	8,367.61	52.30%	16,000.00	7,632.39	20,000.00	41.84%
63500 · Security System Monitoring	0.00	454.00	30.27%	1,500.00	1,046.00	3,000.00	15.13%
63600 · Property Maintenance	0.00	5,173.26	20.69%	25,000.00	19,826.74	30,000.00	17.24%
63800 · Building Maintenance/Repairs	7,389.24	32,367.28	75.27%	43,000.00	10,632.72	55,000.00	58.85%
TOTAL BUILDING	20,629.06	137,364.20	51.74%	265,500.00	128,135.80	411,000.00	33.42%
OPERATIONS							
64200 · Supplies - Office	1,328.91	6,922.96	43.54%	15,900.00	8,977.04	18,000.00	38.46%
64300 · Photocopy Supplies	343.51	2,304.50	46.09%	5,000.00	2,695.50	6,000.00	38.41%
64400 · Patron Card Supplies	0.00	281.77	28.18%	1,000.00	718.23	1,500.00	18.78%
64500 · Postage	2,001.85	2,519.53	62.99%	4,000.00	1,480.47	8,000.00	31.49%
64600 · Non-Payment Reimbursement	560.63	1,044.07	34.80%	3,000.00	1,955.93	6,000.00	17.40%
64700 · Travel	17.77	212.15	38.57%	550.00	337.85	1,000.00	21.22%
64800 · Organizational Memberships	0.00	465.00	25.83%	1,800.00	1,335.00	2,200.00	21.14%
64900 · Bank Fees	165.73	1,391.71	55.67%	2,500.00	1,108.29	3,000.00	46.39%
TOTAL OPERATION	4,418.40	15,141.69	44.86%	33,750.00	18,608.31	45,700.00	33.13%
AUTOMATION							
65100 · Supplies-Public Toner	348.49	3,497.72	49.97%	7,000.00	3,502.28	8,000.00	43.72%
65150 · Supplies-Staff Toner	213.57	3,834.00	63.90%	6,000.00	2,166.00	8,000.00	47.93%
65160 · Supplies-3D Printer	0.00	235.53	47.11%	500.00	264.47	1,000.00	23.55%
65200 · Automation-Prof Services	0.00	100.00	2.00%	5,000.00	4,900.00	10,000.00	1.00%
65300 · Purchase of Equipment	1,275.03	3,420.86	17.10%	20,000.00	16,579.14	26,000.00	13.16%
65400 · Automation Equip Mnt/Repair	0.00	1,303.75	65.19%	2,000.00	696.25	4,000.00	32.59%

Indian Prairie Public Library District Consolidated Expenditures Report for January 2016

Percent of Year: 58.33

	January 16	YTD ACTIVITY	PRCT USED	WORKING BUDGET	REMAINING BUDGET	APPROPRIATION	PRCT APPROPRIATION
65500 · Software	3,664.39	8,537.54	41.65%	20,500.00	11,962.46	27,000.00	31.62%
65600 · SWAN	0.00	22,810.00	50.00%	45,620.00	22,810.00	47,000.00	48.53%
65700 · Telecommunications	189.85	1,545.36	68.53%	2,255.00	709.64	4,000.00	38.63%
TOTAL AUTOMATION	5,691.33	45,284.76	41.59%	108,875.00	63,590.24	138,000.00	33.54%
CONTRACTUAL SERVICES							
66100 · General Professional Services	0.00	8,605.00	59.35%	14,500.00	5,895.00	26,000.00	33.10%
66200 · Credit Bureau	62.65	584.90	38.99%	1,500.00	915.10	2,000.00	29.25%
66300 · Equipment-Maintenance Repair	968.69	3,022.87	50.38%	6,000.00	2,977.13	8,000.00	37.79%
66900 · Fees - Bond Registrar	0.00	20.00	20.00%	100.00	80.00	0.00	0.00%
TOTAL CONTRACTUAL SERVICES	1,031.34	12,232.77	55.35%	22,100.00	9,867.23	36,000.00	33.98%
INSURANCE							
67100 · Multi Peril-Physical Assets	0.00	10,070.00	100.00%	10,070.00	0.00	10,000.00	100.70%
67200 · Bonding	0.00	1,336.00	95.43%	1,400.00	64.00	1,500.00	89.07%
67300 · Officers & Directors Liability	0.00	2,842.00	100.00%	2,842.00	0.00	4,000.00	71.05%
67400 · Umbrella Liability	0.00	2,150.00	100.00%	2,150.00	0.00	4,000.00	53.75%
TOTAL INSURANCE	0.00	16,398.00	99.61%	16,462.00	64.00	19,500.00	84.09%
MARKETING							
68110 · Marketing Newsletter	0.00	18,716.26	53.48%	35,000.00	16,283.74	37,000.00	50.58%
68111 · eNewsletter	0.00	1,638.00	109.20%	1,500.00	-138.00	2,000.00	81.90%
68210 · Marketing Advertising	17.50	830.00	27.67%	3,000.00	2,170.00	5,000.00	16.60%
68310 · Marketing Supplies	0.00	524.25	20.97%	2,500.00	1,975.75	4,000.00	13.11%
68410 · Marketing-Information Printing	0.00	1,335.26	26.71%	5,000.00	3,664.74	8,000.00	16.69%
68500 · Legal Notices	0.00	1,340.36	95.74%	1,400.00	59.64	2,000.00	67.02%
68600 · Special Events	1,219.47	10,202.64	37.93%	26,900.00	16,697.36	32,000.00	31.68%
TOTAL PUBLIC INFORMATION	1,236.97	34,586.77	45.93%	75,300.00	40,713.23	90,000.00	38.43%
CAPITAL OUTLAY & CONTINGENCY							
69200 · Special Reserve Fund	0.00	0.00	0.00%	0.00	0.00	100,000.00	0.00%
* 69800 · Operating Transfer Out	0.00	6,000.00	100.00%	6,000.00	0.00	0.00	0.00%
69900 · Contingency	145.01	3,186.00	65.69%	4,850.00	1,664.00	50,000.00	6.37%
69920 · Gift/Donation Purchases	98.67	495.23	0.00%	0.00	-495.23	0.00	0.00%
** 70000 · Operating Transfer Purchases	2,637.84	15,360.42	0.00%	0.00	-15,360.42	0.00	0.00%
GRAND TOTAL	252,751.03	1,999,940.09	55.22%	3,621,860.00	1,621,919.91	4,117,800.00	48.57%

* Operating Transfer Out reflects \$3,000.00 from IMRF Reserve Fund, \$3,000.00 from FICA Reserve Fund.

** Operating Transfer Purchases reflects \$15,360.42 in purchases from Building Fund Reserves for New Study Room & Adult Chairs.

ACTION ON BILLS January 2016

<u>Account</u>	<u>Check #'s</u>	<u>Total</u>
Chase Bank-Bills for Approval	47921 thru 48019	\$ 70,188.45
Chase Bank-Salaries for January	36415 thru 36444	\$ 8,916.40
Hinsdale Bank-Direct Deposits	& 21227 thru 21380	\$ 103,281.49
MONTH'S TOTAL:		\$ 182,386.34

Indian Prairie Public Library District
Account QuickReport

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As of January 31, 2016

Type	Date	Num	Name	Amount
10121 - Checking JP Morgan Chase				
Bill Pmt Check	01/04/2016	47921	Asimakopoulos, Jennifer	220.94
Liability Check	01/14/2016	47922	LIMRiCC	471.36
Bill Pmt Check	01/14/2016	47923	Baker & Taylor	2,556.32
Bill Pmt Check	01/14/2016	47924	Blackstone Audio, Inc.	207.50
Bill Pmt Check	01/14/2016	47925	Canon Solutions America Inc.	968.69
Bill Pmt Check	01/14/2016	47926	Case Lots Inc.	383.95
Bill Pmt Check	01/14/2016	47927	Colonial Life	82.53
Bill Pmt Check	01/14/2016	47928	DAC	129.00
Bill Pmt Check	01/14/2016	47929	Davidson, Glyn	25.00
Bill Pmt Check	01/14/2016	47930	DEMCO	171.55
Bill Pmt Check	01/14/2016	47931	Dynegy Energy Services	4,647.47
Bill Pmt Check	01/14/2016	47932	Garvey's Office Products	17.37
Bill Pmt Check	01/14/2016	47933	Histories for Kids, Inc.	275.00
Bill Pmt Check	01/14/2016	47934	Ingram Library Services	3.57
Bill Pmt Check	01/14/2016	47935	Investor's Business Daily	329.00
Bill Pmt Check	01/14/2016	47936	LexisNexis Matthew Bender	122.43
Bill Pmt Check	01/14/2016	47937	Medicom Reimbursement Spec., Ltd.	17.50
Bill Pmt Check	01/14/2016	47938	Midwest Tape	1,094.66
Bill Pmt Check	01/14/2016	47939	Moneyletter	129.00
Bill Pmt Check	01/14/2016	47940	Movie Licensing USA	110.00
Bill Pmt Check	01/14/2016	47941	NCPERS Group Life	64.00
Bill Pmt Check	01/14/2016	47942	Neviol Inc.	4,390.00
Bill Pmt Check	01/14/2016	47943	OverDrive	138.62
Bill Pmt Check	01/14/2016	47944	Quality Books Inc.	918.74
Bill Pmt Check	01/14/2016	47945	Quill	168.85
Bill Pmt Check	01/14/2016	47946	Recorded Books, LLC	474.80
Bill Pmt Check	01/14/2016	47947	Rivistas Subscription Services	204.22
Bill Pmt Check	01/14/2016	47948	Runco	306.78
Bill Pmt Check	01/14/2016	47949	Sage Publications, Inc.	225.87
Bill Pmt Check	01/14/2016	47950	Sheehan, Debbie	654.96
Bill Pmt Check	01/14/2016	47951	Stovall, Ann	467.96
Bill Pmt Check	01/14/2016	47952	TV Weekly	43.68
Bill Pmt Check	01/14/2016	47953	U.S. Postal Service (PostageByPhone)	2,000.00
Bill Pmt Check	01/14/2016	47954	Unique Management	62.65
Bill Pmt Check	01/14/2016	47955	Williams., Natalie	37.00
Bill Pmt Check	01/14/2016	47956	Wlosinski, Maria	8.05
Bill Pmt Check	01/14/2016	47957	Wolper Information Services	76.19
Bill Pmt Check	01/14/2016	47958	Ying's Kitchen	300.00
Liability Check	01/14/2016	47959	Nationwide Retirement	610.00
Liability Check	01/14/2016	47960	Vantagepoint	1,308.00
Bill Pmt Check	01/20/2016	47961	Baker & Taylor	3,090.38
Bill Pmt Check	01/20/2016	47962	Baker & Taylor (video)	188.87
Bill Pmt Check	01/20/2016	47963	Bank of America	4,274.64
Bill Pmt Check	01/20/2016	47964	Bengal Electric Inc.	156.00

Indian Prairie Public Library District
Account QuickReport

As of January 31, 2016

Type	Date	Num	Name	Amount
Bill Pmt Check	01/20/2016	47965	Call One	515.70
Bill Pmt Check	01/20/2016	47966	Findaway World, LLC	26.33
Bill Pmt Check	01/20/2016	47967	Fox Valley Fire & Safety	850.00
Bill Pmt Check	01/20/2016	47968	Garvey's Office Products	90.69
Bill Pmt Check	01/20/2016	47969	Groot Industries, Inc.	221.12
Bill Pmt Check	01/20/2016	47970	Ingram Library Services	13.17
Bill Pmt Check	01/20/2016	47971	Kroeschell Service	4,165.79
Bill Pmt Check	01/20/2016	47972	Law Bulletin Publishing Company	67.00
Bill Pmt Check	01/20/2016	47973	Layman, Jez	9.07
Bill Pmt Check	01/20/2016	47974	Lincoln National Life	106.02
Bill Pmt Check	01/20/2016	47975	Midwest Tape	1,729.21
Bill Pmt Check	01/20/2016	47976	Palmisano, Stacy.	25.20
Bill Pmt Check	01/20/2016	47977	Penguin Random House LLC	78.75
Bill Pmt Check	01/20/2016	47978	Quick Signs, Inc.	45.00
Bill Pmt Check	01/20/2016	47979	Quill	13.00
Bill Pmt Check	01/20/2016	47980	Speciality Mat Service	263.79
Bill Pmt Check	01/20/2016	47981	Team One Repair, Inc.	721.00
Bill Pmt Check	01/27/2016	47982	Baker & Taylor	600.89
Bill Pmt Check	01/27/2016	47983	Baker & Taylor (video)	17.28
Bill Pmt Check	01/27/2016	47984	Bal Industries	390.00
Bill Pmt Check	01/27/2016	47985	BCBS	8,443.90
Bill Pmt Check	01/27/2016	47986	Blackstone Audio, Inc.	114.50
Bill Pmt Check	01/27/2016	47987	Camilletti, Valda	200.00
Bill Pmt Check	01/27/2016	47988	Center Point Large Print	26.09
Bill Pmt Check	01/27/2016	47989	Chicago SunTimes	171.60
Bill Pmt Check	01/27/2016	47990	Comcast	189.85
Bill Pmt Check	01/27/2016	47991	DuPage County Public Works	602.41
Bill Pmt Check	01/27/2016	47992	Edmonds Incorporated	216.76
Bill Pmt Check	01/27/2016	47993	Gale/CENGAGE Learning	256.71
Bill Pmt Check	01/27/2016	47994	Garvey's Office Products	22.98
Bill Pmt Check	01/27/2016	47995	Heritage House Florist	80.00
Bill Pmt Check	01/27/2016	47996	Illinois Library Association	135.00
Bill Pmt Check	01/27/2016	47997	Ingram Library Services	36.70
Bill Pmt Check	01/27/2016	47998	Jensen, Heather Forster	37.15
Bill Pmt Check	01/27/2016	47999	Kroeschell Service	1,184.45
Bill Pmt Check	01/27/2016	48000	Maharam	2,637.84
Bill Pmt Check	01/27/2016	48001	Midwest Exterminating Company	340.00
Bill Pmt Check	01/27/2016	48002	Midwest Tape	2,554.07
Bill Pmt Check	01/27/2016	48003	New York Times, The	705.46
Bill Pmt Check	01/27/2016	48004	OverDrive	715.60
Bill Pmt Check	01/27/2016	48005	Penguin Random House LLC	112.50
Bill Pmt Check	01/27/2016	48006	Price Digests	79.95
Bill Pmt Check	01/27/2016	48007	Principal Life Insurance Company	369.37
Bill Pmt Check	01/27/2016	48008	Quality Books Inc.	14.92
Bill Pmt Check	01/27/2016	48009	Quill	452.20

1:29 PM
01/14/16
Accrual Basis

Indian Prairie Public Library District
Account QuickReport

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As of January 31, 2016

Type	Date	Num	Name	Amount
Bill Pmt Check	01/27/2016	48010	Recorded Books, LLC	1,800.00
Bill Pmt Check	01/27/2016	48011	Runco	36.73
Bill Pmt Check	01/27/2016	48012	Salo, Kathryn	120.25
Bill Pmt Check	01/27/2016	48013	Stephens Plumbing & Heating, Inc.	693.00
Bill Pmt Check	01/27/2016	48014	Today's Business	3,592.00
Bill Pmt Check	01/27/2016	48015	VSP Vision	108.94
Liability Check	01/28/2016	48016	Nationwide Retirement	610.00
Liability Check	01/28/2016	48017	Vantagepoint	1,308.00
Bill Pmt Check	01/27/2016	48018	Asimakopoulos, Jennifer	62.41
Bill Pmt Check	01/27/2016	48019	Illinois Library Association	75.00

Total 10121 - Checking JP Morgan Chase

TOTAL

70,188.45

70,188.45

Bills for approval – Electronic Payments & Automatic Withdrawals

January 2016

Vendor	Purpose	Date Paid	Amount Paid
EFTPS-Federal	Payroll taxes	01/15/2016	18,957.96
ILDOR-State	Payroll taxes	01/15/2016	2,463.22
EFTPS-Federal	Payroll taxes	01/29/2016	19,704.12
ILDOR-State	Payroll taxes	01/29/2016	2,588.49
IMRF	Payroll Pension	01/29/2016	20,062.33
DAC	Deposit to HRA	01/28/2016	4,700.00
Nicor	Gas	01/20/2016	1,563.62
US Bank	Credit Card Fee	01/05/2016	140.73
Hinsdale Bank	Fee-Direct Deposit	01/04/2016	25.00

Indian Prairie Public Library
Building & Grounds Committee Minutes
January 28, 2016 – 7 p.m.

1. Roll call – Krupicka, Megaridis, Lacayo, Suriano, Bukovac, Birmingham
2. Bukovac reviewed the seating study, the seating survey and the technology survey.
3. The committee took a walk through the building to look at its condition and evaluate spaces for possible other uses.
4. The committee decided that the trustees should visit other libraries to see how they are using their space.
5. The committee discussed if the library needs the number of plants it currently has under contract. The committee asked Bukovac to inquire as to the minimum number of plants that could be under contract.
6. Birmingham reported that she will be getting quotes for the tuck pointing project.
7. Birmingham reviewed the four Eagle Scout projects – creating a Story Walk, re-upholstering study chairs, putting in a rain barrel system, and building toddler book crates for the Family Center
8. Birmingham reviewed the three quotes she received for replacement of the exterior sign faces. At the time the exterior signs company said the signs will fade in about 7 years which has occurred.
9. Birmingham has gotten three quotes to switch to a VOIP system. They all run around \$20,000.00 and estimate the library would save just \$1,000.00 per year. Birmingham will be meeting with Trustee Don Damon who is a technology consultant to review this.
10. Currently there are no grants available for switching to LED lighting. It would cost \$140,013.00. However a consultant created a list of all the lights and the return on investment if each fixture was changed to LED. The committee highlighted several lights that would give an ROI with 2 years but not be costly for the library to convert.
11. In anticipation of the new Senior Technology Services Librarian, the committee reviewed the technology services workroom arrangement and the technical services workroom and determined the technology services workroom was too small to add another desk and that a desk should be added to the Technical Services Workroom. Because the desk system in that workroom are built-ins we will need to purchase new office furniture.
12. Adjourn 9:00

INDIAN PRAIRIE PUBLIC LIBRARY DISTRICT

STATEMENT OF RECEIPTS AND DISBURSEMENTS

FOR THE FISCAL PERIOD JULY 1, 2015 THROUGH DECEMBER 31, 2015

CASH AND INVESTMENTS AS OF JULY 1, 2015: \$3,292,725.79

RECEIPTS BY FUND

CORPORATE FUND: Property Taxes 1,596,233.22, Interest 450.01, Misc. Revenue - Grants, Copier, Fines, Gifts, Non-Resident Fees, Rental, Etc. 100,161.43 TOTAL 1,696,844.66

BUILDING & MAINTENANCE FUND: Property Taxes 42,519.92, TOTAL \$42,519.92.

I.M.R.F. FUND: Property Taxes 27,512.89, TOTAL \$27,512.89.

LIABILITY INSURANCE FUND: Property Taxes 7,503.51, TOTAL \$7,503.51.

SOCIAL SECURITY FUND: Property Taxes 24,177.99, TOTAL \$24,177.99.

SPECIAL RESERVE FUND: Interest 5.92, TOTAL \$5.92.

BOND FUND: Non-Current Property Taxes Interest 1.11, TOTAL 1.11.

TOTAL RECEIPTS ALL FUNDS: 1,798,566.00

DISBURSEMENTS BY FUND

CORPORATE FUND: NET PAYROLL: 806,929.24, VENDORS: AAI 24.00 Accu-Dry 1,200.00 Adler & Associates 246.54 Adult Reading Round Table 10.00 Alarm Financial 144.00 Algonquin Library 652.42 ALLDATA 1,500.00 Alternative Energy Solutions, Ltd. 359.00 American Library Association 550.70 Anderson, Tabatha 261.15 Apple Books 2,809.99 Art Excursions, Inc. 285.00 Ashton Place 255.00 Asimakopoulos, Jennifer 648.95 AT&T 298.35 Atlas 75.00 Aurico 205.00 Awning, Sign & Lighting Group, Inc. 825.00 Baker & Taylor 73,555.80 Baker & Taylor (video) 425.92 Bal Industries 4,575.00 Baldwin Cooke 157.20 Banek, James 10.80 Bank of America 36,988.08 Barrett, Kathryn 50.00 Barrington Area Library 528.79 Basecamp Web Solutions 5,000.00 BCBS 52,440.75 Beaird, Tina 125.00 Beavers, Robin 235.00 Bengal Electric Inc. 7,328.83 Birmingham, Laura 52.10 Bittman, Bridget 800.00 Blackstone Audio, Inc. 2,066.23 Blooming Color, Inc. 655.57 BookBrowse LLC 630.00 Brownson, JeanMarie 250.00 Bukovac, Jamie 154.03 Bunn, David 17.71 Call One 3,847.92 Canon Solutions America Inc. 2,054.18 Carey, Arianne 741.50 Case Lots Inc. 3,990.30 Cavanaugh, Nancy 550.00 Cavendish Square 431.10 CCI Solutions 24.79 CDW Government 169.57 Center Point Large Print 1,024.63 Chicago Sun-Times 213.20 Chicago Tribune 1,840.86 City of Darien 50.00 Clarendon Courier, Inc. 206.00 College of DuPage 95.00 Colonial Life 412.65 Comcast 1,185.17 Consumers' Checkbook 450.00 CoolerSmart 477.90 Current Technologies 2,351.07 DAC 10,993.50 Darien Chamber of Commerce 130.00 Darien Police Department 100.00 Darien Woman's Club 75.00 Darnell, Steve 250.00 Deliciously Yours

300.00 Deluxe 387.62 DEMCO 3,212.94 Displays2go 25.56 Dow Theory
 Forecasts 159.00 Downers Grove Public Library 5.00 Downers Grove South
 High School 350.00 DuPage County Clerk 20.00 DuPage County Public Works
 2,474.00 Dzierzbicki, Monica 179.01 EBSCO 5,011.00 Edmonds Incorporated
 448.53 EFTPS 225,134.35 Ela Area Public Library District 19.95 ELM USA,
 Inc. 307.10 Enablemart 180.42 Ernst, Mary Kay 26.78 Europe the Easy Way
 195.00 Faronics Technologies USA Inc. 1,844.35 FedEx 58.34 Ferrill,
 Meredith 150.00 Fidelity Monitor & Insight 159.00 Filis, April 36.80
 Findaway World, LLC 101.35 Fire & Security Systems 210.00 Fox Valley
 Fire & Safety 2,312.70 Gale/CENGAGE Learning 6,450.03 Garvey's Office
 Products 1,343.65 Gibson, Amanda 150.00 Grainger 212.22 Grasso Graphics
 7,765.72 Grey House Publishing, Inc. 4,289.50 Hanover Insurance Group,
 The 8,399.00 Hartney, Jane 70.35 Hazelgrove, William 150.00 Heritage
 House Florist 240.00 Hinsdale Bank 150.00 Home Depot 586.55 Hunter,
 Valeria L. 400.00 IL Dept of Revenue 36,540.12 Illinois Library
 Association 75.00 IMRF 77,221.80 Indian Prairie Library Foundation 610.00
 Information Today, Inc. 404.53 Ingram Library Services 92.57 Interact
 Business Products, LLC 830.00 JavaSmart USA LLC 745.16 Jensen, Heather
 Forster 19.44 Jensen, Shirley P 806.13 Kamm Insurance Group 1,493.00
 Kapco 594.37 King, Amy 2,886.20 Kountz, Krista 34.89 Kroeschell Service
 6,008.00 LACONI 100.00 LACONI-CSS 30.00 LACONI-RASS 15.00 Law Bulletin
 Publishing Company 80.56 Layman, Jez 53.38 Leonette, Jessica 10.70
 LexisNexis Matthew Bender 200.91 LibrariesFirst 275.00 LIMRiCC 1,411.74
 Lincoln National Life 680.76 Lonely Planet 6.00 lynda.com, inc. 5,025.00
 Macduso, Sam 186.00 Mailbox Yearbook, The 39.95 McCarthy, Karen 16.60
 Medicom Reimbursement Spec., Ltd. 92.50 Metropolitan Industries, Inc.
 1,345.50 Michalak, Ellen 210.00 Midwest Tape 30,765.25 Military History
 Quarterly 64.95 Miskatonic Brewing Company, Inc. 200.00 Morningstar
 3,988.00 Movie Licensing USA 120.00 MPS 360.33 Nancy McConathy Library
 40.00 National Geographic Little Kids 17.95 Nationwide Retirement
 8,790.00 NCPERS Group Life 320.00 Near West Youth Services 25.00 Neviol
 Inc. 27,070.00 New Readers Press 45.36 News Bank, Inc. 5,705.00
 Niestrom, Kathy 200.00 Okendo, Roseline 20.00 Old Town School of Folk
 Music 400.00 OverDrive 20,640.10 Pack, William 300.00 Palmisano, Stacy.
 178.39 Paraclete Press, Inc. 199.35 Patel, Suni 10.30 PCM 86.90 Peck,
 Michael A. 50.00 Penguin Random House LLC 2,264.25 Petty Cash 363.49
 Phillip's Interior Plants 1,290.00 Phoenix System & Service, Inc. 292.32
 Pierce, Nicole 22.17 Pinta, Rachel 44.59 Pioneer Press 26.00 PitneyBowes
 330.00 Pizzuto, Laura 22.50 Principal Life Insurance Company 2,498.46
 PrintSmart Printing & Graphics, Inc. 90.00 Quality Books Inc. 6,746.32
 Quill 6,181.99 RAILS 17,117.45 Raincoat Roof Maintenance, Inc. 2,545.00
 RASSL 10.00 Record Information Services, Inc. 769.00 Recorded Books, LLC
 2,581.37 Regent Book Company 48.08 Register Printing of Illinois, Inc.
 191.77 Risk Management Association, The 382.00 Rivistas Subscription
 Services 1,014.02 Rock Valley Publishing 295.00 Rogers Vending 306.58
 Roy, Nancy 252.75 Runco 2,556.06 Ryan, Marianne 33.76 Sage Publications,
 Inc. 215.87 Salahi, Lynn 14.00 Salo, Kathryn 328.51 Schaffer, Cynthia D.
 200.00 Scharping, Ronald A. 150.00 Scholastic Library Publishing 469.95
 Schuller, Bonita 158.98 Sebert Landscaping 5,020.00 Sentimental
 Productions 125.00 Sheehan, Debbie 90.41 Showcases 100.40 Sobun, James
 15.00 Sova, Katlynn 12.00 Speciality Mat Service 555.30 Specialty Store
 Services 339.51 Standard & Poor's Financial Services, LLC 9,485.75
 Stephens Plumbing & Heating, Inc. 832.05 Streett, Cathy 153.26
 Suburban Door Check & Lock Service 495.40 Suburban Life Media 42.00

SWAN 22,833.44 Team One Repair, Inc. 721.00 Thomson Reuters - West
 353.64 ThyssenKrupp Elevator 1,871.40 Titan Image Group, Inc. 329.75
 Today's Business 150.00 Tyco SimplexGrinnell 372.00 US Bank 1,075.98
 U.S. Postmaster 2,167.70 Uline 152.04 Unique Management 492.25 United
 States Treasury 39.52 USA Today 292.07 Value Line Publishing, Inc.
 3,257.25 Vantagepoint 18,307.01 VISOgraphic 8,472.19 VSP Vision 714.29
 Westmont Paint & Decorating 60.48 Williams., Natalie 96.68 Willowbrook
 Post, The 20.00 Willowbrook/Burr Ridge Chamberof Commerce 285.00
 Winterhalter, Deidre 668.52 Wlosinski, Maria 60.40 Wolper Information
 Services 10,887.47 Workforce 39.50 Works, Tyler 40.00 World Relief 321.60
 Wulf., Suzanne 143.07 Zabel, Brian & Associates, PC 3,400.00 Zaher,
 Charles 36.60 VENDORS PAID UNDER 1.00: 150.70 TOTAL: 1,691,133.87.

BUILDING & MAINTENANCE FUND: Bank of America 6,819.00 Corporate Concepts
 2,787.08 Dynegy Energy Services 32,405.84 Groot Industries 1,345.91 Nicor
 4,887.32 Suburban Door Check & Lock Service 511.50 TOTAL: \$48,756.65.

I.M.R.F. FUND: Illinois Municipal Retirement 59,752.99 TOTAL: \$59,752.99.

LIABILITY INSURANCE FUND: The Hanover Insurance Group \$12,220.00 Kamm
 Insurance Group 2,842.00 TOTAL: \$15,062.00

SOCIAL SECURITY FUND: EFTPS 52,150.23, TOTAL: \$52,150.23.

TOTAL DISBURSEMENTS ALL FUNDS: \$1,866,855.74

CASH AND INVESTMENTS AS OF DECEMBER 31, 2015: \$3,224,436.05

THE FOREGOING TO THE BEST OF MY KNOWLEDGE IS A TRUE AND CORRECT STATEMENT
 OF RECEIPTS AND DISBURSEMENTS OF THE INDIAN PRAIRIE PUBLIC LIBRARY
 DISTRICT FOR THE FISCAL PERIOD JULY 1, 2015 THROUGH DECEMBER 31, 2015.

 Marian Krupicka, TREASURER

SUBSCRIBED AND SWORN TO BEFORE ME, A NOTARY PUBLIC THIS 17th DAY OF
 February 2016

 NOTARY PUBLIC

Employees paid during the fiscal period July 1, 2015 through December 31, 2015:

Allard, Jamie Y. Security Monitor 5,651.60 Armstrong, Michael K. Building Services Associate 11,231.73 Asimakopoulos, Jennifer A. Senior Adult Services Librarian 29,935.51 Barnett, Geri L. Technical Services Associate I 4,944.20 Beggs, Vera H. Sub Adult Services Librarian 349.11 Birmingham, Laura N. Assistant Director 49,474.32 Bortman, Priscilla L. Sub Circulation Services Associate 1,511.19 Boyer, Barbara A. Circulation Services Associate 6,568.76 Brodeur, Vicki A. Senior Circulation Supervisor 15,710.39 Brozek, Therese L. Circulation Services Associate 7,794.10 Bruggeman, Lora L. Sub AS Librarian/Sub AS Associate 3,956.46 Bukovac, Jamie P. Director 63,546.00 Bunn, David L. Digital Services Technician 17,328.00 Butcher, Brett A. Network Services Technician 16,492.15 Calleros, Yessenia Circulation Services Page 4,074.19 Cartwright, Karen J. Circulation Services Associate 4,828.63 Cerkanowicz, Barbara A. Youth Services Page 3,166.00 Cochran, Judith J. Sub Youth Services Librarian 4,056.96 Cosmas, Amelia T. Sub Circulation Services Associate 108.56 Cox, Nancy Technical Services Associate I 5,765.71 Czuba, Patricia A. Interlibrary Loan Associate 12,924.09 Dangles, Joyce D. Circulation Services Associate 8,545.30 Diaz, Ana M. Summer Youth Services Associate 1,150.74 Dzierzbicki, Monica A. Youth Services Librarian 33,858.00 Egger, Benjamin C. Security Monitor 5,685.76 Eisenschenk, Kimberly Sub Circulation Services Associate 676.20 Ernst, Mary K. Youth Services Associate 4,914.80 Fank, Susan C. Technical Services Associate I 6,168.98 Fearnley, Katherine A. Asst. Circulation Services Supervisor 1,081.15 Filis, April W. Technical Acquisitions Associate 10,186.26 Glenn, Hugh W. Computer & Magazine Associate 10,503.21 Grob, Anna M. Circulation Services Page 4,045.28 Guidi, Monica A. Circulation Services Associate 6,302.43 Guldberg, Barbara A. Circulation Services Associate 7,818.60 Hartney, Jane S. Youth Services Associate 20,932.14 Herka, Weronika A. Computer & Magazine Associate 1,723.21 Hinkley, Anna M. Technical Services Associate II 9,781.66 Honan, Karen L. Circulation Services Associate 5,496.85 Jensen, Heather E. Youth Services Associate 4,398.04 Jensen, Shirley P. Senior Adult Services Librarian 41,662.71 Johnson, Gail A. Asst. Circulation Services Supervisor 15,689.43 Karum, Jorie L. Circulation Services Page 44.66 Kaur, Kuldeep Circulation Services Page/Sub YS Program 4,339.46 Khan, Harris M. Interlibrary Loan Page 3,787.05 Kline, Cynthia L. Adult Program Coordinator 7,327.92 Kolalis, Ashley M. Adult Services Associate 6,153.96 Komperda, Patricia A. Circulation Services Associate 6,487.64 Konicek, Diane A. Circulation Services Page 656.52 Kountz, Krista L. Youth Services Associate 14,110.87 Krekelberg, Mary L. Adult Services Librarian

34,068.00 Lafayette, Luella Asst. Circ Serv Super 6,609.20 Layman, Jessica E. Adult Services Librarian 18,082.37 Lazarski, Carol R. Computer & Magazine Associate 6,852.06 Leja, Patricia L. Circulation Services Associate 7,007.42 Lipowski, Nadine V. Circulation Services Associate 7,357.40 Lippencott, Suzanne H. Sub Youth Services Librarian 2,467.04 Liu, Julie S. Computer & Magazine Associate 2,921.63 Maher, Sandra L. Sub Adult Services Librarian 1,790.20 Maleno, Christian H. AS Assoc/Sub AS Lib 7,171.42 Martin, Omar A. Circulation Services Page 1,887.94 McKee, Sandra P. YS Page/Sub AS Page 3,385.89 Melton, Audra D Computer/Magazine Associate 5,717.12 Meronek, Gregory Interlibrary Loan Page 4,966.34 Milewski, Robert J. Circulation Services Page 4,931.55 Mommsen, Joan B. Adult Services Librarian 7,048.34 Moravek, Mary K. Adult Services Page 2,276.78 Nordan, Sarah J. Sub YS/ AS Page 3,291.38 O'Connell, Nila J. Circulation Services Associate 6,806.04 Palicz, Kimberly A. Circulation Services Associate 5,070.25 Palmisano, Stacy Administrative Associate 10,139.69 Papaurelis, Theresa A. Graphic Designer & Media Services 14,758.23 Pavliga, Robert J. Sub YS/ AS Page 596.52 Paxson, Mary K. Adult Services Associate 7,798.88 Peters, Jason M. Computer & Magazine Associate 7,014.60 Pierce, Nicole D. Youth Services Associate 1,286.66 Pinta, Rachel K. Summer Youth Services Associate 1,655.50 Poluektova, Yulia V. Youth Services Page 4,229.68 Popowitch, Joseph A. Adult Services Librarian 32,127.59 Procter, Justin R. Security Monitor 3,730.02 Raffenetti, Mimi A. Sub AS Librarian/Sub AS Associate 1,071.66 Ramirez, Martha Technical Services Associate I 5,423.60 Roman, Linda E. Adult Services Page 3,628.79 Roy, Nancy E. Administrative Office Coordinator 23,370.49 Rusthoven, Christine D. Sub AS Librarian/Sub YS Librarian 2,339.69 Ryan, Marianne T. Marketing and Promotion Coordinator 25,383.00 Salo, Kathryn M. Early Literacy Librarian 24,260.45 Schueren, Mary J. Adult Services Assoc-Home/Sub C&M Assoc 9,023.93 Shackleton, Carol A. Circulation Services Associate 12,753.64 Sheehan, Deborah A. Circulation Services Department Head 42,800.30 Smith, Tina L. Adult Services Page 2,745.23 Sobun, Mary Lynn C. Youth Services Page 3,786.53 Stovall, Ann M. Technical Services Department Head 46,211.14 Stranski, Corrine AS Page/Sub YS Page 3,678.61 Stuart, Elizabeth C. Adult Services Page 3,421.92 Such, Deborah S. Sub Inter Loan Page 975.12 Thurman, Deidre L. Sub Asst. Circ. Supervisor 1,376.10 Tomaszewski, Thomas L. Computer & Magazine Associate 465.51 Tucker, Denise C. Adult Services Associate 7,067.41 Vlasko-Vlasova, Galina S. Sub YS Page/Sub AS Page 1,454.82 Watts, William T. Sub Circulation Page 664.09 Williams, Natalie Youth Services Department Head 31,046.70 Witczak, Geraldine Adult Services Page 4,135.47 Wlosinski, Maria A. Administrative Associate 12,343.57 Wordinger, Debra L. Adult Services Department Head 45,494.87 Works, Tyler C. Senior Youth

Services Librarian 27,309.00 Wulf, Suzanne Technology Librarian
16,941.59 Yang, Man Hua Circulation Services/AS Page 10,330.01
Zinoveva, Natalya Technical Services Associate I 5,880.52 Zwergel,
Jane B. Technical Services Associate I 2,549.33 Total 1,113,925.32

**Director's Report
February 2016**

Agenda

New Business:

There are memos regarding the items 1 and 2. At the staff institute I gave a presentation on User Experience and I'll be giving the same presentation at the board meeting to introduce the concepts we'll be working with. I've also attached an article about one aspect of User Experience – the service philosophy. I'll share more articles each month.

A seating study, a survey of those who use our seating, and a technology survey were conducted in the last few months. I've included information about the surveys in the packet and will review the seating study at the meeting.

There is an update on the strategic plan.

Finances

We received two dividend checks from LIMRICC. The first was for \$655.00 which is a dividend we receive every five years from the unemployment pool we're in. We also received \$21,058.92 as the final payout from the officers and directors pool that LIMRICC disbanded. This is wonderful because, of course, it helps to offset the fact that we'll receive \$10,000.00 less from the per-capita grant.

Darien Park District

I had lunch with Director Stephanie Gurgone. We discussed what each institution is working on. I learned that they serve kids ages 2 – 10 but do not have anything for teens. Their usage by adults tends to skew toward seniors. They do not provide computer classes for adults. We discussed the "Better Together" initiative the library is developing and she is very interested in partnering in projects. We also discussed how we can do cross-promotion. She has offered us space in their summer brochure and future brochures. We'll also provide each other with our program flyers to hand out at programs held at each of our facilities. They are planning on doing the Farmer's Market again this year, and would welcome any involvement from the Library.

Illinois Library Association

As chair of the membership committee I prepared a short survey for members and non-members to essentially get information as to why or why not people join ILA. The committee will meet in March to consider the feedback and develop a recommendation for the ILA Board regarding the membership structure and ideas on how to foster membership.

I was asked to be a candidate for the ILA President. After much consideration I declined. This position includes board meetings and executive board meetings as well as meetings/consultations with ILA staff and occasional visits to Springfield. I feel that the time commitment for three years would impact what I am able to accomplish at IPPL. I am happy to serve on various committees for various organizations with limited meetings and shorter time spans but really do want to be able to put the majority of my time into serving IPPL.

Continuing Education

Laura and I viewed a two-part webinar on women in leadership. Nancy Roy and Debbie Sheehan also viewed it and I am going to recommend it to other staff. This webinar was led by Sally Helgesen author of *The Female*

Advantage: Women's Ways of Leadership and other similar books. She talked about the differences between the way that woman and men notice things. Men notice things in a more focused, laser-like way while woman notice things with a wider radar. In business, focused notice is regarded as leadership behavior. However, radar notice is very helpful to an organization. It's about "seeing around corners." She also discussed the importance of vision and how best to articulate vision and advocate for it. Other information was about connecting with others as a source of strength for ourselves and the other person and how the power of intention helps us to articulate what we want to achieve.

The department heads, Laura and I viewed a webinar on change management. I've asked the supervisors to view it as well for future discussion. The webinar discussed leadership versus management and focused on key points to managing change:

- Have a real reason to change
- Create a sense of urgency with context
- Lead with teams - a powerful guiding coalition
- Create a vision
- Communication is very important
- Empower others to act and provide mutually reinforcing activities
- Plan for and create short term wins to demonstrate change is happening

The webinar also provided great insight and tips for providing feedback to staff particularly if they are opposed to the change.

Staff

Nancy and I led a Leadership meeting which is a meeting of all the supervisors. Nancy reviewed the ADA law and how supervisors should manage staff relative to this. I had asked all the supervisors to read the user experience book the department heads had read, *Useful, Usable, Desirable* by Aaron Schmidt and Amanda Etches, and we had a discussion centered around the book. We'll be meeting again in March to further discuss how to implement user experience processes.

This year's staff institute day went really well. We had 96 employees attend which is a record. I gave a state-of-the-library address first, of course, highlighting our trustee Marian as Citizen of the Year, then reviewing the library's budget and talking about state funding. I also shared two upcoming programming initiatives – the How-To Expo and next fiscal year's community initiative "Better Together" (more about that next month). I gave a presentation on user experience and then broke the staff into 10 groups to review service philosophies from other libraries and corporations and each group was tasked to write a service philosophy statement. Everyone came back together to share their statements and we discussed the commonalities among the statements. (The next step is that the department heads are reviewing all the statements to create one statement.)

In the afternoon Laura gave a presentation on how to best interact with patrons while staying safe in the library. We then set up three 20-minute demonstration sessions of a variety of services. The demonstrations were given by staff members. Each staff member attended three demonstrations to learn about services offered by the library. (Staff got to select 5 sessions they wanted to attend and Laura had the daunting job of figuring out how to schedule everyone!) The sessions we offered were: EBooks, digital media equipment, tablets and their apps for kids, teens and adults, digitization equipment, STEM tools and gadgets, 3D printer, Hoopla, assistive technology and devices, Novelist, and Lynda.com

We like to include a wellness session so at the end of the day we had a brief presentation from Nancy and Laura about easy exercises to do at work.

Speaking of wellness, Nancy collected healthy recipes from the staff and put together a "cookbook" which has been a big hit with the staff.


I was part of the second round of interviews for the Teen Librarian with Tyler and Natalie. We interviewed three candidates.

We've advertised for the Senior Technology Services Librarian and received 16 resumes. Ann and I are initialing interviewing 11 candidates. We'll create a short list from that group and the Tyler and Laura will assist us in interviewing the final candidates. I'm hoping the person will start sometime between mid-April and May 1.

Heidi Benedict was hired as the Teen Librarian starting March 1 at a salary of \$42,568.00. Samantha Perez was hired as a Youth Services Page at a salary of \$9.50 starting February 1.

Jamie Bukovac, Director

Developing a Service Philosophy | The User Experience

 lj.libraryjournal.com/2014/11/opinion/aaron-schmidt/developing-a-service-philosophy-the-user-experience/

Aaron Schmidt

It takes hard work to create a library that provides good user experience. As convenient as it would be, building an exemplary organization doesn't happen by waving a wand. Instead, libraries must optimize all of their touch points, develop sane policies, design relevant services, and empower staff to provide members with top-notch function.



Of these requisites, library staff might impact the user experience the most. After all, library workers are often the vehicle through which library service is delivered. And while an unusable website might be frustrating, a lousy customer service interaction has the potential to do some serious damage to the library-member relationship. Humans are social creatures, and we all react emotionally to face-to-face encounters. What's more, we've all had memorable customer service experiences—both good and bad—and have felt how that affects us.

So while there is much more to creating a good user experience than providing solid customer service, it clearly is an important factor.

The right hires

Hiring strategically is a long-term tactic, while hiring people who genuinely care about providing good customer service is crucial because it isn't an easy quality to instill in others. It may be impossible to teach—some people have strong empathetic abilities and intuitively know how their actions impact someone's perception. There's something tangibly great about interacting with these folks.

This isn't to say that a staff member's customer service skills can't evolve and improve. Still, improvement doesn't happen overnight, and it doesn't happen in a vacuum. Instead, library workers must be empowered to deliver good customer service. Staff will provide better service when they share a set of well-established guiding principles. When staff are capable of putting these principles into action and they are free to do so, good customer service will flourish. Think of these principles as a service philosophy. This service philosophy should be a statement that explains a library's approach to service, and it should be valuable for both library staff and library members.

One example of an outstanding service philosophy is the one established by the Portland, OR, grocery store New Seasons Market. It calls itself "The Friendliest Store in Town" and has codified its service philosophy in an 11-point plan called "The Fine Print" (see image at left).

It illustrates that New Seasons Market is committed to being friendly and that the company understands that the details need to be in place to make this happen. These guidelines tell customers what they can expect and liberate employees to deliver great experiences.

Creating a service philosophy

A good service philosophy is one that resonates with both your staff and your members. Here are a few things to keep in mind when crafting a service philosophy for your library.

Be inclusive

Ensure that there are a great many members of the frontline staff on the small team that leads this effort. Also be sure to include an administrator who is well versed in the library's overall strategy. Throughout the process, solicit feedback from employees. This will give you some good ideas and help with buy-in later on.

Make it aspirational

Remember, a service philosophy is meant to describe how you want your library to be, so aim high. There is room for improvement in every organization; you just need to stretch yourselves to do better. After you've initiated the service philosophy, take time to assess where the organization is in relation to the aspirational goals. Design a plan to make improvements.

Keep it brief

People are busy and very few people—staff or members—will take the time to read a page full of text. As New Seasons Market did, consider writing statements with short explanations. Another great example of an easily digestible service philosophy is Ritz-Carlton's "Gold Standards" (<http://ow.ly/CwINw>).

Make it user-focused

Crafting a service philosophy is making a promise to your users. Even though your service philosophy will certainly impact the behavior of library workers, focus on communicating the benefits to your customers.

Aaron Schmidt (librarian@gmail.com) is a principal at the library user experience consultancy Influx (influx.us). He is a 2005 LJ Mover & Shaker. He writes at walkingpaper.org

"

Assistant Director's Report

February 2016

34

Building:

ComEd's planned power outage on Friday, January 22nd caused a major problem. When the power was restored, the HVAC system did not come back on. Our HVAC service was called and they diagnosed the problem – a power surge when the power was turned off caused memory loss to the HVAC drive. (They know this because there was a blown 150amp fuse.) The drive is needed in order for the HVAC system to work properly. The HVAC technician spent several hours reprogramming the drive. I have submitted a claim to Com Ed for the cost of the repair (\$1,700). I will keep you posted on the response from ComEd.

One of the Eagle Scout projects gets underway later this week - the re-upholstery of the adult study chairs. Stay tuned for more Eagle Scout updates.

Community Outreach/Engagement:

Our Willowbrook Chick-Fil-A has a new full-time marketing director who is very enthusiastic about the partnering with us. They used our digital media equipment (with David Bunn's expert assistance) to film a 3 minute video for their two-year anniversary which will be posted to their website and the Willowbrook Chick-Fil-A Facebook page.

The Community Connections Expo that was held on Saturday, January 23rd was a success! Participants included the Friends of IPPL, Darien Garden Club, Darien Historical Society, Darien Lions Club, VFW Darien Memorial Post 2838, Darien Women's Club, DuPage Habitat for Humanity, Hope's Front Door, Family Shelter Service, Flagg Creek Heritage Society, Adventist Medical Center, Kiwanis Club of Darien, Literacy DuPage, American Cancer Society, People's Resource Center, Rotary Club of Darien and the West Suburban Pantry. Over 60 people attended the Expo and I have received a lot of positive feedback from the organizations and agencies that participated. The new format seemed to work well and plan to run the event "expo" style in the future.

The Bank of Countryside, which has a location in Darien, has reached out to us to sponsor a door prize for the attendees of the Teen Job Fair. They are also interested in hosting a Storytime session at their bank in the future.

The Application deadline for the How to Expo closed on February 1st. The committee met to discuss the applications and are now confirming participation with the various entrants and working out the locations for each presenter. We are very pleased as we have 18 community members and businesses that will be demonstrating and 6 staff demonstrations. There will be a list of events, times and locations available on March 15th in-house and on the How To Expo website. Marianne is currently developing a promotion plan to get the word out about the event.

Staff Institute Day 2016:

A record high of 92 staff attended our February 5th Staff Institute. It was a great day with a range of topics such as Jamie’s overview of State of the Library, User Experience, Creating a More Hospitable and Safer Workplace and several staff-led Technology Demonstrations.

I gave the presentation “Creating a More Hospitable and Safer Workplace”. (My slides are attached.) I gave an overview of some fundamentals that would not only make the library a more welcoming place, but also make it a safer environment. I discussed the importance of being aware of your surroundings, developing intuition, being proactive (instead of reactive) to problems, maintaining a positive attitude, recognizing and dealing with people and different levels of emotion, and the importance of body language, facial expressions and tone of voice. Security Monitor Ben Egler and I did a skit that showed the difference between poor body language and positive body language, which the staff seemed to especially enjoy.

Friends of the Library:

The Book Nook made \$788 in January.

The Friends attended the Community Connections Expo and received a few more memberships from the event.

The Friends continued sponsorship of the “Thursday Afternoon Movies” with *A Walk in the Woods* on February 4th and *Ricki and the Flash* on February 18th. (The Friends sponsor the annual movie license - \$1,357)

Marketing:

Marianne’s monthly report is attached.

Meetings:


- 1/26 Department Head Meeting
- 1/27 One on one with Marianne
- 1/28 Building and Grounds Committee meeting
- 2/2 How to Expo Committee
- 2/9 Department Head Meeting
- 2/10 One on one with Jamie
- 2/11 One on one with Marianne
- 2/15 Better Together Committee
- 2/17 Library Board Meeting

Continuing Education:



- 1/22 Leadership Webinar
- 2/5 Staff Institute Day
- 2/8 Change Management Webinar

I also worked the Kids and Teens Desk on 1/21 for 2.5 hours.

Submitted by: Laura Birmingham




CREATING A MORE
HOSPITABLE
&
SAFER
WORKPLACE

You must control your environment through your constant awareness.

Awareness is the key element to protecting yourself anywhere you are, including our workplace

Greeting patrons




30-30-30

For 30 days, stop what you are doing and look around and focus on whatever you can see from your vantage point.

This will develop your Intuition.

You will begin to recognize what is normal and what seems off.



**IF YOU SEE
SAY**


When to say something

Safety concerns: Wet and slippery stairs, broken chair, torn rug, lost child

Strange behavior: Strange behavior, staff or other patron being treated aggressively, someone acting strange

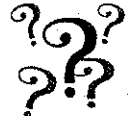
Say something before it becomes a bigger problem; don't wait for a complaint

~~Reactive~~
Proactive



Is someone's behavior preventing other library users from using the library?

Is someone's behavior preventing staff from being able to do their job?



Attitude is Everything



Unlock your inner
AWESOME

- Put your troubles on the back burner when you are at work
- Emotions often cause us to *react* rather than *respond*
- The biggest adversary you will ever come up against is yourself
- Have an action plan to control your emotions

Levels of Emotion

CALM

The level of emotion you will see most often.

Anxious/Frustrated

Agitated from a mild to a moderate degree

How to Deal with an Anxious Person

Think of L - A - U - R - A

(no not THAT Laura!)

L - A - U - R - A !

- L**isten: Stop what you are doing, look them in the eyes and listen
- A**cknowledge: Acknowledge their feelings
- U**nderstand: Understand their needs
- R**elate: Relate your own experiences to how they are feeling
- A**ct: Act to make things better

Good phrases to use when someone is anxious or frustrated:

"We are here to help you."

"I understand what you are saying."

"I get frustrated when that happens to me too."

Anger/Belligerence


Raised voice or yelling; becoming more physical (slapping hand down on desk, pointing, etc.)

Good phrases to use when someone is angry (to try to talk them down):

"I want to help you, but I need you to lower your voice."


"I am here to help you, but I am not going to let you yell at me."

Out of Control Behavior




Patron has lost control and threatening you or the library; possibly intoxicated or mentally ill

When someone is out of control cursing, threatening you, becoming physical towards you

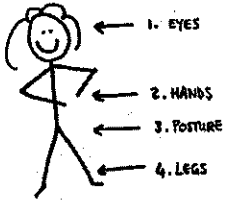


Stay safe!






CALL FOR HELP

The Importance of Body Language




1. EYES
2. HANDS
3. POSTURE
4. LEGS

Whether or not you realize it, body language is an important part of conversation.





Facial expressions should match your words.


"The eyes are the window to the soul."
Leonardo DaVinci



BODY LANGUAGE




- Smile
- Use eye contact (but not too much)
- Friendly tone of voice
- Nod to indicate you are listening
- Neutral hands and/or arms
- Confident stance

Day-to-Day Security Reminders 

- Always keep your library keys with you and never leave them laying around
- Never leave personal possessions where they can be seen by public
- Staff areas should be locked at all times
- Lock up your valuables while you are at work (or don't bring them at all)

Questions? Comments?



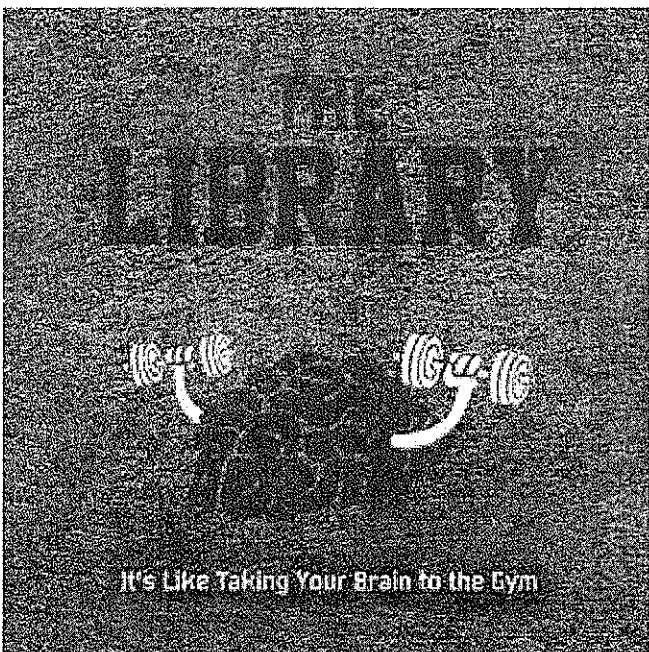
Marketing Department Report – January 2016

Promotional Support

The Marketing Department supported and promoted several library events, programs, and services, including Trustee Marian Krupicka being named Darien Citizen of the Year, the How-To Expo, Community Connections Expo, local history programs (A Look at Local History, The History Singers, and An Evening with Val Camilletti), Government @ Work, Teen Open Mic Night, college prep workshops (ACT Essay Workshop, FAFSA Workshop), The Underground Railroad, after school programs (FRISK, MIMO, DIY Teens), hoopla, Roku, SCORE, 3D printing, homebound delivery, Brainfuse JobNow database, February book discussions, January gallery display, ComEd planned power outage, Feb. 5 library closing, and the 2-minute survey on devices and gadgets.

Social Media

The library’s organic reach on Facebook continues to grow. The Jan. 26 eNews post announcing Trustee Marian Krupicka’s being named Darien’s Citizen of the Year reached 878 people with 28 clicks, 37 likes, 4 comments, and 4 shares. The following picture posted on Jan. 9 reached 685 people with 21 likes, 1 comment, and 3 shares.



eNews

There are currently 16,083 (+130) email addresses on the mailing list. In addition to the regular weekly eNews, two special eNews mailings were sent on Jan. 21: one to encourage people to take our 2-minute survey on devices and gadgets, and the other to remind people of ComEd’s planned power outage on Jan. 22. Although the open rate of the survey eNews was average (20%), 855 people clicked on the survey link.

Newsletter

The spring newsletter will be delivered to resident mailboxes by Saturday, Feb. 20. The cover story features the library’s How-To Expo and the rise of the Maker Movement.

Advertising

An ad for the College Scholarship program was placed in the Feb. 5 issue of the Downers Grove South High School Blueprint, and an ad for the Teen Job Fair was placed in the Feb. 29 issue of the Hinsdale South High School Stinger.

Suburban Life

Debbie Wordinger and Tyler Works co-wrote our February *Suburban Life* Community Voice column about meet-ups at the library (book discussion groups, teen gaming events, etc.).

Darien Neighbors Magazine

Marianne submitted calendar events and Around the Block articles for the March/April issue.

Meetings:

Marianne attended:

- Meetings w/Laura Jan. 14, 27
- WB/BR Chamber luncheon meeting at Marriott Burr Ridge on Jan. 6
- Website Committee meeting on Jan. 11
- Newsletter and Wouldshop in a Box meeting w/Laura & Jamie on Jan. 13
- Meeting w/Theresa & Laura Jan. 15
- Better Together logo meeting w/Jamie, Laura, & Theresa on Jan. 18
- Adult Services staff meeting on Jan. 20
- Darien Chamber Luncheon at Chuck's, Darien on Jan. 26

Theresa attended:

- Co-chaired Website Committee meeting on Jan. 11

Continuing Education:

Marianne attended:

- Leadership meeting on Jan. 21
- RAILS Marketing meeting at Wheaton Public Library on Jan. 22
- LACONI (OPP): Bringing Library Stories To Life, Inspiring Your Patrons To Action at Elk Grove Village Public Library on Jan. 29

Graphics/Website

In addition to day-to-day publications, TV slides, and website updates, Theresa designed the spring newsletter. She also continues to work on logos for the summer reading program as well as designs for new Wouldshop in a Box packaging templates and the Foundation's new website.

Marianne Ryan, Marketing Coordinator
Feb. 11, 2016

Adult Services Monthly Report
January 2016

Programming is back in full swing with the new year. We had a lecture on the opera *Nabuco* with 11 in attendance. The 4th Wednesday program was Mary Krekelberg talking about what we have on the website on local history. There were 17 in attendance. A Chinese cooking program, which was limited to 40, had 40 in attendance. This was in recognition of the Chinese New Year. A Sunday afternoon program, presented by the History Singers, Chicago History in Song, had 28 in attendance.

We showed two afternoon movies, *Mr. Holmes* and *I'll See You in My Dreams*. Each had 42 in attendance. Jez had a nostalgia movie night for #LibSocial with 12 in attendance. They watched *The Iron Giant*.

All of our discussion and "meet-up" groups met in January. Chess averaged 9 at their meetings and Current Events 11. The ESL Group averaged five and the drama reading group four. Genealogy had 46. The Novel Idea had 12 in attendance, GenLit 10, and Crime Readers 11. Shirley Jensen is trying a new group that will read short works and meet only every other month. They have met just once with four in attendance. In March they are meeting at Whole Foods.

Jennifer and Dave did an eMaterials drop-in in the lobby. They helped nine people. Other community drop-ins were COD in the lobby with 17 people dropping by and SCORE with a Roundtable Discussion with eight in attendance. Mary Krekelberg and Laura did a Community Connections Expo with civic groups and groups who use volunteers set up at tables. Visitors were able to walk around and get information on the different organizations. Sixty people attended the event.

On rather short notice, Hinsdale South contacted us about doing a book talking session for their teachers on their in-service day. Jez agreed to do this. She talked about 13 different books to a group of about a dozen. Although the group was on the small side, they were very appreciative, and the teacher who sent a thank you to Jez had already read one of the books and had checked out a couple of others. Jez had also very graciously stepped in to lead the January GenLit book discussion for Jennifer at the last minute when Jennifer was sick.

In other readers advisory news. Jennifer had applied for a small grant from the Novelist database to do some library wide readers advisory training. Unfortunately, we did not receive the grant, but Jennifer hopes to do the training anyway, hopefully in the fall. Her review of the book *Salt to the Sea* by Ruta Sepetys was featured in the February 2016 LibraryReads list.

We have added some shelving in the Jobs area in order to display more books and put out flyers. Jez and Shirley did a Twitter initiative, book recommendations A-Z, with a tweet each day about a book or author starting with the letter of the day. We also have been promoting eMaterials and have seen an increase in usage.

The Computer Services Desk staff has been training individually on Linda.com on Picasa. I listened to a short webinar on using MobileCirc for weeding and Mary Krekelberg did a webinar on book review basics. In addition, five of the adult staff prepared and gave technology presentations at staff institute. The three of us on the leadership team attended the training on User Experience.

Debbie

Circulation Services

January 2016

Total checkouts for January were 64,231. This compares to 69,608 last year or -8%. Electronic Circulation was 4,323 this year, while it was 4,608 last year or -6%. I believe this is the first time that Electronic Circulation has been lower than the year before.

ILL's processed were down 20%. We processed 8,606 this year and 10,846 last year.

Patron visits were down 3% from last year (32,699 this year compared to 33,667 last year)

A total of 8,621 holds were placed in January. Patrons placed 6,518 (76%) holds while staff placed 2,103 (or 24%) holds.

24,224 items were checked out or renewed by staff at the desk. This is 37% of total checkouts/renewals. 27,470 items were checked out or renewed by patrons at one of our self-check machines, 8,214 items were renewed by patrons through enterprise and 4,323 items were electronically checked out by patrons – for a total of 40,007 items checked out through some sort of self service. This is 63% of total checkouts/renewals.

January always seems busy after the holidays. There is a lot of catch up with checking in - being closed for Christmas and New Year's keeps us busier than usual!

There are a few things happening in the Circulation Department. We finally received the second new credit card machine. There is a new law that states that you must have a "Chip" reader, not just "swipes". So we have purchased two new credit card machines with the Chip reader. Instead of having the machine on the back desk, we will have the two new machines on the front desk so that the credit card never needs to leave the patron's possession. I think patrons will appreciate that.

The next change is that we are getting ready to answer the phone more at the front desk. The phone company is scheduled to come in early February to re-program the phones so that when the receptionist is unavailable, and the caller has a question for the Circulation staff, their call will be forwarded to the front desk. A computer will also be installed by the phone for staff to use when they are answering a call.

Ann Stovall and I attended a Mobile Circ webinar. Mobile Circ is like "Circulation Lite". You can check out and register new patrons, but there is no capability for adding charges or paying bills. Ann has ordered an I-pad, a mini scanner and small printer that we will use. Mobile Circ will allow us to go outside the building - to schools, events and fairs, as well as manage inventory and even check patrons out in places around the library other than the Checkout Desk.

We have had quite a bit of illness and injury in the department, but as always, the wonderful staff pitch in to help out to cover all the holes in the schedule.

Meetings and Workshops Attended:

- Jan. 7 Ann Stovall
- Jan 7 One on One with Jamie
- Jan. 11 One on One with Jamie
- Jan. 12 Department Heads
- Jan 19 Ann Stovall
- Jan, 20 Circ Advisory RAILS
- Jan. 20 Circ. Mentor Meeting RAILS
- Jan. 21 Leadership Meeting
- Jan. 25 Leadership for Women Webinar (archived)
- Jan. 26 One on One with Nadine Lipowski
- Jan. 26 Mobile Circ. Webinar
- Jan. 26 Department Heads
- Jan. 27 Leadership for Women Webinar pt 2
- Jan 28 Circ. Mentor Meeting RAILS

Debbie Sheehan
Head of Circulation Services

Circ Stats											
Month	2005 2006	2006 2007	2007 2008	2008 2009	2009 2010	2010 2011	2011 2012	2012 2013	2013 2014	2014 2015	2015 2016
July	68,182	69,450	70,056	79,189	84,907	84,936	86,301	87,216	87,602	80,022	75,425
Aug.	66,665	67,898	64,625	72,584	80,592	77,314	84,118	80,915	77,621	72,824	67,971
Sept.	55,283	53,975	55,798	62,798	69,066	71,475	70,089	67,864	65,873	64,241	57,006
Oct.	55,646	58,620	63,670	66,511	75,131	42,400	71,702	74,123	70,857	65,894	60,141
Nov.	55,000	55,020	59,559	66,395	71,373	53,470	67,626	71,019	68,912	64,203	59,906
Dec.	46,961	50,059	51,403	59,953	64,351	67,699	67,864	66,499	62,642	62,656	56,512
Jan.	60,336	60,832	64,730	72,058	76,341	77,035	74,604	78,554	71,590	69,608	64,231
Feb.	57,337	54,435	62,086	69,661	71,385	69,341	73,132	70,512	65,225	60,286	
Mar.	67,087	65,230	70,477	80,579	81,058	83,103	79,502	78,612	74,816	64,857	
Apr.	55,281	57,505	64,763	73,007	72,010	68,953	73,470	71,161	68,376	71,904	*
May	54,656	54,410	62,724	68,994	67,337	72,416	69,927	67,429	61,687	62,018	
June	69,165	67,386	74,029	84,888	87,748	87,635	83,339	79,392	74,986	71,702	
Renewals through the webpack not included before				1,284							
				Electronic Circulation	3,852						
Yearly											
Total	711,599	714,820	763,920	857,901	905,151	855,777	901,674	893,296	850,187	810,215	441,192
*Missing data--used an average number to get a total											
Indicates highest number for that month											
Indicates library was closed partial months for construction											

TECHNICAL & TECHNOLOGY SERVICES BOARD REPORT January 2016

Technical Services

New Vendor- April has set-up electronic ordering with the materials vendor Ingram. Having an additional vendor to purchase from not only gives the selectors another way to search for materials but also gives us competitive buying power and inventory options. Ingram is known for selling console games and having a larger DVD and music CD stock selection.

Technology Services

- Public Catalogs- When someone uses the catalog they often close the browser when they are done, leaving the computer displaying the catalog icon on the desktop. Brett researched and installed a solution that would automatically re-launch the web browser catalog interface after a short length of time so that the catalog is inviting and ready for the next user.
- Media Conversion Devices- Soon members will be able to checkout additional devices for capturing and converting older formats to digital. A film converter was purchased to complement our popular digital slide converter. It is used to capture picture stills of negative film such as 8MM. The old VHS to digital converter used in the library will be reprocessed for circulation because it was replaced with a machine that converts VHS directly to DVD. A donated album to MP3 audio converter will be added to complement our audio cassette to MP3 converter. By providing these devices we empower patrons to not only use technology but to discover and capture memories that might have been forgotten or lost.
- AARP Support- Brett worked with the AARP volunteers to make sure our laptops had the latest software and security updates for the upcoming tax season.
- MobileCirc- A new iPad and Bluetooth printer and barcode scanner was purchased in preparation for SWAN to configure it at a mobile circulation workshop on February 25. MobileCirc performs most of the crucial functions (checkout & issuing library cards) as the desktop circulation software but gives us the flexibility to perform these functions anywhere there is wireless access.

3D Printing

- Received 11 print requests and all of them were successfully printed.
- Most interesting object printed: a bridge for a model train, a magazine holder, parts of an action figure.

Wi-Fi Usage - 5,118 Wi-Fi connections and 4,348 of those were from patrons using their own device.

Programs & Classes

- January we offered five classes and two drop-ins with a total attendance of 66.

<u>Day/Time</u>	<u>Class/Program</u>	<u>Instructor/Presenter</u>	<u>Attendance</u>
Tues. Jan. 12, 6 p.m.	Intro to Excel Part 1	Ron	8
Wed. Jan. 13, 10 a.m.	Intro to Computers & Internet	Sandi	14
Thurs. Jan. 14, 6 p.m.	Twitter 101	Jez	8
Tues. Jan. 19, 2-4 p.m.	Lobby Drop-in: 3D Printer	Brett	8
Wed. Jan. 20 10 a.m.	Intro to Computes & Internet P2	Sandi	12
Tues. Jan 26 7 p.m.	Excel Drop-in	Ron	4
Sat. Jan 30, 10 a.m.	Windows 10	Microsoft Store	12

Continuing Education

- Sirsi/Dynix Webinar on MobilCirc
- Sirsi/Dynix Webinar on Bluecloud Analytics
- IPPL Leadership meeting
- Workshop User Interviews 101 presented by Gemma Petrie, User Experience Researcher at Mozilla

Meetings

- Jan. 6, 13, 20, 27- One-on-ones with Brett
- Jan 6, 22 27- One-on-ones with Jamie
- Jan 7, 14- One-on-ones with Dave.
- Jan. 12 & 26 – Department Head Meeting
- Jan. 13- Met with Jennifer regarding style and design of database pages on new site.
- Jan. 15- Meeting with Jamie, Shirley and the Computer Help Desk staff to discuss staffing reorganization
- Jan. 15- Phone meeting with Kate Boyle to discuss high demand holds and yearly reports.
- Jan. 18- Meeting with Jamie, Dave and Brett to discuss department staffing changes.
- Jan. 18- Met with Brett and Laura to discuss planned power outage.
- Jan. 22- Met with Jez to discuss access to trade comic ebooks.

I also worked the Adult Ask Us Desk for a shift on January 20.

Ann M. Stovall, Head of Technical & Computer Services, February 11, 2016

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**Youth Services
Monthly Report to the Board
January 2016**

Programs

In January, we presented 40 programs and served 691 people through events.

We started the winter session of our regular weekly storytimes, such as Baby Brilliance, Talented Toddlers, Junior Genius, and Fantastic Families, FrISK and DIYT.

Our newest weekly program called Super Siblings, is off to a good start, bringing in 13-22 kids each week for stories and rhymes for siblings 0-36 months old.

Discovery! Is back this session, but is bringing in significantly lower attendance numbers, not even 20 participants. We will reevaluate our schedule to determine if it is the season, the time slot, or other scheduling conflicts that are keeping families away.

This month we hosted our very first Hindi storytime. Natalie Williams and Kuldeep Kaur presented bilingual stories and rhymes to 17 guests.

Tyler ran several very successful teen events this month; a FIFA gaming tournament bringing in 22 teens, FASFA workshop bringing in 13 teens, and an ACT Essay Writing workshop bringing in 11 teens, to name a few.

(Supporting Strategic Plan: 2.3 The library provides opportunities for learning, exploration, creativity and enjoyment. 5.1)

Partnerships

On January 11, Jane Hartney presented the monthly storytime at Chick-fil-a. Nineteen children attended the event.

On January 12, 25 guests joined Katie Salo and the DuPage Children's Museum for Play to Learn.

Tyler Works visited two after school coding clubs in January, one at Mark DeLay Elementary School and the other at Hinsdale South High School. He led a short class about robotics and coding at the elementary school using Lego WeDo. At the high school, he demonstrated the instructional coding resources available through Lynda.com. Tyler will be visiting the elementary school coding club again in the April.

On January 29, Natalie Williams and Judy Cochran presented a storytime and provided a K&T tour for 50 kindergarteners and their teachers from Anne M. Jeans Elementary School.

(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.)

WouldShop™

The WouldShop theme at the beginning of January continued from December with paper folding and snowflakes, however new activity options were introduced. Mid-month, Heather Forster Jensen and Mary Kay Ernst collaborated to switch the theme to building and structures. Heather contributed the design of the bulletin board, as well as a 50 cup building challenge, and she created building squares out of cardboard to use as two of the activities.

Displays and Bookmarks

Heather Forster Jensen re-launched the revamped mid-kid bookmarks with their new design from LibraryAware. In addition to the content already existing for the humor, adventure, historical fiction, and mystery genres, she created a fantasy bookmark as well.

Heather also created two book displays in January, including a Martin Luther King, Jr. and Civil Rights theme for the beginning of the month (providing age appropriate materials for both the mid-kid and early literacy displays). The book displays were switched for the second half of the month to highlight winners of the 2016 ALSC Awards, as well as books features by the NY Times.

Seed Library

Although the Seed Library is currently quiet, we are preparing to add seeds and "reopen" for spring.

Number of Checkouts: 2

Number of Seed Packets Checked Out: 2

Number of Donations: 1 large donation of rose colored pumpkin seeds

(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.)

Trainings

DATE	TRAINING DESCRIPTION	LOCATION	STAFF
4-Jan	LEGO WeDO - Natalie lead training for Algonquin Library Staff	IPPL	Natalie Williams
6-Jan	Sirsi Webinar on Mobile Circ	IPPL	Natalie Williams, Mary Kay Ernst
20-Jan	ATLAS Academy Session 2: Libraries as the Third Space	Tinley Park Public Library	Heather Jensen
20-Jan	Leadership Workshop for Women	IPPL	Katie Salo
21-Jan	Lynda.com Writing for the Web	IPPL	Katie Salo
26-Jan	Tumblebooks Tutorial - Katie instructed Adult Services	IPPL	Katie Salo
28-Jan	User Interview Workshop	Skokie Library	Tyler Works
28-Jan	Webinar Library Transformation: connecting school and home	Home	Monica Dzierzbicki

(Supporting Strategic Plan: 4.1 The library provides a collaborative, supportive workplace and staff are confident in their ability to serve guests.)

Grants

We have learned that we have received the YALSA (Young Adult Library Service Association) Teen Summer Intern Grant! Tyler Works and Natalie Williams will begin working in April to hire a teen summer intern.

Staff Changes

Natalie Williams and Tyler Works have been investing a lot of time interviewing potential candidates for the open Page position and the Teen Librarian position. They have conducted 15 interviews and selected two applicants. The new Youth Services Page is Sam Perez, who will begin work in February and the new Teen Librarian in Heidi Benedict, who will begin work in March.

Pages

Tyler Works is working with the Youth Services Pages to develop procedures for changing item statuses and locations. They are getting more comfortable with using WorkFlows, and are expected to be able to complete this tasks independently soon.

STATISTICS FOR	Jan-16	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
<u>Circulation</u>					
Adult	37,173	41,834	251,506	285,000	-11.75%
Teen	2,828	3,237	20,530	26,412	-22.27%
Kids	19,907	19,929	138,579	142,022	-2.42%
TOTAL	59,908	65,000	410,615	453,434	-9.44%
Electronic Circulation	4,323	4,608	30,577	26,014	17.54%
GRAND TOTAL CIRC.	64,231	69,608	441,192	479,448	-7.98%
% Reciprocal Borrowing	13%	14%	14%	14%	
Patron Visits	32,699	33,667	251,468	260,660	-3.53%
<u>Current Cards</u>					
Resident	207	176	21,384	22,535	-5.11%
Non-Resident	101	74	939	885	6.10%
TOTAL	308	250	22,323	23,420	-4.68%
Non-Resident Households	50	35	512	452	13.27%
<u>Patron Assistance</u>					
Adult - Reference	2,983	3,442	22,013	21,848	0.76%
Kids - Reference	1,463	1,371	9,735	9,079	7.23%
TOTAL REFERENCE	4,446	4,813	31,748	30,927	2.65%
Adult - Other	1,722	2,192	13,189	13,820	-4.57%
Kids - Other	1,729	1,459	12,876	10,903	18.10%
TOTAL OTHER	3,451	3,651	26,065	24,723	5.43%
GRAND TOTAL ASST.	7,897	8,464	57,813	55,650	3.89%
<u>ILL/Reserves</u>					
Holds	8,621	8,744	54,456	56,050	-2.84%
ILLs Sent	4,453	4,944	24,554	30,917	-20.58%
ILLs Checked Out	3,708	5,446	29,882	34,470	-13.31%
ILLs Received	4,153	5,902	31,623	37,586	-15.86%
<u>Programs - Adult</u>					
# Programs	10	6	60	43	39.53%
Attendance	268	213	1,391	1,159	20.02%
<u>Technology Classes</u>					
# Programs	9	6	47	71	-33.80%
Attendance	81	49	510	665	-23.31%
<u>Individual Technology Training</u>					
# of Patrons	128	126	578	791	-26.93%
<u>Groups</u>					
# Programs	16	15	85	88	-3.41%
Attendance	155	170	854	958	-10.86%
<u>Others</u>					
#Programs	1	1	8	6	33.33%
Attendance	8	140	241	338	-28.70%
<u>Programs - Teen</u>					
# Programs	7	8	52	48	8.33%
Attendance	81	99	759	771	-1.56%
<u>Programs - Kids</u>					
# Programs	30	46	171	224	-23.66%
Attendance	610	819	5,056	5,980	-15.45%
GRAND TOTAL ATT.	1,331	1,616	9,389	10,662	-11.94%

STATISTICS FOR	Jan-16	SAME MONTH PREV. YEAR	FYTD	LAST FYTD	FYTD % CHANGE
Computers -					
Patron Use					
Adult Computers	3,339	3,524	26,546	25,562	3.85%
Kids Computers	1,276	1,435	10,623	11,497	-7.60%
Teen Laptop	131	225	1,446	2,015	-28.24%
Adult Laptop	202	235	1,431	2,014	-28.95%
TOTAL PATRON USE	4,948	5,419	40,046	41,088	-2.54%
Hours Used					
Adult Computers	2,400	2,332	18,315	17,906	2.28%
Kids Computers	849	906	7,061	6,791	3.98%
Teen Laptop	183	367	1,851	3,602	-48.61%
Adult Laptop	397	237	2,203	3,986	-44.73%
TOTAL HOURS USED	3,829	3,842	29,430	32,285	-8.84%
IPPL Total Web Site Access	28,839	32,053	197,081	188,570	4.51%
IPPL Total Page Views	62,158	61,278	394,345	362,812	8.69%
Subscription Database Logins	2,427	3,195	18,496	19,373	-4.53%
Outreach-Homebound					
Items Delivered	144	169	1,066	853	24.97%
Volunteers					
Number Active	50	48			
Hours Worked	310.25	232.25	3,405.50	2,621	29.93%
Staff Training Hours	75	137.50	479.25	934	-48.69%
Room Use					
Youth Room	24	33	195	160	21.88%
Meeting Room					
Library	36	36	238	283	-15.90%
Non-Library	10		61		
Conference Rooms	282		1,555		
Lobby Programs	5	8	34	26	30.77%
Board Room					
Library	21	17	117	126	-7.14%
Non-Library	25		151		
Clavinova	0	0	6	1	500.00%

MATERIALS COLLECTION TOTALS FOR PHYSICAL FORMATS - JANUARY 2016 53

BOOKS	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Discarded
ADULT								
Reference	1197	2	4	1195	47	90	49	94
Non-Fiction	51520	286	149	51657	1941	2607	2227	2756
Fiction	38434	284	684	38034	2431	2389	2715	3073
ADULT TOTALS	91151	572	837	90886	4419	5086	4991	5923
KIDS								
Reference	21	0	0	21	0	0	0	0
Non-Fiction	16307	34	5	16336	377	264	411	269
Fiction	29825	132	98	29859	1460	314	1592	412
KIDS TOTALS	46153	166	103	46216	1837	578	2003	681
TEEN								
Non-Fiction	733	11	0	744	52	6	63	6
Fiction	3594	41	61	3574	330	815	371	876
TEEN TOTALS	4327	52	61	4318	382	821	434	882
BOOK TOTALS	141631	790	1001	141420	6638	6485	7428	7486

AUDIOVISUAL	Previous Month Totals	Added Items	Discarded Items	Current Totals	Prev. Mo. YTD		YEAR TO DATE	
					A	W	Added	Discarded
ADULT								
Audio Books on CD	5829	42	4	5867	321	59	363	63
Music CD	10314	57	6	10365	193	36	250	42
Playaway	373	0	1	372	2	7	2	8
DVDs (DVD & Blu-ray)	18928	210	13	19125	867	239	1077	252
CD-ROMs	150	0	1	149	0	9	0	10
ADULT TOTALS	35594	309	25	35878	1383	350	1692	375
KIDS								
Audio Books	690	1	0	691	26	73	27	73
Childrens Music CD	931	0	2	929	22	7	22	9
Junior Music CD	177	0	0	177	2	24	2	24
Playaway	83	0	0	83	5	0	5	0
DVDs (DVD & Blu-ray)	5691	40	7	5724	231	123	271	130
KIDS TOTALS	7572	41	9	7604	286	227	327	236
TEEN								
Audio Books on CD	251	2	0	253	25	54	27	54
Playaway	70	0	0	70	0	0	0	0
DVDs (DVD & Blu-ray)	653	1	0	654	64	89	65	89
CONSOLE GAMES	524	14	2	536	110	50	124	52
PC-GAMES	59	0	0	59	0	0	0	0
TEEN TOTALS	1557	17	2	1572	199	193	216	195
AUDIOVISUAL TOTALS	44723	367	36	45054	1868	770	2235	806
COLLECTION TOTALS	186354	1157	1037	186474	8506	7255	9663	8292

MATERIALS COLLECTION TOTALS FOR ELECTRONIC FORMATS- JANUARY 2016

BOOKS	Previous Month Totals	Montly Update		Current Totals	Prev. Mo. YTD		YTD	
		Items			A	W	Added	Discards
Hoopla (Yearly for all ages)	12,928			12,928				
Reference (Yearly for all ages)	549			549				
eRead Illinois (Monthly for all ages)	23897	428	495	23830	3143	0	3571	495
TOTALS FOR ALL AGES	37,374	428		37,307	3143	0	3571	495
ADULT								
Non-Fiction								
eMedia (Overdrive Consortium)	2,215	12		2,227	55	0	67	0
eMedia (Overdrive Advantage)	631	7		638	40	0	47	0
Fiction								
eMedia (Overdrive Consortium)	8,980	66		9,046	306	0	372	0
eMedia (Overdrive Advantage)	2,243	31		2,274	255	0	286	0
ADULT TOTALS	14,069	116		14,185	656	0	772	0
KIDS								
Non-Fiction								
eMedia (Overdrive Consortium)	73	1		74			1	
eMedia (Overdrive Advantage)	6	0		6			0	
Fiction								
eMedia (Overdrive Consortium)	1,194	24		1,218	54	0	78	0
eMedia (Overdrive Advantage)	141	1		142	1	0	2	
KIDS TOTALS	1,414	26		1,440	55	0	81	0
TEEN								
Non-Fiction								
eMedia (Overdrive Consortium)	68	4		72	1		5	
eMedia (Overdrive Advantage)	10	0		10			0	
Fiction								
eMedia (Overdrive Consortium)	1,984	35		2,019	92	0	127	0
eMedia (Overdrive Advantage)	350	5		355	19	0	24	
TEEN TOTALS	2,412	44		2,456	112	0	156	0
BOOK TOTALS	55,269	614		55,388	3966	0	4,580	495

AUDIOVISUAL	Previous Month Totals	Added Items	Current Totals	Prev. Mo. YTD		YTD	
				A	W	Added	Discarded
Hoopla (Yearly for all ages)							
Audio Books	16,978		16,978				
Music	255,428		255,428				
Movies/TV	17,497		17,497				
eRead Illinois Audio Books	2,911	650	3,561	1168	0	1818	0
Yearly Total for All Ages	292,814	650	293,464	1168	0	1818	0
ADULT							
Audio Books							
eMedia (Overdrive Consortium)	3,507	11	3,518	22		33	0
eMedia Advantage (Overdrive)	371	9	380	42		51	0
Movies							
Preloaded Roku Titles	454	19	473	74		93	
ADULT TOTALS	4,332	39	4,371	138	0	177	0
KIDS							
Audio Books							
eMedia Library (Overdrive)	225	2	227	6		8	
eMedia Advantage (Overdrive)	1	0	1				
Movies							
Preloaded Roku Titles	76	4	80	18		22	
KIDS TOTALS	302	6	308	24	0	30	0
TEEN							
Audio Books							
eMedia Library (Overdrive)	449	2	451	11		13	0
eMedia Advantage (Overdrive)	12	0	12	1		1	0
TEEN TOTALS	461		463	0	0	14	0
AUDIOVISUAL TOTAL	297,909	695	298,606	1330	0	2039	0
COLLECTION TOTALS	353,178	1,309	353,994	5296	0	6,619	495

ILA Library Trustee Forum, February 13, 2016

Discussion: Freedom of Information Act.

Julie Tappendorf spoke at length. She emphasized that the library has the burden to prove that records are not open. Act was amended in 2010 to include electronic email. Courts are taking broad view on social media, including text messages (applicable Champaign case).

Section 3.5 requires library to have FOIA officer/person and to disclose certain information as we have done. You might want to call out commercial requests, recurrent requests, which follow slightly different procedures.

Discussion: Open Meetings Act.

Julie Tappendorf again spoke at length. Reminded Trustees that OMA is a criminal statute. Reminded Trustees to be careful not to accidentally fall into a meeting which could violate OMA (e.g., many and multiple emails could accidentally trigger a OMA). Social meeting interactions and communications may also be considered meetings subject to the OMA. PAC says you cannot deny any person the opportunity to speak at a meeting for failure to discuss address, but may limit discussion to 3 minutes per person. Public must be able to access library meeting site while meeting is in progress.

Discussion: Library Lobbyist Derek Blaida.

Provided guidance on grants (yes to per capital grant due to collection of fees, live-n-learn program), sale/consumption of alcohol, AED grant (initial purchase included in bill), encouraged writing non-form letters to Illinois representatives

Still no budget despite \$7 billion unpaid bills. Stalemate unlikely to end unless governor separates budget from other issues (e.g., worker compensation reform, property tax freeze, redistricting, term limits).

Discussion: Library Lawyer Roger Ritzman.

Cannot spend public funds to advocate a referendum position, use public funds for education purposes only. Hiring and firing decisions: Define clear line of roles and responsibilities between Board and management. Accidents, etc: Duty of due care that library has to patrons. Provided handout on when library should advertise for competitive bids.

Materials to be distributed: Presentations of FOIA and OMA.

Chamber Report

The Indian Prairie Public Library, Darien Chamber of Commerce, and Willowbrook/Burr Ridge Chamber of Commerce and Industry will host their second annual Teen Job Fair on Saturday, April 9, from 1 to 3:30 p.m. at the library. The fair is for teens seeking employment, internships, and/or volunteer opportunities.

We are currently soliciting local businesses to participate. Both chambers are sending information to their membership, and the library is contacting non-chamber businesses in the area. We have already doubled the number of employers from last year's event, and hope to add more before the April 5 deadline. Businesses can fill out the online form at jobfair.ippl.info if they are interested in participating. Forms must be filled out by Monday, Feb. 29 to be included in all event promotions. There is no fee to participate, but space is limited so tables are first come, first served.

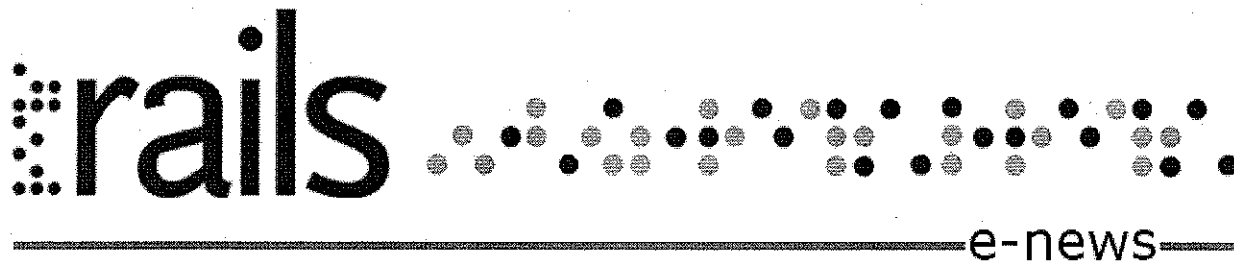
To promote the event, I attended the Darien Chamber of Commerce's Excellence Awards and State of the Chamber Luncheon at Chuck's Southern Comforts Café on Jan. 26, and was given the opportunity to speak to the group. I sat at a table with Clare Bongiovanni, President/CEO of the Darien Chamber; Corrine Ganiec, Chair of the Chamber Board and Assistant Vice President at First Merchants Bank; Thomas Papais, Immediate Past Chair of the Chamber Board and President/Owner of Rose Landscape Design; James Burke, Vice Chair of the Chamber Board and a financial advisor at Edward Jones; and Nick Darien from the Darien VFW. I also talked to Tim Keenan, Marketing Director from Chuck's Southern Comforts Café; Kate Sullivan, Publisher of the Darien Neighbors Magazine; Savio Viglielmo of C&S Sales Promotions; and Carol Kempf of Legal Shield.

Marianne Ryan, Marketing Coordinator
Feb. 11, 2016

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News from the Reaching Across Illinois Library System.

**RAILS Annual Report Now Online**

Visit the RAILS website for a review of our [2015 calendar year highlights](#). You will also learn more about the programs/services that RAILS continues to offer all member libraries (academic, public, school, and special). A print version of the report is available as well. If you have any questions, contact [Mary Witt](#), RAILS Communications Director.

Required Delivery Count February 15 – 19

All RAILS members are required to count all outgoing items being picked up for delivery between Monday, February 15, and Friday, February 19. See this [delivery count form](#) and [instructions and more information](#).

Access to Skillsoft Courses Continues

RAILS is pleased to continue supporting [free access to Skillsoft online courses](#) for all Illinois library staff. (Access to the courses was originally provided through the Illinois State Library.) Course topics include customer service, budgets, leadership, and change to name just a few. There are also short tutorial videos to strengthen technology skills.

Book Published on Soon To Be Famous Project

[How to Launch an Author Awards Program at Your Library](#), a book about the [Soon to Be Famous Illinois Author Project](#), is hot off the presses! The book is written by the founding members of the project and tells how to run a successful author awards program. It also highlights the new leadership role that library staff are playing in self-publishing. RAILS was among the sponsoring organizations for this project that earned a [John Cotton Dana Award](#) in 2015.

Save the Date for Next RAILS Member Update

Mark your calendar for the next RAILS Member Update on Thursday, March 24, from 10 a.m. - noon. Join us in person at Burr Ridge or at a scheduled videoconference location. See [L2 for registration and more information](#).

Webinar on Coaching Skills for Library Supervisors February 29

Dr. Steve Albrecht will give you tips on how to get the best performance from your employees at every level, resulting in a thriving workplace culture. Tune in on Monday, February 29, from 10 – 11 a.m. Log into L2 for [more information/registration](#).

“Genealogy @ Your Reference Desk” Webinar March 1

This webinar, presented by Tina Beard on Tuesday, March 1, from 10:00 – 11:30 a.m., will provide you with the genealogy tools you need to assist your patrons. The presenter will emphasize the use of free genealogy websites, blogs, and tutorials. Log into L2, for [more information/registration](#).

February 3, 2016

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[Jobs](#)
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[February 26 RAILS Board Meeting](#)

[March 24 Member Update](#)

[All board and committee meetings](#)

Upcoming RAILS CE

[February 9 Creating Technology Proposals](#)

[February 11 Library Security](#)

[February 17 Generations](#)

[February 17 E-rate Filing Tips](#)

[February 18 Leadership](#)

[February 23 Technology Management](#)

[February 24 Keeping Patrons Safe](#)

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Webinar on Technology Management February 23

Carson Block will talk about managing technology and offer some strategies on how to make it an asset rather than a burden on Tuesday, February 23, from 1:30 – 3:00 p.m. Log into L2 for [registration/more information](#).

Other RAILS CE Opportunities:

[Creating Technology Proposals February 9](#)

[Library Safety and Security February 11](#)

["Generations: Can't We Get Along?" February 17](#)

[Webinar on E-rate Filing Tips February 17](#)

[George Needham on Leadership February 18](#)

["Keeping Patrons Safe" February 24](#)

Program on Job Descriptions February 19

The Management Association will tell you what you need to know about developing accurate job descriptions on Friday, February 19, from 9 a.m. - 1 p.m. at the Brimfield Public Library District. This workshop is sponsored by the [Rural Directors](#) networking group and is funded by a RAILS [networking/continuing education group grant](#). See [more information/registration](#).

RAILS Member Networking Event in Northbrook February 4

RAILS members from all types of libraries are invited to hear the latest RAILS news at the Wiss, Janney, Elstner Associates Library in Northbrook on [Thursday, February 4, from 2 - 4 p.m.](#) There will also be time to catch up with colleagues in the area.

RAILS Member Networking Event in Cherry Valley March 3

Attend this networking event at the Cherry Valley Public Library District on [Thursday, March 3, from 1 - 3 p.m.](#), to hear the latest RAILS news and network with colleagues. You will have the opportunity to meet Carolyn Coulter, the new PrairieCat LLSAP Services Manager, and also hear from the project team that created [Gail's Toolkit](#), a free online portal sponsored by RAILS.

RAILS Online Networking Event for Academic Library Staff February 10

There will be an online networking event for all RAILS academic library staff on [Wednesday, February 10, from 10 - 11 a.m.](#) In addition to hearing the latest RAILS news for academic libraries, participants can share their library news and network with colleagues virtually. Please register soon as this event is almost full.

RAILS Online Networking Event for School Library Staff February 10

On [Wednesday, February 10, from 2:30 - 3:30 p.m.](#), all RAILS school library staff will have the opportunity to hear the latest RAILS news of special interest to schools and to network with colleagues virtually. Please register soon as attendance is limited to 25 people.

Special Networking Lunch in East Peoria Prior to April 22 Board Meeting

Join RAILS staff and Board members at a lunch at the RAILS East Peoria service center on Friday, April 22, at 11:30 a.m. All library staff working in all types of libraries are invited to hear the latest RAILS news and to network with other attendees. You are also encouraged to stay for the 1 p.m. RAILS Board meeting at East Peoria. See [more information/registration](#).

[March 1 Genealogy](#)

[E-rate Webinars](#)

RAILS Networking Events

[February 4 - Northbrook](#)

[March 3 - Cherry Valley](#)

[February 10 - Academic](#)

[February 10 - School](#)

[April 22 Networking Lunch in East Peoria](#)

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Connect with Talking Books

The [Illinois Talking Book Outreach Center's](#) reorganized website offers a section on BARD (Braille and Audio Reading Download), a service for patrons to download digital talking books to their computers/mobile devices. The [BARD section](#) includes links to download the BARD mobile apps and to search the catalog of more than 70,000 audio and braille books, as well as instructions and tutorials. If you have questions about this service for patrons who cannot read standard print, contact info@illinoistalkingbooks.org or call 800.426.0709.

Carolyn Anthony Named an Illinois Library Luminary

Congratulations to Carolyn Anthony, Director of Skokie Public Library, on being named a [Library Luminary](#) by the Illinois Library Association (ILA). Anthony is a past president of the Public Library Association (PLA) and ILA. Congratulations to Carolyn on receiving this distinguished honor!

Discount Available for Computers in Libraries 2016 Conference

Information Today, Inc. is offering a discount to ILLINET members (includes all RAILS members) for the Computers in Libraries Conference at the Washington Hilton in Washington, D.C., on March 8 - 10. See the [full schedule](#). [Register online](#) to attend at the discounted rate. For more information, contact [Jill Heffernan](#).

RAILS Library Director News

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

Member News

The following include items posted to the [Library News](#) section of the RAILS website and other articles featured in the media. (All RAILS members are welcome to post their news to the [Library News](#) section.)

[Galena Public Library Holds LitFest](#)

[Jagman and Swanson Earn ACRL Award](#)

[East Dundee Contributes \\$10,000 to Library District](#)

[East Dundee to Reimburse Library Eligible TIF Funds](#)

[Dundee Discusses Proposed West Side Library](#)

[Round Lake Area Library Seeking Strategic Plan Consultant](#)

[Round Lake Area Library Seeking Statements of Qualifications from Architectural Firms](#)

[Longer Hours at Arlington Heights Memorial Library](#)

[Shakespeare Collection at Lake County Discovery Museum](#)

[Renovation of Naperville's Nichols Library to Start in April](#)

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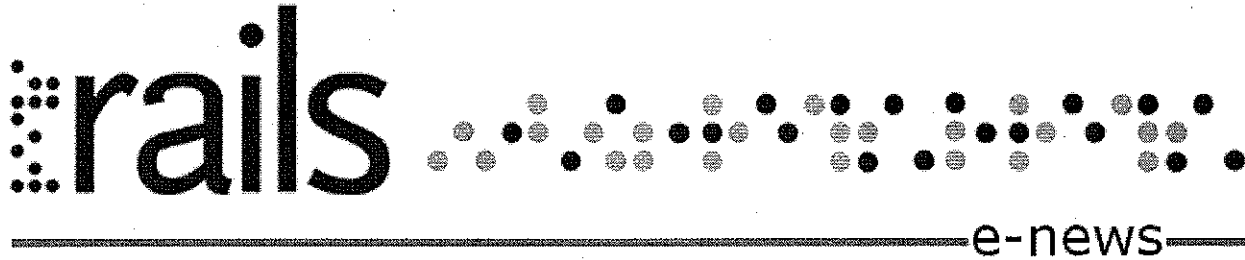
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News from the Reaching Across Illinois Library System.



Required Delivery Count February 15 – 19

The next quarterly delivery count will take place the week of February 15 - 19. It is important that all RAILS members count all outgoing items being picked up for delivery between Monday, February 15, and Friday, February 19. See this [delivery count form](#) and [instructions/more information](#).

Advocate for Full FY2016 Library Funding at Legislative Meet-ups

The Illinois Library Association is sponsoring five [legislative meet-ups](#) in February. This is your chance to talk with legislators about important library issues, such as the need for full state funding for libraries and library systems. [Register here](#).

RAILS Online Annual Report

Would you like to know more about what RAILS has been up to in the past year as well as the programs/services we offer for member libraries of all types? See our [2015 calendar year highlights](#). If you would like to print a copy for your board, staff, etc., see the link to a PDF version in the upper left corner. Questions or comments? Contact [Mary Witt](#), RAILS Communications Director.

Certification & Interlibrary Loan (ILL) Traffic Survey Reminder

All RAILS libraries must complete the annual online certification form available on the [Illinois State Library's certification website](#) to certify that they are meeting system membership requirements. Before completing the form, all libraries are required to complete the annual [Interlibrary Loan \(ILL\) Traffic Survey](#) that covers July 1, 2014 – June 30, 2015 (a new certification requirement this year).

All RAILS libraries must complete the ILL survey and certification form by Thursday, March 31, to remain eligible for system services. Contact the RAILS certification team with questions at certification@railslibraries.info or 630.734.5160.

Webinar Series on Finance for Librarians Begins March 10

This three-part series will talk about theory and best practices on budgets, internal controls, financial and strategic planning, leadership, and more. The webinars will be held on Thursday, March 10, March 17, and March 24, from 9:30 – 11:00 a.m. Attendees should plan to attend all sessions. Log into L2 for [more information/registration](#).

Webinar on Coaching Skills for Library Supervisors February 29

Dr. Steve Albrecht will give you tips on how to get the best performance from your employees at every level, resulting in a thriving workplace culture. Tune in on Monday, February 29, from 10 – 11 a.m. Log into L2 for [more information/registration](#).

February 10, 2016

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[February 26 RAILS Board Meeting](#)

[March 24 Member Update](#)

[All board and committee meetings](#)

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[February 17 Generations](#)

[February 17 E-rate Filing Tips](#)

[February 18 Leadership](#)

[February 23 Technology Management](#)

[February 24 Keeping Patrons Safe](#)

[February 29 Coaching Skills](#)

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This webinar, presented by Tina Beaird on Tuesday, March 1, from 10:00 – 11:30 a.m., will provide you with the genealogy tools you need to assist your patrons. The presenter will emphasize the use of free genealogy websites, blogs, and tutorials. Log into L2 for [more information/registration](#).

Other RAILS CE Opportunities:

[Library Safety and Security February 11](#)

["Generations: Can't We Get Along?" February 17](#)

[Webinar on E-rate Filing Tips February 17](#)

[George Needham on Leadership February 18](#)

[Technology Management February 23](#)

["Keeping Patrons Safe" February 24](#)

RAILS Member Networking Event in Cherry Valley March 3

All levels of staff at all RAILS libraries are invited to the Cherry Valley Public Library District on [Thursday, March 3, from 1 - 3 p.m.](#) You'll hear the latest RAILS news and have plenty of time to network with colleagues. You'll also meet Jane Lenser, the new director at Cherry Valley, and Carolyn Coulter, the new RAILS PrairieCat Services Manager, and hear from the project team that created [Gail's Toolkit](#), a free online portal sponsored by RAILS.

Special Networking Lunch in East Peoria Prior to April 22 Board Meeting

Join RAILS staff and Board members at a lunch at the RAILS East Peoria service center on Friday, April 22, at 11:30 a.m. All library staff working in all types of libraries are invited to hear the latest RAILS news and to network with other attendees. You are also encouraged to stay for the 1 p.m. RAILS Board meeting at East Peoria. See [more information/registration](#).

Finding Information on RAILS Libraries

You can find a wealth of information about all RAILS member libraries from the RAILS [Member Directory Search](#) page on our website. You can search by library name or a keyword from the library name, delivery code, name of shared catalog, library director's last name, county, and more. If you have questions, contact webmaster@railslibraries.info.

"Play with Purpose" Workshop with Jim Gill February 26

Jim Gill, author, musician, and child development specialist, will show you ways to share songs, music, and fun with both children and adults on Friday, February 26, from 9 a.m. - noon, at the American Legion Post in Bartonville. This workshop is sponsored by CIRCL, [Central Illinois Regional Children's Librarians](#), and is funded by a RAILS [networking/continuing education group grant](#). See [more information/registration](#).

Librarians Working Together Staff Development Day March 11

Library staff working in all departments are invited to attend a ["Better Patron Experience"](#) staff development day on Friday, March 11, at Faranda's Banquet Center in DeKalb, from 9 a.m. - 3 p.m. Training will center around technology, public services, and programming. Sponsored by the [Librarians Working Together](#) networking group, the cost is \$25. The program is partially funded by a RAILS [networking/continuing education group grant](#). See [more information/registration](#).

[March 10, 17, 24 Finance](#)

[E-rate Webinars](#)

RAILS Networking Events

[March 3 - Cherry Valley](#)

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Information Today, Inc. is offering a discount to ILLINET members (includes all RAILS members) for the Computers in Libraries Conference at the Washington Hilton in Washington, D.C., on March 8 - 10. See the [full schedule](#). [Register online](#) by February 12 to attend at the discounted rate. For more information, contact [Jill Heffernan](#).

Live and Learn Construction Grant

Applications for the FY2016 [Live and Learn Construction Grant Program](#) for public libraries are due by March 1. See [more information](#), including a [webinar](#) recording that tells you what you need to know. For more information, please contact [Mark Shaffer](#), [Pat Boze](#), or [Jay O'Dell](#).

Illinois Reads Launches on April 2

The 2016 Illinois Reads campaign [launches](#) on Saturday, April 2, at the Brown County Middle School, 504 East Main Street, Mt. Sterling, from 10:00 a.m. to 1:00 p.m. Invited guests include Secretary of State and State Librarian Jesse White and 36 Illinois authors and illustrators. See the [Illinois Reads website](#) for more information.

Membership Survey From Illinois Library Association

The Illinois Library Association (ILA) would like you to take an [ILA membership survey](#) - whether or not you are an ILA member. ILA wants to continue to remain a strong, vital organization that is responsive to your needs. Library colleagues are asked to take a few minutes to let ILA know why you are—or are not—an ILA member and answer a few membership questions.

Financial Education Library Grants

Applications are being accepted for Financial Education Library Grants from the [Illinois JumpStart Coalition](#). Recipients will receive a selection of print materials to establish a financial education library. All Illinois libraries are welcome to apply by March 4. See [more information](#).

"Storytelling Confabulation" April 29 - May 1

Northlands Storytelling Network, a community of storytellers and story listeners, is offering "Storytelling Confabulation" on April 29 - May 1, in Lake Geneva, Wisconsin. The event will include workshops, presentations, and discussions on storytelling. See [more information](#).

RAILS Library Director News

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

Member News

The following include items posted to the [Library News](#) section of the RAILS website and other articles featured in the media. (All RAILS members are welcome to post their news to the [Library News](#) section.)

[TED2016: Dream Conference Streaming Live at Fountaindale Public Library](#)

[Melissa Gardner Nominated for President-Elect of ILA](#)

[Glenside Public Library District Receives Grant for Science Kits](#)

[Stories from Thomas Ford Memorial Library](#)

[Book Prices Slam Community College Students](#)

Technical Services Furniture Proposal

For the last three years we have been developing a new position in Technology Services. It started as a part-time Technology Instructor, then became a full-time Technology Services Librarian and has now evolved into a Senior Technology Services Librarian supervising the Technology Services Desk (formerly known as the Computer Help Desk and part of Adult Services.) With the first two positions space was created in the Technical Services workroom for the person to work. However, with the staff from the Technology Services Desk being moved to the Technology Services Department we are in need of workroom space for the Technology Services staff as well as a desk for the supervisor in the workroom. The work room that is currently shared by Dave and Brett, our Technology Services Technicians, can be turned into the needed workroom space with the new supervisor using the desk currently used by Brett. (The supervisor will also be supervising Dave.) The nature of Brett's work as manager of our servers and computers allows him to move to the Technical Services workroom. (The data room is located in the basement in case you were wondering.)

However, our experience in placing the previous technology services staff in this workroom did not work very well with the current built-in desk arrangement. I reviewed this with the Building and Grounds Committee and their recommendation is that the space currently occupied by Brett and Dave be turned into the Technology Services workroom which will involve installing shelving, a counter and lockers and removing the built-in desks and lower cabinets in Technical Services and install office furniture.

I've received one quote so far for office furniture for four workstations at a cost of \$6,600.00. I will continue to get more quotes.

I am requesting the trustees approve spending up to \$6,600.00 for workstations for the Technical Services workroom from the Building Fund.

Acrylic Replacement for Exterior Signs

Our exterior signs were purchased from Parvin-Clauss and installed in 2008 for \$28,707. The upper half of the sign is made of acrylic with a vinyl coating that displays our name and logo in white letters on a red background. When the signs were purchased, the vinyl coating included a UV protectant additive. My notes from the sign purchase in 2008 said that we could expect fading in 5-7 years and we are at over 7 years since the installation and the signs are very faded.

I received three quotes for replacement acrylic:

Parvin- Clauss (Carol Stream)	\$4,085
Illumination Sign, Inc (Naperville)	\$4,360
Doyle Signs, Inc. (Addison)	\$3,960

All the above quotes would include a UV protectant in the vinyl coating.

I recommend that we use Doyle Signs for the replacement. In addition to the UV additive in the vinyl, there is also a clear matte UV laminate over the whole face included in the coat. This adds an extra layer of protection and gives us around 8-10 years before major fading occurs.

Please note: Going forward, we will maintain the signs better by rotating the acrylic faces at least twice a year to more evenly distribute the sun and fading.

Submitted by:



Laura Birmingham

New Business (k3) -
USER EXPERIENCE
(DISTRIBUTED AT MTG)

Strategic Plan 2015 - 2018

- ❖ Deliver an exceptional library user experience.
- ❖ User Experience philosophy and concepts are integrated into library practices.
- ❖ We ensure ease of access to library services

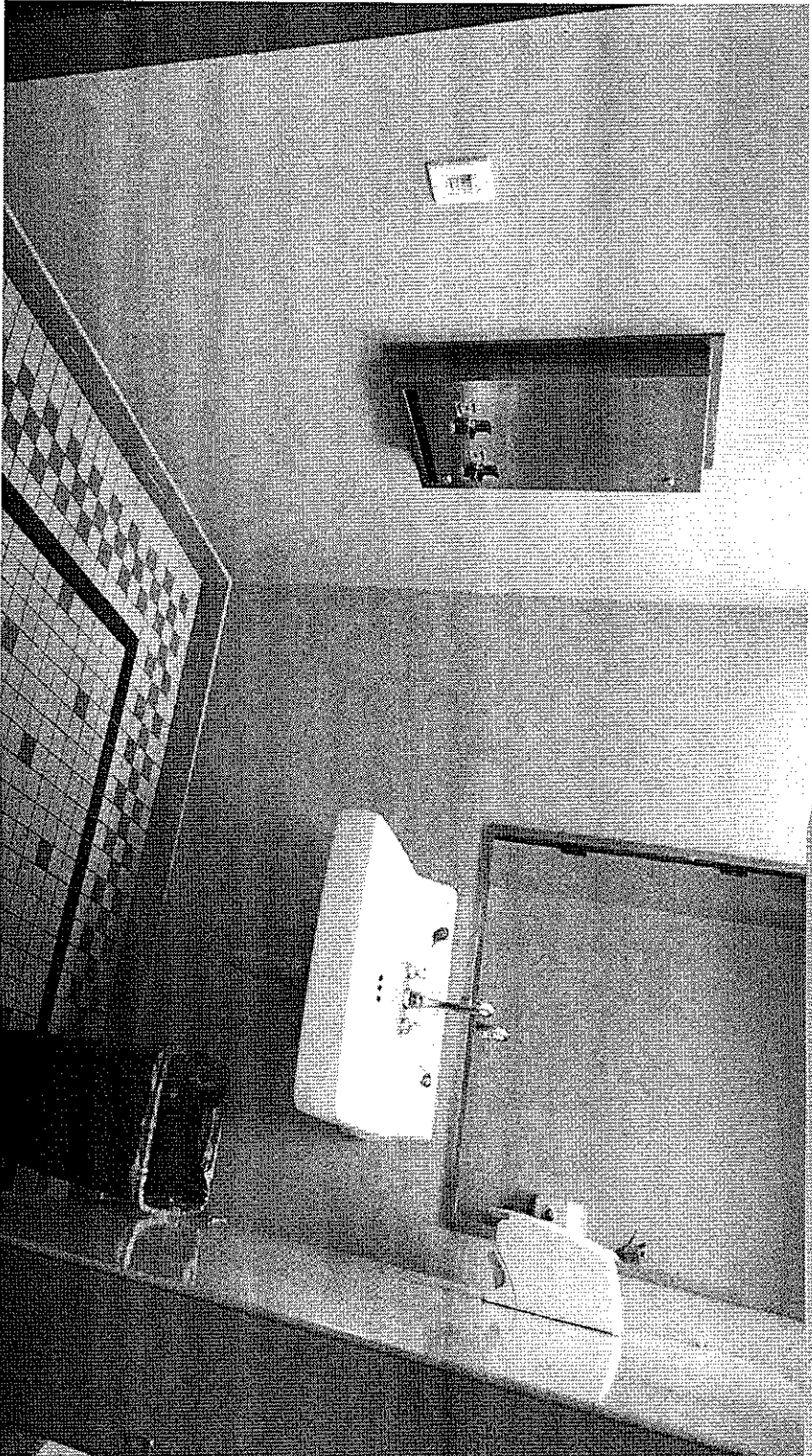
Trying to check out a CD



Convenient way to manage
your umbrella



No place to set anything down
except the floor!



ABT – the good and the bad

1. Their website wouldn't process the order - **Booi!**
2. Called and got a salesperson immediately who was very helpful. Told him we would pick up the TV on New Year's Eve. - **Yeah!**
3. Walked into ABT and a greeter directed us to the right location – **Yeah!**
4. Saw a sign prominently displayed that stated, “The answer is always yes to any reasonable request.” – **Yeah!**
5. Found out if you don't pick up your order in 3 days it gets cancelled!!! Had to wait for them to reprocess order, fortunately they still have our TV in stock – **Booi!**

The difference between customer service and user (customer) experience

- ❖ Customer service is one element of customer experience.
- ❖ Customer experience encompasses every **touchpoint** that someone may encounter when interacting with a company (library).

Library touchpoints

- ❖ Staff
 - ❖ Website
 - ❖ Catalog
 - ❖ Databases
 - ❖ Email
 - ❖ Telephone
 - ❖ Parking lot
 - ❖ Building
 - ❖ Signage
 - ❖ Furniture
 - ❖ Shelving
 - ❖ Materials
 - ❖ Programs/classes
 - ❖ Computers
 - ❖ Brochures
 - ❖ Newsletter
- ... and many more!

“The **customer experience** is the next competitive battleground.”

Jerry Gregoire, CIO, Dell Computers



DELL

#DeskQuote



Why should librarians care about designing a unique, memorable and differentiated user experience for their library?

* We want people to connect with something, be it a resource, space or person, that resolves their need with the least amount of friction.

* We want the experience to be great!

But...

- ❖ It could do more than just leave a community member feeling good about their visit to or interaction with the library.
- ❖ It could lead to more intensive engagement with the library or some positive word-of-mouth buzz in the community.

Useful, Usable, Desirable

“By designing your library with the user experience in mind, you have the potential to deepen the connection your library has with its community and make your library a place the people love to use.”

-Aaron Schmidt

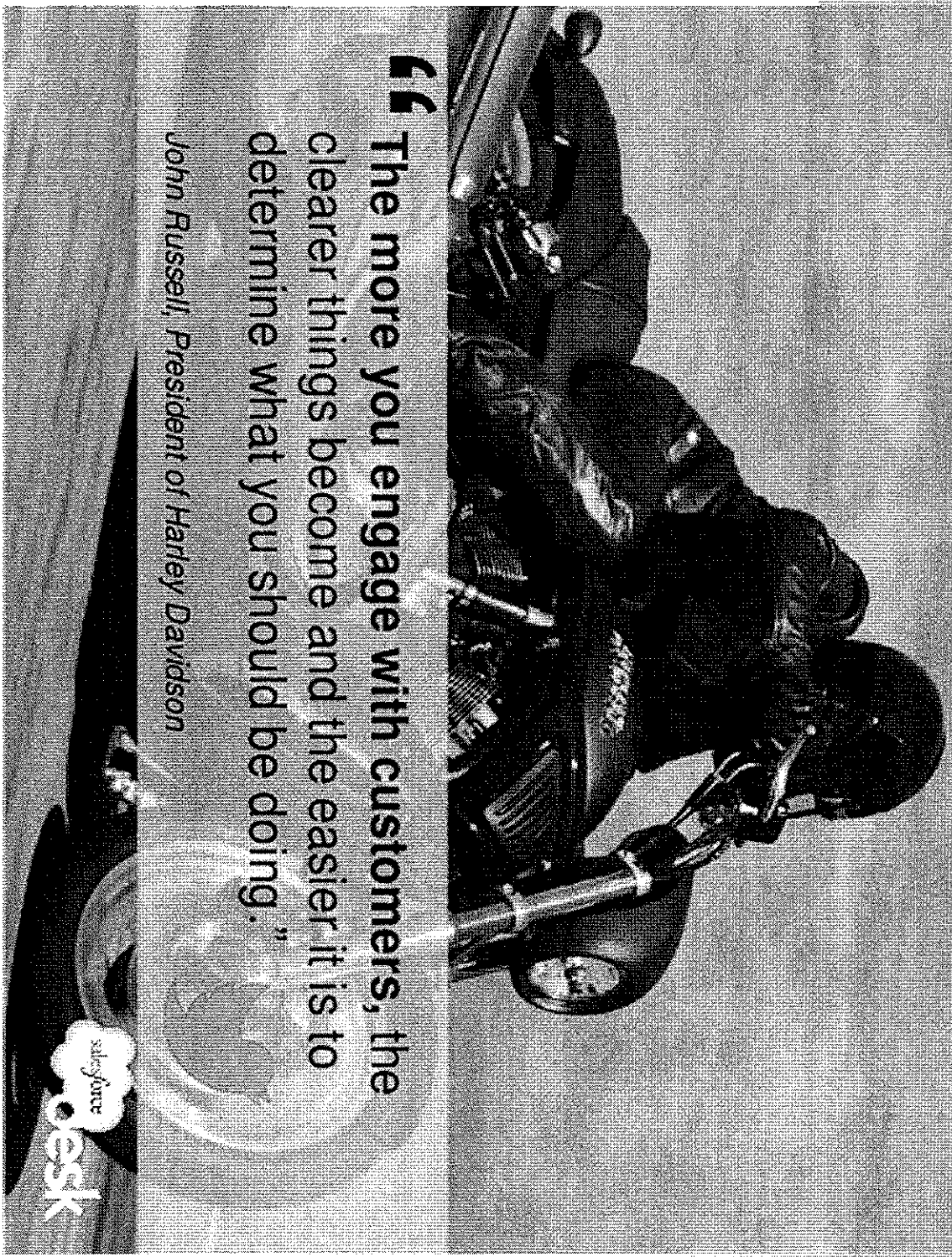
Principles of Library UX Design

** You Are Not Your User.*

We shouldn't design with ourselves in mind.

We should design with our users in mind.

(Remember – we're library insiders)



“ The more you engage with customers, the clearer things become and the easier it is to determine what you should be doing.”

John Russell, President of Harley Davidson

salesforce
desk

Principles of Library UX Design

* The User Is Not Broken

In today's world we shouldn't have to show our patrons how to use things in the library. If the user has to be taught something, that something is *broken*, not the user.

Principles of Library UX Design

* A Good User Experience Requires
Research

By learning about the lives, preferences, hopes and dreams of library members, and by learning more about how they use the library, we can adjust existing services and create better ones.

Principles of Library UX Design

* Building a Good User Experience
Requires Empathy

To create meaningful and engaging services that are easy to use, we need to shed our library perspectives and think like members.

(Walk in their shoes.)

Principles of Library UX Design

** A Good User Experience Must Be Easy
Before It Can Be Interesting*

For example if a website isn't easy to use, people won't use it no matter how many bells and whistles it has. The same is true for all library services.

Principles of Library UX Design

* Good User Design is Intentional

Design with intent means nothing is left to chance, or done “just because”.

Everything is designed the way it is for a specific reason.

Principles of Library UX Design

* Good User Experience is Holistic

Good UX design is more than providing excellent customer service. It considers all the **touchpoints** including how being at the library makes them feel and if they are able to accomplish their goals.

“ Do what you do so well that they will want to see it again and bring their friends.”

Walt Disney, Founder of Disney



#DeskQuote

salesforce
desk

The Magic of Setting in the Service Experience

- * Every detail of the settings counts towards creating that magical customer experience.
- * Your customer service experience setting will be **wherever your customers interact with your people and systems**. Every detail of the encounter sends a message to the customer. Live interactions, phone calls, emails, web sites, all your services speak to customers. What's the message you're sending? Does it say "we care about the customer"?

The Magic of Cast in the Service Experience

- * At Disney, all “Cast” Members (Employees at the Park) are friendly, approachable, and helpful without being condescending or mechanical.
- * At Disney, every team member knows, studies, and understands the behaviors, mannerisms, terms, and values that are specific to his or her job function.

The Magic of Action in the Service Experience

- * At Disney, team members are trained to look for **“combustion points”** where even finely tuned, positive customer experience processes break down, creating **negative customer experiences.**
- * Where are the combustion points at your organization and within your team? Which of your positive customer experience areas actually create negative experiences because of break downs, system failures, or poor performance by team members?

“ Customers *don't* expect you to be perfect. They **DO** expect you to fix things when they go wrong.”

Donald Porter, V.P. of British Airways



What does all of this mean?

Next step in our evolutionary process

- ❖ *Excellent customer service*
- ❖ **FISH**
- ❖ *Living the brand*
- ❖ *Hospitality*
- ❖ *User experience*

It's wholistic

- * It's assessing a user's overall experience from the time they get out of their car in our parking lot to the time they get back in the car.
- * It's what they observe and hear.
- * It's how easy is it for them to accomplish what they want to accomplish.
- * It's how they feel as they are doing it.

Everybody has a role

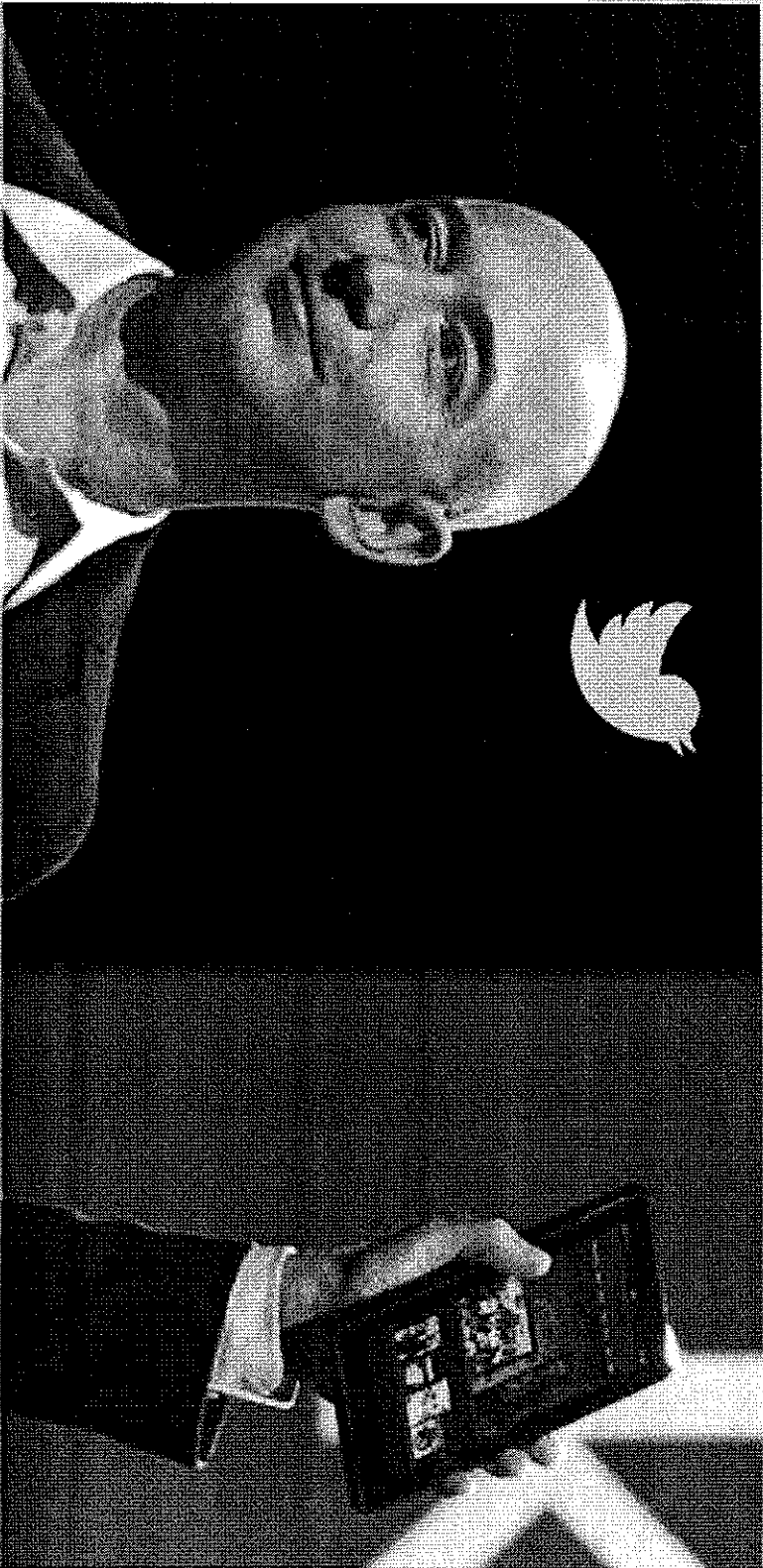
- * Everyone should notice things and think about how it impacts our users' experiences
- * Look at ways we can improve
- * If you see something, say something
- * Share ideas
- * As things change, new data will be brought forward, feedback needed and new opportunities discovered
- * Be aware of the good and bad you experience outside the library and use it to enhance your observations

Our process

- * Educate department heads and supervisors on the theory of user experience
- * Educate staff about the theory of user experience
 - * Staff Institute Day
 - * Catch the Wave
 - * Discussions in departments
- * Form a Staff User Experience Committee

First Step – Create a Service Philosophy

A statement or series of statements that outline our approach to service. A document that guides staff in their interactions with members and guests as well as guides them in the ways that services are implemented. A service philosophy also informs our users of what they can expect from us.



“ We see our customers as invited guests to a party, and we are the hosts. It's our job every day to make every important aspect of the customer experience a little bit better.

Jeff Bezos, CEO of Amazon.com

#DeskK



Devices, Gadgets and Creation Survey

In this first survey 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. At the end of the survey are two spreadsheets where I ranked the items in each question from most popular to least popular. The second spread sheet compares results from the December 2014 community survey. This survey was sent through the enewsletter contacts and 693 people completed it.

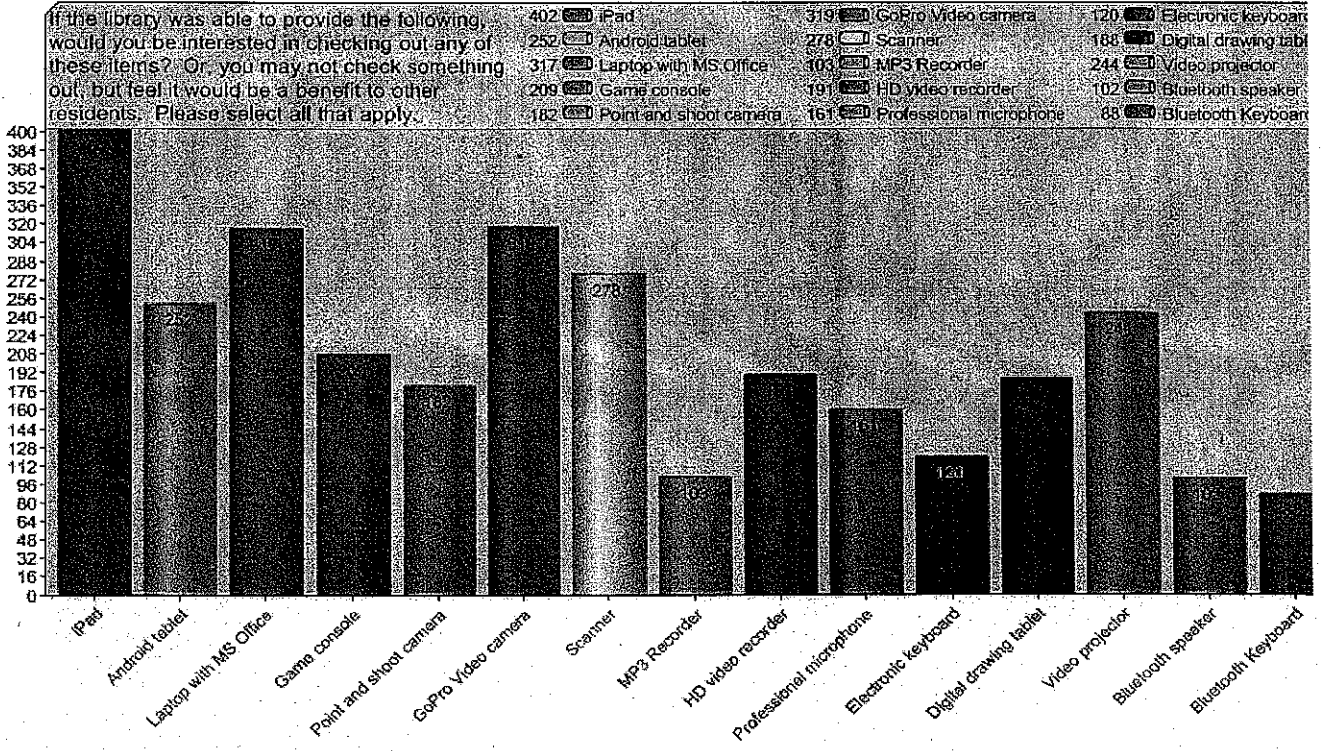
Survey: Devices, Gadgets and Creation

Report: Default Report

Survey Status		Respondent Statistics		Points Summary
Status:	Live	Total Responses:	695	No Points Questions used in this survey.
Deploy Date:	01/21/2016	Completes:	693	
Closed Date:		Partials:	2	

1. If the library was able to provide the following, would you be interested in checking out any of these items? Or, you may not check something out, but feel it would be a benefit to other residents. Please select all that apply.

	Responses	Percent
iPad:	402	61.28%
Android tablet:	252	38.41%
Laptop with MS Office:	317	48.32%
Game console:	209	31.86%
Point and shoot camera:	182	27.74%
GoPro Video camera:	319	48.63%
Scanner:	278	42.38%
MP3 Recorder:	103	15.7%
HD video recorder:	191	29.12%
Professional microphone:	161	24.54%
Electronic keyboard:	120	18.29%
Digital drawing tablet:	188	28.66%
Video projector:	244	37.2%
Bluetooth speaker:	102	15.55%
Bluetooth Keyboard:	88	13.41%
Total Responded to this question:	656	94.39%
Total who skipped this question:	39	5.61%
Total:	695	100%



2. Do you have other ideas for items the library could provide for check out?

	Responses	Percent
Responses:	270	100%
Total Responded to this question:	270	38.85%
Total who skipped this question:	425	61.15%
Total:	695	100%

Graph/Chart function not relevant for this question type.

2. Do you have other ideas for items the library could provide for check out?

Response	Response Text
1	I'd love to see the library invest funds in the Children's area. More crafts, more events, more learning opportunities. While those items in the list provided are nice, I feel they're not too necessary.
2	tools
3	N/A
4	Selfie Stick
5	No
6	No

- 8 I think microscopes or telescopes would be great for kids. Any type of science related learning models for kids, such as small skeletons, human body, solar system, etc.
- 9 No
- 10 None that I can think of.
- 11 I honestly think all of these are great ideas - I may not use all of them, however, I'm sure students or others would love the opportunity to use these items.
- 12 Electronic kits for teaching kids about electronics (snap circuits is a nice brand)
- 13 Need lots of large print boks
- 14 Wireless headphones, Garmans
- 15 Printer, GPS
- 16 analog to digital video converter
- 17 None
- 18 Sewing machine, craft tools, leather working tools, baking pans, other specialty kitchen tools that people wouldn't use on a daily basis but would occasionally.
- 19 The projector would be excellent - many of us give presentations and don't have access to projectors that can hook up to our computers.
- 20 Skype cameeras
- 21 Possibly a device for home-bound people that would enable them to listen to audio books.
- 22 No
- 23 no
- 24 I would prefer that library invest the money on books and DVDs rather than these electronic equipment (some of which are very expensive). How library is going to check that the equipment is not damaged and how would it charge the patrons for damages. If library has too much money, perhaps it can give tax break to residents by reducing the assessment.
- 25 A Digital Projections Devices A SLR Camera A 3D Blue-Ray player
- 26 more ereaders
- 27 Subject breakdown pamphlets
- 28 Film scanner and VHS to digital converter and cassette to digital converter.
- 29 Analog to digital video converter Slide to digital converter
- 30 Just a more extensive movie collection. There are not any family videos around.
- 31 Cats
- 32 cell phones
- 33 More current ebooks.
- 34 No other ideas, but if the library had digital drawing tablets, I would check those out in a heartbeat!!
- 35 Vinyl records
- 36 family-friendly games that go with the game console
- 37 Kindle or other e-readers that have a set of books belong to one specific category (or one particular author) per device.
- 38 No
- 39 I would like a bigger selection of books to upload to my tablet.

- 40 No
- 41 No.
- 42 No
- 43 No
- 44 None
- 45 Repurposed obsolete laptops converted to a linux distro like Ubuntu that people with limited budgets could use to test and evaluate free open source software as a low cost alternative to expensive new computers. The library already has books on Ubuntu and free other open source application software on shelf such as GIMP, Inkscape, Audacity, LibreOffice, Blender, etc. Patrons could check out books and a laptop with the full suite to explore and master.
- 46 No I think you covered them all.
- 47 Bookmarks for sale
- 48 No grateful for what you already provide.
- 49 Drone
- 50 Not at this time, but I like the idea of your survey!
- 51 Not at the moment
- 52 I can't think of anything in particular. I think the Library is doing a fine job as is.
- 53 I don't necessarily agree that it's a good use of library resources to provide gadgets for free checkout. The technology changes so quickly that it would be very costly to keep the most current items available.
- 54 Possible editing programs (for film, music, photos) loaded on computers.
- 55 GPS Devices
- 56 Online courses, such as the kind Creative Live offer.
- 57 DVD burner
- 58 not yet, if i do will let you know
- 59 No
- 60 No
- 61 not at this time.
- 62 At other libraries, the self checkout involves some type of chip on the books allowing patrons to put a pile of books on the scanner for quicker check out.
- 63 Maybe a DSLR Camera, though I know they are expensive. Also, if you could be able to provide MS Office, then maybe you could provide Adobe Photoshop?
- 64 GPS device
- 65 Leap pads for children
- 66 None
- 67 No
- 68 No
- 69 Apple products, mainly Macbooks, etc
- 70 None
- 71 3D printer
- 72 It would be great if you could provide the things necessary to convert slides and negatives to digital media.

- 73 Your facility is so far ahead of the libraries in Iowa where we used to live. Your facility is already great.
- 74 you may already have these passes to attend museums downtown (I know some libraries have some that can be checked out)
- 75 In addition to providing laptops with MS office, it might be beneficial to include other useful programs such as Adobe Photoshop, income tax software, such as TurboTax, and QuickBooks so members can become better acquainted with this business software, who might not have access to it otherwise.
- 76 It would be very nice to offer any/all the above, however, one cannot be certain that some would not abuse/drop/etc...some of the aforementioned items creating a further expense.
- 77 Hotspots for Internet at the patrons houses. I'm not sure if Indian Prairie does that already, but other surrounding libraries do and they're always checked out and holds list.
- 78 Not really with cell phones doing so much these days that's all you need
- 79 360 degree camera
- 80 DSLR camera would be neat to try!
- 81 College textbooks
- 82 No
- 83 Colorblind Glasses
- 84 N
- 85 There probably isn't one, but if there was something that could convert Digital8/Hi8 tapes to a new digital format that would be awesome. These are the small cassette-type tapes that were prevalent in all the video cameras not so long ago. Also, a way to convert records (vinyl) to a digital format. I sang in a choir and we made vinyl albums... I would love to be able to hear them again.
- 86 not at this time
- 87 The library should offer musical equipment and/or practice rooms.
- 88 binoculars laminating machine
- 89 Not at this time.
- 90 No you got it right with The game consoles
- 91 Checking out tutorials
- 92 No, I can not think of anything in addition to what you are already doing. We think Indian Prairie Library is an unusually excellent library and want to thank you for the work you are doing.
- 93 Basic fitness trackers or pedometer
- 94 Label printing equipment. Soldering irons and glue guns for crafting and electronics
- 95 Art by local artists or donated painting or drawings.
- 96 No not at this time.
- 97 Nothing that isn't on your list.
- 98 Musical instrument effects, recording devices, things you could experiment with if you wished to start your own recording studio at home.
- 99 No
- 100 Not so much for check out but for interested card holders- to have Lynda.com available.
- 101 Portable DVD Player
- 102 not that I can think of
- 103 Photoshop and/or Lightroom licenses

- 105 not that I can think of at the moment
- 106 Arduino (<https://www.arduino.cc/>) and Raspberry Pi boards, perhaps loaded with basic programs and with some LEDs and breadboard for kids to learn programming.
- 107 Portable DVD players for traveler's
- 108 None
- 109 More Bollywood movies if possible
- 110 a photo printer
- 111 Travel info on a digital devices like CD or stick. Binoculars for trip or live shows.
- 112 No
- 113 not at this time
- 114 Apple laptop
- 115 I think this library is doing a great job already and I don't think of anything else at this time.
- 116 Not at this time
- 117 No
- 118 Maybe a system that is setup to do podcast audio recordings (hardware and software). Maybe access to some specialty software (like AutoCAD)
- 119 Blu-Ray Player
- 120 I think headsets for gamers and for phone. Wonderful way for people to try them.
- 121 I can't think of anything else.
- 122 None
- 123 no
- 124 Most of my suggestions that I had were covered in the previous question.
- 125 Not at this time.
- 126 Anacrostic and crossword puzzle books
- 127 No
- 128 Not at this time.
- 129 not really - the list above would not check anything out
- 130 Digital camera
- 131 No
- 132 Guitar or music instrument. so i know if i want to buy it
- 133 I haven't thought about it much, but nice of you to ask.
- 134 No, as a senior I'm not up to date on a lot of technology but if it was available, I might try it when my grandchildren come to visit.
- 135 I think the Indian Prairie Library offers a wide range of resources for our Community.
- 136 Google Glass
- 137 Labeling Machines
- 138 No other ideas.

- 140 Doing good and going well
- 141 Vcr to dvd recorder to covert old home movies
- 142 Illinois State Driving Rules for exams
- 143 WiFi Routers, there're so many and so different that test drive will be amazing.
- 144 Karaoke machine would be fun for parties for young children.
- 145 I think the library is very generous already.
- 146 No. I enjoy the library as is.
- 147 N/A
- 148 No
- 149 Would like to seem more electronic content available for download.
- 150 Not at this time.
- 151 Printer/Scanner combined unit
- 152 Not that I can think of at this time
- 153 Nope, the library does a great job already.
- 154 projector/ movie screen More STEM programs for mid kids
- 155 None
- 156 DVD player, laminator, copier and printer.
- 157 Converting slides to jpg files great idea. Latest equipment for a good resolution.
- 158 More e books!
- 159 Nursing books. College course books
- 160 Maybe a Fitbit
- 161 External hard drive for temporary backups
- 162 Audio Books. Increased selection.
- 163 n/a
- 164 Tripods, lighting equipment
- 165 Old fashioned cassette player/recorders!
- 166 No
- 167 This list covers everything I can think of.
- 168 not ready
- 169 Virtual glasses?
- 170 A projector you can attach to a computer.
- 171 Not at this time.
- 172 Machine that converts slides to pictures to download onto a computer machine that converts 8 mm films to dvds or that can download the 8mm to a computer
- 173 None of the items listed in question one. Save the money buy more books and movies.
- 174 Been having problem returning ebooks through overdrive. If I complete a book in 7 day I cannot return the book so someone else can use. Like Hoopla. Recently tried the service with some success. Found out that if I

items were returned with in a week of check out.

- 175 I'd like to see more TV Video shows. A Bluetooth CD player
- 176 None
- 177 Not at the moment
- 178 Not at this time
- 179 Party materials, tables chairs sound system for parties and gatherings. Project People Connections- wherein the library can connect people in local communities to anything they need, Ex repairs handyman and etc.....
- 180 Printers
- 181 I think loaning the above items out would only cause more problems for the library and its staff due to theft and damage to these expensive items. Maybe a video projector would be nice showing videos to your family all at once rather then on small computer screen.
- 182 Screen for looking at slide pictures
- 183 no
- 184 Perhaps a Redbox somewhere would be pretty cool to rent out movies or video games for a cheaper price than xFinity or Netflix.
- 185 Turntable with converter to MP3 8mm & super 8 projector with empt to convert film to digital.
- 186 Not really. I find the check out process very easy. I use the self check out fairly often and like the electronic receipt option.
- 187 No
- 188 Video cassette players, cassette videos to DVD
- 189 No! I'm very happy with the variety the library offers!! Thank you!
- 190 Super 8 movie projector for my family's old home movies.
- 191 Dance space (room with floor length mirrors)
- 192 Teacher ideas crafts
- 193 3D printers
- 194 Not that I can think of that were not listed in number 1
- 195 no
- 196 not offhand, you guys seem to do well
- 197 I think there should be a summer reading program for adults. My last library in Oak Lawn had one and I loved it so much.
- 198 USB Drives to carry more than 1 move and USB for more music.
- 199 Passes to Chicago area museums and venues would be great. The Chicago public libraries have such passes.
- 200 Board games (though I don't personally want this)
- 201 Watch phones, blue tooth headphones, smart pens
- 202 Nope! You guys are doing a great job :)
- 203 It is a library, not a playground. Let's read books-- books you can touch. That is a beautiful thing that cannot be duplicated by any device.
- 204 It would be great to be able to check out pricey software programs such as Adobe Creative Suite and InDesign. If checkout isn't possible, then having the programs available for use within the library building would be good, too.
- 205 Kindle

- 206 Not at this time.
- 207 Microsoft Surface tablet/PC
- 208 No
- 209 More books on CD.
- 210 No.
- 211 Have more copies of digital books or hard copies of popular books so there is not such a long wait. This is where the demand is.
- 212 No
- 213 Continue and expand the eBooks you offer for those who use the library more electronically than going into its facility.
- 214 No
- 215 Can't really think of anything. Very happy with my library services
- 216 DVD players
- 217 video projectors
- 218 Not at this time
- 219 DSLR Camera and Lenses
- 220 Not right now.
- 221 Verizon JETPACK for use in areas where there is no wifi.
- 222 This is way out there, but equipment to transfer old media (i.e., 8 MM film) to digital.
- 223 Roku
- 224 Kindle
- 225 Some of the basic musical instruments.
- 226 DVD players for DVDs patrons have checked out.
- 227 Craft tools, such as knitting hooks, jewelry making tools, sewing mashine etc.
- 228 I think many families already own computers/tablets/phones with great video/picture taking features. I think the library should not waste money on something that will be rarely used and broken fast. IPL needs to spend money on updating collections and renting digital copies of books and CDs. and I think maybe IPL can ask community for donation of electronic items that are not in use (along with books, for example) and organize a big sale benefiting the library fund.
- 229 info and education for all of those items
- 230 Fax
- 231 Not really. All the things on your list have value...I think gamers would have what they needed to play...and a few of those items I was unfamiliar so I felt I couldn't answer
- 232 not at this time but more than one microphone would be good, I think several people might want it at the same time.
- 233 Nothing at this time.
- 234 not at this time
- 235 Hindy books and novels .
- 236 no
- 237 Toy set

- 239 The current events group could use microphone, I believe several members would need instruction We have tried using members' stuff and it did not work.
- 240 Newspapers,
- 241 Kindle
- 242 Musical instruments
- 243 Bluetooth headphones and other nice headphones (like Bose)
- 244 No
- 245 Video camera like the ones in Film School and Lighting Kits
- 246 Lego sets.
- 247 Not necessarily for check-out, but do more with the 3D printer.
- 248 Kindle
- 249 I phones they are quite expensive and it would be nice to try before buying.
- 250 none
- 251 Lights, pop up photo studio, dress forms, easel, tripod, design software
- 252 No
- 253 No
- 254 Museum passes
- 255 Possibly a kindle or nook instead of a tablet or along with a tablet.
- 256 Macbooks with Mac programs Voice recognition software?
- 257 No.
- 258 Turn table to MP3 converter PCM Recorder (like an Olympus LS-XXX or other series)
- 259 no
- 260 Vinyl Record Player. CD Player. DVD player.
- 261 Internet booster adapter, underwater camera
- 262 Not at this time.
- 263 I don't have other ideas, but I'd like to suggest that if a scanner is chosen it be able to scan bound books.
- 264 Special needs assistive technology
- 265 360 degree camera
- 266 n/a
- 267 a DVD player that could be used with their TV or computer...borrow library's DVDs, and perhaps buy their own player.
- 268 sewing machine? knitting machine??
- 269 not at this time
- 270 Android/Apple boxes

3. What would you most likely use in a Makerspace? Many libraries are providing a Makerspace which provides opportunities for residents to create things and share knowledge. If the library were able to provide this, would you or others in your household be interested in the following:

I would use the tools

I would attend programs

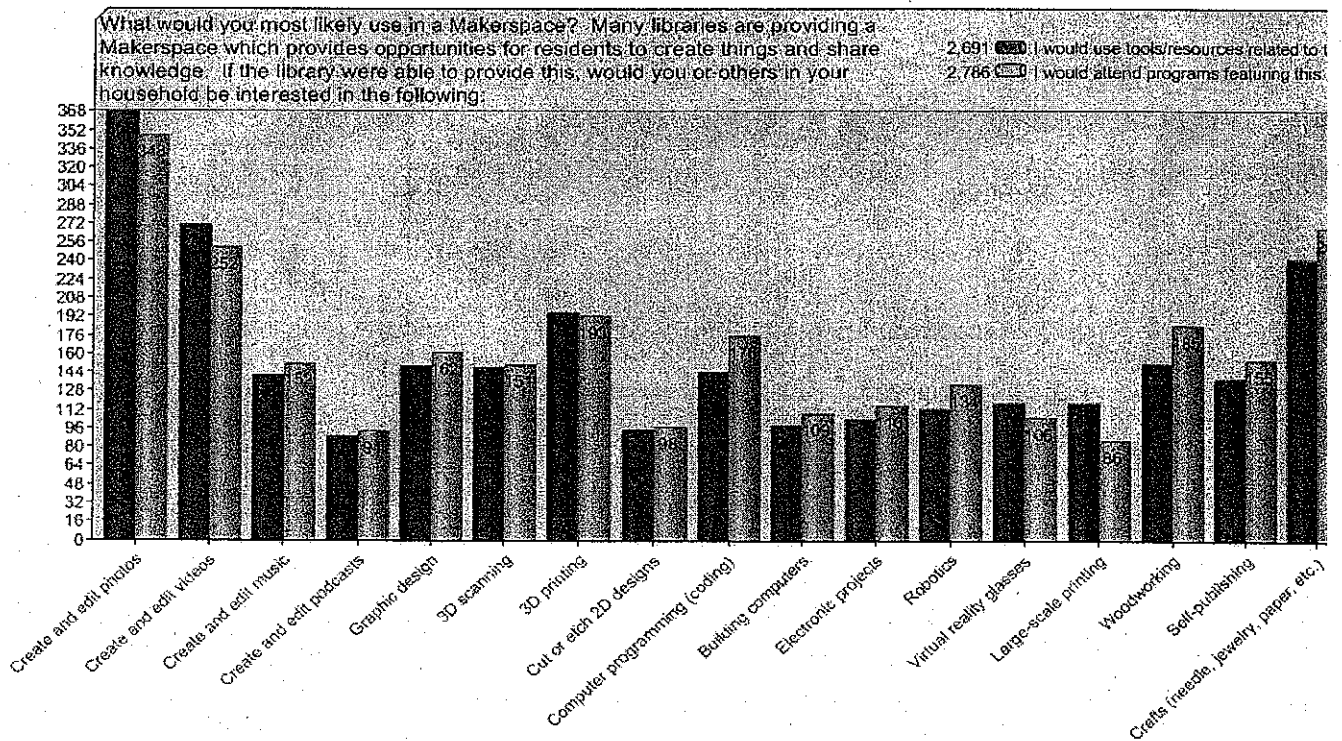
76

	related to this	featuring this	
Create and edit photos:	368(51.4%)	348(48.6%)	716
Create and edit videos:	271(51.82%)	252(48.18%)	523
Create and edit music:	142(48.3%)	152(51.7%)	294
Create and edit podcasts:	90(48.91%)	94(51.09%)	184
Graphic design:	150(48.08%)	162(51.92%)	312
3D scanning:	149(49.67%)	151(50.33%)	300
3D printing:	196(50.39%)	193(49.61%)	389
Cut or etch 2D designs:	95(49.22%)	98(50.78%)	193
Computer programming (coding):	145(45.17%)	176(54.83%)	321
Building computers:	99(47.6%)	109(52.4%)	208
Electronic projects:	104(47.27%)	116(52.73%)	220
Robotics:	113(45.75%)	134(54.25%)	247
Virtual reality glasses:	118(52.68%)	106(47.32%)	224
Large-scale printing:	118(57.84%)	86(42.16%)	204
Woodworking:	152(45.1%)	185(54.9%)	337
Self-publishing:	139(47.28%)	155(52.72%)	294
Crafts (needle, jewelry, paper, etc.):	242(47.36%)	269(52.64%)	511

Total Responded to this question: 656 94.39%

Total who skipped this question: 39 5.61%

Total: 695 100%



4. Do you have other ideas for creating and making in the library?

	Responses	Percent
Responses:	248	100%
Total Responded to this question:	248	35.68%
Total who skipped this question:	447	64.32%
Total:	695	100%

Graph/Chart function not relevant for this question type.

4. Do you have other ideas for creating and making in the library?

Response	Response Text
1	More programs centered for children would be great.
2	pizza
3	N/A
4	No
5	No
6	none
7	No
8	No
9	No, there were a lot offered on last question.
10	With all the technology out there, scrapbooking would be great with some of these tools.
11	Genealogy-organizing info and making family trees Useful apps-demonstrating new ones on a regular basis and allowing time to download and play with in order to ask questions Photobooks - making/ using various sites Organizing photos from your phone
12	Computer basics - like cleaning up hard drives , making the computer run better
13	Public speaking
14	Surprised you have not asked about workshops. Workshops and/or tutorials on basic computing topics is highly desirable. I would think introductions to Office, Quicken, TurboTax etc would be popular. Investigate a license to provide online programs such as TurboTax to individuals. Provide on line library of links to popular sites such as IRS, Drivers License, Medical resources, etc.
15	A bicycle maintenance workshop would be fun and useful. An adult class as well as a separate youth class would be appropriate. I'm wondering if Hartley's Cycle Shoppe in Hinsdale would be interested in demonstrating/sponsoring such a workshop in the Library.
16	I think Indian prairie is the perfect library.
17	No - but those are some great resource ideas on that list!
18	None

- 20 A makerspace is a great idea! Having tools to put together electronic projects (soldering iron, etc) and equipment to make enclosures (3d printer) would be fantastic.
- 21 Knitting sessions
- 22 No
- 23 Snap circuits kits- I built a simple radio from one during middle school and it was really fun and educational!
- 24 Sorry Im not crafty
- 25 Painting with water colors.
- 26 Learn to use Amazon.com, EBay.com, etc
- 27 Innovation lounge
- 28 A soldering tool could have many uses. I occasionally find myself needing one and would definitely come to the library to use one or check it out for use at home.
- 29 no
- 30 I would like to see kid-friendly versions of training or programs in addition to one for adults. I would be willing to pay extra fee to enroll in any of the programs listed
- 31 Having other instruments available for check-out, like ukuleles as an example, would be really neat!
- 32 Painting
- 33 offer classes that teach kids how to build electronics using Snap Circuits <http://www.snapcircuits.net/>
- 34 None
- 35 Students may be interested in learning how to create cell phones and computers. Something involving Science would also be interesting to learn.
- 36 No
- 37 cooking classes
- 38 Although I wouldn't make use of the opportunities mentioned above, they do sound like something the library should look into providing.
- 39 No
- 40 No
- 41 Home decor and related ideas. Movie making. Legos.
- 42 None other than above listed.
- 43 Workshop to practice repair & repurposing old computers for low cost reuse. Could collect computers being recycled under electronics waste law salvaging usable parts to build functioning systems. Free open source software like the Ubuntu Linux distro provide a fully functional operating system with full suite of powerful applications at no cost. Participants could gain skills and confidence in mastery over the technology while expanding access to computers to those with limited budgets.
- 44 This is really not creating/making but interested in a Windows 10 Class and Using the Internet to do Research. Thanks!
- 45 None
- 46 No
- 47 No
- 48 No.
- 49 a basic writing class excel classes
- 50 Sculpture design work.

- 51 Getting a web based business started. Building a stock portfolio.
- 52 The list looks good:)
- 53 How to make your own business cards-holiday cards using microsoft suite etc..
- 54 How to write a book
- 55 Great ideas
- 56 makerspace classes for grownups and children together
- 57 Metalworking
- 58 Library is providing excellent resource already
- 59 no
- 60 Recycling materials to create house hold items such as pencil holder from old bangles or coke can, etc.
- 61 No
- 62 I do not see how you could do wood working it takes up a lot of space and really makes a lot of dust. I would love to have access to a metal turning lathe.
- 63 No, the above are wonderfu ideas!
- 64 Calligraphy sessions Woodcut print making
- 65 No
- 66 None
- 67 No
- 68 This is not exactly a make and take, but how about writing workshops for would-be poets and novelist?
- 69 similar to workshps about self-publishing, writing seminars might be beneficial.
- 70 While I do not have any further ideas for this, I would LOVE to be able to do many things relating to them. I have multiple medical conditions that prevent me from attending many things ie Chemical Sensitivities, Allergies, nerve damage, syrxn, cold allergy & more.
- 71 Maybe have a bulliton board where a patron a month or week could decorate. It could go for the seasons, or the holidays, etc.
- 72 Not at this time
- 73 I almost suggested above that you loan/check out tools, even a hammer or a saw or a dremel. Some people use those once in a lifetime and would appreciate access.
- 74 I would be interested in cooking classes!
- 75 Open mic nights or events where people can share books poetry and music.
- 76 Calligraphy sessions Woodcut printmaking instruction
- 77 Adult coloring classes on various techniques such as blending; and coloring workshops/groups.
- 78 N/A
- 79 N
- 80 no, not at this time.
- 81 Publishing and production would be great. Perhaps teaching how to create business cards, flyers, etc.
- 82 making picture schedules and communication boards for people with disabilities using printed, laminated pictures and velcro
- 83 I would enjoy knitting classes or embroidery classes. Love creating with others who enjoy these hobbies.

- 85 Craft groups, ie crochet, knitting (NOT only granny squares and potholders but genuine knitters. Project knit/crochet along get togethers. Health groups: recipes, menu making for Paleo, et.
- 86 A cnc laser cutter for use on acrylic and or cardboard would be great to make templates to fold items like boxes to hold projects and toy cars
- 87 I don't have any ideas but if I knew there was available community space for projects I probably would have used it over the years to film a short for youtube.
- 88 Have an ATM.
- 89 how to organize photos on a MAC computer....
- 90 As a retired senior, I already have most of the things I need for my hobbies, Bible Study, Model Railroading and golf. 20 or 30 years ago, there would be more interest in the things on your list. It is a good and comprehensive list.
- 91 Framing artwork + photos. Photo projects such as cards, stationery, books, etc
- 92 How about being able to get into song writing? How do you begin? I'm sure there are books about it but I would definitely be interested in attending sessions regarding this.
- 93 Definitely classes for the above interests. But to have basic and intro classes and advanced classes, as well as project-based classes so that the instructor gives a project to class takers to work on to put what was learned previously into practice. Classes for Adobe products- Photoshop, Premiere, Illustrator, etc.. Classes to teach about video production, vlogging production, podcast and radio production, and writing for certain literary genres.
- 94 N/A
- 95 I would attend an ArcGIS or an AutoCAD class since I enjoy maps and architecture.
- 96 new mommy groups: support groups
- 97 Writers workshop
- 98 None
- 99 Nop
- 100 Art work for kids and young adults. Crochet and needlework and knitting classes for kids and others. Painting classes.
- 101 None
- 102 Not anything at this time.
- 103 Not at this time.
- 104 No
- 105 Nothing wrong with these projects, but I would just like to caution against buying too many disparate items, which, in these fast changing times, may become obsolete quickly. Meaning that the library is the owner of things it would have to store, or give away just to make space because initial interest dissipated quickly.
- 106 I don't know if the library is the right venue, but love the idea of woodworking, repairs, or other types of classes that require classes.
- 107 Art/Painting/Cartooning Classes for 12+ year olds
- 108 Making spreadsheets class would be wonderful. That is confusing for a lot of people. Sheets for budgeting. Thank you for asking.
- 109 No.
- 110 No
- 111 no
- 112 None at this time

- 114 Teaching languages Classes for needlework More senior services
- 115 No
- 116 none
- 117 Indian Prairie is very beautiful and the staff is very helpful. I wish I could enjoy it more.
- 118 Fashion / Color training Interviewing Skills / Resume writing
- 119 No
- 120 these are great ideas!
- 121 Cooking sessions - healthy eating, diabetic cooking
- 122 Knitting, quilting and crocheting classes
- 123 I use library for books, so the above items are of no use to me, but I'm sure others would like them and improve the library.
- 124 Knitting and sewing
- 125 I'm IT professional, would love to help to implement a computer workshop.
- 126 Craft beer.
- 127 We could use another class on smartphones. Downloading apps, etc..
- 128 This library is outstanding. It offers everything that I need. I'm sure others would like more.
- 129 Arm knitting
- 130 I am very interested in several of those topics, but scheduling is my biggest challenge. I teach most evenings, but I could possibly get to a daytime program.
- 131 No! Thank you for asking.
- 132 I-pad classes of various levels
- 133 Jewelry making
- 134 Art lessons
- 135 Not that I can think of at this time
- 136 Nope
- 137 Mah Jong games
- 138 art appreciation classes watercolor or acrylic painting drawing classes
- 139 Biographies
- 140 I think you guys do a great job already.
- 141 would like to see more guest speakers....or authors of biographies to discuss their work.
- 142 Book scrapping with supplies
- 143 None
- 144 scrapbooking
- 145 Scrapbooking
- 146 No
- 147 Anything in the culinary genre.
- 148 no

- 149 Equipment to scan large scrapbooks and photo albums.
- 150 none
- 151 See #2 since those machines would help people to change their old family videos into a format that would be fun to look at. We have a lot of 8 mm films but our 8 mm projector no longer works. Being able to show and see them on computer would be great.
- 152 Perhaps this falls under "crafts, but I would be interested in learning calligraphy or other lettering arts.
- 153 None. Stick with primary purpose!
- 154 Acrylic Painting Class Music writing class
- 155 None
- 156 Not at the moment
- 157 Gardening related for children and adults, much as seed starting tips, etc.
- 158 Invitation to famous authors, kids craft hour every weekend.
- 159 I am so impressed with what you offer now! I think editing photos and videos would be great.
- 160 no
- 161 Art classes, maybe different levels too. It doesn't need to be extreme but maybe little kids could do handprints or macaroni designs and write their name on the paper and put it up to decorate the walls. Books do represent art in the form of writing.
- 162 Not at this time.
- 163 I like projects that make a home nicer. Simple, decorative, tasteful. Also, using planters outside to update curb appeal. Also, perhaps some guidance on how to create a blog?
- 164 Book clubs
- 165 No
- 166 Design designated computers Adobe Creative Cloud
- 167 stained glass windows ceramics
- 168 Computer programming (coding) for kids. Digital art.
- 169 No
- 170 Teacher ideas creative area. For teachers to share ideas what they do in their classroom.
- 171 Pottery
- 172 no
- 173 Was going to suggest the robotics. The above are items my son was interested in vs myself.
- 174 Painting would be fun
- 175 Craft classes for kids of all ages
- 176 sewing
- 177 not right now
- 178 making paper from plant products
- 179 Would like to be able to read the WSJ electronically. A session on alternatives to cable tv. Would like more resources for act and sat prep. I know I'm not answering the question you asked. Sorry!
- 180 Firearms training. I can see the surprised look on your face. Stop over-valuing your own opinions and see what your customers want. Isn't that what this survey is about? Start out with the relatively uncontroversial subject of how to secure firearms against use by children. Firearms are a fact. Face that fact, no matter what your personal opinion. Sorry, but I don't like to waste my time with "givens" and boring everyday subjects.

- 181 I can teach C++ programming language if needed.
- 182 I was unable to attend yesterday's 3D printing seminar, but I hope you'll offer it again. I'd love to see the printer in action and learn more about it. IPPL is really staying on top of the needs and interests of the community. Thank you!!!
- 183 Flower arranging
- 184 None
- 185 Not at this time
- 186 Languages Spanish programs
- 187 No
- 188 Public speaking, spiritual talks
- 189 No.
- 190 watercolor or other art classes
- 191 Basic life skills class for high schoolers. How to change oil in car, change tire, sew with a needle and thread...
- 192 how to efficiently scrapbook.
- 193 No
- 194 Options for saving photos on smartphones.
- 195 Perhaps web streaming of some of your programs. Or creating podcasts of some (or highlights). Working adults may not always get an opportunity to attend the programs in person.
- 196 No
- 197 Sorry - not at this time
- 198 Creating a website using examples of a couple of the offerings available on line
- 199 horticulture - sprouting
- 200 No
- 201 Not at this time.
- 202 Gift wrapping. Ansestory. Medical history listing.
- 203 Mosaics
- 204 no
- 205 You use to offer a lot more kids programs/visits over the summer (I.e. water splash, bubbles, wolf ranch,etc). It would be nice if you would do that again
- 206 There is a maker space in Naperville called Rev3, I would be interested in seeing if they have an interest in partnering with the library system to offer programming. Also, anything on the Internet of Things and an industrial sewing machine.
- 207 Adding a Cricut machine or a cuttlebug.
- 208 Construction of cars, assembly of soft toys.
- 209 Genealogy scrapbooks and photo/document albums. How to organize all the information one accrues from Ancestry and Family Search.
- 210 documentaries on current topics
- 211 Art classes Painting classes Ceramic painting
- 212 I would love to see regular (once on a month or two) family craft events that unite families and community. I have attended such in the public library of Normal IL and miss these events a lot.

- 213 Web page design.
- 214 No...but I love the idea!!
- 215 not now....
- 216 No at this time.
- 217 no
- 218 More crafts materials and science kits
- 219 no
- 220 No
- 221 Some sort of nutrition based cooking program to learn how to cook nutritious meals that the whole family would enjoy.
- 222 Class in macreme. Basic crocheting. Making posters. Doing a radio show. I would like to learn to sharpen knives garden tools,
- 223 Engineering, drafting, architectural design
- 224 How to fix an iPhone that has minor problems
- 225 I love the idea in general! Great work
- 226 Gardening, Eco-friendly house hints
- 227 Scrapbooking, a class on Twitter and Tumbler would be good.
- 228 Teaching beginners how to crochet, knit, and making paper designs called quilling.
- 229 Cooking classes
- 230 taking old VHS videos and converting them to DVD files
- 231 Jewelry making, sewing, working with resin, Duct tape projects
- 232 Clay
- 233 No
- 234 Suggestion box for later ideas
- 235 Scrapbooking, sewing
- 236 Houseplants and/or dish gardens.
- 237 Creative Kite Making and Fly-in somewhere near by. Book Making and Book repair (Hard Cover & softcover). Make and playing a simple musical instrument. Making a container garden (ex. make a simple grow box, straw bale gardening and fun deck containers. (we like the seed exchange started last year)
- 238 make it easier to look up which DVD's are available at the library
- 239 Sewing class. Crocheting class. Stationary/card design and calligraphy tools/classes.
- 240 Genealogy scrapbooks or photo and document albums; classes on best practices for preserving family history.
- 241 Not at this time
- 242 crafters could teach some of their specialities
- 243 Blogging -how to, how to make money, how to link to other accounts i.e. Facebook, Pinterest, Instagram
- 244 Projects altering, reusing books that might be discarded. I've seen tables, sculptures, small items, like purses, or keepsake boxes.
- 245 stained glass class

- 247 Machine sewing projects/crafting
- 248 Really like to attend any crochet/knit classes. Or form a group for people to meet on a weekly or bi-weekly basis to share their similar interests.

5. Add your email address for a chance to win one of three \$25.00 Amazon gift cards!

	Responses	Percent
Responses: [REDACTED]	671	100%
Total Responded to this question:	671	96.55%
Total who skipped this question:	24	3.45%
Total:	695	100%

Graph/Chart function not relevant for this question type.

5. Add your email address for a chance to win one of three \$25.00 Amazon gift cards!

Response	Response Text
1	steve.leopoldo@gmail.com
2	whataboutbobhuh@yahoo.com
3	phalik@vil.woodridge.il.us
4	flaps8@yahoo.com
5	nawperal@gmail.com
6	leenghandour@gmail.com
7	kellyp623@me.com
8	Guerra0926@yahoo.com
9	Isabel_c_vargas@hotmail.com
10	Cassidys1230@yahoo.com
11	nancyjih@gmail.com
12	Bobskolnik@aol.com
13	Debramprice@hotmail.com
14	munirashakir@gmail.com
15	b.edman@sbcglobal.net
16	Jli68@hotmail.com
17	arflicki@gmail.com
18	lauren.saxe@gmail.com
19	Dyleffler12@gmail.com
20	tkoperski1@gmail.com

Checking out items

656 people responded to this question

iPad	401
GoPro video camera	319
Laptop with MS Office	317
Scanner	278
Android tablet	252
Video projector	244
Game console	209
HD video recorder	191
Digital drawing tablet	188
Point and shoot camera	182
Professional microphone	161
Electronic keyboard	120
MP3 recorder	103
Bluetooth speaker	102
Bluetooth keyboard	88

Devices, Gadgets and Creation Survey Jan 2016

656 people responded to this question

Question #3 regarding makerspace tools/activities

2014 community survey results

1,218 complete responses

	would use ***	would attend programs	would use	would attend programs
Create and edit photos	368	348	335	377
Create and edit videos	271	252	254	285
Crafts	242	269	276	310
3D printing	196	193	180	209
Woodworking	152	185	153	162
Graphic design	150	162	159	184
3D scanning	149	151		
Computer programming (coding)	145	176	147	181
Create and edit music	142	152	166	179
Self-publishing	139	155	142	169
Virtual reality glasses	118	106		
Large-scale printing	118	86		
Robotics	113	134	106	123
Electronic projects	104	116	98	115
Building computers	99	109	110	110
Cut or etch 2D designs	95	98		

	would use	would attend programs ***
Create and edit photos	368	348
Crafts	242	269
Create and edit videos	271	252
3D printing	196	193
Woodworking	152	185
Computer programming (coding)	145	176
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Self-publishing	139	155
Create and edit music	142	152
3D scanning	149	151
Robotics	113	134
Electronic projects	104	116
Building computers	99	109
Virtual reality glasses	118	106
Cut or etch 2D designs	95	98
Large-scale printing	118	86

Jamie Bukovac

From: Jamie Bukovac
Sent: Wednesday, January 27, 2016 11:29 AM
To: Victoria Suriano; Marian Krupicka; 'Julia'; Crystal Megaridis
Subject: Survey about people's views of our seating
Attachments: type of seating survey_001.pdf

Hello all,

Here are the results asking people in the adult department what type of seating they use and their comments about the space. Just thought I'd give you a quick preview. 98 people took the survey.

A couple of things:

It was distributed two mornings, one afternoon, two evenings and Saturday and Sunday.

I think this was more heavily distributed to individuals than to groups given that certain times of days groups are not meeting in the library.

Question 6 was not clearly written as a number of people thought it referred to the private space discussed in question 5 whereas I meant what do they do in the space they typically use.

In question 7:

While 4 people said they usually can't access an outlet and 26 said they can sometimes access an outlet, there were only 2 comments about outlets in question 7.

Out of the 98 survey takers, 12 reference wanting more quiet – 12.3%. Three ask for small private rooms. This could be construed they would like this for quiet space so that increases the percentage to 15.3%

Out of 72 comments 33 people said directly that the space is fine. Also, there were 98 survey takers and 16 did not respond to the improvement question so I would imply they think its fine. So 49 people out of 98 think its fine – 50%. Also there were a handful of comments that didn't comment on seating and table usage (thus must be ok?) but on other library services.

Four people asked for more chairs and/or tables.

Three people asked for small tables or partitioning the large tables.

Two asked for comfortable chairs.

Jamie Bukovac
Director
Indian Prairie Public Library District
401 Plainfield Road
Darien, IL 60561
630-887-8760 x242
www.ippl.info

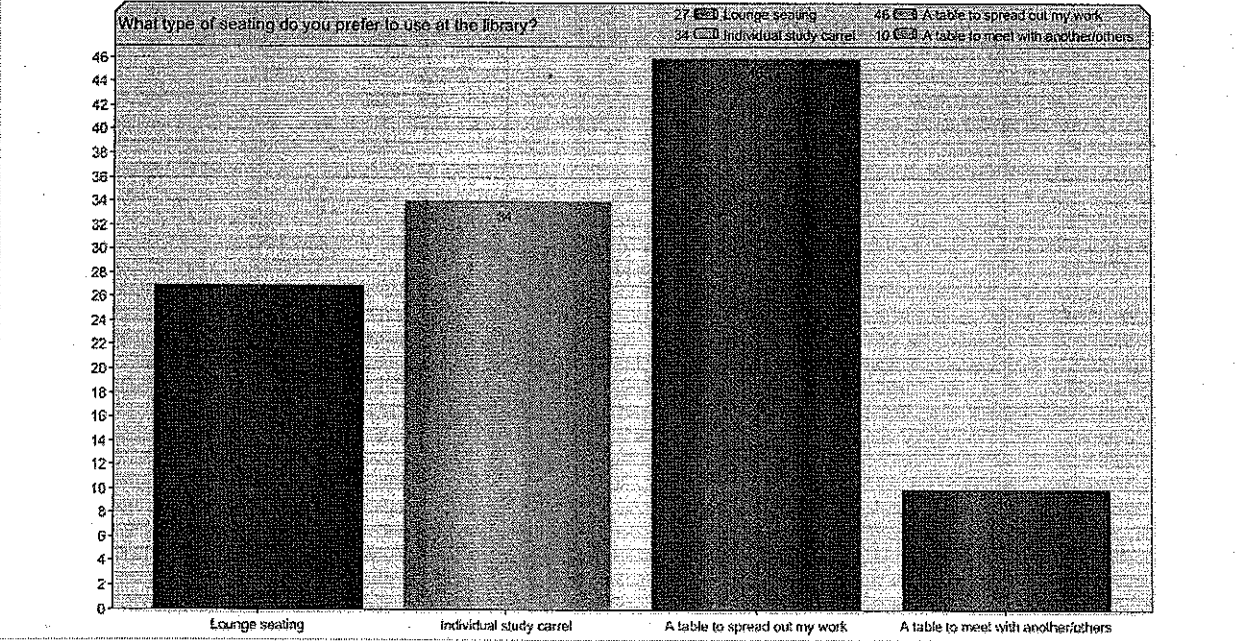
Survey: Seating Survey

Report: Default Report

Survey Status		Respondent Statistics		Points Summary
Status:	Live	Total Responses:	98	No Points Questions used in this survey.
Deploy Date:	01/26/2016	Completes:	98	
Closed Date:		Partials:	0	

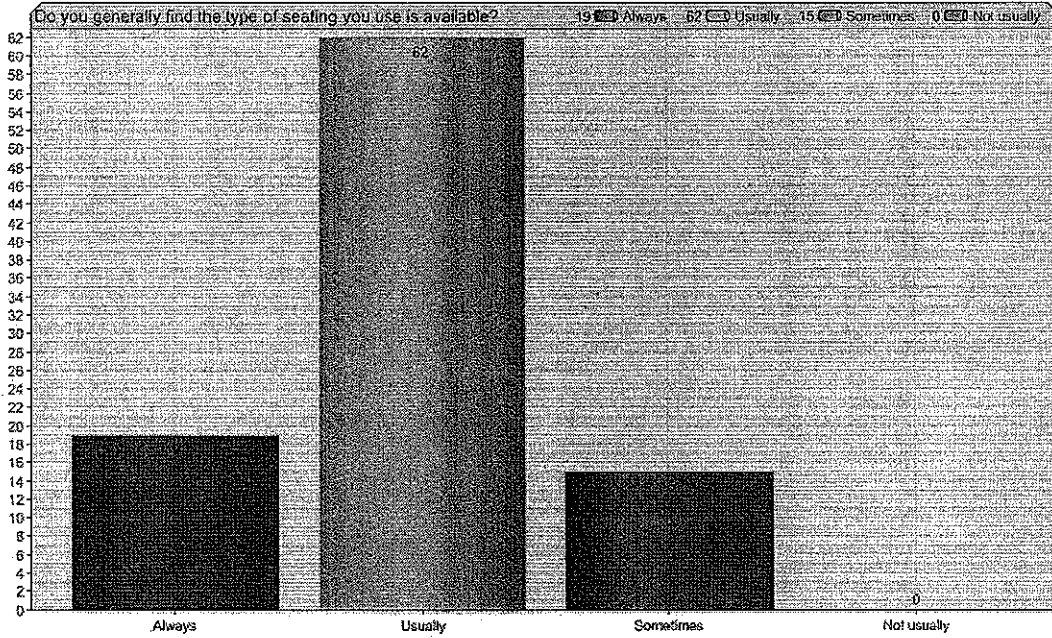
1. What type of seating do you prefer to use at the library?

	Responses	Percent
Lounge seating:	27	27.84%
Individual study carrel:	34	35.05%
A table to spread out my work:	46	47.42%
A table to meet with another/others:	10	10.31%
Total Responded to this question:		97 98.98%
Total who skipped this question:		1 1.02%
Total:		98 100%





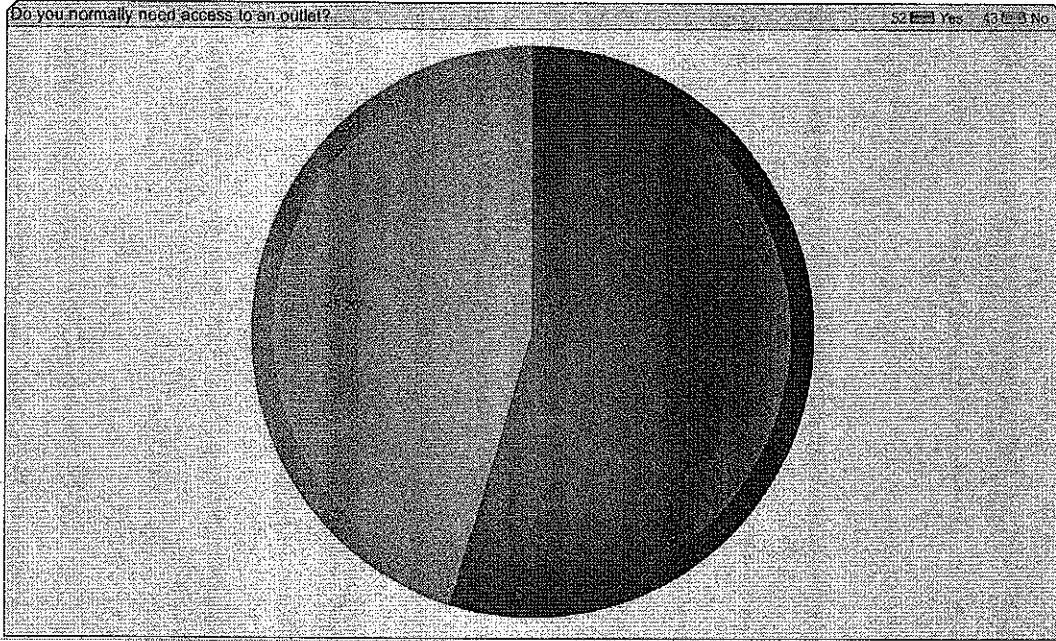
2. Do you generally find the type of seating you use is available?

	Responses	Percent
Always:	19	19.79%
Usually:	62	64.58%
Sometimes:	15	15.62%
Not usually:	0	0%
Total Responded to this question:		96
Total who skipped this question:		2
Total:		98



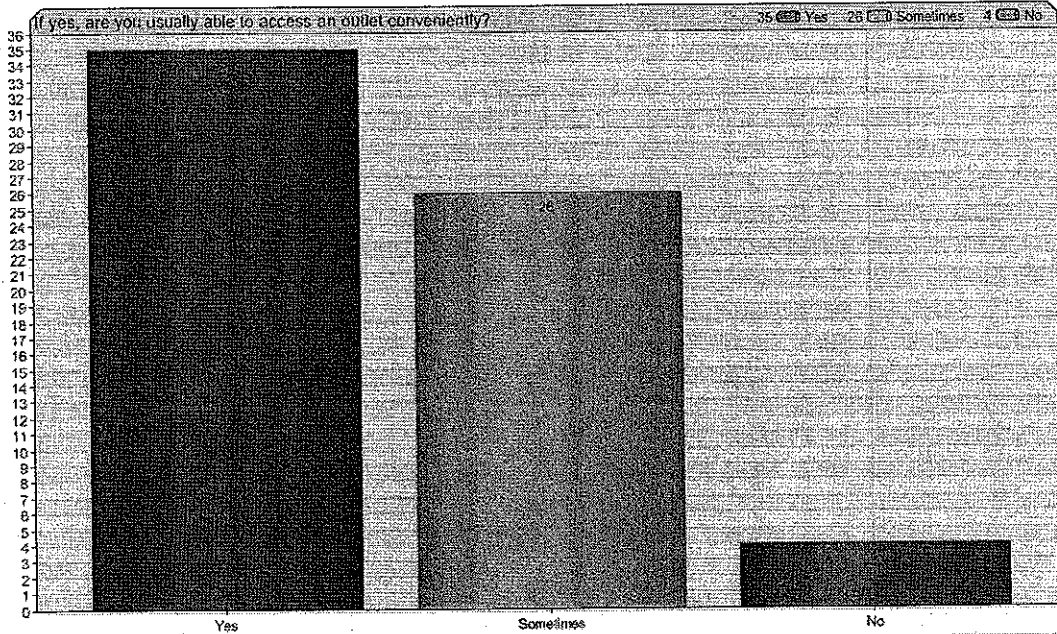
3. Do you normally need access to an outlet?

	Responses	Percent
Yes: 	52	54.74%
No: 	43	45.26%
Total Responded to this question:	95	96.94%
Total who skipped this question:	3	3.06%
Total:	98	100%



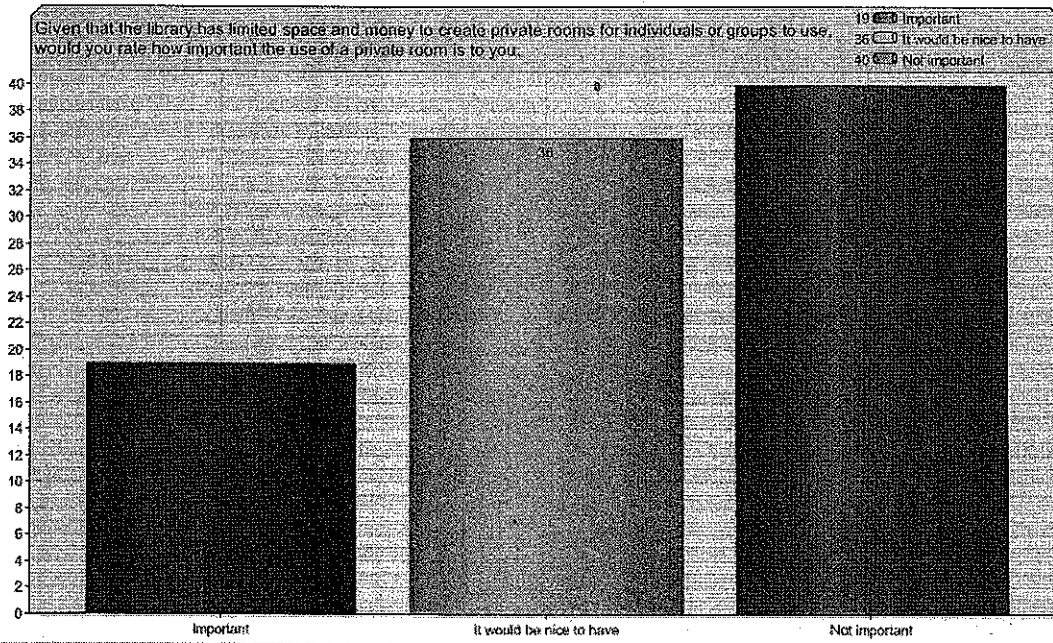
4. If yes, are you usually able to access an outlet conveniently?

	Responses	Percent
Yes:	35	53.85%
Sometimes:	26	40%
No:	4	6.15%
Total Responded to this question:	65	66.33%
Total who skipped this question:	33	33.67%
Total:	98	100%



5. Given that the library has limited space and money to create private rooms for individuals or groups to use, would you rate how important the use of a private room is to you.

	Responses	Percent
Important:	19	20%
It would be nice to have:	36	37.89%
Not important:	40	42.11%
Total Responded to this question:	95	96.94%
Total who skipped this question:	3	3.06%
Total:	98	100%



6. How do you generally use the space?

	Responses	Percent
Responses:	77	100%
Total Responded to this question:	77	78.57%
Total who skipped this question:	21	21.43%
Total:	98	100%

Graph/Chart function not relevant for this question type.

6. How do you generally use the space?

Response	Response Text
1	Work research, job search
2	work/personal - email, web surfing
3	I don't think a private room for an individual is necessary, but I do think that 1 or 2 options for groups to work on a group project would be nice
4	reading, research,internet
5	do not use private rooms
6	I generally need space for a computer.
7	Well generally I use the space to study using my laptop and books.
8	Studying with classmate. The private rooms allow for discussions regarding our study topic.
9	Normally we use the private rooms for group projects so usually we use the whole table, and dry erase board.
10	I use the space to prepare for my GMAT test.
11	Study group.
12	Schoolwork.
13	Meet with others to do joint work. Also project on a wall using my slide projector.
14	Study for teaching.
15	N/A
16	Tutoring helping students.
17	My son gets tutored here twice a week. We use the rooms two times a week.
18	I usually read newspapers. Favorites include USA Today, Investors Business Daily, and Barrons.
19	In the past time, there were one time two weeks. Very nice!
20	On computer.
21	To study, go on the internet or pay bills.
22	I get a laptop computer and work on it.
23	Study by writing essays, solving math problems and reading textbooks.
24	Work, personal, kids study.
25	I'm in and out or browse the stacks.
26	To concentrate and then study.
27	Rare, very, rare meeting.
28	Not very often.
29	To hold discussions for book club.
30	Meetings, work with others and not disturb the quiet of the library.
31	Homework and work projects.
32	Never use.
33	Study.
34	Read books.
35	I don't but tutors are distracting when I am using the internet and the tutors/students are talking.
36	To surf the internet or read.
37	With laptop doing homework.
38	I use every space in the library on a regular basis.
39	Table by window.
40	Tutoring students.

- 41 Research.
- 42 Study.
- 43 Studying.
- 44 Read paper and Magazines.
- 45 Looking at magazines and books.
- 46 I generally use the space to do homework.
- 47 For work on my computer.
- 48 Spread out on table and work.
- 49 Reading and using my own laptop. Lounge seating near the study rooms are nice ONLY if there is no one in the study rooms. They are not soundproof and it is very distracting sitting out side of one that is in use.
- 50 Re No. 5: SOUNDPROOF Write papers, do research.
- 51 To spread my work, or when reading to be comfortable.
- 52 Read books and magazines in lounge chairs. Read papers on tables to avoid newsprint on pants. Use internet also.
- 53 I don't have space at home to work so during the day I work at the library instead of going to the office.
- 54 I use the rooms to get all my school work done.
- 55 For homework and other school related activities.
- 56 Investment ideas and exchanges.
- 57 To study school work and do homework.
- 58 To teach school lessons. Listen to teachers on Web.
- 59 For studying and work.
- 60 For quieter atmosphere. Many times the library is too noisy, it is harder to study or concentrate.
- 61 To spread out and have seclusion.
- 62 I use an individual study carrel and bring my notebook.
- 63 I need to study. It is enough space at the table for me. (The most important is the silence in the library!)
- 64 My son has tutoring here - utilizes rooms with white boards. I use study carrel with plug-in laptop or enjoy a book in club chair.
- 65 I like the quietness; to work on homework with friends or on projects.
- 66 For group projects when we don't want to disturb others.
- 67 Use my computer (which has an 8-hour battery) and sometimes use my computer to take notes on a book I am reading.
- 68 My daughter prefers to use the private rooms when she studies because the rest of the library is usually pretty loud. Otherwise she has to wear earplugs.
- 69 Sit at a table to read a book; surf the internet or watch a DVD on a library laptop.
- 70 I study either individually or with another person on a square table.
- 71 to read, for personal projects
- 72 get on internet and make calls if I need to so to not disturb others
- 73 stop in the cafe - coffee in lounge not good, that last machine was the best. \$1.00 for a fresh latte!! Read paper, find good book and read
- 74 to study
- 75 group study
- 76 groups
- 77 school work (grading), tutoring

7. Is there some way we can improve the space for you?

	Responses	Percent
Responses:	72	100%
Total Responded to this question:	72	73.47%
Total who skipped this question:	26	26.53%
Total:	98	100%

Graph/Chart function not relevant for this question type.

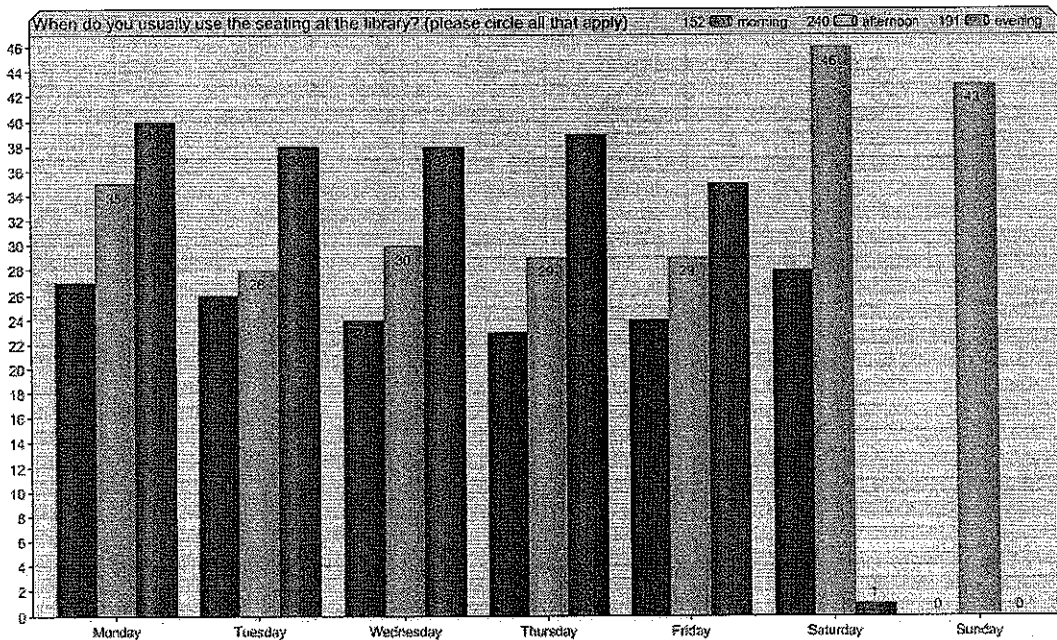
7. Is there some way we can improve the space for you?

Response	Response Text
1	not currently, works good
2	no that I can think of
3	Library areas seem noisy attimes, hard to concentrate, need to enforce "no talking or cell phone use"
4	I feel all is ok
5	Adding a coffee shop or machine would be a great benefit for people wishing to study longer.
6	I know its difficult to do, but longer hours would be nice; particularly on the weekends and evenings. As a full-time medical student that does not have a campus nearby, this library has given me a great p[lace to be able to study! I just wish I could spend even more time here. Haha. I know there are a lot of other medical students in the area that are very much like me as well. Thank you!
7	No, its good.
8	I often had a problem where people will talk near the no talking zone. It will be helpful if you make the rules stricter.
9	There used to be a quiet room which has been replaced with group rooms. Even though there is a quiet section, it is still quite loud, particularly with group rooms next door. I'd like to see a quiet room return, especially in an isolated area of the library.
10	Make the room darker when we need it; like with curtains. Re No. 1: Note: Lighting glare at some lounge areas tires the eyes quickly making readers sleepy. Fix this!
11	I appreciate the quiet zone tables by the windows. Sometimes it seems extra chilly but I do appreciate the workspace. Thank you! Talking areas are too distracting.
12	No
13	Have more private study rooms by creating smaller rooms.
14	No. I am pleased the way they are set up. We can almost always reserve the rooms downstairs or upstairs.
15	This is an excellent library. I go to approximately ten libraries within 15 minutes of this library. I would rate it #2 next to my 1st choice of Elmhurst Library.
16	You can arrange a smaller room for two people. Current room is too big. A group is very available.
17	Study tables should be away from the computer area.
18	I have no problem with the spaces.
19	Add recycling bins for paper; provide pencil sharpeners. Re No. 4: Would if I wanted.
20	Re No. 4: Not in middle tables in talking areas.
21	A reading room with La-zy Boys. Re: No. 1: A La-zy Boy. Re: No. 8: I don't.
22	No.
23	I'm happy with it.
24	I think it is good for now.
25	Make reservation of space easier and noted (visibly) at front desk.
26	I think its great! Thanks.
27	No, everything is good!
28	Comfortable chairs.
29	I like the current arrangement as it fits my needs perfectly.
30	More chairs.
31	I think the seating is fine.
32	No. Everything is wonderful.
33	No.
34	Generally space worksfor my purpose.
35	No complaints.
36	Soundproofing.
37	N/A

- 38 No improvement needed.
- 39 More table space.
- 40 The space is fine but the inside of the library looks worn - could use some redecorating. Also, books for rent stay on that shelf too long. Need to cycle new books faster so others come off. Overall, a nice library.
- 41 No, I think its a great space.
- 42 It would be nice to have a comfortable chair.
- 43 (See above) Note: Library staff working at desk in computer section of library are exceptionally helpful and pleasant.
- 44 Make rooms soundproof.
- 45 No. I use and like the individual
- 46 Smaller tables - large ones are usually occupied by one person.
- 47 No. It meets my needs.
- 48 No.
- 49 Space is fine. The men's bathroom, however, could use an automated/timed air freshener device. It constantly smells like urine or some other form of chemical warfare. At minimum, please use urinal pad/cakes. PLEASE!
- 50 Make them soundproof so others are not disturbed.
- 51 More tables would be the best improvement in my opinion.
- 52 Include a room with a t.v. (CNBC) (Bloom Merge (Fox Finance) and foreign exchange news.
- 53 Provide dry erase markers on wipe boards also erasers or and soundproofing the study rooms.
- 54 Soundproof study rooms.
- 55 Some libraries have a quiet room/section. I find that to be quite nice.
- 56 More tables and chairs would be nice.
- 57 So far, I think that IPPL does a pretty good job of accommodating its patrons.
- 58 Please increase study carrel or just a partition wall on some open desks.
- 59 Private study rooms would be very convenient (even small).
- 60 Actually, you're doing pretty great with what's available. I like the designated "no talking" spaces.
- 61 I have yet to use the room because I have never had a time that a friend could also come to use it with me. Re: No. 1 last line: A "room"
- 62 Maybe if there was a computer in there? Otherwise we can bring/borrow laptops from the library.
- 63 Not really, I am very happy with the seating. Re: No. 4: When I need to. Re: No. 8: Fairly evenly on all weekdays.
- 64 I'm usually studying in the "silent" area. It would be nice to have more bigger signs, that this is no talking zone, because people do not know or do not care about others who need quiet environment. It is very hard to focus when people are on their cellphones or talking loudly. It happens almost every day. However, it is a great library and I love it!
- 65 Put up reminders that its supposed to be quiet in the library and not just in English. Also, that this building is not an indoor playground for kids to run around in and scream. Especially by the stairs.
- 66 Remove study carrels and replace with tables. Creates a more open space atmosphere ion the library. Re: No. 8: I sit at either the tables or study carrel. Prefer small tables over study carrels. I rarely use the furniture with the leaf pattern by the magazine.
- 67 Maybe have an area where it is quiet study, but allowed to speak in with a low voice. Because right now its all quiet study strictly, unless theres a private room or the areas like I'm describing are filled.
- 68 have smaller tables for 2 people
- 69 I'm 61 and a library user all my life, in many places. this is a great library. obviously you have already put lots of though into it. I love it. I don't have Illinois drivers license, it would be nice to have an alternate way for me to borrow books than to read them here (but I'm not complaining, I liked it here)
- 70 The space is just fine in my opinion
- 71 no
- 72 I liked having outlets under that tables in the middle of the 1st floor (before remodel)

8: When do you usually use the seating at the library? (please circle all that apply)

	morning	afternoon	evening	Total
Monday:	27(26.47%)	35(34.31%)	40(39.22%)	102
Tuesday:	26(28.26%)	28(30.43%)	38(41.3%)	92
Wednesday:	24(26.09%)	30(32.61%)	38(41.3%)	92
Thursday:	23(25.27%)	29(31.87%)	39(42.86%)	91
Friday:	24(27.27%)	29(32.95%)	35(39.77%)	88
Saturday:	28(37.33%)	46(61.33%)	1(1.33%)	75
Sunday:	0(0%)	43(100%)	0(0%)	43
Total Responded to this question:				94 95.92%
Total who skipped this question:				4 4.08%
Total:				98 100%



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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 August/Sept 2015 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 has been accomplished and next steps developed.

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

This occurred January 21, 2016

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. Fall 2015 ongoing, 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. Spring 2016 Jamie Laura

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

1.1.2.3. Include discussion of user experience in department meetings. Spring 2016 Department Heads

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. Spring 2016 Laura

Laura gave a presentation at the staff institute day.

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

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. May/June 2016 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

1.2.1.2. 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. Fall 2015 Technology Services, Jamie

Staff tracked 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. A technology survey was sent to subscribers of the library's newsletter.

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. Fall 2015 Technology Services

Ann has beta-tested a short survey in a Tech Talk in September and will be using this going forward.

1.2.1.3.2. Use program evaluations to determine class and programming interests. Fall 2015 ongoing AS, Technology Services

Staff review this as an ongoing process

1.2.1.3.3. Survey niche groups. ongoing

1.2.1.3.3.1. Survey parents at the end of each storytime session. FY15/16 ongoing

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

1.2.1.3.3.3. Survey seniors regarding programming and services. FY15/16 AS

Debbie has begun work on a survey for this age group.

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. Spring 2016 Jamie

1.2.2.2 Train staff to gather pertinent community input as they engage with organizations. Spring/Summer 2016 Jamie

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.

1.3.1.1. Conduct a seating study to identify if there is a need for additional seating or different types of seating. Fall 2015 YS, AS

A seating study was conducted in October.

1.3.1.2. Survey library users as to how they use the library and their satisfaction in using the library for particular purposes. Fall 2015. Jamie

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

1.3.1.3. Evaluate the need for digital media and hands-on learning spaces. Fall 2015 Jamie, Technology Services

A technology survey was sent to newsletter subscribers in January.

1.3.1.4. Determine the need for a book return on the second floor. Winter 2015 YS, Circ

1.3.1.5. Evaluate how easily patrons navigate the library and its collections. Spring 2016 Jamie, AS, YS

1.3.1.5.1. Evaluate signage.

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

Natalie and YS staff has begun planning for user testing/signage for youth materials.

1.3.1.6. Consider a concierge or greeter style service. Spring 2016 Jamie, Department Heads

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

An additional collaborative workspace has been added on the second floor.

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. FY15/16 Jamie Trustees

The Building and Grounds committee discussed this and decided that the trustees should first visit other libraries.

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. Fall 2015 Laura

Laura has investigated the removal of islands and the size of spaces and reported on her findings to the trustees.

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

1.3.4.1 Provide wireless printing for personal devices. FY15/16 Technology Services

This is currently being studied.

1.3.4.2 Provide patrons with easy access to outlets and ways to charge their devices. FY15/16 Technology Services

Ann and Jamie have surveyed first floor and determined some solutions which unfortunately are quite expensive. Mike and Brett are now examining other ways to provide easy access to outlets and ways to charge devices.

Two USB charging station outlets were installed in first floor reading room area under the stairs.

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. FY15/16 committee

This is in process as the new website is being developed

1.1.1.2. Develop a new website with content that is of high quality, current, easily accessed and useful to our residents. FY15/16 committee

In development with a planned release in April 2016

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

1.4.2:1 Collection development policies for the library assist in meeting our patrons' interests in/desires for popular materials for children, teens and adults. FY15/16 Suzy, YS

Debbie Wordinger is currently evaluating user's interest against budget and overall use of the collection. The Collection Development plan has been updated to reflect current philosophy.

1.4.2.2 Increase awareness of the library. FY15/16 ongoing Jennifer, YS, Marianne

We've used the newsletter to highlight various types of formats and genres in the library. Did a big push for Hoopla in December

1.4.2.3 Training resources for the public are current and easily available. FY15/16 ongoing 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 (fall 2015).

1.4.2.4 Add to our elibrary, trying new models and opportunities and gathering community input to determine success. FY15/16 ongoing Suzy, YS, AS

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

1.4.3.1 Upgrade Evanced software. August 2015 Suzy

Completed - Evanced software was upgraded in August.

1.4.3.2 Evaluate how Evanced is being used and identify user and staff needs to determine if Evanced is meeting those needs. FY15/16 Ann will lead the process

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. Suzy FY15/16

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. FY15/16 Technology Services

Staff continue to investigate the Sirsi/Dynix mobile app but are not satisfied with the way it works with Android devices.

1.4.4.3 Create engaging age-specific catalogs. FY15/16 YS, AS oversight with Dave and Theresa trained and responsible for development of catalogs.

This activity is dependent on SWAN providing the training and that has not occurred.

1.4.4.4 Ensure a high quality SWAN database. FY15/16 ongoing 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 have 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. FY 15/16 ongoing 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.

Youth Services offered 7 programs on Saturdays or Sundays in Fall 2015. They will offer 14 programs in Winter 2015.

Technology Services has 5 classes scheduled on Saturday for the Winter 2015 newsletter. Classes offered on Saturdays: Making Movies with iMove; Intermediate iPad

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

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. FY 15/16 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. FY15/16 ongoing 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. FY15/16 Technology Service

1.5.5.3 Use traffic shaping to optimize or guarantee performance, improve latency and increase usable bandwidth. FY15/16 Technology Services

1.5.5.4 Review all devices being checked out by patrons and develop best practices for managing this service. FY15/16 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. FY15/16 Department Heads, Technology Services

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

2.1.1 Prepare young children for school.

2.1.1.1 Implement the 1,000 Books before Kindergarten program. Katie Natalie 9/1/15

Completed - This was implemented in September.

2.1.1.2 Online early literacy resources are available to parents and caregivers. Katie 3/1/16

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

2.1.3.1 Provide more programming and resources for local book clubs. FY15/16 AS

In 2015 we offered to guest lead neighborhood book discussion groups and two groups have taken us up on it so far.

2.1.3.1 Highlight our readers' advisory services. FY15/16 AS

Mary Paxson and Lora Bruggeman did a readers advisory drop-in in the lobby. "Under the radar" adult staff recommendations are appearing in the newsletter. Adult staff recommendations are displayed on the digital display.

2.1.3.3 Integrate bibliographies within the catalog. FY15/16 AS

Novelist bibliographies are now in the SWAN catalog.

Staff are in the process of getting in-house bibliographies to appear through Novelist Select

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 Fall 2015

Katie created a special display to promote and recommend picture books in support of 1,000 Books Before Kindergarten.

Krista created a Mid-Kid Trending section to highlight popular or recommended titles.

2.2.1.1 Digital displays will be used to promote the collections. Jez Nov. 2015

Jez is in the process of working with Theresa to promote selected staff recommendations on the digital displays.

Tyler began promoting teen recommendations on the digital displays.

Heather is beginning to develop promotions for the digital displays using Library Aware.

2.2.1.2 Identify and develop areas of exploration and discovery of materials. FY15/16 ongoing AS, YS

2.2.2 Highlight library staff and their excellent recommendations for books, movies and music. Jan 2016 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.

Adult staff recommendations are highlighted on the digital displays.

Articles of this nature have appeared in the local paper and online

2.2.3 Promote the library's eLibrary to increase awareness and use. FY 15/16 Suzy, Marianne

A hoopla promotion over the Christmas holiday and into winter allows for greater access and will hopefully introduce the service to more people.

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. Fall 2015 Monica, Suzy

Krista had been working with Burr Ridge Middle School staff to train them on how to use eBooks through IPLL. Krista had been communicating with Overdrive to figure out if we can access multicopies of items for book club use in schools.

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

2.3 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. FY15/16 Cindy, YS, Suzy

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

In the fall, Cindy had scheduled programs on flower arranging, pumpkin painting, several cooking programs and several more hands on classes. Jez held a #ilbsocial program on coloring. In winter Jez held a bookart program for #ilbsocial.

K&T are offering weekly maker programs for Kids (MIMO) and teens (DIYT).

TS offered two new classes: MS Publisher and a 3D Cookie Cutter Creation class. Winter 2016

2.3.1.1.2 Identify residents who are able to effectively teach others and share their skills. Fall/Winter 2015 Administration

We have a number of residents who will demonstrate their skills at the April How-To-Expo.

Residents from the Darien Gardening Club are setting up a booth at the Seed Library to teach seed harvesting in November.

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

Tyler had written a grant for equipment which was not funded. Natalie's experience with IleadU provided the library with several electronic kits.

2.3.1.1.4 Expand hands-on projects in the Kids & Teens WouldShop. FY15/16 YS

Krista had taken over as coordinator of the WouldShop. She has expanded many of the activities, added new technology and STEM equipment/materials.

Natalie is investigating tech tools and toys. We've already acquired Kano computer building kits, Sphero robots, and Lego WeDogs.

2.3.1.1.5 Provide creation, exploration and technology kits that residents can check out. YS summer/fall 2015

The library has purchased equipment for 15 kits, some of which are waiting to be processed.

2.3.1.1.6 Hold an event that focuses on creating, making and DIY. All depts. event to be held Spring 2016

The How-To Expo will be in Spring 2016.

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 YS, AS, Technology Services

Dave taught a class this fall for adults to learn how to create movies using their iPad "Making Movies with iMovie class". 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.

2.3.1.2.2 Purchase additional software and hardware to support media technology. Staff to identify needed software and hardware by 1/1/16

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

2.3.1.2.3 Create a brand and promotional plan for the library's digital media technology services and programs. FY15/16 Suzy, Tyler, Marianne and Theresa

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

2.3.2.1 Implement Lynda.com. July 2015 Jen

Completed summer 2015

2.3.2.1.1 Create training and promotional videos for Lynda.com Jen, Tyler, Technology Services Fall 2015

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 Marianne Fall 2015

Jez put information in the job hunting eNews she has started and Jennifer gave information to Laura to share with the Chamber, but not official fully fledged plan.

2.3.2.2 Investigate possible subscription to resources that teach coding. Tyler March 2016

This has been completed and will be considered in the upcoming budget.

2.3.2.3 Investigate possible subscription to hobby and creation resources. Jennifer March 2016

Jennifer has started looking into this with a query at the ELSUM group.

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. Use a variety of methods to introduce technologies to the community. FY15/16 ongoing

2.4.1.1. Develop technology classes for all ages featuring the latest in technology. FY15/16 Technology Services, AS, YS

Nov 17 - Tech Tues for Teens, Dec 12 - Kids Tech Touch event, Feb 19 (Winter) Making History, exploring history through technology. In the Fall adults had Tech Talks on coding and virtual reality and this winter streaming music and podcasts. Programs in the fall and winter include 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. FY15/16

K&T staff are investigating equipment purchases for Winter 2015 - Making History, exploring history through technology

2.4.1.3. Expand the number of trained people who teach technology classes, particularly with new skills. FY 15/16

Jez has started teaching Tumblr; Theresa is now teaching the iMac and photo editing with Pixlr class.

2.4.1.4. Create videos that assist in teaching patrons about new technology. FY15/16 Ann, Dave

Videos have been created to assist patrons with eLibrary resources – Axis 360, Hoopla and Zinio

2.4.3. Identify and determine how to provide technology that residents want to check out for home use. FY15/16 ongoing

Shirley, through the Lions Club has added assistive technology that can be checked out of the library.

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

The Marketing Department began promotion of digital media equipment in January.

2.4.3.2. Survey residents as to their interest in checking various types of technology. Technology Services, use current survey and 2nd survey winter 2016

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. FY15/16 ongoing Technology Services, Admin

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. FY15/16 ongoing Joe

Joe was in the lobby in September 2015 for Literacy Volunteers of America. (He also did one in March 2015 for any literacy organization)

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

As of fall 2015 Joe has begun work on this.

3.1. The library is more visible in the community. FY15/16

3.1.1. Identify staff and their roles who will lead the library in further engagement with the community. FY15/16 Admin, dept heads, Marianne

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. FY 15/16 ongoing 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 storytime at the Darien Farmers Market, continues to do so at Whole Foods and started at Chik-Fil-A

Natalie and Ann presented at a District 180 Community Connections event.

3.1.2.1. Identify the goals the library would like to achieve by offering offsite library programming.

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.

3.1.2.4. Identify and approach potential partners to develop collaborative programming.

3.1.2.5. Develop, schedule and promote the programs.

3.1.2.6. Evaluate the success of offsite programming relative to the goals established for the initiative.

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

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.

3.1.3.2. Create a calendar of community events in the library district.

3.1.3.3. The Marketing and Promotion Coordinator works with staff to determine which community events meet the established criteria and organize the library's participation.

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

3.2.1.1. Develop an evaluation tool to evaluate the benefit of established partnerships. FY 15/16 Jamie, Laura, Dept Heads, trustees

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. FY 15/16 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.

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

3.3.2.1. Continue the Volunteer Fair and include service organizations. FY 15/16 AS, Laura

Mary Krekelberg and Laura organized a Community Connections Expo in January, 2016 with organizations, clubs, and social service agencies. 18 organizations participated.

3.3.2.2. Provide opportunities for organizations to hold drop-in programs in the lobby. FY15/16 ongoing

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. FY 15/16 ongoing AS YS Technology

The April How-To Expo is designed to do this.

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

4.1.1.1. The library holds joint adult services/youth services staff meeting to share information. FY15/16 AS, YS

This is currently scheduled for February 2016.

4.1.1.2. Technology Services staff attend department meetings to introduce discuss technology topics. FY15/16 Technology Services

Ann attended the Computer Help Desk meeting to introduce and discuss circulation of digital media equipment. Dec. 2016

4.1.1.3. Staff-written informational articles are part of Catch the Wave. FY15/16 ongoing

Ongoing – a schedule of topics has been developed.

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

This has been moved to FY16/17 since Suzy took a new position in October and her replacement is not yet hired.

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

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. 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. FY 15/16 Jamie

4.2.1.1. The library provides adequate quiet and collaborative spaces.

This will be studied and discussed in February

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4.2.1.2. The library provides for personal use of technology.

Ann, Jamie and Brett have begun examining the building to create better access points for personal devices

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

This is currently being studied

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". FY15/16

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. FY15/16

Laura is working with an Eagle Scout to investigate and design a rain water collection system.

4.2.2.3. The library will investigate replacing current lighting with LED lighting. Feb 2016 Laura

Laura is monitoring opportunities for LED lighting grants.

4.2.2.4. The library will investigate VOIP telephone services. Feb 2016 Laura

Laura is currently soliciting pricing and information from several VOIP vendors.

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

4.3.1. Investigate RFID. April 2016 Deb S., Ann

Debbie has gotten prices relative to RFID

4.3.2. Investigate self-checkout software options. March 2016 Ann, Deb S.

This process has been started. Debbie and Ann will be attending the PLA conference and talking to vendors.

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. Ongoing 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

As stated above, Youth Services has applied for two grants so far this fiscal year. Adult Services is applying for one grant as of winter 2016.

4.4.2. Evaluate, refine and expand the library's giving program and promotion of that program. FY 15/16 Jamie, Laura, Marianne, Nancy.

Staff are in process of creating a Foundation website and updating Foundation publications.

4.4.3. Consider the use of sponsorships of services. FY15/16 Trustees, Admin, AS, YS. Technology

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

5.2.1.3. Target people in their twenties and thirties. FY15/16 ongoing AS YS

Friday night programming for this age group has been launched as well as the ongoing book discussion.

5.2.1.5. Promote technology and digital services in the media at least quarterly. Start winter 2016 and ongoing Marketing

5.2.1.6. Market to parents. FY15/16 ongoing

We have started including a Parents column in the newsletter.

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. FY15/16 Marketing

Tyler has been using a texting service to promote programs to teens.

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 as of January 2016

5.2.2.3. Establish a focused and effective approach of disseminating information about services and programs to seniors. FY15/16 ongoing AS Marketing

5.2.2.4. Distribute the library newsletter in more locations. FY15/16 Marketing

Research underway by Marianne – planning to start with Spring 2016 newsletter distribution

5.2.2.5. Create targeted niche newsletters. FY15/16 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. FY15/16 Marketing

Research underway by Marianne.

5.2.4. Tell the library story using outcomes focusing on how residents benefit from the library. FY 15/16 Marianne

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

5.2.4.2. Identify ways to effectively use the stories. Marketing

Marianne attending LACONI workshop: Bringing Library Stories to Life, Inspiring Your Patrons to Action on Jan. 29

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 a quick "Photography 101" and digital camera lesson. Marianne will attend an Adult Services meeting in January 2016.

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. FY15/16 ongoing Jamie Marketing Trustees

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. 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

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. FY 15/16 ongoing Trustees

5.4.2. Meet with the director of each municipal body annually. FY 15/16 ongoing Jamie
Jamie met with the Director of the Darien Park District in February

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.

Kids & Teens

This evening one of our visitors stopped at the K & T Ask Us desk to say that they "love" the interactive areas we have developed for the children. In the family center her son loves the bakery and pizza shop style activities. He is in first grade now and is comfortable using many of the building projects in the WouldShop too. He really enjoyed the building project with the marbles. Westmont library is our home library but we love coming here. Thank you I think this is a wonderful library. We just love it!

Circulation

One of our patrons remarked what a nice library this is. He was at Downers Grove Library and liked ours better.

Patron said it was a blessing to come to this library. Everyone is so kind!

On the cold Wednesday evening a patron said that she was very grateful to be able to renew items over the phone.

Patron commented that he loves our library even though the patron before him was upset.

Westmont patron said that he prefers our library because of all of the natural light he said "Great design!"

Adult & Computer Help Desk

Patron stopped by the desk to comment on our excellent movie collection. He is very impressed that we're always able to get the best movies, especially for foreign films.

It would help if the library's website posted that the library is open on school holidays, such as Martin Luther King Day and President's Day. Also, it would be good on the recorded message so I don't have to check with a live person about whether the library is open.

I wish the library had a charging station for phones.

Because there was I like at the Check Out counter I asked if anyone would like to checkout at the Self Check. A woman came over and I showed her how to use it. She said "this is so easy".

A patron from Hodgkins Library said the Hodgkins staff asked her why she was always going to the Indian Prairie Public Library. She said because Indian Prairie has such great programs.

Technology

Administration

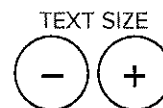
A patron called Admin to ask if I had the details for the "area" for the Com Ed power outage on Friday, January 22. She received the Tuesday email blast announcing the outage at the library. She said thank you for sending the email and for thinking of the patrons.

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The Atlantic

The Library Card

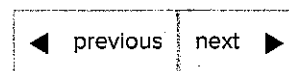
DEBORAH FALLOWS
MARCH 2016 ISSUE | U.S.



This article appears in the March print edition alongside the cover story, “Can America Put Itself Back Together?”—a summation of James and Deb Fallows’s 54,000-mile journey around America in a single-engine plane. More dispatches from their ongoing reporting trip can be found here.

AS WE TRAVELED around the U.S. reporting on the revival of towns and cities, we always made the local library an early stop. We’d hit the newspaper offices, the chamber of commerce, city hall, and Main Street for an introduction to the economics, politics, and stresses of a town. The visit to the public library revealed its heart and soul.

The traditional impression of libraries as places for quiet reading, research, and borrowing books—and of librarians as schoolmarmish *shush*-ers—is outdated, as they have metamorphosed into bustling civic centers. For instance, Deschutes Public Library in Bend, Oregon, now cooperates with dozens of organizations, from AARP (which helps people with their taxes) to Goodwill (which teaches résumé writing). A social worker trains staff to guide conversations about one of the most frequent questions people trustingly bring into the library: Can you help me figure out how to meet my housing costs?



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There are three areas where libraries function as vibrant centers of America's towns: technology, education, and community.



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Chelsea Beck

Technology

Many people rely on libraries for their computer and Internet use. According to a 2015 Pew Research Center report, more than a quarter of Americans who had visited a public library in the past year had used a computer, the Internet, or a WiFi connection there, with the usage numbers higher among minorities and low-income groups.

More ambitiously, libraries have also begun offering “makerspaces”—shared workspaces that provide technological tools and are designed to facilitate collaborative work. I recently toured the makerspace at Washington, D.C.’s flagship Martin Luther King Jr. library. An eclectic group of hobbyists, entrepreneurs, and a mom with her homeschooled preteens were learning about tools like 3-D printers, laser cutters, and wire benders. Ben Franklin, who conducted some of his experiments with electricity in the public spaces of the Library Company

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of Philadelphia, would surely appreciate today's public-library makerspaces.

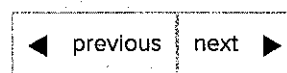
Miguel Figueroa, who directs the Center for the Future of Libraries at the American Library Association, says makerspaces are part of libraries' expanded mission to be places where people can not only consume knowledge, but create new knowledge.

Education

In my conversations with librarians around the country, the most urgent topic was the education of America's youngest children. Patrick Losinski, the CEO of the Columbus, Ohio, metropolitan library system, told me that when a 5-year-old walks into kindergarten, takes a book, and holds it upside down, "you know there is no reading readiness there." I heard of many projects like Books for Babies, which is run by Friends of the Library in tiny Winters, California: Volunteers scour birth announcements and go stroller-spotting, offering each new baby a box with a T-shirt, a cap, two books, and an application to join the library.

In Charleston, West Virginia, despite recent funding losses that severely cut library staff, librarians still provide materials to teachers all across the 900-square-mile county. In Columbus, Mississippi, the library gives high-school students access to Civil War-era archives—slave sale records, court cases, and secrets of the community—making real the racial history of their state. In Redlands, California, the program attracting the most volunteers is one-on-one literacy tutorials for adults. And many adults use public libraries as their access point to postsecondary online courses.

Community



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The library in West Hartford, Connecticut, offers conversational-English classes for immigrants. The library in Seattle provides citizenship classes. The library in Duluth, Minnesota, has a seed-lending program for local gardeners. The library in Washington, D.C., offers tango dancing on Saturday afternoons. In libraries, I have practiced yoga and tai chi, sipped lattes in coffee shops, and watched Millennials with laptops arrange their virtual start-up offices at long reading-room tables. Libraries serve as anchors in times of distress: The library in Ferguson, Missouri, kept its doors open even when schools were closed, and libraries in New Jersey became places of refuge after Hurricane Sandy.

If these seem like deviations from libraries' historical role as lenders of books, consider that, around the start of the 20th century, the earliest Carnegie libraries included bowling alleys, music halls, billiard tables, swimming pools, and gymnasiums.

ABOUT THE AUTHOR



DEBORAH FALLOWS is a contributing writer for *The Atlantic* and the author of *Dreaming in Chinese*.

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