![Bloomington Public Library logo - Books are just the beginning.]

LIBRARY BOARD OF TRUSTEES - REGULAR SESSION
COMMUNITY ROOM 2, BLOOMINGTON PUBLIC LIBRARY
205 E. OLIVE ST., BLOOMINGTON, IL 61701
TUESDAY, NOVEMBER 19, 2024, 5:30 PM

1. **Call to Order**

2. **Roll Call**

3. **Introduction of Public**

4. **Public Comment**
   Public Comment Guidelines are available at: https://www.bloomingtonlibrary.org/policies/public-comment

5. **Reports**

   A. <u>President's Report</u> *(Recommended Motion: none, presentation only)*

   B. <u>Director's Report</u> *(Recommended Motion: none, presentation only)*

   C. <u>Fiscal Report</u> *(Recommended Motion: none, presentation only)*

6. **Consent Agenda**
   Items listed on the Consent Agenda are approved with one motion; Items pulled from the Consent Agenda for discussion are listed and voted on separately.

   A. <u>Approve Minutes of 10/15/24: Regular Bloomington Public Library Board meeting</u> *(Recommended Motion: Approve the proposed minutes)*

   B. <u>Bills in the Amount of $477,420.91</u> *(Recommended Motion: Approve the proposed bills)*

7. **Approval Items**

   A. <u>Discussion of Library Levy Presentation and Approval of Any Necessary Adjustments</u> *(Recommended Motion: Approve Any Necessary Adjustments to the Library Maintenance and Operating FY26 Budget)*

   B. <u>Approve New Library Board Vice President</u> *(Recommended Motion: Approve New Library Board Vice President)*

   C. <u>Approve Appointments to the Bloomington Public Library Foundation Board</u> *(Recommended Motion: Approve Appointments to the Bloomington Public Library Foundation Board)*

8. Discussion Items

    A.   <u>Discussion of Per Capita Grant Requirement</u> *(Recommended Motion: none, discussion only)*

9. Comments by Trustees

10. Adjournment

Individuals with disabilities planning to attend the meeting who require reasonable accommodations to observe and/or participate, or who have questions about the accessibility of the meeting, should contact the City's ADA Coordinator at 309-434-2468 or <u>mhurt@cityblm.org</u>.

Director's Report
October 2024

Goal: **Explore and implement strategies to improve access to the library and its resources.**

- Continued to make progress towards a Library expansion, by:
  - Communicating and following up on building issues with the construction team
  - Communicating and following up on the furniture issues with the furniture vendors
  - Overseeing compliance with the Illinois State Library grant, including required reports
- Presented about the Library Expansion to the Daughters of the American Revolution (DAR)
- Programmed temporary key cards for people using library study rooms
- Led an Equity, Diversity, and Inclusion (EDI) staff committee meeting
- Met with Normal Public Library Director, John Fischer
- Attended the Red Cross Evening of the Stars as a guest of WGLT
- Attended the LifeCIL Annual Meeting and accepted the 2024 Advancing Community Access Award on behalf of the Library

Goal: **Provide relevant and innovative services, collections, and programs to meet the emergent needs of our community.**

- Welcomed new board member, Ashlee Sang, and sent her a copy of the updated Trustee Orientation document
- Attended a planning meeting for a National Immigrants Day Commemoration event, taking place at the Library
- Presented *Packing for Peanuts: How to Move on a Budget* at the Illinois Library Association Conference
- Worked with Carol to develop a donation form for a new collection featuring books by local authors

Goal: **Recruit, train and develop a knowledgeable, collaborative staff.**

- Attended the Illinois Library Association Conference
- Attended a Narcan training
- Met with Peoria Public Library Deputy Director to learn more about how they structure their Deputy/Assistant Director role
- Attended a webinar called AI Ethics & Uses
- Coordinated Adult Service Manager, Carol Torrens' retirement party
- Met with Carol to prepare for the transition after her retirement
- Interviewed 3 candidates for the Adult Services Manager position and selected current Adult Services Librarian, Marcie Shaffer for the position
- Participated in 6 interviews for two LTA positions (open due to retirements)
- Trained Nan on the local records disposal process

- Developed a form for reporting property damage resulting from a staff accident
- Finished updating job descriptions for all union classifications
- Presented about the library complaint process at staff development day
- Write a biography celebrating Melissa Robinson's 20 years of service for Staff Appreciation Day

Goal: Administer a cost-effective public library.

- Submitted a Techmobile Case Statement and donation request to a new contact at Rivian

Electricity Usage Report					
Time Period	Total Monthly Usage (kWh)	Solar Panel Production (kWh)	Solar Panel Production (%)	Purchased from Ameren (kWh)	Purchased from Ameren (%)
06/18/2024-07/18/2024	170,306	39,187	23.01%	131,119	76.99%
07/19/2024-08/16/2024	151,372	34,315	22.67%	117,057	77.33%
08/17/2024 - 09/17/2024	163,079	40,028	24.55%	123,051	75.45%
9/18/2024-10/17/2024	134,736	25,771	19.13%	108,965	80.87%

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Director's Goals FY25

Library Strategic Priority: Explore and implement strategies to improve access to the library and its resources.

Director's Goal: Facilitate the completion of the library expansion and renovation construction project by April 30, 2025. ~ IN PROGRESS

Related Accomplishments:

- **Worked closely with the construction team to ensure that items were on track**
- **Coordinated various furniture vendors**
- **Worked alongside the entire staff team to unbox approximately 3,500 boxes, containing 107,000 items that were in storage for the past two years of our project as well as move every item that was in a temporary location in the Library for the last phase of our project, for a total of 282,000 items moved**
- **Opened the full building to the public on May 24th, 2024**
- **Opened the full parking lot in June 2024**
- **Held a Ribbon Cutting on August 1st, 2024 and a Grand Reopening Celebration on August 3rd, 2024**
- **Coordinated the installation of a wall covering in the Children's Department**
- **Coordinated the installation of the final furniture pieces**
- **Provided details for peepholes in doors leading from staff areas to public areas**
- **Currently working to oversee progress on the construction punch lists**

Library Strategic Priority: Provide relevant and innovative services, collections, and programs to meet the emergent needs of our community.

Director's Goal: Review and appropriately adapt to the new library spaces – expanding services, maximizing spaces, encouraging staff to develop new programs - by April 30, 2025. ~ IN PROGRESS

Related Accomplishments:

- **Worked with staff to develop certification programs for the innovation lab**
- **Worked with staff to implement user-friendly meeting/study room procedures**
- **Provided guidance to staff developing new workflows**
- **Provided a small budget to outfit the calming room**
- **Ordered additional picture display rails and display rail accessories**
- **Worked with staff to develop recording studio procedures**
- **Worked with staff to explore free menstrual product machines in the public restrooms**
- **Worked with staff to create and install wayfinding signage**
- **Working with staff to create user guides for audio visual systems**
- **Encouraging staff to develop new programs**

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Library Strategic Priority: Recruit, train and develop a knowledgeable, collaborative staff.

Director's Goal: Review and update all staff job descriptions by March 15, 2025. ~ IN PROGRESS

Related Accomplishments:

- **Worked with Gayle to guide managers through a review of job descriptions and overall staff expectations**
- **All union staff job descriptions are complete and have been sent to staff**

Director's Goal: Recruit and hire an assistant director to help lead the Bloomington Public Library by April 30, 2025. ~ WAITING UNTIL AFTER AN ADULT SERVICES MANAGER IS HIRED (CAROL HAS ANNOUNCED HER RETIREMENT)

Related Accomplishments:

- **N/A**

Library Strategic Priority: Work effectively through the use of technology.

Director's Goal: Oversee the addition of a collection map to the online catalog by November 30, 2024. ~ COMPLETED

Related Accomplishments:

- **Signed a contract with a vendor**
- **Sent the vendor building maps**
- **Connected Allison with the vendor in order to pass collection location details to the vendor**
- **Worked with Melissa, Carol, and Allison to make decisions about how collections should be entered and displayed**
- **Launched on September 20, 2024**

Director's Goal: Oversee the implementation of an outreach and techmobile vehicle by April 30, 2025. ~ IN PROGRESS

Related Accomplishments:

- **Regularly met with Colleen to discuss recommendations from Mickey's autobody regarding necessary vehicle specifications to fulfill our vision for the vehicle purpose/outfitting**
- **Worked with Jon and Colleen to develop a presentation about the outreach and techmobile vehicle to the GPPLD board**
- **Communicating with Rivian to see if it would be possible to receive a donated vehicle – checked in again in late July, mid-September, and October**

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Library Strategic Priority: Administer a cost-effective public library.

Director's Goal: Collaborate with the libraries of McLean County and the McLean County government to apply for a State Digital Equity Grant by December 31, 2024. ~ IN PROGRESS

Related Accomplishments:

- **Met with Assistant County Administrator Anthony Grant to discuss the potential for a county-wide State Digital Equity Grant application**
- **Attended a Regional Engagement for Adoption + Digital Equity Library Forum**
- **Met with libraries in McLean County to discuss the plans for a county-wide State Digital Equity Grant application**
- **Waiting for the application to be released by the state**

Adult Services Report
Carol Torrens
October 2024

Goal: **Explore and implement strategies to improve access to the library and its resources.**
Sara E. revised and updated the Local History Collection's research and finding aid.

Carol gave a tour to 8 people from Luther Oaks and a tour for 8 people from Labyrinth House. They very much enjoyed the new, brighter space and services.

Goal: **Provide relevant and innovative services, collections, and programs to meet the emergent needs of our community.**
COLLECTIONS
Adult book displays were on the themes: Whispers of Witchcraft, National Cat Day, National Hispanic Heritage Month, and the Legal collection. The DVD display featured scary movies. Teen displays featured horror, pananormal, and short stories. The music CD display celebrated County Music Month.

PROGRAMS
Tiffany visited these schools and talked about books:
EJHS: 61; CJHS: 45; PJHS:81; BJHS (4 visits) 292; NCHS: 23

Tiffany attended the BACC's Sophomore Expo and saw 200 students.

Mimi attended a College Fair for High School Seniors at ISU and demonstrated the Brainfuse HelpNow database to more than 200 high school seniors from 5 different area high schools.

Along with Jeanne and Allison, Carol presented a program at the ILA conference about our packing and unpacking process for the renovation. 20 people attended.

There were four local history research requests on these topics: a photo, 2 obituaries, a church's history, and an exposition.

Adult/Family programs
- In Person On Site
  - Silent Book Club – 7 attended
  - Let's Dish Book Club – 18 attended
  - ESL Conversation group – 10 attended
  - Stop the Bleed Class – 12 attended

- In Person Off Site
  - Books on Tap Book Book Club – 30 attended

- Live Virtual Program
  - Illinois Libraries Present: Erika Sanchez – 14 virtual
  - Illinois Libraries Present: Jason Reynolds – 12 virtual

- Hybrid
  - Mystery Book Club – 6 in person, 5 virtual
  - Fiction Book Club – 2 in person, 5 virtual

- Passive / Take & Make programs

- Haunted Library Kit – 20 kits were taken

Teen Programs
- In Person On Site
  - Genre Book Club – 0 attended
  - No School Day Crafts – 20 attended
  - FAFSA Workshop – 3 attended
  - Halloween Murder Mystery Party – 18 attended

Goal: Recruit, and develop a knowledgeable, collaborative staff.
Most staff attended the day-long staff development day. Many also attended a MMS is about Narcan treatment. Marcie began training with Carol and Jeanne for her new role as the Adult Services Manager.

Goal: Work effectively through the use of technology.
There was one 1-on-1 appointment about an online application.

Goal: Administer a cost-effective public library.
A teen volunteered for 6 hours.

Business Office Report
Kathy Jeakins
October 2024

Goal: Administer a cost-effective public library.

Library Credit Cards: Nan entered all credit card charges in Commerce. Kathy entered all credit card transactions in account files; completed applications for staff getting a P Card for the first time, increased limits for staff when necessary, and notified staff whose cards were about to expire and that their new cards were ready for pick up

In October, the Book Shop collected $915.00, a little more than in September

Hoopla usage in October was a little more than last month: 7,380 downloads totaling to $16,729.40

Kanopy usage for October was less than last month: 394 downloads totaling to $920.00

The Library received another Replacement Tax distribution, bringing the total for the year to $126,986.38

The Library received a check in the amount of $16,860. This is an energy rebate for our solar panels. Straight Up Solar submitted the rebate request to Ameren on our behalf

Nan added funds to the postage meter from the Library's deposit account

The Golden Prairie Board accepted the FY 24 audit

The Golden Prairie Board approved their tax levy ordinance for the upcoming year

I emailed New Vendor Registration Information to one new vendor for the Library

Kathy began completing FY 26 budget documents for City—all documents are due to City no later than November 27

Bills Costing in Excess of $5,000:

- Ameren IP $9,965.31 for Monthly Electricity
- Scholastic Library Publishing $10,576.00 for Renewal of BookFlix and ScienceFlix Public Access Software Packages
- World Book, Inc. $5,292.00 for Renewal of World Book Online Public Access Software Package

Upcoming:

Kathy will complete the FY 26 budget documents for City no later than November 27

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Cataloging & Technical Services Report
Allison Schmid
October 2024

Goal: Provide sustainable services, collections and programs to meet the needs of our diverse community.

- Test Prep books will now have a neon green label above the call label. We've also used "blended Dewey" on the call labels to group tests together. For example, you will now see all the GRE books next to each other on the shelf, which wasn't previously the case. Over 120 books have already been relabeled!

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- Almost all CATS staff attended Staff Development Day. - 30
- All CATS staff attended or viewed the NARCAN training. – 3.75
- Created training videos and documents on the new RFID tagging software.
- Allison attended ILA - 20. Sessions included:
  - Opening General Session – Q & A with Nick Offerman
  - Fields of Change: New MARC Fields
  - Shining a Light on Managing Employees
  - The AI-Pocalypse: Generative AI Takes Over Your Library
  - RTSF Unconference & Networking
  - Membership Meeting and President's Program: Mychal Threets
  - RTSF Annual Meeting
  - Time for a Change! Updating Access Points for Inclusivity
  - Cooking Up a More Browsable Nonfiction Collection Through Blended Dewey
  - Jedi Communication Masters: How One Library Used the Force to Overcome a Crisis
- Jeanne, Carol, and Allison presentation at ILA. "Packing for Peanuts: How to Move on a Budget."
- Training Hours – 53.75

Goal: Work effectively through the use of technology.

- We're currently undergoing some maintenance on our Hoopla records in the catalog. 1.8 million records have now been removed. Next week, we'll receive a download of the top 85,000 checked out titles to add back into the online catalog, which will be easier to manage. As always, we encourage patrons to search directly for Hoopla holdings in the app itself.
- We now have EDI ordering set up through Blackstone, as we've discovered certain audiobooks can only be ordered through their company.

Bloomington Public Library

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Goal: Administer a cost-effective public library.

- We received a $13,520.84 refund from DEMCO (approximately half the cost) for the defective book ends.
    - We're getting some new sample book ends from The Library Store and Brodart. Once we choose, we'll hopefully be able to start replacing the defective ones.

Upcoming:
- Marvel/DC comics split
- Staff Appreciation Day

Children's Services Report
Melissa Robinson
October 2024

Goal: Provide sustainable services, collections and programs to meet the needs of our diverse community.

Programs

- Halloween Parade and Story Time – 112 attended
- Preschool Story Time – 5 sessions – 110 attended
- Toddler Story Time – 4 sessions – 135 attended
- Sensory Story Time – 4 sessions – 53 attended
- Fun Friday Story Time – 4 sessions – 139 attended
- Super Saturday Story Time – 60 attended
- Lapsit Story Time – 8 sessions – 77 attended
- Tales for Tails – 4 sessions – 98 attended
- D&D for Kids – 2 sessions – 10 attended
- Family Game Day – 33 attended
- Teenage Mutant Ninja Turtles Movie – 17 attended
- Itsy Arts – 36 attended
- Lego Construction – 30 attended
- Twin City Tale Spinners Not-So-Spooky Tales – 22 attended
- 38 programs/sessions – 932 attended

Passive

- Crafts (yarn owls, shark diving, build a unicorn, build a shark, shark puppet, shark armband) – 788 made

Groups/Events

- ABC Literacy Fall Festival – 197 attended
- Stevenson School Family Literacy Night – 74 attended
- Howlabaloo at the Zoo – 2 nights – 1800 attended
- Milestones Preschool – 30 attended
- La Petite Academy – 27 attended
- Little Jewels – 2 locations – 83 attended
- Trinity Preschool – 10 attended
- Katie's Kids – 38 attended
- Books n Bites at Sheridan School – 37 attended

- Child Care Connection – 14 attended
- 12 groups/events – 2310 attended

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- Anna Elizabeth attended the All Our Kids Network and Butterfly Coalition meetings.
- Children's staff attended staff development day.
- Anna Elizabeth watched videos on fatherhood from Brightpoint.
- Children's staff attended/viewed the Narcan training.

Goal: Work effectively through the use of technology.

- Anna Elizabeth trained and became certified on the Innovation Lab Cricut machine and used the Innovation Lab to make papel picado banners for Dia de los Muertos outreach.
- 12 posts were added to the Children's Facebook group, and we now have 1000 members.
- 5 videos were added to TikTok, and we now have 1015 followers.

Upcoming:

- We will continue to offer our recurring programs (story times will not occur the week of Thanksgiving):
    - Lapsit – weekly on Tuesdays
    - Preschool story time – weekly on Wednesdays
    - Tales for Tails – weekly on Wednesdays
    - Toddler story time – weekly on Thursdays
    - Sensory story time – weekly on Thursdays
    - Fun Friday story time – weekly on Fridays
    - Super Saturday story time – monthly on Saturday
    - Family Game Day – monthly on Sunday
    - Itsy Arts with the Illinois Art Station – monthly
    - Lego Construction – monthly on Saturday
- We also have the following programs planned for November:
    - Dinosaur party – Nov 5
    - D&D for Kids – Nov 7 and 21
    - School age crafts – Nov 11
- We are planning to go to the following events:
    - Dia de Muertos at the McLean County Museum of History – Nov 1
    - D87 Multicultural Fair – Nov 4
    - Oakland School Family Event – Nov 14

Goal: Explore and implement strategies to improve access to the library and its resources.

Outreach Library Associate, Michelle, October meeting and connections:

- Reoccurring monthly meetings:
  - Reentry Council Board
  - Fatherhood Coalition and Leadership Team
  - Butterfly Project
  - Sober Recreation Planning
  - Human Services Council
  - BN Parents Coalition
  - BN Welcoming Committee
  - Recovery Oriented Systems of Care Council
  - HSHM Night in a Car Steering Committee
  - LMC Steering Committee
- Special meetings and connections:
  - National Immigrant Day Planning Committee
  - YWCA Women of Distinction
  - Forefront Advocacy 101 for nonprofits
  - Tour/meeting with Labyrinth Made Goods
  - Tour/meeting with OMNI Youth Services
  - Tour/meeting with Midcentral Community Action

Goal: Provide relevant and innovative services, collections, and programs to meet the emergent needs of our community.

Deposits

Staff prepared and delivered or renewed 846 items at 10 sites.

Home Delivery

Staff prepared and delivered or renewed 588 items to 55 active patrons. 3 new patrons were added this month. Staff had one-on-one tech help appointments with 2 patrons.

Pop Up Library

Staff visited the locations listed below. 100 patrons were served, and 638 items checked out or renewed.

- Luther Oaks
- Bickford House
- Villas of Hollybrook
- Woodhill Towers
- Westminster Village
- Liberty Health

Other News

- The Community Information display unit in the Lobby will feature resources from local veterans' groups in recognition of Veterans and Military Families month.

Bookmobile

- Halloween Tic-Tac-Toe activity was offered in October. 116 participants participated by completing a Tic-Tac-Toe board, exclusively available on the bookmobile, and turned it in to receive a completion prize and entry into a raffle drawing for 3 different prizes.
- The bookmobile decorated for Diwali by asking patrons to decorate a diya or rangoli from provided printouts. Decorations and lights were hung on the Bookmobile for Diwali, Halloween, and Dia de los Muertos through October.

October Outreach Events
- October 4: Illinois Humanities Envisioning Justice Statewide Convening at BPL
- October 12: Blue Cross Blue Shield Health Fair at Eastview Community Center
- October 18: Prairie State Legal Services Criminal Record Relief Clinic at BPL
- October 28: Breaking Bread Event with the Immigration Project & BN Welcoming at BPL

Goal: Recruit, train and develop a knowledgeable, collaborative staff.
- Two full-time Library Technical Assistant staff attended the Association of Bookmobile and Outreach Services "Racing to Serve Beyond the Walls" conference in Indianapolis.
- A full-time Library Technical Assistant retired. Their last working day was 10/16. A part-time Library Assistant from Adult Services was hired to fill this position with a start date of 11/11.
- A full-time Library Associate is retiring. Their last working day will be 12/6. A fulltime Library Technical Assistant in Circ-OTR was hired to fill this position with a start date off 11/11. The position they are vacating will be posted internally.
- An external job ad has been posted for a vacant, part-time Library Assistant position.

(10/2024) Circulation and Outreach Services Statistics

Total Circ BPL	**104,180**
Total Circ Main	**73,092**
Total Circ Outreach	**6,794**
Total Circ Drive-up	**1,285**
Total Digital Downloads	**23,009**
Hoopla	7,380
Overdrive	14,431
TumbleBooks	14
eBook Central	6
Kanopy	1,178
Borrowers Registered	**419**
Total Active Cardholders	**35,732**
Children	8,699
Teen	3,949
Adult	23,084
GPPLD	**1,566**
Total Holds Filled	**6,732**
Main Holds	5,098
Outreach Holds	966
Drive-up Holds	668
Door Count	**14,885**

10 Highest Circulations		**Patron Count**
Wingover Apartments PM	266	103
Eagle Creek	134	25
Grove	106	34
Ponds Apartments	106	22
North Pointe	81	33
Eagle Crest East	77	19
Old Farm Lakes	77	16
Old Farm Lakes	63	21
Wine Way	63	17
Wingover Apartments AM	62	9

Lowest 5 Circulations		**Patron Count**
Ellsworth	5	4
Evergreen Park	5	11
Anglers Manor	1	4
Ellsworth	0	1
Spring Ridge	0	3

Regularly Scheduled Stops	72
Special Stops	1
Cancelled Stops	3
Total Stops	73
Total Patron Count	1,257
Total Bookmobile Circulation	2,595

Human Resources Report
Gayle Tucker
October 2024

Goal: Recruit, train and develop a knowledgeable, collaborative staff.

- I attended the following training: Staff Development Day, webinar on employee appreciation, Narcan training, webinar on healthy eating
- In October, there were five in-house job announcements and one outside ad
- I participated in ten interviews, one internship interview, one work study interview, and provided orientation for one employee
- Department Managers are reviewing the union contract
- I continued FMLA, ADA, and employment verification (including Public Service Loan Forgiveness (PSLF) paperwork) administration
- Employees receive Munis Employee Self Service (ESS) and Kronos Timeclock setup information and instruction as part of new employee orientation

Goal: Work effectively through the use of technology.

- In October, I participated in Teams/Zoom meetings, and my work included use of OneDrive, SharePoint, and Microsoft Forms
- Kronos Dimensions troubleshooting continues
- I updated our Awardco files for employee recognition
- I update the Staff Directory on SharePoint at least once a month
- I post in-house Job Announcements on SharePoint and notify all staff via email
- I process the library's background checks
- As an Alert Media administrator, I keep the Staff list up to date
- I continue to work with the City of Bloomington staff regarding payroll, Kronos, and more
- I check my payroll calculations against a Munis report for accuracy, and resolve discrepancies

Goal: Administer a cost-effective public library.

- I serve as the Work Study Coordinator with Illinois Wesleyan University
  - We currently have five students

Upcoming:

- Job Description updates for non-bargaining unit positions are underway

Information Technology Systems Report
Jon Whited
October 2024

Goal: **Explore and implement strategies to improve access to the library and its resources.**

We are continuing to scan the Pantagraph index. We have volunteers specifically working on this project and are working a consistent schedule to move this project forward. We currently have 42,207 cards available and are adding additional cards daily.

We are done processing the District 87 data and the student cards have been mailed out. We have received the Unit 5 data and will be processing it soon.

We have a new intern from Normal Community, Max, that is learning about working in an IT environment. He will be working on a project to set up laptops to be able to loan out to the public.

We have finished upgrading the public laptops as per our schedule. These laptops will be used to loan out to the public to be able to use them an additional year on our replacement schedule.

The 2 Microfilm scanpro devices were replaced with new units, and the PCs were upgraded at the same time.

Goal: **Provide relevant and innovative services, collections, and programs to meet the emergent needs of our community.**

On October 7th, from 6-8pm, Olivia led a program for 8 teens, including 2 walk-ins, entitled the Personalized Candle Jars program. Participants came and used Canva to design their own labels for their candle jars. The designs were cut out on the cricut and teens will attach them to the candles. Several teens mentioned that they really enjoyed the program and would be excited if it was offered again. They also expressed excitement about our upcoming apron sewing program.

On October 15th, from 6-8pm, Kerrie led a program Intro to SketchUp for teens (age 15+) and adults. The program began with an introduction to the basics of SketchUp, a very popular 3D modeling program. The software version was free and online, making it accessible to all patrons and a good place to begin learning the software. During the class, they were led through designing a house with a special pitch roof and also designed a vase.

On October 30th, Gene's Get Podcasting! program for teens went pretty well. There were only four students signed up, and only three were present. But the smaller size of the class this time was actually a benefit because Gene was able to forgo doing the presentation slides and jump

right into the hands-on aspect of the program. The AI that was used for the program was once again very popular and helped the students realize that creating a podcast is easier than it might initially seem. At first, the students were a little unsure about recording themselves, but once they learned how to record and got used to using Waveform, they really enjoyed making their podcast demos. All three students got to do their recordings and transferred their files well before the end of the program. A couple students even said that they'd be back in the future to keep working on their podcasts and develop them further.

On October 12th, 5 teens attended the Dune game event, where DJ took the group through an introductory adventure of the Dune tabletop role-playing game.

On October 19th, 3 adults attended the Dune game event, where DJ took the group through an introductory adventure of the Dune tabletop role-playing game.

Upcoming:

We are working to get the outside call boxes for deliveries set up through MetroNet.

We have developed a plan for loaning out our older laptops to the public and will be making them available next month.

We are working to design a certification program for our new sublimation printer.

Goal: Explore and implement strategies to improve access to the library and its resources.

Winter Program Guide

After editing the 143 programs that will appear in the 12-page Winter Program Guide, the guide was designed. Proof 1 was sent to staff on October 30. The guide will be ready to send to the printer on November 14. It should go live on the library's website on November 15.

- Each program received the following treatment:
    - Edited
    - Bitly links created for any program requiring registration
    - Publicity due dates set for each program
    - Fluid social media posting schedule developed
    - Fluid social media boosting schedule developed
    - Internal notes field completed (if left blank) to assist with creation of publicity

General Library Signage

With the opening of the new building, Marketing continues to field many requests for signage.

- Designed, ordered, received 24 new hanging signs from Dean's Graphics. These have not yet been hung.
- Designed multiple drafts, ordered, received a free-standing directional sign which is displayed at the Main Entrance.
- More Adult Nonfiction endcap signs
- Adult AV endcap signs
- Signs and table tents noting that Teen Zone is now a peanut-free zone

2025 Book Clubs

- Publicity is in the works for all 9 book clubs for 2025.
    - These clubs are complete: History (8 pieces of art), Mystery (14 pieces of art)
    - These clubs will be completed in November and December: Fiction. True Colors, True Crime, Teen Genre, Books on Tap, Let's Dish!, Silent.

Website & Other Tech

- Marketing maintains the library's website.
    - Updated record sets for New Movies, New Music, and New Audiobooks.
    - Maintained the online presence for the library's puzzle collection
    - Removed unneeded Hybrid Rooms from the reservation system
    - Added two book clubs to the Book Club page
        - Silent Book Club
        - Teen Genre Book Club
    - Created a sample book club page to present to the book club organizers in our effort to switch our Library Aware book club pages to information that's present directly on our website (The Library Aware pages are clunky, unattractive, and leftover from before we launched the current website).
    - Finalized the Recording Studio 1-on-1 Assistance webform
        - Adjusted the Menu Bar to Create clearer Menu item labels; then added the Innovation and Recording studio forms to the menu.
    - Created language for the new eResources which are being paid for by the State of Illinois.
        - Created Logos for each of the new eResources.
        - Tested the link for each new resource from both onsite and offsite
    - Added the Press Box equipment to any/all Community Room offerings that include Community Room 1
    - Posted and removed employment opportunities as requested
    - Made changes to indicate that both 3D printers in the Innovation Lab are currently not working
    - As requested, updated staff permissions in Library Market
- Website Projects in the Works
    - Met with Midwest Pano to learn how to edit the library's new virtual Tour. We hope to launch the tour on the website by November 16.
    - Began work to create all the new Book Club pages.

Print & Prep (update design/information when requested)

- 20 My Library Card handouts (English)
- 20 My Library Card handouts (Spanish)

- 25 Blank Thank You Notes
- 50 October Calendars
- 50 Home Delivery handouts
- 60 Book Shop Certificates for World Kindness Day
- 80 Word of the Week Cards
- 140 Princh Wireless Printing
- 200 Letters to accompany Student Cards
- 200 TeenZone flyers
- 200 Fall Program Guide QR Code handouts
- 200 Brainfuse handouts
- 225 November Calendars
- 280 Innovation Lab handouts
- 425 Bilingual Resources handouts
- 600 Library App handouts
- 675 Kanopy handouts
- 725 Hoopla handouts
- 725 Libby handouts

Paper & Digital Design Work
Program Publicity Design Work
- Twin City Tale Spinners' Not So Spooky Stories
- Local Author Fair
- Dinosaur Party
- Tax Planning Strategies
- Get Podcasting! (teens)
- Sustainable Kitchen
- Detox Your Mind
- Machine-Embroidered Image
- Sew An Apron
- Holiday Tips & Tricks
- D&D: A Murder in Sharn

Handouts & Display Signs
- Sign to display with the David Dow sculpture on Floor 2
- Sign to promote new PopUp Library Kits
- October TeenZone display signs
  - Horror
  - Paranormal
  - Short Stories
- November TeenZone signs
  - True Crime
  - Mystery
  - Native American History Month
- Local Author Fair – 50 table signs; one for each author
- National New Friends Day
- Dia de los Muertos
- Diwali
- Cooking Around the World
- National Novel Writing Month
- No Shave November
- Signs to mark Frightfully Flutey's pop-up performance
- Signs marking BJHS' Spanish Heritage Month projects in Teen Zone
- Signage noting that Lego Kits, *Believe in your shelf* mugs, and tote bags are back in stock

2025 Book Club Materials
- History Reads! 2025 (8 pieces of art)
- Mystery Book Club 2025 (14 pieces of art)

Ads
- Local Author Fair ads in 5 sizes for The Pantagraph

Miscellaneous Design Work
- Created 10 Baby Melvin images in different Halloween costumes
  - Created a seek-and-find handout that included all 10 Baby Mels
- Create costume props for the Halloween Parade and Story Time – big cookie, muffin, cupcake, pancake
- November Calendars
- Let's Dish! Cookbook Club 2025 handout
- Updated equipment list on the Recording Studio handout
- Updated equipment list on the Innovation Lab handout
- Silent Book Club web tile
- Teen Genre Book Club web tiles
- Updated Books on Tap graphics
- Updated Princh wireless printing handout
- Updated Silent Book Club bookmarks
- Created Bookmobile flyers and handouts for the Nov-Feb schedule for 8 individual stops (16 pieces total)
- Updated a Spirit Committee handout
- 15 adhesive labels for key cards for reservable rooms
- Multiple updates – pertaining to food -- to Adult table tents
- Created and printed a plethora of signage for the Teen Murder Mystery Party
  - 15 large posters
  - 11 small posters
  - Additional printing of pre-designed materials
- Retirement images for:
  - Laura Kracher
  - Carol Torrens
  - Michelle Cope

Promotional Items
- Fulfilled requests for promotional giveaways for 10 events:
  - ABC Literacy Harvest Festival
  - DIGIM College Fair
  - District 87 Multicultural Fair
  - BCBS Health Fair
  - Dia de los Muertos at the Museum
  - Bloomington Area Career Center's Career Expo
  - Youth and Family Behavioral Health Fair
  - Veterans' Fair
  - Chamber of Commerce' NonProfit Showcase
  - Stevenson School Family Literacy Night
- Processed and restocked promo item returns from 7 events
  - Dreams are Possible Workshop
  - WBRP Harvest Fest
  - HCC Wellness Fair
  - BCBS Health Fair
  - DIGIM College Fair
  - Stevenson School Family Literacy Night
  - Bloomington Area Career Center's Career Expo

Misc. Marketing Tasks
- Began work to pull photos and pen a 12-page packet of information requested by the McLean County Chamber of Commerce.
- Penned a press release for the Local Author Fair
- Schedule texts for remaining 2024 holidays and the bookmobile's offroad hiatus; deleted texts scheduled by provider which included Bookmobile texts going out on holidays and during the Bookmobile's hiatus
- Ordered 1,000 eCard Blanks for Circulation
  - Send Thank You letters for all donations received.
- Pen radio scripts

- o Cumulus (WJBC) – Local Author Fair
  - o WGLT – Local Author Fair
- Manage Printful - the library's online store.
- Manage Bloomerang
  - o Tend to recurring and new donations.
- Complete quarterly mailing of New Resident Postcards
- Staff Appreciation Day
  - o Created a Tote Bag Voucher for Work Study Students and Volunteers
  - o Created a paper flyer which was also emailed to staff
  - o Created posters to mark milestone anniversaries
  - o Created handout which includes bios of those celebrating milestone anniversaries

<u>Advertising</u>
- WGLT
  - o Ads will run in November to promote the November 9 Local Author Fair.
- Community Players
  - o BPL is a sponsor of The Community Players' 2024-2025 season. This allows the library to run an ad on their screen during each 2024-2025 show (pre-show and intermission).
- Cumulus Radio:
  - o The library is sponsoring WJBC's local high school sports coverage of football and basketball from August to March. The sponsorship includes opening and closing messages at the beginning and end of each game, two :30-second spots per game both on the air and streaming, and 10 promo spots throughout each week. The spots promote the Innovation Lab and the Recording Studios.
  - o Ads promoting the library's November 9 Local Author Fair will run on WJBC from October 28-November 3.
- Pantagraph
  - o Via a previously purchased sponsorship from *The Pantagraph,* the library is running online Pantagraph ads to promote the Local Author Fair. The package includes 10,000 "reveal" ads on *The Pantagraph* home page and 16,500 box banner ads on *The Pantagraph* website.

Goal: Recruit, train and develop a knowledgeable, collaborative staff.
- Marketing compiles and distributes a monthly staff newsletter using submissions from Department Managers and committee members.
- Kourtni serves on the Spirit Committee.
- Jorgi serves on the Office 365 Committee.

Training
- Rhonda and Jorgi met with Midwest Pano to learn to edit the library's new virtual tour. (3 hours)
- Rhonda spent time learning enough about the Awardco software to schedule the Appreciation Day award and three retirement awards. (8+ hours)
- Rhonda attended or viewed recordings of the following MMS sessions
  - o Narcan (0.75 hours)

Goal: Work effectively through the use of technology.
- Social media presence:
  - o BPL Facebook – 11,464 followers
  - o Instagram – 2,613 followers
  - o Twitter – 1,970 followers
- Text subscribers – 2,273
- Each meeting of the Books on Tap Book Club and the True Crime Book Club appears on MeetUp.com
- Cardholder Perks list – 31,990 filtered active subscribers.
- Program Guide list – 33,477 filtered active subscribers.
- General eBlast list – 31,842 filtered active subscribers.

Goal: Administer a cost-effective public library.
<u>Free & Cheap Promotions</u>
- The library posts an abundance of information to Facebook and Instagram:
  - o Information about **every** library program is posted to these outlets.
  - o A weekly #TBT photo is posted to Facebook and Instagram.
  - o A weekly #BookFaceFriday photo is posted to Facebook and Instagram.
  - o These posts -- unrelated to program publicity -- were also shared:
    - ▪ Photos from Hobbit Party

- - - Breaking Bread in McLean Cunty
    - BCBS Health Fair photos
    - David Dow Sculpture on display on Floor 2
    - Laura Kracher retires
    - Carol Torrens retires
    - Hiring PT Security
    - Frightfully Flutey
    - Back in stock – Legos, mugs, and Tote Bags
    - Learn ASL with Mango
    - Alok and Ankita brought staff doughnuts in celebration of Diwali
    - Halloween Parade and Story Time photos
  - The library sends at least one monthly eBlast promoting its online resources to cardholders who've not opted out of receiving such notifications. This month, these eBlasts were sent.
    - An eBlast promoting the library's Weiss Financial Ratings eResource was delivered on October 1.
    - An eBlast promoting the library's VetNw eResource was delivered on November 21
  - Library staff are interviewed on WJBC on the second and fourth Monday of each month at 10:35am. Interview materials are prepped by the Marketing Department.

Bloomington Public Library
Books are just the beginning.

Operations Manager Report
Robert Greene
October 2024

Goal: **Explore and implement strategies to improve access to the library and its resources.**

- The Operations department are exploring the capacity of the community rooms.
- The Decorative film for the windows has been completed.
- Operations trimmed all the overgrown bushes on the east side of the property.
- Custodians are getting all things ready for the winter months, including the tractor used for snow removal.
- The patio will be closed for the season on November 1st.
- Repairs and installs
    - Operations staff repaired the food pantry at the North entrance.
    - Operations installed the remaining picture rails.
    - Operations installed new signs for various rooms throughout the library.
    - Operations installed handles for interior side of the exterior doors.
    - Felmley-Dickerson installed weight capacity signs for the upper-level of the parking structure.
    - Felmley-Dickerson installed new closers on the recording studio doors.
    - Felmley-Dickerson installed peep holes for the doors leading from the staff areas to the public areas.
    - Mid Illinois Mechanical cleaned the flue for boiler # 1.

Goal: **Recruit, train and develop a knowledgeable, collaborative staff.**

- BPL has purchased the training videos by Ryan Dowd, focused on working with the unhoused population, for all the library staff.
- Robert and the custodial department are having meetings once a week to improve the housekeeping standards.
- Bowen and Robert have a meeting once every week, to go over policies and procedures to stay current and be in agreement with everyday operations.

Bloomington Public Library
Books are just the beginning.

Statistics At-A-Glance
October 2024

Circulation	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	34,062	27,918	22%	199,923	189,169	6%
Teens	2,776	1,939	43%	17,774	13,242	34%
Children	44,191	32,036	38%	286,091	223,186	28%
Digital Downloads	23,009	18,763	23%	141,121	111,104	27%
Total	104,038	80,656	29%	644,909	536,701	20%

Active Cardholders	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	23,084	18,384	26%	N/A	N/A	N/A
Teens	3,949	3,628	9%	N/A	N/A	N/A
Children	8,699	6,575	32%	N/A	N/A	N/A
Total	35,732	28,587	25%	N/A	N/A	N/A

New Cardholders	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	419.00	764	-45%	3,784	3,293	15%

Visits	Current	Last Year	Change	FYTD	Last FYTD	Change
Main	14,885	11,165	33%	101,790	81,592	25%
Bookmobile	1,257	1,155	9%	8,998	8,017	12%
Total	16,142	12,320	31%	110,788	89,609	24%

Room Use	Current	Last Year	Change	FYTD	Last FYTD	Change
Study Room	499	0	N/A	2,758	213	1195%
Digital Preservation Studio	57	0	N/A	233	26	796%
Community Room	112	0	N/A	404	11	3573%
Total	668	0	N/A	3,395	250	1258%

Community Outreach	Current	Last Year	Change	FYTD	Last FYTD	Change
Staff Outreach Visits	26	23	13%	121	91	33%
People Reached	2,560	3,129	-18%	9,529	12,902	-26%
Community Visits to the Library	2	0	N/A	20	0	N/A
People Reached	16	0	N/A	307	0	N/A
Total Outreach Visits	28	23	22%	141	91	55%
Total People Reached	2,576	3,129	-18%	9,836	12,902	-24%

Strategic Priority: Provide relevant and innovative services, collections and programs to meet the emergent needs of our community.

Programs	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	9	8	13%	79	53	49%
Attendance	143	178	-20%	1,058	837	26%
Teens	17	4	325%	49	25	96%
Attendance	581	11	5182%	1,221	231	429%
Childrens	47	17	176%	175	56	213%
Attendance	3,602	156	2209%	33,386	1,259	2552%
Total Programs	73	29	152%	303	134	126%
Total Attendance	4,326	345	1154%	35,665	2,327	1433%

1-on-1 Appointments	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	61.00	1	6000%	221	12	1742%

Reference Questions	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	3,528.00	2,537	39%	21,899	17,165	28%

Strategic Priority: Recruit, train and develop a knowledgeable, collaborative staff.

Training Hours	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	477.75	226.50	111%	1,386	1,063	30%

Strategic Priority: Work effectively through the use of technology.

Technology Use	Current	Last Year	Change	FYTD	Last FYTD	Change
Public Computer Use	2,570	1,273	102%	14,158	8,474	67%
WiFi Sessions	3,045	1,448	110%	17,321	9,996	73%
Website/Catalog Hits	74,928	41,929	79%	438,983	274,706	60%
Online Resource Use	11,741	3,677	219%	77,205	23,359	231%

Strategic Priority: Administer a cost-effective public library.

Interlibrary Loan	Current	Last Year	Change	FYTD	Last FYTD	Change
Received	374	424	-12%	2,331	2,699	-14%
Sent	191	83	130%	849	774	10%

Volunteer Hours	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	87.00	5.00	1640%	280	13	2054%

Golden Prairie Public Library District
Board of Trustees Meeting

Wednesday, October 16, 2024
5:00pm

MINUTES

I.   Call to Order
        President Anderson called the regular meeting to order at 5:00 pm.

II.   Roll Call
        Trustees Present: Ruth Novosad, Stephen Peterson, Jim Russell, Patti Salch, Kathy
                                  Vroman, Stephanie Walden, Ary Anderson

        Others Present: Nan Goerlitz, Jeanne Hamilton, Kathy Jeakins

        Absent: none

III.   Introductions
        There were no introductions.

IV.   Public Comments
        There were no public comments.

V.   President's Report
        Ary, along with Kathy Vroman and Jeanne Hamilton, met with Leadership McLean County to
        begin work on the marketing project.

VI.   Approval of Minutes
        A. September 18, 2024 Regular Meeting
            The minutes were approved as presented.

VII.   Staff Reports
        A. Director's Report: Jeanne shared that the Illinois Library Association is hosting in-person
            legislative meet ups in December. Any interested Trustees should let her know by the
            November meeting. She also passed around an annual report from Hoopla on the Library's
            usage statistics. Finally, she shared that the Library recently launched StackMap, which
            provides a link to map to each specific material's location in the Library in the online
            catalog.

            Turning to the Leadership McLean County meeting, Jeanne indicated the group seemed
            excited about the project. The group has asked for confirmation that the goal is to come up
            with a detailed marketing plan with a digital component letting GPPLD constituents know
            about BPL services and implement an effective tracking mechanism to document efficacy.
            Their plan consists of creating a survey and creating a marketing plan around the results
            including an implementation guide. There was discussion about how to obtain mailing
            addresses for the residents.

B. Outreach Report: Meredith is a new bookmobile driver, having obtained her CDL classification. Jeanne mentioned that WZND did a story about BookTok, book-related content on TikTok, including an interview with one of BPL's bookmobile drivers. Following up on a discussion from the last meeting, postcards were mailed to the residents on the Ellsworth bookmobile route in late August/early September, and there has been an increase in attendance. Colleen told Jeanne that Ellsworth, Arrowsmith, and Shirley are usually safe from elimination because they are crucial service points to these areas.

C. Financial Report: Kathy Jeakins stated that the reports are in the packet.

VIII. Unfinished Business
A. Approve Bylaw Revisions

PATTI SALCH MOVED, AND STEPHANIE WALDEN SECONDED TO APPROVE THE BYLAW REVISIONS AS PRESENTED.

THE MOTION CARRIED UNANIMOUSLY.

IX. New Business
A. Approve Tax Levy Ordinance

RUTH NOVOSAD MOVED, AND STEPHANIE WALDEN SECONDED TO APPROVE ORDINANCE NO. 24-02 ORDINANCE LEVYING AND ASSESSING TAX FOR GOLDEN PRAIRIE PUBLIC LIBRARY DISTRICT OF MCLEAN COUNTY STATE OF ILLINOIS FOR THE FISCAL YEAR BEGINNING THE 1ST DAY OF JULY 2024 AND ENDING THE 30TH DAY OF JUNE 2025.

YAYS: RUTH NOVOSAD, STEPHEN PETERSON, JIM RUSSELL, PATTI SALCH, KATHY VROMAN, STEPHANIE WALDEN, ARY ANDERSON

NAYS: NONE

THE MOTION CARRIED UNANIMOUSLY.

B. Acceptance of FY24 Comprehensive Annual Financial Report

RUTH NOVOSAD MOVED, AND PATTI SALCH SECONDED TO ACCEPT THE FY24 COMPREHENSIVE ANNUAL FINANCIAL REPORT.

YAYS: RUTH NOVOSAD, STEPHEN PETERSON, JIM RUSSELL, PATTI SALCH, KATHY VROMAN, STEPHANIE WALDEN, ARY ANDERSON

NAYS: NONE

THE MOTION CARRIED UNANIMOUSLY.

C. Discussion of Per Capita Grant Requirements – Part 1: Jeanne Hamilton reviewed portions of *Serving Our Public 4.0: Standards for Illinois Public Libraries.*

X. Comments from Board Trustees
Ruth Novosad reported on presentations she attended during the ILA Conference. She commented that after each presentation, she felt proud that GPPLD and BPL are doing very well with services. She also shared that if there is a digital component to the new marketing plan, a social media policy is probably needed. Jim Russell highlighted some of his takeaways from the ILA Conference, including one from a session on legal considerations on social media. His main point from this session was not to intermingle

government activities with personal on your personal Facebook page. Another session he attended was Building Bridges and Breaking Boundaries: the Library As a Resource for Non-Users. It turned out to be more focused on children's issues, but he did feel it reinforced GPPLD's focus on looking at data to help make decisions. The last session he attended had to do with strategic planning, which also reinforced the time spent recently updating the plan.

XI.   Reminder
        A.   Next Board Meeting is November 20, 2024

XII.   Adjournment
        Ary Anderson adjourned the meeting at 6:04 pm.

BLOOMINGTON PUBLIC LIBRARY
## FY 2024-2025 FISCAL REPORT

REVENUES:

ACCT NAME	BUDGET	OCT 2024	YR-TO-DATE	AMOUNT OVER/UNDER	% RECEIVED
Property Tax	5,495,000	0.00	5,331,822.91	(163,177.09)	97.0
Replacement Tax	424,600	49,684.24	126,986.38	(297,613.62)	29.9
State Grants	116,053	0.00	116,839.80	786.80	100.7
GPPLD	495,000	0.00	479,506.79	(15,493.21)	96.9
Fines & Fees	7,000	950.46	5,063.30	(1,936.70)	72.3
Interest on Investments	55,000	35,030.63	166,031.46	111,031.46	301.9
Interest from Taxes	0	0.00	0.00	0.00	-------
Donations	25,000	4,238.82	36,640.91	11,640.91	146.6
Other Private Grants	0	0.00	2,000.00	2,000.00	-------
Cash Over/Short	0	0.00	0.00	0.00	-------
Other	41,000	70,949.13	89,771.62	48,771.62	219.0
From Fixed Asset Fund Balance	6,000	0.00	0.00	(6,000.00)	0.0
Total Revenues	6,664,653	160,853.28	6,354,663.17	(309,989.83)	95.3

EXPENDITURES:

ACCT NAME	BUDGET	OCT 2024	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Full-Time Salaries	2,977,625	214,161.48	1,238,676.66	(1,738,948.34)	41.6
Part-Time Salaries	598,135	43,169.41	246,569.02	(351,565.98)	41.2
Seasonal Salaries	101,224	1,101.24	39,362.36	(61,861.64)	38.9
Overtime Salaries	100	0.00	0.00	(100.00)	0.0
Other Salaries	20,000	0.00	623.86	(19,376.14)	3.1
Total Sals & Wages	3,697,084	258,432.13	1,525,231.90	(2,171,852.10)	41.3
Dental Insurance	10,463	507.04	2,648.83	(7,814.17)	25.3
Health Insurance, HMO	6,765	556.36	3,000.37	(3,764.63)	44.4
Life Insurance	3,293	263.20	1,491.60	(1,801.40)	45.3
Vision Insurance	3,227	250.48	1,324.05	(1,902.95)	41.0
Health Insurance, PPO 600/1200	276,166	16,593.25	85,955.33	(190,210.67)	31.1
Health Insurance, PPO with HSA	88,549	10,474.40	53,965.97	(34,583.03)	60.9
Library RHS Contribution	8,200	795.86	4,634.55	(3,565.45)	56.5
Library HSA City Contributions	15,800	0.00	21,600.00	5,800.00	136.7
Dental Insurance, PPO	0	253.16	1,365.26	1,365.26	-------
Identity Protection	0	51.87	315.21	315.21	-------
IMRF	223,322	15,826.49	91,677.11	(131,644.89)	41.1
FICA	227,973	22,881.07	98,204.11	(129,768.89)	43.1
Medicare	53,316	3,564.87	21,181.06	(32,134.94)	39.7
Worker's Compensation	26,490	0.00	0.00	(26,490.00)	0.0
Uniforms	1,200	525.75	807.16	(392.84)	67.3
Tuition Reimbursement	3,000	0.00	0.00	(3,000.00)	0.0
Other Benefits	37,383	0.00	3,043.52	(34,339.48)	8.1
Total Benefits	985,147	72,543.80	391,214.13	(593,932.87)	39.7
Rentals	17,000	1,209.30	10,163.54	(6,836.46)	59.8
Total Rentals	17,000	1,209.30	10,163.54	(6,836.46)	59.8
Building Mtnc	130,000	4,973.91	52,065.41	(77,934.59)	40.1
Vehicle Mtnc	21,000	1,197.55	9,424.96	(11,575.04)	44.9
Office & Computer Mtnc	185,000	91.85	79,281.46	(105,718.54)	42.9
Total Repair/Mtnc	336,000	6,263.31	140,771.83	(195,228.17)	41.9

ACCT NAME	BUDGET	OCT 2024	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Advertising	47,000	2,958.13	12,462.69	(34,537.31)	26.5
Printing/Binding	35,000	101.30	12,670.31	(22,329.69)	36.2
Travel	1,000	76.09	449.66	(550.34)	45.0
Membership Dues	4,000	0.00	349.00	(3,651.00)	8.7
Professional Development	10,000	2,999.22	7,940.41	(2,059.59)	79.4
Other Purchased Services	109,000	14,393.03	129,899.75	20,899.75	119.2
Other Insurance	50,000	0.00	0.00	(50,000.00)	0.0
Total Purchased Services	256,000	20,527.77	163,771.82	(92,228.18)	64.0
Office Supplies	10,000	1,336.49	9,800.54	(199.46)	98.0
Computer Supplies	74,750	17,919.08	49,658.80	(25,091.20)	66.4
Postage	2,000	0.00	(14.67)	(2,014.67)	-0.7
Library Supplies	55,494	3,402.64	25,810.57	(29,683.43)	46.5
Janitorial Supplies	25,000	1,555.54	11,622.41	(13,377.59)	46.5
Gas & Diesel Fuel	6,000	428.67	3,068.65	(2,931.35)	51.1
Building Mtnc & Repair Supplies	14,000	274.61	2,842.20	(11,157.80)	20.3
Total Supplies	187,244	24,917.03	102,788.50	(84,455.50)	54.9
Natural Gas	40,000	1,281.56	6,843.82	(33,156.18)	17.1
Electricity	150,000	9,965.31	56,819.82	(93,180.18)	37.9
Water	7,000	1,126.82	4,709.27	(2,290.73)	67.3
Telecommunications	50,000	5,277.97	22,632.00	(27,368.00)	45.3
Total Utilities	247,000	442.06	91,004.91	(155,995.09)	36.8
Professional Collection	500	0.00	492.62	(7.38)	98.5
Total Prof Collection	500	0.00	492.62	(7.38)	98.5
Non-Traditional Materials	5,000	398.84	2,900.81	(2,099.19)	58.0
Periodicals	18,000	183.66	16,025.48	(1,974.52)	89.0
Adult Books	165,000	12,097.86	67,613.91	(97,386.09)	41.0
Children's Books	130,000	9,124.82	50,705.25	(79,294.75)	39.0
A/V Materials	90,000	6,790.63	31,015.03	(58,984.97)	34.5
Public Access Software	128,000	17,157.39	53,733.44	(74,266.56)	42.0
Downloadable Materials	270,000	24,950.00	69,966.99	(200,033.01)	25.9
Total Materials	806,000	70,703.20	291,960.91	(514,039.09)	36.2
Employee Relations	3,500	5,168.68	6,824.47	3,324.47	195.0
Miscellaneous Expenses	8,222	315.46	4,664.51	(3,557.49)	56.7
Budgeted Surplus	94,200	0.00	0.00	(94,200.00)	0.0
Total Other Expenses	105,922	5,484.14	11,488.98	(233.02)	10.8
Total Expenses	6,637,897	460,522.74	2,728,889.14	(3,814,807.86)	41.1

Bloomington Public Library
FY 2024-2025
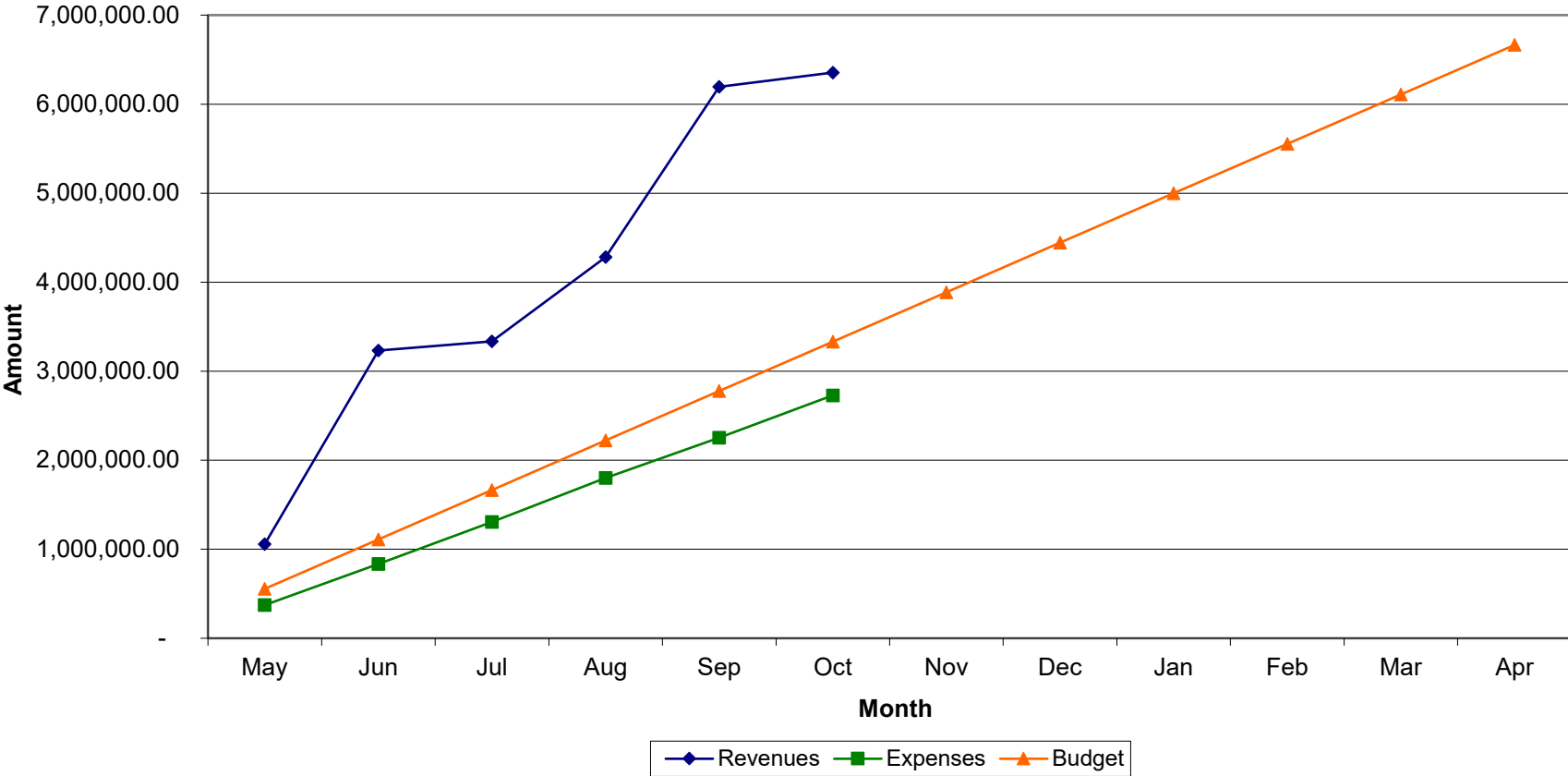
Property Tax (97.0%): The Library has received six distributions so far.
Replacement Tax (29.99%): The distributions have started to come in.
State Grants (Per Capita Grant)(100.7%): The Library received its Per Capita Grant check at the end of June.
Golden Prairie Public Library District (96.9%): Golden Prairie has also received six distributions so far.
Fines & Fees (72.3%): This is a little more than projected.
Interest (301.9%): The amount continues to be more than projected.
Donations (146.6%): This reflects the generous donations made from the community for this year's Summer Reading Program.
Other Revenue (219.0%): This includes a check in the amount of $16,860, an energy rebate for the solar panels. Straight Up Solar submitted the rebate request to Ameren on the Library's behalf.
Full-time Salaries (41.6%) This is under-spent due to staff vacancies.
Part-Time Salaries (41.2%): This is under-spent due to staff vacancies.
Seasonal Salaries (38.9%) This is under-spent due to staff vacancies.
Overtime Salaries (0.0%): Nothing has been charged to this line item yet.
Other Salaries (3.1%): Charges have been minimal.
Dental Insurance (25.3%): Charges have been minimal.
Health Insurance, HMO (44.4%): Charges have been minimal.
Vision Insurance (41.0%): Charges have been minimal.
Health Insurance, PPO 600/1200 (31.1%): Charges have been minimal.
Health Insurance, PPO with HAS (60.9%): This is a little over-spent due to the number of staff selecting this option.
Library RHS Contribution (56.5%): This is over-spent at this point due to staff longevity.
Library HSA City Contributions (136.7%): This is the total amount for the year.
IMRF (41.1%): This is under-spent due to staff vacancies.
FICA (43.1%): This is under-spent due to staff vacancies.
Medicare (39.7%): This is under-spent due to staff vacancies.
Worker's Compensation (0.0%): The annual premium will be paid in December.
Uniforms (67.3%): It was necessary to purchase uniforms for new security officers and to replace older uniforms for both custodians and security officers.
Tuition Reimbursement (0.0%): Nothing has been charged to this line item yet.
Other Benefits (8.1%): Charges have been minimal.

Rentals (59.8%): This is over-spent due to additional copies being made for Summer Reading.
Building Maintenance (40.1%): Charges have been minimal.
Vehicle Maintenance (44.9%): Charges have been minimal.
Office & Computer Maintenance (42.9%): Charges have been minimal.
Advertising (26.5%): Charges have been minimal.
Printing/binding (36.2%): Charges have been minimal.
Membership Dues (8.7%): Charges have been minimal.
Professional Development (79.4%): This is over-spent due staff and Board member attendance at the recent Illinois Library Association Conference in Peoria.
Other Purchased Services (119.2%): This is over-spent due to costs related to the expansion that are not a part of purchase orders. Later in the year we'll do a transfer or amendment (depending on how much is needed).
Other Insurance (0.0%): The annual insurance premium is paid in January.
Office Supplies (98.0%): This is over-spent due to the purchase of new appliances needed for the library.
Computer Supplies (66.4%): A number of staff computers were scheduled to be replaced this year.
Postage (-0.7%): Charges have been minimal.
Building Mtnc & Repair Supplies (20.3%): Charges have been minimal.
Natural Gas (17.1%): Charges have been minimal.
Electricity (37.9%): Charges have been minimal.
Water (67.3%): This is over-spent due to the increased amount of watering the Library was doing during the summer.
Professional Collection (98.5%): This is over-spent due to the annual renewal of the subscription service in May.
Non-Traditional Materials (58.0%): This is over-spent due to a few large orders for J Kits recently.
Periodicals (89.0%): This is over-spent due to the annual renewal of the subscription service.
Adult Books (41.0%): Charges have been minimal.
Children's Books (39.0%): Charges have been minimal.
A/V Materials (34.5%): Charges have been minimal.
Public Access Software (42.0%): Charges have been minimal.
Downloadable Materials (25.9%): Charges have been minimal.
Employee Relations (195.0%): This is over-spent due to Development Day Costs and Appreciation Day(we plan to ask the Foundation to reimburse the Library for these costs).
Miscellaneous Expenses (56.7%): This is over-spent due to purchasing items to sell to the public, i.e., the Lego kits and mugs.

The Donations line item breaks out as follows:
  Summer Reading Program 2024 Donations:
    Golden Prairie Public Library District: $ 3,000.00
    Bloomington Public Library Foundation: 23,000.00
    The Copy Shop: 200.00
    Clemons & Associates: 100.00

2

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        Don Owen Tire Service:                       200.00
        Eaton Gallery:                               100.00
        Bobzbay:                                     105.32
        Growmark:                                    500.00
        BAPS Charities:                            2,000.00
        Sheridan Ernst:                               30.00
        Various Community Donors:                  2,126.51
    Memorial Donations:                              163.82
    Community Donations:                           2,024.46
    Ill Humanities Council:                        3,000.00
    Miscellaneous Donations:                          90.80

      Total Donations:                          $ 36,640.91


The Other Revenue line item breaks out as follows:
    Apparel Store:                          $      527.08
    Book Shoppe:                                 6,437.75
    Ear Buds:                                      108.00
    Flash Drives:                                   95.00
    Genealogy Searches:                             35.45
    Lego Kits:                                   3,700.00
    Meeting Room Fees:                             675.00
    Mugs:                                           40.00
    Print Station:                               9,716.15
    Reusable Bags:                                 422.00
    Test Proctoring:                               175.00
    Tote Bags:                                     855.00
    Miscellaneous:                              66,985.19

      Total Other Revenue:                     $89,771.62
```

During October, 14 batches containing 109 invoices were processed, totaling $117,590.67 and 150 credit card charges were made totaling $38,422.79.

As of October 31, the Library's Maintenance & Operating Fund Balance is $9,447,564.75, which is 141.8% of the budgeted amount; the goal of twenty-five percent of the Library's FY25 budget is $1,659,474.25.

Library Fund Balance Information, 10/31/24:

```
        Operating:                 $ 9,447,564.75
        Fixed Assets:              $ 1,362,562.46
        Capital:                   $ 1,151,724.69
```

BLOOMINGTON PUBLIC LIBRARY
EXPANSION PROJECT
FY 22-25
As of 10/31/2024

REVENUES:

ACCT NAME	BUDGET	TOTALS	AMOUNT OVER/UNDER	% RECEIVED
State Grants	7,102,913.83	6,392,622.45	(710,291.38)	90.0
Donations	700,000.00	720,653.38	20,653.38	103.0
Interest	400,000.00	838,584.59	438,584.59	-----
Interest From Taxes	10.00	25.51	15.51	-----
Bond Proceeds	14,201,889.40	14,201,889.40	-	100.0
From Illinois Funds Fund Balance	3,928,540.00	0.00	(3,928,540.00)	0.0
Total Revenues	26,333,353.23	22,153,775.33	(4,179,577.90)	84.1

EXPENDITURES:	BUDGET	TOTALS	AMOUNT OVER/UNDER	% SPENT
Architectural/Design Services	1,453,584.00	1,578,616.99	125,032.99	108.6
Other Purchased Services	412,098.50	179,346.91	(232,751.59)	43.5
Office Supplies	2,157,629.30	2,150,454.58	(7,174.72)	99.7
Library Buildings	21,578,000.00	21,253,896.94	(324,103.06)	98.5
Total Expenses	25,601,311.80	25,162,315.42	(438,996.38)	98.3

BLOOMINGTON PUBLIC LIBRARY
DONATIONS RECEIVED
FY 25
Donations Received Thorugh 10/31/24

SOURCE	1st QTR	2nd QTR	3rd QTR	4th QTR	YTD TOTAL
Summer Reading Program Community Donations:					
Golden Prairie Public Library District	3,000.00	0.00			3,000.00
Clemons & Associates	100.00	0.00			100.00
Don Owen Tire Service	200.00	0.00			200.00
Copy Shop	200.00	0.00			200.00
Eaton Gallery	100.00	0.00			100.00
Bobzbay	105.32	0.00			105.32
Growmark	500.00	0.00			500.00
BAPS Charities	0.00	2,000.00			2,000.00
Individual Community Support	2,156.51	0.00			2,156.51
Total Summer Reading Program Community Donations	6,361.83	2,000.00			8,361.83
Memorial Donations:					
Total Memorial Donations	125.00	38.82			163.82
Other Donations:					
Miscellaneous Donations Collected at Circulation/AS	23.68	52.12			75.80
Community Support	494.16	1,350.00			1,844.16
Ill Humanities Council, for using the library's mtg room/equipment	0.00	3,000.00			3,000.00
Matching Community Support	195.30				195.30
Total Other Donations	713.14	4,402.12			5,115.26
Expansion Donations					
Expansion Donations	4,313.20	330.05			4,643.25
Total Expansion Donations	4,313.20	330.05			4,643.25
Foundation:					
Local History Materials (Paid with Mischler Funds)	2,000.00	0.00			2,000.00
Summer Reading Program	23,000.00	0.00			23,000.00
Tuition for Staff (Paid with Stubblefield Funds)	5,400.00	5,440.00			10,840.00
Weiss Financial Ratings Service (Paid with Mischler Funds)	2,695.00	0.00			2,695.00
Fold3 Service (Paid with Mischler Funds)	0.00	2,868.74			2,868.74
Total Foundation	33,095.00	8,308.74			41,403.74
Total Donations	44,608.17	15,079.73			59,687.90

MINUTES
LIBRARY BOARD OF TRUSTEES - REGULAR SESSION
TUESDAY, OCTOBER 15, 2024, 5:30 PM

The Library Board of Trustees convened in regular session at 5:30 PM, October 15, 2024. President Catrina Parker called the meeting to order.

Roll Call

Attendee Name	Title	Status
Alicia Henry	Trustee	Present
Dianne Hollister	Trustee	Present
John Argenziano	Trustee	Present via Zoom
Craig McCormick	Trustee	Present
Georgene Chissell	Trustee	Present
Sharon Zeck	Trustee	Present
Catrina Parker	President	Present

Staff Present: Nan Goerlitz, Jeanne Hamilton, Kathy Jeakins

Introduction of Public
There were no members of the public present.

Public Comment
There were no public comments.

Reports

The following item was presented:

Item 5.A. President's Report

President Parker shared some highlights from her time at the ILA Conference. She attended a session on inclusivity and ableist microaggressions and ways libraries can be more accommodating. Since then, she heard from a friend with a son who has autism that the Bloomington Public Library staff told her about all of the resources here including the sensory room and sensory bags for checkout. Staff asked that she let them know if there's anything else the Library can do. The parent commented how it had lifted a weight in her life, and President Parker felt happy that the Bloomington Public Library is so inclusive.

The following item was presented:

Item 5.B. Budget & Personnel Committee Report

President Parker reported that the committee reviewed the proposed budget, which will be discussed later, and the current annual performance review forms for the Library Director. The committee agreed to have two volunteers from the Board review the forms and bring any proposed changes back to the Board no later than the February 2025 meeting. Trustees Argenziano and Chissell volunteered to review the forms.

The following item was presented:

<u>Item 5.C. Director's Report</u>

Director Hamilton mentioned that the Illinois Library Assocation is hosting in-person legislative meet ups in December. Any Trustees who are interested in attending should let the Director know so she can get them registered. Director Hamilton recently gave a tour to various staff members from libraries in RAILS (Reaching Across Illinois Library System), and everyone on the tour was very impressed with the new space. She also passed around the annual report from Hoopla on the Library's usage statistics. Finally, she shared that the Library recently launched StackMap, which provides a link to map to each specific material's location in the Library in the online catalog.

The following item was presented:

<u>Item 5.D. Fiscal Report</u>
Kathy Jeakins indicated that the report is in the packet.

Consent Agenda
Items listed on the Consent Agenda are approved with one motion; Items pulled from the Consent Agenda for discussion are listed and voted on separately.

<u>Item 6.A. Approve Minutes of 9/17/24: Regular Bloomington Public Library</u>

<u>Item 6.B. Bills in the Amount of $807,077.89</u>

<u>Item 6.C. Approve Executive Session Minutes of April 16, 2024: Executive Session of the Bloomington Public Library Board Regular Meeting</u>

Trustee Hollister made a motion, seconded by Trustee Chissell, to approve the consent agenda as presented.

Motion carried (viva voce), 7-0.

Approval Items

The following item was presented:

<u>Item 7.A. Approve Maintenance and Operating Budget for FY26</u>

Trustee McCormick made a motion, seconded by Trustee Chissell, to approve the item as presented.

AYES: Trustee Parker; Trustee Argenziano; Trustee Henry; Trustee Hollister; Trustee McCormick; Trustee Chissell; Trustee Zeck

Motion carried, 7-0.

The following item was presented:

Item 7.B. Approve Fixed Asset Budget for FY26

Trustee Hollister made a motion, seconded by Trustee Henry, to approve the item as presented.

AYES: Trustee Parker; Trustee Argenziano; Trustee Henry; Trustee Hollister; Trustee McCormick; Trustee Chissell; Trustee Zeck

Motion carried, 7-0.

Discussion Items

The following item was presented:

Item 8.A. Discussion of Per Capita Grant Requirement

Director Hamilton reviewed portions of Serving Our Public 4.0: Standards for Illinois Public Libraries.

Comments by Trustees

Trustee Hollister expressed appreciation for being able to attend the ILA Conference.

Adjournment

Trustee Chissell made a motion, seconded by Trustee Hollister, to adjourn the meeting.

Motion carried (viva voce), 7-0.

The Meeting Adjourned at 6:36 PM.

BILLS LIST

Approved by BPL Board of Trustees, November 19, 2024

_____
Signature, BPL Trustee

Vendor	Line Item	Amount
Amazon Capital Services	A/V Materials	3,357.22
Amazon Capital Services	Adult Books	237.27
Amazon Capital Services	Building Mtnc Supplies	243.50
Amazon Capital Services	Children's Books	137.09
Amazon Capital Services	Computer Supplies	331.84
Amazon Capital Services	Employee Relations	375.32
Amazon Capital Services	Janitorial Supplies	461.21
Amazon Capital Services	Library Supplies	194.57
Amazon Capital Services	Miscellaneous Expenses	(11.23)
Amazon Capital Services	Non-Traditional Materials	24.86
Amazon Capital Services	Office Supplies	55.00
Amazon Capital Services	Other Purchased Services	709.53
Ameren IP	Electricity	9,965.31
Awardco, Inc.	Employee Relations	1,850.00
Blackstone Audio	Adult Books	297.57
Blue Beacon, Inc.	Vehicle Maintenance	43.80
CDW Government	Computer Supplies	966.67
Central Catholic High School	Advertising	100.00
CIRBN	Telecommunications	420.33
City of Bloomington	Dental Insurance	507.04
City of Bloomington	Dental Insurance PPO	253.16
City of Bloomington	FICA	22,881.07
City of Bloomington	Gas & Diesel Fuel	391.95
City of Bloomington	Health Insurance-HMO	556.36
City of Bloomington	Health Insurance-PPO 600/1200	16,593.25
City of Bloomington	Health Insurance-PPO with HSA	10,474.40
City of Bloomington	IMRF	15,826.49
City of Bloomington	Identity Protection	51.87
City of Bloomington	Life Insurance	263.20
City of Bloomington	Medicare	3,564.87
City of Bloomington	Payroll	258,432.13
City of Bloomington	RHS Contribution	795.86
City of Bloomington	Vision Insurance	250.48
City of Bloomington	Water	1,126.82
Cope, Michelle	Travel	17.15
Cumulus Broadcasting	Advertising	1,086.00
Custom Digital Imaging	Printing	101.30
Dean's Graphics	Other Purchased Services	1,241.00
Dell Marketing, L.P.	Computer Supplies	4,807.00
Demco	Library Supplies	604.99
Ebsco Industries	Periodicals	19.69
Engberg Anderson	Other Purchased Services	145.39
F & W Lawn Care & Landscaping	Building Maintenance	195.00

Geiger Brothers	Library Supplies	657.27
Global Water Technology, Inc.	Building Maintenance	1,484.54
Goerlitz, Nan	Travel	17.02
Gorden, Nina	Travel	4.69
Hamilton, Jeanne	Professional Development	168.84
Henricksen	Other Purchased Services	3,332.30
Hollister, Dianne	Professional Development	20.00
Illinois Art Station	Other Purchased Services	150.00
Illinois State University	Advertising	558.33
Illinois Wesleyan University	Other Purchased Services	356.07
Koener Electric	Building Maintenance	150.00
Lefler, Tiffany	Travel	44.69
Library Furniture International, LLC	Other Purchased Services	988.00
Library Store	Library Supplies	31.90
Martin Tractor, Inc.	Other Purchased Services	410.97
Matthew Bender & Company, Inc.	Adult Books	402.27
Metronet	Telecommunications	1,998.07
MidIllinois Mechanical	Building Maintenance	1,837.00
Midwest Tape	A/V Materials	2,832.68
Midwest Tape	Downloadable Materials	24,950.00
Multicultural Books & Videos	Adult Books	532.85
Multicultural Books & Videos	Children's Books	286.70
NICOR/Northern Illinois Gas	Natural Gas	1,281.56
OverDrive, Inc.	Downloadable Materials	4,990.00
Pearl Technology	Other Purchased Services	1,683.13
Plastic Fulfillment, Inc.	Library Supplies	685.70
Playaway Products	Children's Books	636.89
ProQuest, LLC	Downloadable Materials	127.97
ProQuest, LLC	Public Access Software	1,289.39
Quill Corp	Computer Supplies	2,107.68
Quill Corp	Employee Relations	27.96
Quill Corp	Janitorial Supplies	38.00
Quill Corp	Library Supplies	(247.68)
Quill Corp	Office Supplies	804.94
Ricoh USA, Inc.	Office/Equipment Mtnc	183.78
Ricoh USA, Inc.	Rentals	2,211.12
Rosedrew, Inc.	Library Supplies	2,337.23
Schmid, Allison	Professional Development	110.75
Scholastic Library Publishing	Public Access Software	10,576.00
StraightUp Legacy Fund	Other Purchased Services	1,224.41
Stuard & Associates, Inc.	Building Maintenance	125.00
Torrens, Carol	Travel	48.91
Tumbleweed Press, Inc.	Public Access Software	610.00
Uline Shipping Supply Specialists	Janitorial Supplies	664.12
Unique Management Services, Inc.	Other Purchased Services	935.75
Wolpert, Emily	Travel	8.44
World Book, Inc.	Public Access Software	5,292.00
VISA - Baker & Taylor Books	A/V Materials	2,126.31
VISA - Baker & Taylor Books	Adult Books	4,295.86
VISA - Baker & Taylor Books	Children's Books	7,199.07
VISA - Baker & Taylor Books	Other Purchased Services	2,079.05
VISA - Best Buy	A/V Materials	119.98
VISA - Best Buy	Computer Supplies	159.98
VISA - Best Buy	Office Supplies	139.99
VISA - Busy Corner	Professional Development	19.26

VISA - Chicago Books & Journals	Other Purchased Services	(0.01)
VISA - Circle K	Gas & Diesel Fuel	22.89
VISA - Denny's Doughnuts & Bakery	Employee Relations	96.00
VISA - Donna's Downtown Deli	Professional Development	31.46
VISA - Enterprise Rent-A-Car	Other Purchased Services	1,200.00
VISA - Enterprise Rent-A-Car	Professional Development	378.20
VISA - Facebook	Advertising	613.04
VISA - Farm & Fleet	Vehicle Maintenance	33.98
VISA - Fiesta Ranchera	Professional Development	37.55
VISA - Flinger's Pizza	Employee Relations	556.41
VISA - Future US, LLC	Periodicals	29.97
VISA - Gil Tacos	Professional Development	32.58
VISA - Hobby Lobby	Employee Relations	16.43
VISA - Hobby Lobby	Office Supplies	1.99
VISA - Homeless Training	Professional Development	1,599.00
VISA - HR Direct	Other Purchased Services	60.00
VISA - HTC	Other Purchased Services	350.00
VISA - Huck's Food & Fuel	Gas & Diesel Fuel	13.83
VISA - Hy-Vee	Employee Relations	26.46
VISA - Illinois Fire Marshall	Building Maintenance	76.69
VISA - Illinois Library Association	Memberships	500.00
VISA - Ingram	Adult Books	8,692.32
VISA - Ingram	Children's Books	987.47
VISA - International Service Fee	Office/Equipment Mtnc	(0.04)
VISA - International Service Fee	Other Purchased Services	0.71
VISA - Janet's Cakes	Employee Relations	216.31
VISA - Jewel-Osco	Employee Relations	270.03
VISA - Joann Stores	Other Purchased Services	206.09
VISA - Lands End Business Outfitters	Uniforms	525.75
VISA - Library Restaurant	Professional Development	76.00
VISA - Menard's	Building Mtnc Supplies	47.94
VISA - New Resident Service	Other Purchased Services	105.60
VISA - Old House Journal	Periodicals	34.00
VISA - Panera Bread	Employee Relations	41.07
VISA - PayPal*Route 66 Association of Illinois	Periodicals	100.00
VISA - Peoria Civic Center	Professional Development	50.00
VISA - Printful, Inc.	Other Purchased Services	317.28
VISA - Qik'n'Easy	Professional Development	18.41
VISA - RealVNC	Office/Equipment Mtnc	(4.40)
VISA - Sam's Club	Janitorial Supplies	73.84
VISA - Sam's Club	Library Supplies	102.10
VISA - Shell Oil	Professional Development	36.14
VISA - Steam Purchase	Other Purchased Services	50.00
VISA - Target	Employee Relations	4.99
VISA - Target	Other Purchased Services	19.99
VISA - Thara Thai	Professional Development	75.27
VISA - T-Mobile	Non-Traditional Materials	360.00
VISA - T-Mobile	Telecommunications	2,527.27
VISA - Universal Yums	Other Purchased Services	103.00
VISA - Verizon Wireless	Telecommunications	337.53
VISA - Walgreens	Employee Relations	1.56
VISA - Wal-Mart	Employee Relations	41.98
VISA - Wal-Mart	Janitorial Supplies	298.10
VISA - Wal-Mart	Library Supplies	144.62
VISA - Wal-Mart	Other Purchased Services	96.09

VISA - Wix.com	Other Purchased Services	35.26
VISA - Wyndham Indianapolis	Professional Development	325.26
VISA - Zoom.US	Other Purchased Services	373.83
Total		477,420.91

REGULAR AGENDA ITEM NO. 7.A.

<u>**FOR LIBRARY BOARD OF TRUSTEES**</u>**:** November 19, 2024

<u>**WARD IMPACTED:**</u> City-Wide Impact

<u>**SUBJECT:**</u> Discussion of Library Levy Presentation and Approval of Any Necessary Adjustments

<u>**RECOMMENDED MOTION:**</u> Approve Any Necessary Adjustments to the Library Maintenance and Operating FY26 Budget

<u>**STRATEGIC PLAN LINK:**</u>

<u>**STRATEGIC PLAN SIGNIFICANCE:**</u>

<u>**BACKGROUND:**</u> On Monday, November 18th, Library Director, Jeanne Hamilton will present the 2024 Tax Levy Estimate for the Bloomington Public Library to the City Council. At the Tuesday, November 19th Library Board meeting, she will share the results with the Library Board. If the 2024 Tax Levy Estimate is not approved as presented, the Library Board will need to consider next steps, including approving any necessary adjustments to the Bloomington Library Maintenance and Operating FY26 Budget.

<u>**COMMUNITY GROUPS/INTERESTED PERSONS CONTACTED**</u>**:** City Council

<u>**FINANCIAL IMPACT**</u>**:** The Bloomington Public Library is requesting a property tax levy of $6,827,275 for 2024 (payable 2025). This represents a 3.76% increase from the previous year's levy of $6,580,000 and allows the Library to capture about $247,275 of the increased EAV.

Respectfully submitted for consideration.

Prepared by: Jeanne Hamilton, Library Director

REGULAR AGENDA ITEM NO. 7.B.

FOR LIBRARY BOARD OF TRUSTEES: November 19, 2024

WARD IMPACTED: City-Wide Impact

SUBJECT: Approve New Library Board Vice President

RECOMMENDED MOTION: Approve New Library Board Vice President

STRATEGIC PLAN LINK:

STRATEGIC PLAN SIGNIFICANCE:

BACKGROUND: With the resignation of Library Board Member, Matt Watchinski, the Library Board will need to approve another Library Board Member as the new Vice President of the Board.

COMMUNITY GROUPS/INTERESTED PERSONS CONTACTED: N/A

FINANCIAL IMPACT: N/A

Respectfully submitted for consideration.

Prepared by: Jeanne Hamilton, Library Director

REGULAR AGENDA ITEM NO. 7.C.

<u>**FOR LIBRARY BOARD OF TRUSTEES**</u>: November 19, 2024

<u>**WARD IMPACTED:**</u> City-Wide Impact

<u>**SUBJECT:**</u> Approve Appointments to the Bloomington Public Library Foundation Board

<u>**RECOMMENDED MOTION:**</u> Approve Appointments to the Bloomington Public Library Foundation Board

<u>**STRATEGIC PLAN LINK:**</u>

<u>**STRATEGIC PLAN SIGNIFICANCE:**</u>

<u>**BACKGROUND:**</u> According to the Bloomington Public Library Foundation Board Bylaws:
- The Bloomington Public Library Board is responsible for appointing the Bloomington Public Library Foundation Board Members.
- The Foundation Board should have at least eleven (11) and not more than fifteen (15) members.
  - At least three of which shall be members of the Bloomington Public Library Board.
- Foundation Board members are eligible to be appointed by the Bloomington Public Library Board of Trustees for an unlimited number of three (3) year terms in addition to any partial term a member may fill when joining the board.
- Members "need not be residents of Illinois".

Due to recent resignations, the Foundation Board currently has 9 board members, 3 of which are also Bloomington Public Library Board members. This means that the Library Board must appoint at least 2 new Foundation Board Members and may appoint up to 6 new Foundation Board Members.

Library Director, Jeanne Hamilton, and Foundation Board Member, Patsy Bowles, have been working to recruit potential Foundation Board Members for the Library Board's consideration. Library Director, Jeanne Hamilton, will compile brief biographies of these candidates and will send them to the Library Board by next Monday, November 18th.

<u>**COMMUNITY GROUPS/INTERESTED PERSONS CONTACTED:**</u> Bloomington Public Library Foundation Board Officers and Other Various Members of the Community.

<u>**FINANCIAL IMPACT:**</u> N/A

Respectfully submitted for consideration.

Prepared by: Jeanne Hamilton, Library Director

The Per Capita Grant requires us to review the entire Serving Our Public 4.0: Standards for Illinois Public Libraries. We will do this over the course of several board meetings. Each chapter includes a checklist for libraries. Since the checklists reflect Bloomington Public Library's practices and should be the primary focus of our review, they are together at the front of this portion of the board packet. The supporting information from the chapters, immediately follows the checklists.

Programming Checklist

☑ Library programs are provided free of charge, or on a cost recovery basis.

☑ Library programs are located in a physically accessible location.

☑ Provisions are made, as needed, to enable persons with disabilities to participate in the program. The availability of these provisions is noted with other information about the program.

☑ The library considers community demographics, special populations, and the availability of programming from other social, cultural, and recreational organizations in the community when planning and evaluating programs.

☑ The library presents educational, cultural, and recreational programs that reflect community needs and interests.

☑ Programming is designed to address the diversity within the community, to increase the awareness and use of library resources and services, and to attract new users.

☑ The library provides outreach programs to specific populations who cannot visit the library.

☑ The library has programming that seeks to serve children and their caregivers.

☑ The library has programming that seeks to serve young adults.

☑ The library has programming that seeks to serve adults and senior citizens.

☑ The library provides programs on library instruction for all ages. This includes online catalog and online database training opportunities.   (Primarily one-on-one)

☑ The library is encouraged to partner with other organizations to offer programs.

Youth/Young Adult Services Checklist

☑ All basic youth services are available when the library is open.

☑ The library provides staff trained in serving youth.

☑ The library has policies towards serving youth which it reviews at least every two years, and youth staff have input in these policy revisions and creations.

☑ The library actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere for all patrons.

☑ The library provides staff trained in assisting youth with disabilities, language, and literacy barriers.

☑ The library provides staff trained to assist youth with adaptive equipment and software as needed to for accessibility of resources.

☑ The library strives to eliminate barriers of service for youth, including regularly reviewing any content restrictions, library card requirements, and Internet policies.

☑ The library regularly, and at least annually, evaluates its services for youth with regard to popularity, effectiveness, accuracy, timeliness, and patron ease. The library seeks input from staff serving youth—as well as the community—regarding these services.

☑ The library provides programming for youth which is developmentally appropriate and meets the needs of the community.

☑ The library's programming is designed to reflect the needs and interests of youth in the community.

☑ Library programs are provided free of charge or on a cost-recovery basis.

☑ The library makes provisions that enable persons with disabilities to attend programming, and lists these provisions with other programming information.

☑ The library considers community demographics, special populations, and the availability of resources from social, cultural, and recreational organizations in the community when planning and evaluating library services for youth.

☑ The library strives to partner with youth-facing organizations in the community.

☑ The library provides youth with research and information literacy instruction through tours, training sessions, and one-on-one interactions.

☑ The library has staff who have knowledge of popular authors, titles, and resources to provide these services.

☑ Youth staff have access to a telephone and computer to receive and respond to requests for information and to contact other agencies.

☑ Youth staff responsible for collection management have access to review journals and tools specifically targeting youth materials.

✔ The library includes at least one current resource created and intended for youth for each subject area. Electronic resources also fulfill this requirement.

✔ The library provides computer access for all youth, and provides guidance on digital literacy and technology use to youth.

✔ The library provides outreach services towards youth to increase awareness of services, attract new users, and reach underserved populations.

✔ The library strives to partner with and support local schools, including private schools and homeschoolers.

✔ Staff members are encouraged to attend as many continuing education workshops and events as possible to stay current on trends and best practices for serving youth.

✔ The library provides a space specifically for use by children and families.

✔ The shelving used for housing children's materials is appropriately sized to allow for easier access.

✔ The library provides early literacy programming, including regular story time, for children and families.

✔ The library provides programming which facilitates play and fun for children and families.

✔ The library provides toys and interactive materials for use in the library, during programs, and/or at home that facilitate play, fun, and imagination.

✔ The library provides a summer reading opportunity to encourage reading and learning during the summer.

✔ The library provides a welcoming environment for young adults both individually and in groups.

✔ The library provides developmentally appropriate programming for young adults that encourage self-identity and positive interactions while providing opportunities to socialize and have fun.

✔ The library provides materials both physical and digital for young adults that are intended for them.

✔ The library partners with young adults in the community to provide opportunities for leadership such as a young adult (or teen) advisory board, volunteer group, or other formal or informal opportunities.

Technology Checklist

✓ Based on local technology planning, the library ensures adequate technological access and maintains appropriate hardware/software that effectively accommodates both library operations and patron needs.

✓ The library has:

- a telephone, with a listing in the phone book;
- a telephone voice mail and/or answering machine;
- a fax and/or scanner;
- a photocopier;
- effective Internet access with sufficient capacity to meet the needs of both the staff and the public;
- library and/or departmental email accounts for patron communication with the library (the library email account is reviewed and responded to during library hours);
- an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
- up-to-date computers for staff and public access with sufficient capacity to meet needs;
- up-to-date printers for staff and public access with sufficient capacity to meet needs;
- up-to-date antivirus and Internet security software protection installed on every library computer;
- up-to-date Internet browsers, web applications, and plug-ins;
- a valid email address, accessible via the library's website, for the library administrator; and
- a website that includes basic library information such as hours, location, contact, official name of library, and content required by the *Open Meetings Act*.

☑ The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis.

☑ The wait time for patron workstations does not exceed 15 to 30 minutes.

☑ The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness.

☑ The library provides 24/7 remote access to library services and resources through:
- a web-accessible library catalog;
- an Americans with Disabilities Act (ADA) compliant library website that is updated at least monthly;
- appropriate regional, state, national, and international bibliographic databases;
- other authenticated electronic resources that are available for direct patron use; and
- virtual reference service, and/or text messaging services, and/or a library email account.

☑ The library staff must be:
- computer literate;
- trained to use and assist patrons in the use of electronic resources and materials; and
- accessible via email and/or through messaging services.

☑ The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, email, productivity software, and the Internet.

☑ The library provides web links and access to regional and/or statewide initiatives including:
- regional library system consortial web-based catalogs;
- the CARLI academic library catalog (I-Share);
- Illinois State Library-sponsored databases/e-resources;
- other electronic collections as available; and
- virtual reference service.

☑ As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.

☑ The library has a board-adopted Internet acceptable use policy.

☑ The Internet acceptable use policy is reviewed annually.

☑ The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.

☑ The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.

✓ The library develops and updates, at regular intervals, a long-range/strategic plan for its future technology needs. The plan is based on community needs and priorities.

✓ The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies and service enhancements including but not limited to:

- wireless access (Wi-Fi);
- Internet connectivity upgrades sufficient for patron and staff use;
- networking (local area vs. wide area);
- library Intranet;
- an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, is mobile compatible, and is interactive;
- patron self-checkout functionality;
- new technologies/potential services; for example, social networking, makerspace, and mobile apps;
- current and functional meeting room technology;
- adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and
- ongoing staff continuing education/training related to all aspects of technological services.

✓ The library protects the integrity, safety, and security of its technological environment.

✓ The library's automated catalog and its components comply with current state, national, and international standards.

✓ The library is aware of E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC).

Marketing, Promotion, and Collaboration Checklist

☑ The library has a communications plan that supports the library's long-range/strategic plan.

☑ The library staff and trustees participate in two or more cooperative activities with other community organizations.

☑ The library's services and programs are promoted in the community. Check the applicable publicity methods.

- ☑ flyers
- ☑ brochures
- ☑ website
- ☑ newsletter
- ☑ posters
- ☑ banners
- ☑ displays
- ◯ podcasting
- ☑ presentations
- ☑ speeches
- ☑ billboards
- ☑ other

☑ The library maintains at least one social media account.

☑ The library invites local, state, and federal officials to visit the library.

☑ The library's website is updated at least monthly.

☑ The board, administration, and staff conduct an annual library walk-through.
Admin/staff frequently do library walk-throughs, the board took tours of the expanded library this year.

☑ The board, administration, and appropriate staff visit other libraries.

☑ The budget includes funds for public relations and marketing activities.

☑ The library's promotional methods and services are ADA compliant.

☑ A designated staff member coordinates the library's marketing efforts.

☑ The library's staff receives customer service and marketing training.

☑ The library's orientation for staff and trustees includes the library's public relations, customer service philosophy, library history, funding sources, and long-range/strategic plan.

☑ The library surveys patrons and the community to judge awareness of the library's programs and services.

Chapter 10 (Programming)

A library can reach out to its entire community through programming. Educational, recreational, informational, and cultural programs sponsored by the library or cosponsored with other community organizations are offered to help attract new users to the library, to welcome people from all cultures and people with disabilities, to increase awareness and use of library resources and services, and to provide a neutral public forum for the debate of issues. Library programs are a particularly effective way of introducing the community to a variety of cultures.

It is well accepted that traditional programming for younger children helps them develop reading habits and encourages them and their caregivers to use the library and its resources. Young adult programs help teens understand some of the intellectual, emotional, and social changes they are experiencing. Programs for adults and senior citizens can provide the lifelong learning skills and recreation needed in our changing society.

If the library opens its meeting rooms, display cases, and other exhibit areas to non-library-sponsored programs and non-library-sponsored exhibits and displays, policies and procedures must cover the use of these facilities. The library's attorney should review this policy as well as other library policies.

Programming Standards

1. Library programs should strive to be free of charge.

2. Library programs are located in a physically accessible location. Provisions are made, as needed, to enable people with disabilities to participate in the program. The availability of these provisions is noted with other information about the program.

3. The library considers community demographics, special populations, and the availability of programming from other social, cultural, and recreational organizations in the community when planning and evaluating programs.

4. The library presents educational, cultural, and recreational programs that reflect community needs and interests. Community members should be encouraged to offer suggestions.

5. Programming is designed to address the diversity within the community, to increase the awareness and use of library resources and services, and to attract new users.

6. The library provides outreach programs to targeted populations who cannot visit the library.

7. The library's programming seeks to serve groups such as children, parents, young adults, adults, seniors, and special constituents relevant to the area's demographics.

8. The library provides programs that will instruct their community on how to use the library. This will include training sessions or one-on-one instruction on the library's online databases and the library's online catalog. The library will also provide tours and make sure the community is comfortable with using the library.

9. Libraries are encouraged to partner with other organizations to offer programs.

Chapter 11 (Youth/Young Adult Services)

Service for youth is the provision of all library services to young people ages 0 through 18 in the library and the community. Youth services should meet recreation and education needs with programs, print and digital collections, reader's advisory, reference, outreach, library space and furniture, and library staff.

All Illinois public libraries should provide services to youth.

Youth/Young Adult Services Standards

1. All basic services are available to all youth regardless of age, ability, gender, or sexual orientation when the library is open. For the purpose of this document, basic services are circulation, reference, reader's advisory, and computer/Internet access. If services are provided to youth and adults from two separate points, then the library provides adequate staffing at both locations at all hours the library is open.

2. The library has competently trained staff with thorough knowledge of the various developmental needs of youth, and offers services including collections and programs to reflect these needs.

3. The library has board-approved policies towards serving youth developed by administration and staff who serve children and/or young adults, which is reviewed every two years.

4. The library actively promotes respect for cultural diversity and creates an inclusive, welcoming, and respectful library atmosphere that embraces diversity.

5. The library strives to provide staff trained in serving youth to meet the needs of patrons who have challenges with disabilities, language, and literacies, including support for use of adaptive equipment and software.

6. The library seeks to eliminate barriers to provision of services and information access to youth and families, including examining content restrictions, library card signup, and Internet policies.

7. The library evaluates its services to youth for popularity, effectiveness, accuracy, timeliness, and patron ease at least once annually.

8. The library provides developmentally-appropriate educational, cultural, recreational, and entertainment programs for youth that reflect community needs and interests. Programming is designed to address the diversity within the community. Community members should be encouraged to offer suggestions.

9. Library programs should strive to be free of charge.

10. Provisions should be made to enable persons with disabilities to participate in programs. The availability of these provisions is noted with other information about the program.

11. The library considers community demographics, special populations, and the availability of resources from social, cultural, and recreational organizations in the community when planning and evaluating library services. Libraries are encouraged to partner with community organizations to offer programs.

12. The library provides services to instruct youth in research and to develop information literacy. This may include tours, training sessions, or one-on-one instruction.

13. The library is aware of the importance of accuracy and currency in reference and reader's advisory service, including knowledge of popular authors, and relies on information sources of demonstrated authority.

14. Youth staff has access to a telephone and a computer to receive and respond to requests for information and materials and to contact other agencies for information, and to accept and respond to reference requests received in all formats, including electronic, print, and phone.

15. Staff responsible for collection management are given access to a variety of reviews and tools for selecting youth materials.

16. The library will include at least one current resource for each nonfiction subject area created and intended for youth. Electronic resources may fulfill this requirement.

17. The library will provide computer access for all ages, and strives to provide guidance on digital literacy and technology use by informed, qualified, and trained staff.

18. The library provides outreach services for youth to increase the awareness and use of library services, to attract new users, and to better reach underserved populations.

19. The library is encouraged to partner with and support all schools, teachers, school libraries, and students of all types in their communities, including private schools and homeschooling families, to provide multifaceted educational opportunities for children. The library should strive for direct partnership and coordination with school librarians in providing these services.

20. Staff members responsible for youth services in their library should attempt to attend as many workshops or continuing education events as possible to stay current.

21. The library provides space allocated for use by children and families. Shelving should be appropriately sized.

22. The library provides services and programming for children and families focused on early literacy skills, including regular storytimes.

23. The library provides programming to facilitate play and fun, and strives to provide toys and other interactive materials for use in the library, during programs, and at home.

24. The library provides a summer reading opportunity to encourage reading and learning during the summer.

25. The library provides a flexible and welcoming environment for young adults both individually and in groups.

26. The library provides developmentally appropriate programming and services for young adults that fosters the development of self-concept, identity, coping mechanisms, and positive interactions with peers and adults, while also encouraging socialization and having fun.

27. The library provides materials produced for a young adult audience that is designated and intended for young adult use.

28. The library fosters young adult leadership and civic engagement.

29. Libraries are encouraged to partner with teens to create and implement teen activities. This can be done with a young adult volunteer group or advisory board.

Chapter 12 (Technology)

Technology is ubiquitous and permeates most aspects of our lives, environments, and expectations. Libraries are challenged to cope with the integration of technology solutions for all library services as well as to plan for and assess the impact of technology based on users' expectations. Technology, however, is only a tool that is interwoven into all aspects of library services, programs, and operations. The significant keys that serve as the catalyst to unlock technology, the tool, include:

- an informed, qualified, and trained staff whose direct interaction, insight, and instruction in the provision of quality patron services are imperative;
- an adequate budget to maintain and improve all aspects of the library's technological environment and services; and,
- a long-range/strategic technology plan that embraces integration of new technologies into library services, programs, and operations.

The multifaceted roles for technology in the library environment include but are not limited to:

- communications conduit(s): telephone, fax, chat, email, social media;
- providing access to relevant digital content and enabling community members to create their own digital content (workstations, printers, use of software, Internet access, email, makerspaces);
- access to resources within and beyond the local library's resources through the library's website (e-books, audio books, real-time reference);
- expedited and enhanced patron services (automated circulation systems, self-checkout, e-commerce solutions);
- 24/7 library access (via the library's website); and
- improved staff efficiency in both serving patrons and in handling day-to-day routine library functions/operations (remote servers, Cloud, off-site servers).

Technology Standards

1. Based on local technology planning, the library ensures adequate technological access and maintains appropriate hardware/software that effectively accommodates both library operations and patron needs.

2. The library must have:
   - a telephone, with a listing in the phone book and via Internet search engine;
   - a telephone voice mail and/or answering machine;
   - a fax and/or scanner;
   - a photocopier;
   - effective Internet access, with sufficient capacity to meet the needs of both the staff and the public;
   - library and/or departmental email accounts for patron communication with the library (email must be read and responded to during library hours.)
   - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
   - up-to-date computers with sufficient capacity to meet needs for staff and public access;

- up-to-date printers with sufficient capacity to meet needs for staff and public access;
- up-to-date anti-virus protection and Internet security software installed on every library computer;
- up-to-date Internet browsers, web applications, and plug-ins;
- a valid email address, accessible via the library's website, for the library administrator; and
- a website that includes basic library information such as hours, location, contact, official name of library, and content required by the *Open Meetings Act.*

3. The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis. The wait time for patron-accessible workstations/devices is minimal and does not exceed 15 to 30 minutes.

4. The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness. Illinois libraries participate in the Illinois telecommunications network/backbone, i.e., the Illinois Century Network [www.illinois.net] when such participation is economically feasible.

5. The library provides 24/7 remote access to library services and resources through:
- a web-accessible library catalog;
- *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
- appropriate regional, state, national, and international bibliographic databases;
- other authenticated electronic resources that are available for direct patron use; and
- virtual reference service, instant or text messaging services, and/or library email account.

6. The library staff must be:
- computer literate;
- trained to use and assist patrons in the use of electronic resources and materials; and,
- accessible via phone, email, and/or through messaging services.

7. The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, email, productivity software, and the Internet.

8. The library provides web links and access to regional and/or statewide initiatives including:
- regional library system consortial web-based catalogs;
- the CARLI academic library catalog (I-Share);
- Illinois State Library-sponsored databases/e-resources;
- other electronic collections as available; and
- virtual reference service.

9. As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.

10. The library has a board-adopted Internet acceptable use policy that is reviewed annually.

11. The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.

12. The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.

13. The library develops and updates at regular intervals a long range/strategic plan for its future technology needs based on community needs and priorities. The plan includes the date of implementation, the planned review schedule, and addresses, at a minimum, the areas noted below as required in the School and Libraries Program of the Universal Service Fund [www.universalservice.org/sl/applicants/step01/default.aspx]

    • goals and realistic strategy for using telecommunications and information technology;

    • a professional development strategy;

    • an assessment of telecommunications and information technology services, hardware, software, and other services needed;

    • budget resources; and

    • ongoing evaluation process.

14. The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies, community feedback about library technology, and service enhancements including but not limited to:

    • wireless access (Wi-Fi);

    • Internet connectivity upgrades sufficient for patron and staff use;

    • networking (local vs. wide area);

    • library Intranet;

    • an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, and is interactive and mobile compatible;

    • patron self-checkout functionality;

    • new technologies/potential services; for example, social networking, makerspaces, and mobile apps;

    • current and functional meeting room technology;

    • adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and

    • ongoing staff continuing education/training related to all aspects of technological services.

15. The library protects the integrity, safety, and security of its technological environment via:

    • anti-virus software and other Internet security software;

    • Firewalls with advanced threat protection;

    • authentication;

    • routine installation of upgrades, patches, etc.;

    • scheduled data backup; and

    • remote/off-site storage of data backups with a plan for redundancy in case of backup failure.

16. The library's automated catalog and its components comply with current state, national, and international standards including, for example, but not limited to:
    • Illinois statewide cataloging standards [http://www.cyberdriveillinois.com/departments/library/grants/cmc.html]
    • MARC 21 (Machine Readable Cataloging) formats [www.dublincore.org/]
    • ANSI (American National Standards Institute);
    • NISO (National Information Standards Organization);
    • ISO (International Organization for Standardization); and
    • Specific standards including ANSI/NISO Z39.50 protocol, the Bath Profile, and ISO 16160, 10161.

17. The library is aware of E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC) and applies as determined by the local library board [www.usac.org/sl].

Chapter 13 (Marketing, Promotion, and Collaboration)

A public that is aware of all the services and collections offered by its library and that views its library as a positive, fundamental, and indispensable part of their community is the ideal achieved through an effective public relations and marketing program. In a hyper-connected, on-demand world, libraries must market and promote their services and demonstrate all they offer to the public. The library patron must be the center of every program or service the library provides. The library staff must be aware of the variety of programs and services and learn to promote them to library patrons during reference interviews and the check out process. Of imperative importance, the community must be aware of what the library is providing, and library staff should always make sure their library patrons leave the library satisfied—since it is highly likely that a library user who is not satisfied will not return.

Marketing, Promotion, and Collaboration Standards

1. The library staff develops, adopts, and reviews a marketing plan at regular intervals that supports the library's long-range and strategic plan.

2. The library staff and trustees participate in two or more cooperative activities with other community organizations, businesses, and institutions, such as Chamber of Commerce and service organizations.

3. The library's services and programs are regularly promoted in the community by using three or more publicity methods such as flyers, newsletters, brochures, library website, social networking, community calendars, posters, banners, displays, billboards, and presentations and speeches.

4. The library should maintain a social media presence on at least one of their community's most used platforms.

5. Information about library programs and services is provided to the community either through a print newsletter or email newsletter at least three times per year.

6. The library specifically invites local, state, and federal officials to visit the library, providing them a firsthand view of the library's services.

7. The library's website is updated at least monthly to reflect current and future programs, board minutes, library policies, and new material.

8. The board, administration, and staff assess the library's appearance at least once a year, using this information to revise the library's image in the community.

9. The board, administration, and appropriate staff visit other libraries at least once a year, or review other libraries' publications and websites to learn what services and programs other libraries offer their patrons.

10. The operating budget includes funds for public relations and marketing.

11. The library considers persons with special needs when developing and delivering information about the library's collections and services.

12. The library develops strategies to reach those groups that do not use the library.

13. One member of the staff coordinates the library's marketing efforts, but all staff receive customer service and marketing training.

14. The library includes public relations and customer service as part of the orientation of all new staff and board members.

15. The library develops a brand identity and all collateral material adheres to the library's brand for the most effective messaging.

16. The library administration ensures all board and staff members receive an orientation of the library covering the library's history, funding sources, long-range/strategic plan, and services.

17. The library builds on public relations and marketing efforts developed by state and national organizations, the state library, and the community.