

Bloomington Public Library

Books are just the beginning.



BLOOMINGTON PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

Tuesday, December 20, 2022

5:30 p.m.

Osborn Room
Bloomington Police Department
305 S East St, 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 November 15, 2022 Regular BPL Board Meeting
 - B. Approve Bills List of November 2022
- IX. Approval Items
 - A. Approve Letter of Intent to Work with Straight Up Solar
 - B. Approve Transfer of Funds to the City of Bloomington for Debt Service Payment
 - C. Approve Revisions to the Purchasing Policy
- X. Discussion Items
 - A. Library Expansion and Capital Campaign
 - B. Per Capita Grant Requirements
- XI. Comments from Board of Trustees
- XII. Adjournment

Posted: 12.16.22 10:00 a.m.

BILLS LIST

Approved by BPL Board of Trustees, October 18, 2022

Signature, BPL Trustee

Vendor	Line Item	Amount
A-B Tech Community College	Miscellaneous Expenses	21.69
Amazon Capital Services	A/V Materials	437.42
Amazon Capital Services	Children's Books	53.50
Amazon Capital Services	Computer Supplies	81.39
Amazon Capital Services	Janitorial Supplies	59.50
Amazon Capital Services	Library Supplies	126.09
Amazon Capital Services	Office Supplies	75.40
Amazon Capital Services	Other Purchased Services	33.88
Amazon Capital Services	Telecommunications	52.46
Amazon.com, LLC	A/V Materials	1,117.71
Amazon.com, LLC	Adult Books	244.65
Amazon.com, LLC	Building Mtn Supplies	159.99
Amazon.com, LLC	Children's Books	180.46
Amazon.com, LLC	Computer Supplies	607.31
Amazon.com, LLC	Janitorial Supplies	215.77
Amazon.com, LLC	Library Supplies	17.81
Amazon.com, LLC	Non-Traditional Materials	94.20
Amazon.com, LLC	Office Supplies	69.73
Amazon.com, LLC	Other Purchased Services	58.53
Amazon.com, LLC	Telecommunications	110.40
Ameren IP	Electricity	8,600.27
American Pest Control	Building Maintenance	80.00
Bloomington Public Schools	Adult Books	78.00
Brown, Reagan	Travel	3.75
CDW Government	Computer Supplies	7,556.07
Central Catholic High School	Adult Books	160.00
CIRBN	Telecommunications	543.80
City of Bloomington	Dental Insurance	718.45
City of Bloomington	FICA	13,435.31
City of Bloomington	Gas & Diesel Fuel	437.18
City of Bloomington	Health Insurance-HMO	519.90
City of Bloomington	Health Insurance-PPO	14,830.67
City of Bloomington	IMRF	18,745.34
City of Bloomington	Life Insurance	251.69
City of Bloomington	Medicare	3,142.19
City of Bloomington	Payroll	230,181.77
City of Bloomington	RHS Contribution	516.74
City of Bloomington	Vision Insurance	230.22
City of Bloomington	Water	364.06
Cope, Michelle	Travel	92.62
Custom Digital Imaging	Printing	1,077.16

Dell Marketing, L. P.	Computer Supplies	1,205.15
Dell Marketing, L. P.	Office & Computer Equipment	1,953.93
Demco	Library Supplies	470.30
Ebsco Industries	Other Purchased Services	5,888.00
Ebsco Industries	Periodicals	1,583.80
Elm USA, Inc.	Library Supplies	661.99
Envisionware, Inc.	Office/Computer Equip Mtn	2,750.00
Evans, Claire	Other Purchased Services	200.00
F & W Lawn Care & Landscaping	Building Maintenance	115.00
Felmley Dickerson	Buildings	1,600,521.77
Felmley Dickerson	Other Purchased Services	50,134.00
Findaway World, LLC	Adult Books	714.39
Fremont Public Library	Miscellaneous Expenses	49.99
Geiger Brothers	Library Supplies	522.89
Glen Ellyn Public Library	Miscellaneous Expenses	7.99
History at Play	Other Purchased Services	175.00
Hollister, Dianne	Professional Development	236.25
Houck Motorcoach Advertising	Advertising	3,700.00
HV Management, LLC	Other Purchased Services	2,200.00
Illinois State University	Advertising	491.67
Kanopy, Inc.	Downloadable Materials	4,990.00
Leslie Goddard	Other Purchased Services	300.00
Massie, Rhonda	Professional Development	218.75
Metronet	Telecommunications	1,929.18
Mid Illinois Mechanical	Building Maintenance	843.08
Midwest Engineering & Testing, Inc.	Building Maintenance	442.50
Midwest Tape	A/V Materials	521.70
Midwest Tape	Children's Books	267.96
Midwest Tape	Downloadable Materials	14,970.00
Miller Janitorial Supply	Janitorial Supplies	624.00
Morton Public Library	Miscellaneous Expenses	22.00
NICOR/Northern Illinois Gas	Natural Gas	2,393.75
OverDrive	Downloadable Materials	9,980.00
Penworthy Company, LLC	Children's Books	1,488.35
Proquest CSA, LLC	Downloadable Materials	466.30
Prospect Heights Public Library District	Miscellaneous Expenses	30.00
Quill Corp.	Computer Supplies	156.61
Quill Corp.	Janitorial Supplies	118.96
Quill Corp.	Library Supplies	216.00
Quill Corp.	Office Supplies	499.70
RAILS	Other Purchased Services	2,300.00
Ron Smith Printing Co.	Printing	300.00
Rosedrew, Inc.	Library Supplies	1,097.41
Uline Shipping Supply Specialists	Janitorial Supplies	195.34
Unique Management	Other Purchased Services	876.65
University of Alabama	Tuition Reimbursement	2,640.00
Wolpert, Emily	Travel	4.06
VISA - 1000 Bulbs.com	Building Mtn Supplies	91.40
VISA - American Flags Express	Office Supplies	165.74
VISA - Baker & Taylor Books	A/V Materials	2,794.81
VISA - Baker & Taylor Books	Adult Books	6,130.44
VISA - Baker & Taylor Books	Children's Books	4,294.72
VISA - Baker & Taylor Books	Other Purchased Services	2,018.50

VISA - Best Version Media
 VISA - Bloom Bawarchi Indian Restaurant
 VISA - Casey's Garden Shop & Florist
 VISA - Circle K
 VISA - CSC Service Work
 VISA - DTS Digital Advertising
 VISA - Enterprise Rent-A-Car
 VISA - Facebook
 VISA - Farm & Fleet
 VISA - Global Industrial Equipment
 VISA - Huck's Food & Fuel
 VISA - Hyatt Regency Indianapolis
 VISA - Illinois Library Association
 VISA - Ingram
 VISA - Ingram
 VISA - Interstate All Battery Center
 VISA - Jewel-Osco
 VISA - Jimmy John's
 VISA - Lowe's
 VISA - Lowe's
 VISA - Lowe's
 VISA - Nada Restaurant
 VISA - Old Spaghetti Factory
 VISA - Pantagraph
 VISA - Springfield Electric Supply
 VISA - Starcrest Cleaners
 VISA - T-Mobile
 VISA - UPS
 VISA - Verizon Wireless
 VISA - Zoom.US

Total

Advertising 394.40
 Employee Relations 547.00
 Employee Relations 50.00
 Gas & Diesel Fuel 15.90
 Vehicle Maintenance 2.00
 Advertising 200.00
 Other Purchased Services 2,000.00
 Advertising 376.37
 Vehicle Maintenance 9.56
 Janitorial Supplies 83.14
 Gas & Diesel Fuel 24.30
 Professional Development 588.26
 Memberships 500.00
 Adult Books 1,975.54
 Children's Books 383.36
 Building Mtnc Supplies 107.40
 Employee Relations 44.92
 Employee Relations 125.71
 Building Mtnc Supplies 171.92
 Janitorial Supplies 33.16
 Office Supplies 109.00
 Professional Development 38.00
 Professional Development 23.35
 Periodicals 2,052.00
 Building Mtnc Supplies 82.62
 Other Purchased Services 59.90
 Telecommunications 2,888.70
 Postage 33.95
 Telecommunications 337.69
 Other Purchased Services 339.83

2,055,951.09

Bloomington Public Library

Books are just the beginning.



Director's Report November 2022

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

- Continued to make progress towards a Library expansion, by:
 - Attending two construction meetings with the architects, general contractors, and subcontractors
 - Meeting with the architects to review furniture options
 - Coordinating the review and revisions of public service desks, staff desks, and miscellaneous furniture plans
 - Coordinating a building closure for a water shutoff due to construction
 - Met with Rivian and City staff to discuss electric vehicle charging options
 - Met with our local history librarian, Sara, to discuss storage furniture options for the Illinois Collection
 - Worked to review furniture plans for phase 2
 - Overseeing compliance with the Illinois State Library (ISL) grant and completing required reports
 - Submitting information to the US Census about our construction project
- Met with two potential vendors to discuss the Illinois Solar For All program
- Led an Equity, Diversity, and Inclusion (EDI) staff committee meeting
- Attended the Illinois Library Association (ILA) Executive, Finance, and Public Policy Committee Meetings and an ILA Executive Board Meeting
- Met with City Council Members twice to review the Library's tax levy proposal and presented the proposal at a Council Meeting
- Met with City Council Candidate to discuss the Library
- Attended an initial hearing for Golden Prairie Public Library District's court appeal regarding properties annexed out of a library service area

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

- Helped coordinate the opening of the 1977 library cornerstone

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

- Celebrated our staff with an annual appreciation day
- Presented a mini morning session to staff about the new wellness day
- Met with union stewards to discuss staff concerns
- Attended a virtual networking group for city library directors
- Met with a Library Technical Assistant program student interested in completing a practicum at BPL

Bloomington Public Library

Books are just the beginning.



- Monitored and provided guidance for instances of staff exhibiting potential COVID symptoms, staff exposures to COVID, and internal contact tracing

Goal: Administer a cost-effective public library.

- Worked with Kathy to amend the BPL budget for the upcoming year
- Met with Rhonda three times to discuss updates to our capital campaign and to develop our donor wall plans

**Adult Services Report
Carol Torrens
November 2022**

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

Phase I Construction and Collections

The AS Dept. continues to operate well from its temporary spaces for this portion of the construction project. Customers continue to be amazed at the difference and excited for the new space we are gaining.

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

COLLECTIONS

Starting with "A" authors, Tiffany is weeding the Teen Fiction collection of grubby items (those in poor condition that may need to be replaced) and of items older than 5 years if they have not circulated recently.

Book displays this month were on these topics: vegan cookery and Native American Heritage Month. The DVD display featured No Shave November, movies whose cover showed men with mustaches and beards.

PROGRAMS

Tiffany did book talks to the listed number of students at these schools:

KJHS: 71; PJHS: 73; EJHS: 69; CJHS: 67; Metcalf: 12; BJHS: 332 (5 visits)

Adult/Family programs

Mystery Book Club, virtual – 1 session – 13 attended

Fiction Book Club, virtual – 1 session – 10 attended

Books on Tap, in person – 1 session – 10 attended

History Reads Quarterly Book Club, in person & virtual – 1 session – 11 attended

Avoiding ID Theft, virtual – 1 session – 8 attended

Meditation, virtual – 1 session – 18 attended

From McLean to Mobile local history, in person & virtual – 1 session – 57 attended

IL Libraries Present author Caitlin Doughty, virtual – 1 session – 20 attended

Teen Programs

Take and Make rice hand warmers -- 37 participated

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

Staff attended a mini-morning session about the new Wellness day option and completed annual training on sexual harassment. Additionally, training on other topics including these was also taken: 1950 census, ESL programming, training the community on Libby.

Goal: Work effectively through the use of technology.

There were 2 individual appointments this month: using Libby and general computer help for email and Social Security.

Goal: Administer a cost-effective public library.

A teen volunteer is helping with shelving in the TeenZone.

Business Office Report
Kathy Jeakins
November 2022

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

Expansion donations continued coming in during November, but at a slower pace.

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 got their new card, I temporarily increased the limit for a staff member attending a conference (for hotel and travel costs), and I entered all credit card transactions in account files.

In November, the Book Shoppe collected \$1,299.50; a little more than last month.

Hoopla usage was high again in November; \$9,314.82; another month over \$9,000!

Kanopy downloads for October were \$779; not quite as high as last month.

Jon and I met with reps from Core Business Technology about credit cards and cash registers.

On Nov 28, the Library received its final Property Tax distribution for FY 23; \$131,658.98.

On Nov 28, Golden Prairie also received a Property Tax distribution of \$16,764.97; of that \$15,926.76 was transferred to BPL.

The Golden Prairie audit is complete; the GPPLD Board will accept it at their meeting on Dec 14.

I mailed the completed 990 for the Foundation to appropriate parties.

Bills Costing in Excess of \$5,000:

- Felmley Dickerson \$1,650,655.77 for Construction

Upcoming:

I will complete the FY 22 Financial Report for Golden Prairie, which will need to be published in the Pantagraph prior to the end of the year.

Children's Services Report

Melissa Robinson

November 2022

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

Services

- Alex met with Mrs. Scott at Stevenson School to discuss how the library can meet their needs.

Programs

- Story Time at McLean County Museum of History – 8 attended
- Story Time at the Junction – 3 sessions – 36 attended
- Lego Construction – 6 attended
- 10 programs/sessions total – 50 attended

Passive Programs

- Family Reading Night – 50 participated
- Space Buddies Seek and Find – 75 participated
- Melvin's Space Writing Activities – 478 participated
- Crafts (space, leaves, turkeys, cactus) – 456 participated

Event/Group Visits

- Oakland Family Fun – 400 attended
- Katie's Kids – 48 attended
- Sheridan Books n Bites – 36 attended
- La Petite Academy – 24 attended
- Little Jewels – 51 attended
- Milestones – 25 attended
- Washington School – 3 visits – 51 attended
- 9 visits/events total – 635 attended

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

- Children's staff attended the wellness day MMS.
- Jesse attended a webinar, "Graphic Novels for All."
- Alysha attended the AOK (All Our Kids) meeting and the CICE meeting.
- Children's staff reviewed the mandatory sexual harassment training.

Goal: Work effectively through the use of technology.

- 15 posts were added to the Children's Facebook group, and we now have 635 members.
- 14 TikTok videos were posted, and we now have 509 followers.

Upcoming:

The following programs will be offered in December:

- Homemade holiday wrapping paper – Dec 1-15
- Space story time – Dec 1
- Virtual Lego Construction – Dec 3
- Winter break activities – Dec 19-Jan 8
- My Museum – Dec 20
- D&D for Kids – Dec 27 and 28

Bloomington Public Library

Books are just the beginning.



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

- Outreach Library Associate, Michelle, meetings and successful connections:
 - Book donations to the McLean County Jail
 - Reentry Council Board meeting
 - Recovery Oriented Systems of Care and Sober Recreation subcommittee meetings
 - BN Parent Coalition
 - RISE core team meeting
 - Fatherhood Coalition core team meeting
 - Co-led Human Services Council
 - Leadership McLean County Steering Committee and Nonprofit/Healthcare events
 - Human Services Council Board
 - Night in a Car Steering Committee
 - Heartland Community College Area Planning Council
 - Met with the local Hispanic book club
 - Met with a Ukrainian refugee family for a library tour and card registration
 - Met with the owner of Zeta Coffee regarding potential partnerships
- Online card renewals have now been offered for 1 year. Over 500 patrons have taken advantage of this service.

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

- Deposits staff prepared and delivered or renewed 600 items at 11 sites. Staff provided a program on library services at Villas of Hollybrook – Fox Creek.
- Home Delivery staff prepared and delivered 374 items to 54 active patrons. 3 new patrons were added to the service. Staff had a consultation session with a patron on how to utilize the library's e-resources.
- Pop Up Library visits were held at the locations listed below. 104 patrons were served, and 228 items checked out.
 - Luther Oaks
 - Bickford House
 - Villas of Hollybrook
 - Woodhill Towers
 - Westminster Village
 - Liberty Health
- Staff attended the McLean County Chamber of Commerce's Nonprofit Showcase on November 10.
- The bookmobile partnered with BN Parents, Unit 5, YWCA, and NPL to offer "Unstoppable Week" by offering relevant books and activities that highlighted a social/emotional "superpower".
- Over 1,300 student cards were registered this month for Unit 5 schools.

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

- A vacant 19 hour/week part-time Library Assistant position was filled.

Bloomington Public Library

Books are just the beginning.



(11/2022) Circulation and Outreach Services Statistics

Total Circ BPL	73,818
Total Circ Main	48,216
Adults	22,812
Teens	1,663
Children	23,741
Total Circ Outreach	6,903
OTR Adults	1,999
OTR Teens	112
OTR Children	4,792
Total Circ Drive-up	283
Drive-up Adults	165
Drive-up Teens	6
Drive-up Children	112
Total Digital Downloads	18,416
Hoopla	4,928
Overdrive	12,817
TumbleBooks	44
eBook Central	15
Kanopy	612
Borrowers Registered	1,611
Total Active Cardholders	29,396
Children	7,011
Teen	4,120
Adult	18,265
GPPLD	1,361
Total Holds Filled	5,611
Main Holds	4,532
Outreach Holds	1,079
Door Count	9,840

Top 10 Highest Circulations

Wingover Apartments PM	338
Eagle Creek	125
Ekstam Drive	114
Eagle Crest East	102
Rollingbrook South	92
Eagle Creek	77
North Pointe	70
Pepper Ridge	66
Freedom Oil	63
Garling Heights	62

5 Stops with Lowest Circulation

Spring Ridge	7
Shirley	6
Arbors Apartments	5
Spring Ridge	4
Evergreen Park**	0

***Still had 6 patrons, all with returns*

Bookmobile Customers: 755

Total Monthly Stops: 64*

**5 holiday cancellations*

Circulation Questions Answered: 525

Outreach Questions Answered: 142

Total Questions Answered: 667

Bloomington Public Library

Books are just the beginning.



	January	February	March	April	May	June	July	August	September	October	November	December
Total Circ												
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	81,282	92,667	80,805	87,158	107,723	110,448	98,788	87,188	93,500	86,518	84,064
2022	90,516	84,638	95,326	90,538	90,648	100,674	97,293	89,157	78,273	80,656	73,818	
Main Circ												
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	60,338	70,492	63,393	65,732	86,115	87,238	75,094	65,616	70,302	64,205	63,401
2022	65,960	62,948	71,516	66,754	64,832	74,543	71,450	61,524	52,629	52,951	48,499	
Active Users												
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	40,372	38,831	30,560	30,405	31,351	31,051	29,692	30,454	30,517	28,770	28,675
2022	28,966	28,881	28,887	28,960	28,047	27,909	27,388	27,388	27,979	28,587	29,396	

Human Resources Report

Gayle Tucker

November 2022

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

- I attend mini morning sessions (MMS) offered by the Staff Development Committee
 - Jeanne and I offered two training sessions on the BPL Wellness Day
 - I coordinated and completed Sexual Harassment training
- In November, there were no in-house job announcements
- I participated in two interviews
- I provided orientation to three new part time employees
- I continued FMLA, ADA, and Covid administration and tracking
- I verify employment, including Public Service Loan Forgiveness (PSLF) paperwork, as needed
- Employees receive Munis Employee Self Service (ESS) and Kronos Timeclock setup information and instruction as part of new employee orientation
- The Spirit Committee coordinated our annual Beans donation for Home Sweet Home and Adopt-A-Family events

Goal: Work effectively through the use of technology.

- In November, I participated in several Teams/Zoom meetings, and a lot of my work was accomplished using OneDrive, SharePoint, and Microsoft Forms
- I update the Staff Directory on SharePoint at least once a month
- I post in-house Job Announcements on SharePoint
- I process 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
 - Due to construction, this partnership will be on hiatus for the 2022-2023 school year

Upcoming:

- Ongoing Kronos timeclock troubleshooting
- Implementing an Applicant Tracking System

Information Technology Systems Report
Jon Whited
November 2022

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

We are working on Unit 5 student cards. Unit 5 will get physical cards which will be mailed out to the students. We hope to have this project done by the end of the month and to have their local electronic database updated as well.

We have started the process of digitizing the Pantagraph index. We have contacted OCLC to get pricing on their ContentDM product that allows for searching and indexing of the information that we collect. For the time being we are saving them in their original format so that we can export them to most any format later on.

We have received the new domain controller and we are actively setting it up to replace our current aging controller.

We have started loaning Chromebooks to the public. We had Chromebooks left over from the AARP taxprep service that because of the pandemic never got used. Once the AARP taxprep service returned they were no longer able to use our chromebooks and were required to use the ones provided by their organization. We repurposed these for the public to be able to checkout.

Marketing Report
Rhonda Massie – November 2022

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

Your Future Library

- Approximately \$727,000 has been pledged and donated to the Building Fund.
 - This number has decreased due to a recent State Farm announcement which eliminates matching gifts on charitable contributions from State Farm retirees – beginning 1.1.23. BPL was expecting several matches on pledged retiree gifts which are no longer forthcoming.
 - Because State Farm has also changed the rules regarding which organizations are allowed to receive matching gifts (based on how the organization's non-profit status was created) we've asked State Farm if the BPL Foundation will continue to receive gifts to match the donations of current employees. As of this writing, State Farm has not responded.
- Managed the donation database.
 - Managed Stripe and Bloomerang entries of pledges and donations.
 - Sent thank you letters/tax receipts to those who submitted funds during November 2022.
 - Mailed a *Libraries are for Everyone* magnet to those who made donations of at least \$100.
 - Managed State Farm employee donations and State Farm matching donations using cybergrants.com.
 - Mailed reminders to those whose pledge payments are in arrears and to those whose pledge payments are due in the next 30 days.
 - Eliminated from the database expected State Farm matching funds which will no longer be received.
- Donor Wall
 - Took a trip to Milner Library to view its Donor Wall.
 - A Donor Wall meeting with Dean's Graphics transpired.
 - Several potential wall designs – with different size books, shelves, and overall heights -- were mocked up on the computer.

Time Capsule from Cornerstone

- Marketing organized the opening of BPL's 1977 Cornerstone with ISU Archivist April Zorn and organized the donation of cornerstone's contents to the McLean County Museum of History.
 - Captured video and photos of the cornerstone opening.
 - Created and edited a post-worthy video of the opening which can be viewed at youtu.be/FHSIQZ6n-Tw
 - Penned a post to accompany the edited video on social media.
 - Posted the video to FB, Instagram, and Youtube

Website

Marketing continues to maintain the library's website.

- Monthly addition of all December programs and registration forms to the online calendar
- Monthly update to record sets for New Movies, New Music, and New Audiobooks
- Updated the plasma TV and the website rotating banner to note upcoming holiday closures
- Added construction photos to the page earmarked for such
- Formatted the calendar icon so it's ready to go once we are ready to add it to the quick links bar on the website (This will not be added until sometime next Fall when the "room reservation" icon is added to the website.)
- Updated the "Get a Card" page to remove language about fees
- Updated and re-published the Tax Information page for the 2023 tax season
- Added new puzzles to the puzzle page
- Build a Chromebook tile for the Equipment Page
- Contacted Library Market about a reply feature on webforms which was not filtering to the correct email address
- Started building a page pertaining to the recently opened 1977 Time Capsule

Advertising

- WGLT
 - On-air ads ran in November to promote a program titled, *The McLean County Regiment: A History*.
 - On-air ads will run in late-November and early December to promote two programs, *Happy Christmas UK Style* and *Midcentury Christmas Fads and Fun*.
- Neighbors Magazines
 - Paper ads in both *Eastside Neighbors* and *Neighbors of Southwest Bloomington*, online ads on Google, and online ads on Facebook continue to promote the fact that library cards and library programs are free.

- Connect Transit
 - We've added three months to our contract which includes running large ads on 5 Connect Transit buses. The ads will now run through March 10. These ads promote that library cards are free and share a QR code which takes people to the "Get a Card" page on our website.
- Ongoing
 - Renewed annual sponsorship of productions by The Community Players which allows us to run an ad on their screen during each 2022-2023 show (pre-show and intermission).
- Upcoming
 - BPL will sponsor The Community Players 2023 show *Puffs*. This show will run in May 2023. We'll use the extra advertising avenues to promote Summer Reading 2023. *Puffs* is a comedic retelling of the Harry Potter book series from the perspective of the Puffs (Hufflepuff).

Writing

- All social media posts.
- On-air spot with WGLT to promote programs titled, *Happy Christmas UK Style* and *Midcentury Christmas Fads and Fun*.

December Programs

- The library continues to schedule and promote programs on a month-to-month basis.
 - December's programs were submitted to Library Market by staff for review and editing by Marketing before being published to the library's website.
 - 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 or will be created for each online and at-home program being offered.
 - An Instagram post was or will be created for each online and at-home program being offered.

Paper & Digital Design Work

Program Publicity (4 pieces each – Facebook Event, Instagram, paper background, paper handout)

- Book Ends
- Space Story Time at The Junction
- Happy Christmas at Home
- Virtual Lego Construction
- Midcentury Christmas Fads & Fun
- Homemade Holiday Wrapping Paper
- And Evening with Shauna Sever
- 3D-Printed Cookie Cutter
- My Museum
- D&D for Kids
- Winter Break Activities
- Snowman Tealight

Other

- Created a draft of a Bilingual Postcard for the Bookmobile
- Mystery Book Club – 24 pieces of art
- Books on Tap – 24 pieces of art
- True Crime Book Club – 10 pieces of art
- Portrait walls – After seeing the portrait walls created for the AS Department, the Circulation Department requested a portrait wall of its own.
- Revamped the New Resident Postcard and vetted a list of new GPPLD recipients before sending the art to the printer for printing and mailing
- Created a new ad – about donating instead of buying holiday gifts – for the Community Players' Holiday Show
- December Program Calendars
- Artwork for Hobbit buttons
- 1000 Books Before Kindergarten Voucher for the Bookmobile
- Calendar Web Icon
- Carriage Crossing materials for the Deposit Collections Staff
 - 6 posters and 6 bookmarks

Signage

- India's Children's Day
- Thanksgiving Closure
- Local History collection
- December's Hygge book display

Re-Prints

75 Online Resources Handouts for Students
75 Educator Services Handouts
300 My Library
300 Hoopla
300 Kanopy
300 Libby
100 Wireless Printing Handouts
600 Letters to accompany student cards

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

- Marketing compiles and distributes a monthly Staff Newsletter using submissions from Department Managers and Committee heads.
- Marketing worked with CM Promotions to offer staff access to an online BPL apparel store. The store is now open and will close on December 16.
- Created a Holiday Potluck Sign-Up sheet at the request of that staff committee.
- Rhonda attended the Library Marketing and Communications Conference in Indianapolis.

Goal: Work effectively through the use of technology.

- Social media presence:
 - BPL Facebook – 9,589 followers
 - Instagram – 2,095 followers
 - Twitter – 2,016 followers
 - Monthly catalog referrals from Google & EBSCO's Linked Library – 183
 - Library text subscribers – 332
 - Bookmobile text subscribers – 1,242
 - Each meeting of the Books on Tap Book Club and the True Crime Book Club appears on MeetUp.com
 - Cardholder Perks list – 33,881 filtered active subscribers.
 - Program Guide list – 33,875 filtered active subscribers.
 - General eBlast list – 33,901 filtered active subscribers.

Goal: Administer a cost-effective public library.

Free & Cheap Promotion

- Marketing attended the McLean County Chamber of Commerce's NonProfit Showcase – with Outreach staff – to help answer questions about the renovation/expansion project and in hopes of finding new donors.
- Marketing is attempting to work with RAILS to beef up the Explore More offerings in the Bloomington-Normal area.
- The library posts an abundance of information to Facebook and Instagram, including, but not limited to, information about library resources, all library programs, employment opportunities, cancellations and closures, news, etc.
 - A weekly #TBT photo is posted to Facebook and Instagram.
 - A weekly #BookFaceFriday photo is posted to Facebook and Instagram.
 - Posts promoting the following were also shared:
 - Text Alerts Opt-In Numbers
 - Thanksgiving closure (numerous posts)
 - Unstoppable Week
 - Noirvember on Kanopy
 - Black Friday Series of 5 posts
 - Projector, Movies, and Puzzles
 - Meeting Owl Pro Kit and video Games
 - Roku Devices and STEAM Kits
 - Kits for Kids and Mobile Hotspots
 - Chromebooks, Books, eBooks, Audiobooks, and eAudiobooks

- Native American Heritage Month on Kanopy
 - Consumer Reports
 - Giving Tuesday
 - BPL Opens 1977 Time Capsule
 - Home Viewing for the Holidays on Kanopy
 - Post about giving to the library's Building Fund as a holiday gift
- The library sends at least one monthly eBlast promoting its online resources to cardholders who've not opted out of receiving such notifications.
 - An eBlast promoting the World Book database was delivered to 33,791 patrons on November 1.
 - An eBlast promoting the Consumer Reports database was delivered to 34,010 patrons on November 23.
- A member of the library's staff is interviewed at 2pm on the 2nd and 4th Mondays of each month on WJBC. Interview materials are prepped by the Marketing Department.

**Operations Report
Caprice Prochnow
November 2022**

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

- Operations staff:
 - Worked with other departments to make accommodations for patrons while the elevator was down
 - Worked on mitigation when roof leaks occurred in the building
 - Completed Sexual Harassment Training
 - Shampooed and wiped down chairs that were compromised from a roof leak
 - Install CO2 detectors in key areas adjacent to construction areas as various heaters are being used
 - Regular sweeping and shoveling of debris (from the roof) at the entrance and on the handicap ramp
 - Relocated building expansion posters and added some posters on library services to temp wall in New Books area
 - Opened the time capsule from 1977
 - Shifted items in the boiler room to accommodate construction work in area
 - Took items to Alter Metal and the dump from the boiler room
- Repairs/Installs:
 - Mid-Illinois Mechanical repaired boilers and split system for server room
 - Weber Electric restored power to circuit in Marketing, replaced ballasts and ordered fixture replacements for exterior canopy lights at entrances
 - Kone Elevator installed new seal on cylinder and restored power to elevator on a few occasions
 - Alpha Controls relocated outside air sensor
 - Salt station installed for the season
 - New flag installed
 - Johnson Controls performed the shutdown on the chiller

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

- Caprice - Expansion project:
 - Communicating daily with Matt Kerner from FD on progress of project and upcoming work
 - Attended construction meetings
 - Attended architect FFE work plan & review
 - Continue coordinating construction progress pics to floor plan
 - Coordinated with vendors for drop off or pick up of sample furniture
 - Conducted a tour of the construction area for staff
- Caprice –
 - Conducted temporary custodian interview with Gayle
 - Attended “Wellness Day” MMS

Goal: Administer a Cost-Effective Library.

- Mid-Illinois Mechanical conducted quarterly PM
- Global Water Technology conducted quarterly PM
- Johnson Controls conducted the semi-annual fire alarm inspection
- Biannual boiler inspections were completed

Bloomington Public Library

Books are just the beginning.



Cataloging & Technical Services Report

Allison Schmid

November 2022

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

- Duplicate returned items are still coming through CATS to be marked unavailable/not holdable and packed.

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


- Teen (all collections) and Children's Beginning Reader inventory is complete. Here are the results:
 - TFIC – 15 missing, 4 found, 2 damaged, 3 on hold or checked out to a patron (Lost), 1 not in the catalog
 - TNFIC – 3 missing, 2 RFID tag
 - TGRAPH/TMANGA – 4 missing, 2 found, 1 in-transit, 8 adult manga misshelved
 - JBEG – 47 missing, 8 found, 7 not in catalog, 3 checked out to a patron, 1 discard, 2 JCHAPs misshelved
- Eleanor changed the children's DVD series Torchlighters to a call label of T to keep them all together on the shelf.
- We continue to receive the USA Today and Wall Street Journal even though we've requested a pause through EBSCO. We've started to put them out again, and we'll do so until they stop coming.
- There are now 4K Ultra Blu-Ray TV shows. They are shelved before the TV Blu-rays.

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

- CATS continues to staff the TeenZone 10+ hours every week.
- Allison gave Nina a tour of CATS and an overview of the daily workflow.
- All CATS staff went to or watched the MMS about the Wellness Day. – 2
- All CATS staff completed the 2022 Sexual Harassment Training. – 2
- Dale watched a 30-minute training video on Acquisitions, Cataloging, and Serials Functions in LEAP. - .5
- Dale completed the Intro to Cataloging ABLE tutorial. – 1
- Eleanor completed various trainings on Polaris and LEAP: - 1.5
 - Using SQL in the Polaris Find Tool
 - Database Cleanup
 - Bibliographic Record Bulk Change in Leap
 - Importing Bib Records Using the Remote Database Search in Leap
 - Technical Services takes the Leap

Bloomington Public Library

Books are just the beginning.

- 
- Nick completed various trainings on Polaris and LEAP: - 1.5
 - Technical Services takes the Leap
 - What's New in Polaris and LEAP 7.3
 - Polaris Acquisitions Guide
 - Training Hours – 8.5

Goal: Work effectively through the use of technology.

- We're working with Kathy and City to find a new Amazon payment method since they are doing away with the Credit Line of payment soon.

Upcoming:

- Illinois Room Locked Case project.

BLOOMINGTON PUBLIC LIBRARY
FY 2022-2023 FISCAL REPORT

REVENUES:

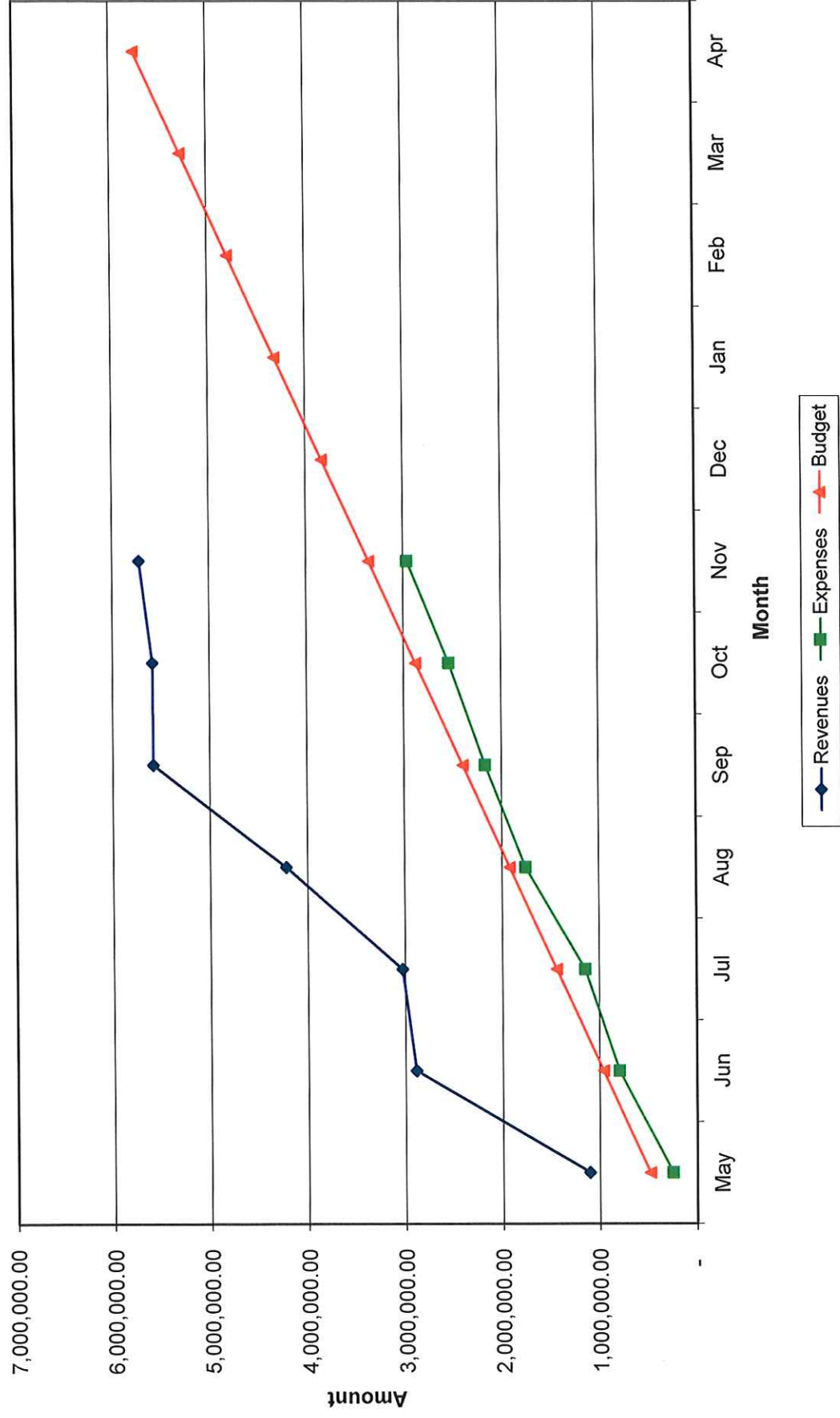
ACCT NAME	BUDGET	NOV 2022	YR-TO-DATE	AMOUNT OVER/UNDER	% RECEIVED
Property Tax	5,017,785	112,568.43	4,984,167.20	(33,617.80)	99.3
Replacement Tax	130,400	0.00	130,400.00	0.00	100.0
State Grants	112,700	0.00	116,053.00	3,353.00	103.0
State Grants - Pandemic Grant	0	21.60	11,138.10	11,138.10	-----
GPPLD	429,600	15,926.72	416,798.38	(12,801.62)	97.0
Fines & Fees	8,000	456.54	5,799.29	(2,200.71)	72.5
Copies	2,700	0.00	0.00	(2,700.00)	0.0
Interest on Investments	2,000	3,588.49	14,801.07	12,801.07	740.1
Interest from Taxes	0	39.97	39.97	39.97	-----
Donations	20,000	0.25	21,380.55	1,380.55	106.9
Cash Over/Short	0	0.00	(4.45)	(4.45)	-----
Other	25,000	2,162.75	23,652.49	(1,347.51)	94.6
Total Revenues	5,748,185	134,764.75	5,724,225.60	(23,959.40)	99.6

EXPENDITURES:

ACCT NAME	BUDGET	NOV 2022	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Full-Time Salaries	2,526,933	195,059.59	1,355,983.06	(1,170,949.94)	53.7
Part-Time Salaries	503,788	30,854.68	223,531.46	(280,256.54)	44.4
Seasonal Salaries	69,891	1,767.50	5,953.01	(63,937.99)	8.5
Overtime Salaries	1,100	0.00	14.45	(1,085.55)	1.3
Other Salaries	0	2,500.00	25,330.00	25,330.00	-----
Total Sals & Wages	3,101,712	230,181.77	1,610,811.98	(1,490,900.02)	51.9
Dental Insurance	11,000	718.45	4,587.75	(6,412.25)	41.7
Health Insurance, HMO	8,060	519.90	3,434.49	(4,625.51)	42.6
Life Insurance	3,100	251.69	1,758.09	(1,341.91)	56.7
Vision Insurance	3,000	230.22	1,479.52	(1,520.48)	49.3
Health Insurance, BCBC-PPO	275,812	14,830.67	141,868.18	(133,943.82)	51.4
Library RHS Contribution	0	516.74	4,125.04	4,125.04	-----
Library HSA City Contributions	18,100	0.00	0.00	(18,100.00)	0.0
IMRF	278,007	18,745.34	132,623.23	(145,383.77)	47.7
FICA	192,387	13,435.31	95,320.73	(97,066.27)	49.5
Medicare	44,994	3,142.19	22,292.94	(22,701.06)	49.5
Unemployment Insurance	0	0.00	210.00	210.00	-----
Worker's Compensation	12,000	0.00	0.00	(12,000.00)	0.0
Uniforms	1,100	0.00	0.00	(1,100.00)	0.0
Tuition Reimbursement	20,000	2,640.00	2,640.00	(17,360.00)	13.2
Other Benefits	22,000	0.00	1,860.21	(20,139.79)	8.5
Total Benefits	889,560	55,030.51	412,200.18	(477,359.82)	46.3
Rentals	20,000	1,865.79	10,340.15	(9,659.85)	51.7
Total Rentals	20,000	1,865.79	10,340.15	(9,659.85)	51.7
Building Mtnc	140,000	7,293.84	84,400.75	(55,599.25)	60.3
Vehicle Mtnc	12,000	261.23	3,813.54	(8,186.46)	31.8
Office & Computer Mtnc	190,000	91.89	66,767.95	(123,232.05)	35.1
Total Repair/Mtnc	342,000	7,646.96	154,982.24	(187,017.76)	45.3

ACCT NAME	BUDGET	NOV 2022	YR-TO-DATE	AMOUNT OVER/UNDER	% SPENT
Advertising	50,000	3,267.82	31,224.39	(18,775.61)	62.4
Printing/Binding	12,000	1,077.16	7,914.85	(4,085.15)	66.0
Travel	500	347.56	923.20	423.20	184.6
Membership Dues	5,000	500.00	2,605.00	(2,395.00)	52.1
Professional Development	10,000	1,588.36	5,807.65	(4,192.35)	58.1
Other Purchased Services	130,000	21,310.16	129,339.78	(660.22)	99.5
Other Purchased Services-Pandemic Grnt	0	0.00	1,097.60	1,097.60	-----
Other Insurance	45,000	0.00	0.00	(45,000.00)	0.0
Total Purchased Services	252,500	28,091.06	178,912.47	(73,587.53)	70.9
Office Supplies	15,000	953.10	6,311.16	(8,688.84)	42.1
Computer Supplies	85,000	11,145.47	54,669.50	(30,330.50)	64.3
Postage	5,000	88.48	103.14	(4,896.86)	2.1
Library Supplies	80,000	1,586.16	20,231.50	(59,768.50)	25.3
Janitorial Supplies	20,000	1,049.61	8,334.31	(11,665.69)	41.7
Gas & Diesel Fuel	6,000	477.38	3,120.88	(2,879.12)	52.0
Building Mtnc & Repair Supplies	15,000	613.33	6,850.99	(8,149.01)	45.7
Total Supplies	226,000	15,913.53	99,621.48	(126,378.52)	44.1
Natural Gas	21,000	2,393.75	11,082.53	(9,917.47)	52.8
Electricity	92,000	8,600.27	102,483.43	10,483.43	111.4
Water	6,000	364.06	3,167.99	(2,832.01)	52.8
Telecommunications	42,000	5,744.66	26,165.74	(15,834.26)	62.3
Total Utilities	161,000	17,102.74	142,899.69	(18,100.31)	88.8
Professional Collection	1,500	0.00	60.53	(1,439.47)	4.0
Total Prof Collection	1,500	0.00	60.53	(1,439.47)	4.0
Non-Traditional Materials	5,000	94.20	365.03	(4,634.97)	7.3
Periodicals	20,000	3,605.80	14,391.69	(5,608.31)	72.0
Adult Books	160,000	8,002.30	68,288.21	(91,711.79)	42.7
Children's Books	125,000	8,511.53	48,483.46	(76,516.54)	38.8
A/V Materials	111,600	3,635.82	36,539.82	(75,060.18)	32.7
Public Access Software	105,000	27,205.00	63,351.98	(41,648.02)	60.3
Downloadable Materials	180,000	20,204.44	115,328.97	(64,671.03)	64.1
Total Materials	706,600	71,164.89	346,384.13	(360,215.87)	49.0
Employee Relations	7,000	(2,355.60)	424.47	(6,575.53)	6.1
Miscellaneous Expenses	10,313	312.48	2,155.03	(8,157.97)	20.9
To Library Equip Replacement	30,000	0.00	0.00	(30,000.00)	0.0
Total Other Expenses	47,313	(2,043.12)	2,579.50	(44,733.50)	5.5
Total Expenses	5,748,185	424,954.13	2,958,792.35	(2,789,392.65)	51.5

Bloomington Public Library FY 2022-2023



EXPLANATIONS FOR VARIANCES IN EXCESS OF 5%
(Variance of 53.3% to 63.3% is acceptable)
November 2022

Property Tax (99.3%): The Library has received all of its Property Tax for FY 23.

Replacement Tax (100.0%): The annual distribution was received in July.

State Grants (103.0%): The Library received its Per Capita Grant—it was a little more than anticipated--\$116,053.00

Golden Prairie Public Library District (97.0%): Golden Prairie has also received all 7 distributions.

Fees (72.5%): Fee revenue is higher than projected.

Copies (0.0%): Copy revenue has been combined with Print Station revenue.

Interest (740.1%): We projected a lower amount for the year.

Donations (106.9%): This is due to receiving Summer Reading Program donations from the BPL Foundation (\$18,000) and Golden Prairie (\$3,000) in May.

Other Revenue (94.6%): This is higher than projected due to Book Shoppe receipts.

Part-Time Salaries (44.4%): This is under-spent due to staff vacancies.

Seasonal Salaries (8.5%): This is under-spent due to not hiring as many Seasonal staff as we had in the past.

Overtime Salaries (1.3%): It was necessary to pay overtime to a staff member toward the end of their work week.

Dental Insurance (41.7%): This is under-spent because the rates are not as high as had been expected.

Health Insurance, HMO (42.6%): This is under-spent due to a decrease in the rates.

Vision Insurance (49.3%): This is under-spent due to a change in the rates.

Health Insurance, BCBS-PPO (51.4%): This is under-spent due to a change in the rates.

Library HSA City Contributions (0.0%): This will be paid later in the year.

IMRF (47.7%): This is under-spent due to staff vacancies.

FICA (49.5%): This is under-spent due to staff vacancies.

Medicare (49.5%): This is under-spent due to staff vacancies.

Worker's Compensation (0.0%): The annual premium will be paid in January.

Uniforms (0.0%): Nothing has been charged to this line item.

Tuition Reimbursement (13.2%): The Library paid the Spring tuition for a staff member.

Other Benefits (8.5%): Charges have been minimal.

Rentals (51.7%): Charges have been minimal.

Vehicle Maintenance (31.8%): Charges have been minimal.
Office & Computer Equipment (35.1%): Charges have been minimal.
Printing (66.0%): This is over-spent due to paying for the Summer Reading logs.
Travel (184.6%): This is over-spent due to more staff traveling to in-person meetings/conferences.
Membership Dues (52.1%): Charges have been minimal.
Other Purchased Services (99.5%): This is over-spent because a few expansion costs were charged to this line item.
Other Insurance (0.0%): The annual premium will be paid in January.
Office Supplies (42.1%): Charges have been minimal.
Computer Supplies (64.3%): This line item is over-spent due to scheduled replacement of staff computers during the first 6 months of the year.
Postage (2.1%): Charges have been minimal.
Library Supplies (25.3%): Charges have been minimal.
Janitorial Supplies (41.7%): Charges have been minimal.
Gas & Diesel Fuel (52.0%): Charges have been minimal.
Building Maintenance Supplies (45.7%): Charges have been minimal.
Natural Gas (52.8%): Charges have been minimal.
Electricity (111.4%): This is over-spent due to high usage during the summer months and due to higher rates.
Water (52.8%): Charges have been minimal.
Professional Collection (4.0%): Charges have been minimal.
Non-Traditional Materials (7.3%): Charges have been minimal.
Periodicals (72.0%): This is over-spent due to renewing the subscription to the Pantagraph.
Adult Books (42.7%): Charges have been minimal.
Children's Books (38.8%): Charges have been minimal.
A/V Materials (32.7%): Charges have been minimal.
Downloadable Materials (64.1%): This is over-spent due to customer demand for Hoopla, Over-Drive, and Kanopy.
Employee Relations (6.1%): Charges have been minimal.
Miscellaneous Expenses (20.9%): Charges have been minimal.
Transfer to Equipment Replacement (0.0%): The transfer will take place later in the year.

The Donations line item breaks out as follows:

Summer Reading Program Donations:	
Golden Prairie Public Library District:	\$ 3,000.00
Bloomington Public Library Foundation:	18,000.00
The Copy Shop:	200.00
C-U Herb Guild:	50.00
Robert Starckovich:	100.00
Miscellaneous Donations:	30.55
 Total Donations:	 \$ 21,380.55

The Other Revenue line item breaks out as follows:

Bookmobile T-Shirts:	\$ 15.00
Book Pick-Up:	754.74
Book Shoppe:	11,924.00
Card Catalog Drawers:	245.00
Ear Buds:	105.00
Flash Drives:	39.00
Genealogy Searches:	50.00
Hot Beverage Service:	52.00
Meeting Room Fees:	0.00
Print Station:	6,982.55
Reusable Bags:	211.50
Test Proctoring:	75.00
Tote Bags:	168.00
Miscellaneous:	3,030.70

Total Other Revenue:	\$23,652.49
----------------------	-------------

During November, 14 batches containing 98 invoices were processed, totaling \$92,710.58 and 94 credit card charges were made totaling \$29,093.59.

As of November 30, the Library's Maintenance & Operating Fund Balance is \$4,366,041.69, which is 76.0%% of the budgeted amount; the goal of twenty-five percent of the Library's FY23 budget is \$1,369,546.

Library Fund Balance Information, 11/30/22:

Operating:	\$ 4,366,041.69
Fixed Assets:	\$ 1,198,884.31
Capital:	\$ 15,861,565.32

BLOOMINGTON PUBLIC LIBRARY
EXPANSION PROJECT
FY 22-24
As of 11/30/22

REVENUES:

ACCT NAME	BUDGET	TOTALS	AMOUNT OVER/UNDER	% RECEIVED
State Grants	5,681,759.00	0.00	(5,681,759.00)	0.0
Donations	1,250,000.00	321,607.57	(928,392.43)	25.7
Interest	0.00	193,358.57	193,358.57	-----
Interest From Taxes	0.00	6.78	6.78	-----
Bond Proceeds	14,200,000.00	14,201,889.40	1,889.40	100.0
From Illinois Funds Fund Balance	4,111,007.00	0.00	(4,111,007.00)	0.0
 Total Revenues	 25,242,766.00	 14,716,862.32	 (10,525,903.68)	 58.3

EXPENDITURES:	BUDGET	TOTALS	AMOUNT OVER/UNDER	% SPENT
Architectural/Design Services	1,453,584.00	1,287,169.64	(166,414.36)	88.6
Other Purchased Services	444,182.00	91,329.09	(352,852.91)	20.6
Office Supplies	2,175,000.00	16,420.18	(2,158,579.82)	0.8
Library Buildings	21,170,000.00	4,874,779.37	(16,295,220.63)	23.0
 Total Expenses	 25,242,766.00	 6,269,698.28	 (18,973,067.72)	 24.8

Bloomington Public Library
Books are just the beginning.



Statistics At-A-Glance
November 2022

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

Circulation	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	24,976	32,429	-23%	214,145	246,960	-13%
Teens	1,781	1,734	3%	15,023	17,571	-15%
Children	28,645	37,014	-23%	251,831	293,729	-14%
Digital Downloads	18,416	15,341	20%	129,520	113,063	15%
Total	73,818	86,518	-15%	610,519	671,323	-9%

Active Cardholders	Current	Last Year	Change	FYTD	Last FYTD	Change
Adults	18,265	19,666	-7%	130,912	140,395	-7%
Teens	4,120	3,435	20%	24,012	29,705	-19%
Children	7,011	5,669	24%	42,056	42,140	0%
Total	29,396	28,770	2%	196,980	212,240	-7%

New Cardholders	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	1,611	562	65%	4,904	2,590	89%

Visits	Current	Last Year	Change	FYTD	Last FYTD	Change
Main	9,840	12,729	-23%	91,432	90,602	1%
Bookmobile	755	628	20%	8,772	5,370	63%
Total	10,595	13,357	-21%	100,204	107,603	-7%

Room Use	Current	Last Year	Change	FYTD	Last FYTD	Change
Study Room	0	91	-100%	213	369	-42%
Digital Preservation Studio	0	17	-100%	26	100	-94%
Community Room	0	24	-100%	11	198	-94%
Total	0	132	-100%	250	667	-63%

Community Outreach	Current	Last Year	Change	FYTD	Last FYTD	Change
Staff Outreach Visits	20	9	55%	111	55	50%
People Reached	1,289	571	56%	14,191	5,392	62%
Community Visits to the Library	0	2	-100%	0	6	-100%
People Reached	0	30	-71%	0	158	-100%
Total Outreach Visits	20	11	45%	111	55	50%
Total People Reached	1,289	601	53%	14,191	5,550	61%

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	8	12	-33%	64	68	-6%
Attendance	147	125	15%	1,400	1,378	2%
Teens	5	2	60%	26	23	13%
Attendance	40	3	93%	169	132	28%
Childrens	15	27	-44%	199	211	-6%
Attendance	1,982	997	50%	14,994	14,009	7%
Total Programs	28	41	-32%	289	302	-4%
Total Attendance	2,169	1,125	48%	16,563	15,519	7%

1-on-1 Appointments	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	3	2	-5%	15	984	-98%

Reference Questions	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	2,468	2,611	-5%	19,633	19,925	-1%

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

Training Hours	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	160	173	-7%	1,225	1,351	-9%

Goal: Work effectively through the use of technology.

Technology Use	Current	Last Year	Change	FYTD	Last FYTD	Change
Public Computer Use	977	1,365	-28%	9,451	8,319	14%
WiFi Sessions	1,339	1,664	-20%	11,335	10,099	12%
Website/Catalog Hits	35,531	40,457	-12%	310,237	278,974	11%
Online Resource Use	4,389	3,473	26%	8,066	20,458	-61%

Goal: Administer a cost-effective public library.

Interlibrary Loan	Current	Last Year	Change	FYTD	Last FYTD	Change
Received	375	337	11%	3,074	2,563	20%
Sent	85	189	-55%	859	1,414	-39%

Volunteer Hours	Current	Last Year	Change	FYTD	Last FYTD	Change
Total	26	97	-74%	39	378	-90%

Golden Prairie Public Library District
Board of Trustees Meeting

Wednesday, October 19, 2022
5:00 p.m.

MINUTES

- I. Call to Order
President called the meeting to order at 5:05 p.m.
- II. Roll Call
Trustees Physically Present: Ary Anderson, Stephen Peterson, Patti Salch, Kathy Vroman, Stephanie Walden, Ruth Novosad

Others Physically Present: Amy Dunham, Colleen Shaw, Kathy Jeakins

Others Present via Zoom: Jeanne Hamilton

Absent: Jim Russell
- III. Introductions
There were no introductions.
- IV. Public Comments
There were no public comments.
- V. President's Report
President Novosad had no report to share.
- VI. Approval of Minutes
A. September 21, 2022:
Hearing no objections, the minutes were approved as distributed.
- VII. Staff Reports
A. Director's Report: Jeanne Hamilton, Library Director, shared that the Library had 919 new cards issued in September (double the amounts in the previous 2 months) and Connect Transit gave 19,970 free rides to library cardholders as a part of the National Library Card Sign Up Month. Jeanne also updated the Board on the library expansion progress.

B. Circulation and Outreach Report: Colleen Shaw, Circulation and Outreach Services Manager presented the new Bookmobile Schedule. This time around, we have a four-month schedule with light changes. This will allow us to change the months that the Bookmobile schedules are distributed. The Spring schedule will be ready in March, and the Autumn schedule will be out in September. Colleen also provided updates on the Bookmobile stops, the upcoming Halloween Bingo and Halloween Boooooookmobile. She also shared information about the status of the McLean County Reentry Council. Prairie State Legal will be working with the Council to finish up the bylaws, and then the Council can apply for non-profit status. Colleen also updated the Board on the surveys collected by Caitlin on GPPLD stops. Caitlin is going to continue to collect survey responses to add to the results and they will be shared in a future report to the GPPLD Board.

C. Financial Report: Kathy Jeakins, Business Office Manager, shared that the Financial Report is in the Board packet. We should be at 25% through the end of September. We received additional Property Tax Distributions in September, and per the contract, 95% of those distributions was

transferred to the BPL. Kathy has begun to spend the Per Capita Grant money and that will show up as a line item for books and AV materials. Kathy has begun working with the auditor on the planned yearly audit.

VIII. New Business

A. Discussion of Per Capita Grant Requirements:

Jeanne led the discussion on the Per Capita Grant Requirements and explained that she will be breaking up the chapters during each upcoming GPPLD meeting. Chapters reviewed at this meeting were:

- Core Standards
- Governance and Administration
- Personnel
- Access

IX. Old Business

A. Update on Annexations:

Ruth shared the Petition for Declaratory Relief as filed by Robert Porter the first week in October. Discussion was held on the process, communication strategy, ongoing concerns, and the effect on the GPPLD.

X. Comments from Board Trustees

- A thank you was offered to President Ruth Novosad for all her work on the Annexation Project.
- Discussion was held on how to make a donation to the building campaign, and Jeanne provided the instructions.

XI. Reminder

Next Board Meeting is November 16, 2022.

XII. Adjournment

President Novosad adjourned the meeting at 6:11 p.m.

Incident Report Summary for November 2022

2022-11-30 23:59:00

2022-11-01 01:00:00

30 days in month

Incident ID	Date/Time Submitted	Violation
4387	2022-11-05 16:19:02	InappropriateBehavior
4388	2022-11-05 17:40:52	InappropriateBehavior
4389	2022-11-13 20:48:11	StolenDamagedLibraryMaterial
4390	2022-11-17 18:36:55	StolenDamagedLibraryMaterial
4391	2022-11-19 15:56:27	SleepingIncident
4392	2022-11-19 18:11:24	Loitering
4393	2022-11-30 16:26:48	AlcoholDrugs

Suspension Report Summary for November 2022

2022-11-30 02:31:54pm

2022-11-01 02:31:54pm

31 days in month

Suspension ID	Date/Time Submitted	Violation
483	2022-11-05 00:00:00	InappropriateBehavior
484	2022-11-05 00:00:00	InappropriateBehavior
485	2022-11-05 00:00:00	InappropriateBehavior
486	2022-11-30 00:00:00	AlcoholDrugs

Bloomington Public Library

Books are just the beginning.



To: Bloomington Public Library Board
From: Jeanne Hamilton, Library Director
Re: Solar Panels

At the November 2022 board meeting, the Board requested that I do some additional research on the Illinois Solar for All program and solar panel vendors.

The Non-Profit and Public Facilities Illinois Solar for All program provides access to solar installations with no or low upfront costs on properties occupied by eligible non-profit organizations and public facilities that provide energy benefits directly to them. This is made possible by providing incentives for the Approved Vendors that develop the solar installations, who in turn are able to pass on savings to the participating organizations.

The Illinois Solar for All program application must be submitted by an approved vendor, i.e. we can not directly apply for the program.

While there are minimum requirements that the approved vendors must follow, some approved vendors exceed those minimum requirements and offer even better terms. I spoke with 4 solar panel vendors, 3 of whom the Ecology Action Center has worked with previously. The terms offered are outlined below.

- Straight Up Solar:
 - No initial cost for the solar panels
 - Payment is through a power purchasing agreement with a financier that Straight Up Solar has secured – the rate is 35% of what it would cost to buy the same amount of energy generated by the panels from Ameren.
 - For example, if we were to pay an average retail rate of 10 cents per kWh for our electricity and our solar panel system produces 1,000 kWh in a month, we would pay no more than \$35 for that month (i.e. 35%) to the financier.
 - 6-year term
 - At the end of the 6 years, we would own the solar panels for no additional cost.
 - We would then be responsible for insurance, but Straight Up Solar would still take care of maintenance until year 15.
 - Requires a Letter of Intent (i.e. contract) which commits us to paying up to \$7,500 in fees for Straight Up Solar's work on the design and application packet if we are approved for the Illinois Solar for All program but choose not to accept/install the solar panels.
- GRNE Solar:
 - No initial cost for the solar panels
 - Payment is through a power purchasing agreement with GRNE – the rate is not yet decided but it would be a maximum of 50% of what we would pay Ameren for the number of kWh generated
 - For example, if we were to pay an average retail rate of 10 cents per kWh for our electricity and our solar panel system produces 1,000 kWh in a month, we would pay no more than \$50 for that month (i.e. 50%) to GRNE.
 - 15-year term
 - At the end of 15 years, we could:
 - ask them to take it down at their expense
 - OR extend the lease at a renegotiated rate
 - OR negotiate a purchase price
 - No mention of a letter of intent and/or commitment to a fee for the application process

Bloomington Public Library

Books are just the beginning.



- Promethean Solar – no response (tried 2 different emails and a phone number)
- Simplaray – not an approved Illinois Solar for All vendor

I am still waiting for the completion of an engineering study to ensure that our roof has the capacity to handle the impact of the solar panel array so it is unknown if there is a need for structural modifications and what the costs would be to make those modifications.

Outside of those potential structural costs, initial estimates by both Straight Up Solar and our engineers, suggest that we would generate enough solar power for approximately 37% of the electricity that we used pre-expansion. (Note: It is difficult to estimate electric consumption after the expansion because while we will have a larger space, we will also gain quite a bit of efficiency – better insulation, improved glass technology, and occupancy light sensors.)

Using the September 2022 bill as an example, if we would have had the suggested solar panel array installed by Straight Up Solar, we would have paid approximately the following (*please note, these are extremely rough figures*):

- Ameren: \$10,968
- Straight Up Solar: \$2,175
- Total: \$13,143

We actually paid \$17,179.94.

In light of this information, it would be my recommendation to sign the letter of intent/contract with Straight Up Solar and proceed with the application/design process for the Illinois Solar for All program.



ILSFA Project Development Letter of Intent

Between:

StraightUp Solar, LLC
11696 Lilburn Park Rd
St. Louis, MO 63146

And:

Bloomington Public Library
205 E Olive St
Bloomington, IL 61701

Pending the signing of a Power Purchase Agreement, all parties agree to hold in strict confidence all commercial and trade information exchanged. All information should be used solely for the purpose of promoting the business relationship. Neither party shall act upon such information exchange to the detriment of the other party, said obligation constituting a separate and distinct right not dependent upon the enforceability of this Letter of Intent. The parties to this Letter of Intent (LoI) agree to the following:

Article 1: Purpose and Scope

The purpose of this agreement is onsite solar array development that meets the goals of the Customer and the Illinois Solar for All (ILSFA) Non-Profit/Public Facility (NP/PF) program. StraightUp Solar and development partners and affiliates (SUS) will:

- Develop engineering and design documents
- Provide financial plans
- Create an ILSFA submission package
- Act on behalf of the Customer for the utility interconnection process, including serving as signatory



As noted on the ILSFA NP/PF [information page](#), "there are no to low upfront costs to participants and electricity savings are guaranteed." The NP/PF [brochure](#) (attached) states "ILSFA ensures that all qualified participants see savings by requiring all ongoing costs and fees are no more than half of the value you see from the energy produced from the onsite solar array."

Per the ILSFA NP/PF program, the energy produced by the onsite solar array must cost you no more than 50% of the cost of that same energy if purchased from your utility. In most cases, since the federal tax incentive will be taken as part of the Power Purchase Agreement, your savings must be a minimum of 65%. There can be no upfront costs; if there are, the costs must be included in the calculations for the required 50% - 65% savings.

Proposed Project:

Subject to an award through the ILSFA NP/PF program and final contract negotiations, the undersigned asserts they are the owner of the site listed below where the solar array(s) are being considered and consents to the construction, installation, operation and maintenance of the array(s) and related equipment at those Host sites. The installation will be in compliance with ILSFA and local requirements, and will offset as much utility energy as available space will allow at the following site:

1. 205 E Olive St, Bloomington, IL 61701

Article 2: Conditions and Arrangements

Through normal business it is understood that SUS will provide a full range of development services to include design, engineering, procurement, construction, administration applications, among other duties. It is the intent of the Customer to negotiate in good faith throughout, provide reasonable access to the premises, and ensure timely responses to communications from the SUS team.



Article 3: Time and Future Cooperation

The agreement and relationship is effective immediately upon the signing of this document. This agreement is an understanding that the two parties, Customer and SUS, will work together in the above capacity to complete a review and submission of the above-listed project(s) for the ILSFA NP/PF program.

If one party or the other wishes to terminate such understanding, then it must be done in writing. Should the Customer, after signing this Letter of Intent, decide not to move forward with the project prior to submission to the program, the Customer will be responsible for actual engineering and ICA application costs, not to exceed \$7,500.

StraightUp Solar

Sign _____

Print _____

Date _____

Bloomington Public Library

Sign _____

Print _____

Date _____



Illinois Solar for All

Greater access. Cleaner energy.
A brighter tomorrow.

Non-Profit and Public Facilities



What is Illinois Solar for All?

The Illinois Solar for All (ILSFA) program provides greater access to the clean energy economy and solar energy to low-income households, non-profit organizations, and public facilities across the state through incentives that help make solar installations more affordable. The ILSFA Non-Profit and Public Facilities sub-program provides incentives for properties occupied by non-profit organizations and public facilities located in low-income or Environmental Justice Communities.

What are the eligibility requirements?

- The property is occupied by a non-profit organization or a public entity.
- The property is within either a qualified ILSFA Environmental Justice Community or low-income community.
- The property is occupied by a Critical Service Provider (CSP). For a public facility, the building must host a department/agency that is a CSP.
- The non-profit or public entity must be able to demonstrate community engagement.

If the participant organization is not eligible for ILSFA, the Illinois Shines program may be an option. Visit www.IllinoisShines.com for more information.

What is net metering?

Net metering is an agreement between you and your electricity supplier. A net metering agreement allows you to sell back any excess energy generated but not used at your building to your supplier each month with each kilowatt-hour (kWh) you sell appearing as a credit on your electricity bill.

How does the program work?

ILSFA projects are developed by Approved Vendors. Approved Vendors are vetted and approved by the Program Administrator and must meet rigorous program requirements, including quality workmanship, participant savings, and consumer protections. If you are interested in participating in ILSFA, you must work through an Approved Vendor. Organizations can also choose to apply as a Single Project Approved Vendor for systems installed and owned onsite.

What are the options for installing solar?

While every solar project is different, Non-Profit and Public Facilities projects are installed onsite and directly serve the energy needs of qualified participants. Participants should understand their options, including costs and anticipated savings. While there are many different options, these are the most common:

System purchase

Participants purchase system and the energy produced from the system is credited on their electricity bill. Approved Vendors must ensure that any loan or financing agreement meets minimum savings requirements.

System lease

Participants lease system and all the energy produced from the system is credited on their electricity bill. The lease agreement must meet minimum savings requirements.

Power purchase agreement

Participants purchase electricity from the system owner at a set rate per kWh. The power purchase agreement must meet minimum savings requirements.

The Illinois Solar for All program is administered by Elevate Energy on behalf of the Illinois Power Agency, an independent state government agency. This brochure is designed primarily for customers of Ameren Illinois Company, Commonwealth Edison Company, and MidAmerican Energy Company. For consumers in an electric cooperative, municipal utility, or Mt. Carmel Public Utility territories, some policies — such as net metering — may vary. Contact those utilities for details.



Illinois Solar for All

Savings

ILSFA ensures that all qualified participants see savings by requiring all ongoing costs and fees are no more than half of the value you see from the energy produced from the onsite solar array.

For example, if you pay an average retail rate of 10 cents per kWh for your electricity and your system produces 1,000 kWh in a month, you will see approximately 1,000 x 10 cents or \$100 in energy value for that month (a portion from avoided usage and a portion from bill credits). If your system generates 12,000 kWh of energy in the first year, you might see up to \$1,200 in energy value for that year and your total costs and fees can be no more than \$600 per year. This means a savings of at least \$600 for that year. If your monthly credits are greater than your total electricity supply bill, those credits may roll over to the next month. Check with your utility or electricity supplier for specific rules in your area.

The savings assumptions above are intended to provide a high-level example based on average retail electricity rates. Individual savings will vary.

Answers to the questions below will affect how you see savings.

- **What is the average rate per kWh you currently pay for electricity?** The higher the electricity rate you currently pay, the more money you can potentially save. Check with your electricity supplier or check your electric bill for current rates. (Note: some electricity suppliers offer rates that vary month to month.)
- **Is your roof good for solar?** The direction your roof faces, its angle, and how much shade it gets will affect how much electricity a roof-mounted solar array will generate. The roof's condition should also be considered.
- **Is your site right for solar?** For ground-mounted systems, the area or land where the system is to be installed should have no obstructions, flooding, or contamination and generally be able to support the racking and solar panels.
- **How much electricity will the system generate?** If your system produces more electricity than you use over the course of a year, you may not necessarily receive credit for all the electricity it generates. Sharing your electricity usage history with your Approved Vendor can help them optimize your system.
- **What are Renewable Energy Credits (RECs)?** RECs are created when solar panels generate electricity, but they do not represent the electricity itself. Instead, they represent the environmental value of the electricity generated from solar panels. RECs are important because they can be bought and sold. Your Approved Vendor will be paid for your system's RECs, which will help enable them to pass on savings to you.

- **Can you use the Federal Investment Tax Credit?** Non-profit organizations and public facilities cannot take advantage of tax credits. However, your Approved Vendor may be able to and, if so, they must pass on some of the benefit to you by providing at least 65% savings on energy value, rather than 50%.
- **How long do you expect to stay in your location?** If you lease or sign a power purchase agreement, you may be required to buy out the contract if you move. Read your contract to find out what happens if you move.

Important Consumer Protections

ILSFA ensures that Approved Vendors provide certain protections to all participants.

Savings

Eligible ILSFA participants are guaranteed to see savings, although savings amounts will vary from project to project depending on system size. Approved Vendors cannot charge you more than half of the energy value you receive from your solar system. Refer to the Savings section for a detailed example of how the savings requirements work.

Standard disclosures and brochures

Approved Vendors are required to present a standard disclosure form and this brochure to all participants before you sign a contract. These disclosures provide very important and clear details on exactly how much you will pay and how much you will save.

Complaint Procedures

If you have complaints related to the system or the program, first try to resolve the problem with your Approved Vendor. If you can't agree about how to solve the problem, please contact the Program Administrator by emailing info@IllinoisSFA.com or by calling 1-888-970-ISFA (English or Spanish).

If you have been subject to fraudulent or deceptive sales practices, the Illinois Attorney General's office may be able to help. For more information: www.IllinoisAttorneyGeneral.gov/Customers

For more information or to find an Approved Vendor:

Online: www.IllinoisSFA.com
Phone: 1-888-970-ISFA (4732)
Email: info@IllinoisSFA.com

1. Installing a solar project can be a significant financial commitment. Please exercise the same caution you would when making other major consumer decisions. If possible, compare offers from different Approved Vendors. Also, make sure that you have read the entire contract and that you understand it before you sign it.

A RESOLUTION TO TERANSFER FUNDS TO THE CITY OF BLOOMINGTON
FOR DEBT SERVICE PAYMENT

Be It Resolved by the Bloomington Public Library Board of Trustees, Bloomington, Illinois,

1. That the Library owes \$969,149.16 for the period 12/2022-12/2023
2. That at the time of last year's debt service levy, Dec 2021, the bond interest rate was an estimate
3. That the bond interest rate was set in May 2022
4. That the interest rate and the debt service schedule is now fixed
5. That the Library collected \$845,268.12 in this year's debt service tax levy
6. That in addition to the \$845,268.12 collected in the debt service tax levy, the Library will need to transfer \$123,881.04 from the Capital Reserve Fund
7. That the funds come from the following source:
Bloomington Public Library Capital Reserve Fund: \$969,149.16

Approved this 20th day of December 2022

Julian Westerhout, President
Bloomington Public Library Board of Trustees

Purchasing

These purchasing policies are to be followed in the purchasing of materials, supplies, construction, and services for the Library.

Purchases of the Library are governed by the State of Illinois statutes. Further, it is the policy that all purchases, contracts, and expenditure of funds shall be awarded to the lowest responsible bidder or supplier considering conformity with specifications, terms of delivery, quality, and serviceability.

The Library is required by Federal law to engage in a policy of strict nondiscrimination in employment without consideration of race, color, religion, sex, age, national origin, marital status, veteran status, and/or physical or mental disability unrelated to ability. Federal law also requires the use of provisions in every contract or purchase order that require contractors and subcontractors to conform to strict nondiscrimination practices.

All employees shall be responsible for adherence to these purchasing policies and to the National Institute of Government Purchasing Code of Ethics.

All purchases of goods and services should be made within the parameters of the approved working budget and shall be approved by the Board of Trustees in the form of a monthly bills list.

Procedures

For Purchase Amounts of:	Description of Purchase:	Proper Procedure to make the purchase:
Up to \$4,999.99	Any purchase not described above	May be purchased at the Department's discretion and submitted via direct invoice. Staff should obtain the best value under the circumstances.
\$5,000 - \$9,999.99	<ul style="list-style-type: none">• Travel advances• Employee reimbursements<ul style="list-style-type: none">• Utilities• Postage• Professional Printing Services• Advertising, as mandated• Employment related memberships & dues• Insurance premiums• Temporary employment services<ul style="list-style-type: none">• Artist fees• Payments to instructors and other independent contractors• Resale or concessions	<p>May be purchased at the Department's discretion and submitted via direct invoice. Staff should obtain the best value under the circumstances.</p> <p>These purchases shall be highlighted in Business Manager's monthly board report.</p>
\$5,000 - \$9,999.99 (continued)	<ul style="list-style-type: none">• Construction/building repairs	Requires a written memo and the Library Director's approval.

	<ul style="list-style-type: none"> Professional services, such as architectural & engineering, land surveying consulting, etc. Annual Bbuilding Mmaintenance Ccontracts, e.g., elevator, HVAC, etc. Software licensing and maintenance contracts <u>Any other maintenance renewal contracts</u> Computer Eequipment 	These purchases shall be highlighted in Business Manager's monthly board report.
\$5,000 - \$9,999.99 (continued)	Any purchase, excluding eResources, with three quotes not described above	Requires a quote comparison form and the Library Director's approval. These purchases shall be highlighted in Business Manager's monthly board report.
\$5,000 - \$9,999.99 (continued)	Any purchase, excluding eResources, without three quotes not described above	Requires a written memo, the Library Director's approval, and the Board of Trustees' approval.
\$5,000 - \$24,999.99	Any eResources (typically purchased from the P ublic A ccess S oftware budget line) with three quotes	Complete the EResource Evaluation Form and the Resources Comparison Form (i.e. evaluation of at least three sources is required). Purchases over \$5,000 in this category shall be highlighted in Business Manager's monthly board report.
\$5,000 - \$24,999.99	Any eResources (typically purchased from the P ublic A ccess S oftware budget line) with one of the following documented exemptions: <ul style="list-style-type: none"> Sole Source* Limited Source* Per State/Federal Statute* 	Complete the EResource Evaluation Form, Column 1 of the Resources Comparison Form, and attach documentation of the exemption. Purchases over \$5,000 in this category shall be highlighted in Business Manager's monthly board report.
\$5,000 - \$24,999.99	Any U tilities	May be purchased at the Department's discretion and submitted via direct invoice.

		<p>Staff should obtain the best value under the circumstances.</p> <p>These purchases shall be highlighted in Business Manager's monthly board report.</p>
\$10,000 - \$24,999.99	Any purchase procured through a joint/co-op purchase agreement	Requires a written memo, the Library Director's approval, and the Board of Trustees' approval.
\$10,000 - \$24,999.99 (continued)	Any purchase with three quotes not described above	Requires a written memo, the Library Director's approval, and the Board of Trustees' approval.
\$10,000 - \$24,999.99 (continued)	Any purchase without three quotes, not described above, and with one of the following exemptions: <ul style="list-style-type: none"> • Sole <u>S</u>source* • Limited <u>S</u>source* 	Requires a written memo including documentation of the exemption, the Library Director's approval, and the Board of Trustees' approval.
\$25,000.00+	Any purchase with one of the following documented exemptions: <ul style="list-style-type: none"> • Sole <u>S</u>source* • Limited <u>S</u>source* • <u>Per State/Federal S</u>tatute* • <u>Already approved through a state competitive bidding process or through a joint purchase agreement with one or more other governmental units</u> 	Requires a written memo including documentation of the exemption, the Library Director's approval, and the Board of Trustees' approval.
\$25,000.00+	Any other purchase	Requires a competitive bid.
Any	Any purchase related to urgent construction decisions or during emergencies involving public health or safety	The Director, in consultation with board president or their designee, is authorized to waive the requirements of the purchasing policies, including the bid process, without the prior approval of the Board of Trustees.
Any	Multi- <u>month and/or multi-year</u> agreements or leases	For the first <u>month and/or</u> year of the agreement/lease, follows the appropriate purchasing policy guidelines

		listed above. The Director is authorized to approve the subsequent payments for the remainder of the agreement period.
--	--	--

Once the proper procedure to make a purchase has been completed, staff making the purchase recommendation may work with the vendor to finalize the purchase and sign any applicable vendor contracts.

***Explanations of exemptions:**

- Sole Ssource: Only one sole vendor exists. If there is truly one vendor, then the transaction being considered is non-biddable and a bid exemption can be granted. This rarely occurs. A signed quote from the vendor must be obtained.
- Limited Ssource: A much more common exemption may be granted if a good or service provided by a specialized supplier meets or exceeds the Library's specifications, or for improved public service or long term operations needs of the Library based on security, patents, copyrights, critical need for responsiveness, proximity, Federal, State or other regulations, necessary replacement parts and/or compatibility, warranty.
 - A good example: The Library uses Dell computers and Microsoft software products and licensing and has invested years of money and training into these purchases. Therefore, creating a limited source for operational reasons.
- Per State/Federal Statute: Explicit Bbid Exemptions exist within the law (75 ILCS 5/5-5) for legal and employment related services (testing, occupational, employment contracts), collection agencies, employment related trade and professional organizations, and lobbying groups.

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

Programming Checklist

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

Youth/Young Adult Services Checklist

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

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

Technology Checklist

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

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

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

Marketing, Promotion, and Collaboration Checklist

- ☒ The library has a communications plan that supports the library's long-range/strategic plan.
- ☒ The library staff and trustees participate in two or more cooperative activities with other community organizations.
- ☒ The library's services and programs are promoted in the community. Check the applicable publicity methods.
 - ☒ flyers
 - ☒ brochures
 - ☒ website
 - ☒ newsletter
 - ☒ posters
 - ☒ banners
 - ☒ displays
 - ☐ podcasting
 - ☒ presentations
 - ☒ speeches
 - ☒ billboards
 - ☒ other
- ☒ The library maintains at least one social media account.
- ☒ The library invites local, state, and federal officials to visit the library.
- ☒ The library's website is updated at least monthly.
- ☒ The board, administration, and staff conduct an annual library walk-through.
- ☒ Admin/staff frequently do library walk-throughs, staff created a video tour for the board this year.
- ☒ The board, administration, and appropriate staff visit other libraries.
- ☒ The budget includes funds for public relations and marketing activities.
- ☒ The library's promotional methods and services are ADA compliant.
- ☒ A designated staff member coordinates the library's marketing efforts.
- ☒ The library's staff receives customer service and marketing training.
- ☒ The library's orientation for staff and trustees includes the library's public relations, customer service philosophy, library history, funding sources, and long-range/strategic plan.
- ☒ The library surveys patrons and the community to judge awareness of the library's programs and services.

Chapter 10 (Programming)

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

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

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

Programming Standards

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

Chapter 11 (Youth/Young Adult Services)

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

All Illinois public libraries should provide services to youth.

Youth/Young Adult Services Standards

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

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

Chapter 12 (Technology)

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

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

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

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

Technology Standards

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

- up-to-date printers with sufficient capacity to meet needs for staff and public access;
 - up-to-date anti-virus protection and Internet security software installed on every library computer;
 - up-to-date Internet browsers, web applications, and plug-ins;
 - a valid email address, accessible via the library's website, for the library administrator; and
 - a website that includes basic library information such as hours, location, contact, official name of library, and content required by the *Open Meetings Act*.
3. The library provides a sufficient number of patron-accessible workstations/devices on a per capita basis. The wait time for patron-accessible workstations/devices is minimal and does not exceed 15 to 30 minutes.
 4. The library annually evaluates and, if necessary, updates its Internet connectivity options for service impact and cost-effectiveness. Illinois libraries participate in the Illinois telecommunications network/backbone, i.e., the Illinois Century Network [www.illinois.net] when such participation is economically feasible.
 5. The library provides 24/7 remote access to library services and resources through:
 - a web-accessible library catalog;
 - *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly;
 - appropriate regional, state, national, and international bibliographic databases;
 - other authenticated electronic resources that are available for direct patron use; and
 - virtual reference service, instant or text messaging services, and/or library email account.
 6. The library staff must be:
 - computer literate;
 - trained to use and assist patrons in the use of electronic resources and materials; and,
 - accessible via phone, email, and/or through messaging services.
 7. The library provides or partners with other community agencies to offer its patrons instruction (workshops, classes) in the use of computers, email, productivity software, and the Internet.
 8. The library provides web links and access to regional and/or statewide initiatives including:
 - regional library system consortial web-based catalogs;
 - the CARLI academic library catalog (I-Share);
 - Illinois State Library-sponsored databases/e-resources;
 - other electronic collections as available; and
 - virtual reference service.
 9. As an equal partner in resource sharing, the library inputs and makes its collection holdings accessible for resource sharing within a regional, statewide, national, and/or international database.
 10. The library has a board-adopted Internet acceptable use policy that is reviewed annually.
 11. The library budgets for ongoing technology needs including but not limited to: hardware and software purchases, upgrades, ongoing maintenance, services, and connectivity.

12. The library maintains, troubleshoots, repairs, and replaces computer hardware and software. This ongoing maintenance is handled by trained library staff and/or via a contractual service agreement with an appropriate service provider.
13. The library develops and updates at regular intervals a long range/strategic plan for its future technology needs based on community needs and priorities. The plan includes the date of implementation, the planned review schedule, and addresses, at a minimum, the areas noted below as required in the School and Libraries Program of the Universal Service Fund [www.universalservice.org/sl/applicants/step01/default.aspx]
 - goals and realistic strategy for using telecommunications and information technology;
 - a professional development strategy;
 - an assessment of telecommunications and information technology services, hardware, software, and other services needed;
 - budget resources; and
 - ongoing evaluation process.
14. The library continuously strives to improve its technological services, resources, and access. An ongoing planning cycle includes a needs assessment that examines current and emerging technologies, community feedback about library technology, and service enhancements including but not limited to:
 - wireless access (Wi-Fi);
 - Internet connectivity upgrades sufficient for patron and staff use;
 - networking (local vs. wide area);
 - library Intranet;
 - an *Americans with Disabilities Act* (ADA) compliant library website that is updated at least monthly, highlights library services and programs, includes hyperlinks, and is interactive and mobile compatible;
 - patron self-checkout functionality;
 - new technologies/potential services; for example, social networking, makerspaces, and mobile apps;
 - current and functional meeting room technology;
 - adaptive technologies that accommodate service needs for persons with disabilities and special populations, including but not limited to: accessible computer hardware, deaf interpreters, language translators, open captioning; and
 - ongoing staff continuing education/training related to all aspects of technological services.
15. The library protects the integrity, safety, and security of its technological environment via:
 - anti-virus software and other Internet security software;
 - Firewalls with advanced threat protection;
 - authentication;
 - routine installation of upgrades, patches, etc.;
 - scheduled data backup; and
 - remote/off-site storage of data backups with a plan for redundancy in case of backup failure.

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

Chapter 13 (Marketing, Promotion, and Collaboration)

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

Marketing, Promotion, and Collaboration Standards

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

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