

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
MARCH 20, 2024, 7:00 P.M.  
VILLAGE COUNCIL CHAMBERS – VILLAGE OF DOWNERS GROVE  
801 Burlington Ave.  
Downers Grove, IL 60515**

**AGENDA**

1. Call to Order
2. Pledge of Allegiance and Land Acknowledgment
3. Roll Call
4. Approval of Minutes
  - a. February 28, 2024 Regular Meeting ACTION
5. Financial Matters
  - a. February 2024 Financial Report
  - b. March 2024 Invoices ACTION
6. Public Comment

Public Comments may also be submitted online at [dglibrary.org/feedback](https://dglibrary.org/feedback) or emailed to the Board of Library Trustees at [libraryboard@dglibrary.org](mailto:libraryboard@dglibrary.org)
7. Trustee Comments
8. Library Director's Report
9. New Business
10. Unfinished Business
  - a. Board of Library Trustees Goals for 2024 DISCUSSION
11. Executive Session
12. Adjournment

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

**MINUTES OF THE BOARD OF LIBRARY TRUSTEES MEETING  
FEBRUARY 28, 2024, 7:00 P.M.**

**BOARD TRUSTEES:**

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

**GUESTS:**

Julie Milavec	Library Director
Jen Ryjewski	Assistant Library Director
Scott Anderson	Business Office Assistant
Ed Bromiel	Media Lab Coordinator
Allyson Renell	Children's Services Manager

**ABSENT:**

Bill Nienburg	Trustee
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Minutes prepared by Jodie Percy 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 7:00 p.m.

**2. PLEDGE OF ALLEGIANCE AND LAND ACKNOWLEDGEMENT**

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

**3. APPROVAL OF AGENDA**

**On a motion made by Marti Sladek, seconded by Dave Humphreys, it was resolved to adjust the agenda to move public comments, trustee comments, and the resolution of censure before the approval of the minutes. Motion carried.**

**4. PUBLIC COMMENT**

President Swapna Gigani outlined the rules for public comment before opening the floor for comments.

**Brookes Ruyle**, a Downers Grove resident, Director on the Downers Grove Public Library Foundation and Chair of the Friends of the Library Committee, noted that February is “Love Your Library” month coinciding with the announcement that DGPL Foundation will be overseeing the Friends Group. It was noted that there are buttons available to the public at the door for the “Fill the Room with Friends” initiative. The Foundation is hoping to receive 100 recurring donors this year.

**Kylie Spahn**, a Downers Grove resident, stated her full support for the Library Director Julie Milavec and the staff, programming, and Board members present. She asked for a vote of no confidence against Trustee Nienburg for violating Section 2C and 2E of the Bylaws of Library Trustee of the Village of Downers Grove. It was stated that the first violation was a serious security breach of sending a confidential email to an external recipient. The second breach was noted to have occurred on social media when personal beliefs were not differentiated from the library in a statement of politics. Kylie Spahn stated support for terminating Trustee Nienburg from his position on the Board.

**Jim Wool** addressed Trustee Dougherty regarding an incident at the last Board of Trustees meeting. Jim Wool stated evidence of staff participating in unethical behavior had been provided to the Board on numerous occasions and was sent to the Board again upon request. He stated that the Board would not censor the staff members for unethical behavior. He called into question the credibility of Trustee Dougherty in her actions at the previous meeting compared with the refusal of the Board to address the perceived unethical behavior. Jim Wool continued by addressing Trustee Humphreys, alleging concern of disappointing the staff. He next addressed President Gigani alleging the Land Acknowledgement is filled with error and prepared by the offending staff member. He compared the Board of Trustees to a story included in “One Flew Over the Cuckoo’s Nest.” (After being asked repeatedly to keep his comments directed to the Trustees, Jim Wool was asked to leave the meeting for not following the rules set out.)

The next attendee thanked the attendees who respected the rules set out at the beginning of the public comment period.

(The meeting closed for a recess and resumed at 7:32 p.m.)

The next participant noted a statement at the previous meeting regarding not consulting previous minutes from before the Trustee sat on the Board. The participant continued by referencing a previous speech given to the Board regarding a lack of institutional control, noting that the meeting in session is showing those concerns to still be valid. The participant continued to address the meeting regarding the deterioration of the meeting in progress. The participant noted that the Board has not addressed the issue of the lack of response regarding a window painting issue that had been ongoing for some time. The participant asked for the Board to admit to their behavior and address the issue regarding window painting.

**Laura Kamdowski**, a Downers Grove resident, thanked the Board for continuing to serve during a difficult situation.

**Ilene Briner**, a Downers Grove resident, presented the land acknowledgement statement of Glen Ellyn as a contrast to the Downers Grove Public Library land acknowledgement. Ilene Briner suggested that the Downers Grove Public Library land acknowledgement statement be adjusted to the opening statement with information provided on where to obtain further information.

**Ed Briner**, a Downers Grove resident, expressed concern about the safety and security of the library for children. He noted that the response from the Board member did not address the issues that were brought forward at the previous meeting. He outlined a list of police reports for the library in detail.

**On a motion made by Dave Humphreys, seconded by Marti Sladek, it was resolved to extend the public comment period to accommodate the attendees in line to speak. Motion carried.**

**Mike Ryan**, a Downers Grove resident, noted the concerns regarding police incidents having increased and assertions that had been made that the library staff had been hiding police incidents. He continued to note that the library is a public space and, therefore, cannot prevent the public from accessing it. He noted that his family are members of the library, enjoy it greatly, and thanked the staff and Board members. Mike Ryan noted that he supports the motion to censure Trustee Nienburg from the Board.

**Robyn Tryloff**, a Downers Grove resident, noted that the library has faced attacks and accusations for the past 18 months that are damaging to the reputation of the library and are unacceptable. She continued by expressing her reasons for loving the library, including it being a community hub, offering activities for everyone, and a sense of community.

**Noel Manley**, from Darien, Illinois, noted that the optics of the resolution of censure were not good. He noted that the standards and measures are not properly outlined in the resolution. Noel Manley asked for the Board to table the resolution until Trustee Nienburg can be present at the meeting.

**Werner Kiuntke**, a Downers Grove resident, presented a brief history of the US. He lauded the library for the land acknowledgement statement as the first phase to address the wrongs of the country. He noted that the library had been criticized for allowing community members to enter the library and noted that the library is not a social services office to be criticized for how they handle the actions of those with mental health issues.

## **5. TRUSTEE COMMENTS**

**Barnali Khuntia** noted the privilege she holds to serve as a Trustee and the responsibility that it entails. A coffee hosted by the Trustees was related to the attendees and the story time that happened at the same time as the coffee. When the parents and children who were attending story time were asked if they felt welcome and safe, the answer was yes. It was noted that all District 58 students will soon have access to the DGPL through an agreement that has been put in place. She noted that the library is a critical part of the community and is valuable.

**Dave Humphreys** noted that his chief job as a Trustee is to stay out of the way of the staff. The Trustees govern the library by setting policy and raising money to support the library. The Trustees hire a Library Director who hires staff to run the library. As a long-time library Trustee, he noted that he has done his best to follow all the laws and policies of the library and commended the current staff of the library. He noted that public comment has recently degenerated to name calling and personal attacks toward staff. He noted that all the public comments must be civil, and all participants need to avoid attacking the Board and staff.

**Marti Sladek** noted that people who come to the meetings with a lack of good manners are contributing to what they are expressing concern about. She noted that those who are concerned

about their safety within the library should consider the feelings of the staff and Trustees who are facing verbal abuse and threats on the street and through social media. She noted that Trustees have had enough of hate speech against minorities and the LGBTQ+ community.

Marti Sladek clarified that draft documents are not public documents. She further clarified that a director of the library is not a member of the Board but is the sole employee of the Board. Performance issues of the staff are not the responsibility of the Board. All issues that are dealt with are employee privacy issues and will not be included in a public forum.

**Carissa Dougherty** noted programming offered on information literacy and the upcoming management retreat. She expressed disappointment that her comments at the previous meeting had been misunderstood, noting she had not intended to downplay the police reports and emphasized the need to acknowledge the difficulties faced by the library.

Carrisa Dougherty discussed the values of the library and the need for these to be promoted by the library Trustees. She noted that the optics of the resolution being presented are not good. She presented other unique aspects of Trustee Nienburg that do not promote the values of the library. She noted that a person's politics should not influence how they act as a Library Trustee. She closed by noting that, given the current Board composition, it is unclear whether the Trustees can follow the bylaws and values of the library in a complete and productive manner.

**Swapna Gigani** apologized for how the public comment period was conducted. She replied to the comments of the participant who expressed concern regarding institutional control noting some inaccuracies in his comments. She thanked those who had attended the Trustee coffee. She outlined the work of staff to increase the security of the library. She expressed concerns regarding the attacks on staff and the Trustees.

## **6. RESOLUTION OF CENSURE**

**On a motion made by Marti Sladek, seconded by Carissa Dougherty, it was resolved to move the resolution of censure to the table for voting. Motion carried.**

The Trustees made clear that the library staff did not participate in the development of the resolution in any way.

Dave Humphreys provided a statement on his stand regarding the resolution noting that the Trustees are required to follow the bylaws and act as a team. He further noted an erosion of trust and confidence from the staff.

**On a motion made by Dave Humphreys, seconded by Marti Sladek, it was resolved to amend the resolution of censure to conclude with the sentence: In light of all of these circumstances, we call upon the Downers Grove Village Council to remove Bill Nienburg from the Board of Library Trustees of the Downers Grove Public Library as soon as possible. Ayes: Dougherty, Humphreys, Khuntia, Sladek, Gigani. Nays: None. Abstentions: None. Motion carried.**

Barnali Khuntia thanked Dave Humphreys for his statement regarding teamwork. She noted that the roll of Trustee should include listening and working together for resolutions. She noted her stand regarding the resolution of censure noting that Trustee Nienburg's unwillingness to acknowledge her by name makes it very difficult for her to work with him.

Swapna Gigani provided a statement on her stand regarding the resolution of censure. She noted that the timing of the resolution is based on the final incident noted in the resolution causing action to need to be taken promptly.

**A roll call vote was conducted to pass the resolution of censure. Ayes: Dougherty, Humphreys, Khuntia, Sladek, Gigani. Nays: None. Abstentions: None. The resolution to censure was passed.**

**7. APPROVAL OF MINUTES**

**On a motion made by Barnali Khuntia, seconded by Dave Humphreys, it was resolved that the minutes of the Board of Library Trustees meeting held on January 24, 2024, be approved as presented. Motion carried.**

**8. FINANCIAL STATEMENTS**

**On a motion made by Barnali Khuntia, seconded by Dave Humphreys, it was resolved to accept the January 2024 financial statements and February 2024 invoices as presented. Motion carried.**

It was noted that more than 103% of revenues were collected in 2023. Expenditures were reviewed and it was noted that the variance in insurance was due to the annual premium being paid in January 2024 and accrued throughout the year. It was noted that in May 2024, the Trustees will begin receiving a month-to-date report.

**9. LIBRARY DIRECTOR'S REPORT**

Julie Milavec addressed comments regarding incident reports and emails and directed attendees to the transparency webpage of the library. It was further noted that incident reports are included in the meeting packet. Julie Milavec provided a summary of a police incident involving a mental health issue. Attendees were reminded that the library is used as a geographical location in many police reports.

Julie Milavec noted that there will be a temporary Teen Desk being staffed beginning March 1, 2024. It was noted that this is the beginning of a transition to a new teen area in the library.

Julie Milavec noted that the library's annual report is featured in the upcoming issue of Discoveries.

Julie Milavec reminded the Board and meeting attendees that the March 2024 meeting will be held on March 20, 2024, to accommodate spring break.

**10. NEW BUSINESS**

**a. Intergovernmental Agreement for Library Cards with Downers Grove Grade School District 58:**

**On a motion made by Carrisa Dougherty, seconded by Barnali Khuntia, it was resolved to approve the intergovernmental agreement for library cards with Downers Grove Grade School District 58. Motion carried.**

Allyson Renell presented a summary of the intergovernmental agreement. It was noted that by providing library cards to District 58, the teachers will be granted access to databases provided by the library.

**b. General Policy Update:**

**On a motion made by Barnali Khuntia, seconded by Dave Humphreys, it was resolved to approve the general policy update as presented. Motion carried.**

Julie Milavec presented a summary of the general policy updates. It was noted that the policy applies to participation with the Downtown Management Corporation, and any entities that have events, the library can opt into.

Carrisa Dougherty asked if Section 2.9 applies to all use of the library including the Board meetings. Julie Milavec stated that the section does apply to all library use.

**c. Board of Library Trustees Goals for 2024:** Carissa Dougherty provided a summary of the process behind creating the Trustees goals. The Board was encouraged to discuss goals that could be set for individuals and the Board together.

The Board discussed the usefulness of pursuing goals to grow as Trustees. It was noted that visiting other libraries could help in developing spaces in the Downers Grove Public Library. Consideration was given to having a Board retreat to exchange knowledge between the Trustees. The Board agreed to bring goal ideas to the next Board meeting.

**11. EXECUTIVE SESSION**

**On a motion made by Barnali Khuntia, seconded by Marti Sladek, it was resolved that the Board recess to an executive session. Motion carried.**

The Board recessed to an executive session at 9:23 p.m.

**12. NEXT MEETING**

The next Board of Library Trustees meeting is scheduled for March 20, 2024, at 7:00 p.m.

**13. ADJOURNMENT**

The meeting was adjourned at 9:48 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.

**REVENUE REPORT**  
**2/1/2024 THROUGH 2/29/2024**

<b>OBJECT</b>	<b>ACCOUNT DESCRIPTION</b>	<b>ORIGINAL APPROPRIATION</b>	<b>FEBRUARY 2024 REVENUE</b>	<b>YTD RECEIVED</b>	<b>BALANCE</b>	<b>% RCVD</b>
410100	CURRENT PROPERTY TAXES	6,179,531.00	0.00	0.00	6,179,531.00	0.00
410900	PRIOR YEAR PROPERTY TAXES	100.00	0.00	0.00	100.00	0.00
431300	PERSONAL PROPERTY REPLACEMENT TAX	200,000.00	348.59	18,839.62	181,160.38	9.40
441000	SALES OF MATERIALS	2,000.00	558.52	972.55	1,027.45	48.60
450200	CHARGES FOR SERVICES	20,000.00	1,056.04	1,457.34	18,542.66	7.30
450900	FEES FOR NON-RESIDENTS	15,000.00	2,320.00	2,320.00	12,680.00	15.50
457100	RENTAL FEES	1,500.00	200.00	280.00	1,220.00	18.70
458100	FINES	0.00	82.00	91.19	-91.19	100.00
459000	COST RECOVERED FOR SERVICES	8,500.00	1,273.51	1,404.64	7,095.36	16.50
462000	STATE, OPERATIONAL GRANTS	74,114.00	0.00	0.00	74,114.00	0.00
471100	INVESTMENT INCOME	25,000.00	5,142.79	5,142.79	19,857.21	20.60
482000	CONTRIBUTIONS, OPERATING	5,000.00	0.00	500.00	4,500.00	10.00
	<b>805 LIBRARY FUND</b>	<b>6,530,745.00</b>	<b>10,981.45</b>	<b>31,008.13</b>	<b>6,499,736.87</b>	<b>0.50</b>



**EXPENDITURE REPORT**  
**2/1/2024 THROUGH 2/29/2024**  
**CAPITAL REPLACEMENT FUND**

<b>OBJECT</b>	<b>ACCOUNT DESCRIPTION</b>	<b>ORIGINAL APPROPRIATION</b>	<b>FEBRUARY 2024 EXPENDITURES</b>	<b>YTD EXPENDED</b>	<b>AVAILABLE BUDGET</b>	<b>% USED</b>
587000	CAPITAL EQUIPMENT	183,901.00	0.00	0.00	183,901.00	0.00

**EXPENDITURE REPORT**  
**2/1/2024 THROUGH 2/29/2024**  
**OPERATING FUND**

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL	FEBRUARY 2024		AVAILABLE	% USED
		APPROPRIATION	EXPENDITURES	YTD EXPENDED	BUDGET	
510100	SALARIES, EXEMPT	1,899,587.70	145,781.74	288,948.38	1,610,639.32	15.20
511100	SALARIES, NON-EXEMPT	569,195.89	42,111.92	85,433.40	483,762.49	15.00
511900	PART-TIME EMPLOYEE WAGES	1,251,876.92	101,747.81	188,635.99	1,063,240.93	15.10
513100	IMRF PENSION CONTRIBUTIONS	184,500.08	14,028.52	27,409.92	157,090.16	14.90
513300	MEDICARE CONTRIBUTIONS	54,211.99	4,144.41	8,052.92	46,159.07	14.90
513400	SOCIAL SECURITY CONTRIBUTIONS	231,802.94	17,815.05	34,433.06	197,369.88	14.90
519000	LIFE INSURANCE	1,676.84	125.30	250.60	1,426.24	14.90
519100	HEALTH INSURANCE	537,064.18	33,955.46	67,910.92	469,153.26	12.60
519500	OPTICAL INSURANCE	2,327.89	148.40	296.80	2,031.09	12.70
519700	DENTAL INSURANCE	39,272.81	2,456.20	4,912.40	34,360.41	12.50
521000	SUPPLIES	96,410.00	5,773.64	10,451.49	85,958.51	10.80
525100	MAINTENANCE SUPPLIES	20,000.00	1,170.37	2,538.70	17,461.30	12.70
528000	SMALL TOOLS & EQUIPMENT	31,615.00	1,717.12	2,417.38	29,197.62	7.60
530200	DUES AND MEMBERSHIPS	10,500.00	439.00	570.00	9,930.00	5.40
530300	SEMINARS, CONFERENCES & MEETINGS	37,900.00	1,127.11	1,330.87	36,569.13	3.50
530800	RECOGNITION PROGRAM-STAFF	6,250.00	155.25	355.49	5,894.51	5.70
531500	PROFESSIONAL SERVICES	101,000.00	2,641.48	5,198.52	95,801.48	5.10
532200	PERSONNEL RECRUITMENT	1,500.00	0.00	56.75	1,443.25	3.80
532300	SPECIAL LEGAL	5,000.00	1,432.54	1,432.54	3,567.46	28.70
534600	DATA PROCESSING SERVICE	107,225.95	0.00	16,779.50	90,446.45	15.60
538000	PRINTING SERVICES	54,450.00	0.00	0.00	54,450.00	0.00
539100	TELEPHONE	17,500.00	1,212.41	2,258.00	15,242.00	12.90
539200	POSTAGE	27,600.00	3,000.00	3,000.00	24,600.00	10.90
540700	ADVERTISING & PUBLIC RELATIONS	21,500.00	185.99	1,073.59	20,426.41	5.00
542000	INSURANCE - OTHER POLICIES	74,515.32	0.00	66,160.63	8,354.69	88.80
543000	BUILDING MAINTENANCE SERVICES	85,000.00	3,570.75	8,158.50	76,841.50	9.60
545000	CLEANING SERVICES	117,924.00	11,384.05	20,527.10	97,396.90	17.40
546100	UTILITIES	25,500.00	2,966.61	3,450.83	22,049.17	13.50

**EXPENDITURE REPORT**  
**2/1/2024 THROUGH 2/29/2024**  
**OPERATING FUND**

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	FEBRUARY 2024 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
547000	OTHER EQUIPMENT R & M	15,236.00	254.70	1,193.70	14,042.30	7.80
548100	RENTALS	18,741.00	754.06	1,508.12	17,232.88	8.00
562000	RECOVERABLES	4,200.00	329.60	556.20	3,643.80	13.20
569000	UNEMPLOYMENT COMPENSATION	2,500.00	0.00	0.00	2,500.00	0.00
577000	CAPITAL EQUIPMENT	70,000.00	8,212.49	9,095.53	60,904.47	13.00
585100	ELECTRONIC RESOURCES	321,300.00	18,824.78	19,819.78	301,480.22	6.20
585200	PRINT MATERIALS	384,850.00	27,157.97	35,081.08	349,768.92	9.10
585300	AUDIOVISUAL MATERIALS	126,000.00	8,111.31	11,488.05	114,511.95	9.10
587000	CAPITAL EQUIPMENT	65,000.00	0.00	0.00	65,000.00	0.00
588000	INTANGIBLE ASSETS (SOFTWARE)	66,850.00	1,565.29	3,191.24	63,658.76	4.80
591000	TRANSFER FOR CAPITAL PROJECTS	374,850.00	0.00	0.00	374,850.00	0.00
	<b>805 LIBRARY FUND</b>	<b>7,062,434.51</b>	<b>464,301.33</b>	<b>933,977.98</b>	<b>6,128,456.53</b>	<b>13.20</b>

**INVOICE LISTING - MARCH 2024**

**Operating Fund**

<b>VENDOR #</b>	<b>VENDOR NAME</b>	<b>NUMBER OF INVOICES</b>	<b>GROSS AMOUNT</b>
19152	ALLCOMM SYSTEMS, INC.	1	425.00
18213	AMAZON CAPITAL SERVICES, INC.	7	1,030.29
17992	ARTHUR J GALLAGHER RISK MGMT	1	1,141.00
21718	ASMA BOHRA	1	180.00
403	AT&T	1	268.28
200311	BAKER & TAYLOR BOOKS	6	102.43
200297	BECKY BRILLON	1	250.00
16893	BIBLIOTHECA, LLC	4	5,131.70
829	BLACKSTONE AUDIOBOOKS	5	541.75
200337	BOUNDING MAIN	1	800.00
1223	CASE LOTS, INC.	2	1,018.11
1264	CDW GOVERNMENT LLC	2	4,420.05
8323	CENGAGE LEARNING	17	1,002.87
1277	CENTER POINT PUBLISHING	6	680.16
1377	CHICAGO TRIBUNE	1	402.41
1459	CINTAS CORPORATION #344	1	82.62
16094	DE LAGE LANDEN FINANCIAL SVC INC.	1	754.06
2056	DEMCO, INC.	1	1,847.63
200207	ELITE TECHNOLOGY SYSTEMS LLC	2	3,269.00
200349	ELIZABETH ANNE WEINSTEIN	1	100.00
200241	ENVISIONWARE, INC.	1	4,321.00
15812	ERIN LINSENMEYER	1	26.48
5572	FIA CARD SERVICES, N.A.	13	14,729.14
17510	FIRST COMMUNICATIONS, LLC	1	271.38
2905	FRANCOTYP-POSTALIA, INC.	1	111.00
16977	GARVEY'S OFFICE PRODUCTS, INC.	6	2,090.14
3188	GRAHAM CRACKERS COMICS, LTD.	1	165.77
9102	HAGG PRESS, INC.	1	7,094.29
18411	HAYES MECHANICAL	1	5,967.00
200322	HELPING HANDS COMMERCIAL CLEANING	1	9,063.00
14493	INFOGROUP LIBRARY DIVISION	1	12,470.00
3567	ILLINOIS DEPT OF INNOVATION & TECH	1	126.00
3688	INGRAM LIBRARY SERVICES, LLC	39	19,247.67
200336	JENNIFER HOLIK	1	500.00
200298	KIMBERLY ANN KUHN WHITE	1	300.00
4928	LAKESHORE LEARNING MATERIALS	1	194.34
200347	LYNN RYMARZ	1	150.00
200294	MARCIA LAUTANEN-RALEIGH	1	200.00
5866	MIDWEST TAPE	11	6,153.51
6161	NICOR GAS	1	2,299.04
20031	ORANGEBOY, INC.	1	5,750.00
6295	ORKIN PEST CONTROL	1	135.00
17535	OUR DIGITAL WORLD ORGANIZATION	1	1,304.13
12499	OVERDRIVE, INC.	3	10,578.88
18491	PEOPLEFACTS, LLC	1	262.00
200192	PLAYAWAY PRODUCTS LLC	4	1,263.55
6640	POLONIA BOOKSTORE, INC.	1	187.06
6698	PRINT SMART	1	223.00
14548	PRODUCT ARCHITECTURE + DESIGN	1	7,500.00

**INVOICE LISTING - MARCH 2024**  
**Operating Fund**

<b>VENDOR #</b>	<b>VENDOR NAME</b>	<b>NUMBER OF INVOICES</b>	<b>GROSS AMOUNT</b>
6716	PROQUEST, LLC	2	13,218.00
13422	RUNCO OFFICE SUPPLY & EQUIP CO	1	59.99
200340	SEARCH, INC.	1	950.00
14414	SHAW SUBURBAN MEDIA	1	90.00
200216	SHAWNA D SMITH	1	225.00
7676	SIGNS NOW	1	175.00
7787	STANLEY ACCESS TECHNOLOGIES	1	478.75
200348	SWAPNA GIGANI	1	220.00
6859	THRYV	1	16.22
8391	TODAY'S BUSINESS SOLUTIONS	1	82.88
13611	TRACI SKOCIK	1	37.83
18357	TRAF-SYS, INC.	1	60.00
200295	TRISHA COFFEY	1	350.00
16841	TSAI FONG BOOKS, INC.	1	34.66
11517	UNIQUE MANAGEMENT SERVICES, IN	1	350.20
18458	URBAN ELEVATOR SERVICE, LLC	2	486.68
8695	VILLAGE OF DOWNERS GROVE	1	510.00
200304	WHOLE HEALTH COUNCELING PLLC	1	225.00

<b>GRAND TOTALS:</b>	<b>181</b>	<b>153,700.95</b>
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# INVOICES OF NOTE - OPERATING FUND

For Library Board Meeting on March 20, 2024

18213	Amazon Capital Services, Inc. (iPads, Small Tools)	\$1,030.29
17992	Arthur J. Gallagher Risk Mgmt (Audit and Assessment)	\$1,141.00
16893	Bibliotheca, LLC (Ebook and Audiobook Licenses)	\$5,131.70
1264	Case Lots, Inc. (Maintenance Supplies)	\$1,018.11
1264	CDW Government LLC (Apple Macbooks and Small Tools)	\$4,420.05
8323	Cengage Learning (Print Materials)	\$1,002.87
2056	Demco, Inc. (Book Repair Machine)	\$1,847.63
200207	Elite Technology Systems LLC (Wireless Mic and Speaker Replacement)	\$3,269.00
200241	Envisionware, Inc. (RFID Tags)	\$4,321.00
16977	Garvey's Office Products, Inc. (Office Supplies and Toner)	\$2,090.14
9102	Hagg Press, Inc. (Discoveries Newsletter)	\$7,094.29
18411	Hayes Mechanical (Replace and Install Expansion Tank)	\$5,967.00
200322	Helping Hands Commercial Cleaning (Cleaning Service)	\$9,063.00
14493	Infogroup Library Division (Database Renewal)	\$12,470.00
3688	Ingram Library Services, LLC (Print Material Purchases)	\$19,247.67
5866	Midwest Tape (Audiovisual Material Purchases)	\$6,153.51
6161	Nicor Gas (Utility Payment)	\$2,299.04
20031	Orangeboy, Inc. (Savannah Subscription)	\$5,750.00
17535	Our Digital World Organization (Subscription Renewal)	\$1,304.13
12499	Overdrive, Inc. (eBook and eAudiobook Purchases)	\$10,578.88
200192	Playaway Products LLC (Audiovisual Materials)	\$1,263.55
14548	Product Architecture + Design (Masterplan Project)	\$7,500.00
6716	Proquest, LLC (Database Renewals)	\$13,218.00

**CREDIT MEMO LISTING - MARCH 2024**  
**Operating Fund**

<b>VENDOR #</b>	<b>VENDOR NAME</b>	<b>NUMBER OF CREDIT MEMOS</b>	<b>GROSS AMOUNT</b>
3688	INGRAM LIBRARY SERVICES, LLC	1	17.38

<b>GRAND TOTALS:</b>	<b>1</b>	<b>17.38</b>
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## Library Credit Card Details for the March 20, 2024 Board Meeting

Julie Milavec				
971	5303	Seminars, Mtgs, & Conferences	ALA Conference Registration, LACONI Registrations for Trustees	\$ 802.43
978	5391	Telephone	Comcast Monthly Payment	\$ 530.18
<b>Total</b>				<b>\$ 1,332.61</b>
Katelyn Vabalaitis				
				<b>Total \$ -</b>
Ian Knorr				
978	5210	Supplies	Office Supplies, Plastic Card Printer, Plastic Cards	\$ 928.87
978	5251	Maintenance Supplies	Furniture Repair Supplies, Paint, Exterior Can Lights	\$ 713.21
978	5280	Small Tools & Equipment	Vacuum Cleaner	\$ 124.99
978	5470	Other Equipment Repair & Maint	Delayed Action Door Closure, Desk for Teen Central	\$ 1,257.80
<b>Total</b>				<b>\$ 3,024.87</b>
Cynthia Khatri				
976	5303	Seminars, Mtgs, & Conferences	ALA Conference Registration	\$ 220.00
976	5407	Advertising & Public Relations	Rebrandly Subscription	\$ 156.00
<b>Total</b>				<b>\$ 376.00</b>
Traci Skocik				
973	5210	Supplies	Program Supplies, Department Supplies	\$ 217.41
973	5303	Seminars, Mtgs, & Conferences	Rental Car for Conference	\$ 1,102.67
973	5852	Print Materials	Children's Books	\$ 8.99
<b>Total</b>				<b>\$ 1,329.07</b>
Sharon Hrycewicz				
				<b>Total \$ -</b>
Allyson Renell				
973	5210	Supplies	Department Supplies, Baby Toys	\$ 146.90
973	5853	AV Materials	Board Game, Puzzles, Bluetooth Receiver	\$ 79.56
<b>Total</b>				<b>\$ 226.46</b>
Christine Lees				
971	5308	Recognition Program-Staff	Board Recap Meeting Snacks	\$ 49.28
974	5210	Supplies	Department Supplies	\$ 143.01
974	5303	Seminars, Mtgs, & Conferences	ALA Webinar Registration	\$ 79.00
<b>Total</b>				<b>\$ 271.29</b>
Paul Regis				
975	5280	Small Tools & Equipment	Lightbulbs	\$ 77.78
975	5880	Intangible Assets	Zoom, Google, Wasabi, LibSyn, GoToMeeting, Drivestrike	\$ 3,677.36
<b>Total</b>				<b>\$ 3,755.14</b>
Grace Goodwyn				
				<b>Total \$ -</b>



Jade Parks				
971	5302 Dues & Memberships	ALA Membership Renewal	\$	143.00
972	5210 Supplies	Teen Program Supplies	\$	429.61
972	5315 Professional Services	Teen Program Materials	\$	379.21
978	5210 Supplies	Trash and Recycling Bins	\$	90.82
			<b>Total</b>	<b>\$ 1,042.64</b>
Mary Hurtado				
972	5210 Supplies	Program Supplies	\$	151.39
972	5853 Audiovisual Materials	Streaming Service	\$	22.99
			<b>Total</b>	<b>\$ 174.38</b>
Jen Ryjewski				
			<b>Total</b>	<b>\$ -</b>
Amanda Klenk				
972	5210 Supplies	Program Supplies	\$	125.96
972	5852 Print Materials	Print Materials	\$	166.36
972	5853 AV Materials	AV Materials	\$	47.84
			<b>Total</b>	<b>\$ 340.16</b>
Van McGary				
972	5210 Supplies	Program Supplies, Office Supplies	\$	31.32
972	5280 Small Tools & Equipment	Anything Emporium Supplies, Shelf-Talkers, Shelf Labels	\$	242.06
972	5303 Seminars, Mtgs, & Conferences	ALA Conference Registration	\$	239.00
972	5851 Electronic Resources	Kindle Books	\$	66.95
972	5852 Print Materials	Print Materials	\$	33.00
972	5853 AV Materials	Streaming Services, AE Items, Puzzles, Memory Kit Items	\$	816.53
			<b>Total</b>	<b>\$ 1,428.86</b>
Lucas McKeever				
971	5308 Staff Recognition	Luncheon Catering	\$	1,007.38
972	5852 Print Materials	Subscription Renewals	\$	35.00
977	5210 Supplies	Department Supplies	\$	135.51
977	5470 Equipment Repair & Maintenance	Speakers for PC	\$	15.55
			<b>Total</b>	<b>\$ 1,193.44</b>
Amanda Blau				
973	5210 Supplies	Program Supplies	\$	234.22
			<b>Total</b>	<b>\$ 234.22</b>
			<b>Library Credit Card March 2024 Totals</b>	<b>\$ 14,729.14</b>

PAYROLLS FOR FEBRUARY 2024

FEBRUARY 9	\$144,966.79
FEBRUARY 23	\$144,674.68
<b>TOTAL FEBRUARY 2024 PAYROLLS</b>	<b>\$289,641.47</b>

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
MARCH 20, 2024**

**Agenda Item 8**

**Library Director's Report**

Intergovernmental Agreement with District 58

Downers Grove District 58 passed the intergovernmental agreement for data sharing that was as approved by the Board of Library Trustees at the February Board meeting. District 58 and library staff are now working on the process for how and when data will be shared, creation of library card records, physical distribution of library cards, and handling of getting cards for kids who are residents of other libraries.

Teen Desk

Check out the temporary Teen Desk near the gaming area in Teen Central. Kids Room and Adult & Teen Services staff are working this desk, primarily 3:00 p.m. to 5:00 p.m. Monday through Friday. Building Operations Monitors report, and incident reports bear out, that staffing this desk is helping to mitigate behavioral issues in Teen Central.

STEM Room Flooring

Check out the new flooring in the STEM Room. The hard floor will better accommodate use of the space for both STEM and maker activities. Look for expanded maker programs and activities in the STEM Room this spring and summer!

2024 Work Plan

Based on the needs of the library, some of our 2024 Work Plan items are shifting Action Step Target Dates. As always, the [2024 Work Plan Tracker](#) and many other documents can be found at [dqlibrary.org/transparency](https://dqlibrary.org/transparency). The link defaults to the "Plan" tab, where you can see current Action Steps. Click on the "Completed Steps" tab to see what has been done to date.

Building Planning Study

Product Architecture + Design is leading the building planning study to examine the physical changes to the building outlined in Strategic Plan goals and included in the 2024 Work Plan: Examine building/space to consider physical accessibility, teens, makerspace, calming/nursing/meditation, and inclusive spaces. They worked with the Management Team to ensure that preliminary concepts include the staff space needs and adjacencies for these uses. Their meeting with the Board has been postponed until the April Board meeting to present preliminary concepts. Once options are agreed upon, Shales McNutt Construction, the library's professional service provider for construction management, will work with Product on cost estimates.

### Management Team Planning Retreat

On Monday, March 4, the Management Team worked through the framework presented in *Making + Learning in Museums and Libraries: A Practitioner's Guide and Framework* from the Institute of Museum and Library Services. We discussed internal goals for Teen and Makerspace, along with staffing needed and interim steps that can begin before physical changes to the building are made.

### Memorandum on Library Records Confidentiality Act and Library Card Status

Following Trustee and public questions around the Library Records Confidentiality Act and library card status, library attorney Mallory Milluzzi provided a memorandum clarifying what the Act covers, which is included in your packet.

### Freedom of Information Act (FOIA) Requests

Nine FOIA requests were received and responded to in February, including one commercial request. To date, six FOIA requests were received and responded to in March. All FOIA requests and responses are available at [dglibrary.org/transparency/](https://dglibrary.org/transparency/) under the Freedom of Information Act (FOIA) Requests heading.

To: Downers Grove Public Library Board of Trustees

From: Mallory A. Milluzzi

Date: March 18, 2024

Re: Library Records Confidentiality Act and Library Card Status

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You have asked whether or not it is a violation of the Library Records Confidentiality Act (75 ILCS 70/1 et seq) (the “Act”) to release an individual’s library card status. Specifically, the inquiry is whether or not the Downers Grove Public Library (“Library”) can release records that show that a person does not have a library card. In summary, a person’s library card status is not covered by the Act.

The Act states that “the registration and circulation records of a library are confidential information.” 75 ILCS 70/1(a). Circulation records are defined as “information identifying the individual borrowing certain books and other materials.” 75 ILCS 70/1(c)(iii). Registration information is defined as “information a library requires a person to provide in order for that person to be eligible to borrow books and other materials.” 75 ILCS 70/1(c)(ii).

Based on the clear definitions under the Act, whether or not someone has a library card is not information covered by the Act. In this instance, the person in question does not have a library card. By definition, there is no registration information, because they have not registered for a library card. Secondly, whether or not someone has a library card provides no information about what books or materials they have checked out. As such, a person’s registration status is not exempt information under the Act.



**DOWNERS GROVE  
PUBLIC LIBRARY**

## Questions & Comments

Your feedback helps to shape the library's services. Responses will be shared with the Management Team, Administration, and/or appropriate library staff.

Date: \_\_\_\_\_

My comment relates to: ☐ building/grounds ☒ customer service ☐ materials ☐ policy ☐ programming ☐ other

Re: Charlie

Just wanted to thank Charlie for the wonderful job he did helping me. Great employee! Very competent!



**DOWNERS GROVE  
PUBLIC LIBRARY**

## Questions & Comments

Your feedback helps to shape the library's services. Responses will be shared with the Management Team, Administration, and/or appropriate library staff.

Date: Feb, 12, 2024

My comment relates to: ☐ building/grounds ☐ customer service ☒ materials ☐ policy ☐ programming ☐ other

Kudos to the library for the Land Acknowledgments! I am so very pleased to have stumbled upon that. I do have a question about this... when did the library put this up? Thank you for your help on this matter. I am so proud that the D.G. Library has done this. Thank you!



**DOWNERS GROVE  
PUBLIC LIBRARY**

## Questions & Comments

Your feedback helps to shape the library's services. Responses will be shared with the Management Team, Administration, and/or appropriate library staff.

Date: 2/10/24

My comment relates to: ☐ building/grounds ☐ customer service ☐ materials ☐ policy ☐ programming ☐ other

We loved Firefly Theater "Sparks Snow Day". It was great for my 5yo and under. I would recommend them here again.

# Downers Grove Public Library Statistics

## February 2024

### Highlights

1. Social Work Interns held 89 one-on-ones this month..

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### Building Visits

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#### Attendance

This number includes the gate count and holds locker usage.

	2024	2023
<b>Total Monthly Visits</b>	36,501	32,179
<b>Total YTD Visits</b>	68,563	65,218

#### Rooms & Spaces

Community use of study rooms, conference rooms, meeting room(s), Media Lab, STEM Room, and Teen & Kids gaming spaces.

	2024	2023
<b>Total Monthly Room Use</b>	1549	1306
<b>Total YTD Room Use</b>	2826	2559

#### The Cupboard

All items in the cupboard are generously donated by community members and partner organizations.

	Month	YTD
<b>Total Donations</b>	2823	4696

## Circulation

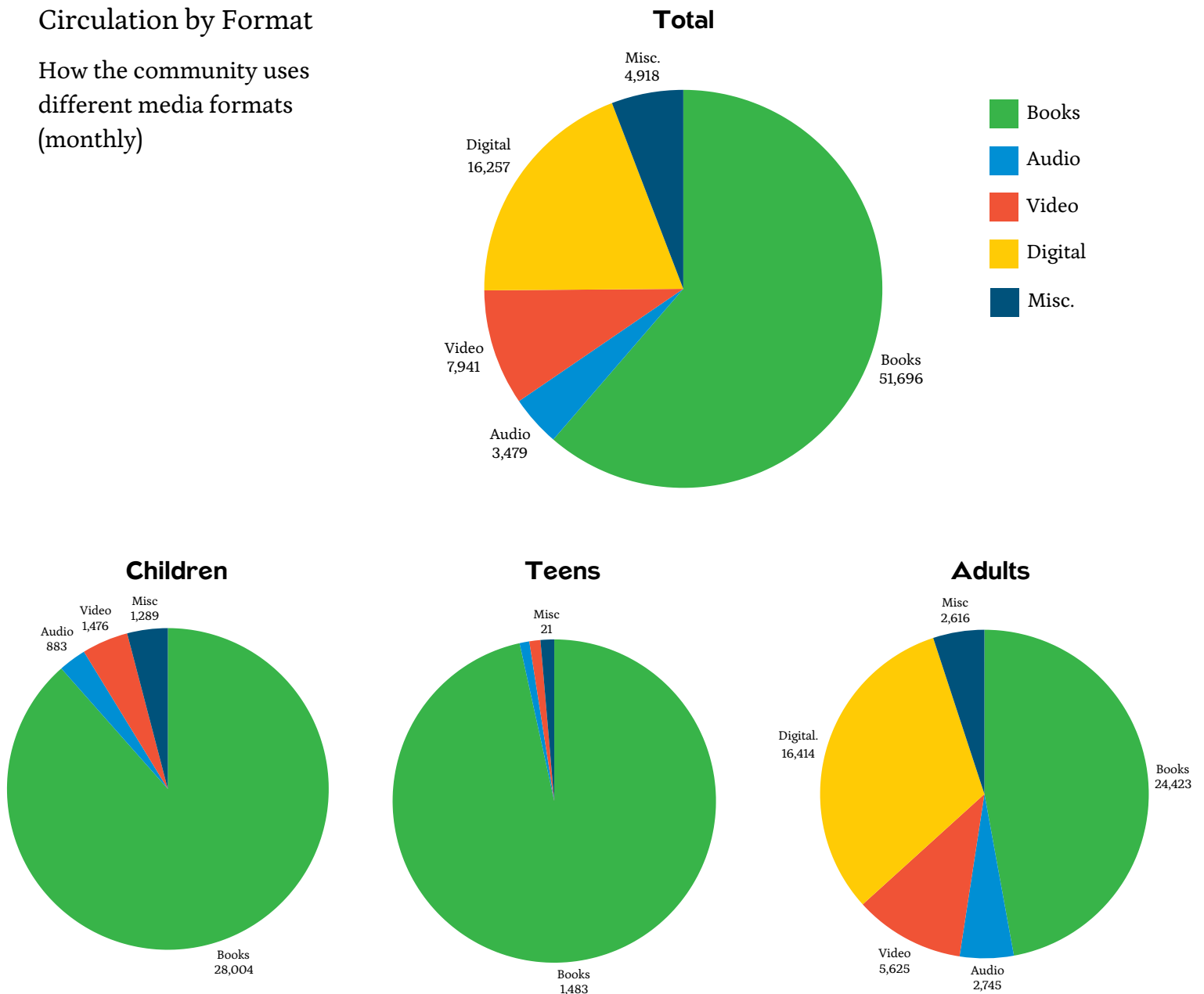
### Total Circulation

Total circulation numbers across all audiences and media types.

	2024	2023
<b>Total Monthly Circulation</b>	84,687	81,431
<b>Total YTD Circulation</b>	174,769	171,083

### Circulation by Format

How the community uses different media formats (monthly)





## Technology

### Computer Use Sessions

How many times a patron used a public computer in the library

	Month	YTD
<b>Total Computer Use Sessions</b>	2893	5441

### Website Sessions

How many times patrons visited the library's website

	Month	YTD
<b>Total Website Sessions</b>	31,800	71,615

### Wireless Sessions

How many times patrons connected to the library's WiFi using a personal device

	Month	YTD
<b>Total Wireless Sessions</b>	1482	2697

## Programs

### Programs Offered

Total number of programs offered including: in-person, virtual, and self-directed

	Adults	Teens	Kids	All Ages
<b>Total Monthly Programs</b>	111	11	116	4
<b>Total YTD Programs</b>	205	21	200	11

### Program Attendance

Total number of participants of library programs including: in-person, virtual, and self-directed

	Adults	Teens	Kids	All Ages
<b>Total Monthly Attendance</b>	1152	182	3382	239
<b>Total YTD Attendance</b>	2030	299	5864	477 25

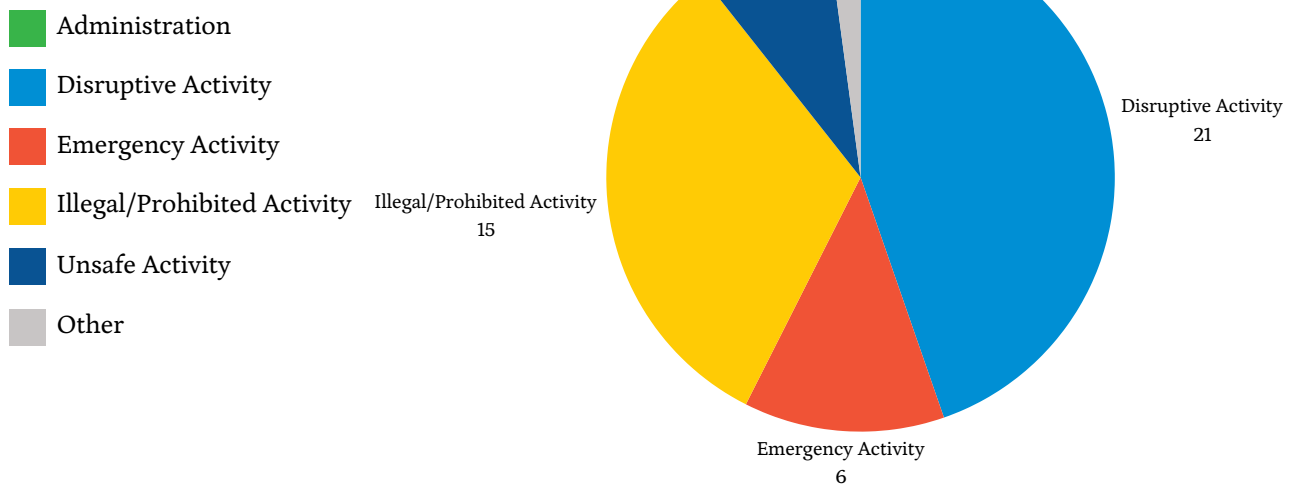
# Downers Grove Public Library Incident Reports

## February 2024

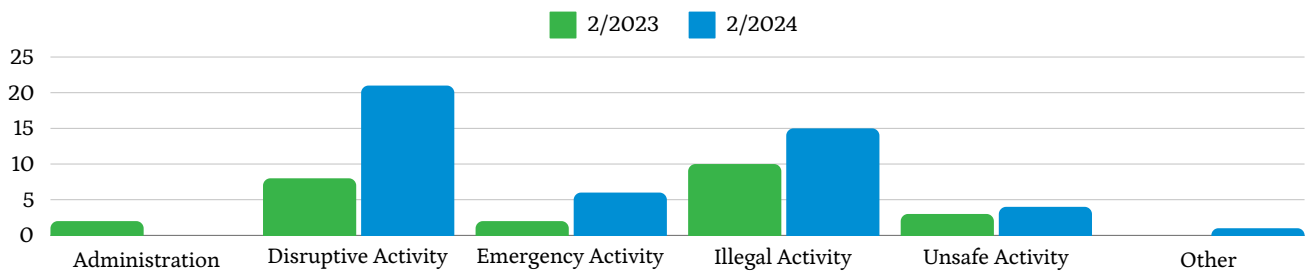
### Summary

1. We had 27 incidents and 47 category occurrences reported in the month of February.
2. Three (3) incidents involved a call to the police.
3. We continue to have incidents involving Teens. March 1, 2024, we installed a Teen Services desk in Teen Central.

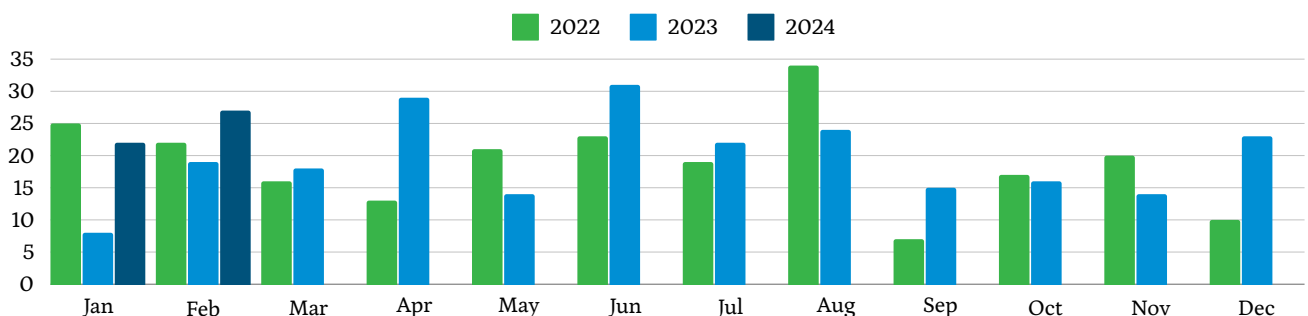
### Infraction Categories



### Month Comparison: Infraction Categories



### 3-Year Comparison: Total Incident Reports YTD



	A	B	C	D	E
1	Incident Date	Categories	Summary	Appended Info	Police Called?
	Thursday, 2/22/2024 (1:00 PM)	Illegal and/or Prohibited Activity(Destruction or theft of belongings)	<p>At around 1:00 p.m. on Thursday, 2/22/24, Media Lab Coordinator Ed Bromiel noticed four laptops missing from his desk/surrounding area in the IT workroom. Assistant IT Manager Max Mogavero, Computer Help Desk Supervisor Lauren Cantore Gonzalez, and Ed searched likely locations in case the laptops were temporarily stored or misplaced - this included the workroom, the Media Lab, the Training Room/Computer Help Desk area, the server room, and the Access Services workroom. No laptops were found; IT Manager Paul Regis performed one last sweep on Sunday, 2/25/24, and searched more unlikely locations (electrical closet off of the northwest emergency stairwell, mechanical room in Admin, etc.) to no avail.</p> <p>Access Services Manager Lucas McKeever reported them as missing to Building Operations Director Ian Knorr on Monday, 2/26/24. Staff had reported suspicions that the cleaning crew were rearranging items on desks or attempting to log into staff computers, so there was some support that they could have been involved. Ian began searching security camera footage and found some suspicious behavior from the crew in the IT workroom on Wednesday, 1/17/24, which was around the last time that IT staff recalled seeing the four missing laptops. Paul filed a police report with Officer Josh Murillo (badge # 62) around 12:15 p.m. on Wednesday, 2/28/24, which will be attached once available.</p> <p>Rough timeline of events:  12/8/23: Four MacBook Pros and two MacBook Airs were ordered from CDW-G as part of end-of-year purchasing and to replace outdated equipment (a backburner project).  12/13/23: Two large CDW-G boxes arrived in Access Services, which were picked up and left by Ed's desk.  12/14/23 - 12/18/23: Ed was on vacation and the boxes remain unopened.  12/19/23 (approximately): Ed opened the CDW-G boxes (but did not open the individual laptop boxes) upon his return.  12/27/23 - early Jan. 2024: Ed began working on two of the MacBook Pros; the others remained in their individual sealed packaging.  1/4/24 - 1/9/24: Ed was on vacation; the four individual unopened boxes were on his desk.  1/17/24 (approximately): the last definitive time IT staff recall seeing all of the individual laptop boxes on Ed's desk and a nearby cart.  1/18/24: Ed noticed a sheet of garbage bags on his chair and that it appeared as though his desktop was rifled with (e.g. a clementine was missing, papers strewn about).  Late January: Ed continued to work on the two MacBook Pros during downtime.  2/22/24: Ed could not find the 4 unopened MacBooks and alerted IT staff. IT staff searched all locations where they might be stored or possibly moved to (server room, Training Room, Media Labs, etc.). Lauren checked with Access if they were being cataloged or the like.  2/23/24 - 2/25/24: IT staff searched other areas of the library, such as the electrical closet and the Meeting Room closet, to no avail.  2/26/24: Lucas made Ian aware of the missing laptops. Ian began reviewing security camera footage.  2/28/24: Ian found some suspicious footage and Paul filed a police report.</p>		
2	Wednesday, 2/28/2024 (8:10 PM)	Illegal and/or Prohibited Activity(Interfering with comfort or safety)	While moving through the lobby, a patron named ██████ flashed a gun-sign at another patron. Because a pair of DGPD police officers were already standing in the north lobby, the patron told them about the incident. ██████ was patted down then removed from the building.	Miriam Mejia (2/29/2024 10:22 AM) (0) Earlier this morning while making a round, Tim R called for a BoM and I was met with patron ██████ in the PC Area. At ██████ and I walked down the stairs, I explained to him his 3 month ban which was the result of his behavior from this report. While he disagreed with the ban, he did accept it and said this was most likely best for him.	
3	Monday, 2/26/2024 (1:18pm)	Disruptive Activity(Excessive noise)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	<p>Around 1:18pm responding to a BoM call at the Computer Help Desk, I (Miriam) was coming up the stairs when patron ██████ stopped me asking me for help. I asked if he was involved in the call for the PC area and he said he was.</p> <p>He explained that patron ██████ had yelled and swore at him, loudly enough to gain the attention from the PC area. ██████ expressed this is not his first run in with ██████ so he was familiar with the "games" he likes to play. He explained that himself and his friends have had issues with ██████, he would like to have him permanently banned. As I tried to explain that was not something we do here, ██████ grew frustrated asking me to for the Director of the library, "I want something done today about this guy." Once ██████ calmed down, I explained to him I would ask ██████ and staff around their telling of the event, we would move on from there.</p> <p>██████ admitted he yelled at ██████ but did not antagonize an argument. ██████ came up to him and began touching his belongings asking him "Do we have a problem here?" ██████ explained he was minding his business and he was uncomfortable being bothered by a complete stranger. I thanked ██████ for his honesty and recommended should an incident similar to this arise, to not hesitate to reach out to staff. We do not condone this behavior (from either party) and we ask both patrons to follow our policy. ██████ agreed and went back to his PC.</p> <p>Meeting with ██████ back in the South Lobby, I explained that the Director was not in the building, I could offer him a HDWD form and an MoD. He said he did not want either of those things if actions were not going to be taken today. I once again explained our Code of Conduct and how we enforce it fairly to all patrons/staff. I apologized if he felt we were not "taking action" but I reassured him that scenarios of this type we do not take lightly. I explained that I spoke with ██████ staff, and would document this incident, both gentlemen needed to steer clear of one another. ██████ accepted the clarification before trying to discuss other matters not related to the library.</p>	Miriam Mejia (2/26/2024 3:08 PM) (0) I followed up with Charlie shortly after my conversation with ██████. He said he did not hear any of the altercation but what caught his attention was ██████ shouting. He explained he had observed ██████ at his PC not paying attention to those around him. As for now, both patrons have been warned and will be monitored.	
4	Friday, 2/23/2024 (8:10 pm)	Disruptive Activity(Excessive noise)	Another group of teens were asked to leave for the evening after multiple warnings, they left without issue.		
5	Friday, 2/23/2024 (6:00pm)	Disruptive Activity(Excessive noise)	I received another call from ATS staff regarding another group of loud teens. As I approached the teen central area I could clearly hear swearing and yelling. I told the entire group of boys to leave for the night and walked them out of the library.		
6	Friday, 2/23/2024 (5:46 pm)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise) Unsafe Activity(Misuse of equipment on library property)	Acting as BOM this evening I, Christine Lees, was called to the second floor to address the large group of teen that were roughhousing in the teen central area. This group had been given a warning by Miriam before she left for the day and another by myself 30 minutes prior. We made it clear that they would be asked to leave if they continued their pattern of behavior. The large group of teen boys were asked to leave and they proceeded to make quite a scene as they were leaving the building stating that they were asked to leave because they are Jewish and two began to chant, "Jew Power".		
7	Friday, 2/21/2024 (11:35 am)	Other	A call for a monitor was placed by the ATS desk around 11:34 a.m. I responded and seeing Amanda she mentioned a lady would like to speak with me. I found ██████ and as Amanda asked for her name she said "Don't worry about my name" ██████ motioned me to follow her to the stairs where she began to tell me she saw a white man walking behind a black man by the cafe with his cell phone out and "the white man was spying on him". I mentioned that maybe the man got a text. She said that I was wrong and didn't know what I was talking about. We made our way down the stairs and she pointed out a bald white male that was sitting with another male in the cafe. I lifted my hat and said, "Oh we have the same barber." ██████ started to yell at me and wave her arms. I asked her why she was yelling at me. And she said, "Because you aren't listening to me". I explained I was listening to her but there was nothing I could do about a man on his phone. ██████ walked off and made her way through the south entrance.		
8	Wednesday, 2/21/2024 (8:56am)	Illegal and/or Prohibited Activity(Interfering with comfort or safety)(Making violent or threatening statements)	<p>Responding to a call for a BoM to the Circulation desk around 9:40am, I was met with patron ██████</p> <p>██████ apologized for having to call for a Monitor but he explained that words were exchanged this morning between himself, ██████ and ██████. I asked when and where this conversation took place. He explained that he was waiting at the South Entrance to be let in this morning and while the other men were there, they began to express an issue/concern. ██████ stopped the men when the conversation was turning in a negative direction (a threat was being made to Matthew) and shortly after all patrons were let inside.</p> <p>██████ did not call for the initial issue from this morning, rather the problem he called for was when he was coming in ██████ was on his way out. Before he left the door he told ██████ "to keep it up and he'll see". ██████ told ██████ "whatever it's not worth my time man" and ██████ repeated the same phrase from before while laughing.</p> <p>I explained to ██████ while there was no one around to hear this interaction (not saying we do not believe him) our hands were tied in the matter. We could monitor both men moving forward and document incase an issue does arise in the future. It is recommended for ██████ to keep his distance and everyone can stay in the building for now.</p>	Miriam Mejia (2/21/2024 11:55 AM) (0) Matt stopped me earlier this morning around 10:50am and explained once again words were exchanged outside. He explained ██████ was trying to explain his frustrations with ██████ and while ██████ explained he was not comfortable speaking with him, ██████ continued. I explained to ██████ this was a difficult situation to be in and as we were talking Ian happened to be ██████ in our path. Ian explained to Matt there was only so much we could do and Gilbert happened to be crossing through the lobby while we talked. Ian told ██████ and ██████, regardless of who started what, if all parties could not be civil, then everyone would be asked to leave. Both men agreed and went their separate ways.	
9	Monday, 2/19/2024 (7:45PM)	Disruptive Activity(Excessive noise)(Inappropriate use of furniture) Illegal and/or Prohibited Activity(Graffiti/vandalism) (Interfering with comfort or safety)(Littering)	When going upstairs I heard noises coming from teen central when heading back there I saw two boys throwing things around and sliding around on the orange chairs which I discovered they had also been throwing chess pieces into the video game area. I found all of the pencils broken and thrown on the floor, a couple of Jades pictures for the scavenger hunt were taken down, orange chairs were all over, the couch had been pulled apart and the caution tape had been tampered with. I immediately escorted the boys out of the library and discovered they had parked a motorized bike between the Curtiss Street doors, and I told them that they couldn't park it there, but they said two ladies had given them permission once before. I don't know their names, but I was able to get pictures of them running out of the library tonight.		
10	Monday, 2/19/2024 (3:50pm)	Disruptive Activity(Excessive noise)(Not following directions from staff)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Failure to vacate reserved spaces)	<p>Approximately 3:50pm while walking out a group of boys (from previous incident #1151 ██████ s was "defending" his friend ██████ and explaining that he did nothing wrong. While ██████ was contemplating going down the stairs, ██████ told his friend "Are you really going to take that shit? Couldn't be me, I wouldn't fucking. I didn't do anything."</p> <p>I told ██████ he was done as well, he could join his friend on the way out. All boys decided they would leave together.</p> <p>██████ attempted to come back into the building where it was explained that he was going to be asked to leave for the day, now he was going to be given a week. Failure to leave the property, as explained to his friend previous, would result in a phone call to the police and a trespass.</p> <p>After some time, all teens left the North Entrance.</p>		
11					

A	B	C	D	E
Monday, 2/19/2024 (1:35pm)	Disruptive Activity(Excessive/disruptive sleeping)(Not following directions from staff)	<p>Around 1:35pm Mary Hurtado called for a BoM to ATS. Once there, Mary explained she booked study room 7 but there seemed to be a patron sleeping on the floor with the lights off. She could not tell who the patron was and wanted to know how to proceed.</p> <p>She offered to hover around the stacks while I went to wake the patron and I agreed that was probably best. When I entered room 7 I knocked, turned the lights on and found patron [REDACTED] waking up.</p> <p>I apologized for scaring him, let him know this room was booked by another patron and asked him to collect his items. He agreed with no issues, while he collected his items, I did remind [REDACTED] of our sleeping policy and how it may seem like a medical emergency had someone else found him. He apologized and vacated the room without further incident.</p> <p>This is more for documentation purposes as this was an issue with [REDACTED] in the past."</p>		
Monday, 2/19/2024 (1:27pm)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Not following directions from staff)(Using profanity or obscenity) (Illegal and/or Prohibited Activity)(Interfering with comfort or safety)	<p>At 1:27pm a call for a BoM to ATS was made by Tim Raub. Once there, Tim informed me of a group of teen boys who were running out of the building. Tim instructed the boys to walk and one of the boys responded "No faggot!" as he sprinted out.</p> <p>I apologized to Tim and Mary Hurtado (as she was at the desk during the incident). I let them know I would review the cameras so we could positively ID the teen. His friends returned moments later, without him, I asked for the young man's name and they gave his information, the other boys having a general idea of what the issue was about.</p> <p>Speaking with MoD Jen, per policy as this is [REDACTED] first offense, he will be banned for the remainder of the day. I will speak with him if and when he arrives in the building.</p>	<p>Miriam Mejia (2/19/2024 5:08 PM) (0)</p> <p>Around 3:50pm [REDACTED] reentered the building with his friends, I let MoD Katelyn know and she offered to come upstairs to help coral the teens. The boys began to shout and "defend" their friend of any wrongdoings. I explained to [REDACTED] he would be fine to return tomorrow, and he said that was fine. On his way to the stairs, he stopped as his friends were telling him to "not take that shit". I let them know the police would be involved if we kept up the shouting. On his way out [REDACTED] shouted "Fuck!" and was laughing.</p>	
Sunday, 2/18/2024 (1:30pm)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Not following directions from staff) Emergency Activity(911 call)	<p>I was called to the circulation desk by Tony Jones and as I was approaching the desk I heard a patron [REDACTED] using vulgar language towards [REDACTED] and [REDACTED]. I was able to diffuse the situation and because of his language I asked [REDACTED] to leave for the day and he refused. I said I would have to call the police if he wouldn't leave and he said go ahead I want this documented, before I dialed, I gave him one more chance to leave on his own and he said no - call the police.</p> <p>I asked Tony to call Paul who was our manager on duty and when the officers arrived, I asked Paul to quickly get us a letter of trespass for [REDACTED] which he did, and we gave it to the officer to administer to [REDACTED].</p> <p>As [REDACTED] was talking to the officer, he tried to get me rattled by referring to me as a rent a cop, etc. I ignored him which got him more frustrated, and the officers escorted him out the south doors (Curtiss Street).</p>		
Friday, 2/16/2024 (1:40 PM)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Not following directions from staff)(Parahandling/proselytizing/soliciting) (Illegal and/or Prohibited Activity)(Interfering with comfort or safety)(Under influence of controlled substance)	<p>While sitting upstairs at a table near local history, I was approached by a patron named [REDACTED]. He was pushing another patron [REDACTED] in a wheelchair. He asked me for money, and when I told him that he wasn't allowed to solicit in the library, he became upset and moved on to the next desk. Once there, he again asked another patron for money. He also apologized for his breath. "I drink because it numbs my feelings," he said. At this point, I was already getting out of my seat to ask him to leave for the day. Once I did this [REDACTED] cursed at me and hurried down the aisle and around the corner.</p> <p>When the pair were near the elevator, they were swearing consistently and loudly. Van politely asked them to not swear. He replied by saying stuff like "cover your mouth" and "you Asians" and "bringing Covid."</p> <p>Once they were in the elevator, I then headed downstairs to meet them when they got out. Miriam and Amanda were also there waiting for them. [REDACTED] saw me and said, "What, you're following me now?" but continued to head for the north lobby.</p> <p>The pair left the library through the north ADA door.</p>	<p>Miriam Mejia (2/16/2024 2:30 PM) (0)</p> <p>Amanda Klenk:</p> <p>Van and Amanda were working the ATS desk. At about 1:45 p.m., two patrons were leaving via the elevator. The man was swearing and Van calmly asked that he not swear in the library. In response, he said something about "covering your mouth", "you Asians", and "bringing Covid". At that point, I (Amanda) told the patron that it was inappropriate to speak that way to a staff member and as he continued/got into the elevator, I called for a BOM to meet me at the elevator on the 1st floor where I met Miriam and Danny. &lt;lar clear&gt; all"&gt;</p> <p>Miriam Mejia (2/29/2024 2:11 PM) (0)</p> <p>Earlier this afternoon [REDACTED] was given his suspension/ban letter. When the original incident occurred he left before we could write up a letter but it was explained his behavior from the 18th goes against our Code of Conduct, a few moments later he left without further incident.</p>	
Thursday, 2/15/2024 (4:21pm)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise)(Not following directions from staff)(Using profanity or obscenity) Emergency Activity(illness) (Illegal and/or Prohibited Activity)(Interfering with comfort or safety)	<p>Around 4:20pm a call for a BoM was placed to the Kids room desk. Upon arrival [REDACTED] (regular patron) was berating Jenny (kids dept) about a mess that needed to be cleaned up in the new Tween space.</p> <p>Walking into the area, we were greeted by another regular patron who is a nanny and she apologized for the child she was watching (who threw up). Danny and myself reassured her that all was fine, the mess would be cleaned up no issue. While trying to clean up [REDACTED] exclaimed that we did not know what we were doing and how the staff was very ignorant in taking care of children. I once again reassured her everything was fine, accidents happen and we would get everything resolved without any issue. [REDACTED] continued in her berating on staff, while we finished cleaning up the mess, she made several degrading comments on staff regarding issues that were not even library related. She claimed she could say what she wanted being a life long Downer's resident and citizen, she is also a tax payer who takes care of our paychecks. Choosing not to interact with her ranting, Danny and myself hurried along with the cleaning to leave the now hostile environment. [REDACTED] continued with her ranting, even as we both left the area.</p> <p>Touching base with Traci and later Van, I explained that [REDACTED] made several comments on staff being "just plain rude and stupid" and was nearly shouting when Van came to help us, "Here comes little Miss thing to try and tell me that I need to stop but I'll tell you all something, I ain't going to quit till these people get a due". No staff was interacting at this point, Kids desk, Kristen called us because the same child had another vomiting fit. Once again [REDACTED] interjected herself even after staff told her there was no issue. [REDACTED] later left when the second spill was cleaned up.</p>	<p>Danny Bartkowiak (2/15/2024 6:03 PM) (0)</p> <p>While I was scooping up the vomit [REDACTED] stood over me and harshly critiqued my approach to cleaning up the mess. Mixed in with this were negative and defamatory comments about multiple staff members from the Kids Library. "They have no idea what they're doing." "That Traci woman is awful." "That new girl, I thought she was supposed to be nice but I guess not." "This is supposed to be a safe space."</p> <p>In addition to this, she seemed to be bullying the other nanny whenever the other nanny attempted to apologize for her kid getting sick. "Don't apologize to these people. I pay my taxes for them to do this." More than once [REDACTED] literally inserted herself in between the nanny and myself/Miriam to prevent the other nanny from speaking to us.</p> <p>This went on for about ten to fifteen minutes, at which point I finished cleaning up the mess and returned to the workstation.</p> <p>» edited by Danny Bartkowiak on 2/16/2024 1:04 PM</p> <p>Traci Shock (2/15/2024 7:03 PM) (0)</p> <p>Jenny Loan</p> <p>At around 4:25pm I (Jenny Loan) walked over to the gaming area in the tween room. I was there to tell patrons who were using the xbox, they had 5 minutes left to play because another patron had signed up. Upon entering the tween area, I saw that a toddler had thrown up on the floor. I immediately told the patron not to worry, I would get someone to clean it up right away. At this point [REDACTED] was not present. She had been in the bathroom getting paper towels. I walked away and as I approached Erin at the desk, I asked her to call for maintenance, and told her that a child had thrown up. Erin called and started to walk towards the back and I was facing her. Out of nowhere I heard [REDACTED] yell across the department, "Don't you dare roll your eyes!" I turned and said "I'm sorry, what?" She then started yelling again, from across the library. "I reported all of you", and was waving her finger as if to say, the whole department. I said, "That is absolutely fine". Then she started yelling at me. "I pay your salary! I pay your salary..." I was so overwhelmed, I started to get emotional. Luckily, Traci was already at my side and let me go on a break immediately.</p> <p>» edited by Danny Bartkowiak on 2/16/2024 1:04 PM</p> <p>Traci Shock (2/15/2024 8:09 PM) (0)</p> <p>Erin Linsenmeyer</p> <p>Today at about 4:15 Jenny came up to the desk from the Tween Gaming Area and said that a little girl had puked. While I was calling for a BOM [REDACTED] came up immediately after her saying that she (Jenny) didn't need to roll her eyes at her. Jenny said that she didn't [REDACTED] responded that she did and that the problem with all of us was that we had attitudes and that "we pay your bills." Jenny once again stated that she didn't roll her eyes at her and she wouldn't roll her eyes at a child. [REDACTED] said we all needed to be kinder and stop making faces at her. Traci came out to check on what was happening and sent Jenny to the back, Miriam came out to clean up. » edited by Danny Bartkowiak on 2/16/2024 1:04 PM</p>	
			<p>Incident Report #16 Appended Info Continued:</p> <p>Miriam Mejia (2/16/2024 3:52 PM) (0)</p> <p>Earlier this morning I was able to speak with the other nanny involved in this incident, I wanted to document that a member of staff checked in with her and all was well!</p> <p>I noticed they were having lunch in the cafe and asked the nanny how the baby was doing. I asked if she was still feeling ill or if they had a better turn around once they left the library yesterday. She said she was happy that we followed up with her, the baby was still vomiting into the afternoon and she was terribly sorry for all the commotion that was caused due to the baby's illness. I once again reassured her that there was no apologies needed and all staff in the library was there to help. She thanked all the staff for being so kind, and she was hopeful there would be no hard feelings (from staff against her). I explained that no such thing would occur, Jenny did the right thing informing her to prioritize the baby in her care and leave the mess to us. She agreed, I did, however apologize for the woman speaking so harshly to her [REDACTED]. The patron explained that [REDACTED] was her friend here and she explained her friend was angry due to a staff member rolling their eyes. I confirmed with her that staff are here to help, I could guarantee staff did not demonstrate any annoyance in helping her. She said she did not fully understand what was happening, but she knew the [REDACTED] was shouting things about being a taxpayer due to what she saw at the desk. She did not apologize for her friend's actions but she also expressed she was very confused that [REDACTED] would act out the way she did to the staff in the Kid's room. I agreed walking into the situation was confusing and thanked her for her clarity on the story. She once again thanked the staff for assisting her and while she was embarrassed, she hopes the Kid's dept knows she is very appreciative for their help.</p>	

A	B	C	D	E
Wednesday, 2/14/2024 (10:56am)	Disruptive Activity(Not following directions from staff)(Using profanity or obscenity) Emergency Activity(911 call) (Illegal and/or Prohibited Activity)(Interfering with comfort or safety)(Making violent or threatening statements)	<p>Around 10:56am an altercation occurred upstairs by the Seed library between two regular patrons.</p> <p>█████ was seated against the back wall (against the supply closet) discussing an issue with █████ and █████. █████ explains that he asked █████ to grab him a lunch on his way back to the building. Upon arrival █████ told ██████ was grabbing him a lunch and would be back with it. █████ grew frustrated and explained to both men why he was growing bothered. After a few minutes of all 3 talking █████ left the conversation and █████ continued speaking out loud of the issue. █████ now frustrated, rushed from his chair (across from █████) and rushed █████ threatening him along the lines of "If you say something else, I'm going to beat you right here".</p> <p>█████ was caught off guard, told █████ he didn't want no problems, and was overwhelmed. █████ asked for help, asking if I had seen the altercation upstairs. I apologized and admitted that I had not seen/heard anything. I was under the assumption that both men were fine. I returned to the workroom, found the video of █████ threatening █████ and asked Ian K for assistance. We agreed █████ would be asked to leave and Ian would go speak with █████ upstairs.</p> <p>We asked █████ to vacate the area temporarily while Ian spoke with █████. He agreed, and let us know he would be outside smoking. █████ packed his items and left the building. █████ asked us to call the police as he felt unsafe and wanted to press charges. While Ian waited for DGPD in the lobby, I came to the workroom to write up his suspension/trespass letters.</p> <p>In doing so, I happened to watch the camera and watched █████ rush down █████ in the ADA hallway. Finding Ian and █████ in the lobby, we agreed it best to have James officially trespass. DGPD took down █████ statement and our information.</p>		Yes
Saturday, 2/10/2024 (4:10 PM)	Disruptive Activity(Excessive noise)(Not following directions from staff) Unsafe Activity(Other)	A group of five teen boys who were wrestling in Teen Central were asked to leave for the remainder of the day.		
Friday, 2/9/2024 (7:40pm)	(Illegal and/or Prohibited Activity)(Interfering with comfort or safety)(Viewing of pornography)	<p>Approximately at 7:40pm Kids department called for a BoM. Upon arrival Molly informed me that a group of 5 boys had ran out the library suddenly. She had some suspicion of what was going on as the boys had all been crowded around a computer and were in a laughing fit. When Molly reached the computer (she was originally going to log them off via Kids desk but they dashed) she opened the browser to find the boys had a porn website open.</p> <p>Molly was able to give descriptions of the boys and would be able to identify said boys should they return. I relayed this information with Katelyn and considering it first offense, would ask the boys to leave should they return.</p> <p>Going to the workroom, I noticed 5 patrons rush in with hoods drawn tight to conceal their faces. Grabbing Molly and walking together the café, she was able to confirm these were the boys in question.</p> <p>I explained to the boys, their actions were obviously against our Code of Conduct. They claimed to not understand what the offense was, and I made it clear that not only was that wildly inappropriate, it clearly is uncomfortable for staff to witness these websites. I told the boys they were to leave immediately and moving forward, we expect them to follow all rules.</p>	<p>Paul Regis (2/12/2024 10:33 AM) (0)</p> <p>The library uses a third-party service, Qustodio, for content filtering on the Kids Room public PCs. IT Manager Paul Regis checked that the service was running and seemingly working as it should on those computers at the time of the incident, which it was. He opened a ticket with Qustodio support to review logs and settings to determine what might have happened and how to strengthen the filter policies. No content filter is 100% effective, unfortunately, but should detect most main offenders.</p> <p>Paul Regis (2/14/2024 10:00 AM) (0)</p> <p>Qustodio reviewed the logs and confirmed that the service was running and working at the time of the incident. The tech mentioned that it's possible that the kids found a loophole to access the site by using a newer proxy service that might not be flagged yet, which redirects traffic to make it seem as though it's coming from a different location. The "proxy" category is blocked in Qustodio, and IT Manager Paul Regis was unable to access the more popular proxy sites in his testing. He will monitor the service and evaluate other content-filtering offerings. While savvy users may find workarounds for any given piece of security, these types of services do hinder/deter most attempts.</p>	
Friday, 2/9/2024 (7:20pm)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise)(Not following directions from staff)(Using profanity or obscenity) Emergency Activity(911 call)	<p>Roughly 7:20pm a call for a BoM was announced for the ATS desk stating a situation that was turning into an emergency.</p> <p>Upon arrival I was confronted by a patron who demanded we call the police as he was being harassed by 2 other patrons. I reassured the gentleman we would call the police, and if he could take a breath so we could discuss the problem. The man (later identified as █████) claimed █████ and another man were harassing him for money. █████ was close and wanted to explain his side of the story, claiming what the man was saying was not true. █████ grew increasingly louder, advancing on █████ and I explained to █████ we could not have a safe conversation if both men did not walk away. I advised ATS to call the police as Mod Katelyn joined the incident. (Katelyn later explained the emergency button was pushed at the ATS desk as staff assumed the argument would turn physical).</p> <p>Finally getting both men to separate, I walked with █████ downstairs trying to gain clarity on the situation, he said "Call the police, this isn't worth my fucking time. These hoodlums are what keep me away from here." He soon exited the North doors.</p> <p>While in the lobby █████ had also came downstairs and wanted to talk. He explained he was having a conversation with patron █████ when █████ invaded their personal space and began arguing with both men. █████ apologized for the incident as he and █████ "have bad blood". However █████ did follow direction from staff and removed himself. I reassured him that he did what was best and moving forward, it be best to avoid █████ and seek out staff should this issue rise again. I also met with patron █████ to see if I could be of any help to him. He confirmed █████'s story and wanted no involvement with either side, but felt it would be wrong to not speak on █████'s behalf.</p>		Yes
Thursday, 2/8/2024 (2:40pm)	Disruptive Activity(Not following directions from staff) (Illegal and/or Prohibited Activity)(Interfering with comfort or safety)	<p>Around 2:40 an incident occurred in the Kids room (back area of the dept) where a regular patron scolded some children. She explained to Gracie that she believed the kids were being too loud and it seemed to have upset her. Gracie reassured the patron and other children/parents that noise was not an issue in this dept. Everyone was to play and interact with one another as normal. While the young woman left without further incident, Gracie followed her out of the department and went ahead to reassure the families all was well.</p> <p>Placing a call for a BoM around 2:45, Gracie explained the incident and explained there were no real problems. This was a moment out of character for her. She is a person with multi-needs, and is usually accompanied by a Guardian/parent.</p> <p>She seems to have made her way upstairs and seems to be less agitated.</p>		
Wednesday, 2/7/2024 (5:10 PM)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Using profanity or obscenity)(Using tobacco or tobacco-like products) (Illegal and/or Prohibited Activity)(Interfering with comfort or safety)(Lewd conduct or public indecency)	<p>A group of teenage boys were vaping in the non-fiction stacks. After seeing this, I (Danny) went upstairs and asked them to leave for the day. One of the boys █████, proceeded to call me "tiny dick Dan."</p> <p>The boys then ran down the stairs, through the lobby, and out the south doors.</p>	<p>Miriam Mejia (2/15/2024 11:37 AM) (0)</p> <p>█████ and his parent █████ have been sent a letter from DGPL regarding his behavior/actions with staff. 2/15/24.</p>	
Saturday, 2/3/2024 (1:35pm)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise) (Illegal and/or Prohibited Activity)(Interfering with comfort or safety)	<p>Approximately 1:35pm a call for a BoM was placed for the Circulation desk.</p> <p>I was met with █████ and she explained an incident that had occurred moments prior. █████ went to speak with an old friend █████ in the cafe and it turned into an argument.</p> <p>Both women went to the desk asking for assistance but █████ left moments after the call was placed.</p> <p>I reminded █████ of our code of conduct, while she apologized for her language/volume she admitted she let her frustrations get the best of her. I told her this behavior was not allowed and she should keep her distance from █████ moving forward.</p> <p>█████ returns, she will also be reminded of the code of conduct.</p>		
Saturday, 2/3/2024 (11:50am)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise)	At around 11:50am a female patron started yelling at all of the other patrons in the back of the play area. She started berating and lecturing them for "not teaching their children to pick up after themselves" and "that they need to get off of their cellphones." She also mentioned being a teacher in her rant. By the time that I (Traci) made my way to the back she had claimed "she was out" and grabbed her two children and made her way to the front. Just documenting in case there are any complaints from other patrons. Jenny Loan and Molly Seidl also witnessed.	<p>Miriam Mejia (2/3/2024 12:22 PM) (0)</p> <p>It seems the patron left shortly after sharing her thoughts with the staff on desk in the kids room. Should she return, I (Miriam) will speak with her and remind her of our code of conduct.</p>	No
Saturday, 2/3/2024 (11:45am)	Emergency Activity(Accident or injury to individual)	<p>Around 11:45am responding to a call for a BoM, Amanda Klenk explained there was a loud noise that came from behind the half wall in Teen Central. Upon further inspection, it seems a child (about 3) had bumped their head and was crying. The child was accompanied with his family. Amanda offered them an ice pack and a call for emergency services. The family declined, stating the child would be fine but accepted the ice pack.</p> <p>As I approached the family, I introduced myself and asked if there anything else I could possibly do for the family. The family once again declined, stating the child was feeling better and I explained at any point, they could grab any staff member if they need further assistance. They thanked the staff for being so caring and we parted ways.</p> <p>(There was no blood, and the child was alert/responsive).</p>		
Friday, 2/2/2024 (6:30 PM)	Disruptive Activity(Excessive noise)(Not following directions from staff) (Illegal and/or Prohibited Activity)(Other)	It was reported by the Circulation staff that a trio of teenage boys—who'd already been warned upstairs about their respective volume level—were play-fighting with each other right in front of the Circ desk. Once a monitor was called, the boys then proceeded to race across the north lobby, continuing to play-fight until they reached the stairs.		

	A	B	C	D	E
28	Friday, 2/2/2024 (6:20 PM)	Disruptive Activity(Excessive noise)(Not following directions from staff) Unsafe Activity(Misuse of equipment on library property)	It was reported to me (Danny) by Circulation staff that a group of six teenagers made an obnoxiously loud departure around 6:20 PM. One of the boys in this group rode an electric scooter through the south lobby and out the south exit, howling at a Circ employee who he, the teen, nearly ran into with his scooter.		
29	Friday, 2/2/2024 (10:36 am)	Disruptive Activity(Using profanity or obscenity) Emergency Activity(911 call) Unsafe Activity(Other)	A call for the monitor went out at 10:36 from the Computer Helpdesk. On my way to respond patron ██████ exited the elevator and was punching himself in the head and face. I asked if he was okay and he yelled "No I'm not fucking okay. I'm going to kill that whore". As he made his way through the pinwheels to the south exit he continued to yell, swear, and make threats all within earshot of patrons. While walking past the Kid's room he was yelling "I will kill and burn all your fucking children". As he was walking to the south exit I stayed behind him at a safe distance and signaled for the circ desk to press the duress button. Scott A. from admin looked through the Admin window and I signaled for him to call the DGPD. While proceeding to the south entrance a woman and a small boy were walking in and as ██████ walked past them he yelled "I will chop your kids fucking head off and skull fuck your baby" ██████ continued to punch himself as he exited the south entrance and proceeded east towards Main St. At 11:10 Officers Darrah #54 and Gonzalo #32 entered through the north entrance. and met me in the cafe area. I explained to the officers in detail what had occurred and they said they had made contact with ██████ just off Maple Ave. I requested that ██████ be trespassed from the library and grounds. The officers took my information and report #DGPC2400298 was given to me. We asked the officers to make a walk around the building and perhaps hand out stickers to the kids in the kid's room as there were many concerned children and parents. The officers agreed and proceeded to hand out stickers to our young patrons as they walked the building. I did not have the time to generate a suspension and trespass letter but they are attached to this report for record.	Danny Bartkowiak (2/2/2024 8:16 PM) (0) Around 7:50 PM, Darko reentered the building. He went up to the second floor and curled up in a red chair along the Curtis Street wall. I (Danny) called the police and waited for them at the top of the stairs. The officers served ██████ his suspension and trespass letters and then removed him from the building. On his way out, ██████ proceeded to swear and yell. "Fuck you, Danny. Danny, fuck you. You woke up the Devil, Danny." » edited by Danny Bartkowiak on 2/6/2024 9:31 AM	Yes

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
MARCH 20, 2024**

**Department Reports – February 2024**

**Administration – Jen Ryjewski**

- Attended Programming Team meeting, led by Amanda Blau. We reviewed and updated the Charge for the team, upcoming programs, the main programming calendar, deadlines for Summer Reading Club brochures, and the May/June Discoveries content
- The Wiki Team met, led by Max Mogavero. They discussed the status of the Staff Wiki and a doable timeline of events that must occur before we launch for all staff
- Learned how to use the Canva Pro software for use in creating library statistical reports for the board packets
- Attended a fantastic webinar presented by staff from the Arlington Heights Memorial Library, entitled Making Technology Accessible. They shared accessibility design considerations and adaptive tools that can be made using a 3D printer
- With the assistance of Building Office Manager, Katelyn Vabalaitis, completed and submitted the FY2024 Illinois Public Library Annual Report (IPLAR)
- Finalized and submitted the Stephen T. Riedner grant for Life Enhancing Programs for People Living with Dementia. If awarded, the funds from this grant will be used to expand collections at our Satellite Stacks to include Memory Kits; increase accessibility and participation in library programs by incorporating use of adaptive tools; promote literacy and lifelong learning by offering hi-lo books as Summer Reading Club prizes. Thank you to Mary H. and Misty S. in ATS for helping me with collection ideas and associated costs
- Continued to work on several ongoing/outstanding projects, including: Reaching Forward Committee work, revisions and updates to the General Policy, and space planning with Product Architecture

**Business Office – Katelyn Vabalaitis**

- Completed the annual workers compensation audit for the library's insurance company
- Completed the financial and personnel sections of the FY2024 Illinois Public Library Annual Report (IPLAR)
- Attended part of an Equity Advisory Team meeting to discuss the library's current hiring practices and ways to make hiring more equitable

- Learned how to use the Monday.com software and began setting up a Monday.com board to improve the back end of the notary process when online requests are received. Notaries will be trained on this updated process in the next month
- Began experimenting with Monday.com to see if it can automate more of the internal orientation process when bringing on new staff
- Held one new hire orientation

### **Adult & Teen Services – Van McGary**

- ATS, Access, and Circulation staff in collaboration started on a recataloging project of the large adult cookbook collection (nonfiction 641) to make the collection more user friendly by changing the call numbers from 641 followed by a long decimal to 641 followed by a main category and subcategories. This allows the collection to remain in the same relative location with an increase in ease of browsability and findability
- In late February, ATS staff brought the concept of a temporary Teen Services Desk for Teen Central to a full-fledged service desk in less than two weeks led by Teen Services Coordinator Jade and Adult & Teen Services Assistant Manager Amanda. Many thanks to the Kids Room for staffing assistance
- Adult programming highlights in February include our first ever Puzzle Race, which was popular among adults of all ages, an Information Literacy Workshop, and a fun Suminagashi art program hosted by the DG Artist Guild, which they also held for teens
- Teen programming highlights in February include a Black History Month Scavenger Hunt, the continuation of Girls Who Code, and a Watercolor Notebook Challenge. In addition, over 40 teens at O'Neill Middle School had a blast at a Cardboard Mech Suit outreach event

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

- Programming remained strong in February, with storytime staying incredibly popular as in previous months. The winter session ended mid-February which then allowed staff to bring back annual favorites like Painting with Cars (where toddlers use cars, trucks, and other vehicles to make art) and Arty Baby (where babies have a full body sensory painting experience on the floor of the program room). The Kids Room also hosted Firefly Puppet Theater which drew over 175 attendees and ended up needing to be cut off due to room capacity
- Outreach Coordinator Erin Linsenmeyer went to Herrick and O'Neill Middle Schools to do a Book Blind Dating program with both schools' Teacher Librarians. Book Blind Dating is where students choose a book wrapped up in paper based on key phrases about plot and genre. They don't truly know what they get until they unwrap the book. Between the two schools, 200 students received a book and visited with Erin



- Our Annual Bookmark Contest ended on February 19th. This year we had 160 entries from students in grades K-8th with participants from all of DG's elementary schools; District 58 schools, St. Mary's, St. Joe's, Avery Coonley. Winners are being chosen and will be announced soon!
- The Kids Room has mostly been consumed with Summer Reading Club planning which kicks into high gear in February. This year's theme is Read, Renew, Repeat and we are busy thinking about recycling, endangered animals, and conservation. Using these themes, we planned our room decorations, finalized prizes, and began collecting raffle items. We also started planning our full slate of summer programs where we increase our weekly program offerings for elementary and school children who are more available during the summer months

### **Circulation Services - Christine Lees**

- We issued 221 library cards this month and 6 non-resident library cards. 852 lock holds were filled this month and our patron foot traffic saw a 12% increase over last February
- We completed all staff check-ins this month, these check-ins are in lieu evaluations in 2024, formal evaluations are being moved to an annual cycle tied into the calendar year
- Our shelving team is working on a video, using the DGPL Media Lab, for staff on the sorter (how it works, how to empty it, tricks, etc.). Look for the video soon!
- Tony Jones attended the Staff Wiki Team meeting and Rosie Lewellyn is involved with the team that is updating our Customer Promise. Both staff members are providing valuable feedback to make DGPL the place to be!

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

- IT Manager Paul Regis demoed a few ediscovery services to make FOIA requests more manageable. These potentially reduce the amount of time it takes to de-duplicate responsive documents and offer some automatic redaction options. Such services tend to target the legal sector and therefore can be expensive, so this is just exploratory at the moment
- The Hublet tablet kiosk installation made some progress only to be road blocked by EnvisionWare refusing to sign a SWAN form outlining third-party access to patron information. Paul has escalated this to senior EnvisionWare staff, who have connected with SWAN and are hopeful an agreement can be reached. The library is essentially stuck in the middle at the moment, as the main point of contention is EnvisionWare being able to connect to SWAN outside of the library's network which requires that form to be signed. DGPL is the first SWAN-member library to offer Hublets, so some growing pains are to be expected to a point

- The library's VPN connection to SWAN encountered an issue in early February, which impacted internal services such as being able to check out materials at self-checks, checking materials in through the sorter, etc. Paul and SWAN were stumped by this, as there were no network changes on either end, no issues with the library's ISP, etc. Thankfully, they were able to rebuild the VPN and have services restored in a day. It was ultimately determined that there was a defect with the dedicated firewall device used for the VPN
- Assistant IT Manager Max Mogavero led the inaugural meeting of the library's Wiki Team in late February. The goal is to help determine standards and maintain an internal wiki for staff, which will provide an easy-to-access depot of frequently-used documents, policies, forms, etc.
- IT replaced two staff computers, prepped two new public computers and one virtual server for testing a new version of the PC management system used, and added/deleted/shifted a handful of email addresses in February. There were 38 one-on-one Book-an-Expert sessions for the month
- IT and the People's Resource Center offered a combined 15 classes to 59 attendees in February

### **Marketing & Communications – Cindy Khatri**

- The MC team created the library's annual report. An abbreviated version of the report was sent to all homes in the library's district via Discoveries. The extended version features additional information contextualizing some of our stats; a list of new and notable events, collections, and projects in 2023; and photos of patrons and staff throughout the year. Physical copies can be found in the lobby of the library, and a digital version is available on the library's website (on the Transparency page)
- The MC team worked with ATS and Kids to prepare for Summer Reading Club, including discussing copy and design for forms, which will be sent to the printer in March
- The MC team drafted a new site map for the website featuring mega menus. The goal of transitioning to a new menu style is to increase user experience and decrease the number of clicks it takes patrons to find information on the website. By doing this, patrons and staff will need less assistance finding resources in addition to increased engagement
- The Informed Voter Corner webpage was updated and published on the library's website. This page is designed to help voters of all experience levels find the information they need to cast their vote. Content features how to register to vote; a list of important dates; voting methods (by mail vs in person); nonpartisan resources to learn about the issues and candidates; and FAQs (e.g. How do I track my vote-by-mail ballot? Where are early voting locations?). This page does not endorse or critique any issue or candidate. Rather, patrons are pointed to resources to learn more about all candidates and issues so they may make an informed decision of their own

### **Access Services – Lucas McKeever**

- Kira worked with SWAN staff, ATS, and Circ staff to identify an issue that was preventing some patrons from placing holds on our materials and pilot a new hold mapping setup that should alleviate this new-found issue. If it goes well, it will likely result in a change across all SWAN libraries
- Kira and Andrew created a new call number system for cookbooks and are currently working on updating all of the labels on these materials. The goal is that the collection will be more browsable and sorted in a way that is more intuitive to patrons
- Lucas assembled a group of staff members throughout the library to work on updating our Customer Service Promise. The goal for the group is to finalize a first draft of this update in mid-March

	<b>Adult &amp; Teens</b>	<b>Kids</b>	<b>Both</b>
<b>Items Added</b>			
<b>Print</b>	1261	379	
<b>AV</b>	197	33	
<b>Items Discarded</b>			
<b>Print</b>	654	371	
<b>AV</b>	542	8	
<b>Items Repaired</b>			257
<b>Items Reclassified</b>			1116
<b>Original Records</b>			23

### **Building Operations – Ian Knorr**

- Building Operations met with TJ Antilone from Allcom for an estimate on an alarm system. Allcom installed the hardware for the duress buttons at the service desks and this system would utilize the equipment already in place
- Preventative maintenance was performed on the roof top units
- Building Operations met and received an estimate to replace the carpet in the STEM room with a laminate vinyl plank floor. The carpet currently in the STEM space is showing wear and tear and a vinyl plank floor is better suited for the room's use

- Building Operations met with Chandler Busalacchi from CBIZ who is obtaining building information for our building appraisal
- Building Operations patched and painted the teen gaming area due to vandalism

**DOWNERS GROVE PUBLIC LIBRARY  
BOARD OF LIBRARY TRUSTEES  
MARCH 20, 2024**

**Agenda Item 10A**

**Board of Library Trustees Goals for 2024**

With the adoption of the library's new strategic plan and our ongoing mandate to serve the Downers Grove community, we have an ambitious and busy year ahead of us. Staff goals have been set and we're in discussions about the Director's goals as well; it seems only fair that the Board of Trustees should also commit to some shared goals this year to support the Downers Grove Public Library, strengthen our ability to work together as a Board, and advance our capacity to carry out our work as Trustees.

Based on previous discussions the Board has had, and knowing what the library staff and Director are set to accomplish this year, there are several broad categories into which Board goals could fall:

- Understanding Library Trustee roles and responsibilities in general (e.g., taking iLead courses or attending RAILS workshops)
- Advancing the DGPL's strategic plan (e.g., visiting makerspaces at other libraries, taking implicit bias training)
- Increasing our awareness of DGPL programs, services, and connection to the community (e.g., attending programs, helping at the Farmer's Market)
- Guiding the format and structure of monthly meetings / board packets (e.g., discussing and deciding on an acceptable financial report format)

Some of the goals may end up being more individually pursued (e.g., committing to attending two other local libraries' board meetings), while others may be things we pursue as a group (e.g., EDI training) or in sub-committees (e.g., board packet formatting).

**Recommended Action:** Discuss and finalize list of individual and/or board-level goals to be accomplished in 2024.