

**Orland Park Public Library
14921 Ravinia Avenue
Orland Park, IL 60462**

**AGENDA FOR BOARD OF LIBRARY TRUSTEES MEETING
September 18, 2017 7:00 P.M.
Room 104**

A. CALL TO ORDER

B. ROLL CALL

C. APPROVAL OF MINUTES FROM AUGUST 21, 2017—FOR ACTION

D. INTRODUCTION OF VISITORS

E. PUBLIC COMMENT

There will be 30 minutes allowed for public comment with a five minute maximum per speaker. The time limit may be extended upon a majority vote of the Board.

F. TREASURER'S REPORT AND PAYMENT OF BILLS—FOR ACTION

G. LIBRARIANS' REPORT/STAFF REPORTS

H. COMMITTEE REPORTS

1. Building and Maintenance
2. Finance (Committee of the Whole)
3. Service and Policy
4. Personnel
5. Law
6. Strategic Planning
7. Capital Campaign

I. UNFINISHED BUSINESS

1. FY2018 Budget and Levy – For Discussion

J. NEW BUSINESS

1. Chapters 1 -5 of the Illinois Library Association Trustee Facts File, 4th Edition – For Discussion
2. Patron Service Manual (formerly Customer Service Training Plan) Revision – For Action
Motion to approve the revision to the Patron Service Manual (formerly the Customer Service Training Plan) and authorize the Library Director to make any future revisions as needed

3. Approval of the Access Control and Security Alarm upgrade customer proposal involving a software upgrade from Tyco Integrated Security in the amount of \$25,867 – For Action *Motion to approve the Access Control and Security Alarm upgrade customer proposal involving a software upgrade from Tyco Integrated Security in the amount of \$25,867.*

K. ANNOUNCEMENTS

L. ADJOURNMENT

Minutes of the Regular Monthly Meeting of the Board of Library Trustees of the Orland Park Public Library held August 21, 2017

The meeting was officially called to order by President Barcelona at 7:00 p.m.

Call To Order

Members present: Christian Barcelona, Joanna Leafblad, Diane Jennings, Elan Kleis, Nancy Healy, Dan McMillan (7:03), Charles McShane (new member)

Roll Call

Members absent:

Staff present: Mary Weimar, Library Director; Mary Adamowski, Assistant Library Director; Ross Kimmey, Finance Manager; Jackie Boyd, Public Information Manager; Aaron Peterson, Senior Administrative Coordinator

Dennis Walsh, Attorney from Klein Thorpe and Jenkins

Introduction of Visitors

None.

Public Comment

None.

Executive Session

Appointment of Library Trustee to fill vacancy – For Action

Secretary Kleis motioned to appoint the new Library Trustee to fill vacancy until the next election. Trustee Healy seconded. No discussion. A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – absent.

Motion passed. 5 ayes, 0 nays, 1 absent

Swearing in of new Library Trustee – For Action

Secretary Kleis administered the oath to Charles McShane.

Treasurer Jennings made a motion to approve the July 17, 2017 minutes. Secretary Kleis seconded. No Discussion. A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane – aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Approval of minutes from the Special Meeting on August 1, 2017 – For Action

Secretary Kleis moved to approve the minutes from the Special Meeting on August 1, 2017. Treasurer Jennings seconded. No Discussion. A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane – aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Treasurer Jennings moved to accept the Treasurer’s Report for July, 2017. Secretary Kleis seconded.

Trustee Healy asked for verification that a significant amount of blank checks had been ordered at the same discounted rate as previously received. Finance Manager Kimmey confirmed that an increased amount of checks had been ordered and that the discounted pricing was applied. Trustee Healy inquired about the high increase in the Nicor bill. Assistant Library Director Adamowski stated that Maintenance Superintendent Newman did not have a reason to the increase in pricing or terms used. A thorough check of all connections was completed and nothing seemed to be wrong. There has been a recent increase in the cost of terms which explains the billing increase. President Barcelona asked about the recent invoice from Management Association of Illinois. Finance Director Kimmey explained that the cost reflects the fee for the Association to assist the Library in developing a new evaluation tool process for staff. A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Secretary Kleis moved to accept the payment of bills listing from 7/18/17-8/21/17. Trustee Healy seconded.

No Discussion. A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

The library has received numerous applications for the open Head of Youth Services and Patron Services Manager positions. Assistant Library Director Mary Adamowski and Library Director Weimar will be conducting interviews starting next week.

The library live streamed the solar eclipse on the lobby monitor and the two public service desks located in Adult and Youth Services. The IT staff and CTC have upgraded the Ubuntu server which runs our Intranet. The terminal server which had the OPACs and thin clients is now defunct. Raspberry Pis are powering the OPACs. The Netgear switch has been relocated to the server room from the Lab. Outreach has more space on the NASA server to start scanning in local documents. Current Technologies has submitted a proposal for upgrading the security cameras which include both the outside and inside equipment. A cost estimate for a new Storage Area Network (SAN) has also been submitted by CTC as the network server is running out of space, as well as the Graphics server due to the photos and graphic flyers.

The Summer Reading Challenge has ended and over 2,200 patrons registered. The statistics showed a slight increase in the completion rate (52%). The business sponsors were very generous, even donating special gifts for those patrons who read more than the required amount of minutes/books who entered in a special drawings. Our library truly appreciate the generosity of the surrounding business community and thank them for their wonderful support.

The Taste of Orland was a great success. Orland Park library card holders who showed their library card received a small beach ball with the library logo on it. The library gave away over 1,200 beach balls. 687 people who stopped by our booth and made a guess as to how many pages in our stack of books.

NIR Roof Care is currently working on a proposal for roof repair. They will give us cost estimates for repairing the roof as a whole, half or in quarter sections. In the meantime, Maintenance has caulked the perimeter of the roof, especially in areas that have a leakage problem.

The main fire pump is not properly working and can only be operated manually or in emergency mode. The Library is waiting to hear back from Reliable Fire on the revised Terms and Conditions that were sent to them.

The Library was able to renegotiate the software cost proposal with Trane that is part of the summit control system. The revised Terms & Conditions were sent to Trane for their approval and the Library hopes to begin the upgrade of the summit control system by the end of the week.

Administration has been in touch with Jeremy Watson of Commercial Carpet Consultants in regards to the damaged Nurazzo tiles. Jeremy has been given approval by Nurazzo to replace the tiles. There are 22 damaged tiles. Five tiles per day will be replaced beginning at 6 am. The loud/messy work will be completed before the Library opens and the quiet installation will continue throughout the day. Administration is working with Jeremy on the repair dates.

The Library will be placing notice for Request for Quotes for landscaping services. Wingren, our current landscaping company, is finishing year three of their contract.

The final delivery of the reupholstered Youth Services furniture was delivered last week. The bright colors have created an even more inviting atmosphere to the department. Becki Jeka from Forward Space was very helpful in suggesting the colors and patterns for this project.

The Friends of the Orland Park Public Library Fall Extravaganza book sale was held this past Saturday. Nearly 50 patrons lined up before the Library opened to purchase books, DVDs, CDs and more at reduced prices. The Friends raised nearly \$1,800.00 throughout the day which will be given to the Library for future programming. This amount is well over double the money raised last year. Many patrons commented on the organization of the sale, and expressed their gratitude for the event.

The Library's Safety Committee has written a Safety Manual for the staff that we hope will be helpful for the many types of emergencies or occurrences that can happen in a public building. The purpose of the manual is to give staff guidelines to follow so that they, as well as the patrons feel comfortable, safe and secure in our Library. Each staff member has received their own manual to refer to and the committee would like the trustees to have their own, as well.

No reports at this time.

No reports at this time.

No report at this time.

No report at this time.

**Other Staff
Reports**

**Building and
Maintenance**

Finance

Service & Policy

Approval of the Minutes from the August 8, 2017 Meeting of the Personnel Committee – For Action

Personnel

President Barcelona motioned to approve the Minutes from the August 8, 2017 Meeting of the Personnel Committee. Vice President Leafblad seconded. No Discussion. A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane – aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Personnel Committee Meeting Recommendations – For Discussion

Treasurer Jennings began the discussion stating that the Personnel Committee, which includes herself, President Barcelona and Vice President Leafblad met on August 8, 2017 to discuss with Administration the 2018 Salary Schedule, Staff salaries and salary adjustments for 2018, Benefit Cost Allocation for 2018 and 2018 Enrollment in the Village’s Wellness Screening Initiative. Director Weimar stated that the Library participated in the Village’s Wellness Screening for the first time in 2017 and most staff were willing to take part. Those full-time staff members who are covered under the Library’s health insurance plan, as well as their Village-insured spouses, received a wellness screening which is a proactive approach on improving health for the staff member and minimizing healthcare costs to the Village. Finance Manager Kimmey mentioned that approximately 28 staff members are insured, with the final estimated total including spouses to be around 50. At this time the Library is projecting a 6% increase for 2018 health insurance costs based on the 2016 increase from the Village. The Library provides dental and vision coverage with no cost to the staff member. Trustee McMillan mentioned that he has seen much higher premiums in general at private businesses. Vice President Leafblad stated that public and private sector businesses handle premium rates quite differently. President Barcelona commented that the library is working to increase employee salaries as suggested by Management Association of Illinois, and previously approved by the trustees last year, and that making staff pay more for insurance will effectively cancel out the salary increase. Trustee Healy said to offset the costs, staff could move to a 40 hour work week. Director Weimar stated that staff went from a 35 hour work week to 37.5 hour work week in 2011. She also reminded trustees that salaries would need to be adjusted to reflect the additional time worked. Finance Manager Kimmey would be able to calculate the figures for future discussion.

Treasurer Jennings mentioned the salary schedule which was determined by Management Association and approved in 2016 by the library trustees. Director Weimar reported that currently the library is in the middle of a three-year benchmarking salary increase in which a 50% increase was given to certain staff in 2017. An additional 25% would be applied in 2018, with the final 25% increase happening in 2019. Finance Manager Kimmey stated the library would like to offer a 2% adjustment to the 2018 salary schedule. This is recommended by the Management Association of Illinois, to keep the previously approved benchmarking on track and to stay competitive. Treasurer Jennings said the committee is also recommending the proposed 2.5% 2018 salary increase in keeping with the national average of 2.5% and the national library average of 2.4%. Director Weimar said an adjustment for years of experience is being proposed for those staff who have longevity within the library and in their positions. Finance Manager Kimmey explained the formula used for this proposal for full-time staff involved subtracting the first five years of employment and then multiplying the remaining years by \$50.00. The same formula was utilized for part-time employees with the exception that their years worked minus the first five years were then multiplied by \$25.00 or \$33.33 per year.

No report at this time.

Law

No report at this time.

Strategic Plan

No report at this time.

**Capital
Campaign
Committee**

2018 Salary Schedule – For Action

New Business

Vice President Leafblad moved to approve the 2018 Salary Schedule. President Barcelona seconded. Trustee McMillan mentioned he had difficulty with staff working a 37.5 work week. Vice President Leafblad reminded trustees that the library moved from a 35 hour work week to 37.5 hours in 2011. It is believed that the majority of libraries within the surrounding communities' full time employees work 37.5 hours per week. Director Weimar mentioned that non-exempt staff are paid hourly, while exempt staff are salaried and often work additional hours on a regular basis. To bump the hours up to 40 per week would mean an approximate 7% increase in the budget and would impact the levy. President Barcelona stated that asking staff to work additional hours weekly and pay them the same salary was not a good idea. Trustee McMillan agreed that staying at 37.5 hours/week is the only feasible way to continue at this time. The approval to the 2018 Salary Schedule was tabled until the end of the meeting in order to acquire more information throughout the rest of the meeting.

Treasurer Jennings motioned to table the approval of the 2018 Salary Schedule until the end of the meeting. Vice President Leafblad seconded.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

At the end of the meeting the Board reconsidered the motion to approve the 2018 Salary Schedule. Vice President Leafblad motioned to approve the 2018 Salary Schedule. Trustee Jennings seconded. Vice President Leafblad inquired of Trustee McMillan if the additional budget and levy information helped clarify matters. Trustee McMillan said it was too soon to consider going forward with a 40 hour work week without more information.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Staff salaries and salary adjustments for 2018 – For Action

The approval of staff salaries and salary adjustments for 2018 was tabled until the end of the meeting in order to acquire more information throughout the meeting.

Treasurer Jennings motioned to table the approval of the staff salaries and salary adjustments for 2018 until the end of the meeting. Vice President Leafblad seconded.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

The board reconsidered the motion to approve the staff salaries and salary adjustments for 2018 at the end of the meeting and Secretary Kleis moved to approve the staff salaries and salary adjustments for 2018. Vice President Leafblad seconded. No further discussion.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Benefit Cost Allocation for 2018 – For Action

Treasurer Jennings motioned to approve the benefit cost allocation for 2018. Vice President Leafblad seconded. Director Weimar stated that the library is matching what the Village employees contribute to the plan. At this time the library is projecting a 6% increase which is the same amount as last year's. Trustee McMillan said he thought the library employees' contributions appeared to be low and he suggested that Finance Manager Kimmey ask the Village how they calculated the percentage of staff contribution to the various insurance plans.

The motion to approve the benefit cost allocation for 2018 was tabled until the next regularly scheduled board meeting in September.

A roll call vote as follows: Barcelona – nay; Healy – aye; Jennings – nay; Kleis – nay; Leafblad – nay; McMillan – aye, McShane - nay.

Motion failed. 2 ayes, 5 nays, 0 absent

Treasurer Jennings moved to approve the benefit cost allocation for 2018. President Barcelona seconded.

A roll call vote as follows: Barcelona – aye; Healy – nay; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – nay, McShane - aye.

Motion passed. 5 ayes, 2 nays, 0 absent

2018 Enrollment in the Village of Orland Park's Wellness Screenings Initiative and authorization to pay the library's portion of the costs – For Action

Treasurer Jennings moved to approve the enrollment in the 2018 Village of Orland Park Wellness Screenings Initiative and to pay the library's portion of the costs.

Vice President Leafblad feels that this is very useful and President Barcelona agreed.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Staff Salary Adjustments in 2017 – For Action

Secretary Kleis moved to approve the staff salary adjustments in 2017 beginning with the September 15, 2017 payroll. Trustee Healy seconded. Referring to the spreadsheet provided by Finance Manager Kimmey, Treasurer Jennings pointed out that the indicated amount is the amount to be paid through the remainder of 2017 using funds from the library's savings. Trustee McMillan agreed that rewarding employees for their years of service is a good idea and that the cost of retraining new staff can be high.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Payment of a \$1,000 net stipend to Assistant Head of Circulation Services – For Action

Vice President Leafblad motioned to approve the payment of a \$1000 net stipend for Assistant Head of Circulation Services. Treasurer Jennings seconded. Director Weimar explained that due to the illness and then death of the Head of Circulation Services in July, the Assistant Head has been handling the duties and responsibilities. The Assistant Head will continue carrying out the duties of Head of Circulation Services until the job is filled, probably throughout the month of September.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Approval of the Current Technologies 2018 IT services retainer agreement in the amount of \$118/hour for 500 service hours – For Action

Secretary Kleis motioned to approve the Current Technologies 2018 IT services retainer agreement in the amount of \$118/hour for 500 service hours. Vice President Leafblad seconded. Director Weimar mentioned that CTC, which was hired in November 2016 and began contractual work in January 2017, have proposed to increase their service hours by \$1 per hour. The library is very happy with their work and the IT staff works quite well with Vince, the network consultant from CTC who works at the library. Trustee McMillan inquired about what would happen if not all 500 hours were used within 2018. Director Weimar stated that the hours would roll over into the next year and anything over 500 hours would remain at the same rate. Trustee McShane asked how many hours the library has used to date. Director Weimar will contact him with the exact number of hours used thus far.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

2018 Per Capita Grant requirement Chapter 12 of the *Standards for Illinois Public Libraries: Serving Our Public 3.0* – For Discussion

Trustee Healy suggested the motion be tabled until the September regular board meeting. Director Weimar stated it needed to be discussed at this meeting because the Per Capita Grant requirements must be finished by the December deadline.

The library's Safety Manual, which was completed in July 2017 and distributed to staff at the August 2017 In-service Day, covers most of the information required by Chapter 12 of the Per Capita Grant. Each staff member received a copy of the manual to read and use in case of emergencies or everyday occurrences within the library. A copy was given to the Orland Park Police, as well as the Orland Fire Protection District administrative offices. The library has floor plans of the building and all emergency exit diagrams are located on the staff side of the building in prominent locations. The Safety Manual contains floor plans indicating all fire extinguishers, as well as fire alarms within the building. Fire extinguishers are unobstructed and have recently had additional decal signage added to the door of each extinguisher box to further distinguish them from the similar wall color. The library has a First Aid room located on the first floor which contains medical supplies such as band aids and cold packs, as well as emergency contact information for each staff member. All public service desks have their own first aid kit.

The library has an Emergency Response Plan which is given to all staff members upon hire explaining what steps of action need to be taken in case of a threat to the staff and/or patrons. Silent alarms, peek holes and thumb latch locks were installed for safety purposed with input from the Orland Park Police Department. The response plan is located in all rooms with a list of current staff and contact information, as well as flashlights.

The library has a biological clean-up kit housed in the Receiving Room which all staff have access to in case the supplies are needed. In May 2017 all staff were to familiarize themselves with the kit and inform their supervisors of the contents to be in compliance with OSHA requirements.

All electric, gas and water switches are centrally located in the boiler room and clearly marked.

Emergency exits and evacuation routes out of the building and to the tornado shelter (basement) are clearly marked for patrons throughout the library.

Staff in each department has assignments to sweep public areas in order to guide patrons quickly to shelter or to the exits of the building. The Safety Manual contains tornado watch/warning instructions for all departments.

On September 13 and 20, 2017 RAILS will be broadcasting a webinar on safety within libraries. All staff are required to view the two-part, 3 hour webinar by December 2017. The webinar will be archived so staff who are not able to attend the September dates will still be able to view it.

Director Weimar will email Chapters 1—5 of the Standards document for the trustees to read prior to the September regular board meeting.

Approval of the asphalt resealing, restriping, patchwork and repairs; and installation of three speed humps and eight handicap posts in the parking lot in September, 2017 by Smoothover Seal and Pave, LLC. In the amount of \$24,575 – For Action

Treasurer Jennings motioned to approve the asphalt resealing, restriping, patchwork and repairs; and installation of three speed humps and eight handicap spots in the parking lot in September, 2017 by Smoothover Seal and Pave, LLC. in the amount of \$24,575. President Barcelona seconded. Assistant Library Director Adamowski stated the library repaves the parking lot every two years. This year the library received several quotes for the cost of the additional work necessary to keep the parking lot safe for staff and patrons. People are driving very fast through the staff parking lot area on the east side of the building and it is necessary for the library to have speed humps installed to act as a reminder for drivers to slow down. Additional handicap parking areas are being installed to accommodate people with disabilities. Trustee McMillan agreed that the price was reasonable and that the company was WBE-certified. Assistant Library Director Adamowski said the work will be done over the Labor Day weekend since the Library will be closed on Sunday, September 3 and Monday, September 4.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Approval for reimbursement for Web Developer Lina Elzahdan's class from Moraine Valley Community College on designing interactive websites using JavaScript and jQuery in the amount of \$400 – For Action

Vice President Leafblad motioned to approve the reimbursement for Web Developer Lina Elzahdan's class from Moraine Valley Community College on designing interactive websites using JavaScript and jQuery in the amount of \$400. Secretary Kleis seconded. Director Weimar said we occasionally pay for workshops and programs for continuing education and in this particular case our Web Developer paid in advance for this class on her own and is doing it on her own time.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Approval for the registration costs for the 2017 Illinois Library Association Conference in Tinley Park from October 10-12 for Diane Srebro, Becky McCormack, Erin Fixel, Wendy Xie, Julie Pryor and Vanessa Fernandez in the amount of \$1,200 – For Action

Secretary Kleis motioned to approve the registration costs for the 2017 Illinois Library Association Conference in Tinley Park from October 10-12 for Diane Srebro, Becky McCormack, Erin Fixel, Wendy Xie, Julie Pryor and Vanessa Fernandez in the amount of \$1,200. Vice President Leafblad seconded. Director Weimar stated that for the first time ILA (Illinois Library Association) conference will be held at the Tinley Park Convention Center. The library receives a cheaper rate by taking part in early bird registration. The Assistant Head of Adult Services will be presenting at the conference this year. Trustee Day is usually held on the Thursday of the conference.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Approval for the registration cost for the 2017 Illinois Library Association Conference in Tinley Park on October 12 for Trustee Day for a library board trustee in the amount of \$150 – For Action

Vice President Leafblad motioned to approve the registration cost for the 2017 Illinois Library Association Conference in Tinley Park on October 12 for Trustee Day for a board trustee in the amount of \$150. President Barcelona seconded.

Director Weimar stated the library is taking advantage of the early bird registration pricing. Vice President Leafblad offered to go and President Barcelona said he might be available to go on that day.

Motion amended as follows: Treasurer Jennings motioned to approve the registration cost for the 2017 Illinois Library Association Conference in Tinley Park on October 12 for Trustee Day for Vice President Leafblad in the amount of \$150.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Approval for the registration costs for the 2018 Public Library Association Conference in Philadelphia, PA for Mary Adamowski, Andrew Masura, Kelly Cuci and Mary Weimar in the amount of \$1,120 – For Action

Vice President Leafblad motioned to approve the registration costs for the 2018 Public Library Association Conference in Philadelphia, PA for Mary Adamowski, Andrew Masura, Kelly Cuci and Mary Weimar in the amount of \$1,120. Secretary Kleis seconded. Director Weimar stated this conference concentrates on issues relating to public libraries. Many good ideas are taken away from PLA each time staff attends and the library has implemented many new services and programs learned at PLA. The amount for approval is only for early bird registration and does not include air travel and hotel. Trustee Healy mentioned that the incoming Head of Youth Services should be allowed to attend PLA. Vice President Leafblad moved to add the Head of Youth Services to the motion. President Barcelona seconded.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

Approval for the registration cost for the 2018 Public Library Association Conference in Philadelphia, PA for a library board trustee in the amount of \$280 – For Action

Secretary Kleis motioned to approve the registration cost for the 2018 Public Library Association Conference in Philadelphia, PA for a library board trustee in the amount of \$280. Vice President Leafblad seconded. Trustee McShane inquired as to when the conference will be held. Director Weimar answered that PLA is March, 19-24, 2018. Trustee McMillan asked what the difference was between PLA and ILA. Director Weimar explained the difference because one is state and one national, but how PLA concentrates on public libraries and ILA has to cover special, public, school, and academic libraries. Trustee Healy shared that she attended a Polaris seminar, as well as workshops on Intellectual Freedom, Mystery Authors and Hot Spots at PLA 2016. Both conferences are well attended and have numerous programs worthwhile for the library, board, and staff. September 19, 2017 is the deadline for early registration. Trustee Healy offered to attend.

Treasurer Jennings motioned to approve the registration cost for the 2018 Public Library Association Conference in Philadelphia, PA for Board Trustee Nancy Healy in the amount of \$280. Vice President Leafblad seconded. No further discussion.

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

FY2018 Budget and Levy – For Discussion

**Unfinished
Business**

Director Weimar stated that the library is receiving more taxes from Will County but not as much from impact fees. Referring to the handout, Director Weimar reviewed the Revenues column of the draft FY 2018 Budget and Levy, while Finance Manager Kimmey discussed the Expenditures highlighting any amounts that were increased. Trustee Healy inquired about the life insurance. Finance Manager Kimmey explained that the cost is paid by the library unless the employee opts for additional voluntary insurance amounts. A separate spreadsheet showing the effects on the real estate taxes with varying levy amount increases of 2%, 2.5% and 3% were discussed. It was pointed out that the library's bond rate was renegotiated in 2009.

None.

Announcements

Vice President Leafblad moved to adjourn the meeting and it was seconded by Treasurer Jennings.

Adjournment

A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; McMillan – aye, McShane - aye.

Motion passed. 7 ayes, 0 nays, 0 absent

The meeting was adjourned at 10:04 p.m.

Elan Kleis
Secretary

Approved: _____

Date: _____

Minutes prepared by Aaron Peterson

Orland Park Public Library
General Fund
Explanation of Variances for General Fund Activity
For The Month Ended August 31, 2017

Revenues

Tax Revenues are at 98.3% of annual budget. Interest Income continues to be higher than budgeted due to investments being set up with longer maturities providing higher rates of return. **Total Revenues** are at 97.1% of annual budget.

Expenditures

Total Expenditures were \$ 19,384 under budget for the month and \$ 394,406 under budget year-to-date.

Salaries is under budget by \$ 8,370 for August and \$ 99,170 under budget year-to-date. There are a few open positions at this time.

Books is over budget for the month by \$ 4,849, but under budget on a year-to-date basis.

Electronic Databases is over budget by \$ 1,711 for August and over budget on a year-to-date basis.

Library Furniture is over budget for the month by \$ 12,738 and over budget on a year-to-date basis.

Public Information is over budget by \$ 4,914 for August and over budget on a year-to-date basis.

Postage is over budget for the month by \$ 1,234 and over budget on a year-to-date basis.

**Orland Park Public Library
Balance Sheet - All Funds
August 31, 2017**

	<u>General Fund</u>	<u>Special Reserve</u>	<u>Capital Campaign</u>	<u>Debt Service</u>	<u>Total</u>
Assets					
Cash - Marquette	215,122.17	0.00	69,730.65		284,852.82
Cash - Marquette E-Commerce	2,852.28				2,852.28
PMA Financial Investments	7,574,573.29	1,073,453.08		2,094,137.30	10,742,163.67
Tax Receipts - Marquette	42,029.64			9,422.02	51,451.66
Special Reserve - Marquette	1.00	2,540.41			2,541.41
Cash - Harris Bank	0.00				0.00
Petty Cash	300.00				300.00
Interest Receivable	32,755.39	1,224.31		5,892.19	39,871.89
Property Taxes Receivable	115,716.00			7,220.32	122,936.32
Prepaid Expenses	168,170.47				168,170.47
Due from Debt Service	0.00	0.00	0.00	0.00	0.00
Total Assets	<u>8,151,520.24</u>	<u>1,077,217.80</u>	<u>69,730.65</u>	<u>2,116,671.83</u>	<u>11,415,140.52</u>
Liabilities & Fund Balance					
Health Insurance W/H Payable	0.00	0.00	0.00	0.00	0.00
IMRF W/H Payable	0.00	0.00	0.00	0.00	0.00
Garnishment W/H Payable	0.00	0.00	0.00	0.00	0.00
Due to General Fund	0.00	0.00	0.00	0.00	0.00
Deferred Property Tax Revenue	115,716.00	0.00	0.00	7,220.32	122,936.32
Accounts Payable	45,951.60	0.00	0.00	0.00	45,951.60
Estimated Property Tax Refunds	0.00	0.00	0.00	0.00	0.00
Due to Primary Government	0.00	0.00	0.00	48,348.15	48,348.15
Total Liabilities	<u>161,667.60</u>	<u>0.00</u>	<u>0.00</u>	<u>55,568.47</u>	<u>217,236.07</u>
Beginning Unrestricted Fund Balance	<u>6,257,422.89</u>	<u>773,095.83</u>	<u>68,284.75</u>	<u>533,848.88</u>	<u>7,632,652.35</u>
Fund Balance - Nonspendable	<u>168,170.47</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>168,170.47</u>
Fund Balance - Restricted by Donors	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Fund Balance - Restricted by Statute	<u>13,597.41</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>13,597.41</u>
Fund Balance - Restricted by Budget	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Transfers between Funds	<u>(300,000.00)</u>	<u>300,000.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>
Excess (Deficiency) of Revenues Over (Under) Expenditures	<u>1,850,661.87</u>	<u>4,121.97</u>	<u>1,445.90</u>	<u>1,527,254.48</u>	<u>3,383,484.22</u>
Ending Fund Balance	<u>7,989,852.64</u>	<u>1,077,217.80</u>	<u>69,730.65</u>	<u>2,061,103.36</u>	<u>11,197,904.45</u>
Total Liabilities & Fund Balance	<u>8,151,520.24</u>	<u>1,077,217.80</u>	<u>69,730.65</u>	<u>2,116,671.83</u>	<u>11,415,140.52</u>

**Orland Park Public Library
General Fund
Statement of Revenue & Expenditures
For The Month Ended August 31, 2017**

	Actual Month	Monthly Budget	% of Budget	Actual Y-T-D	Budget Y-T-D	% of Total Budget	Total Budget
Revenues							
Taxes	1,190,149.88	432,853	274.95%	5,106,536.57	3,462,823	98.31%	5,194,234
Impact Fees	1,625.00	1,500	108.33%	3,875.00	12,000	21.53%	18,000
Replacement Taxes	111.00	1,000	11.10%	12,198.17	8,000	101.65%	12,000
State Grants	0.00	3,333	0.00%	0.00	26,667	0.00%	40,000
Non Resident Fees	405.54	500	81.11%	3,468.42	4,000	57.81%	6,000
Fines	5,161.29	4,583	112.62%	38,256.91	36,667	69.56%	55,000
Gifts	0.00	750	0.00%	5,902.07	6,000	65.58%	9,000
Copy Machine	1,507.88	1,000	150.79%	9,363.08	8,000	78.03%	12,000
Interest Income	5,828.42	2,000	291.42%	35,791.48	16,000	149.13%	24,000
Miscellaneous Income	1,396.57	750	186.21%	7,262.67	6,000	80.70%	9,000
Total Revenues	1,206,185.58	448,270	269.08%	5,222,654.37	3,586,158	97.09%	5,379,234
Expenditures							
Salaries	200,628.64	208,999	96.00%	1,572,824.46	1,671,994	62.71%	2,507,992
Salaries-Maintenance	10,056.11	9,476	106.12%	73,452.26	75,807	64.60%	113,711
Life/Health Insurance	34,488.84	40,000	86.22%	312,161.81	320,000	65.03%	480,000
Books	38,848.58	34,000	114.26%	218,469.36	272,000	53.55%	408,000
Electronic Databases	7,794.05	6,083	128.13%	52,453.09	48,667	71.85%	73,000
Periodicals	3,126.29	3,167	98.71%	26,466.28	25,333	69.65%	38,000
Audio Visual Materials	12,888.25	13,750	93.73%	89,691.18	110,000	54.36%	165,000
Audio Visual Equipment	0.00	83	0.00%	51.97	667	5.20%	1,000
Book Rebinding	0.00	0	0.00%	0.00	0	0.00%	0
Accounting	1,065.55	1,158	92.02%	9,532.71	9,267	68.58%	13,900
Insurance	3,416.50	4,083	83.68%	30,772.32	32,667	62.80%	49,000
Landscaping & Groundskeeping	979.13	2,000	48.96%	15,154.62	16,000	63.14%	24,000
Building Maintenance	33,816.38	33,833	99.95%	225,229.49	270,667	55.48%	406,000
Security System	0.00	1,000	0.00%	1,789.11	8,000	14.91%	12,000
Library Office & Equipment	0.00	83	0.00%	0.00	667	0.00%	1,000
Legal	8,842.55	9,583	92.27%	42,233.68	76,667	36.72%	115,000
Library Consultant	333.33	833	0.00%	2,666.66	6,667	0.00%	10,000
Electricity	0.00	0	0.00%	0.00	0	0.00%	0
Water & Sewer	0.00	750	0.00%	4,935.66	6,000	54.84%	9,000
Natural Gas	1,291.29	3,000	43.04%	22,894.37	24,000	63.60%	36,000
Telephone	561.14	800	70.14%	4,993.09	6,400	52.01%	9,600
Purchase - New Equipment	0.00	1,667	0.00%	4,710.00	13,333	23.55%	20,000
Building & Custodial Supplies	3,033.40	3,000	101.11%	21,852.49	24,000	60.70%	36,000
Building Repairs	0.00	1,833	0.00%	7,877.02	14,667	35.80%	22,000
Lib. & Off. Eqpt Rep. & Maint	1,883.52	1,500	125.57%	11,236.20	12,000	62.42%	18,000
Machine Rental	233.01	333	69.97%	699.03	2,667	17.48%	4,000
Automation - Equipment	4,447.79	6,667	66.71%	30,504.44	53,333	38.13%	80,000
Automation - Line Costs	248.12	625	39.70%	2,550.81	5,000	34.01%	7,500
Automation - Consultant	4,592.25	12,083	38.01%	54,433.72	96,667	37.54%	145,000
Automation - Maintenance	6,147.82	7,083	86.80%	48,208.68	56,667	56.72%	85,000
Library Furniture	18,154.50	5,417	335.14%	72,426.49	43,333	111.43%	65,000
Outreach Services	63.63	583	10.91%	4,344.22	4,667	62.06%	7,000

**Orland Park Public Library
General Fund
Statement of Revenue & Expenditures
For The Month Ended August 31, 2017**

	Actual Month	Monthly Budget	% of Budget	Actual Y-T-D	Budget Y-T-D	% of Total Budget	Total Budget
Board Training & Education	253.80	583	43.53%	2,431.89	4,667	34.74%	7,000
Staff Training & Education	915.12	1,984	46.13%	6,587.82	15,869	27.68%	23,804
Conference Fees	0.00	500	0.00%	4,175.00	4,000	69.58%	6,000
Patron Programs & Events	2,572.96	3,500	73.51%	24,436.28	28,000	58.18%	42,000
Association Dues & Fees	0.00	750	0.00%	2,851.00	6,000	31.68%	9,000
Public Information	8,164.17	3,250	251.21%	26,567.57	26,000	68.12%	39,000
Library Supplies	2,015.53	3,500	57.59%	28,580.91	28,000	68.05%	42,000
Office Supplies	307.90	750	41.05%	3,506.30	6,000	38.96%	9,000
Postage	2,483.81	1,250	198.70%	10,076.81	10,000	67.18%	15,000
Printing	785.82	750	104.78%	3,677.08	6,000	40.86%	9,000
Contingency	0.00	0	0.00%	0.00	0	0.00%	0
Contribution to IMRF	17,696.77	18,018	98.22%	138,316.65	144,147	63.97%	216,221
Contribution to FICA	15,789.34	16,713	94.47%	123,196.12	133,707	61.43%	200,560
Audit	972.22	942	103.21%	7,361.10	7,533	65.14%	11,300
Liability Ins.-D&O,Bonds,WC	2,501.66	4,250	58.86%	25,191.98	34,000	49.40%	51,000
Unemployment Compensation	0.00	337	0.00%	0.00	2,667	0.00%	4,000
Bank Charges	15.00	250	6.00%	420.77	2,000	14.03%	3,000
Total Expenditures	451,414.77	470,799	95.88%	3,371,992.50	3,766,399	59.69%	5,649,588
Excess (Deficiency) of Revenues Over (Under) Expenditures	754,770.81	(22,529)		1,850,661.87	(180,235)		(270,354)
Interfund Transfers In / (Out)	0	0		0	0		0
Net Change in Fund Balance	754,770.81	(22,529)		1,850,661.87	(180,235)		(270,354)

**Orland Park Public Library
Other Funds
Statement of Revenue & Expenditures
For The Month Ended August 31, 2017**

	Special Reserve Month	Special Reserve Y-T-D	Capital Campaign Month	Capital Campaign Y-T-D	Debt Service Month	Debt Service Y-T-D
Revenues						
Taxes	0.00	0.00	0.00	0.00	396,716.62	1,650,323.11
Impact Fees	0.00	0.00	0.00	0.00	0.00	0.00
Replacement Taxes	0.00	0.00	0.00	0.00	0.00	0.00
State Grants	0.00	0.00	0.00	0.00	0.00	0.00
Non Resident Fees	0.00	0.00	0.00	0.00	0.00	0.00
Fines	0.00	0.00	0.00	0.00	0.00	0.00
Gifts	0.00	0.00	0.00	0.00	0.00	0.00
Copy Machine	0.00	0.00	0.00	0.00	0.00	0.00
Interest Income	807.00	4,171.97	5.91	45.90	1,169.41	5,859.73
Capital Campaign	0.00	0.00	225.00	1,400.00	0.00	0.00
Miscellaneous Income	0.00	0.00	0.00	0.00	0.00	0.00
Total Revenues	807.00	4,171.97	230.91	1,445.90	397,886.03	1,656,182.84
Expenditures						
Building Repairs	0.00	0.00	0.00	0.00	0.00	0.00
Audio Visual Equipment	0.00	0.00	0.00	0.00	0.00	0.00
Automation - Equipment	0.00	0.00	0.00	0.00	0.00	0.00
Automation - Consultant	0.00	0.00	0.00	0.00	0.00	0.00
Library Furniture	0.00	17.00	0.00	0.00	0.00	0.00
Library Supplies	0.00	0.00	0.00	0.00	0.00	0.00
Bank Charges	0.00	33.00	0.00	0.00	0.00	0.00
Debt Service Repaid to Village	0.00	0.00	0.00	0.00	16,116.05	128,928.36
Total Expenditures	0.00	50.00	0.00	0.00	16,116.05	128,928.36
Excess (Deficiency) of Revenues Over (Under) Expenditures	807.00	4,121.97	230.91	1,445.90	381,769.98	1,527,254.48
Interfund Transfers In / (Out)	0.00	0.00	0.00	0.00	0.00	0.00
Net Change in Fund Balance	807.00	4,121.97	230.91	1,445.90	381,769.98	1,527,254.48

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill Pmt -Check	57105	08/22/2017	Alexander Pappas	101010 · Cash - Marquette	-29.87
Bill	8/10/17	08/10/2017		104642 · Patron Programs & Events-Youth	29.87
TOTAL					29.87
Bill Pmt -Check	57106	08/22/2017	Erin Faxel	101010 · Cash - Marquette	-135.52
Bill	8/14/17	08/14/2017		104642 · Patron Programs & Events-Youth	135.52
TOTAL					135.52
Bill Pmt -Check	57107	08/22/2017	Gale/Cengage Learning	101010 · Cash - Marquette	-1,210.80
Bill	60938104	07/27/2017		104310 · Books - Adult	44.78
Bill	609337870	07/27/2017		104310 · Books - Adult	22.39
Bill	60937865	07/27/2017		104310 · Books - Adult	22.39
Bill	60943036	07/28/2017		104310 · Books - Adult	72.00
Bill	60954481	08/01/2017		104310 · Books - Adult	48.00
Bill	60968209	08/03/2017		104312 · Books - Outreach	527.81
Bill	60968619	08/03/2017		104310 · Books - Adult	29.59
Bill	60968353	08/03/2017		104310 · Books - Adult	29.59
Bill	60968118	08/03/2017		104310 · Books - Adult	30.39
Bill	60968255	08/03/2017		104310 · Books - Adult	27.99
Bill	60976056	08/04/2017		104312 · Books - Outreach	59.18
Bill	60976363	08/04/2017		104310 · Books - Adult	30.39
Bill	60984421	08/07/2017		104312 · Books - Outreach	153.54
Bill	60992062	08/08/2017		104310 · Books - Adult	112.76
TOTAL					1,210.80
Bill Pmt -Check	57108	08/22/2017	Go Promotions	101010 · Cash - Marquette	-1,235.00
Bill	147183	08/11/2017		104642 · Patron Programs & Events-Youth	1,235.00
TOTAL					1,235.00

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill Pmt -Check	57109	08/22/2017	Grasso Graphics, Inc.	101010 · Cash - Marquette	-8,029.50
Bill	28779	08/16/2017		104660 · Public Information	7,276.67
Bill	28781	08/16/2017		104740 · Printing	752.83
TOTAL					<u>8,029.50</u>
Bill Pmt -Check	57110	08/22/2017	Konica Minolta Business Solutions USA Inc	101010 · Cash - Marquette	-423.14
Bill	9003743505	08/01/2017		104550 · Lib. & Off. Eqpt Rep. & Maint	423.14
TOTAL					<u>423.14</u>
Bill Pmt -Check	57111	08/22/2017	U.S. Postal Service	101010 · Cash - Marquette	-1,942.97
Bill	8/16/17	08/16/2017		104730 · Postage	1,942.97
TOTAL					<u>1,942.97</u>
Bill Pmt -Check	57112	08/24/2017	Smooth Over Seal and Paving	101010 · Cash - Marquette	-12,287.50
Bill	50% Deposit for Cont	08/24/2017		104450 · Building Maintenance	12,287.50
TOTAL					<u>12,287.50</u>
Bill Pmt -Check	57113	08/24/2017	Smooth Over Seal and Paving	101010 · Cash - Marquette	-12,287.50
Bill	Final Contract pymt	08/24/2017		104450 · Building Maintenance	12,287.50
TOTAL					<u>12,287.50</u>
Bill Pmt -Check	57114	08/31/2017	ADP, LLC	101010 · Cash - Marquette	-968.05
Bill	498230441	08/11/2017		104420 · Accounting	481.75
Bill	499057889	08/25/2017		104420 · Accounting	486.30

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
TOTAL					968.05
Bill Pmt -Check	57115	08/31/2017	Amgard Exterminating Inc.	101010 · Cash - Marquette	-80.00
Bill	2161	08/04/2017		104450 · Building Maintenance	80.00
TOTAL					80.00
Bill Pmt -Check	57116	08/31/2017	Audio Editions	101010 · Cash - Marquette	-109.47
Bill	1642186	08/04/2017		104342 · Audio Visual Materials-Outreach	74.31
Bill	1642743	08/09/2017		104342 · Audio Visual Materials-Outreach	35.16
TOTAL					109.47
Bill Pmt -Check	57117	08/31/2017	Bal Industries	101010 · Cash - Marquette	-1,840.00
Bill	38340	08/18/2017		104450 · Building Maintenance	1,840.00
TOTAL					1,840.00
Bill Pmt -Check	57118	08/31/2017	Batteries Plus	101010 · Cash - Marquette	-239.80
Bill	277-217115-01	08/03/2017		104530 · Building & Custodial Supplies	239.80
TOTAL					239.80
Bill Pmt -Check	57119	08/31/2017	Cavendish Square	101010 · Cash - Marquette	-177.93
Bill	CAL3013711	08/01/2017		104311 · Books - Youth	177.93
TOTAL					177.93
Bill Pmt -Check	57120	08/31/2017	CDW Government	101010 · Cash - Marquette	-3.40
Bill	JS6674	08/07/2017		104570 · Automation - Equipment	3.40

**Orland Park Public Library
Check Detail
August 22 through September 18, 2017**

Type	Num	Date	Name	Account	Original Amount
TOTAL					3.40
Bill Pmt - Check	57121	08/31/2017	Center Point Large Print	101010 · Cash - Marquette	-563.85
Bill	1498591	07/25/2017		104310 · Books - Adult	23.37
Bill	1497351	08/03/2017		104312 · Books - Outreach	91.68
Bill	1497459	08/03/2017		104310 · Books - Adult	405.06
Bill	1504136	08/03/2017		104310 · Books - Adult	22.17
Bill	1503894	08/03/2017		104310 · Books - Adult	21.57
TOTAL					563.85
Bill Pmt - Check	57122	08/31/2017	Current Technologies Corporation	101010 · Cash - Marquette	-1,024.38
Bill	7683	08/22/2017		104580 · Automation - Maintenance	1,024.38
TOTAL					1,024.38
Bill Pmt - Check	57123	08/31/2017	Demco	101010 · Cash - Marquette	-618.85
Bill	6181020	08/03/2017		104642 · Patron Programs & Events-Youth	255.01
Bill	6193325	08/22/2017		104710 · Library Supplies	363.84
TOTAL					618.85
Bill Pmt - Check	57124	08/31/2017	Documents to U-Minitex	101010 · Cash - Marquette	-20.00
Bill	6612	08/14/2017		104310 · Books - Adult	20.00
TOTAL					20.00
Bill Pmt - Check	57125	08/31/2017	Eizahdan, Lina	101010 · Cash - Marquette	-400.00
Bill	8-29-17	08/29/2017		104620 · Staff Training & Education	400.00
TOTAL					400.00

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill	57126	08/31/2017	Erin Fixel	101010 · Cash - Marquette	-191.91
Bill	8/22/17	08/22/2017		104642 · Patron Programs & Events-Youth	191.91
TOTAL					191.91
Bill	57127	08/31/2017	FedEx	101010 · Cash - Marquette	-40.84
Bill	5-906-93622	08/23/2017		104730 · Postage	40.84
TOTAL					40.84
Bill	57128	08/31/2017	Findaway World, LLC	101010 · Cash - Marquette	-367.01
Bill	224411	07/31/2017		104341 · Audio Visual Materials - Youth	39.98
Bill	226162	08/14/2017		104340 · Audio Visual Materials - Adult	19.99
Bill	226358	08/17/2017		104341 · Audio Visual Materials - Youth	307.04
TOTAL					367.01
Bill	57129	08/31/2017	Fun Express, LLC	101010 · Cash - Marquette	-659.15
Bill	684953327-01	08/03/2017		104642 · Patron Programs & Events-Youth	529.82
Bill	684983984-01	08/07/2017		104642 · Patron Programs & Events-Youth	129.33
TOTAL					659.15
Bill	57130	08/31/2017	Gale/Cengage Learning	101010 · Cash - Marquette	-823.70
Bill	60968121	08/04/2017		104310 · Books - Adult	90.37
Bill	61035587	08/15/2017		104310 · Books - Adult	31.19
Bill	61064254	08/17/2017		104310 · Books - Adult	25.59
Bill	61064296	08/17/2017		104312 · Books - Outreach	231.11
Bill	61081348	08/18/2017		104312 · Books - Outreach	376.65
Bill	61143507	08/22/2017		104310 · Books - Adult	23.20

Orland Park Public Library Check Detail

August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill	61143902	08/22/2017		104310 · Books - Adult	23.20
Bill	61143089	08/22/2017		104310 · Books - Adult	22.39
TOTAL					823.70
Bill Pmt -Check	57131	08/31/2017	Garvey's Office Products	101010 · Cash - Marquette	-372.17
Bill	PINV1380589	08/02/2017		104710 · Library Supplies	228.92
Bill	PINV1383757	08/08/2017		104710 · Library Supplies	25.43
Bill	PINV1385470	08/10/2017		104720 · Office Supplies	72.88
Bill	PINV1393673	08/25/2017		104720 · Office Supplies	44.94
TOTAL					372.17
Bill Pmt -Check	57132	08/31/2017	Grainger	101010 · Cash - Marquette	-36.68
Bill	9523828227	08/09/2017		104530 · Building & Custodial Supplies	36.68
TOTAL					36.68
Bill Pmt -Check	57133	08/31/2017	Huntley Area Public Library	101010 · Cash - Marquette	-23.00
Bill	36839112393110	08/23/2017		104310 · Books - Adult	23.00
TOTAL					23.00
Bill Pmt -Check	57134	08/31/2017	Illinois State Police Services Fund	101010 · Cash - Marquette	-40.00
Bill	7/1/17	07/01/2017		104495 · Legal	40.00
TOTAL					40.00
Bill Pmt -Check	57135	08/31/2017	Ingram Library Services	101010 · Cash - Marquette	-9,513.97
Bill	See Detail List	08/29/2017		104311 · Books - Youth	5,669.04
				104310 · Books - Adult	3,733.59
				104312 · Books - Outreach	111.34

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
TOTAL					9,513.97
Bill Pmt -Check	57136	08/31/2017	Klein, Thorpe and Jenkins, Ltd.	101010 · Cash - Marquette	-63.50
Bill	8/16/17	08/16/2017		104495 · Legal	63.50
TOTAL					63.50
Bill Pmt -Check	57137	08/31/2017	MailFinance	101010 · Cash - Marquette	-233.01
Bill	N6695911	08/14/2017		104560 · Machine Rental	233.01
TOTAL					233.01
Bill Pmt -Check	57138	08/31/2017	Maqbool Rashid	101010 · Cash - Marquette	-500.00
Bill	8/28/17	08/28/2017		104660 · Public Information	500.00
TOTAL					500.00
Bill Pmt -Check	57139	08/31/2017	Midwest Tape	101010 · Cash - Marquette	-232.95
Bill	95293327	08/09/2017		104341 · Audio Visual Materials - Youth	122.97
Bill	95313748	08/16/2017		104340 · Audio Visual Materials - Adult	109.98
TOTAL					232.95
Bill Pmt -Check	57140	08/31/2017	OverDrive, Inc.	101010 · Cash - Marquette	-6,126.22
Bill	132925843-072217	07/22/2017		104310 · Books - Adult	65.00
Bill	04125CO17004287	08/01/2017		104311 · Books - Youth	565.76
Bill	04125CO17011252	08/01/2017		104311 · Books - Youth	706.46
Bill	04125CO17009259	08/02/2017		104310 · Books - Adult	1,191.28
Bill	04125CO17010240	08/07/2017		104311 · Books - Youth	703.57
Bill	04125DA17016358	08/15/2017		104311 · Books - Youth	16.99
Bill	04125CO17017434	08/17/2017		104310 · Books - Adult	93.98

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill	04125CO17017706	08/18/2017		104310 · Books - Adult	612.13
Bill	04125CO17018011	08/19/2017		104310 · Books - Adult	12.49
Bill	04125CO17018015	08/19/2017		104310 · Books - Adult	4.99
Bill	04125CO17018012	08/19/2017		104310 · Books - Adult	527.67
Bill	04125CO17018013	08/19/2017		104310 · Books - Adult	22.98
Bill	04125CO17018014	08/19/2017		104310 · Books - Adult	1,500.43
Bill	04125CO17019338	08/22/2017		104310 · Books - Adult	85.50
Bill	04125DA17019816	08/22/2017		104311 · Books - Youth	16.99
TOTAL					6,126.22
Bill Pmt -Check	57141	08/31/2017	Penguin Random House LLC	101010 · Cash - Marquette	-318.75
Bill	1083238081	08/01/2017		104342 · Audio Visual Materials-Outreach	97.50
Bill	1083320168	08/04/2017		104340 · Audio Visual Materials - Adult	56.25
Bill	1083320300	08/04/2017		104342 · Audio Visual Materials-Outreach	138.75
Bill	1083408129	08/12/2017		104342 · Audio Visual Materials-Outreach	26.25
TOTAL					318.75
Bill Pmt -Check	57142	08/31/2017	Recorded Books, INC	101010 · Cash - Marquette	-36.00
Bill	75581311	08/16/2017		104341 · Audio Visual Materials - Youth	36.00
TOTAL					36.00
Bill Pmt -Check	57143	08/31/2017	Reliable Fire Equipment Co.	101010 · Cash - Marquette	-389.34
Bill	697208	08/03/2017		104450 · Building Maintenance	389.34
TOTAL					389.34
Bill Pmt -Check	57144	08/31/2017	Reliastar Life Insurance Company	101010 · Cash - Marquette	-2,500.00
Bill	INL457 8-15-17	08/15/2017		102160 · 457 Plan W/H Payable	2,500.00
TOTAL					2,500.00

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill Pmt -Check	57145	08/31/2017	Scholastic Inc.	101010 · Cash - Marquette	-43.95
Bill	M6335320 5	08/22/2017		104321 · Periodicals - Youth	43.95
TOTAL					43.95
Bill Pmt -Check	57146	08/31/2017	Sunlight Maintenance Supply	101010 · Cash - Marquette	-411.81
Bill	5205	08/11/2017		104530 · Building & Custodial Supplies	411.81
TOTAL					411.81
Bill Pmt -Check	57147	08/31/2017	SYNCHRONY BANK/AMAZON	101010 · Cash - Marquette	-10,298.04
Bill	8/15/17 Statement	08/15/2017		104340 · Audio Visual Materials - Adult	5,147.15
				104341 · Audio Visual Materials - Youth	2,369.29
				104342 · Audio Visual Materials-Outreach	657.29
				104710 · Library Supplies	398.59
				104570 · Automation - Equipment	187.80
				104740 · Printing	32.99
				104550 · Lib. & Off. Eqpt Rep. & Maint	1,451.65
				104310 · Books - Adult	53.28
TOTAL					10,298.04
Bill Pmt -Check	57148	08/31/2017	Unique Management Services, Inc.	101010 · Cash - Marquette	-26.85
Bill	448575	08/01/2017		104495 · Legal	26.85
TOTAL					26.85
Bill Pmt -Check	57149	08/31/2017	WebQA, Inc.	101010 · Cash - Marquette	-2,640.00
Bill	1098-170601	08/31/2017		104495 · Legal	2,640.00
TOTAL					2,640.00

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill Pmt -Check	57150	09/11/2017	Amgard Exterminating Inc.	101010 · Cash - Marquette	-80.00
Bill	2212	09/02/2017		104450 · Building Maintenance	80.00
TOTAL					<u>80.00</u>
Bill Pmt -Check	57151	09/11/2017	Annuity Premium Reserve Account	101010 · Cash - Marquette	0.00
TOTAL					0.00
Bill Pmt -Check	57152	09/11/2017	AT&T	101010 · Cash - Marquette	-80.47
Bill	7/13/17-8/12/17	09/06/2017		104575 · Automation - Line Costs	80.47
TOTAL					<u>80.47</u>
Bill Pmt -Check	57153	09/11/2017	Audio Editions	101010 · Cash - Marquette	-111.06
Bill	1644173	08/22/2017		104342 · Audio Visual Materials-Outreach	111.06
TOTAL					<u>111.06</u>
Bill Pmt -Check	57154	09/11/2017	Brookdale Orland Park	101010 · Cash - Marquette	-25.00
Bill	9/5/17	09/05/2017		104600 · Outreach Services	25.00
TOTAL					<u>25.00</u>
Bill Pmt -Check	57155	09/11/2017	Capital One Commercial	101010 · Cash - Marquette	-354.43
Bill	8/26/17 Statement	08/26/2017		104620 · Staff Training & Education	118.95
				104530 · Building & Custodial Supplies	78.91
				104530 · Building & Custodial Supplies	156.57
TOTAL					<u>354.43</u>

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill Pmt -Check	57156	09/11/2017	Cardmember Service	101010 · Cash - Marquette	-3,246.40
Bill	August Statement	09/07/2017		104642 · Patron Programs & Events-Youth	26.00
				104341 · Audio Visual Materials - Youth	45.38
				104642 · Patron Programs & Events-Youth	19.00
				104342 · Audio Visual Materials-Outreach	8.08
				104641 · Patron Programs & Events-Adult	9.00
				104730 · Postage	30.00
				104620 · Staff Training & Education	139.00
				104620 · Staff Training & Education	139.00
				104620 · Staff Training & Education	139.00
				104620 · Staff Training & Education	139.00
				104320 · Periodicals - Adult	62.95
				104540 · Building Repairs	320.40
				104530 · Building & Custodial Supplies	65.38
				104600 · Outreach Services	49.68
				104620 · Staff Training & Education	447.00
				104642 · Patron Programs & Events-Youth	125.00
				104660 · Public Information	127.50
				104570 · Automation - Equipment	108.00
				104570 · Automation - Equipment	1,200.00
				104530 · Building & Custodial Supplies	42.03
				104620 · Staff Training & Education	20.00
TOTAL					3,261.40
Bill Pmt -Check	57157	09/11/2017	Comcast	101010 · Cash - Marquette	-305.07
Bill	56484091	09/01/2017		104520 · Telephone	305.07
TOTAL					305.07
Bill Pmt -Check	57158	09/11/2017	Comcast Cable	101010 · Cash - Marquette	-325.73
Bill	9/3/17	09/03/2017		104575 · Automation - Line Costs	248.11

Orland Park Public Library Check Detail

August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
TOTAL				104520 · Telephone	<u>77.62</u> 325.73
Bill Pmt -Check	57159	09/11/2017	Current Technologies Corporation	101010 · Cash - Marquette	-14,625.00
Bill	718354	09/06/2017		104577 · Automation - Consultant	<u>14,625.00</u> 14,625.00
TOTAL					
Bill Pmt -Check	57160	09/11/2017	Don Stille	101010 · Cash - Marquette	-350.00
Bill	915/17	09/15/2017		104640 · Patron Programs&Events-Outreach	<u>350.00</u> 350.00
TOTAL					
Bill Pmt -Check	57161	09/11/2017	Erin Faxel	101010 · Cash - Marquette	-117.64
Bill	8/31/17	08/31/2017		104642 · Patron Programs & Events-Youth	26.00
Bill	9/1/17	09/01/2017		104642 · Patron Programs & Events-Youth	37.62
Bill	9/6/17	09/06/2017		104642 · Patron Programs & Events-Youth	44.02
Bill	9/6/17 2	09/06/2017		104642 · Patron Programs & Events-Youth	<u>10.00</u> 117.64
TOTAL					
Bill Pmt -Check	57162	09/11/2017	Findaway World, LLC	101010 · Cash - Marquette	-713.27
Bill	227124	08/28/2017		104340 · Audio Visual Materials - Adult	39.98
Bill	227166	08/28/2017		104340 · Audio Visual Materials - Adult	<u>673.29</u> 713.27
TOTAL					
Bill Pmt -Check	57163	09/11/2017	Forward Space	101010 · Cash - Marquette	-18,154.50
Bill	744095	08/22/2017		104590 · Library Furniture	<u>18,154.50</u> 18,154.50
TOTAL					

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill Pmt -Check	57164	09/11/2017	Gale/Cengage Learning	101010 · Cash - Marquette	-203.98
Bill	60746681	08/01/2017		104310 · Books - Adult	87.98
Bill	61144625	08/22/2017		104310 · Books - Adult	69.60
Bill	61328619	08/29/2017		104310 · Books - Adult	46.40
TOTAL					203.98
Bill Pmt -Check	57165	09/11/2017	Grainger	101010 · Cash - Marquette	-121.20
Bill	9497670944	08/11/2017		104530 · Building & Custodial Supplies	121.20
TOTAL					121.20
Bill Pmt -Check	57166	09/11/2017	Home Depot Credit Services	101010 · Cash - Marquette	-264.83
Bill	8/28/17 Statement	08/28/2017		104530 · Building & Custodial Supplies	264.83
TOTAL					264.83
Bill Pmt -Check	57167	09/11/2017	Illinois State Library	101010 · Cash - Marquette	-78.00
Bill	275044	08/31/2017		104310 · Books - Adult	78.00
TOTAL					78.00
Bill Pmt -Check	57168	09/11/2017	Kim McIver	101010 · Cash - Marquette	-300.00
Bill	9/19/17	09/19/2017		104640 · Patron Programs&Events-Outreach	300.00
TOTAL					300.00
Bill Pmt -Check	57169	09/11/2017	Klein, Thorpe and Jenkins, Ltd.	101010 · Cash - Marquette	-8,312.20
Bill	191076	08/30/2017		104495 · Legal	8,312.20

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
TOTAL					8,312.20
Bill Pmt -Check	57170	09/11/2017	Konica Minolta Business Solutions USA Inc	101010 · Cash - Marquette	0.00
TOTAL					0.00
Bill Pmt -Check	57171	09/11/2017	Midwest Tape	101010 · Cash - Marquette	-1,227.98
Bill	95357522	08/31/2017		104340 · Audio Visual Materials - Adult	1,067.33
				104341 · Audio Visual Materials - Youth	160.65
TOTAL					1,227.98
Bill Pmt -Check	57172	09/11/2017	Neofunds By Neopost	101010 · Cash - Marquette	-500.00
Bill	8/27/17	08/27/2017		104730 · Postage	500.00
TOTAL					500.00
Bill Pmt -Check	57173	09/11/2017	Neviol, Inc.	101010 · Cash - Marquette	-6,300.00
Bill	September 2017	09/01/2017		104450 · Building Maintenance	6,300.00
TOTAL					6,300.00
Bill Pmt -Check	57174	09/11/2017	Nicor Gas	101010 · Cash - Marquette	-1,291.29
Bill	8/21/17	08/21/2017		104517 · Natural Gas	1,291.29
TOTAL					1,291.29
Bill Pmt -Check	57175	09/11/2017	NuWay Disposal Service, Inc.	101010 · Cash - Marquette	-72.03
Bill	9/1/17	09/01/2017		104450 · Building Maintenance	72.03
TOTAL					72.03

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill Pmt -Check	57176	09/11/2017	OverDrive, Inc.	101010 · Cash - Marquette	-11,444.91
Bill	04125DA17019815	08/22/2017		104310 · Books - Adult	29.96
Bill	04125CO17019337	08/22/2017		104310 · Books - Adult	11,393.14
Bill	04125CO17020452	08/23/2017		104310 · Books - Adult	21.81
TOTAL					11,444.91
Bill Pmt -Check	57177	09/11/2017	Park Ace Hardware	101010 · Cash - Marquette	-169.46
Bill	7/31/17 Statement	07/31/2017		104530 · Building & Custodial Supplies	163.88
Bill	8/31/17 Statement	08/31/2017		104530 · Building & Custodial Supplies	5.58
TOTAL					169.46
Bill Pmt -Check	57178	09/11/2017	Penguin Random House LLC	101010 · Cash - Marquette	-255.00
Bill	1083509469	08/18/2017		104340 · Audio Visual Materials - Adult	97.50
Bill	1183509469	08/18/2017		104340 · Audio Visual Materials - Adult	26.25
Bill	1083509470	08/18/2017		104342 · Audio Visual Materials-Outreach	131.25
TOTAL					255.00
Bill Pmt -Check	57179	09/11/2017	Rat Pack Enterprises	101010 · Cash - Marquette	-500.00
Bill	9/14/17	09/14/2017		104640 · Patron Programs&Events-Outreach	500.00
TOTAL					500.00
Bill Pmt -Check	57180	09/11/2017	Recorded Books, INC	101010 · Cash - Marquette	-575.94
Bill	75572456	07/28/2017		104340 · Audio Visual Materials - Adult	36.00
Bill	75573461	08/01/2017		104340 · Audio Visual Materials - Adult	35.99
Bill	75574326	08/01/2017		104640 · Patron Programs&Events-Outreach	40.50
Bill	75574315	08/02/2017		104340 · Audio Visual Materials - Adult	18.00

Orland Park Public Library Check Detail

August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill	75575278	08/03/2017	104340 · Audio Visual Materials - Adult		67.49
Bill	75575370	08/03/2017	104340 · Audio Visual Materials - Adult		22.49
Bill	75576445	08/07/2017	104340 · Audio Visual Materials - Adult		17.99
Bill	75576817	08/07/2017	104340 · Audio Visual Materials - Adult		27.00
Bill	75577117	08/08/2017	104340 · Audio Visual Materials - Adult		36.00
Bill	75577347	08/08/2017	104340 · Audio Visual Materials - Adult		40.50
Bill	75577745	08/09/2017	104340 · Audio Visual Materials - Adult		35.99
Bill	75578266	08/10/2017	104340 · Audio Visual Materials - Adult		36.00
Bill	75579144	08/11/2017	104340 · Audio Visual Materials - Adult		99.00
Bill	75579961	08/14/2017	104340 · Audio Visual Materials - Adult		31.50
Bill	75580048	08/14/2017	104340 · Audio Visual Materials - Adult		31.49
TOTAL					575.94
Bill Pmt -Check	57181	09/11/2017	Sprint	101010 · Cash - Marquette	-178.46
Bill	336044821-153	08/30/2017	104520 · Telephone		178.46
TOTAL					178.46
Bill Pmt -Check	57182	09/11/2017	Sunlight Maintenance Supply	101010 · Cash - Marquette	-770.84
Bill	16744	08/19/2017	104530 · Building & Custodial Supplies		28.00
Bill	5212	08/19/2017	104530 · Building & Custodial Supplies		291.91
Bill	5255	08/28/2017	104530 · Building & Custodial Supplies		168.25
Bill	5264	09/06/2017	104530 · Building & Custodial Supplies		282.68
TOTAL					770.84
Bill Pmt -Check	57183	09/11/2017	Tom Vaughn, Trustee	101010 · Cash - Marquette	-200.00
Bill	8/15/17	08/15/2017	102171 · Garnishment W/H Payable		100.00
Bill	8/31/17	08/31/2017	102171 · Garnishment W/H Payable		100.00
TOTAL					200.00
Bill Pmt -Check	57184	09/11/2017	Unique Management Services, Inc.	101010 · Cash - Marquette	-26.85

Orland Park Public Library
Check Detail

August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill	450014	09/01/2017	104495 · Legal		26.85
TOTAL					26.85
Bill Pmt -Check	57185	09/11/2017	Village of Orland Park	101010 · Cash - Marquette	-193.90
Bill	25397208	08/31/2017	104600 · Outreach Services		63.63
Bill	25401287	09/01/2017	104600 · Outreach Services		130.27
TOTAL					193.90
Bill Pmt -Check	57186	09/11/2017	Nancy McCully	101010 · Cash - Marquette	-210.00
Bill	9/26/17	09/26/2017	104640 · Patron Programs&Events-Outreach		210.00
TOTAL					210.00
Bill Pmt -Check	57187	09/11/2017	Recorded Books, INC	101010 · Cash - Marquette	-656.23
Bill	75580117	08/14/2017	104340 · Audio Visual Materials - Adult		44.99
Bill	75575602	08/15/2017	104340 · Audio Visual Materials - Adult		35.99
Bill	75580481	08/15/2017	104340 · Audio Visual Materials - Adult		35.99
Bill	75580494	08/15/2017	104340 · Audio Visual Materials - Adult		53.99
Bill	75580916	08/15/2017	104340 · Audio Visual Materials - Adult		35.95
Bill	75580935	08/15/2017	104340 · Audio Visual Materials - Adult		53.99
Bill	75581160	08/16/2017	104340 · Audio Visual Materials - Adult		35.99
Bill	75581847	08/17/2017	104340 · Audio Visual Materials - Adult		40.50
Bill	75582830	08/21/2017	104340 · Audio Visual Materials - Adult		108.67
Bill	75583060	08/21/2017	104340 · Audio Visual Materials - Adult		35.99
Bill	75583920	08/22/2017	104340 · Audio Visual Materials - Adult		32.00
Bill	75584222	08/22/2017	104340 · Audio Visual Materials - Adult		31.50
Bill	75584836	08/23/2017	104340 · Audio Visual Materials - Adult		20.69
Bill	75584884	08/23/2017	104340 · Audio Visual Materials - Adult		40.50
Bill	75585204	08/24/2017	104340 · Audio Visual Materials - Adult		49.49
TOTAL					656.23

Orland Park Public Library
Check Detail
August 22 through September 18, 2017

Type	Num	Date	Name	Account	Original Amount
Bill Pmt -Check	57188	09/11/2017	Annuity Premium Reserve Account	101010 · Cash - Marquette	-325.00
Bill	8/31/17	08/31/2017		102160 · 457 Plan W/H Payable	325.00
TOTAL					325.00
Bill Pmt -Check	57189	09/11/2017	Recorded Books, INC	101010 · Cash - Marquette	-227.34
Bill	75586119	08/25/2017		104340 · Audio Visual Materials - Adult	33.29
Bill	75586334	08/28/2017		104340 · Audio Visual Materials - Adult	67.48
Bill	75587550	08/29/2017		104340 · Audio Visual Materials - Adult	99.58
Bill	75588010	08/30/2017		104340 · Audio Visual Materials - Adult	26.99
TOTAL					227.34
Bill Pmt -Check	57190	09/11/2017	Konica Minolta Business Solutions USA Inc	101010 · Cash - Marquette	-408.01
Bill	9003785255	08/19/2017		104550 · Lib. & Off. Eqpt Rep. & Maint	8.73
Bill	9003831553	09/01/2017		104550 · Lib. & Off. Eqpt Rep. & Maint	387.28
Bill	9003787915	09/19/2017		104550 · Lib. & Off. Eqpt Rep. & Maint	12.00
TOTAL					408.01
Subtotal - Checks					\$152,848.40
Gross Payroll on 8/31/17					\$107,972.64
Payment to Village for IMRF/Insurance for August, 2017					\$62,796.84
Gross Payroll on 9/15/17					\$101,687.25
Grand Total					<u>\$425,305.13</u>

Adult Services Board Report August 2017

PERSONNEL

Michelle Gamero, Adult Services Shelver, started on August 14

SERVICES/PROGRAMS/PROJECTS/CLASSES

On August 4, The Summer Reading Challenge: Reading by Design ended with 809 adults registered and 429 completing

Writers Group 8/7; 7 adults

Market in the Park 8/10, 8/24; 75 adults

Five Genre Book Discussion 8/10, 8/15, 8/16, 8/16, 8/28; 39 adults

Bingo 8/12, 8/26; 20 adults

Introduction to LinkedIn and Reference USA 8/21 8/28; 0 adults

CONTINUING EDUCATION/MEETINGS ATTENDED

Meetings & Cont. Ed. Tabulation Form

Staff attended In-Service on Aug 4, 2017

Diane Srebro attended Booklist: Out Of This World SciFi Fantasy & Horror (Webinar) on Aug 9, 2017

Andrew Masura attended Maximizing Your Day: Effective Time Management (Webinar OPPL) on Aug 11, 2017

Diane Srebro attended Coding Game for Librarians-Prenda (Webinar) on Aug 15, 2017

Diane Srebro attended Booklist Great Book Group Reads (Webinar) on Aug 18, 2017

Peter Tew attended Through the Customer's Eyes (Oak Brook) on Aug 28, 2017

STATISTICS

Database Statistics August 2017-2016 Comparison

Database	2017	2016	Data Type
Ancestry	1080	4579	Total Searches
Careers College	17	34	Total Users
Consumer Reports	78	63	Total Log-Ins
EBSCO	733	25443	Total Searches
Gale Virtual Ref. Lib.	3	7	Total Searches
Heritage Quest	220	480	Total Searches
Lynda.com	129	N/A	Total Log-Ins

Mango Languages	211	N/A	Total Sessions
OCLC	5590	6868	Total Searches
ProQuest	150	136	Total Searches
Reference USA	135	101	Total Searches
Weiss & Street Financial Ratings	38	N/A	Total Log-Ins

* EBSCO recently changed the way they report usage statistics. We are currently determining why total searches have decreased so significantly from last year.

Statistics from web forms

Category	08/2017	08/2016
Reference	3628	3814
Ref Remote	198	180
Non-Reference	262	327
N-R Remote	42	9
Extended Help	46	0
Passive Programming	28	0
Program Attendance	141	41
Items shelved	22872	24813
Carts shelved	285	349

CUSTOMER SERVICE LOG

8-3-17 Patron stopped by the desk to turn in his book log. Comment: Last year you had advanced reading copies that you gave away. I picked up a mystery by Steve Burrows and I really enjoyed it. I ended up sharing the book with three family members and they all enjoyed it. That was the first book in a series (it's in your collection), but you don't own the other books in the series. Could you please add them to the collection? Andy M.

8-4-17 Pulled two books for a patron, and put another on hold. Comment: That was so fast. Thank you. Andy M.

8-8-17 Patron returning the *Wall Street Journal* and picking up his I.D. Comment: You should trust people and not make them give you an I.D. Andy M.

8-8-17 Patron stopped by the Reference desk to claim her prize through summer reading program. Comment: I never expected to win a gift basket. Awesome! Rosemarie FW.

8-10-17 Comments from Market in the Park:

"I love the library--it's my favorite spot."

"You have the best library."

"I'm always impressed with this library. I just took my daughter there for the first time today. They even had a Polish children's book for her." Katie A.

8-11-17 Patron stopped me as I was walking past the Next Chapter area. Comment: The library is always so clean. I just love the new floor. Andy M.

8-12-17 Patron called to request book. "I called Orland Library because I know it's great with so many authors." Diane S.

8-16-17 Patron looking at the back of the Adult Services desk as it is being dismantled. Comment: And what are you going to do with that beautiful piece of furniture that my tax dollars paid for? Andy M.

8-16-17 At five minutes until close I approached a woman who was seated near the window and looked at her expectantly. She said, "I can't hear." I then signed that the library was closing. She smiled and said thanks and left. Linda C.

8-19-17 Patron stopped by the desk with her iPhone. She said, "I used to download audiobooks to my iPhone but now it won't let me, keeps showing on the screen "updating". What does that mean?" After assisting her with the new Overdrive App called "Libby" and downloaded her e-audiobook. Comment: I'm glad I came into the library. I can now listen to my favorite audiobook. Thank you so much! Rosemarie FW.

8-24-17 A couple stopped by the library table at Market in the Park. Comment: You don't have to convince us to come to the library. We are frequent and regular library users. Andy M.

8-28-17 Patron browsing books in Book Discussion area: "I'm so glad you have this. Look at these books, they're in the current Book Page magazine! Whoever does this does such a good job. This should go down in their permanent record." Katie A.

8-28-17 Helping a patron find season 3 of a television series. Comment: Thank you. That was great service tonight. I always get great service here. Andy M.

8-31-17 Patron coming into the library from the parking lot. Comment: The men working on the lot are talking loudly and their conversation is very crude. A child might walk by and hear them. Andy M.

8-31-17 Patron walking behind the Reference desk after the back of the desk was taken down. Comment: Making a lot of changes around here. This is nice, very roomy. Andy M.

Circulation Board Report August 2017

SERVICES/PROGRAMS/PROJECTS/CLASSES

Julie Pryor and Laura Larson have begun purging old collection accounts.

CONTINUING EDUCATION/MEETINGS ATTENDED

Julie Pryor completed "Whole Person Librarianship: Fostering Empathy in Challenging Times" webinar on August 26, 2017.

Jordin Morales and Terry Freeman attended "Through the Customer's Eyes" in Oak Brook on August 28, 2017.

STATISTICS

OPPL	TOTAL CIRCULATION					PATRON		IN-HOUSE
MONTH	2017	2016	CHANGE %		ATTENDANCE		CHECKINS	
JAN	79,552	78,228	1.69%		36,949			2,499
FEB	74,287	77,836	-4.56%		36,864			3,541
MAR	83,748	82,831	1.11%		41,617			3,994
APR	72,970	79,296	-7.98%		32,758			3,338
MAY	72,098	73,619	-2.07%		31,859 *			3,084
JUN	90,721	90,480	0.27%		32,107 **			1,338
JUL	88,344	88,725	-0.43%		33,762			856
AUG	80,604	79,844	0.95%		35,295			1,647
SEPT								
OCT								
NOV								
DEC								
TOTAL	644,341	650,859	-1.00%		281,211			20,297
	Hoopla Checkouts: 572							
	Overdrive Registrations: 57					*May count unavailable. Used last year's number.		
	Overdrive Checkouts: 3,335					**First week of June unavailable.		
	Zinio Checkouts: 316					Used an average of the rest of the month		
	Polaris Patron Sessions: 14,656							

CUSTOMER SERVICE LOG

8/3/17 (Welcome Desk) Patron asking about the computer program "Digitize your VHS Tapes" commented "It is a nice service that people can use library equipment to transfer VHS to DVD."
- Julie P.

8/5/17 (Welcome Desk) "Your displays are wonderful. You guys do a great job." - John B.

8/5/17 (Welcome Desk) "I've spoken with other patrons, and we think the worst thing you ever did was allow three-week checkouts for books. It takes too long to get our holds." - John B.

8/7/17 (Circ Desk) "Everyone here is so nice. I came for a book in a trilogy because Tinley's books are unavailable (during remodeling)." - Barb K.

8/8/17 (Circ Desk) "Greatest library in the world! Happy to pay taxes!" - Therese C.

8/10/17 (Circ Desk) Two patrons in a row (but not together) commented on how they missed the "line starts here" circle on the floor in front of the Circulation Desk. - Laura L.

8/11/17 (Circ Desk) Patron is unhappy about the message at the bottom of the receipt that says how much money is saved by using the library. She doesn't feel she saves anything because she is paying taxes. - Terry F.

8/11/17 (Welcome Desk) Patron, who is a Korean War veteran, feels upstairs drawings on the wall are very "out of place." (Referring to artwork from the Artist of the Month) - Therese C.

8/12/17 (Call Center) Patron complimented how vast our collection is. - Duke P.

8/14/17 (Circ Desk) Patron loves the lockers and says we are the friendliest and most helpful library. - Terry F.

8/14/17 (Circ Desk) Patron wanted to know why we have Worldcat when sometimes those things are unavailable. Why do they appear in the catalog? (Barb K.)

8/15/17 (Welcome Desk) "Love the tile. It's great!" - Julie P.

8/15/17 (Welcome Desk) "Has the floor always been sparkly?" - Julie P.

8/17/17 (Circ Desk) Patron said how beautiful and complete the OPPL is! - Terry F.

8/22/17 (Welcome Desk) Patron likes the seating area by the stairs but feels the astronaut chair looks daunting. - Julie P.

8/22/17 (Circ Desk) "Wow, the new floor looks great!" - Laura L.

8/23/17 (Welcome Desk) "Do you know what kind of flooring this is? I would like it in my house. I like the sparkles." - Laura L.

8/23/17 (Welcome Desk) Patron remarked as she was leaving, "This is by far the cleanest library I've even been to. Thank you for that." - Nadine L.

8/23/17 (Welcome Desk) "Are these sparkles in the floor new?" - Nadine L.

8/25/17 (Welcome Desk) Patron remarked, "I really love your new books. I found some authors I wouldn't have known about." - Laura L.

8/26/17 (Welcome Desk) Two patrons requested to continue having Bingo. People with disabilities participated today too. - Julie P.

8/29/17 (Call Center) "I think it's insane that nobody here has voicemail." - comment after asking if I could take a message. - Laura L.

Graphics Board Report August 2017

SERVICES/PROGRAMS/PROJECTS/CLASSES

Some graphics projects this month included:

- Redesigning the Preschool Decoration Project
- Changing out the column directional signage
- Making new signage for the new A-frame shelving

- Creating September's TV slides to be shown on the OPACs and in the lobby
- Creation of promotional posters for all the September events mentioned in the newsletter
- Revising the library stationery
- Designing a new poster and ads for the brand new book discussion at Mariano's
- Finding out more about the costs associated with billboard ads and Facebook ads for the library

CONTINUING EDUCATION/MEETINGS ATTENDED

Jackie B. attended the Lynda.com Photography 101 course webinar on Aug. 9 at 1 p.m.

Jackie B. attended the webinar on Top Cyber Threats – How to Avoid Them offered through the Orland Park Area Chamber of Commerce on Aug. 22 at noon.

Kristen Holding attended Taste of Orland Park (Civic Center) on Aug 5.

Maurya Orr attended Taste of Orland Park (Civic Center) on Aug 5.

Chris Schultz attended Taste of Orland Park (Civic Center) on Aug 6.

STATISTICS

	Room Requests	Graphics Requests		
2017 Total	145	909		
This month	36	106		
	Facebook	Twitter	Pinterest	Instagram
Subscribers	1,793	1,702	419	226
Library app downloads		613		

CUSTOMER SERVICE LOG

Patron John M. said "We appreciate the use of this room for our meetings. The remodeling of Orland Library deserves many compliments. Many thanks to all." - Jackie B. 8/22/2017

Patron Judy said "Wow! Thank you so much." when her meeting room was booked on the spot for a date she didn't think she would be able to get. - Jackie B. 8/23/2017

Information Technology Board Report August 2017

STATISTICS

Category	Aug 2017	Aug 2016
Study Room Usage	355	379
Patrons Assisted	481	558
Extended Assistance	37	
Total PC Usage	1854	
Total Web pages	29628	29516
Number of Classes	9	15
Total Class Attendance	49	59
Wireless Usage	2846	

CUSTOMER SERVICE LOG

8/2/17 Assistance with DVD recording from VHS over the phone. - Thank you so much for helping. You got me going and working. I was so confused. Mark E.

8/3/17 Patron did not know how to get on to the computer. - Helped patron to login and found the site she needed to get on. Thanked me for my help. Audrey P.

8/5/17 Patron was having trouble with Microsoft Word. - Helped her out. She said that I was very helpful and then thanked me. Audrey P.

8/26/17 A patron didn't want to give me her newer license. - Another patron as she was leaving said I did a great job with the patron. She again said you really handled her well! That made me feel good! Christy P.

8/28/17 Patron inquired about our computer classes. She said we are doing a wonderful job with the classes. Audrey P.

8/29/17 A man was here earlier and came back in a snappy mood because he had to come back. He got mad at me because he wanted me to print his papers before paying. I told him that

was against the rules. He said I could break the rules. I said no. A patron who was here said I did a good job handling that man. Christy P.

8/29/17 A patron from Manteno came in again to use the express computer. - She stated "Christy, you are so sweet and helpful and welcoming. Thank you". Christy P.

Outreach Services Board Report August 2017

SERVICES/PROGRAMS/PROJECTS/CLASSES

Services provided for the month include:

Homebound materials delivery and offsite programs to patrons in single family homes, Smith Crossing independent living and assisted living, Brookdale, Alden Prairie, Autumn Leaves, Lexington, Thomas Place and Evergreen assisted living and independent living facilities.

Senior materials delivery to the Orland Township.

Special collection management of NASA artifacts, display cases, and databases.

Art and collection coordination and management of six display areas.

In-house and offsite adult programming.

Book delivery to train stations.

Flyer distribution to surrounding establishments and at programs.

Collection management, including ordering of all Outreach Services materials for the Outreach Services collection.

Maintenance of the NASA: Conquering Low Earth Orbit Exhibit

CONTINUING EDUCATION/MEETINGS ATTENDED

Kelly A. Cuci attended Taste of Orland Park (Civic Center) on Aug 4, 2017

Cathy DiGiorgio attended Taste of Orland Park (Civic Center) on Aug 4, 2017

Shane Peterson attended Taste of Orland Park (Civic Center) on Aug 4, 2017

Theresa Marketti attended Taste of Orland Park (Civic Center) on Aug 4, 2017

Dakari Jones attended Taste of Orland Park (Civic Center) on Aug 4, 2017

Cathy DiGiorgio attended Taste of Orland Park (Civic Center) on Aug 6, 2017

Dakari Jones attended Taste of Orland Park (Civic Center) on Aug 6, 2017

Kelly A. Cuci attended IFLA's Global Vision (Webinar) on Aug 24, 2017

Cathy DiGiorgio attended IFLA's Global Vision (Webinar) on Aug 24, 2017

STATISTICS

Onsite Adult Programs:

2 programs were given with a total of 37. This month was focused on offsite programming, ESL program development, and Spring program planning. See offsite stats below. *August is traditionally a light in-house programming month. 2016: 10 programs were given with a total of 1358 patrons. Please note that these programs were associated with OPPLcon. Adult Services reported this year's OPPLcon stats in their July 2017 Board Report.*

Breakout:

8/11/17 Meet the Artist - Justin Castenada 18
8/25/17 Friday Film Series - Fences 19

Offsite Adult Programs:

17 programs were given with a total of 1715 patrons attending. *2016: 16 programs were given with a total of 1689 patrons attending.*

Breakout:

8/2/17	Orland Township Senior Drop-In Visits	15
8/3/17	Smart Art iPad for Seniors - Brookdale	5
8/3/17	Smart Art iPad for Seniors - Autumn Leaves	6
8/4-8/6/17	Taste of Orland Park	1500
8/7/17	Senior Living Visits	33
8/8/17	Senior Living Visits	13
8/8/17	Remember when with Autumn Leaves	5
8/9/17	Senior Living Visits	19
8/16/17	Orland Township Senior Drop-In Visits	15
8/17/17	Remember When with Brookdale	12
8/18/17	Orland Township Senior Drop-In Visits	13
8/21/17	Senior Living Visits	29
8/22/17	Senior Living Visits	18
8/23/17	Senior Living Visits	17
8/30/17	Orland Township Senior Drop-In Visits	15

Train Station Books:

Three Train Stations - **160**, 2016 - 100

Program Flyer Distribution Statistics:

Village of O.P. - **675**, 2016 - 500

Orland Township - **33**, 2016 - 11

Assisted Living - **200**, 2016 - 2

Sportsplex - **675**, 2016 - 500

During programs - **30**, 2016 - 2403 (*This statistic included OPPLcon stats*)

Local businesses - **6**, 2016 - 0

Healthcare Facilities - **25**, 2016 - *New statistic*

Eclipse Glasses - 600

Taste of O.P. - 680 Entries, 75 newsletters, 900 small flyers, 1240 beach balls, 1850 prizes, 2 prize baskets.

Other Outreach and Homebound Statistics:

Outreach Circulation statistics: 921 items circulated with 1755 checkouts and 180 renewals. *2016: 933 items circulated with 1122 checkouts and 81 renewals.*

Visits to single-family homebound patrons totaled 27. *2016: Visits totaled 21.*

3 new homebound patron cards were issued and 0 discontinued. 1 card was renewed. *2016: 3 new homebound library cards were issued. 0 cards discontinued. 2 cards were renewed.*

OS staff logged 1340 reference transactions. *2016: 444 reference transactions.*

OS staff logged 35 programming questions. Please note that this is a new statistic. We broke it out from our reference transaction numbers.

OS staff logged 68 exhibit questions. Please note that this is a new statistic. We broke it out from our reference transaction numbers.

GRANTS/SPECIAL PROJECTS

Outreach Services coordinated our Annual Taste of Orland Park tabling. Thanks to all staff who volunteered to make it an enjoyable event. Those include: Mary Weimar, Mary Adamowski, Alice Grabowski, Mark Ewasiuk, Vanessa Liptack, Lina Elzadan, Kara DeCarlo, Alex Pappas, Josh Chalifoux, Kristen Holding, Dan Williams, Maurya Orr, Chris Schultz, Terry Freeman, Ahmad Abuisneineh, Peter Tew, Matt Potempa, Erin Randstrom, Cathy DiGiorgio, Shane Peterson, Theresa Marketti, Dakari Jones, and Kelly Cuci.

CUSTOMER SERVICE LOG

8/2/17 Orland Township Book Visit

"Thank you so much for coming." Theresa M.

"You're so good at remembering our requests." Theresa M.

8/2/17 Homebound Delivery

"We really enjoy the books and we enjoy you coming." Theresa M.

8/2/17 Homebound Delivery

"Thank you very much." Theresa M.

8/3/17 Smart Art - Brookdale iPad program for seniors

"Thank you for doing this." Theresa M.

8/3/17 Smart Art - Autumn Leaves iPad program for seniors

"Thank you." Theresa M.

8/4/17 Taste of Orland Park Tabling

"I love the library!" Kelly C.

"I have it right here." (Referring to our "Show us Your Library Card" promotion.) Kelly C.

"My family and I enjoy the library very much." Cathy D.

"Awesome programs!" Cathy D.

"I love the library, I'm here all the time." Shane P.

"Ooh, spin the wheel, our favorite booth, every year!" (Patron spinning the wheel at the Taste) Shane P.

"I think it's just great, everything you guys do over there [at the library]. All the free programs and those eclipse glasses, it's great!" Shane P.

"I have a Tinley Park card, but I'm always at Orland Park. The events are just the best." Shane P.

8/6/17 Taste of Orland Park Tabling

"Orland Park is the best library!" Dakari J.

8/6/17 Taste of Orland Park Tabling

"Orland Park is lucky to have such a nice library." Cathy D.

"We go to the library all the time." Cathy D.

"We love the Orland Park Library." Cathy D.

8/7/17 Smith Crossing book delivery

"Thank you." Theresa M.

"I really enjoy this service." Theresa M.

"Thank you for coming." Theresa M.

"It's great to have large print books." Dakari J.

"Thanks for coming out." Dakari J.

8/8/17 Thomas Place book delivery

"You're so wonderful!" Theresa M.

8/8/17 New Homebound sign-up

"Thanks for your services. It's really helpful." Dakari J.

8/9/17 Lexington book delivery

"Thank you very much!" Theresa M.

"Thank you for doing this. This is great." Theresa M.

8/16/17 Orland Township Drop-in Visit

"Thanks for coming out." Dakari J.

8/21/17 Smith Crossing book delivery

"Thanks for bringing new books." Dakari J.

"Thanks for all your hard work." Dakari J.

8/21/17 Brookdale book delivery

"Thanks for bringing the books we like." Dakari J.

8/22/17 Alden book delivery

"Thank you so much for coming." Theresa M.

"You're wonderful. You're so wonderful!" Shane P.

8/22/17 Homebound delivery

"Thank you so much!" Theresa M.

8/23/17 Evergreen book delivery

"You should give yourselves pats on the back for the great service you provide." Theresa M.

"Thanks for coming out. We really appreciate the library." Dakari J.

8/23/17 Lexington book delivery

"This is a wonderful service. We really appreciate what you do." Theresa M.

8/30/17 Orland Township Drop-in Visit

"Thank you for coming." Theresa M.

"Thank you for understanding when I can't make it." Theresa M.

8/31/17 Homebound delivery

"Thanks for coming out. You always have the books I like." Dakari J.

Technical Services Board Report August 2017

SERVICES/PROGRAMS/PROJECTS/CLASSES

- OCLC ongoing holding upgrade for August 2017 is complete
- All withdrawn titles and items are removed from the system
- Popular Book and AV lists for Polaris PAC are created
- Novelist update is complete

STATISTICS

August-17	Tech Services Monthly Statistics																							
Monthly Items at Polaris:																								
	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	YTD Total											
Added Books:	1128	1253	1604	1609	1848	1311	1679	1872					12,304											
Added AVs:	455	652	1134	1081	518	486	655	593					5,574											
Added Periodicals:	621	627	659	624	630	646	575	613					4,995											
Added eBooks:	230	42	67	321	111	100	73	485					1,429											
Compare Monthly Add-on items:																								
2017	2,434	2,574	3,464	3,635	3,107	2,543	2,982	3,563					24,302											
2016	2,828	2,987	3,827	2,603	3,078	3,394	2,080	3,469	3,348	2,547	5,270	2,314	37,745											
Yearly change%	-13.93%	-13.83%	-9.49%	39.65%	0.94%	-25.07%	43.37%	2.71%																
Compare Monthly Delete:																								
2017	27,798	11,234	10,182	2,956	3,379	4,329	3,975	3,975					67,820											
2016	2,697	2,638	4,031	5,447	7,105	12,042	10,582	4,223	4,097	4,779	1,436	3,892	62,969											
Yearly change%	930.70%	325.85%	152.59%	-45.73%	-52.44%	-64.05%	-62.44%	-5.87%																
Compare Total OPPL Collection:																								
2017	326,818	325,258	322,466	325,576	325,466	326,897	327,409	329,013																
2016	317,254	321,148	315,957	314,581	317,786	320,682	320,682	323,254	323,901	324,780	328,560	325,095												
Yearly change%	3.01%	1.28%	2.06%	3.50%	2.42%	1.94%	2.10%	1.78%																
Polaris Total Item/Title by month:			329,013	268,189																				

GRANTS/SPECIAL PROJECTS

- Wendy added the quick search lists for DVD TV Series and Blu-Ray TV Series sort by publisher date. They are linked at library PAC à “New Search” tab à “OPPL New Titles”
- Wendy found and changed 891 resident and nonresident patrons’ category from Juvenile as Adult because their age have met adult patron’s age definition
- By far, Polaris system cannot automatically change patrons’ code from Juvenile to Adult when their age meet the criteria. Mary W., Wendy and Polaris are working together on the automatic update solution at Polaris Server
- As per department's request, Wendy created nonfiction code for those audiobooks and changed these nonfiction audiobooks searching code so that patron can eliminate their searches at PAC
- Wendy created a new shelf location for Playaway audiobooks and updated the system records because of these items’ relocation
- Wendy updated the collection and shelf location codes for those large type biography and nonfiction books based on their physical locations.

CUSTOMER SERVICE LOG

August 16, 2017 4:45 pm A patron had consistent problems watching Blu-ray discs borrowed from the library. Patron believed it was the library’s fault. Department Head worked with

patron. Tested all Blu-ray discs. Turns out patron's Blu-ray player was bad. Patron bought new player and said "Thank you for all your help." Carol M.

Youth Services Board Report August 2017

PERSONNEL

Diane Norris-Kuczynski's last day was Aug. 24, 2017.

SERVICES/PROGRAMS/PROJECTS/CLASSES

No school visits or teacher paks were distributed during August.

No preschool visits occurred during the month of August.

6 Preschool Packs were checked out circulating 71 items total.

CONTINUING EDUCATION/MEETINGS ATTENDED

Erin Fixel attended "Developing and Supporting Your LGBTQ Collection" webinar on Aug. 2, 2017.

Erin Fixel attended "Fall YA Announcements" webinar on Aug. 8, 2017.

Erin Fixel attended "SLJ Teen Live-YA Services 101" webinar on Aug. 9, 2017.

Erin Fixel attended "SLJ Teen Live-YA Services on a Budget" webinar on Aug. 9, 2017.

Erin Fixel attended "SLJ Teen Live- Books for Reluctant Readers" webinar on Aug. 9, 2017.

Erin Fixel attended "SLJ Teen Live- Books for Reluctant Readers" webinar on Aug. 15, 2017.

Erin Fixel attended "Making Time for Middle Grade" webinar on Aug. 15, 2017.

Stephanie Thomas attended "Coding: Make a Game in Scratch (Prenda)" webinar on Aug. 17, 2017.

Becky McCormack attended "Good Reads for Reluctant Readers" webinar on Aug. 24, 2017.

Erin Fixel attended "Good Reads for Reluctant Readers" webinar on Aug. 25, 2017.

Alexander Pappas attended "Through the Customer's Eyes" in Oak Brook on Aug. 28, 2017.

STATISTICS

513 participants for August's Once Upon a Time drop-in story times.

7 participants for Family Dance Party.

531 participants for Building Blocks for Babies.

47 participants for Video Game Club.

76 participants for August's Bright Starts story times.

- 64 participants for Let's Get Ready for Kindergarten.
- 30 participants for August's Buenas Noches story times.
- 81 participants for Smash Brothers Crew Battle.
- 12 teen participants for Locker Decoration.
- 10 teen participants for Popsicle Stick Silhouettes.

GRANTS/SPECIAL PROJECTS

The remaining pieces of new upholstered furniture were returned to the YS department.

CUSTOMER SERVICE LOG

PRESCHOOL DESK

No report

JUNIOR DESK

- 8/12/17 Family coming in to pick up SRC family prize "A book is the best prize of all. It's so clever to offer the dinosaur book and tickets together." Amy N.
- 8/23/17 Man coming in with children to use study room. "What happened to all the shelving behind your desk? It's not good for people to come up behind you. I'm going to fill out a comment card." Amy N.
- 8/29/17 Two ladies who were shown where books on Texas were located began speaking to each other. "These ladies are always so helpful here. They always go over the top." Amy N.
- 8/30/17 Comment after baby storytime. "You really make story time special. We love coming here just to your story time." Stephanie T.
- 8/30/17 Comment after storytime. "Thank you so much! We love story time so much!" Stephanie T.
- 8/30/17 Patrons stopped at Junior Reference desk. "What happened here? You are all too exposed here. This is not safe!" Becky M.

TEEN DESK

- 8/2/17 Teen picking a book reward for summer reading. "I get to keep this? Like forever? This is so awesome!" Erin F.
- 8/8/17 A mom with two little kids asked where an adult author was. I walked her over to the books. "Thank you for walking me over to the books. It was so much easier with you instead of dragging my little ones all over searching." Erin F.
- 8/15/17 An older man with a walker looking for Western large type books looked lost in the teen section. I walked him over to LT books and showed him the Westerns. "Thank you very much. You're so kind." Erin F.

		Orland Park Public Library			DRAFT			
		Budget, Levy, Appropriation FY2018						
		As of 8_18_17						
		2017	2018	% Increase	2018	Other	Appropriation	
		Total	Working	From 2017	Levy	Sources		
		Budget	Budget					
GL								
Account	Revenues							
103100	Taxes - Cook County	5,144,234	5,273,000	2.50%	5,273,000	0	5,273,000	
103100	Taxes - Cook County Loss&Cost	0	0	0.00%	0	0	0	
103100	Taxes - Will County	50,000	52,000	4.00%	0	52,000	52,000	
103120	Impact Fees	18,000	10,000	-44.44%	0	10,000	10,000	
103140	Replacement Taxes	12,000	20,000	66.67%	0	20,000	20,000	
103175	State Grants	40,000	40,000	0.00%	0	40,000	40,000	
103200	Non Resident Fees	6,000	5,000	-16.67%	0	5,000	5,000	
103300	Fines	55,000	55,000	0.00%	0	55,000	55,000	
103400	Gifts	9,000	10,000	11.11%	0	10,000	10,000	
103610	Copy Machine	12,000	12,000	0.00%	0	12,000	12,000	
103800	Interest Income	24,000	40,000	66.67%	0	40,000	40,000	
	Other sources	270,354	112,687		0	112,687	112,687	
103900	Miscellaneous Income	9,000	9,000	0.00%	0	9,000	9,000	
	Total Revenues	5,649,588	5,638,687	-0.19%	5,273,000	365,687	5,638,687	
	Expenditures							
104110	Salaries	2,507,992	2,671,541	6.52%	2,559,815	111,726	2,671,541	
104220	Salaries - Maintenance	113,711	123,541	8.64%	122,826	715	123,541	
104230	Life/Health Insurance	480,000	535,000	11.46%	502,000	33,000	535,000	
104310	Books	408,000	368,000	-9.80%	353,000	15,000	368,000	
104315	Electronic Databases	73,000	98,000	34.25%	94,000	4,000	98,000	
104320	Periodicals	38,000	39,000	2.63%	37,000	2,000	39,000	
104340	Audio Visual Materials	165,000	160,000	-3.03%	154,000	6,000	160,000	
104345	Audio Visual Equipment	1,000	750	-25.00%	750	0	750	
104410	Book Rebinding	0	0	0.00%	0	0	0	
104420	Accounting	13,900	12,250	-11.87%	12,250	0	12,250	
104430	Insurance	49,000	51,500	5.10%	51,500	0	51,500	
104440	Landscaping & Groundskeeping	24,000	24,000	0.00%	24,000	0	24,000	
104450	Building Maintenance	406,000	235,000	-42.12%	201,750	33,250	235,000	
104460	Security System	12,000	60,000	400.00%	0	60,000	60,000	
104470	Library Office & Equipment	1,000	750	-25.00%	750	0	750	
104495	Legal	115,000	75,000	-34.78%	60,000	15,000	75,000	
104497	Library Consultant	10,000	16,000	60.00%	16,000	0	16,000	
104513	Electricity	0	0	0.00%	0	0	0	
104515	Water & Sewer	9,000	10,000	11.11%	10,000	0	10,000	
104517	Natural Gas	36,000	39,500	9.72%	35,500	4,000	39,500	
104520	Telephone	9,600	9,000	-6.25%	9,000	0	9,000	
104525	Purchase - New Equipment	20,000	15,000	-25.00%	10,000	5,000	15,000	
104530	Building & Custodial Supplies	36,000	37,500	4.17%	37,500	0	37,500	
104540	Building Repairs	22,000	18,000	-18.18%	13,000	5,000	18,000	
104550	Lib. & Off. Eqpt Rep. & Maint	18,000	18,000	0.00%	18,000	0	18,000	
104560	Machine Rental	4,000	2,400	-40.00%	2,400	0	2,400	
104570	Automation - Equipment	80,000	74,000	-7.50%	59,000	15,000	74,000	
104575	Automation - Line Costs	7,500	5,500	-26.67%	5,500	0	5,500	
104577	Automation - Consultant	145,000	75,000	-48.28%	65,000	10,000	75,000	
104580	Automation - Maintenance	85,000	90,000	5.88%	90,000	0	90,000	

		Orland Park Public Library Budget, Levy, Appropriation FY2018			DRAFT		
		As of 8_18_17					
		2017 Total Budget	2018 Working Budget	% Increase From 2017	2018 Levy	Other Sources	Appropriation
GL							
104590	Library Furniture	65,000	40,000	-38.46%	25,000	15,000	40,000
104600	Outreach Services	7,000	7,500	7.14%	7,500	0	7,500
104610	Board Training & Education	7,000	8,000	14.29%	8,000	0	8,000
104620	Staff Training & Education	23,804	24,000	0.82%	20,000	4,000	24,000
104630	Conference Fees	6,000	6,000	0.00%	6,000	0	6,000
104640	Patron Programs & Events	42,000	43,000	2.38%	43,000	0	43,000
104650	Association Dues & Fees	9,000	7,000	-22.22%	7,000	0	7,000
104660	Public Information	39,000	40,000	2.56%	37,000	3,000	40,000
104710	Library Supplies	42,000	45,000	7.14%	40,000	5,000	45,000
104720	Office Supplies	9,000	6,000	-33.33%	4,000	2,000	6,000
104730	Postage	15,000	14,000	-6.67%	11,000	3,000	14,000
104740	Printing	9,000	7,000	-22.22%	5,000	2,000	7,000
104810	Contingency	0	0	0.00%	0	0	0
104910	Contribution to IMRF	216,221	239,188	10.62%	234,305	4,883	239,188
104915	Contribution to FICA	200,560	213,824	6.61%	210,711	3,113	213,824
104920	Audit	11,300	12,350	9.29%	12,350	0	12,350
104930	Liability Ins.-D&O,Bonds,WC	51,000	57,000	11.76%	57,000	0	57,000
104940	Unemployment Compensation	4,000	4,000	0.00%	0	4,000	4,000
104950	Bank Charges	3,000	593	0.00%	593	0	593
	Total Expenditures	5,649,588	5,638,687	-0.19%	5,273,000	365,687	5,638,687
	Excess (Deficiency) of Revenues						
	Over (Under) Expenditures	0	0	0.00%	0	0	0
	Interfund Transfers In / (Out)	0	0	0.00%	0	0	0
	Net Change in Fund Balance	0	0	0.00%	0	0	0

Chapter 1

TRUSTEE DUTIES AND RESPONSIBILITIES



The Big Picture

If legions of jobseekers were vying for trustee positions on library boards, a want ad for the job might read as above.

Of course, service on a library board is pro bono public service, so you will not have arrived here by dazzling a job interviewer. As a library user and supporter, you may have campaigned for an elected trustee position, or perhaps you hesitantly accepted appointment. Either way, you have a most important job to do.

A public library might be defined as a repository of information available to all in the community. This public resource addresses and meets a wide variety of needs. For some members of the community, the library is the chief or only source for recreational reading. For others, it is a valuable professional resource. Young children discover the wide world of ideas in the library. People of all ages use computers and the Internet at libraries to prepare themselves to function in the modern digital world. Disabled people find resources in public libraries that may not be available elsewhere. You, as a trustee, represent all of these people.

A public library, even of relatively small size, is a complex operation that requires informed and skillful administration and management. You, along with the other trustees on the library board, oversee performance of these roles by library staff.

The Board of Trustees

Library trustees do their work collectively on the library board. Though the board has broad powers—it is answerable only to the governing body that has oversight over the library or, if elected, to the voters—those powers are exercised collectively. No individual trustee can speak or act for the board, or for the library, unless specifically empowered to do so by board action or adopted bylaws.

The board's crucial partner in administering the library is the library director. This professional has been hired by the board and serves at the board's pleasure. The board depends

heavily on the professional judgment and experience of the director. For example, the board of trustees can draft an annual budget for the library, but specific input about what moneys are needed for which purposes comes mainly from the director. As a trained professional, he or she is employed to assess needs such as acquisitions, staff coverage, and public services.

The remainder of this chapter details duties of the board of trustees, both those assisted and unassisted by the library director; responsibilities of individual trustees; and basic rules of ethics for trustees.

Duties

Broadly speaking, the board of trustees establishes library policies, and the library director implements those policies in the day-to-day operations of the library. However, these roles are interdependent and require careful distinction of responsibility and authority.

The degree to which the board relies on the librarian's professional knowledge and experience will, of course, vary with the situation. In every case, however, cooperation is the key to a smoothly run, successful library. A library in which all the players work cooperatively toward the common goal will inevitably deliver greater benefits to the community than one in which trustees and librarian work competitively, at odds with each other. The following lists detail duties carried out collectively by boards of trustees in public libraries.

Duties of the Board Assisted by Input from the Director . . .

- Write and maintain an official mission statement for the library.
- Develop long-range plans to address anticipated community needs.
- Establish and support library policies. Examples of such policies include
 - levels of service (for example, open hours).
 - registration and circulation policies and other rules directly affecting patron use.
 - types of service (in addition to circulation and informational services, will the library provide special programs for children? the disabled? the visually impaired? or literacy training?).
 - confidentiality and privacy policies.
 - patron access to the Internet.
 - collection development policy.
- Authorize salary and benefits plans for library staff.
- Assess maintenance of library grounds and buildings, and authorize purchase of lands or construction of new buildings when necessary and appropriate.
- Develop an annual budget.
- Review monthly financial reports to ensure accountability to budget goals.
- Provide financial information and an independent audit as required by Illinois law.
- Advocate for funding necessary to meet community library needs.
- Engage in other fundraising activities as necessary and appropriate.
- Promote the library in the community.

Duties of the Board, Exclusively . . .

- Hire a qualified library director.
- Evaluate director's performance periodically, at least annually.
- Establish policies for the functioning of the board. Such policies include
 - by-laws governing meetings, quorums, selection of officers and the length of their terms as officers; and other matters relating to handling the business of the board.
 - finance policies (for example, how funds will be dispersed or invested, or who will be authorized to write checks).
 - trustee's code of ethics.

For more information about division of duties between the board of trustees and the library director, go online to the Illinois State Library Administrative Ready Reference, <http://www.webjunction.org/partners/Illinois/il-topics/readyref.html>: select **Policy Model; Board of Trustees**; select **Division of Responsibility** . . .

You, Personally

For the library machine to hum smoothly, every participant—trustee and staff—must shoulder a fair and proper load. To carry out the trustee duties which you have accepted, you will need to make a substantial commitment of time and effort.

Your Duties as a Trustee . . .

- Attend board meetings.
 - Preview agenda, minutes, and documents before each board meeting.
 - Participate in discussion and decision making at board meetings.
 - Stand by decisions made by the board.
 - Serve on committees as assigned by chair.
 - Commit time outside of board meetings for the work of the board, as necessary and appropriate.
 - Participate in activities sanctioned by the board, such as fundraising or public relations in the community.
 - Represent the library at community events—be visible and accessible to those you represent.
 - Become informed about library issues through participation in the regional library system, ILA, and ALA.
 - Become informed about state laws that govern public libraries in Illinois.
 - Become an advocate for the library community.
- As with any position of responsibility and accountability, library trusteeship calls for adherence to high standards of ethical behavior.

Your Ethical Responsibilities . . .

- If you have a conflict of interest in a matter taken up by the board, you must remove yourself from consideration and voting on that matter. For example, your financial stake in a firm with which the board does or intends to do business would constitute a conflict of interest. (For more information about conflicts of interest, see Chapter 4, “Legal Responsibilities and Liability.”)
- Respect the opinions and contributions of other trustees; refrain from dogmatic or bullying behavior at board meetings. Work toward acceptable compromise on contentious issues.
- Do not voice opposition to board decisions in public; limit criticism to debates within board meetings.
- Respect confidential information: do not reveal content of closed session board discussions.
- Refer patron/public requests for information to the library director.
- Refer staff grievances or problems to the library director, who has full responsibility for managing staff; refrain from becoming involved in controversy or conflict among staff.
- Refer complaints from the public to the library director.
- Do not initiate or participate in ad hoc board meetings called without advance notice and knowledge of all participants. Conform to the Open Meetings Act in posting required meeting notices for the public and the press.
- Assume full responsibility as a board member. Attend board meetings regularly and perform all assigned committee work in a timely manner. If you are unable to fulfill your duties, consider resigning so that someone else can better serve.

- Support open access to information and resist moves toward censorship.

Finally, consider the benefits you will derive from serving as a library trustee. You will make new acquaintances and friendships with people who are passionate about, and dedicated to, values of public service. Some of these people will become personal friends; others will remain good professional associates. Whether you are a worker in a trade, a professional, a homemaker, an independent businessperson, or are engaged in some other life activity, the people network you establish during your tenure of trusteeship will likely prove to be of great benefit to you.

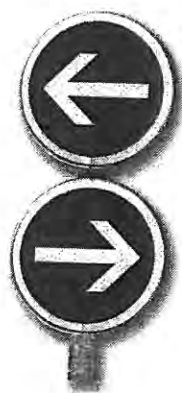
Then, of course, there is the obvious: you will be making an important contribution to the people in your community and to your community's future. A public library is one of the most universal and accessible institutions in our society. Your contribution as a public library trustee will help bring opportunity to all the people, irrespective of all the differences that sometimes divide communities in other spheres. Don't underrate the satisfaction you will derive from this endeavor.

Resources

- Gale, Robert L. *Leadership Roles in Nonprofit Governance*. Washington, D.C.: Board Source, 2003.
- Grace, Kay Sprinkel. *The Ultimate Board Member's Book*. Medfield, Mass.: Emerson & Church Pub., 2008.
- Ingram, Richard T. *Ten Basic Responsibilities of Nonprofit Boards*, second ed. Washington, D.C.: Board Source, 2009.
- O'Connell, Brian. *The Board Member's Book: Making a Difference in Voluntary Organizations*, third ed. New York: Foundation Center, 2003.

Chapter 2

ORIENTATION FOR NEW TRUSTEES



This chapter has two parts. The first part, which follows immediately, is for new trustees. The second part is for anyone responsible for new member orientation, including mentoring library board member(s) and/or the library director.

So, You Are a New Library Trustee

In the following sections, you will read about types of administrative units in Illinois public libraries. Then you will read a brief history of public libraries in the United States. Your colleagues on the board or the library director will conduct your orientation to the library, its services, and resources, and will provide you with various materials you need to begin your duties as a library trustee.

Illinois Public Libraries—Administrative Types

Many public libraries in Illinois are legally established by cities, villages, and townships, according to the Illinois Local Library Act, 75 ILCS 5. In these cases, the library's service boundaries are coterminous with that of the municipality or township. District libraries, which are established within independently defined boundaries, are the alternative to municipal libraries.

In towns, villages, and townships, citizens establish public libraries by referendum. Most towns and villages elect their library trustees; in villages with the commission form of government, the village council appoints library trustees.

In cities, the city government establishes a public library, and the mayor appoints trustees. Illinois law allows mayors to appoint one city council member to the library board, among a total of nine library trustees.

District libraries are public libraries established under the Illinois Public Library District Act, 75 ILCS 16. A district may include area from more than one local governmental unit and outlying unincorporated areas. District libraries have independent corporate authority and taxing power for support of public library services. Like other library administrative units, district libraries are run by a board of trustees.

The following table gives more detailed information about boards of library trustees among the various types of local libraries.

Trustee Service by Type of Administrative Unit

Type: City

Trustees Appointed/Elected: 9, appointed by mayor

Term of Service: 3 years

Type: Village/town/township

Trustees Appointed/Elected: 7, elected

Term of Service: 4 or 6 years

Type: Village with commission government

Trustees Appointed/Elected: 6, appointed by village council

Term of Service: 6 years

Type: District

Trustees Appointed/Elected: 7, elected

Term of Service: 4 or 6 years

A Brief History of Public Libraries

In early colonial America, academic pursuits were largely allied with the education of clergy. The first significant library in the colonies was Harvard College Library, founded in 1636 with a gift of about 300 mostly theological books.

An important expansion of the concept and role of a civic library occurred in 1731 when Benjamin Franklin and other Philadelphians established a subscription library in Pennsylvania's chief city. In a subscription library, patrons pay a subscription, or fee, to use the pooled reading material of all the subscribers. Further distinguishing the "Library Company of Philadelphia" was the collection's emphasis on travel, philosophy, and biography, rather than religious topics.

Truly public libraries—open to all free of charge—were the creation of the United States in the new democratic age of the nineteenth century. Inspired by the founding of the new nation, the adoption of First Amendment free speech principles in the Bill of Rights, and extension of democratic expression and personal freedoms in the early years of the republic, the movement for universal public education gained momentum by the mid-1800's, creating demand for free public libraries as well. In 1854, Boston opened the first big-city public library funded by local taxes. In 1872, the Illinois General Assembly passed legislation authorizing tax-supported public libraries. Soon thereafter, public libraries were organized in the Illinois municipalities of Chicago, East St. Louis, Elgin, Moline, Oregon, Rockford, Rock Island, and Warsaw.

In step with these developments, librarian Melvil Dewey in 1876 helped establish the American Library Association (ALA), helped found the *Library Journal*, and published the Dewey Decimal classification system. In 1887, Dewey established the nation's first library school at New York's Columbia University. In 1896, the Illinois Library Association (ILA) was established.

As the twentieth century dawned, public libraries in the United States began to benefit handsomely from the philanthropy of steel tycoon Andrew Carnegie, whose charitable foundations eventually built about 1,700 libraries. Carnegie libraries were built in communities that agreed to provide land for building a library and to contribute some funding on an ongoing basis. By the 1920s, public libraries were widespread throughout the United States, with

publicly funded institutions in most towns of any size.

An important trend beginning in the mid-twentieth century has been involvement by the federal government in public libraries. Since the 1950s, Congress has allocated funding for rural library extensions, library construction, expansion of school libraries, provision of services for people with disabilities, and Internet connectivity, among other services.

In the last half-century, technology-driven developments have transformed public libraries in many ways. The new technologies have led to nearly universal computerization of card catalogs. Electronic and digital materials such as DVDs have enhanced library collections. In all but the smallest library branches, Internet access for patrons has become standard.

New services have posed new challenges. Internet connectivity offers potential access by minors to websites with inappropriate content, for example. Congress has responded by tying libraries' eligibility for certain federal funds to installation of filtering software. (See Chapter 6, "Intellectual Freedom," for more information on Congressional mandates codified in the Children's Internet Protection Act, or CIPA.)

Today, some 9,000 administrative units in the United States offer public library services in over 16,000 libraries, including branches. Our state of Illinois has 637 public libraries—796 if you count total branches and buildings. These public libraries endeavor to serve their changing communities in a variety of ways as they strive to maintain free and open access to information.

Congratulations.

You have completed your first step of orientation as a library trustee. The remainder of this chapter is primarily for your board member colleagues or the library director who are responsible for further orientation activities.

Planning Orientation for a New Trustee

The preceding part of this chapter provides background material that will help new library trustees put into context the duties they are about to assume. Have inductees read the material as part of their overall orientation activities.

Your library board should have a well-defined, written orientation plan in place. If it does not, suggest that the board establish a committee to draw up such a plan.

The following sections provide guidelines for orientation of new library trustees. The first section outlines orientation activities. The second lists materials that the board or library director should provide to new trustees.

Orientation Activities

The board president, or her/his designate from the board, will make the initial contact with the new trustee to schedule orientation sessions. First and foremost should be a get-acquainted tour of the library with library staff. The library director or a management level staff person should conduct the tour, providing a "big-picture" overview of collections, services, and general policies. The director should introduce available staff members, explaining their duties.

The board president or her/his designate will then schedule an appointment with the inductee for an introduction to the business of the board, including bylaws; ethics; meeting times and formats; recent decisions and accomplishments; future plans and goals; and budgets.

Orientation for the incoming trustee might well extend into the next scheduled board meeting. For example, the board president might conduct business at a slower pace, encourage experienced board members to describe accomplishments of the past year, and allow time in the meeting for the new member to ask questions (no meetings after adjournment, even if

informal, if a quorum is present).

Orientation Activities Summarized . . .

- Activities conducted by the board president:
 - initial contact with inductee to schedule orientation
 - introduction of the bylaws and other business of the board
 - review of duties of the board and of the director
 - presentation of budget and other financial information
 - planning the agenda of the next scheduled board meeting so as to accommodate the information needs of the new member (if feasible and appropriate)
- Activities conducted by the director:
 - tour of library facilities
 - introduction of library staff members

Orientation Materials

Eventually, new trustees will need to master the wide range of information relevant to governing the public library. Because the volume of such information is necessarily large, it is useful to focus on a smaller subset of such materials during the initial orientation. Following is a suggested list of materials for new trustees.

Orientation Materials List . . .

- Library mission statement
- List of board members and the director, including address, telephone number, and e-mail addresses
 - Indicate terms of office and identify officers.
- Calendar of board meetings and library holidays
- Organization chart of library staff
- Illinois Library Association *Trustee Facts File* (the publication you are reading)
 - Have inductee read Chapter 1 and the first part of Chapter 2 (this chapter) initially.
 - Draw attention to subsequent sections of the *Trustee Facts File*, as appropriate.
- Board of Trustees bylaws (reference the *Trustee Facts File*, Chapter 3)
- Library policy manual (reference the *Trustee Facts File*, Chapter 5)
- Budget for current and previous year (reference the *Trustee Facts File*, Chapter 10)
- Annual report, most recent available
- Monthly reports, most recent available
 - financial report: dispersal of monies
 - statistical report: volume of circulation, etc.
- Minutes from recent board meetings (reference the *Trustee Facts File*, Chapter 3)
- *Illinois Library Laws & Rules* (copyright 2012)
- *Serving Our Public: Standards for Illinois Public Libraries*, 2.0 (copyright 2009)
- Recent issues of the *ILA Reporter*, which can be obtained online from www.ila.org/store/ila-reporter
- Information about the Illinois State Library, regional library systems, and their relationships to local libraries
- Contact information, including website addresses, for the American Library Association (ALA), Illinois Library Association (ILA), and Illinois State Library (See Appendix G, "Selected Resources.")
- Local library history, if available
 - Append to the general history of U.S. public libraries in the first part of this chapter.
- Promotional materials—for example, the latest issue of the library newsletter or newspa-

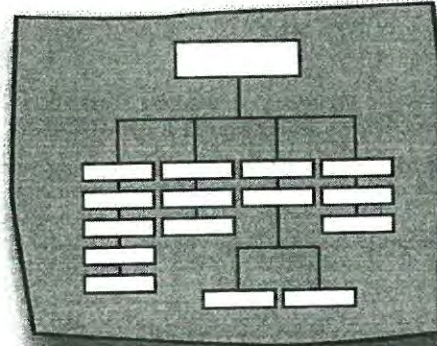
per articles about the library and its services (reference the *Trustee Facts File*, Chapter 13)

Resources

- Hughes, Sandra R., Berit M. Lakey, and Marla J. Bobowick. *The Board Building Cycle: Nine Steps to Finding, Recruiting, and Engaging Nonprofit Board Members*, second ed. Washington, D.C.: Board Source, 2007.
- Kurtz, Daniel L. *Board Liability: Guide for Nonprofit Directors*. Mt. Kisco, N.Y.: Moyer Bell Limited, 2007.
- Moore, Mary Y. *The Successful Trustee Handbook*, second ed. Chicago: American Library Association, 2010.
- Reed, Sally Gardner and Jillian Kalonick. *The Complete Library Trustee Handbook*. New York: Neal-Schuman Publishers, 2010.
- Sturgis, Alice. *The New Standard Code of Parliamentary Procedure*, fifth ed. New York: McGraw-Hill, 2011.

Chapter 3

BOARD ORGANIZATION



In Chapter 1, you became acquainted with duties of library boards collectively as well as duties of individual trustees. This chapter focuses on the board's collective responsibilities and the organizational means available to execute those responsibilities. Before proceeding further, you might want to review in Chapter 1 the section entitled "The Board of Trustees."

Library Board Bylaws

Every library board should establish *bylaws*, a set of rules that define the structure and function of the board and its operational procedures. The bylaws should be recorded in clear, unambiguous language. Board trustees should review bylaws annually and amend them as necessary. The bylaws of a public library board in Illinois must not conflict with federal or state laws.

The following list summarizes topics that the bylaws should address.

Contents of Bylaws . . .

- The name of the board
- The constituency served by the library and its board
- The composition of the board
- Procedure for election or appointment of board trustees
- Terms of board trustees
- Procedure for filling an unexpired trustee term
- The schedule (frequency) of board meetings
- Procedure for calling special meetings of the board
- Specification of a quorum

A quorum is the minimum number of people who must be present in order for a deliberative body to transact business. There is no set quorum for library boards; each board establishes its own definition of a quorum in its bylaws. For example, a 7-member board may specify 4 as its quorum; so the trustees may transact business at a board meeting if 4 or more members are present.

- Summary of duties and powers of board officers
- Identification and description of standing committees
- Procedure for setting up special (ad hoc) committees

- Order of business for board meetings
- Rules of conduct for board meetings, such as *Robert's Rules of Order*
- Procedure for amending the bylaws

To view a sample set of library board bylaws, go online to the Illinois State Library Administrative Ready Reference, <http://www.webjunction.org/partners/Illinois/il-topics/readyref.html>: select **Policy Model; Board of Trustees**; select **Bylaws of the XYZ Public Library**.

Board Meetings and the Open Meetings Act

The Illinois Open Meetings Act (5 ILCS 120) specifies that public bodies in the state of Illinois exist “to aid in the conduct of the people’s business and that the people have a right to be informed as to the conduct of their business.” The law mandates that deliberations and actions of public bodies be conducted in public, and that citizens be given advance notice of and the right to attend such meetings. The law defines a “meeting” as “any gathering of a majority of a quorum of the members of a public body held for the purpose of discussing public business.”

Under state statutes, a library board is a “public body.” Therefore, board meetings and board committee meetings must be open to the public and conducted on days convenient to the public. It would not be proper, for example, to schedule a board meeting on a federal holiday. Effective January 1, 2012, elected or appointed members of a public body subject to the Open Meetings Act must complete the electronic training once during their term of election or appointment. The Public Access Counselor’s Office’s Open Meetings Act electronic training is available free of charge at: http://foia.ilattorneygeneral.net/electronic_foia_training.aspx.

To conform to the requirements of the Open Meetings Act, library boards should publicize the schedule and location of regular meetings at the beginning of each calendar or fiscal year. The media may request a schedule as well. Boards should post the agenda for each meeting in a public area of the library 48 hours in advance of the meeting time.

When conducting an open meeting, make sure that library doors are unlocked. Let members of the public in!

Closed (“Executive”) Sessions

A library board in the state of Illinois may meet in a closed, or executive, session if such a meeting is approved by “a majority vote of a quorum present” during a meeting that is open to the public. The closed session should be listed on the meeting’s agenda.

The board may schedule a closed session, for example, to consider any of the following matters: (1) negotiation for the acquisition of real estate, (2) the possible hiring of an individual, or (3) salaries of classes of employees. See the text of the law—5 ILCS 120/2 (c)—for more exceptions to open meetings. Information discussed in a closed session is to remain confidential until/ unless the matter is revealed or acted upon in open session by the board.

To ensure the legality of all board meetings, discussions, and communications, trustees should become familiar with the requirements of the Open Meetings Act.

Officers of the Board

As stated previously, bylaws should clearly identify officer positions of the board and define the duties of each office. Most library boards require four officer positions, those of **president (chairperson)**, **vice-president**, **secretary**, and **treasurer**.

President (Chairperson)

The president, working closely with the library director, prepares agendas for board meetings

for distribution to participants in advance of each meeting. The president presides at board meetings, serving as discussion leader, and appoints committee members. He or she signs official documents and may under instruction from the board represent the library at public meetings and gatherings. When the board president speaks on behalf of the library, he or she must reflect the adopted positions of the board, not personal views. As a single member of the board, he or she has one vote.

Vice-President (Vice-Chairperson)

The vice-president presides at board meetings in the absence of the president and performs such other duties as are assigned.

Secretary

The secretary records the proceedings of meetings, then prepares written minutes and issues them to trustees in advance of the next meeting. After the minutes of a past meeting are approved, the secretary prepares a permanent and correct copy for the archives of the library. The preparation of the minutes may be assigned to staff, but if delegated, the process is completed with the oversight of the board secretary. The Illinois Open Meetings Act mandates that minutes of all board meetings—including closed (or executive) sessions—must be prepared and archived. The minutes of open sessions should be kept in a secure but accessible location in the library and made available to the public upon request. Twice a year boards must consider whether to open minutes of individual closed sessions or keep them closed.

Treasurer

The treasurer's role typically depends on the size of the library. In smaller communities, the treasurer may handle funds, keep books, and prepare reports on the general finances of the library. In larger libraries, the treasurer is a legal officer named to assure that the financial operations of the library are handled properly, including oversight of annual audits. The board treasurer should prepare or assist in the preparation of annual budgets and chair the finance committee. By law the treasurer is bonded or insured in an amount not less than 50 percent of the total funds received by the library in the last fiscal year for all libraries except those municipalities over 500,000 in population (75 ILCS 5/4-9 and 75 ILCS 16/30-35e).

Committees

Most library boards delegate detail work to committees to save the time of the full board. Such committees prepare recommendations for the board's decision, but do not make those decisions on their own. If lengthy or complex, committee reports should be submitted in writing in advance of a board meeting.

Standing committees generally deal with ongoing and long-range concerns of the board, such as facility maintenance, finance, personnel, public relations, and fund raising. Special or ad hoc committees are created to deal with short-term or one-time tasks.

Committees are subject to the Illinois Open Meetings Act; therefore, their meetings should be conducted in public with appropriate advance public notice, and minutes of meetings must be recorded and archived.

Agendas

When not well planned, meetings tend to digress and waste participants' time. The board president should develop a meeting agenda and distribute it in a timely fashion before each board meeting. The following is a sample agenda.

A Sample Agenda . . .

- Call to order; recording of attendance; determination of quorum
- Review of minutes from previous meeting; call for corrections or additions; motion to accept minutes
- Treasurer's report/authorization for the payment of invoices
- Library Director's report
- Board President's report
- Committee reports
- Public comment
- Unfinished business
- New business
- Closed Session (best to keep on the agenda permanently so the session is always in order if needed)
- Items for the next agenda
- Announcements
- Adjournment, with announcement of date, time, and place of next meeting

Resources

- Chait, Richard P. *How to Help Your Board Govern More and Manage Less*, revised edition. Washington, D.C.: Board Source, 2003.
- Dambach, Charles F. *Structures and Practices of Nonprofit Boards*, second ed. Washington, D.C.: Board Source, 2009.
- Flynn, Outi. *Meet Smarter: A Guide to Better Nonprofit Board Meetings*. Washington, D.C.: Board Source, 2004.
- Tesdahl, D. Benson. *The Nonprofit Board's Guide to Bylaws: Creating a Framework for Effective Governance*. Washington, D.C.: Board Source, 2005.

Chapter 4

LEGAL RESPONSIBILITIES AND LIABILITY



Legal Status of Library Trustees

As a library trustee, you have become a member of a public body—the board of trustees of a public library. In Illinois law, a public body is defined as a legislative, executive, administrative, or advisory body that expends tax revenue (5 ILCS 120).

As a public servant, you enact the role of a fiduciary—that is, a person who holds something in trust for others. A public library is a community asset that you and the other board members, in your fiduciary role, hold in trust for the public. Violations of that trust could result in legal consequences for you and other trustees. Such violations might include active errors, as for example, exceeding legal authority; or passive errors, as in failing to meet responsibilities to provide a safe, accessible library environment.

Illinois law endows library trustees with specific powers and duties. The Illinois Local Library Act (75 ILCS 5/4) and the Public Library District Act of 1991 (75 ILCS 16/30) summarize powers of library boards of trustees.

At minimum, a library board of trustees holds the following legal obligations:

A Library Board's Basic Legal Obligations . . .

- To organize the board with written bylaws and elected officers
- To meet regularly in conformance with the Illinois Open Meetings Law (See Chapter 3, “Board Organization.”)
- To provide written minutes of every meeting of the board and its committees and to archive the minutes after approval by the board
- To prepare and maintain audio or video recordings of closed (executive) sessions of the board
- To provide bonding of the treasurer or other person designated by the board to receive and disperse funds
- To submit an annual report to the host municipality, i.e., village, township, or city (for local libraries only; does not apply to district libraries)
- To submit an online annual report in compliance with the requirements of the Illinois

State Library

- To conduct all library business in accordance with federal, state, and local laws

Trustees should become familiar with the following laws and be certain to meet their requirements:

- Americans with Disabilities Act (ADA)
- Fair Labor Standards Act (FLSA)
- Minimum wage
- Prevailing wage
- Family Medical Leave Act (FMLA)
- Health Insurance Portability and Accountability Act of 1996 (HIPPA)
- Drug-free workplace

Trustees and the library director should work with their regional library system, the Illinois State Library, and ILA to monitor new laws or revisions to existing acts.

Risks of Liability for Library Trustees

A library board of trustees has legal status similar to that of a corporation: it can enter into contracts and take title to property under a specific legal name, such as "The Board of Library Trustees of (name of governmental unit)." Like other corporations, the library board can sue—and it can be sued.

So long as a trustee is operating within the lawful authority of his/her position, a trustee will not be held personally liable for his/her actions. However, there is no way to prevent someone from individually initiating a suit against a trustee. For that reason, library boards typically purchase insurance against liabilities related to the public library, and Illinois law specifically authorizes library boards to purchase such insurance. Insurance companies offer policies specifically tailored to protecting public officials. Such policies may be called "directors and officers liability" insurance or "errors and omissions" insurance.

For a sample policy to insure library trustees and staff against liability, go online to the Illinois State Library Administrative Ready Reference, <http://www.webjunction.org/partners/illinois/il-topics/readyref.html>; select **Policy Model**; select **Financial Policies**; select

Indemnification & Insurance.

Liability may result from injury or harm that a person receives while on library property. If a library patron falls on a slippery floor and breaks an arm, for example, that person might have legal ground to sue the library board for damages. Liability may also result from malfeasance committed by one or more library trustees, in gross violation of trustee fiduciary responsibility. The section of this chapter entitled "Ways to Minimize Risks of Liability" will help you understand how to carry out your board responsibilities properly so as to minimize legal risks.

Trustees may be held liable for actions committed by staff employees. For example, if a staff member destroys library records in violation of Illinois statutes mandating retention of such records, the board could be held legally liable. The same might be true if a staff member commits a discriminatory act against a patron. For these reasons, a library board should carefully and in good faith exercise its responsibility in hiring a library director who understands the legal implications of library administration.

Conflict of Interest: An Invitation to Liability

A situation known as *conflict of interest* arises if any library trustee or trustee relative or associate receives any gain, tangible or intangible, in the course of the trustee's service on the library board. Conflict of interest is one of the most serious forms of public malfeasance, and

it may be prosecuted criminally. Liability may well extend to board members other than the perpetrator, if there is any appearance of collusion or even passive tolerance.

The following are examples of situations in which there is a conflict of interest.

Example: The library board enters into a contract with a company that will provide a service to the library; a trustee on the board is a relative of the company president.

Example: A library trustee accepts a gift from a person or entity that could have an interest in the conduct of library board business.

Example: The board hires one of its trustee members, an attorney, to provide legal counsel.

Example: The board purchases a lot for library construction from a real estate company with which a trustee is associated.

Ways To Minimize Risks of Liability

Collectively, the board of trustees can conduct its business in such a way as to minimize risks of liability. The following lists summarize steps trustees can take to minimize risks of liability as a board and as individuals.

How The Board Can Minimize Risks of Liability . . .

- Comply with all provisions of the Illinois Open Meetings Law (5 ILCS 120) to ensure that all meetings, records, and communications meet statutory requirements.
- Comply with the state Officials and Employee Ethics Act (Public Act 93-615 and 93-617), which requires the adoption of an ordinance or resolution regulating political activities and solicitation and acceptance of gifts by library officers and employees.
- Rigorously avoid any conflict of interest, even the appearance of such.
- Ensure that the library is operated in a safe manner. Maintain physical facilities properly. (See Chapter 9, "Facilities.")
- Hire a qualified library director and perform annual evaluations that include a review of staff management.
- Carefully follow any procedures established by the board for the avoidance of personal conflicts and the reporting of ethical violations.
- If aware of a legal or ethical violation, contact the appropriate executive or law enforcement agency.
- If unsure of any legal obligation, seek the advice of an attorney, and when appropriate, consider seeking an advisory opinion from the Illinois Attorney General's office.
- Establish legally defensible library policies. The following are examples of policies that could be construed as indefensible:
 - The library imposes extreme penalties; for example, a patron has library privileges revoked for a minor infraction, such as bringing food or drink into a posted off-limits area.
 - The library engages in a practice that might be viewed as discriminatory, such as enforcing policies differently for identifiable groups (homeless visitors, minority groups, etc.)
- Post library rules and regulations openly.
- Review financial records regularly. Submit financial records to annual audit, as provided for by law.
- Conduct regular audits of meeting minutes. Such audits ensure that these important records are complete, accurate, and approved by appropriate signature(s). An audit of the secretary's minutes is a requirement of the district library's annual report sent to the state library.
- File all mandatory reports promptly.
- Ensure that all library policies and regulations conform to federal, state, and local laws.

- Retain services of an attorney to advise the board from time to time on legal aspects of board business and decisions.
- In board proceedings, follow standard rules, such as *Roberts Rules of Order*.
- Establish library policies and practices to ensure that public queries or complaints will be addressed promptly.
 - For example, if an individual or group within the community protests availability of a particular material, alleging that the material is offensive in some way (for example, obscene), the board's designated representative will respond to the specific complaint. The person so designated—the library director, for example—should be able to mount an effective response based upon codified library policies, law, and public libraries' commitment to freedom of information.
- Review liability insurance coverage annually to determine whether it is adequate.

How You Can Minimize Your Risks of Liability . . .

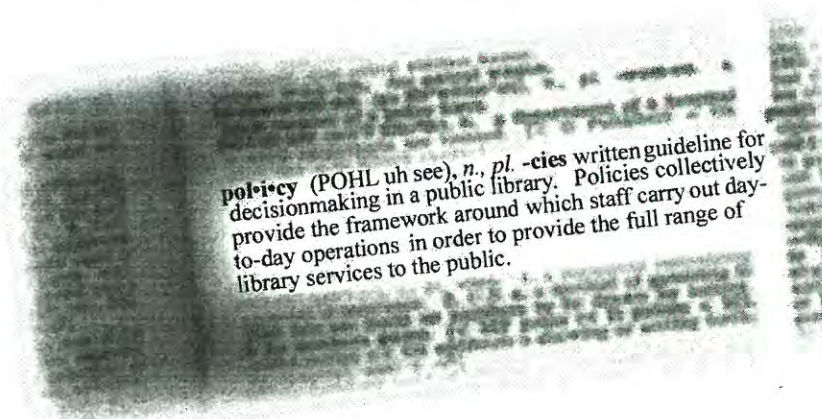
- Carefully avoid all possibilities of conflict of interest.
- If you suspect conflict of interest on the board, make a written record of protest, such as a letter to the board president. Committing your protest to writing may protect you from liability.
- If an issue comes before the board for a vote and you do not yet have the information you need to make a decision, request a tabling of the issue or abstain from voting.
- Review minutes to affirm that they accurately represent your statements and votes. It is especially important that an accurate record of member voting be kept.
- Perform your trustee duties to the best of your ability and in good faith.
- Actively seek information about new or changing laws that will apply to the library.
- If unsure about legal issues, consult an attorney for professional advice.
- Remember that the board operates as a team and not as individuals. As individuals, board members have no authority, except for that specifically delegated by the board.

Resources

- Hopkins, Bruce R. *Legal Responsibilities of Nonprofit Boards*, second ed. Washington, D.C.: Board Source, 2009.
- Illinois Library Laws & Rules*. Chicago: Illinois Library Association, 2012.
- Minow, Mary and Thomas A. Lipinski. *The Library's Legal Answer Book*. Chicago: American Library Association, 2003.
- Torrans, Lee Ann. *Law and Libraries: The Public Library*. Westport, Conn.: Libraries Unlimited, 2004.

Chapter 5

POLICYMAKING



Like other public institutions, a library must endeavor to meet public expectations in a consistent, efficient way. A library with haphazard hours, a disorganized collection, and a confused staff would be of little use to the community. The most important tools with which library trustees and staff provide effective service to the community are written, codified policies. Because the public collectively owns its public library, the library's written collection of policies is made available to all.

More specifically, a comprehensive set of well-defined, well-written policies is important to a public library because it

- guides trustees and library staff in carrying out their duties.
- helps ensure high-quality service to meet community needs.
- communicates privileges and duties regarding library use to the public.
- helps ensure fair treatment of all patrons and staff.
- helps ensure conformity to local, state, and federal laws.

An excellent source for policy models is available on the Illinois State Library website: go online to the Illinois State Library Administrative Ready Reference, <http://www.webjunction.org/partners/Illinois/il-topics/readyref.html>: select **Policy Model**.

Policies Versus Procedures

A policy, as defined above, is a written principle for guiding trustees and staff in providing the full range of library service to the community. A *procedure* is a specification of the steps needed to carry out a specific task. The library board of trustees develops, approves, and codifies all policies, based on input from the library director or other staff. In most cases, effective boards delegate procedural work to the library director and staff. Policies tend to be broad statements of intent, while procedures deal with specifics—the “nuts and bolts.” The following graphic summarizes the differences between policies and procedures.

Summarizing Differences Between Policy and Procedure

Policy

Definition: Written statement to guide trustees and staff in providing library service to the public

Example: The library's Green Room shall be made available for public use in one-hour blocks (renewable) on weekends.

Author: Board of Trustees

Procedure

Definition: Specification of the steps needed to carry out a particular task

Example: The library staff maintains a sign-in book for weekend use of the Green Room and tracks the usage.

Author: library director or other staff (typically)

How the Board Makes and Codifies Policies

The crafting of a specific policy is usually prompted by a specific problem or need. Often, the issue is brought to the board's attention by the library director or other staff member—the people “on the front lines” of library administration. The board discusses an appropriate policy response, writes a policy draft, and revises the draft after further discussion. The board or its appropriate committee also codifies new policies; that is, dates, numbers, and files them appropriately. The following flowchart summarizes the policymaking process.

Policymaking Flowchart

Identify problem or need
 Receive staff input
 Solicit community input
 Discuss in board meeting
 Assign to board committee
 Committee drafts policy statement
 Board considers policy statement
 Board approves policy
 Board codifies policy

Standards for Policies

Policies can be crafted—and written—well or poorly. Well-designed, well-written policies should

- be stated unambiguously.
- be capable of being applied consistently and fairly.
- be reasonable and capable of being implemented.
- comply with local, state, and federal laws.
- reflect the library's goals and objectives (its mission statement).

See the table “Good and Bad Library Policies” for examples of “good” and “bad” policies.

Codifying Policies

Because policies should be easily identifiable, each policy should acquire a unique identifier (number) upon board approval. Another important piece of information is the date of approval; identifier and date might be combined in a single code. Most likely the board will

assign to a committee the task of managing policy codification.

All relevant policies should be maintained in online files and collected in an easy-to-update manual. The policy manual should have a table of contents and an index. Both of these features will need to be updated regularly.

Every trustee and every library staff member should receive a copy of the policy manual. In addition, the manual must be made available to the public.

Illinois law requires that important public records be retained by the library for a designated number of years. Policy manuals are included in this category. Contact the Illinois Local Records Commission for more information and assistance. (Illinois State Archives Building, Springfield, IL 62756; phone: (217) 782-7075)

Changing Policies

It is not at all unusual for libraries to revise policies periodically or even to discard them after a time. Types and levels of service change frequently, due to such factors as rising or falling funding levels or changing community needs.

Some changes in library service are driven by cultural or technological developments. Consider how cultural attitudes to gender and ethnicity have changed since the civil rights movements of the 1950s, 1960s, and later. Recall the changes technology has wrought in your lifetime.

For these reasons, it is vitally important that the library board review policies on a regular basis. One policy your library board will surely want to document is a statement of how frequently it will review policy. *Serving Our Public 2.0: Standards for Illinois Public Libraries* recommends reviewing policies at least every three years.

"Good" and "Bad" Library Policies

Subject of Policy: Loan period for books, Audiotapes

"Bad" Example: Patrons may borrow books and audiotapes for a period of three weeks or two weeks.

Critique: Stated ambiguously.

"Good" Example: Patrons may borrow books for three weeks. Patrons may borrow audiotapes for two weeks.

Subject of Policy: Loaned materials lost by patrons

"Bad" Example: Patrons who lose loaned materials may be asked to pay for them.

Critique: Leaves room for inconsistent application and unequal treatment.

"Good" Example: Patrons who lose loaned materials will be charged the cost of the materials.

Subject of Policy: Posting notices on a public bulletin board

"Bad" Example: The board of trustees will give or deny permission for all postings on the public bulletin board.

Critique: Implementation of the policy is too specific for the board's involvement; board properly establishes the bulletin board policy but does not implement it.

"Good" Example: The library will provide a self-posting public bulletin board; library staff will regularly review postings to remove obsolete items or items that do not conform to board policies.

Subject of Policy: Responding to patron challenges to particular materials

"Bad" Example: Someone from the library should respond promptly to a patron challenge to particular materials.

Critique: Not specific enough.

"Good" Example: In the case of a patron challenge to particular materials, the board will designate a staff member to contact the patron within 24 hours to explain the library's policy and procedures regarding challenged materials.

Subject of Policy: Overdue fines

"Bad" Example: The overdue fine for a book is 5¢ per day; the daily fine doubles every seven days and continues accruing.

Critique: Open to various interpretations; no fine maximum specified; policy may be unfair and counterproductive to the return of materials.

"Good" Example: The overdue fine for a book is 5¢ per day; the fine continues accruing until such time as it exceeds the replacement cost of the book. Patrons will not be charged a fine greater than replacement cost.

Areas Addressed by Specific Policies

The library board, in its policymaking role, must address a wide range of issues. The following list highlights general areas addressed by policies. The list is not intended to be exhaustive; policies not mentioned here may be addressed in the Administrative Ready Reference website, <http://www.webjunction.org/partners/illinois/il-topics/readyref.html>, cited in the opening section of this chapter.

Policy Areas . . .

- A mission statement
- Hours/days of library operation
- Lending rules, including registration for borrowing privileges
- Development and management of the collection
 - Collection development policy establishes guidelines for collection of new materials with recognition of different formats, age levels, multiple copies, and other factors. Guidelines must be issued for how to "weed out" damaged or obsolete materials from the collection. By law, the library board must review the policy for selection of library materials at least every two years (75 ILCS 5/4-7.2; 75 ILCS 16/30-60).
- Level of cooperation or interaction with other libraries or systems
 - Public libraries participate in interlibrary loan and reciprocal borrowing.
- Provision of specialized services
 - For example, libraries provide braille materials and books on tape for visually impaired persons; they may provide special ESL (English as a second language) services for patrons not proficient in English; or they may serve congregate living sites. Each type of service may require policies to guide operations.
- Provision of child-oriented services
 - Libraries may offer storytelling and other special activities for young children that require special policy considerations.
- Policies defining acceptable/unacceptable patron behavior
 - Such policies should be reviewed by legal counsel and include instructions for dealing with problem behaviors.
- Purchasing and disposing of library materials and other assets
- Use of computers and the Internet
- Public use of meeting rooms and display spaces
- Acceptance and use of gifts and memorials
 - See Chapter 11, "Fundraising."
- Public relations, including interaction with local media

- See Chapter 12, "Advocacy," and Chapter 13, "Public Relations."
- Human resources (personnel)
 - See Chapter 8, "Human Resources."
- Continuing education for trustees and staff
 - See Chapter 14, "Trustee Continuing Education."
- Mechanism for responding to patron complaints
 - See Chapter 6, "Intellectual Freedom," Chapter 12, "Advocacy," and Chapter 13, "Public Relations."
- Whether/how to use volunteer services
- Periodic review of all library policies
- Solicitation by outside groups or individuals (such as Girl Scouts selling cookies or petition gatherers)
- Posting of non-library fliers and announcements

Resources

- Baughman, James C. *Policy Making for Public Library Trustees*. Englewood, Colo.: Libraries Unlimited, Inc., 1993.
- Illinois Library Association. *Serving Our Public 2.0: Standards for Illinois Public Libraries*. Chicago: Illinois Library Association, 2009.
- Nelson, Sandra and June Garcia. *Creating Policies for Results: From Chaos to Clarity*. Chicago: American Library Association, 2003.



ORLAND PARK
PUBLIC LIBRARY
A Natural Connection

Patron Service Manual

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I. Patron Service Plan

Patron service is everyone's responsibility, not just those who staff the information and circulation desks. Every time we interact with an individual, answer the telephone, send an email, write a letter, or attend a meeting, we are making an impression on our patrons whether they are residents, visitors, people working with our staff on a project, or even our own employees. These patron service standards were created for employees to ensure that the quality of service to all of our patrons **meets or exceeds their expectations.**

All new employees will be introduced to these standards as part of their orientation program and OPPL will continue to provide patron service training opportunities for employees so that all staff understand the value of patron service as well as the importance of following the library's approved standards.

Guiding Principles

Patron Service is the reason for our existence as a library. Our patrons have the right to: respect, safety, assistance, honesty, and competency, regardless of age, ancestry, color, creed, disability, marital status, religion, national origin, presence of children, race, gender, or sexual orientation.

Take responsibility for knowing, understanding, and correctly implementing library policies

- Know and follow library policies and procedures (Visit OPPLnet.)
- Handle complaints with dignity, poise, and an open mind. Notify the supervisor and/or Person in Charge (PIC) when appropriate
- If not sure about a policy, ask for clarification for correct answers from supervisor or PIC
- Check OPPLnet and library Outlook email at least twice a shift
- Consistently and in a timely manner read newsletter, memos, minutes of meetings, etc.
- Be familiar and current with Emergency Procedures and procedural changes
- Learn and keep current with technology needed for your job duties to help better serve the public and fellow staff members
- Be familiar with and follow the Employee Handbook
- Know the library's Patron Service standards

Patron Service Plan adapted from the Customer Service Plans of the City of Arlington, WA and Davenport Public Library.

Approved: January 15, 2014

Revised: October 30, 2014

Revised: September 6, 2017

Take responsibility for upholding the confidentiality of records and Intellectual Freedom's Bill of Rights of all patrons

- Assist patrons without questioning reasons for needing specific materials or information.
- Attempt to select materials representing both sides of controversial issues
- Enhance your or others' understanding of intellectual freedom issues by attending workshops, reading articles, and sharing information gathered
- Maintain patron confidentiality regarding personal information requests or borrowing information. What is said here, stays here

Take responsibility for being at your workstation when scheduled

- Remember to clock in and out on ADP at the proper time
- Be ready to begin work activities at your scheduled arrival time
- Allow time for transition of duties at shift change
- Complete your work shift before preparing to leave

Take responsibility for creating a cooperative work environment

- Work actively to blend differing work styles of staff for fair and courteous treatment, cooperative problem solving, and conflict resolution
- Be flexible in adapting to scheduling, workloads, and work flow
- Offer assistance or instruction to improve a co-worker's skills, and tactfully offer the correct information to that person
- Make a positive contribution to working out solutions. Seek and provide assistance to others by offering suggestions or alternatives, as the situation warrants
- Complete assignments on time, offering assistance to those who might need help in meeting their commitments
- Communicate an impending missed deadline to those who may be affected
- Ask for further clarification if instructions are unclear

Patron Service Plan adapted from the Customer Service Plans of the City of Arlington, WA and Davenport Public Library.

Approved: January 15, 2014

Take responsibility for exhibiting respect for all patrons and co-workers

- Acknowledge patrons and co-workers equally, without regard to race, color, religion, gender, sexual orientation, nation of origin, disability, age, ancestry, or any other characteristics
- Be non-judgmental about a person's abilities in literacy, cultural literacy, or technical skills
- Serve all patrons and co-workers by providing equal access to all services and information
- Hold conflict discussion between co-workers/supervisors in a non-public area

Take responsibility for helping create a welcoming atmosphere in the library

- Greet all patrons and co-workers politely, pleasantly and sincerely
- Immediately look up when patrons or co-workers approach and greet them warmly
- Acknowledge frequent patrons by name, if possible
- Smile and make eye contact with patrons and co-workers
- Maintain a friendly manner with all patrons and co-workers
- Informally check with patrons and offer assistance as appropriate

Take responsibility for making each patron's call or visit to the library a high quality experience

- Be aware of patrons needing assistance
- Even if busy assisting another patron, indicate to a waiting patron by voice or manner that someone will be with them as soon as possible
- Immediately end conversations with co-workers when a patron approaches or when a telephone rings
- When encountering a waiting patron, even if you are "off desk" or are not a staff member of that department, go out of your way to assist
- Use techniques that allow you to juggle the demands of patrons needing assistance at the same time
- During very busy times, calmly and easily handle multiple demands while maintaining quality service
- Be familiar with the rules of obtaining a provisional or regular library card

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Take responsibility for correctly meeting the needs of patrons and co-workers (both informational needs and the need to physically access materials)

- Answer general questions relating to other workgroups, but never "guess" at an answer
- Utilize other co-workers for assistance if unable to answer a question
- Cite sources of information given to a patron
- When appropriate, contact sources outside the library or provide a reasonable referral
- When uncertain about the answer to a question, follow through by acquiring the correct answer or procedure so that you will be prepared if asked the same question in the future
- Assist patrons or co-workers who ask for help in physically accessing materials
- Take the initiative to practice using computers, software, other equipment or materials, so that you are able to assist a patron when asked
- Use creativity and initiative in finding answers or solutions to difficult requests
- Assist patrons with self- checkout when needed

Take responsibility to verify with the patron or co-worker that their needs have been met

- Check with the patron or co-worker and ask "Has your question been fully answered?" or "Have you found what you were looking for?" etc.
- Rephrase a request or question back to the patron or co-worker so that both of you are in agreement as to what is needed
- Follow through with patrons or co-workers to determine whether the assistance you provided was useful
- If the assistance you provided a patron or co-worker was not useful, persist in helping the person until a successful resolution is achieved

Take responsibility to avoid communicating personal value judgments when interacting with patrons or co-workers

- Provide assistance without communicating negative judgments about the patron or the question
- Do not offer unsolicited negative comments to patrons
- Do not express negative opinions about patrons or co-workers at any time

Patron Service Plan adapted from the Customer Service Plans of the City of Arlington, WA and Davenport Public Library.

Approved: January 15, 2014

Revised: October 30, 2014

Revised: September 6, 2017

Take responsibility for providing service to the public above personal activities or interests

- Conduct personal business (i.e., photocopying recipes, looking up personal medical information, setting up an after-work get-together, paying bills, etc.) at times other than during work hours
- Conduct personal telephone calls and texts on your break/meal times (emergencies may be exceptions)

Take responsibility for being knowledgeable

- Be knowledgeable about the features of the telephone system
- Respond in a timely manner, even if it's only to say "I'll think about it" or "I'll have to call you back"
- Respond in a friendly manner
- Use correct grammar
- Sign (or initial) and date all correspondence
- Be familiar with the library's current day's event(s)

Patron Service Plan adapted from the Customer Service Plans of the City of Arlington, WA and Davenport Public Library.

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II. Patron Service Standards

Patron Service Standards for All Patron Interactions

Patrons have a right to expect:

- Courtesy, respect, honesty and professionalism
- Staff member will listen to their request/question, and ask for clarification if necessary, and provide complete, knowledgeable, accurate, precise information regarding their inquiry
- Staff member will make a reasonable effort to provide information about the library and which department may best assist the patron

Patron Service Standards for Face-to-Face Patrons

Visitors and Walk-ins:

- Acknowledge each patron immediately – nod, smile, or use voice
- If you are with another patron, make eye contact and tell them “I’ll be with you momentarily”
- Greet each patron with a smile and/or positive body language
- Use a positive and professional greeting
- Treat all patrons with respect and dignity
- Always remain courteous during patron interactions
- Listen carefully to the patron’s inquiry
- Give patrons specific directions (or walk them to the place, if possible) when referring them to other locations for assistance

Don’t assume you know what they want!

- It is okay to tell our patrons you do not know the answer, but refer them to someone who does
- Thank all patrons for coming in and invite them back
- Maintain **Confidentiality** and **Privacy** at all times, which means you need to be mindful of the level of your voice when answering their questions

Proper salutation: *Good Morning (or afternoon), How may I help you?*

Proper closing: *Is there anything else I may assist you with?*

Patron Service Standards adapted from the Customer Service Standards of the Salt Lake City, UT.

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Email and Telephone Patron Service Standards

Department Telephone Greeting:

- As a general rule, telephones should be answered within three rings and not answered by an automated phone system during normal business hours

Sample greetings to use when answering phone:

*“Good morning/afternoon. Orland Park Public Library. This is (state your name). How may I help you?” or
“Hello. (state the name of your department. This is (state your name). How may I help you?”*

Out-of-the-Office Auto-response for Email (full time employees only):

- If an employee will be out of the office for more than 2 days or on scheduled leave, their email should reflect that schedule. It is the employee's responsibility to have an out-of-the-office, auto-response email.

Sample Email Message:

Thank you for your email. I will be out of my office from (state the date(s)), but will respond to your email when I return on (state expected return date). If you need immediate assistance, please contact (state the name of an alternate point of contact) at (state your alternate's email address) or (state your alternate's telephone number)

Email Signature standards:

- Do not add a quote or other personal statement to your email signature
- All email signatures should contain the following information:

Patron Service Standards adapted from the Customer Service Standards of the Salt Lake City, UT.

Approved: January 15, 2014

Revised: October 30, 2014

Revised: September 6, 2017

Sample Email Signature

For outside emails:

Employee's Name

Employee's Title

Department Name

Mailing Address

Employee Telephone Number

Employee Email address

www.orlandparklibrary.org

For internal emails:

Employee's Name

Employee's Title

Department Name

Employee Telephone Number

Employee Email address

Patron Service Standards adapted from the Customer Service Standards of the Salt Lake City, UT.

Approved: January 15, 2014

Revised: October 30, 2014

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III. Patron Service Guidelines

Telephone

- Telephones will be answered promptly (within three rings) whenever possible
- All staff within a department will answer any phone within the department
- Calls will be answered in a courteous manner (with a smile)
- A person will answer the main number at the Call Center, located in the circulation workroom during business hours
- When placing patrons on hold, ask, “May I please put you on hold?”
- Staff will listen and understand the nature of requests before transferring a call; do your best to only transfer a call **ONCE**; inform callers to whom they are being transferred; and provide callers with the telephone number and department of the person to whom they are being transferred. (Each department is responsible for making arrangements to ensure the telephone is answered during business hours.) If a call comes during interdepartmental coverage, staff will explain that they are covering for a different department and offer to take a message
- Before transferring calls determine if the request is for adult, youth or teen materials
- If a caller is on hold for an extended period of time, provide periodic updates
- All incoming telephone calls from external sources will be answered with a consistent greeting
- Staff will leave their full name, department, telephone number, and time available when leaving a message for an outside patron or contact
- If a call bounces from a transfer offer to take a written message

Patron Service Guidelines adapted from the patron Service Standards of the Arlington Public Library, MA.

Approved: January 15, 2014

Revised: October 30, 2014

Revised: September 6, 2017

Written Correspondence

Letters, Memoranda, Emails, & Faxes

- Use proper grammar and proofread materials before sending
- Information will be complete, accurate, and precise
- Provide timely response to a request or an interim communication explaining the delay. A timely response for email is within 24 hours on a regular business day and for letters is within five business days. Part-time employees should discuss this with their supervisor to clarify
- Ensure that all out-of-library emails contain a subject line, and signature block including: the staff person's name, title, department, Orland Park Public Library address, telephone number, fax number (if applicable), and email address
- Fax cover sheets are legible and include name, telephone number, and department of the sender and the name and fax number of the receiver. Official fax cover sheets are available on OPPLnet under forms or in the first floor supply room

In Person

- Use a timely, courteous acknowledgement, such as eye contact or a positive indication that the staff person knows they are there, especially if the staff person is on the telephone or with another patron
- The patron in front of you always has priority unless you're aware that no other staff members are available to answer the phone. In this case, if there is a person at a counter and the phone rings, the staff person will excuse themselves, answer the telephone, ask the caller if they prefer to be put on hold or have their call returned, and continue to help the in-house patron
- Each public desk counter will be staffed during business hours, excluding emergencies
- Always make sure a patron standing or waiting at the desk has been assisted by asking "Have you been helped?" even if you believe a colleague is assisting

Patron Service Guidelines adapted from the patron Service Standards of the Arlington Public Library, MA.

Approved: January 15, 2014

Revised: October 30, 2014

Revised: September 6, 2017

Patron Service Reminders

CAN YOU ANSWER YES TO THE FOLLOWING?

- Are you present and readily available to help? You are the library patrons' first impression. Good first impressions will result from your enthusiasm, knowledge, and courtesy whether in person, on the phone, or via email.
- When answering the phone are you aware of your tone of voice and are you listening attentively? Did you identify the library and greet the patron "with a smile"? Are they routed efficiently or a message taken accurately?
- Did you welcome "physical" patrons with a greeting, a smile and eye contact?
- Is your personal appearance and that of your work area neat and orderly?
- Do you let your co-workers know where you will be during your work day? For example: workroom, break, in the stacks?
- Are you knowledgeable about our collection, its general location, our policies and rationale?
- If NOT, have you asked or taken the responsibility to find out?
- Are you respectful of the patron's individual differences, needs, and privacy?
- Are you attentive and really listening, present in the moment?
- Is your body language, tone of voice, and language facilitating communication?
- Did your questions clarify and help you accurately understand the patron's needs?
- Are you able to maintain a friendly and efficient flow at the desk by minimizing delays, acknowledging a waiting patron and requesting help when needed?

- Is a smooth transition made to others by using the staff member's name and explaining the patron's needs? If the person you need is unavailable, did you phone someone else to help?
- Do you go the extra mile by telling the patron "I will find out" or "I will...?"
- Are you honest about what is possible and offer positive options first?
- Did you close with "Is there anything else...?" and cross sell?

Patron Service Training Checklist adapted from the Patron Service Standards of the Wilmington Memorial Library, MA.

Approved: January 15, 2014

Revised: October 30, 2014

Revised: September 6, 2017

IV. Patron Service Training Checklist

- Greet
 - Be visible (as much as possible)
 - Be proactive
 - Notice/pay attention/be available/ scan the floor frequently
 - Make eye contact
 - Smile
 - Use name when known and feels comfortable
 - Verbally greet when able (Hi, Hello, Nice to see you, etc.)
- Listen
 - Give patron your full attention
 - Nod/respond when appropriate
 - Don't prejudge. Assume innocence
 - Restate request/verify
 - Write down details
- Act
 - Respond with a positive attitude
 - Respond promptly, keeping in mind others waiting
 - Be knowledgeable (ask for training if needed)
 - Make realistic promises
 - Bend rules when appropriate
 - Be proactive/anticipate needs
 - Know your boundaries
 - Refrain from offering personal opinions or advice
 - Refrain from pointing. Walk patron to area or ask another staff member to do so
 - Refer when appropriate (use warm transfer as much as possible). If the person you need is unavailable, phone someone else to help
- Follow up
 - Ask if request has been met
 - Offer alternatives when appropriate

- Check back with patrons when appropriate
- Cross market
 - Offer items such as program handouts, bookmarks/promotional materials
 - Provide new patrons with welcome packet and tour if possible. Call Public Information Manager
 - When requested material is not readily available, offer substitute

Patron Service Training Checklist adapted from the Patron Service Standards of the Wilmington Memorial Library, MA.

Approved: January 15, 2014

Revised: October 30, 2014

Revised: September 6, 2017

- Closing the interaction:
 - Make eye contact
 - Smile
 - Verbally end the transaction (Have a nice day; Thanks for coming; See you next time; etc.)

Staff Expectations

- Keep work areas clean and uncluttered.
- Maintain a professional appearance.
- Dress code is business casual.
- Name tags visible.
- No gum chewing.
- Drinks kept out of patrons' sight.
- Let coworkers know when they leave the desk for break, workroom, etc.
- Be honest.
- Limit the use of "no" as much as possible and emphasize the positive first.
- Be ready to work at the start of shift and be available to serve the public through closing.
- Ask for more training as necessary.
- Do your best to not "talk shop" on the floor.
- Be aware of the language you use (can versus will, but versus however/and).
- Maintain positive attitude with patrons.
- Take responsibility for your actions.
- Use your best judgment.
- Respect patron confidentiality.
- Maintain friendly contact with patrons without engaging in lengthy conversations.
- Keep conversations with other staff members to a minimum while on the floor and in work areas.
- Put patrons' needs ahead of routine duties.
- Treat all coworkers as patrons.

Patron Service Training Checklist adapted from the Patron Service Standards of the Wilmington Memorial Library, MA.

Approved: January 15, 2014

Revised: October 30, 2014

Revised: September 6, 2017

DRAFT

Tyco Integrated Security Customer Proposal

July 11, 2017

Orland Park Library
14921 S. Ravinia Avenue
Orland Park, IL 60462

Tyco Integrated Security
2010 Swift Drive
Oak Brook, IL 60523
Direct 708-528-5029



Re: Access Control and Security Alarm upgrade Proposal

Thank you for your time and interest in Tyco Integrated Security. We understand that managing your business means consistently evaluating productivity, competitiveness, and bottom line results. Implementing the proposed loss prevention systems and practices can help you maintain a profitable and secure business.

Realizing each business is unique, Tyco Security offers many loss prevention options to match your specific needs, and provides exceptional service, monitoring and value. Enclosed is our proposal for upgrading your Security alarm and Access control systems custom tailored for Orland Park Library. It will enable you to take a pro-active approach to loss control by giving you the means to manage and monitor your business efficiently, so you know what occurs on the premises at all times.

One of the most important benefits of our proposal is the system's flexibility and expandability. As your needs grow, so can your customized system.

As the leading national loss prevention company, we've maintained our leadership position by offering the highest quality products and services in the industry, backing them up with our responsive technical services and customer support. We'll be there when you need us.

The enclosed proposal for your Security alarm and Access control systems includes:

- Scope of work
- Schedule of Equipment
- Pricing Summary
- Maintenance and pledge of service

Tyco Integrated Security Customer Proposal

SCOPE OF WORK – INTRUSION ALARM SYSTEM

Tyco Security will separate burglar alarm devices from access control system utilizing: (2) Zone expanders, (1) Wireless receiver, (1) Wireless repeater, (15) Door contacts, (10) Wireless transmitters for door contacts, (4) Wireless panic buttons control and connect to existing as now installed (1) Control Panel, (2) Keypads, (24) Motion detectors. A complete system test will be performed and customer training provided. System will communicate through phone line with a cellular communicator as a back up to Tyco Integrated Security Central Station.



SCHEDULE OF EQUIPMENT – INTRUSION ALARM SYSTEM

- 2 Zone Expander
- 1 Wireless receiver
- 1 Wireless repeater
- 15 Door contacts
- 10 Wireless transmitters
- 8 Panic buttons

PRICING – INTRUSION ALARM SYSTEM

Initial Investment:

\$ 7,287.00

Tyco Integrated Security Customer Proposal

SCOPE OF WORK – SSA UPGRADE

Tyco Integrated Security will upgrade existing access control software: (3) FCWnx Level 1 SSA - Professional single server, (3) FCWnx Level 1 SSA Reader capacity license; 256 readers per server.

PRICING – SSA UPGRADE

Initial Investment: \$ 5,122.00

SCOPE OF WORK – ACCESS CONTROL SYSTEM

Tyco Integrated Security will upgrade existing access control system utilizing: (2) System Controller, (4) Reader Interface Module, (3) Input control modules, (2) Output control modules, (1) Communication board, and connect to existing as now installed (24) Readers, (24) Door contacts, (24) Request to exit motion detectors. A complete system test will be performed and customer training provided.

SCHEDULE OF EQUIPMENT – ACCESS CONTROL SYSTEM

- 2 System Controller
- 4 Reader Interface Module
- 3 Input control modules
- 2 Output control modules
- 1 Communication board

PRICING – ACCESS CONTROL SYSTEM

Initial Investment: \$ 13,458.00

Tyco Integrated Security Customer Proposal

***FULL SERVICE AND MAINTENANCE AGREEMENT**

When you buy from Tyco Integrated Security every component in your security system has been designed for dependability and ease of maintenance, but things can still go wrong.

That is why we offer a full system warranty. Should your system malfunction under normal wear and tear conditions, we will repair or replace the component at no cost to you. Tyco Integrated Security Services Full Service and Maintenance Agreement assures you:

- ◆ Continued System Performance and Reliability
- ◆ Minimized Emergency Situation, Downtime and Inconvenience
- ◆ Priority Service
- ◆ No Unbudgeted, Unexpected Repair Bills

PLEDGE OF SERVICE

To provide our customer with the peace of mind that comes from knowing they have protected their businesses, homes and families with the finest security system available.

To custom-design each security system to the specific needs of our customers, using only proven, equipment of the highest quality.

To provide the superior service Tyco is known for in the design, installation and round-the-clock monitoring of your system.

To put our extensive technical expertise and resources behind every system we create.

SPECIFIC TERMS AND CONDITIONS

Customer to Provide:

- Network drop and static IP address for remote access to access control
- 110V power for systems
- Access to facility

Tyco to Provide:

- Parts
- Prevailing Wage Labor

The pricing terms set forth in this proposal are valid for 30 days. Tyco reserves the right to increase, or decrease without prior notice, any of the pricing terms contained in this proposal.

Sincerely,

Sandy Sievert
Commercial Account Executive
Tyco Integrated Security

**CORRESPONDENCE RECEIVED FROM AUGUST 22, 2017 THROUGH
SEPTEMBER 18, 2017 FOR BOARD OF LIBRARY TRUSTEES
(AVAILABLE IN THE ADMINISTRATIVE OFFICES FOR REVIEW)**

CORRESPONDENCE 1

Thank you card received 8/29/17 from Sue Griffin for all the love and support the library staff gave the late Head of Circulation Howard Griffin.

CORRESPONDENCE 2

Thank you card received 9/6/17 from Julie Pryor thanking the Board Members for the additional compensation, and thanking Mary Weimar for the support given to her over the last several months.