Bloomington Public Library

Books are just the beginning.

BLOOMINGTON PUBLIC LIBRARY
BOARD OF TRUSTEES MEETING
Tuesday, February 16, 2021
5:30 p.m.

In compliance with the COVID-19 executive orders, the Bloomington Public Library's meeting will take place virtually, via ZOOM (link and phone number below), as well as in the William C. Wetzel Room at the Bloomington Public Library. All in-person gatherings will follow the physical distancing guidelines.
In lieu of providing public comment at the meeting, members of the public may send statements to the Library Director, at librarydirector@bloomingtonlibrary.org with the subject line: Public Comment. Comments sent to the Library may be read individually.

Zoom Meeting Link: https://zoom.us/j/92275979589
Zoom Meeting Phone Number: (312) 626-6799
Meeting ID: 922 7597 9589

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

AGENDA

I. Call to Order

II. Roll Call

III. Introduction of Public

IV. Public Comment

V. President's Report

VI. Director's Report

VII. Fiscal Report Presentation

VIII. Consent Agenda
- A. Approve Minutes of January 19, 2021 Regular BPL Board Meeting
- B. Approve Bills List of January 2021

IX. Approval Items
- A. Approve FY21 and FY22 Budget Amendments

X. Discussion Items
- A. Per Capita Grant Requirements
- B. Discuss Process for the Library Director's Annual Performance Review
- C. Library Expansion and Fundraising

XI. Comments from Trustees

XII. Adjournment

Posted: 2.12.21 12:10 p.m.

** CORRECTED ** BILLS LIST

Approved by BPL Board of Trustees, February 16, 2021

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Signature, BPL Trustee

Vendor	Line Item	Amount
A-1 Lock, Inc.	Building Maintenance	1,515.00
Amazon.com, LLC	A/V Materials	3,138.52
Amazon.com, LLC	Adult Books	1,144.39
Amazon.com, LLC	Children's Books	249.03
Amazon.com, LLC	Janitorial Supplies	38.41
Amazon.com, LLC	Office Supplies	307.54
Amazon.com, LLC	Other Purchased Services	83.83
Amazon.com, LLC	Periodicals	16.20
American Pest Control	Building Maintenance	80.00
Brodart Co.	Library Supplies	83.45
Carahsoft Technology Corp	Public Access Materials	13,125.00
CDW Government	Computer Supplies	4,322.89
Cengage Learning	Adult Books	149.19
CIRBN	Telecommunications	420.33
City of Bloomington	Dental Insurance	780.32
City of Bloomington	FICA	12,853.70
City of Bloomington	Gas & Diesel Fuel	489.48
City of Bloomington	Health Insurance-HMO	1,747.94
City of Bloomington	Health Insurance-PPO	22,820.70
City of Bloomington	HSA City Contribution	14,500.00
City of Bloomington	IMRF	22,389.11
City of Bloomington	Life Insurance	252.00
City of Bloomington	Medicare	3,006.11
City of Bloomington	Payroll	219,093.16
City of Bloomington	RSA Contribution	682.37
City of Bloomington	Vision Insurance	234.02
City of Bloomington	Water	394.31
Continental Research Corp	Janitorial Supplies	210.67
Cummins, Inc.	Vehicle Maintenance	877.26
Demco	Library Supplies	392.19
Ebsco Industries	Other Purchased Services	10,269.00
Ebsco Industries	Periodicals	28.50
Ebsco Industries	Public Access Materials	4,775.00
Engler, Callaway, Baasten, & Sraga, LLC	Other Purchased Services	9,243.10
Findaway World, LLC	A/V Materials	243.46
Goddard, Leslie	Other Purchased Services	250.00
Harrington, Janice	Other Purchased Services	200.00
Illinois Association for Advancement of Archaeology	Memberships	30.00
Illinois State University	Advertising	416.67
KOIOS, LLC	Other Purchased Services	5,500.00

Metronet Holding, LLC	Telecommunications	1,687.03
Midwest Tape	A/V Materials	610.92
Midwest Tape	Downloadable Materials	19,960.00
Miller Janitorial Supply	Janitorial Supplies	494.93
Northern Illinois Gas/NICOR	Natural Gas	1,515.96
OCLC	Office/Equipment Mtnc	5,898.62
OverDrive	Downloadable Materials	9,980.00
Penworthy	Children's Books	5,658.68
Pilot Media, LLC	Advertising	200.00
Postmaster, Bloomington	Postage	4,000.00
Proquest CSA, LLC	Downloadable Materials	29.98
Proquest CSA, LLC	Public Access Materials	2,305.60
Quill Corp.	Janitorial Supplies	145.89
Quill Corp.	Office Supplies	1,224.60
RAILS	Other Purchased Services	920.00
RAILS	Public Access Materials	3,453.55
Ricoh USA, Inc.	Office/Equipment Mtnc	91.89
Ricoh USA, Inc.	Rentals	906.75
Tee Jay Central, Inc.	Building Maintenance	20.10
Uline Shipping Supply Specialists	Janitorial Supplies	273.90
Weber Electric, Inc.	Building Maintenance	1,844.00
Wood, Kevin	Other Purchased Services	200.00
VISA - Ace Hi Glass Co.	Building Mtnc Supplies	140.38
VISA - AED Superstore, LLC	Employee Relations	262.00
VISA - American Flags Express	Office Supplies	157.77
VISA - American Library Association	Memberships	148.00
VISA - Baker & Taylor Books	A/V Materials	1,152.57
VISA - Baker & Taylor Books	Adult Books	7,145.11
VISA - Baker & Taylor Books	Children's Books	6,105.26
VISA - Best Version Media	Advertising	591.52
VISA - Facebook	Advertising	303.64
VISA - Global Industrial Equipment	Janitorial Supplies	94.98
VISA - GoDaddy.com	Office/Equipment Mtnc	159.98
VISA - Hippo Displays & Holders	Office Supplies	80.03
VISA - Illinois Audubon Society	Memberships	25.00
VISA - Illinois State University	Professional Development	80.00
VISA - Ingram	A/V Materials	821.57
VISA - Ingram	Adult Books	3,384.74
VISA - Ingram	Children's Books	463.42
VISA - LogMeIn.com	COVID-19	83.00
VISA - MagDogs	Periodicals	21.98
VISA - MeetUp.com	Other Purchased Services	98.94
VISA - National Audubon Society	Memberships	20.00
VISA - New Republic Magazine	Periodicals	14.97
VISA - Office Depot	Office Supplies	30.76
VISA - Pet Smart	Library Supplies	11.49
VISA - Premium Pet Supply	Library Supplies	141.42
VISA - Springfield Electric	Building Mtnc Supplies	492.40
VISA - Sprint	Other Purchased Services	459.80
VISA - Sprint	Telecommunications	649.59
VISA - Thrasher Magazine	Periodicals	17.59
VISA - Verizon Wireless	Telecommunications	603.31

VISA - Wal-Mart	Janitorial Supplies	44.48
VISA - Wal-Mart	Library Supplies	16.58
VISA - Wal-Mart	Office Supplies	26.49
VISA - Wal-Mart	Other Purchased Services	32.12
VISA - Zazzle, Inc.	Other Purchased Services	54.64
VISA - Zoom.US	COVID-19	390.32
Total		442,101.10

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Director's Report
January 2021

COVID-19 Response:

- Worked with Department Managers to develop and implement plans to reopen the building to the public on January 18th
- Kept staff informed of updates to Library COVID operations
- Met with the Normal Public Library Director to discuss COVID-19 response plans
- Attended a COVID Update from the McLean County Health Department
- Monitored community COVID-19 metrics
- Monitored and provided guidance for instances of staff exhibiting potential COVID symptoms, staff exposures to COVID, and internal contact tracing
    - Matched the City's decision to extend the Emergency Paid Sick Leave and Emergency Family Medical Leave for staff missing work for COVID-related reasons
- Sent the McLean County Health Department a letter advocating to include library workers in vaccination phase 1b or 1c

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

- Worked with Joe of Engberg Anderson Architects and the City Contract review team to finalize and sign a contract for architectural services
- Prepared for and led an Equity, Diversity, and Inclusion (EDI) staff committee meeting
- Attended Illinois Library Association Advocacy and Public Policy Committee meetings
- Attended an American Library Association Chapter Leaders Orientation
- Met with our Polaris representative to discuss a couple issues that we have been experiencing

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

- Coordinated the summer reading planning groups

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

- Had 2 meetings with Gayle to revise our Personnel Handbook
- Formatted and compiled all the Personnel Handbook changes into a new document
- Participated in 1 interview for a part-time LTA in Marketing
- Created an anonymous harassment reporting tool for staff
- Watched recordings of a couple ILA Conference sessions
- Worked to prepare for and attend a grievance arbitration
- Attended a Servant Leadership Virtual Conference

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Goal: Work effectively through the use of technology.

Worked to develop our new website, by:

- Reviewing features that I liked and disliked on other library websites
- Meeting with our website developers twice
- Meeting with our internal website team twice

Goal: Administer a cost-effective public library.

- Met with Rhonda, Van, Alicia W, and Wilma to discuss fundraising efforts
- Met with the Foundation Board and discussed our Capital Campaign plans
- Reviewed and updated the Foundation Board Bylaws
- Developed a draft Gift Acceptance and Naming Rights Policy
- Worked with Ricoh to negotiate a contract for a new copier in the Technical Services workroom
- Worked on the Annual Library Certifications for BPL and GPPLD

Adult Services Report
Carol Torrens
January 2020

***Due to COVID, limited in-house services have been offered to customers since Jan. 18, 2021.*

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

COLLECTIONS

Marcie completed scheduled weeding in Mysteries, then also weeded due to lack of shelf space at the end of hardcover Mysteries & in the first half of hardcover Fiction.

Marcie shifted and worked with Technical Services to re-catalog books written by other authors under the Robert B. Parker name. All of these are now gathered in each genre under 'Parker.'

Rachel, an intern, is assisting Tiffany to weed grubby items from the Teen collection.

Carol continues to weed duplicate DVDs and to order replacement copies of ones with high circulation stats.

Tiffany created some new book lists for a Teacher's History Symposium and also for a BJHS class: historical fiction, historical nonfiction, social justice, and biographies/memoirs. She worked in conjunction with Alex from the Children's Dept. who created similar lists for younger kids.

Book displays this month were on these topics: Get in Shape, science fiction, 2020 Award Winners, and winter books. The teen display was As Seen on Tik Tok. The movie display was Civil Rights Day / Social Justice films.

PROGRAMS

Tiffany presented five virtual book talks for Unit 5 and Dist. 87 middle schools in January. 231 students attended in total.

The Teen Winter Art Challenge has greatly increased traffic on the TeenZone Facebook page. Many, many teens are participating. A random drawing at the end will award prizes to some who posted their artwork on the page.

A library school student in Nebraska attended the virtual meditation program and talked with Mimi, the program coordinator, for a paper about the popularity of the program and its links to current events.

Adult/Family programs

Mystery Book Club, virtual – 1 session – 11 attended
Fiction Book Club, virtual – 1 session – 6 attended
Books on Tap, virtual – 1 session – 13 attended
Spanish Book Club – 1 session – 10 attended
Virtual Craft circle, virtual – 1 session – 3 attended
Meditation, virtual – 1 session – 15 attended
Retirement program with Institute for Financial Education, virtual – 1 session – 4 attended

Teen Programs

Teen Winter Art Challenge, virtual – 57 teens registered and submitted 66 works of art
Take and Make snowflake craft – 32 registered for a kit
Scholarship workshop, virtual – 11 attended
College 101 workshop, virtual – 1 attended

Goal: **Recruit, train and develop a knowledgeable, collaborative staff.**
Staff watched or participated in several mini-morning sessions and webinars. Among them were Decision Making for Tough times, genealogy information, new features of Kanopy, and upcoming books to support your 'best self.'

Goal: **Work effectively through the use of technology.**
There were 2 individual appointments: how to use Libby on a computer and how to search the library's catalog on a phone & limit down to Large Print mysteries.

Business Office Report
Kathy Jeakins
January 2021

Goal: Work effectively through the use of technology.

I worked with Jon to program the phone system for closed days.

I worked with Jon and Jeanne on the lease of a copier for Technical Services.

Goal: Administer a cost-effective public library.

Library Credit Cards: I followed up with staff who were contacted by City Hall staff that their cards were about to expire to make sure they get their new cards, cancelled cards for staff who left employment; and I entered all credit card transactions in account files.

In January, the Book Shoppe collected $1,431.00.

I completed the annual Worker's Comp audit and submitted to The Hartford on 1/14.

The Library received the $500 for the PPE Grant in January.

I submitted a journal entry to City to make a coding correction.

Bills Costing in Excess of $5,000:

- Carahsoft Technology Group $13,125.00 for annual Lynda.com
- KOIOS, LLC $5,500.00 for managing advertising grants

Upcoming:

I will continue to review the Library's Purchasing Policy in February

I will have a purchase order issued for architectural services

Circulation and Outreach Services Report
Colleen Shaw
January 2021

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

Virtual meetings attended and successful connections established by Outreach Library Associate, Michelle Cope:

- Social Isolation Committee
- Human Services Council
- BN Parents
- Recovery Oriented Systems of Care
- McLean County Conversation on Aging
- Heartland Community College Area Planning Council
- Recovery Oriented Systems of Care Spirituality Subgroup

Michelle also accepted an offer from the McLean County Chamber of Commerce's Leadership McLean County program to lead their Steering Committee for the 2021 class and took part in scoring grant proposals for organizations in McLean County that applied for a John M. Scott grant.

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

- Deposits staff prepared and delivered or renewed 349 items at 7 sites. popUP services continued to be suspended this month, but items were delivered to Luther Oaks for patrons that regularly attend a popUP stop.
- Home Delivery prepared and delivered 389 items for 48 active patrons. 48 items were picked up through curbside. 4 patrons were added to the service this month.
- Rhiannon Shoults passed the CDL test and is now a fully licensed bookmobile driver.
- The Bookmobile docked in front of the Miller Park Pavilion on 1/29 to give participants of a Book and Puzzle Swap event taking place for seniors the ability to check out items and sign up for a card.
- The bookmobile stop to Phillip Place on 1/4 was cancelled due to inaccessible roads after the ice storm.
- Bookmobile stops to Rollingbrook South (5:30-6:30) and Phillip Place (7:15-8:30) on 1/25 were canceled due to inclement weather.
- The bookmobile will be headed to the Home Sweet Home Ministries' Night in a Car event on 2/5. Michelle and Colleen will be spending the night on the bookmobile to raise money for the shelter and awareness for those that experience homelessness in our community.
- The January 9 Book Donation Day was canceled. Monthly Donation Day will resume on February 13.

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

- Temp Library Assistant, Sarah Frey, accepted a regular part-time Library Assistant position.
- Temp Shelver in Adult Services, Jamie Scovel, accepted a regular part-time Library Assistant position.
- Part-time Library Assistant, Reagan Brown, is transferring to Adult Services.
- IWU Student, Tony Alonso, started as a Work Study.
- Part-time Library Assistant, La'Betra Chambers, resigned to accept a full-time position elsewhere.

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(1/2021) Circulation and Outreach Services Statistics

Total Circ BPL	**71,432**
Total Circ Main	**49,271**
Adults	23,196
Teens	1,669
Children	24,406
Total Circ Outreach	**4,960**
OTR Adults	2,323
OTR Teens	112
OTR Children	2,525
Total Circ eBooks	**17,201**
Hoopla	4,017
Overdrive	11,919
RBDigital	366
TumbleBooks	71
eBook Central	1
Kanopy	827
Borrowers Registered	**288**
Total Active Cardholders	**39,431**
Children	9,062
Teen	5,292
Adult	25,077
GPPLD	1,673
Total Holds Filled	**19,383**
Main Holds	16,746
Outreach Holds	2,637
Door Count	**5,111***

*The building opened to the public on 1/18

Circulation Questions Answered: 430
Outreach Questions Answered: 111
Total Questions Answered: 541

10 Stops with Highest Circulation	
EkstamDrive	204
WingoverApartmentsPM	160
EkstamDrive	118
EagleCrestEast	116
EagleCreek	112
EagleCrestEast	110
EagleRidge	109
Grove	80
NorthPointe	75
OldFarmLakes	73
WingoverApartmentsAM	73

5 Stops with Lowest Circulation	
Arrowsmith	3
EvergreenPark	3
PepperRidge	3
PhillipPlace	3
HilltopMobileHomePark	3
WestJackson	2
HeartlandHills	1
Shirley	1
SpringRidge	1

Bookmobile Customers: 443

Total Monthly Stops: 64*

*3 stops impacted by our scheduled off-road period and 3 weather related cancellations

Bloomington Public Library

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	January	February	March	April	May	June	July	August	September	October	November	December
Total Circ												
2013	135,806	117,209	134,007	128,915	122,888	146,819	154,032	135,012	119,417	121,594	120,493	110,073
2014	116,717	106,520	124,081	111,830	107,779	141,538	142,819	123,207	116,986	118,036	112,807	109,247
2015	115,409	106,414	120,059	109,664	110,534	140,366	132,776	121,986	109,079	115,446	107,593	108,085
2016	115,834	107,977	114,870	107,576	111,304	131,572	128,439	116,681	104,656	112,022	105,100	97,912
2017	113,831	100,674	110,265	96,693	103,159	113,776	112,791	107,594	93,335	101,602	97,716	90,227
2018	102,019	91,030	104,298	95,337	99,405	115,080	114,304	101,761	92,687	96,937	86,122	86,576
2019	95,472	89,628	97,467	90,513	93,520	114,046	119,119	103,908	96,712	97,285	91,475	88,802
2020	97,072	93,370	100,821	53,982	27,779	59,235	92,390	104,306	101,994	106,447	92,957	67,078
2021	**71,432**											
Main Circ												
2013	124,116	111,489	122,741	122,198	111,484	136,371	142,283	126,755	108,180	110,152	111,062	101,115
2014	106,624	102,576	118,907	105,133	101,459	136,527	130,193	111,651	106,393	108,351	103,053	103,341
2015	110,164	97,499	108,559	103,495	98,882	127,685	123,212	108,030	102,131	102,693	95,683	96,524
2016	103,448	96,129	102,051	94,675	97,826	117,687	115,404	106,625	97,633	97,679	92,573	87,161
2017	100,185	87,246	96,002	83,182	89,162	103,766	99,545	92,320	80,657	88,108	85,196	77,814
2018	87,756	77,949	89,019	81,429	84,157	100,149	99,158	86,406	78,268	81,385	71,469	71,850
2019	79,214	74,576	79,508	74,351	76,661	96,218	100,735	86,027	78,541	79,509	74,343	72,365
2020	77,650	74,419	79,618	32,841	8,404	44,800	74,394	82,523	81,176	84,996	71,500	49,825
2021	**49,271**											
Active Users												
2013	31,325	31,422	31,325	31,933	32,747	33,874	33,374	34,727	35,905	36,210	36,755	37,045
2014	37,445	37,890	38,378	38,088	37,730	37,208	37,006	36,791	36,605	36,438	36,085	35,895
2015	35,612	35,316	34,990	34,709	34,434	34,209	33,986	33,696	33,304	33,031	32,796	33,342
2016	33,460	33,162	33,063	32,875	32,871	33,243	32,994	32,890	35,412	35,144	35,177	35,068
2017	35,357	35,244	35,363	35,216	35,308	34,469	34,287	34,205	34,017	34,819	33,910	33,831
2018	35,346	35,084	35,131	35,010	35,040	34,666	34,495	34,551	35,452	37,182	36,870	36,803
2019	36,506	36,471	37,323	37,619	38,150	38,290	38,116	39,401	38,192	36,443	36,214	36,204
2020	36,919	37,377	38,012	37,796	37,600	38,823	39,235	38,927	39,235	34,652	39,055	38,957
2021	**39,431**											

Children's Services Report
Melissa Robinson
January 2021

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

Services

- Alex pulled books and helped record and edit story time videos for Michelle's Night in a Car event.

Collections

- Picture books were shifted, and beginning readers were re-organized.

Programs

Winter Reading for Kids

- 1047 bingo cards given out
- 343 prize slips turned in

Live

- Lego Construction – 29 attended
- Tales for Tails – 3 sessions – 26 attended
- STREAM on Zoom – 30 attended
- 5 programs/sessions offered – 85 attended

Pre-Recorded on Facebook:

- DIY Mondays – 4 posts – 218 views
- Smarty Pants Story Time – 4 posts – 201 views
- Wild Card Fridays – 4 posts – 220 views
- Mini Explorers – 1 post – 73 views

Groups:

- Head Start Reading Rocks – 8 attended
- Alex co-hosted the Museum of History's social studies teacher symposium, "Do You Read Me? Equity, Identity, and Literacy in the Social Studies Classroom" pre-conference book club event. 39 attended.

Passive programs – 2 offered – 348 participated

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

- Alex continues to serve on the Notable Children's Book Committee and attended the ALA Mid-Winter Conference.

Goal: Work effectively through the use of technology.

- 24 posts were added to the Children's Facebook Group and we now have 356 members.

Upcoming:

We will continue our pre-recorded programs on Facebook.

- Feb 3, 10, 17, and 24 – Tales for Tails
- Feb 4 – Books 'n' Bites – Black History
- Feb 13 – Janice Harrington: Catch a Story
- Feb 15 – STREAM on Zoom
- Feb 20 – Virtual Lego Construction

Human Resources Report
Gayle Tucker
January 2021

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

- I attend mini morning sessions (MMS) offered by the Staff Development Committee
- In January, there were three in-house Job Announcements
- I participated in three interviews
- I continued FMLA, EFMLA, and EPSL administration and tracking
- Jeanne and I worked with HR Source to update our personnel handbook and did a final review
- Employees receive Munis Employee Self Service (ESS) and Kronos Timeclock setup information and instruction during new employee orientation
- I serve as Chair of the Spirit Committee. Our current collaborative project is "Library Confessions" and gives staff the opportunity to anonymously share a secret they've been keeping! Examples include "I have no interest in Harry Potter," and "I made my husband a library card so I could use his Hoopla credits."

Goal: Work effectively through the use of technology.

- In January, I participated in several Teams video meetings with other staff, and a lot of my work was accomplished using OneDrive and SharePoint
- I update the Staff Directory on SharePoint at least once a month
- I post in-house Job Announcements on SharePoint
- I am processing the library's background checks
- As an Alert Media administrator, I add new employees to the system and delete former employees
- I continue to work with the City of Bloomington staff regarding the Kronos timeclocks, and new issues as they arise
- I check my payroll calculations against a Munis report for accuracy, and resolve discrepancies

Goal: Administer a cost-effective public library.

- I serve as the Work Study Coordinator with Illinois Wesleyan University
  - The program resumed January 13th
  - This program currently costs $2.75 per hour, per student
- I am working with a service fraternity at ISU and have had some students volunteer

Upcoming:

- Ongoing Kronos timeclock troubleshooting
- Working with Jeanne to revamp the Performance Review procedure

Information Technology Systems Report
Jon Whited
January 2021

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

We completed the move to having the online databases hosted by OCLC. We tested all the connection to the online database both inside and outside of library to ensure that all connections were still working correctly.

We purchase a new backup system for the Library that stores our data offsite to ensure we are protected from Ransomware attacks.

The Adult Services staff and IT staff having been viewing presentations on chat software. We currently have a trial of libraryh3lp installed on the web site and the staff are trying it out. We should have one of the software packages selected soon and available to the public to use.

We have created a discord server for the teens to use during our teen programs. The server is used to communicate with the teens during the programs. The teens also share pictures of their projects with the other teens in the program. We also have setup times where the teens can be on the server and socialize. The server is monitored by IT staff at all the times it is available to the public.

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

Dale continued with his dungeons and dragons program this month and has others scheduled for next month. Dale is going to do one more month of D&D and then he is going to host a session on "Kids on Bikes."

Upcoming:

We will be upgrading all of the Catalog PCs, Scanning PCs, and a section of the Public laptops as per our upgrade schedule.

Marketing Report
Rhonda Massie – January 2021

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

Reopening Signage and Messaging (due to COVID 19)

Composed messaging and created print and digital artwork to publicize the library building's reopening on 1.18.21.

- Two sets of artwork were created.
  - One announced that the library building would reopen on 1.18.21. The other was published on 1.18.21 and announced that the library building had reopened.
- Shared messaging via the following platforms: website, media, phones, text messaging, eBlast, and social media.
- Updated the library's hours on Facebook, Google, and the website.
- Some past signage was also reprinted as it had become worn, was discarded, and/or was misplaced.

February Programs

- Due to the nature of COVID-19, the library continues to schedule and promote programs on a month-to-month basis.
  - February's programs were submitted to Library Market and reviewed by Marketing before going live on the library's website.
    - Frequent updating of programming information in Library Market is required as programmers change details and descriptions.
  - A publicity timeline was developed.
  - A bitly link was created for each program requiring registration.
    - Bitly links are used to direct patrons from social media and other non-library sites directly to each program on the library's website.
  - A Facebook event was created for each online program being offered.
  - An Instagram post was created for each online program being offered.

Website Development

BPL's Website Development Committee (Jeanne Hamilton, Jon Whited, Jorgi Henson-Miller, and Rhonda Massie) began work with Library Market to build and launch the library's new website. The kickoff meeting took place on January 18. The goal is to launch this website no later than May 11. The committee has agreed to meet weekly on Monday mornings for the duration of the project.

The committee:

- approved the Scope of Work
- shared items requested by Library Market (strategic plan, 3 program guides, 10 graphic elements)
- prepared to introduce to Library Market a modified staff survey which relates to the project
- is viewing many Library Market websites to discern that which is favorable and that which is less favorable
- is researching donor databases in hopes of choosing one which will work well with both our upcoming capital campaign and the functionality of our new website

Capital Campaign

- Preliminary work continues.
  - During the month of January, Jeanne Hamilton and Rhonda Massie met with BPL Trustees and Foundation Board Trustees who fundraise as an occupation – Van Miller, Wilma Bates, Alicia Whitworth.
  - Jeanne and Rhonda also met separately with Foundation Board Member, Mary Ann Webb.

Summer Reading 2021

- Summer Reading 2021 preparation is in its early stages.
  - The Sponsors & Donations Committee is set to meet for the first time on Tuesday, February 2.
  - The Decorations Committee is set to meet for the first time on Thursday, February 4.
    - On March 1, Bret Williams will return to BPL in a temporary capacity to work as a graphic designer. He will design, print, and install the library's Summer Reading decorations.
  - There will be no 2021 Summer Program Guide due to the ongoing COVID19 pandemic.
    - Pre-recorded and virtual programs will continue to be scheduled and promoted on a month-to-month basis through at least August.

Writing Projects (not including posts to social media and programming descriptions in Library Market)

- Accessibility handout
- Ad script to promote the library's reopening, curbside pickup, bookmobile stops and browser packs for Magic 99.5.
- Ad script to promote the library's reopening and the fact that curbside pickup remains an option for WGLT.
- All messaging for the library's reopening.

New Resident Postcards

- With the reopening of the library building, Marketing sent to all residents the new resident postcard. This had been postponed until the library building was able to reopen.

Outgoing Phone Messages

- Now that we have a new phone system, we are able to set the library's outgoing phone messages to change in advance when we know a change is needed. Rhonda penned and recorded the library's outgoing phone messages for all holidays in 2021. Jon and Kathy will take care of scheduling the messages to start and stop on the appropriate dates/times. Those dates and times were also provided by Marketing.

Paper & Digital Design Work

Advertising

- 1000 Books Before Kindergarten for Macaroni Kid's leaderboard.
- 1000 Books Before Kindergarten for *Eastside Neighbors* and *Neighbors of Southwest Bloomington* magazines.
- An ad posted to the marquees at the Coliseum/Arena promoted the end of overdue fines and the elimination of past fines.

Publicity

- Campaigns to Reopen the library
  - One set of art and posts highlighted that the library building would be reopening on 1.18.21
  - The second set of art and posts was published on 1.18.21 and highlighted that the library building had reopened.
- February calendar of programs
- Changes to RBDigital (purchased by Overdrive; RBDigital app will cease to function in March; patrons will have to use the Overdrive App or the Libby App))
- Shelf Talkers for new books offered as Book Club Kits
- Books 'n Bites
- BPL Kids @ Home
- Catching a Story: Presentation by Children's Author Janice Harrington
- Dungeon & Dragons: Blue Alley
- Expungement & Sealing Criminal Records
- From Obscurity to Greatness: Illinois' Lincoln
- Heartbreaker Valentine Take & Make Craft
- History Book Club
- Mrs. Lincoln in Love
- STREAM on Zoom
- Tales for Tails - Tech Edition
- Virtual Craft Circle
- Virtual Lego Construction
- Your Family Bank: Using Life Insurance to Become Debt Free

Signage

- Sign pertaining to elevator occupancy due to COVID
- Signage for Spirit's Library Confessions activity
- Created 20 different table tents to highlight the new locations of 20 authors' books
- Monthly Adult Services display sign
- Monthly teenZone display sign
- Poster background for Michelle Cope to use during online meetings

Reprint

- Computer Appointment Cards for AS (updated to include new AS phone number)
- Kanopy handout
- My Library! App handout
- Large price tags for reusable bags & tote bags in Circulation

Other

- Nametags for Staff

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

- Rhonda took part in the following:
  - Webinar - The Complex Practice of "Naming Rights" within the Arts and Culture Sector
  - Meeting of the Central Illinois Library Marketers.
    - Forwarded an idea to BPL staff about adding News Guard to public and staff computers.
- Jim took part in the following:
  - Webinar – Bridging the Color Gap: Designing with Physical PMS Guide
  - Webinar – Instagram trends for 2021
- Rhonda is registered to attend a 3-day course titled *Managing the Capital Campaign* in March. The course is offered by IUPUI's School of Philanthropy.
- Compiled and distributed the monthly Staff Newsletter using submissions from each Department Manager.

Goal: Work effectively through the use of technology.

Social media presence:

- Facebook – 8,298 followers
- Instagram - 1,830 followers
- Twitter - 2,050 followers
- Library text subscribers - 350
- Bookmobile text subscribers - 1,072
- Books on Tap Book Club is present on MeetUp.com
- Dungeons & Dragons Club is present on MeetUp.com
- Cardholder Perks list – 35,667 subscribers.
- Program Guide list – 31,964 subscribers.
- General eBlast list – 35,709 subscribers.

Goal: Administer a cost-effective public library.

Free & Cheap Promotion

- The library posts a lot of information to Facebook, including, but not limited to, information about library resources and all library programs.
  - A weekly #TBT photo is posted to Facebook and Instagram.
  - A weekly #BookFaceFriday photo is posted to Facebook and Instagram.
- The library sends at least one monthly eBlast promoting its online resources to all cardholders who've not opted out of receiving such notifications. The online resource eBlasts are also posted to Facebook and Twitter. The ability to send these eBlasts comes with our subscription to Library Aware.
  - An eBlast about the Library's genealogical resources – Ancestry.com, Fold3, HeritageQuest, and African American Heritage was received by 31,980 patrons on January 1.
  - An eBlast about the Library's ScienceFlix resource will be received by approximately 32,000 patrons on February 1.
- A member of the library's staff is interviewed every other Monday on WJBC. Interview materials are prepped by the Marketing Department. These interviews moved from the 10:10am timeslot to the 3:10pm timeslot on January 1, 2021, as WJBC's 10am-2pm timeslot is no longer produced locally.

Support Services Report
Caprice Prochnow
January 2021

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

- Support Services staff:
  - Constant disinfecting of high touch points, rooms, and furniture
  - Painted and installed plexiglass on wall behind the Circulation desk
  - Put together four new arrow signs and placed in the community room
  - Truck baskets that are currently not needed have been placed in storage
  - Installed two more flyer holders by the sorter
  - Wheelchair and walkers were tagged with new RFIDs
  - Installed new flag
  - The inside of the breakroom refrigerator was wiped down after some spoiled fish was removed
  - Boardroom chairs wiped down and vacuumed

- Repairs/Installs:
  - MIM installed gaskets for burner two on the humidifier
  - Weber Electric did a check of electrical after a power outage
  - Kone restored power to the elevator after a power outage
  - TeeJay Doors made repairs to the entrance doors
  - Alpha Controls looked into the issue of the AS workroom being overly warm and the temp sensor for the conference room

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

- A daily log is in now in place for checking the operation of the sliding, entrance doors.

Goal: Administer a Cost-Effective Library.

- Seasonal landscaping and lawn maintenance was taken out for quotes, and F & W Lawn Care & Landscaping will remain our service provider for this work.

Upcoming: Replacement of 3-way cooling valve on main air handler

Bloomington Public Library

Books are just the beginning.

Technical Services Report
Allison Schmid
January 2021

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

- All Activity, Hooked on Phonics, and Meet the Sight Word kits have now been converted to boxes like the STEAM kits.
- We processed and cataloged 2 new VR kits as well. If they are well received, we may purchase more.
- The NLW Committee met and planned a staff meal for Library Workers' Day and some virtual programs for April.
- TS staff changed the Robert B. Parker books and audiobooks written by other authors to have the call letters PARKER, ROBERT B. or PAR, to match the other books in the series written by Parker himself. In other words, Robert B. Parker series are all together on the shelf now.

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

- TS staff moved the holds from the community room to the open hold shelves.
- TS staff completed the KultureCity Sensory Inclusivity Training. - .5
- Kam took an MCLS webinar called MARC: An Introduction. - 6
- **Training Hours** – 6.5

Goal: **Work effectively through the use of technology.**

- We met with Polaris to discuss an ongoing problem we've had with the sorter not recognizing system blocks.
- We purged lost items from 2017 and beyond as we only keep 3 years of lost items in the catalog. When they're removed, the cost of the lost item remains on the customer's account but the item is removed from our catalog.

Goal: **Administer a cost-effective public library.**

- Bob returned to volunteer for us on Tuesdays, discarding books.
- We had some volunteers in from ISU (Alpha Pi Omega) to work on replacing old mystery labels.
- Volunteer Hours – 8

Upcoming:

- Splitting the manga from the other graphic novels in the catalog.

- Foreign movies will be switched to pink labels as soon as our custom labels arrive.
- Revamping the Itty Bitty Kits and putting them into boxes instead of canvas bags.

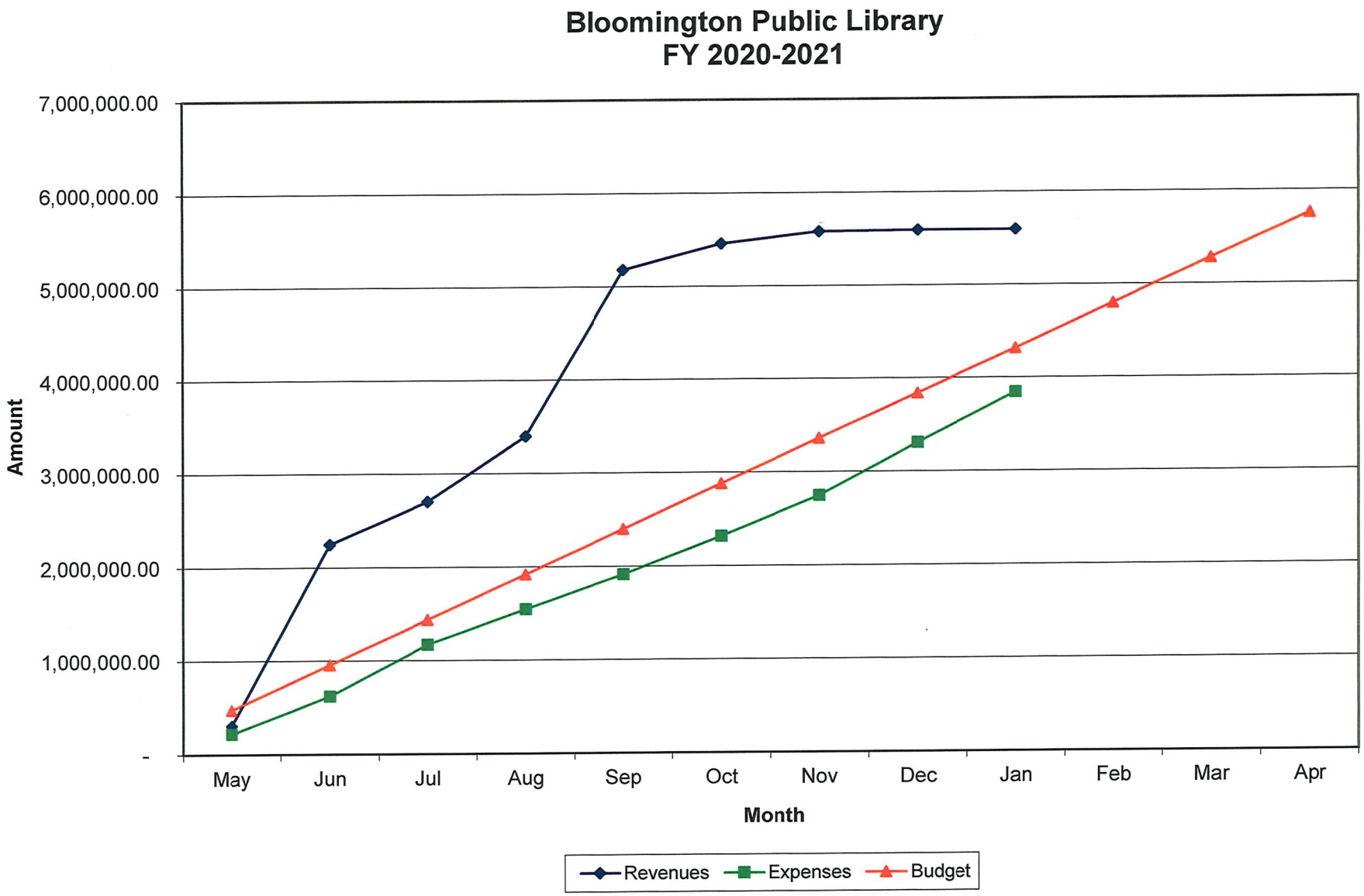
BLOOMINGTON PUBLIC LIBRARY
FY 2020-2021 FISCAL REPORT

REVENUES:

ACCT NAME	BUDGET	JAN 2021	YR-TO-DATE	AMOUNT OVER/UNDER	% RECEIVED
Property Tax	4,935,359	0.00	4,931,597.48	(3,761.52)	99.9
Replacement Tax	130,400	0.00	130,400.00	0.00	100.0
State Grants	95,700	0.00	95,762.50	62.50	100.1
GPPLD	400,000	0.00	408,237.62	8,237.62	102.1
Fines & Fees	50,000	838.56	4,899.74	(45,100.26)	9.8
Copies	3,500	62.35	1,364.20	(2,135.80)	39.0
Interest on Investments	75,000	357.74	8,015.27	(66,984.73)	10.7
Interest From Taxes	0	0.00	0.00	-	-------
Donations	24,000	251.00	5,753.06	(18,246.94)	24.0
Other Grants	0	500.00	500.00	500.00	-------
Cash Over/Short	0	0.00	15.30	15.30	-------
Other	45,000	356.78	10,796.24	(34,203.76)	24.0
Total Revenues	5,758,959	2,366.43	5,597,341.41	(161,617.59)	97.2

ACCT NAME	BUDGET	JAN 2021	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Full-Time Salaries	2,399,185	182,600.44	1,717,685.43	(681,499.57)	71.6
Part-Time Salaries	483,694	31,818.24	294,669.12	(189,024.88)	60.9
Seasonal Salaries	67,667	2,274.48	23,686.31	(43,980.69)	35.0
Overtime Salaries	1,100	0.00	0.00	(1,100.00)	0.0
Other Salaries	0	0.00	7,108.00	7,108.00	-------
Total Sals & Wages	2,951,646	216,693.16	2,043,148.86	(908,497.14)	69.2
Dental Insurance	11,000	780.32	6,867.26	(4,132.74)	62.4
Vision Insurance	3,000	234.02	2,156.39	(843.61)	71.9
Health Insurance, BC/BS PPO	366,827	22,820.70	168,918.30	(197,908.70)	46.0
Health Insurance, OSF HMO	16,000	1,747.94	19,882.42	3,882.42	124.3
Life Insurance	3,200	252.00	2,217.60	(982.40)	69.3
Library RSA Contribution	0	682.37	5,174.42	5,174.42	-------
IMRF	239,918	22,389.11	217,351.23	(22,566.77)	90.6
FICA	182,933	12,853.70	121,508.56	(61,424.44)	66.4
Medicare	42,783	3,006.11	28,417.19	(14,365.81)	66.4
Unemployment Insurance	0	0.00	204.00	204.00	-------
Worker's Comp	18,385	8,422.00	8,422.00	(9,963.00)	45.8
Uniforms	800	0.00	466.63	(333.37)	58.3
Tuition Reimbursement	15,500	0.00	0.00	(15,500.00)	0.0
HSA City Contributions	0	14,500.00	14,500.00	14,500.00	-------
Other Benefits	25,000	2,400.00	7,581.20	(17,418.80)	30.3
Total Benefits	925,346	90,088.27	603,667.20	(321,678.80)	65.2
Rentals	25,000	1,173.03	12,426.58	(12,573.42)	49.7
Total Rentals	25,000	1,173.03	12,426.58	(12,573.42)	49.7
Building Mtnc	150,000	12,568.09	93,233.97	(56,766.03)	62.2
Vehicle Mtnc	12,000	2,948.24	10,411.67	(1,588.33)	86.8
Office & Computer Mtnc	195,000	74,084.87	152,443.31	(42,556.69)	78.2
Total Repair/Mtnc	357,000	89,601.20	256,088.95	(100,911.05)	71.7

ACCT NAME	BUDGET	JAN 2021	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Advertising	50,000	1,634.94	27,917.47	(22,082.53)	55.8
Printing/Binding	18,000	0.00	5,699.51	(12,300.49)	31.7
Travel	1,000	0.00	24.74	(975.26)	2.5
Membership Dues	4,000	373.00	3,476.00	(524.00)	86.9
Professional Development	10,000	80.00	3,756.90	(6,243.10)	37.6
Other Purchased Services	150,000	25,267.43	149,634.74	(365.26)	99.8
Property Insurance	17,000	0.00	0.00	(17,000.00)	0.0
Vehicle Insurance	5,000	0.00	0.00	(5,000.00)	0.0
Other Insurance	6,500	37,504.00	37,504.00	31,004.00	577.0
Total Purchased Services	261,500	64,859.37	228,013.36	(33,486.64)	87.2
Office Supplies	20,000	1,453.57	6,797.55	(13,202.45)	34.0
Office Supplies-COVID-19	0	718.32	21,893.17	21,893.17	-------
Computer Supplies	90,000	0.00	29,841.70	(60,158.30)	33.2
Postage	2,500	4,000.00	4,259.05	1,759.05	170.4
Library Supplies	85,000	10,948.95	22,469.91	(62,530.09)	26.4
Janitorial Supplies	18,000	1,349.25	11,087.08	(6,912.92)	61.6
Gas & Diesel Fuel	5,500	489.48	1,901.02	(3,598.98)	34.6
Building Mtnc & Repair Supplies	20,000	958.96	8,784.69	(11,215.31)	43.9
Total Supplies	241,000	19,918.53	107,034.17	(133,965.83)	44.4
Natural Gas	31,000	1,515.96	7,990.17	(23,009.83)	25.8
Electricity	90,000	0.00	47,879.35	(42,120.65)	53.2
Water	9,000	394.31	4,281.50	(4,718.50)	47.6
Telecommunications	38,000	3,040.17	31,790.79	(6,209.21)	83.7
Total Utilities	168,000	4,950.44	91,941.81	(76,058.19)	54.7
Professional Collection	1,500	497.98	785.98	(714.02)	52.4
Total Prof Collection	1,500	497.98	785.98	(714.02)	52.4
Periodicals	40,000	(427.24)	19,198.07	(20,801.93)	48.0
Adult Books	143,000	12,292.93	103,626.77	(39,373.23)	72.5
Children's Books	118,500	6,375.72	75,076.78	(43,423.22)	63.4
A/V Materials	131,000	6,554.52	63,904.04	(67,095.96)	48.8
Public Access Software	188,880	7,930.56	88,230.92	(100,649.08)	46.7
Downloadable Materials	154,700	24,950.00	110,165.40	(44,534.60)	71.2
Total Materials	776,080	57,676.49	460,201.98	(315,878.02)	59.3
Employee Relations	5,000	269.00	2,483.53	(2,516.47)	49.7
Miscellaneous Expenses	10,000	119.98	3,476.57	(6,523.43)	34.8
Transfer to Capital Fund	36,887	0.00	36,887.00	0.00	100.0
Total Other Expenses	51,887	388.98	42,847.10	(9,039.90)	82.6
Total Expenses	5,758,959	545,847.45	3,846,155.99	(1,912,803.01)	66.8


Bloomington Public Library
FY 2020-2021
7,000,000.00
6,000,000.00
5,000,000.00
4,000,000.00
3,000,000.00
2,000,000.00
1,000,000.00
-
Amount
May
Jun
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
Month
Revenues
Expenses
Budget

EXPLANATIONS FOR VARIANCES IN EXCESS OF 5%
(Variance of 70.0% to 80.0% is acceptable)
January 2021

Property Tax (99.9%): The Library has received its final distribution on Dec 12.
Replacement Tax (100.0%): The distribution took place in August.
State Grants (100.1%): The Library received its Per Capita Grant in August.
Golden Prairie Public Library District (102.1%): Golden Prairie has also received its final distribution on Dec. 12.
Fees (9.8%): Very little has been collected.
Copies (39.0%): Very little has been collected.
Interest (10.7%): Interest rates are down.
Donations (24.0%): A few donations have come in from various sources.
Other Revenue (24.0%): Receipts have been low.
Part-Time Salaries (60.9%): This is under-spent due to some staff vacancies.
Seasonal Salaries (35.0%): This is under-spent due to the decision to hire fewer seasonal employees this summer.
Overtime Salaries (0.0%): Nothing has been paid from this line item.
Dental Insurance (62.4%): This is under-spent due to fewer staff choosing this option.
Health Insurance, PPO (46.0%): This line item is also under-spent due to better rates than projected last year.
Health Insurance, HMO (124.3%): This is over-spent due to reducing the total budgeted amount, based on previous year's spending.
Life Insurance (69.3%): This line item is just slightly under-spent.
IMRF (90.6%): This is over-spent due smaller projections for the year.
FICA (66.4%): This is under-spent due to staff vacancies.
Medicare (66.4%): This is under-spent due to staff vacancies.
Worker's Compensation (45.8%): The annual worker's compensation premium is paid in December.
Uniforms (58.3%): Charges have been minimal.
Tuition Reimbursement (0.0%): Nothing has been paid from this line item.
Other Benefits (30.3%): This line item is for vacation payouts for staff.
Rentals (49.7%): Charges have been minimal.
Building Maintenance (62.2%): Charges have been minimal.
Vehicle Maintenance (86.8%): This is over-spent due to bookmobile maintenance.
Advertising (55.8%): Charges have been minimal.
Printing/Binding (31.7%): Charges have been minimal.
Travel (2.5%): Charges have been minimal.

Membership dues (86.9%): This is over-spent as most of the dues have been paid.
Professional Development (37.6%): Charges have been minimal.
Other Purchased Services (99.8%): This is over-spent due payments made to Engberg Anderson for design services.
Property Insurance (0.0%): This will be paid in January.
Vehicle Insurance (0.0%): This will be paid in January.
Other Insurance (577.0%): All of the Library's Property, Vehicle, and Director's & Officers Insurance was paid from this line item.
Office Supplies (34.0%): Charges have been minimal.
Computer Supplies (33.2%): Charges have been minimal.
Postage (170.4%): The Bulk Mail account was replenished in January.
Library Supplies (26.4%): Charges have been minimal.
Janitorial Supplies (61.6%): Charges have been minimal.
Gas & Diesel Fuel (34.6%): Charges have been minimal.
Building Maintenance Supplies (43.9%): Charges have been minimal.
Natural Gas (25.8%): Charges have been minimal.
Electricity (53.2%): Charges have been minimal.
Water (47.6%): Charges have been minimal.
Telecommunications (83.7%): This is over-spent due to the annual payment for Alert Media emergency notification system, which was paid in May.
Professional Collection (52.4%): Charges have been minimal.
Periodicals (48.0%): Charges have been minimal.
Children's Books (63.4%): Charges have been minimal.
A/V Materials (48.8%): Charges have been minimal.
Public Access Software (46.7%): Charges have been minimal.
Employee Relations (49.7%): Charges have been minimal.
Miscellaneous Expenses (34.8%): Charges have been minimal.
Transfer to Capital Fund (100.0%): This transfer from the Operating Fund to the Capital Fund was made in December.

The Donations line item breaks out as follows:

Summer Reading Program Donations:	
Golden Prairie Public Library District:	$3,000.00
Memorial Donations:	1,942.58
C-U Herb Guild, Donation for Materials:	50.00
Lois Rubbel, Miscellaneous Donation:	100.00
Judge Joe Webster, Miscellaneous Donation:	100.00
Ian Jorgensen, Miscellaneous Donation:	20.00
Rita Schmidt, Miscellaneous Donation:	50.00
Robert Starckovich, Miscellaneous Donation:	100.00
Lois Rubbel, Miscellaneous Donation:	100.00
Susan Killiam, Miscellaneous Donation:	200.00
Catherine Sutliff, Miscellaneous Donation:	50.00
Miscellaneous Donations:	40.48
Total Donations:	$5,753.06

The Other Revenue line item breaks out as follows:

Blankets:	$ 0.00
Book Pick-Up:	1,277.55
Book Shoppe:	7,486.50
Drawstring Bags:	0.00
Ear Buds:	21.00
Flash Drives:	29.25
Hot Beverage Service:	6.00
Meeting Room Fees:	0.00
Mugs/Cups:	12.00
Print Station:	3,797.45
Reusable Bags:	51.00
Test Proctoring:	75.00
Tote Bags:	168.00
Umbrellas:	0.00
Miscellaneous:	80.19
Total Other Revenue:	13,003.94

During January, 12 batches containing 101 invoices were processed, totaling $216,996.05 and 104 credit card charges were made totaling $24,325.00.

As of December 31, the Library's Maintenance & Operating Fund Balance is $3,948,678.14, which is 68.6% of the budgeted amount; the goal of twenty-five percent of the Library's FY21 budget is $1,439,739.75.

Library Fund Balance Information, 1/31/21:

Operating:	$ 3,948,678.14
Capital:	$ 3,528,235.02
Fixed Assets:	$ 1,188,541.10

BLOOMINGTON PUBLIC LIBRARY
DONATIONS RECEIVED
FY 21

SOURCE	1st QTR	2nd QTR	3rd QTR	4th QTR	YTD TOTAL
Summer Reading Program Community Donations:					
Golden Prairie Public Library District	3,000.00	0.00	0.00		3,000.00
Total Summer Reading Program Community Donations	3,000.00	0.00	0.00	0.00	3,000.00
Memorial Donations:					
Patricia Luthe Memorial	50.00	0.00	0.00		50.00
Sarah Shipley Memorial	0.00	25.00	1,867.58		1,892.58
Total Memorial Donations	50.00	25.00	1,867.58	0.00	1,942.58
Other Donations:					
Lois Rubbel	100.00	0.00	100.00		200.00
Kelsey Harms	20.00	0.00	0.00		20.00
Judge Joe Webster	100.00	0.00	0.00		100.00
Ian Jorgensen	20.00	0.00	0.00		20.00
C-U Herb Guild, Doantion for Materials	50.00	0.00	0.00		50.00
Rita Schmidt	0.00	50.00	0.00		50.00
Robert Starckovich	0.00	100.00	0.00		100.00
Susan Killiam	0.00	0.00	200.00		200.00
Catherine Sutliff	0.00	0.00	50.00		50.00
Anonymous Donations	0.75	11.71	8.02		20.48
Total Other Donations	290.75	161.71	358.02	0.00	810.48
Foundation:					
Local History Materials (Paid with Mischler Funds)	855.77	582.97	0.00		1,438.74
Fold 3 Service (Paid with Mischler Funds)	2,600.00	0.00	0.00		2,600.00
Summer Reading Program	10,286.85	0.00	788.51		11,075.36
Annual Appreciation Day	0.00	2,204.36	460.57		2,664.93
Total Foundation	13,742.62	2,787.33	1,249.08	0.00	17,779.03
Total Donations	17,083.37	2,974.04	3,474.68	0.00	23,532.09

Bloomington Public Library

Books are just the beginning.

Statistics At-A-Glance

January 2021

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

Circulation	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	25,519	44,421	-43%	353,667	393,051	-10%
Teens	1,781	2,824	-37%	27,081	29,672	-9%
Children	26,931	36,400	-26%	352,763	370,082	-5%
Digital Downloads	17,201	13,427	28%	122,546	109,134	12%
Total	71,432	97,072	-26%	856,057	901,939	-5%

Active Cardholders	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	25,077	24,310	3%	221,375	219,251	1%
Teens	5,292	4,255	24%	43,992	40,647	8%
Children	9,062	8,354	8%	100,380	97,743	3%
Total	39,431	36,919	7%	365,747	357,641	2%

New Cardholders	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	288	801	-64%	3,898	4,793	-19%

Visits	Current	Last Year	Change	FYTD	Last FYTD	Change
Main	5,111	24,412	-79%	136,560	190,455	-28%
Bookmobile	443	831	-47%	8,459	9,355	-10%
Total	5,554	25,243	-78%	185,564	240,355	-23%

Room Use	Current	Last Year	Change	FYTD	Last FYTD	Change
Study Room	0	135	-100%	403	631	-36%
Digital Preservation Studio	0	21	-100%	145	239	-39%
Community Room	0	52	-100%	622	885	-30%
Total	0	208	-100%	1,170	1,755	-33%

Community Outreach	Current	Last Year	Change	FYTD	Last FYTD	Change
Staff Outreach Visits	7	16	-56%	127	160	-21%
People Reached	278	1,183	-77%	15,472	20,039	-23%
Community Visits to the Library	0	1	-100%	52	58	-10%
People Reached	0	25	-100%	1,251	1,423	-12%
Total Outreach Visits	7	17	-59%	179	218	-18%
Total People Reached	278	1,208	-77%	16,723	21,462	-22%

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

Programs	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	7	21	-67%	154	195	-21%
Attendance	62	297	-79%	2,748	3,574	-23%
Teens	4	1	300%	33	30	10%
Attendance	101	15	573%	578	584	-1%
Childrens	5	28	-82%	177	229	-23%
Attendance	85	668	-87%	6,646	8,174	-19%
Total Programs	16	50	-68%	364	454	-20%
Total Attendance	248	980	-75%	9,972	12,332	-19%

1-on-1 Appointments	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	0	3	-100%	53	65	-18%

Reference Questions	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	2,612	3,360	-22%	29,466	32,543	-9%

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

Training Hours	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	80.25	214.25	-63%	1,814	1,925	-6%

Goal: Work effectively through the use of technology.

Technology Use	Current	Last Year	Change	FYTD	Last FYTD	Change
Public Computer Use	359	4,120	-91%	28,097	37,855	-26%
WiFi Sessions	1,326	3,028	-56%	25,313	29,771	-15%
Website/Catalog Hits	50,649	43,522	16%	389,264	374,295	4%
Online Resource Use	5,962	6,170	-3%	50,602	49,685	2%

Goal: Administer a cost-effective public library.

Interlibrary Loan	Current	Last Year	Change	FYTD	Last FYTD	Change
Received	406	528	-23%	4,320	4,515	-4%
Sent	482	213	126%	2,772	2,213	25%

Volunteer Hours	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	8.00	122.00	-93%	732	1,074	-32%

Golden Prairie Public Library District
Board of Trustees Meeting

Wednesday, December 16, 2020
5:00 p.m.

Due to COVID –19, this meeting took place in a hybrid virtual and in-person format.

MINUTES

I. Call to Order
President Sherman called the meeting to order at 5:00 p.m.

II. Roll Call

Trustees Present via Zoom:	Ary Anderson, Ruth Novosad, Stephen Peterson, Patti Salch, Stephanie Walden, Jodi Sherman
Trustees Absent:	None
Others Present via Zoom:	Amy Dunham, Jeanne Hamilton, Jessie Hinshaw, Jim Russell, Kathy Jeakins, Kathy Vroman

III. Introductions:
President Sherman acknowledged two returning guests, Jim Russell and Kathy Vroman. Jessie Hinshaw joined the meeting after the Introductions.

IV. Public Comments:
There were no public comments.

V. President's Report:
President Sherman had no report.

VI. Approval of Minutes
A. November 18, 2020
Hearing no objections, the minutes were approved as distributed.

VII. Staff Reports
A. Director's Report and Circulation Report: Jeanne Hamilton, Library Director, reported it has been a smooth transition back to curbside services since November 20, 2020. Since then, the Library has processed 15,386 holds as well as 16,379 check-outs of items. She shared an amazing statistic of a 2% increase in circulation since last November. Jeanne shared that the library continues to monitor the metrics and the COVID positivity rates and will adjust as needed. The BPL Board approved moving forward with a contract for architectural services for the Library's expansion project.

B. Financial Report: Kathy Jeakins, Business Manager, provided the reports in the Board packet. The final Property Tax Distribution of this calendar year was received in the amount of approximately $9,000. The transfer was made to the BPL after December 1, 2020 and is not reflected on this report.

VIII. Executive session to discuss the selection of a person to fill a public office - 5 ILCS 120/2(c)(3)

PATTI SALCH MOVED, RUTH NOVOSAD SECONDED, TO ENTER AN EXECUTIVE SESSION TO DISCUSS THE SELECTION OF A PERSON TO FILL A PUBLIC OFFICE – 5 ILCS 120/2(c)(3)

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

NAYS : NONE

ABSENT: NONE

THE MOTION CARRIED UNANIMOUSLY.

At 5:09 p.m., the Board went into Executive Session.

STEPHEN PETERSON MOVED, PATTI SALCH SECONDED, TO RESUME REGULAR SESSION.

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

NAYS : NONE

ABSENT: NONE

THE MOTION CARRIED UNANIMOUSLY.

At 5:30 p.m., the Board resumed regular session. President Sherman announced that no action was taken in the Executive Session.

IX. Unfinished Business

A. Approve Appointment to Fill the GPPLD Vacancy
President Sherman shared that upon further review, the GPPLD Board members are not inclined to appoint someone to fill the GPPLD Trustee Vacancy at this time because the appointment would expire on May 16, 2021. Board members felt that it makes more sense to encourage all interested candidates to run for one of the seats in the upcoming April election. At the April 2021 election, there will be four seats on the ballot: three 6-year terms and one 4-year term.

STEPHEN PETERSON MOVED, ARY ANDERSON SECONDED, TO PERMANENTLY TABLE THE AGENDA ITEM OF A DISCUSSION FOR AN APPOINTMENT TO FILL THE GPPLD VACANCY.

YAYS: ARY ANDERSON, RUTH NOVOSAD, STEPHEN PETERSON, PATTI SALCH, STEPHANIE WALDEN

NAYS : NONE

ABSTAIN: JODI SHERMAN

ABSENT: NONE

THE MOTION CARRIED.

B. Per Capita Grant Requirements
This year's Per Capita Grant Requirement is to review the entire Serving Our Public 4.0: Standards for Illinois Public Libraries. The review will take place over the course of several Board meetings. Jeanne presented the review of the first set of chapters.

X. New Business

A. Acceptance of FY 20 Annual Financial Report
PATTI SALCH MOVED, RUTH NOVOSAD SECONDED, TO ACCEPT THE FY 20 ANNUAL FINANCIAL REPORT AS PRESENTED.

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

NAYS : NONE

ABSENT: NONE

THE MOTION CARRIED UNANIMOUSLY.

B. Discuss CD Maturing February 6, 2021
Discussion was held on low interest rates. Stephen Peterson will report on his findings at the January 2021 meeting. The Board will vote on this agenda item at that meeting.

XI. Comments from Board Trustees
Discussion was held about if the chair can make a motion and according to Robert's Rules of Order, which was shared, that the chair is afforded all the rights as any other member of the Board.

Jeanne shared that the deadline to submit your 2021 Trustee Election Packet to Amy Dunham is on Monday, December 21 at 5:00 p.m.

President Sherman thanked Jessie Hinshaw, Jim Russell, and Kathy Vroman for attending and encouraged them to keep attending. She also encouraged all the candidates to submit their election packets and run in the April 2021 election.

XII. Reminder
Next Board Meeting is January 20, 2021.

XIII. Adjournment
President Sherman adjourned the meeting at 5:47 p.m.

Incident Report Summary for January 2021

2021-01-31 23:59:00
2021-01-01 01:00:00
27 days in month

Incident ID	Date/Time Submitted	Violation
4264	2021-01-19 21:55:03	AlcoholDrugs
4265	2021-01-28 00:34:42	InappropriateBehavior
4266	2021-01-31 19:41:21	AlcoholDrugs

Suspension Report Summary for January 2021

2021-01-31 10:20:56pm
2021-01-01 10:20:56pm
31 days in month

Suspension ID	Date/Time Submitted	Violation
372	2021-01-19 00:00:00	AlcoholDrugs
373	2021-01-27 00:00:00	InappropriateBehavior

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

*These were answered assuming pre-COVID practices.

Programming Checklist

- ☑ Library programs are provided free of charge, or on a cost recovery basis.
- ☑ Library programs are located in a physically accessible location.
- ☑ Provisions are made, as needed, to enable persons with disabilities to participate in the program. The availability of these provisions is noted with other information about the program.
- ☑ The library considers community demographics, special populations, and the availability of programming from other social, cultural, and recreational organizations in the community when planning and evaluating programs.
- ☑ The library presents educational, cultural, and recreational programs that reflect community needs and interests.
- ☑ Programming is designed to address the diversity within the community, to increase the awareness and use of library resources and services, and to attract new users.
- ☑ The library provides outreach programs to specific populations who cannot visit the library.
- ☑ The library has programming that seeks to serve children and their caregivers.
- ☑ The library has programming that seeks to serve young adults.
- ☑ The library has programming that seeks to serve adults and senior citizens.
- ☑ The library provides programs on library instruction for all ages. This includes online catalog and online database training opportunities. (Primarily one-on-one)
- ☑ The library is encouraged to partner with other organizations to offer programs.

Youth/Young Adult Services Checklist

- ☑ All basic youth services are available when the library is open.
- ☑ The library provides staff trained in serving youth.
- ☐ The library has policies towards serving youth which it reviews at least every two years, and youth staff have input in these policy revisions and creations.
  We do have policies toward serving youth but we are behind on reviewing all policies.
- ☑ The library actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere for all patrons.
- ☑ The library provides staff trained in assisting youth with disabilities, language, and literacy barriers.
- ☑ The library provides staff trained to assist youth with adaptive equipment and software as needed to for accessibility of resources.
- ☑ The library strives to eliminate barriers of service for youth, including regularly reviewing any content restrictions, library card requirements, and Internet policies.
- ☑ The library regularly, and at least annually, evaluates its services for youth with regard to popularity, effectiveness, accuracy, timeliness, and patron ease. The library seeks input from staff serving youth—as well as the community—regarding these services.
- ☑ The library provides programming for youth which is developmentally appropriate and meets the needs of the community.
- ☑ The library's programming is designed to reflect the needs and interests of youth in the community.
- ☑ Library programs are provided free of charge or on a cost-recovery basis.
- ☑ The library makes provisions that enable persons with disabilities to attend programming, and lists these provisions with other programming information.
- ☑ The library considers community demographics, special populations, and the availability of resources from social, cultural, and recreational organizations in the community when planning and evaluating library services for youth.
- ☑ The library strives to partner with youth-facing organizations in the community.
- ☑ The library provides youth with research and information literacy instruction through tours, training sessions, and one-on-one interactions.
- ☑ The library has staff who have knowledge of popular authors, titles, and resources to provide these services.
- ☑ Youth staff have access to a telephone and computer to receive and respond to requests for information and to contact other agencies.
- ☑ Youth staff responsible for collection management have access to review journals and tools specifically targeting youth materials.

- ☑ The library includes at least one current resource created and intended for youth for each subject area. Electronic resources also fulfill this requirement.
- ☑ The library provides computer access for all youth, and provides guidance on digital literacy and technology use to youth.
- ☑ The library provides outreach services towards youth to increase awareness of services, attract new users, and reach underserved populations.
- ☑ The library strives to partner with and support local schools, including private schools and homeschoolers.
- ☑ Staff members are encouraged to attend as many continuing education workshops and events as possible to stay current on trends and best practices for serving youth.
- ☑ The library provides a space specifically for use by children and families.
- ☑ The shelving used for housing children's materials is appropriately sized to allow for easier access.
- ☑ The library provides early literacy programming, including regular story time, for children and families.
- ☑ The library provides programming which facilitates play and fun for children and families.
- ☑ The library provides toys and interactive materials for use in the library, during programs, and/or at home that facilitate play, fun, and imagination.
- ☑ The library provides a summer reading opportunity to encourage reading and learning during the summer.
- ☑ The library provides a welcoming environment for young adults both individually and in groups.
- ☑ The library provides developmentally appropriate programming for young adults that encourage self-identity and positive interactions while providing opportunities to socialize and have fun.
- ☑ The library provides materials both physical and digital for young adults that are intended for them.
- ☑ The library partners with young adults in the community to provide opportunities for leadership such as a young adult (or teen) advisory board, volunteer group, or other formal or informal opportunities.

Technology Checklist

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

- ☑ The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis.
- ☑ The wait time for patron workstations does not exceed 15 to 30 minutes.
- ☑ The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness.
- ☑ The library provides 24/7 remote access to library services and resources through:
  - a web-accessible library catalog;
  - an Americans with Disabilities Act (ADA) compliant library website that is updated at least monthly;
  - appropriate regional, state, national, and international bibliographic databases;
  - other authenticated electronic resources that are available for direct patron use; and
  - virtual reference service, and/or text messaging services, and/or a library email account.
- ☑ The library staff must be:
  - computer literate;
  - trained to use and assist patrons in the use of electronic resources and materials; and
  - accessible via email and/or through messaging services.
- ☑ The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, email, productivity software, and the Internet.
- ☑ The library provides web links and access to regional and/or statewide initiatives including:
  - regional library system consortial web-based catalogs;
  - the CARLI academic library catalog (I-Share);
  - Illinois State Library-sponsored databases/e-resources;
  - other electronic collections as available; and
  - virtual reference service.
- ☑ As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.
- ☑ The library has a board-adopted Internet acceptable use policy.
- ☐ The Internet acceptable use policy is reviewed annually.
  We are currently behind on reviewing all policies
- ☑ The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.
- ☑ The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.

- ☑ The library develops and updates, at regular intervals, a long-range/strategic plan for its future technology needs. The plan is based on community needs and priorities.
- ☑ The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies and service enhancements including but not limited to:
  - wireless access (Wi-Fi);
  - Internet connectivity upgrades sufficient for patron and staff use;
  - networking (local area vs. wide area);
  - library Intranet;
  - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, is mobile compatible, and is interactive;
  - patron self-checkout functionality;
  - new technologies/potential services; for example, social networking, makerspace, and mobile apps;
  - current and functional meeting room technology;
  - adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and
  - ongoing staff continuing education/training related to all aspects of technological services.
- ☑ The library protects the integrity, safety, and security of its technological environment.
- ☑ The library's automated catalog and its components comply with current state, national, and international standards.
- ☑ The library is aware of E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC).

Marketing, Promotion, and Collaboration Checklist

- ☐ The library has a communications plan that supports the library's long-range/strategic plan. We don't have a formal, written communications plan but our communications efforts do support the strategic plan.
- ☑ The library staff and trustees participate in two or more cooperative activities with other community organizations.
- ☑ The library's services and programs are promoted in the community. Check the applicable publicity methods.
  - ☑ flyers
  - ☑ brochures
  - ☑ website
  - ☑ newsletter
  - ☑ posters
  - ☑ banners
  - ☑ displays
  - ○ podcasting
  - ☑ presentations
  - ☑ speeches
  - ☑ billboards
  - ☑ other
- ☑ The library maintains at least one social media account.
- ☑ The library invites local, state, and federal officials to visit the library.
- ☑ The library's website is updated at least monthly.
- ☐ The board, administration, and staff conduct an annual library walk-through. Admin/staff frequently do library walk-throughs, I don't recall a full library walk-through for the board.
- ☑ The board, administration, and appropriate staff visit other libraries.
- ☑ The budget includes funds for public relations and marketing activities.
- ☑ The library's promotional methods and services are ADA compliant.
- ☑ A designated staff member coordinates the library's marketing efforts.
- ☑ The library's staff receives customer service and marketing training.
- ☑ The library's orientation for staff and trustees includes the library's public relations, customer service philosophy, library history, funding sources, and long-range/strategic plan.
- ☑ The library surveys patrons and the community to judge awareness of the library's programs and services.

Chapter 10 (Programming)

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

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

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

Programming Standards

1. Library programs should strive to be free of charge.
2. Library programs are located in a physically accessible location. Provisions are made, as needed, to enable people with disabilities to participate in the program. The availability of these provisions is noted with other information about the program.
3. The library considers community demographics, special populations, and the availability of programming from other social, cultural, and recreational organizations in the community when planning and evaluating programs.
4. The library presents educational, cultural, and recreational programs that reflect community needs and interests. Community members should be encouraged to offer suggestions.
5. Programming is designed to address the diversity within the community, to increase the awareness and use of library resources and services, and to attract new users.
6. The library provides outreach programs to targeted populations who cannot visit the library.
7. The library's programming seeks to serve groups such as children, parents, young adults, adults, seniors, and special constituents relevant to the area's demographics.
8. The library provides programs that will instruct their community on how to use the library. This will include training sessions or one-on-one instruction on the library's online databases and the library's online catalog. The library will also provide tours and make sure the community is comfortable with using the library.
9. Libraries are encouraged to partner with other organizations to offer programs.

Chapter 11 (Youth/Young Adult Services)

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

All Illinois public libraries should provide services to youth.

Youth/Young Adult Services Standards

1. All basic services are available to all youth regardless of age, ability, gender, or sexual orientation when the library is open. For the purpose of this document, basic services are circulation, reference, reader's advisory, and computer/Internet access. If services are provided to youth and adults from two separate points, then the library provides adequate staffing at both locations at all hours the library is open.
2. The library has competently trained staff with thorough knowledge of the various developmental needs of youth, and offers services including collections and programs to reflect these needs.
3. The library has board-approved policies towards serving youth developed by administration and staff who serve children and/or young adults, which is reviewed every two years.
4. The library actively promotes respect for cultural diversity and creates an inclusive, welcoming, and respectful library atmosphere that embraces diversity.
5. The library strives to provide staff trained in serving youth to meet the needs of patrons who have challenges with disabilities, language, and literacies, including support for use of adaptive equipment and software.
6. The library seeks to eliminate barriers to provision of services and information access to youth and families, including examining content restrictions, library card signup, and Internet policies.
7. The library evaluates its services to youth for popularity, effectiveness, accuracy, timeliness, and patron ease at least once annually.
8. The library provides developmentally-appropriate educational, cultural, recreational, and entertainment programs for youth that reflect community needs and interests. Programming is designed to address the diversity within the community. Community members should be encouraged to offer suggestions.
9. Library programs should strive to be free of charge.
10. Provisions should be made to enable persons with disabilities to participate in programs. The availability of these provisions is noted with other information about the program.
11. The library considers community demographics, special populations, and the availability of resources from social, cultural, and recreational organizations in the community when planning and evaluating library services. Libraries are encouraged to partner with community organizations to offer programs.
12. The library provides services to instruct youth in research and to develop information literacy. This may include tours, training sessions, or one-on-one instruction.

13. The library is aware of the importance of accuracy and currency in reference and reader's advisory service, including knowledge of popular authors, and relies on information sources of demonstrated authority.
14. Youth staff has access to a telephone and a computer to receive and respond to requests for information and materials and to contact other agencies for information, and to accept and respond to reference requests received in all formats, including electronic, print, and phone.
15. Staff responsible for collection management are given access to a variety of reviews and tools for selecting youth materials.
16. The library will include at least one current resource for each nonfiction subject area created and intended for youth. Electronic resources may fulfill this requirement.
17. The library will provide computer access for all ages, and strives to provide guidance on digital literacy and technology use by informed, qualified, and trained staff.
18. The library provides outreach services for youth to increase the awareness and use of library services, to attract new users, and to better reach underserved populations.
19. The library is encouraged to partner with and support all schools, teachers, school libraries, and students of all types in their communities, including private schools and homeschooling families, to provide multifaceted educational opportunities for children. The library should strive for direct partnership and coordination with school librarians in providing these services.
20. Staff members responsible for youth services in their library should attempt to attend as many workshops or continuing education events as possible to stay current.
21. The library provides space allocated for use by children and families. Shelving should be appropriately sized.
22. The library provides services and programming for children and families focused on early literacy skills, including regular storytimes.
23. The library provides programming to facilitate play and fun, and strives to provide toys and other interactive materials for use in the library, during programs, and at home.
24. The library provides a summer reading opportunity to encourage reading and learning during the summer.
25. The library provides a flexible and welcoming environment for young adults both individually and in groups.
26. The library provides developmentally appropriate programming and services for young adults that fosters the development of self-concept, identity, coping mechanisms, and positive interactions with peers and adults, while also encouraging socialization and having fun.
27. The library provides materials produced for a young adult audience that is designated and intended for young adult use.
28. The library fosters young adult leadership and civic engagement.
29. Libraries are encouraged to partner with teens to create and implement teen activities. This can be done with a young adult volunteer group or advisory board.

Chapter 12 (Technology)

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

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

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

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

Technology Standards

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

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

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

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

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

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

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

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

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

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

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

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

13. The library develops and updates at regular intervals a long range/strategic plan for its future technology needs based on community needs and priorities. The plan includes the date of implementation, the planned review schedule, and addresses, at a minimum, the areas noted below as required in the School and Libraries Program of the Universal Service Fund [www.universalservice.org/sl/applicants/step01/default.aspx]
    - goals and realistic strategy for using telecommunications and information technology;
    - a professional development strategy;
    - an assessment of telecommunications and information technology services, hardware, software, and other services needed;
    - budget resources; and
    - ongoing evaluation process.

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

15. The library protects the integrity, safety, and security of its technological environment via:
    - anti-virus software and other Internet security software;
    - Firewalls with advanced threat protection;
    - authentication;
    - routine installation of upgrades, patches, etc.;
    - scheduled data backup; and
    - remote/off-site storage of data backups with a plan for redundancy in case of backup failure.

16. The library's automated catalog and its components comply with current state, national, and international standards including, for example, but not limited to:
    - Illinois statewide cataloging standards [http://www.cyberdriveillinois.com/departments/library/grants/cmc.html]
    - MARC 21 (Machine Readable Cataloging) formats [www.dublincore.org/]
    - ANSI (American National Standards Institute);
    - NISO (National Information Standards Organization);
    - ISO (International Organization for Standardization); and
    - Specific standards including ANSI/NISO Z39.50 protocol, the Bath Profile, and ISO 16160, 10161.
17. The library is aware of E-rate discounts (telecommunications/connectivity services and/or Internet access) as available through the Schools and Libraries Program of the Universal Service Fund, administered by the Universal Service Administrative Company (USAC) under the direction of the Federal Communications Commission (FCC) and applies as determined by the local library board [www.usac.org/sl].

Chapter 13 (Marketing, Promotion, and Collaboration)

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

Marketing, Promotion, and Collaboration Standards

1. The library staff develops, adopts, and reviews a marketing plan at regular intervals that supports the library's long-range and strategic plan.
2. The library staff and trustees participate in two or more cooperative activities with other community organizations, businesses, and institutions, such as Chamber of Commerce and service organizations.
3. The library's services and programs are regularly promoted in the community by using three or more publicity methods such as flyers, newsletters, brochures, library website, social networking, community calendars, posters, banners, displays, billboards, and presentations and speeches.
4. The library should maintain a social media presence on at least one of their community's most used platforms.
5. Information about library programs and services is provided to the community either through a print newsletter or email newsletter at least three times per year.
6. The library specifically invites local, state, and federal officials to visit the library, providing them a firsthand view of the library's services.
7. The library's website is updated at least monthly to reflect current and future programs, board minutes, library policies, and new material.
8. The board, administration, and staff assess the library's appearance at least once a year, using this information to revise the library's image in the community.
9. The board, administration, and appropriate staff visit other libraries at least once a year, or review other libraries' publications and websites to learn what services and programs other libraries offer their patrons.
10. The operating budget includes funds for public relations and marketing.
11. The library considers persons with special needs when developing and delivering information about the library's collections and services.
12. The library develops strategies to reach those groups that do not use the library.
13. One member of the staff coordinates the library's marketing efforts, but all staff receive customer service and marketing training.

14. The library includes public relations and customer service as part of the orientation of all new staff and board members.
15. The library develops a brand identity and all collateral material adheres to the library's brand for the most effective messaging.
16. The library administration ensures all board and staff members receive an orientation of the library covering the library's history, funding sources, long-range/strategic plan, and services.
17. The library builds on public relations and marketing efforts developed by state and national organizations, the state library, and the community.

Appendix C (Topics Recommended for Inclusion in Board Bylaws)

1. Official name and location of library
2. Trustees
   - Method of election or appointment
   - Length of terms
   - Duties and responsibilities
   - Filling a vacancy
   - Conflict of interest/ethics provision
   - Removal
3. Officers
   - Definition
   - Duties
   - Nomination and election procedure and meeting
   - Filling a vacancy
   - Removal
4. Committees
   - Standing
   - Appointment of ad hoc
5. Meetings
   - Time and place of regular meetings
   - Method for calling special meeting
   - Quorum for making decisions
   - Compliance with the *Open Meetings Act*
   - Quorum for board action
   - Follow a current edition of a standard parliamentary procedure manual
6. Order of business
   - Roll call
   - Approval of previous meeting minutes
   - Correspondence and communications
   - Officers' reports
   - Committee reports
   - Financial report and approval of expenditures
   - Library administrator's report
   - Unfinished business
   - New business
   - Adjournment
7. Minutes
   - Reflect attendance and actions taken

8. Appointment/termination of library administrator
9. Amendments—procedures for repealing, amending, or adding
10. Time frame for review

Appendix D (Topics Recommended for New Trustee Orientation)

1. Mission statement, long-range/strategic plan, technology plan, and all library policies
2. Budget, budget cycle, and way in which the budget is developed, monthly financial reports; levy; and relationship between library and municipality/ies, county, and state library
3. Doyle, Robert P. and Robert N. Knight, eds. *Trustee Facts File.* 4th ed. Chicago: Illinois Library Association, 2012; or current edition
4. ALA's *Freedom to Read Statement* and *Library Bill of Rights* and its interpretations; collection management; censorship issues and the procedure for addressing a patron's request for reconsideration of library materials
5. Board bylaws, board library administrator responsibilities, and errors and omissions insurance
6. Board meetings, committee meetings, names and addresses of other trustees, sample agenda, and prior year's minutes
7. *Serving Our Public 4.0: Standards for Illinois Public Libraries,* State Library Per Capita Grant, *Illinois Public Library Annual Report* (IPLAR)
8. Current copy of *Illinois Library Laws & Rules* (St. Paul, MN: Thompson Reuters), issued periodically by and available from the Illinois Library Association
9. Latest edition of a standard parliamentary procedure manual
10. The value/benefits of membership in professional organizations such as the American Library Association and the Illinois Library Association
11. *Illinois Open Meetings Act; Illinois Ethics Act; Freedom of Information Act*
12. List of websites for such organizations as American Library Association, Illinois Library Association, and the Public Library Association
13. Diamond, Stewart H. and W. Britt Isaly. *Financial Manual for Illinois Public Libraries.* Chicago: Illinois Library Association, 2007

We are currently working to update our New Trustee Orientation packet.

Appendix E (Recommended Staffing Levels)

	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE	FTE per 1,000 in addition to base FTE
POPULATION	**BASE**	**MINIMUM**	**GROWING**	**ESTABLISHED**	**ADVANCED**
Less than 1,000	.15*	.25	.50	.75	1.00
1,000-2,499	1.00	.25	.50	1.00	1.50
2,500-4,999	1.00	.25	.50	1.00	1.00
5,000-9,999	2.00	.25	.50	1.00	1.50
10,000-14,999	4.00	.25	.50	1.00	1.25
15,000-24,999	8.00	.25	.50	.90	1.25
25,000-49,999	18.00	.25	.50	.75	1.00
50,000-74,999	30.00	.25	.50	.75	1.00
75,000-99,999	45.00	.25	.50	.75	1.00
Over 100,000	60.00	.25	.50	.75	1.00

Example BPL has approximately 65 FTE staff. The minimum number of staff for our population is 64.15.

1. The library's jurisdictional population is 8,500.
2. The library wishes to achieve the "growing" level.
3. The library's population places it in the 5,000–9,999 population range. The "base" for this range is 2 FTE.
4. The number of additional FTEs needed to reach the "growing" level is .5 per 1,000 population. Multiply 8.5 (the library's jurisdictional population of 8,500 divided by 1,000) by .5 to get the number of additional FTEs: 4.25.
5. Add this number (4.25 FTE) to the base (2 FTE). To reach the "growing" level, the library will need a staff of 6.25 FTE.

Note: The "base" is not a level. It is a number to be used in the calculation. For the purposes of this document, an FTE works 37.5 hours per week exclusive of any meal breaks of a half hour or more but including all other breaks.

*The minimum hours a library should be open per week is 15, according to *Illinois Administrative Code* [23 Ill. Adm. Code 3030.110]; these standards recommend 25 in Chapter 4 (Access).

Appendix F (Topics Recommended for Public Use of the Library Policy) We hope to begin an in-depth review of all of our library policies this year.

1. Days and hours of service
2. Borrowing privileges
   - Eligibility
   - Fees for nonresidents
   - Registration
   - Reciprocal borrowing
3. Circulation
   - Length of loans
   - Limits on number of items
   - Renewals
   - Reserves
   - Interlibrary loans
   - Lost or damaged materials
   - Fines and fees
4. Access to materials
5. Reference
6. Service to patrons with disabilities
7. Confidentiality of library/patron records
8. Library property
   - Computers
   - Bathroom facilities
   - Furniture
   - Equipment
9. Use of meeting rooms, exhibit areas, bulletin boards
10. Behavior in the library

Appendix G (Recommended Hours of Service by Population)

POPULATION	MINIMUM	GROWING	ESTABLISHED	ADVANCED
Less than 1,000	25	28	32	36
1,000-2,499	28	36	40	48
2,500-4,999	36	40	56	64*
5,000-9,999	48	56	64*	72*
10,000-24,999	56	64*	68*	72**
25,000-49,999	64*	68*	72**	72**
50,000-74,999	72*	72**	72**	75**
75,000-99,999	75**	75**	75**	75**
Over 100,000	75**	75**	75**	75**

*Open Sunday, September through May

**Open Sunday all year

Note: Consideration should be given to the convenience of users in establishing hours of operation. Every library should have some evening hours past 5:00 p.m. and some weekend hours including a minimum of four hours on Saturday.

BPL is open 68 hours per week. This calls for 75 hours per week.

LIBRARY
MAINTENANCE & OPERATING
FISCAL YEAR 2020-2021
Budget Amendment 21-01

Account Number	Account Title	Original Budget	Proposed Budget Changes	Amended Budget Amount
56010	From Illinois Funds Fund Balance	-	1,453,584	1,453,584
	All Other Revenue Sources	5,758,959	-	5,758,959
	Total Revenues	5,758,959	1,453,584	7,212,543
70051	Architectural/Design Services	-	1,453,584	1,453,584
	All Other Expenditures	5,758,959	-	5,758,959
	Total Expenses	5,758,959	1,453,584	7,212,543
	Rev Over Exp (Surplus)	-	-	-

Please note, the actual funds will be expended for architectural/design services over the life of the Library Expansion project (est. 2020-2023) but will all be reflected as FY21 expenses. This is per the City Finance Department's accounting practices.

MAINTENANCE & OPERATING
FISCAL YEAR 2021-2022
Budget Amendment 22-01

Account Number	Account Title	Original Budget	Proposed Budget Changes	Amended Budget Amount
56010	From Illinois Funds Fund Balance	750,000	(750,000)	-
	All Other Revenue Sources	5,643,096	-	5,643,096
	Total Revenues	6,393,096	(750,000)	5,643,096
70051	Architectural/Design Services	750,000	(750,000)	-
	All Other Expenditures	5,643,096	-	5,643,096
	Total Expenses	6,393,096	(750,000)	5,643,096
	Rev Over Exp (Surplus)	-	-	-

Approved on the 16th day of February 2021

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Julian Westerhout, President
Bloomington Public Library Board of Trustees