

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
SEPTEMBER 27, 2023, 7:30 P.M.
LIBRARY MEETING ROOM**

AGENDA

1. Call to Order
2. Pledge of Allegiance and Land Acknowledgment
3. Roll Call
4. Approval of Minutes
 - a. August 23, 2023 Regular Meeting ACTION
5. Financial Matters
 - a. August 2023 Financial Report
 - b. September 2023 Invoices ACTION
6. Public Comment

Public Comments may also be submitted online at dglibrary.org/feedback or emailed to the Board of Library Trustees at libraryboard@dglibrary.org
7. Trustee Comments
8. Library Director's Report
9. New Business
 - a. Reschedule October 25 Board Meeting to October 18 ACTION
 - b. Feedback on Statistical Reports DISCUSSION
10. Unfinished Business
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
12. Adjournment

**DOWNERS GROVE PUBLIC LIBRARY
1050 CURTISS STREET
DOWNERS GROVE, ILLINOIS**

**DRAFT MINUTES OF THE BOARD OF LIBRARY TRUSTEES MEETING
AUGUST 23, 2023, 7:30 P.M.**

BOARD TRUSTEES:

Swapna Gigani	President
Carissa Dougherty	Trustee
Dave Humphreys	Trustee
Barnali Khuntia	Trustee
Marti Sladek	Trustee

GUESTS:

Julie Milavec	Library Director
Katelyn Vabalaitis	Business Office Manager
Allyson Renell	Children's Services Manager

REGRETS:

Bill Nienburg	Trustee
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Minutes prepared by Anh Nguyen of Minutes Solutions from a video recording and edited by Business Office Manager Katelyn Vabalaitis.

1. CALL TO ORDER

There being a quorum present, and the Trustees having been given adequate and proper notice of the meeting, the meeting was called to order at 7:30 p.m.

2. PLEDGE OF ALLEGIANCE AND LAND ACKNOWLEDGEMENT

Swapna Gigani led the room in the Pledge of Allegiance and read aloud the Downers Grove Public Library Land Acknowledgement.

3. APPROVAL OF MINUTES

On a motion made by Humphreys, seconded by Sladek, it was resolved that the minutes of the Board of Library Trustees meeting held on July 27, 2023, be approved as presented. Motion carried.

4. FINANCIAL STATEMENTS

a. Financial Statements for the Period Ending July 31, 2023

On a motion made by Dougherty, seconded by Khuntia, it was resolved THAT the payment of August 2023 Operating Fund invoices totaling \$98,267.26 and the ratification of July 2023 payrolls totaling \$266,231.62 be approved. Roll call: Ayes: Dougherty, Humphreys,

Khuntia, Sladek, Gigani. Nays: None. Abstentions: None. Motion carried.

Property taxes are starting to be reflected in the financial statements and the revenue reports for June 2023 and July 2023 are included in the board meeting materials. As of July 31, 2023, the library is 58% through the year and has collected 66% of its revenue. The library has spent 51.4% of its budget and investment income remains strong. Special legal continues to be over budget at 400% due to a third-party investigation, which has concluded with the final report received by the Board, of which \$17,000 has been spent and another \$2,400 is expected for August 2023.

- b. **Invoices for August 2023:** The fund balance and revenue reports for June 2023 were included in the meeting packet.

5. **PUBLIC COMMENT**

Ilene Briner reiterated her previous concerns regarding disparaging comments towards Catholics in the Land Acknowledgement. She stated that the proposed revisions to the Land Acknowledgement included in the agenda change little, and the line in dispute now reads, "The federal government and officials from Catholic and other Christian churches coerced Native families into sending their children to live and attend classes at boarding schools without visitation." The underlying document that she previously cited that showed the Catholic Church as a minor player has been removed and replaced with a vague document that opens more questions than answers. The new document does not confer any dominance to the Catholic Church in regard to the boarding schools. She queried why the Land Acknowledgement cannot omit any mention of the Catholic Church since there is no evidence of a predominance of the Catholic Church's role in the history in question. She requested that the proposed update to the Land Acknowledgement be rejected pending further revisions.

Marsha Richardson thanked the Board and the library staff for its collection of LGBTQ resources for young people. She stated that she is a proud parent of an adult gay child and wished those same resources had been available for her son during his adolescence and into adulthood, to mitigate his sense of being alone. She stated that she would have been more educated and better equipped to help guide her son had those resources been available.

Bob Camarado echoed the comments made by Marsha Richardson. He stated that he is pleased to see his property taxes are supporting the community.

Laura Hois reported no desire on her part, or in general, to restrict resources from the library; however, she expressed concern regarding marketing and influence, which she expressed started in the public schools and is now pervasive in the library, including "LGBTQ romance flyers" that are prominently displayed throughout the library. She stated her interpretation that the flyers are a "marketing tool that is being used to influence children to follow an agenda", which she finds objectionable. She expressed concern with the increase in children who are being influenced to transition their gender and to focus on sexual materials when they should be focusing on school. She voiced the opinion that "several states, including Illinois, are directing public schools to help young students make gender transitions, and that educators are told to actively engage in these conversations and to keep such information from parents." She stated that the library's "gender-affirmed deviant sexual images" are on books prominently displayed throughout the library, and that their "anti-white policies are directly assaulting children." She emphasized that the Board should stop advancing the "leftist political agenda" that is related to this effort. She objected to the book ban law as a way to silence parents. She noted that the library is prioritizing historically marginalized and LGBTQ people and reiterated the importance of serving all constituents. She

stated that the book ban law is a “highly publicized effort to further the indoctrination and sexualization of children, which many residents deem inappropriate in schools and libraries.” She reported that the library has refused to purchase **Irreversible Damage**, which is a book that expresses Conservative views, on six occasions. She requested that the Board consider more balance in the library and set restrictions to help parents monitor what children are seeing, and to stop prohibiting books and materials that depict and espouse ideas that the Board disagrees with.

Linda Schranz referred to the incident of Laura Ann Carleton, a 66-year-old straight white woman, who was shot and killed because she was flying a pride flag outside of her shop in support of the LGBTQ+ community, unaware that people who show empathy and love for marginalized people could be victims of violence. She stated that she is an ally, and the church that she attends is also an ally. She thanked the library and its staff for the courage that they have been showing to stand up and express their support for the LGBTQ+ community and their commitment to diversity, equity, and inclusion with the books and programs that are available.

Ed Pawlak noted that none of the literature on being transgender is in the children’s room. It is all located in the adult section on the second floor. He expressed concern with the misinformation being spread and encouraged residents to use critical thinking. He urged the Board to fact-check any information being relayed before making any decisions.

Janet Wittingham reported that she was under the impression that there was a long waitlist for the book **Irreversible Damage** based on comments made at the last meeting. She stated that she obtained a copy of the book, and the long waitlist is actually only 20 people for the audiobook. She reported 10 copies of the book in the library system and that three of them are on the shelf right now for anybody who wants to read the book. She reiterated the Board’s responsibility to faithfully and judiciously guard resources and to use them wisely. She recommended against purchasing the book and instead using the library’s resources for something that is not readily available elsewhere. She thanked the Board for their discernment and professional judgment. She stated that she is also a user of the Interlibrary Loan Services and is happy with the service as a cooperative way to stretch resources across the library system and still serve the public.

Ed Briner hoped that the Board is working with the Mayor and the Village council to address the increasing number of homeless people in the library. He reiterated that helping the homeless is not what the library is meant to do or is qualified to do, referring to examples of the library providing county services, food pantries, meal services, and a substance abuse disorder information session. He requested clarification on social work interns for the library and suggested using the money saved for added security in the library, including possibly partnering with the Downers Grove Police Department given recent events, including an intoxicated gentleman wandering through the children's room and a chair-throwing incident. He reported recently meeting a clinical psychologist and suggested incorporating her services to help the homeless population in Downers Grove. He hoped that the Board is working closely with the Mayor during the budget planning to address and help the homeless.

Noel Manley reported attending the book-banning presentation at the Indian Prairie Public Library. He agreed with comments made by Representative Anne Stava-Murray and Congressman Sean Casten that books should not be banned. He referred to the debate that **Irreversible Damage** is creating and noted that a meaningful debate cannot be had without having the material. He noted availability at another library is not an excuse for the library to not purchase the book on the grounds of misinformation and supported the purchase of the book to encourage debate. He referred to the Native Land statement and stated that cherry-picking historical events for the Land Acknowledgement is a misrepresentation of history.

6. **TRUSTEE COMMENTS**

Trustee Sladek reported that, in the process of working with the strategic plan and the equity plan over the last few months, her personal take on the Equity, Diversity, and Inclusion (EDI) issue is as follows:

- Equity means each person can pursue their own interests and speak their own truth based on their experiences and aspirations. To become their own best self without the expectation that we all end up alike or equal in every aspect of our lives.
- Diversity means respect for anyone who wants to use the library, regardless of race, age, religion, physical or mental ability, gender, sexual orientation, spiritual belief system, economic status, talents, or where they live.
- Inclusion means the empowerment of more people without disempowering anyone. It is not a quota system or affirmative action but the opportunity to see and learn from each other.

Trustee Khuntia reported efforts by the Board to reach out to the community, including having over 2,000 people respond to the survey, over 140 people attending the focus groups, and several people attending the retreat, to learn what the community wants and expects from the Board, and what the Board wants and expects of itself.

Trustee Khuntia referred to previous mentions of the word “balance” and reiterated that the library never had balance, which is why the Board is conducting an audit of the library to assess the books and programming offered. She noted that in looking at the statistics to see who the majority of books are about, who the books are written for, and the offerings that have always been there for certain people and not for others, there has not been a balance, and she expressed appreciation for the effort being made now to rectify this issue.

Trustee Khuntia reported that the library’s reading program is at larger numbers than pre-pandemic, which speaks to the kind of library that Downers Grove Public Library is. On the issue of unhoused people, she hoped that residents attend Village Council meetings to discuss these issues. She noted the library is air conditioned and considered a safe space, but agreed with the need to partner with the Village Council, and the importance of the Council hearing from the community regarding issues with unhoused people. She expressed that she is proud to be a member of the community and thanked Julie Milavec for her leadership.

Trustee Humphreys echoed sentiments about being proud to be a part of the community. He noted the library serves all of the community, especially certain parts of the community that may not have access to air conditioning. He stated the library is listed as a cooling center by the Downers Grove Village Government. For practical reasons, the library close at 9:00 p.m.; therefore, there are other organizations within the community, such as First Congregational United Church of Christ, across the street from the library, which will be a cooling center for the next 48 hours or so, effective August 23, 2023, with assistance from other churches in town who are providing volunteering services.

Trustee Dougherty stated that she felt compelled to attend the Equity Advisory Team meetings based on comments made by other Board members. She expressed pride in the Board’s recommitment to learning about the evolution of EDI as a Board member, a community, and a library.

President Gigani thanked the Circulation Department for the excellent job in July 2023, when the large sorter machine was out of order for four days. She thanked Access Services for their

continued efforts with cataloging materials and being innovative about how materials are presented, especially in the Children's Department. She reported an increase in visitors for the month of August 2023, compared to 2022 and 2021, and several library cards were issued.

The library has taken significant steps to ensure that public safety is the top priority, from operating with building monitors, specific protocols, and increased dialogue with the Police Department to address safety concerns quickly and in an inappropriate manner. Information was shared at the last meeting by a member of the community that the library misrepresented the number of police interactions.

President Gigani researched the Downers Grove Police Department records and reported that not all calls were initiated by library staff, as some were initiated by patrons requiring medical assistance or assistance with parking lot issues. Several visits were false alarms, lockouts, or extra patrols initiated by the Police Department, and several incidents required multiple police visits, including a juvenile who was involved in a furniture-throwing incident that required a follow-up visit by the Police Department. Another incident was initiated by library staff to the Police Department to help with serving a patron with a ban letter.

Trustee Gigani emphasized that numbers that are inflated or inaccurately reported provide a false narrative of the library's environment. She encouraged residents with sincere concerns to exercise due diligence in evaluating the library's response to patron incidents. She respectfully requested that all fellow parents of the tween and teen population remind their children about what acceptable behavior looks like in a public facility.

7. LIBRARY DIRECTOR'S REPORT

Julie Milavec reported that social work interns for the library are from Aurora University. These students are in Bachelors, Masters, or PhD programs, and are required to do field work as part of their program. There is a stipend available from the Downers Grove Public Library Foundation, which pays for two student interns to be with the library per semester. There were no interns over the summer; however, new interns will be starting the week of August 28, 2023.

Jen Ryjewski, the Assistant Library Director, is on an unexpected medical leave. Allyson Renell, the Children's Services Manager, will be taking the Acting Director role next week while Julie Milavec is on vacation. Depending on Jen Ryjewski's medical leave, Allyson Renell may also reprise her role at the end of September 2023, when Julie Milavec goes on a scheduled medical leave.

Allyson Renell has also agreed to take over the incident tracker software implementation that is to replace the patron incident tracker software that was spearheaded by Jen Ryjewski. An updated statistical report may or may not be provided in September 2023, due to Jen Ryjewski's absence, but Business Office Manager Katelyn Vabalaitis has been working on an updated financial report for the packet that captures all of the information that Trustees have requested.

The Illinois Library Association Conference Trustee Day is October 26, 2023. Two trustees have registered so far, and there is still time to register.

Big projects anticipated for the end of August 2023 include a new security camera system to replace the previous obsolete software and replacements of the damaged public service desks.

8. **NEW BUSINESS**

a. **Bylaws Update:**

On a motion made by Khuntia, seconded by Humphreys, it was resolved to approve the bylaws update as amended. Trustee Sladek abstained. Motion carried.

Julie Milavec reported that the bylaws update is a technical change to comply with the law and a request of the Village regarding vacancies.

An amendment was requested to change, "Trustees serve until their successors are appointed..." to "Trustees may serve until their successors are appointed".

b. **Public Comment Rules:**

On a motion made by Humphreys, seconded by Khuntia, it was resolved to approve the public comment rules as presented. Motion carried.

c. **Update to Land Acknowledgement:**

On a motion made by Humphreys, seconded by Khuntia, it was resolved to approve the update to the Land Acknowledgement as presented. Motion carried.

Julie Milavec reviewed the updates to the Land Acknowledgement, including a new citation to the National Native American Boarding School Healing Coalition (NABS), and a citation for the statement "higher rates of suicide". There are numerous updated and new citations throughout the Land Acknowledgement. The electronic board packet provides live links to the new citations.

9. **UNFINISHED BUSINESS**

a. **2024 Levy and Budget:**

On a motion made by Humphreys, seconded by Khuntia, it was resolved to approve the 2024 Budget with a 4.3% levy increase as presented. Roll call: Ayes: Dougherty, Humphreys, Khuntia, Sladek, Gigani. Nays: None. Abstentions: None. Motion carried.

Julie Milavec reported that the budget proposals include both the flat tax rate version as well as a 4.3% levy increase version, which was determined to be the lowest possible to reach all the targets.

The expenditures have been updated to reflect the latest information available, especially the salary lines due to significant changes with retirements, etc., and have brought the personnel line down to a 4.9% increase. This includes the salary benchmarking that was approved in April 2023. The non-personnel lines are down to 4.6%, which is driven primarily by the electronic resources. Cleaning services were also tightened up in the 4.3% levy increase version.

For the 4.3% levy increase option, based on the equalized assessed value (EAV) of all properties in the library service area increase of 3.6%, which is the average of the past five years, results in a 4.3% levy increase and an increase in the tax rate up to approximately 0.2014, which is only a 0.6% increase over the previous fiscal year. The change in the EAV and the change in the levy dollar amount have an inverse effect on the tax rate. This contemplates hitting the target for the

capital replacement fund and reduces the amount to 2% as an increase over the previous fiscal year. The 2% will help achieve the capital reserve target and also to maintain the operating reserve target of \$478,000 in the ending balance, if both revenues and expenses come in as estimated. The budget will likely be in the \$230,000 range, down from the initial estimate of \$588,000.

For the flat tax rate option, in order to reach the target fund balance of \$478,000, the Capital Replacement Fund contribution would have to be reduced. In order to reach the target for 2027, in subsequent years, the capital replacement fund contribution would have to increase by 6.9% annually. The library's actual collections have remained consistent over the years and are still under the levels seen in 2019.

Julie Milavec recommended passing the 4.3% levy increase and budget as presented.

The Board reiterated that the extra few thousand will provide some leeway in the event that projections for capital replacements are too conservative and will mitigate major adjustments in the budgeting.

b. 2023 to 2028 High-Level Strategic Plan:

On a motion made by Khuntia, seconded by Dougherty, it was resolved to approve the 2023-2028 high-level strategic plan as amended. Motion carried.

Julie Milavec reviewed the amendments to the high-level strategic plan, including the addition of "Create lasting and mutually beneficial relationships with other entities that share our same values", which is lifted directly from the Guidelines for Partnerships that the library uses, and based on the Board's focus and emphasis on the importance of partnerships. The Board requested that the word "same" be removed from the proposed addition.

Julie Milavec reviewed the addendum, which includes suggested initiatives and more specific outcomes. It was noted that most of the suggested initiatives are from the strategic retreat.

10. EXECUTIVE SESSION

The Board recessed to an executive session at 8:43 p.m. and reconvened to an open session at 9:20 p.m.

On a motion made by Dougherty, seconded by Sladek, it was resolved that the Board received and reviewed the thorough investigation by third-party law firm Ancel Glink, and to close the investigation into a pending personnel matter and to direct Board President Swapna Gigani to write a letter to said individual conveying the results of the investigation. Motion carried.

11. NEXT MEETING

The next Board of Library Trustees meeting is scheduled for September 27, 2023.

12. ADJOURNMENT

President Gigani adjourned the meeting at 9:22 p.m.

DISCLAIMER

The above minutes should be used as a summary of the motions passed and issues discussed at the meeting. This document shall not be considered a verbatim copy of every word spoken at the meeting.

	DOWNERS GROVE LIBRARY		8/31/2023
	Fund 805	Fund 821	
		Building & Equipment Replacement	
	Library fund	Fund	

CASH & INVESTMENTS	846,588	\$	574,578
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End FUND BALANCE 08/31/2023	784,624		574,578
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**EXPENDITURE BY OBJECT REPORT
8/1/2023 THROUGH 8/31/2023
CAPITAL REPLACEMENT FUND**

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	AUGUST 2023 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
587000	CAPITAL EQUIPMENT	611,900.00	0.00	561,354.44	50,545.56	91.70

EXPENDITURE BY OBJECT REPORT
8/1/2023 THROUGH 8/31/2023
OPERATING FUND

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	AUGUST 2023 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
510100	SALARIES, EXEMPT	1,842,036.74	138,710.29	1,155,264.97	686,771.77	62.70
511100	SALARIES, NON-EXEMPT	596,716.40	37,623.94	325,232.21	271,484.19	54.50
511900	PART-TIME EMPLOYEE WAGES	1,062,409.38	96,978.16	779,921.15	282,488.23	73.40
513100	IMRF PENSION CONTRIBUTIONS	168,194.43	13,061.45	108,051.60	60,142.83	64.20
513300	MEDICARE CONTRIBUTIONS	51,008.81	3,903.61	32,260.62	18,748.19	63.20
513400	SOCIAL SECURITY CONTRIBUTIONS	218,106.70	16,691.30	137,941.67	80,165.03	63.20
519000	LIFE INSURANCE	1,695.33	125.30	1,016.72	678.61	60.00
519100	HEALTH INSURANCE	576,679.45	35,662.04	290,810.48	285,868.97	50.40
519500	OPTICAL INSURANCE	2,342.46	145.38	1,191.88	1,150.58	50.90
519700	DENTAL INSURANCE	40,115.65	2,411.24	19,775.34	20,340.31	49.30
521000	SUPPLIES	94,860.00	12,035.60	61,171.02	33,688.98	64.50
525100	MAINTENANCE SUPPLIES	22,400.00	345.20	10,287.23	12,112.77	45.90
528000	SMALL TOOLS & EQUIPMENT	31,615.00	4,899.39	18,415.37	13,199.63	58.20
530200	DUES AND MEMBERSHIPS	9,000.00	522.00	5,570.90	3,429.10	61.90
530300	SEMINARS, CONFERENCES & MEETINGS	31,500.00	2,608.79	17,065.28	14,434.72	54.20
530800	RECOGNITION PROGRAM-STAFF	5,250.00	42.70	1,622.57	3,627.43	30.90
531500	PROFESSIONAL SERVICES	101,000.00	4,528.76	74,396.19	26,603.81	73.70
532200	PERSONNEL RECRUITMENT	1,500.00	90.05	518.00	982.00	34.50
532300	SPECIAL LEGAL	4,000.00	2,418.75	20,003.30	-16,003.30	500.10
534600	DATA PROCESSING SERVICE	119,500.00	0.00	86,803.91	32,696.09	72.60
538000	PRINTING SERVICES	51,850.00	0.00	19,505.32	32,344.68	37.60
539100	TELEPHONE	17,500.00	1,892.87	11,763.57	5,736.43	67.20
539200	POSTAGE	30,500.00	0.00	10,222.00	20,278.00	33.50
540700	ADVERTISING & PUBLIC RELATIONS	20,500.00	2,103.94	11,494.26	9,005.74	56.10
542000	INSURANCE - OTHER POLICES	74,235.00	0.00	59,795.93	14,439.07	80.50
543000	BUILDING MAINTENANCE SERVICES	95,000.00	1,510.93	29,649.46	65,350.54	31.20
545000	CLEANING SERVICES	84,000.00	9,506.00	63,003.47	20,996.53	75.00
546100	UTILITIES	25,500.00	1,187.55	18,160.31	7,339.69	71.20

EXPENDITURE BY OBJECT REPORT
8/1/2023 THROUGH 8/31/2023
OPERATING FUND

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	AUGUST 2023 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
547000	OTHER EQUIPMENT R & M	14,720.00	1,108.75	24,759.70	-10,039.70	168.20
548100	RENTALS	18,025.00	754.06	10,445.36	7,579.64	57.90
562000	RECOVERABLES	4,200.00	174.80	1,129.69	3,070.31	26.90
569000	UNEMPLOYMENT COMPENSATION	2,500.00	0.00	511.24	1,988.76	20.40
577000	CAPITAL EQUIPMENT	58,000.00	770.40	22,200.97	35,799.03	38.30
585100	ELECTRONIC RESOURCES	273,300.00	18,703.46	172,439.15	100,860.85	63.10
585200	PRINT MATERIALS	376,350.00	23,151.85	210,578.52	165,771.48	56.00
585300	AUDIOVISUAL MATERIALS	137,050.00	5,509.79	62,750.70	74,299.30	45.80
587000	CAPITAL EQUIPMENT	65,000.00	558.00	4,980.00	60,020.00	7.70
588000	INTANGIBLE ASSETS (SOFTWARE)	62,650.00	4,367.49	40,532.98	22,117.02	64.70
591000	TRANSFER FOR CAPITAL PROJECTS	367,500.00	367,500.00	367,500.00	0.00	100.00
	805 LIBRARY FUND	6,758,310.35	811,603.84	4,288,743.04	2,469,567.31	63.50

INVOICE LISTING - SEPTEMBER 2023
Capital Replacement Fund

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
18270	FITZGERALD'S ELECTRICAL CONTRACTING, INC.	1	1,940.00
385	TRANE U.S., INC.	1	14,960.00
GRAND TOTALS:		2	16,900.00

INVOICES OF NOTE - CAPITAL REPLACEMENT FUND

For the Board Meeting on September 27, 2023

18270	Fitzgerald's Electrical Contracting, Inc. (Electrical for Service Desk Replacement)	\$1,940.00
385	Trane U.S., Inc. (VAV Replacement)	\$14,960.00

INVOICE LISTING - SEPTEMBER 2023

Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
21475	ALARM DETECTION SYSTEMS, INC.	1	721.08
18213	AMAZON CAPITAL SERVICES, INC.	11	3,077.41
403	AT&T	1	266.86
672	BAKER & TAYLOR BOOKS	14	1,224.11
16893	BIBLIOTHECA, LLC	4	2,833.28
829	BLACKSTONE AUDIOBOOKS	11	956.66
7517	BOOKFLIX, SCHOLASTIC, INC.	3	248.89
1223	CASE LOTS, INC.	4	711.00
8323	CENGAGE LEARNING	6	749.38
1277	CENTER POINT PUBLISHING	2	691.24
1377	CHICAGO TRIBUNE	1	280.99
1459	CINTAS CORPORATION #344	2	160.10
20162	CITIBANK/CITICARDS	1	223.58
200212	COMPLETE CLEANING COMPANY, INC	2	10,767.50
16094	DE LAGE LANDEN FINANCIAL SVC INC	1	754.06
2330	DOWNERS GROVE DOWNTOWN MGMT	1	275.00
9238	DOWNERS GROVE ECONOMIC DEVELOPMENT CORPORATION	1	500.00
2539	EBSCO SUBSCRIPTION SERVICES	3	2,617.19
200207	ELITE TECHNOLOGY SYSTEMS LLC	3	2,025.00
200085	ELIZABETH NORTON	1	150.00
2729	EVERY DAY'S A SUNDAE	1	3,346.00
5572	FIA CARD SERVICES, N.A.	14	17,803.16
17510	FIRST COMMUNICATIONS, LLC	1	270.97
2905	FRANCOTYP-POSTALIA, INC.	1	111.00
16977	GARVEY'S OFFICE PRODUCTS, INC.	5	1,464.20
3188	GRAHAM CRACKERS COMICS, LTD.	1	402.94
8770	GRAINGER	5	69.29
9102	HAGG PRESS, INC.	1	7,078.43
18411	HAYES MECHANICAL, LLC	2	4,747.82
200094	HEARTLAND CABINET SUPPLY INC	2	23,905.00
19920	IAN KNORR	1	34.71
3688	INGRAM LIBRARY SERVICES, LLC	57	29,191.30
15110	KATELYN VABALAITIS	1	22.31
200242	KERRY GROMBACHER	1	500.00
4812	KLEIN, THORPE AND JENKINS, LTD	1	315.00
12673	MANGO LANGUAGES	1	5,129.89
200246	MARY BETH ZWOLFER	1	300.00
5866	MIDWEST TAPE	17	7,538.00
14990	NAPERVILLE PUBLIC LIBRARY	1	82.50
6161	NICOR GAS	1	1,107.93
200272	NORTHERN ILLINOIS LEGO TRAIN CLUB	1	595.00
19473	OC CREATIVE, INC.	1	400.00
6295	ORKIN PEST CONTROL	1	135.00
12499	OVERDRIVE, INC.	3	5,819.87
18491	PEOPLEFACTS, LLC	1	90.05
200192	PLAYAWAY PRODUCTS LLC	4	1,227.22
6698	PRINT SMART	2	1,973.95
200278	RELIANT CONTRACT GLASS, INC.	1	580.00
200156	RETHINKING LIBRARIES, LLC	1	1,200.00
200261	ROSE BUCKNER	1	500.00
7657	SHOWCASES	1	30.80

INVOICE LISTING - SEPTEMBER 2023
Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
200007	SONIC MAINTENANCE, LLC	1	1,275.00
7787	STANLEY ACCESS TECHNOLOGIES	1	478.75
12698	SWAN	1	175.00
14744	TEAM ONE REPAIR, INC.	1	1,170.00
3567	TECHNOLOGY MGMT REV FUND	1	126.00
6859	THRYV	1	16.22
8391	TODAY'S BUSINESS SOLUTIONS	1	65.76
13611	TRACI SKOCIK	1	39.52
6654	UNITED STATES POSTAL SERVICE	1	3,000.00
18458	URBAN ELEVATOR SERVICE, LLC	2	1,046.25
8808	WAREHOUSE DIRECT INC	1	86.22
200100	WINDY CITY GHOSTBUSTERS LTD	1	150.00
9043	WORLD BOOK, INC	1	189.99

GRAND TOTALS:	219	153,024.38
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INVOICES OF NOTE - OPERATING FUND

For Library Board Meeting on September 27, 2023

018213	Amazon Capital Services, Inc. (Small Tools, 3D Printer Filaments, iPad)	\$3,077.41
672	Baker & Taylor Books (Print Materials)	\$1,224.11
16893	Bibliotheca, LLC (Print Materials)	\$2,833.28
200212	Complete Cleaning Company, Inc (Building Cleaning Service)	\$10,767.50
2539	EBSCO Subscription Services (Digital Subscription Renewals, Print Materials)	\$2,617.19
200207	Elite Technology Systems LLC (New Cameras and Installation)	\$2,025.00
2729	Every Day's a Sundae (Summer Reading Coupons)	\$3,346.00
16977	Garvey's Office Products, Inc. (Office Supplies for Multiple Departments, Toner)	\$1,464.20
9102	Hagg Press, Inc. (Discoveries Newsletter Printing)	\$7,078.43
18411	Hayes Mechanical, LLC (PRV Replacement, Building Maintenance)	\$4,747.82
200094	Heartland Cabinet Supply Inc (New Cabinets and Countertops, Desk Replacement)	\$23,905.00
3688	Ingram Library Services, LLC (Print Material Purchases)	\$29,191.30
12673	Mango Languages (Subscription Renewal)	\$5,129.89
5866	Midwest Tape (Audiovisual Material Purchases)	\$7,538.00
6161	Nicor Gas (Utility Payment)	\$1,107.93
12499	Overdrive, Inc. (eBook and eAudiobook Purchases)	\$5,819.87
200192	Playaway Products LLC (Audiovisual Materials)	\$1,227.22
6698	Print Smart (Booklets, Bookmarks, and Handout Purchases)	\$1,973.95
200156	ReThinking Libraries (Strategic Planning Consulting)	\$1,200.00
200007	Sonic Maintenance, LLC (Window Cleaning)	\$1,275.00
14744	Team One Repair, Inc. (Office Supplies)	\$1,170.00
6654	United States Postal Service (Postage)	\$3,000.00
18458	Urban Elevator Service, LLC (Elevator Maintenance)	\$1,046.25

**CREDIT MEMO LISTING - OPERATING FUND
SEPTEMBER 2023**

VENDOR #	VENDOR NAME	NUMBER OF CREDIT MEMOS	GROSS AMOUNT
2539	EBSCO SUBSCRIPTION SERVICE	1	33.50
16977	GARVEY'S OFFICE PRODUCTS, INC.	1	486.53

GRAND TOTALS:	2	520.03
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Library Credit Card Details for the September 27, 2023 Board Meeting

Julie Milavec				
971	5302	Dues & Membership	ALA Membership Renewal	\$ 822.00
971	5303	Seminars, Mtgs, & Conferences	ILA Conference Fees, Lodging	\$ 686.98
973	5280	Small Tools & Equipment	Kids Room Furniture	\$ 1,976.93
978	5391	Telephone	Comcast Monthly Payment	\$ 506.51
Total				\$ 3,992.42
Katelyn Vabalaitis				
971	5210	Supplies	Office Supplies	\$ 239.15
971	5280	Small Tools & Equipment	Storage Containers	\$ 63.95
971	5303	Seminars, Mtgs, & Conferences	Webinar Training Courses	\$ 414.95
971	5308	Recognition Program-Staff	Staff Picnic Decorations	\$ 46.98
971	5315	Professional Services	Meeting Minutes Services - 2 months	\$ 639.95
Total				\$ 1,404.98
Ian Knorr				
978	5210	Supplies	American Flag with Stand	\$ 96.86
978	5251	Maintenance Supplies	Wall Anchors, Batteries	\$ 151.79
973	5280	Small Tools & Equipment	PVC Pipe and Fittings	\$ 140.36
978	5430	Building Maintenance	Junk Removal	\$ 386.10
978	5470	Other Equipment Repair & Maint	Refridgerator Service, USB Outlets	\$ 272.50
Total				\$ 1,047.61
Karen Bonarek				
				Total \$ -
Cynthia Khatri				
976	5280	Small Tools & Equipment	White Noise Sound Machine	\$ 28.11
976	5315	Professional Services	Social Work Intern Meet & Greet Donuts	\$ 8.07
976	5407	Advertising & Public Relations	Lock Boxes, Wall Clock	\$ 131.86
Total				\$ 168.04
Traci Skocik				
973	5210	Supplies	Program Supplies	\$ 359.05
973	5852	Print Materials	Children's Books	\$ 199.80
973	5853	Audiovisual Materials	Anything Emporium Supplies, Video Games	\$ 154.95
Total				\$ 713.80
Sharon Hrycewicz				
973	5210	Supplies	Program Supplies	\$ 50.07
973	5852	Print Materials	Children's Books	\$ 16.69
973	5853	AV Materials	Anything Emporium Items	\$ 548.21
Total				\$ 614.97
Allyson Renell				
973	5210	Supplies	Children's Program Supplies, Office Supplies	\$ 23.99
973	5303	Seminars, Mtgs, & Conferences	ILA Conference Fees	\$ 777.34
973	5280	Small Tools & Equipment	Braille LEGO Set	\$ 97.64
Total				\$ 898.97

Christine Lees				
971	5308 Recognition Program-Staff	Board Recap Meeting Snacks, Get Well Plant for Staff Member	\$	127.95
974	5210 Supplies	Office Supplies	\$	346.55
974	5303 Seminars, Mtgs, & Conferences	SLUI Conference Fee	\$	20.00
			Total	\$ 494.50
Paul Regis				
975	5880 Intangible Assets	Zoom, Google, Apple, Sonic Wall, GoToMeeting	\$	3,030.92
			Total	\$ 3,030.92
Grace Goodwyn				
976	5210 Supplies	Printable Labels	\$	61.20
976	5407 Advertising & Public Relations	SRC Downtown Dollars Certificates	\$	206.30
			Total	\$ 267.50
Jen Ryjewski				
			Total	\$ -
Amanda Klenk				
972	5210 Supplies	Teen Program Supplies	\$	208.62
972	5853 AV Materials	AV Materials	\$	36.99
972	5280 Small Tools & Equipment	Accessibility Kit Items	\$	98.70
			Total	\$ 344.31
Van McGary				
972	5210 Supplies	Program Supplies, Office Supplies	\$	724.19
972	5280 Small Tools & Equipment	Accessibility Kit Items	\$	130.99
972	5303 Seminars, Mtgs, & Conferences	Online Librarian Course	\$	600.00
972	5315 Professional Services	Severe Weather Program Payment	\$	415.00
972	5851 Electronic Resources	Kindle Books	\$	87.36
972	5852 Print Materials	Print Materials	\$	206.07
972	5853 AV Materials	Streaming Services, Video Games	\$	709.50
973	5210 Supplies	Program Supplies	\$	12.76
973	5280 Small Tools & Equipment	Accessibility Kit Items	\$	43.64
973	5853 AV Materials	AV Materials, Video Games	\$	695.91
976	5315 Professional Services	Storage Bags	\$	7.44
			Total	\$ 3,632.86
Lucas McKeever				
972	5852 Print Materials	Subscription Renewals	\$	74.90
977	5210 Supplies	Office Supplies	\$	530.51
977	5303 Seminars, Mtgs, & Conferences	ILA Conference Fees, Travel Expenses	\$	355.00
			Total	\$ 960.41
Amanda Blau				
973	5280 Small Tools & Equipment	Baby and Toddler Toys	\$	108.76
973	5210 Supplies	Program Supplies, Office Supplies	\$	42.97
973	5315 Professional Services	Seasonal Art Sets	\$	80.14
			Total	\$ 231.87
			Library Credit Card September 2023 Totals	\$ 17,803.16

PAYROLLS FOR AUGUST 2023

AUGUST 9	\$135,041.30
AUGUST 23	\$138,271.09
TOTAL AUGUST 2023 PAYROLLS	\$273,312.39

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
SEPTEMBER 27, 2023**

Agenda Item 8

Library Director's Report

Security Camera System Update

The new security camera hardware and software installation is complete. Staff are being trained on the operation of the new, user-friendly software. Building Operations Director Ian Knorr and his team completed training first and will be able to help other staff in the use of the new system.

Tween and Baby Area Updates

Children's Services Manager Allyson Renell is working closely with Building Operations Director Ian Knorr on updates to the Tween and Baby Play Areas of the Kids Room. The Tween Area will be getting a new video gaming screen and console, with existing furnishings rearranged to accommodate the change. Acoustical panels will be added to the soffits in the area to control sound. Booth seating may replace the countertop in this area, budget permitting. Recent changes to shelving in the Kids Room allowed the Baby Play Area to expand. New furnishings are on order to better define this area.

Downers Grove Public Library Foundation Fundraiser October 3

The Downers Grove Public Library Foundation will host *Celebrate the Freedom to Read: A Banned Books Masquerade* fundraiser event on Tuesday, October 3 from 7:00-10:00 p.m. at Skeleton Key Brewery, celebrating Banned Books Week (October 1 – 7). The event includes food and drink, a DJ and live band, a raffle and silent auction, guest speakers, and more! All funds raised from the event support the Downers Grove Public Library.

Coffee with the Trustees October 21

On Saturday, October 21, 9:30 - 10:30 a.m. in Lobby Café, community members are invited to meet the members of the Board of Library Trustees, ask questions, and chat about the library and community at their first coffee event. Beverages and breakfast pastries will be served.

Youth Outlook Business Partner of the Year Award

The Downers Grove Public Library will be honored at the 2023 Dare to Dream Youth Outlook Dare to Dream Gala as Business Partner of the Year Award winner. The gala will held on October 21, 2023. Formed in 1998, Youth Outlook's mission is "Youth Outlook celebrates, empowers, advocates for, and provides services to meet the ever-evolving needs of LGBTQ+ youth and their families, friends, and communities."

Illinois Library Association Annual Conference

The Illinois Library Association Annual Conference will be held from October 24 to October 26 in Springfield IL, with Trustee Day on October 26. Three Trustees and numerous staff are scheduled to attend. Thank you to Children's Services Manager Allyson Renell, who served on the Conference Planning Committee!

August PITS Incident Reports and Incident Tracker Implementation

There were 24 incidents in August. One incident was a power outage. No other information was available at the time of this writing due to an Internet outage. The new tracking software, Incident Tracker, is being implemented and will go live before the end of October.

Freedom of Information Act (FOIA) Requests

One FOIA request was received, processed by staff, and withdrawn when the requestor was informed that there would be a charge for photocopying beyond 50 pages. Two FOIA requests were received to date in September. All FOIA requests and responses are available at <https://dglibrary.org/transparency/> under the Freedom of Information Act (FOIA) Requests heading.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
SEPTEMBER 27, 2023**

Department Reports – August 2023

Administration – Jen Ryjewski

- Finished up managers' evaluations for Library Director, Julie Milavec, to review and add additional comments and insights
- Met with Brett Hart from Incident Tracker to finalize all of the details for the full export from PITS. Encountered some issues with the exportation of the attachments, e.g., video, documents, images, so had to try it a couple of times
- Wrote first draft of how-to instructions for staff on how to access and use Incident Tracker. Waiting on the full importation of attachments into Incident Tracker in order to finish instructions
- Wrote a first draft of the Americans and the Holocaust grant. The Programming Team and Marketing & Communications Manager, Cindy Khatri, are currently adding their input for possible programming tie-ins and marketing and promotion, respectively
- With help from Technology Trainer, Annie Jagielski, created a spreadsheet in order to provide some of our statistics visually. Created a template called "Stats at a Glance" for Board review and feedback to see what they would like to be included each month in the board packet
- Worked with ILA's Reaching Forward Committee to test and make changes to the presenter submission form on their website

Business Office – Katelyn Vabalaitis

- Attended the Library Administrative Assistant Networking Group hosted by RAILS. This group meets quarterly and consists of administration and business office staff from libraries all over Illinois.
- Processed many personnel changes, including new hires, staff moving from part-time status to substitutes, and promotions.
- Worked on an updated financial report for the monthly board packet utilizing samples from other area libraries, with the goal of including the first draft in the October meeting packet.
- Researched upcoming changes that will need to be made to the Personnel Policy based on new and updated State rules taking effect.
- Met with Village HR staff to learn the updates to the benefits enrollment process for new hires, which has changed from my initial training in July.

Summer Reading Club Report 2023

Adult & Teen Services – Van McGary

The 2023 Summer Reading Club ran from May 23 - August 6, 2023. The theme for the year was *Dive Into A Great Story*. Participants were able to register and log reading online via ReadSquared or bring in a paper form once it was completed. Some participants who initially registered on ReadSquared did not complete a badge (the equivalent of one form) or log any reading.

Adult SRC:

	Total Participants	ReadSquared Users	Paper/Quick Add Users
Patrons	562	265	297
Staff	49	44	5
Totals	611	309	302

Total participants or registrations (including staff): 611

Total participants who earned at least one prize: 491

Completed the program 329 (adults) 43 (staff): 372

To earn prizes, adults and staff needed to read three books or 18 hours. To complete the program, adults and staff needed to complete two sheets, for a total of six books or 36 hours.

Adults and Staff read a total of:

Books: 5,158

Hours: 16,472

Participants	2018	2019	2020	2021	2022	2023	2022 → 2023 % Increase
Patrons	606	673	290	494	490	562	15%
Staff	38	33	20	50	52	49	-6%
Number of books	5073	3171	2064	1810	4172	5158	24%
Number of hours	N/A	2897	7318	1920	2561	16472	543%

The number of adult participants saw significant improvement; rapidly moving towards pre-pandemic participation while staff participation saw a slight decline. However, for those who did participate, the increase in books and hours read was staggering. As in previous years, staff continued making adjustments to the program utilizing feedback.

There was an effort to offer opportunities for more people to win prizes, including a focus on the very popular Downtown Dollars.

Teen SRC:

In total, 139 teens registered for ReadSquared or completed at least one form. Nine of these teens did not log any reading on ReadSquared or did not earn a badge during the summer.

Teens could choose to count their reading by either books read or by hours read. Each form/level was achieved after reading 3 books or for 6 hours. The prize numbers reflect all participants who were eligible to receive the prize, regardless of whether or not they picked up the prize. These are reflective of both paper forms and digital badges via ReadSquared and only include those teens that hit at least the first level.

Teens read a total of:

Books: 927

Hours: 866.15

						2022 → 2023
Participants	2023	2022	2021	2020	2019	% Increase
First Prize	130	97	93	37	155	34%
Second Prize	77	71	59	26	107	8.45%
Third Prize	65	44	43	22	71	47.7%
Bonus Forms/Badges	172	221	139	48	120	-22%
Total Forms/Badges	444	433	334	133	453	2.5%

The number of teen participants saw significant improvement, with over 30% increase over last year. In addition, an increase in the registration for 100 Books Before Graduation, which is mentioned in the Teen ReadSquared page, was also noticeable over the summer. Raffle prizes, including Squishmallows and gift cards, were very well-received.

Many thanks to staff who helped with marketing, decorations, registration, prize pick-up, and programming. A special thank you to our volunteers who helped with registration and pick-up throughout the summer.

Children's Services – Allyson Renell

- On August 7 we welcomed Natalie Franck into the Kids Room department as a new library assistant. Natalie comes to us from the Circulation Department where she served as a Clerk. We are very excited to have her!
- During the first week of August, Building Operations Director Ian Knorr installed a new set of low shelving along the west windows of the Kids Room. Our Kids Room Clerks quickly moved our Toddler collection (small board books) to this new shelving. They then shifted the JE picture books into the space the toddler books previously occupied to open up more space in this large and popular collection. In addition, Ian moved some of our low JE picture book shelving to expand the space that includes the Baby Play Area. A huge thank you to Ian and our clerks for all this hard work. Stay tuned for more additions to the Baby Play area in September!
 - Board books are made to be handled by toddlers and infants. Moving these books onto lower shelves allows young children to be more active in selecting their own titles. Encouraging children to select their own materials helps instill a love of books and reading, an important early literacy skill!
- Programming participation stayed high in August, in both in person and passive programming. Our final week of Quizzes and the Sea Animal scavenger hunt had 329 and 118 participants, respectively. Although weekly storytime sessions are on a break until mid-September, we had strong attendance at family movies, craft programs, and drop in activities
- As with many previous summers, Erin presented at District 58's New Teacher Luncheon on August 16th. She shared the many resources the Library can bring to classrooms and the many ways we can help teachers in their work
- Many staff members enjoyed vacations during the month of August. They were definitely deserved after one of the busiest summers in years

Summer Reading Club Report 2023

Children's Services – Allyson Renell

- The Summer Reading Club officially wrapped up on Sunday, August 6th. As in past years, however, we allowed children to continue picking up their prizes for another week
- We had a total of 2,028 children register for the Summer Reading Club this year (1,312 Readers and 715 Read-to-Mes) in the library. This exceeds last year's registration number of 1,918 and also exceeds 2019's number of 2,001 participants. We are very excited that we have passed our pre-pandemic numbers
- 1,912 participants completed at least prize level 1 (1,232 Readers and 680 Read-to-Mes) or 94% of all registrants. 67% of registrants completed the entire program, which means 1,356 participants received all three prize levels (852

Reads and 504 Read-to-Me). Both of these sets of numbers also exceed 2022's participation numbers

- 2,328 bonus pages were collected for this year's club. These are additional pages that kids can complete for either an extra prize or a raffle ticket. 1,416 of these pages were turned in for tokens to use in our prize machines and 912 were turned in for raffle entries. There is no limit on how many bonus pages a kid could turn in. This number was also up slightly this year, from 2,319 pages in 2022
- We also increased our outreach location participation in the Summer Reading Club. This year we had 5 daycare locations participate in a classroom version of SRC, serving 210 children in total. This expanded from 3 locations and 90 children in 2022. The classroom version of SRC is very similar to our regular program, but the class keeps track of books read together by the teacher
- In summary, it was a great year for the Summer Reading Club. We exceeded our 2022 numbers in all areas and reached 2,238 children

Circulation - Christine Lees

- Strong month for library card applications, we filled 290 library card requests this month
- Our digital statistics keep growing, we circulated 14,277 digital items this month
- Lockers remain popular with 940 items circulated via our lockers this month
- One of our shelveers, Karen Gustafson, created a comprehensive tour guide for groups that come into our workroom to receive a tour of our sorter. This document will ensure that all important details about the sorter are highlighted. Thank you Karen!
- Christine and Allyson met to discuss Card for Kids and Teacher Cards within the district. We are thrilled to offer cards to all kids who attend schools within our library district
- Five circulation team members attended the annual SWANX conference and returned with lots of new information and ideas
- Our new service desk has arrived and has been installed, the cleaner design and front of the desk looks wonderful

Information Technology – Paul Regis

- IT welcomed John Pitelka to IT to fill the vacant Computer Help Desk Associate position. John previously worked in the Circulation as a clerk and brings strong technical knowledge along with familiarity with existing library operations and procedures. Great to have you on the team, John!
- The main project for the month was the installation of new service desks in late August. IT Manager Paul Regis coordinated with Building Operations Director Ian Knorr, Circulation Manager Christine Lees, and Adult & Teen Services Manager Van McGary to nail down the timeframe and location of temporary stations during

that time. Thank you to all staff impacted by that temporary displacement – their patience and ability to adapt helped make the whole process go smoothly

- The “View from the Director’s Chair” program wrapped up early in the month, capped off with a film fest showcasing the completed films. Media Lab Coordinator Ed Bromiel mentored a talented group of students on the ins and outs of documentary filmmaking
- IT updated one staff computer, one public computer, and a number of small peripherals such as mice, keyboards, etc. Two email/PITS accounts were deleted or disabled and two new email/PITS/computer accounts were created
- August was a quiet month as far as computer classes went, with four classes offered reaching 16 students. IT staff led 31 Book-an-Expert sessions in August, assisting patrons with a variety of tech issues and questions

Marketing & Communications – Cindy Khatri

- The MC Team prepared for the Library Card Sign Up Month, which is the debut and introduction of a second library card design. The design features icons that represent the various services DGPL offers
- We redesigned and introduced new Question and Comment cards, replacing the How Did We Do cards. Additionally, we began using comment boxes in three locations (Kids Room, ATS, Lobby). Patrons are now able to give in-person/hard-copy feedback more anonymously and with expediency by removing the need to have a staff member accept the form
- The team began planning program promotion for season 3 of the Illinois Libraries Present, including creating signage, updating the website, and discussing how to highlight authors more effectively
- The September/October issue of Discoveries was developed, printed, and distributed. This issue features information on the (re)introductions of ATS, the Lucky Day collection, and the Accessibility Kits
- The team worked on how to present and format drafts of the High-Level Strategic Plan, the Annual Plan, and the Addendum with suggested initiatives
- Cindy Khatri, Marketing & Communications Manager, was invited to serve on the RAILS Board EDI Committee

Access Services – Lucas McKeever

- An update to five picture book favorites collections accounted for over 550 of our “items reclassified” tally in the chart below
- Lucas is going through the DGPL historic records archive. After an initial assessment, he will meet with Van and Katelyn to create an overall proposal for the collection’s purpose and scope
- Lucas has been selected to serve a three-year term as a member of the RAILS EDI Committee

	Adult & Teens	Kids	Both
Items Added			
Print	1141	563	
AV	209	22	
Items Discarded			
Print	1380	1481	
AV	27	597	
Items Repaired			506
Items Reclassified			691
Original Records			95

Building Operations – Ian Knorr

- New cabinets and countertop were installed in the IT workroom
- New service desks were installed at the IT desk, Adult and Teen Services Desk, Circulation and Info Desks
- I met with James Pitzer of Gallagher Bassett who is contracted by LIRA for our annual risk assessment
- Annual life safety device inspections and testing were performed

August						
Circulation	AUG 23	%	AUG 22	%	AUG 21	%
Checkouts						
Selfchecks	32,755	71%	35,757	75%	33,339	75%
Staff desk	12,707	27%	11,232	23%	11,401	25%
Lockers	940	2%	1,001	2%	0	
Total checkouts	46,402		47,990		44,740	
Renewals						
Auto-renewal	35,073		35,594		36,502	
Selfchecks	6		2		14	
Staff desk (incl. phone)	413		445		282	
Patron self-renewals on website	0		0		118	
Patron self-renewals on BookMyne	0		0		0	
BlueCloud Mobile/Web services (22 & 11)	766		795		596	
Total renewals	36,258		36,836		37,512	
Total item checkouts and renewals	82,660		84,826		82,252	
Digital Circulation	14,277		13,098		11,853	
Total Circulation	96,937		97,924		94,105	
Reserves Processed						
Received from ILL	5,278		5,194		4,602	
ILL sent	4,516		4,221		3,769	
OCLC requests processed	202		160		194	
Gate Count						
North	22,575		21,520		14,111	
South	14,314		14,219		10,326	
Total	36,889		35,739		24,437	
Lockers	940		1,001		0	
Gate Count and Lockers Total	37,829		36,740		24,437	
Curbside Count	0		0		0	
Registrations						
New resident cards	290		250		175	
New fee cards	3		6		5	
Professional Development Hours	46		263		160	
Cost of Professional Development	\$0		\$0		\$0	

Circulation

	Aug 2022	Aug 2023	YTD Totals			
Adult	40,797	39,361	305,696	305,034		
Teen	2,381	2,292	16,539	15,269		
Children	41,648	41,007	301,119	298,352		
Download	13,098	14,277	100,481	112,599	YTD Difference	
Total	97,924	96,937	723,835	731,254	7,419	1.0%

Circulation - By Item

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	28,155	71.53%	2,580	6.55%	6,140	15.60%	2,486	6.32%	39,361
Teen	2,232	97.38%	21	0.92%	14	0.61%	25	1.09%	2,292
Children	35,513	86.60%	1,295	3.16%	2,915	7.11%	1,284	3.13%	41,007
Total	65,900	79.72%	3,896	4.71%	9,069	10.97%	3,795	4.59%	82,660

Collection - All Items

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	119,456	75.47%	15,466	9.77%	16,785	10.60%	6,573	4.15%	158,280
Children	78,555	87.01%	2,983	3.30%	6,718	7.44%	2,031	2.25%	90,287
Total	198,011	79.66%	18,449	7.42%	23,503	9.46%	8,604	3.46%	248,567

Book Collection

	Aug 2022	Aug 2023	YTD Totals		YTD Difference	
Adult	118,151	119,456				
Children	79,973	78,555				
Total	198,124	198,011	198,124	198,011	-113	-0.1%

Audio Collection

	Aug 2022	Aug 2023	YTD Totals		YTD Difference	
Adult	15,478	15,466				
Children	2,935	2,983				
Total	18,413	18,449	18,413	18,449	36	0.2%

Video Collection

	Aug 2022	Aug 2023	YTD Totals		YTD Difference	
Adult	16,005	16,785				
Children	7,594	6,718				
Total	23,599	23,503	23,599	23,503	-96	-0.4%

Miscellaneous Collection

	Aug 2022	Aug 2023	YTD Totals		YTD Difference	
Adult	6,855	6,573				
Children	1,923	2,031				
Total	8,778	8,604	8,778	8,604	-174	-2.0%

Statistics for August 2023 (FY Jan-Dec)

Rooms & Spaces

	Aug 2022	Aug 2023				
Community Use of Rooms	982	1,018				
<i>Meeting, Conference, Study Rooms</i>						
Community Use of Spaces	228	206				
<i>Media Lab, STEM Room, Teen Gaming</i>						
Rooms and Spaces Total	1,210	1,224	YTD Totals	8,169	10,327	YTD Difference 2,158 26.4%

Programs Offered

	Aug 2022	Aug 2023				
Library Programs Offered						
Adult	34	32				
Teen	7	6				
Children	48	53				
Self-Directed Programs Offered						
Adult	5	14				
Teen	4	4				
Children	2	4				
Programs Offered Total	100	113	YTD Totals	915	1,088	YTD Difference 173 18.9%

Program Attendance

	Aug 2022	Aug 2023				
Library Program Attendance						
Adult	809	907				
Teen	73	57				
Children	951	1,380				
Self-Directed Program Attendance						
Adult	1,393	1,510				
Teen	170	296				
Children	1,918	2,082				
Program Attendance Total	5,314	6,232	YTD Totals	31,396	44,102	YTD Difference 12,706 40.5%
Virtual Program Views Total	142	259		2,628	3,848	1,220 46.4%

Website Views

	Aug 2022	Aug 2023	YTD Totals	YTD Difference
Total Website Views	30,666	34,970	247,487	272,723 25,236 10.2%

Statistics for August 2023 (FY Jan-Dec)

Library Visits

	Aug 2022	Aug 2023				
Gate Count	35,739	36,889				
Locker Pickups	1,001	940	YTD Totals		YTD Difference	
Total Library Visits	36,740	37,829	235,116	286,007	50,891	21.6%

One-on-One Services

	Aug 2022	Aug 2023				
One-on-Ones	47	33				
Homebound	7	5				
Notary	33	57	YTD Totals		YTD Difference	
Total Sessions	87	95	438	619	181	41.3%

Computer User Sessions

	Aug 2022	Aug 2023				
Adult	1,782	1,819				
Children	966	1,579	YTD Totals		YTD Difference	
Total	2,748	3,398	16,337	21,264	4,927	30.2%
Wireless Sessions	1,465	1,682	8,595	9,162	567	6.6%

Printing Services

	Aug 2022	Aug 2023				
Poster	4	4				
3D	18	12	YTD Totals		YTD Difference	
Total Prints	22	16	132	161	29	22.0%

The Cupboard

	Aug 2022	Aug 2023	YTD Totals		YTD Difference	
Total Donations	2,267	1,670	18,458	14,013	-4,445	-24.1%

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
SEPTEMBER 27, 2023**

Agenda Item 9A

Reschedule October 25 Regular Board Meeting to October 18

The Board of Library Trustees has a meeting scheduled for Wednesday, October 25, 2023. Trustee Day at the Illinois Library Association Annual Conference is Thursday, October 26 in Springfield, with a start time of 8:00 a.m. In order to accommodate three Trustees' attendance at this full-day training event, an alternate date of October 18 has been tentatively scheduled.

Recommended Action: Reschedule October 25 Regular Board Meeting to October 18.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
SEPTEMBER 27, 2023**

Agenda Item 9B

Feedback on Statistical Reports

Earlier this summer, the Board of Library Trustees was provided with several examples of board meeting packets from area libraries. Trustees reviewed and gave feedback on the samples in order to improve the appearance and desired content of the monthly board meeting packets. One area of desired improvement was clarifying statistical reporting of library activity by including charts/graphs.

From the initial responses received by Trustees, the main takeaways were that the charts/graphs needed to be clear, simple, and easy to read; represent trends over time (year-to-year); and connect to the Strategic Plan. In addition, annual graphic reports showing department-by-department activity would also be helpful.

The goal of this discussion is to review the charts/graphs provided in the board packet and gather feedback on the types of charts/graphs the Board would like to see monthly and annually.

Recommended Action: Discussion of Statistical Report.

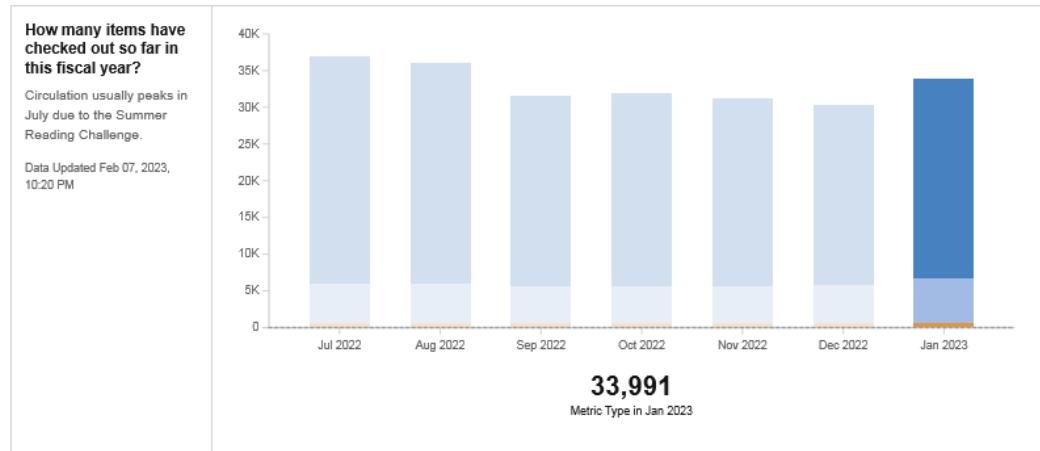
Fox River Valley Sample (monthly/annually)

How are we doing?

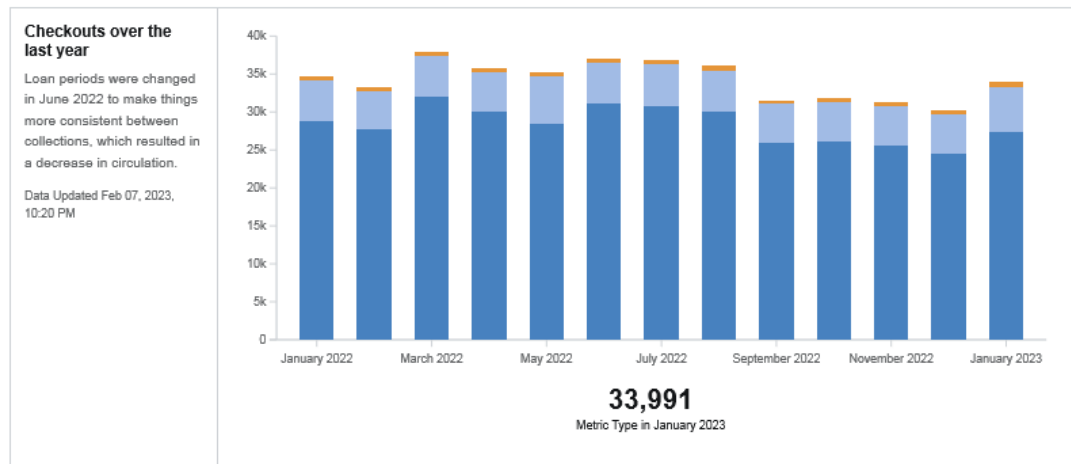
The monthly Dashboard tells our story

Click the graphs to see more details

Checkouts - This Fiscal Year

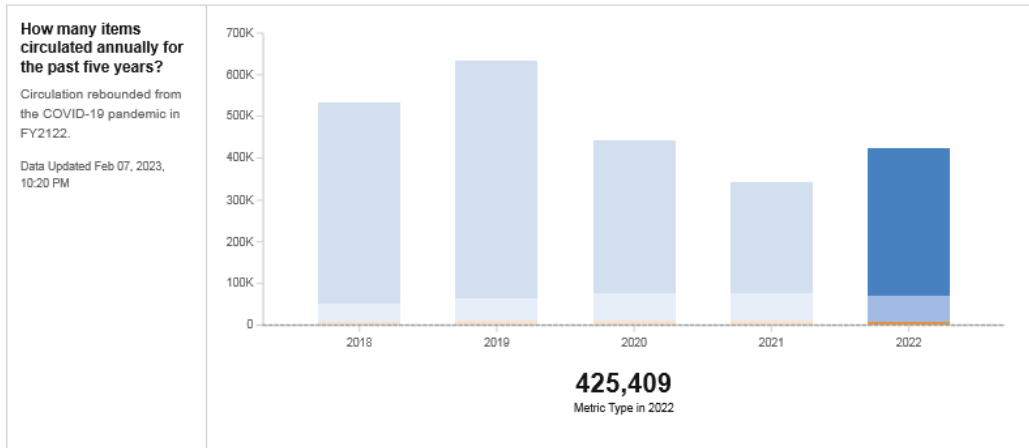


Checkouts - 13 Month Trends

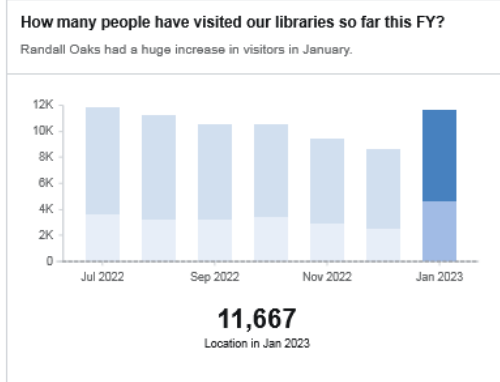


Fox River Valley Sample (monthly/annually)

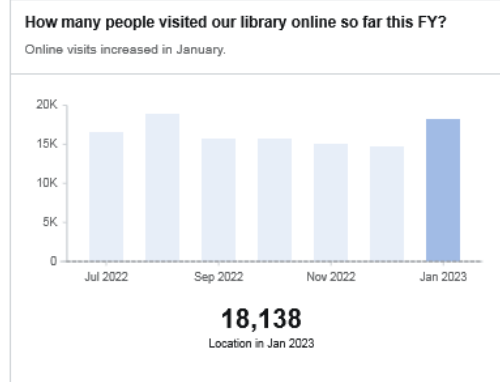
Checkout Trend



Library Visits - This Fiscal Year

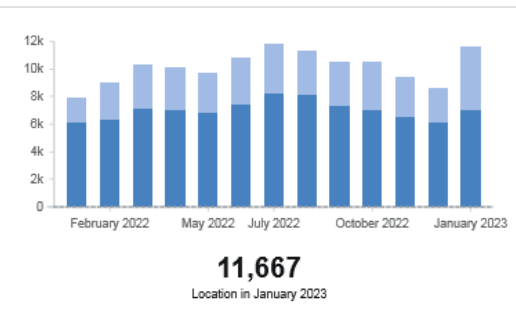


Website Visits - This Fiscal Year



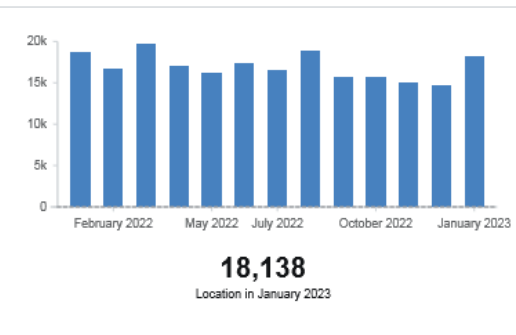
Library Visits - Past 13 Months

Library visits increased by 84% from last January.



Website Visits - Past 13 Months

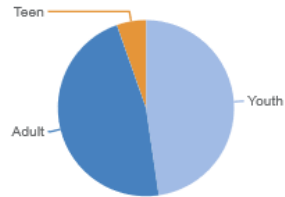
Website usage was similar to last January.



Fox River Valley Sample (monthly/annually)

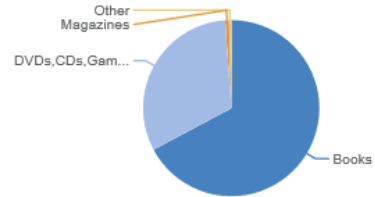
Physical item checkouts

Checkouts by Audience - last fiscal year



369,402
Department in 2022

Checkouts by Material Type - last fiscal year

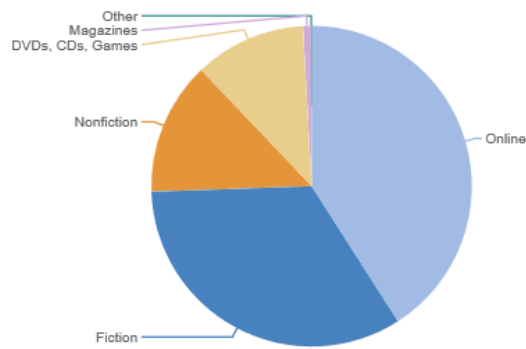


369,402
Material Type in 2022

How many items are owned by our libraries?

About 25% of our collection is checked out at any time.

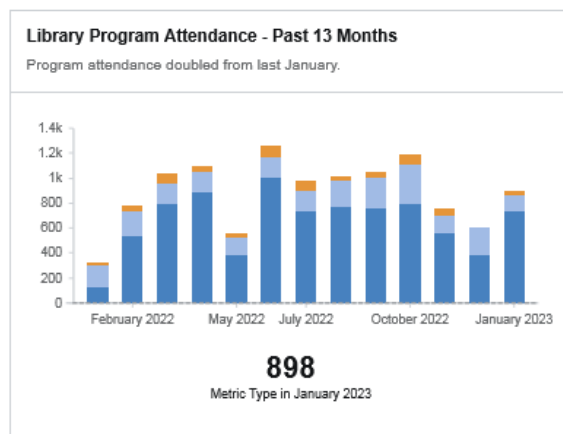
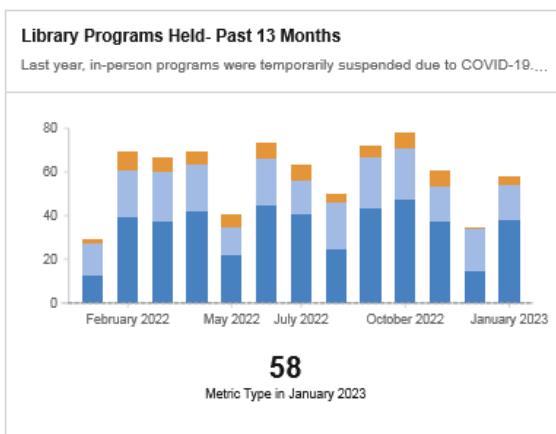
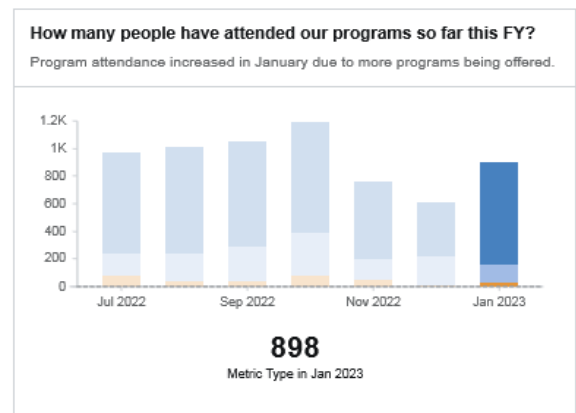
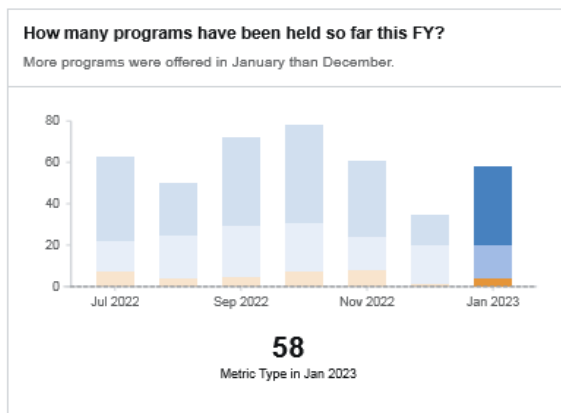
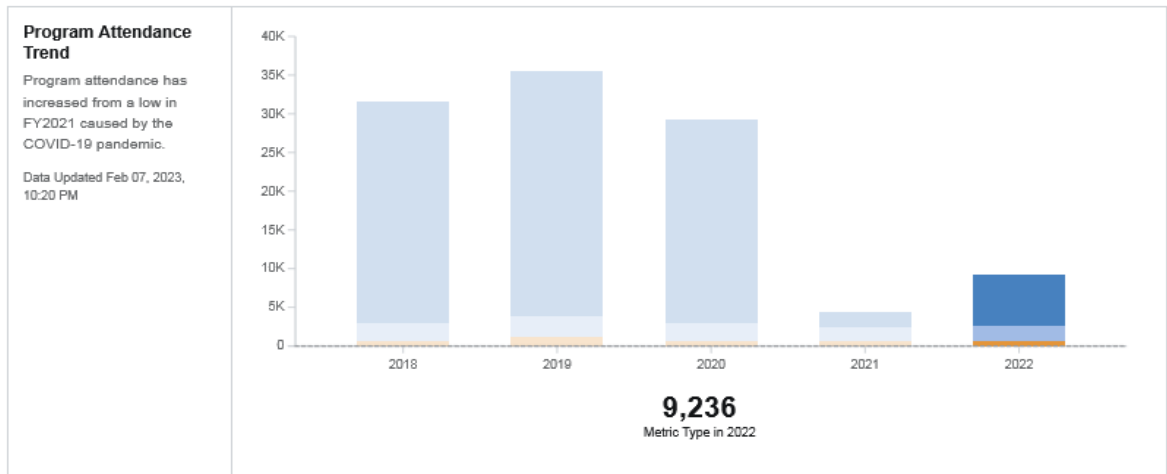
Data Updated Aug 10, 2022, 2:39 PM



220,057
Material Type in 2022

Fox River Valley Sample (monthly/annually)

Program Attendance Trend

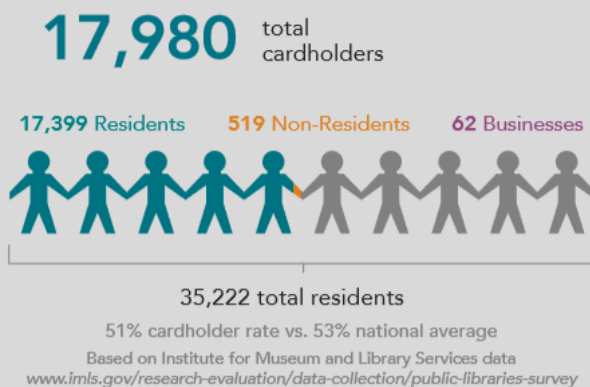


Northbrook Sample (year-to-date)

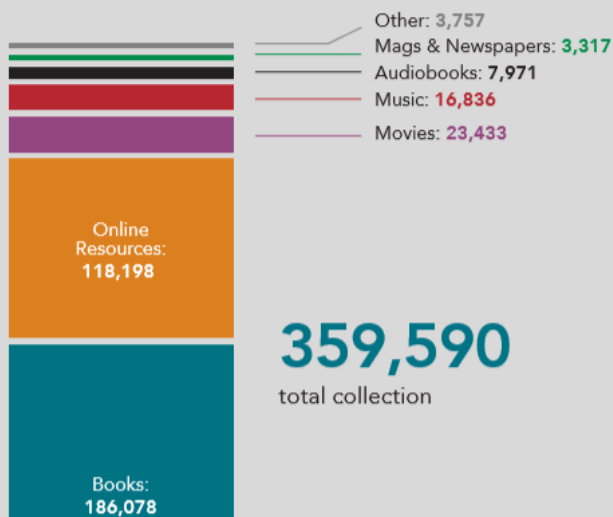
STATISTICS JANUARY 2023

These statistics represent year-to-date counts from May 1, 2022 - January 31, 2023, compared to the same time period for last year, unless otherwise noted. We continue to see steady increases with in person visitors to the library, but are still down from where we were pre-pandemic. Based on the room bookings, we know that the people that are visiting are using those spaces much more heavily. Programming continues to see a slight downward trend in in-person programs for the past few months while virtual programs are holding steady. This was expected during the winter months when people would be less likely to go out in the cold.

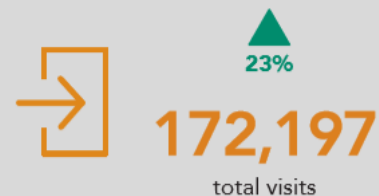
CARD HOLDERS (AS OF JANUARY 31)



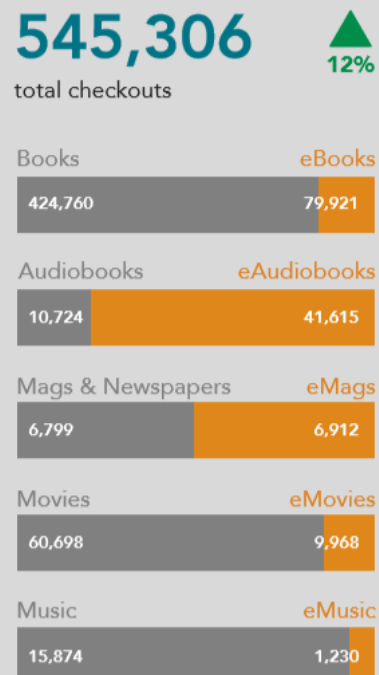
COLLECTION (AS OF JANUARY 31)



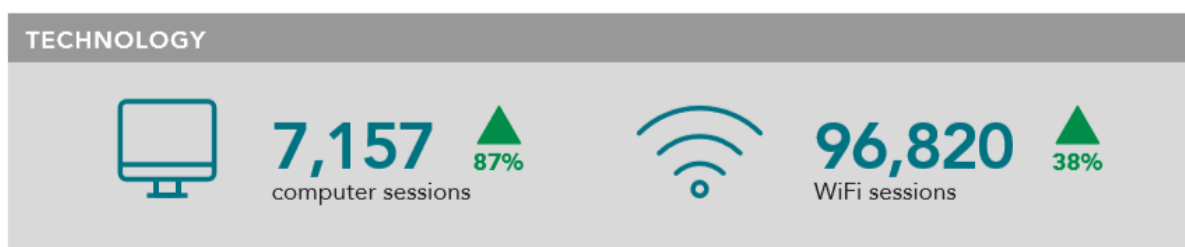
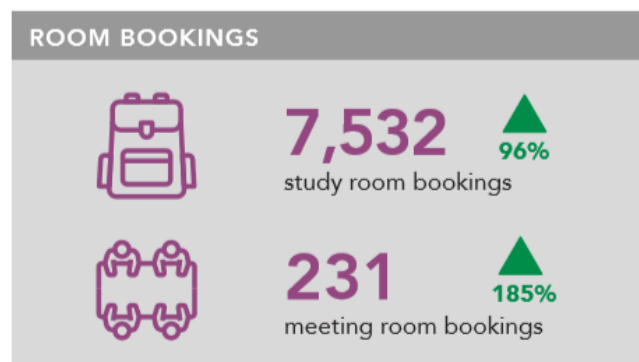
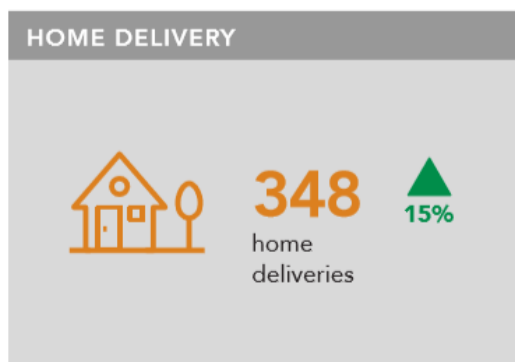
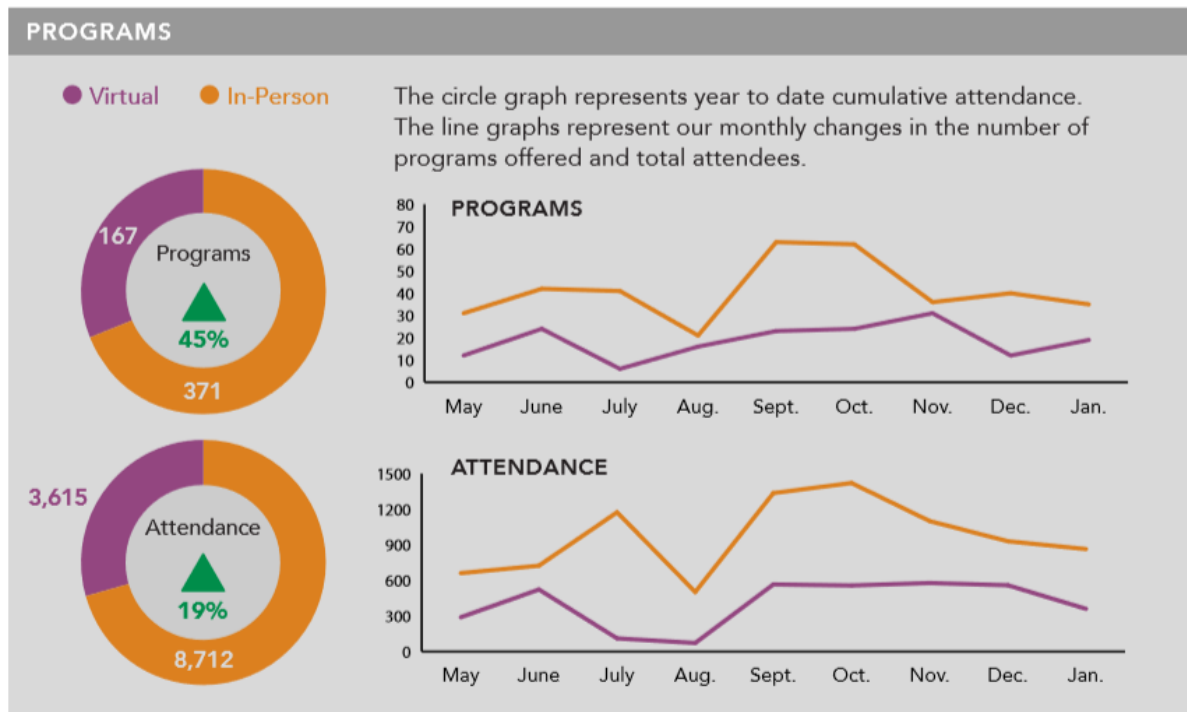
VISITS



CHECKOUTS



Northbrook Sample (year-to-date)



Oak Park Sample (various)

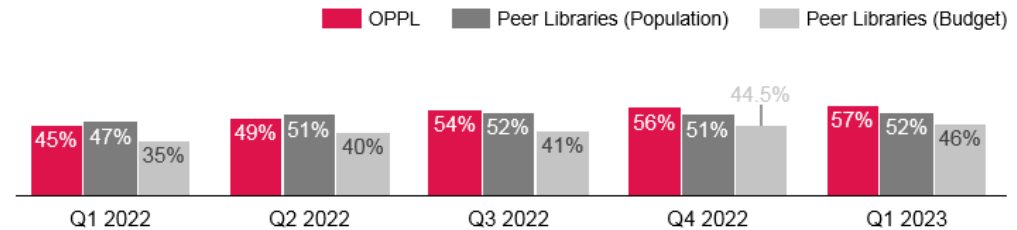
Core Use Statistics

65 of 121



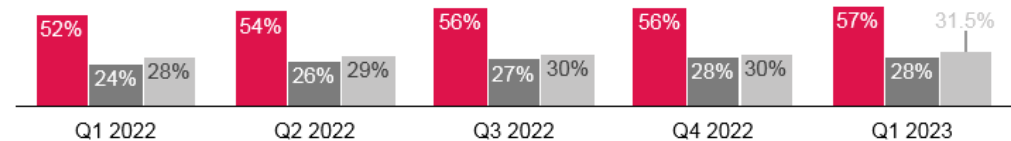
New Cardholder Retention

The percentage of new cardholders who signed up 12-24 months prior to the end of a given quarter who are still active users (i.e., have used their library card within the last 12 months)



Market Penetration

The percentage of active households (i.e., households containing at least one active user) in the library's service area



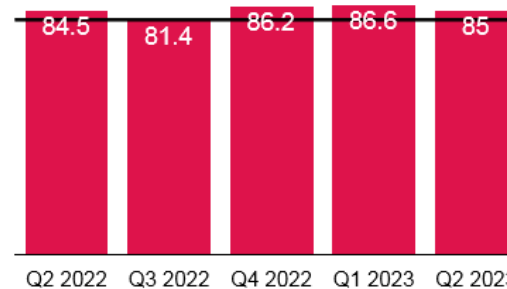
Net Promoter Score

A metric used to measure customer satisfaction and loyalty as well as predict future growth. The score is derived from responses to the following question:

On a scale from 0 (not at all likely) to 10 (very likely), how likely are you to recommend the library to others?

The NPS can range from -100 to 100. For reference, a positive score is Good, above 50 is Excellent, and above 70 is considered World Class.

2021 Score: 81.2



NPS Survey Quarterly Sample Sizes

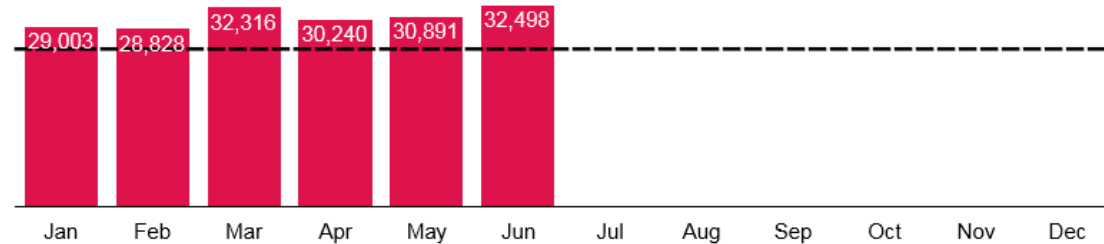
2022: Q2=71; Q3=86; Q4=52 2023: Q1=60; Q2=40

Oak Park Sample (various)

Building Visits

The number of patron visits to a library building

2022 Average: 25,431

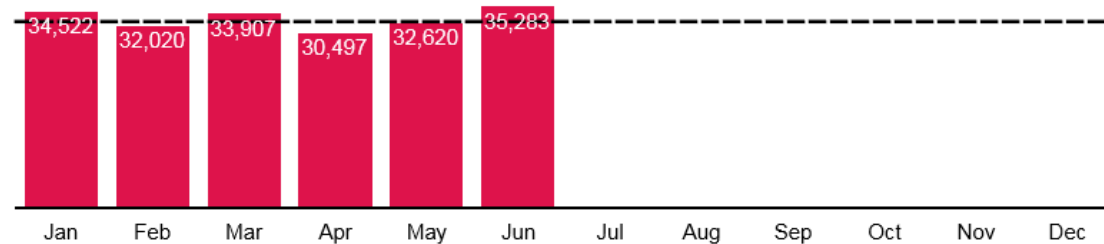


Year-to-Date
183,776

Website Users

The number of people who initiated at least one session on oppl.org during a given month

2022 Average: 32,531

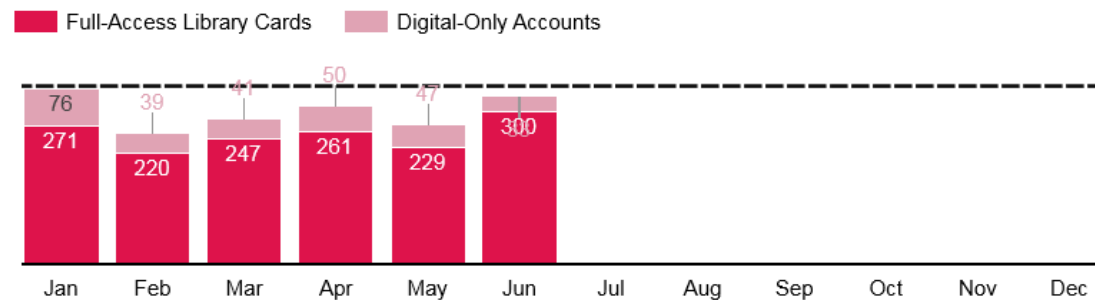


Year-to-Date
198,849

New Users

The number of new account registrations (digital-only accounts or full-access library cards) each month*

2022 Average: 352



Year-to-Date
1,814

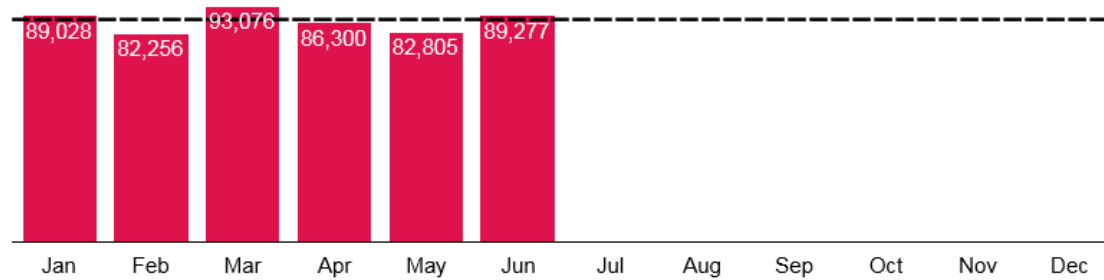
*NOTE: Digital-only accounts became available to community members in March 2020. Users who obtain digital-only accounts and later convert to full-access cards are not counted a second time as new users during the month they convert.

Oak Park Sample (various)

Physical Materials Use

The number of checkouts plus renewals made at an Oak Park library location

2022 Average: 87,737

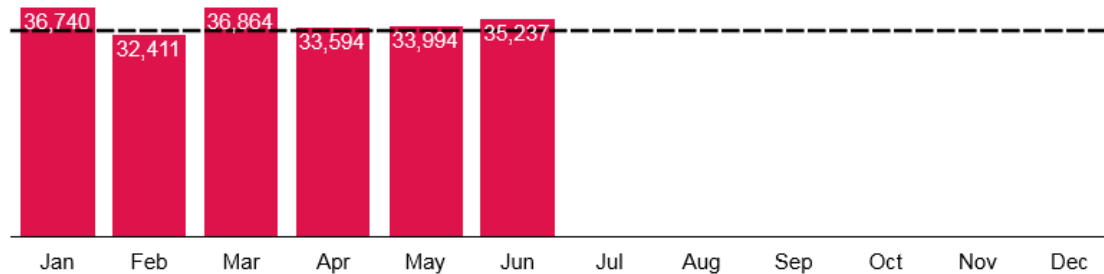


Year-to-Date
522,742

Digital Materials Use

The number of materials downloaded or streamed from Oak Park library collections

2022 Average: 33,017

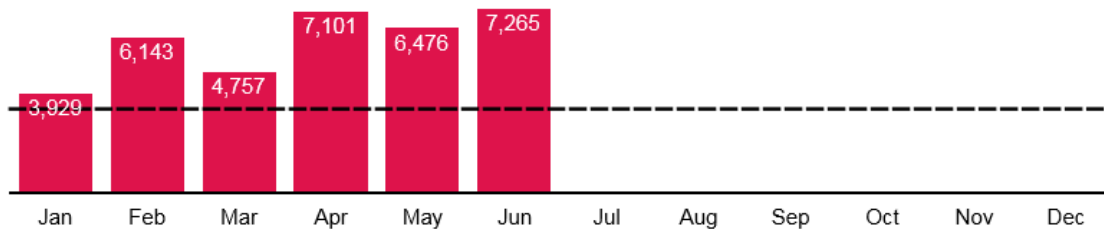


Year-to-Date
208,840

Online Resource Use

The number of sessions (logins) for online resources, based on vendor statistics

2022 Average: 3,283



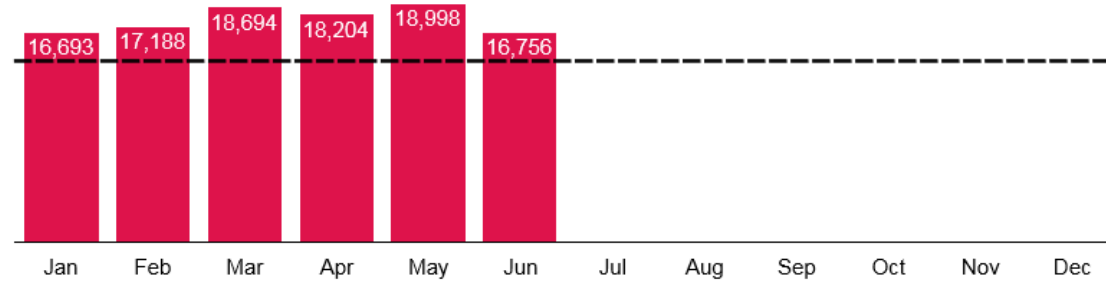
Year-to-Date
35,671

Oak Park Sample (various)

WiFi Use

The number of unique daily WiFi clients at an Oak Park library location

2022 Average: 14,410

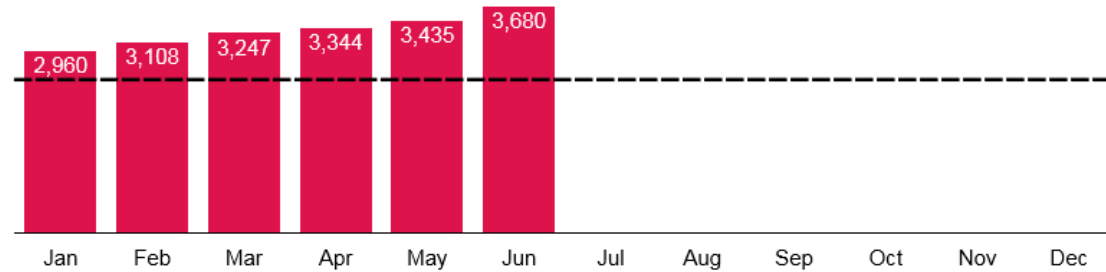


Year-to-Date
106,533

Public Computer Use

The number of PC sessions at an Oak Park library location

2022 Average: 2,479

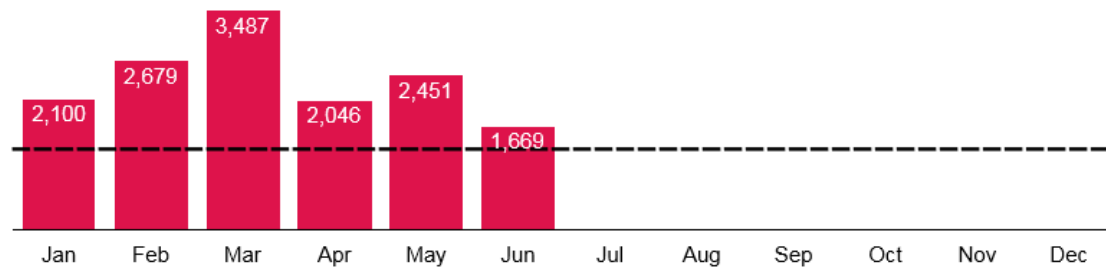


Year-to-Date
19,774

Program Attendance

The number of attendees at programs held inside an Oak Park library location or in a library virtual space

2022 Average: 1,281



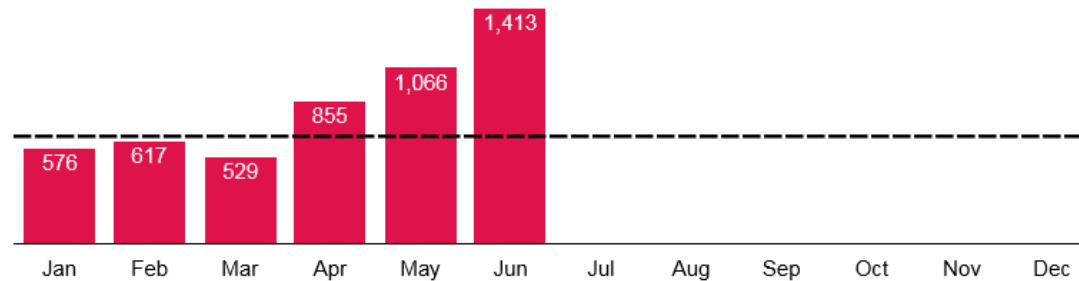
Year-to-Date
14,432

Oak Park Sample (various)

Community Outreach

The estimated interactions from all Outreach and Book Bike events

2022 Average: 645

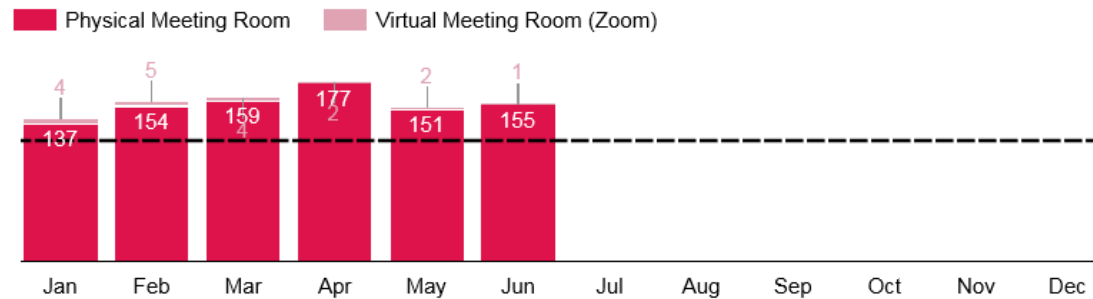


Year-to-Date
5,056

Meeting Room Use

The number Oak Park library physical and virtual meeting room reservations made by community members

2022 Average: 120

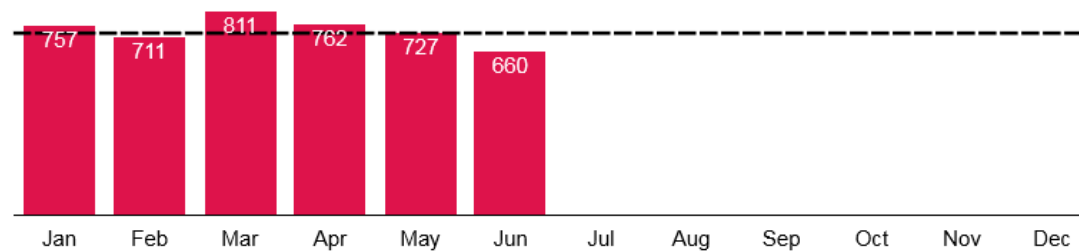


Year-to-Date
951

Study Room Use

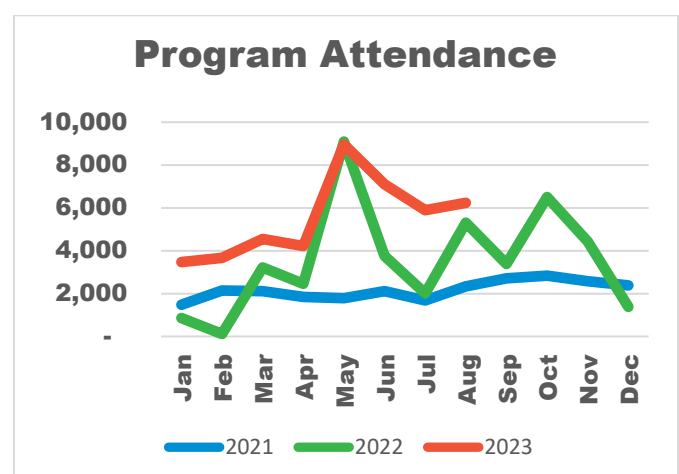
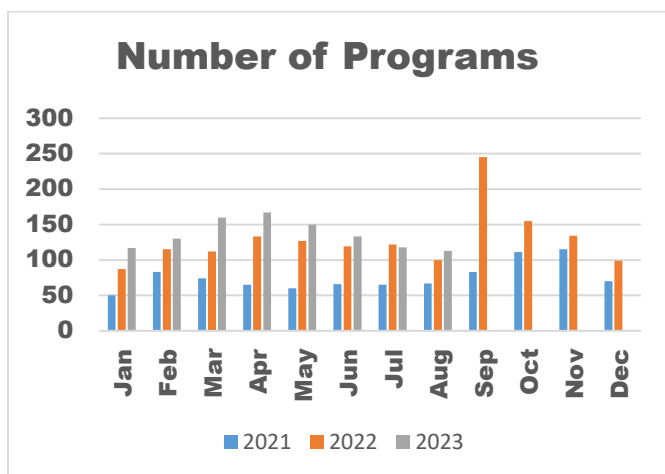
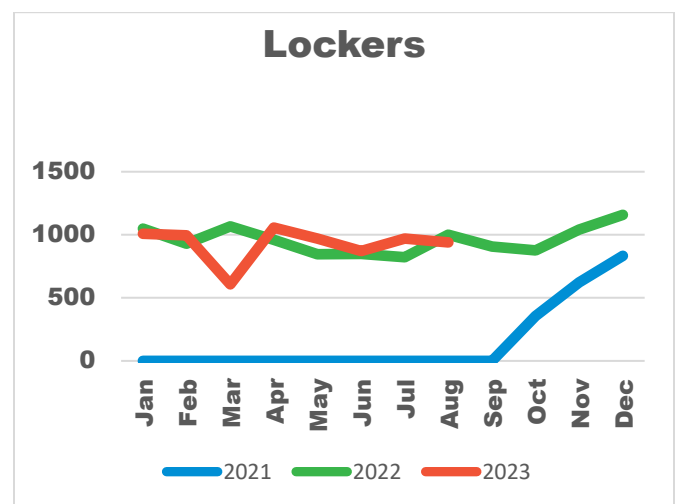
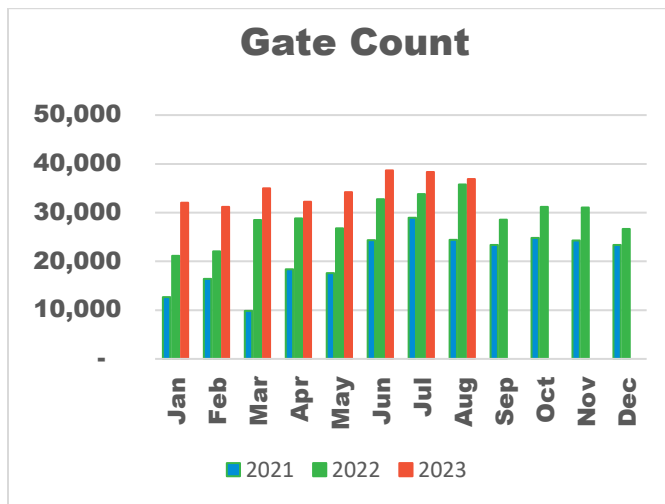
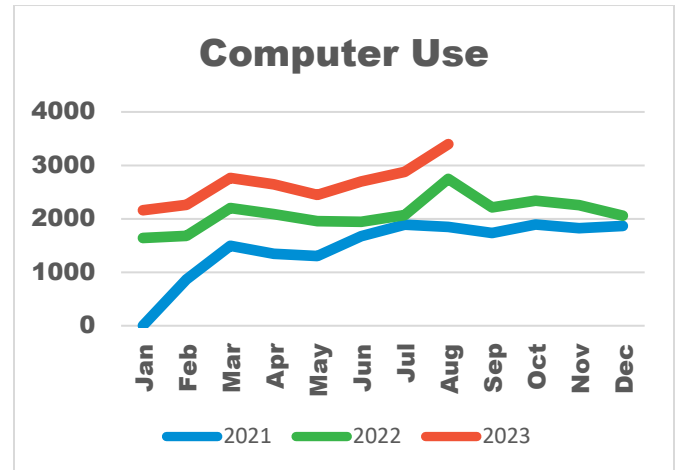
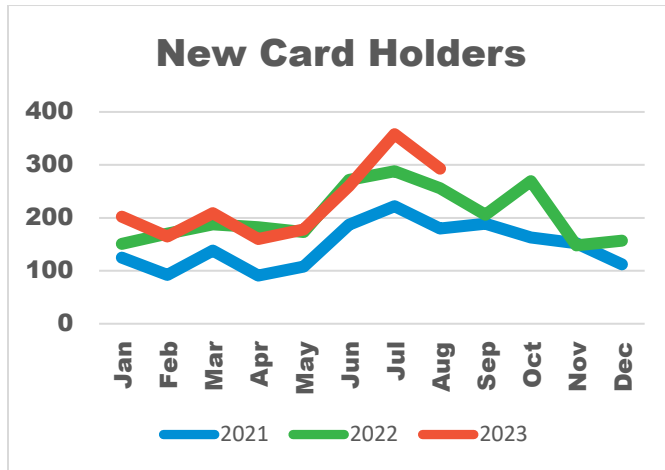
The number of Oak Park library study room reservations made by community members.

2022 Average: 726

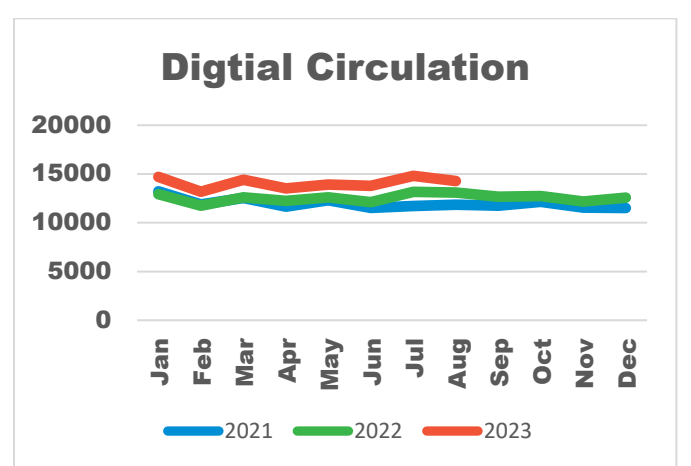
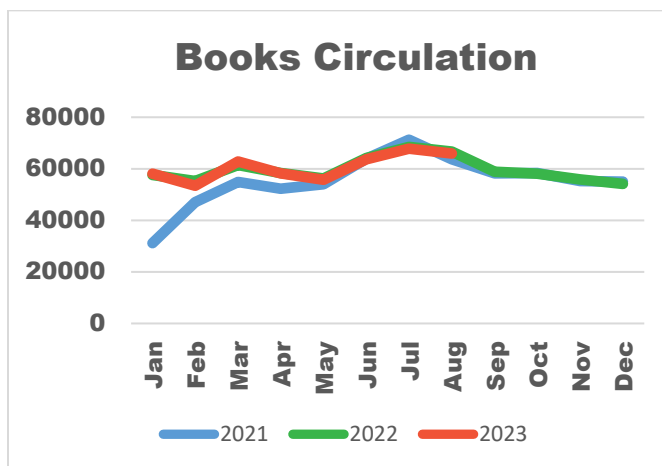
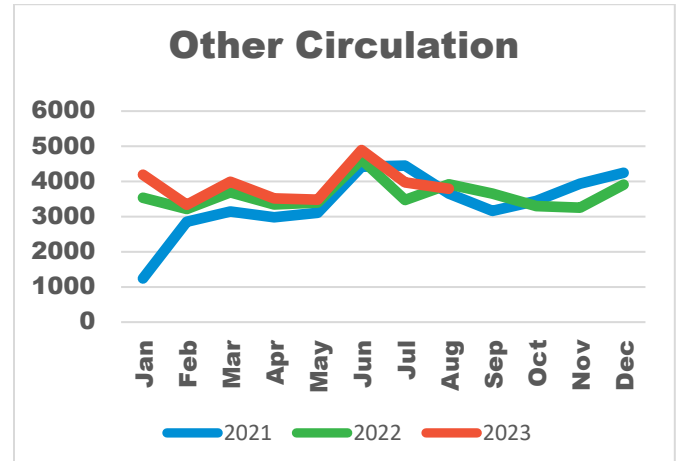
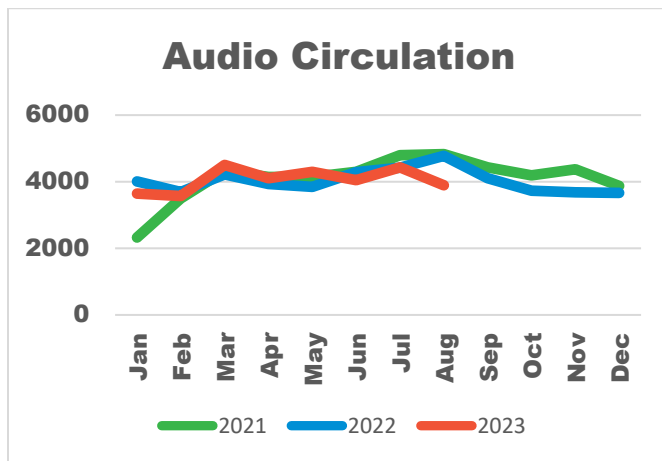
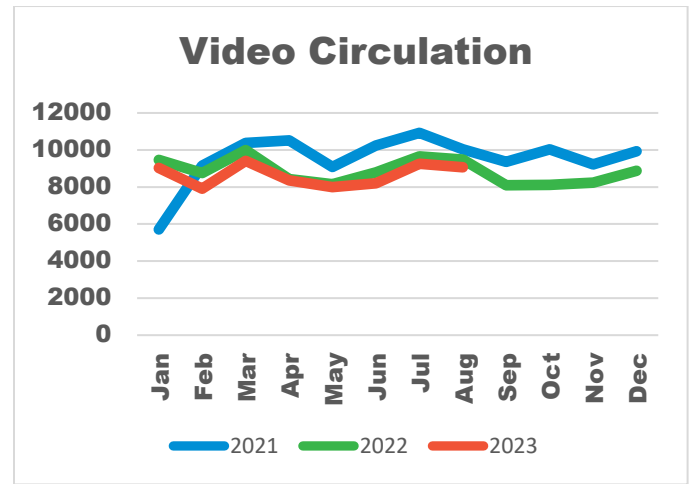
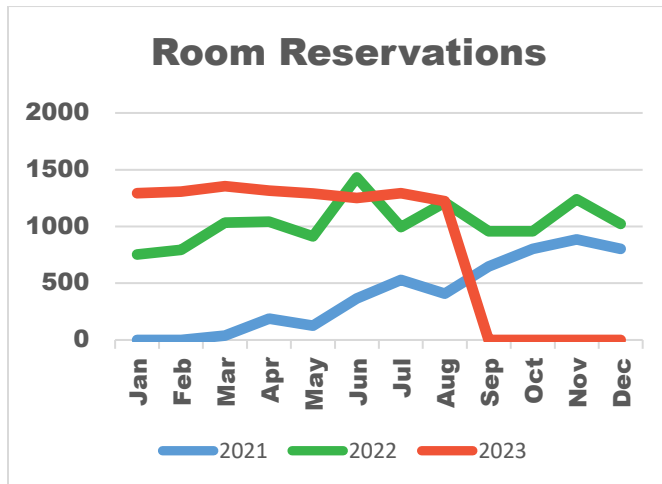


Year-to-Date
4,428

DGPL Sample: AUG 2023 Stats at a Glance: 3-year comparison



DGPL Sample: AUG 2023 Stats at a Glance: 3-year comparison



DGPL Sample: AUG 2023 Stats at a Glance: 3-year comparison

