

Bloomington Public Library

Books are just the beginning.



BLOOMINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

Tuesday, October 16, 2018

5:30 p.m.

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

REVISED 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 Presentation
- VIII. Consent Agenda
 - A. Approve Minutes of September 18, 2018 Regular BPL Board Meeting
 - B. Approve Bills List of September 2018
- IX. Action Items
 - A. Approve Amendments to the Bylaws
 - B. Approve FY19 Salary Ranges for Non-Union Employees
 - C. Approve FY20 Maintenance & Operating Budget
 - D. Approve FY20 Fixed Asset Budget
- X. Discussion Items
 - A. Discuss Library Expansion
 - B. Discuss Per Capita Grant Requirements
 - 1. Review Chapters 6 – 10 of the Trustee's Fact File Third Edition
- XI. Comments from Board of Trustees
- XII. Adjournment

Posted: 10.13.18 1:15 p.m.

BLOOMINGTON PUBLIC LIBRARY
BOARD OF TRUSTEES MEETING

Tuesday, September 18, 2018

5:30 p.m.

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

Minutes

I. Call to Order

President Westerhout called the meeting to order at 5:30 p.m.

II. Roll Call

Trustees Present: John Argenziano, Alicia Henry, Kiasha Henry, Dianne Hollister, Van Miller, Susan Mohr (arrived at 5:33 p.m.), Matt Watchinski, Julian Westerhout

Trustees Absent: Alicia Whitworth

Others Present: Jeanne Hamilton, Kathy Jeakins, Renee Nestler, AFSCME 31 Staff Representative, Caprice Prochnow, Gayle Tucker

III. Introduction of Public

President Westerhout introduced the guests in attendance.

IV. Public Comment

Renee Nestler, AFSCME 31 Staff Representative, stated that on behalf of the bargaining unit members she wanted to share their appreciation and gratitude for the one-year extension with the improvement in wages and working with Director Hamilton.

V. President's Report

President Westerhout reported that in the last month, between he and Director Hamilton, there have been various meetings with Tim Gleason, City Manager, and with different groupings of the City Council members to discuss library expansion. He went on to say that what is being heard is that there is a consensus that the Library is a good thing, but very little commitment to taking action. President Westerhout shared that the Library presentation to City Council is scheduled for October 15, and he and Director Hamilton are going to request that this be pushed back to a later date. The reasons being that Tim Gleason is still transitioning into his City Manager position, lack of agreement amongst Council members, and lack of priority setting.

President Westerhout shared that the Appreciation Reception for City Boards and Commissions is to be held on October 16, which is the same evening as the October BPL Board meeting.

VI. Director's Report

Director Hamilton reported that the District 87 Summer Lunches program went very well, there was an average of 30 – 40 people attending each day. The representatives from District

87 shared that the Library had better turnouts than Bent School and the Library was the smoothest new site that they ever had.

Director Hamilton shared that the Children's Discovery Museum passes program was launched recently, and already there are 100 holds in place, so it has been very well received. Director Hamilton reminded the Trustees that last year, they made the decision to purchase the Institutional Membership for Illinois Library Association rather than individual memberships for each trustee. The institutional membership allows all staff and trustees to still receive the member rate for conference registration. This year's conference registration, under this new membership, was fairly seamless.

Director Hamilton stated that there are a few updates to the bookmobile schedule for the Fall: Turnberry will be listed under the new name of Traditions, there will be slight time changes on the Bohmer and Rainbow stops, and the stop that had been at Western Avenue Community Center is being moved to Eastview Community Center (which follows a move by the after-school program).

Director Hamilton stated that typically a Budget & Personnel Committee meeting would be held the first week of October, but more time is needed to prepare the budget. She proposed holding the committee meeting right before the Board meeting, so the budgets can still be approved in October. The consensus of the committee members present was that having the committee meeting at 4:30 or 4:45, prior to the Board meeting would be acceptable. Staff will take care of the appropriate postings for the meeting.

VII. Fiscal Report Presentation

Kathy Jeakins, Business Manager, reported that we should be at about 33%. She went on to say that \$140,000 was transferred from the Maintenance & Operations to the Capital Fund. Along with this, two Property Tax Distributions were received in September, and one more will be received late November or early December.

VIII. Executive Session – Collective Negotiating Matters (5 ILCS 120/2(c)(2)) & Compensation of a specific employee (5 ILCS 120/2(c)(1))

VAN MILLER MOVED, KIASHA HENRY SECONDED, TO GO INTO EXECUTIVE SESSION TO DISCUSS COLLECTIVE NEGOTIATING MATTERS & COMPENSATION OF A SPECIFIC EMPLOYEE.

Ayes: John Argenziano, Alicia Henry, Kiasha Henry, Dianne Hollister, Van Miller, Susan Mohr, Matt Watchinski, Julian Westerhout

Nayes: None

Absent: Alicia Whitworth

THE MOTION CARRIED UNANIMOUSLY.

The Board went into Executive Session at 5:42 p.m.

KIASHA HENRY MOVED, JOHN ARGENZIANO SECONDED, TO RETURN TO REGULAR SESSION. THE MOTION CARRIED UNANIMOUSLY.

The Board resumed regular session at 6:05 p.m.

President Westerhout stated that no action was taken during Executive Session.

IX. Consent Agenda

- A. Approve Minutes of August 21, 2018 Regular BPL Board Meeting
- B. Approve Destruction of BPL Executive Session recordings prior to March 2017

C. Approve Bills List of August 2018

MATT WATCHINSKI MOVED, DIANNE HOLLISTER SECONDED, TO APPROVE THE CONSENT AGENDA. THE MOTION CARRIED UNANIMOUSLY.

X. Action Items

A. Approve Collective Bargaining Agreement

MATT WATCHINSKI MOVED, KIASHA HENRY SECONDED, TO APPROVE COLLECTIVE BARGAINING AGREEMENT.

Ayes: John Argenziano, Alicia Henry, Kiasha Henry, Dianne Hollister, Van Miller, Susan Mohr, Matt Watchinski, Julian Westerhout

Nays: None

Absent: Alicia Whitworth

THE MOTION CARRIED UNANIMOUSLY.

B. Approve 2019 Meeting Dates

MATT WATCHINSKI MOVED, SUSAN MOHR SECONDED, TO APPROVE 2019 MEETING DATES. THE MOTION CARRIED UNANIMOUSLY.

C. Approve Proposed Amendments to the Meeting Room Policies

Director Hamilton shared that when reviewing the policy, it was discovered that a lot of procedural information was included in the policy, and it was decided to break this out. She went on to say that there were just a few minor changes to the actual policy. Along with this, she asked that the approval today, include the understanding that the Digital Media Lab is to be re-named in the near future.

JOHN ARGENZIANO MOVED, VAN MILLER SECONDED, TO APPROVE PROPOSED AMENDMENTS TO THE MEETING ROOM POLICIES WITH THE UNDERSTANDING THAT THERE WILL BE A NAME CHANGE FOR THE DIGITAL MEDIA LAB IN THE NEAR FUTURE. THE MOTION CARRIED UNANIMOUSLY.

D. Approve Waiving Three Quote Requirement for Upgrade of Fire Detection Devices from Johnson Controls

President Westerhout stated that Alicia Henry will be abstaining from the vote as she has some holdings in Johnson Controls, Inc.

Director Hamilton stated that Johnson Controls is our service provider for the fire alarm System, and this is a limited source provider.

Caprice Prochnow stated that the fire alarm panel was recently upgraded to an addressable panel, and in order to make the entire system addressable, the devices now need to be upgraded. She went on to say that each device will have its own IP address, so that if there is a trouble call, it is known exactly which device is affected. Along with this, the panel and devices can be accessed remotely rather than just on site.

VAN MILLER MOVED, MATT WATCHINSKI SECONDED, TO APPROVE WAIVING THREE QUOTE REQUIREMENT FOR UPGRADE OF FIRE DETECTION DEVICES FROM JOHNSON CONTROLS IN THE AMOUNT OF \$11,978.00.

Ayes: John Argenziano, Kiasha Henry, Dianne Hollister, Van Miller, Susan Mohr, Matt Watchinski, Julian Westerhout

Nayes: None
Abstains: Alicia Henry
Absent: Alicia Whitworth

THE MOTION CARRIED UNANIMOUSLY.

E. Approve Purchase of Audiobook Shelving from Bradford Systems

Director Hamilton stated that previously the Trustees had approved the purchase of new DVD shelving in the Audio/Visual area, and this proposal is for additional shelving for audiobooks in that area. She went on to say that the Foundation approved paying for the entire A/V area upgrade.

KIASHA HENRY MOVED, VAN MILLER SECONDED, TO APPROVE PURCHASE OF AUDIOBOOK SHELVING FROM BRADFORD SYSTEMS IN THE AMOUNT OF \$11,940.00.

Ayes: John Argenziano, Alicia Henry, Kiasha Henry, Dianne Hollister, Van Miller, Susan Mohr, Matt Watchinski, Julian Westerhout
Nayes: None
Absent: Alicia Whitworth

THE MOTION CARRIED UNANIMOUSLY.

XI. Discussion Items

A. Review Proposed Amendments to the Bylaws

Director Hamilton shared that the 3P's Committee approved these changes, and with the posting on September 14, the thirty-day review will be satisfied for approval at the October meeting. She went on to say that the changes are in compliance with the Per Capita Grant from last year. Along with this, there was reformatting from alphabet numbering to numerals to allow for easier changes in the future.

B. Discuss Library Expansion

There was no discussion on this.

C. Discuss Automatic Renewals for Library Checkouts

Director Hamilton shared that Dianne Hollister had asked about the consideration of automatic renewals for the Library as Champaign Public Library is practicing this. She went on to say that a memo with research, as well as, potential benefits and downsides had been sent out to each of them for consideration of possibly implementing this.

Dianne Hollister shared her reasons, including improving access for children, for desiring the automatic renewal.

Director Hamilton stated that the new library system, Polaris, will be going live in March, and this would be a good time to implement a change to the fine system.

There was much discussion on the pros and cons for going with automatic renewals, but no consensus was reached. Instead, it was decided that the 3 P's Committee should take over this discussion at their next meeting on November 1 at 5:30 p.m.

XII. Comments from Board of Trustees

Dianne Hollister shared that she would like to see this library either be fine free or offer automatic renewals to be a leader in these trends.

Kiasha asked about the day and time of the new stop at the Eastview Community Center as the new Jewel program will be held there, which would allow many more kids to be

introduced to the bookmobile. Director Hamilton shared that the stop is every third Wednesday from 3:15 – 4:15. There was some discussion about making the time of the stop a little bit later to catch more kids after school. The attendance for this time slot will be monitored, and changes can be considered if the numbers are low.

XIII. Adjournment

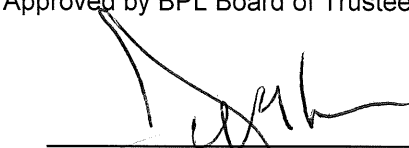
VAN MILLER MOVED, SUSAN MOHR SECONDED, TO ADJOURN THE MEETING. THE MOTION CARRIED UNANIMOUSLY.

President Westerhout adjourned the meeting at 6:48 p.m.

APPROVAL OF BILLS

BILLS LIST

Approved by BPL Board of Trustees, October 16, 2018



Signature, BPL Trustee

Vendor	Line Item	Amount
Alpha Controls & Services, LLC	Building Maintenance	220.41
Amazon.com, LLC	A/V Materials	863.88
Amazon.com, LLC	Adult Books	93.10
Amazon.com, LLC	Children's Books	116.99
Amazon.com, LLC	Computer Supplies	308.94
Amazon.com, LLC	Office Supplies	368.66
Amazon.com, LLC	Other Purchased Services	656.18
Ameren IP	Electricity	8,637.05
American Pest Control	Building Maintenance	80.00
Blue Beacon International, Inc.	Vehicle Maintenance	49.00
Brush, Charles	Building Maintenance	125.00
CDW Government	Computer Supplies	3,429.47
CDW Government	Office/Equipment Mtn	409.44
Cengage Learning	Adult Books	259.39
CIRNB, LLC	Telecommunications	420.33
City of Bloomington	Dental Insurance	1,026.98
City of Bloomington	FICA	11,336.59
City of Bloomington	Gas & Diesel Fuel	312.54
City of Bloomington	Health Insurance-HMO	3,643.52
City of Bloomington	Health Insurance-PPO	26,059.12
City of Bloomington	IMRF	20,698.06
City of Bloomington	Life Insurance	257.60
City of Bloomington	Medicare	2,591.37
City of Bloomington	Payroll	202,913.17
City of Bloomington	Vision Insurance	226.90
CM Promotions, Inc.	Library Supplies	1,485.84
CM Promotions, Inc.	Other Purchased Services	394.89
Cooke, Nicole	Other Purchased Services	54.01
Cope, Michelle	Travel	8.39
Cummins Mid-State Sales & Service	Vehicle Maintenance	400.79
Custom Digital Imaging	Printing/Binding	4,531.29
Dean's Graphics, Inc.	Other Purchased Services	575.00
Dell Marketing, L. P.	Computer Equipment	34,134.52
Dell Marketing, L. P.	Computer Supplies	2,382.87
Demco	Library Supplies	139.62
Elm USA, Inc.	Library Supplies	2,066.70
Engler, Callaway, Baasten, & Sraga, LLC	Other Purchased Services	4,015.47
Frontier	Telecommunications	1,385.42

Goddard, Leslie
 Illinois State University
 Ingram Library Services
 Johnson Controls Security Solutions
 KCN Solutions, LLC
 Kone, Inc.
 Lloyd, Randall
 Massie, Rhonda
 Mate, Prasanna
 McLean County Museum of History
 Mid Illinois Mechanical
 Midwest Mailing & Shipping Systems, Inc.
 Midwest Tape
 Midwest Tape
 Miller Janitorial Supply
 NICOR/Northern Illinois Gas
 Office Depot
 Office Depot
 Office Depot
 Office Depot
 Office of the State Fire Marshall
 OverDrive, Inc.
 Pantagraph
 Pejathaya, Shweta
 Penguin Random House, LLC
 Phifer, Aleshia
 Pilot Media, LLC
 Proquest, LLC
 Proquest, LLC
 Recorded Books, Inc.
 Ricoh USA, Inc.
 Rockford Map Publishers
 Rosedrew, Inc.
 Sorling Northrup, Attorneys
 Stanlaw, James
 Taylor, Pamela
 Thakur, Dulari
 Twin City Tale Spinners
 Unique Management Services, Inc.
 University of Illinois
 Value Line Publishing, LLC
 Voice Spring, LLC
 Woodridge Public Library
 VISA - Advance Auto Parts
 VISA - Baker & Taylor Books
 VISA - Baker & Taylor Books
 VISA - Baker & Taylor Books
 VISA - Bobzbay
 VISA - ChiliFresh Enterprises, Inc.
 VISA - Don Smith Paint Co.
 VISA - Five Star Water Co.
 VISA - GameStop

Other Purchased Services	123.17
Advertising	310.00
Adult Books	260.82
Building Maintenance	967.70
Rentals	750.00
Building Maintenance	1,025.62
Other Purchased Services	50.00
Advertising	404.18
Other Purchased Services	200.00
Advertising	500.00
Building Maintenance	233.30
Office/Equipment Mtnc	137.67
A/V Materials	265.13
Downloadable Materials	4,900.00
Janitorial Supplies	362.79
Natural Gas	664.75
Computer Supplies	671.57
Library Supplies	467.80
Miscellaneous Expenses	33.31
Office Supplies	548.05
Building Maintenance	200.00
Downloadable Materials	4,990.00
Advertising	207.00
Other Purchased Services	100.00
A/V Materials	176.25
Travel	10.90
Advertising	200.00
Downloadable Materials	310.75
Public Access Software	1,065.00
A/V Materials	661.88
Rentals	1,422.28
Adult Books	74.70
Library Supplies	1,948.75
Other Purchased Services	1,200.00
Other Purchased Services	100.00
Other Purchased Services	100.00
Other Purchased Services	100.00
Other Purchased Services	100.00
Other Purchased Services	411.70
Tuition Reimbursement	10,176.00
Public Access Software	4,975.00
Telecommunications	47.50
Miscellaneous Expenses	22.00
Vehicle Maintenance	31.66
A/V Materials	8,802.85
Adult Books	10,940.63
Children's Books	8,938.01
Adult Books	19.50
Office/Equipment Mtnc	1,200.00
Building Mtnc Supplies	18.35
Miscellaneous Expenses	49.20
A/V Materials	1,440.08

VISA - GameStop	Other Purchased Services	71.98
VISA - Hy-Vee	Miscellaneous Expenses	5.67
VISA - Illinois Library Association	Professional Development	1,785.00
VISA - In Blubrry	Other Purchased Services	20.00
VISA - Krispy Kreme	Miscellaneous Expenses	4.29
VISA - LibraryWorks.com	Professional Development	49.00
VISA - Lowe's	Building Mtnc Supplies	37.48
VISA - Lowe's	Janitorial Supplies	15.96
VISA - MakerBot.com	Computer Supplies	72.06
VISA - Menards	Building Mtnc Supplies	326.33
VISA - Michael's	Other Purchased Services	40.00
VISA - NewEgg.com	Computer Supplies	243.19
VISA - NewEgg.com	Other Purchased Services	119.98
VISA - Paypal*Macaroni Kid	Advertising	385.00
VISA - Really Useful Boxes, Inc.	Library Supplies	(142.41)
VISA - Sprint	Telecommunications	632.10
VISA - UPS	Postage	55.24
VISA - UWEX	Professional Development	100.00
VISA - Verizon Wireless	Telecommunications	135.55
VISA - Wal-Mart	Building Mtnc Supplies	10.44
VISA - Wal-Mart	Janitorial Supplies	160.05
VISA - Wal-Mart	Library Supplies	60.58
VISA - Wal-Mart	Miscellaneous Expenses	10.23
VISA - Wal-Mart	Office Supplies	22.08
VISA - Wal-Mart	Other Purchased Services	41.64
VISA - Wal-Mart	Vehicle Maintenance	94.89
VISA - Windstream	Telecommunications	142.94
Total		414,093.62

Bloomington Public Library

Books are just the beginning.



Director's Report

September 2018

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

This month, I:

- Met with Council Members and the City planning review group to discuss Library expansion plans
- Reviewed and proposed revisions to the Library meeting room policies
- Reviewed and proposed revisions to the Library Board bylaws
- Led an activity for the Leadership McLean County opening retreat
- Joined and attended the History Museum Library Committee

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

I participated in a call with Innovative Interfaces to setup our Integrated Library System migration project.

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

This month, I:

- Participated in 5 interviews for a full-time Administrative Assistant
- Prepared plans for our period without an Administrative Assistant, helped cover duties, and prepared a training schedule for our new Administrative Assistant
- Attended an ILA conference committee meeting
- Prepared materials for the approval of the union contract amendments
- Attended a mini-morning session on Assisting Patrons with Disabilities
- Met with Rhonda and an experienced local development professional to discuss Library Development/Fundraising

Goal: Administer a cost-effective public library.

The Bloomington Public Library Foundation approved funding for our Staff Development Day, for our Staff Appreciation Day, to replace the A-V shelving, and A-V area flooring.

**Adult Services Report
Carol Torrens
September 2018**

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

- New shelving for the audiobooks has been approved and ordered. Two free-standing ranges will replace the current one, greatly increasing the space for this collection. Like many other areas, weeding happened there due to space limits instead of considering what should be maintained for customers. This new shelving will be put in place with the AV area is overhauled after Thanksgiving.

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

COLLECTIONS

- Katie weeded Biographies A-B and NFIC 307-331 using Collection HQ dead item reports.
- Marcie weeded fiction authors UAA-WOO using collection HQ dead item reports. Collection HQ collection check and grubby item removal were completed for fiction authors TRA-WEZ.
- Marcie weeded inspirational fiction due to space constraints.
- Tiffany continued to weed TFIC L-R with Dale's help.
- Carol continues to see the DVD collection selectively due to space constraints. Since we're close to the new, expanded shelving that will be added in November, weeding here is minimized as much as possible while leaving space to shelve returned movies.
- We're trying a "Did You Miss Me" display of books that's haven't been checked out recently to see if there's still interest. This is on the front of the Trike display unit near the top of the stairs.
- Displays included: Banned Books, fall/autumn books, pirating books for Talk Like a Pirate Day, and National Yoga Month. There were RIP displays for Aretha Franklin, Neil Simon, John McCain, and Burt Reynolds. On the display rack in the DVD area was Fantastic Fall Movies.
- Shifting is happening in the nonfiction collection. The cookbook area in the 640s and 641s and the craft books in 745s and 746s are always tight, messy, hard to shelve in, and difficult for customers to browse. Extra shelf space from the 800s and 900s is being shifted to these collections, opening them up for growth and ease of access. Thanks to Kam, Megan, and Jessalyn for working on this project.

PROGRAMS

- AS librarians met to discuss plans for programs in the January – April 2019 portion of next year.
- The Bloomington Reads committee held it's first meeting to discuss possible books/authors to use for the program series in March & April of next year.
- Titles for 2019's Fiction and Mystery Book Clubs have been chosen. New bookmarks listing the selections will be available in November.

Adult/Family programs

Fiction – 1 session – 11 attended

Mystery Book Club – 1 session – 5 attended

Nonfiction Book Club – 1 session – 0 attended

Craft Swap – 1 session – 78 attended

August Classic Movie Little Women – 2 sessions – 10 attended

Illinois' Bicentennial

History of Illinois with Tom Emery – 1 session – 12 attended

DIY Paint Along with Aleshia – 1 session – 15 attended

Jack of All Spades Card Club – 1 session – 2 attended

Cuban Missile Crisis – 1 session – 43 attended

Louisa May Alcott portrayed by Leslie Goddard – 1 session – 31 attended

WWI music – 1 session – 13 attended

Teen Programs

There were no individual teen programs this month given the chaos that occurs as everyone settles into a school year. Additionally, previous September programs have had low attendance due to the focus on school.

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.

- Several staff attended mini-morning sessions (MMS) on topics including assisting customers who have disabilities.
- Webinars: Katie—Cultivating Connected Learning and Revitalizing Library Volunteer Engagement.
- Katie and Karen H. attended a recent workshop at PATH where their services were reviewed.

Goal: Work effectively through the use of technology.

- There were 12 individual computer appointments this month. Topics were: 4 for ereading; 1 reader's advisory on a list of 60+ titles; 2 on accessing and printing pay stubs, including accessing the related email accounts; 1 on Word; 1 on using an app; 1 for scanning and uploading docs; 1 on transferring photos from a tablet to a laptop; 1 on printing a photo from a phone.

Goal: Administer a cost-effective public library.

- Volunteers helped with teenZone shelving.

BUSINESS OFFICE REPORT

Kathy Jeakins

September 2018

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

Participated in interviews for the Administrative Assistant position

Goal: Work effectively through the use of technology.

The Library IT staff and City Hall IT staff installed new MUNIS computers for some staff

Goal: Administer a cost-effective public library.

In September, the Library received its 5th and 6th Property Tax distributions totaling to \$1,293,301.80

In September, Golden Prairie also received its 5th and 6th Property Tax distributions totaling \$98,581.35

Library Credit Cards: I canceled cards for staff that 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

I helped with Full-time and Part-Time payrolls

I mailed out accounts payable checks

I was asked to provide documents for the Foundation audit

Bills Costing in Excess of \$5,000:

1. Dell: \$18,999.42 for Polaris Server
2. Dell: \$7,567.55 for Polaris Server
3. Dell: \$7,567.55 for Polaris Server
4. University of Illinois: \$5,088.00 for Fall Semester Tuition for staff member
5. University of Illinois: \$5,088.00 for Fall Semester Tuition for staff member

Upcoming:

Amy Dunham, new Administrative Assistant, starts on Oct 8

Children's Services Report
Melissa Robinson
September 2018

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

Programs offered in September:

- Chinese Mid-Autumn Moon Festival – 216 attended
- Sensory Story Time – 20 attended
- Where the Wild Things Read – 2 sessions – 45 attended
- Brick by Brick Story Time – 3 sessions – 54 attended
- Preschool Story Time – 3 sessions – 77 attended
- Toddler Time – 3 sessions – 53 attended
- Move and Learn Story Time – 4 sessions – 87 attended
- Lapsit Story Time – 2 sessions – 27 attended
- Tinkerlab – 13 attended
- Global Tales – 32 attended
- Lego Construction Time – 80 attended
- Tales for Tails – 3 sessions – 49 attended
- Itsy Arts – 4 sessions – 34 attended
- Family Games Day – 17 attended
- Total programs/sessions offered: 30
- Total attendance: 804 attended

We visited the following groups/events:

- Katie's Kids – 44 attended
- Trinity Lutheran Preschool – 17 attended
- Milestones Preschool – 53 attended
- Brigham Head Start – 2 classes – 70 attended
- Little Jewels Day Care – 38 attended
- Worldwide Day of Play – 500 attended

We also gave a tour for a homeschool group.

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

- Children's staff attended the mini-morning training session on assisting people with disabilities.
- New librarian, Alex Bell, joined the department.

Upcoming:

In October, in addition to our regular, recurring programs, we will offer the following programs:

- Principals Read – throughout the month
- Fix-It Friday – Oct 5
- Super Stolie Guacamole – Oct 6
- Yoga Fun – Oct 14
- Learn to Play Pokemon – Oct 20
- Beginning Crochet for Kids – Oct 22
- Twin City Tale Spinners Present "Not So Spooky Stories" – Oct 29
- Halloween Parade and Story Time – Oct 31

Circulation and Outreach Services Report

Colleen Shaw

September 2018

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

- The Community Library Committee, a committee with staff from both Bloomington and Normal Public Library, met for the second time on 9/24. We discussed the concept of “turning outward” for direction and shared practical examples of how this has been done successfully in our own organizations and others in our community.
- Michelle Cope met with multiple, local organizations and committees this month to promote our services and identify opportunities for collaboration including:
 - The Human Services Council, the East Central IL Agency on Aging to discuss the issue of social isolation in our community, Home Sweet Home Ministries to discuss their Mobile Health Unit, and the BNParents Coalition to announce the partnership between BPL and NPL working to provide the space and resources for a parenting book club.

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

- Home Delivery staff delivered 310 items to 42 patrons this month.
- Deposit Collections staff delivered 794 items to 11 sites this month. Tech Drop In was held at the McDonalds on Oakland Ave. and S. Main St., Luther Oaks, and Miller Park.
- We are now selling drawstring bags at the Check Out Desk in a variety of colors for \$3 each.
- Due to our fuel line on the bookmobile being vapor locked, we lost the use of A/C on 9/5 and, due to the extreme heat that day, made the following modifications to our schedule:
 - Welbrook: Cancelled; Bohmer Dr: Modified stop in the Library van; Rainbow Ave: Full service stop in the bookmobile without the use of A/C.

As September was Library Card Sign-Up month, Outreach offered card signups at multiple events:

- On 9/6, we staffed a joint table with Normal Public Library at the Light the Night event in Uptown Normal which promoted bike use and safety.
- On 9/8, staff planned to walk in our Door to Door event around the Miller Park neighborhood, but the event was cancelled due to weather. We are planning a makeup date in October.
- On 9/22, we staffed another joint table with NPL at Medici's Oktoberfest. In addition to card sign-ups, we promoted the Library's "Books on Tap" book club.
- On 9/26, staff attended the McLean County Chamber of Commerce Nonprofit Showcase at the Parke Hotel and the Baby Fold's Healthy Start Program Literacy event.
- On 9/29, staff attended the Worldwide Day of Play event in Uptown Normal.

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

- Olivia Buck, who previously worked in our department as a part-time Library Assistant, accepted the full-time Library Assistant position. Her first day was 9/17.
- Sammi Wolter left her part-time Library Assistant position to pursue opportunities outside the Library.

Upcoming:

- Door to Door event at Miller Park – 10/13
- Boys and Girls Club Family Night – 10/25



(9/2018) Circulation and Outreach Services Statistics

Total Circ BPL	92,690
Total Circ Main	78,268
Adults	40,536
Teens	1,901
Children	35,831
Total Circ Outreach	5,139
OTR Adults	1,992
OTR Teens	109
OTR Children	3,038
Total Circ eBooks	9,283
Hoopla	2,222
Overdrive	6,648
RBDigital	355
TumbleBooks	40
eBook Central	18
Borrowers Registered	1,179
Total Active Cardholders	35,452
Children	8,690
Teen	3,622
Adult	23,140
GPPLD	1,401
Total Holds Filled	7,114
Main Holds	5,952
Outreach Holds	1,162
Door Count	24,215

10 Stops with Highest Circulation

THUR	2.5	WINGOVER APTS (EVENING)	467
WED	1.25	NORTH POINTE	167
TUE	1	PONDS APTS	154
MON	1.5	THE GROVE	153
WED	1.5	RAINBOW AVE	150
THUR	1	WINGOVER APTS (MORNING)	134
WED	1.5	RAINBOW AVE	128
THUR	1.25	EAGLE RIDGE	114
MON	1	EKSTAM DR	113
TUE	1.25	GOLDEN EAGLE	104

5 Stops with Lowest Circulation

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

Bookmobile Customers: 983

Total Monthly Stops: 62 (at 46 locations)

Circulation Questions Answered: 550

Outreach Questions Answered: 72

Total Questions Answered: 622



	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	92,687				
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	78,268				
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	35,452				

Bloomington Public Library

Books are just the beginning.



Human Resources Report

Gayle Tucker

September 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 a session about Assisting Patrons with Disabilities
- I share relevant training opportunities with Department Managers
- In September, there were three in-house Job Announcements. Two website/Facebook postings closed in September, soliciting 28 and 20 qualified applicants.
- In September, I participated in five interviews and one exit interview
- I provided orientation to three new staff
- 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.

Goal: Administer a cost-effective public library.

- I serve as the Work Study Coordinator with Illinois Wesleyan University
 - Each student worker costs us about \$2.31/hour
 - The Work Study program has resumed. We currently have seven students, and I will be hiring two more.
- 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
- Union wage updates and retroactive pay

Information Technology Services Report
Jon Whited
September 2018

Goal: Work effectively through the use of technology.

We are in the process of setting up the new Envisionware selfchecks. We plan on having all of them out and available to the public by the second week of November. We currently are working to setup one of them so that staff has an opportunity to work with it again.

The New servers for Polaris have been setup. We currently have a date setup with Innovative systems to setup the software on the new system.

We have a schedule setup with Innovative systems that has us going live on the system on March 20th of 2019. We continue to have weekly calls with them to schedule and move through the migration process.

We are working on setup up new equipment in the Digital Media Lab to be able to convert more forms of media. We are currently working on converting cassette tapes to digital so that we can make that available to the public. We are currently testing this new equipment and creating documentation before putting it out to the public.

We are working to move the web site to a secure site. The new Library system will require that all web access be secure, so our intention is to have the entire site secure at the same time.

We are in the process of adding 865 new additional Bloomington Student Cards from the start of the school year. We have also received the Unit 5 student card data and we will be working through adding the Middle School and High School students to the student cards. We anticipate a large number of new students will be added from the remaining schools in the Unit 5 district.

**Marketing Report
Rhonda Massie
September 2018**

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

BOOKMOBILE SCHEDULES

- The November-April Bookmobile Schedule was updated and sent to the printer.
- The text opt-in words were modified to accommodate the new Bookmobile stop.

PRINCIPALS READ

- The principals of the six grade schools in District 87, as well as the principal of Sarah Raymond School, will come to the Library and read books aloud to children during the month of October.
 - Promotion has included:
 - Handouts sent to the schools which will be sent home with those in grades K-5
 - Press Release issued to area media
 - Social Media and Digital Avenues inside the Library
 - eBlast sent by Macaroni Kid
 - Static ad on the Macaroni Kid website
 - Commercials on WGLT
 - Print and Digital ads with the *Pantagraph*
 - Handouts at the Library
 - Display Case at the Library
 - News coverage by WEEK and HOI after the first night of the program – Oct 1

CREATIVE WORK

Advertising (designs and scripts)

- Print/Digital Ad for *The Pantagraph* to promote new hours for Donation Day
- Print/Digital Ad for *The Pantagraph* to promote the Chinese Mid-Autumn Moon Festival
- Print/Digital Ad for *The Pantagraph* to promote Principals Read
- Digital ad promoting Principals Read via the Macaroni Kid website
- Digital image promoting Principals Read which accompanied an eBlast to Macaroni Kid's subscriber list
- Magic 99.5 – Ad promoting Louisa May Alcott program
- Magic 99.5 – Ad promoting Chinese Mid-Autumn Moon Festival
- WGLT – Ad promoting Donation Day
- WGLT – Ad promoting program about the history of Illinois
- WGLT – Ad promoting a program about the music of World War I
- WGLT – Ad promoting the Chinese Mid-Autumn Moon Festival
- WGLT – Ad promoting the Principals Read programs

Program Publicity (print and social media)

- | | |
|------------------------------|--|
| • Principals Read | • Getting Started with Computers |
| • Louisa May Alcott Program | • Pokemon Programs |
| • Cuban Missile Crisis | • Mortgages and Real Estate Opportunities |
| • After School Fix-It Friday | • Murder Mystery Party |
| • Super Stolie Guacamole | • Magic the Gathering |
| • Celebration of India | • Sparkling Grape Juice & a Masterpiece |
| • 3D Printing of Ocarinas | • Twin City Tale Spinners, Not So Spooky Stories |
| • Pen Pals Across the Pond | |
| • Yoga Fun for Kids | |

Display Case

- Changed to Chinese Mid-Autumn Moon Festival
- Changed mid-month to promote Principals Read

Web Highlight Boxes

- Local Author Fair
- Donation Day – New Time
- Principals Read

Signs

- Closure signs (paper/digital) for October 3's Staff Development Day
- "National Cookbook Month"
- "Real Estate"
- "RIP Burt Reynolds"

New Handout

- Libby

Other

- We are in the process of redesigning the adult library card. We're moving quickly as there appear to be only 209 card blanks remaining in the building (that was on September 27).
- The artwork on the elevator doors was changed. We're now showing an "I Spy" game on one of the doors and many rebus puzzles on the other.
- Mailed postcards to everyone who has moved to our area in the past four months.
- Supplied a prize (a bag and gift certificates to our Book Shoppe) to Corpus Christi School's Fall Ball
- Printed panels for the Chinese Mid-Autumn Moon Festival
- Price tag sign for new drawstring bags.
- New Large Print Nonfiction sign
- Laminated cards for AS Desk: (2) Pantagraph; (2) Tribune; (2) Sun Times; (6) Mouse & Cord; (7) Mouse; (6) Cord
- Design for the frosted look that's going to be implemented on the windows that look into the Circulation workroom
- Artwork for the back of the bag chairs which will be given to staff on Appreciation Day
- Shelf Talkers for new Book Club Kits
- Compiled statistics for grant reporting associated with the 2018 Lincoln's Festival on Route 66

Print

- (200) Read Illinois' Classics
- (50) Wireless

HEADLINES

- *Bloomington Library Seeks Feedback in Miller Park Neighborhoods*; September 8; WGLT
 - Story was in response to a press release that was sent to local media about the planned door-to-door campaign which was ultimately cancelled.
- *Wind Power: Normal's Children's Discovery Museum to Add Exhibit*; September 12; *The Pantagraph*;
 - Includes information about BPL & NPL circulating CDM passes)
- *Principal Read by District 87 kicks off this month*; October 1; CiProud; <https://bit.ly/2zPpZUd>
- *October has finally arrived; or is it Booktober?*; October 1; WEEK; <https://bit.ly/2xTm1bK>
 - WEEK and HOI both took video of and interviewed Principal Lambert of Irving School after the first session of Principals Read on October 1.

ELECTRONIC OUTREACH

- During the past month:
 - the Library added 37 Facebook followers for a total of 6,386;
 - the Library added 11 Instagram followers for a total of 1,079;
 - the Library lost 15 Twitter followers for a total of 1,945;
- The Library has 266 current text subscribers.
- The Library's Bookmobile stops combined have 792 text subscribers.
- The Library's Books on Tap Book Club is on MeetUp.com.
- The Library's Cardholder Perks eBlast list contains 27,087 subscribers.
- The Library's Program Guide eBlast list contains 27,102 subscribers.
- The Library's General eBlast list contains 27,114 subscribers.

ONGOING 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 September 1, we sent an eBlast to 27,150 cardholders to announce that we're now circulating GoChip Beams and Children's Discovery Museum passes with the Ages & Stages Kit to be circulated soon.
 - On October 1, we sent an eBlast to 27,087 cardholders promoting World Book, one of our online resources.
 - has a 9-month advertising package with HOI (TV) which includes ads on their nighttime local news shows and began in April 2018
 - has a 1-year advertising package with Grossinger Arena which began on 4.1.18.
 - has a new advertising package with WEEK (TV) which includes running our commercial during Bulls and Blackhawks games
 - has a 1-year advertising package with WGLT (radio) which began in late April.
 - has a 1-year advertising package with *The Pantagraph* which began on 2.17.18.
 - renewed a 1-year advertising package with Pilot Media (radio; Magic 99.5) which began in May 2018
 - 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* Daily Calendar;
 - submits select programs to PATH's bi-weekly eNewsletter;
 - submits select programs to the DBA's eNewsletter;
 - is interviewed every other week for Book Talk radio spots on WJBC;
 - contracts with Magic Blue Box, a text notification service. Patrons must opt in to receive texts about the Library or text reminders on the day of their Bookmobile stop.
 - runs an ad in each Community Players playbill.
- Additionally, Library programs appear on the Library's website and on the plasma TV in the Library's lobby. And the Marketing Department continues to compile and distribute the monthly Staff Newsletter.

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

HANGING SIGNS PROJECT

- The hanging sign project continues. The artwork is now in the hands of Dean's Graphics. Dean's will produce one sign and let us see it before we proceed.

Goal: Administer a cost-effective public library.

FUNDRAISING

- Upon recommendation by Jeanne Hamilton, Rhonda read the book "How to Raise \$500 to \$5,000 from Almost Anyone: A 1-hour Guide for Board Members, Volunteers, and Staff."
- September 28 - Rhonda and Jeanne met with Beth Whisman to discuss a capital fundraising campaign. Beth is currently the Director of the Children's Discovery Museum. In her past job, she was the Development Director for the McLean County Museum of History. In that job, and with the help of consultants, board members, and other staff, Beth raised \$6 million for the museum over 5 years.
- Applied to be a recipient of The Gingerbread House's 12 Days of Giving fundraiser. Chosen recipients will receive 10% of sales on their designated day.

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

APPRECIATION DAY

- The Marketing Department delivered Appreciation Day "gift" options to the Department Managers. The Managers whittled the items down to possibilities. Quotes were secured. And artwork was designed for the item – folding bag chairs – which will be given to Staff, Volunteers, and Work Study Students on Appreciation Day in November. (This gift will be sponsored by the Library Foundation.)

APPAREL STORE

- The Library's Apparel Store will reopen between October 1 and November 7. Staff/Board Members wanting to order BPL apparel will prepay for the items online. The store will be open for approximately 2 weeks with merchandise being delivered approximately 3 weeks after the store closes.

Support Services Report

Caprice Prochnow

September 2018

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

- Custodial staff:
 - New carpet squares were installed in the sorter area of the Circ workroom to replace the worn, hazardous carpeting.
 - Deep cleaning of a few desk areas in Technical Services to accommodate some shifting of staff.
 - Replaced ceiling tile in various areas of the Library.
 - The faucet in the Circ workroom was replaced.
 - Painting in the Admin Copier area.
 - New wiper blades installed on van.
- Repairs/Installs:
 - CK Brush remedied the drain problem with the AS workroom sink.
 - Johnson Controls performed troubleshooting on compressor #1 on the chiller. They discovered a faulty thermostatic expansion valve. This will be replaced sometime this fall.
 - Weber Electric replaced a photocell for the exterior soffit lights, removed four recessed fixtures and replaced with two LED fixtures in TS, and repaired a few fluorescent fixtures.
 - Alpha Controls replaced the pressure sensor for the building.
 - MIM replaced the supply fan on the rooftop air handler.
- A new stool was purchased for the AS Service desk.

Recruit, train and develop a knowledgeable, collaborative staff.

- Caprice Prochnow and Tom Drewry have been working with Kerrie Parker, Staff Development Committee Chair on Development Day safety presentations and scheduling.

Administer a cost-effective public library.

- Johnson Controls upgraded the fire alarm panel to an addressable panel.
- Mid-Illinois conducted the quarterly preventative maintenance on the HVAC system. Some repairs were made to the roof top air handler.
- Alpha Controls performed the quarterly preventative maintenance on the HVAC controls.
- The biennial inspection of the boilers was performed, and all was good.

Upcoming

- Fire alarm devices will be upgraded to addressable version to go with the newly upgraded fire alarm panel.

Bloomington Public Library

Books are just the beginning.



Technical Services Report

Allison Schmid

September 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.
 - We're through the F's and have changed over 600 cases so far.
 - With the old CD cases you could fit 12 on a shelf, with the new, you can fit 16.
 - Throughout this project, we're also making sure that all the call labels are in the top right corner for ease of shelving.
- Allison has begun processing and cataloging the STEAM kits. The Librarian II committee will meet to decide a few of the finer circulating details.

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

- All TS staff attended the MMS on Assisting Patrons with Disabilities with Danny Rice.
- Allison and Alex met to give a tour of TS and discuss how TS relates to her position.
- TS assisted Circulation with on-shelf holds.
- Kelly has been with us for 6 months now and is an expert at all things acquisitions and newspapers. It feels like it's been years (in a good way!).
- Katy is getting comfortable in her new position processing and cataloging children's books.
- Tura took over processing and cataloging adult books for Margaret and is now well versed in all the genres.
- **Training Hours - 3**

Goal: Administer a cost-effective public library.

- Our volunteer Leslie Conklin has returned and will be here every Tuesday from 9-11.
- **Volunteer Hours – 6**

Upcoming:

- We hope to have the STEAM kits rolled out by November.
- We hope to have the CD case project finished by November (to coincide with the new shelving).

September 2018

Bloomington Public Library

Books are just the beginning.



BPL Monthly Stats

Materials	Added	Withdrawn
Adult Fiction	598	928
Adult Nonfiction	301	273
Juvenile Fiction	925	446
Juvenile Nonfiction	287	24
Adult CDs	130	83
Juvenile CDs	4	26
Adult DVDs	257	403
Juvenile DVDs	86	109
Adult Audio	33	1
Juvenile Audio	5	34
Adult Computer Games	29	8
Juvenile Computer Games	21	16
Total Adds/Withdraws	2676	2351

Total Items in Main	306294
Total Items in OTR	11122
Total Items in Library	317416

BLOOMINGTON PUBLIC LIBRARY
FY 2018-2019 FISCAL REPORT

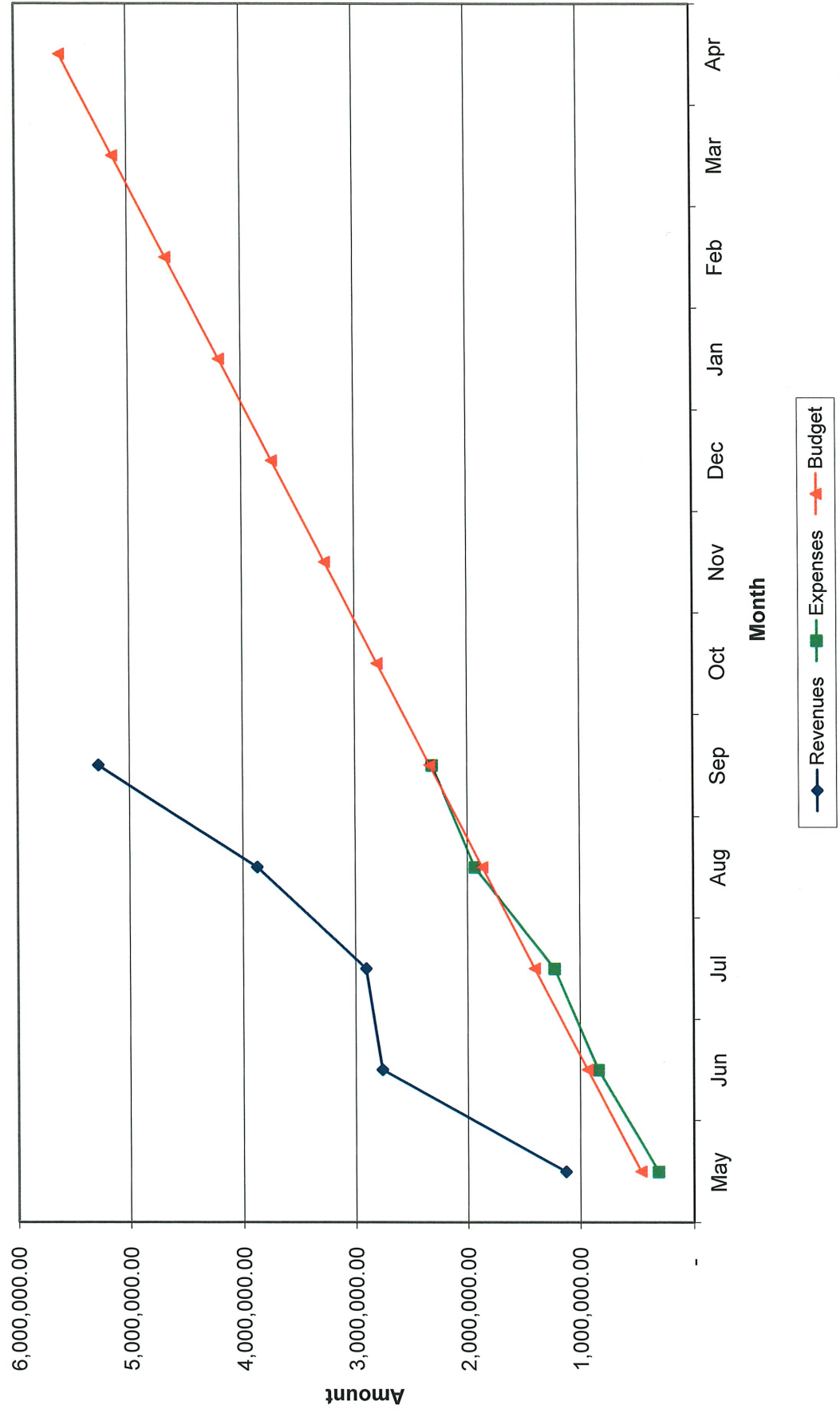
REVENUES:

ACCT NAME	BUDGET	SEPT 2018	YR-TO-DATE	AMOUNT OVER/UNDER	% RECEIVED
Property Tax	4,823,604	1,293,301.80	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	93,652.28	380,375.96	(24,624.04)	93.9
Fees & Rentals	87,000	4,667.01	26,868.56	(60,131.44)	30.9
Copies	3,000	335.10	1,446.70	(1,553.30)	48.2
Interest on Investments	15,000	6,489.71	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	75.00	7,964.22	(17,035.78)	31.9
Other Private Grants	0	0.00	500.00	500.00	-----
Cash Over/Short	0	(10.33)	43.20	43.20	-----
Other	45,000	3,266.20	19,365.10	(25,634.90)	43.0
Total Revenues	5,594,004	1,401,776.77	5,276,588.61	(317,415.39)	94.3

ACCT NAME	BUDGET	SEPT 2018	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Full-Time Salaries	2,221,893	160,779.54	861,089.31	(1,360,803.69)	38.8
Part-Time Salaries	453,622	38,294.98	166,786.89	(286,835.11)	36.8
Seasonal Salaries	61,224	2,153.68	30,220.64	(31,003.36)	49.4
Overtime Salaries	1,100	0.00	6.00	(1,094.00)	0.5
Other Salaries	0	0.00	806.00	806.00	-----
Total Sals & Wages	2,737,839	201,228.20	1,058,908.84	(1,678,930.16)	38.7
Dental Insurance	14,952	1,026.98	5,199.97	(9,752.03)	34.8
Vision Insurance	2,651	226.90	1,149.65	(1,501.35)	43.4
Health Insurance, BC/BS PPO	326,236	26,059.12	132,744.48	(193,491.52)	40.7
Health Insurance, OSF HMO	61,134	3,643.52	17,606.70	(43,527.30)	28.8
Life Insurance	3,081	257.60	1,290.85	(1,790.15)	41.9
IMRF	336,259	20,698.06	117,073.34	(219,185.66)	34.8
FICA	177,143	11,336.59	62,258.50	(114,884.50)	35.1
Medicare	36,805	2,591.37	14,500.63	(22,304.37)	39.4
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	10,176.00	22,152.00	(2,848.00)	88.6
Other Benefits	20,000	1,684.97	11,596.75	(8,403.25)	58.0
Total Benefits	1,021,372	77,701.11	385,233.87	(636,138.13)	37.7
Rentals	22,000	1,445.28	8,995.55	(13,004.45)	40.9
Total Rentals	22,000	1,445.28	8,995.55	(13,004.45)	40.9
Building Mtnc	139,400	3,319.91	44,081.15	(95,318.85)	31.6
Vehicle Mtnc	9,000	527.34	5,180.61	(3,819.39)	57.6
Office & Computer Mtnc	175,000	1,609.44	121,785.08	(53,214.92)	69.6
Total Repair/Mtnc	323,400	5,456.69	171,046.84	(152,353.16)	52.9

ACCT NAME	BUDGET	SEPT 2018	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Advertising	45,000	3,630.95	17,421.73	(27,578.27)	38.7
Printing/Binding	20,000	4,531.29	10,813.85	(9,186.15)	54.1
Travel	1,000	19.29	81.42	(918.58)	8.1
Membership Dues	6,000	0.00	700.00	(5,300.00)	11.7
Professional Development	14,500	2,034.00	4,121.00	(10,379.00)	28.4
Other Purchased Services	140,000	8,992.13	43,320.36	(96,679.64)	30.9
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	19,207.66	76,458.36	(187,041.64)	29.0
Office Supplies	19,100	1,059.13	5,391.61	(13,708.39)	28.2
Computer Supplies	87,000	8,972.93	32,893.57	(54,106.43)	37.8
Postage	12,000	62.90	144.12	(11,855.88)	1.2
Library Supplies	80,000	6,338.76	32,927.53	(47,072.47)	41.2
Janitorial Supplies	17,000	673.49	5,330.45	(11,669.55)	31.4
Gas & Diesel Fuel	4,500	312.54	1,667.58	(2,832.42)	37.1
Building Mtnc & Repair Supplies	10,600	436.49	7,772.09	(2,827.91)	73.3
Total Supplies	230,200	17,856.24	86,126.95	(144,073.05)	37.4
Natural Gas	22,000	664.75	4,643.91	(17,356.09)	21.1
Electricity	95,000	8,637.05	42,391.59	(52,608.41)	44.6
Water	10,000	0.00	2,132.52	(7,867.48)	21.3
Telecommunications	35,500	1,743.96	13,192.14	(22,307.86)	37.2
Total Utilities	162,500	11,045.76	62,360.16	(100,139.84)	38.4
Professional Collection	2,000	45.00	584.97	(1,415.03)	29.2
Total Prof Collection	2,000	45.00	584.97	(1,415.03)	29.2
Periodicals	41,000	0.00	15,290.74	(25,709.26)	37.3
Adult Books	154,000	10,996.16	61,184.97	(92,815.03)	39.7
Children's Books	124,000	10,318.21	46,751.83	(77,248.17)	37.7
A/V Materials	139,000	12,920.45	57,336.77	(81,663.23)	41.2
Public Access Software	140,000	4,406.00	80,770.02	(59,229.98)	57.7
Downloadable Materials	76,700	4,944.99	56,162.14	(20,537.86)	73.2
Total Materials	674,700	43,585.81	317,496.47	(357,203.53)	47.1
Employee Relations	6,400	0.00	1,133.69	(5,266.31)	17.7
Miscellaneous Expenses	9,600	785.57	1,645.84	(7,954.16)	17.1
Transfer to Capital Fund	140,493	0.00	140,493.00	0.00	100.0
Total Other Expenses	156,493	785.57	143,272.53	(13,220.47)	91.6
Total Expenses	5,594,004	378,357.32	2,310,484.54	(3,283,519.46)	41.3

BPL FY 2018-2019



EXPLANATIONS FOR VARIANCES IN EXCESS OF 5%
(Variance of 36.7% to 46.4% is acceptable)
September 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 (30.9%): This is just slightly below the projected amount.

Copies (48.2%): This is little more than projected.

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.

Seasonal Salaries (49.4%): The Library hires additional staff to help in the summer with the Summer Reading Program-this is what much of this line item is for.

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

Dental Insurance (34.8%): Not as many employees elected to have dental coverage

Health Insurance, OSF, HMO (28.8%): Not as many employees selected this option for their health insurance.

IMRF (34.8%): Once staff have received the 5/1/18 increases, this will be more in line

FICA (35.1%): 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.

Other Benefits (58.0%): This is over-spent at this point due to recent staff retirements and resignations.

Building Maintenance (31.6%): Charges have been minimal.

Vehicle Maintenance (57.6%): This line item is over-spent due to recent repairs to the bookmobile generator.

Office/Computer Equipment Maintenance (69.6%): Several annual maintenance payments were made in the first quarter of the fiscal year.

Printing/Binding (54.1%): Several items were printed in the last month, including, Program Guides, additional Bookmobile Schedules, New Resident Postcards.

Travel (8.1%): Charges have been minimal.

Membership Dues (11.7%): Charges have been minimal.
Professional Development (28.4%): Charges have been minimal.
Other Purchased Services (30.9%): 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 (28.2%): Charges have been minimal.
Postage (1.2%): Charges have been minimal.
Janitorial Supplies (31.4%): Charges have been minimal.
Building Maintenance Supplies (73.3%): This line item is over-spent due to the purchase of ballasts and UV light bulbs.
Natural Gas (21.1%): Charges have been minimal.
Water (21.3%): Charges have been minimal.
Professional Collection (29.2%): Charges have been minimal.
Public Access Software (57.7%): This is over-spent due to the payment of several annual renewals.
Downloadable Materials (73.2%): This is over-spent due to payments for various downloadable services.
Employee Relations (17.7%): Charges have been minimal.
Miscellaneous Expenses (17.1%): 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:	6.72
Fresh Thyme, Giving Bag Donation:	63.00
Robert Starckovich, Miscellaneous Donation:	25.00
Miscellaneous Donations:	3.50
 Total Donations:	 \$ 7,964.22

The Other Revenue line item breaks out as follows:

Blankets:	\$ 0.00
Book Pick-Up:	359.70
Book Shoppe:	10,722.00
Drawstring Bags:	6.00
Ear Buds:	244.50
Flashdrives:	175.50
Hot Beverage Service:	292.00
Meeting Room Fees:	682.50
Print Station:	4,686.10
Reusable Bags:	253.50
Slingback Packs:	52.00

Test Proctoring:	400.00
Totebags:	200.00
Tumblers:	26.00
Umbrellas:	21.00
Miscellaneous:	1,244.30

Total Other Revenue:	\$19,365.10
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During September, 8 batches containing 97 invoices were processed, totaling \$93,283.97 and 181 credit card charges were made totaling \$35,939.55.

As of September 30, the Library's Maintenance & Operating Fund Balance is \$5,534,149.55, which is 98.9% of the budgeted amount; the goal of twenty-five percent of the Library's FY19 budget is \$1,398,501.

Library Fund Balance Information, 9/30/18:

Operating:	\$ 5,534,149.55
Capital:	\$ 2,799,604.08
Fixed Assets:	\$ 1,148,590.91

Bloomington Public Library
Monthly Statistics - September 2018

	<u>FY19</u>		<u>FY18</u>	
	Current Month	Cumulative	Last Year	Cumulative
CIRCULATION				
Adults	40,536	224,872	43,812	235,123
Teens	1,901	12,392	2,230	14,774
Children	35,831	210,874	34,615	215,553
OTR Adults	1,992	10,212	2,011	11,475
OTR Teens	109	644	114	786
OTR Children	3,038	16,099	3,552	20,305
e-Books - Overdrive	6,648	35,270	5,664	26,486
Hoopla downloads	18	8,602	998	4,500
Zinio Magazines	2,222	3,707	328	1,533
Tumblebooks	355	528	11	70
TOTAL CIRCULATION				
Adults	42,528	235,084	45,823	246,598
Teens	2,010	13,036	2,344	15,560
Children	38,869	226,973	38,167	235,858
Digital Downloads	9,243	48,107	7,001	32,589
Combined Total	92,650	523,200	93,335	530,605
ITEMS IN THE COLLECTION				
Main	306,294	612,375	307,843	307,843
OTR	11,122	21,929	11,398	11,398
TOTAL	317,416	634,304	319,241	319,241
HOLDS FILLED	7,114	38,787	7,200	36,960
INTERLIBRARY LOAN				
Borrowing Requests Received	457	2,591	442	2,543
Outgoing Loans (Lending)	255	1,232	283	1,264
CARDHOLDERS				
Added	1,179	2,840	310	2,110
TOTAL ACTIVE CARDS				
Adults	23,140	46,260	24,507	24,507
Teens	3,622	6,788	2,832	2,832
Children	8,690	16,955	6,678	6,678
Combined Total	35,452	70,003	34,017	34,017
REFERENCE QUESTIONS				
Adults	1,893	10,599	1,927	11,216
Teens	59	735	77	857
Children	630	5,027	667	4,188
OTR	72	410	98	501
Circulation	550	4,229	1,022	3,653
Marketing (Facebook)	0	1	n/a	n/a
TOTAL	3,204	21,001	3,791	20,415
PROGRAMS & OUTREACH				
Adult	12	70	15	81
Teens	0	16	1	20
Childrens	34	105	30	98
Community Group in Library	1	27	2	50
Staff Visit to Community Group	6	46	7	49

Bloomington Public Library
Monthly Statistics - September 2018

	<u>FY19</u>		<u>FY18</u>	
	Current Month	Cumulative	Last Year	Cumulative
TOTAL	53	264	55	298
PROGRAM & OUTREACH ATTENDANCE				
Adult	220	1,083	219	1,626
Teen	0	443	30	525
Childrens	1,059	5,421	795	5,724
Community Group in Library	8	927	33	1,195
Staff Visit to Community Group	722	8,961	949	9,885
1-on-1 with Staff	12	51	11	54
TOTAL	2,021	16,886	2,037	19,009
COMPUTER USE				
Public computer uses	3,989	24,320	4,212	20,340
Website database/catalog hits	37,369	211,048	22,178	125,382
Online Resource (Database) uses	9,650	50,281	5,347	25,867
TOTAL	51,008	285,649	31,737	171,589
MEETING ROOM USAGE				
Study Room	107	496	88	392
Digital Media Lab	10	46	5	42
Community Room	42	256	37	209
TOTAL	159	798	130	643
CUSTOMER VISITS				
Main	24,215	146,229	24,728	144,893
Bookmobile	983	5,842	1,137	6,716
TOTAL	25,198	152,071	25,865	151,609
TRAINING HOURS	102	538	144	1,072

Golden Prairie Public Library District
Board of Trustees Meeting

Wednesday, August 15, 2018
5:00 p.m.

At 5:00 p.m., President Stephen Peterson opened the Public Hearing on Ordinance No. 18-01, the Annual Budget and Appropriation Ordinance for the Fiscal Year beginning the first day of July 2018 and ending the 30th day of June 2018. President Peterson called for public comments three times with no responses. The Public Hearing was closed at 5:02 p.m.

William C. Wetzels 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 5:02 p.m.
- II. Roll Call
MEMBERS PRESENT: Ary Anderson, Laurie Nippe, Ruth Novosad, Jodi Sherman, Stephanie Walden, Stephen Peterson

MEMBERS ABSENT: Patti Salch

OTHERS PRESENT: Jeanne Hamilton, Kathy Jeakins, Colleen Shaw, Phil Lenzini
- III. Introductions
President Peterson introduced Phil Lenzini, GPPLD Attorney.
- IV. Public Comment
There was no public comment.
- V. President's Report
President Peterson shared that he had nothing to report because the Bloomington Public Library Board Meeting is next Tuesday, taking place after this month's meeting.
- VI. Approval of Minutes
A. July 18, 2018
RUTH NOVOSAD MOVED, ARY ANDERSON SECONDED, TO APPROVE THE MINUTES FROM THE JULY 18, 2018 MEETING. THE MOTION CARRIED UNANIMOUSLY.
- VII. Staff Reports
A. Director's Report
Director Hamilton reported that BPL plans to share the newest conceptual site plans for the Library with a presentation at the City Council on August 27th.
Director Hamilton also shared that the ILA Trustee Day is coming up in October. Ruth Novosad highly recommended attending. The Board discussed sending Jodi and Laurie this year. They directed staff to allocate \$400 + reasonable mileage to attend ILA.
Director Hamilton also shared copies of the new program guide.

B. Outreach Report

Colleen Shaw reported that the Bookmobile had issues with the generator in July. No GPPLD stops were canceled but did a limited service "vanmobile" stop at Freedom Oil. We found that we need to do more routine maintenance scheduling and we suspect that leaves/etc. are getting sucked into the generator and not getting cleaned out causing the generator to overheat. We are scheduled to attend quite a few back to school events.

C. Financial Report

Kathy Jeakins shared that July is a slow month with the only revenue being interest. She also shared that the annual audit is scheduled for tomorrow.

VIII. Unfinished Business

A. Discuss Library Service Gap in Downs, Illinois

Ary Anderson and Ruth Novosad reported that they sent handwritten follow-up notes to all 12 of the outstanding property owners. They are waiting for responses. They also reported that, according to the attorney, a property across the street from a property in GPPLD territory is eligible for annexation.

B. Discuss Results of Digital Marketing Campaign Approve Payment to Cumulus

Ruth Novosad reported that Cumulus did send a complete list of where the geo-targeted ads appeared. She talked to the Chairman of Marketing Department at ISU. He said that there are strong regulations governing digital campaigns. There may be potential to do some sort of project with marketing students at ISU in the future. Ruth believes that it wasn't a successful campaign but Cumulus did deliver what was promised.

RUTH NOVOSAD MOVED, STEPHANIE WALDEN SECONDED, TO APPROVE A PAYMENT OF \$600.00 TO CUMULUS. THE MOTION CARRIED UNANIMOUSLY.

YAYS: ARY ANDERSON, LAURIE NIPPE, RUTH NOVOSAD, JODI SHERMAN, STEPHANIE WALDEN, STEPHEN PETERSON

NAYS: NONE

ABSENT: PATTI SALCH

THE MOTION CARRIED UNANIMOUSLY.

IX. New Business

A. Discuss and Approve the Cost of Promotional Materials for Tri Valley Schools

Director Hamilton shared that per GPPLD's suggestion, the Library sent a joint summer reading flyer with Heyworth Public Library along with the summer BPL program guide to Tri Valley elementary school students. The summer materials were paid for with the Bloomington Public Library budget. It would be approximately \$300 to cover printing costs for distributing program guides to the Tri Valley students for the upcoming semester.

There was some discussion on Ridgeview schools. The consensus was that it isn't really worth sending to Ridgeview because such a small percentage of the students are GPPLD.

The Board decided to try distributing program guides to Tri Valley for 2 more printings. After that, the Board will revisit the effort, considering any impacts on program attendance.

STEPHANIE WALDEN MOVED, LAURIE NIPPE SECONDED, TO APPROVE THE COST OF PROMOTIONAL MATERIALS FOR TRI VALLEY SCHOOL FOR THE NEXT TWO TRIMESTERS UP TO AN AMOUNT OF \$600.00.

YAYS: ARY ANDERSON, LAURIE NIPPE, RUTH NOVOSAD, JODI SHERMAN, STEPHANIE WALDEN, STEPHEN PETERSON

NAYS: NONE

ABSENT: PATTI SALCH

THE MOTION CARRIED UNANIMOUSLY.

B. Adopt Annual Budget and Appropriation Ordinance 18-01

ARY ANDERSON MOVED, JODI SHERMAN SECONDED, TO ADOPT THE ANNUAL BUDGET AND APPROPRIATION ORDINANCE 18-01 FOR THE FISCAL YEAR BEGINNING THE FIRST DAY OF JULY 2018 AND ENDING THE 30TH DAY OF JUNE 2019, IN THE AMOUNT OF \$447,635.00.

YAYS: ARY ANDERSON, LAURIE NIPPE, RUTH NOVOSAD, JODI SHERMAN, STEPHANIE WALDEN, STEPHEN PETERSON

NAYS: NONE

ABSENT: PATTI SALCH

THE MOTION CARRIED UNANIMOUSLY.

X. Comments from Board Trustees

The Trustees thanked Kathy for her work on the ordinance.

XI. Adjournment

RUTH NOVOSAD MOVED, STEPHANIE WALDEN SECONDED, TO ADJOURN THE MEETING. THE MOTION CARRIED UNANIMOUSLY.

President Peterson adjourned the meeting at 5:51 p.m.

Incident Report Summary for September 2018

2018-09-30 23:59:00
2018-09-01 01:00:00
30 days in month

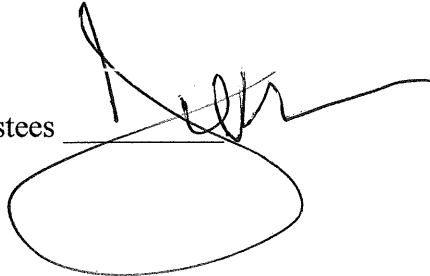
Incident ID	Date/Time Submitted	Violation
3858	2018-09-08 15:45:19	CustomerComplaint
3859	2018-09-22 15:59:30	StolenDamagedLibraryMaterial
3860	2018-09-22 16:30:42	StolenDamagedLibraryMaterial

FY2019 SALARY RANGES

<u>Position</u>	<u>Bottom of Range</u>		<u>Top of Range</u>	
	<u>Bi-Weekly</u>	<u>Annual</u>	<u>Bi-Weekly</u>	<u>Annual</u>
Part Time Security Officer	\$13.02/ hour		\$18.69/ hour	
Security Site Supervisor	\$ 1,152	\$ 29,952	\$ 1,832	\$ 47,632
Secretary	1,313	34,138	1,707	44,382
Network Administrator	1,524	39,624	1,984	51,584
Webmaster	1,524	39,624	1,984	51,584
Unit Manager	1,917	49,842	3,031	78,806
Marketing & Public Relations Manager	2,005	52,130	2,777	72,202
Librarian II	2,466	64,116	3,943	102,518
Information Technology Services Manager	2,947	76,622	3,503	91,078
Director	3,462	90,012	5,534	143,884

Salary ranges reflect a 2.00% increase over FY2018.

Approved by the BPL Board of Trustees

A handwritten signature in black ink is written over a large, empty circular stamp. The signature is cursive and appears to be "R. [unclear]". The stamp is a simple circle with no text or markings inside.

LIBRARY						
MAINTENANCE & OPERATING BUDGET						
FISCAL YEAR 2019-2020						
Account Number	Account Title	FY 18 Actual	FY 19 Budget	FY 20 Proposed	\$ Diff From FY 19 to FY 20	% Diff From FY 19 to FY 20
50110	Property Taxes	4,679,453	4,823,604	4,871,840	48,236	1.0
53020	Replacement Tax	130,400	130,400	130,400	-	-
53120	State Grants	59,483	59,000	59,000	-	-
53370	From Golden Prairie PL Dist	388,023	405,000	400,000	(5,000)	(1.2)
54490	Library Fees & Rentals	67,221	87,000	75,000	(12,000)	(13.8)
54720	Copies	3,522	3,000	3,500	500	16.7
56010	Interest from Investments	42,903	15,000	30,000	15,000	100.0
56020	Interest From Taxes	31	-	-	-	#DIV/0!
57110	Sale of Property	4	1,000	-	(1,000)	(100.0)
57310	Donations	35,356	25,000	25,000	-	-
57350	Other Private Grants	-	-	-	-	#DIV/0!
57610	Cash Over/Short	(15)	-	-	-	#DIV/0!
57990	Other Misc Income	47,370	45,000	45,000	-	-
	Fr Library Fund Balance		-	-	-	#DIV/0!
	Fr Library Fixed Asset Fund		-	-	-	#DIV/0!
	Total Revenues	5,453,751	5,594,004	5,639,740	45,736	0.8
61100	Full Time Salaries	2,126,765	2,221,893	2,313,302	91,409	4.1
61110	Part Time Salaries	394,640	453,622	485,577	31,955	7.0
61130	Seasonal Salaries	46,004	61,224	57,893	(3,331)	(5.4)
61150	Overtime Salaries	8	1,100	1,100	-	-
61190	Other Salaries	12,600	-	-	-	#DIV/0!
62101	Dental Insurance	13,487	14,952	13,554	(1,398)	(9.3)
62102	Vision Insurance	2,628	2,651	2,802	151	5.7
62104	Health Insurance PPO BC/BS	302,445	326,236	357,285	31,049	9.5
62106	Health Insurance HAMP HMO	52,458	61,134	61,134	-	-
62110	Life Insurance	3,098	3,081	3,115	34	1.1
62120	IMRF	327,085	336,259	231,330	(104,929)	(31.2)
62130	FICA	152,821	177,143	177,120	(23)	(0.0)
62140	Medicare	35,740	36,805	41,423	4,618	12.5
62150	Unemployment Compensation	-	-	-	-	#DIV/0!
62160	Worker's Comp	7,886	17,411	10,000	(7,411)	(42.6)
62190	Staff Uniforms	343	700	800	100	14.3
62210	Tuition Reimbursement	17,516	25,000	40,000	15,000	60.0
62990	Other Benefits	34,446	20,000	25,000	5,000	25.0
70095	Credit Card Fees	-	-	-	-	#DIV/0!
70420	Equipment Rental	19,094	22,000	23,000	1,000	4.5
70510	Building Maintenance	116,466	139,400	150,000	10,600	7.6
70520	Vehicle Maintenance	7,359	9,000	10,000	1,000	11.1
70530	Office/Equipment Maintenance	129,748	175,000	195,000	20,000	11.4
70590	Other Property Maintenance	-	-	-	-	#DIV/0!
70610	Advertising	29,078	45,000	50,000	5,000	11.1
70611	Printing/Binding	8,660	20,000	20,000	-	-
70630	Travel	634	1,000	1,000	-	-
70631	Membership Dues	4,217	6,000	5,000	(1,000)	(16.7)
70632	Professional Development	11,917	14,500	15,000	500	3.4
70690	Other Purchased Services	103,211	140,000	140,000	-	-
70714	Property Insurance	14,416	25,000	17,000	(8,000)	(32.0)
70715	Vehicle Insurance	3,000	6,000	4,000	(2,000)	(33.3)
70790	Other Insurance	5,000	6,000	6,000	-	-
71010	Office Supplies	9,689	19,100	13,000	(6,100)	(31.9)
71013	Computer Supplies	85,529	87,000	90,000	3,000	3.4
71015	Copier Supplies	4,997	-	-	-	#DIV/0!
71017	Postage	11,599	12,000	5,000	(7,000)	(58.3)
71020	Library Supplies	62,057	80,000	82,000	2,000	2.5
71024	Janitorial Supplies	11,999	17,000	13,000	(4,000)	(23.5)
71070	Fuel	2,806	4,500	9,000	4,500	100.0
71080	Bldg & Maint Supplies	17,932	10,600	20,000	9,400	88.7
71310	Natural Gas	18,891	22,000	22,000	-	-
71320	Electricity	75,524	95,000	90,000	(5,000)	(5.3)
71330	Water	6,953	10,000	7,500	(2,500)	(25.0)
71340	Telecommunications	33,934	35,500	35,000	(500)	(1.4)
71410	Professional Collection	1,485	2,000	1,500	(500)	(25.0)
71420	Periodicals	39,833	41,000	27,600	(13,400)	(32.7)

Account Number	Account Title	FY 18 Actual	FY 19 Budget	FY 20 Proposed	\$ Diff From FY 19 to FY 20	% Diff From FY 19 to FY 20
71430	Adult Books	164,408	154,000	154,000	-	-
71440	Children's Books	120,923	124,000	125,000	1,000	0.8
71450	Outreach Books	-	-	-	-	#DIV/0!
71470	A/V Materials	139,830	139,000	121,000	(18,000)	(12.9)
71480	Public Access Software	126,538	140,000	189,400	49,400	35.3
71490	Downloadables	68,646	76,700	93,000	16,300	21.3
73990	Other Int Expense	-	-	-	-	#DIV/0!
79120	Employee Relations	3,795	6,400	5,000	(1,400)	(21.9)
79150	Bad Debt	-	-	-	-	#DIV/0!
79990	Other Misc. Expenses	6,811	9,600	9,000	(600)	(6.3)
85711	From Working Cash	-	-	-	-	#DIV/0!
89112	To ERI Reimbursement	-	-	-	-	#DIV/0!
89237	To Library Equip Replacement	213,944	-	32,500	32,500	#DIV/0!
89409	Lib Expansion Project Fund	-	-	-	-	#DIV/0!
	To Capital Fund	-	140,493	37,805	(102,688)	(73.1)
	Total Expenses	5,210,893	5,594,004	5,639,740	45,736	0.8
	Total Revenues	5,453,751	5,594,004	5,639,740	45,736	0.8
	Rev Over Exp (Surplus)	242,858	-	-	-	#DIV/0!

LIBRARY						
FIXED ASSET BUDGET						
FISCAL YEAR 2019-2020						
				FY 20	\$ Diff From	% Diff From
Account	Account	FY 18	FY 19	Proposed	FY 19 to FY 20	FY 19 to FY 20
Number	Title	Actual	Budget	This Year	Budget	Budget
56010	Interest from Investments	2,000	5,000	5,000	-	0.0%
57114	Sale of Equipment	-	-	-	-	#DIV/0!
57310	Donations	-	-	-	-	#DIV/0!
57350	Other Private Grants	-	-	-	-	#DIV/0!
85231	From M & O	174,845	-	32,500	32,500	100.0%
	From Fund Balance		164,117	86,100	(78,017)	-90.6%
	Total Revenues	176,845	169,117	123,600	(45,517)	-36.8%
72110	Office Furniture	6,670	20,000	-	(20,000)	#DIV/0!
72120	Office & Computer Equipment	10,000	149,117	25,000	(124,117)	-496.5%
72130	Licensed Vehicles	-	-	70,000	70,000	100.0%
72140	Equip Other Than Office	-	-	28,600	28,600	100.0%
72520	Buildings	-			-	#DIV/0!
72620	Other Cap Improvements	-			-	#DIV/0!
	Total Expenses	16,670	169,117	123,600	(45,517)	-36.8%
	Total Revenues	176,845	169,117	123,600	(45,517)	-36.8%
	Rev Over Exp (Surplus)	160,175	-	-	-	

INTELLECTUAL FREEDOM



So proclaims the First Amendment to the United States Constitution, part of the Bill of Rights—the group of ten amendments protecting personal liberties—ratified in 1791 in the infancy of the United States of America. Since that time, federal and state courts have invoked the First Amendment countless times in a wide variety of situations and have extended freedom of speech and of the press to a broader concept of freedom of information, the right of every citizen to have unrestrained access to all kinds of information. This basic right is also known as intellectual freedom. (A brief glossary of terms relevant to intellectual freedom is appended at the end of this chapter.) At odds with these concepts of freedom of speech, the press, and access to information is the concept that one person or a group of persons may, under certain conditions, deprive access of others to various information. This idea is known as censorship.

Library Trusteeship and Censorship

Public libraries fulfill a unique role in the preservation of our constitutionally grounded democracy. They provide an environment in which all people can explore ideas and pursue knowledge without any government-imposed restrictions or restraints. The existence of such a resource attests to our collective belief that ordinary citizens, relying on their own critical judgment, can and should make their own choices and value judgments.

As a library trustee, you are committed to freedom of information by the oath of office that you took. Steadfastly upholding this freedom is sometimes challenging. You must freely tolerate ideas that may offend your sensibilities or contradict your personal beliefs. You may even be called upon to defend public access to such information. The willingness to do so is the ultimate test of your commitment as a library trustee.

The Selection Policy

Commitment to the principle of unfettered access to information imposes on library trustees and staff the responsibility of choosing materials in as open and unbiased manner as possible. The board of trustees is responsible for shaping a materials selection policy. This policy should include, at minimum, a clear statement of intellectual freedom and delegation of actual selection tasks to the library director or other staff.

In preparing a library materials selection policy, trustees might refer to the following American Library Association (ALA) statements on intellectual freedom (copies of these documents will be found in the Appendices section of the document you are now reading):

- *ALA Library Bill of Rights*
- *ALA Freedom to Read*
- *Freedom to View Statement*

Having a clear written statement of selection principles is a well-grounded first step in dealing with challenges to library materials.

Why Challenges Occur

Public libraries are repositories of our culture—the good and the bad. In our free society, forces contend and controversies arise. It is not surprising that the public library sometimes becomes a focus for a clash of philosophies and ideologies. People's motivations for opposing censorship may be well intentioned, but the fact remains that censors try to limit the freedom of others to choose what they read, see, or hear. Most censors' objections concern sex, profanity, and racism, and most involve concerns about children's exposure to material in these categories. While the intent to protect children is commendable, censorship itself contains hazards far greater than the "evil" against which the protection is leveled. U.S. Supreme Court Justice William Brennan, in *Texas v. Johnson*, said, "If there is a bedrock principle underlying the First Amendment, it is the Government may not prohibit the expression of an idea simply because society finds the idea itself offensive or disagreeable." Individuals may restrict what they themselves or their children read, but they must not call on governmental or public agencies to prevent others from reading or seeing that material.

A Policy to Handle Challenges

It is critically important for library administration to have on hand a written policy for responding to challenges. That policy should document a two-phase response to challenges: the first, by staff, most likely the library director; and the second, an appeal (if desired) to the board of trustees.

Adhering to such a policy ensures that the complaint will be heard, understood, and registered properly; that library representatives will have a satisfactory forum for responding to the challenge; and that complainants will emerge from the challenge process convinced that they have been taken seriously—even if the final decision goes against them.

A sample policy for responding to materials challenges is outlined here. Trustees and staff should receive training in the policy to ensure that all are prepared to handle a challenge if one should come.

Policy for Responding to a Challenge...

Phase 1: Library director or other staff responds

- When an individual complains verbally about a material to a staff member, the staff member directs the complainant to a senior staff member who has been trained to respond to a "Request for Reconsideration" of specific material in the library's collection. The patron should be invited to discuss his/her concerns in a nonpublic area and be thanked for taking time and effort to share them with library staff. At the end of the meeting, the staff member should request that the complainant submit his/her concerns in writing and explain why it is important for library personnel to have a written record of them. Copies of the challenged material remain available to the public during the review process.
- The library director or other designated staff member responds to the complaint within the specified span of time and communicates a decision on the challenged material. Though the response may be either verbal or written, as appropriate, the staff member should make a written record of the response to file permanently with the submitted written complaint.

Phase 2: Appeal to the board of trustees

- Members of the public must have recourse to a hearing before the board of trustees if they are not satisfied with the decision rendered by the library director or other staff member. The board or its designated committee should invite the complainant to appear at an open meeting to express his or her concern.
- Within a specified time period after the hearing in an open meeting, the board renders its decision, in writing, to the complainant. The board's decision is final.

Most critically, all library representatives—staff or trustees—must treat the complainant with utmost respect and politeness. The interaction should be regarded as an occasion for exchange of ideas and an educational opportunity.

Access to the Internet

The medium of the Internet is truly a "brave new world" of mass media. Anyone who doubts its power as a communications medium should consider that many of the biggest news stories in our time filter through the Internet before they hit many of the more traditional media.

As powerful a presence as it is, the Internet has often been characterized as an electronic "Wild West." Any individual or entity may freely post a Web site to broadcast any conceivable message, verbal or visual.

For public libraries, the Internet poses a special challenge. Unlike books and audio and video recordings, which are professionally published and reviewed, the Internet bypasses all professional principles of selection. The medium places the burden—or opportunity—of selection entirely on users.

Many parents and other child advocates have expressed concerns that the Internet affords access to material deemed unsuitable or harmful for children. They cite Web sites that are pornographic in nature or sites that promote hatred and violence. Some of these concerned individuals and associations advocate imposing varying degrees of censorship on Internet use by minors in public libraries.

The ALA, while fully sharing concerns for the welfare of children, opposes any such moves toward Internet censorship. The ALA's position is clearly expressed in the publication, *Libraries and the Internet Toolkit*. To obtain an electronic copy of this publication, go online to the ALA Office for Intellectual Freedom, <http://www.ala.org/alaorg/oif>, and select **Intellectual Freedom Toolkits**. The publication also contains useful guidelines for Internet use addressed to parents, children, and other public library users.

The Illinois Library Association (ILA) asserts that Internet policy is appropriately developed at the level of the local library rather than at the state or federal level. The ILA's position is clearly expressed in the publication, *The Internet & Our Children: A Community Partnership*. To obtain an electronic copy of this publication, go online to the ILA Web site, <http://www.ila.org/advocacy/internet.htm>.

Filtering Software

As Internet use has mushroomed and the World Wide Web has expanded exponentially, the amount of information instantly available to users has exploded. The Internet is an electronic network that provides a world-wide "information highway." The World Wide Web, also called "the Web," is an Internet-based software structure for hosting Web sites, the "containers" that present information to Web users.

Users find Web sites corresponding to their needs or interests by using software programs called search engines. Without the services provided by search engines, users would be overwhelmed by an avalanche of unsorted information.

Meanwhile, some telecommunications companies and software manufacturers, responding to a perceived need in the marketplace, have developed filtering software programs. While search engines separate the relevant from the irrelevant, filtering software programs block Web sites considered "objectionable" according to the manufacturer's own, often undisclosed, criteria.

Companies use filtering software to control what their employees access on the Internet. Parents often use filtering software to limit what their children can access at home.

Filtering software has limitations, however. The software programs are not intelligent enough to evaluate every context in which information is embedded. For example, a filtering program may block the source Web sites for these titles, based on identification of the letter clusters s-e-x and n-u-d-i:

Congress Subpoenas Ex-Secretary
Photos of Nudibranch Specimens, Also Known
as Sea Slugs

On the other hand, purveyors of pornography or other objectionable material on the Web quickly adapt and defend against filtering techniques—such that even with filtering software, some of the objectionable material gets through. Filtering software may over time become more discriminating and effective, but it is unlikely ever to be foolproof.

Children's Internet Protection Act (CIPA)

The debate about children's access to the Internet entered the political arena by the late 1990s. In 2000, Congress passed, and President Bill Clinton signed, the Children's Internet Protection Act (CIPA).

CIPA ties public libraries' federal grants for telecommunications and Internet funding to implementation of filtering software on all their Internet-enabled computers, with the intent of protecting minors from objectionable Internet-based material. The so-called e-rate program, funded by a federal tax on phone companies (which is passed on to customers of those companies), provides substantial grants to public libraries to enable them to provide Internet service and other technology-based services to patrons. Many public libraries, especially those in rural or disadvantaged areas, depend primarily on this e-rate funding to provide such services.

A lawsuit contested CIPA's constitutionality in the federal courts, and the U.S. Supreme Court ultimately took up the issue. The high court ruled in June 2003 that CIPA is constitutional, but only if adult patrons in public libraries can have filtering software disabled promptly upon their making such a request. This narrow ruling left open the door for further challenges to CIPA.

What Does It All Mean for Us?

As of the publication date of this document in 2004, CIPA is the law of the land. To ensure eligibility for e-rate funding, public libraries must therefore implement filtering software on their Internet-enabled computers. Some library boards have determined that the amount of e-rate

money for which they qualify is not sufficient to warrant filtered access to the Internet on all library work stations.

In general, the law requires that the public library craft and write a general policy on use of the Internet. A model of such a policy is available at the State Library's Administrative Ready Reference Menu. Go online to http://www.cyberdriveillinois.com/departments/library/what_we_have/readyref/index.htm; select **Policy Model**. Then select **Patron Service Models**; select **Public Access to Electronic Information Networks**.

Patrons' Right to Privacy

Along with intellectual freedom, states and localities have long upheld library patrons' right to privacy. Specifically, individuals who access information in public libraries are held to have the right to keep private all records concerning such access.

Law enforcement officials may legally gain access to library records in either of two ways: by executing a court-issued subpoena, or by obtaining a search warrant from a judge. With implementation of the USA Patriot Act, passed by Congress in the wake of the September 11, 2001, terrorist attacks on the United States, the likelihood of library staff being presented with a search warrant has increased. Provisions of the act lower the threshold of probable cause in the issuance of a search warrant in cases where national security may be involved. Hypothetically, law enforcement officials might wish to access library records of an individual believed to have sought information about making explosives, for example.

Presentation of a search warrant to library staff demands a prompt, orderly response. Legally, authorities have the right to execute a search warrant without delay. However, library and legal experts advise library staff to request a brief delay and immediately seek legal counsel from the library's attorney. At the very least, the attorney should be able to validate the warrant's legality—that it is properly filled out and signed by a judge or magistrate. If the warrant is not properly prepared and signed, it may well not have legal force.

Ideally, the library administration (trustees and library director) will have the opportunity to develop a policy for responding to requests for information from law enforcement authorities before such time as a search warrant may be presented. ALA and other library advocates strongly advise public library administrators to develop such policies and train staff to implement them. An example of such a policy is available online through LLRX.com, a free Web journal that provides information for administrative professionals including library professionals. To access this useful resource, go online to <http://www.llrx.com/features/draftsearch.htm>.

Resources

The American Library Association maintains a broad program for the promotion and defense of intellectual freedom. The ALA Intellectual Freedom Committee recommends policy to the ALA Council and sponsors educational programs.

The ALA Office for Intellectual Freedom (OIF) implements policy concerning the concept of intellectual freedom as embodied in the *Library Bill of Rights*. The OIF provides advice and consultation to individuals and libraries in the throes of potential or actual censorship controversies. The office provides reviews and information about the author of the challenged materials, applicable ALA policies, advice about the implementation of reconsideration policies, and other counsel specific to the situation at hand.

If needed, the OIF will provide a written position statement defending the principles of intellectual freedom in materials selection. As requested, the OIF provides the names of persons available to offer testimony or support before library boards. The options chosen are always the prerogative of the individual requesting assistance. The office maintains an active Web site (www.ala.org/oif) with many practical materials and suggestions to help cope with challenges.

The Freedom to Read Foundation (www.ftrf.org/) was incorporated as a separate organization in 1969 by ALA to act as its legal defense arm for intellectual freedom in libraries. The foundation's work has been divided into two primary activities: 1) the allocation and disbursement of grants to individuals and groups primarily for the purpose of aiding them in litigation; and 2) direct participation in litigation dealing with freedom of speech and of the press.

The Illinois Library Association has an Intellectual Freedom Committee, which also provides support to those facing potential or actual censorship controversies. The committee is also charged with working with other organizations to build a state coalition in defense of intellectual and academic freedom. The current chair and committee members are listed on the ILA Web site (www.ila.org).

Specific Titles

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Intellectual Freedom Terms

Intellectual freedom is the right of every individual to both seek and receive information from all points of view without restriction. It provides for free access to all expressions of ideas through which any and all sides of a question, cause, or movement may be explored. Intellectual freedom encompasses the freedom to hold, receive, and disseminate ideas

At the 1986 American Library Association (ALA) Annual Conference, the ALA Intellectual Freedom Committee adopted the following operative definitions of some terms frequently used to describe the various levels of incidents that may or may not lead to censorship.

Censorship: A change in the access status of material, made by a governing authority or its representatives. Such changes include: exclusion, restriction, removal, or age/grade level changes.

Expression of Concern: An inquiry that has judgmental overtones.

Oral Complaint: An oral challenge to the presence and/or appropriateness of the material in question.

Public Attack: A publicly disseminated statement challenging the value of the material, presented to the media and/or others outside the institutional organization in order to gain public support for further action.

Written Complaint: A formal, written complaint filed with the institution (library, school, etc.) challenging the presence and/or appropriateness of specific material.

The following definitions are from: Peck, Robert S. *Libraries, the First Amendment, and Cyberspace: What You Need to Know*. Chicago: American Library Association, 1999.

Child Pornography: Special category of sexual material that the U.S. Supreme Court has said can be prohibited in the interest of preventing commerce in the abusive use of children as subjects of pornography.

Fighting Words: Those words "which by their very utterance inflict injury or tend to incite an immediate breach of the peace." Such words must be uttered as a direct personal insult in a face-to-face confrontation and are calculated or highly likely to result in an immediate violent physical reaction.

Hate Speech: This category of "speech" receives considerable constitutional protection because the government cannot prescribe which thoughts we can think or which political philosophies we can advocate. The U.S. Supreme Court has said that the "fighting words doctrine" is not a tool to cleanse public debate or regulate words that give offense.

Libel: A written libel or an oral slander defames an individual and has the effect of ruining that person's reputation, standing in the community, or ability to associate with others. Because of the adverse economic consequences that false accusations can have, the courts can award damages to compensate an individual injured by those false accusations. By contrast, truthful yet harmful accusations incur no similar damage and are not actionable.

Nudity: Obscenity and nudity are not synonymous.

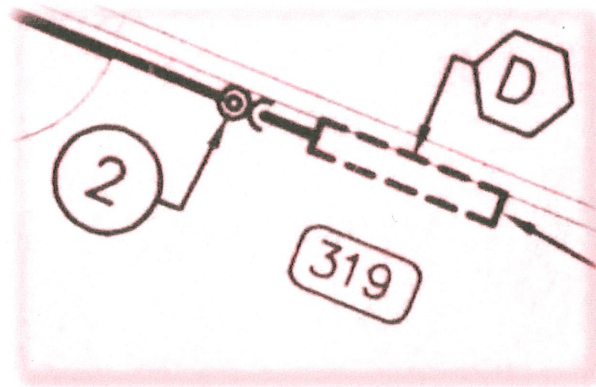
Although obscene materials, which is a very narrow category of hardcore sexual acts that have a tendency to excite lustful thoughts, can be illegal, a law that prohibited the circulation or exposure of materials that contained nudity would not be constitutional. In fact, in 1975, the U.S. Supreme Court struck down a law that banned nudity in movies shown in drive-in theaters when the screen was visible from the street.

Obscenity: To be obscene, a court or jury must determine that 1) the average person, applying contemporary community standards, would find that the work, taken as a whole, appeals to the prurient interest; 2) the work depicts or describes, in a patently offensive way, sexual conduct specifically defined by the applicable law; 3) the work, taken as a whole, lacks serious literary, artistic, political, or scientific value.

Pornography: In legal terms, obscenity and pornography are not synonyms. Pornography is a form of protected speech. The U.S. Supreme Court has recognized that erotic messages are within the First Amendment's protections. The court's obscenity decisions comprehend that sex is a subject in well-regarded literature and art and a mysterious force that commands great human attention. It therefore decided that society's concerns about obscenity should not be a vehicle to interfere with serious artistic or scientific endeavors.

Chapter 7

PLANNING



Planning is part of most of our daily activities. We make a list before visiting the grocery store. We cluster errands together on days off to dispatch them as efficiently and quickly as possible. We consult the calendar to plan a social event.

Collaborative activities require greater planning efforts. As a new member of a library board, you probably are already aware of some of the planning involved in library trusteeship. At the very least, someone must schedule meetings and notify participants in a timely fashion.

All of these scenarios describe day-to-day or week-to-week planning. We might call this kind of planning “subsistence” planning. It is the planning that must be done just to get by.

There is another kind of planning. It involves looking well ahead into the future. It often requires thinking in “broad brush-strokes.” This kind of planning we can call “strategic” planning.

This chapter is about strategic, or long-term, planning.

If you need to be convinced of the value and importance strategic planning in your role as a library trustee, consider:

- In the modern era, societal roles are constantly changing. We continually adapt to new expectations and opportunities. Attitudes to gender, race, disability, and other human attributes need frequent updating. In the public arena, you and your fellow trustees can't afford to fall out of step.
- We are living in the midst of a technology revolution. Whatever is “latest and greatest” today is tomorrow's has-been. In terms of technology, you and your fellow trustees simply can't afford to sit still or stand pat.
- Governments from top to bottom operate under chronic money pressures. As recipients of public appropriations, public libraries are constantly challenged to justify funding requests. If you and your fellow trustees have a clear strategic vision for the future and a well-written plan to back up that vision, you will be in a good position to advocate funding for your library.

Of course, there are many other good reasons to embrace strategic planning and do it well:

- Assures that services and activities continue to reflect the library's mission
- Provides a context for setting priorities.
- Identifies achievements for the period and provides a “yard stick” to measure progress.
- Provides a strong foundation for decision-making if library funding or the community environment alters quickly.

The Planning Process

To do effective planning, you will need to proceed according to a rational process. The following sections summarize planning process. For more detail about planning process, consult the resources listed at the end of the chapter.

The planning process can be reduced to five basic questions.

1. What timetable will we set for ourselves?
2. Where are we now?
3. Where do we need to go, based on community needs?
4. How do we get there?
5. How will we measure our progress?

Setting the Planning Horizon

What timetable will your plan follow? What horizon will you set as the date by which stated goals will be accomplished?

A three-to-five year horizon is probably standard among most libraries. With the acceleration of technological change in our time, some library boards are opting for relatively short planning horizons. However, bear in mind the practical realities. A plan that has no hope of being achieved is sure to frustrate and disappoint. Think through this step in the planning process carefully, with ample board discussion and in full consultation with the library director.

Assessing Where We Are Now

"Know thyself," admonished the inscription at the Delphic Oracle in ancient Greece. It is still good advice.

Any serious attempt at strategic planning must start with a clear understanding of the current state of things. For you as a trustee, that probably means getting to know the library as thoroughly as you can. For the board as a whole, it may mean maintaining an up-to-date profile of library holdings, services, and programs.

An effective board should have a finger on the "pulse" of the library. Measuring that pulse will entail making at least the following evaluations, in consultation with the library director:

- List of services currently offered
- Circulation and other usage statistics, including any trends that emerge over time
- Composition and age of the collection, broken down by media type and, perhaps, genre
- Patron service areas (for example, reference or juvenile sections)
- Staff working areas
- Technology-based offerings

And since library services are highly dependent upon available facilities, a good profile should include a physical evaluation. Input from the library director and other staff members will be critical in making such an evaluation:

- Shelving capacity
- Accessibility of all public areas to disabled persons
- Ability to meet all government codes
- Quality of lighting
- Energy efficiency
- Adequate and appropriate signage
- Security
- Parking
- Convenience of location to the community at large

Assessing Needs

A public library is, above all, answerable to the community it serves. Priority number one for library administration—the library director and the board of trustees—is to anticipate community needs and act decisively to meet them. This is a challenging, but not impossible, task.

The key is maintaining relationships and open communication with community members. The library administration should keep lines of communication active and open with "stakeholders"—some or all of the following people or groups:

- Library staff
- Current library users
- Non-user members of the community
- Business organizations, such as the chamber of commerce
- Literacy advocacy groups
- Representatives of schools and other educational institutions
- Governmental agencies
- Community planning committee
- Ethnic community organizations, especially those representing significant minorities within the community
- Family service organizations, such as a county department of social services
- Financial institutions, such as banks and credit unions
- Public health officials and representatives of hospitals and clinics
- Representatives of neighboring or regional libraries
- Representatives from media in the community
- Advocacy organizations for the disabled
- Religious groups
- Senior centers, senior service organizations, and senior housing sites
- Youth service organizations such as Boy Scouts and Girl Scouts

Obtaining Information

In addition to communicating with stakeholders, your library board will probably need to access statistical data. For example, U.S. census data provides valuable information about the makeup of communities on the basis of age, race, gender, economic status, and other measures. Another good source is the Illinois Public Library Annual Statistics by the Library Resource Center, <http://lrc.lis.uiuc.edu/IPLAR/>

Consider carefully what other types of information is necessary to make planning decisions. You may need to conduct interviews or conduct a formal survey to elicit information more specific to your community and library. Seek only the information you need and will use, as surveys can be costly and time-consuming. Professional help is valuable, perhaps necessary.

Obtaining meaningful information in a survey can be tricky. For data to be representative of public opinion, the sample group surveyed must be randomly selected and contain enough responses. Questions must be crafted carefully to elicit useful information. The obvious question may not be the best way to encourage meaningful responses. The following is a simple example.

How To Phrase Survey Questions

Wrong way	What changes would you like to see in your public library?
Responses	Participants are likely to answer based on their own preconceptions about the library.
Right way	What do you do (occupation)? What do you enjoy doing? What are your goals for the next year?
Responses	Participants are likely to yield useful information about their own needs.

When all the data have been collected, the board will need to conduct a formal needs assessment.

A Plan That Will Get Us There

The very first part of a strategic plan is a mission statement. Your library probably already has one. Creating or reviewing the mission statement should be the starting point for planning.

A mission statement is a crystal-clear, jargon-free, concise statement of an organization's purpose, function, and values. Guidelines for writing a mission statement are widely available. You can get help from the following sources:

- *Planning for Results: A Public Library Transformation Process* by Ethel Himmel and William James Wilson
 - ♦ Source: The American Library Association, 1998
- <http://www.tgci.com/>
 - ♦ Source: The Grantsmanship Center, a company that trains people in writing grant proposals
- <http://www.nonprofits.org/>
 - ♦ Source: The Internet Nonprofit Center, sponsored by The Evergreen State Society, a civic organization based in Seattle, Washington

The library mission statement should be disseminated to everyone—trustees, staff, and community. It should be revisited and revised periodically, perhaps every three years.

Goals, Objectives, and Activities

Out of the needs assessment conducted by the board flow goals, objectives, and activities. These components form the core of a meaningful strategic plan.

Data amassed is of little practical value unless and until it can be turned into useful tools for action. A well-done needs assessment should prepare planners to turn the focus to the business of defining goals, objectives, and activities, which will in turn, enable planners to identify and embrace an appropriate action plan.

- A **goal** is a general outcome that a target population (or the entire population served) will receive through library programs and services.
- An **objective** is the way in which the library will measure progress toward a specified goal. An objective consists of a measure, a standard for comparing the measure, and a timeframe.
- **Activities** are groups of related actions that the library will carry out in order to achieve goals and objectives.

The following table provides an example to illustrate goal/objective/activity relationships.

Goal	Computer-challenged adults in the community will have access to programs to help them gain a measure of computer literacy.
Objective	During fiscal year ____, as many as 100 adults will receive basic hands-on computer training.
Activity	A two-session computer literacy class will be offered one weeknight and one Saturday in each of four "semesters."

The goals-and-objectives paradigm is common to many types of planning. The interpretation presented here is inspired by the Public Library Association's *The New Planning for Results*, by Sandra Nelson. See the Resources section at the end of this chapter for bibliographical information about this work.

Specialized Planning

Some library activities require special planning efforts, perhaps assignment to a committee of the board. Two areas of library activity that might be candidates for special attention are technology planning and disaster planning. Both of these special plans have been required by the Illinois State Library.

Components of Technology Planning...

- Telephone service/voice mail/faxes/e-mail
- Internet connection service and email
- Equipment: photocopiers, fax machines, microfilm readers, printers
- Computers for staff use
- Computers for patron use
- Local area network to link computers within the library
- Circulation control software; online catalogs; automated acquisitions and cataloging
- Participation in regional computer networks and databases, if applicable
- System administrator to keep all computer systems going
- Library Web site
- TTY service for the hearing impaired

Components for Disaster Planning...

- Staff knowledge about how properly to handle medical emergencies
- Strategies in case of fire, tornado, or terrorism emergencies
- Strategy for salvaging library resources in an emergency in which the facilities are under threat
- Resource lists of services and products to aid in recovery from emergencies
- Communication plans:
 - ♦ for staff instructions
 - ♦ for informing the community

Resources

The following resource may help you and your board understand and refine strategic planning.

- *Planning for Results: A Public Library Transformation Process*

Available from the Public Library Association (PLA), a division of the American Library Association: go to this Web site: <http://www.pla.org/ala/pla/pla.htm>. Click on **Publications & Reports**.

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Chapter 8

HUMAN RESOURCES



On par with a library's holdings are its human resources. Without appropriately trained staff, library resources would be inaccessible and useless to the community. Trustees on the library board hire and evaluate the library director, who has the major responsibility for library operations and oversight of library staff. The trustees, in turn, set policies to govern human resources issues affecting all staff.

The single most important decision a library board makes is to hire a library director. The success of the library's mission—its programs and services—depends upon the competence and commitment of that one professional more than any other factor.

Obtaining—and keeping—a successful library director must be a top priority for the library board. Along the same lines, the board must ensure that salary and benefits remain competitive, within the library's means. The familiar adage, “you get what you pay for,” is as applicable to library management as to any other field requiring advanced education and high professional standards.

The issue of benefits looms especially large these days. With the health insurance industry in a state of high fluidity and under intense cost pressures, providing solid, satisfactory health coverage poses a major challenge to all employers. Moreover, Illinois requires that a retirement plan be provided for full-time municipal employees. Some plans may include some part-time staff as well. In addition, many employees wish to participate in tax deferred compensation programs that can be authorized by the library board as an attractive, virtually no-cost benefit. Library boards must take all these expectations into account when designing benefit plans.

Maintaining open, positive relations with staff also must be a high priority for library boards. Regular performance reviews for the library director, maintaining proper relations with subordinate staff, and handling grievances all fall under this broad umbrella.

Note: The Illinois Open Meetings Law, 5 ILCS 120, mandates that meetings of library boards be open to the public. However, the law does allow for closed meetings for discussion of sensitive topics such as interviewing of candidates, performance evaluations, hearing of grievances, and union negotiations. See the section, “Board Meetings and the Open Meetings Act,” in Chapter 3 for the circumstances under which a closed meeting may be called.

Hiring a Library Director

Before any recruiting begins, the library board must draft a comprehensive and accurate job description.

Job Description

The table on page 33 summarizes the type of information that a job description for library director should contain. The job description must be kept current, as it is the basis not only for hiring but also for performance evaluations.

Prioritizing Goals

Before recruiting begins, the board should revisit the long-range, strategic plan for the library. (See Chapter 7, "Planning.") What are the main goals in the plan? What activities do they emphasize? Perhaps a goal calls for expanding inadequate facilities. Or perhaps the library board has embraced a long-term objective of reaching out to a growing and underserved minority in the community.

Make a one-page bullet list to emphasize the major goals that the board has endorsed for future direction. This information will be useful in the recruiting process and in interviews.

Recruiting

For larger libraries, one of the most effective ways to advertise availability of a library director position is to place ads in professional journals such as the *Library Journal* and *American Libraries*. Joblines—online job-search resources—are also available and can be used effectively by libraries of all sizes. Both the ALA and the ILA Web sites have joblines. Regional library systems also post position vacancies on their Web sites, which draw a great number of local inquiries. In addition, the regional library system has experienced staff who can assist the library board in planning for recruitment.

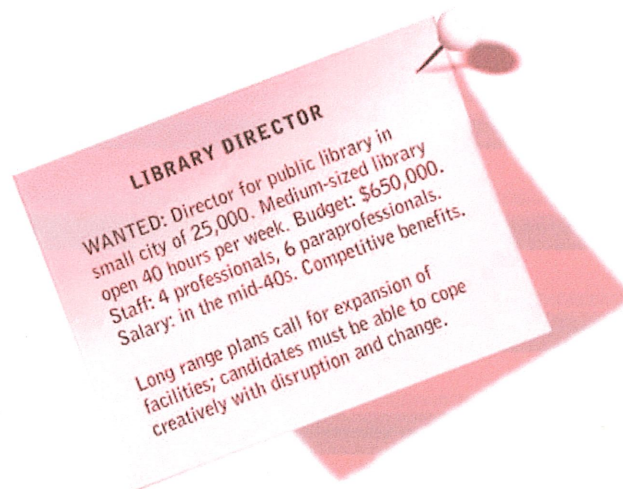
Joblines

Online Job-Search Resources

ALA Go to <http://www.ala.org/>
select Professional Tools;
select Human Resources;
select Guide to Employment Resources

ILA Go to <http://www.ila.org/>
Select Jobline

A job ad should include statistics indicating the scope of the job and salary information. A salary figure may be "ballparked" if the board wishes to leave room for negotiation. The ad might also highlight one or two major goals in the board's strategic plan for the library. The following is a sample job ad.



Legal Requirements

Library trustees, like other employers, must comply with state and federal laws that prohibit discrimination in hiring. It is illegal to discriminate on the basis of sex, race, creed, color, religion, age, country of national origin, individual lifestyle, or physical disability. If possible, have a legal advisor preview questions for and written communications to candidates.

For more information about conformance with the Americans with Disabilities Act (ADA) and other federal and state antidiscrimination laws, go to the ALA Web site, <http://www.ala.org/>: select **Professional Tools**; select **Human Resources**; select **Library Employment Resources**.

Interviewing candidates

Interviewing is an art, as many people intuitively realize. There are library consulting firms that specialize in recruiting and advising institutions on effective and recommended recruitment practices. The process generally follows the steps below.

A library board should delegate interviewing tasks to a committee of the board. The same individuals should participate in all the interviews. Before any interview is conducted, the committee should draft a list of questions that will be asked of each interviewee. Some of the questions should pertain to the long-range goals that the board has previously identified.

The committee should provide time after each interview for interviewers to make written notes of their impressions.

The committee submits its recommendation to the whole board. Final candidates should meet with the full board, and if possible, with key staff members. When the board has reached consensus on a candidate, references should be checked. The job offer should specify salary and benefits along with the preferred starting date. There may be some flexibility involved, but a deadline should be clear. The other candidates should be notified of the selection only after the chosen candidate has accepted.

Job Title: Library Director

I. Job Responsibilities

Note: Depending on the size of the library, some of the duties may be delegated to the staff, but the responsibility for the successful completion of the work remains with the library director

- **Administrative role** Hire and supervise library staff; implement policies as established by the board; receive and expend funds according to budget; oversee services.
- **General advisory role** Advise the board on issues from policymaking to budget preparation; inform the board about developments in the library field.
- **Financial role** Prepare draft budget for consideration by the board; participate in presentation of the annual budget to municipal officials; prepare grant applications.
- **Reportorial role** Prepare periodic budget reports and reports on circulation statistics or other relevant data; prepare annual report for ultimate submission to state library.
- **Collection management role** Oversee selection of all materials; catalogue and process materials according to accepted standards; weed materials in accordance with policies established by the library board; advise the board on collection development issues.
- **Facilities management role** Oversee maintenance of grounds and buildings; oversee custodial staff; oversee safety programs and state and federal regulations.
- **Public relations role** Interface with community members and groups to develop support for the library; prepare publicity plans and handle media relations.

II. Qualities the Board is Seeking

- Excellent interpersonal skills, with the ability to facilitate discussion and build consensus.
- Excellent communications skills, including public speaking ability
- Administrative skill, especially the ability to supervise staff and delegate responsibility, fairly and in accordance with board policies and state and federal laws.
- Ability to work well within lines of authority and to accept decisions made by the board.
- Excellent analytical skills. Ability to work with and manipulate statistical data.
- Ability to work with electronic media, including computers and the Internet.
- Ability to handle complaints and controversy with objectivity.
- Ability to plan and handle multiple, competing priorities, and accommodate deadlines.

III. Education and Experience

- Bachelor's degree; Master of Library Science degree preferred.

Performance Evaluations

Evaluation of the library director is an ongoing process, as is evaluation of the library's total offering of programs and services. The board should conduct such evaluations on at least an annual basis. The first such evaluation for a new director might occur at the end of a probationary period of several months.

The evaluation can be guided by a standard checklist of performance criteria. At least a couple of the performance criteria should be tied to goals in the library's long-range plan. The board and the library director should review the performance criteria at the beginning of the year so the basis of the future review is clear to all parties.

Setting Goals

No performance evaluation is complete without an eye to the future. The trustees and director should identify several objectives, based on goals in the long-range plan, for the director to work on in the coming months. These objectives then become inputs for future performance reviews.

Evaluation of the library director's performance should be based broadly on the following three factors.

Factors for Performance Evaluation

Job Description: Performance of the director as evaluated according to the written job description

Objectives: The director's progress carrying out previously identified objectives, in conjunction with specific long-range goals

Leadership: The success of the library in carrying out service programs, under the leadership of the director

Written Components

For reasons of consistency and legal viability, a formal performance evaluation should generate written records. These records should consist of

- a formal written evaluation by the board, signed by a representative of the board.
- a signed self-assessment submitted by the library director.

The written records are legal protection for both parties in the event that a disagreement involving the director's performance of duties should arise. They also provide a baseline for future performance evaluations.

Records Confidentiality

Human resources records require sensitive handling. Personal details of an employee's record are private and

confidential in nature. Medical information is especially sensitive and should be kept separately from general personnel records. Management and use of human resources records are governed by the Personnel Record Review Act: 820 ILCS 40. For a sample personnel records request form, go to the Illinois State Library Administrative Ready Reference Menu, http://www.cyberdriveillinois.com/departments/library/what_we_have/readyref/index.htm: select **Policy Model**. Then select **Personnel Policies**; select **Personnel Records**.

Terminating Employment

For any number of reasons, the board and/or the director may decide that it is time for the director to go. Though the director may have been hired under contract, that contract may not be legally enforceable. If the director wants to go, it is probably best for the board to accept that decision, even if there was a written or oral agreement about a longer period of employment.

If the situation is otherwise—the board has concluded that the director must go, though the director wants to stay—then the board faces the delicate task of terminating the director's employment. It is highly advisable for the board to consult a legal advisor before firing a director. Illinois is an "at will employment" state, and most directors serve at the pleasure of the board. To avoid the possibility of litigation, a legal advisor will advise the board whether to document cause for termination of an employee or terminate the director "at will."

Whatever the cause of the parting, the board should conduct an exit interview with the director. A frank and open discussion of differences can identify problem areas that the board may want to remedy in future director relationships, or at the least, pitfalls to avoid in the next round of hiring.

Trustee Relationships with Subordinate Staff

The library board works directly with the library director in the administration of the library, and the director is directly answerable to the board. However, the situation with subordinate staff is quite different. These staff members will have been hired by the library director (past or present) and report directly to her or him. Therefore it is important that trustees avoid interference in the lines of authority between director and subordinate staff.

Occasionally, an aggrieved employee may approach a trustee with a complaint. The proper response on the trustee's part is to direct the employee to take up the problem with the library director.

The board should have a clearcut, written policy for handling staff grievances. If the problem cannot be solved at the director's level, then it may have to come before the board—but only according to an established, written policy.

For a sample grievance policy, go to the Illinois State Library Administrative Ready Reference Menu: select **Policy Model**. Then select **Personnel Policies**; select **Grievance Procedure Policy**.

Salary and Benefits

Determining appropriate salary levels involves two hard realities of economics: available resources and supply-and-demand competition among the available pool of personnel. To attract good people, the board of trustees should offer a competitive salary for the range of duties each position entails. The board sets the compensation structures and the level of each job with a minimum and maximum salary for the position; the director administers the salary and benefit program for the other employees, according to the board's policies. The board confirms new hires and salaries.

The Illinois Library Association advocates fair compensation for library employees within these guidelines:

- A qualified, entry-level librarian should be compensated at no less than the same rate as an entry-level public school teacher with a master's degree, with adjustment to reflect a librarian's 12-month (rather than teacher's 10-month) work year.
- All other library staff should be compensated at levels that are competitive with salaries paid for equivalent positions in other public agencies within the same or approximately the same service area.

For additional help in setting appropriate salary for staff positions:

- confer with other comparable libraries in your library system or region and other local governmental agencies.
- consult the *ALA Survey of Librarian Salaries*, which is published annually and summarized in *American Libraries*. If there is a local survey available, consult it.
- seek input from other libraries of similar size, from school districts, or from the municipality.

Benefits are becoming an ever bigger part of the total rewards package. The cost of health insurance continues to rise at rates far ahead of annual inflation. If possible, the board should consult with a benefits specialist to find the best, most cost-effective combination of benefits. Some certified public accountants (CPA's) now offer benefits consulting as part of their services. Also seek options to join cooperatives to get good benefits at a more competitive price.

Human Resources Policy Manual

A necessary tool for employer and employees alike is a human resources policy manual. Such a manual might be prepared and maintained by a board committee in close consultation with the library director.

Document salary grades, benefits, paid holidays, vacation, and any other information relevant to staff in the manual. Distribute the manual to all staff members and have them sign a statement indicating that they received a copy. The manual is a guide to the policies of the library. Do not consider it or imply that it is a contract.

Union Negotiations

Public employees in Illinois have the right to join unions to bargain collectively for salary, benefits, and working conditions. In libraries in which staff members are unionized, it is the board's responsibility to negotiate terms of employment with union representatives. The library director should, of course, have input to these negotiations. In the final event, however, it is the board that will have to reach agreement in collective bargaining.

It is critically important that trustees adhere to state and federal laws governing labor relations when negotiating with union representatives. It is equally important that the board observe legally proper conduct during union organization and election activities.

It is highly recommended that the board may consult with an attorney with expertise in labor relations. The following resources may also be useful.

National Labor Relations Board:
<http://www.nlr.gov/>

American Arbitration Association:
<http://www.adr.org/>

Resources

- Baldwin, David A. *The Library Compensation Handbook: A Guide for Administrators, Librarians and Staff*. Westport, Conn.: Libraries Unlimited, 2003.
- Cole, Jack and Suzanne Mahmoodi. *Selecting a Library Director: A Workbook for Members of a Selection Committee*, revised 1998. St. Paul, Minn.: Friends of the Library Development and Services, the Minnesota State Library Agency, a unit of the Minnesota Department of Education, 1998.
- Cravey, Pamela. *Protecting Library Staff, Users, Collections and Facilities: A How-to-Do-It Manual*. New York: Neal-Schuman Publishers, 2001.
- Evans, G. Edward. *Performance Management and Appraisal: A How-To-Do-it Manual for Trustees and Librarians*. New York: Neal-Schuman Publishers, 2004.
- Manley, Will. *For Library Trustees Only: Living with Your Director*. Jefferson, N.C.: McFarland, 1993.
- Saulmon, Sharon A. *Sample Evaluations of Public Library Directors*. Chicago: American Library Trustee Association, 1997.
- Swan, James. *Working Together: A How-To-Do-it Manual for Trustees and Librarians*. New York: Neal-Schuman Publishers, 1992.
- Wade, Gordon. *Working with Library Boards: A How-To-Do-It Manual for Librarians*. New York: Neal-Schuman Publishers, 1991.
- Williams, Lorraine. *The Library Trustee and the Public Librarian: Partners in Service*. Metuchen, N.J.: Scarecrow Press, 1993.

Chapter 9

FACILITIES



A public library serves people of all ages, widely varied educational experience, and multiple linguistic backgrounds. It endeavors to meet educational and cultural needs of these diverse communities against a backdrop of rapid and continual technological change. No wonder libraries and the facilities that house them tend to become mismatched over time. Consider any of the following scenarios in a public library. Do any sound familiar?

An Ill-fitting Suit...

- The library director has just catalogued and processed a major publisher's new 8-volume series of books on global warming and climate change. When library staff members attempt to shelve this timely and valuable source in the appropriate number range in the reference stacks, there is no room for shifting books on the shelves to accommodate the series. The director and staff now have to come up with a makeshift solution to their space problem.
- The local community has experienced something of a "baby boom" within the last decade; as a result, the Saturday story hour for children is popular as never before. Two years ago, the library split the 11 A.M. Saturday story hour into two story hours on Saturday, at 11 A.M. and 2 P.M. Now, both of the children's story sessions are overcrowded.
- Because of space and wiring limitations, the library can accommodate only two online card catalogue computer terminals. Five years ago, that level of support was adequate. Now, at high-use times, patrons have to take a number and wait in line to use the computerized card catalogue.
- When the library was built in 1914, large floor-to-ceiling windows were incorporated into the design to provide ample natural lighting in the main reading room. Then in the 1970s, the cost of energy and the cost of replacing large, custom panes of glass convinced the library board of that era to close up most of the window space and install small, standard-sized windows. Ever since, patrons have complained about the dark gloom in the reading room and the eerie, unpleasant shadows cast by the fluorescent lighting.

A Cautionary Tale

In the 1970s, the main library of the Chicago Public Library was moved out of its long-time, 1897 Beaux-Arts home, which the city then transformed into a downtown cultural center. The library was temporarily housed in the Mandel Building on Chicago's major commercial thoroughfare, Michigan Avenue. The library's holdings were scattered among several floors, challenging and confusing staff and patrons alike. Many users of the main library remember the 1970s as a frustrating era of misshelved or missing books. In 1982, the city moved the main library to occupy the recently vacated Goldblatt department store on the city's traditional Loop shopping street, State Street—another temporary and less than ideal arrangement.

Through careful planning with the city and a re-assessment of user needs, this story does have a happy ending. In 1991, Chicago dedicated the magnificent Harold Washington Library. The structure fittingly hosts the main collection of the nation's "second city" and lends a dignified, stable presence to Chicago's South Loop area.

In Chapter 7, "Planning," you read about the importance of long-range, or strategic library planning. Adept, timely planning may enable you to avoid unhappy scenarios such as those described above. Conversely, inadequate planning will surely land you sooner or later in one unhappy scenario or another (or many).

An important part of the library board's duties is providing and maintaining physical facilities. This responsibility involves monitoring existing facilities and—when necessary and appropriate—planning and budgeting for renovation or construction of facilities.

Evaluating Library Facilities

Staying one step ahead of the forces at work in our contemporary world challenges the most meticulous and thoughtful of planners. Demographic shifts alter communities; technological change renders yesterday's practices and procedures obsolete.

To stay on top of things, a board of trustees must keep a finger on the pulse of the library and community. One good way to do this, of course, is to solicit staff, patron, and community feedback, and to incorporate such feedback into the library's strategic planning. Another way to "take the pulse" is to conduct an annual evaluation of library facilities, possibly with the help of a professional library building consultant. The consultant is typically an experienced librarian who has extensive experience planning and implementing library building projects. At the heart of the planning process are the following questions:

- What are our users' needs?
- What services are we offering to meet those needs? What needs are we not meeting?
- Do our library facilities adequately support library services?

The final question, about facilities, is closely related to the first three. If trustees, library director, and staff find they cannot provide services to meet community needs in existing physical facilities, then facility changes of one kind or another will be necessary.

Evaluating physical space can become quite technical. Knowledge about library design and ergonomics (how space and facilities can be maximized for safe, efficient use by the human body) is critically important. As finances and professional availability allow, libraries are well advised to engage the services of a building consultant for facilities evaluation, especially if a building program appears to be in the offing.

Most regional library systems maintain lists of local and national library building consultants. The American Library Association provides an online list of such consultants. For more information, access the "LBCL Library Buildings Consultant List": go online to the ALA Web site, <http://www.ala.org/>; select **Professional Tools**; select **Admin. & Management**; select **Buildings**; select **LAMA Publications**.

Another online resource for library consultants is LibraryConsultants.org at <http://www.libraryconsultants.org/>.

Of course, the library director and staff will have major parts to play in any evaluation of library facilities, as they observe the daily use patterns of patrons and are aware of inadequacies that reoccur.

Precise metrics for determining library space needs are available in Appendix 7 of *Serving Our Public*. To obtain an electronic copy of this document go online to the Illinois State Library Administrative Ready Reference Menu, http://www.cyberdriveillinois.com/departments/library/what_we_have/readyref/index.htm; select **Serving Our Public**.

Library Facility Evaluation Guidelines...

- Conformance to state and federal laws regarding access by persons with disabilities, particularly the Americans with Disabilities Act (ADA)
 - ♦ ADA became federal law in 1990. ADA establishes specific building codes to ensure accessibility for disabled people.
 - ♦ For more information, access "ADA Accessibility Guidelines for Buildings and Facilities" at the following federal government-sponsored Web site: www.access-board.gov/adaag/html/adaag.htm.

- **Shelving space**
A board-established policy of “weeding out” old materials should clear the way for new materials. However, if new exceeds old, library staff will face a shelving crunch and solutions will be needed.
- **Adequacy of display furniture**
Display furniture such as periodical or paperback racks take up floor space, but are important inclusions to store materials appropriately and attract patrons’ interest.
- **Staff usage areas**
Staff members need adequate working space. A computer workstation and adequate desk and file space are the minimal requirements. Staff also need amenities such as a break area with table and chairs.
- **Facilities for technology support**
At minimum, a library needs computer terminal(s) for online card catalogue access, computer(s) for Internet access, photocopier(s), telephones, and fax machine(s); and adequate wiring support for all equipment requirements. Moreover, many patrons regard electrical outlets for their laptop computers as a necessity.
- **Lighting**
Adequate artificial lighting is critical for use of materials as well as vision health. Additionally, natural light enhances the library environment aesthetically. Natural light must not, however, be strongly intrusive, as in direct morning or afternoon sunlight, especially in areas where computers will be in use.
- **Circulation/checkout areas**
Counter space should be adequate to accommodate the flow of patrons. The checkout desk must have at least one station to accommodate wheelchair height, according to ADA regulations. This station will also be at a friendly height for young children.
- **Reference**
If possible, a separate service point should be created for patrons to interact with the reference librarian. A study area, preferably with computers offering Internet access, should be in proximity of the reference librarian so personal assistance can be readily provided.
- **Children’s Services**
A separate area should be created for children that reflects their special interests, accommodates their collections, and allows for their youthful chatter. Staff assistance should be nearby to help children and parents in selecting age-appropriate materials. The space should accommodate school visits and programs, if possible.
- **Meeting Room**
Although not all facilities can provide a space for library programs and community groups, it should be a goal for planning. The library can enhance its value to the community by providing programs of interest to children and adults. By offering a meeting place to civic groups, the library will become the “heart of the community” and a relevant resource in people’s lives.
- **Storage, Mechanical Equipment and Maintenance Areas**
A surprising amount of space is required for non-public service functions in a library. Storage is needed for supplies used in ordering and processing, for required retention of records, and for materials awaiting cataloguing or repair. Cleaning supplies and equipment must be stored safely, and convenient access to a “janitor’s closet” with sink is essential for maintenance activities. Areas for heating and cooling equipment should be located in safe areas with attention given to the impact of noise of operation on the library service areas and neighbors.
- **Special service areas**
If space is available, some libraries provide a quiet study room, a business resources room, or a local history room. Allocation of special spaces is determined by local needs and building layouts.
- **Amenities**
Restrooms and water fountains must be clean and accessible to everyone, including the disabled. The number and/or size of bathrooms should accommodate patrons at all times without imposing long waits. Local zoning codes should be consulted.
- **Climate control**
The library should provide a comfortable environment year-round. Heating and cooling systems must be clean and safe to protect against buildup of molds, bacteria, or other pathogens. The library should retain the regular services of a reputable heating/AC (HVAC) company.
- **Cleaning service**
The importance of maintaining a clean environment has been highlighted in recent years by press stories about possible links between rising asthma rates in children and the dusty environments in which many children live. Library officials should continually monitor the adequacy of cleaning the library, whether done by janitorial staff or a service.
- **General appearance and condition of building(s)**
The trustees should be alert to any evidence of possible structural problems. Where concerns arise, a structural engineer should be retained to make appropriate inspections. Facilities that look dated or shabby may turn away patrons: is it time for a major redecoration? An engineer can also prepare a schedule for structural maintenance (tuckpointing, window re-sealing, etc.) and systems maintenance (HVAC, electrical, etc.) for planning and budgeting purposes.

- Security

The library should have adequate protection during off-hours, such as an appropriately alarmed and monitored security system. Security staff may also be needed to assure a safe, positive environment for patrons and staff when the library is open. The library might choose to hire an on-site security guard during certain hours, particularly in busy periods and closing hours.

- ♦ For more information, access the online document, "Library Security Guidelines": go to the ALA Web site, <http://www.ala.org/>: select **Professional Tools**; select **Admin. & Management**; select **Buildings**; select **LAMA Publications**.

- Protection against fire

Most municipalities have fire codes. Library trustees should verify that library facilities meet all such codes. In particular, care should be taken with flammable materials, and fire extinguishers and alarms should be installed according to code. Emergency exits should be well-marked and lit. Staff should have an evacuation plan and a storm "take-over" plan and practice it from time to time.

- Location in community

Towns, cities, and communities change. Is the library still in a central, reasonably accessible location for the whole community? If not, should branch outlets or mobile service be considered?

- Parking

Fifty years ago, far fewer people drove cars in their daily activities than today. Patrons expect to be able to drive to the library and park; otherwise, many will opt for some other activity. Verify that parking is adequate for the library hours of greatest use. Verify that disabled parking spaces are provided, in accordance with ADA regulations. There may be local guidelines or zoning codes regarding the number of parking spaces needed.

What Next?

A thorough, annual facilities evaluation might lead the trustees to any of several conclusions. For example, finding facilities to be adequate might lead them to identify a few minor improvements to be made. On the other hand, the trustees might identify major shortcomings in the facilities that can be remedied only by a building program. That program might take the shape of an expansion of existing facilities or the construction of an entirely new library.

Deciding To Build

A building program is a long, complex process. The potential payoff for the library's mission and future is huge, but the potential pitfalls are numerous.

A Building Committee

When trustees have concluded that fulfilling the library's mission in the community calls for new facilities, the board should form a building committee. This committee should embrace at least some of the trustees, members of the community, and the library director.

In the early stages, this committee might be called a Building Study Committee to reflect its pre-commitment function. Once an architect has been hired, plans have been approved, and a contractor has been hired, the committee might evolve into a Construction Committee.

Library Building Program Statement

A building committee's first major task is to draft a building program statement. This is a carefully written document that describes the general building requirements necessary to satisfy the library's functional needs (which, of course, should be based on community service needs identified in the library's strategic plan). Library building consultants can be very helpful with this process and may be required for library construction grants.

The building program statement will answer four questions, elaborating in considerable detail:

- What are the library's overall space needs?
- How should the space be broken down into departments or service areas?
- How should these areas relate to one another?
- What furniture and equipment will be needed in each area to function efficiently and respond to user needs?

The building committee will use the building program statement as a checklist for evaluating plans submitted by an architect later in the life of the project. A well-written building program statement will help ensure that the architect "gets it right" and should minimize or avoid disputes and confusion among the committee members about "what we decided on."

Hiring an Architect

Once the trustees have made a clear commitment to building and have prepared a building program statement, the board's next step will be to engage the services of an architect. A good way to approach this critically important task is to visit libraries that have recently completed building programs. Also see the "Resources" section at the end of this chapter.

The board should solicit presentations by several architects. Each candidate should be interviewed and examples of his or her work on similar projects should be reviewed. Establishing a harmonious working relationship between architect and building committee members is critically important.

When the board has made its selection, the architect and board will work out a formal written contract. The board will want to make provisions for attorney review of the contract.

Additionally, the board may need to include a contingency provision in the contract to allow for the outcome of a public referendum, if such is required. If the referendum fails, how will the architect be compensated? How can the board limit its financial outlay to accommodate this unwished-for outcome?

Funding a Building Program

Library funding comes from several sources. The following sections detail funding sources that may be available for a building program.

Levies

The Illinois Local Library Act establishes that governmental units such as cities, towns, and villages that maintain public libraries may decide, by referendum, to levy 0.02 percent of property taxes for construction projects in addition to taxes allocated for support of libraries. (See 75 ILCS 5/3.)

Likewise, library districts may levy 0.02 percent of property taxes for construction projects. The additional levy requires a referendum if the requisite percentage of voters in the district petition for one. (See 75 ILCS 16/35.)

Bond Issues

Municipalities or library districts may issue bonds to fund construction programs. A bond issue requires voter approval in a referendum.

- For information about bond issues for libraries in municipalities, see 75 ILCS 5/5; 75 ILCS 35.
- For information about bond issues in library districts, see 75 ILCS 16/40-15.

There are financial consultants available to help estimate costs and plan for a referendum. Information about consultants may be obtained through the regional library system.

Grants

State construction grants may be available through the Illinois State Library. For information on such grants, go online to the Illinois State Library Administrative Ready Reference Menu (previously cited): select **Planning for Grants**.

Additionally, there are many opportunities available through national and local governmental agencies, not-for-profit organizations, foundations, and professional associations. Consult your regional library system for information and assistance.

Resources

- Cravey, Pamela. *Protecting Library Staff, Users, Collections and Facilities: A How-to-Do-It Manual*. New York: Neal-Schuman Publishers, 2001.
- The Library Journal*, published by Reed Business Information, features special coverage of library building projects in its annual December issue. The article "Library Buildings 2003: These Joints Are Jumpin'" in the December 2003 issue features 195 public library building projects.
- McCabe, Gerard B., and James R. Kennedy, eds. *Planning the Modern Public Library Building*. Westport, Conn.: Greenwood, 2003.
- Sannwald, William W. *Checklist of Library Building Design Considerations*, fourth ed. Chicago: American Library Association, 2001.
- Woodward, Jeannette. *Countdown to a New Library: Managing the Building Project*. Chicago: American Library Association, 2000.

BUDGETING AND FINANCIAL MANAGEMENT



Most people understand the basic logic of budgeting: you take in money, called income or revenue; and you spend money, called expenditure, to obtain goods and services. In a healthy, well-regulated economy—whether a home, business, or government—expenditure does not exceed income.

A public library is largely dependent on the governing authority for tax support. No less than other economies, the budgetary and financial health of a public library relies on the basic budgetary logic of revenue and expenditures.

Within budgetary constraints, library officials seek adequate revenues; authorize appropriate expenditures; and keep careful track of money flow. These activities are all part of a program of financial management.

Income for Public Libraries

Most of the income for public libraries comes from taxation on the part of the governing authority. For most Illinois public libraries, that authority is a city, town, village, county, or township. In district libraries, the library district is itself the taxing authority.

Revenue from Property Taxes

The primary source of revenue for most public libraries in Illinois is local property taxes. The Illinois Local Library Act establishes that governmental units such as cities, towns, and villages that maintain public libraries will allocate 0.15 percent of property taxes to funding of those libraries. Communities may choose by referendum to raise the library tax rate to any percentage up to and including 0.60 percent.

Additionally, communities may decide, by referendum, to levy an additional 0.02 percent “maintenance levy” for maintenance, repairs, and alterations of library buildings and equipment.

Library districts may levy the same tax rates as the municipal libraries. The only difference is that a district library is its own taxing authority. Libraries districts receive their taxes directly from the county.

In recent years, some Illinois counties, including Cook County and the Chicago metropolitan “collar” counties have adopted so-call “tax caps,” more properly called the Property Tax Extension Limitation Law (PTELL) 35 ILCS 200/18-185. This law constrains the rate of growth in property tax collection in neighborhoods where property values are rising rapidly. As a result of PTELL,

revenues available to public libraries in some locales are growing at a slower rate than formerly. For some libraries, revenues are actually decreasing due to the implementation of PTELL.

All of this becomes relevant and important when the time comes to estimate revenue in a budgeting cycle. To obtain reasonably reliable revenue projections, library trustees should work with municipal finance officers.

State Grants and Federal LSTA Grants

A number of state and federal grants are available to public libraries. In Illinois, most of these grants are administered through the Illinois State Library in Springfield.

The U.S. Congress allocates federal grants to public libraries through the Library Services and Technology Act (LSTA). This federal source of funding has been available in one form or another since 1956. In Illinois, public libraries apply for LSTA through the Illinois State Library.

Soliciting grants require special skills and thorough knowledge of the grant-application process. The library director or other staff member who is experienced in applying for grants should prepare and submit all grant applications.

To apply for federal or state grants, visit the Web site of the Illinois State Library. A good place to start is the Administrative Ready Reference Menu, http://www.cyberdriveillinois.com/departments/library/what_we_have/read_yref/index.htm: select **Planning for Grants**.

Grants from Other Organizations

There are many opportunities available through national, state, and local governmental agencies, not-for-profit organizations, and foundations, in addition to professional associations. Consult your regional library system for information and assistance regarding grant programs.

E-rate Funding from the Federal Government

The U.S. Congress passed legislation in 1996 to help public libraries cope with financial demands of the technological revolution, such as buying computers and leasing Internet service. The legislation set up the so-called "e-fund." According to provisions in the law, the e-fund is funded by a special federal tax on phone companies. The Federal Communications Commission (FCC) is charged with accepting applications for e-fund grants, approving grants, and distributing the money through the School and Library Division. More information on the application process can be obtained from the Universal Service Administrative Company Web site, www.sl.universalser vice.org.

Note that acceptance of e-fund grants requires libraries to adhere to certain federal regulations. Public libraries

must install and maintain filtering software on computers that support Internet connections, in compliance with the Children's Internet Protection Act (CIPA), passed by Congress in 2000. For more information on CIPA, see Chapter 6, "Intellectual Freedom."

Charitable Donations

Public libraries encourage charitable donations from private citizens and companies. (This topic is discussed in more detail in Chapter 11, "Fundraising.")

Public libraries may receive tax exempt charitable gifts in their role as part of a municipality or as a sovereign political subdivision (in the case of district libraries). Any such donation vests in the library board of trustees. The board of trustees automatically becomes a special trustee of the donated property. No special incorporation is required.

Another way in which a library may choose to accept charitable gifts is to set up a tax exempt foundation under Internal Revenue Service Code §501(c)(3). This approach has inherent costs, such as incorporation fees and accountant fees for preparing federal tax returns. Check with your regional library system about the possibility of joining an existing library foundation to facilitate starting your local library foundation. However, some libraries may find the foundation structure helpful in conducting development campaigns.

For more details about accepting charitable donations as a public library, go online to the Administrative Ready Reference Menu (previously cited): select **Charitable Giving**.

Library Expenditures

As we all know, everything costs. The services that a public library provides require staff, facilities, resources, and many other costly inputs. The following list summarizes the main categories of expenditures for a typical public library.

Library Expenditures

- **Staff salaries and benefits**
Because libraries are service-driven organizations, expenses associated with obtaining and keeping competent, qualified staff will be the largest entry in the accounts ledger.
- **Materials**
Books, videos, books-on-tape, and periodicals are all examples of library materials.
- **Operations**
This category includes building maintenance, utilities, supplies used by staff and patrons, and many other items.

- **Technology**
All the computers, scanners, printers, photocopiers, Internet connections, regional database connections, local area networks, and telecommunications fall into this category. Of course, technology needs are continually growing and changing and require frequent reinvesting to upgrade and improve services.
- Additionally, public libraries may have special, significant expenditures at particular times, such as expenditures associated with building a new library structure.

The Budgeting Process

Budgeting is a complex, collaborative process. It requires many different inputs and achieves best results when many voices expressing various viewpoints are heard. A budget should reflect the appropriate mix of visionary creativity and well informed fiscal reality.

In the broadest sense, two inputs are required to fashion a budget: (1) a needs and goals assessment, and (2) an estimate of available resources.

The needs and goals assessment comes directly from the library board's long-range plan. Planning and budgeting go hand-in-hand. "The budget is the long-range plan in numbers, and the long-range plan is the budget in words," as some library administrators have observed.

Lines of Responsibility

Although budgeting is a collaborative responsibility, ultimately the library board must put its stamp of approval on a budget and submit it to the governing (funding) authority. (Note that the ultimate funding authority in a library district is the library board itself. These comments apply to municipal libraries.)

The board has ultimate responsibility for the budget. However, trustees will not be able to do this job without significant input from staff, especially the library director.

The director, in turn, will probably depend upon other staff to help collect pertinent data and assess library needs. All these players should have a say.

Finally, the governing authority gives a thumbs up or down on budget matters, based on their understanding of community needs and interests.

Steps in the Budgeting Process

Budgeting is an ongoing activity in library management. The following list is intended only to suggest the broadest outline of the budgeting process.

Budgeting Guidelines...

- **Technology**
All the computers, scanners, printers, photocopiers, Internet connections, regional database connections, local area networks, and telecommunications fall into this category. Of course, technology needs are continually growing and changing and require frequent reinvesting to upgrade and improve services.
- Additionally, public libraries may have special, significant expenditures at particular times, such as expenditures associated with building a new library structure.
- Consider salaries and benefits early in the process; these costs will rank among the highest in the budget. (See the "Library Expenditures" list earlier in this chapter.)
- Continually evaluate budget decisions in light of goals and objectives established during the planning process. (See Chapter 7, "Planning.")
- Earmark annually, if possible, a sum for a new program or service enhancement.
- Try to anticipate next year's problem areas and obtain preliminary estimates.
- Develop a multi-year plan to fund building and equipment repairs and replacement. Proactive planning will significantly reduce costly, unbudgeted capital expenses.
- Don't try to hide the budget; work to obtain staff and community buy-in.
- When the board has approved the budget, prepare to make a professional presentation to the appropriate funding authorities. Be prepared to explain and justify costs to municipal officials. Persuade authorities that they have a stake in the library's success in the community.

Financial Management of the Library

In general terms, financial management is all the things a library board, director, and staff members do to implement the budget. It is an ongoing daily, weekly, and monthly task.

Funds must be dispersed and collected continually to keep a public library running. State statutes and library board bylaws specify procedures for making purchases and dispersing funds. For example, a provision in the bylaws may grant the treasurer of the board check-writing privileges for expenses up to a certain amount; it may require joint signatures of both the treasurer and the board president for large expenses.

Typically a public library has an operating fund, out of which ongoing, regular expenses are paid. Additionally, libraries may have a capital fund and, perhaps an endowment fund. The following table summarizes types of library funds.

Types of Library Funds

Fund	Purpose
Operating	To pay day-to-day expenses and deposit regular sources of income
Capital	To pay for special, large expenses such as for a building program, major equipment purchase, or structural improvements
Endowment	May be established to receive and invest monetary charitable donations
Working Cash	Enables libraries to have in its funds, at all times, sufficient money to meet demands for ordinary and necessary and committed expenditures for library purposes. (75 ILCS 5/3-9 and 5/4-13; for district libraries, 75 ILCS 16/30-95 and 16/35-35)

Periodic Reports and Audits

Tracking the collection and dispersal of funds on a regular, rational basis is critically important. Personnel should file with the board regular financial reports reflecting standard accounting practices. Such reports might be generated by the library director or the director in collaboration with the board treasurer, for example. Reports might be presented on a quarterly basis for smaller operations, or on a monthly basis for larger libraries. Financial reports should be organized in useful categories with sufficient information to monitor expenses. Categories generally include:

- Salaries
- Benefit costs
- Commodities (supplies)
- Contractual expenses
- Capital expenses

More descriptive account lines may be added to each category to track expenses.

Public libraries in Illinois are required by law to submit an annual report to the principal funding agency (village, township, city, or library district) and to submit a duplicate copy to the Illinois State Library.

Public libraries are also advised to contract with a qualified professional to conduct an annual audit. Municipal public libraries with income of \$850,000 or greater are required by law in Illinois to conduct an annual audit. District libraries must submit a comptroller's report even if they do not conduct an audit. These mandated records are public documents that must be retained and made available to the public.

Resources

The Illinois State Library's Administrative Ready Reference Menu (previously cited) offers several resources related to budgeting and financial management of a public library. The following items may be especially useful:

- Charitable Giving
General guidelines and samples of letters to donors
- Non-Resident Fee Calculation
A formula for calculating library fees to charge non-residents
- Ordinances
Under "Financial" subhead: Illinois laws concerning financial aspects of library management
- Planning for Grants
Information about grants available to public libraries through the Illinois State Library
- Policy Model
Under "Financial" subhead: coverage on topics including budget and finance policy; division of financial responsibilities between the board and the library director; and investment of public funds
- Property Tax Extension Limitation Law (PTELL)
Details about PTELL, popularly known as "tax caps" (See the subsection, "Revenue from Property Taxes," near the beginning of this chapter.)

Specific Titles

Berger, Steven. *Understanding Nonprofit Financial Statements*, revised. Washington, D.C.: Board Source, 2003.

Fry, Robert P. *Minding the Money: An Investment Guide for Nonprofit Board Members*. Washington, D.C.: Board Source, 2004.

Lang, Andrew S. *Board Source, Governance Series Booklets, #2: Financial Responsibilities of Nonprofit Boards*, revised ed. Washington, D.C.: Board Source, 2003.

Prentice, Ann E. *Financial Planning for Libraries*, second ed. Lanham, Md.: Scarecrow Press, 1996.