

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 16, 2022, 7:30 P.M.
KIDS PROGRAM ROOM**

AGENDA

1. Call to Order, Pledge of Allegiance, Land Acknowledgment
2. Roll Call
3. Welcome to Visitors
4. Oath of Office
5. Approval of Minutes
 - a. October 26, 2022 Regular Meeting Requested Action: Approval
6. Financial Matters
 - a. October 2022 Financial Report
 - b. November 2022 Invoices Requested Action: Approval
7. Public Comment on Agenda Items
8. Public Comment on Other Library Business
9. New Business
 - a. 2023 Board Meeting Schedule Requested Action: Approval
 - b. 2023 Library Closings and Holidays Requested Action: Approval
 - c. Resolution 2022-1 Recognizing Milestone Anniversaries and Retirements Requested Action: Approval
 - d. Cancelling December 14 Regular Board Meeting Requested Action: Approval
10. Unfinished Business
 - a. Award of Strategic Planning Consulting Proposals Requested Action: Approval
11. Library Director's Report
12. Executive Session
 - a. 5 ILCS 120/2(c)(1), for discussion of the appointment, employment, compensation, discipline, performance, or dismissal of a specific employee

13. Action for Items Discussed in Executive Session Requested Action: Approval

14. Trustee Comments and Requests for Information

15. Adjournment

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
OCTOBER 26, 2022, 7:30 P.M.
LIBRARY MEETING ROOM**

DRAFT MINUTES

1. **Call to Order, Pledge of Allegiance, Land Acknowledgment.** President Gigani called the meeting to order at 7:30 p.m. and led the room in the Pledge of Allegiance. President Gigani read aloud the Downers Grove Public Library Land Acknowledgement.
2. **Roll Call.** Members present: Trustee Carissa Dougherty, Trustee Dave Humphreys, Trustee Barnali Khuntia, Trustee Bill Nienburg, President Swapna Gigani. Absent: None.

Also present: Library Director Julie Milavec, Assistant Library Director Jen Ryjewski, Business Office Manager Katelyn Vabalaitis, Media Lab Coordinator Ed Bromiel, Business Office Assistant Scott Anderson.

3. **Welcome to Visitors.** President Gigani welcomed visitors and thanked them for their interest in the library.
4. **Approval of Minutes.**
 - a. September 28, 2022 Regular Meeting. Prior to the meeting, the Board received an updated draft of the minutes with the following additions/corrections:
 - Addition of a paragraph at the beginning of public comment stating President Gigani's guidelines that were given for this portion of the meeting
 - Addition of President Gigani's reminder to the audience to avoid applause and background comments
 - Addition of President Gigani's request for the audience to not repeat points, followed by the list of points made by that time as well as Trustee Nienburg's statement against editorializing comments
 - Addition of a note after Jim Wool's comment that detailed the events of President Gigani noting his time was up, his continued comments, President Gigani's efforts to have him stop speaking, and then the exit and entrance of Trustees during that process.
 - Correction of a member of the public's name spelling from Ezra to Ezri and a correction of the word "see" to "say" in the second sentence of their comment
 - Correction of a typo in the bit.ly link given by an unnamed commenter

- Added results of the roll call to Trustee Nienburg's motion to take a five-minute recess at the end of the public comment section

It was moved by Nienburg and seconded by Khuntia THAT the Minutes of the September 28, 2022 Regular Monthly Meeting be approved as amended. Motion passed by voice vote.

5. Financial Matters.

- September 2022 Financial Report. Library Director Julie Milavec presented the report. The library is 75% through the year. As of the end of September, revenue was 100.69% collected. This represents 97.48% of the property taxes collected. The library has received significantly more in personal property replacement tax, which has been explained in previous meetings. Expenditures were at 71.9% spent and in the months to come, trustees should be looking for jumps in the Special Legal line as the invoices for the attorney's support with FOIA requests start coming in. The Intangible Assets line will increase as well, as the library needed additional software such as Google Vault licenses to help with the FOIA requests. Milavec directed the Board's attention to the TMC Furniture invoice, which was the purchase of new play equipment for the Kids Room that was funded by the Downers Grove Public Library Foundation.
- October 2022 Invoices. It was moved by Khuntia and seconded by Humphreys THAT the payment of October 2022 Capital Replacement Fund invoices totaling \$33,528.96, the payment of October 2022 Operating Fund invoices totaling \$125,533.93, the acceptance of October 2022 Operating Fund credit memos totaling \$22.26, and the ratification of September 2022 payrolls totaling \$255,215.29 be approved. Roll call: Ayes: Dougherty, Humphreys, Khuntia, Nienburg, Gigani. Nays: None. Abstentions: None.

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

7. Public Comment on Other Library Business. President Gigani invited comment. Noel Manley addressed the library's Land Acknowledgement. He noted that he is an Anishinaabe man from White Earth Reservation in northern Minnesota. They are also commonly known as the Ojibwe or Chippewa people. They range from southern Ontario through northern Michigan, Wisconsin, Minnesota, and eastern North Dakota. Here we are in the year 2022 and the Downers Grove Library is taking upon itself to advocate on behalf of native people almost 200 years after the founding of Downers Grove in the end of the Blackhawk War. Well, the library is a little too late. What is the library's motivation to make this statement? The statement stems out of the cultural Marxism that

Librarian Julie Milavec and her staff are pushing for the RGW Consulting Discovery Report. Those listening will recall that the Downers Grove taxpayers paid over \$86,000 to this consultant who advised the Downers Grove Library must not be a neutral institution in the community, but rather an advocate. The Land Acknowledgement is just another example of cultural Marxist oppressor victim narrative that the library staff and its consultant are pushing on the community. As for the statement itself, it really says nothing. It paints native suffering in the broadest possible terms while serving as a liberal Marxist virtue signal that appropriates the suffering of native people. The library's statement says nothing about native strength nor its resilience. It does not even have the decency to mention the Potawatomi people, who occupied this area prior to white settlement. Shame on the library. He suggests that instead of focusing on native suffering, why doesn't the library focus on need of sovereignty and success in the face of adversity. There are hundreds of examples: Jim Thorpe, George Bender, Eli Parker, Ira Hayes, Chief Joseph Sitting Bull, Crazy Horse, Red Cloud, the Indian Reorganization Act of 1934, and the Indian Gaming Act of 1988. To further illustrate the fact that native people have moved on, he brought a recent copy of his tribe's monthly newspaper, the Anishinaabe Today. It's interesting to note that the paper is completely devoid of any resentment of past injustices. Tribal Chairman Michael Fairbanks wisely stated the following in this month's remarks: "This grandfather teaching of the rock or a scene reminds us that it is better for us to forgive and move forward than to fill our pockets with heavy weights of resentment and anger, which can lead to illness and troubles." This is from the largest Ojibwe band in Minnesota. The library needs to understand that native people are now empowered and are moving on. They do not need empty gestures that are designed to drive division in this community.

Brian Sewell commented that something is badly amiss at the library. It's time for the public to take a look. It takes time and effort to ferret it out because FOIA requests are delayed beyond legally acceptable parameters. Also, the subject of many of the FOIAs is the FOIA Officer herself, Julie, but there is no conflict of interest, she advises. While captured by DEI obsession, the library has been transformed from a user pay (taxpayers using it) to an inclusive environment for all. Do we all feel better about ourselves now? Guilt assuaged? Such a burden lifted. But there's a problem at this library. In a rush for inclusion at any cost, no progressive case is not considered, we've created a dangerous environment for our children. Of course, it's the children that are going to suffer – the people with the smallest voices. FOIA requests to the Downers Grove Police Department indicate dozens of responses to complaints at this address, every month. He has witnessed the mentally ill screaming at children and following them through the library for imaginary transgressions. But wait, that's not all. The worst is yet to come. He has learned that there was an occasion this month in fact, on the 11th, when a man was caught masturbating and then washing his hands in the

drinking foundation at Downers Grove Public Library. There was also an occasion when pictures were taken of a patron while they were using the restroom stall, underneath one of the walls. Predators are just that – they look for weakness in a system and they capitalize on it. A hobo was caught bathing in a sink unclothed. Didn't hear much about that. Drug use has been reported in the upstairs bathroom by staff. What about Joe H.? Mr. Sewell won't use his full name but he's pretty sure the library knows who he is. He has threatened several staff with violence, including alluding to a firearm and checking out books on machine guns. Tutors are now afraid to use the library, refusing the services to those that probably need it most because they are uncomfortable and they feel unsafe. Three months ago, a second homeless man was caught masturbating downstairs. Were the police called? He's not sure. Nothing to see here, right, Julie? What would have to occur for the library to issue a statement condemning harassment and predatory behavior within its own library? Never mind what is happening around the world or in Minneapolis or anywhere else. Here. How many PIT reports are being concealed? How many times have people been banned and the police are not called and what is the policy involving the police? How do we decide someone's masturbating and washing their hand in a urinal – does that qualify or do they need to be convicted in a court of law before it is something that is worthy of recording in the library's records, if they keep them at all? The public has no idea of the scale but a KPI would expose this problem instead of burying the problem from the patrons. Mr. Sewell would like a plan to notify the public every month of how many bans are issued and if the police were called, if they are patrons or not, do they have a library card or not. Is this just a homeless shelter that the library has opened? He would also like some type of detail that would inform the public the nature of the issue. He has a nine-year-old daughter. Eight-year-olds are allowed to be left at the library unattended, according to library policy, while there are people masturbating, shooting up, and threatening library staff. The public also needs a security preview, not by the Board, but by people who know about security like the police or some type of consultant. This is a minimum that will allow parents to evaluate if the library is a safe space for their children. It is absolutely terrifying that he is learning about this. He's not learning about it through any of the library's virtue statements that are being putting out. He has to ferret this information out from people who work at the library and people who have seen these issues firsthand. Some of this knowledge was gained by his own first-hand experiences. Parents expect a safe place for their kids, not a publicly funded drop-in center for lewd acts near children, and he's not even talking about the drag queen story hour. The Board has a role and it's not just to rubber stamp whatever the director puts in front of it. To say additional oversight is required is a massive understatement. Let's get this under control before there is a more serious incident. We have no idea who is in this library – homeless people, sex offenders – and there's children right there. Mr. Sewell also requested a review of the Library Director's performance.

She's an at-will employee, she's been very divisive, and she's putting children in danger. She has no business being around children.

Robin Tryloff has lived in Downers Grove for more than 30 years. Her professional background and expertise include the study and evaluation of non-profit organizations and their roles in democratic society. She's evaluated organizations for the federal government and for private sector entities, analyzing groups administrative, financial, and programming capabilities. Having served on the Downers Grove Public Library Foundation Board of Directors since 2017, she has had the opportunity to observe this library's operations firsthand. She's here tonight to give her professional analysis of the library, albeit in a much more concentrated and truncated form than she would otherwise. The library's statements of purpose and values are clear, well-defined, achievable, and well matched to its size and resources. Its Administration, programs, and professional staff are aligned with its stated purpose and goals. In fact, Library Journal recognized the library as a four-star library in 2020; one of only 16 in Illinois to receive a star rating based on its quantity of services as compared to its peers. Further, staff members have been recognized by their profession. Public Relations Manager Cindy Khatri and Adult & Teen Services Assistant Manager Van McGary were awarded the Library Journal's 2022 Movers and Shakers award. Library Director Julie Milavec was elected Treasurer of the Illinois Library Association Executive Board this past July, in recognition by her peers of her budget and finance skills, knowledge, and experience. While staff expertise is excellent, overall employees are stretched to manage the breadth of the library's responsibilities and could use additional support. The library's programs and activities are measurable and are measured. Anecdotally, she can confirm this because when the Foundation Committee she chairs proposed a project to staff, they had already studied the idea and found that it would garner sufficient community interest. The library is transparent in all of its work. It's financial information, bids, requests for information, reports, studies, plans, programming, policies, and services are all easily accessible online. Strategic planning is considered an essential best practice for public libraries to deepen their understanding of and connection to the communities they serve. The process by which the library's strategic plan was created included public focus groups, and online survey, and widespread press and social media promotion, effectively inviting community-wide input for its planning. In fact, the Downers Grove Public Library was featured in a case study in a Library Journal article advising libraries on how to write an anti-hate statement. Library Journal is an American Trade publication for librarians. The library's more recent Equity Strategic Plan informs the library's larger strategic plan and will be incorporated into its next strategic plan for which planning is underway now. Professional practice has found that an anti-hate statement is a useful tool to support historically, intentionally, and traditionally marginalized people and groups and serves as a learning resource

for all community members. The library's six anti-hate statements are on its website. The library engaged a consultant to help make recommendations leading to the library's equity work. The resulting report notes, "Patrons of Downers Grove Public Library that represent dominant culture people groups frequently cite themselves as taxpayers who should inform the direction of the library as just cause for disengaging issues of DEI. The sentiment is that if they pay taxes, they should have resources and experiences that are aligned to their own value system. The challenge in this sentiment is that there are also taxpayers who represent historically, intentionally, and traditionally marginalized people groups, also known as HITMPGs, as well as HITMPG allies who pay taxes and far less frequently see their interests represented in the integral acculturation of the library experience. The challenge that the library faces is how to halt all the competing interests of its tax paying patrons, honoring the library as a public square that welcomes everyone while also upholding the interests of people who have had their interests most primarily neglected, historically. By law, public libraries cannot discriminate in the provision of access to books, media, or programming. The Illinois Public Library core standards require the library to adhere to the American Library Association's Code of Ethics, Library Bill of Rights, and intellectual freedom statements and interpretations. In addition, the library has a first amendment right to speak its own voice as a government agency about important matters. She applauds the Board of Library Trustees and the outstanding professional staff for standing strong for professional ideals and intellectual freedom, and for working to address the breadth of the community's needs. As a resident, taxpayer, devoted library patron, and professional evaluator, she's in attendance at the meeting to voice her unqualified support for the library and its extraordinary professional staff. There were many other residents in attendance to support the library and she closed by asking everyone who is in attendance to support the library, its staff, its DEI initiatives, its strategic plan, and its programming to raise their hands.

Last year, the library held focus groups and surveyed the community. One of the threads that you can see for yourself in the feedback is a desire for more recognition of and services for underrepresented groups. This wasn't new. It was also visible in previous community surveys. The Library Board heard all this feedback and included it in the Equity Strategic Plan. When Director Milavec and the staff implement the tenants of that plan, they are literally doing their jobs and doing them well. During last month's public comments, a speaker complained that in 2004, he questioned why the library had books on gay and lesbian topics when they weren't checked out. This shows a profound lack of understanding of what it's like to be an LGBTQ+ person, especially how it was 18 years ago, and the inability to empathize with other people. The reason those books weren't checked out is that LGBTQ+ people aren't always comfortable taking a book up to the Circulation Desk. Remember that back then, there weren't the self-

checkout machines that we have today. Were those books read? She guarantees they were. It just happened in the library where people felt safer. She says this based on experience, but if someone wants to use the metric of activity to measure need and worth, let's go ahead and use that metric. Based on the Equity Plan, library staff planned the drag queen bingo event for National Coming Out Day. All 40 slots immediately filled up and there was a waiting list. So if the complaint is that in 2004 there were fewer checkouts of gay and lesbian books so the library shouldn't have had them, then the same argument applied today means the library should hold more programs like drag queen bingo. People who are scared of difference can't on the one hand argue that no one checked out this handful of books in 2004 so they shouldn't have been there and on the other hand say today this program was full but it shouldn't be held. At last month's Board meeting, the Board heard from a few of the teenagers who were directly affected by the cancellation of the bingo program. Their parents were fine with them attending the program and yet those parents' rights were taken away by threats of violence. The Board also heard from people who weren't directly affected by the cancellation but who decided they should have the right to make decisions for those teenagers and their parents. The ripple effect of the threats of violence led to the cancellation of a program about race because some of the participants no longer felt safe attending it. And now we know, a swastika was carved into a library window. Staff and Board members had already seen a need for DEI programs and services in the feedback from the community and acted on it to combat fear and ignorance. Now we see quite clearly why it's needed. This illustrates how they see pieces of the community that a single Board Trustee or Village Councilor might not. It's a shame the library couldn't hold two of the programs asked for by the community because of fear and ignorance. It's a shame that the people who could have just talked to their teenagers about their personal beliefs and not attend the program instead forced staff to spend their time responding to comments, tallying feedback, and working on security plans. But in the end, that turned out to provide useful information, because what it showed is that the community overwhelmingly supported the bingo program. 61% of the overall feedback supported it and the staff. After the program was cancelled, that number increased to 82%. It's important information. Library staff were literally doing their jobs and what's indisputable is that the community responded with support. So can we use words like controversial and contentious about the drag queen bingo program or a non-existent critical race theory program and services? The numbers tell us we can use those words when referring to debate in this room and the Village Chambers, but that's about it. It's been two months now and outside of these two rooms, the vast majority of the community, 98%, doesn't view it as enough of a controversy to even weigh in, let alone stop using the library. Every statistic for library activity in September went up from the same time period last year. Total circulation, number of visitors through the doors, new library cards issued, use of rooms, computer use, and

program attendance – every statistic went up. That is not the reaction of a community that thinks its library did something wrong. As the Board works on the new strategic plan, it can do so knowing the majority of feedback overwhelmingly supports these efforts and recognizes the false narratives that there was no reason to have LGBTQ books 18 years ago and that there's no racism in Downers Grove today. When Trustees hear someone say something like, this is a waste of money or is inappropriate, they need to add the words "for me" at the end of their opinion. They have every right to respectfully voice their opinions but they only get to make decisions for themselves and their family. When she says "this is a good use of my money as a tax paying resident," or "this is appropriate," add "for me" at the end there too. Her opinion counts just as much as everyone else. Last year, a small group of people tried to use an external group's talking points to ban books, wanting to tell everyone else what they can and can't do. The community made itself heard and said no. Last month, a small group used external groups' talking points to try to cancel a program, wanting to tell everyone else what they can and can't do. The community made itself heard and said no, it supports this staff and Board. Next, they used external group talking points to go after the library's work around diversity and inclusion. The community is here yet again to say no, it supports the staff and this Board. What will this small group of people try to stop the rest of us from doing next? The library is so well-run and responsive to the community that it's getting harder for these folks to come up with new grievances, but she's sure they will keep trying. It doesn't matter what talking points they use to try to decide things for the rest of the community, the community will be there again to say no, it supports this staff and Board.

8. **New Business.** There was none.

9. **Unfinished Business.**

a. Strategic Planning Consulting Proposals.

- i. Virtual Interviews of Consulting Firms. The Board conducted two consultant interviews via GoToMeeting, speaking with Fast Forward Libraries and ReThinking Libraries.

It was moved by Nienburg and seconded by Dougherty THAT the Board take a five-minute recess. Motion passed by voice vote. The Board took their recess at 9:18 p.m.

President Gigani opened the floor to discussion of the two consultant interviews. Trustees discussed their takeaways from each candidate and came to a general consensus that they were most comfortable with ReThinking Libraries.

It was moved by Khuntia and seconded by Humphreys THAT the Strategic Planning proposal from ReThinking Libraries with the variable cost option be approved.

Trustee Nienburg noted that the proposals were not listed on the agenda as an approval and final selection, but rather were listed as a review of the proposals. He commented that the proposals had just been reviewed for the first time, they were just included in the Board packet and made available to the public for the first time, and the public heard the interviews for the first time. He suggests that if the Board is serious about process, protocol, transparency, and input from the public, they should consider it to be New Business and table the final selection to the next meeting. This gives the public the chance to comment on this because they did not have that chance tonight.

It was moved by Nienburg and seconded by Dougherty THAT the vote be tabled to the next meeting in the interest of allowing the public to consume the interviews and make comments. Roll call: Ayes: Dougherty, Humphreys, Khuntia, Nienburg, Gigani. Nays: None. Abstentions: None.

- 10. Library Director's Report.** Library Director Julie Milavec presented her report. The library has received 28 Freedom of Information Act Requests since August 28. They are taking a huge amount of staff time and legal fees. The November Board meeting is on November 16, the week before Thanksgiving. The library received the Talk Story Grant from the American Indian Library Association and will be hosting programs associated with that grant on November 6. There is a program for adults and teens and then there is a craft and storytelling event for children. The library received an additional \$250 in the grant that was not part of the original project budget, so there will be an additional program coming in the upcoming months. Milavec announced that Adult & Teen Services Manager Lizzie Matkowski has accepted a position at another organization and will be leaving in early November.

Trustee Nienburg asked if there was a plan to publish what the FOIA requests were, who the requestor was, and the status of the request. He also asked about a rough estimate of the legal fees associated with the FOIA requests. Milavec responded that she will create a status report of the FOIA requests. Only one invoice has been received from the legal firm so far, but the Board will be updated as more arrive.

Trustee Nienburg asked what the protocol is for informing the Board of incidents within the library, referencing public comment from earlier in the meeting. He

feels like the Board should know if those kinds of incidents are happening. Milavec noted that all trustees have been provided with the login and password for the Patron Incident Tracking Software (PITS) and can go in at any time and look at all of the incidents that have occurred. Trustee Dougherty commented that there is a lot of detail in the PITS reports and while it is helpful for the Board to see, they need to be mindful about the privacy and confidentiality involved with having that information.

It was moved by Nienburg and seconded by Khuntia THAT the Trustee Comments and Requests for Information agenda item be moved to agenda item 11, prior to the Executive Session. Motion passed by voice vote.

11. Executive Session.

- a. 5 ILCS 120/2(c)(1), for discussion of the appointment, employment, compensation, discipline, performance, or dismissal of a specific employee. It was moved by Nienburg and seconded by Humphreys THAT the Board move into Executive Session. Motion passed by voice vote.

The Board moved to Executive Session at 9:49 p.m.

President Gigani reconvened the Public Session at 10:54 p.m.

12. Action for Items Discussed in Executive Session. There was none.

13. Trustee Comments and Requests for Information.

Trustee Humphreys wanted to point out and thank the staff for receiving the grant from the American Indian Library Association to cover the cost of a couple of very interesting looking programs to be held during the month of November.

Trustee Khuntia asked about sending a card around for trustees to sign to wish Lizzie Matkowski well with her new position.

Trustee Nienburg asked if the Board is informed any time there is an enforcement of penalty for incidents in the library. President Gigani commented that it's a matter of checking the database periodically and the Board is informed when there is an appeal and when there are charges filed.

14. Adjournment. President Gigani adjourned the meeting at 10:55 p.m.

DOWNERS GROVE LIBRARY 10/31/2022

	Library fund	Building & Equip Replacement Fund
CASH & INVESTMENTS	\$ 2,326,635	\$ 816,966
FUND BALANCE	2,266,425	\$ 740,862

REVENUE BY OBJECT REPORT
10/1/2022 THROUGH 10/31/2022

ACCOUNT	ACCOUNT NAME	ADJUSTED ESTIMATE	REVENUES	YTD RECEIVED	BALANCE	% RCVD
80520000 410100	CURRENT PROPERTY TAXES	5,862,439.00	76,722.56	5,791,139.55	71,299.45	98.78%
80520000 410900	PRIOR YEAR PROPERTY TAXES	100.00	0.00	0.00	100.00	0.00%
80520000 431300	PERSONAL PROPERTY REPLACE TAX	60,000.00	75,450.48	242,837.79	-182,837.79	404.73%
80590971 441000	SALES OF MATERIALS	2,000.00	620.09	4,555.30	-2,555.30	227.77%
80590971 450200	CHARGES FOR SERVICES	10,000.00	1,852.45	39,557.85	-29,557.85	395.58%
80590971 450900	FEES FOR NON-RESIDENTS	8,000.00	438.00	15,237.00	-7,237.00	190.46%
80590971 457100	RENTAL FEES	2,000.00	80.00	1,710.00	290.00	85.50%
80590971 458100	FINES	0.00	77.90	1,226.23	-1,226.23	
80590971 459000	COST RECOVERED FOR SERVICES	8,500.00	980.48	9,983.12	-1,483.12	117.45%
80590971 461000	FEDERAL, OPERATIONAL GRANTS	0.00	750.00	6,539.00	-6,539.00	
80590971 462000	STATE, OPERATIONAL GRANTS	72,589.00	0.00	103,455.13	-30,866.13	142.52%
80590971 463000	SPECIAL GRANTS	0.00	0.00	0.00	0.00	0.00%
80520000 471100	INVESTMENT INCOME	2,500.00	4,164.99	16,054.41	-13,554.41	642.18%
80520000 471200	INVEST INC-PROPERTY TAXES	0.00	0.00	192.73	-192.73	
80590971 482000	CONTRIBUTIONS, OPERATING	5,000.00	11,236.24	14,714.16	-9,714.16	294.28%
	TOTAL REVENUE	6,033,128.00	172,373.19	6,247,202.27	-214,074.27	103.55%

EXPENDITURE BY OBJECT REPORT
10/1/2022 THROUGH 10/31/2022
Capital Replacement Fund

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
587000	CAPITAL EQUIPMENT	411,600.00	33,528.96	379,450.76	32,149.24	92.20

EXPENDITURE BY OBJECT REPORT
10/1/2022 THROUGH 10/31/2022
Operating Fund

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL	EXPENDITURES	YTD EXPENDED	AVAILABLE	
		APPROPRIATION			BUDGET	% USED
510100	SALARIES, EXEMPT	1,733,543.38	133,480.50	1,349,920.19	383,623.19	77.90
511100	SALARIES, NON-EXEMPT	338,730.61	37,722.62	340,870.64	-2,140.03	100.60
511900	PART-TIME EMPLOYEE WAGES	1,286,018.09	84,537.63	934,663.06	351,355.03	72.70
513100	IMRF PENSION CONTRIBUTIONS	240,632.68	18,783.79	190,618.48	50,014.20	79.20
513300	MEDICARE CONTRIBUTIONS	48,695.16	3,647.51	37,458.93	11,236.23	76.90
513400	SOCIAL SECURITY CONTRIBUTIONS	208,213.83	15,595.49	160,160.92	48,052.91	76.90
519000	LIFE INSURANCE	1,366.20	120.83	828.14	538.06	60.60
519100	HEALTH INSURANCE	496,336.20	37,185.74	345,592.29	150,743.91	69.60
519500	OPTICAL INSURANCE	1,925.91	163.56	1,498.75	427.16	77.80
519700	DENTAL INSURANCE	32,871.93	2,817.56	26,065.37	6,806.56	79.30
521000	SUPPLIES	108,750.00	5,299.44	81,158.38	27,591.62	74.60
525100	MAINTENANCE SUPPLIES	21,750.00	2,391.93	17,790.22	3,959.78	81.80
528000	SMALL TOOLS & EQUIPMENT	29,900.00	1,381.59	18,019.04	11,880.96	60.30
530200	DUES AND MEMBERSHIPS	7,500.00	922.00	7,196.00	304.00	95.90
530300	SEMINARS, CONFERENCES&MEETINGS	28,600.00	4,631.53	19,893.47	8,706.53	69.60
530800	RECOGNITION PROGRAM-STAFF	5,000.00	0.00	4,948.87	51.13	99.00
531500	PROFESSIONAL SERVICES	75,200.00	4,151.52	64,170.83	11,029.17	85.30
532200	PERSONNEL RECRUITMENT	1,000.00	57.54	1,368.54	-368.54	136.90
532300	SPECIAL LEGAL	6,000.00	405.00	1,972.50	4,027.50	32.90
534600	DATA PROCESSING SERVICES	119,495.00	0.00	88,556.81	30,938.19	74.10
538000	PRINTING SERVICES	27,250.00	0.00	17,899.00	9,351.00	65.70
539100	TELEPHONE	17,000.00	1,161.22	15,925.40	1,074.60	93.70
539200	POSTAGE	29,000.00	0.00	19,838.97	9,161.03	68.40
540700	ADVERTISING & PUBLIC RELATIONS	19,500.00	462.45	13,865.64	5,634.36	71.10
542000	INSURANCE - OTHER POLICIES	70,700.00	0.00	61,940.00	8,760.00	87.60
543000	BUILDING MAINTENANCE SERVICES	92,000.00	6,245.09	68,590.26	23,409.74	74.60
545000	CLEANING SERVICES	80,000.00	5,424.33	68,521.99	11,478.01	85.70
546100	UTILITIES	24,250.00	3,043.93	31,249.43	-6,999.43	128.90
547000	OTHER EQUIPMENT R & M	11,500.00	0.00	15,907.90	-4,407.90	138.30
548100	RENTALS	18,000.00	817.88	14,855.33	3,144.67	82.50

EXPENDITURE BY OBJECT REPORT
10/1/2022 THROUGH 10/31/2022
Operating Fund

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL				AVAILABLE	% USED
		APPROPRIATION	EXPENDITURES	YTD EXPENDED		BUDGET	
562000	RECOVERABLES	4,000.00	20.60	157.44		3,842.56	3.90
569000	UNEMPLOYMENT COMPENSATION	2,500.00	0.00	10,388.00		-7,888.00	415.50
577000	CAPITAL EQUIPMENT	58,000.00	3,444.30	64,369.50		-6,369.50	111.00
585100	ELECTRONIC RESOURCES	245,800.00	26,195.73	216,911.27		28,888.73	88.20
585200	PRINT MATERIALS	348,150.00	30,944.08	264,208.66		83,941.34	75.90
585300	AUDIOVISUAL MATERIALS	146,200.00	11,821.29	86,701.08		59,498.92	59.30
587000	CAPITAL EQUIPMENT	60,000.00	0.00	104,402.55		-44,402.55	174.00
588000	INTANGIBLE ASSETS (SOFTWARE)	59,500.00	16,309.59	77,727.72		-18,227.72	130.60
Total 805 LIBRARY FUND		6,104,878.99	459,186.27	4,846,211.57		1,258,667.42	79.40

INVOICE LISTING - NOVEMBER 2022

Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
21463	360CLEAN	1	5,350.00
122	ACCURATE DOCUMENT DESTRUCTION	1	158.34
265	ALL AMERICAN PAPER CO	1	965.25
17676	AMANDA KLENK	1	22.50
403	AT&T	1	535.68
672	BAKER & TAYLOR BOOKS	6	442.22
829	BLACKSTONE AUDIOBOOKS	14	1,297.10
7517	BOOKFLIX, SCHOLASTIC INC	2	129.96
15802	C & C SYSTEMS, INC	1	336.00
8323	CENGAGE LEARNING	6	384.64
1377	CHICAGO TRIBUNE	1	183.42
1459	CINTAS CORPORATION #344	2	103.78
200014	CREATIVE CLINICAL CONSULTING LLC	1	350.00
16094	DE LAGE LANDEN FINANCIAL SVC INC.	1	817.88
9238	DG ECONOMIC DEVELOPMENT CORP	1	500.00
2539	EBSCO SUBSCRIPTION SERVICES	1	43.44
5572	FIA CARD SERVICES, N.A.	17	11,686.03
9775	FINDAWAY WORLD, LLC	1	63.74
17510	FIRST COMMUNICATIONS, LLC	1	547.36
18270	FITZGERALD'S ELECTRICAL CONTRACTING, INC.	1	3,958.00
16977	GARVEY'S OFFICE PRODUCTS, INC.	3	450.94
13544	GOOGLE, INC.	1	990.00
19859	GRACIE RUYLE	1	91.94
8770	GRAINGER	5	1,151.83
9102	HAGG PRESS, INC	1	4,936.00
18411	HAYES MECHANICAL, LLC	1	4,502.00
200094	HEARTLAND CABINET SUPPLY INC	1	1,200.00
9880	IMAGE SYSTEMS & BUSINESS SOLUTIONS LLC	1	1,559.95
200098	IMPERIAL BAG & PAPER CO LLC	2	666.17
3688	INGRAM LIBRARY SERVICES, LLC	35	15,693.10
17517	ITSAVVY, LLC	1	7,921.33
15168	JENNIFER RYJEWSKI	1	72.62
17442	JULIE MILAVEC	1	181.67
15110	KATELYN VABALAITIS	1	64.81
16519	KIRA RIDDLE	1	25.00
4812	KLEIN, THORPE AND JENKINS LTD	1	4,860.00
200117	KOREAN BUDDHIST GUMGANGKYUNGDOKSONGHWEH INC	2	560.00
5866	MIDWEST TAPE	9	6,036.85
12543	MORNINGSTAR, INC	1	3,234.00
19063	NATASHA LEHRER LEWIS ART	1	600.00
6161	NICOR GAS	1	3,943.62
200116	NIR ROOF CARE INC	1	2,800.00
12499	OVERDRIVE, INC.	3	5,469.98
18491	PEOPLEFACTS, LLC	1	79.20
6640	POLONIA BOOKSTORE, INC	1	187.87
6698	PRINT SMART	1	1,982.96
6874	RAINMAKERS IRRIGATION & MAINTENANCE, INC.	1	200.00
14549	REACHING ACROSS ILLINOIS	1	82.50
7622	SHARON HRYCEWICZ	1	51.98

INVOICE LISTING - NOVEMBER 2022**Operating Fund**

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
12698	SWAN	2	752.62
3567	TECHNOLOGY MGMT REV FUND	1	126.00
6859	THRYV	1	16.22
18296	TINTZ PLUS, INC.	1	1,595.00
8450	TOTAL FIRE & SAFETY, INC.	1	1,646.50
385	TRANE U.S., INC.	3	2,418.92
15177	ULINE	1	530.71
6654	UNITED STATES POSTAL SERVICE	1	3,000.00
18458	URBAN ELEVATOR SERVICE, LLC	1	225.00
19196	VAN MCGARY	2	79.18
200087	WOLTER, INC	1	865.19

GRAND TOTALS:	157	108,727.00
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INVOICES OF NOTE

For Library Board Meeting on November 16, 2022

200014	Creative Clinical Consulting LLC (Staff Art Therapy Support Session)	\$350.00
9238	DG Economic Development Corp (Annual Investment)	\$500.00
18270	Fitzgerald's Electrical Contracting, Inc. (Electrical Maintenance)	\$3,958.00
19859	Gracie Ruyle (Employee Reimbursement)	\$91.94
18411	Hayes Mechanical, LLC (Gas Valve Replacement)	\$4,502.00
200094	Heartland Cabinet Supply Inc (Service Desk Renovation Submittals)	\$1,200.00
17517	ITSavvy, LLC (Wireless Access Points and Accessories)	\$7,921.33
15168	Jennifer Ryjewski (Employee Reimbursement)	\$72.62
17442	Julie Milavec (Employee Reimbursement)	\$181.67
4812	Klein, Thorpe and Jenkins, LTD (Legal Fees)	\$4,860.00
200117	Korean Buddhist Gungangkyungdoksonghweh Inc (Program Payment)	\$560.00
12543	Morningstar, Inc (Annual Renewal)	\$3,234.00
19063	Natasha Lehrer Lewis Art (Program Payment)	\$600.00
200116	NIR Roof Care Inc (Roof Care Plan Service Visits)	\$2,800.00
8450	Total Fire & Safety, Inc. (Extinguisher Inspections)	\$1,646.50

CREDIT MEMO LISTING - NOVEMBER 2022

Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF CREDIT MEMOS	GROSS AMOUNT
672	BAKER & TAYLOR BOOKS	1	12.05
3688	INGRAM LIBRARY SERVICES, LLC	1	5.37

GRAND TOTALS:	2	17.42
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Library Credit Card Details for the November 16, 2022 Board Meeting

Julie Milavec

971	5302 Dues & Membership	ILA Membership Renewal	\$	250.00
971	5303 Seminars, Mtgs, & Conferences	Hotel and Parking for ILA (will be reimbursed by RAILS)	\$	475.92
			Total \$	725.92

Katelyn Vabalaitis

971	5210 Supplies	Supplies	\$	384.41
978	5391 Telephone	Comcast Monthly Payment	\$	489.01
			Total \$	873.42

Ian Knorr

978	5210 Supplies	Recycle Bins	\$	83.98
978	5251 Maintenance Supplies	Fire Extinguisher Cabinet, Poplar Board	\$	85.81
978	5280 Small Tools & Equipment	Whiteboard Installation Hardware	\$	31.90
			Total \$	201.69

Elizabeth Matkowski

972	5210 Supplies	Teen Supplies	\$	24.27
972	5852 Print Materials	Print Materials	\$	43.21
972	5853 AV Materials	Audiovisual Materials, Streaming Services	\$	695.23
			Total \$	762.71

Karen Bonarek

972	5210 Supplies	Program Supplies	\$	210.59
			Total \$	210.59

Cynthia Khatri

976	5315 Professional Services	Native Tea	\$	38.96
			Total \$	38.96

Sharon Hrycewicz

972	5853 AV Materials	Anything Emporium Items	\$	531.04
973	5303 Seminars, Mtgs, & Conferences	ILA Conference Parking	\$	45.00
973	5853 AV Materials	Educational Toys and Puzzles	\$	241.96
			Total \$	818.00

Traci Skocik

973	5210 Supplies	Program Supplies, Office Supplies	\$	246.04
973	5853 AV Materials	Educational Toys and Puzzles, Video Games	\$	924.48
978	5210 Supplies	Building Ops Department Supplies	\$	31.08
			Total \$	1,201.60

Allyson Renell

971	5302 Dues & Memberships	ALA Membership Renewal	\$	286.00
973	5210 Supplies	Children's Program Supplies	\$	24.98
973	5303 Seminars, Mtgs, & Conferences	ILA Conference and Parking	\$	280.00
973	5853 AV Materials	Video Games	\$	538.29
			Total \$	1,129.27

Christine Lees				
974	5210 Supplies	Office Supplies	\$	833.25
			Total	\$ 833.25
Paul Regis				
975	5280 Small Tools & Equipment	3D Printer Filament	\$	63.44
975	5880 Intangible Assets	Zoom, Google, Libsyn, Wasabi, Mobile Beacon, Network Solutions	\$	1,572.37
			Total	\$ 1,635.81
Grace Goodwyn				
972	5210 Supplies	Supplies	\$	164.60
976	5210 Supplies	Supplies	\$	323.80
			Total	\$ 488.40
Jen Ryjewski				
971	5303 Seminars, Mtgs, & Conferences	ILA Parking	\$	45.00
			Total	\$ 45.00
Amanda Klenk				
972	5210 Supplies	Program Supplies	\$	557.33
972	5303 Seminars, Mtgs, & Conferences	ILA Meal and Parking	\$	50.00
972	5315 Professional Services	Teen Central Games	\$	46.93
977	5303 Seminars, Mtgs, & Conferences	ILA Meal and Parking	\$	50.00
			Total	\$ 704.26
Lucas McKeever				
971	5308 Staff Recognition	Halloween Staff Treats	\$	135.98
972	5852 Print Materials	Subscription Renewal	\$	39.00
977	5210 Supplies	Supplies	\$	89.59
977	5280 Small Tools & Equipment	Standing Desk	\$	586.47
977	5303 Seminars, Mtgs, & Conferences	Jumpstart Inclusive Cataloging Workshop	\$	189.99
			Total	\$ 1,041.03
Amanda Blau				
973	5210 Supplies	Program Supplies	\$	973.12
			Total	\$ 973.12
			Library Credit Card November 2022 Totals	\$ 11,683.03

PAYROLLS FOR OCTOBER 2022

OCTOBER 7	\$127,464.01
OCTOBER 21	\$128,276.74
TOTAL OCTOBER 2022 PAYROLLS	\$255,740.75

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 16, 2022**

Agenda Item 9A

2023 Board Meeting Schedule

Generally, the Board of Library Trustees meets on the fourth Wednesday of each month, except on the second Wednesday in November and December. Due to the calendar for 2023, the second Wednesday is very early in November, so this schedule reflects a third Wednesday meeting for the month of November. Meetings are held at 7:30 p.m. in the Library Meeting Room unless otherwise posted.

Proposed 2022 Board meeting dates are:

January 25, 2023
February 22, 2023
March 22, 2023
April 26, 2023
May 24, 2023
June 28, 2023
July 26, 2023
August 23, 2023
September 27, 2023
October 25, 2023
November 15, 2023
December 13, 2023

Recommended Action: Approve 2023 Board Meeting Schedule as presented.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 16, 2022**

Agenda Item 9B

2023 Library Closings and Holidays

The following schedule follows the holiday and unpaid closings as enumerated in the Personnel Policy, with one exception as noted below:

PAID HOLIDAYS

Monday, January 2, New Year's Day observed*
Monday, May 29, Memorial Day
Tuesday, July 4, Independence Day
Monday, September 4, Labor Day
Thursday, November 23, Thanksgiving
Sunday, December 24, Christmas Eve
Monday, December 25, Christmas

UNPAID CLOSINGS

Sunday, January 1, New Year's Day
Sunday, April 9, Easter
Sunday, May 28, Sunday before Memorial Day
Friday, June 23, 7:00 p.m. Rotary Grove Fest
Saturday, June 24, 1:00 p.m. Rotary Grove Fest
Sunday, June 25, Rotary Grove Fest
Sunday, September 3, Sunday before Labor Day

Please note that the Management Team is recommending Sunday, January 1 as an unpaid closing and Monday, January 2 as the paid holiday for staff. This deviation from the normal closings and holiday schedule would not have a budgetary impact but would add an extra day closed to the public. With full time staff receiving two floating holidays to be used within the holiday period for Christmas Eve and Christmas Day, managers are encountering difficulties with filling the schedule while also allowing staff to use their time off.

The annual Staff In-Service Day is not included on the closing schedule. This In-Service Day will be scheduled as a part of the strategic planning process in 2023. DGPL is open on all other state and federal holidays, including Martin Luther King Jr. Day, Lincoln's Birthday, Presidents' Day, Juneteenth, Columbus Day, and Veterans Day.

Recommended Action: Approve 2023 Library Closings and Holidays as presented.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 16, 2022**

Agenda Item 9C

Resolution 2022-1 Recognizing 2022 Milestone Anniversaries and Retirements

This resolution is passed annually to recognize the milestone anniversaries and retirement of staff in the past year.

Each staff member reaching a milestone anniversary is recognized, usually at the annual In-Service Day, and receives a copy of the resolution. The staff member also receives one personal day to be used during the year following the milestone anniversary.

Each staff member retiring is recognized with a party or other staff social event, with food paid for by the library. Retiring staff may opt out of a party or social event.

Recommended Action: Approve Resolution 2022-1 Recognizing 2022 Milestone Anniversaries and Retirements with gratitude for their years of service.

RESOLUTION NO. 2022-1

A RESOLUTION OF APPRECIATION FOR THE SERVICE OF STAFF MEMBERS WHO HAVE CELEBRATED MILESTONE SERVICE ANNIVERSARIES AND/OR RETIREMENT IN 2022

WHEREAS, eighteen members of the Downers Grove Public Library Staff have celebrated milestone service anniversaries in 2022, totaling 205 years of service, as follows:

5 Years of Service:

Karen Bonarek
Ian Knorr
Christine Lees
Gina Reitsma
Nancy Rooney
Misty Stamogiannos
Melissa Troy

10 Years of Service:

Kathryn Hoos
Connie Lacey
Lynnea Nash

15 Years of Service:

Tony Drufke
Mary McCann
Susan Slamar

20 Years of Service:

Kathryn Moran

25 Years of Service:

Sharon Hrycewicz
Kevin Montgomery
Lorel Trout

AND WHEREAS, four members of the Downers Grove Public Library Staff have celebrated retirement in 2022, totaling 65 years of service, as follows:

Mary McCann, 15 Years of Service
Suzy Miller, 17 Years of Service
Kelly Pocci, 16 Years of Service
Suzanne Thomas, 17 Years of Service

AND WHEREAS, the committed services of these staff members have contributed significantly to the library's high level of performance and high reputation in the community;

AND WHEREAS, 2022 has provided many new opportunities for service, including finding a new normal within the COVID-19 endemic and implementing the Equity Strategic Plan;

THEREFORE BE IT RESOLVED, that the Board of Library Trustees recognizes with great appreciation the dedication and perseverance of these staff members and thanks them for their outstanding work.

UNANIMOUSLY APPROVED this 16th day of November, 2022 by the Board of Library Trustees of the Village of Downers Grove.

President

Secretary

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 16, 2022**

Agenda Item 9D

Cancelling December 14 Regular Board Meeting

According to Bylaws 1.6.2 Regular Meetings, "Regular meetings may be canceled if there is no business that requires the attention of the Board or rescheduled to accommodate holidays or other events."

The Board of Library Trustees has a meeting scheduled for December 14, 2022. If the November agenda is completed with no items tabled, there are no anticipated items of Old or New Business. Due to the early date, credit card statements and other financial information will not be available in time for this meeting. As in previous years, the December invoices and November financial reports will be on the January meeting agenda to be approved in arrears.

Recommended Action: Cancel the December 14, 2022 Regular Board Meeting.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 16, 2022**

Agenda Item 10A

Award of Strategic Planning Consulting Proposal

The Strategic Planning Request for Proposals was posted in July. Four firms submitted proposals by the September 2 deadline: ReThinking Libraries, Fast Forward Libraries, Sarah Keister Armstrong + Associates, and Bruce Mabee. The review of proposals was postponed due to the overwhelming response to the Drag Queen Bingo event and its cancellation.

On October 12, Library Director Julie Milavec, Assistant Director Jen Ryjewski, Board President Swapna Gigani, and Trustee Carissa Dougherty met virtually to review the proposals and make a recommendation to the Board. Each independently reviewed and scored the proposals. The group unanimously selected Fast Forward Libraries and ReThinking Libraries to be interviewed by the full Board at the October Board meeting. All proposals and scoring rubrics were shared with the full Board. Assistant Director Jen Ryjewski contacted references for each firm and shared them with the Board. Both firms come highly recommended. The Board also provided input on the list of questions for the interviews.

At their October 26 meeting, the Board conducted virtual interviews with Amanda Standerfer of Fast Forward Libraries, followed by Rob Cullin and Janet Nelson of ReThinking Libraries. Following the interviews, a motion to accept ReThinking Libraries' proposal was tabled until the November meeting.

ReThinking Libraries proposal has a time and materials option, estimated at \$22,000 to \$25,900 plus expenses, or a fixed fee option of \$24,500 plus expenses. I recommend the time and materials option to allow flexibility to customize the planning process to DGPL's needs.

Recommended Action: Approve ReThinking Libraries strategic planning consulting proposal time and materials option for \$22,000 to \$25,900 plus expenses.



Strategic Planning Consulting Services

Downers Grove Public Library
Downers Grove, IL

Prepared by ReThinking Libraries
September 2, 2022

September 2, 2022

Julie Milavec
Library Director
Downers Grove Public Library
jmilavec@dglibrary.org

Julie,

ReThinking Libraries is pleased to submit a proposal for consulting services to assist in the development of a *Strategic Plan* for the Downers Grove Public Library (DGPL). Over the past several years, our team has developed a successful and efficient way to plan with libraries. Instead of strict adherence to a fixed methodology, we work with each client to tailor the planning tools and process to best fit each library and their community. We focus on the overarching goal of creating a strategic plan that can live and react to today's quickly shifting world. Regardless of overall methodology settled upon with you, our work typically includes the following activities including specifically for you:

- Collection and library data analysis
- Direct input from stakeholders (users and non-users), staff, and board members with a focus on aspirational input over problem-focused input, adapted to COVID related constraints as necessary
- Segmented and mapped demographics
- A comparison benchmark report (with multiple comparison cohorts including state, regional, national, and elite/aspirational)
- Discussion of best practices for 21st century libraries as a part of the stakeholder input process and strategic retreat, which is part of our aspirational input (or appreciative inquiry) process.
- Utilization of your recently developed Equity Strategic Plan to inform both the process approach and the strategic plan development.

All findings are synthesized, and goals and strategies are collaboratively developed to successfully guide Downers Grove Public Library into the future. The final deliverable provides DGPL with a process to keep its strategic plan living, breathing, and updated throughout its lifetime.

This proposal is firm and irrevocable for 90 days. We look forward to the opportunity to respond to questions and further explain our process as needed. Please don't hesitate to contact us with any questions.

Best regards,



Rob Cullin
Managing Principal
13092 Grand Vue Drive
Carmel, IN 46032
317-509-3268 rob@rethinkinglibraries.org

Executive Summary

The Downers Grove Public Library's (DGPL) leadership has expressed interest in consulting services to assist with the creation of their next strategic plan. ReThinking Libraries (RTL) is pleased to submit a proposal for partnering with DGPL on this important project. It is understood that DGPL is embarking on this process to develop a plan to guide decision-making over the next three to five years. It will define the role of the Library and governance by the Library Board of Trustees and will also serve as a framework for setting Library vision, goals and creating a service plan. The plan will reflect the needs and realities of the Library, align with the overall needs of the Downers Grove community and help elevate the role of the Library to a higher level of service. RTL will utilize DGPL's recently developed Equity Strategic Plan to help inform the process approach and insure that the developed strategic plan itself supports and works in concert with that plan.

This is intended to be a highly collaborative process incorporating extensive input from Library leadership, Library Trustees, Friends of the Library, community leaders and residents. Input will be gathered using a variety of means as determined by the consultant and the Library Strategic Planning Team. It is intended to engage both users and non-users of the Library. We will work with the Library to determine the best approach, whether it is virtual, in-person or a hybrid process incorporating both virtual and in-person activities in the development of the plan. Every effort will be made to conduct this process in an inclusive manner allowing broad participation while taking into account the Library desires, local COVID guidelines and the comfort level of participants. It is also understood that the Equity Strategic plan will inform the full Strategic Plan.

The RTL team views its role in this project as facilitator and collaborator. We don't make decisions for you; we help you make the best decisions about your Library's present and future. We will analyze information and offer professional recommendations based upon observation, stakeholder feedback, demographics, and assessment of Downers Grove Public Library's existing services, facility, and community. We will also facilitate staff and board strategy planning meetings to help the team find the right strategic vision for your community's library. RTL will work with the DGPL team, prior to the formation of the plan, to benchmark and evaluate library practices, staffing, efficiencies, etc. Once the plan has been created, RTL will also be available to DGPL to offer best practices for measuring progress as the plan is implemented.

Of key importance to a project such as this is the quality of the communication and collaboration between RTL and DGPL's Strategic Planning Team. As your consultants, we must effectively share analyses and opinions, so all stakeholders can fully understand the implications of decisions that may be made. In turn, the Strategic Planning Team must help RTL fully understand the local context related to any resulting choices. Timely response in providing requested information and replies will help to keep the project on schedule and all participants fully engaged.

The Strategic Planning Team members will actively participate in the creation of the *Strategic Plan* so they are fully invested in the process and the final product. It is essential all involved have a clear vision of what needs to be done based on the in-depth assessment of the existing situation, the consideration of new and emerging trends in library services, and an understanding of local realities and sensibilities. Included will be training on processes allowing for the on-going evaluation of progress toward the established goals and the understanding and confidence to develop new strategies as the plan evolves.

Company/Consultant Information

In 2004 Rob Cullin helped Kimberly Bolan start Kimberly Bolan & Associates, a national library consulting firm based outside Indianapolis (IN). Once Kim returned to work as a library administrator, Rob continued his work in library consulting. Janet Nelson joined Rob in 2019 and they relaunched the business as ReThinking Libraries in 2020. Over the past 18 years, the RTL Team has been involved in numerous facilities projects, strategic plans, building programs, and other work with hundreds of libraries across the US. Clients range from small rural public libraries to large urban facilities, and everything in between. The RTL Team focuses on helping public libraries improve their operations and better serve their constituents. Our team is passionate about understanding what it takes to be a successful and thriving 21st century library.

For this project, RTL's team will be led by Managing Principal, Rob Cullin though just as actively involved will be Principal/Senior Consultant, Janet Nelson. Together Rob and Janet will be responsible for coordination of all onsite and offsite work, managing the project communications and timelines, and coordinating all deliverables. We may partner with other RTL Associates and will include them in the project as needed, but the bulk of the work performed is done by us.

Rob Cullin helped launch Kimberly Bolan & Associates in November 2004 which evolved into ReThinking Libraries in 2020. Rob's primary involvement with KBA began in 2005 when he and Kim co-authored *Technology Made Simple* and began writing and presenting together across the United States. Since then, Rob has been involved in many of KBA/RTL's strategic and facility planning projects. Through his previous work as President and Co-Founder of Evanced Solutions, LLC (later acquired by Demco, Inc.) he was involved with thousands of libraries across the USA, Canada, and Australia. With a broad set of experiences reaching beyond libraries, Rob has direct specialties in strategic planning, community engagement, complex data and demographic analysis, marketing, service, and organizational design. He was also named a *Library Journal* "Mover & Shaker" in 2008.

Janet Nelson co-founded ReThinking Libraries with Rob Cullin in 2020. She has over 20 years of experience in the education market, 17 of those years with Demco, Inc. Starting as a Furniture Product Manager, she moved into a variety of more strategic roles during her tenure with Demco. Her focus has always been directed toward helping librarians and library staff to better serve their communities. Janet began collaborating with Kimberly Bolan on teen library spaces through the Demco Library Interiors in 2006 and over time, that evolved into more comprehensive projects and shared speaking engagements on library trends. Additional projects at Demco involved engaging with industry partners and library leaders/staff to better understand and create dialog around the immediate and future needs of libraries. She began working with Rob on library consulting in 2019. Her specific areas of expertise include strategic planning, marketing strategy, research and development, and space planning.

Toby Greenwalt (our newest associate) is a librarian, technologist, and strategic thinker focused on finding new ways for libraries to connect with communities and demonstrate their impact to a wider audience. He has held multiple roles in public libraries over the past 17 years, most recently as Director of Digital Strategy Integration at Carnegie Library of Pittsburgh. In that time, he developed multiple initiatives geared toward helping libraries create, publish and understand data. This led to his participation in Civic Switchboard, an IMLS-funded project to guide libraries in building strategic partnerships in the civic data ecosystem. Throughout his career, Toby has been an active collaborator in the national library space, serving as a founding member of both the Center for the Future of Libraries advisory board and the Public Library Association's Committee on Equity, Diversity, Inclusion, and Social Justice. Specific areas of expertise include strategic planning, service design, digital equity, data analysis, technology planning, and community engagement. Toby received his MLS from the University of Illinois at Urbana-Champaign in 2005 and was named a *Library Journal* "Mover and Shaker" in 2009.

Our Strategic Planning Experience

Strategic planning is a primary service offered by RTL and Rob has led over 45 public library strategic plans in the past 7 years. Janet has been involved in developing over 22 strategic plans in the two and a half years she has been with the organization. Our services are differentiated by our custom approach that is adapted to the needs of each client. The process evolves throughout the course of the project to achieve the best results. Our approach can be very basic for libraries that are new to strategic planning or quite advanced for those pushing for more cutting-edge approaches to library service.

The team has been involved in strategic planning for a multitude of organizations since 1996. Our work has taken place with libraries, library associations, non-profit organizations, and small and large for-profit businesses. We have been facilitators, analysts, executives, team leaders, and team members in plan development. Since 2014 alone, RTL team members have worked with over 100 different library organizations; conducted over 600 community engagement sessions with over 9,000 attendees; and conducted over 75 online surveys with over 20,000 participants. We don't just plan community engagement with our clients, we help them successfully get people engaged in the processes.

Throughout these experiences, as well as Rob and Janet's previous business experiences, they have worked with a variety of strategic planning methodologies, approaches, and styles. This variety has enabled them to utilize many different approaches in addressing planning for various types of organizations, communities, and organizational cultures.

A sampling of the recent Strategic Plans and Community Assessments facilitated:

- Mount Prospect Public Library (IL) – (2021-2022) – [Strategic Planning](#)
- Newburgh-Chandler Public Library (IN) – (2021) – [Strategic Planning](#)
- Fulton County Public Library (IN) – (2021-2022) -- Strategic Planning
- Charlotte Mecklenburg Library (NC) – (2020-2021) – Facility Master Planning
- Handley Regional Library (VA) – (2019-2020) – Facility Master Planning
- West Haven Library (CT) – (2020-2021) – [Strategic Planning and Efficiency Study](#)
- Adrian District Library (MI) – (2020-2021) – [Strategic Planning](#) and Facility Planning
- Saline District Library (MI) – (2020-2021) – [Strategic Planning](#)
- Catawba County Public Library (NC) – (2019-2020) – [Strategic](#) and Master Facilities Planning
- Waverly Public Library (IA) – (2018 and 2020) – [Strategic Planning](#) and Facility Assessment
- Cedar Falls Public Library (Cedar Falls, IA) – (2020) – Strategic Planning
- Liberty Lake Public Library (WA) – (2019) – [Strategic and Facility Planning](#)
- Alexandrian Public Library (IN) – (2019) – Strategic Planning
- Redford Township Public Library (MI) – (2018) – [Strategic](#) and Facility Planning
- Orion Township Public Library (MI) – (2014 and 2017) – Strategic and Facility Planning
- Allen County Public Library (Fort Wayne, IN) – (2018) – [Strategic](#) and Master Facilities Planning
- St Joseph County Public Library (South Bend, IN) – (2017) – [Community Needs Assessment](#)
- Pike County Public Library (Petersburg, IN) – (2017) – Strategic Planning and Facility Assessment
- Niles Public Library (IL) – (2017) – Strategic Planning
- J. Prendergast Library Association (Jamestown, NY) – (2017) – [Strategic and Sustainability Planning](#)
- Charlevoix Public Library (MI) – (2016) – [Strategic Planning](#)

For all of these clients and our many others not listed here, we worked to determine the approach and methodologies to provide each library the best results and fit within their allotted budgets.

Underlined projects above are hyperlinks to sample project reports. Additional samples can be made available upon request.

Our Philosophy and Approach

RTL believes that every community is different which means that every library is different. What works in one community may not work in another (even nearby) community. Our approach to library planning and assessment is based on collaboration, open communication, and showing stakeholders “the possibilities” for their Library. It is also about identifying what stakeholders and members of the community want and need from their Library in terms of services and spaces. Understanding the community and the Library is at the center of our process.

At a core level, RTL is not married to a single philosophy or methodology of strategic planning. A variety of different approaches and tool sets can help any organization arrive at a solid plan. Throughout our professional work, we have been exposed to and worked with many philosophies, processes, and tools and, if selected, we will work with your team to determine what tools and methodologies best fit your community and your library.

All that being said, RTL does have two overriding philosophies that drive our vision for successful and dynamic strategic planning for 21st century libraries:

1. Robust community input from library users, non-users, community leaders, staff, and board members based on aspirational discussions instead of problem-focused dialogue. Though we don't formally call this Appreciative Inquiry, many of the premises and approaches are similar.
2. A final plan that is dynamic and easy to “live.” The plan must maintain a certain level of flexibility, while still being measurable, to address the shifting landscape facing today's public libraries.

Our methodology centers on the previously mentioned philosophies and helping organizations build both a strategic framework and a more strategic-minded culture. We incorporate research and analysis of existing data with direct staff and user input gathered through community engagement sessions, online surveys, and one-on-one discussions. Typically, RTL's process leads to a 2-6-page high-level plan that encompasses the top levels of strategy for the full-time frame of the plan. Once finalized RTL works with the library leadership to develop a separate annual work plan which focuses on the operational level with the details and tactics of the plan based on a 12-month timeline. This work plan development is repeated each year, developing the next 12-month detailed plan.

A big strength of this process is its inherent design around feedback. As you live the plan, the process helps you constantly evaluate your Library against what is planned and, when necessary, allows for changes and adjustments to be made. No plan can predict the future. The best plan and process is one that accepts this fact and builds evolution into the process, while still maintaining a discipline holding to the higher mission and vision of the library and the community.

Regardless of the process and tools chosen for your project, RTL's overall goal for strategic planning is to encourage our clients to think and innovate. We are interested in motivating libraries to move to the next level. We want our clients to end up with a concise plan they can live and breathe, not just file with their state agency and/or stick in a drawer. Our role is not to develop the “consultants' plan” or the “staff and board's plan” for DGPL. Rather, our responsibility is to help DGPL educate its public, generate ideas and solutions, and develop a plan that reflects its community members and the future.

Public libraries in the 21st century, regardless of size and budget, can thrive and become the center of their community, providing valuable services and facilities for residents of all ages. Focused and visionary planning is the only way libraries can continue to be successful within the confines of limited human and fiscal resources. The result is an improved library that effectively delivers services targeted to the community's expectations and compatible with the library's overall vision, mission, and goals.

Work Plan

ReThinking Libraries takes a holistic view of planning. We incorporate library usage data, local demographic and psychographic information, multiple forms of community input and benchmarking data to develop a plan seeking to understand past history but focusing on future aspirations and the initiatives and activities needed to achieve the vision. Our expertise in community engagement is a strength and we help libraries maximize community participation during the input phase. Since we work nationally, we are adept at navigating the requirements of different library governance structures and are familiar with the wide variety of funding models characteristic of public libraries. We are well versed in the trends impacting today's libraries and have practical experience that can be applied to a variety of different situations.

Our own processes have been tested over recent years, but we have successfully adapted and are now well versed in conducting planning activities in virtual, hybrid or in-person environments based on health requirements and client desires. We have also had opportunities to dig more deeply into some pressing concerns including diversity, equity and inclusion, homelessness and poverty, sustainability, and other issues that are core to libraries collectively and to specific communities. These new approaches have resulted in more engaged participation by both organizations and individuals and plans that more deeply address some of the core issues making libraries vital to their communities. For DGPL we would also see the new Equity Strategic Plan being a key tool in developing your process approach and will use it as a tool to make sure our engagement, analysis, and outreach efforts live up to the goals and requirements set forth in that plan.

The events of the past few years have also made it clear that it is virtually impossible to predict the future and therefore critical that organizational culture, plans, and processes are designed in a way that is flexible and can adapt rather than collapse under pressure. The nimble approach we encourage has helped our clients modify their approaches and move their libraries forward, even when their expected plans and outcomes change. This holds true in a crisis like we just experienced or simply as library and community needs change.

As part of a typical strategic planning process, RTL will:

1. **Conduct a kick-off meeting and establish timeline:** discuss process and define initial elements such as DGPL Strategic Planning Team introductions, timeline, Library data requirements, community engagement methods, etc. Timeline will become more detailed as expectations are more clearly defined and schedules are developed. Depending upon scope, time of year, and library resource availability; plans typically take 3-7 months to complete.
2. **Review and analyze data and information** gathered throughout this process and work with the Strategic Planning Team, discussing what it means to be a successful and thriving 21st century library and how that translates to the planning process. The Benchmarks, Demographics, Collection Analysis, and Technology Assessments are all started and often completed during this stage, leaving room for learnings along the way to drive adjustments in these assessments. All of this work is done by Rob with the exception of the optional Technology assessment which would be done by Toby.
3. **Gather and analyze stakeholder input** from the community (users and non-users), staff, board members, etc. via community stakeholder discussion sessions and surveys. Working with the DGPL Marketing team is essential in promoting both the community discussion sessions and the surveys through multiple channels.
 - a. Our typical approach for a library of DGPL's size involves conducting about 8-12 stakeholder sessions. RTL will work with DGPL leadership to develop the right approach to community input and engagement that works best for your library and community. RTL can offer some sessions in Spanish (executed in Bilingual Spanish/English) as an option.

- b. The format of sessions is generally as follows but will be tailored to your specific needs. These descriptions provide a sense of the scope of community input we will want to replicate, if possible, based on local guidance surrounding public health restraints.
 - i. Targeted Groups: 7-10 Total (Staff (3-5), Board (1 including Director), and targeted representative members of the public who are personally invited to the sessions).
 - ii. PLUS, at least one or two (1-2) Open All-Community Session.
 - iii. The content for these sessions can be the same or may be focused on particular topics essential to the community. Even when the overall discussion framework is the same, RTL tailors the conversations based on the experiences, life stages, and discussion interests of those in attendance.
 - iv. The targeted sessions may involve reaching out to specific groups (e.g., parents, seniors, educators) or may be defined by a particular topic (e.g., Youth and Education, Equity/ Diversity/Inclusion) whereas the open forum is more general and available to anyone in community who is interested in participating.
 - v. This phase centers around showing people the possibilities for their library and gathering aspirational input. For every client, RTL develops at least one but often multiple custom conversation enabling presentations that best suit the client's community.
 - vi. DGPL's Equity Strategic Plan will be a key component and tool utilized in developing the specific approach to your engagement plan and outreach efforts.
 - vii. IF adjustments are needed related to the pandemic, or it just makes more sense for some or all of your groups to meet virtually, RTL has become very skilled in stimulating good conversations and discussions in these virtual sessions. In some cases, the staff and community discussions we've had virtually, have even been better as the format offers some advantages in keeping discussions balanced and making sure everyone feels like they can contribute. However, for the general public accessibility needs to be kept in mind as to not keep people out of the process.
 - viii. With RTL you will always get Janet and/or Rob leading your engagement sessions. We only utilize associates for note taking, never for leading these engagement sessions.
- c. RTL can also work with the Strategic Planning Team to develop and conduct a general web-based convenience survey of the public. Our approach is to work with our clients to promote and advertise the survey on a broad level, targeting users and non-users.
 - i. RTL does not recommend spending extra library dollars to conduct full scientific-level studies. RTL has been involved in projects that made this investment and, in the end, did not get fundamentally better or more useful results than with this convenience survey approach. Our approach uses surveying tools to get a good measure of the community's view though certainly skewed a bit toward library user perspectives.
 - ii. A paper version of the survey is also provided to the library (copies supplied by the library) for distribution to those community members who prefer that format. Typically, library staff or volunteers then enter these completed surveys, but RTL can provide this service for a separate fee.
 - iii. If desired, a Spanish version of the survey, in both paper and online format can be provided for an additional fee.
 - iv. Again the Equity Strategic Plan will help inform the design and promotion strategies of this survey.
 - v. Janet leads all work on the Survey, including design, launch support, and analysis.

4. **Develop and deliver the “Findings Book”.** A “Findings Book” is developed from the data and research conducted and distributed to participants about 1 week prior to the Strategic Retreat. This book includes all of the pertinent information gathered and analyzed during the process. Summaries, key takeaways, in addition to full data sets are all included or linked from the book. Typically, this single PDF document ranges from 80 to 180 pages. The size is largely driven by the number of surveys completed and how much feedback is gathered at the engagement sessions. The extent of the data analysis options selected also plays a key role in the size of this document. Rob and Janet collaborate to compile this findings book.
5. **Facilitate a Strategic Planning Retreat.** This is typically a 6-to7-hour long strategy session that usually includes 15 to 25 people including, but not limited to, staff (both supervisory and non-supervisory), board members, community leaders, and general community members. During this *Retreat*, we will distill the input gathered (concentrated in the Findings Book) and discuss that, along with best practices for 21st century public libraries. Through a series of small group and larger group exercises, the session will work to surface top issues and strategic opportunities that will ultimately lead to the final plan. DGPL’s current mission, vision and values will also be reviewed and refined or developed to relate back to the key strategies. Through the retreat process, RTL continues incorporating an aspirational approach to the planning process. The group will work to discover:
 - DGPL’s identity (What is DGPL? What does DGPL want to be?)
 - The key ingredients and focus of DGPL strategies
 - DGPL’s Mission, Vision and Core Values

Our approach to this retreat, always seems to illicit feedback from participants around how interesting it was, and how much fun they had working through the process. We have developed a solid approach to this day; however, we are always adjusting for each client and situation as needed.

RTL will work with DGPL to ensure that this planning retreat and the results from it are in alignment with the Equity Strategic Plan. This will include who and how the retreat is executed and insuring that developed strategies have the desired equity, diversity, and inclusion lenses that are called for in that plan.

Rob and Janet will BOTH always be present for your strategic retreat. We may pull in other associates if it makes sense but we co-lead this retreat with Rob focused on activities related to developing the strategic focus areas and initiatives, and Janet focused on Mission, Vision, Value assessment and development/edits.

6. **Develop a high level 2-6-page Strategic Plan.** This is the initial deliverable directly resulting from the *Retreat*. This document is the “Quick Reference Guide” that library leadership and staff can live, breath, and easily refer to on a day-to-day basis. RTL can present this plan to the Board and/or community at the appropriate time, if desired.
7. **Assist the Library Planning Team with the creation of a detailed Work Plan.** This 12-month time frame document which will be developed each year focuses on the details of the 2-6-page plan (e.g., action steps, tactics, milestones, resources, budget/funding, etc.). This *Work Plan* is developed primarily by Library leadership and staff with kickoff assistance from RTL, but the approach can be modified if needed. This is followed by remote guidance and assistance as needed.

Our process develops the long-term vision and identifies the areas where efforts are needed to achieve those goals. The annual work plan details the specifics to achieve progress toward the goals and is evaluated and adjusted on a regular basis. Since it is nearly impossible to predict the future three to five

years in advance, we have found the annual work plan to be much more productive as a means to guide the library. Typically, much of the work plan is developed by Library leadership and staff as they are much closer to the needs and capabilities of the Library and the community. As consultants, we are available to help guide the work plan and offer suggestions that help to push the Library in areas which may be outside of their comfort zone, but we can be more involved if needed.

Since the services we offer tend to be bespoke and tailored to needs of each client, we allow our clients to determine if there are some areas where they have staff expertise that may enhance the process. Our process is very collaborative, and our experience has shown that the involvement of Library leadership, staff, Board, Friends and the community encourages ownership and creates plan that is better understood and more easily acted upon.

OPTIONAL Technology Assessment:

This is a new optional RTL offering, based around new Associate Consultant, Toby Greenwalt, joining our team. Toby, in conjunction and with support from Rob, would do an overall assessment of the Library's technology position. We look at all areas technologies touch in the library: infrastructure, equipment, software platforms, processes, support levels, and provide feedback and guidance on best practices and the state of the library's current systems, offerings, and capabilities in comparison. A Technology Systems and Services report card is produced highlighting all of these areas, where the library is hitting the mark and where it could potentially use additional attention or resources. This would be an additional element added to the Findings Book, but also serves as a stand-alone report.

Deliverables

RTL's deliverables will/can include:

- A detailed community analysis including demographics, mapping of key social indicators/measurements
- Organizational and community assessments
- A multi-cohort comparison benchmark analysis of primary library metrics, regional, state, national and "best-in-class"
- Collection Turnover Analysis
- Overall Technology Assessment (OPTIONAL)
- A summary compiled from stakeholder sessions, online survey, etc., which will include key priorities and goals emerging from these inputs
- Outputs from Strategic Retreat including SWOT analysis and brainstorming exercises
- A 2-6-page high-level *Strategic Plan* focusing on the top 4-6 priorities coming out of the process. *This is structured in a way to be an asset for the board and administration to reference on a consistent basis to gauge progress easily and efficiently.*

SEE APPENDIX B – 2-6 PAGE PLAN EXAMPLES

- Assisting with the development of a detailed *Work Plan* that specifically addresses the details necessary for successfully executing the plan, including actions, timeline, resources, budget, etc. Most of the work here is done by the library staff but with the assistance and guidance of RTL.

Timeline Estimates

We will work with DGPL to determine the best approach and schedule activities and deadlines. The following outlines likely activities expected for the project. RTL will work with DGPL to develop the timeline that best meets the timing needs and balances the best results in terms of community engagement. We generally recommend doing community engagement September through November or Mid-January through May for best results. Staff and board sessions can be scheduled during any time of the year that aligns with schedules.

Anticipated Timeline

- | | |
|-----------------------|--|
| • November 2022 | Kickoff |
| • Nov. 2022-Jan. 2023 | Data Gathering and Analysis |
| • Dec. 2022-Jan. 2023 | Community Engagement/Stakeholder Planning and Promotion |
| • February/March 2023 | Staff, Board, and Friends Sessions & Interviews |
| • March/April 2022 | Community Engagement/Stakeholder Sessions and Surveys |
| • April/May 2023 | Synthesis, Delivery of Findings Book, and Planning Retreat |
| • June 2023 | High-level Plan Development & Delivery to Library – within 2 weeks following the retreat |
| • July 2023 | 1-Year Detailed Work Plan Development – Training, Support, and Assistance delivered following Retreat with ongoing support and assistance until the 1-year plan is complete. |
| • July 26, 2023 | Final Plan Delivered to the Library Board |
| • Annually | Ongoing Support/Assistance as needed with developing subsequent 1-year Work Plans |

Cost Estimate

Time and Material Option:

For this project, we are offering DGPL a **discounted rate** of:

- \$150/hour for Principals (Rob and Janet) (Normally \$170/hour)
- \$140/hour for Associates (Toby or others) (Normally \$160/hour)
- \$100/hour for Assistants or Notetakers (Normally \$120/hour)

Work Area / Deliverable	Typical Costs
Overall Project Management / Virtual Kickoff Meeting/ (Required)	\$2,600
Data Gathering and Analysis: Demographics, Multi-cohort benchmark analysis, Collection turnover analysis (Required but adjustable)	\$2,900 to \$4,900 depending on analysis options selected
Staff and Community Focus Group Facilitation (Required but adjustable)	\$4,500 to \$5,800 depending on how the engagement sessions are structured, typically onsite during a single 3-day visit
Technology Assessment (Optional)	\$3,500 (not included in total below)
Online Survey Design, Deployment, and Analysis (Recommended)	\$3,900 - \$4,500 for English Version (Online and Print Version) +\$750 Spanish translation online only OR, +\$1,200 Spanish both print & online
Strategic Retreat, includes all prep, data packet compilation, and virtual or onsite time (Required)	\$5,300 depending on approach and structure, ideally done onsite during a single 1-to-2-day visit.
3-5 Year High Level Plan Development (Recommended)	\$1,900 includes virtual presentation to board/leadership \$500 add for onsite delivery and review
12 Month Work Plan Development Assistance (Recommended)	\$900
Total Likely Range depending on options: (required and recommended elements only)	\$22,000 to \$25,900 plus expenses
Expected Expenses: All travel for Rob and Janet is driven (from Indy for Rob and from Madison, WI for Janet) per visit costs vary with length of stay for hotel charges Any onsite work for Toby (optional) would be flying into Chicago area from Pittsburgh.	\$2,200 to \$3,200 total expected range for 2 onsite trips (1 for focus groups and 1 for retreat) more onsite visits are possible Minimum Expenses for 1 day onsite (Rob and Janet only) with no overnight is \$680 (mileage, tolls, and meal per diem). Multi-day onsite visits typically add \$390-550/night Any onsite work for Toby (optional) would be flying into Chicago area from Pittsburgh.

OR...

Fixed Fee Option:

This option gives DGPL more predictable costs, but less flexibility in terms of scope of activities. It is limited to the following scope and onsite visits:

- 1 kick-off meeting and data gathering (via Zoom virtual meeting)
- Online survey development, hosting, and management provided by RTL but with promotion and advertising driven by the library (English Only)
- Data Analysis Options: general demographics and mapping, multi-cohort comparison benchmarks, collection analysis by collection segment/genre
- 3-day onsite visit for stakeholder sessions
 - Stakeholder sessions are capped at 10 sessions total (no more than 4 in any one day and over no more than 3 days, required to be consecutive). Staff sessions and sometimes board sessions are done virtually but at the client's discretion.
 - Typical schedule looks like this:
 - Day 1: 2-3 sessions starting at Noon, including an evening session
 - Day 2: 3-4 sessions including morning, 2-daytime, and an evening session
 - Day 3: 2-3 sessions last session complete by 2 pm
- 1 virtual or onsite session focused on the SWOT analysis
- 1 full day onsite for *Stakeholder Retreat (~7hrs) with one pre-Retreat virtual meeting*
- RTL primary driver of Strategic Plan with Library leadership in support
- Virtual *Strategic Plan* presentation to the board
- Virtual *Work Plan* kick-off meeting with staff
- Library Staff primary driver of Work Plan and Supplemental documents with RTL in support
- All other meetings and work to be completed remotely or via web/video conference, unless RTL, at their discretion, chooses to be onsite

Costs: \$24,500 + expenses

IF DGPL would like a fixed fee option for this project but with a different scope or approach we'd be happy to work on a mutually agreeable scope of services and provide a fixed fee option for that as well.

Billing Approach:

- For Time and Material Option billing is done monthly as incurred. Detailed invoices are provided with all expended time and incurred expenses listed with receipts.
- For the fixed price option, billing is handled in four phases
 - Phase 1: 25% -- Billed after initial Kickoff Meeting
 - Phase 2: 25% -- Billed after start of community engagement sessions & survey
 - Phase 3: 25% -- Billed after start of strategic retreat
 - Phase 4: 25% -- Billed after the delivery of the High-Level-Plan to the Library
- For both options, these expenses will be billed as they occur:
 - Travel expenses will be billed at cost. All travel will originate from Indianapolis, IN and/or Sun Prairie, WI based on driving to Downers Grove, IL for Rob and Janet and from Pittsburgh for Toby.
 - Any other miscellaneous (printing, shipping, etc.) expenses will be billed at cost but will be minimal.

References

Su Reynders, Executive Director

Mount Prospect Public Library

10 S Emerson St, Mount Prospect IL 60056

847-590-3220

sreynders@mppl.org

Projects: *Beginning in December 2021 and completing just recently, we facilitated and have collaboratively developed MPPL's newest strategic plan. In addition to our typical services, we also did more extensive staff workshops. MPPL had one of our most successful survey campaigns with over 2,000 completed surveys by the community.*

Jennifer Wrzesinski, Director

Adrian District Library

143 E. Maumee Street, Adrian, MI

517-265-2265

jwrzesinski@adrian.lib.mi.us

Projects: *This is one of our most recent Strategic Planning projects which began in September 2020 . and was conducted completely virtually due to COVID-19. As a result of the plan, a second. Initiative is underway to develop a Facility Plan that will better utilize the space within their building.*

Siobhan Loendorf, Director

Catawba County Library System

115 W C Street, Newton, NC

828-465-8664

sloendorf@catawbacounty.nc.gov

Projects: *Beginning in 2019 and completing in Fall 2020, we facilitated and developed the CCLS 2020-2024 Strategic Plan. We also assessed all eight locations and completed a facility plan for the Library System. This project was completed in a hybrid manner due to COVID-19 restrictions.*

We encourage you to speak to any of our clients or references or you may refer to RTL's website at www.rethinkinglibraries.org for additional information. Sample High-level Project Plans can be found in Appendix B.

APPENDIX A:

Resumes

ROBERT CULLINEmail: rob@rethinkinglibraries.org**ReThinking Libraries****2004 – present (2004 -2019 dba as Kimberly Bolan and Associates, LLC)***Managing Principal / Library Evolutionist*

Prior to starting ReThinking Libraries, LLC with Janet Nelson, Rob helped establish Kimberly Bolan & Associates in November 2004. His consulting work kicked off when he co-authored *Technology Made Simple with Kim Bolan* and began writing and presenting together with her across the USA. Rob has been involved in all of RTL's strategic plans and most of the strategic planning work completed by KBA. He has also completed a number of facilities projects under both organizations. Through his work as the Co-Founder of Evanced Solutions LLC and later at Demco, Inc., he has been involved with thousands of libraries around the world. With a broad set of experiences reaching even beyond libraries, Rob has direct specialties in community engagement, strategic planning, technology, data, demographic & psychographic analysis, marketing, and organizational design.

Relevant Project Experience:

Jennings County Library (IN) – Planning & Design, Strategic Planning, Org. Development (2014-Present)
 Tuscaloosa Public Library (AL) –Strategic and Facilities Planning, Feasibility Study (2021-Present)
 Mount Prospect Public Library (IL) – Strategic Planning (2021-2022)
 Newburgh-Chandler Public Library (IN) – Strategic Planning (2021-Present)
 Saratoga Springs Public Library (NY) – Strategic Planning (2020-2021)
 West Haven Library (CT) –Strategic Planning and Efficiency Study (2020-2021)
 Adrian District Library (MI) – Strategic Planning and Facility Planning (2020-Present)
 Saline District Library (MI) – Strategic Planning (2019-Present)
 Redford Township District Library (MI) – Strategic Planning (2018)
 Free Library of Philadelphia (PA) – POE Study (2018-2019)
 Allen County Public Library (IN) – Facility Programming, Planning & Design, Strategic Planning (2017-2018)
 Indianapolis Public Library (IN), New Eagle Branch – Facility Programming, Planning & Design (2017-2019)
 St Joseph County Library (IN) – Facility Master Plan (2017)
 Hamilton East Public Libraries (IN) – Facility Programming, Planning & Design (2015-2019)
 Lincoln County Public Library (NC) – Facilities Master Plan (2016-2017)
 Community Library Network (ID) – Facility Programming and Planning for 7 Branches (2015-2018)
 Anderson Public Library (IN) – Strategic Planning and Facility Planning (2015-2019)
 Greenwich Library (CT) – Facilities & Services Planning and Design (2013-2018)

ADDITIONAL EXPERIENCE:**Evanced Solutions, LLC, Indianapolis, Indiana****2002 – 2014***President and Co-Founder***As part of Demco, Inc. Madison, Wisconsin****2011 – 2014***Vice President***PUBLICATIONS:***Technology Made Simple*, Chicago: ALA, 2007.“Web, Library, and Teen Services 2.0,” *Young Adult Library Services*, Winter 2007.“Technology Planning: The Big Picture for Small Libraries,” *WebJunction* (November 20, 2006).**HONORS AND AWARDS:**

2008 Library Journal's Movers and Shakers Award

EDUCATION:

Purdue University, West Lafayette, IN and Indianapolis, IN, B.S. Electrical Engineering Technology
 GE Six Sigma – Green Belt Certified

JANET NELSONEmail: janet@rethinkinglibraries.org**ReThinking Libraries****2019 – present (initially dba Kimberly Bolan and Associates)***Principal and Senior Consultant*

Janet co-founded ReThinking Libraries, LLC with Rob Cullin in 2020. Prior to that, she began her career in the library industry in 1999 as a Furniture Product Manager with Demco, Inc. During her time there, she worked in a variety of roles but always with a focus on providing libraries across the US with the products and services to best serve their communities. She was part of the team that envisioned and developed a service offering, known today as Demco Interiors. Janet began collaborating with Kimberly Bolan & Associates, LLC on design projects in 2006, starting with teen spaces. The collaboration evolved into more comprehensive library projects, speaking engagements and co-authoring articles on library trends.

In addition to her furniture/project experience, Janet has been involved in market research, strategic planning, and customer engagement, all focused on more thoroughly understanding and serving library needs. While at Demco she facilitated a “What’s Next?” Forum bringing together visionary library leaders and launched the online Ideas & Inspiration platform to share library ideas. With a broad set of experiences reaching even beyond libraries, Janet has direct specialties in strategic planning, marketing, research and development and space planning.

Relevant Project Experience:

Sun Prairie Public Library (WI) – Strategic Planning (2022-Present)
 Tuscaloosa Public Library (AL) – Strategic and Facilities Planning, Feasibility Study (2021-Present)
 Durham Public Library (CT) – Strategic Planning (2022-Present)
 Jennings County Public Library (IN) -- Strategic Planning (2022-Present)
 Mount Prospect Public Library (IL) – Strategic Planning (2021-2022)
 Fulton County Public Library (IN) – Strategic Planning (2021-2022)
 Newburgh-Chandler Public Library (IN) – Strategic Planning (2021-2022)
 Saratoga Springs Public Library (NY) – Strategic Planning (2020-2021)
 West Haven Library (CT) – Strategic Planning and Efficiency Study (2020-2021)
 Adrian District Library (MI) – Strategic Planning and Facility Planning (2020-2022)
 Saline District Library (MI) – Strategic Planning (2019-2021)
 Catawba County Public Library (NC) – Strategic and Facilities Planning (2019-2020)
 Handley Regional Library (VA) – Facility Assessment (2019-2020)

ADDITIONAL EXPERIENCE:**Nasco, Inc., Fort Atkinson, WI****2017 – 2019***Category Manager, Elementary Education/Early Learning***Demco, Inc., Madison, WI****1999 – 2016***Director, Library Engagement and Solutions*

- Collaborated on content strategy that included creation of *Ideas + Inspiration* website, webinars and relevant information and articles
- Developed *What’s Next?*, a customer forum of influential public librarians, to explore future library needs
- Co-led start-up of Demco Interiors from feasibility studies to fully operational business unit

PUBLICATIONS:“Just for Them”, *Library Journal’s Library by Design*, May 2010.

Demco Ideas & Inspiration Blog Posts and Webinars, 2012 – 2016

Demco Interiors Blog, 2012 – 2016

EDUCATION:

University of Wisconsin-Stout, Menomonie, WI, M.S. Home Economics: Clothing (Design & Manufacturing)

University of Wisconsin-Stevens Point, Stevens Point, WI, B.A. Fashion Merchandising

Toby Greenwalt

ReThinking Libraries, LLC

2022 – present

Associate Consultant



Toby is a librarian, technologist, and strategic thinker focused on finding new ways for libraries to connect with communities and demonstrate their impact to a wider audience. He has held multiple roles in public libraries over the past 17 years, most recently as Director of Digital Strategy integration at Carnegie Library of Pittsburgh. In that time, he developed multiple initiatives geared toward helping libraries create, publish and understand data. This led to his participation in Civic Switchboard, an IMLS-funded project to guide libraries in building strategic partnerships in the civic data ecosystem. Throughout his career, Toby has been an active collaborator in the national library space, serving as a founding member of both the Center for the Future of Libraries advisory board and the Public Library Association's Committee on Equity, Diversity, Inclusion, and Social Justice. In addition to speaking and leading workshops nationally and internationally, Toby worked with several colleagues to launch CLUncon, which employed the unconference model to catalyze new ways of thinking about library service. Specific areas of expertise include strategic planning, service design, digital equity, data analysis, technology planning, and community engagement.

Relevant Project Experience:

Allegheny County Libraries Mobile App (PA) – Service Design (2020-2022)
 Carnegie Library of Pittsburgh Digital Service Desk (PA) – Service Design (2020)
 Civic Switchboard (PA) – Data Analysis, Staff Development, Service Design (2018-2020)
 Carnegie Library of Pittsburgh (PA) – Strategic Planning (2018)
 eiNetwork (PA) – Strategic Planning (2016)
 North Carolina State Library (NC) – Staff Development (2015)
 Skokie Public Library (IL) – Strategic Planning (2013, 2009)
 LibraryLinkNJ (NJ) – Staff Development (2013)
 CLUncon Unconference I and II (IL) – Staff Development (2012)

ADDITIONAL EXPERIENCE

Carnegie Library of Pittsburgh, Pittsburgh, PA

2014-2022

Director of Digital Strategy and Technology Integration

Skokie Public Library, Skokie, IL

2007-2014

Virtual Services Coordinator

SELECTED PUBLICATIONS AND PRESENTATIONS

"Healthy Skepticism," Chapter in Blockchain (Library Futures, Volume 3), Sandra Hirsh and Susan Alman, editors. Published by ALA Editions, 2019.
 "Closing the Loop: Community, Contradiction, and the Future of Libraries," Keynote address for BIBLIONET 2017 conference, Belgrade, Serbia.
 "Flywheel Libraries: Making Library Service Visible in the Information Ecosystem," Keynote address for Library 2.015 online conference.
 "The Wired Library," bimonthly column for Public Libraries, 2012-2015.

HONORS AND AWARDS

2013 - PLA Leadership Academy
 2009 - Library Journal "Mover and Shaker" award
 2007 - Synergy: The Illinois Library Association Leadership Initiative

EDUCATION

University of Illinois at Urbana-Champaign, M.S. Library Science
 Knox College, Galesburg, IL, B.A. Anthropology & Sociology

APPENDIX B:

Sample Strategic Plans

These are just a sampling of the variety of plan formats we've developed for our clients. We'll work with you to make sure the format of your plan is optimized to how you want and need it.



Mount Prospect
Public Library

Strategic Plan

July 2022 – June 2025

Approved by the MPPL Board of Trustees June 16, 2022

Mount Prospect Public Library
Strategic Plan 2022-2025

Introduction

Strategic planning is the systematic process of envisioning a desired future and translating that vision into broadly defined goals and a sequence of steps to achieve them.

Over the past two years, there have been changes in the world at large due to the global pandemic that have made it essential for the Mount Prospect Public Library (MPPL) to seriously evaluate if the needs of the community are being met. This strategic plan is meant to be used as a roadmap for meaningful change. The ultimate goal of this process was to hear directly from the community how the library can best serve them.

Background

The library last completed a strategic plan in 2019. That plan, effective from 2019 through 2023, was a hybrid strategic and operational plan created primarily by staff. In March 2020, when the pandemic emerged, the plan was put on hiatus. In 2021, the Board of Trustees approved a set of short-term goals designed to address the current environment. In late 2021 the Board approved a new strategic planning timeline and agreed to separate the strategic plan from the operational plan.

ReThinking Libraries, a professional strategic planning consulting firm, was hired to coordinate and facilitate the activities. The planning process was kicked off in January 2022 and the final plan was officially approved by the library board in June 2022. This plan will be effective from July 2022 through June 2025.

Approach to Planning

To ensure a thorough and positive planning experience, the library engaged in a collaborative, in-depth data gathering process with the community, library board, and library staff. These activities included:

- All-community survey (Over 2,000 received)
- Strategic Retreat (11 staff, 4 trustees, 4 community members)
- Staff and Board input sessions (6 sessions, 120 attendees)
- Community input sessions (12 sessions, 165 attendees)
- Mount Prospect demographic data and maps
- Key library related results from the Village 2020 survey
- Library benchmark analysis
- Collection utilization analysis

See the supplemental "Findings Book" for a comprehensive overview of the input received during the strategic planning process.

Mission Statement

A mission statement answers the question, "Why do we exist?" The library's current mission statement was reviewed during input sessions, and a new statement was written based on feedback.

- Cultivating community connections, inspiring learning, and enriching lives.

Mount Prospect Public Library
Strategic Plan 2022-2025

Vision Statement

A vision statement answers the question, "What do we want to achieve?" The library's current vision statement was reviewed during input sessions, and a new statement was written based on feedback.

- A connected community with opportunities for exploration and growth.

Values

Values define the culture and character of the library, and answers the question, "How do we behave?" The library's current values were reviewed during input sessions, and new values were written based on feedback.

- Community focus. Providing relevant services and fostering community connections.
- Adaptability. Being nimble and flexible to creatively meet changing needs.
- Inclusivity. Supporting and valuing the diverse needs of all.
- Welcoming. Creating an inviting, safe, and easy to use environment.
- Accessibility. Ensuring easy access to materials and services whenever and wherever needed.
- Learning. Encouraging an ongoing pursuit of knowledge and discovery that enriches lives.

Initiatives, Goals, Activities

The strategic initiatives, goals, and activities are the outcome of the data-gathering process and comprise the core of the strategic plan. They answer the questions, "What are our priorities and how are we going to address them?"

Strategic Initiatives

The strategic initiatives guide our actions in allocating financial resources and staff time. They do not eliminate efforts in other areas, but they receive the most focused attention of all the activities we undertake for the next three years.

- A. User Focused Spaces
- B. Community Focused Services and Awareness
- C. Improved and More Available Materials and Resources

Goals

Goals are designed to focus on what the community receives and not on the resources the library needs to deliver the service.

Activities

Activities are meant to illustrate possible actions the library will complete in order to meet the goals of the plan. They are not intended to be absolute, but rather realistic suggestions that reflect the current environment. As the environment changes, and more information is discovered during the research phase of each activity, changes are possible. The aim of the activities is to meet the identified goals.

Mount Prospect Public Library
Strategic Plan 2022-2025

Strategic Initiative A: User Focused Spaces

Goal A1: Provide residents with user-focused, comfortable, and inviting spaces that prioritize usage based on community needs and are furnished with modern, comfortable, and accessible furniture and fixtures.

Activities:

- A. Contract with an architect to create a facility Master Plan for the Main Library.
- B. Identify implementation timeline and funding of the Master Plan for the Main Library.
- C. Collaborate with the Village of Mount Prospect to expand, improve, or relocate the Community Connections Center that houses South Branch and Human Services.
- D. Evaluate the partnership with the Village and Human Services to define the benefits and requirements of sharing the Community Connections Center space.
- E. Identify expanded services and resources necessary to occupy an expanded, improved, or relocated South Branch.
- F. Identify and implement short-term improvements to the South Branch space, including minor space reutilization and improved furniture and fixtures.

Goal A2: Enable patrons to intuitively find their way through library spaces with excellent wayfinding and signage at all locations.

Activities:

- A. Conduct a signage audit in conjunction with Goal A1 and implement recommendations as appropriate at all locations.
- B. Create a new patron-focused website with simplified navigation and standardized naming conventions.

Goal A3: Provide eye-catching and interesting displays throughout all locations to enable unexpected and organic discovery of materials and resources by patrons.

Activities:

- A. Conduct a display and shelving audit in conjunction with Goal A1 and implement recommendations as appropriate.

Strategic Initiative B: Community Focused Services and Awareness

Goal B1: Provide convenient, non-traditional services that add value to the library's contributions to the community.

Activities:

- A. Evaluate providing passports and/or license plate stickers.

Goal B2: Offer a wide variety of interesting adult programs that appeals to a range of audiences.

Activities:

- A. Evaluate current adult programming and incorporate new ideas from the strategic planning results.

Mount Prospect Public Library
Strategic Plan 2022-2025

- B. Increase the coordination of adult programs across MPPL departments, including South Branch.

Goal B3: Meet patrons where they are and further embed library services and outreach within the community.

Activities:

- A. Evaluate the feasibility of installing kiosks, vending machines, or other self-service systems within the community.
- B. Investigate purchasing an outreach vehicle, such as a bookmobile or van, including what services could be provided “on the road.”
- C. Identify and evaluate added outreach visits and/or programming to senior homes, multifamily dwelling units, churches, and other spaces where the community congregates.

Goal B4: Provide in-house library services at times that are convenient for patrons and utilize staff resources during the most popular times.

Activities:

- A. Evaluate library hours at all locations and adjust to meet community needs.
- B. Review the list of closed days and adjust to address new or changed state or federal holidays.

Goal B5: Patrons will be aware of library offerings through a variety of channels, tailored to meet community needs.

Activities:

- A. Develop standardized, evergreen service offering materials in a variety of mediums that are suitable for new residents, new cardholder orientation, outreach events, etc.
- B. Create library card campaigns that target a variety of audiences and remove barriers to library sign up and use.
- C. Assess current communication efforts and identify a strategy to create and implement a marketing plan that is targeted and curated to best distribute information to the community.

Strategic Initiative C: Improved and More Available Materials and Resources

Goal C1: Patrons will find the materials they want, when they want, for reading, viewing, and listening for pleasure and knowledge.

Activities:

- A. Evaluate joining a resource-sharing consortium or group and make a formal recommendation to the Board that includes an implementation timeline and funding solutions.
- B. Increase the budget allocation for electronic materials with the intent to reduce wait times for popular materials.
- C. Establish a non-holdable collection consisting of popular materials, targeted to the browsing patron.

Mount Prospect Public Library
Strategic Plan 2022-2025

Goal C2: A variety of practical, fun, and up to date technology and other resources will be available to patrons to use at the library and check out to use remotely.

Activities:

- A. Conduct public technology audit to identify opportunities for improvement, ensuring that public technology is comprehensive, up to date, and easy to use.
- B. Increase number and type of circulating resources (i.e. Library of Things).
- C. Create a limited Digital Media Lab at the Main library that includes some makerspace elements.
- D. Evaluate opportunities to provide dedicated space for technology and makerspace resources at all locations.

Organizational Competencies

Even the best-run libraries may have room for improvement in certain operational areas, and these issues can make it difficult to provide services regardless of the library's priorities. Organizational competencies are what the library must do in order to improve the ability to provide the desired services articulated in the goals and are meant to increase the library's effectiveness and efficiency. In this plan, the impact of the pandemic on staff resources is addressed.

A. Marketing/Public Relations/Communications/Graphic Design




1. Clarify the objective of the department and clearly identify the purpose and desired outcomes. Collaborate with other library departments to identify priorities and best practices in order to maximize patron awareness.
2. Conduct a departmental assessment, including divisions of responsibility and workload.
3. Evaluate staffing and resources and adjust to meet the identified needs of the library, including revising processes and procedures as necessary.

B. Public Services

1. As the majority of this plan includes additions, improvements, and increases to public services, each public service department will conduct an assessment to identify what existing offerings need to be adjusted, shifted, or reduced to accommodate the new and improved services. During the assessment, staff will identify services that are no longer adding value. These services will be ended gently, understanding that they may be brought back in the future as needed. This assessment should include an evaluation of current staffing and budget resources.


Evaluation Process

This plan is designed to be flexible and responsive to changes in the economic, demographic or sociopolitical climate. The strategic initiatives and goals are broad enough to allow for necessary modifications to the activities that are carried out. Library management will work closely with the Board of Trustees prior to finalizing and implementing activities over the next three years. Progress will be reported at each regular library board meeting.


Initiative	Goal	Activities	Outcome
 <p>User Focused Spaces</p>	Provide inviting, comfortable, modern, and accessible spaces that meet a variety of patron needs	<ul style="list-style-type: none"> • Develop and implement a facility Master Plan (Main) • Improve and expand the South Branch facility • Implement intuitive wayfinding • Create a new easy-to-navigate, simplified website • Install engaging materials and resources displays 	The community perceives the spaces are attractively and effectively supporting the needs of all users
 <p>Community Focused Services & Awareness</p>	Expand awareness and use of the library and its physical and virtual services	<ul style="list-style-type: none"> • Provide convenient community services at the library • Create fixed and mobile satellite service locations • Expand off-site programming and outreach • Improve and expand adult programming • Adjust library facility availability to meet community needs • Create and implement a comprehensive marketing plan • Develop and implement library card campaigns • Create readily available evergreen service materials 	The library is considered an important, relevant, and convenient community resource
 <p>Improved & More Available Materials & Resources</p>	Increase use of and satisfaction with the library's materials and resources	<ul style="list-style-type: none"> • Expand access to materials through resource sharing • Allocate funds to electronic materials to meet demand • Create a dedicated collection for in-library browsing • Provide up to date technology and circulating resources • Expand digital media and makerspace tools and resources 	Patrons are satisfied with quality materials and resources that are obtainable quickly and conveniently



Mission | Vision | Values
Adopted by the Mount Prospect Public Library Board of Trustees on June 16, 2022

 Our **mission** is cultivating community connections, inspiring learning, and enriching lives.

 Our **vision** is a connected community with opportunities for exploration and growth.

 We **value**

- Community focus.** Providing relevant services and fostering community connections.
- Adaptability.** Being nimble and flexible to creatively meet changing needs.
- Inclusivity.** Supporting and valuing the diverse needs of all.
- Welcoming.** Creating an inviting, safe, and easy to use environment.
- Accessibility.** Ensuring easy access to materials and services whenever and wherever needed.
- Learning.** Encouraging an ongoing pursuit of knowledge and discovery that enriches lives.



Saline District Library

2022 to 2026 Strategic Plan High-Level

Adopted: October 20, 2021

Process Facilitated by
Rob Cullin & Janet Nelson



Saline District Library – Strategic Plan for 2022-2026

OVERVIEW OF METHODOLOGY:

Beginning in January 2020 and completed in October 2021, under the guidance of Saline District Library's (SDL) Library Director and Board of Trustees, the strategic planning process was completed for the Saline District Library for years 2022 – 2026. Library consultants Rob Cullin and Janet Nelson of ReThinking Libraries (RTL) facilitated the process and analyses, but the library and their community made all of choices and decisions in the process.

The Process

SDL's strategic planning process included the following key areas:

Gathering and analyzing community input and data, which involved benchmarking, demographic analysis, and collection analysis. In addition, SDL staff and Saline area residents were involved in exploring ideas and possibilities for the library as a thriving 21st century library. Stakeholder sessions were conducted by RTL February 5-7th, 2020. Participants included the general public, Saline City Council, educators, Coalition for a Quality Community, business leaders, the arts community, senior citizens, Friends of the Library, SDL staff members, and library trustees. Participants included frequent library users and infrequent and non-users and ranged in ages and backgrounds. Overall, one hundred three (103) stakeholders participated in the discussions regarding SDL's services and strategic future. Since our process was interrupted due to the COVID-19 pandemic we conducted an additional staff session on August 27, 2021. In addition to the stakeholder sessions, an online survey was conducted between February 6th and March 5th, 2020. Four hundred twenty-eight (428) surveys were completed. Survey participants included frequent library users (81%) as well as infrequent and non-users (19%). Survey takers ranged from under 19 to over 75 years of age. About 77% of survey takers were between the ages of 26 and 65 years of age, 17% were over 65 and 4% were under 25 years of age.

Developing solutions during a one-day Strategic Planning Retreat held on August 28, 2021. During the Retreat, all data and community input was reviewed with a planning team of fifteen (15) people, consisting of the library director, staff members, library board members, community leaders, and the general public. From the data, the group worked to establish essential strategic areas, specific goals, and related investments required to implement the goals to help the library thrive over the next five years and beyond.

What We Heard

The stakeholder sessions and online survey explored several topics including customer service, youth services, adult services, local history and genealogy, outreach services, programming, technology and digital services, the facility/building, collections and resources, collaboration and partnerships, community awareness, and overall 21st century public library best practices. Detailed summaries of all stakeholder feedback and online survey results were provided in separate documents to SDL's leadership and reviewed in depth during the *Strategic Planning Retreat*. All stakeholder input, data analysis, and follow-up exploration work led to the strategic focuses, goals, and investments outlined on pages six- ten of this document.

Evaluation & Collaboration

With the goal of achieving all outlined goals over the next five years, SDL administration, staff, and board of trustees will regularly evaluate their progress and achievements. Objectives set forth in this plan will be further detailed each year in a 12-month detailed work plan developed by the library staff. These annual 12-month plans will address specific actions, objectives, and goals in addition to specifying timing, required staff and financial commitments. In addition, the high-level plan contained in this document will be re-evaluated each year by the board prior to the development of the next 12-month plan to ensure the high-level goals still align with the needs and goals of the community. This balanced and systematic process also emphasizes that the resulting plan will be iterative and evolve substantially over the next several years.

The keys to SDL's implementation, evaluation and, ultimately, the success of its strategic plan will be:

- A thorough understanding of the plan as well as active involvement in implementing the plan by staff and the Board of Trustees
- Frequent and ongoing communication between administration and staff
- Frequent and ongoing communication between SDL's staff and its community
- Active collaboration between SDL's Board of Trustees, City Council, administration, staff, outside organizations, and the community



SDL Revised Mission-Vision-Values



MISSION

Saline District Library ignites a joy of discovery and builds community through resources, opportunities, and new ideas.

VISION

Our vision is a community empowered to discover, connect, and grow.

VALUES

The Saline District Library values:

1. Welcoming – Offering an inclusive and respectful environment where everyone feels welcome
2. Accessibility – Ensuring spaces, resources, and services for all within and beyond the walls of the library
3. Community – Creating meaningful, customer-focused experiences that engage, reflect, and enhance the community
4. Learning – Encouraging enrichment and lifelong learning through diverse resources and programs
5. Discovery – Sparking imagination and a sense of wonder that enriches lives

SDL: Strategic Focus Areas



SALINE DISTRICT LIBRARY

SDL will optimize indoor and outdoor library spaces to evolve as a destination within the community, providing experiential and interactive environments that delight users and improve quality of life.

- Ensure a variety of universally accessible spaces for all types of needs.
- Create more experiential and interactive learning environment.
- Make indoor and outdoor spaces as inspiring, inviting, and functional as possible.

1: Optimize Spaces

SDL will increase connections and services beyond the walls of the library.

- Provide resources and services to users throughout the community.
- Play a key role within the community through engagement, example setting, and exchanging best practices.
- Increase and deepen relationships and partnerships with organizations throughout the area.

2: Increase Connections

SDL will continue to adapt and optimize resources and services to meet the community's needs.

- Ensure resources, programs, and services are relevant, useful, and seen by the community as vital.
- Strive to make Diversity, Equity, and Inclusion an integrated part of organizational culture.
- Positively impact arts, culture, education, and other organizations within the community through the library's services and resources.

4: Enhance Resources

SDL will further build the library brand in the community and drive increased awareness

- Expand physical and digital marketing efforts to create connections and awareness within the community.
- Leverage relationships and partnerships to deepen library connections with the community.
- Continue to build the library's brand throughout the broader Saline area.

3: Expand Awareness



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1: Optimize Spaces

SDL seeks to optimize indoor and outdoor library spaces to evolve as a destination within the community, providing experiential and interactive environments that delight users and improve quality of life.

- Ensure a variety of universally accessible spaces for all types of needs.
- Become a more experiential and interactive learning environment for users of all ages.
- Make indoor and outdoor spaces as inspiring, inviting, and functional as possible

Priority Initiatives:

- Take a deep look at the current layout and space utilization of the library. Look at how those spaces need to be adjusted/updated and evolved to meet the current and future needs of the community and library users of all types and needs.
- Evaluate the current usage and availability of outdoor space surrounding the library. Look for innovative ways to better utilize and activate green space(s), look for ways to support usage and programming in these outdoor spaces.

Outcomes:

- Library is seen as a top destination for lifelong learning, leisure, and as a key 3rd place within the Saline area.
- Library is seen as an experiential and engaging destination for all ages.
- The library's outdoor spaces set a leading example for community spaces throughout the area.
- The library's spaces, services, and resources meet a high level of accessibility.

2: Increase Connections



SDL will increase connections and services beyond the walls of the library.

- Provide resources and services to users throughout the community.
- Play a key role within the community through engagement, example setting, and exchanging best practices.
- Increase and deepen relationships and partnerships with organizations throughout the area.

Priority Initiatives:

- Further invest and expand the library's outreach services and capabilities focusing on constituents with the highest needs and lowest access in terms of materials, programs, and technology.
- Continue to build a strong staff and leadership focus on diversity, equity, and inclusion, making these key elements of the library's culture and everyday work, services, programming, staffing, and actions.
- Invigorate relationship with Friends of Saline District Library, including promoting volunteer opportunities.

Outcomes:

- Outreach services reach a higher percentage of underserved and more remote residents throughout the district.
- Community partnerships are expanded and/or strengthened to drive both awareness and accessibility.
- Library is seen positively as shearing information and engaging the community around issues where the library is playing a leading role: e.g., Education, DEI, and Community Engagement.
- Community organizations and agencies see the library as a critical partner to engage with on community related issues and initiatives.
- Community organizations seek the library as a first stop in launching new community initiatives or when they want to convene a larger audience around a specific concern or community focused issue.
- The library is a key player or even organizer in efforts to develop contingency plans around future community crises, such as pandemics, that may affect the broader area.



3: Expand Awareness

SDL will further build the library brand in the community and drive increased awareness.

- Expand physical and digital marketing efforts to create connections and awareness within the community.
- Leverage relationships and partnerships to deepen library connections with the community.
- Continue to build the library's brand throughout the broader Saline area.

Priority Initiatives:

- Evaluate current marketing approaches for effectiveness and seek to better target marketing going forward.
- Consider more print promotional materials, e.g., newsletters, postcards, mailings.
- Upgrade the library's social media presence (depth and channels) and develop more digital content to engage more users and highlight content and issues important to the community.
- Expand the use of and library investment in community partnerships to further the marketing outreach capabilities of the library.
- Upgrade the SDL sign near the road.

Outcomes:

- Awareness of library services and resources are high among district residents, particularly within underserved and higher need segments of the community.
- Most residents of the district have a strong sense of what the library has to offer in terms of spaces, services, resources, etc.
- Saline area residents and organizations have enhanced engagement with the library.
- The library is considered the place to go for information about the local area.
- The library is an often-considered option when area residents are looking for something to do or somewhere to go.

4: Enhance Resources



SDL will continue to adapt and optimize resources and services to meet the community's needs.

- Ensure resources, programs, and services are relevant, useful, and seen by the community as vital.
- Strive to make Diversity, Equity, and Inclusion an integrated part of organizational culture and approaches to all services.
- Positively impact arts, culture, education, and other organizations throughout the community through the library's services and resources.

Priority Initiatives:

- Ensure that DEI (Diversity, Equity, and Inclusion) are key components in the growth and evaluation of resources and services offered by the library.
- Look for new ways to engage users and the community in programming. Seek more input on programs and additional community participation in programming. Look at programming as more of a community collaboration instead of "classes being offered by the library."
- Reevaluate material usage and collection development policies, looking to best align community/user needs and wants with collection management approaches and policies.
- Examine all library usage and approaches for how well they serve user access needs, stand up to scrutiny related to DEI, and provide a focus on serving user needs over staff convenience.

Outcomes:

- Library is known for offering the top learning leisure programming within the area.
- Library's physical and digital resources and materials meet or exceed community needs and desires.
- The library's programming is highly attended, and users share their good experiences with fellow residents.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 16, 2022**

Agenda Item 11

Librarian's Report

Vacancy on Board of Library Trustees

The vacancy on the Board of Library Trustees is anticipated to be filled at the November 15, 2022 Village Council Meeting. Trustee candidates are nominated by Mayor Bob Barnett and appointed by Village Council. According to 75 ILCS 5/4.2, Board of Trustees in villages under commission form of government, terms are six years and should be staggered so that two terms expire every other year. Currently, not all Trustee terms adhere to the staggered expiration.

Libraries Illinois Risk Agency (LIRA) Insurance Renewal

The Libraries Illinois Risk Agency (LIRA) Executive Committee met to receive the preliminary insurance renewal premiums for the package that includes property, liability, and Workers Compensation. Final renewal premiums will be announced at the November 30 full membership meeting and are expected to be below initial expectations.

Elevator Modernization Underway

The elevator closed to the public on Monday, November 7 for the modernization project. It is anticipated to be closed for a total of 4 weeks. Following the actual construction, new regulations require that inspectors from the state and local jurisdictions be on site together to complete the inspection. In the meantime, Adult and Teen Services is staffing a temporary Ask Us Desk at the former Information Desk in the Lobby. IT is staffing a temporary Computer Help Desk in the Café overseeing the temporary public computers set up in the area. During this time, we are relaxing rules on eating in other areas of the library. Study rooms in the Kids Room are available if needed for accessibility.

Workroom Renovation Project Begins with Moving

Building Operation Director Ian Knorr and his staff have cleared their department's supplies and equipment from their storage room and staff hallway. Children's Services staff are in process of relocating workstations and packing supplies and equipment for their move. Children's Services temporary workstations and storage is the Library Meeting Room. Overflow will be located in the back of the Kids Program Room to allow for Library Board Meetings to be held. Storytime and other programs will be held in the Middle School seating area at the front of the Kids Room and in the STEM Room. Construction is expected to begin Monday, December 5.

Submitted by Julie M. Milavec
November 10, 2022

Freedom of Information Act Requests

A listing of Freedom of Information Act (FOIA) requests received in 2022 including requested documents and file size of responses is included in your packet.

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
11/3/2022	Terry Newsome	Please send any/all DGPL employee, Board Members and especially Julie Milavecs' emails over the last 12 months that contain the name Bill Nienburg in either the Subject or Body portion of all emails. I'm not looking for emails where Bill Nienburg is on the "TO:" , "FROM" or "CC'd" sections of DGPL email exchanges. I'm only looking for a keyword search where Bill Nienburg's name is mentioned in either the Subject or Body portions of all emails sent or received.			5-day extension due to size and attorney review sent 11/10/2022.
10/31/2022	Greg Hose	all emails and texts sent or received by Bill Nienburg during all board meetings in which he has participated as a trustee.	11/1/2022		No responsive records.
10/27/2022	Terry Newsome	ALL PITS Incident Reports going back 12 months from today's date How many PITS reports over the same period lead to DGPD police reports.	11/10/2022	605 MB	5-day extension due to size and attorney review sent 11/3/2022. Response sent by attorney Mallory Milluzzi on 11/9/2022 with notice that attorney's assistant was to send link to documents too large to email. Assistant sent link on 11/10/2022.

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
10/26/2022	Brian Sewell	I have learned that there was an occasion when a man was caught masturbating in the DGPL and also an occasion when two girls reported that pictures were taken while they used the restrooms. Is this true? Were the police called? Also, please provide a list of people banned from the library for behaviour issues for the last 12 months and if police were called. How many times are people banned and the police are not called and what is the policy on involving the police?	11/2/2022	83.7 MB	Response contained documents plus the following: "you asked a number of questions and also asked for copies of records, specifically: provide a list of people banned from the library for behaviour issues for the last 12 months and if police were called. the policy on involving the police Enclosed are the responsive records to your October 26, 2022, request under the Illinois Freedom of Information Act, 5 ILCS 140/1 et seq. ("FOIA"). However, please note that the Library is not required to answer questions under FOIA. Kenyon v. Garnels, 184 Ill.App.3d 28 (1989)."

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
10/26/2022	Brian Sewell	1. Any/All DGPL Employees and Board Members emails containing word “Russell Lissau” for ALL sent and received emails starting August 1st 2022 through October 18th, 2022 2. Any/All DGPL Employees and Board Members emails containing word “Threats” for ALL sent and received emails starting August 1st 2022 through October 18th, 2022 3. Any/All DGPL Employees and Board Members emails containing word “Terry Newsome” for ALL sent and received emails starting August 1st 2022 through October 18th, 2022 4. Any/All DGPL Employees and Board Members emails containing word “ABC” for ALL sent and received emails starting August 1st 2022 through October 18th, 2022			Has not responded 11/2/2022 to voluminous request notice.
10/21/2022		please send an updated file of emails sent to and from Trustee Nienburg from October 8 to the present? You don't need to include any agenda and minutes that will be part of the October board packet. If you've been cataloging public comments since the last Library Board meeting, can you please share them? If not, can you please share the comments submitted via forms, email, and phone? No need to include social media.	10/21/2022	1.1 MB	Anonymous submission. Response contained links to feedback trackers shared with the Board and used in previous FOIA responses in addition to documents.
10/19/2022	Brian Sewell	all receipts for security, legal and consulting fees paid for Drag Queen Bingo debacle Also, all fees paid for legal services related to FOIA requests in 2022	10/26/2022	4.92 MB	
10/19/2022	Terry Newsome	Original request: Any/All DGPL Employees and Board Members emails containing the following individual key word searches for ALL sent and received emails starting August 1st 2022 through October 18th, 2022: Aurora Devine, Drag Bingo, Southern Poverty Law Center and/or SPLC, Dailey Herald and Russell Lissau, Threats, Terry Newsome, ABC, CBS, WGN and NBC. Narrowed request: 3. Any/All DGPL Employees and Board Members emails containing word “Southern Poverty Law Center” and/or “SPLC” for ALL sent and received emails starting August 1st 2022 through October 18th, 2022 4. Any/All DGPL Employees and Board Members emails containing word “Dailey Herald” for ALL sent and received emails starting August 1st 2022 through October 18th, 2022		96.4 MB	Narrowed request 11/3/2022. Response sent by attorney Mallory Milluzzi on 11/10/2022 asserting unduly burdensome.

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
10/11/2022	Jim Wool	<p>"What is the annual salary of the employees on the Program Team and the Director of the Library? Also, what is the starting hourly wage of a library employee? Is there a pension plan for library employees? What is the monthly contribution to that plan? Is that contribution paid by the employees or by another party? If it is not the employee, who pays it?</p> <p>Is there a medical plan for library employees? Who is eligible for health care?</p> <p>When was the 86,000 dollars approved by the library board for the equity report? Please tell me the meeting date of the discussion and vote."</p>	10/12/2022		<p>Response contained links to dglibrary.org website and information provided for 9/8/2022 Request for RGW contracts etc. plus the following statement:</p> <p>"To clarify, you are seeking documents responsive to your questions under the Freedom of Information Act, not answers to your questions. The Freedom of Information Act requires that the public body provide existing documents only. No information must be created to respond to a Freedom of Information Act request."</p>

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
10/10/2022	Rebecca Glenberg Roger Baldwin Foundation of ACLU, Inc.	1. All announcements, press releases, and other public statements by the Library2 concerning the Drag Queen Bingo event. 2. All communications3 received by the Library commenting upon the Drag Queen Bingo event, including but not limited to correspondence expressing support for or opposition to the event and correspondence containing threats or intimidation relating to the event, and any response from the Library to those communications. 3. All communications between the Library and any government official or entity, including but not limited to members of law enforcement agencies, concerning safety or security matters related to the Drag Queen Bingo event.	10/17/2022	20.1 MB	Response contained links to feedback trackers shared with the Board and used in previous FOIA responses in addition to documents.
10/7/2022		any general statistics you have from August 1 thru the present about usage of the library, including how many people have entered it, participated in programs, and how many items have been checked out. If possible, please break down these figures by month	10/12/2022		Anonymous submission. Response contained link to previous month's Board packet.
10/7/2022		text of each and every email sent to Trustee Nienburg from a DGPL staff or board member and received by a DGPL staff or board member from Trustee Trustee Nienburg	10/14/2022	73.5 MB	Anonymous submission.
9/30/2022	J	comments files and statistics you shared about them at the library received regarding the drag queen bingo program at Wednesday night's board meeting	9/30/2022		Response contained links to feedback trackers shared with the Board prior to September 28 Board meeting.
9/29/2022	H. A. Hathaway Miranda	any responses to any FOIA request regarding me and my contracts, proposals, invoices, and work with the Downers Grove Public Library	10/6/2022	32.9 MB	
9/29/2022	Cynthia Pietrucha	copies of all proposals, contracts, invoices and purchase orders related to Heather Hathaway Miranda - dated January 1, 2020 to present.	10/6/2022	32.9 MB	
9/21/2022	Tom Dobbertin	emails to and from equityteam@dglibrary.org from March 1, 2022 through September 21, 2022 which discuss bingo.	9/28/2022	655 KB	

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
9/20/2022	Andersen Voinovich	all of the feedback received in regards to drag queen bingo.	9/20/2022		Response contained links to feedback trackers shared with the Board and used in previous FOIA responses.
9/17/2022	Rahul Raja	any and all emails, inter office memorandums or any and all other public records involving: Village Manager David Fieldman between August 1st 2022 to present	10/3/2022	5.1 MB	5-day extension due to attorney review.
9/16/2022	Tom Osborn	Original request: emails sent on August 27, 2022 to September 15, 2022, inclusive, sent to the following email accounts: Libraryboard@dglibrary.org OR Jmilavec@dglibrary.org OR matkowski@dglibrary.org OR teens@dglibrary.org Containing ANY of the following words or terms (I apologize for the hateful terms/slurs listed here): Groom Groomer Groomers Grooming Pedo Pedophile Homo Homos Homosexual Narrowed request: feedback trackers, where responses were compiled by staff	9/19/2022		Response contained links to feedback trackers shared with the Board and used in previous FOIA responses.

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
9/14/2022	Marcus Brown AM 560 The	Copy of all emails sent to any of the following email addresses in the past 30 days containing the words "drag", "queen", or "bingo" in the subject or body of the email: libraryboard@dglibrary.org, jmilavec@dglibrary.org, jryjewski@dglibrary.org, ckhatr@dglibrary.org, and arenell@dglibrary.org			Has not responded to 9/21/2022 voluminous request notice.
9/13/2022	Tom Dobbertin	Original request: any and all communication records, including but not limited to email, text messages, direct social media messages from Facebook, Instagram, Snapchat and any other media from and to any Downers Grove library employees and Board Members regarding the Drag Queen Bingo event. Narrowed request: email and text messages to and from Amanda Klenk regarding bingo from April 1, 2022 through August 31, 2022. This would include emails where Ms. Klenk is also CC'd and BCC'd.	10/6/2022	50.3 MB	Narrowed request multiple times until no longer voluminous.
9/13/2022	Matthew Topic	Please produce PDF copies of your records referencing or created in the course of reaching the decision to cancel DragQueen Bingo.	9/19/2022	2.5 MB	
9/12/2022	Matthew Topic	PDF copies of the threats that led to the canceling of the drag queen bingo event.	9/19/2022	3.46 MB	

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
9/8/2022	Charles Planek	Original request: 1. Any and all emails, letters, memos, handouts, brochures, drawings, documents, texts, photos, illustrations, IM's, contracts, retention agreements, Fee schedules, or anonymous donor payments or communications of any kind, that describe or refer to the event described as "Drag Queen Bingo" or "Aurora Devine" or its planning process. (This request is made with regard to all library employees, supervisors, contractors or volunteers) 2. Any and all emails, letters, drawings, documents, texts, photos, or illustrations, that discuss the "drag bingo" program the activity, the costumes, any restrictions on conduct including a description of the performance and any limitations placed on Aurora Devines performance. 3. Any documents used to calculate the value of the space reservation and auxiliary charges incurred to put on the event (Drag Bingo) including any advertising charges or security charges. 4. All documents or emails or schedules that indicate how the \$150.00 charge was determined to be appropriate for funding the event . 5. The names of all registered attendees as of this date and all staff or employees who will be in attendance. 6. Any documents referring to or containing any attempts to vet or background check Aurora Devine including but not limited to soliciting information from other event spaces or venues retaining Aurora's services. 7. Any releases or hold harmless agreements in anyway involving Aurora Devine or Drag Bingo. 8 All documents communicating with law enforcement to discuss security or protection for the venue. 9. Any solicitation material from any source seeking to feature a drag performer at the library. 10. The residential and business address of Aurora Devine if known. 11. Any promotional material re: Aurora Devine form any source in your possession. Narrowed request: 1. Any and all emails, letters, memos, illustrations, IM's, contracts, retention agreements, Fee schedules, or anonymous donor payments or communications of any kind, that describe or refer to the event described as "Drag Queen Bingo" or "Aurora Devine" or its planning process. (This request is made with regard to all library employees, supervisors, contractors or volunteers) 2. Any and all emails, letters, drawings, documents, texts, photos, or illustrations, that discuss the "dragbingo" program the activity, the costumes, any restrictions on conduct including a description of the performance and any limitations placed on Aurora Devines performance.	10/13/2022		Narrowed request remained voluminous. Unable to fulfill request unless narrowed due to Requester's \$25 cap on cost.

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
9/8/2022	Noel Manley	1. Please provide copies of any and all employment contracts and professional engagements between the DownersGrove Library and Library Director JulieMilavec. Please include terms of employment and compensation. 2. Please provide copies of and any all contracts, professional service agreements,work orders and invoices between theDowners Grove Library and RGWConsulting, LLC. 3. Please provide copies of any and all materials, recommendations, and staff instruction provided by RGW Consulting,LLC to the Downers Grove Libraryregarding library programs and library staff.	9/15/2022	40.3 MB	

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
9/7/2022	Norm Sidler	Original Request: 1. All communications* to Downers Grove Public Library (DGPL) personnel, including but not limited to its Director about scheduling the Drag Queen Bingo event occurring on October 11, 2022. 2. The personal and any Downers Grove issued cell phone number(s) for Julie Milavec, Director of DGPL, used in any capacity for DGPL work or communications 3. All communications* to Downers Grove Public Library (DGPL) personnel, including but not limited to its Director about having a live performance at the library on October 11, 2022, in conjunction with "National Coming Out Day." 4. All internal communications by and among DGPL staff, including but not limited to its Director about the Drag Queen Bingo event occurring on October 11, 2022. 5. All documents, applications, or other written submittals by any applicants/patrons or others to use library space to put on the Drag Queen Bingo event occurring on October 11, 2022. 6. All documents, applications, or other written submittals by any applicants/patrons or others to use any library space on October 11, 2022. 7. All documents, including communications, by and between DGPL personnel, including but not limited to its Director, regarding programming at the library for "National Coming Out Day." 8 All seminars, workshops or other training materials provided to DGPL personnel or attained by such DGPL personnel about Drag Queen shows, LGBTQ+ curriculum, or other materials for "National Coming Out Day." 9. All communications by and between the DGPL Director and its Board of Trustees about the Drag Queen Bingo event scheduled on October 11, 2022, including, but not limited to, communications by and between the Director and the President of the Board of Library Trustees 10. All other documents, communications, materials and/or information in the possession of DGPA personnel, including but not limited to its Director, about the Drag Queen Bingo event on October 11, 2022 including press releases, press conferences, public and/or private invitations to attend the foregoing event, or other information about the Drag Queen Bingo event scheduled to occur on October 11, 2022 Narrowed to: 1. All communications* to Downers Grove Public Library (DGPL) personnel, including but not limited to its Director about scheduling the Drag	11/4/2022	160 MB	30-day extension following narrowed request, remained voluminous. Notice of \$260 voluminous request fee, records to be sent after payment.

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
		Queen Bingo event occurring on October 11, 2022. 3. All communications* to Downers Grove Public Library (DGPL) personnel, including but not limited to its Director about having a live performance at the library on October 11, 2022, in conjunction with "National Coming Out Day." 6. All documents, applications, or other written submittals by any applicants/patrons or others to use any library space on October 11, 2022. 7. All documents, including communications, by and between DGPL personnel, including but not limited to its Director, regarding programming at the library for "National Coming Out Day." 8 All seminars, workshops or other training materials provided to DGPL personnel or attained by such DGPL personnel about Drag Queen shows, LGBTQ+ curriculum, or other materials for "National Coming Out Day." 9. All communications by and between the DGPL Director and its Board of Trustees about the Drag Queen Bingo event scheduled on October 11, 2022, including, but not limited to, communications by and between the Director and the President of the Board of Library Trustees			
9/6/2022	Russell Lissau Daily Herald	Copies of all emails sent to Downers Grove Public Library staffers or board members that the library subsequently shared with police because of threat concerns and having to do with the planned drag bingo event. Date range: Aug. 15, 2022, through Sept. 2, 2022.	9/6/2022	2.48 MB	

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
9/2/2022	John Becker	<ul style="list-style-type: none"> ☐ Number of requests in the calendar year 2022 for a “Drag Queen Bingo” event: <ul style="list-style-type: none"> o by Downers Grove Residents o by non-Downers Grove Residents ☐ Number of statements received supporting the “Drag Queen Bingo” as of 9/2/2022: <ul style="list-style-type: none"> o by Downers Grove Residents o by non-Downers Grove Residents ☐ Number of statements received not supporting the “Drag Queen Bingo” as of 9/2/2022: <ul style="list-style-type: none"> o by Downers Grove Residents o by non-Downers Grove Residents ☐ Identify: <ul style="list-style-type: none"> o Which DGPL staff members initiated the process of hosting the event o Date of initiation o How the presenter was located and contracted o Was the presenter background-checked, and by which agency o Which board members voted for and against the “Drag Queen Bingo” event. 	9/12/2022	41.1 MB	5-day extension due to size and attorney review.
9/1/2022	Andersen Voinovich	any emails to the email address libraryboard@dglibrary.org dated Thursday, September 1st, 2022 that include correspondence with the mayor.	9/1/2022	542 KB	
8/31/2022	Matthew Topic	Originally: Please produce all communications sent from someone outside the library from the last 7 days containing the term "drag." Narrowed to: feedback tracker that contains all of the email, chat, social media, phone, and in-person communications received about the Drag Queen Bingo event	9/2/2022	1.61 MB	
8/28/2022	Shannon Adcock	Please provide all emails, records, voice messages, including any attachments to/from Lizzie Matkowski lmatkowski@dglibrary.org teens@dglibrary.org with keywords “drag”, “bingo”, “Aurora”, “divine”, “October 11” between the dates of June 1,2022 and August 28, 2022.	9/13/2022	336 MB	5-day extension due to size.

**Downers Grove Public Library
2022 FOIA Requests**

<u>Date Received</u>	<u>Requester Name</u>	<u>Request</u>	<u>Date of Response</u>	<u>File Size</u>	<u>Notes</u>
7/1/2022	Mary Blanchard	communication between the library, other village entities as apply, and outside organizations and people related to the policing and race panel discussion, and the friendliest town discussion, with a focus on planning and partners. I would like these details starting from June 1, 2020 through present time.	7/11/2022	16.8 MB	
2/4/2022	Jen Anselmo SMART Local 265	information for the new construction, renovation and/or maintenance work planned for any building owned or leased by your district which includes the scopes listed below. In addition, if any contracts have already been awarded, please include the names and contact information of those contractor(s) and/or sub-contractor(s). <ul style="list-style-type: none"> • HVAC (Heating, Air Conditioning, Ventilation), Exhaust Systems. • Architectural Metals used for weatherproofing and/or ornamental purposes. • Gutters and /or Downspouts. • New installation and/or replacement of lockers. • New installation and/or replacement of toilet partitions. • Kitchen Renovations. • Current HVAC Maintenance Contracts. within the last 12 months.	2/8/2022	18.4 MB	
1/12/2022	Kathy Robinson AFSCME Council 31	A current list of all Downers Grove Public Library employees which includes employee name including middle initial, job title, work department, date of hire, hourly wage and an indication of which union the employee's job classification is represented by or if it is not represented by a union.	1/13/2022	543 KB	AFSCME Council 31 makes this request annually.
1/5/2022	Brian Sewell	Julie (she, her, hers), Please send your employment contract.	1/5/2022		No responsive responsive records.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 16, 2022**

Department Reports – October 2022

Administration – Jen Ryjewski

- Continued to administer both State and Federal grants to ensure adherence to requirements and timeline. Final written reports are due to the State on November 15, which are finished. Final reports are due to Institute of Library and Museum Services in February 2023, which are in progress.
- Attended three full days at the Illinois Library Association Conference at the Stephens Convention Center in Rosemont. Attended many workshops on topics such as wellness and the importance of creating and maintaining healthy workspaces; facilitating better meetings and increasing community engagement; understanding the connection between public libraries and public health; library advocacy; first amendment rights; information literacy; and more.
- Wrote and submitted the Live & Learn Construction Grant application to the Illinois State Library, requesting \$125,000 to help offset costs for new carpeting throughout the building, which is scheduled to be replaced next year according to our Capital Needs Assessment, 2017-2027. Awards will be announced sometime in April 2023.
- Wrote and submitted a nomination for the IMLS National Medal for Museum and Library Services, which is for institutions that provide dynamic programming and services that exceed levels of service.
- Wrote a letter of recommendation for staff member who will be leaving DGPL.
- Met with Strategic Planning Team to review and score strategic planning proposals, write interview questions for the candidates, and gather feedback from previous clients.
- Worked for Programming Coordinator Karen Bonarek to assist with greeting and setup for the Windy City Ghostbusters who were at the library to take pictures and show off their ghostbusting gear in coordination with the downtown businesses trick-or-treating. We had over 1,000 visitors to the library in a 4-hour period!
- Attended quarterly Assistant Directors meeting where we discussed engaging Board members, educating Board members on library values, best practices in communicating to and notifying the public of construction projects, current programming, and policy writing.
- Met with Rupa Kantori from the Center for Creative Arts Therapy to provide input on our upcoming wellness programs, designed to help staff in working through their feelings and stress of recent events here at the library, which are in addition to the already heavy burdens many employees carry.

Business Office – Katelyn Vabalaitis

- Continued working on FOIA requests and the necessary document retrieval and redacting for responses.
- Administered one exit interview with a departing staff member.
- Created a report in Munis that can be sent to vendors who are paid by Electronic Funds Transfer (EFT). Currently, Munis is not creating reconciliation receipts for vendors that list each invoice included in our payment, which is causing some of our payments to be applied incorrectly. This report allows vendors to see all of the invoices included in our payment.
- Business Office Assistant Scott Anderson worked with practicum student Angie Shultz and explained our invoice process from beginning to end.
- Trained with Village HR Director Lauren Linares on this year's new open enrollment process, which includes using the new Employee Self Service program, which is a part of Munis.

Adult & Teen Services – Lizzie Matkowski

- I'm very sad to report that I will be leaving DGPL in November for a new position. It has been a real privilege to work with everyone here and for this community. This is a fantastic library and a wonderful place to work because of all of the staff, the active community members, and what they do to make the library great for everyone.
- Adult & Teen Services Assistant Manager Van McGary will be acting as interim manager of Adult & Teen Services.
- In October, Van and Amanda both presented at the Illinois Library Association's Annual Conference. Amanda also attended the Grit2 Mental Health Forum as the library representative.
- In order to create a more friendly experience for browsing in the nonfiction area on the second floor, we began a shifting project in October to move Biography, Essays, Poetry, and Plays near the Magazine and Newspaper seating area and moving the rest of nonfiction back. This project should be finished by the end of November.
- Programming included: True Crime Fascination; Secrets of a Haunted House; Making Change: History of LGBTQ Activism since 1950; D&D Adventurer's League for Adults; Joan & Bette, Bette & Joan - A One-Woman Production by Jill Gabrielle; Changes to Public Service Loan Forgiveness; Senior Health Insurance Program (SHIP) One-on-One Counseling - Provided by AgeGuide; and Beginner Genealogy Help.
- The Teen View From Behind the Lens program started in October. Photos will be displayed in December in the library!

Children's Services – Allyson Renell

- Outreach Coordinator Erin Linsenmeyer had a very busy month this October. Besides her usual storytimes at local preschools and daycares, Erin gave 22 book talks at Herrick and Lester schools. She also attended Night at the Firehouse at the DG Firestation on October 12 where she saw around 1,000 attendees. On October 21, she taught a professional development class for the preschool teachers of Immanuel Lutheran's preschool about using books to teach early literacy skills and gave recommendations on new titles that would work well with the preschool's curriculum.
- On October 7, Musician Jim Gill packed the meeting room with 275 attendees who jumped, hopped, and danced away the morning. Jim Gill is a well-loved local children's musician with national fame and we are so glad so many members of our community could come out to enjoy his songs.
- Department Manager Allyson Renell, Program Coordinator Amanda Blau, Reference and Technology Coordinator Sharon Hrycewicz, and Library Assistant Molly Seidl all enjoyed a variety of speakers, educational sessions, and exhibits at the Illinois Library Association's Conference on October 18-20.
- Allyson, Amanda, and Library Assistant Lisa Hung spent time interviewing candidates for an open Library Assistant position.
- The Kids Room spent the last few days of October celebrating Halloween. On October 23, we participated, along with the rest of the library, in the Downtown Trick or Treat and saw around 708 attendees. On October 26, we hosted a Baby Halloween Party for our youngest patrons and their caregivers. On October 27 and October 28, we brought back our Halloween Storytimes and parades which had 123 and 144 attendees, respectively.

Circulation Services – Christine Lees

- Circulation Supervisor Kathy Moran cross-trained four ATS staff on working at the Circulation Desk. Thank you to all involved!
- Circulation Supervisor Tricia Thompson has been appointed to serve on both the SLUI (Sirsi-Dynix Users of Illinois) and SWAN Circulation Advisory committees, way to go Tricia!
- The Circulation management and supervisory team attend a two day conference in Madison, WI called, "Back in Circulation Again!" The bi-annual conference was extremely informative and we brought back lots of ideas to implement in our department.
- Our Thankful Banner is back up in our Circulation Workroom. This banner has a little pocket with each staff member's name on it where staff can express their thanks for each other. This is our fourth year doing the Thankful Banner and it is a Circulation Staff favorite! All are welcome to place a note of thanks or recognition on the Thankful Banner if you wish!

- Ian Knorr hosted a tour of all of the emergency exits and where the exits lead to for Circulation staff. We all found this tour extremely helpful and informative. Thank you, Ian!
- Our fall team building event was a group nature walk in Lyman Woods. Staff saw deer, lots of birds and other wildlife, and then enjoyed a sack lunch together.
- We do not have the October stats available yet.

Information Technology – Paul Regis

- October brought forth more FOIA requests that took up a large chunk of IT Manager Paul Regis' time. Paul evaluated a few e-discovery services (typically used by law firms), which helped with deduping but were very cost-prohibitive.
- As the leases for the library's copiers and two printers is nearing their end, Paul met with an Image Business and Solutions (ISBS) representative to discuss renewal and other options.
- With the elevator modernization project officially scheduled, IT worked on the various temporary stations for the first floor. This included preparing a PC and phone for the Info Desk/satellite Ask Us Desk, setting up computer profiles for staff relocated to first-floor workrooms, and configuring laptops to work with the library's PC and print management service.
- IT and the People's Resource Center (PRC) offered a combined 6 classes in October.

Public Relations – Cindy Khatri

- The PR Team continued to attend to feedback and questions regarding Drag Queen Bingo and the library's September board meeting. This included feedback tracking, responding to emails, assistance in redacting FOIA requests, and responding to local school papers.
- The PR team began preparation for the elevator project, which included: messaging to patrons about the upcoming changes and disruptions in service, signage creation and preparation, assisting in planning the satellite service area set ups, and updating the library's website with notices.
- Cindy Khatri, PR Manager, met with Miriam Mezza-Gotto from Aurora Public Library to discuss their marketing plan, equitable communication, and crisis communications.
- The PR team announced the new streaming Rokus to the public. Within a few hours nearly all of the Rokus were checked out with numerous holds.
- Cindy met with ATS Librarian Assistant Tim Raub to discuss updates and user interface in regards to the Aspen catalog.
- The PR Team welcomed practicum student Angie Shultz for cross training.
- Planning for the Talk Story grant programming included graphics and marketing efforts and finalizing details with the presenters from the Midwest SOARRING Foundation.

- Cindy attended the first session of the RAILS EDI Learning Cohort.
- The library participated in the Downtown Downers Management Corporation's pumpkin scavenger hunt.
- The PR team photographed holiday programming- Halloween events were very popular!
- Tim Raub hosted a book discussion on this month's episode of Cover to Cover and plugged the new and improved Pages and Pints book discussion that he helps to lead.
- Artwork by Abby Ray and Carol Weber were featured in the galleries.
- Giant Steps was featured as the Organization of the Month.

Access Services – Lucas McKeever

- Mary McCann retired after over 15 years of service to the library. Her contribution to the library through its collections will continue to have a positive impact on both patrons and staff alike for years to come. Thank you for your service to the Downers Grove community!
- Thea Milder from the Kids Room is transferring to Access Services to fill the vacant position after Mary's retirement. She has worked at the library for over ten years and we are really excited to have her join the Access Services team.
- Kira Riddle is participating on the Green Team which is working on initiatives within the library that will help provide staff, and sometimes the public, an opportunity to recycle materials that cannot be added to a traditional recycling bin at a residence or business.
- Michelle Litwin will continue to serve on the Innovation Team and Lucas will be joining as of November 1. This committee works together to brainstorm ideas for new library collections and services that can help fulfill the needs and desires of the community.
- Kelly Kobayashi worked with selectors for playaway materials in both ATS and KR to establish methodologies for purchasing replacement materials for these devices.
- Maria Patacsil worked with Lucas to evaluate the stingray disc tag we currently use on certain A/V types and assess if transitioning to a standard tag for all materials is functional for how we utilize RFID here at the library. In addition to standardizing our tagging procedures across collections, this move would also slightly lower our annual costs of RFID tags.

	Adult & Teens	Kids	Both
Items Added			
Print	1511	809	

AV	491	64	
Items Discarded			
Print	1158	422	
AV	245	12	
Items Repaired			470
Items Reclassified			81
Original Records			75

Building Operations – Ian Knorr

- I met with a potential custodial service vendor EVS Pro. A quote of \$15,986.00 per month, or \$191,832.00 annually, was presented. Unfortunately, this cost is out of our allocated budget for evening custodial services for the library.
- The Betty Cheever memorial boulder was delivered and set in place in the library's Garden Walk.
- The manipulative felt board in the Kid's Room was removed and wall surface repairs were made in preparation for the new STEM activity stations that were funded by the Downers Grove Public Library Foundation.
- New wall mounted STEM activities were installed in the Kid's Room.
- Wall repairs and paint touch ups were made in the Kid's Room where needed.
- The new white board for the staff photo wall was installed in the Staff Lounge.
- Our final window cleaning was performed for the year.
- Total Fire and Safety performed our annual fire extinguisher inspection and re-tagging of extinguisher units.
- The Green Team met with members of SCARCE.
- I gave members of the Circulation Department a tour of the building and emergency escape routes. This was requested by the Circulation Department.
- I met with Dick Benda of Hallett Movers and Jason Perkunis from Shales McNutt Construction to acquire pricing for moving assistance for the upcoming staff room renovations. An allowance was placed for this purpose in the project cost.
- Ballasts in can light fixtures in the staff meeting room and linear lighting on the 2nd floor were replaced.
- The bubbler bowl gasket at the drinking fountain in the 1st floor lobby was replaced.
- The boilers had their annual inspection and service performed by Hayes Mechanical.
- Performed other miscellaneous maintenance requests.

October						
Circulation	OCT 22	%	OCT 21	%	OCT 20	%
Checkouts						
Selfchecks	28,794	72.33%	31,135	74%	27,305	64%
Staff desk	10,140	25.47%	10,505	25%	15,642	36%
Lockers	876	2.20%	357	1%	0	
Total checkouts	39,810		41,997		42,947	
Renewals						
Auto renewal	32,468		32,912		35,933	
Selfchecks	6		12		3	
Staff desk (incl. phone)	305		331		318	
Patron renewals on website	0		155		589	
Patron renewals on Bookmyne	0		0		6	
BlueCloud Mobile/Web services (22 & 11)	719		556		95	
Total renewals	33,498		33,966		36,944	
Total item checkout and renewals	73,308		75,963		79,891	
Digital Circulation	12,723		12,135		11,959	
Total Circulation	86,031		88,098		91,850	
Reserves Processed						
Received from ILL	4,524		4,810		5,491	
ILL sent	4,074		4,569		5,067	
OCLC requests processed	143		149		184	
Gate count						
North	18,812		14,604		14,090	
South	12,392		10,185		4,946	
Total	31,204		24,789		19,036	
Lockers	876		357		0	
Gate Count and Lockers Total	32,080		25,146		19,036	
Curbside Count	0		0		0	
Registrations						
New resident cards	267		161		104	
New fee cards	2		2		4	
Professional Development Hours	110		60		8	
Cost of Professional Development	\$0		\$0		\$0	