

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
APRIL 22, 2020, 7:30 P.M.  
ONLINE VIA GOTO MEETING**

As the Downers Grove Public Library navigates through this unprecedented time, with an abundance of caution to protect our community and limit the spread of the COVID-19 virus, members of the public can view and listen to the proceedings using GoTo Meeting. Below is the link to join the online meeting and information to download the app in advance of the meeting. For those who want participate via phone only, you may call into the audio only using the phone number below.

In lieu of providing public comment in person or by phone, members of the public may send statements to the Library Director, at <https://dglibrary.org/feedback/> Please indicate that this is a Board Meeting Comment in the body of the comment. Be aware that comments sent to the Library will be read individually.

**Board of Library Trustees**

Wed, Apr 22, 2020 7:30 PM - 9:00 PM (CDT)

**Please join my meeting from your computer, tablet or smartphone.**

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**AGENDA**

1. Call to Order

2. Roll Call

3. Welcome to Visitors

4. Approval of Minutes

a. February 26, 2020

Requested Action: Approval

5. Financial Matters

a. February 2020 Financial Report

b. March 2020 Invoices

Requested Action: Approval

- c. March 2020 Financial Report
- d. April 2020 Invoices

Requested Action: Approval

6. Public Comment on Agenda Items

7. Public Comment on Other Library Business

8. New Business

- a. COVID-19 Response and Reopening Phasing Plan

Requested Action: Approval

- b. Paying Staff According to Personnel Policy, Section 3.28 Emergency  
Closings through May 31, 2020

Requested Action: Approval

- c. Update to General Policy, Section 2.13 Photography and Videography

Requested Action: Approval

- d. Fine Free Through Summer Reading

Requested Action: Approval

9. Unfinished Business

10. Library Director's Report

11. Trustee Comments and Requests for Information

12. Adjournment

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
FEBRUARY 26, 2020, 7:30 P.M.  
LIBRARY MEETING ROOM**

**DRAFT MINUTES**

1. **Call to Order.** President Graber called the meeting to order at 7:36 p.m.
2. **Roll Call.** Members present: Trustee Swapna Gigani, Trustee David Humphreys, Trustee Barnali Khuntia, Trustee Kim Stapleton, President Jonathan Graber. Absent: Trustee Carissa Dougherty.

Also present: Director Julie Milavec, Executive Assistant Katelyn Vabalaitis, Public Relations Manager Cindy Khatri.

3. **Welcome to Visitors.** President Graber welcomed visitors and thanked them for their interest in the library.
4. **Approval of Minutes.**
  - a. January 22, 2020. It was moved by Stapleton and seconded by Gigani THAT the Minutes of the January 22, 2020 Regular Monthly Meeting be approved as presented. Motion passed by voice vote.
5. **Financial Matters.**
  - a. Final 2019 Year End Financial Report. Milavec presented the report. The final 2019 numbers looked really great. On the revenue side, the library was \$120,000 over initial revenue estimates, primarily due to the Illinois Public Library Per Capita Grant. The library budgeted for half of the grant but ended up receiving the full \$1.25 per capita. The investment income came in higher than expected and the library received more contributions than estimated, including from the Downers Grove Public Library Foundation. On the expense side, the library was \$280,000 under budget. The wage and salary lines went both over and under and ultimately balanced each other out. The library was significantly under budget in several lines. The materials lines were over in print and under in electronic and audio visual, creating a wash. The Village's Certified Annual Financial Report will not be available until May or June.
  - b. January 2020 Financial Report. Milavec presented the report. The library's 2020 financials are off to a good start. Milavec mentioned an anomaly for the year, where there will be 27 pay periods instead of the usual 26. It is a quirk of the calendar that happens about every nine years. This means there will be three months with three payrolls, starting with January.

- c. February 2020 Invoices. It was moved by Khuntia and seconded by Humphreys THAT the payment of February 2020 operating invoices totaling \$129,040.79, the acceptance of February 2020 credit memos totaling \$534.84, and the ratification of January 2020 payrolls totaling \$348,336.62 be approved. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

6. **Public Comment on Agenda Items.** President Graber invited comment. There was none.

7. **Public Comment on Other Library Business.** President Graber invited comment. There was none.

8. **New Business.**

- a. Purchase of Six Bibliotheca SelfCheck 500 Stations. The library is looking to replace all of the Bibliotheca self-check machines in the building with their new style. The old style has a built-in printer that is no longer supported by the company. This plan was built into the budget for 2020. The new machines come with one year of maintenance support included.

It was moved by Humphreys and seconded by Gigani THAT the purchase of six Bibliotheca selfCheck 500 stations and accessories in the total amount of \$57,405.50 be approved. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

- b. Bibliotheca Annual Service and Maintenance Agreement Renewal. The maintenance agreement covers the self-check machines, sorter, and software used for all of the equipment.

It was moved by Humphreys and seconded by Stapleton THAT the Bibliotheca Annual Service and Maintenance Agreement in an amount not to exceed \$42,028.92 be approved. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

- c. Use of Library Capital Replacement Fund for Purchase of Trane VAVs. Replacement of the VAV boxes is included in the capital needs assessment project, starting with a batch this year. It was discovered that the amount that was budgeted for these replacements is less than the cost of the boxes. This is partially because the library upgraded its automation system and now requires the Wi-Fi-enabled boxes, which cost more. The cost of installation would be paid out of the maintenance services budget line, but the library is asking for the cost of the boxes to come from the Capital Replacement Fund.

It was moved by Stapleton and seconded by Khuntia THAT an expenditure of \$23,541.00 from the Library Capital Replacement Fund for purchase of eight VAV boxes from Trane be approved. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

- d. General Policy Update – Section 2.9 Code of Conduct. Milavec requested that the library's Code of Conduct be updated to reflect the legalization of recreational marijuana. It was moved by Humphreys and seconded by Gigani THAT the update to the General Policy Section 2.9 Code of Conduct be approved as presented. Motion passed by voice vote.

**9. Unfinished Business.** There was none.

- 10. Library Director's Report.** Milavec presented the report. The website went through a wonderful upgrade. Last night, Milavec and Public Relations Manager Cindy Khatri made a presentation to the Village's Human Services ad hoc committee. This committee has made a recommendation to the Village Council to reconstitute the Human Services Commission. The library was present last night with the superintendents from the school districts to talk about programs and services currently offered. The library's social work intern, Octavia Neyland, also attended the presentation. She is currently working on a resource guide for librarians, a needs assessment survey for patrons, and will begin office hours in March.

Milavec thanked Board President Jonathan Graber, Mayor Bob Barnett, Library Foundation President Brooks Ruyle, and Artist Melissa Leandro for the wonderful art unveiling on Sunday. There was a great turnout and Graphics and Display Coordinator Grace Goodwyn managed to capture the event for Facebook Live, which had great traction. Milavec discussed the library's diversity, equity, and inclusion trajectory with the Board. The library would like to bring in a DEI consultant, Reesheda Graham Washington, to listen to the Board, library staff, and the public and then craft a plan for the library as an organization.

- a. Public Relations Department, Public Relations Manager Cindy Khatri. Public Relations Manager Cindy Khatri gave an overview of the Public Relations Department and discussed current trends and future plans. Cindy has been in her role for a year now and has two other staff in her department that both started last year, Graphic Design and Display Coordinator Grace Goodwyn and Marketing Content Coordinator Brian Ruane. The PR department is a very fresh department and is navigating how they want to shape this new era of PR.

The PR department is in charge of marketing the library and promoting community engagement events. This includes managing the style guide and considering the library's brand and reputation. PR handles all of the print and digital marketing for the library, including the Discoveries newsletter, library signage, press releases, general branding, social media, website content, and Cover to Cover podcast.

When thinking about the library's marketing goals, PR is looking at the strategic plan and what initiatives and programs can enhance the goals of the strategic plan. PR tries to think like a patron and eliminate library jargon to make everything as accessible as possible. They also handle reputation management for the library. PR responds to the public as well as provides internal customer service, working with all departments of the library. In terms of community engagement, PR handles all of the general outreach, including Farmers Market, Concert Series, The Cupboard, and Organization of the Month. They also take care of all of the rotating displays in the library.

In the last year, the department started auditing all of the library's social media accounts, revamped the Discoveries newsletter, redesigned the library's website, and updated the library's program priority list. This year, PR is focusing on standardizing the library's general outreach in hopes of more meaningful interactions, targeting specific groups in marketing efforts, and creating a brand new marketing plan.

#### **11. Trustee Comments and Requests for Information.**

Trustee Humphreys commented on Cindy Khatri's presentation, noting that he attended a program at Oak Trace that had an emphasis on last October's month of homelessness awareness. Cindy gave a very engaging presentation and did a great job.

Trustee Khuntia wanted to follow up on the email the library received about the lack of programming for Black History Month. She is happy that staff are taking the feedback seriously.

Trustee Humphreys was also happy to see action taken by staff on the lack of Black History Month programming and was embarrassed that it had to be pointed out. He commented that it is an area for the library to be proactive.

Trustee Stapleton read through the Illinois Public Library Annual Report and found it interesting that Board members are perfectly spread across the two zip codes in Downers Grove.

#### **12. Adjournment.** President Graber adjourned the meeting at 8:34 p.m.

DOWNERS GROVE LIBRARY      2/29/2020

	Building & Equip	
	Library fund	Replacement Fund
CASH & INVESTMENTS	\$ 657,309	\$ 898,369
FUND BALANCE	632,468	\$ 898,369

## Revenue by Object Report February 2020

Village of Downers Grove  
2/1/2020 through 2/29/2020

**Grand Totals**

<b>Object/Title</b>	<b>Adjusted Estimate</b>	<b>Revenues</b>	<b>Year-to-date Revenues</b>	<b>Balance</b>	<b>Prct Rcvd</b>
4101 Current Property Taxes	5,497,919.00	0.00	0.00	5,497,919.00	0.00
4109 Prior Year Property Taxes	100.00	0.00	0.00	100.00	0.00
4313 Personal Property Replacement Tax	51,500.00	47.77	10,486.31	41,013.69	20.36
4410 Sales of Materials	9,900.00	743.53	1,292.23	8,607.77	13.05
4502 Charges For Services	20,000.00	1,673.63	3,096.54	16,903.46	15.48
4509 Fees For Non-Residents	16,000.00	2,628.00	4,380.00	11,620.00	27.38
4571 Rental Fees	4,000.00	140.00	760.00	3,240.00	19.00
4581 Fines	33,000.00	3,236.40	6,570.98	26,429.02	19.91
4590 Cost Recovered For Services	10,000.00	1,063.38	2,256.89	7,743.11	22.57
4610 Federal, Operational Grants	0.00	0.00	0.00	0.00	0.00
4620 State, Operational Grants	61,516.00	0.00	0.00	61,516.00	0.00
4711 Investment Income	7,500.00	727.67	1,711.47	5,788.53	22.82
4712 Investment Income - Property Taxes	0.00	0.00	0.00	0.00	0.00
4820 Contributions, Operating	5,000.00	0.00	249.48	4,750.52	4.99
4988 Bond Issue Proceeds	0.00	0.00	0.00	0.00	0.00
4997 Prior Period Adjustments	0.00	0.00	0.00	0.00	0.00
<b>Grand Totals</b>	5,716,435.00	10,260.38	30,803.90	5,685,631.10	0.54



## CAPITAL REPLACEMENT FUND

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## Expenditures by Object Report

February 2020

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Village of Downers Grove  
2/1/2020 through 2/29/2020  
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**Grand Totals**

<b>Object/Title</b>	<b>Adjusted Appropriation</b>	<b>Expenditures</b>	<b>Year-to-date Expenditures</b>	<b>Year-to-date Encumbrances</b>	<b>Balance</b>	<b>Prct Use</b>
5315 Professional Services	0.00	0.00	0.00	0.00	0.00	0.0
5760 Improvements Other Than Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5770 Capital Equipment	0.00	0.00	0.00	0.00	0.00	0.0
5870 Capital Equipment	447,000.00	0.00	292.94	0.00	446,707.06	0.0
5910 Transfer For Capital Projects	0.00	0.00	0.00	0.00	0.00	0.0
<b>Grand Totals</b>	447,000.00	0.00	292.94	0.00	446,707.06	0.0

# OPERATING FUND

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Periods: 2 through 2

## Expenditures by Object Report

February 2020

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Village of Downers Grove  
2/1/2020 through 2/29/2020  
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### Grand Totals

<i>Object/Title</i>	<i>Adjusted Appropriation</i>	<i>Expenditures</i>	<i>Year-to-date Expenditures</i>	<i>Year-to-date Encumbrances</i>	<i>Balance</i>	<i>Prct Used</i>
5101 Salaries, Exempt	1,594,544.25	123,069.00	246,138.00	0.00	1,348,406.25	15.4
5104 Bonus	0.00	0.00	0.00	0.00	0.00	0.0
5111 Salaries, Non-Exempt	251,401.02	22,614.00	45,228.00	0.00	206,173.02	17.9
5119 Part-Time Employee Wages	1,252,673.30	92,377.70	182,750.63	0.00	1,069,922.67	14.5
5131 IMRF Pension Contributions	232,934.78	17,855.99	44,004.21	0.00	188,930.57	18.8
5133 Medicare Contributions	44,929.98	3,397.44	6,789.02	0.00	38,140.96	15.1
5134 Social Security Contributions	192,114.36	14,526.46	29,028.20	0.00	163,086.16	15.1
5140 Auto Allowance	0.00	0.00	0.00	0.00	0.00	0.0
5167 Compensated Absences	0.00	0.00	0.00	0.00	0.00	0.0
5190 Life Insurance	1,044.00	77.35	154.70	0.00	889.30	14.8
5191 Health Insurance	415,774.44	31,113.46	61,486.07	0.00	354,288.37	14.7
5195 Optical Insurance	1,989.69	143.90	284.40	0.00	1,705.29	14.2
5197 Dental Insurance	34,239.11	2,513.66	5,027.32	0.00	29,211.79	14.6
5210 Supplies	97,450.00	7,965.22	11,715.17	0.00	85,734.83	12.0
5251 Maintenance Supplies	18,550.00	3,405.84	4,268.17	0.00	14,281.83	23.0
5280 Small Tools & Equipment	31,100.00	1,779.63	2,649.43	0.00	28,450.57	8.5
5291 Water Purchase	0.00	0.00	0.00	0.00	0.00	0.0
5302 Dues And Memberships	7,500.00	442.30	650.30	0.00	6,849.70	8.6
5303 Seminars, Conferences & Meetings	34,050.00	2,771.24	3,162.36	0.00	30,887.64	9.2
5308 Recognition Program-Staff	5,000.00	181.54	640.29	0.00	4,359.71	12.8
5315 Professional Services	60,000.00	6,210.60	9,875.96	0.00	50,124.04	16.4
5322 Personnel Recruitment	1,000.00	192.85	192.85	0.00	807.15	19.2
5323 Special Legal	6,000.00	0.00	0.00	0.00	6,000.00	0.0
5336 Cataloging Services	0.00	0.00	0.00	0.00	0.00	0.0
5346 Data Processing Services	105,500.00	0.00	14,289.00	0.00	91,211.00	13.5
5380 Printing Services	24,800.00	0.00	0.00	0.00	24,800.00	0.0
5391 Telephone	17,000.00	1,862.24	2,604.65	0.00	14,395.35	15.3
5392 Postage	25,500.00	0.00	0.00	0.00	25,500.00	0.0
5393 Freight And Cartage	0.00	0.00	0.00	0.00	0.00	0.0
5407 Advertising And Public Relations	19,000.00	217.83	110.04	0.00	18,889.96	0.5

OPERATING FUND

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Periods: 2 through 2

Expenditures by Object Report

February 2020

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Village of Downers Grove  
2/1/2020 through 2/29/2020  
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Grand Totals [Continued]

Object/Title	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
5420 Insurance - Other Policies	43,125.00	0.00	45,428.00	0.00	-2,303.00	105.3
5430 Building Maintenance Services	91,550.00	9,813.36	11,146.70	0.00	80,403.30	12.1
5450 Cleaning Services	80,000.00	11,416.99	11,460.36	0.00	68,539.64	14.3
5461 Utilities	25,250.00	1,241.38	2,821.77	0.00	22,428.23	11.1
5470 Other Equipment Repair And Maintenance	12,000.00	3,608.25	4,283.66	0.00	7,716.34	35.7
5481 Rentals	15,500.00	859.55	1,719.10	0.00	13,780.90	11.0
5620 Recoverables	4,000.00	223.75	223.75	0.00	3,776.25	5.5
5630 Contingency	0.00	0.00	0.00	0.00	0.00	0.0
5670 Claims & Similar Exps	0.00	0.00	0.00	0.00	0.00	0.0
5681 Community Events Grants	0.00	0.00	0.00	0.00	0.00	0.0
5690 Unemployment Compensation	5,000.00	0.00	0.00	0.00	5,000.00	0.0
5730 Intangibles & Artwk	0.00	0.00	0.00	0.00	0.00	0.0
5750 Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5770 Capital Equipment	60,000.00	2,378.00	3,173.68	0.00	56,826.32	5.2
5801 *** Title Not Found ***	0.00	0.00	0.00	0.00	0.00	0.0
5850 Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5851 Electronic Resources	226,800.00	31,919.03	38,133.03	0.00	188,666.97	16.8
5852 Print Materials	345,250.00	30,080.00	34,163.75	0.00	311,086.25	9.9
5853 Audiovisual Materials	147,725.00	10,789.36	13,209.09	0.00	134,515.91	8.9
5860 Improvements Other Than Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5870 Capital Equipment	84,000.00	0.00	0.00	0.00	84,000.00	0.0
5880 Intangible Assets (Software)	52,000.00	1,303.64	1,543.08	0.00	50,456.92	2.9
5899 Depreciation	0.00	0.00	0.00	0.00	0.00	0.0
5910 Transfer For Capital Projects	350,000.00	0.00	0.00	0.00	350,000.00	0.0
5930 Transfer For Debt Service	0.00	0.00	0.00	0.00	0.00	0.0
<b>Grand Totals</b>	<b>6,016,294.93</b>	<b>436,351.56</b>	<b>838,354.74</b>	<b>0.00</b>	<b>5,177,940.19</b>	<b>13.9</b>

**Invoice Edit Listing**  
**Village of Downers Grove**  
**March 25, 2020 – CAPITAL REPLACEMENT FUND**

***Vendor Totals***

<b>Vendor</b>	<b>Number of Invoices</b>	<b>Amount</b>	<b>Retained/Withheld Amount</b>	<b>Total</b>
014548 PRODUCT, LLC	1	900.00	0.00	900.00
<b>Grand Total:</b>	1	900.00	0.00	900.00

INVOICES OF NOTE

For Library Board Meeting on March 25, 2020  
Capital Replacement

014548	Product, LLC (exterior permit correction services)	\$900.00
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**Invoice Edit Listing**  
**Village of Downers Grove**  
**March 25, 2020 – OPERATING FUND**

**Vendor Totals**

<b>Vendor</b>	<b>Number of Invoices</b>	<b>Amount</b>	<b>Retained/Withheld Amount</b>	<b>Total</b>
000165 ADVANTAGE MICROFILM SERVICES, INC.	1	1,630.00	0.00	1,630.00
019152 ALLCOMM SYSTEMS, INC.	1	425.00	0.00	425.00
018213 AMAZON CAPITAL SERVICES, INC.	1	77.43	0.00	77.43
000322 AMAZON.COM	1	1,425.12	0.00	1,425.12
000403 AT&T	1	267.35	0.00	267.35
000672 BAKER & TAYLOR - L0217582	60	16,310.22	0.00	16,310.22
019652 BEST QUALITY CLEANING	1	5,260.00	0.00	5,260.00
016893 BIBLIOTHECA, LLC	5	106,632.43	0.00	106,632.43
001223 CASE LOTS INC	1	119.40	0.00	119.40
001264 CDW GOVERNMENT, INC	1	99.57	0.00	99.57
008323 CENGAGE LEARNING	11	577.98	0.00	577.98
001277 CENTER POINT PUBLISHING	5	226.50	0.00	226.50
002319 CHAMBER630	2	44.25	0.00	44.25
020059 CHAMPION SOLUTIONS GROUP, INC.	1	2,942.35	0.00	2,942.35
001459 CINTAS CORPORATION #344	8	632.69	0.00	632.69
020040 COLE INFORMATION SERVICES	1	447.00	0.00	447.00
001553 COMCAST CABLE	1	307.28	0.00	307.28
016094 DE LAGE LANDEN FINANCIAL SVC, INC.	1	859.55	0.00	859.55
002056 DEMCO INC	3	878.68	0.00	878.68
002539 EBSCO SUBSCRIPTION SERVICES	1	2,842.00	0.00	2,842.00
005572 FIA CARD SERVICES, N.A.	14	7,794.52	0.00	7,794.52
009775 FINDAWAY WORLD, LLC	3	1,817.60	0.00	1,817.60

**Invoice Edit Listing**  
**Village of Downers Grove**  
**March 25, 2020 – OPERATING FUND**  
**Vendor Totals**

<b>Vendor</b>	<b>Number of Invoices</b>	<b>Amount</b>	<b>Retained/Withheld Amount</b>	<b>Total</b>
017510 FIRST COMMUNICATIONS, LLC	1	444.68	0.00	444.68
002905 FRANCO TYP-POSTALIA, INC.	1	111.00	0.00	111.00
016977 GARVEY'S OFFICE PRODUCTS, INC.	3	685.71	0.00	685.71
013544 GOOGLE, INC.	1	966.00	0.00	966.00
003188 GRAHAM CRACKERS COMICS, LTD.	1	159.51	0.00	159.51
008770 GRAINGER	3	291.87	0.00	291.87
009102 HAGG PRESS INC	1	4,056.00	0.00	4,056.00
017993 HOOS, KATHRYN	1	57.50	0.00	57.50
007622 HRYCEWICZ, SHARON	2	185.76	0.00	185.76
003567 ILLINOIS DEPT OF INNOVATION &, TECHNOLOGY	1	126.00	0.00	126.00
017608 IMPACT NETWORKING, LLC	1	45.75	0.00	45.75
002133 JAKOSZ, DIANE	1	47.19	0.00	47.19
019062 KHATRI, CYNTHIA	1	43.78	0.00	43.78
004812 KLEIN, THORPE AND JENKINS, LTD	1	330.00	0.00	330.00
005056 LEXISNEXIS MATTHEW BENDER	1	159.43	0.00	159.43
017994 LIBRARIES OF ILL RISK AGENCY	1	1,490.00	0.00	1,490.00
015080 MATTESON, JOY	1	35.54	0.00	35.54
019196 MCGARY, VAN	2	65.54	0.00	65.54
005613 MEDLIN COMMUNICATIONS, INC	1	2,257.43	0.00	2,257.43
005866 MIDWEST TAPE	17	9,141.55	0.00	9,141.55
017442 MILAVEC, JULIE	1	124.55	0.00	124.55
006161 NICOR GAS	1	972.30	0.00	972.30
019473 OC CREATIVE, INC.	1	160.00	0.00	160.00

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<b>Vendor</b>	<b>Number of Invoices</b>	<b>Amount</b>	<b>Retained/Withheld Amount</b>	<b>Total</b>
020031 ORANGEBOY, INC.	1	6,250.00	0.00	6,250.00
017535 OUR DIGITAL WORLD ORGANIZATION	1	1,275.79	0.00	1,275.79
012499 OVERDRIVE, INC.	2	4,636.43	0.00	4,636.43
018491 PEOPLEFACTS, LLC	1	101.63	0.00	101.63
018354 PRAIRIE TECHNOLOGY SOLUTIONS, GROUP LLC	1	5.00	0.00	5.00
018885 PRECHEL, AMELIA	1	17.02	0.00	17.02
006698 PRINT SMART	1	367.10	0.00	367.10
006859 R.H. DONNELLEY	1	14.70	0.00	14.70
014549 REACHING ACROSS ILLINOIS, LIBRARY SYSTEM	1	250.00	0.00	250.00
006944 RECORDED BOOKS, LLC	2	234.79	0.00	234.79
020030 RGW CONSULTING, LLC	2	6,200.00	0.00	6,200.00
013422 RUNCO OFFICE SUPPLY & EQUIP CO	3	100.67	0.00	100.67
015168 RYJEWSKI, JENNIFER	1	78.13	0.00	78.13
007657 SHOWCASES	1	130.80	0.00	130.80
013611 SKOCIK, TRACI	2	1,307.10	0.00	1,307.10
007861 STEPHENS PLUMBING AND HEATING,	1	257.00	0.00	257.00
012467 STEVE BELLIVEAU	1	350.00	0.00	350.00
014744 TEAM ONE REPAIR, INC.	1	638.40	0.00	638.40
018357 TRAF-SYS, INC.	1	60.00	0.00	60.00
000385 TRANE U.S. , INC.	1	892.00	0.00	892.00
010471 TWIST OFFICE PRODUCTS	1	164.46	0.00	164.46
011517 UNIQUE MANAGEMENT SERVICES, IN	1	107.40	0.00	107.40
018458 URBAN ELEVATOR SERVICE, LLC	2	658.00	0.00	658.00



**Invoice Edit Listing**  
**Village of Downers Grove**  
**March 25, 2020 – OPERATING FUND**  
*Vendor Totals*

<b>Vendor</b>	<b>Number of Invoices</b>	<b>Amount</b>	<b>Retained/Withheld Amount</b>	<b>Total</b>
009792 WESTON WOODS STUDIOS INC	1	924.84	0.00	924.84
<b>Grand Total:</b>	200	198,595.27	0.00	198,595.27

## INVOICES OF NOTE

For Library Board Meeting on March 25, 2020

000165	Advantage MicroFilm Services, Inc. (annual svc agreement)	\$1,630.00
016893	Bibliotheca, LLC (self check kiosk, annual support & maint)	\$106,632.43
020059	Champion Solutions Group, Inc. (Windows 7 extended updates)	\$2,942.35
009102	Hagg Press, Inc (Discoveries)	\$4,056.00
017994	Libraries of Ill Risk Agency (crisis response)	\$1,490.00
005613	Medlin communications, Inc. (Mitel solutions)	\$2,257.43
020031	OrangeBoy, Inc. (targeted marketing tracking software)	\$6,250.00
020030	RGW Consulting, LLC (DEI trajectory discovery)	\$6,200.00
013611	Skocik, Traci (PLA conference hotel and expenses)	\$1,307.10
000385	Trane U.S., Inc. (repair IP devices)	\$892.00

## Library Credit Card Details for the March 25, 2020 Board Meeting

Julie Milavec				
971	5280 Small Tools & Equipment	Brochure stand for DGPL Foundation	\$	123.50
			<b>Total</b>	<b>\$ 123.50</b>
Katelyn Vabalaitis				
971	5210 Supplies	Toner	\$	64.12
971	5302 Dues & Membership	Costco business membership	\$	55.00
			<b>Total</b>	<b>\$ 119.12</b>
Ian Knorr				
978	5251 Maintenance Supplies	Soap	\$	263.27
978	5280 Small Tools & Equipment	Anchors, washers and Command strips	\$	35.63
			<b>Total</b>	<b>\$ 298.90</b>
Elizabeth Matkowski				
972	5210 Supplies	Program supplies	\$	120.24
972	5280 Small Tools & Equipment	Literature holders	\$	28.11
972	5303 Seminars, Mtgs, & Conferences	PLA conference hotel and meals	\$	1,445.82
972	5851 Electronic Resources	eBooks	\$	19.99
973	5303 Seminars, Mtgs, & Conferences	PLA meals	\$	100.00
			<b>Total</b>	<b>\$ 1,714.16</b>
Karen Bonarek				
972	5303 Seminars, Mtgs, & Conferences	LACONI meeting, snacks for meeting	\$	40.34
972	5852 Printed Materials	Adult & Teen Services materials	\$	77.97
			<b>Total</b>	<b>\$ 118.31</b>
Amelia Prechel				
971	5302 Dues & Membership	Prime membership renewal	\$	119.00
977	5210 Supplies	Dust-Off, badge holders, labels	\$	141.22
			<b>\$</b>	<b>260.22</b>
Sharon Hrycewicz				
973	5210 Supplies	Program supplies	\$	49.72
973	5303 Seminars, Mtgs, & Conferences	PLA conference meals	\$	49.86
973	5852 Print Materials	Children's book	\$	11.98
			<b>Total</b>	<b>\$ 111.56</b>
Traci Skocik				
972	5210 Supplies	Shipping materials from PLA conference	\$	124.64
973	5210 Supplies	Program supplies, shipping materials from PLA	\$	399.01
			<b>Total</b>	<b>\$ 523.65</b>

Allyson Renell				
972	5210 Supplies	Shipping materials from PLA conference	\$	80.87
972	5303 Seminars, Mtgs, & Conferences	PLA meals	\$	48.25
973	5210 Supplies	Shipping materials from PLA conference	\$	80.87
973	5303 Seminars, Mtgs, & Conferences	PLA hotel, meals, and transportation	\$	1,261.73
			<b>Total</b>	<b>\$ 1,471.72</b>
Christine Lees				
974	5210 Supplies	Office supplies	\$	149.28
974	5392 Postage	Ink for postage machine	\$	86.38
			<b>Total</b>	<b>\$ 235.66</b>
Paul Regis				
975	5210 Supplies	Office supplies	\$	169.96
975	5280 Small Tools & Equipment	Apple pencil, bodypack transmitter, microphone	\$	361.02
975	5315 Professional Services	Sound equipment rental for art unveiling event	\$	385.00
975	5470 Other Equipment Repair & Maint	LogMeIn subscription	\$	984.83
975	5880 Intangible Assets	Pantheon Systems, Cover to Cover podcast	\$	299.74
			<b>Total</b>	<b>\$ 2,200.55</b>
Grace Goodwyn				
972	5315 Professional Services	GWC t-shirts	\$	178.92
973	5210 Supplies	GWC t-shirts	\$	106.24
			<b>Total</b>	<b>\$ 285.16</b>
Cynthia Khatri				
975	5880 Intangible Assets	Google storage	\$	99.99
976	5210 Supplies	Book rings	\$	8.20
			<b>Total</b>	<b>\$ 108.19</b>
Jen Ryjewski				
971	5210 Supplies	Refreshments for art unveiling	\$	74.29
971	5303 Seminars, Mtgs, & Conferences	PLA meals and transportation	\$	149.53
			<b>Total</b>	<b>\$ 223.82</b>
			<b>Library Credit Card February 2020 Totals</b>	<b>\$ 7,794.52</b>

PAYROLLS FOR FEBRUARY 2020

FEBRUARY 14	\$119,419.25
FEBRUARY 28	\$118,641.45
TOTAL FEBRUARY 2020 PAYROLLS	\$238,060.70

DOWNERS GROVE LIBRARY      3/31/2020

	Library fund		Building & Equip Replacement Fund	
CASH & INVESTMENTS	\$	183,198	\$	898,113
FUND BALANCE		157,920	\$	898,113

Revenue by Object Report March 2020  
Village of Downers Grove  
3/1/2020 through 3/31/2020

**Grand Totals**

<b>Object/Title</b>	<b>Adjusted Estimate</b>	<b>Revenues</b>	<b>Year-to-date Revenues</b>	<b>Balance</b>	<b>Prct Rcvd</b>
4101 Current Property Taxes	5,497,919.00	0.00	0.00	5,497,919.00	0.00
4109 Prior Year Property Taxes	100.00	0.00	0.00	100.00	0.00
4313 Personal Property Replacement Tax	51,500.00	2,063.87	12,550.18	38,949.82	24.37
4410 Sales of Materials	9,900.00	261.55	1,553.78	8,346.22	15.69
4502 Charges For Services	20,000.00	25,304.87	28,401.41	-8,401.41	142.01
4509 Fees For Non-Residents	16,000.00	1,460.00	5,840.00	10,160.00	36.50
4571 Rental Fees	4,000.00	280.00	1,040.00	2,960.00	26.00
4581 Fines	33,000.00	1,724.86	8,295.84	24,704.16	25.14
4590 Cost Recovered For Services	10,000.00	576.17	2,833.06	7,166.94	28.33
4610 Federal, Operational Grants	0.00	0.00	0.00	0.00	0.00
4620 State, Operational Grants	61,516.00	0.00	0.00	61,516.00	0.00
4711 Investment Income	7,500.00	714.91	2,426.38	5,073.62	32.35
4712 Investment Income - Property Taxes	0.00	0.00	0.00	0.00	0.00
4820 Contributions, Operating	5,000.00	0.00	249.48	4,750.52	4.99
4988 Bond Issue Proceeds	0.00	0.00	0.00	0.00	0.00
4997 Prior Period Adjustments	0.00	0.00	0.00	0.00	0.00
<b>Grand Totals</b>	5,716,435.00	32,386.23	63,190.13	5,653,244.87	1.11

## CAPITAL REPLACEMENT FUND

glExpObj  
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Periods: 3 through 3

## Expenditures by Object Report

March 2020

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Village of Downers Grove  
3/1/2020 through 3/31/2020  
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**Grand Totals**

<b>Object/Title</b>	<b>Adjusted Appropriation</b>	<b>Expenditures</b>	<b>Year-to-date Expenditures</b>	<b>Year-to-date Encumbrances</b>	<b>Balance</b>	<b>Prct Use</b>
5315 Professional Services	0.00	0.00	0.00	0.00	0.00	0.0
5760 Improvements Other Than Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5770 Capital Equipment	0.00	0.00	0.00	0.00	0.00	0.0
5870 Capital Equipment	447,000.00	900.00	1,192.94	0.00	445,807.06	0.2
5910 Transfer For Capital Projects	0.00	0.00	0.00	0.00	0.00	0.0
<b>Grand Totals</b>	447,000.00	900.00	1,192.94	0.00	445,807.06	0.2



# OPERATING FUND

glExpObj  
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Periods: 3 through 3

## Expenditures by Object Report

March 2020

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Village of Downers Grove  
3/1/2020 through 3/31/2020  
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### Grand Totals

Object/Title	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Use
5101 Salaries, Exempt	1,594,544.25	123,069.00	369,207.00	0.00	1,225,337.25	23.1
5104 Bonus	0.00	0.00	0.00	0.00	0.00	0.0
5111 Salaries, Non-Exempt	251,401.02	22,614.00	67,842.00	0.00	183,559.02	26.9
5119 Part-Time Employee Wages	1,252,673.30	90,203.49	272,954.12	0.00	979,719.18	21.7
5131 IMRF Pension Contributions	232,934.78	17,809.28	61,813.49	0.00	171,121.29	26.5
5133 Medicare Contributions	44,929.98	3,365.87	10,154.89	0.00	34,775.09	22.6
5134 Social Security Contributions	192,114.36	14,391.66	43,419.86	0.00	148,694.50	22.6
5140 Auto Allowance	0.00	0.00	0.00	0.00	0.00	0.0
5167 Compensated Absences	0.00	0.00	0.00	0.00	0.00	0.0
5190 Life Insurance	1,044.00	77.35	232.05	0.00	811.95	22.2
5191 Health Insurance	415,774.44	31,113.46	92,599.53	0.00	323,174.91	22.2
5195 Optical Insurance	1,989.69	143.90	428.30	0.00	1,561.39	21.5
5197 Dental Insurance	34,239.11	2,513.66	7,540.98	0.00	26,698.13	22.0
5210 Supplies	97,450.00	4,478.95	16,194.12	0.00	81,255.88	16.6
5251 Maintenance Supplies	18,550.00	1,338.77	5,606.94	0.00	12,943.06	30.2
5280 Small Tools & Equipment	31,100.00	738.19	3,387.62	0.00	27,712.38	10.8
5291 Water Purchase	0.00	0.00	0.00	0.00	0.00	0.0
5302 Dues And Memberships	7,500.00	174.00	824.30	0.00	6,675.70	10.9
5303 Seminars, Conferences & Meetings	34,050.00	4,956.68	8,119.04	0.00	25,930.96	23.8
5308 Recognition Program-Staff	5,000.00	0.00	640.29	0.00	4,359.71	12.8
5315 Professional Services	60,000.00	9,014.10	18,890.06	0.00	41,109.94	31.4
5322 Personnel Recruitment	1,000.00	101.63	294.48	0.00	705.52	29.4
5323 Special Legal	6,000.00	330.00	330.00	0.00	5,670.00	5.5
5336 Cataloging Services	0.00	0.00	0.00	0.00	0.00	0.0
5346 Data Processing Services	105,500.00	42,028.92	56,317.92	0.00	49,182.08	53.3
5380 Printing Services	24,800.00	4,056.00	4,056.00	0.00	20,744.00	16.3
5391 Telephone	17,000.00	3,417.44	6,022.09	0.00	10,977.91	35.4
5392 Postage	25,500.00	197.38	197.38	0.00	25,302.62	0.7
5393 Freight And Cartage	0.00	0.00	0.00	0.00	0.00	0.0
5407 Advertising And Public Relations	19,000.00	411.35	521.39	0.00	18,478.61	2.7

# OPERATING FUND

glExpObj  
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Periods: 3 through 3

## Expenditures by Object Report

March 2020

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Village of Downers Grove  
3/1/2020 through 3/31/2020  
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**Grand Totals** [Continued]

<b>Object/Title</b>	<b>Adjusted Appropriation</b>	<b>Expenditures</b>	<b>Year-to-date Expenditures</b>	<b>Year-to-date Encumbrances</b>	<b>Balance</b>	<b>Prct Used</b>
5420 Insurance - Other Policies	43,125.00	1,490.00	46,918.00	0.00	-3,793.00	108.8
5430 Building Maintenance Services	91,550.00	2,292.00	13,438.70	0.00	78,111.30	14.6
5450 Cleaning Services	80,000.00	5,892.69	17,353.05	0.00	62,646.95	21.6
5461 Utilities	25,250.00	1,533.50	4,355.27	0.00	20,894.73	17.2
5470 Other Equipment Repair And Maintenance	12,000.00	984.83	5,268.49	0.00	6,731.51	43.9
5481 Rentals	15,500.00	3,109.55	4,828.65	0.00	10,671.35	31.1
5620 Recoverables	4,000.00	107.40	331.15	0.00	3,668.85	8.2
5630 Contingency	0.00	0.00	0.00	0.00	0.00	0.0
5670 Claims & Similar Exps	0.00	0.00	0.00	0.00	0.00	0.0
5681 Community Events Grants	0.00	0.00	0.00	0.00	0.00	0.0
5690 Unemployment Compensation	5,000.00	0.00	0.00	0.00	5,000.00	0.0
5730 Intangibles & Artwk	0.00	0.00	0.00	0.00	0.00	0.0
5750 Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5770 Capital Equipment	60,000.00	2,942.35	6,116.03	0.00	53,883.97	10.1
5801 *** Title Not Found ***	0.00	0.00	0.00	0.00	0.00	0.0
5850 Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5851 Electronic Resources	226,800.00	17,098.31	55,231.34	0.00	171,568.66	24.3
5852 Print Materials	345,250.00	17,252.27	51,416.02	0.00	293,833.98	14.8
5853 Audiovisual Materials	147,725.00	12,500.33	25,709.42	0.00	122,015.58	17.4
5860 Improvements Other Than Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5870 Capital Equipment	84,000.00	57,405.50	57,405.50	0.00	26,594.50	68.3
5880 Intangible Assets (Software)	52,000.00	7,780.73	9,323.81	0.00	42,676.19	17.9
5899 Depreciation	0.00	0.00	0.00	0.00	0.00	0.0
5910 Transfer For Capital Projects	350,000.00	0.00	0.00	0.00	350,000.00	0.0
5930 Transfer For Debt Service	0.00	0.00	0.00	0.00	0.00	0.0
<b>Grand Totals</b>	6,016,294.93	506,934.54	1,345,289.28	0.00	4,671,005.65	22.3

**Invoice Edit Listing**  
**Village of Downers Grove**  
**April 22, 2020**

**OPERATING FUND**

*Vendor Totals*

<b>Vendor</b>	<b>Number of Invoices</b>	<b>Amount</b>	<b>Retained/Withheld Amount</b>	<b>Total</b>
000322 AMAZON.COM	1	806.68	0.00	806.68
017992 ARTHUR J GALLAGHER RISK MGMT	1	3,573.00	0.00	3,573.00
000403 AT&T	1	267.77	0.00	267.77
000672 BAKER & TAYLOR - L0217582	6	2,246.38	0.00	2,246.38
019652 BEST QUALITY CLEANING	1	5,260.00	0.00	5,260.00
016893 BIBLIOTHECA, LLC	2	1,354.70	0.00	1,354.70
008323 CENGAGE LEARNING	2	49.93	0.00	49.93
001277 CENTER POINT PUBLISHING	4	817.92	0.00	817.92
001377 CHICAGO TRIBUNE	1	604.24	0.00	604.24
008377 CLASSIC CINEMAS	1	960.00	0.00	960.00
001553 COMCAST CABLE	1	307.28	0.00	307.28
016094 DE LAGE LANDEN FINANCIAL SVC, INC.	1	859.55	0.00	859.55
002359 DOWNERS GROVE SANITARY DIST.	2	203.57	0.00	203.57
019159 EILEEN JOHNSON YOGA	1	50.00	0.00	50.00
005572 FIA CARD SERVICES, N.A.	12	5,153.17	0.00	5,153.17
009775 FINDAWAY WORLD, LLC	1	269.97	0.00	269.97
017510 FIRST COMMUNICATIONS, LLC	1	443.02	0.00	443.02
016977 GARVEY'S OFFICE PRODUCTS, INC.	3	1,709.79	0.00	1,709.79
013544 GOOGLE, INC.	1	966.00	0.00	966.00
008770 GRAINGER	2	209.97	0.00	209.97
018411 HAYES MECHANICAL, LLC	1	2,230.00	0.00	2,230.00
003567 ILLINOIS DEPT OF INNOVATION &, TECHNOLOGY	1	126.00	0.00	126.00

**Invoice Edit Listing**  
**Village of Downers Grove**  
**April 22, 2020**

**OPERATING FUND**

***Vendor Totals***

<b>Vendor</b>	<b>Number of Invoices</b>	<b>Amount</b>	<b>Retained/Withheld Amount</b>	<b>Total</b>
009880 IMAGE SYSTEMS &	1	1,591.10	0.00	1,591.10
020078 JESSICA LAYMAN	1	130.00	0.00	130.00
004812 KLEIN, THORPE AND JENKINS, LTD	1	946.00	0.00	946.00
005056 LEXISNEXIS MATTHEW BENDER	1	12.00	0.00	12.00
020079 MARK L. LYONS	1	275.00	0.00	275.00
014465 MATKOWSKI, ELIZABETH	1	100.83	0.00	100.83
005866 MIDWEST TAPE	1	1,769.71	0.00	1,769.71
017674 NICHE ACADEMY LLC	1	1,530.00	0.00	1,530.00
006161 NICOR GAS	1	774.38	0.00	774.38
020065 OOSTERBAAN & SONS, CO.	1	13,000.00	0.00	13,000.00
012499 OVERDRIVE, INC.	2	12,937.64	0.00	12,937.64
018491 PEOPLEFACTS, LLC	1	30.27	0.00	30.27
018354 PRAIRIE TECHNOLOGY SOLUTIONS, GROUP LLC	2	2,742.00	0.00	2,742.00
006698 PRINT SMART	1	106.22	0.00	106.22
006716 PROQUEST LLC	1	857.71	0.00	857.71
006859 R.H. DONNELLEY	1	15.20	0.00	15.20
006942 RECORD INFORMATION SERVICES IN	1	1,328.00	0.00	1,328.00
006944 RECORDED BOOKS, LLC	1	83.47	0.00	83.47
007517 SCHOLASTIC LIBRARY PUBLISHING	1	155.95	0.00	155.95
007787 STANLEY ACCESS TECHNOLOGIES	1	463.75	0.00	463.75
012698 SWAN	1	14,289.00	0.00	14,289.00
019659 TAISHA SELBY	1	50.00	0.00	50.00
008223 THE NEW YORK TIMES	1	1,260.85	0.00	1,260.85

**Invoice Edit Listing**  
**Village of Downers Grove**  
**April 22, 2020**

**OPERATING FUND**

***Vendor Totals***

		<b>Retained/Withheld</b>		
<b>Vendor</b>	<b>Number of Invoices</b>	<b>Amount</b>	<b>Amount</b>	<b>Total</b>
000385 TRANE U.S. , INC.	1	1,774.50	0.00	1,774.50
016841 TSAI FONG BOOKS, INC.	1	54.17	0.00	54.17
011517 UNIQUE MANAGEMENT SERVICES, IN	1	53.70	0.00	53.70
006654 UNITED STATES POSTAL SERVICE	1	10,000.00	0.00	10,000.00
018458 URBAN ELEVATOR SERVICE, LLC	1	208.00	0.00	208.00
017890 WORLD TRADE PRESS	1	875.50	0.00	875.50
 <b>Grand Total:</b>	 78	 95,883.89	 0.00	 95,883.89

## INVOICES OF NOTE

For Library Board Meeting on April 22, 2020

017992	Arthur J Gallagher Risk Mgmt. (premium adjustment)	\$3,573.00
018411	Hayes Mechanical, LLC (quarterly preventative maintenance)	\$2,230.00
020079	Mark L. Lyons (gardening webinar program)	\$275.00
017674	Nich Academy LLC (annual subscription)	\$1,530.00
020065	Oosterbaan & Sons, Co. (painting Kids and ATS area)	\$13,000.00
018354	Prairie Technology Solutions, Group LLC (Unitrends support svc)	\$2,742.00
006942	Record Information Services (public records database renew)	\$1,328.00
012698	SWAN (quarterly fees)	\$14,289.00
000385	Trane U.S., Inc. (service agreement)	\$1,774.50
006654	United States Postal Service (Discoveries postage)	\$10,000.00

### Library Credit Card Details for the April 22, 2020 Board Meeting

Julie Milavec				
971	5322 Personnel Recruitment	Job Postings: Administrative Assistant position	\$	119.04
			<b>Total</b>	<b>\$ 119.04</b>
Katelyn Vabalaitis				
971	5303 Seminars, Mtgs, & Conferences	I-9 Webinar, COVID-10 Response Act	\$	302.47
971	5346 Data Processing Services	ProPay annual fee	\$	39.95
978	5280 Small Tools & Equipment	Door pressure gauge	\$	23.27
			<b>Total</b>	<b>\$ 365.69</b>
Ian Knorr				
978	5251 Maintenance Supplies	Hand sanitizer refills	\$	1,672.63
978	5470 Other Equipment Repair & Maint	Lime Away, caulk	\$	36.06
			<b>Total</b>	<b>\$ 1,708.69</b>
Elizabeth Matkowski				
972	5303 Seminars, Mtgs, & Conferences	Diversity Audit training	\$	217.25
			<b>Total</b>	<b>\$ 217.25</b>
Karen Bonarek				
972	5210 Supplies	Program supplies	\$	197.11
972	5303 Seminars, Mtgs, & Conferences	HWA Librarians' Day 2020	\$	65.00
972	5315 Professional Services	Program: Knuckleball Comedy - down payment	\$	247.50
			<b>Total</b>	<b>\$ 509.61</b>
Amelia Prechel				
972	5852 Print Materials	Adult & Teen Services books	\$	52.39
975	5280 Small Tools & Equipment	Wireless mouse	\$	23.99
977	5210 Supplies	Distilled water	\$	22.80
			<b>\$</b>	<b>99.18</b>
Sharon Hrycewicz				
			<b>Total</b>	<b>\$ -</b>
Traci Skocik				
973	5210 Supplies	Program supplies	\$	195.19
			<b>Total</b>	<b>\$ 195.19</b>
Allyson Renell				
			<b>Total</b>	<b>\$ -</b>
Christine Lees				
974	5210 Supplies	Office supplies, disposable gloves	\$	252.38
			<b>Total</b>	<b>\$ 252.38</b>

Paul Regis				
975	5280	Small Tools & Equipment	Disposable earbuds, microphone shockmount	\$ 75.98
975	5770	Capital Equipment	Instant ink ready printer	\$ 169.99
975	5880	Intangible Assets	Pantheon Systems, CC podcast, LogMeIn	\$ 497.00
Total				\$ 742.97
Grace Goodwyn				
971	5315	Professional Services	BOA late fees/finance charges	\$ 33.19
Total				\$ 33.19
Cynthia Khatri				
975	5303	Seminars, Mtgs, & Conferences	Photography class	\$ 300.00
976	5303	Seminars, Mtgs, & Conferences	Photography class	\$ 300.00
976	5407	Advertising & Public Relations	Kids Outreach giveaways	\$ 202.67
Total				\$ 802.67
Jen Ryjewski				
971	5210	Supplies	Office supplies	\$ 17.31
971	5880	Intangible Assets	Call-Em-All	\$ 90.00
Total				\$ 107.31
Library Credit Card March 2020 Totals				\$ 5,153.17



PAYROLLS FOR MARCH 2020

MARCH 13	\$119,009.58
MARCH 27	\$116,876.91
TOTAL MARCH 2020 PAYROLLS	\$235,886.49

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
APRIL 22, 2020**

**Agenda Item 8A**

**COVID-19 Response and Reopening Phasing Plan**

Early in March, the Downers Grove Public Library began taking proactive measures to safeguard the health and safety of patrons and staff, based on the recommendations of national, state, and local health authorities. On March 12, large event programs were canceled through the end of March, based on a DuPage County Health Department recommendation.

On March 13, in consultation with the Village of Downers Grove, Downers Grove School Grade District 58, Community High School District 99, and the Downers Grove Park District, Downers Grove Library canceled all programs and closed the library to the public, starting March 14 until further notice, with an anticipated reopening date of April 6, following the local school districts' spring break. As of 9:00 p.m. on Friday, March 13, the library building has been closed to the public. Staff scrambled to figure out how to work from home. Virtual services ramped up including ebook and streaming services and support, online reference and readers advisory, card registration, and access to databases and learning tools.

On March 20, Illinois Governor J.B. Pritzker announced a statewide Shelter in Place order, effective March 21 through April 7. This order closed all schools and all non-essential businesses in Illinois, including public libraries. Since March 21, only personnel essential to minimum business operations (including cleaning, security, payroll and invoicing) are allowed in the library building. Deep cleaning of the facility was completed in April by Best Quality Cleaning. An extension of that Shelter in Place order was announced on March 31, through April 30.

The draft COVID-19 Response and Reopening Phasing Plan included in your packet will continue to evolve in response to the latest information available, recommendations of public health and library agencies, executive orders, and other legislation. As of Thursday, April 16, Governor Pritzker indicated that another extension, possibly with changes to the Shelter in Place restrictions, was likely, which would necessitate changes to the phasing plan.

To effectively implement this plan at the appropriate time, authorization for the Library Director to make temporary policy changes is needed. Changes would be made within the parameters of the plan and in consultation with the Board President. Pre-COVID-19 policies will be restored when Phase 6, New Normal, is reached, unless otherwise approved by the Board of Library Trustees.

Recommended Action: Authorize Library Director to make temporary policy changes in consultation with Board President and within parameters of COVID-19 Response and Reopening Phasing Plan as presented.

## **COVID-19 RESPONSE AND REOPENING PHASING PLAN - DRAFT DOWNERS GROVE PUBLIC LIBRARY**

**INTRODUCTION:** COVID-19 has forced the library building to close temporarily, but it has not closed our library. Virtual services continue, developed and provided through the talents and creativity of the library's extraordinary staff. This document, COVID-19 Response and Reopening Phasing Plan, outlines proposed stages to reopen our library building. This phased strategy keeps the health and safety of the staff and public as the highest priority of Downers Grove Public Library. Decisions will be health driven, not customer service driven, as usually guides our decision making. In addition to compliance with national and state Executive Orders, the library will follow the recommendations of the Illinois Department of Public Health and the CDC for staff and public safety.

### **Caveats and Considerations:**

- We don't know when we will start this.
- We don't know how long each phase will be implemented, if phases may be combined, or if public health recommendations require reverting to a previous phase.
- We don't know if we will receive clear public health guidance on our situation, or if we will have to rely on the general consensus of others in our profession.
- SWAN is seeking to achieve some uniformity in the reopening schedule of its member libraries, so to some extent we may be required to conform to timelines set by SWAN.
- We don't know when RAILS/ILDS will resume delivery.
- Summer Reading will be planned with all virtual programs. If restrictions ease, in-person programs may be added back at that time.
- Good faith attempts will be made to rotate the in-building staff so that all take turns working in-building and working from home. Equity of staff time in-building and working-from-home is not possible, given specialization of tasks.
- The Board of Library Trustees may consider going Fine Free, both to help those in our community struggling financially as a result of the COVID-19 crisis and to mitigate cash handling concerns.

## REOPENING PHASES

*General overview of the phased open approach*

### **Phase 1: Return of Materials Only**

Library building is closed to the public. Staff come in to prepare to reopen the building. Book drops reopen for materials return.

Anticipated Date: Friday, May 1, 2020

**Context:** Stay-at-home order is lifted by state and local authorities. Physical distancing is recommended. Infection risks are still high. Supplies are limited and restocking ability is uncertain.

**Summary:** Library building remains closed to the public. Scheduled staff start working onsite (under specific safety procedures) to prepare spaces, collections, and technology for reopening the building. Staff may work in staff and public areas. Some staff continue to work remotely. Materials return begins. Materials are quarantined before being checked in and reshelfed.

### **Phase 2: Curbside Pickup**

Library provides curbside service for access to physical materials, with reduced hours. Library building is closed to the public. Staff continue to prepare to reopen the building.

Anticipated Date: Monday, May 4, 2020

**Context:** Physical distancing is recommended. Infection risks are still high. Adequate supplies are on hand to comply with safety recommendations for public and staff, but supply needs and availability are uncertain.

**Summary:** Curbside pickup service available for materials available in the library. SWAN holds and delivery may not be available. Reference and readers advisory services continue via phone, email, and chat. Curbside service procedures to be determined by the Circulation Department. Library staff bring materials to the patron's car, checked out, in bags. Staff wear gloves and non-medical masks. Staff in the building are limited and practicing social distancing as recommended by public health officials. Curbside Pickup hours limited. Example: Staff work 9:00am to 5:00pm

Monday, Wednesday, Friday, and Saturday and 1:00pm to 8:00pm  
Tuesday and Thursday. Curbside available between 10:00am and 4:00pm  
Monday, Wednesday, Friday, and Saturday and 2:00pm to 7:00pm  
Tuesday and Thursday. Continue quarantining books for as long as  
advised. No reservations for study rooms or meeting rooms are accepted.  
When SWAN unsuspends holds and RAILS resumes delivery, holds will  
begin to be filled. Holds will be available for curbside pickup.

### **Phase 3: Limited Public Service, Limited Hours**

Library reopens to provide access to physical materials, but with reduced hours. Other services are limited or restricted.

Anticipated Date: Monday, May 11, 2010

**Context:** Physical distancing is recommended. Infection risks are still high. Adequate supplies are on hand to comply with safety recommendations for public and staff, but supply needs and availability are uncertain.

**Summary:** Library reopens to the public, but not to encourage extended stays or gatherings. Patrons may access materials, including self-service holds. Seating is removed from public areas. Access to Kids Room play areas is restricted. No reservations for study rooms or meeting rooms are accepted. Computer access may be offered, limited to express stations. Open hours may be limited to allow for materials to be shelved and holds pulled before the library opens to the public. Specific hours for vulnerable patrons, limits to number of patrons in the building, and/or additional limits on access by young children or unattended children may be established. Consider fine amnesty or going fine free to limit cash handling. Desks are staffed to allow for physical distancing. Staff may be assigned to monitor patron behavior to prevent group gatherings and maintain physical distance. Staff continue to offer services through chat, phone calls, and emails. Homebound deliveries may resume on a “no contact” basis. Staff wear gloves and non-medical masks.

### **Phase 4: Limited Public Service, Regular Hours**

Additional library services are added and return to regular hours.

Anticipated Date: dependent on local and state assessment of risk.

**Context:** Physical distancing is still recommended, but infections risks are declining. Supply needs are predictable and supplies are plentiful.

**Summary:** Open hours return to regular schedule. Seating is reintroduced but configured to allow for physical distance. Computers are accessible at intervals of at least 6 feet. Access to Kids Room play areas may be restricted. No reservations for study rooms or meeting rooms are accepted. Specific hours for vulnerable patrons and/or other restrictions may continue. Desks are staffed to allow for physical distancing. Staff may wear gloves and non-medical masks.

### **Phase 5: Large Group Limits Only**

The majority of library services are reintroduced. There may be limitations on larger group gatherings for meetings and programs.

Anticipated Date: dependent on local and state assessment of risk

**Context :** Physical distancing guidelines have been relaxed to allow for smaller group gatherings. Large group gatherings are still considered a risk.

**Summary:** Service desks are fully staffed. Device checkouts are permitted and all computers in operation. All seating is back in public areas. Toys return to the Kids Room and play areas are open. Meeting rooms and study rooms available for small group meetings.

### **Phase 6: New Normal**

Full Service returns to “our new normal”.

**Context:** Infection threat is considered low or non-existent.

**Summary:** Large group gatherings are allowed in meeting spaces.

## **STAFF CONSIDERATIONS**

### **Phase 1: Return of Materials Only**

- Announcement of date returns will begin being accepted in book drops or “soft opening”
- Open book drops.
- Staff empty book drop daily wearing gloves and non-medical masks and put books in Meeting Room, marked in groups by date.
- Quarantine books for 72 hours, then check-in, and reshelv. Other materials may be handled differently, based on the type of material.
- Limited staff in building per day between 9:00 and 5:00 Monday through Friday, practicing social distancing as recommended by public health officials.
- Continue quarantining books for as long as advised during subsequent phases.

#### ***What must be in place before this phase begins:***

- Acquire adequate non-medical masks (if possible) and gloves for staff.
- Advise staff on resources to make masks.
- Research and advise staff on best practices for glove use to avoid recontamination via gloves.

### **Phase 2: Curbside Pickup**

- Announce opening of curbside pickup of in-library materials
- Patrons may be able to pick up books already on hold in building (SWAN dependent). If so, staff calls patrons with holds on shelf before closure to let them know they have materials waiting for them.
- Patrons call, email, or chat to place holds for materials currently on-shelf in the library. Staff answer phones, email, and chat, pull materials, place and trap holds. Circulation Department will create procedure for Curbside Pickup service.
- Reference and readers advisory services continue via phone, email, and chat.
- Patrons call library when they are outside. Library staff bring their



materials to their car, checked out, in bags. Staff wear gloves and non-medical masks.

- Limited staff in building, possibly limited hours. Curbside Pickup hours limited. Example: Staff work 9:00am to 5:00pm Monday, Wednesday, Friday, and Saturday and 1:00pm to 8:00pm Tuesday and Thursday. Curbside available between 10:00am and 4:00pm Monday, Wednesday, Friday, and Saturday and 2:00pm to 7:00pm Tuesday and Thursday.
- Patron requests for materials by voicemail or email outside of open hours will be filled the next business day.
- When SWAN unsuspends holds and RAILS resumes delivery, holds will begin to fill. Holds will be available for curbside pickup.
- Staff wear gloves and non-medical masks.

***What must be in place before this phase begins:***

- Acquire adequate plastic bags for delivering materials to patrons at door.
- Acquire adequate non-medical masks (if possible) and gloves for staff.
- Advise staff on resources to make masks.
- Research and advise staff on best practices for glove use to avoid recontamination via gloves.

**Phase 3: Limited Public Service, Limited Hours**

- Patrons may enter building to pick up holds and select materials.
- Seating and toys are not available to public. Access to Kids Room play areas is restricted.
- Express computers only will be available.
- Wipe down computers with antiseptic wipes after each use.
- Wipe down self-check with antiseptic wipes after each use.
- Wipe down service desks with bleach solution at intervals throughout day.
- Wipe down staff phones, computers, and mice with antiseptic wipes between shifts.
- Marks on floor for social distancing while standing in line and for maintaining appropriate distance from service desk.

- Fine amnesty or Fine Free may remove some necessity of cash handling.
- Homebound deliveries may resume on a “no contact” basis such as drop off on porch or in other covered area and pick up of returns.
- Staff wear gloves and non-medical masks.

***What must be in place before this phase begins:***

- Acquire adequate non-medical masks and gloves for increased staff working in the building.
- Determine reliable source of antiseptic wipes or viable substitutes.
- Set up procedures for staff monitoring and enforcement of social distancing.

**Phase 4: Limited Public Service, Regular Hours**

- Phase back toward full staffing. Staff still advised to do “off desk” work at home to avoid crowding in staff office space.
- Soft seating and toys are not be available to public. Access to Kids Room play areas may be restricted.
- Computers will be placed in-service/out-of-service to ensure 6 feet distance between users.
- One individual per table, with tables strategically spaced at least 6 ft. apart.
- Consider increasing age limit for unattended children and/or limiting users to those ages 16+ to reduce exposure risks.
- Wipe down computers with antiseptic wipes after each use.
- Wipe down tables/chairs with bleach solution after each use.
- Wipe down self-check with antiseptic wipes after each use.
- Wipe down service desks with bleach solution at intervals throughout day.
- Wipe down staff phones, computers, and mice with antiseptic wipes between shifts.
- Marks on floor for social distancing while standing in line and for maintaining appropriate distance from service desk.
- Homebound and Satellite Stacks deliveries resume on a “no contact” basis, as allowed by the individual or organization, such as drop off on porch or in other covered area and pick up of returns.
- Staff wear gloves and non-medical masks.

***What must be in place be in place before this phase begins:***

- Have plan for staff monitoring and enforcement social distancing for people moving around library, especially children/teens.

**Phase 5: Large Group Limits Only**

- Gradually relax social distancing and cleaning routines and use of non-medical masks and gloves, as advised by public health officials.
- Soft seating and toys return to public areas.
- Phase back to full on-desk staffing. Staff may do “off desk time” at home where possible to avoid crowding in staff office space.

**Phase 6: New Normal**

- When advised by public health officials, resume programming and scheduling of large meeting room.
- Resume “off desk” and “on desk” work in building.

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
APRIL 22, 2020**

**Agenda Item 8B**

**Paying Staff According to Personnel Policy, Section 3.28 Emergency Closings  
through May 31, 2020**

The Downers Grove Public Library's Personnel Policy states:

**"3.28 Emergency Closings**

In the event the Library is closed due to an emergency such as heavy snow, power failure, etc., all staff will be paid for their regularly scheduled hours.

In the event of a closing that may be only temporary, staff who are being paid for closed times will be considered to be "on call" and are expected to return to the Library for the remainder of their scheduled work day should conditions allow the Library to reopen. If an employee chooses not to come to work or leaves early due to inclement weather when the Library remains open or reopens, the employee may choose to use any remaining vacation or personal time or take the time off without pay."

Since closing to the public, all library staff have been paid according to their regular work schedules, in keeping with this policy. All staff are working from home to the greatest extent possible. This includes answering email, voicemail, and chat questions, issuing library cards, support for ebook and streaming materials lending and downloading, professional development and training, and planning programs and services for reopening. Staff essential to minimum basic operations are working in the building for some hours, including payroll, accounts payable, and facilities maintenance.

Included in your packets is a very detailed and thorough memo from Park Ridge Public Library Director Heidi Smith detailing considerations, such as unemployment costs and impact on services, in continuing to pay staff, all of which are applicable to Downers Grove Public Library. In order to continue to offer virtual services and prepare to implement the COVID-19 Response and Reopening Phasing Plan as soon as May 1, I recommend to continue paying staff according to our current Personnel Policy.

**Recommended Action:** Approve paying staff according to Personnel Policy, Section 3.28 Emergency Closings through May 31, 2020.



# Memorandum

**Memo Date:** April 10, 2020  
**From:** Heidi Smith  
**Meeting Type:** Special Board Meeting  
**Meeting Date:** April 14, 2020  
**Action Requested:** For Approval  
**Subject:** Extending All Staff Compensation During Emergency Closing - UPDATED

## Background:

As public library buildings across the nation remain closed in compliance with guidelines put in place by the Federal and State governments due to the outbreak of coronavirus (COVID-19), local library governing boards are considering the question of whether or not to continue to pay some or all library staff for some or all of their regular hours while facilities are closed and virtual library services are the primary means of community service.

Per the Library's Employee Manual: Library Appendix on Emergency Closings:

When it is necessary to close the library in an emergency situation (e.g. snow, power failure, etc.) full-time employees will be paid for the hours they normally would have worked that day. Part-time employees present at the time of closing will be paid for the hours they normally would have worked to the end of their scheduled shift or one hour beyond the time of emergency closing, whichever is less. Other part-time employees will be notified not to report to work and will not be paid.

Last month, the Library Board approved full compensation and benefits for regularly scheduled hours for all library staff until social distancing instructions are lifted to the extent that the Library can safely re-open to the public OR April 18, 2020, whichever comes first. Since then, Governor Pritzker extended the shelter-in-place order through April 30.

## Update:

The Library is an integral part of our community, and we are adapting and providing services and outreach that our community needs at this time. What we're providing now is just as relevant as the services we provided in February. As conditions evolve, so we must, and so we will. The current priorities the team is working on are as follows:

1. **Support community with adapted virtual library services.**
2. **Prepare to reopen with possibly limited services with social distancing protocols in place.**
3. **Plan for a possible economic downturn.**

We are making very good progress with priorities 1-2; I have started to work on priority 3, gathering information and starting discussions. We will be able to do more much more rapidly once priorities 1-2 are on firmer ground.

**I am very proud of how our team has responded to this situation in service of the community. The team has worked extremely hard to adjust to telework while balancing family responsibilities and processing the impacts of this pandemic.** From March 13 to April 4, all of our 74 staff have engaged from home, and while encouraged, not required to telework, they completed 79% of total regular hours. We are learning so much and will be a stronger team as a result. We are:

- Developing and providing virtual services
- Engaging in team communication and planning with new tools, including a virtual workspace platform
- Supporting existing and ongoing library projects
- Participating in professional development
- Volunteering and other activities in response to the health crisis
- Planning our return to the Library building

I will report April 4-11 and 4-week averages at the meeting. Please refer to the monthly report for a summary of activities.

We acknowledge that this is an extremely difficult and uncertain time for everyone and that tough decisions must be made. Our exceptional team cares deeply about the Park Ridge community and each other, as they have demonstrated in the last few weeks. While some PRPL staff are unable to work remotely for all of their typical hours due to the type of work they typically perform, family obligations, technological constraints, or other circumstances, I have found the results of their collective work as well as their support of each other to be a good return on investment, given the current conditions.

# Memorandum

If the Library continues to compensate all staff who are “encouraged, not required” to work from home, Park Ridge can expect additional virtual services in the weeks to come. If we were to require work from home, leaving some with unpaid time, we would need to put into place restrictions that may have larger implications. This includes but is not limited to:

1. If work from home is required and conditions lose flexibility, we would likely see some staff invoke eFMLA leave for the care of minor children out of school (2 weeks unpaid leave; 10 weeks at two-thirds pay) which would cost the community both the impactful work of good employees as well as the cost of two-thirds their wages.
2. Administrative time and legal costs to develop and implement formal telework policy and practices or any type of unpaid furlough plan would take away from planning for the best way to reopen the Library. The current timeline could allow for more staff to return to the Library as early as May 1, so we need to continue our focus on plans to reopen the building safely to staff who will support processing physical materials.
3. For anticipated long-term revenue implications, short-term changes while the building is closed would not necessarily be reflective of long-term changes we may need to make to services, resources and staffing in the future. Given this timeline, projected costs (see below) and morale of the team and community, it would be better to make these tough decisions once, thoughtfully considering the most meaningful community impacts.

Over 17 million people have applied for unemployment in the last 3 weeks, with an estimated national unemployment rate at 12%, the highest since the Great Depression (NPR, 4/9/2020). The U.S. Small Business Administration Paycheck Protection Program provides loan forgiveness for paying and retaining employees. As a government agency, the Library is not eligible for this program. The federal government is doing everything it can to try and keep people on payrolls, so as a local unit of government we should do the same as we are able to do so. Any reduction in staff hours would likely add more people into a completely overwhelmed unemployment system, contrary to government efforts to maintain employment.

Since last reporting, Mt. Prospect Public Library furloughed approximately two-thirds of their staff without pay on April 7. It is unclear whether or not these were part-time staff, but appears to be staff who were not able to directly support the virtual library. Mt. Prospect currently has no policy for compensation of staff during emergency closings. I am not aware of another library in our immediate geographic area taking this step.

The following is chart of potential savings that may come with furloughing all 48 part-time staff, many of whom are directly supporting virtual services, or an estimated 15 staff who have limited telework opportunities.

	Typical Library Cost	Estimated Cost Library Unemployment	Estimated Savings to the Library	Estimated Cost to Federal Government	Additional Costs overall
One week 48 PT	\$ 13,500	\$ 3,200	\$ 10,300	\$ 32,000	\$ 21,700
Two weeks 48 PT	\$ 27,000	\$ 6,400	\$ 20,600	\$ 64,000	\$ 43,400
Five weeks 48 PT	\$ 67,500	\$16,000	\$ 51,500	\$160,000	\$108,500
One week 15 PT	\$ 3,200	\$ 800	\$ 2,400	\$ 9,800	\$ 6,600
Two week 15 PT	\$ 6,400	\$ 1,600	\$ 4,800	\$19,600	\$13,200
Five week 15 PT	\$16,000	\$ 4,000	\$12,000	\$49,000	\$33,000

(Unemployment calculated at 47%; Library would pay 50%; federal government the remainder plus \$600 per week each)

Losing two-thirds of the staff would have serious service implications for virtual services as well as our ability to be ready to resume physical library services. Losing 15 of our team would not impact virtual services, but could impair a swift service response once we reopen as well as shake morale of the rest of the team. The silver lining would be that individual staff, especially those who are lowest paid and most negatively affected by telework, would receive significantly more than their regularly weekly paycheck from unemployment, but that bill will come due to all U.S. taxpayers eventually. Example: To a page earning \$125/week, the Library would pay approximately \$25 of the \$650 weekly unemployment benefit, annualized to \$33,800 for someone who typically earns \$6,500 a year. It's possible some of our team are not eligible for unemployment, but I am unable to include that in these estimates.

# Memorandum

## Summary:

We're teleworking as much as possible, we're doing a good job with virtual services, we have more in the works, and we're working on a plan for safe return to the Library building. Reducing staff hours would enable the Library to increase its fund balance in preparation for tough times ahead, but the Library has the resources to pay staff and keep them off unemployment in support of the federal government's efforts, saving U.S. taxpayers 3 to 4 times that amount. Continued flexibility would enable the team to continue to focus on virtual services and reopening the Library with as much of the team working toward those goals as possible.

- Additional costs:
  - New federal government supplement to unemployment
  - Legal costs to develop and implement furloughs and required work from home policies
  - Potential turnover costs
- Possible losses:
  - Part-time staff current impact on virtual services
  - Losing the engagement of and possibly losing staff before/during a crucial shift back to the building
  - Administration and leadership time developing virtual services and planning to reopen
  - Morale for both staff and community and library reputation as employer and service provider
- Additional savings:
  - Possible reduction in purchase of physical materials if release dates are delayed
  - Reduced professional development with spring and summer conferences cancelled
  - Possible postponement of the sprinkler project (under review)

## Recommendation:

In order to successfully fulfill the first two priorities listed above, and taking into account the current official shelter-in-place end date is April 30<sup>th</sup>, I recommend this 5-week extension as the current best course of action. Once plans for reopening are outlined and we have more information from the State and Federal governments, we can shift to reconsider this plan if needed and then move on to preparing the Library for the long-term economic impacts. Libraries do the most for communities in times of crisis when money is tight, so it will be a challenge that requires careful consideration. However, the unemployment numbers will be the same in 5 weeks as they are now.

I must include in my recommendation that while it is key to run the Library like a business, it is also *vital* that we also run it like a community service center. We mustn't forget that the staff are valued and trusted members of the local community, and day-in and day-out, they give us their all. I strongly believe its times like these that we need to double down on our investment in them as they are currently doing the same for Park Ridge. As we can see from the numbers, it will pay off financially in the big picture for our country. In terms of the service, connection, inspiration and value we provide to the community, it will pay off tenfold in hard work, loyalty, and long-lasting community impact.

Should all 5 weeks prove necessary, the Board could consider next steps at the currently scheduled May 19<sup>th</sup> Board meeting.

## Suggested motion:

To approve a 5-week extension of full compensation and benefits for regularly scheduled hours for all library staff until social distancing instructions are lifted to the extent that the Library can safely re-open to more than essential staff OR May 23, 2020, whichever comes first.

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
APRIL 22, 2020**

**Agenda Item 8C**

**Update to General Policy, Section 2.13 Photography and Videography**

The following changes to General Policy, Section 2.13 Photography and Videography are recommended. Additions are highlighted. Deletions are struck through.

**2.13 Photography and Videography Taking Images and Recording Video in Library and During Virtual Library Programs**

**2.13.1 By Community Members**

Photographs or videos may be taken in the public areas of the library to the extent that doing so does not disturb others' use of the library. Equipment may not block walkways or create a hazard. Photographers must respect others' wishes to not be photographed and/or filmed. If a child or children might be in a picture or video, the photographer must obtain permission from the parent, legal guardian, or caregiver before taking the picture or video. Taking photos/video of specific, copyrighted (or otherwise protected) materials for the purpose of redistribution is prohibited. The library makes no guarantee of library virtual program participants' privacy and cannot control other participants recording or taking screenshots of the program, which may include any information on screen. Virtual program participants are responsible for using an alias for log in and/or covering or turning off their camera to protect their own privacy.

**2.13.2 By Library Staff and Its Affiliates and Partners**

Attendance at Downers Grove Public Library programs and events constitutes consent to be photographed and/or filmed for use in print and/or electronic publicity for the Downers Grove Public Library. The library makes no guarantee of library virtual program participants' privacy, including name, personally identifying information, and likeness, due to personal settings and program host requirements. Other than in virtual programs, names or personal identifying information will not be used without permission of the subject, parent, legal guardian, or caregiver. Participants may opt out by informing the library staff coordinating the program or event.

These changes are recommended by the Programming Team to address library virtual programs within the existing policy. With the addition of virtual programming in response to the restrictions of Shelter in Place and COVID-19 public health recommendations, it needs to be reflected in the library's policy.

**Recommended Action:** Approve update to General Policy, Section 2.13 as presented.



**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
APRIL 22, 2020**

**Agenda Item 8D**

**Fine Free Through Summer Reading**

During the Shelter in Place order, all loan periods for library materials have been automatically renewed through June 1, as a courtesy to our library patrons. In order to both limit cash handling in during the early phases of the COVID-19 Response and Reopening Phasing Plan and in support of our community members struggling financially in the pandemic, I am recommending that the Downers Grove Library eliminate fines through the end of Summer Reading on August 2. Since implementing automatic renewals in 2017, fine revenue has dropped steeply, with the majority coming from items lost and paid for by patrons, which would not be affected by this change.

The attached SWAN Fine Free Configuration document details answers to some common questions regarding going fine free. Patrons will continue to receive overdue notices. Patrons will be billed for items at 42 days overdue. Cards will be blocked when the number of overdue items reaches the Overdue Threshold or is billed for an amount over the Bill Threshold. In consultation with Circulation Manager Christine Lees, all items checked out at the Downers Grove Library would be fine free, the Overdue Threshold would be 5 items, and the Bill Threshold \$50.00.

**Recommended Action:** Approve going Fine Free through the end of Summer Reading on August 2, 2020.

## Fine Free Configuration

SWAN's Fine Free Strategy is an opt-in program. If your library chooses to opt-in:

- No fines are charged for any material that is checked out at your library.
- Library cards will be blocked when an item checked out at your library becomes 14 days overdue. When items are checked in, that block is immediately removed.
- All overdue material is automatically billed at 42 days overdue.

Considering Fine Free for your library? Here are some things to think about.

### **My House-My Rules**

Circulation rules and verification of overdue items checked out at your library are processed the same for all patrons. This allows your library to maintain consistent policies for all visitors. "My House-My Rules" facilitates a consistent user experience for patrons and staff alike, easy to explain to library visitors and supported by staff.

### **Which items are fine free?**

Any item that is checked out at a fine-free library will not accumulate fines if it is overdue, regardless of where the item is returned.

### **When will items be billed?**

All items will continue to be automatically billed when the item is 42 days overdue.

### **Can we block patrons for overdue materials before the item is billed?**

Patrons with an overdue item, checked out at the fine free library, will be blocked when the item reaches 14 days overdue.

### **If we are fine free, can we still accept payments for other libraries' fines?**

Yes, you can collect payments for any bills at your library. All lost bills will be reimbursed through

the [Quarterly Billing](#) process, as usual, overdue fees and processing fees are not included in Quarterly Billing.

### **Do patrons who check out at fine free libraries show estimated fines in their account?**

Your patrons will not have any estimated fines show in their account in Workflows or Enterprise when they check items out at a fine free library. If your patrons travel to a library that charges fines, they will see estimated fines for those materials.

### **Will patrons be notified before they are blocked?**

Patrons will receive their first overdue notice at 7 days overdue prior to being blocked at 14 days.

### **Is SWAN able to remove existing overdue fines?**

Yes, SWAN can remove any existing overdue fines that are on your library patron's accounts. We can also remove any LONGOVRDUE bills that your library has already paid through Quarterly billing. Submit a ticket to [help@swanlibraries.net](mailto:help@swanlibraries.net), and we can work with you to identify these bills and remove them.

### **To make your case to your library board:**

SWAN can provide reports that will assist libraries to make the decision to go fine free, including, but not limited to the following:

- How many patrons are currently blocked due to overdue fines?
  - What percentage of outstanding fines are at least 2 years old?
- What percentage of your overall budget are collected fines?
- How many overdue fees have been waived over a period of time?
- Amount of overdue fees collected annually (2016- present)

### **Implementing Fine Free**

Submit a ticket to [help@swanlibraries.net](mailto:help@swanlibraries.net), preferably at least one month prior to your desired go-live date. SWAN will:

- Provide the following in consultation with your team:
  - Current Circulation and Hold Map settings
  - Proposed Circulation and Hold Map settings
  - User Profile settings
  - Timeline for project
- Make changes to your library's sections of the Circulation and Hold Maps
- Make changes to your library's User Profile(s)
- Pay OVERDUE and OVERDUEX bills with LIBFINFREE payment type for your patrons, and also remove LONGOVRDUE bills you've already paid for.
- Add your library to the list of SWAN Fine Free Libraries

## What SWAN libraries are fine free?

\*The following libraries went fine free before March 1, 2020

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Current SWAN Fine Free Libraries					
Code	Library	All or Local	Overdue Threshold (Block)	Bill Threshold (Block)	Fine Free Since
BDD	Bloomingtondale	All	50	\$7.00	December 2019
BRS	Broadview	Local	No	\$5.01	June 2017
BWS	Bellwood	Local	No	\$10.00	April 2017
ESS	Eisenhower	Local	5	\$10.00	April 2016
GED	Glen Ellyn	All	5	\$10.00	January 2020
LGS	La Grange	All	4	\$10.00	September 2019
LSS	Lansing	Local	20	\$5.00	May 2018
OES OPS OZS	Oak Park	All	4	\$50.00	June 2017
RFS	River Forest	All	4	\$10.00	April 2019
WCS	Westchester	All	4	\$10.00	February 2020
WDD	Wood Dale	All	2500	\$5.00	2016

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Source URL (modified on 04/16/2020 - 07:44): <https://swandev.swanlibraries.net/node/67324>

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
APRIL 22, 2020**

**Agenda Item 10**

**Library Director's Report**

COVID-19 Pandemic

This single topic has dominated everyone's lives since early March, at least here in Downers Grove. Keeping up with the latest information and recommendations from public health organizations, new legislation impacting employers, library reopening plans, and all else COVID-19 related on a daily basis is a time-consuming task.

Diversity, Equity, and Inclusion (DEI) Trajectory Discovery Project

The Diversity, Equity, and Inclusion (DEI) Trajectory Discovery Project is on hold until the Shelter in Place order is lifted. The DEI Listening Sessions in March were canceled due to the Shelter in Place order. Rescheduling as virtual meetings was considered. The Management Team felt strongly that in-person sessions would allow for more candid dialogue. If the Shelter in Place order is extended, virtual sessions may be reconsidered.

Masonry and Exterior Painting Project

The Masonry and Exterior Painting Project is nearly complete. It will be ahead of schedule, on budget, and with minimal disruption to service, since the Shelter in Place order cut foot and vehicle traffic to near zero.

Performance Evaluations

The revision of performance evaluations to follow new job descriptions and to be used under our updated Compensation System should be complete by the time of the Board meeting. Each job description has an evaluation form that incorporates components on which all staff are reviewed and those unique to the position. A 5-point scale is used, with detailed scoring rubrics for managers and supervisors to ensure consistency among evaluators.

Statement in Our Finances Section of Transparency Page on Website

In response to a patron suggestion, the following statement was added to the Our Finances section of the [Transparency page](#) on the library website: "The Board of Library Trustees are committed to being good stewards of the taxpayer dollars entrusted to them. While the library building is closed to the public, some staff continue to work on minimum basic operations, including processing invoices and payroll, ensuring security, and ensuring that employees can work remotely. Other staff work remotely from their residences in support of virtual services available during the building closure such as

Submitted by Julie M. Milavec  
April 17, 2020

answering email, voicemail, and chat questions, issuing library cards, support for ebook and streaming materials lending and downloading, professional development and training, and planning programs and services for reopening. Efforts to reduce expenditures during this time include cost savings on fees for presenters and office and program supplies, suspension of ordering physical materials, suspension of employee travel, and cancellation of professional conferences. Non-personnel expenditures in the first four weeks following closing to the public are less than 50% of normal operating expenses. This expenditure level is anticipated to continue until the library building reopens to the public. The library is closely monitoring further impacts on its revenues and expenses, and developing plans to respond appropriately.”

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
APRIL 22, 2020**

**Department Reports – February 2020**

**Administration – Jen Fredericks**

- With assistance from Executive Assistant, Katelyn Vabalaitis, finished and submitted the Illinois Public Library Annual Report (IPLAR) to the Illinois Secretary of State.
- Compiled and submitted annual collection statistics report to the Village of Downers Grove.
- With contributions from Programming Librarian, Karen Bonarek, wrote an ALA Game On! Grant to request funds to augment our board and card game collections, including games that would benefit individuals with Autism Spectrum Disorder and memory loss and impairment.
- Worked on job-specific staff performance appraisals.
- Helped out with the Frida Kahlo program and attended the art unveiling of Melissa Leandro art pieces entitled: Flores y Conejos and Aqua Melt.
- Finished reading Standards for Illinois Public Libraries 4.0 and submitted comments to Library Director, Julie Milavec.
- Watched the webinar Homelessness 201 by Ryan Dowd.
- Attended PLA February 25-29. Attended the following sessions:
  - Wednesday
    - From takeaways to taking action: getting the most from PLA
    - Opening session with Stacey Abrams
    - Opening Exhibits
  - Thursday
    - Challenging dementia with creativity, collaboration, and compassion
    - A global view of leadership skills development
    - What your onboarding says about your organization
    - The bookstore model of customer service
  - Friday
    - Bystander intervention in the library
    - Who needs consultants? A practical guide to strategic planning
    - Exhibits
    - Updated strategies for refugees, immigrants, and displaced persons
- Made several updates to the Person In Charge (PIC) Manual and Employee Handbook reflecting new procedures, policies, and guidelines.

- Finished new version of DGPL Emergency Manual and disseminated to all staff.
- Met with Staff Teams
  - Outreach Team
    - Focused on the Library Is... grant and assigned specific requirements of the grant to team members to supply needed data. Will begin writing it in March.
  - Programming Team
    - Finalized agenda and space needs for How-to Fair on March 21.

### **Adult & Teen Services – Lizzie Matkowski**

- Van and Lizzie attended the Public Library Association's 2020 Conference during the last week of February.
- Nancy attended the Adult Reading Round Table February Genre Study.
- DGPL hosted usability testing for the SWAN mobile app.
- Programs included the Frida Kahlo 2020 event, Job Workshop with the People's Resource Center, What's Been Done: Using Someone Else's Genealogy Research, SAT Practice Test, and more.
- Our Social Work Intern, Octavia, worked on a Needs Assessment survey with Cindy in PR and attended a PADS outreach event.

### **Children's Services – Allyson Renell**

- The Kids Room kicked February off with Star Wars Weekend on February 1 and 2. We showed movies, had lots of activities, and even presented family trivia all related to Star Wars. Kids had the chance to take photos with our many standees. Around 150 people attended throughout the weekend.
- On February 8, Robin's Dog Stars visited the library. We had 197 people attend to watch dogs jump, speak, and perform!
- 91 kids participated in our Wolves Reading Club which ran from January 2-March 1. This reading club allows kids to set their own reading goals. They are rewarded with prizes provided by the Chicago Wolves Hockey team.
- Department Manager Allyson Renell, Outreach Coordinator Erin Linsenmeyer, Reference and Technology Coordinator Sharon Hrycewicz, and Program Coordinator Traci Skocik all attended the PLA conference in Nashville on February 26-29. They attended a variety of interesting sessions, participated in a lot of networking, and had a great time!

### **Circulation Services – Christine Lees**

- Christine Lees attended the first SWAN Public Services meeting. This new group is designed to increase communication across departments in SWAN libraries.
- DGPL Service Excellence Committee arranged for a local chiropractic firm to offer our staff chair massages as part of our team building SET Committee events for the year. The event was a success!



- Workflows in SWAN libraries was down for the entire day on February 24. This planned down time was needed to rebuild some databases. Patrons were notified of this downtime via our website and notices on our doors and the day went very smoothly.
- Circulation staff helped man the lobby during the art unveiling event. The lobby was the place to be and staff helped to keep patrons and materials flowing with little disruption.
- We participated in the quarterly RAILS delivery count this month. Our figures showed a slight increase in delivery items YTD. In February 2020, we sent out 71 bins of materials and received 2,860 items.

### **Information Technology – Paul Regis**

- The redesigned DGPL website launched in early February! It went very smoothly and patrons and staff were happy with the end result. There are always minor issues that pop up the day of, but those were quickly ironed out by PR staff and the folks at OC Creative. The refresh gives DGPL a more modern, welcoming online presence. Minor tweaks will continue to boost usability.
- Media Lab Coordinator Ed Bromiel, Assistant IT Manager Max Mogavero, and IT Manager Paul Regis set up and tested the audio and visual equipment for the Library Foundation's art fundraiser at Cadence Kitchen in mid-February. While Paul was initially worried that the rented equipment would be overkill, it ended up working very well for the large open space. Thank you very much, Ed and Max, for ensuring a successful event.
- The Board approved the purchase of six additional self-checks in February's meeting, which will offer a more responsive experience in a less bulky form factor. Thank you, Board!
- IT Manager Paul Regis had a double whammy of fantastic timing in mid-February with a minor car accident followed by the flu two days later. Thank you as always to IT staff for making sure everything ran smoothly.

### **Public Relations – Cindy Khatri**

- Final details were completed on the website and the new site launched! It was a pretty smooth transition, all things considered. OC Creative has been very responsive on any post-launch edits and fixes.
- The PR team continued to work on the new marketing plan.
- PR Manager, Cindy Khatri, set up a demo of Orangeboy Savannah for the management team.
- PR hosted the Practicum Student from COD for a few hours, explaining what a library marketing team does.
- The PR team worked on the promotion of the art unveiling of the new Melissa Leandro work.

- Cindy attended the Community Conversation for Youth Outlook's FUMC future site.
- Cindy went with Julie to present to the Village's Human Services Committee about what the library does for patrons experiencing homelessness.
- The Organization of the Month was Access DuPage- a nonprofit that makes healthcare accessible to all.

### **Access Services – Amy Prechel**

#### **Projects and Updates**

- On Thursday February 13, Amy Prechel met with Lizzie Matkowski in ATS to discuss processing of soft-cover nonfiction books. We've decided to have Baker & Taylor (our primary vendor) add poly covering to all items ordered from the non-fiction account. The covers will increase the durability of this collection, and getting the service from the vendor is more cost-effective than completing the work in-house.
- During the planned outage for the consortia's database rebuild on Monday, February 24, Access staff conducted a video game inventory. We located 30 items that were previously considered lost, and staff were able to correct record errors.
- Amy met with Cheryl Pawlak in Circulation on Wednesday, February 26 to test how certain items interacted with the sorter. We confirmed that coding to additional tag data fields does not impact sorting, and there is no need to reprogram tags found with more or less data.

#### **Inventory and Cataloging**

- For ATS collection in February: added 1088 print items, 356 AV items; discarded 1005 print items and 133 AV items.
- For Kids Room collection in February: added 728 print items and 180 AV items; discarded 667 print items and 110 AV items.
- Nora Mastny created 9 original catalog records in OCLC Connexion in February.

#### **Reclassification and Repairs**

- Repaired 1331 ATS and Kids Room books and audiovisual items in February.
- Reclassified 1643 ATS and Kids Room items in February.
- The refresh of the "readers" collection in the Kids Room is ongoing.

#### **Staff Training and Professional Development**

- Amy Prechel attended full-day RAILS Subject Analysis and Classification training February 6 and 20.
- Nora Mastny attended the Swan Cataloging Users meeting at Villa Park Public Library on February 6.

- Several department members completed the annually required blood-borne pathogens training and sexual harassment and discrimination training, and optional training on diversity and inclusion.

#### **Facilities Services – Ian Knorr**

- Cat 1 elevator testing with the state fire marshal was performed and we passed.
- C and C replaced a defective camera in the Kids Room.
- The new Melissa Leandro art piece was installed.
- I contacted multiple vendors about cleaning supplies such as wipes and sanitizer. Estimated delivery is not until late May or early June.
- Filters were replaced on the Roof Top Units.
- Ian had surgery so it was a slow month.

Circulation	FEB 20	%	FEB 19	FEB 18	%
<b>Checkouts</b>					
Selfchecks	37,004	73%	40,483	44,069	72%
Staff desk	13,462	27%	15,216	17,264	28%
<b>Total checkouts</b>	<b>50,466</b>		<b>55,699</b>	<b>61,333</b>	
<b>Renewals</b>					
Auto Renewals	28,346		29,837	32,746	
Selfchecks	30		19	27	
Staff desk (incl. phone)	333		212	233	
Patron online renewals	656		444	609	
Patron self-renewals on BookMyne	7		16	6	
BlueCloud Mobile/Web services (22&11	60				
<b>Total renewals</b>	<b>29,432</b>		<b>30,528</b>	<b>33,621</b>	
<b>Total item checkout &amp; renewals</b>	<b>79,898</b>		<b>86,227</b>	<b>94,954</b>	
<b>Digital Circulation</b>	<b>9,265</b>		<b>8,179</b>	<b>7,920</b>	
<b>Total Circulation</b>	<b>89,163</b>		<b>94,406</b>	<b>102,874</b>	
<b>Reserves Processed</b>					
Received from ILL	5,884		6,768	7,057	
ILL sent	4,632		4,604	4,787	
OCLC requests processed	256		247	672	
<b>Gate Count</b>					
North	25,969		24,201	24,130	
South	13,765		12,421	12,568	
<b>Total</b>	<b>39,734</b>		<b>36,622</b>	<b>36,698</b>	
<b>Registrations</b>					
New resident library cards	187		138	102	
New fee cards			7	6	
Professional Development hours	2		4		
Cost of Professional Development			\$80		

**Circulation**

	Feb 2019	Feb 2020	YTD Totals			
Adult	48,557	45,182	98,316	94,033		
Teen	1,741	1,417	3,705	2,852		
Children	35,929	33,293	70,471	68,600		
Download	8,179	9,265	16,878	19,124		
Total	94,406	89,157	189,370	184,609	-4,761	-2.5%

**Circulation - By Item**

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	25,292	55.98%	4,788	10.60%	12,392	27.43%	2,710	6.00%	45,182
Teen	1,327	93.65%	55	3.88%	19	1.34%	16	1.13%	1,417
Children	27,089	81.37%	1,208	3.63%	3,940	11.83%	1,056	3.17%	33,293
Total	53,708	67.23%	6,051	7.57%	16,351	20.47%	3,782	4.73%	79,892

**Collection - All Items**

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	115,222	74.93%	15,165	9.86%	16,087	10.46%	7,298	4.75%	153,772
Children	76,404	85.70%	2,772	3.11%	8,101	9.09%	1,881	2.11%	89,158
Total	191,626	78.88%	17,937	7.38%	24,188	9.96%	9,179	3.78%	242,930

**Book Collection**

	Feb 2019	Feb 2020	YTD Totals		YTD Difference	
Adult	109,551	115,222				
Children	73,405	76,404				
Total	182,956	191,626	182,956	191,626	8,670	4.7%

**Audio Collection**

	Feb 2019	Feb 2020	YTD Totals		YTD Difference	
Adult	14,807	15,165				
Children	2,877	2,772				
Total	17,684	17,937	17,684	17,937	253	1.4%

**Video Collection**

	Feb 2019	Feb 2020	YTD Totals		YTD Difference	
Adult	14,946	16,087				
Children	8,366	8,101				
Total	23,312	24,188	23,312	24,188	876	3.8%

**Miscellaneous Collection**

	Feb 2019	Feb 2020	YTD Totals		YTD Difference	
Adult	7,841	7,298				
Children	2,656	1,881				
Total	10,497	9,179	10,497	9,179	-1,318	-12.6%

## Statistics for February 2020 (FY Jan-Dec)

### Rooms & Spaces

	Feb 2019	Feb 2020				
Community Use of Rooms	1,158	1,214				
<i>Meeting, Conference, Study Rooms</i>						
Community Use of Spaces	142	149				
<i>Media Lab, STEM Room, Teen Gaming</i>						
Rooms and Spaces Total	1,300	1,363	YTD Totals	2,541	2,789	YTD Difference 248 9.8%

### Programs Offered

	Feb 2019	Feb 2020				
Library Programs Offered						
Adult	13	24				
Teen	7	7				
Children	54	54				
Outreach Programs Offered						
Adult	15	19				
Teen	3	3				
Children	22	25				
Passive Programs Offered						
Adult	3	6				
Teen	2	4				
Children	7	11				
Programs Offered Total	126	153	YTD Totals	260	316	YTD Difference 56 21.5%

### Program Attendance Total

	Feb 2019	Feb 2020				
Library Program Attendance						
Adult	225	530				
Teen	73	83				
Children	1,631	1,313				
Outreach Program Attendance						
Adult	185	251				
Teen	37	45				
Children	583	725				
Passive Program Attendance						
Adult	271	15				
Teen	40	42				
Children	470	2,663				
Program Attendance Total	3,515	5,667	YTD Totals	5,828	9,071	YTD Difference 3,243 55.6%

## Statistics for February 2020 (FY Jan-Dec)

### Gate Count

	Feb 2019	Feb 2020	YTD Totals		YTD Difference	
	36,622	39,734	72,154	79,233	7,079	9.8%

### Reference Questions

	Feb 2019	Feb 2020	YTD Totals		YTD Difference	
One on One Tutorials	62	86	114	171	57	50.0%

### Computer User Sessions

	Feb 2019	Feb 2020				
Adult	3,064	3,061				
Children	1,181	975	YTD Totals		YTD Difference	
Total	4,245	4,036	8,317	8,298	-19	-0.2%
Wireless Sessions	2,536	2,398	4,851	4,866		

### Website Views

	Feb 2020	YTD Totals
	11,358	11,358

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
APRIL 22, 2020**

**Department Reports – March 2020**

**Administration – Jen Fredericks**

- Continued to work on staff evaluations and completed department-specific instructions for those evaluations in preparation for one-on-one discussions with Management Team.
- Distributed the new Emergency Flipcharts to all departments for ready reference use.
- Wrote a Pandemic Response Plan to serve as a guide for library staff on how to conduct library operations—at various levels of severity—in the event of a pandemic.
- Worked on the DGPL post-pandemic, post-crisis reopening document for the Management Team, which will serve as a timeline of what all departments will need to accomplish in order to have a successful and seamless reopening to the public.
- Attended a class presented by HR Source: Getting it all done: goal setting and delegation.
  - Reviewed together the biggest obstacles and errors of goal setting and delegation, and how to eliminate them. Topics covered included: writing SMART Goals that align to the organization's mission and strategic plan; implementing a multi-step delegation model to achieve the goals; clarifying which tasks are appropriate for delegation; identifying the knowledge, skills and abilities needed for each task; eliminating barriers employees may face in accomplishing the task.
- Watched the webinar: Body Odor: the most dreaded conversation of all time. Discussed the importance of approaching this topic with empathy and kindness—with an introduction, smile, relaxed posture—in the same way staff would inform a patron that his book was overdue.
- Attended a LACONI workshop presented by HR Source and Des Plaines Public Library staff: You're all doing a great job: performance evaluations and improvement plans. Discussed the evaluation process at one particular library.
- Wrote and submitted a library-wide event proposal to the Friends of the Library for a potential outdoor event this summer.
- Watched the webinar: Mitigating COVID-19 when handling paper-based, circulating and other types of collections. Learned the safest, up-to-date methods to quarantine and handle library materials prior to and after reopening.
- With assistance from the ATS department, compiled a list of free mental health resources for all staff to access as a result of the effects of the current pandemic.



### **Adult & Teen Services – Lizzie Matkowski**

- Prior to the library's closure on March 13, ATS staff were busy with their regular duties including programming, planning Summer Reading for Teens & Adults, appearing on the library's podcast, and welcoming and training new volunteers to assist with an ongoing obituary project.
- During the closing, Lizzie worked closely with Allyson to plan our chat and email services and schedule during closure with a lot of support from Christine and Paul.
- Since the library closure, staff have been working from home on projects including:
  - Joy has been working with Downtown Management to get the word out to business owners about resources available to them during this time.
  - Amanda and Karen have been working along with other staff on plans for resuming programming.
  - All ATS staff have been working on professional development training.
  - ATS staff who normally staff the public service desk have been taking shifts to man the library's chat and email reference services while the physical library is closed to the public.
  - Special thanks to Joy, Suzy, and Tim who staffed a very busy Ask Us desk on the Friday night before the library closed.

### **Children's Services – Allyson Renell**

- The Kids Room's Annual Bookmark Contest wrapped up at the end of February, with winners selected in March. Any child who lives in or attends school in Downers Grove can design their own bookmark to enter the contest. Winners are selected from each grade and each winner receives a prize and copies of their bookmark. The Kids Room displays these bookmarks all year and patrons may take copies of these bookmarks for their own use. 195 kids participated in the contest this year.
- In the beginning of March, we were busy with outreach, visiting our usual collection of preschools and daycares for Storytime visits. We also had staff members serve as judges in Downers Grove Christian School's Annual Reading Fair. Outreach Coordinator Erin Linsenmeyer also attended El Sierra Elementary's Math Night and served as a guest reader for Indian Trail.
- After the closure of the library, the Kids Room staff have been busy participating in online professional development opportunities. We have also continued planning for the Summer Reading Club, as well for virtual programming when we get back into the library.

### **Circulation Services – Christine Lees**

- When the library announced it was closing at 9:00 pm on Friday, March 13, there was what could only be described as a “run on the bank” type of scenario with

more than a 100% increase in materials checked out on that day compared to the previous Friday.

- Staff have been incredibly adaptive and supportive during this pandemic. We have continued to work from home and complete webinars as continuing education.
- We offered patrons who needed a library card the ability to obtain a digital library card to access virtual library services and materials. We have had many, many patrons thrilled that we were able to offer this service.
- We have been in constant contact with Circulation department staff via, email, texting, phone calls and GoToMeeting virtual meetings.
- A huge thank you from the entire Circulation Team to our Board who have looked out for our wellbeing and best interests during this very challenging time. We appreciate your support. We love DGPL!!

### **Information Technology – Paul Regis**

- Much of March was spent reacting to and preparing for the library's COVID-19 response. On IT's end, this included ensuring workstations were setup for staff to work from home, purchasing and configuring additional LogMeIn licenses for remote access, and making the necessary changes for closure (such as changing the library's phone system's schedule and auto-attendant message). IT staff spent most of the month working on assigned training modules, participating in self-guided learning through Lynda and similar classes, or working on other tasks (such as computer classes). Being closed did not stop patrons from encountering tech issues or looking for assistance, so business still managed to carry on as usual or the most part.
- The new self-checks arrived in mid-March – on March 12, just a day or so before it was decided to close the library. Staff were able to admire them (well, the boxes, really) for about a day before the library closed.
- IT Manager Paul Regis reached out to area health agencies later in the month to see if there was demand for 3D printed face shields or other PPE. At the time, the answer was more on the side of no. The library ultimately was able to put its 3D printer to very good use, though – more info on that in April's recap.

### **Public Relations – Cindy Khatri**

- Primarily, PR worked on pushing out information about the closure and resources through social media, press releases, website updates, eblasts, and signage throughout the library.
- The first Lunch n Learn with Rotary funding was held, which featured healthy food options. Participants were thrilled and so thankful. It was also our highest attended Lunch n Learn program to date!
- We had our kickoff meeting with OrangeBoy's Savannah team to start the process of setting up the service.

- Summer Reading preparations have been underway- design, website, and coordination between departments on ReadSquared set up.

### **Access Services – Amy Prechel**

#### **Projects and Updates**

- Amy met with Allyson in the Kids Room on Thursday, March 12 to discuss identifying book plates in Anything Emporium kits that include print materials, and honorary plates for kits that were funded by donations.
- The building closed to the public after March 13. The Access department contacted our vendors and carriers to suspend deliveries during the closure.

#### **Inventory and Cataloging**

- Due to the closure, fewer physical items were added to the collection in March.
- For ATS collection in March: added 714 print items, 157 AV items; discarded 532 print items and 168 AV items.
- For Kids Room collection in March: added 48 print items and 33 AV items; discarded 189 print items and 68 AV items.
- Nora Mastny has been working remotely on original cataloging in OCLC Connexion. We anticipate completing the backlog of original cataloging work from home during the shutdown.

#### **Reclassification and Repairs**

- Statistics will be tabulated from hard copy tallies after the building reopens.

#### **Staff Training and Professional Development**

- The Access Department's scheduled hours with the library's practicum student has been postponed. The department is engaging with extensive remote professional development during this time. All department members have now completed the annually required trainings and all staff training path.
- The Access Services department logged 82 hours of training in March.

### **Facilities Services – Ian Knorr**

- Ian came back from surgery to light duty work.
- Ian updated capital needs for the facility.
- Facilities staff were assigned and watched training paths.
- Ian Re-watched Librarians Guide to Homelessness.
- The building's masonry project started.
- Ian set-up a deep cleaning schedule with Best Quality Cleaning.

<b>Circulation</b>	<b>MAR 20</b>	<b>%</b>	<b>MAR 19</b>	<b>%</b>	<b>MAR 18</b>	<b>%</b>
<b>Checkouts</b>						
Selfchecks	22,843	75%	46,158	77%	50,704	73%
Staff desk	7,500	25%	13,723	23%	18,301	27%
<b>Total checkouts</b>	<b>30,343</b>		<b>59,881</b>		<b>69,005</b>	
<b>Renewals</b>						
Auto Renewals	<b>13,409</b>		33,839		34,723	
Selfchecks	2		10		29	
Staff desk (incl. phone)	201		280		346	
Patron self-renewals on website	254		714		618	
Patron self-renewals on BookMyne	0		28		13	
BlueCloud Mobile/Web services (22&11	<b>31</b>					
<b>Total renewals</b>	<b>13,897</b>		<b>34,871</b>		<b>35,729</b>	
<b>Total item checkout and renewals</b>	<b>44,240</b>		<b>94,752</b>		<b>104,734</b>	
<b>Digital Circulation</b>	<b>11,545</b>		<b>8,738</b>		<b>7,250</b>	
<b>Total Circulation</b>	<b>55,785</b>		<b>103,490</b>		<b>111,984</b>	
<b>Reserves Processed</b>						
Received from ILL	2,866		7,002		7,442	
ILL sent	2,826		4,949		4,912	
OCLC requests processed	116		253		556	
* only 10 days due to COVID closure						
<b>Gate Count</b>						
North	6,339		28,667		27,853	
South	3,483		14,870		15,190	
<b>Total</b>	<b>9,822</b>		<b>43,537</b>		<b>43,043</b>	
<b>Registrations</b>						
New resident library cards	136		216		177	
New fee cards	2		6		5	
Active fee cards						
Professional Development hours	100		16			
Cost of Professional Development			\$256			

**Circulation**

	Mar 2019	Mar 2020	YTD Totals			
Adult	51,466	23,906	149,782	117,939		
Teen	1,902	1,007	5,607	3,859		
Children	41,384	19,307	111,855	87,907		
Download	8,738	11,545	25,616	30,669		
Total	103,490	55,765	292,860	240,374	-52,486	-17.9%

**Circulation - By Item**

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	13,758	57.55%	2,084	8.72%	6,942	29.04%	1,122	4.69%	23,906
Teen	957	95.03%	31	3.08%	11	1.09%	8	0.79%	1,007
Children	15,298	79.24%	821	4.25%	2,538	13.15%	650	3.37%	19,307
Total	30,013	67.87%	2,936	6.64%	9,491	21.46%	1,780	4.03%	44,220

**Collection - All Items**

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	115,300	74.90%	15,202	9.88%	16,039	10.42%	7,399	4.81%	153,940
Children	76,094	85.45%	2,704	3.04%	8,403	9.44%	1,845	2.07%	89,046
Total	191,394	78.77%	17,906	7.37%	24,442	10.06%	9,244	3.80%	242,986

**Book Collection**

	Mar 2019	Mar 2020				
Adult	110,433	115,300				
Children	73,879	76,094	YTD Totals		YTD Difference	
Total	184,312	191,394	184,312	191,394	7,082	3.8%

**Audio Collection**

	Mar 2019	Mar 2020				
Adult	14,848	15,202				
Children	2,879	2,704	YTD Totals		YTD Difference	
Total	17,727	17,906	17,727	17,906	179	1.0%

**Video Collection**

	Mar 2019	Mar 2020				
Adult	15,073	16,039				
Children	8,650	8,403	YTD Totals		YTD Difference	
Total	23,723	24,442	23,723	24,442	719	3.0%

**Miscellaneous Collection**

	Mar 2019	Mar 2020				
Adult	8,131	7,399				
Children	2,679	1,845	YTD Totals		YTD Difference	
Total	10,810	9,244	10,810	9,244	-1,566	-14.5%

## Statistics for March 2020 (FY Jan-Dec)

### Rooms & Spaces

	Mar 2019	Mar 2020				
Community Use of Rooms	1285	603				
<i>Meeting, Conference, Study Rooms</i>						
Community Use of Spaces	182	55				
<i>Media Lab, STEM Room, Teen Gaming</i>						
Rooms and Spaces Total	1,467	658	YTD Totals	4,008	3,447	YTD Difference -561 -14.0%

### Programs Offered

	Mar 2019	Mar 2020				
Library Programs Offered						
Adult	24	7				
Teen	10	4				
Children	79	25				
Outreach Programs Offered						
Adult	15	6				
Teen	2	0				
Children	14	14				
Passive Programs Offered						
Adult	8	1				
Teen	2	3				
Children	13	0				
Programs Offered Total	167	60	YTD Totals	427	376	YTD Difference -51 -11.9%

### Program Attendance

	Mar 2019	Mar 2020				
Library Program Attendance						
Adult	265	97				
Teen	65	44				
Children	1,856	762				
Outreach Program Attendance						
Adult	237	88				
Teen	24	0				
Children	529	456				
Passive Program Attendance						
Adult	137	5				
Teen	64	34				
Children	658	0				
Program Attendance Total	3,835	1,486	YTD Totals	9,663	10,557	YTD Difference 894 9.3%

## Statistics for March 2020 (FY Jan-Dec)

### Gate Count

	Mar 2019	Mar 2020	YTD Totals		YTD Difference	
	42,500	9,822	114,654	89,055	-25,599	-22.3%

### Reference Questions

	Mar 2019	Mar 2020	YTD Totals		YTD Difference	
One on One Tutorials	78	40	192	211	19	9.9%

### Computer User Sessions

	Mar 2019	Mar 2020				
Adult	3,471	1,414				
Children	1,354	365	YTD Totals		YTD Difference	
Total	4,825	1,779	13,142	10,077	-3,065	-23.3%
Wireless Sessions	2,715	1,246	7,566	6,112		

### Website Views

	Mar 2020	YTD Totals
	779	12137