

Bloomington Public Library

Books are just the beginning.



BLOOMINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

Tuesday, November 20, 2018

5:30 p.m.

William C. Wetzel Reading Room
205 E. Olive Street, Bloomington, IL 61701

AGENDA

- I. Call to Order
- II. Roll Call
- III. Introduction of Public
- IV. Public Comment
- V. President's Report
- VI. Director's Report
- VII. Fiscal Report Presented by Kathy Jeakins, Business Manager
- VIII. Consent Agenda
 - A. Approve Minutes of October 16, 2018 Regular BPL Board Meeting
 - B. Approve Executive Session Minutes of September 18, 2018
 - C. Approve Bills List of October 2018
- IX. Action Items
 - A. Approve Fresh Start Proposal from 3P's Committee
 - B. Approve Amendments to the Sexual Harassment Policy
- X. Discussion Items
 - A. Discuss Per Capita Grant Requirements
 - i. Report on Disabilities Webinar by Matt Watchinski
 - ii. Report on Chapter 8 of Serving Our Public 3.0 by Jeanne Hamilton
 - B. Discussion on Library Expansion
- XI. Comments from Board Trustees
- XII. Adjournment

Posted: 11.16.18 9:05 a.m.

APPROVAL OF BILLS

BILLS LIST

Approved by BPL Board of Trustees, November 20, 2018

Signature, BPL Trustee

Vendor	Line Item	Amount
Alpha Controls & Services, LLC	Building Maintenance	10,389.00
Amazon.com, LLC	A/V Materials	858.56
Amazon.com, LLC	Adult Books	127.12
Amazon.com, LLC	Children's Books	16.98
Amazon.com, LLC	Computer Supplies	127.92
Amazon.com, LLC	Janitorial Supplies	87.89
Amazon.com, LLC	Library Supplies	55.50
Amazon.com, LLC	Office Supplies	97.67
Amazon.com, LLC	Professional Collection	98.99
Ameren IP	Electricity	7,356.97
American Pest Control	Building Maintenance	1,835.00
Bibliotheca	Library Supplies	4,892.93
Blind Man, Inc.	Building Maintenance	532.02
Bloomington Public Schools	Advertising	200.00
Bradford Systems Corp	Library Supplies	3,980.00
CDW Government	Computer Supplies	5,255.25
Cengage Learning	Adult Books	333.61
Chicago Tribune	Periodicals	286.00
CIRNB, LLC	Telecommunications	420.33
City of Bloomington	Dental Insurance	1,026.98
City of Bloomington	FICA	13,370.73
City of Bloomington	Gas & Diesel Fuel	407.71
City of Bloomington	Health Insurance-HMO	3,643.52
City of Bloomington	Health Insurance-PPO	26,059.12
City of Bloomington	IMRF	23,815.61
City of Bloomington	Life Insurance	257.60
City of Bloomington	Medicare	3,186.97
City of Bloomington	Payroll	228,345.76
City of Bloomington	Vision Insurance	222.30
CM Promotions, Inc.	Library Supplies	84.00
CM Promotions, Inc.	Other Purchased Services	139.27
ComplyRight, Inc.	Other Purchased Services	78.99
Creative Empire	Public Access Software	4,466.00
Cummins Mid-State Sales & Service	Vehicle Maintenance	202.35
Dean's Graphics, Inc.	Other Purchased Services	555.00
Dell Marketing, L. P.	Computer Supplies	671.97
Dell Marketing, L. P.	Office/Equipment Mtnc	2,100.77
Demco	Library Supplies	767.32

EnvisionWare, Inc.	Office/Equipment Mtn	4,120.00
F & W Lawn Care & Landscaping	Building Maintenance	2,366.68
Findaway World, LLC	A/V Materials	767.24
Four Season Peoria	Advertising	1,435.00
Frontier	Telecommunications	1,569.57
Granite Broadcasting	Advertising	800.00
Hamilton, Jeanne	Professional Development	46.87
Hartzler, Mike	Other Purchased Services	50.00
Illinois State University	Advertising	310.00
Illinois Wesleyan University	Other Purchased Services	639.55
Ingram Library Services	Adult Books	111.37
Jain, Nita Nirmal	Other Purchased Services	100.00
KCN Solutions, LLC	Building Maintenance	2,640.00
Knoll, Bernard	Other Purchased Services	18.50
Massie, Rhonda	Advertising	312.21
Matthew Bender & Co., Inc.	Adult Books	200.04
Mid Illinois Mechanical	Building Maintenance	644.50
Midamerica Books	Adult Books	259.50
Midwest Tape	A/V Materials	669.47
Miller Janitorial Supply	Janitorial Supplies	948.67
Neopost	Rentals	46.00
NICOR/Northern Illinois Gas	Natural Gas	630.69
Office Depot	Computer Supplies	442.42
Office Depot	Janitorial Supplies	10.94
Office Depot	Office Supplies	391.84
OverDrive, Inc.	Downloadable Materials	9,980.00
Pantagraph	Advertising	480.00
Penguin Random House, LLC	A/V Materials	123.75
Pilot Media, LLC	Advertising	200.00
Proquest, LLC	Downloadable Materials	580.90
Recorded Books, Inc.	Periodicals	13,374.18
Ricoh USA, Inc.	Rentals	2,322.36
Ron Smith Printing Co.	Printing/Binding	445.00
Rosedrew, Inc.	Library Supplies	4,234.79
Stumpf, Gerald	Library Supplies	6,050.87
Taylor, Pamela	Other Purchased Services	50.00
Uline, Inc.	Janitorial Supplies	104.58
Unique Management Services, Inc.	Other Purchased Services	572.80
Weaver's Rent-All, Inc.	Other Purchased Services	265.00
Weber Electric, Inc.	Building Maintenance	791.00
Wilcox Electric & Service, Inc.	Building Maintenance	436.00
Wolpert, Emily	Travel	3.92
VISA - Amazon Marketplace	Office Supplies	19.98
VISA - Baker & Taylor Books	A/V Materials	10,996.01
VISA - Baker & Taylor Books	Adult Books	12,591.55
VISA - Baker & Taylor Books	Children's Books	12,433.47
VISA - Blue Duck Barbecue Tavern	Professional Development	11.26
VISA - BP Pleasant Stop	Professional Development	33.33
VISA - Compliance Connect	Professional Collection	208.99
VISA - Demco	Library Supplies	175.16
VISA - Denny's Doughnuts	Other Purchased Services	101.00
VISA - Dollar Tree	Other Purchased Services	21.00

VISA - EB Collaboration Partnership	Professional Development	28.45
VISA - Five Star Water Co.	Miscellaneous Expenses	35.00
VISA - Flinger's Pizza	Other Purchased Services	321.50
VISA - GameStop	A/V Materials	1,348.12
VISA - GameStop.com	Periodicals	39.96
VISA - GoDaddy.com	Office/Equipment Mtn	209.98
VISA - HR Direct/Gneil	Office/Equipment Mtn	325.55
VISA - Illinois Library Association	Professional Development	(100.00)
VISA - In Blubry	Other Purchased Services	20.00
VISA - Information Today	Professional Collection	79.95
VISA - International Service Fee	Professional Collection	2.09
VISA - Jewel-Osco	Professional Development	60.96
VISA - Koldaie Equipment Co.	Other Purchased Services	2.43
VISA - Kroger	Other Purchased Services	151.43
VISA - Meijer	Other Purchased Services	6.87
VISA - Michael's	Library Supplies	68.88
VISA - Michael's	Other Purchased Services	182.53
VISA - Office Depot	Office Supplies	31.99
VISA - Paypal*Betterworld	Professional Collection	6.14
VISA - Rainstorm Car Wash	Vehicle Maintenance	20.00
VISA - Route 66 Magazine	Periodicals	25.00
VISA - Sam's Club	Other Purchased Services	35.77
VISA - School Shop	Other Purchased Services	47.80
VISA - Sleep Inn	Professional Development	251.10
VISA - Something 2 Taco About	Professional Development	19.55
VISA - Speed Lube	Vehicle Maintenance	38.95
VISA - Sprint	Telecommunications	633.57
VISA - SteamGames	Other Purchased Services	50.00
VISA - Thrasher Magazine	Periodicals	17.95
VISA - Verizon Wireless	Telecommunications	135.55
VISA - Wal-Mart	Janitorial Supplies	140.33
VISA - Wal-Mart	Library Supplies	75.45
VISA - Wal-Mart	Other Purchased Services	42.83
VISA - Windstream	Telecommunications	101.78
Total		446,949.13

Bloomington Public Library

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Director's Report

October 2018

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

This month, I:

- Presented the most recent Library expansion plans at a City Council meeting.
- Met with our Leadership McLean County Leaders on Loan project to share our vision for their project. Our project proposal requested a team to develop promotional videos for our TeenZone, Digital Preservation Studio (formerly the Digital Media Lab), and Bookmobile as well as a plan to capture impact stories from the community.
- Joined 5 other staff members for a second door-to-door project in the Miller Park area. We passed out around 100 information packets and had some excellent conversations, most of which were with people who were already library supporters.

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

This month,

- We welcomed our new administrative assistant, Amy Dunham. I helped train her - she is catching on quickly and fitting in with the rest of staff!
- I led a session at our annual staff development day.
- I attended a City Manager's Forum regarding potential Sick Leave Buy Back changes.
- I attended a training session about union negotiations.
- I attended and wrapped up my term as a co-chair for the Illinois Library Association Conference. We had a total of 5 staff members, 3 Bloomington Library trustees, and 2 Golden Prairie Library trustees attend at least one day of the conference.
- I helped prepare for our annual appreciation day, including the creation of celebratory biographies for 3 of my direct reports who celebrated milestone anniversaries
- I virtually attended a RAILS update.
- I briefly attended a presentation about a new initiative called Find More IL. This initiative is intended to make it easier for patrons to find materials at libraries across the state.
- I helped cover a shift at the Adult Services Desk.

Goal: Administer a cost-effective public library.

I worked with Kathy to develop and present the FY20 Budgets.

Adult Services Report
Carol Torrens
October 2018

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

SERVICES

Katie has placed the library's order for tax forms, with tax season rapidly approaching!

COLLECTIONS

- Tiffany finished weeding teen fiction authors R-Z and started on teen audiobooks with assistance from IT's Dale, a regular staffer in the teenZone.
- With new, thinner cases being used for music CDs, weeding is temporarily on hold. The new cases will greatly increase the amount of space available for CDs within the same shelving.
- Marcie weeded fiction authors X – Z using dead item report from Collection HQ and completed collection maintenance on W fiction authors HQ's collection check and grubby item reports.
- Katie weeded Biographies C-L using HQ's dead item report. With Kam's assistance, nonfiction 000-200 and 760-790 (HQ's grubby item report) and 600-740 (HQ's dead item report) were also weeded.
- Displays included: Scary Reads; horror and suspense; real estate; National Cookbook Month; and nonfiction books that hadn't been used recently. Halloween & scary movies were featured on the rack in the DVD area.
- Carol attended board and general meetings for the Electronic Content Consortium, the group that allows our participation in Overdrive's My Media Mall.
- Carol met with other managers to review item types for the coming change to the Polaris ILS.

PROGRAMS

- AS librarians met to discuss plans for programs in the January – April 2019 portion of next year.
- The Bloomington Reads committee chose the book *Heads of the Colored People* by Nafissa Thompson-Spires. A U of I professor, her book is long listed for the National Book Award for Fiction. The collection of stories explores various aspects of black culture.
- Carol and Laura K. from Circ talked with a group from Leadership McLean County who will produce a promotional video about the library, specifically the Bookmobile and a couple other services.
- Of particular note is the hugely successful Murder Mystery Party, coordinated by Rachel. 70 people registered with 61 attending this masquerade party. A diverse group of adults enjoyed solving the mystery, crafts, a photo booth, and refreshments.

Tiffany visits area junior and senior highs for book talks. She met with the listed number of students: BJHS (2 visits) – 233; CJHS – 36; PJHS – 47; KJHS – 85; EJHS cancelled

60 students and 3 teachers from BJHS 7th grade history classes came to the library to research the Holocaust in Pantagraph online and microfilm resources.

Adult/Family programs

Fiction – 1 session – 5 attended

Mystery Book Club – 1 session – 6 attended

Books on Tap Book Club – 1 session – 12 attended
SCORE Small Business program – 1 session – 5 attended
Orpheus Mandolin Orchestra – 1 session – 36 attended
Classic Movie Abbott & Costello meet Frankenstein – 2 sessions – 9 attended
Illinois' Bicentennial
 Twin Groves Wind Farm tour – 1 session – 18 attended
 Pages from our Past with Bill Kemp – 1 session – 24 attended
DIY Paint Along with Aleshia – 1 session – 15 attended
Intro to Woodcarving – 1 session – 12 attended
Jack of All Spades Card Club – 1 session – 0 attended
Mortgages with Foundation for Financial Education – 1 session – 12 attended
Getting Started with Computers – 5 session – 55 attended
Murder Mystery Party – 1 session – 61 attended

Teen Programs

FAFSA workshop – 1 session – 5 attended
No School Day DIY
 Monster Slime – 1 session – 35 attended
 Masks – 1 session – 7 attended
Rubik's Cube competition – 1 session – 52 attended

SERVICES

We are hosting a U of I Library School student for a 100-hour practicum. Bohyun Kim is spending time in all departments to better understand the functions of a public library. In return, we are learning quite a bit about South Korean libraries and other lifestyle aspects of that country.

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

- New part-time Library Associate, Elijah Rusk started at the end of October. He's a State Farm IT retiree who loves the library & has used it since childhood.
- New Shelver, Rhonda Young will start early in November. She's also a regular library user.
- Several staff attended mini-morning sessions (MMS) on topics including library van procedures and SPICE services.
- Webinars: Katie—one session at an online library conference.
- All AS staff attended the full, or a portion of, Development Day on Oct. 3.
- Marcie attended ILA for a day.
- Bohyun Kim, a U of I library school student originally from South Korea, has completed a practicum here at BPL. Over the 100 hours, she learned about all aspects of the public library by spending time in each department. We in turn learned interesting things about libraries and life in general in South Korea, such as: public libraries are much more geared toward study than recreation; it's uncommon for homes to have their own video game system; young adults can be well into their 20s before getting into a job/career that will allow them to support themselves. Upon her graduation, Bo hopes to find a library job in this general part of Illinois.

Goal: Work effectively through the use of technology.

- There were 7 individual computer appointments this month. Topics were: 3 for ereading; 1 for email assistance; 1 for Facebook; 2 for online application/resume uploading.

- Rob is the new chair of the SharePoint Working Group, a cross-departmental team that helps all staff use this technology efficiently.

Goal: Administer a cost-effective public library.

- Volunteers helped with teenZone shelving.
- Volunteers also helped with adult movie programs during a librarian's leave of absence.

BUSINESS OFFICE REPORT

Kathy Jeakins

October 2018

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

Attended Development Day on Oct 3

Participated in training Amy Dunham, new Administrative Assistant

Goal: Administer a cost-effective public library.

Jeanne and I presented the FY 20 budget to the Budget & Personnel Committee at their meeting on Oct 16—they recommended approval of the budget

Then at the full Board meeting on Oct 16, the Board approved the Library budget for FY 20

Library Credit Cards: I canceled cards for staff who left employment, processed applications for staff new to using a Library credit card and then met with the staff once their card arrived to go over the credit card guidelines and usage policy; I entered all credit card transactions in account files

On Oct 16, I attended the City Budget Kick-Off meeting

I helped with a Full-Time and Part-Time payroll

Bills Costing in Excess of \$5,000:

1. Recorded Books: \$5,400.00 for renewal of the RB Digital Platform for downloadable magazines
2. Recorded Books: \$7,974.18 for the downloadable magazine titles through RB Digital

Upcoming:

The FY 20 budget needs to be entered in MUNIS by Nov 13

Children's Services Report

Melissa Robinson

October 2018

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

- Super Stolie Guacamole – 71 attended
- Yoga Fun – 50 attended
- Twin City Tale Spinners Present “Not-So-Spooky Stories” – 50 attended
- Halloween Parade and Story Time – 128 attended
- Brick by Brick Story Time – 5 sessions – 96 attended
- Lapsit Story Time – 5 sessions – 44 attended
- Toddler Time – 8 sessions – 114 attended
- Move and Learn Story Time – 5 sessions – 105 attended
- Sensory Story Time – 9 attended
- Where the Wild Things Eat (at Green Top Grocery) – 2 sessions – 27 attended
- Preschool Story Time – 3 sessions – 61 attended
- Principals Read – 7 sessions/schools – 232 attended
- Global Tales – 21 attended
- Itsy Arts with Illinois Art Station – 4 sessions – 53 attended
- Tales for Tails – 3 sessions – 46 attended
- Beginning Crochet – 16 attended
- Family Games Day – 27 attended
- How to Play Pokemon – 8 attended
- TinkerLab – 17 attended
- Fix-It Friday – 13 attended

54 programs/sessions total – 1188 attended

We offered 6 passive programs and had 586 people participate.

Groups/Events:

- Head Start Reading Rocks at the library – 78 attended
- Milestones Preschool – 53 attended
- Trinity Lutheran Preschool – 17 attended
- Boys and Girls Club Halloween Party – 87 attended
- Brigham Head Start – 2 classes – 74 attended
- Little Jewels Day Care – 47 attended

- ABC Literacy Team fall event – 75 attended
- Miller Park Zoo Spooktacular – interacted with 835 people

7 groups/events – 1191 attended

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

- Kam Knox began working in the Children's Department as a part-time library assistant.
- Children's staff attended staff training day.
- Children's staff attended the mini morning session about SPICE.
- Jesse and Alex represented the library at the City of Bloomington Chili Cook Off Charity event.
- Jesse received World Book Online training.
- Alex attended the Charlotte Zolotow Symposium.

Upcoming:

In addition to our regular, recurring programs, we have the following programs and events planned for November:

- TinkerLab – Nov 1
- Mid-State Reading Council Carnival of Reading – Nov 2
- Twin Cities School of Dance Nutcracker Story Time – Nov 4
- Celebration of India – Nov 10

Circulation and Outreach Services Report

Colleen Shaw

October 2018

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

- The first batch of District 87 Student Cards was sent out this month. Circulation is currently coordinating with IT to process and send out the first batch of Unit 5 Student Cards which will include the Middle and High Schools.
- District 87 and Unit 5 Student Cards are no longer limited to print items only. All item types, including audiovisual materials, are allowed. The Cards are still limited to 3 checkouts.
- Michelle Cope and Laura Golaszewski, from Normal Public Library, presented a joint session on Staff Development Day showcasing projects and events that BPL and NPL have worked together on and shared their ambitions to continue coordinating our outreach efforts. Michelle and Laura also presented at a local MOPS (Mothers of Preschoolers) group on the services both libraries can provide to support young children and their guardians.

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

- Home Delivery staff delivered 336 items to 45 patrons this month. Two new recipients were added this month.
- Deposit Collections staff delivered 469 items to 7 sites this month. Tech Day was offered at the McDonalds on South 51 and Oakland Ave, Miller Park, and Luther Oaks. Paula presented a BPL Services program at Luther Oaks that provided an overview of the resources and services we provide. The program had a great turnout, 25 attendees!
- Circ/OTR staff partnered with Children's Services staff to provide a game and candy for participants at the Boys and Girls Club Halloween-themed event on 10/25. Staff also planned activities for library patrons that stepped aboard the decked out "Boooooomobile" on 10/31.
- The rescheduled Door-to-Door event on 10/13 found staff knocking on almost 100 doors in the Miller Park community and having 10 positive conversations about Library services.

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

- Paul Spitz, part-time LTA, retired on October 31. He was a dedicated bookmobile driver for almost 10 years and will be missed by all who knew him!



(10/2018) Circulation and Outreach Services Statistics

Total Circ BPL	96,937
Total Circ Main	81,385
Adults	42,008
Teens	1,995
Children	37,382
Total Circ Outreach	5,523
OTR Adults	1,973
OTR Teens	113
OTR Children	3,437
Total Circ eBooks	10,029
Hoopla	2,303
Overdrive	6,732
RBDigital	692
TumbleBooks	277
eBook Central	25
Borrowers Registered	357
Total Active Cardholders	37,182
Children	9,283
Teen	4,762
Adult	23,137
GPPLD	1,399
Total Holds Filled	7,542
Main Holds	6,502
Outreach Holds	1,040
Door Count	27,046

Circulation Questions Answered: 767

Outreach Questions Answered: 66

Total Questions Answered: 833

10 Stops with Highest Circulation

THUR	2.5	WINGOVER APTS (EVENING)	543
THUR	2.5	WINGOVER APTS (EVENING)	495
TUE	1	PONDS APTS	186
MON	1.5	THE GROVE	137
MON	1.5	THE GROVE	133
WED	1.5	RAINBOW AVE	127
MON	1	ROLLINGBROOK SOUTH	123
THUR	1.25	EAGLE RIDGE	120
MON	1	ROLLINGBROOK SOUTH	119
WED	1.25	NORTH POINTE	111

5 Stops with Lowest Circulation

SAT	1	MEADOWS	0
WED	1	WESTERN AVE COMMUNITY CENTER	0
SAT	1	FOX CREEK	2
SAT	0.75	ELLSWORTH	2
TUE	1.5	TURNBERRY VILLAGE	2

Bookmobile Customers: 1,050

Total Monthly Stops: 67* (at 46 locations)

*Stops at Western Ave Community Center, North Pointe, and Eagle Crest were cancelled due to Staff Development Day.

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	January	February	March	April	May	June	July	August	September	October	November	December
Total Circ												
2013	135,806	117,209	134,007	128,915	122,888	146,819	154,032	135,012	119,417	121,594	120,493	110,073
2014	116,717	106,520	124,081	111,830	107,779	141,538	142,819	123,207	116,986	118,036	112,807	109,247
2015	115,409	106,414	120,059	109,664	110,534	140,366	132,776	121,986	109,079	115,446	107,593	108,085
2016	115,834	107,977	114,870	107,576	111,304	131,572	128,439	116,681	104,656	112,022	105,100	97,912
2017	113,831	100,674	110,265	96,693	103,159	113,776	112,791	107,594	93,335	101,602	97,716	90,227
2018	102,019	91,030	104,298	95,337	99,405	115,080	114,304	101,761	92,687	96,937		
Main Circ												
2013	124,116	111,489	122,741	122,198	111,484	136,371	142,283	126,755	108,180	110,152	111,062	101,115
2014	106,624	102,576	118,907	105,133	101,459	136,527	130,193	111,651	106,393	108,351	103,053	103,341
2015	110,164	97,499	108,559	103,495	98,882	127,685	123,212	108,030	102,131	102,693	95,683	96,524
2016	103,448	96,129	102,051	94,675	97,826	117,687	115,404	106,625	97,633	97,679	92,573	87,161
2017	100,185	87,246	96,002	83,182	89,162	103,766	99,545	92,320	80,657	88,108	85,196	77,814
2018	87,756	77,949	89,019	81,429	84,157	100,149	99,158	86,406	78,268	81,385		
Active Users												
2013	31,325	31,422	31,325	31,933	32,747	33,874	33,374	34,727	35,905	36,210	36,755	37,045
2014	37,445	37,890	38,378	38,088	37,730	37,208	37,006	36,791	36,605	36,438	36,085	35,895
2015	35,612	35,316	34,990	34,709	34,434	34,209	33,986	33,696	33,304	33,031	32,796	33,342
2016	33,460	33,162	33,063	32,875	32,871	33,243	32,994	32,890	35,412	35,144	35,177	35,068
2017	35,357	35,244	35,363	35,216	35,308	34,469	34,287	34,205	34,017	34,819	33,910	33,831
2018	35,346	35,084	35,131	35,010	35,040	34,666	34,495	34,551	35,452	37,182		

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Human Resources Report

Gayle Tucker

October 2018

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

- I attend and encourage attendance at mini training sessions offered by the Staff Development Committee
- I attended Staff Development Day
- I attended an HR Source orientation session at the City of Bloomington
- I share relevant training opportunities with Department Managers
- In October, there were five in-house Job Announcements
- In October, I participated in seven interviews
- I provided orientation to one new staff member
- Employees receive Munis Employee Self Service (ESS) setup information and instruction during new employee orientation

Goal: Work effectively through the use of technology.

- I update the Staff Directory on SharePoint at least once a month
- I post in-house Job Announcements on SharePoint
- I am working with the City of Bloomington staff on the setup and implementation of the new timeclocks and software. We are in the testing phase.
- Union wage updates and retroactive pay were processed

Goal: Administer a cost-effective public library.

- I serve as the Work Study Coordinator with Illinois Wesleyan University
 - Student workers cost us about \$2.31/hour, each
 - We currently have six Work Study students, and three vacancies.
- I closely track hours worked by part-time staff

Upcoming:

- Personnel Code/Employee Handbook updates
- Updating orientation documents
- Kronos training/testing
- New timeclocks that communicate directly with Munis

Information Technology Services Report
Jon Whited
October 2018

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

Teen Tech DIY: Make an Emergency USB Phone Charger: 12 Teens (attendance capped)
Digital Media Lab Services Showcase: 15 Adults

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

Lauryn Manoni and Jon Whited met with Melissa Gatewood a potential intern from Illinois State University. The University internship coordinator recommend the Library because of our previous experiences with ISU interns. Melissa will be learning about Networking, Security, General troubleshooting and assisting with the "Girls that Code" Program in the spring.

Goal: Work effectively through the use of technology.

We have the first of the seven new Envisionware Self-Checks setup. Currently the staff is using it to become familiar with the program. IT is scheduled to give two training sessions on the self-checks and then we will be setting up the other 6 by the end of the month and making them available for the public.

We installed a new Domain Controller/DNS server to replace one of the aging servers.

We finished the District 87 initial cards for the beginning of the year. We produced an addition 865 cards, they were picked up at the end of last month by the school district and distributed to the students.

We loaded the new student cards for Unit 5. We have an additional 1,751 students from the district. We hope to have these student's cards created and distributed by the end of November.

Allison, Colleen, Sara, and Jon met with our project manager from Innovative Interfaces to go over the Polaris profile. We have completed the profile that will be used to put the setting into our servers for the change over the new Library System.

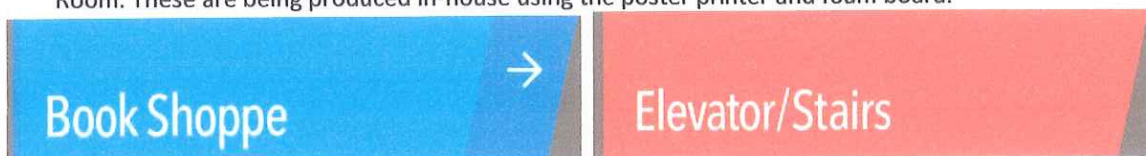
The new Polaris servers have been setup with the software necessary to run the new Library System. Once the profile is applied to it we will start exporting the data from the Sirsi server so that it can be loaded onto the new library servers.

Marketing Report Rhonda Massie October 2018

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

HANGING SIGN PROJECT

- The hanging sign project is in the production phase. Dean's Graphics is printing our artwork. They'll work with Caprice and Rhonda to remove our old hanging signs. The bases of the current signs will be stripped and cleaned before the new design is applied. The library's custodians and Dean's Graphics will work to install the new signs. It's possible that this project will wrap by Thanksgiving. However, we're giving ourselves until the New Year.
 - There will be 36 signs total; 12 of them are new to the library.
 - This project will be completed in three phases. We'll start with the lower level as we're hoping to be done there before the AV project begins in late November. We'll then move on to AS and CS – in no particular order.
 - In the same design, we'll be adding non-hanging signs to the Digital Preservation Studio and the Group Study Room. These are being produced in-house using the poster printer and foam board.



Signs are also being produced in green and orange.

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

BOOKMOBILE SCHEDULES

- The November-April Bookmobile Schedule is now available.
 - We ordered a larger quantity than in the past. We came close to depleting the May-October schedule.
- All digital and print materials promoting the text opt-in words for the Bookmobile stops were updated.
- Texts for the November-April Bookmobile stops were scheduled
 - These texts have changed slightly. Instead of every stop receiving an individual message with the exact street location of the stop, people will now receive a text that outlines all the stops for a single day. The stops are named, but the coordinates are not. This cut down the time it took to schedule these texts from about 20 hours to 4 hours. It was reasoned that people who've signed up for an alert already know where the Bookmobile is parked in their neighborhood.
- Meadows Postcard
 - Due to low usage, a postcard was mailed to people living in the vicinity of the Meadows Bookmobile Stop to remind them of the stop's existence and the dates the stop will occur through April.

LEADERS ON LOAN PROJECT

- During the month of October, Rhonda and Jeanne met twice with BPL's Leaders on Loan Team. (The Leaders on Loan team was assigned to the Library as part of the McLean County Chamber of Commerce's annual Leaders on Loan program). At the second meeting, Jon Whited, Carol Torrens, Laura Kracher, and Tiffany Lefler also attended to give the team a rundown of the services we're hoping to promote through the production of three short videos which will focus on:
 - TeenZone
 - Digital Preservation Studio
 - Bookmobile

PROGRAM GUIDES

- The new Program Guide format (12-pages, full-color, glossy) has gone over well. On 10.24.18, there were 156 program guides available. 1,000 additional guides were ordered as it doesn't expire until 12.31.18
 - The January-April Program Guide will be produced in November. We'll order a larger quantity out of the gate with this printing and going forward.

HEADLINES

- *Principals Read by District 87 Kicks off this Month*; CIProud (TV); October 1
(This is a library program and not a District 87 program as the headline suggests).
- *Another Pitch for Bloomington Library Expansion and Park Rejuvenation*; WGLT; October 15
- *Pool, library needs brought to Bloomington Council*; *The Pantagraph*; October 16

- *Socialist firebrand argues for 'Medicare for all' in Bloomington talk*; The Pantagraph; October 25
(This is a story about a group that booked the library's Community Room for a program. This is not a story about a library program.)
- *Bloomington Junior High Teacher, Students Give Lessons On Holocaust*; WGLT; October 30
- Photos from the Murder Mystery Masquerade were submitted to The Pantagraph for inclusion in *Limited* magazine. I'm told that these photos will run in the November issue.

CREATIVE WORK

Publicity

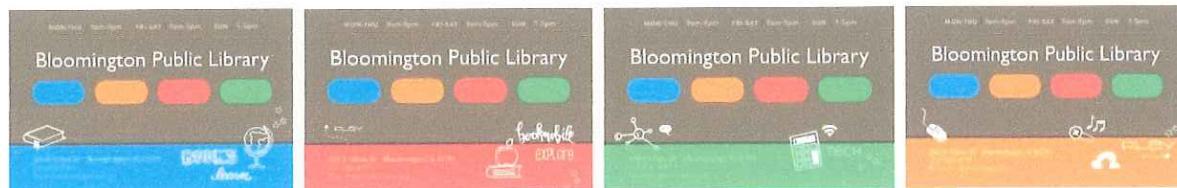
- Hendricks Murder Case
- Nutcracker Story Time
- Digital Media Lab Showcase
- Local Author Fair
- Harry Potter Party
- Cowpoke Campfire Story Time
- November Program Calendars

Signs

- All the library's interior hanging signs have been redesigned
 - In the same design, we'll be adding non-hanging signs to the Digital Preservation Studio and the Group Study Room. These are being produced in-house using the poster printer and foam board.
- "Real Estate" display sign
- "Illinois Stories: A Glimpse of Our Illinois Collection" display sign
- Platform 9 ¾ photo backdrop for Harry Potter Party
- Magical Congress of the United States of America Crest; poster size; for Harry Potter Party
- Poster-sized "Suspect Lists" for use at the Murder Mystery Masquerade Party
- Created a Banner for the Library's Team to the City's Chili Cookoff Competition
- Used poster printer to make 2 signs that will match our new hanging signs. These signs will be adhered to foam board and attached to the wall.
 - Digital Preservation Studio
 - Group Study Room

Other

- Endcap Signs for AS
- Program/Agenda for Celebration of India
- Laminated card bundles for AS
- Cake markers representing each of the 11 people who celebrated milestone work anniversaries in 2018.
- Rewrote the Accessibility page of the library's website (not yet posted)
- New adult library card blanks were designed, ordered, and delivered. They will not be distributed until the current stock of card blanks has been exhausted.



Web Highlight Boxes & Plasma Slides

- Principals Read
- Digital Media Lab Showcase
- Local Author Fair

Printing

- (400) Hoopla
- (400) Online Account
- (400) RBDigital
- (200) Donation Day Flyers
- (100) Wireless printing handouts

Advertising

- *Pantagraph* print & digital ads promoting the Local Author Fair
- Ad in the Community Players Playbill promoting Bookmobile Text Alerts
- Ad in the BHS Fall Play Playbill promoting TeenZone
- WGLT
 - A Page from Our Past
 - Murder Mystery Masquerade Party
 - Orpheus Mandolin Orchestra
 - Digital Media Lab Showcase
- Magic 99.5
 - iSuper Stolie Guacamole! & Pages from Our Past
 - Digital Media Lab Showcase
- WEEK
 - Commercials promoting the library run during Bulls and Blackhawks games.
- HOI (TV)
 - Commercials promoting the library run on the nighttime local news.
- Grossinger Arena
 - Static ads -- promoting that library cards and library programs are both free -- appear on the arena's two outdoor marquees and on the concourse (indoors).
- Text Service
 - BPL contracts with Magic Blue Box to provide text messages to patrons who've opted to receive information about the library and/or text reminders on the day of their Bookmobile stop.

ELECTRONIC OUTREACH

- During the past month:
 - the Library added 37 Facebook followers for a total of 6,423;
 - the Library added 17 Instagram followers for a total of 1,096;
 - the Library lost 16 Twitter followers for a total of 1,961;
- The Library has 274 current text subscribers.
- The Library's Bookmobile stops combined have 807 text subscribers.
- The Library's Books on Tap Book Club is on MeetUp.com.
- The Library's Cardholder Perks eBlast list contains 26,373 subscribers.
- The Library's Program Guide eBlast list contains 26,390 subscribers.
- The Library's General eBlast list contains 26,400 subscribers.
- For the bottom three bullets, we are now adding new cardholders every 4 months -- with the release of each Program Guide -- as opposed to monthly as was done in the past.

ONGOING FREE PROMOTION

The Library:

- sends a monthly eBlast to all its cardholders who've not opted out of receiving such notifications. The eBlasts are also posted to Facebook and Twitter. Through Facebook, they're posted to Instagram.
 - On October 1, we sent an eBlast to 27,087 cardholders promoting the World Book database.
 - On November 1, we sent an eBlast to 26,976 cardholders promoting our Consumer Reports database.
- submits all Children's & Teen programs to the Macaroni Kid website;
- submits all its programs to *Eastside Neighbors* Magazine;
- submits all non-recurring programs to the print edition of *The Pantagraph* for its Daily Calendar;
- submits select programs to PATH's bi-weekly eNewsletter;
- submits select programs to the DBA's eNewsletter;
- is interviewed every other Monday on WJBC for a segment called Book Talk;
- Library programs appear on the Library's website and on the plasma TV in the Library's lobby.
- The Marketing Department continues to compile and distribute the monthly Staff Newsletter.

GOAL -- To recruit, train and develop a knowledgeable, collaborative staff

TRAINING

- Rhonda and Jim both participated in Development Day.
- Rhonda attended the three-day Illinois Library Association Conference in Peoria.

- Rhonda and Jon Whited presented at the Illinois Library Association Conference with Laura Golaszewski and Randi Sutter of Normal Public Library. The group spoke about working together and putting library cards into the hands of school children in District 87 and Unit 5.
- Rhonda observed a webinar about library merchandising.
- Rhonda observed a live stream of a session offered by RAILS and titled "Revamping Strategies for Social Success."

FROSTED WINDOWS

- At the request of staff, Marketing worked with Dean's Graphics to add a frosted design to the windows that separate the Circulation Work Room from the Circulation Desk.

APPRECIATION DAY

- A flyer announcing Appreciation Day was designed, posted, and sent to staff.
- An Appreciation Day Program was designed and will be made available in paper form at Appreciation Day. The program highlights staff members who celebrated a milestone work anniversary during 2018.
- A staff gift was chosen, quoted, designed, ordered and delivered. In 2018, staff, volunteers, and work study students will each receive a BPL folding/bag chair.

APPAREL STORE

- The Library's Apparel Store was updated and is now open. The store will close on Monday, November 12. Staff members who are interested in ordering BPL apparel will prepay for the items online. Merchandise will be delivered approximately three weeks after the store closes.

Support Services Report
Caprice Prochnow
October 2018

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

- Custodial staff:
 - Installed new rubber bulletin board in the Teen Zone.
 - Replaced the faucet in the break room.
 - Removed the annuals at the entrance and patios and brought in the fountains for the season.
- Repairs/Installs:
 - Bill's Key & Lock installed a deadbolt on the door leading from the story room to the storage area.
 - Johnson Controls replaced a faulty thermostatic expansion valve on compressor 1 of the chiller.
 - Weber Electric provided data cable run for the fire alarm panel.
 - Blind Man installed blinds in the Study Room and DML.
 - Alpha Controls did trouble shooting of panel that went offline and checked operation of controls on the RTU.
 - MIM replaced part on stage 1 on the RTU.
- Caprice met with Ryan Johnson, a horticulturist from Parks & Rec to discuss ideas for planting next Spring at the entrance and in the planters on the patios.

Recruit, train and develop a knowledgeable, collaborative staff.

- Caprice Prochnow and Tom Drewry conducted a fire drill and an active shooter drill on Development Day.
- The Safety Committee met on October 18 and discussed the Active Shooter drill held on Development Day, along with plans for future drills.

Administer a cost-effective public library.

- Johnson Controls upgraded the fire alarm devices. With the new panel and devices, our system is fully addressable.
- Alpha Controls installed a new, external variable frequency drive for the supply fan of the main air handler.
- Kone performed the monthly PM and cleaned out and freshened up the elevator pit.
- Spaid Plumbing performed our annual backflow testing.

Upcoming

- The van will be going in for repair of the seat belt warning signal.
- Automatic Fire Sprinkler will be conducting the 5-year inspection of the fire sprinkler system.
- Earthwise Environmental and Mid Illinois Mechanical will be performing a washout of the chilled water loop system in order to prevent corrosion debris that can compromise the chiller.
- The Audio-Visual area makeover will happen at the end of November – new shelving and flooring, and freshly painted walls.

Bloomington Public Library

Books are just the beginning.



Technical Services Report

Allison Schmid

October 2018

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

- We are currently replacing the old (what used to be locking) CD cases with the new slimmer cases.
 - Almost done with all the Popular CDs!
 - We'll be skipping on to Inspirational next, per Rob's request.
- The Librarian II committee met to discuss Material Types, Collections, and Shelf Locations that will be used in the Polaris migration.

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

- All TS staff attended Development Day.
- All TS staff attended the MMS on SPICE.
- TS assisted Circulation with on-shelf holds and took on some TeenZone shifts.
- The library took 2nd for presentation and 3rd for costume at the City's Chili Cook-Off.
- Alex and Allison co-chaired the walking challenge with 12 library participants.
- **Training Hours – 44.5**

Goal: Work effectively through the use of technology.

- Jon, Sara, and I met with Christopher Chelberg from Polaris to start our migration profile. Following our meeting, we've been working diligently to finish it.

Goal: Administer a cost-effective public library.

- **Volunteer Hours – 10**

Upcoming:

- TS is planning a field trip to Champaign Library to witness their Polaris workflow in action on November 19th.

October 2018

BPL Monthly Stats

Bloomington Public Library

Books are just the beginning.



Materials	Added	Withdrawn
Adult Fiction	685	533
Adult Nonfiction	194	871
Juvenile Fiction	662	968
Juvenile Nonfiction	88	129
Adult CDs	155	5
Juvenile CDs	7	0
Adult DVDs	332	251
Juvenile DVDs	189	154
Adult Audio	32	1
Juvenile Audio	12	3
Adult Computer Games	19	8
Juvenile Computer Games	8	2
Total Adds/Withdraws	2383	2925

Total Items in Main	306091
Total Items in OTR	10867
Total Items in Library	316958

BLOOMINGTON PUBLIC LIBRARY
FY 2018-2019 FISCAL REPORT

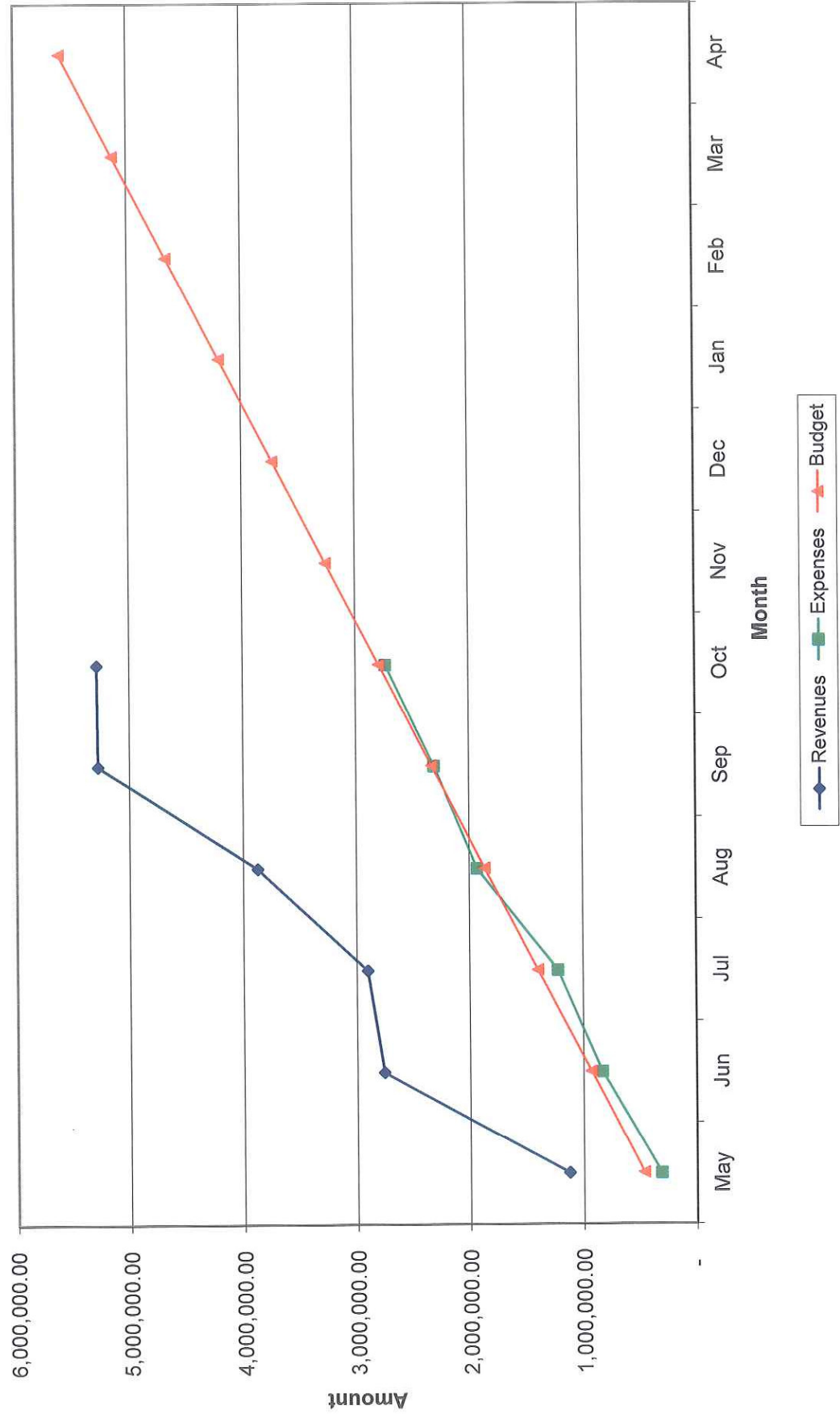
REVENUES:

ACCT NAME	BUDGET	OCT 2018	YR-TO-DATE	AMOUNT OVER/UNDER	% RECEIVED
Property Tax	4,823,604	0.00	4,685,418.38	(138,185.62)	97.1
Replacement Tax	130,400	0.00	130,400.00	0.00	100.0
State Grants	59,000	0.00	0.00	(59,000.00)	0.0
GPPLD	405,000	0.00	380,375.96	(24,624.04)	93.9
Fees & Rentals	87,000	4,464.80	31,333.36	(55,666.64)	36.0
Copies	3,000	360.60	1,807.30	(1,192.70)	60.2
Interest on Investments	15,000	0.00	24,206.49	9,206.49	161.4
Interest From Taxes	0	0.00	0.00	-	-----
Sale of Property	1,000	0.00	0.00	(1,000.00)	0.0
Donations	25,000	5.59	7,969.81	(17,030.19)	31.9
Other Private Grants	0	0.00	500.00	500.00	-----
Cash Over/Short	0	2.34	45.54	45.54	-----
Other	45,000	4,786.32	24,151.42	(20,848.58)	53.7
Total Revenues	5,594,004	9,619.65	5,286,208.26	(307,795.74)	94.5

ACCT NAME	BUDGET	OCT 2018	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Full-Time Salaries	2,221,893	180,735.65	1,041,824.96	(1,180,068.04)	46.9
Part-Time Salaries	453,622	33,579.78	200,366.67	(253,255.33)	44.2
Seasonal Salaries	61,224	1,430.33	31,650.97	(29,573.03)	51.7
Overtime Salaries	1,100	0.00	6.00	(1,094.00)	0.5
Other Salaries	0	12600.00	13,406.00	13,406.00	-----
Total Sals & Wages	2,737,839	228,345.76	1,287,254.60	(1,450,584.40)	47.0
Dental Insurance	14,952	1,026.98	6,226.95	(8,725.05)	41.6
Vision Insurance	2,651	222.30	1,371.95	(1,279.05)	51.8
Health Insurance, BC/BS PPO	326,236	26,059.12	158,803.60	(167,432.40)	48.7
Health Insurance, OSF HMO	61,134	3,643.52	21,250.22	(39,883.78)	34.8
Life Insurance	3,081	257.60	1,548.45	(1,532.55)	50.3
IMRF	336,259	23,815.61	140,888.95	(195,370.05)	41.9
FICA	177,143	13,370.73	75,629.23	(101,513.77)	42.7
Medicare	36,805	3,186.97	17,687.60	(19,117.40)	48.1
Worker's Comp	17,411	0.00	(339.00)	(17,750.00)	-1.9
Uniforms	700	0.00	0.00	(700.00)	0.0
Tuition Reimbursement	25,000	0.00	22,152.00	(2,848.00)	88.6
Other Benefits	20,000	0.00	11,596.75	(8,403.25)	58.0
Total Benefits	1,021,372	71,582.83	456,816.70	(564,555.30)	44.7
Rentals	22,000	2,195.28	11,190.83	(10,809.17)	50.9
Total Rentals	22,000	2,195.28	11,190.83	(10,809.17)	50.9
Building Mtn	139,400	14,454.57	58,535.72	(80,864.28)	42.0
Vehicle Mtn	9,000	99.00	5,279.61	(3,720.39)	58.7
Office & Computer Mtn	175,000	2,773.97	124,559.05	(50,440.95)	71.2
Total Repair/Mtn	323,400	17,327.54	188,374.38	(135,025.62)	58.2

ACCT NAME	BUDGET	OCT 2018	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Advertising	45,000	2,826.18	20,247.91	(24,752.09)	45.0
Printing/Binding	20,000	(327.85)	10,486.00	(9,514.00)	52.4
Travel	1,000	3.92	85.34	(914.66)	8.5
Membership Dues	6,000	0.00	700.00	(5,300.00)	11.7
Professional Development	14,500	(259.44)	4,121.00	(10,379.00)	28.4
Other Purchased Services	140,000	11,450.15	54,770.51	(85,229.49)	39.1
Property Insurance	25,000	0.00	0.00	(25,000.00)	0.0
Vehicle Insurance	6,000	0.00	0.00	(6,000.00)	0.0
Other Insurance	6,000	0.00	0.00	(6,000.00)	0.0
Total Purchased Services	263,500	13,692.96	90,410.76	(173,089.24)	34.3
Office Supplies	19,100	220.29	5,611.90	(13,488.10)	29.4
Computer Supplies	87,000	4,051.95	36,945.52	(50,054.48)	42.5
Postage	12,000	0.00	144.12	(11,855.88)	1.2
Library Supplies	80,000	(2,794.36)	30,133.17	(49,866.83)	37.7
Janitorial Supplies	17,000	1,075.09	6,405.54	(10,594.46)	37.7
Gas & Diesel Fuel	4,500	407.71	2,075.29	(2,424.71)	46.1
Building Mtnc & Repair Supplies	10,600	(392.00)	7,380.09	(3,219.91)	69.6
Total Supplies	230,200	2,568.68	88,695.63	(141,504.37)	38.5
Natural Gas	22,000	630.69	5,274.60	(16,725.40)	24.0
Electricity	95,000	7,356.97	49,478.56	(45,521.44)	52.1
Water	10,000	946.79	3,079.31	(6,920.69)	30.8
Telecommunications	35,500	3,486.23	16,678.37	(18,821.63)	47.0
Total Utilities	162,500	12,420.68	74,510.84	(87,989.16)	45.9
Professional Collection	2,000	396.16	981.13	(1,018.87)	49.1
Total Prof Collection	2,000	396.16	981.13	(1,018.87)	49.1
Periodicals	41,000	13,457.09	28,747.83	(12,252.17)	70.1
Adult Books	154,000	13,725.57	74,910.54	(79,089.46)	48.6
Children's Books	124,000	11,257.75	58,009.58	(65,990.42)	46.8
A/V Materials	139,000	13,909.75	71,246.52	(67,753.48)	51.3
Public Access Software	140,000	10,506.00	91,276.02	(48,723.98)	65.2
Downloadable Materials	76,700	15,190.75	71,352.89	(5,347.11)	93.0
Total Materials	674,700	78,046.91	395,543.38	(279,156.62)	58.6
Employee Relations	6,400	0.00	1,133.69	(5,266.31)	17.7
Miscellaneous Expenses	9,600	941.36	2,587.20	(7,012.80)	27.0
Transfer to Capital Fund	140,493	0.00	140,493.00	0.00	100.0
Total Other Expenses	156,493	941.36	144,213.89	(12,279.11)	92.2
Total Expenses	5,594,004	427,518.16	2,737,992.14	(2,856,011.86)	48.9

BPL FY 2018-2019



EXPLANATIONS FOR VARIANCES IN EXCESS OF 5%
(Variance of 45.0% to 55.0% is acceptable)
October 2018

Property Tax (97.1%): The Library has received six distributions so far.

Replacement Tax (100.0%): The Library received its distribution in July

State Grants (0.0%): The Library has not received this yet.

Golden Prairie (93.9%): This is 95% of Property Tax distributions, as per our agreement with them.

Fees & Rentals (36.0%): This is below the projected amount.

Copies (60.2%): This is more than the projected amount.

Interest on Investments (161.4%): The Library projected a low amount for Interest.

Sale of Property (0.0%): Nothing has been collected.

Donations (31.9%): Once the Library receives donations from the Foundation for the Summer Reading Program, this will be more in line.

Part-Time Salaries (44.2%): This is just slightly less than the projected amount because not as many Seasonal employees are working right now.

Overtime Salaries (0.5%): This is a partial amount that was paid to an employee in May.

Dental Insurance (41.6%): Not as many employees elected to have dental coverage

Health Insurance, OSF, HMO (34.8%): Not as many employees selected this option for their health insurance.

IMRF (41.9%): Bargaining unit employees have received their May 1 increases, but not Classified employees.

FICA (42.7%): Same as for IMRF.

Worker's Compensation (-1.9%): The Library received a refund as a result of the 2017 Worker's Compensation audit.

Uniforms (0.0%): Nothing has been spent from this line item.

Tuition Reimbursement (88.6%): Tuition for Summer and Fall semester classes has been paid for two employees.

Building Maintenance (42.0%): Charges have been minimal.

Office/Computer Equipment Maintenance (71.2%): Several annual maintenance payments were made in the first quarter of the fiscal year.

Travel (8.5%): Charges have been minimal.

Membership Dues (11.7%): Charges have been minimal.

Professional Development (28.4%): Charges have been minimal.

Other Purchased Services (39.1%): Charges have been minimal.

Property Insurance (0.0%): Nothing has been paid from this line item.

Vehicle Insurance (0.0%): Nothing has been paid from this line item.

Other Insurance (0.0%): Nothing has been paid from this line item.

Office Supplies (29.4%): Charges have been minimal.

Computer Supplies (42.5%): Charges have been minimal.

Postage (1.2%): Charges have been minimal.

Library Supplies (37.7%): Charges have been minimal.
Janitorial Supplies (37.7%): Charges have been minimal.
Building Maintenance Supplies (69.6%): This line item is over-spent due to the purchase of ballasts and UV light bulbs.
Natural Gas (24.0%): Charges have been minimal.
Water (30.8%): Charges have been minimal.
Periodicals (70.1%): This is over-spent because the annual subscription service payment to Ebsco was made in June.
Public Access Software (65.2%): This is over-spent due to the payment of several annual renewals.
Downloadable Materials (93.0%): This is over-spent due to payments for various downloadable services.
Employee Relations (17.7%): Charges have been minimal.
Miscellaneous Expenses (27.0%): Charges have been minimal.
Transfer to Capital Fund (100.0%): The transfer was made in August.

The Donations line item breaks out as follows:

Community Donations, Summer Reading Program:	\$ 3,935.00
Golden Prairie, towards replacement of	
Poster Printer:	3,311.00
Memorial Donations:	120.00
State Farm Good Neighbor Grant:	500.00
Fountain Receipts:	12.31
Fresh Thyme, Giving Bag Donation:	63.00
Robert Starckovich, Miscellaneous Donation:	25.00
Miscellaneous Donations:	3.50
 Total Donations:	 \$ 7,969.81

The Other Revenue line item breaks out as follows:

Blankets:	\$ 0.00
Book Pick-Up:	359.70
Book Shoppe:	13,079.00
Drawstring Bags:	9.00
Ear Buds:	291.00
Flashdrives:	195.00
Hot Beverage Service:	350.00
Meeting Room Fees:	762.50
Print Station:	5,752.40
Reusable Bags:	313.50
Slingback Packs:	52.00
Test Proctoring:	575.00
Totebags:	216.00
Tumblers:	26.00
Umbrellas:	28.00
Miscellaneous:	2,142.32
 Total Other Revenue:	 \$21,151.42

During October, 14 batches containing 111 invoices were processed, totaling \$89,280.86 and 189 credit card charges were made totaling \$41,049.21.

As of October 31, the Library's Maintenance & Operating Fund Balance is \$5,431,044.23, which is 97.1% of the budgeted amount; the goal of twenty-five percent of the Library's FY19 budget is \$1,398,501.

Library Fund Balance Information, 10/31/18:

Operating:	\$ 5,431,044.23
Capital:	\$ 2,804,259.91
Fixed Assets:	\$ 1,116,366.51

BLOOMINGTON PUBLIC LIBRARY
DONATIONS RECEIVED
FY 19

SOURCE	1st QTR	2nd QTR	3rd QTR	4th QTR	YTD TOTAL
Summer Reading Program Community Donations:					
Clemens & Associates	150.00	0.00			150.00
Roberts Trophies	100.00	0.00			100.00
Don Owen Tire Service	100.00	0.00			100.00
Kathy Alwes-Petri, American Family Insurance	35.00	0.00			35.00
Golden Prairie Public Library District	3,000.00	0.00			3,000.00
Kurt's Auto Body	250.00	0.00			250.00
Specs Around Town	50.00	0.00			50.00
Copy Shop	250.00	0.00			250.00
Total Summer Reading Program Community Donations	3,935.00	0.00	0.00	0.00	3,935.00
Memorial Donations:					
Margie Hohenshell, Alan Sutter Memorial	50.00	0.00			50.00
Margaret Wolf, Barbara Mosley Memorial	0.00	20.00			20.00
Kimberlie Defrees, Barbara Mosley Memorial	0.00	25.00			25.00
Rachel Wilson, Barbara Mosley, Memorial	0.00	25.00			25.00
Total Memorial Donations	50.00	0.00	0.00	0.00	120.00
Other Donations:					
Fountain Receipts	2.24	10.07			12.31
State Farm Good Neighbor Grant (for Nancy Miller)	500.00	0.00			500.00
Golden Prairie Public Library District (to replace poster printer)	3,311.00	0.00			3,311.00
Fresh Thyme, Giving Bag Donation	62.00	1.00			63.00
Karen Ann Satiano, Donation for Postage for Obit Search	0.00	3.50			3.50
Robert Starckovich, Miscellaneous Donation	0.00	25.00			25.00
Total Other Donations	3,875.24	11.07	0.00	0.00	3,914.81
Foundation:					
Donation for DVD Shelving (Partial Payment)	0.00	7,663.34			7,663.34
Donation for AudioBook Shelving (Partial Payment)	0.00	3,980.00			3,980.00
Donation for Development, 10/3/18	0.00	905.00			905.00
Total Foundation	0.00	12,548.34	0.00	0.00	12,548.34
Total Donations	7,860.24	12,559.41	0.00	0.00	20,518.15

Bloomington Public Library
Monthly Statistics - October 2018

	<u>FY19</u>		<u>FY18</u>	
	Current Month	Cumulative	Last Year	Cumulative
CIRCULATION				
Adults	42,008	266,880	45,744	280,867
Teens	1,995	14,387	1,835	16,609
Children	37,382	248,256	40,529	256,082
OTR Adults	1,973	12,185	2,223	13,698
OTR Teens	113	757	76	862
OTR Children	3,437	19,536	3,755	24,060
e-Books - Overdrive	6,732	42,002	6,020	32,506
Hoopla downloads	2,303	10,905	1,063	5,563
Zinio/RBdigital Magazines	692	4,399	323	1,856
Tumblebooks	277	805	34	104
TOTAL CIRCULATION				
Adults	43,981	279,065	47,967	294,565
Teens	2,108	15,144	1,911	17,471
Children	40,819	267,792	44,284	280,142
Digital Downloads	10,029	58,111	7,440	40,029
Combined Total	96,937	620,112	101,602	632,207
ITEMS IN THE COLLECTION				
Main	306,091	918,466	307,356	307,356
OTR	10,867	32,796	11,615	11,615
TOTAL	316,958	951,262	318,971	318,971
HOLDS FILLED	7,542	46,329	7,578	44,538
INTERLIBRARY LOAN				
Borrowing Requests Received	535	3,126	534	3,077
Outgoing Loans (Lending)	280	1,512	258	1,522
CARDHOLDERS				
Added	357	3,197	334	2,444
TOTAL ACTIVE CARDS				
Adults	23,137	69,397	24,472	24,472
Teens	4,762	11,550	3,298	3,298
Children	9,283	26,238	7,049	7,049
Combined Total	37,182	107,185	34,819	34,819
REFERENCE QUESTIONS				
Adults	2,275	12,874	2,046	13,262
Teens	116	851	136	993
Children	565	5,592	797	4,985
OTR	66	476	101	602
Circulation	767	4,996	898	4,551
Marketing (Facebook)	0	1	n/a	n/a
TOTAL	3,789	24,790	3,978	24,393
PROGRAMS & OUTREACH				
Adult	19	89	10	91

Bloomington Public Library
Monthly Statistics - October 2018

	<u>FY19</u>		<u>FY18</u>	
	Current Month	Cumulative	Last Year	Cumulative
Teens	4	20	7	27
Childrens	54	159	47	145
Community Group in Library	3	30	4	54
Staff Visit to Community Group	13	59	16	65
TOTAL	93	357	84	382
PROGRAM & OUTRACH ATTENDANCE				
Adult	270	1,353	126	1,752
Teen	99	542	82	607
Childrens	1,188	6,609	1,449	7,173
Community Group in Library	145	1,072	101	1,296
Staff Visit to Community Group	1,589	10,550	1,356	11,241
1-on-1 with Staff	7	58	12	66
TOTAL	3,298	20,184	3,126	22,135
COMPUTER USE				
Public computer uses	4,378	28,698	4,512	24,852
Website database/catalog hits	39,251	250,299	23,166	148,548
Online Resource (Database) uses	14,508	64,789	5,915	31,782
TOTAL	58,137	343,786	33,593	205,182
MEETING ROOM USAGE				
Study Room	151	647	126	518
Digital Media Lab	8	54	2	44
Community Room	50	306	41	250
TOTAL	209	1,007	169	812
CUSTOMER VISITS				
Main	27,046	173,275	27,037	171,930
Bookmobile	1,050	6,892	1,115	7,831
TOTAL	28,096	180,167	28,152	179,761

Golden Prairie Public Library District
Board of Trustees Meeting

Wednesday, September 19, 2018
5:00 p.m.

William C. Wetzel Reading Room
Bloomington Public Library
205 E. Olive St., Bloomington, IL 61701

MINUTES

- I. Call to Order
President Peterson called the meeting to order at 5:00 p.m.
- II. Roll Call
MEMBERS PRESENT: Ary Anderson, Ruth Novosad, Patti Salch, Jodi Sherman,
Stephanie Walden, Stephen Peterson

MEMBERS ABSENT: Laurie Nippe

OTHERS PRESENT: Jeanne Hamilton, Kathy Jeakins
- III. Introductions
There were no introductions.
- IV. Public Comment
There was no public comment.
- V. President's Report
President Peterson shared that he didn't have much to report because he did not attend the Bloomington Public Library Board meeting this month. He did mention an interesting article about libraries was published in the Post. He also shared that he tried out the new Libby (Overdrive) app and thought it was very easy to use. Finally, he encouraged everyone to vote in the upcoming election.
- VI. Approval of Minutes
A. August 15, 2018
ARY ANDERSON MOVED, RUTH NOVOSAD SECONDED, TO APPROVE THE MINUTES, AS AMENDED, FROM THE AUGUST 15, 2018 MEETING. THE MOTION CARRIED UNANIMOUSLY.
- VII. Staff Reports
A. Director's Report
Director Hamilton reported that BPL met with City Council members and plans to wait until the Council prioritizes projects before presenting the new conceptual site plans to the Council.
Director Hamilton also shared that the Library partnered with District 87 to provide summer lunches and it went really well. There were about 30-40 participants each day.
The Library has also partnered with the Children's Discovery Museum to provide 4 museum passes (each letting a family of 4 into the museum). There is currently a waitlist of 100 people!
The BPL Board discussed auto-renewing items yesterday evening but there was no consensus and they sent the topic to their 3 P's committee for further discussion.

GPPLD members asked about summer reading numbers. Director Hamilton reported that the teens and adults saw minor increases over last year, while the children's program saw a substantial increase.

B. Outreach Report

Library staff are working on the Fall Bookmobile schedule. There will be slight time changes at Bohmer & Rainbow, Turnberry Village is now called Traditions Bloomington, and Eastview Community Center (on Union St) will replace the current Western Avenue Community Center stop.

C. Financial Report

Kathy Jeakins shared that the \$600 advertising entry is for the Cumulus payment. Once the audit is finalized, it will be reversed to last fiscal year. Kathy also shared that the auditor left happy and GPPLD received two property tax distributions this month. There was a question about CD interest and Kathy shared that the interest is paid quarterly and remains in the CD account. The interest revenue on balance sheet reflects interest earned on the checking account and does not include the interest earned on the CD.

VIII. Unfinished Business

A. Discuss Library Service Gap in Downs, Illinois

Ary Anderson and Ruth Novosad reported that there is no new news. Director Hamilton shared that the two annexation forms that were previously received have been filed with the clerk's office. Ruth feels that it is in the homeowner's court at this point. She recommends the board monitor the area and possibly send a letter outlining the possibility of annexation once a year or once every other year. President Petersen decided to keep the item on the agenda one more month and then follow up once a year.

IX. New Business

A. Approve Tax Levy Ordinance 18-02

Last month, the board approved the Budget Ordinance. Kathy Jeakins confirmed that the required publications have been taken care of.

ARY ANDERSON MOVED, JODI SHERMAN SECONDED, TO APPROVE THE TAX LEVY ORDINANCE 18-02 FOR THE FISCAL YEAR BEGINNING THE FIRST DAY OF JULY 2018 AND ENDING THE 30TH DAY OF JUNE 2019, IN THE AMOUNT OF \$437,060.00.

YAYS: ARY ANDERSON, RUTH NOVOSAD, PATTI SALCH, JODI SHERMAN, STPEHANIE WALDEN, STEPHEN PETERSON

NAYS: NONE

ABSENT: LAURIE NIPPE

THE MOTION CARRIED UNANIMOUSLY.

B. Discuss Election Procedures

Stephen Peterson, Laurie Nippe, Ary Anderson, and Stephanie Walden will need to seek reelection. Director Hamilton shared that there was a typo in the packet. Laurie's term will be through 2025. 11 signatures are needed on the petitions, Board members decided to aim for at least 15. Petition packets need to be submitted to

Ruth and she will file them with the County Clerk between December 10th and December 17th. Election procedures will be reviewed again in October.

X. Comments from Board Trustees

Patti shared that we have a great Board. Jodi shared that the ILA conference, that several trustees are attending, is in early October. Stephen reminded everyone that the November board meeting date was adjusted to November 14th.

XI. Adjournment

PATTI SALCH MOVED, RUTH NOVOSAD SECONDED, TO ADJOURN THE MEETING. THE MOTION CARRIED UNANIMOUSLY.

President Peterson adjourned the meeting at 5:44 p.m.

Incident Report Summary for October 2018

2018-10-31 23:59:00

2018-10-01 01:00:00

29 days in month

Incident ID	Date/Time Submitted	Violation
3861	2018-10-01 17:44:46	UnattendedChild
3862	2018-10-04 15:16:22	UnattendedChild
3863	2018-10-08 10:37:36	AlcoholDrugs
3864	2018-10-10 12:03:07	StolenDamagedLibraryMaterial
3865	2018-10-10 16:38:09	StolenDamagedLibraryMaterial
3866	2018-10-11 11:17:13	StolenDamagedLibraryMaterial
3867	2018-10-11 12:39:07	StolenDamagedLibraryMaterial
3869	2018-10-13 16:36:58	StolenDamagedLibraryMaterial
3870	2018-10-15 19:40:17	PoliceAmbulanceCall
3871	2018-10-16 14:52:14	SleepingIncident
3872	2018-10-17 16:00:52	
3873	2018-10-18 16:14:35	SleepingIncident
3874	2018-10-19 17:27:56	InappropriateBehavior

3875	2018-10-20 12:44:24	CustomerSuspensionViolation
3876	2018-10-21 17:06:27	StolenDamagedLibraryMaterial
3877	2018-10-24 14:21:47	InappropriateBehavior
3878	2018-10-24 18:14:04	CustomerRelatedIllnessAccident
3879	2018-10-29 18:50:48	CustomerRelatedIllnessAccident
3880	2018-10-29 20:32:25	BicycleIncident
3882	2018-10-31 18:21:36	InappropriateBehavior

Suspension Report Summary for October 2018

2018-10-31 01:58:15pm
 2018-10-01 01:58:15pm
 31 days in month

Suspension ID	Date/Time Submitted	Violation
173	2018-10-16 00:00:00	SleepingIncident
174	2018-10-18 00:00:00	SleepingIncident
175	2018-10-29 00:00:00	BicycleIncident

Bloomington Public Library

Books are just the beginning.



At the direction of the full board, the Planning, Policies, and Programs (3Ps) Committee met on November 1st to discuss the possibility of implementing automatic renewal of materials.

Based on the research and feedback presented by staff, the 3Ps Committee recommendation is to approve a “fresh start” with the migration to the new ILS system (Polaris) in March/April 2019. The “fresh start” proposal would be to waive any fine balances in the current ILS system (Sirsi), to waive any lost item fee balances over 5 years old, and then to restart the current fine policies when the new system (Polaris) is live.

BLOOMINGTON PUBLIC LIBRARY
POLICY PROHIBITING SEXUAL HARASSMENT

I. PROHIBITION ON SEXUAL HARASSMENT

It is unlawful to harass a person because of that person's sex. The courts have determined that sexual harassment is a form of discrimination under Title VII of the U.S. Civil Rights Act of 1964, as amended in 1991. All persons have a right to work in an environment free from sexual harassment. Sexual harassment is unacceptable misconduct which affects individuals of all genders and sexual orientations. It is a policy of Bloomington Public Library to prohibit harassment of any person by any library official, agent, employee, or department on the basis of sex or gender. All library officials, agents, employees, and departments are prohibited from sexually harassing any person, regardless of any employment relationship or lack thereof.

II. DEFINITION OF SEXUAL HARASSMENT

This policy adopts the definition of sexual harassment as stated in the Illinois Human Rights Act, which currently defines sexual harassment as:

Any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when:

- (1) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
- (2) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
- (3) Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Conduct which may constitute sexual harassment includes:

- Verbal: sexual innuendos, suggestive comments, insults, humor, and jokes about sex, anatomy or gender-specific traits, sexual propositions, threats, repeated requests for dates, or statements about other people, even outside of their presence, of a sexual nature.
- Non-verbal: suggestive or insulting sounds (whistling), leering, obscene gestures, sexually suggestive bodily gestures, "catcalls", "smacking" or "kissing" noises.
- Visual: posters, signs, pin-ups or slogans of a sexual nature, viewing pornographic material or websites.
- Physical: touching, unwelcome hugging or kissing, pinching, brushing the body, any coerced sexual act or actual assault.
- Textual/Electronic: "sexting" (electronically sending messages with sexual content, including pictures and video), the use of sexually explicit language, harassment, cyber stalking and threats via all forms of electronic communication (e-mail, text/picture/video messages, internet/intranet/on-line postings, blogs, instant messages and social network websites like Facebook and Twitter).

The most severe and overt forms of sexual harassment are easier to determine. On the other end of the spectrum, some sexual harassment is ~~more subtle~~subtler and depends, to some extent, on individual

perception and interpretation. The courts will assess sexual harassment by a standard of what would offend a "reasonable person."

III. PROCEDURE FOR REPORTING AN ALLEGATION OF SEXUAL HARASSMENT

Any employee who experiences or witnesses an incident of sexual harassment must promptly report the matter to their Department Manager, Human Resources Manager, or the Library Director. The employee experiencing what he or she believes to be sexual harassment must not assume that the employer is aware of the conduct. If there are no witnesses and the victim fails to notify management, the library will not be presumed to have knowledge of the harassment.

Any supervisor who becomes aware of possible sexual or other unlawful harassment, or to whom a report of discrimination is made, must promptly notify their Department Manager, Human Resources Manager, or the Library Director.

Any employee who witnesses an incident of sexual or other unlawful harassment should promptly notify their Department Manager, Human Resources Manager, or the Library Director.

If the complaint involves the Library Director, notification should be made to the Library Board Budget & Personnel Committee.

All allegations, including anonymous written reports submitted to the Department Manager, Human Resources Manager, or the Library Director (or Library Board Budget & Personnel Committee when involving the Library Director) via postal mail or staff mailboxes, will be accepted and investigated regardless of how the matter comes to the attention of the library. However, because of the serious implications of sexual harassment charges and the difficulties associated with their investigation and the questions of credibility involved, the willing cooperation of the person making the report is a vital component of an effective inquiry and an appropriate outcome.

If the complaint is not resolved at the library, all municipal (library) employees have the right to contact the Illinois Department of Human Rights (IDHR) or the Equal Employment Opportunity Commission (EEOC) for information regarding filing a formal complaint with those entities. An IDHR complaint must be filed within ~~300~~ 180 days of the alleged incident(s) unless it is a continuing offense. A complaint with the EEOC must be filed within 300 days.

IV. PROHIBITION ON RETALIATION FOR REPORTING SEXUAL HARASSMENT ALLEGATIONS

No library officials, agents, employees, or departments shall take any retaliatory action against any library employee due to a library employee's:

1. Disclosure or threatened disclosure of any violation of this policy,
2. The provision of information related to or testimony before any public body conducting an investigation, hearing or inquiry into any violation of this policy, or
3. Assistance or participation in a proceeding to enforce the provisions of this policy.

For the purposes of this policy, retaliatory action means the reprimand, discharge, suspension, demotion, denial of promotion or transfer, or change in the terms or conditions of employment of any library employee that is taken in retaliation for a library employee's involvement in protected activity pursuant to this policy.

No individual making a report will be retaliated against even if a report made in good faith is not substantiated. In addition, any witness will be protected from retaliation.

Pursuant to the Whistleblower Act (740 ILCS 174/15(a)), an employer may not retaliate against an employee who discloses information in a court, an administrative hearing, or before a legislative commission or committee, or in any other proceeding, where the employee has reasonable cause to believe that the information discloses a violation of a State or federal law, rule, or regulation. In addition, an employer may not retaliate against an employee for disclosing information to a government or law enforcement agency, where the employee has reasonable cause to believe that the information discloses a violation of a State or federal law, rule, or regulation. (740 ILCS 174/15(b)).

According to the Illinois Human Rights Act (775 ILCS 5/6-101), it is a civil rights violation for a person, or for two or more people to conspire, to retaliate against a person because they have opposed that which they reasonably and in good faith believe to be sexual harassment in employment, because they have made a charge, filed a complaint, testified, assisted, or participated in an investigation, proceeding, or hearing under the Illinois Human Rights Act.

An employee who is suddenly transferred to a lower paying job or passed over for a promotion after filing a complaint with IDHR or EEOC, may file a retaliation charge – due within 180 days (IDHR) or 300 days (EEOC) of the alleged retaliation.

V. CONSEQUENCES OF A VIOLATION OF THE PROHIBITION ON SEXUAL HARASSMENT

In addition to any and all other discipline that may be applicable pursuant to library policies, procedures, employee handbooks and/or collective bargaining agreement, any person who violates this policy or the Prohibition on Sexual Harassment contained in 5 ILCS 430/5-65, may be subject to a fine of up to \$5,000 per offense, applicable discipline or discharge by the library and any applicable fines and penalties established pursuant to local ordinance, State law or Federal law. Each violation may constitute a separate offense. Any discipline imposed by the library shall be separate and distinct from any penalty imposed by an ethics commission and any fines or penalties imposed by a court of law or a State or Federal agency.

VI. CONSEQUENCES FOR KNOWINGLY MAKING A FALSE REPORT

A false report is a report of sexual harassment made by an accuser using the sexual harassment report to accomplish some end other than stopping sexual harassment or retaliation for reporting sexual harassment. A false report is not a report made in good faith which cannot be proven. Given the seriousness of the consequences for the accused, a false or frivolous report is a severe offense that can itself result in disciplinary action. Any person who intentionally makes a false report alleging a violation of any provision of this policy shall be subject to discipline or discharge pursuant to applicable city policies, procedures, employee handbooks and/or collective bargaining agreements.

Chapter 8 [Public Services: Reference and Reader's Advisory Services]

Through public services, a library offers assistance to patrons in the use of its collections and resources. The library also provides patrons with resources beyond those owned by the library through interlibrary loan and other resource-sharing arrangements. Basic public services include reference and reader's advisory. These services should be provided to all age groups.

APPLICABLE CORE STANDARDS – Please see Core Standards 1, 11, 16, 17, 18, 19, 22, and 24 in Chapter 1.

REFERENCE SERVICES

Reference service is the provision of information in response to a patron's question. All Illinois public libraries should provide reference service for their patrons.

REFERENCE SERVICES STANDARDS

1. All basic services are available when the library is open. For the purpose of this document, basic services are circulation, reference, reader's advisory, and computer/Internet access.
2. The library has a board-approved reference service policy developed by reference staff and administration and it is reviewed biennially. (See Appendix R)
3. The library provides staff trained in reference services to meet the needs of patrons who have challenges with disabilities, language, and literacy.
4. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
5. The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
6. The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
7. The library provides easy access to accurate and up-to-date community information/resource files.
8. The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.
9. The library provides access to local ordinances or codes of all municipalities within its service boundaries.
10. The library provides access to local and state maps.
11. The library strives to provide access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
12. The library provides voter information, including precinct boundaries and location of polling places.
13. The library provides information about local history and events.
14. The library has telephone books for the local calling area and any other frequently requested areas.
15. The library will include at least one current reference resource for each subject area. Electronic resources may fulfill this requirement. (See Appendix T)
16. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
17. Staff members are encouraged to attend at least one relevant continuing education event each year.
18. The library accepts and responds to reference requests received in all formats, including electronic, print, and phone.
19. The library annually evaluates its reference service for accuracy, timeliness, staff friendliness, and patron ease. (See Appendix S)

REFERENCE SERVICES CHECKLIST

- ✓ All basic services are available when the library is open.
- ✓ The library has a reference service policy.
- ✓ The library provides staff trained in reference services to meet the needs of patrons who have challenges with disabilities, language, and literacy.
- ✓ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- ✓ The library is aware of the importance of accuracy in reference service and relies on information sources of demonstrated currency and authority.
- ✓ The library supports training in the use of technologies necessary to access electronic resources, including training for persons with disabilities in the use of adaptive equipment and software.
- ✓ The library provides easy access to accurate and up-to-date community information.
- ✓ The library provides current issues of at least one community or local newspaper and retains hard copy or online back issues for a minimum of six months.
- ✓ The library provides access to local ordinances or codes of all municipalities within its service boundaries.
- ✓ The library provides access to local and state maps.
- ✓ The library provides access to the minutes of local government meetings. These include but are not limited to municipal (village, township, or city) and school board meetings.
- ✓ The library provides voter information, including precinct boundaries and location of polling places.
- ✓ The library provides information about local history and events.
- ✓ The library has telephone books for the local calling area and any other frequently requested areas.
- ✓ The library has at least one current reference resource for each subject area.
- ✓ Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
- ✓ Staff members are encouraged to attend at least one relevant continuing education event each year.
- ✓ The library evaluates its reference service on an annual basis.

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READER'S ADVISORY SERVICES

Reader's Advisory Services is a patron-oriented service that promotes and encourages recreational reading. It is a service that offers advice, suggestions, recommendations, and selections to library users regarding authors, titles, and genres. It is a service that strives to respond to the recreational reading tastes of individual readers using the resources of the library to link readers and books.

All Illinois public libraries should provide some sort of reader's advisory service to their patrons. This can be done formally with a separate designated service desk, through conversation with a librarian, or informally at the library's circulation desk where library staff members get to know the library patron's reading preferences and are able to suggest similar titles that the patron might enjoy reading.

READER'S ADVISORY STANDARDS

1. All basic services are available when the library is open. For the purposes of this document, basic services are circulation and reference and reader's advisory services. If reference and reader's advisory services are provided to children 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 that has thorough knowledge of popular authors and titles.
3. The library participates in interlibrary loan and resource sharing to help provide accurate and timely reader's advisory service.
4. The library is aware of the importance of accuracy in reader's advisory service and relies on information sources of demonstrated currency and authority.
5. Staff has access to a telephone or computer to receive and respond to requests for information and materials and to contact other agencies for information.
6. Staff members who are responsible for reader's advisory services in their library should attempt to stay current with community events by participating in community organizations, clubs, or councils.
7. Staff members who are responsible for reader's advisory services in their library should attempt to attend as many workshops, reading roundtables, or continuing education events as possible to stay current.
8. The library accepts and responds to reader's advisory requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.

READER'S ADVISORY SERVICES CHECKLIST

- ☒ All basic services are available when the library is open.
- ☒ The library has competently trained staff that has thorough knowledge of popular authors and titles.
- ☒ The library maintains a well-rounded collection of both fiction and nonfiction titles.
- ☐ The library has a reader's advisory services policy. **Covered by the reference services policy - no formal separate policy.**
- ☒ The library promotes the importance of leisure reading to its community members.
- ☒ The library participates in interlibrary loan and resource sharing to help provide accurate and timely reference service.
- ☒ The library maintains a basic collection of reader's advisory reference materials.
- ☒ All staff members attend at least one relevant continuing education event each year.
- ☐ Staff members who are responsible for reader's advisory services in their library join at least one community organization, club, or council.
- ☒ Staff members who are responsible for reader's advisory services in their library attend at least one workshop, reading roundtable, or continuing education event.
- ☒ The library accepts and responds to reader's advisory requests received via e-mail, IM (instant messaging), texting, and/or virtual reference.

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- The Reader's Advisory Online – Libraries Unlimited
rainfo.lu.com/