



## **Niles-Maine District Library**

### **Regular Meeting**

**Wednesday, August 16, 2017 7:00 PM**



**NILES-MAINE DISTRICT LIBRARY  
REGULAR MEETING AGENDA**

**August 16, 2017**

**7:00 PM**

**Board Room**

**6960 Oakton Street**

**Niles, Illinois**

**ORDER OF BUSINESS**

1. Call to Order
2. Pledge of Allegiance
3. Approval of Minutes
  - A. Approve the Regular Board Meeting Minutes of July 19, 2017 4
4. Public Comment
5. Treasurer's Report
  - A. Review Financial Reports 8
  - B. Approve payment of the bills for operating expenses of \$259,100.73, payroll expenses of \$266,554.46, Special Reserve Expenses of \$6,615.18 for a total monthly expense of \$532,270.37 14
6. Director's Report
  - A. Highlights 28
  - B. Monthly Statistics 37
7. Communications
  - A. Patron Suggestions 41
8. Liaison Reports
  - A. Friends of the Library
  - B. Legislative
  - C. RAILS
9. Secretary's Report-A certified copy of Ordinance 17-05, an Ordinance for Budget and Appropriations of the Niles-Maine District Library, Cook County, Illinois, for the Fiscal Year Beginning July 1, 2017 and Ending June 30, 2018, along with a Certificate of Publication was filed with the Cook County Clerk on Friday, July 28, 2017. The Ordinance was published in the Niles Herald Spectator on Thursday, July 6, 2017
10. New Business
  - A. MOVE to approve the new Administrative Policy 3.32 Notary Public Service 44
  - B. MOVE to award Block Electrical a contract in the amount of \$9,900 to install electrical service and lights at the corner of Oakton Court and Waukegan Road to illuminate the 47

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sign approved at the July Board Meeting. This contract will be paid from the Special Reserve Fund

- C. MOVE to grant permission to close the Library on Friday, January 26, 2018, for a Staff Training Day 52
  - D. MOVE to replace all instances of "Niles Public Library District" in the Policy Manual with "Niles-Maine District Library"
  - E. Review Friends of the Library Bylaws and Constitution, and Niles-Maine District Library Policy 3.16 Friends of the Library, with possible action 53
  - F. Review of the 2015 Library Staffing and Operations Study from Matrix Consulting 67
  - G. Discussion of recommendations from Trustee Drblik on the budgeting process
- 11. Other
  - 12. Adjournment

**NILES PUBLIC LIBRARY DISTRICT**  
**Regular Board Meeting Minutes**  
**July 19, 2017**  
**7:00 PM**  
**Board Room**  
**6960 Oakton Street**  
**Niles, Illinois**

***A video recording of this meeting can be viewed on the Library's website [www.nileslibrary.org](http://www.nileslibrary.org).***

**Trustees Present**

Karen Dimond, Carolyn Drblik, Dennis Martin, Dianne Olson, Patti Rozanski, Linda Ryan, Tim Spadoni

**Library Staff Present**

Susan Lempke-Library Director; Greg Pritz, Assistant Director and Business Manager; Cyndi Rademacher-Assistant Director; Diane Winberg, Administrative Assistant; Victoria Luz, Technical Services Supervisor; Athena Crouse, Patron Services Supervisor; Dodie Frisbie, Adult Services Supervisor

**Others Present**

Joe Makula, Public; Dave Carrabotta, Public; Steven Yasell, Public; Tom Robb, *The Journal & Topics*; Igor Studenkov, *The Bugle*; Jim Lange, Public; Myrna Zalesny, Public

**Call to Order**

The Regular Board Meeting of the Niles Public Library District Board of Trustees was called to order by President Karen Dimond at 7:00 PM.

**Roll Call**

The roll was taken by Ms. Winberg.

**Consent Agenda**

President Dimond asked Library Director Susan Lempke to explain the revision which was made to the Minutes of the Regular Board Meeting of June 21, 2017. Ms. Lempke reported that the Board, not realizing that the motion for the approval of the recommend purchase of the Exterior Sign Package from ASI was never made, agreed to table the motion until further information was received. The Minutes were revised to reflect this oversight. At this time, Trustee Drblik added that the minutes do not include that Ms. Lempke did not provide the information on the Fandom Fest as requested during a discussion at the June Meeting. President Dimond responded that Ms. Lempke, when asked to, did provide a report on the Fandom Fest. President Dimond asked that this be added to the Minutes.

Trustee Rozanski MOVED the Library Board of Trustees:

- A. Approve the Minutes of the Tentative Budget and Appropriations Public Hearing of June 21, 2017;
- B. Approve the Revised Minutes of the Regular Board Meeting of June 21, 2017;
- C. Approve payment of the bills for operating expenses of \$257,999.65; payroll expenses of \$280,069.11; Special Reserve expenses of \$11,763.34; for a total monthly expense of \$549,832.10;

Trustee Olson seconded.

Roll call vote: Ayes: Dimond, Martin, Olson, Rozanski, Ryan, Spadoni. Nays: Drblik. Motion passed.

**Public Comment**

Mr. Joe Makula addressed the loss of population in Cook County due to high property taxes, and the Library's proposal for exterior signage.

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Mr. Steve Yessell addressed the Library's exterior signage and said that he likes the current sign. He feels that the design for the corner sign is similar to what is already there. Instead of spending money on signage, he would like to see the money spent on literature.

Ms. Mryna Zalesny addressed the high taxes paid to the Library. She stated that the Village receives \$78/per household to run the entire village. The Water and Park Districts get even less. She asked that the Library think about what it is doing to the Niles Community.

Mr. David Carrabotta addressed school funding and the money taken from the schools to fund pensions. He asked the Library not to spend money it doesn't have on signage.

### **Treasurer's Report**

The Library Board reviewed the June 2017 Treasurer's Report as presented by Treasurer Spadoni.

Mr. Spadoni addressed the following items from the June meeting:

- Up-to-the-day financial reporting;
- Library negotiating practices;
- Obtaining prior approval for expenditures;
- Treasurer responsibilities—At this point, Treasurer Spadoni offered to step down for any Trustee who felt that they could do a better job and no Trustee stepped forward.

President Dimond asked Mr. Pritz on the timing of the Library's audit. Mr. Pritz responded that the Audit will be presented to the Board for their review and approval at the November Board meeting. The filing deadline is December 15. The Board will be provided with copies of the audit prior to this meeting.

At this time, Trustee Martin had questions regarding some of the payments listed in the Check Register. President Dimond mentioned that future questions should be asked during discussion after the motion is made for the payment of the bills.

### **Director's Report**

- Ms. Lempke showed notes written by children in the KidSpace Writing Center.
- Ms. Lempke asked that a Trustee volunteer on behalf of the Board to complete a survey from United for Libraries on how they advocate for our Library. The survey will close on August 11. President Dimond volunteered to complete the survey.
- Ms. Lempke reported on the new performance increases for library staff. Last year everyone received a flat raise of 3%. This year, Ms. Lempke stated that she would like to experiment with increases to be based at a cost of living rate of 2.1% with an opportunity for merit increases. The overall increase for staff is 3%, but the amount will vary. She described the many different merit-worthy opportunities for staff to achieve a merit increase such as committee work, community engagement, saving the Library substantial money, and continuing education. Staff has been asked to keep track of the extra things that they do. Everything will be done during work time.
- Ms. Lempke commented on the library's Outreach delivery to nursing homes, schools, daycares and the homebound. The deliveries are being made to library patrons who live in these institutions. We do not deliver to private businesses. Trustee Martin feels that this is an added cost to the Library and that bringing books to nursing homes and the homebound is the personal responsibility of family and friends. These institutions have people whose job is to come to the library to check out materials for their residents.

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At this time, Mr. Spadoni asked to share some of his positive observations. He was very pleased to see the number of staff marching in the July 4<sup>th</sup> parade. It was a great time. He made note of the tremendous number of checkouts for the last fiscal year—1,138,548. Mr. Spadoni commended any efforts that are made to help counsel patrons who are trying to find a job. “Good job all! So many wonderful things in just one month.”

### **Communications**

They were included in the Board packet.

### **Liaison Reports**

#### **Friends of the Library**

There was no report.

#### **Legislative**

There was no report.

#### **RAILS**

There was no report.

At this time, Trustee Ryan reported on the all-day trustee session she attended at ALA which included the topic on the relationship a Board and its Library has with its Friends organization. The speaker highly recommended that someone, such as the Library’s attorney, attend a Friends’ meeting with a Board or staff member to review the Bylaws with them and to help them understand that they are to abide by the Bylaws. Ms. Ryan explained that the funds raised by the Friends organization can be used for “bigger and better” things which will benefit an area of the library which may have not been budgeted for.

President Dimond asked that the Board be provided with copies of the Friends’ Bylaws as well as an updated Library Policy Manual with all of the recent changes. Ms. Lempke said she would provide them with copies. President Dimond informed the Board that she has asked Ms. Lempke to create a “policy folder” where procedures that are not necessarily policies have been discussed by the Board and decided on as a procedure to follow moving forward.

### **Secretary’s Report**

Secretary Olson reported that a copy of Ordinance 17-04, an Ordinance adopting the prevailing wage rates for laborers, workers and mechanics employed by the Niles Public Library District (Niles-Maines District Library effective July 1, 2017) was mailed to the Illinois Department of Labor and to the Secretary of State, Index Division, on June 22, 2017. Publication of the Notice of Determination for Ordinance 17-04 was made in the Niles-Herald Spectator on Thursday, June 29, 2017.

### **New Business**

#### **Strategic Plan Work Plan**

Trustee Rozanski MOVED the Library Board of Trustees approve the 2017-2018 Strategic Plan Work Plan. Trustee Ryan seconded.

Ms. Lempke provided the Board with a breakdown of tasks of the Work Plan for the first 12-18 months of the Strategic Plan. Ms. Lempke said that she will provide the Board with a quarterly update on the progress of the Work Plan and how the Library is accomplishing its goals. President Dimond asked that copies of the Strategic Plan Work Plan be provided with the quarterly updates.

Roll call vote: Dimond, Drblik, Martin, Olson, Rozanski, Ryan, Spadoni. Nays: None. Motion passed.

### **Unfinished Business**

#### **Exterior Sign Package from ASI**

Trustee Ryan MOVED the Library Board of Trustees approve the recommended purchase of the Exterior Sign Package from ASI for a sum not to exceed \$123,013.52. Funds from the Special Reserve Fund will be used for this

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purchase and the Board of Trustees reserve the right to purchase all or part of the Exterior Sign Package at its discretion. Trustee Rozanski seconded.

Mr. Pritz provided the Board with a Power Point Presentation on the Exterior Signage proposal which included aerial shots of the various locations for the signs along with a list of the proposed signs and cost in Administration's priority order.

A brief recess was taken at 9:35 PM. The meeting resumed at 9:40 PM with all of the Board present.

A discussion was held on the bidding process for the exterior signage. Several Board members expressed dismay that they only received one bid for the project.

The Board agreed to amend the original motion so that the work on the exterior signage includes only replacing the lettering on the corner sign; a new sign on Oakton Court (include electric); the address on the canopy; a driveway sign on Oakton Street; and a sign on the building at the Oakton/Civic Center Drive. Trustees Ryan and Rozanski accepted the amendment to their original motion.

Trustee Spadoni MOVED the Library Board of Trustees proceed with the work for the exterior signage as indicated by the numbers of 1 (replace lettering on corner sign), 2 (new sign on Oakton Court (including electric)), 4 (address on canopy), 6 (driveway sign-Oakton Street), and 7 (building-Oakton/Civic Center Drive) as indicated on Page 7 of the Power Point Presentation. Trustee Ryan seconded.

Roll call vote: Dimond, Olson, Rozanski, Ryan, Spadoni. Nays: Drblik, Martin. Motion passed.

**Other**

Trustee Drblik requested that the Board members be provided with a copy of any Power Point presentation before meetings. She asked that they be included with the delivery of the Board packets.

President Dimond replied that she appreciates that copies are made available to the Board during the meetings, but does not want staff to feel that if a copy of the presentation is not delivered prior to the Board meeting that the Power Point presentation may not be made. Trustee Ryan added that a Power Point presentation does not provide all of the information needed but only snippets.

At this time. Trustee Ryan moved that the Parapet sign on the Waukegan Road side be considered in the future. Due to a lack of a second, the motion failed. President Dimond added that this does not mean that it cannot be brought to the table again.

Trustee Spadoni suggested that a review of the Bylaws be put on the agenda for next month especially because of the name change. President Dimond agreed.

**Adjournment**

Trustee Rozanski MOVED the Regular Board Meeting adjourn. Trustee Ryan seconded.

On a voice vote, all were in favor.

The meeting adjourned at 10:27 PM.

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary

# Niles Public Library District

## Balance Sheet

July 31, 2017

	GENERAL FUND 7/31/2017	SPECIAL REVENUE FUNDS	SPECIAL RESERVE FUND	TOTAL
<b>Assets</b>				
<b>Cash and Investments</b>				
Cash	(\$901,461)	\$48,932	\$1,519,988	\$667,460
Investments	\$8,458,618			\$8,458,618
<b>Total Cash and Investments</b>	<b>\$7,557,157</b>	<b>\$48,932</b>	<b>\$1,519,988</b>	<b>\$9,126,077</b>
<b>Receivables</b>				
Property Tax Receivable, net	\$3,244,733	\$136,711		\$3,381,444
Replacement Tax Receivable	\$24,226			\$24,226
<b>Total Receivables</b>	<b>\$3,268,959</b>	<b>\$136,711</b>	<b>\$0</b>	<b>\$3,405,670</b>
<b>Prepaid Items</b>				
Prepaid Expense	\$39,330			\$39,330
<b>Total Prepaid Items</b>	<b>\$39,330</b>	<b>\$0</b>	<b>\$0</b>	<b>\$39,330</b>
<b>Total Assets</b>	<b>\$10,865,446</b>	<b>\$185,643</b>	<b>\$1,519,988</b>	<b>\$12,571,077</b>
 <b>Liabilities and Fund Balance</b>				
<b>Liabilities</b>				
Accounts Payable	\$186,987	\$19,214	\$6,615	\$212,816
Accounts Payable-Friends of the Library				
Other Liabilities	\$21,431			\$21,431
Deferred Revenues	\$2,892,223	\$121,858		\$3,014,081
<b>Total Liabilities</b>	<b>\$3,100,640</b>	<b>\$141,073</b>	<b>\$6,615</b>	<b>\$3,248,328</b>
<b>Fund Balance</b>				
Fund Balance	\$7,764,806	\$44,570	\$1,513,373	\$9,322,749
<b>Total Fund Balance</b>	<b>\$7,764,806</b>	<b>\$44,570</b>	<b>\$1,513,373</b>	<b>\$9,322,749</b>
<b>Total Liabilities and Fund Balance</b>	<b>\$10,865,446</b>	<b>\$185,643</b>	<b>\$1,519,988</b>	<b>\$12,571,077</b>

# Niles Public Library District Income Statement-Consolidated

July 31,2017

	Month Actual	Month Budget	Month Variance	Annual Budget	Actual % of Annual Budget
<b>Revenues</b>					
Property Taxes	\$1,209,097	\$1,445,264	(\$236,167)	\$6,718,474	18%
Replacement Taxes	\$23,481	\$31,900	(\$8,419)	\$145,000	16%
Per Capita Grant				\$44,478	
Grants-Other		\$83	(\$83)	\$1,000	
Investment Income	\$10,267	\$6,667	\$3,600	\$80,000	13%
Fines	\$2,256	\$2,083	\$173	\$25,000	9%
Lost Books	\$1,081	\$625	\$456	\$7,500	14%
Pay For Print	\$33	\$2,083	(\$2,051)	\$25,000	0%
Book Sale	\$1,135	\$1,333	(\$198)	\$16,000	7%
Passports		\$2,083	(\$2,083)	\$25,000	
Flash Drive & Ear Bud Sales	\$1		\$1		
Commissions & Fees	(\$9)		(\$9)		
Miscellaneous	\$390	\$113	\$278	\$1,350	29%
<b>Total Revenues</b>	<b>\$1,247,732</b>	<b>\$1,492,235</b>	<b>(\$244,503)</b>	<b>\$7,088,802</b>	<b>18%</b>
<b>Expenditures</b>					
<b>Salaries</b>					
Library Director	\$10,733	\$10,827	\$93	\$129,919	8%
Payroll-Department Managers	\$14,382	\$14,792	\$409	\$177,499	8%
Payroll-Division Supervisors	\$37,078	\$37,599	\$520	\$451,186	8%
Payroll-Librarian I	\$98,300	\$106,710	\$8,410	\$1,280,515	8%
Payroll-Library Grade V	\$61,962	\$64,108	\$2,147	\$769,300	8%
Payroll-Library Grade VI	\$28,118	\$29,479	\$1,361	\$353,748	8%
Payroll-Library Pages	\$8,604	\$10,963	\$2,360	\$131,561	7%
Payroll-Sundays	\$6,845	\$6,667	(\$178)	\$80,000	9%
Adjustments	\$3,121	\$833	(\$2,288)	\$10,000	31%
Substitutes	\$800	\$1,250	\$450	\$15,000	5%
<b>Total Salaries</b>	<b>\$269,943</b>	<b>\$283,227</b>	<b>\$13,284</b>	<b>\$3,398,728</b>	<b>8%</b>

# Niles Public Library District Income Statement-Consolidated

July 31,2017

	Month Actual	Month Budget	Month Variance	Annual Budget	Actual % of Annual Budget
<b>Library Materials</b>					
Books-Adult	\$16,790	\$14,833	(\$1,957)	\$178,000	9%
Books-Youth Services	\$914	\$6,667	\$5,753	\$80,000	1%
Books-Teen	\$199	\$1,271	\$1,072	\$15,250	1%
Downloadables	\$9,776	\$5,000	(\$4,776)	\$60,000	16%
Periodicals	\$13,401	\$2,742	(\$10,659)	\$32,900	41%
AV-Adult	\$9,625	\$10,417	\$792	\$125,000	8%
AV-Youth Services	\$815	\$3,467	\$2,652	\$41,600	2%
AV-Teen	\$25	\$979	\$955	\$11,750	0%
Online Databases	\$29,174	\$17,917	(\$11,257)	\$215,000	14%
<b>Total Library Materials</b>	<b>\$80,718</b>	<b>\$63,292</b>	<b>(\$17,426)</b>	<b>\$759,500</b>	<b>11%</b>
<b>Library Operating Expenditures</b>					
CCS Charges	\$6,522	\$6,522	\$0	\$78,269	8%
Processing & Supplies	\$11,040	\$2,083	(\$8,957)	\$25,000	44%
Internet Charges	\$1,324	\$1,533	\$209	\$18,400	7%
Software, Licenses	\$28	\$17,344	\$17,316	\$70,623	0%
Printing	\$730	\$3,708	\$2,978	\$45,200	2%
Library Supplies	(\$30)	\$692	\$722	\$8,300	0%
Programming & Support-Adult	\$2,585	\$2,953	\$369	\$35,440	7%
Programming & Support-Juvenile	\$724	\$3,327	\$2,603	\$39,925	2%
Programming & Support-Events		\$800	\$800	\$11,600	
Programming & Support-Teen	\$369	\$706	\$337	\$8,475	4%
Public Performing Rights		\$1,400	\$1,400	\$1,400	
Computer Charges OCLC	\$1,091	\$1,091	\$0	\$13,093	8%
Miscellaneous	\$162	\$83	(\$79)	\$1,000	16%
Per Capita Grant Expenditures		\$3,706	\$3,706	\$44,478	
Grant - Other Expenditures	\$750	\$83	(\$667)	\$1,000	75%
Volunteers		\$245	\$245	\$2,938	
<b>Total Library Operating Expenditures</b>	<b>\$25,296</b>	<b>\$46,279</b>	<b>\$20,983</b>	<b>\$405,141</b>	<b>6%</b>

# Niles Public Library District Income Statement-Consolidated

July 31,2017

	Month Actual	Month Budget	Month Variance	Annual Budget	Actual % of Annual Budget
<b>General and Administration</b>					
Janitorial Supplies	\$4,296	\$2,667	(\$1,629)	\$32,000	13%
Copiers	\$719	\$1,000	\$281	\$12,000	6%
Professional Development	\$1,246	\$3,915	\$2,669	\$46,982	3%
Mileage	\$79	\$296	\$217	\$3,550	2%
Professional Collection	\$25	\$300	\$275	\$3,600	1%
Legal Fees	\$144	\$1,000	\$857	\$12,000	1%
Consultants	\$693	\$2,250	\$1,558	\$27,000	3%
Kitchen Supplies		\$83	\$83	\$1,000	
Promotional Expense	\$2,355	\$2,500	\$145	\$30,000	8%
Office Supplies	\$635	\$1,500	\$865	\$18,000	4%
Postage & Freight	\$3,594	\$1,500	(\$2,094)	\$18,000	20%
Publication of Notices-Legal	\$12	\$100	\$88	\$1,200	1%
Publication of Notices-Advertisements		\$0	\$0	\$0	
Subscriptions & Dues	\$1,255	\$705	(\$550)	\$8,465	15%
Collection Services	\$683	\$83	(\$599)	\$1,000	68%
Telephone	\$1,259	\$1,375	\$116	\$16,500	8%
Trustee Expense	\$31	\$500	\$469	\$6,000	1%
Payroll Service	\$1,207	\$1,375	\$168	\$16,500	7%
Bank Fees	\$197	\$208	\$11	\$2,500	8%
Parking Lease	\$881	\$881	\$0	\$10,572	8%
<b>Total General and Administration</b>	<b>\$19,310</b>	<b>\$22,239</b>	<b>\$2,929</b>	<b>\$266,869</b>	<b>7%</b>
<b>Vehicle Operation</b>					
Gas, Oil, Grease	\$35	\$83	\$48	\$1,000	3%
Repairs & Maintenance		\$150	\$150	\$1,800	
Miscellaneous		\$8	\$8	\$100	
Auto Insurance	\$1,586	\$1,586		\$1,586	100%
<b>Total Vehicle Operation</b>	<b>\$1,621</b>	<b>\$1,828</b>	<b>\$207</b>	<b>\$4,486</b>	<b>36%</b>

# Niles Public Library District Income Statement-Consolidated

July 31, 2017

	Month Actual	Month Budget	Month Variance	Annual Budget	Actual % of Annual Budget
<b>Employee Fringe Benefits</b>					
Deferred Compensation	\$19,521	\$19,583	\$62	\$735,000	3%
Group Health	\$39,270	\$44,167	\$4,896	\$530,000	7%
Health Reimbursement Account	\$12,713	\$5,500	(\$7,213)	\$66,000	19%
Dental	\$801	\$1,667	\$866	\$20,000	4%
Vision	\$607	\$583	(\$24)	\$7,000	9%
FSA fee	\$60	\$100	\$40	\$1,200	5%
Life, LTD, AD&D, STD	\$1,320	\$1,500	\$180	\$18,000	7%
<b>Total Employee Fringe Benefits</b>	<b>\$74,293</b>	<b>\$73,100</b>	<b>(\$1,193)</b>	<b>\$1,377,200</b>	<b>5%</b>
<b>Utilities</b>					
Gas	\$186	\$1,250	\$1,064	\$15,000	1%
Electric	\$9,851	\$8,333	(\$1,518)	\$100,000	10%
Water	\$1,106	\$667	(\$439)	\$8,000	14%
<b>Total Utilities</b>	<b>\$11,144</b>	<b>\$10,250</b>	<b>(\$894)</b>	<b>\$123,000</b>	<b>9%</b>
<b>Capital Expenditures</b>					
Special Reserve - Building		\$35,667	\$35,667	\$428,000	
Special Reserve - Equipment	\$6,615	\$10,000	\$3,385	\$120,000	6%
<b>Total Capital Expenditures</b>	<b>\$6,615</b>	<b>\$45,667</b>	<b>\$39,051</b>	<b>\$548,000</b>	<b>1%</b>
<b>Audit</b>					
Audit Expense	\$3,000		(\$3,000)	\$16,400	18%
<b>Total Audit Expenditures</b>	<b>\$3,000</b>	<b>\$0</b>	<b>(\$3,000)</b>	<b>\$16,400</b>	<b>18%</b>
<b>Liability Insurance</b>					
Liability Insurance	\$29,868	\$29,868		\$29,868	100%
<b>Total Liability Expenditures</b>	<b>\$29,868</b>	<b>\$29,868</b>	<b>\$0</b>	<b>\$29,868</b>	<b>100%</b>

**Niles Public Library District**  
**Income Statement-Consolidated**

July 31, 2017

	Month Actual	Month Budget	Month Variance	Annual Budget	Actual % of Annual Budget
<b>Social Security</b>					
Social Security	\$19,190	\$20,833	\$1,644	\$250,000	8%
<b>Total Social Security Expenditures</b>	<b>\$19,190</b>	<b>\$20,833</b>	<b>\$1,644</b>	<b>\$250,000</b>	<b>8%</b>
<b>Workers' Compensation</b>					
Workers' Compensation	\$27,489	\$27,489		\$27,489	100%
<b>Total Workers' Compensation Expenditures</b>	<b>\$27,489</b>	<b>\$27,489</b>	<b>\$0</b>	<b>\$27,489</b>	<b>100%</b>
<b>Unemployment Compensation</b>					
Unemployment Compensation	\$987	\$1,667	\$680	\$20,000	5%
<b>Total Unemployment Compensation Expenditures</b>	<b>\$987</b>	<b>\$1,667</b>	<b>\$680</b>	<b>\$20,000</b>	<b>5%</b>
<b>Building &amp; Equipment Maintenance</b>					
Repairs & Improvements	\$5,017	\$4,667	(\$350)	\$56,000	9%
Contractual Maintenance	\$1,571	\$2,975	\$1,404	\$35,700	4%
Non-Contractual Maintenance	\$3,218	\$3,220	\$2	\$38,640	8%
Equipment Maintenance	\$176	\$1,750	\$1,574	\$21,000	1%
Non Capital Expenses	\$888	\$2,083	\$1,195	\$25,000	4%
Furniture & Fixtures	\$2,073	\$2,979	\$906	\$35,743	6%
<b>Total Building &amp; Equipment Maintenance Expenditures</b>	<b>\$12,942</b>	<b>\$17,674</b>	<b>\$4,731</b>	<b>\$212,083</b>	<b>6%</b>
<b>Total Expenditures</b>	<b>\$582,415</b>	<b>\$643,411</b>	<b>\$60,997</b>	<b>\$7,438,764</b>	<b>8%</b>
<b>NET SURPLUS/(DEFICIT)</b>	<b>\$665,317</b>	<b>\$848,824</b>	<b>(\$183,506)</b>	<b>(\$349,962)</b>	<b>(190)%</b>

## Niles Public Library District Bank Register Report - Checking

Transaction Number	Source	Transaction Type	Transaction Date	Reference	Deposits	Payments	Running		Status
							Total	Post Date	
75275	Accounts Payable	Computer Check	8/16/2017	DONNA BLOCK	\$0.00	\$122.92	(\$122.92)	8/31/2017	Outstanding
75276	Accounts Payable	Computer Check	8/16/2017	Brendan Poznar	\$0.00	\$350.00	(\$472.92)	8/31/2017	Outstanding
75277	Accounts Payable	Computer Check	8/16/2017	BRILLIANCE PUBLISHING	\$0.00	\$1,000.00	(\$1,472.92)	8/31/2017	Outstanding
75278	Accounts Payable	Computer Check	8/16/2017	BRODART CO.	\$0.00	\$150.80	(\$1,623.72)	8/31/2017	Outstanding
75279	Accounts Payable	Computer Check	8/16/2017	BROWN INDUSTRIES	\$0.00	\$44.75	(\$1,668.47)	8/31/2017	Outstanding
75280	Accounts Payable	Computer Check	8/16/2017	CALL ONE	\$0.00	\$1,215.02	(\$2,883.49)	8/31/2017	Outstanding
75281	Accounts Payable	Computer Check	8/16/2017	CENGAGE LEARNING, INC.	\$0.00	\$3,296.37	(\$6,179.86)	8/31/2017	Outstanding
75282	Accounts Payable	Computer Check	8/16/2017	CENTER POINT LARGE PRINT	\$0.00	\$2,337.00	(\$8,516.86)	8/31/2017	Outstanding
75283	Accounts Payable	Computer Check	8/16/2017	Charles Menicocci	\$0.00	\$100.00	(\$8,616.86)	8/31/2017	Outstanding
75284	Accounts Payable	Computer Check	8/16/2017	CHICAGO TRIBUNE	\$0.00	\$12.29	(\$8,629.15)	8/31/2017	Outstanding
75285	Accounts Payable	Computer Check	8/16/2017	CINTAS CORPORATION LOC. 769	\$0.00	\$729.00	(\$9,358.15)	8/31/2017	Outstanding
75286	Accounts Payable	Computer Check	8/16/2017	COMED	\$0.00	\$9,851.35	(\$19,209.50)	8/31/2017	Outstanding
75287	Accounts Payable	Computer Check	8/16/2017	COMMUNICATION REVOLVING F	\$0.00	\$500.00	(\$19,709.50)	8/31/2017	Outstanding
75288	Accounts Payable	Computer Check	8/16/2017	CONSUMERS' CHECKBOOK	\$0.00	\$200.00	(\$19,909.50)	8/31/2017	Outstanding
75289	Accounts Payable	Computer Check	8/16/2017	COOPERATIVE COMPUTER SERV	\$0.00	\$7,613.51	(\$27,523.01)	8/31/2017	Outstanding
75290	Accounts Payable	Computer Check	8/16/2017	COVERALL NORTH AMERICA, IN	\$0.00	\$3,000.00	(\$30,523.01)	8/31/2017	Outstanding
75291	Accounts Payable	Computer Check	8/16/2017	CREATIVE PROMOTIONAL PROD	\$0.00	\$549.95	(\$31,072.96)	8/31/2017	Outstanding
75292	Accounts Payable	Computer Check	8/16/2017	ATHENA M. CROUSE	\$0.00	\$5.03	(\$31,077.99)	8/31/2017	Outstanding
75293	Accounts Payable	Computer Check	8/16/2017	CECILIA CYGNAR	\$0.00	\$22.08	(\$31,100.07)	8/31/2017	Outstanding
75294	Accounts Payable	Computer Check	8/16/2017	DAILY HERALD	\$0.00	\$430.00	(\$31,530.07)	8/31/2017	Outstanding
75295	Accounts Payable	Computer Check	8/16/2017	DELL MARKETING L.P.	\$0.00	\$4,562.67	(\$36,092.74)	8/31/2017	Outstanding
75296	Accounts Payable	Computer Check	8/16/2017	DEMCO, INC.	\$0.00	\$8,576.59	(\$44,669.33)	8/31/2017	Outstanding
75297	Accounts Payable	Computer Check	8/16/2017	EASYPERMIT POSTAGE	\$0.00	\$1,000.00	(\$45,669.33)	8/31/2017	Outstanding
75298	Accounts Payable	Computer Check	8/16/2017	EBSCO	\$0.00	\$22,709.56	(\$68,378.89)	8/31/2017	Outstanding
75299	Accounts Payable	Computer Check	8/16/2017	ELM USA Inc.	\$0.00	\$1,304.55	(\$69,683.44)	8/31/2017	Outstanding
75300	Accounts Payable	Computer Check	8/16/2017	Erika Smith	\$0.00	\$6.99	(\$69,690.43)	8/31/2017	Outstanding
75301	Accounts Payable	Computer Check	8/16/2017	Evangeline Leventis	\$0.00	\$12.99	(\$69,703.42)	8/31/2017	Outstanding
75302	Accounts Payable	Computer Check	8/16/2017	EVANSTON PUBLIC LIBRARY	\$0.00	\$30.00	(\$69,733.42)	8/31/2017	Outstanding
75303	Accounts Payable	Computer Check	8/16/2017	CHRIS FASCIONE	\$0.00	\$400.00	(\$70,133.42)	8/31/2017	Outstanding
75304	Accounts Payable	Computer Check	8/16/2017	FIFTH THIRD BANK	\$0.00	\$1,758.22	(\$71,891.64)	8/31/2017	Outstanding
75305	Accounts Payable	Computer Check	8/16/2017	FINDAWAY WORLD, LLC	\$0.00	\$299.94	(\$72,191.58)	8/31/2017	Outstanding
75306	Accounts Payable	Computer Check	8/16/2017	FLEXSOURCE, LLC	\$0.00	\$396.00	(\$72,587.58)	8/31/2017	Outstanding
75307	Accounts Payable	Computer Check	8/16/2017	GARVEY'S OFFICE PRODUCTS	\$0.00	\$1,694.20	(\$74,281.78)	8/31/2017	Outstanding
75308	Accounts Payable	Computer Check	8/16/2017	Gigi Streb	\$0.00	\$23.70	(\$74,305.48)	8/31/2017	Outstanding
75309	Accounts Payable	Computer Check	8/16/2017	GLENVIEW PUBLIC LIBRARY	\$0.00	\$27.90	(\$74,333.38)	8/31/2017	Outstanding
75310	Accounts Payable	Computer Check	8/16/2017	DEBORAH GRAHAM	\$0.00	\$21.51	(\$74,354.89)	8/31/2017	Outstanding
75311	Accounts Payable	Computer Check	8/16/2017	GRAINGER	\$0.00	\$227.12	(\$74,582.01)	8/31/2017	Outstanding
75312	Accounts Payable	Computer Check	8/16/2017	Great Lakes Elevator Service, Inc	\$0.00	\$90.00	(\$74,672.01)	8/31/2017	Outstanding
75313	Accounts Payable	Computer Check	8/16/2017	GROOT INDUSTRIES, INC.	\$0.00	\$217.91	(\$74,889.92)	8/31/2017	Outstanding

## Niles Public Library District Bank Register Report - Checking

Transaction Number	Source	Transaction Type	Transaction Date	Reference	Deposits	Payments	Running		Status
							Total	Post Date	
75314	Accounts Payable	Computer Check	8/16/2017	HEALTHCARE SERVICE CORPOR	\$0.00	\$45,672.89	(\$120,562.81)	8/31/2017	Outstanding
75315	Accounts Payable	Computer Check	8/16/2017	ILLINOIS LIBRARY ASSOCIATION	\$0.00	\$800.00	(\$121,362.81)	8/31/2017	Outstanding
75316	Accounts Payable	Computer Check	8/16/2017	INFOBASE LEARNING	\$0.00	\$2,254.01	(\$123,616.82)	8/31/2017	Outstanding
75317	Accounts Payable	Computer Check	8/16/2017	INGRAM LIBRARY SERVICES	\$0.00	\$9,154.74	(\$132,771.56)	8/31/2017	Outstanding
75318	Accounts Payable	Computer Check	8/16/2017	IRON MOUNTAIN	\$0.00	\$161.99	(\$132,933.55)	8/31/2017	Outstanding
75319	Accounts Payable	Computer Check	8/16/2017	Jorge Perez	\$0.00	\$150.00	(\$133,083.55)	8/31/2017	Outstanding
75320	Accounts Payable	Computer Check	8/16/2017	KAPCO	\$0.00	\$574.77	(\$133,658.32)	8/31/2017	Outstanding
75321	Accounts Payable	Computer Check	8/16/2017	KINOKUNIYA BOOKSTORES	\$0.00	\$210.00	(\$133,868.32)	8/31/2017	Outstanding
75322	Accounts Payable	Computer Check	8/16/2017	KLEIN, THORPE & JENKINS, LTD.	\$0.00	\$143.50	(\$134,011.82)	8/31/2017	Outstanding
75323	Accounts Payable	Computer Check	8/16/2017	KONICA MINOLTA BUSINESS SO	\$0.00	\$719.15	(\$134,730.97)	8/31/2017	Outstanding
75324	Accounts Payable	Computer Check	8/16/2017	KOREAN BOOKS	\$0.00	\$783.23	(\$135,514.20)	8/31/2017	Outstanding
75325	Accounts Payable	Computer Check	8/16/2017	BERNADETTE KORYCIARZ	\$0.00	\$150.00	(\$135,664.20)	8/31/2017	Outstanding
75326	Accounts Payable	Computer Check	8/16/2017	VICTORIA LUZ	\$0.00	\$53.26	(\$135,717.46)	8/31/2017	Outstanding
75327	Accounts Payable	Computer Check	8/16/2017	ROBBIE MALKOWSKI	\$0.00	\$300.00	(\$136,017.46)	8/31/2017	Outstanding
75328	Accounts Payable	Computer Check	8/16/2017	MCCLURE INSERRA & COMPANY	\$0.00	\$3,000.00	(\$139,017.46)	8/31/2017	Outstanding
75329	Accounts Payable	Computer Check	8/16/2017	MENARDS	\$0.00	\$517.36	(\$139,534.82)	8/31/2017	Outstanding
75330	Accounts Payable	Computer Check	8/16/2017	MERGENT, INC.	\$0.00	\$3,500.00	(\$143,034.82)	8/31/2017	Outstanding
75331	Accounts Payable	Computer Check	8/16/2017	Michael J Duffy Co., Inc.	\$0.00	\$125.00	(\$143,159.82)	8/31/2017	Outstanding
75332	Accounts Payable	Computer Check	8/16/2017	MIDWEST TAPE	\$0.00	\$4,489.30	(\$147,649.12)	8/31/2017	Outstanding
75333	Accounts Payable	Computer Check	8/16/2017	MARY MILLER	\$0.00	\$83.33	(\$147,732.45)	8/31/2017	Outstanding
75334	Accounts Payable	Computer Check	8/16/2017	MORNINGSTAR INC.	\$0.00	\$3,855.00	(\$151,587.45)	8/31/2017	Outstanding
75335	Accounts Payable	Computer Check	8/16/2017	MULTICULTURAL BOOKS & VID	\$0.00	\$833.40	(\$152,420.85)	8/31/2017	Outstanding
75336	Accounts Payable	Computer Check	8/16/2017	SARAH MUSKIVITCH	\$0.00	\$51.29	(\$152,472.14)	8/31/2017	Outstanding
75337	Accounts Payable	Computer Check	8/16/2017	NICOR GAS	\$0.00	\$186.19	(\$152,658.33)	8/31/2017	Outstanding
75338	Accounts Payable	Computer Check	8/16/2017	NILES ELEMENTARY SCHOOL DI	\$0.00	\$881.00	(\$153,539.33)	8/31/2017	Outstanding
75339	Accounts Payable	Computer Check	8/16/2017	OAK BROOK MECHANICAL SERV	\$0.00	\$3,157.00	(\$156,696.33)	8/31/2017	Outstanding
75340	Accounts Payable	Computer Check	8/16/2017	OMNIGRAPHICS, INC.	\$0.00	\$581.49	(\$157,277.82)	8/31/2017	Outstanding
75341	Accounts Payable	Computer Check	8/16/2017	OVERDRIVE, INC.	\$0.00	\$5,350.21	(\$162,628.03)	8/31/2017	Outstanding
75342	Accounts Payable	Computer Check	8/16/2017	PENGUIN RANDOM HOUSE LLC	\$0.00	\$2,112.74	(\$164,740.77)	8/31/2017	Outstanding
75343	Accounts Payable	Computer Check	8/16/2017	PITNEY BOWES GLOBAL FINANCI	\$0.00	\$543.90	(\$165,284.67)	8/31/2017	Outstanding
75344	Accounts Payable	Computer Check	8/16/2017	PLIC - SBD GRAND ISLAND	\$0.00	\$1,320.15	(\$166,604.82)	8/31/2017	Outstanding
75345	Accounts Payable	Computer Check	8/16/2017	WALLY PODRAZIK	\$0.00	\$125.00	(\$166,729.82)	8/31/2017	Outstanding
75346	Accounts Payable	Computer Check	8/16/2017	POLISH AMERICAN LIBRARIANS A	\$0.00	\$25.00	(\$166,754.82)	8/31/2017	Outstanding
75347	Accounts Payable	Computer Check	8/16/2017	Product Architecture + Design	\$0.00	\$542.50	(\$167,297.32)	8/31/2017	Outstanding
75348	Accounts Payable	Computer Check	8/16/2017	PROSPECT HEIGHTS PUBLIC LIB	\$0.00	\$33.00	(\$167,330.32)	8/31/2017	Outstanding
75349	Accounts Payable	Computer Check	8/16/2017	JOHN RADZKO	\$0.00	\$3.21	(\$167,333.53)	8/31/2017	Outstanding
75350	Accounts Payable	Computer Check	8/16/2017	RAILS	\$0.00	\$3,890.00	(\$171,223.53)	8/31/2017	Outstanding
75351	Accounts Payable	Computer Check	8/16/2017	RECORD INFORMATION SERVIC	\$0.00	\$1,368.00	(\$172,591.53)	8/31/2017	Outstanding
75352	Accounts Payable	Computer Check	8/16/2017	RESERVE ACCOUNT	\$0.00	\$2,050.00	(\$174,641.53)	8/31/2017	Outstanding

## Niles Public Library District Bank Register Report - Checking

Transaction Number	Source	Transaction Type	Transaction Date	Reference	Deposits	Payments	Running		Status
							Total	Post Date	
75353	Accounts Payable	Computer Check	8/16/2017	RUSSIAN PUBLISHING HOUSE, L	\$0.00	\$670.00	(\$175,311.53)	8/31/2017	Outstanding
75354	Accounts Payable	Computer Check	8/16/2017	LINDA RYAN	\$0.00	\$31.00	(\$175,342.53)	8/31/2017	Outstanding
75355	Accounts Payable	Computer Check	8/16/2017	Samira El Jouhart	\$0.00	\$13.95	(\$175,356.48)	8/31/2017	Outstanding
75356	Accounts Payable	Computer Check	8/16/2017	Second City Canine Rescue	\$0.00	\$300.00	(\$175,656.48)	8/31/2017	Outstanding
75357	Accounts Payable	Computer Check	8/16/2017	Sedra Khan	\$0.00	\$400.00	(\$176,056.48)	8/31/2017	Outstanding
75358	Accounts Payable	Computer Check	8/16/2017	CLARA SHEFFER	\$0.00	\$50.43	(\$176,106.91)	8/31/2017	Outstanding
75359	Accounts Payable	Computer Check	8/16/2017	SHELL	\$0.00	\$34.91	(\$176,141.82)	8/31/2017	Outstanding
75360	Accounts Payable	Computer Check	8/16/2017	SMITHEREEN PEST MANAGEMEN	\$0.00	\$114.00	(\$176,255.82)	8/31/2017	Outstanding
75361	Accounts Payable	Computer Check	8/16/2017	SPOTLIGHT INC.	\$0.00	\$895.00	(\$177,150.82)	8/31/2017	Outstanding
75362	Accounts Payable	Computer Check	8/16/2017	STEINER ELECTRIC COMPANY	\$0.00	\$638.00	(\$177,788.82)	8/31/2017	Outstanding
75363	Accounts Payable	Computer Check	8/16/2017	SUPERINTENDENT OF DOCUMENT	\$0.00	\$14.00	(\$177,802.82)	8/31/2017	Outstanding
75364	Accounts Payable	Computer Check	8/16/2017	SUPERIOR COPIES	\$0.00	\$70.50	(\$177,873.32)	8/31/2017	Outstanding
75365	Accounts Payable	Computer Check	8/16/2017	THE SHAKESPEARE PROJECT OF C	\$0.00	\$850.00	(\$178,723.32)	8/31/2017	Outstanding
75366	Accounts Payable	Computer Check	8/16/2017	THE SOCIETY FOR ARTS	\$0.00	\$250.00	(\$178,973.32)	8/31/2017	Outstanding
75367	Accounts Payable	Computer Check	8/16/2017	TODAY'S BUSINESS SOLUTIONS, I	\$0.00	\$771.52	(\$179,744.84)	8/31/2017	Outstanding
75368	Accounts Payable	Computer Check	8/16/2017	Tomasz Majerczyk	\$0.00	\$10.00	(\$179,754.84)	8/31/2017	Outstanding
75369	Accounts Payable	Computer Check	8/16/2017	KATHY TOY	\$0.00	\$150.00	(\$179,904.84)	8/31/2017	Outstanding
75370	Accounts Payable	Computer Check	8/16/2017	TUMBLEWEED PRESS INC.	\$0.00	\$3,835.20	(\$183,740.04)	8/31/2017	Outstanding
75371	Accounts Payable	Computer Check	8/16/2017	UNIQUE MANAGEMENT SERVICE	\$0.00	\$769.70	(\$184,509.74)	8/31/2017	Outstanding
75372	Accounts Payable	Computer Check	8/16/2017	VERNON LIBRARY SUPPLIES, IN	\$0.00	\$320.00	(\$184,829.74)	8/31/2017	Outstanding
75373	Accounts Payable	Computer Check	8/16/2017	VILLAGE OF NILES	\$0.00	\$1,105.97	(\$185,935.71)	8/31/2017	Outstanding
75374	Accounts Payable	Computer Check	8/16/2017	VIRTEK	\$0.00	\$6,615.18	(\$192,550.89)	8/31/2017	Outstanding
75375	Accounts Payable	Computer Check	8/16/2017	VISA	\$0.00	\$7,817.30	(\$200,368.19)	8/31/2017	Outstanding
75376	Accounts Payable	Computer Check	8/16/2017	VISION SERVICE PLAN OF ILLINO	\$0.00	\$654.26	(\$201,022.45)	8/31/2017	Outstanding
75377	Accounts Payable	Computer Check	8/16/2017	VISOGRAPHIC	\$0.00	\$659.84	(\$201,682.29)	8/31/2017	Outstanding
75378	Accounts Payable	Computer Check	8/16/2017	SUZANNE WULF	\$0.00	\$18.18	(\$201,700.47)	8/31/2017	Outstanding
75379	Accounts Payable	Computer Check	8/16/2017	BETTY ZHAN	\$0.00	\$57.50	(\$201,757.97)	8/31/2017	Outstanding
75380	Accounts Payable	Computer Check	8/16/2017	Abigail Silverberg	\$0.00	\$9.99	(\$201,767.96)	8/31/2017	Outstanding
75381	Accounts Payable	Computer Check	8/16/2017	AFLAC	\$0.00	\$339.04	(\$202,107.00)	8/31/2017	Outstanding
75382	Accounts Payable	Computer Check	8/16/2017	Alex Pankov	\$0.00	\$18.98	(\$202,125.98)	8/31/2017	Outstanding
75383	Accounts Payable	Computer Check	8/16/2017	ALLDATA	\$0.00	\$1,500.00	(\$203,625.98)	8/31/2017	Outstanding
75384	Accounts Payable	Computer Check	8/16/2017	ALLIANCE ENTERTAINMENT	\$0.00	\$181.83	(\$203,807.81)	8/31/2017	Outstanding
75385	Accounts Payable	Computer Check	8/16/2017	ALLIANCE PRINTERS AND PUBLI	\$0.00	\$90.00	(\$203,897.81)	8/31/2017	Outstanding
75386	Accounts Payable	Computer Check	8/16/2017	AMARK INDUSTRIES	\$0.00	\$2,621.40	(\$206,519.21)	8/31/2017	Outstanding
75387	Accounts Payable	Computer Check	8/16/2017	SYNCB/ AMAZON	\$0.00	\$864.04	(\$207,383.25)	8/31/2017	Outstanding
75388	Accounts Payable	Computer Check	8/16/2017	AMERICAN LIBRARY ASSOCIATI	\$0.00	\$210.00	(\$207,593.25)	8/31/2017	Outstanding
75389	Accounts Payable	Computer Check	8/16/2017	AMERICAN LIBRARY ASSOCIATI	\$0.00	\$210.00	(\$207,803.25)	8/31/2017	Outstanding
75390	Accounts Payable	Computer Check	8/16/2017	AT&T	\$0.00	\$43.55	(\$207,846.80)	8/31/2017	Outstanding
75391	Accounts Payable	Computer Check	8/16/2017	AT&T	\$0.00	\$428.94	(\$208,275.74)	8/31/2017	Outstanding

## Niles Public Library District Bank Register Report - Checking

Transaction Number	Source	Transaction Type	Transaction Date	Reference	Deposits	Payments	Running		Status
							Total	Post Date	
75392	Accounts Payable	Computer Check	8/16/2017	BAKER & TAYLOR	\$0.00	\$188.34	(\$208,464.08)	8/31/2017	Outstanding
75393	Accounts Payable	Computer Check	8/16/2017	BCLS Landscape Brick Paving	\$0.00	\$1,740.00	(\$210,204.08)	8/31/2017	Outstanding
75394	Accounts Payable	Computer Check	8/16/2017	BLACKSTONE AUDIO, INC.	\$0.00	\$3,780.00	(\$213,984.08)	8/31/2017	Outstanding

**Summary by Transaction Type**

<b>Total Deposits</b>	<b>\$0.00</b>
Less Payments by Transaction Type:	
Computer Check	(\$213,984.08)
<b>Total Payments:</b>	<b>(\$213,984.08)</b>
<b>Total Change in Register Balance:</b>	<b>(\$213,984.08)</b>

**Niles-Maine District Library  
Check Detail and Account Distribution  
Checks dated August 16, 2017**

<b>Check#</b>	<b>Amount</b>	<b>Payee Name</b>	<b>Amount</b>	<b>Description</b>	<b>Account#</b>	<b>Account description</b>
75275	\$122.92	DONNA BLOCK	\$107.96	EE Reimbursement	01-5326-53-02	Programming & Support-Teen-Youth Services
75275	\$122.92	DONNA BLOCK	\$14.96	EE Reimbursement - Escape Rm Candy	01-5326-53-02	Programming & Support-Teen-Youth Services
75276	\$350.00	Brendan Poznar	\$350.00	Teen Summer Intern 7/01 ~ 08/19/2017	01-5352-53-02	Grant - Other Expenditures-Youth Services
75277	\$1,000.00	BRILLIANCE PUBLISHING	\$1,000.00	Audio Books	01-4433-44-00	AV-Adult
75278	\$150.80	BRODART CO.	\$150.80	Supplies	01-5311-53-04	Processing & Supplies-Tech Services
75279	\$44.75	BROWN INDUSTRIES	\$44.75	ANNIVERSARY STARS	01-5456-54-09	Promotional Expense-Administrative Services
75280	\$1,215.02	CALL ONE	\$1,215.02	Monthly Phone Bill	01-5465-54-09	Telephone-Administrative Services
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$1,111.50	Materials	01-4487-44-00	Online Databases
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$178.43	Materials	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$125.95	Materials	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$77.97	77.97	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$80.96	Materials	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$113.96	Materials	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$83.97	Materials	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$65.22	Materials	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$47.98	Materials	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$28.49	Materials	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$131.15	Materials	01-4413-44-00	Books-Adult
75281	\$3,296.37	CENGAGE LEARNING, INC.	\$1,250.79	Materials	01-4413-44-00	Books-Adult
75282	\$2,337.00	CENTER POINT LARGE PRINT	\$2,337.00	Materials Books	01-4413-44-00	Books-Adult
75283	\$100.00	Charles Menicocci	\$100.00	Gradute Student Transcriber - Hazuchas Niles History Project	01-5323-53-01	Programming & Support-Adult-Adult Services
75284	\$12.29	CHICAGO TRIBUNE	\$12.29	Publication of Notice	01-5460-54-09	Publication of Notices-Advertisements
75285	\$729.00	CINTAS CORPORATION LOC. 769	\$145.80	Mat Service	08-6720-67-00	Contractual Maintenance
75285	\$729.00	CINTAS CORPORATION LOC. 769	\$145.80	Mat Service	08-6720-67-00	Contractual Maintenance
75285	\$729.00	CINTAS CORPORATION LOC. 769	\$145.80	Mat Service	08-6720-67-00	Contractual Maintenance
75285	\$729.00	CINTAS CORPORATION LOC. 769	\$145.80	Mat Service	08-6720-67-00	Contractual Maintenance
75285	\$729.00	CINTAS CORPORATION LOC. 769	\$145.80	Mat Service	08-6720-67-00	Contractual Maintenance
75286	\$9,851.35	COMED	\$9,851.35	6-8 ~ 7-10-2017 32 Days	01-5720-57-00	Electric
75287	\$500.00	COMMUNICATION REVOLVING FUND	\$500.00	Internet Connection	01-5312-53-06	Internet Charges-IT Services
75288	\$200.00	CONSUMERS' CHECKBOOK	\$200.00	Renewal Subscription -7/1/2017 ~ 7/1/2018	01-4487-44-00	Online Databases
75289	\$7,613.51	COOPERATIVE COMPUTER SERVICE	\$1,091.07	OCLC - July 2017	01-5329-53-09	Computer Charges OCLC-Administrative Services
75289	\$7,613.51	COOPERATIVE COMPUTER SERVICE	\$6,522.44	CCS Membership Fee - July 2017	01-5310-53-09	CCS Charges-Administration
75290	\$3,000.00	COVERALL NORTH AMERICA, INC.	\$3,000.00	Monthly Cleaning Service - July	08-6730-67-00	Non-Contractual Maintenance
75291	\$549.95	CREATIVE PROMOTIONAL PRODUCTS, LTD.	\$549.95	4th of July T-Shirts	01-5456-54-07	Promotional Expense-Marketing & PR Services

**Niles-Maine District Library**  
**Check Detail and Account Distribution**  
**Checks dated August 16, 2017**

<b>Total Check</b>						
<b>Check#</b>	<b>Amount</b>	<b>Payee Name</b>	<b>Amount</b>	<b>Description</b>	<b>Account#</b>	<b>Account description</b>
75292	\$5.03	ATHENA M. CROUSE	\$5.03	EE Mileage Reimbursement	01-5431-54-08	Mileage-Patron services
75293	\$22.08	CECILIA CYGNAR	\$13.95	EE Reimbursement - BookBites Program	01-5323-53-01	Programming & Support-Adult-Adult Services
75293	\$22.08	CECILIA CYGNAR	\$2.14	EE Mileage Reimbursement - BookBites	01-5431-54-01	Mileage-Adult Services
75293	\$22.08	CECILIA CYGNAR	\$5.99	EE Mileage Reimbursement - AHML	01-5431-54-01	Mileage-Adult Services
75294	\$430.00	DAILY HERALD	\$430.00	Subsription 7/15/2017 ~ 7/13/2018	01-4423-44-00	Periodicals
75295	\$4,562.67	DELL MARKETING L.P.	\$3,674.71	Alienware 17 R4 -& Material	01-5351-53-06	Per Capita Grant Expenditures-IT Services
75295	\$4,562.67	DELL MARKETING L.P.	\$887.96	Dell Ultra Sharp 24 Monitor	08-6760-67-00	Non Capital Expenses
75296	\$8,576.59	DEMCO, INC.	\$4,657.60	Allstop Striongbox Jewel Case	01-5311-53-04	Processing & Supplies-Tech Services
75296	\$8,576.59	DEMCO, INC.	\$918.01	Allsop Strongbox, Booktrucks, DVD Case	08-6770-67-00	Furniture & Fixtures
75296	\$8,576.59	DEMCO, INC.	\$2,973.28	Allsop Strongbox, Booktrucks, DVD Case	01-5311-53-04	Processing & Supplies-Tech Services
75296	\$8,576.59	DEMCO, INC.	\$27.70	Supplies	01-5311-53-04	Processing & Supplies-Tech Services
75297	\$1,000.00	EASYPERMIT POSTAGE	\$500.00	Replenish Postage Metter - July17	01-5458-54-09	Postage & Freight-Administrative Services
75297	\$1,000.00	EASYPERMIT POSTAGE	\$500.00	Replenish Postage Meter August/2017	01-5458-54-09	Postage & Freight-Administrative Services
75298	\$22,709.56	EBSCO	\$11,550.00	Materials	01-4487-44-00	Online Databases
75298	\$22,709.56	EBSCO	\$11,159.56	Materials	01-4423-44-00	Periodicals
75299	\$1,304.55	ELM USA Inc.	\$1,304.55	Tech Processing Supplies	01-5311-53-04	Processing & Supplies-Tech Services
75300	\$6.99	Erika Smith	\$6.99	Lost Book Refund Item #31491010876351	01-3620-36-00	Lost Books
75301	\$12.99	Evangeline Leventis	\$12.99	Lost Book Refund Item #31491010633505	01-3620-36-00	Lost Books
75302	\$30.00	EVANSTON PUBLIC LIBRARY	\$30.00	Lost Book Refund Item #31192012675870	01-3620-36-00	Lost Books
75303	\$400.00	CHRIS FASCIONE	\$400.00	Program Second Sunday -Around The World 9-10 /02	01-5324-53-02	Programming & Support-Juvenile-Youth Services
75304	\$1,758.22	FIFTH THIRD BANK	\$1,758.22	FSA Employee Payment	01-1125-00-00	Cash-Flexible Spending Account
75305	\$299.94	FINDAWAY WORLD, LLC	\$299.94	Materials	01-4434-44-00	AV-Youth Services
75306	\$396.00	FLEXSOURCE, LLC	\$60.00	Monthly Fees -FSA/HRA Health & Dental	01-5633-56-00	FSA fee
75306	\$396.00	FLEXSOURCE, LLC	\$156.00	Monthly Fees -FSA/HRA Health & Dental	01-5625-56-00	Health Reimbursement Account
75306	\$396.00	FLEXSOURCE, LLC	\$180.00	Monthly Fees -FSA/HRA Health & Dental	01-5630-56-00	Dental
75307	\$1,694.20	GARVEY'S OFFICE PRODUCTS	\$25.08	Supplies	01-5457-54-04	Office Supplies-Tech Services
75307	\$1,694.20	GARVEY'S OFFICE PRODUCTS	\$374.58	Materials	08-6770-67-00	Furniture & Fixtures
75307	\$1,694.20	GARVEY'S OFFICE PRODUCTS	\$364.00	Desk Top	08-6770-67-00	Furniture & Fixtures
75307	\$1,694.20	GARVEY'S OFFICE PRODUCTS	\$369.99	Re-Markable Board	08-6770-67-00	Furniture & Fixtures
75307	\$1,694.20	GARVEY'S OFFICE PRODUCTS	\$561.36	Supplies	01-5420-54-05	Janitorial Supplies-Maintenance Services
75307	\$1,694.20	GARVEY'S OFFICE PRODUCTS	\$16.68	Cleaning Supplies	01-5420-54-05	Janitorial Supplies-Maintenance Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$179.37	Materials	01-4414-44-00	Books-Youth Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$66.93	Materials	01-5311-53-04	Processing & Supplies-Tech Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$142.32	Materials	01-4413-44-00	Books-Adult

**Niles-Maine District Library**  
**Check Detail and Account Distribution**  
**Checks dated August 16, 2017**

<b>Total Check</b>						
<b>Check#</b>	<b>Amount</b>	<b>Payee Name</b>	<b>Amount</b>	<b>Description</b>	<b>Account#</b>	<b>Account description</b>
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$1.38	Materials	01-5311-53-04	Processing & Supplies-Tech Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$114.54	Materials	01-4413-44-00	Books-Adult
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$4.14	Materials	01-5311-53-04	Processing & Supplies-Tech Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$168.85	Materials	01-4413-44-00	Books-Adult
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$17.96	Materials	01-4414-44-00	Books-Youth Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$16.50	Materials	01-4434-44-00	AV-Youth Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$6.21	Materials	01-5311-53-04	Processing & Supplies-Tech Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$114.51	Materials	01-4413-44-00	Books-Adult
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$20.36	Materials	01-4414-44-00	Books-Youth Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$1.38	Materials	01-5311-53-04	Processing & Supplies-Tech Services
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$95.90	Materials	01-4413-44-00	Books-Adult
75317	\$9,154.74	INGRAM LIBRARY SERVICES	\$23.96	Materials	01-4415-44-00	Books-Teen
75318	\$161.99	IRON MOUNTAIN	\$161.99	Off-Site Monthly Storage Fee	01-5350-53-09	Miscellaneous-Administrative Services
75319	\$150.00	Jorge Perez	\$150.00	Program - Spanish Storytime - 9-04 /02	01-1310-00-00	Prepaid Expense
75320	\$574.77	KAPCO	\$574.77	Tech Processing Supplies	01-5311-53-04	Processing & Supplies-Tech Services
75321	\$210.00	KINOKUNIYA BOOKSTORES	\$210.00	Material	01-4414-44-00	Books-Youth Services
75322	\$143.50	KLEIN, THORPE & JENKINS, LTD.	\$143.50	Misc. Services Matter #244-001	01-5450-54-09	Legal Fees-Administrative Services
75323	\$719.15	KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.	\$267.71	Staff Copier/Printer Monthly Fee	01-5425-54-06	Copiers-IT Services
75323	\$719.15	KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.	\$270.02	Staff Copier/Printer Monthly Fee	01-5425-54-06	Copiers-IT Services
75323	\$719.15	KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.	\$181.42	Patron Copiers/Printers Monthly Fee	01-5425-54-06	Copiers-IT Services
75324	\$783.23	KOREAN BOOKS	\$236.45	Materials	01-4414-44-00	Books-Youth Services
75324	\$783.23	KOREAN BOOKS	\$300.39	Materials	01-4413-44-00	Books-Adult
75324	\$783.23	KOREAN BOOKS	\$246.39	Materials	01-4413-44-00	Books-Adult
75325	\$150.00	BERNADETTE KORYCIARZ	\$150.00	Presenter Kidspage Program - 9-14 - /02	01-1310-00-00	Prepaid Expense
75326	\$53.26	VICTORIA LUZ	\$45.98	EE Reimbursement -Frames Fandom Fest	08-6770-67-00	Furniture & Fixtures
75326	\$53.26	VICTORIA LUZ	\$7.28	EE Reimbursement- Winnetka-Northfield	01-5431-54-04	Mileage-Tech Services
75327	\$300.00	ROBBIE MALKOWSKI	\$300.00	Program- Sr. Coffee Hour -09-26 /01	01-5323-53-01	Programming & Support-Adult-Adult Services
75328	\$3,000.00	MCCLURE INSERRA & COMPANY CHARTERED	\$3,000.00	Interim Billing for FY2017 Audit	02-6100-61-00	Audit Expense
75329	\$517.36	MENARDS	\$116.20	Maintenance Supplies	01-5420-54-05	Janitorial Supplies-Maintenance Services
75329	\$517.36	MENARDS	\$346.51	Maintenace Supplies	01-5420-54-05	Janitorial Supplies-Maintenance Services
75329	\$517.36	MENARDS	\$54.65	Maintenance Supplies	01-5420-54-05	Janitorial Supplies-Maintenance Services
75330	\$3,500.00	MERGENT, INC.	\$3,500.00	Mergent Intellect 8/1/2017 ~ 7/31/2018 Online Fund	01-4487-44-00	Online Databases
75331	\$125.00	Michael J Duffy Co., Inc.	\$125.00	Program From Chicago to Vietman - 09-27 /01	01-1310-00-00	Prepaid Expense
75332	\$4,489.30	MIDWEST TAPE	\$1,416.00	Materials	01-4413-44-00	Books-Adult

**Niles-Maine District Library  
Check Detail and Account Distribution  
Checks dated August 16, 2017**

<b>Check#</b>	<b>Amount</b>	<b>Payee Name</b>	<b>Amount</b>	<b>Description</b>	<b>Account#</b>	<b>Account description</b>
75332	\$4,489.30	MIDWEST TAPE	\$28.48	Materials	01-4434-44-00	AV-Youth Services
75332	\$4,489.30	MIDWEST TAPE	\$390.26	Materials	01-4433-44-00	AV-Adult
75332	\$4,489.30	MIDWEST TAPE	\$76.14	Materials	01-4434-44-00	AV-Youth Services
75332	\$4,489.30	MIDWEST TAPE	\$61.22	Materials	01-4433-44-00	AV-Adult
75332	\$4,489.30	MIDWEST TAPE	\$56.96	Materials	01-4434-44-00	AV-Youth Services
75332	\$4,489.30	MIDWEST TAPE	\$2,436.26	Materials	01-4433-44-00	AV-Adult
75332	\$4,489.30	MIDWEST TAPE	\$23.98	Materials	01-4434-44-00	AV-Youth Services
75333	\$83.33	MARY MILLER	\$30.40	EE Reimbursement	01-5326-53-02	Programming & Support-Teen-Youth Services
75333	\$83.33	MARY MILLER	\$52.93	EE Reimbursement -Duct Tape Designs	01-5326-53-02	Programming & Support-Teen-Youth Services
75334	\$3,855.00	MORNINGSTAR INC.	\$3,855.00	Renewal -Morningstar online 8/16/17 ~ 8/16/18	01-4487-44-00	Online Databases
75335	\$833.40	MULTICULTURAL BOOKS & VIDEOS	\$113.24	Books	01-4413-44-00	Books-Adult
75335	\$833.40	MULTICULTURAL BOOKS & VIDEOS	\$111.00	Books	01-4413-44-00	Books-Adult
75335	\$833.40	MULTICULTURAL BOOKS & VIDEOS	\$250.00	Books	01-4413-44-00	Books-Adult
75335	\$833.40	MULTICULTURAL BOOKS & VIDEOS	\$101.69	Books	01-4413-44-00	Books-Adult
75335	\$833.40	MULTICULTURAL BOOKS & VIDEOS	\$108.98	Books	01-4413-44-00	Books-Adult
75335	\$833.40	MULTICULTURAL BOOKS & VIDEOS	\$101.49	Books	01-4413-44-00	Books-Adult
75335	\$833.40	MULTICULTURAL BOOKS & VIDEOS	\$47.00	Bookd	01-4413-44-00	Books-Adult
75336	\$51.29	SARAH MUSKIVITCH	\$51.29	EE Reimbursement - Chess Pieces	01-5324-53-02	Programming & Support-Juvenile-Youth Services
75337	\$186.19	NICOR GAS	\$186.19	6/12 ~ 7/11/2017 (29 Days)	01-5710-57-00	Gas
75338	\$881.00	NILES ELEMENTARY SCHOOL DISTRICT NO. 71	\$881.00	Parking Lot Lease August 2017	01-5491-54-09	Parking Lease-Administrative Services
75339	\$3,157.00	OAK BROOK MECHANICAL SERVICES	\$748.00	Cooling Inspection	08-6710-67-00	Repairs & Improvements
75339	\$3,157.00	OAK BROOK MECHANICAL SERVICES	\$657.00	Service Repair - A/C Front of Building	08-6710-67-00	Repairs & Improvements
75339	\$3,157.00	OAK BROOK MECHANICAL SERVICES	\$1,752.00	Service Repair - Chiller Senors	08-6710-67-00	Repairs & Improvements
75340	\$581.49	OMNIGRAPHICS, INC.	\$81.85	Materials	01-4413-44-00	Books-Adult
75340	\$581.49	OMNIGRAPHICS, INC.	\$499.64	Materials	01-4420-44-00	Downloadables
75341	\$5,350.21	OVERDRIVE, INC.	\$1,393.71	Materials Downloads	01-4420-44-00	Downloadables
75341	\$5,350.21	OVERDRIVE, INC.	\$2,013.47	Materials Downloads	01-4420-44-00	Downloadables
75341	\$5,350.21	OVERDRIVE, INC.	\$83.30	Materials Downloads	01-4420-44-00	Downloadables
75341	\$5,350.21	OVERDRIVE, INC.	\$109.93	Materials Downloads	01-4420-44-00	Downloadables
75341	\$5,350.21	OVERDRIVE, INC.	\$104.32	Materials Downloads	01-4420-44-00	Downloadables
75341	\$5,350.21	OVERDRIVE, INC.	\$986.61	Materials Downloads	01-4420-44-00	Downloadables
75341	\$5,350.21	OVERDRIVE, INC.	\$658.87	Materials Downloads	01-4420-44-00	Downloadables
75342	\$2,112.74	PENGUIN RANDOM HOUSE LLC	\$1,800.00	Materials	01-4433-44-00	AV-Adult
75342	\$2,112.74	PENGUIN RANDOM HOUSE LLC	\$312.74	Materials	01-4434-44-00	AV-Youth Services

**Niles-Maine District Library**  
**Check Detail and Account Distribution**  
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<b>Check#</b>	<b>Amount</b>	<b>Payee Name</b>	<b>Amount</b>	<b>Description</b>	<b>Account#</b>	<b>Account description</b>
75343	\$543.90	PITNEY BOWES GLOBAL FINANCIAL SERVICES LLC	\$543.90	QTRLY - Lease Mail Machine	01-5458-54-09	Postage & Freight-Administrative Services
75344	\$1,320.15	PLIC - SBD GRAND ISLAND	\$1,320.15	August 2017 Payment	01-5634-56-00	Life, LTD, AD&D, STD
75345	\$125.00	WALLY PODRAZIK	\$125.00	Program -Fandom Fest	01-5323-53-04	Programming & Support-Adult-Tech Services
75346	\$25.00	POLISH AMERICAN LIBRARIANS ASSOCIATION	\$25.00	Membership -Bernadetta Koryciarz	01-5461-54-01	Subscriptions & Dues-Adult Services
75347	\$542.50	Product Architecture + Design	\$542.50	Signage bidding	01-5452-54-09	Consultants-Administrative Services
75348	\$33.00	PROSPECT HEIGHTS PUBLIC LIBRARY DISTRICT	\$33.00	Lost Book Refund Item #31530002414166	01-3620-36-00	Lost Books
75349	\$3.21	JOHN RADZKO	\$3.21	EE Mileage Reimbursement - Board Packets	01-5431-54-05	Mileage-Maintenance Services
75350	\$3,890.00	RAILS	\$3,890.00	Membership Fee - Axis 360 7/1/2017 ~ 6/30/2018	01-4420-44-00	Downloadables
75351	\$1,368.00	RECORD INFORMATION SERVICES, INC.	\$1,368.00	Renewals 7/01/2017 ~ 7/01/2018	01-4487-44-00	Online Databases
75352	\$2,050.00	RESERVE ACCOUNT	\$2,050.00	Fall Charter One Postage	01-5458-54-07	Postage & Freight-Marketing & PR Services
75353	\$670.00	RUSSIAN PUBLISHING HOUSE, LTD.	\$300.00	Materials	01-4413-44-00	Books-Adult
75353	\$670.00	RUSSIAN PUBLISHING HOUSE, LTD.	\$250.00	Materials	01-4413-44-00	Books-Adult
75353	\$670.00	RUSSIAN PUBLISHING HOUSE, LTD.	\$120.00	Materials	01-4414-44-00	Books-Youth Services
75354	\$31.00	LINDA RYAN	\$31.00	ALA REIMBURSEMENT	01-5470-54-09	Trustee Expense-Administrative Services
75355	\$13.95	Samira El Jouhart	\$13.95	Lost Book Refund Item #31491012175331	01-3620-36-00	Lost Books
75356	\$300.00	Second City Canine Rescue	\$300.00	Program -501st Legion Midwest Garrison -09-19 /02	01-1310-00-00	Prepaid Expense
75357	\$400.00	Sedra Khan	\$400.00	Teen Summer Intern - 7/01 ~ 8/19/2017	01-5352-53-02	Grant - Other Expenditures-Youth Services
75358	\$50.43	CLARA SHEFFER	\$50.43	EE Reimbursement -Writing for real party treats	01-5324-53-02	Programming & Support-Juvenile-Youth Services
75359	\$34.91	SHELL	\$34.91	Gas for Van	01-5510-55-00	Gas, Oil, Grease
75360	\$114.00	SMITHEREEN PEST MANAGEMENT	\$114.00	Monthly Service	08-6720-67-00	Contractual Maintenance
75361	\$895.00	SPOTLIGHT INC.	\$895.00	Removal of Part of	08-6710-67-00	Repairs & Improvements
75362	\$638.00	STEINER ELECTRIC COMPANY	\$388.00	Power Systems Sales & Service	08-6720-67-00	Contractual Maintenance
75362	\$638.00	STEINER ELECTRIC COMPANY	\$31.25	LED Lamps -05	08-6720-67-00	Contractual Maintenance
75362	\$638.00	STEINER ELECTRIC COMPANY	\$218.75	LED Lamps -35	08-6720-67-00	Contractual Maintenance
75363	\$14.00	SUPERINTENDENT OF DOCUMENTS	\$14.00	Renewal	01-4413-44-00	Books-Adult
75364	\$70.50	SUPERIOR COPIES	\$70.50	Teen Summer Log	01-5320-53-02	Printing-Youth Services
75365	\$850.00	THE SHAKESPEARE PROJECT OF CHICAGO	\$850.00	Program - Shakeshaffe - 9-15 /01	01-1310-00-00	Prepaid Expense
75366	\$250.00	THE SOCIETY FOR ARTS	\$250.00	License Fee for non-Commercial Screenings	01-5323-53-01	Programming & Support-Adult-Adult Services
75367	\$771.52	TODAY'S BUSINESS SOLUTIONS, INC.	\$771.52	2nd Qtr 2017 Apr~ June -Patron Fax Service	01-5311-53-09	Processing & Supplies-Administrative Services
75368	\$10.00	Tomasz Majerczyk	\$10.00	Lost Book Refund	01-3620-36-00	Lost Books
75369	\$150.00	KATHY TOY	\$150.00	Consulting/Training	01-5452-54-09	Consultants-Administrative Services
75370	\$3,835.20	TUMBLEWEED PRESS INC.	\$3,835.20	Online Subcriptions Renewals Library-Schools Partnerships	01-4487-44-00	Online Databases
75371	\$769.70	UNIQUE MANAGEMENT SERVICES, INC.	\$769.70	Collection Agency Fee	01-5462-54-08	Collection Services-PATron Services
75372	\$320.00	VERNON LIBRARY SUPPLIES, INC.	\$320.00	Paper Spine labels	01-5311-53-04	Processing & Supplies-Tech Services

**Niles-Maine District Library  
Check Detail and Account Distribution  
Checks dated August 16, 2017**

Check#	Total Check Amount	Payee Name	Amount	Description	Account#	Account description
75373	\$1,105.97	VILLAGE OF NILES	\$1,106.02	Automatic Water Meter Reading	01-5730-57-00	Water
75374	\$6,615.18	VIRTEK	\$6,615.18	HPE Modular Smart Array / HPE-SFP+Transceiver	40-5810-58-00	Special Reserve - Equipment
75375	\$7,817.30	VISA	\$519.20	Inventables	01-5323-53-03	Programming & Support-Adult-Digital Services
75375	\$7,817.30	VISA	\$48.00	Inkn'Tech / Name Tag Express	01-5311-53-04	Processing & Supplies-Tech Services
75375	\$7,817.30	VISA	\$215.80	Inkn'Tech / Name Tag Express	01-5457-54-07	Office Supplies-Marketing & PR Services
75375	\$7,817.30	VISA	\$1,014.00	NY Times Renewal -6/26/2017~6/24/2018	01-4423-44-00	Periodicals
75375	\$7,817.30	VISA	\$440.95	T-Shirts	01-5323-53-03	Programming & Support-Adult-Digital Services
75375	\$7,817.30	VISA	\$707.20	Chicago- Sun Times Renewal 7/8/2017 ~ 7/7/2018	01-4423-44-00	Periodicals
75375	\$7,817.30	VISA	\$89.90	America's Top Doctors 14th ED.	01-4413-44-00	Books-Adult
75375	\$7,817.30	VISA	\$393.13	July Receipts	01-5457-54-09	Office Supplies-Administrative Services
75375	\$7,817.30	VISA	\$11.99	July Receipts	01-4420-44-00	Downloadables
75375	\$7,817.30	VISA	\$11.99	July Receipts	01-4420-44-00	Downloadables
75375	\$7,817.30	VISA	\$11.99	July Receipts	01-4420-44-00	Downloadables
75375	\$7,817.30	VISA	\$83.42	July Receipts	01-5420-54-05	Janitorial Supplies-Maintenance Services
75375	\$7,817.30	VISA	\$19.00	July Receipts	01-5313-53-06	Software, Licenses-IT Services
75375	\$7,817.30	VISA	\$9.00	July Receipts	01-5313-53-06	Software, Licenses-IT Services
75375	\$7,817.30	VISA	\$119.85	July Receipts	01-5456-54-07	Promotional Expense-Marketing & PR Services
75375	\$7,817.30	VISA	\$89.99	July Receipts	01-5430-54-03	Professional Development-Digital Services
75375	\$7,817.30	VISA	\$100.00	July Receipts	01-5456-54-07	Promotional Expense-Marketing & PR Services
75375	\$7,817.30	VISA	\$18.53	July Receipts	01-5323-53-03	Programming & Support-Adult-Digital Services
75375	\$7,817.30	VISA	\$9.00	July Receipts	01-5323-53-03	Programming & Support-Adult-Digital Services
75375	\$7,817.30	VISA	\$28.97	July Receipts	01-5324-53-02	Programming & Support-Juvenile-Youth Services
75375	\$7,817.30	VISA	\$25.00	July Receipts	01-5435-54-09	Professional Collection-Administrative Services
75375	\$7,817.30	VISA	\$157.53	July Receipts	01-5420-54-05	Janitorial Supplies-Maintenance Services
75375	\$7,817.30	VISA	\$100.00	July Receipts	01-5326-53-02	Programming & Support-Teen-Youth Services
75375	\$7,817.30	VISA	\$193.76	July Receipts	01-5324-53-02	Programming & Support-Juvenile-Youth Services
75375	\$7,817.30	VISA	\$26.82	July Receipts	01-5326-53-02	Programming & Support-Teen-Youth Services
75375	\$7,817.30	VISA	\$199.00	July Receipts	01-5430-54-03	Professional Development-Digital Services
75375	\$7,817.30	VISA	\$199.00	July Receipts	01-5430-54-03	Professional Development-Digital Services
75375	\$7,817.30	VISA	\$136.40	July Receipts	01-5430-54-03	Professional Development-Digital Services
75375	\$7,817.30	VISA	\$136.40	July Receipts	01-5430-54-03	Professional Development-Digital Services
75375	\$7,817.30	VISA	\$443.82	July Receipts	01-5430-54-03	Professional Development-Digital Services
75375	\$7,817.30	VISA	\$434.65	July Receipts	01-5456-54-07	Promotional Expense-Marketing & PR Services
75375	\$7,817.30	VISA	\$35.83	July Receipts	01-5326-53-02	Programming & Support-Teen-Youth Services

**Niles-Maine District Library  
Check Detail and Account Distribution  
Checks dated August 16, 2017**

<b>Total Check</b>							
<b>Check#</b>	<b>Amount</b>	<b>Payee Name</b>	<b>Amount</b>	<b>Description</b>	<b>Account#</b>	<b>Account description</b>	
75375	\$7,817.30	VISA	\$58.11	July Receipts	01-5420-54-05	Janitorial Supplies-Maintenance Services	
75375	\$7,817.30	VISA	\$52.80	July Receipts	01-5420-54-05	Janitorial Supplies-Maintenance Services	
75375	\$7,817.30	VISA	\$1,105.32	July Receipts	01-5456-54-07	Promotional Expense-Marketing & PR Services	
75375	\$7,817.30	VISA	\$176.04	July Receipts	08-6740-67-00	Equipment Maintenance	
75375	\$7,817.30	VISA	\$21.06	July Receipts	01-5312-53-06	Internet Charges-IT Services	
75375	\$7,817.30	VISA	\$373.85	July Receipts	01-5312-53-06	Internet Charges-IT Services	
75376	\$654.26	VISION SERVICE PLAN OF ILLINOIS	\$654.26	August Payment	01-5632-56-00	Vision	
75377	\$659.84	VISOGRAPHIC	\$659.84	Business Cards	01-5320-53-07	Printing-Marketing & PR Services	
75378	\$18.18	SUZANNE WULF	\$18.18	EE Reimbursement - Northbrook Public Library	01-5431-54-03	Mileage-Digital Services	
75379	\$57.50	BETTY ZHAN	\$15.80	EE Mileage Reimbursement - Highland Park Library	01-5431-54-04	Mileage-Tech Services	
75379	\$57.50	BETTY ZHAN	\$41.70	2017 ALA Conference Reimbursement	01-5430-54-04	Professional Development-Tech Services	
75380	\$9.99	Abigail Silverberg	\$9.99	Lost Book Refund Item #31491011697418	01-3620-36-00	Lost Books	
75381	\$339.04	AFLAC	\$339.04	Employee Payments July 2017	01-2140-00-00	Payroll Clearing	
75382	\$18.98	Alex Pankov	\$18.98	Lost Book Refund Item # 31491009574454	01-3620-36-00	Lost Books	
75383	\$1,500.00	ALLDATA	\$1,500.00	Data Subscription 7/2017~ 7/2018	01-4487-44-00	Online Databases	
75384	\$181.83	ALLIANCE ENTERTAINMENT	\$133.01	Materials	01-4433-44-00	AV-Adult	
75384	\$181.83	ALLIANCE ENTERTAINMENT	\$24.24	Materials	01-4433-44-00	AV-Adult	
75384	\$181.83	ALLIANCE ENTERTAINMENT	\$24.58	Materials	01-4435-44-00	AV-Teen	
75385	\$90.00	ALLIANCE PRINTERS AND PUBLISHERS, INC.	\$90.00	Renewal - 8/21/2017 ~ 08/20/2018	01-4423-44-00	Periodicals	
75386	\$2,621.40	AMARK INDUSTRIES	\$2,621.40	Janitorial Supplies	01-5420-54-05	Janitorial Supplies-Maintenance Services	
75387	\$864.04	SYNCB/ AMAZON	\$37.47	Name Badge Insert / Swabs	01-5322-53-01	Library Supplies-Adult Services	
75387	\$864.04	SYNCB/ AMAZON	\$18.67	Name Badge Insert / Swabs	01-5457-54-07	Office Supplies-Marketing & PR Services	
75387	\$864.04	SYNCB/ AMAZON	\$688.05	114-2765282-2045807,8634942-6685821, 5535806-4115438	01-5323-53-03	Programming & Support-Adult-Digital Services	
75387	\$864.04	SYNCB/ AMAZON	\$119.85	Quartex Q-80 Clock Movement	01-5323-53-03	Programming & Support-Adult-Digital Services	
75388	\$210.00	AMERICAN LIBRARY ASSOCIATION	\$210.00	Membership Renewal - MaryEllen Essig	01-5461-54-01	Subscriptions & Dues-Adult Services	
75389	\$210.00	AMERICAN LIBRARY ASSOCIATION	\$210.00	Membership Renewal - Ruth Schuster	01-5461-54-03	Subscriptions & Dues-Digital Services	
75390	\$43.55	AT&T	\$43.55	Monthly Charges Jul 16 ~ Aug 15,	01-5465-54-09	Telephone-Administrative Services	
75391	\$428.94	AT&T	\$428.94	Internet Connetion	01-5312-53-06	Internet Charges-IT Services	
75392	\$188.34	BAKER & TAYLOR	\$149.60	Materials	01-4413-44-00	Books-Adult	
75392	\$188.34	BAKER & TAYLOR	\$38.74	Materials	01-4414-44-00	Books-Youth Services	
75393	\$1,740.00	BCLS Landscape Brick Paving	\$1,740.00	Landscaping & Removal of Tree Stumps	08-6710-67-00	Repairs & Improvements	
75394	\$3,780.00	BLACKSTONE AUDIO, INC.	\$3,780.00	Seasonal CD7 SOP FY2017~2018	01-4433-44-00	AV-Adult	

## Niles Public Library District Bank Register Report - Imprest

Transaction Number	Source	Transaction Type	Transaction Date	Reference	Deposits	Payments	Running Total	Post Date	Status
2972	Accounts Payable	Manual Check	7/20/2017	UNITED STATES TREASURY	\$0.00	\$85.88	(\$85.88)	7/31/2017	Outstanding

**Summary by Transaction Type**

<b>Total Deposits</b>	<b>\$0.00</b>
Less Payments by Transaction Type:	
Manual Check	(\$85.88)
<b>Total Payments:</b>	<b>(\$85.88)</b>
<b>Total Change in Register Balance:</b>	<b>(\$85.88)</b>

**Niles Public Library District  
\_SPECIAL RESERVE**

<u>Transaction Date</u>	<u>AP Transaction Number</u>	<u>Transaction Type</u>	<u>GL Transaction Number</u>	<u>Vendor/Payee</u>	<u>Journal Reference</u>	<u>Post Status</u>	<u>Post Date</u>	<u>Debit Amount</u>	<u>Credit Amount</u>	
<b>40-5810-58-00, Special Reserve - Equipment</b>										
5/23/2017	3189	Invoice	2300-563	VIRTEK	VIRTEK-3189	Posted	7/31/2017	\$6,615.18	\$0.00	
								<i>Totals for 40-5810-58-00, Special Reserve - Equipmen</i>	<i>\$6,615.18</i>	<i>\$0.00</i>
								<b>Grand Totals:</b>	<b>\$6,615.18</b>	<b>\$0.00</b>

# Niles Public Library District

## \_SPECIAL RESERVE

Report name: \_SPECIAL RESERVE REPORT

Report format: Detail

Include all transaction dates

Include these post dates: Last fiscal period (7/1/2017 to 7/31/2017)

Include all Post Statuses

Include adjustment transactions

Include miscellaneous entries

Include these Accounts: 40-5805-58-00, 40-5810-58-00, 40-5811-58-00, 40-5815-58-00, 40-5820-58-00

Include all Funds

Include all Classes

Include all Vendors

Include all Invoices

Include all Credit Memos

Include all Payments

Include all Purchase Orders

Include all Receipts

Include all Account Attributes

Include all Vendor Attributes

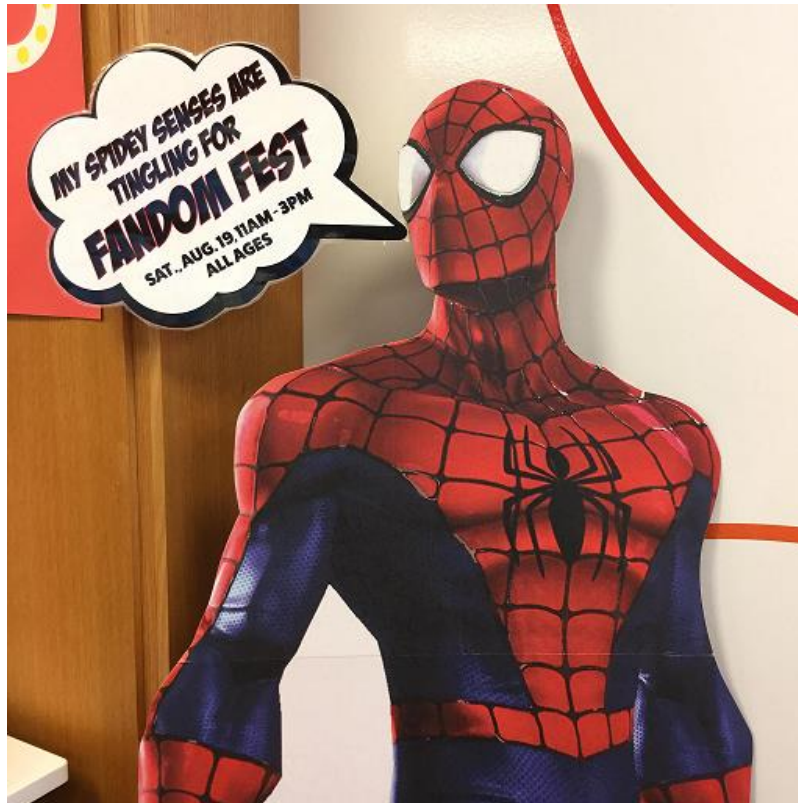
Include all Invoice Attributes

Include all Credit Memo Attributes

Include all Purchase Order Attributes

Include all Expense(s)

Include all Departments(s)



No sooner is Summer Reading's two-month Read By Design program over than we have our big event, Fandom Fest. It will be followed the next weekend by the Niles Block Party, which the Library works on together with the Niles Senior Center and Culver School. Staff will certainly be ready to take a little break at the Labor Day Weekend! But that's not all that's going on. As we do each year, we will be sending the School Liaison and other staff members out to the schools for their open houses to introduce the Library to families and to sign them up for library cards. More about each of these things below.

Meanwhile, the Technical Services Department has been doing all of the work to close out one year of materials ordering and getting standing orders set up for the next year. They stop ordering in June for one fiscal year and start up in July with the next year, so books, DVDs, audiobooks, CDs and other materials are pouring in and must be received, cataloged and processed before moving along to the Patron Services Department who have to find room for everything. And of course all of that begins with the librarians who select materials, who have also been working on the programs mentioned above...in between being on the desks to serve patrons as they come in the door.

The mix of ordering, answering questions, planning and executing programs, and working out in the community is a challenge to keep flowing smoothly. Hats off to a great staff who has done an amazing job keeping it all going this summer!

## Programs

*From Sasha: Public Relations & Marketing*

Fandom Fest promotion is in full swing! We're happy to announce that the Niles Police Department and Niles Fire Department are both helping us promote the event by displaying information on their outside signage. Another way we've been promoting Fandom Fest is through social media. We've received a lot of attention from followers that don't typically engage with us on a regular basis. It's amazing to see that Fandom Fest interests a vast amount of people. Even Svengoolie is sharing our content with his followers! When you walk into the Library next time, take a look at the awesome superhero cardboard cutouts. Patrons have been taking photos with their children in front of them. It's a great promotion for the event!

*From Arianne: Youth & Teen Services*

We have had a very busy Summer Reading Challenge this year, with over 2100 kids participating in the program. A patron recently commented that she credits our Summer Reading Challenge for keeping her kids excited about reading over the summer!

We had an additional 4,650 visits for the game. This volume is intense, and we could not do it without the support of our 91 teen volunteers. They came in 2 hr shifts, and help with the checking in, game playing, and prize distribution for the patrons. As a reward, those volunteers who work at least 10 hours are invited to a pizza party before school starts back in session. Those teens who came in to work the last few days of their summer are much appreciated.

Our summer programming for July had a good number of exciting and educational offerings. We have Book Buddies, Writing for Real, Engineering Adventures, Create Your Own Chess Set, Lego WeDo Robotics, and Ozobots. Each day brought fresh fun.

The Teen Summer Reading Challenge had an additional 31 teens sign up, and turn in an additional 166 logs. One of the perks to the format of this year's teen log is that they could either read, do, or read and do. Doing could be volunteering, engaging in a program, partaking in the weekly design challenges in the UnderGround, or engaging with our social media. This meant that our teen volunteers could get credit for their volunteer shift to satisfy the requirement of the summer reading challenge log.

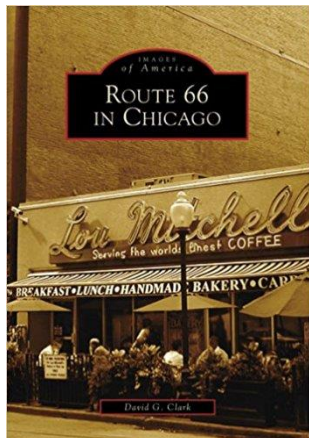
Our two interns, Brendan Poznar and Sedra Khan, were a big help around the library this summer. They both helped with the Playbill performance and worked with High School Liaison, Donna Block, to create the Escape Room program for teens. The Playbill crew was a small but enthusiastic bunch this year. The creativity they put into writing and acting their play *Dimension Hopping! Starring Lonely Nerd and Sarcastic Robot* shows promise, and a couple of key members are now seasoned enough to lead younger members next year.

**Looking forward:** The behind the scenes planning for the upcoming school year is in full swing. We are trying a new format for the school year storytimes. Instead of having set sessions with breaks in between, where start and stop times might not be on the radar of parents, we are running the sessions back to back and switching storytellers. This avoids disappointing any family who inevitably arrives for a storytime during a break, and allows for a breathing pattern for the storytellers.

One of our summer projects was the creation of a set of Wonder Ground User Guides. These user guides document the philosophy, activities, and research that goes into the planning and facilitating programs in the WG. This resource can be used by coworkers as a training tool to run these programs in Miss Cate's absence or to contribute additional ideas and resources in the future. This will be the third year of the

Wonder Ground, and we are enjoying watching these little ones grow up before our eyes. We are working to maintain a pedagogically sound set of lesson plans that both, align with Common Core and highlight the collection of materials we have here in the Library.

*From Dodie: Adult & Outreach Services*



It winds from Chicago to LA – so says Nat King Cole’s classic hit “Get Your Kicks on Route 66”. The **Senior Coffee Hour** hosted author Dave Clark who talked about his Route 66 books and took us on a tour for the entire way from Chicago to LA. It began in 1926 when Route 66 was the only U.S. Highway providing a direct link between these great cities. The road actually starts on the corner of Michigan and Adams streets and goes right by Lou Mitchell’s which is the longest-running breakfast restaurant in Chicago. It was a nostalgic trip for the 43 seniors who attended. Several Route 66 books have recently been added to the collection. They are a lot of fun. Check them out!!

The **History Comes Alive Series** this month was a portrayal of Gertrude Stein and her Paris Salon. It was presented by local actress Betsey Means who has done several historical portrayals for the library. Ms. Means did a stunning job of transforming the stage in the large meeting into Stein’s apartment at 27 Rue de Fleurus. Gertrude Stein was good friends with literary giants such as Ernest Hemingway and F. Scott Fitzgerald. The artist Pablo Picasso was also a frequent visitor. Stein’s best friend and lover, Alice B. Toklas, was left almost penniless after Gertrude’s death. She was a wonderful baker and published a cookbook to raise funds to live on. Alice was the inventor of the original “magic brownies” and it was that recipe in her cookbook that helped sell it.



To tie into the Art Institute’s summer feature on Gauguin, Maryellen hosted “**The Art of Paul Gauguin**” Program. Art historian Jeff Mishur of Art Excursions discussed Gauguin’s transition from art collector to innovative and influential artist. The 32 attendees really enjoyed Mishur’s insight into Gauguin’s art.

**Polish Programming:** Krystyna Banek has been working hard to reach the Polish population of Niles. Her programs are extremely popular especially since she was interviewed on the Polish radio station once again this month. She not only promotes her Polish language programs (movies and book discussions) she also gives a shout out about our library’s many wonderful services such as the notary public, faxes, scanning and computer access. She gets hundreds of phone calls and hears comments like, “My God, I’ve lived 25 years in Niles and I didn’t have any idea that there’s someone who speaks Polish over there and can help me!” Krystyna had 82 attendees at the Polish Language movie this month and always gets very enthusiastic applause and positive feedback – especially from the older people who get very emotional and sentimental about the “old country”. It makes them so happy to see it in the movies and hear the Polish language spoken.

Here are Krystyna’s comments: “It’s in moments like this that I am so proud to be part of the Niles-Maine District Library, which lets me do all this wonderful programming at no cost for people to attend. I would like to thank you – the Administration, the Board and my supervisor who support my ideas. My next big

event is promoting the library during a Polish Festival across from Golf Mill in Niles on August 19<sup>th</sup>. It normally costs \$500 to rent a booth for one day of this week-end event but I was able to negotiate the booth for free.” Thanks to Krystyna for her continued outreach to the Polish population in Niles.

*From Suzy: Digital Services*



Bernadetta led a class where attendees created a personalized photo T-shirt with a digital image. Attendees used the editing functions in Paint and then the image was printed onto the transfer paper. Finally, the photo was transferred to a T-shirt with the heat press. This classes brought in a diverse crowd of teens, families, seniors, and adults. We offered the class twice, once in the evening and again in the morning to accommodate as many patrons as possible.

This month Matt and Bobby held an Introduction to Virtual Reality program. They provided a brief presentation on VR history and current gaming options. Then they had patrons take turns using the HTC Vive headset and having a VR experience. This class was very well received by the all of the participants. This was the first program in our VR series.

Ruth taught a class for attendees to learn how to set up a VPN network on the Raspberry Pi. It was a wonderful class and everyone worked together to get the program to run. It was also a great way to promote the Pi Kits.

### **Creative Studio**

*From Suzy:* This month there were 23 successful 3D prints and 20 VHS conversions.

Ruth and I worked together to create circulating Raspberry Pi kits for NMDL patrons to take home. It took sometime experimenting with the different pieces and parts to finally get a complete working kit. We included a book using the Raspberry Pi, which provides an overview of the Pi along with a number of Pi projects. There are 10 kits in total and we will be working with marketing to promote them.



## Community Engagement



*From Sasha:* Summer is a great time for promoting the Library in the community. Recently, staff members represented the Library at National Night Out (Oak Park in Niles), National Night Out (Dee Park in Unincorporated Des Plaines), and Summer Party in the Park (Dee Park in Unincorporated Des Plaines). We brought along fun games, giveaways, and print materials with information about Library services. We interacted with many residents of the Library District by promoting the new library name, Fandom Fest, and other programs.

This year was the first time we attended National Night Out and Summer Party in the Park in Unincorporated Des Plaines. Summer Party in the Park is one of Golf Maine Park District's biggest events. The biggest eye-opener for us at Dee Park was the demographic that lives in that area. The area is heavily populated with people of Indian decent. We learned for next time to bring more information about our Hindi collection including books, movies, music, and more.

*From Dodie:* Our Outreach Team, Karen Ciecko and Aileen Hannon, were out on deliveries in the Northern part of our library district (at Triumvera in unincorporated Glenview) when they were approached by a disoriented older woman with no shoes on and who did not speak English. This woman was drawn to the cheerful, non-threatening appearance of the library mini-van and, of course, the kind demeanor of these Outreach women. The aide of our homebound patron told Karen and Aileen that the woman had been out there wandering around for 2 hours. Karen went to the Triumvera office for help while Aileen stayed with this disoriented woman who was sobbing and trying to communicate with Aileen in a different language. The Triumvera office knew who this woman was – she lived with her children in a condo across Milwaukee Avenue – not even in Triumvera. Karen and Aileen took the woman's hand and brought her to the office where the staff there called her family. Kudos to our Outreach team for their kind intervention.

*Vets:* Neil O'Shea interviewed Niles Vietnam Marine veteran Mike Tuscano this month. He completed the proofing and editing of the first half of the first draft of the interview with David Besser. That transcript was 41 pages. Neil also posted to the Veterans History Blog.

*From Arianne:* We are scheduling all of the school visits with our Preschool, Elementary, and High School Liaisons. We like be a part of the registration events, back-to-school nights, new teacher orientations, and

staff in-service opportunities. Refreshing the grade level bibliographies and updating the teacher guides assure everything is aligned for the new school year.

### **Technical Services**

*From Victoria* During the month of July Tech received added 2,065 items to our collection and withdrew 1,336 items. The Acquisitions team has been busy placing all of the orders that had been allocated for the next fiscal year, which is now the current year. Standing orders are being established and fine-tuned. The backlog of orders is nearly complete and the rest of the staff is hard at work on the materials for our patrons our flowing in and out of the department. Jamie and I have been working with Cyndi and the CCS In-House group which is now our migration team. We have been examining and working with our data and to complete the surveys sent by CCS to get our data mapped correctly in preparation for our migration to Polaris.

This month I worked with Youth Services to fine tune some existing collections and added a new collection – Favorites at your Fingertips. The Easy Orange Readers will now have a plain orange sticker instead of one that says “Easy” to help some of our younger readers feel better about their choices and that the books they’re choosing without the stigma of the “Easy” label. The Who Am I? bio series will now have a green, star browsing sticker to help highlight this popular collection. And Favorites at Your Fingertips will be designated by a red and white, striped sticker and the collection will live just inside KidSpace. The Teen Center Collection spines will simply read TC going forward. This will help to facilitate easier browsing. This request originated with the Director of the Teen Center and this was my solution.

I went out to Winnetka-Northfield Library to meet with their head of Technical Services to get an overview on how she changed her acquisitions process to EDI (electronic data interchange) with her primary vendors. We discussed different workarounds they used to get their automation to work. The documentation they have created and shared is valuable to develop a detailed understanding of this process and how it could work for Nilis. I have already had discussions with Ingram on implementing EDI post-migration.

### **CCS**

The last CCS Governing Board meeting was to make decisions on many of the small but very important details that go into setting up the new Integrated Library System. Since there are 24 libraries in the consortium, there are many things that need to be agreed upon, and then we also have to agree upon which things DON'T have to be agreed upon. Since I was on vacation, Cyndi attended this meeting, and since she is coordinating our migration process she was the right one to cast our votes. We have heard from the CCS staff and other libraries that we are in much better shape than many places in having someone shepherd the entire process through centrally. I am very grateful for Cyndi's diligence, her ability to manage a complicated project, and her terrific efforts in keeping everyone informed.

Currently, Cyndi has around 1/4<sup>th</sup> of the staff working on a systematic examination of the Polaris catalog implementations at other libraries so we can decide how we want our public catalog to look and function for patrons. This gives the staff a chance to contribute their valuable input into the decision-making, and also gives those staff members (from multiple departments) a leg up on the new system.

Just to remind you, the system migration is expected to take place in April 2018.

### **Database and Downloadables**

*From Suzy:* Darlene negotiated a zero percent price increase for the following databases

- Gale Biography in Context saving \$102.96
- Infobase/Facts on File saving \$90.16

She also negotiated a 3-year contract with Mango saving \$1500.

## Interesting Patron comments and questions

*From Dodie:* Neil O'Shea reports on some challenging reference questions this month. An Oakton student was seeking information on the Batak Tribe of Sumatra for a Cultural Anthropology class. As you may recall, Oakton Community College was closed down for quite a while due to the Des Plaines River flooding Central and Golf Streets. Neil also helped an alarmed Chicago mother who was driving in New York and urgently needed phone numbers for local ENT specialists with neurosurgery experiences after receiving her child's test results.

Val de le Calle helped a patron to look up nursing homes on the Medicare website and assisted another patron to locate any free available concerts by the CSO at Millennium Park, Grant Park, Orchestra Hall, and Roosevelt University. Another patron wanted information about the song "La Vie en Rose" – who sang it, was it in any movies, and did any American singers ever sing it?

*From Suzy:* "I'm going to go back to New York and let them know how to run a library. Is there anything that you don't have? This place is amazing." - Crossfire Group, LLC

## Staff changes

We are sorry to see her go, but we congratulate Digital Services Assistant Supervisor Darlene Fox on her new position at the Indianapolis Public Library. We will need to fill this position. Digital Services Assistant Bobby Soto is moving over to be a Digital Services IT Assistant.

We have had several Patron Services Clerks resign as they get full-time work or finish school. We always assess each position to make sure it is still needed, but will probably need to replace each of these to keep the desk schedule filled.

## Committees

Display and Art Committee The Fandom Fest Art Show is in place now and will run throughout August.



## FOIA requests

We received the following FOIA requests this month:

**7.19.2017 Joseph Makula**—Number of books loaned and delivered to schools from Jan 1, 2017 to June 30, 2017

**7.19.2017 Joseph Makula**—Number of books loaned and delivered off premises to schools, nursing homes and other organizations not located in the library building for the years 2012, 2013, 2014, 2015, and 2016. Not asking for documents just information—just the facts

**7.19.2017 Joseph Makula**—Job description and number of employees who catalog, promote, fulfill orders, deliver, pick up, record, and restock books that are loaned to schools and other persons or organizations not located on the library premises. No documents needed—just information—facts.

**7.28.2017 Joseph Makula**—Number of books and videos lost to patrons and not returned or recovered—or not recoverable—for the years 2012 thru 2016

**7.28.2017 Joseph Makula**—How are books that are delivered by the library to patrons returned to the library? Does the library go back to retrieve them? Yes or no answer

Since the requests dated 7.28.2017 came while I was on vacation, Assistant Director Cyndi Rademacher consulted our Attorney as I had instructed her to do. Library Attorney Dennis Walsh from Klein, Thorpe & Jenkins gave us the following wording to use: *I have reviewed the matter, and I would initially note that your request does not meet the requirements of the Illinois Freedom of Information Act in that your request fails to satisfy the statutory requirements that it reasonably describe the requested public records. A reasonable description requires the requested records to be identified as a record and not a general request for information. Simply put, the Freedom of Information Act is not intended to create an obligation on the part of the Niles-Maine District Library to prepare any public record, and it does not require a public body to provide answers to questions. Here, you have not identified any specific public record you seek, and as such, your request is fatally flawed by lack of a reasonable description.*

**8.7.2017 Joseph Makula**—All Niles-Maine District Library records pertaining to books lost to patrons (not returned or recovered) for the year 2016. Also emails pertaining to lost books for the year 2016.

## Trustee Calendar

### August

8/16—Regular Meeting of the Board of Trustees

8/19—Fandom Fest 11 am-3 pm

8/26—Niles Block Party 11 am-2 pm

### September

9/11—Friends of the Library Meeting

9/20—Regular Meeting of the Board of Trustees: Determination of the levy

### October

10/9—Friends of the Library Meeting

10/10-10/12—Illinois Library Association Conference, Tinley Park

10/18—Regular Meeting of the Board of Trustees: Passing of the levy ordinance

10/19—Volunteer Appreciation Luncheon

### November

11/13—Friends of the Library Meeting

11/15—Regular Meeting of the Board of Trustees—Presentation of the Audit

### December

12/11—Friends of the Library Meeting

12/13—Regular Meeting of the Board of Trustees (Note that this is one week early)

### January

1/8—Friends of the Library Meeting

1/17—Regular Meeting of the Board of Trustees

1/26—Library closed for Staff InService Training Day (tentative)

PLA Conference: Philadelphia, March 20-24, 2018

ALA Conference: New Orleans, June 22-26, 2018

**Monthly Statistical Report -- July 2017**

<b>PATRONS</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>			
New District Card Registrations	309	399	-22.56%			
Total District Cardholders	23,991	25,606	-6.31%			
Patron Visits	37,542	37,607	-0.17%			
Unique Library Cards Used	5,048	5,370	-6.00%			
<b>LOAN OF LIBRARY MATERIALS</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
Adult	44,908	47,074	-4.60%	44,908	47,074	-4.60%
Teens	4,784	4,687	2.07%	4,784	4,687	2.07%
Juvenile	48,880	49,811	-1.87%	48,880	49,811	-1.87%
Digital	1,847	1,599	15.51%	1,847	1,599	15.51%
Equipment	148	84	76.19%	148	84	76.19%
<b>TOTAL Loan of Library Materials</b>	<b>100,567</b>	<b>103,255</b>	<b>-2.60%</b>	<b>100,567</b>	<b>103,255</b>	<b>-2.60%</b>
<b>LOAN OF MATERIAL BY TYPE</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
<b>Adult</b>						
Print	21,635	21,737	-0.47%	21,635	21,737	-0.47%
Periodical	1,256	1,176	6.80%	1,256	1,176	6.80%
Audio	4,401	4,775	-7.83%	4,401	4,775	-7.83%
DVD	17,616	19,386	-9.13%	17,616	19,386	-9.13%
<b>TOTAL Adult Loans</b>	<b>44,908</b>	<b>47,074</b>	<b>-4.60%</b>	<b>44,908</b>	<b>47,074</b>	<b>-4.60%</b>
<b>Teens</b>						
Print	3,721	3,539	5.14%	3,721	3,539	5.14%
Periodical	11	25	-56.00%	11	25	-56.00%
Audio	688	717	-4.04%	688	717	-4.04%
DVD	364	406	-10.34%	364	406	-10.34%
<b>TOTAL Teen Loans</b>	<b>4,784</b>	<b>4,687</b>	<b>2.07%</b>	<b>4,784</b>	<b>4,687</b>	<b>2.07%</b>
<b>Juvenile</b>						
Print	36,412	35,705	1.98%	36,412	35,705	1.98%
Periodical	295	447	-34.00%	295	447	-34.00%
Audio	3,096	3,481	-11.06%	3,096	3,481	-11.06%
DVD	9,077	10,178	-10.82%	9,077	10,178	-10.82%
<b>TOTAL Juvenile Loans</b>	<b>48,880</b>	<b>49,811</b>	<b>-1.87%</b>	<b>48,880</b>	<b>49,811</b>	<b>-1.87%</b>
<b>Equipment Loan</b>	<b>148</b>	<b>84</b>	<b>76.19%</b>	<b>148</b>	<b>84</b>	<b>76.19%</b>
<b>Digital Loan (ebooks, eaudiobooks)</b>	<b>1,847</b>	<b>1,599</b>	<b>15.51%</b>	<b>1,847</b>	<b>1,599</b>	<b>15.51%</b>
<b>ONLINE DATABASE</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
Online Database Uses (includes streaming services)	8,370	7,533	11.11%	8,370	6,011	39.24%
<b>HOLDS</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>			
Holds Placed	6,659	6,972	-4.49%			
Holds Made Available	9,716	10,358	-6.20%			
<b>IN-HOUSE USE OF MATERIALS</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
Reference--All	74	55	34.55%	74	55	34.55%
Circulating--Juvenile	6,060	5,911	2.52%	6,060	5,911	2.52%
Circulating--Teen	130	320	-59.38%	130	320	-59.38%
Circulating--Adult	2,032	1,730	17.46%	2,032	1,730	17.46%
<b>TOTAL In-House Use of Materials</b>	<b>8,296</b>	<b>8,016</b>	<b>3.49%</b>	<b>8,296</b>	<b>8,016</b>	<b>3.49%</b>
Items moved on Shelf	5,802					
<b>PC USERS BY LOCATION</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
Digital Services Guest	1,392	1,427	-2.45%	1,392	1,427	-2.45%
Digital Services	2,647	2,938	-9.90%	2,647	2,938	-9.90%
Kidspage Express Internet	42	43	-2.33%	42	43	-2.33%
Kidspage	2,135	2,172	-1.70%	2,135	2,172	-1.70%
Kidspage iPad Usage	450	465	-3.23%	450	465	-3.23%
Teen Underground	601	611	-1.64%	601	611	-1.64%
<b>TOTAL Users</b>	<b>7,267</b>	<b>7,656</b>	<b>-5.08%</b>	<b>7,267</b>	<b>7,656</b>	<b>-5.08%</b>
Patron Wi-Fi Uses	13,686	13,043	4.93%	13,686	13,043	4.93%
Scanning & Fax Pages	5,555	4,569	21.58%	5,555	4,569	21.58%
Print & Copy Pages	17,153	16,270	5.43%	17,153	16,270	5.43%
<b>USE OF STAFF MEDIATED EQUIPMENT</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
3D Printer	23	38	-39.47%	23	38	-39.47%
Large Scale Poster Printer	0	2	-100.00%	0	2	-100.00%
VHS to DVD Conversion	20	21	-4.76%	20	21	-4.76%
<b>TOTAL Use of Staff Mediated Equipment</b>	<b>43</b>	<b>61</b>	<b>-29.51%</b>	<b>43</b>	<b>61</b>	<b>-29.51%</b>

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<b>USERS OF STAFF MEDIATED SPACES BY LOCATION</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
KidSpace Study Room	112	45	148.89%	112	45	148.89%
Study Rooms 1-5	445	473	-5.92%	445	473	-5.92%
Creative Studio A	20	20	0.00%	20	20	0.00%
<b>TOTAL Users of Staff Mediated Spaces</b>	<b>577</b>	<b>538</b>	<b>7.25%</b>	<b>577</b>	<b>538</b>	<b>7.25%</b>
<b>MARKETING &amp; PR</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>			
Website Hits	33,070	31,346	5.50%			
Facebook "Likes"	1,367	1,149	18.97%			
Buzz Blog views	574	366	56.83%			
Media Hits (includes print and online articles and listings)	21	18	16.67%			
e-News Subscribers	15,633	13,462	16.13%			
New Resident Letters (June)	62	66	-6.06%			
<b>LIBRARY HOLDINGS</b>	<b>Items Added</b>	<b>Items Withdrawn</b>	<b>Library Holdings</b>			
Shelved materials	2,065	1,336	273,191			
Non-shelved materials	-	-	34,509			
Equipment	-	-	97			
<b>Total</b>	<b>2,065</b>	<b>1,336</b>	<b>307,797</b>			
<b>LIBRARY SERVICES</b>	<b>Current Month</b>	<b>Prior Year Same month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
Notary Public	113	255	-55.69%	113	255	-55.69%
Test Proctoring	13	12	8.33%	13	12	8.33%
Voters' Registration	-	5	-100.00%			
<b>SERVICE INTERACTIONS PER SERVICE DESKS</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
Adult Services (3rd Floor)	830	863	-3.82%	830	830	0.00%
Commons Desk	2	-		2	-	
Fiction/Audiovisual Services Desk (2nd Floor)	1,770	1,107	59.89%	1,770	1,107	59.89%
Patron Services	6,743	10,696	-36.96%	6,743	10,696	-36.96%
Technology Desk	1,963	1,066	84.15%	1,963	1,066	84.15%
Teen UnderGround Desk	1,313	1,097	19.69%	1,313	1,097	19.69%
Outreach Service	2,170	2,630	-17.49%	2,170	2,630	-17.49%
Youth Service/KidSpace Desk	4,860	4,518	7.57%	4,699	4,518	4.01%
<b>Total Service Interactions</b>	<b>19,651</b>	<b>21,977</b>	<b>-10.58%</b>	<b>19,490</b>	<b>21,944</b>	<b>-11.18%</b>
<b>INTERLIBRARY LOAN</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>	<b>Current YTD</b>	<b>Prior YTD</b>	<b>% Change</b>
Items Lent to CCS Libraries	4,751	5,026	-5.47%	4,751	5,026	-5.47%
Items Received from CCS Libraries for Patrons	3,364	3,783	-11.08%	3,364	3,783	-11.08%
Items Lent to OCLC Libraries	284	399	-28.82%	284	399	-28.82%
Items Received from OCLC Libraries for Patrons	103	80	28.75%	103	80	28.75%
<b>Total Interlibrary Loan</b>	<b>8,502</b>	<b>9,288</b>	<b>-8.46%</b>	<b>8,502</b>	<b>9,288</b>	<b>-8.46%</b>
<b>OUTREACH SERVICES</b>	<b>Current Month</b>	<b>Prior Year Same Month</b>	<b>% Change</b>			
<b>Homebound</b>						
Number of Patrons	223	242	-7.85%			
Number of Visits	159	167	-4.79%			
<b>Institutions</b>						
Number of Institution Deposit Collections	9	12	-25.00%			
Number of Visits	9	12	-25.00%			
<b>Schools</b>						
Items Delivered	257	105	144.76%			
Number of Trips	6	3	100.00%			
<b>VOLUNTEERS</b>	<b>Number of Volunteers</b>	<b>Hours of Service</b>				
Admin/Tech Serv/Maint/PR & Library Events	18	123				
Adult and Outreach Services & Programs	6	29				
Digital Services & Programs	7	30				
Patron Services	6	28				
Teen Services & Programs	6	92				
Youth Services & Programs	27	244				
Youth Services Summer Reading Volunteers	91	1037				
<b>Total Volunteers and Hours This Month</b>	<b>161</b>	<b>1583</b>				
<i>Last Year's Volunteers/Hours Same Month</i>	<i>239</i>	<i>1537</i>				

**Monthly Statistical Report -- July 2017**

<b>LIBRARY PROGRAMS AND EXHIBITS</b>	<b>Number of Programs</b>	<b>Attendance</b>	<b>Programs Prior Year</b>	<b>Attendance Prior Year</b>	<b>% Change</b>
Youth Programs	226	10,599	227	9,864	7.45%
Teens Programs	16	558	12	996	-43.98%
Adults Programs	21	400	31	1,412	-71.67%
Digital Services Programs	21	190	11	115	65.22%
Outside Meetings	19	244	9	93	162.37%
<b>TOTAL PROGRAMS AND EXHIBITS</b>	<b>303</b>	<b>11,991</b>	<b>290</b>	<b>12,480</b>	<b>-3.92%</b>
<b>Programs-Youth Audience</b>					
1KBK registrations	1	5			
3D Print a Minecraft Creeper	1	16			
One Thousand Books before Kindergarden added visits	ongoing	6			
4th of July After Party at Grennan Heights	1	200			
Babytime (parent & child)	5	227			
Bibliobop	1	33			
Book Buddies	75	150			
Chess Tournament	1	38			
Community Lego Build	2	56			
Create Your Own Chess Pieces	2	21			
Summer Camp Visits to the Library	1	20			
Engineering Adventure Camp	1	35			
Evening Family Storytime	3	70			
Family Concert: Duke Otherwise	1	28			
Family Movie: Sing	1	80			
Free Kids Summer Lunch, USDA	7	464			
In-house Toys and Games	1	388			
Kindle Book Club & Pizza	1	10			
Lego WeDo Robotics	1	11			
Meet Tom Watson, Author and Illustrator of Stick Dog!	1	74			
Mega Mondays-Drama, Minecraft, Yoga for Kids, Lego Club	4	80			
Ozobots - Tiny Robots	1	17			
Rise & Shine Storytime (parent & child)	3	139			
Second Saturday Bingo Breakfast	1	40			
Second Sunday - Melikin Puppet Theatre	1	119			
Scavenger Hunt - Butterflies	1	312			
Summer Reading Challenge Added Visits	1	4,650			
Summer Reading Challenge Finishers	ongoing	419			
Summer Reading Challenge Registrations	ongoing	322			
Summer Reading Challenge Share A Book Sheets	ongoing	778			
Summer Reading Challenge Volunteers	91	1,037			
Teacher Use of Die Cut Machine	1	1			
Video Games	1	402			
Wonder Ground: Backyard Summer Science	7	78			
Writing Center	1	164			
Writing for Real 3rd/4th grades 5th/6th grades	8	99			
Young Artist Workshop	1	10			
<b>Total Youth Services Programs</b>	<b>226</b>	<b>10,599</b>	<b>227</b>	<b>9,864</b>	<b>7.45%</b>
<b>Programs--Teen Audience</b>					
Duct Tape Designs	1	10			
Games	1	5			
Go Virtual with Google Cardboard	1	7			
Injustice 2 Xbox One Tournament	1	19			
Playbill Rehearsal	8	35			
Playbill Performance	1	25			
Summer Reading Challenge	1	48			
Summer Reading Challenge Registrations	ongoing	31			
Summer Reading Challenge Logs	ongoing	166			
Videogames	1	187			
Design a Watermelon Pizza	1	25			
<b>Total Teen Programs</b>	<b>16</b>	<b>558</b>	<b>12</b>	<b>996</b>	<b>-43.98%</b>
<b>Programs--Adult Audience</b>					
4th of July Parade	1	60			
Art of Paul Gauguin Lecture	1	32			
BookBites Popular Fiction Discussion	1	20			
Book Discussions- Literary	2	18			

**Monthly Statistical Report -- July 2017**

<b>LIBRARY PROGRAMS AND EXHIBITS (Cont.)</b>	<b>Number of Programs</b>	<b>Attendance</b>	<b>Programs Prior Year</b>	<b>Attendance Prior Year</b>	<b>% Change</b>
CJE Senior Life	1	0			
History Comes Alive: Picasso & Paris-A Salon with Gertrude Stein	1	45			
Job Counseling	2	2			
Low Vision: Practical Tips for Dealing With	1	12			
Low Vision Book Discussion at Senior Center (VIM)	1	5			
Low Vision support Group (VIM) at Senior Center	1	6			
New Name Kickoff Event	1	15			
Niles Songwriters	1	7			
Niles Genealogy Interest Group	1	3			
Polish Movie: Moje corki krowy	1	82			
Power Employment Workshop	1	7			
SCORE Mentoring Sessions	1	3			
Senior Coffee Hour: Route 66-A Journey through History	1	43			
Summer Reading Challenge - Adult	1	22			
Travel: <i>Waltzing Australia</i> w/Author Cynthia Clampitt	1	18			
<b>Total Adult Programs</b>	<b>21</b>	<b>400</b>	<b>31</b>	<b>1,412</b>	<b>-71.67%</b>
<b>Programs--Digital Service--All Ages</b>					
DS 1-2-1 Tech Help	1	5			
DS Build a Virtual Private Network	1	7			
DS Dating: There is an App for That!	1	5			
DS Glass Fusion Workshop	1	14			
DS Hand-drawn Animation in Adobe Flash	1	6			
DS Introduction to Virtual Reality	1	5			
DS Laser Cut a Clock	1	7			
DS Laser Etch a Salt and Pepper Shaker	1	10			
DS Make a Photo T-Shirt	2	22			
DS Mason Jar Lanterns	1	12			
DS Microsoft Excel: The Basics	1	12			
DS Microsoft Excel: Beyond the Basics	1	13			
DS Open Lab	1	2			
DS Tablet Tuesday	1	2			
DS Scratch Coding Camp	6	68			
<b>Total Digital Services Programs</b>	<b>21</b>	<b>190</b>	<b>11</b>	<b>115</b>	<b>65.22%</b>
<b>LIBRARY PROGRAMS AND EXHIBITS</b>					
	<b>Number of Programs</b>	<b>Attendance</b>	<b>Programs Prior Year</b>	<b>Attendance Prior Year</b>	<b>% Change</b>
<b>Community Meetings in Library Spaces</b>					
Citizens' Utility Board Clinic w/ State Rep John D'Amico	1	25			
OCC New Yorker Magazine Discussion Group	2	16			
Niles All American Toastmasters Club	2	16			
Jewish Genealogical Society of Illinois	1	10			
Niles Historical Society	1	12			
CrossFire Group, LLC	8	110			
Wood River Condo Assoc./Rosen Management	1	10			
The Harbour	3	45			
<b>Total Community Meetings</b>	<b>19</b>	<b>244</b>	<b>9</b>	<b>93</b>	<b>162.37%</b>
<b>GRAND TOTAL PROGRAM AND ATTENDANCE</b>	<b>303</b>	<b>11,991</b>	<b>290</b>	<b>12,480</b>	<b>-3.92%</b>

## Patron Suggestions and Comments for August 2017

### Responses to Patron Suggestions and Comments

#### Frustration

Need more circulation desk employees—wait is too long!

We are currently a little short-handed in that department. I apologize for the wait and hopefully we will be better able to help you. Most items should be handled through the self-check and the automatic return system, but I realize that there are times when you need help from a person and we will try to be better staffed soon.

It appears to me that the trustees feel that the automatic checkout system is preferred. In my case, being new here, I am struck by the impersonal atmosphere. To come in sometimes and see not one person at the front desk, or, when someone is there who never says hello or goodbye or “may I help you?” It seems a shame. Machines cannot replace people.

You are correct that at the time of the renovation, the Board of Trustees made the decision to implement an automatic materials handling system, and many of our patrons very much appreciate the ability to check in and out quickly without waiting in line. However, I am very sorry to hear that you aren’t being greeted. I will pass your comment along to the department head so she can remind her staff that a friendly, welcoming approach is something that our patrons also appreciate very much. Thank you for taking the time to write.

I was previously able to use the legitimate Silverlight plugin to do my paperwork for my job. Now it won’t work. It is an approved Microsoft plug-in; not malware, shareware, or freeware. I’ve asked about this at least 2x before. Please fix!!! Thank you in advance! C. O.

Although it is a legitimate plugin, most browsers no longer support it. However, our IT department knows that some people still find it a useful tool, so it is still installed on our machines along with the MS Explorer browser to use it. You can find MS Explorer if you click on the All Programs button—it is not with the other browsers because it is quite out of date and causes problems with many newer programs. If you need help finding it, please ask at the Tech Desk on the Lower Level.

#### Suggestions

Don’t have music concerts on Fridays in July and beginning of August. You have one on July 28—that competes with the Niles Park District concert. My tax dollars are being spent on both. Hold it in September on Friday. M.K.

That is an unfortunate conflict—we will try to ensure that it doesn’t happen again. Thanks for letting us know.

Today, I returned two books and checked out another. When I went to check out the new book at the automatic checkout, I was informed I owed \$1.65. I asked Patti at the front desk why as I thought both books returned were due on the 17<sup>th</sup>. It turns out one book was a Hot Pick due on the 2<sup>nd</sup>. (I didn’t have my email on my card information, now I do, to get informed that the book was overdue. That Hot Pick book was on hold so someone was waiting for it for 12 days. I am at the library almost every day and would have returned it if I knew it was overdue. Meanwhile, I asked why I didn’t get a call or a letter saying the book was due. My suggestion is that the patron should get a notice that book or any library material is overdue when they check something out. Don’t wait until that material is returned to inform

the patron that they owe a fee. Let them know they owe the checked out material before they take other material. L. S. Des Plaines.

I'm sorry for the confusion. I think you will find that the email notifications will help with this. We have moved away from mailed notices since they are quite expensive these days. Hot Pick books are not eligible for holds, so no one was kept waiting.

*Determined, Dedicated, Disciplined to be Fit* by Ernestine Shepherd—Please consider ordering. S. A.

Add *Legends of Zelda: Breath of the Wild: USA Middle Ground* game. M. M.

We will consider both of these suggestions. Thank you for writing.

## Comments

1. I object to the witchcraft/occult display of books at top of stairwell. I don't think it is appropriate to highlight this subject in such a visible spot. Thank you. B. C.  
After receiving this comment, I checked with staff. The display has been adjusted to focus more on the mind-reading theme. However, in general it has been a very popular display.
2. There are so many duplicate copies books in the new Hot Picks area. Too many—if we could share them with other libraries in our system—WHY NOT?
3. The bestseller books on display do not appear to be circulating and we do not need the title being one of the Best Libraries in the country for future years. I rather have that title spread across other libraries over the next few years and the cost of buying all these multiple copies of hard cover bestsellers shared among other library districts so that the Niles-Maine Public Library doesn't bear all the costs of buying most if not all of the bestsellers. We are not rich people in Niles and many families are struggling. Paperbacks will do and eBooks that the customer can purchase. The Niles-Maine Library does not and should not be buying most of the bestseller books for the year. We may have the budget to do this next year, but do not continue to do this being the library that buys all these bestseller books when the cost needs to be shared by other libraries and their taxpayers. The other libraries need to be scheduled for future years to buy bestsellers like we are doing. S. A.  
Our Library is part of a consortium where books are shared amongst the members of the 24 participating libraries. We send many copies out to other libraries, and we in turn receive many copies from other libraries for our patrons. Sharing resources is what libraries are all about. Figuring out the right number of copies of bestsellers is always a challenge, but we try hard to hit the right balance between having enough copies for browsing without having extra copies going unused.
4. I still enjoy mailed newsletters as I can keep around and view later to remind me of other classes or programs. Love the classes in technology that are offered—would love more. I think it is great to have 3D vinyl. Would love more classes to show projects that can be done. L. C.  
We are very glad to hear that you appreciate the classes and the newsletter!

5. My daughter and I were very pleased to see the very large collection of paperback novels here; (we are Chicago residents) but, my daughter was also noticeably dismayed to see the “EASY” label on all her favorite series (Bailey School Kids, My Weird School, etc.) She is going into second grade and reads very well. She is proud of her reading. Seeing the “EASY” level was discouraging, I think.  
A. V.  
As a matter of fact, we are shifting over to using a plain orange label on the easier fiction books without the word “EASY” on it for exactly that reason.
6. Thank you to Bernadette and Pete. L. S.
7. Thanks to Mr. “Matt” in the computer department. He is always so helpful! Definitely—he is a “helper” Solid Gold! M. H.
8. My thanks to Matt for his courtesy, knowledge and patience! L. S.
9. Matt was very helpful for a senior citizen on computer. Very nice, calm guy. R. A.
10. Needed to have some copies made, asked a young lady where the copier was, and she led me to the location and then proceeded to make all my copies for me while I sat on my walker. Her name is Maureen and she is a definite asset to our Niles Library!! M. C.  
Thank you all so much for taking the time to write about your experiences with the staff. We have a great staff and it is wonderful to hear that they are appreciated.

**New Business - Recommended Actions**

**A. Recommended Action on new Administration Policy 3.32 Notary Public Service**

MOVE that the Library Board of Trustees approve the new Administrative Policy 3.32 Notary Public Service.

**Memorandum A of Recommended Board Action**

The Niles-Maine District Library has offered notary service for many years. In the course of doing training, staff members requested that a policy be put in place that states which documents they can notarize and makes the terms of the service clear. Notarizing real estate documents is much more complex, so we do not notarize those. Staff follow the instructions in the Illinois Notary Public Handbook issued by the Illinois Secretary of State.

This policy was developed by Library Attorney Dennis Walsh at Klein, Thorpe and Jenkins.

### 3.32 PUBLIC NOTARY POLICY OF THE NILES-MAINE DISTRICT LIBRARY

The Niles-Maine District Library offers free limited notary services for basic acknowledgement and affirmation signatures to Library patrons. Notary services may not be available at all times the Library is open to the public and notary service is not guaranteed. Patrons seeking notary service should call the Library prior to their visit to ensure a notary is available. Notary services are a courtesy provided by the Library and not the notary's primary duty; therefore, the notary may ask the patron(s) to wait while the notary attends to a patron at the desk, takes a telephone call or tends to other Library matters. Notary service is provided on a first-come, first-serve basis.

The purpose of notarization is to prevent fraud and forgery. A notary acts as an official and unbiased witness to the identity of persons who comes before the notary for a specific purpose. Notaries will not provide legal advice or counseling regarding your documents. Notary service is **NOT** available for deeds, mortgages, documents of conveyance of real estate, mortgages, other real estate loans, documents or transactions or property transfers, including but not limited to refinancing or other types of real estate loans, purchases, sales, beneficial interests in land trusts and deeds.

Please review the following information in order to use our notary service:

- Please DO NOT sign your documents before you come to the library. We are required to see you sign your documents. The Notary will only attest to documents signed in his/her presence.
- Each person signing the document must be present for us to notarize each individual signature. The Library notary public shall never notarize any signature without the maker of the signature first appearing personally before the notary.
- The person who will sign the document must be sure that the document is completely filled out, leaving no blanks other than where the patron will sign the document, before appearing before the notary. Library notaries may not notarize any document with blank spaces.
- This policy requires that the notary and the patron seeking notarization be able to communicate directly with each other. The Library notary is not permitted to make use of a translator to communicate with a notary service customer.
- A current ID with your signature is required so that we can verify your identity. PLEASE NOTE: the ID must be issued by a state or federal government agency and must bear the photographic image of the individual's face and signature. Examples of acceptable IDs are those that are issued by a state or federal government agency that contain both a photographic image and signature are a valid (unexpired) state driver's license or ID card, a United State military ID, or valid (unexpired) passport.
- Examples of IDs we cannot accept are Social Security cards, a United States passport card, or student IDs that do not bear a photographic image and/or signature. Notaries at the Niles-Maine District Library reserve the right to refuse to sign any document that they deem questionable and/or may refuse to perform notary services when the identity of

the person requesting notarization has not been positively established using acceptable IDs

- If your document requires witnesses as well as your own signature and notarization, please bring with you a sufficient number of people willing to serve as your witness. In situations where a witness is required the Library will not provide witnesses and witnesses may not be solicited from patrons using the Library. In order to serve as a witness, the witness must personally know the individual whose document is being notarized and must be in possession of valid photo identification.
- Notaries at the Niles-Maine District Library cannot sign government I-9 forms, nor can we provide an Apostille. An Apostille is a form that certifies the authenticity of a document that is issued in one country to be used and considered valid in another.
- Illinois law does not authorize a notary public to certify copies of any document. Persons requesting certified copies of documents will be referred to the official who has custody of the original document or to the office where the document has been officially filed.
- A notary commission is personal to the notary public. Library staff who serve as a notary public shall follow the notary laws of the State of Illinois and must adhere to the highest standards of competence and responsibility in providing notary public services. Notaries will not provide service if the patron, document or circumstances of the request for notary service raise any issue of authenticity, ambiguity, doubt, or uncertainty for the notary. In this event, the Library notary may at his/her sole discretion, decline to provide notary service.
- The Library notary shall correctly maintain a notary journal of all notarial acts they perform.
- The Niles-Maine District Library reserves the right to refuse notary service at any time.
- In consideration of using the free notary services of the Library, the patron using the Library notary services must agree to hold the Library notary and the Niles-Maine District Library harmless from and against any and all claims and damages arising out of and resulting from any and all errors and omissions in the terms and conditions incorporated in the documents executed by the patron and from and against any and all claims and damages arising out of or resulting from any dissemination, distribution and copying of communication in any form between the patron and any other person or entity by any unauthorized person or persons.

**New Business—Recommended Actions**

**B. Recommended Action on Electric Bid for Signage**

MOVE the Library Board of Trustees award Block Electrical a contract in the amount of \$9,900 to install electrical service and lights at the corner of Oakton Court and Waukegan Road to illuminate the sign approved at the July board meeting. This contract will be paid from the Special Reserve Fund.

**Memorandum B of Recommended Board Action**

Product Architecture + Design developed the technical specifications for the Library’s exterior sign package. At the July meeting of the Board of Trustees, the board voted to approve a subset of the total package. One piece of the approved signage included the electrical service for lighting the sign on the corner of Oakton Court and Waukegan Road.

Product Architecture + Design solicited bids from qualified contractors on behalf of the Library. Three companies submitted bids.

Monarch Electrical	\$14,900
Block Electrical	\$9,900
Associated Electrical	\$9,800

The bids follow this page. Although Associated Electrical was the lowest bidder by \$100, Library staff has had extensive experience with Block Electrical in the past and they know the Library infrastructure very well and will be able to work more independently than the other contractors.



July 20, 2017

RE: Niles Library fixtures

Please review the following proposal for the above referenced project. Our proposal is plans provided. Clarifications to our scope are as follows.

- Fixtures are included.
- Install of pipe and fixtures are included
- Trenching is included
- Dumpsters are not included.
- Permits, Fees, Inspection and Utility Charges are not included.

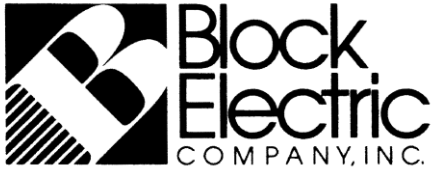
**FOR THE SUM OF**

**\$9,800.00**

Thank you for the opportunity to assist you with your electrical needs. If you have any questions or require any additional information please feel free to call at your convenience.

Sincerely,  
Associated Electrical Contractors, LLC.

Drew Dodge  
Project Manager



ELECTRICAL CONTRACTORS & DESIGNERS

June 5, 2017

Alexander Krug  
Product Architecture + Design  
811 W. Evergreen Suite 405  
Chicago, Illinois 60642

Re: Niles Library Exterior Sign

Dear Alexander,

We are pleased to submit our electrical proposal for the above referenced project. Our proposal is based upon drawings dated 5-10-17 by Product Architecture + Design and the following scope of work:

1. Furnish and install (4) flood lights as shown.
2. Furnish and install conduit and wire as necessary for a complete installation.
3. We will provide all trenching.
4. The following is not included in our scope of work;
  - Overtime or shift labor
  - Landscape restoration
  - Sales tax.

Price for this work: \$9,900.00

If you have any questions please contact me.

Thank you,

Michael Block  
Project Manager  
Block Electric Company

Established 1920  
7107 MILWAUKEE AVENUE ■ NILES, ILLINOIS 60714-4487 ■ PHONE: 847.647.4030 ■ FAX: 847.647.6980

# MONARCH ELECTRIC CONSTRUCTION CO.

8258 CHRISTIANA · SKOKIE, ILLINOIS 60076-2911

(847) 673-6363 · Fax: (847) 673-0011 · monarchelectric@sbcglobal.net

July 17, 2017

Product Architecture & Design – Alex Krug

RE: Niles Library Sign Electrical Proposal

We propose to furnish and install the electrical work as described below for the sum of Fourteen Thousand Nine Hundred Dollars.....\$14,900.00

1. Includes four Bega #77479 fixtures (as specified) for the new sign at the northwest corner. Our proposal is based upon this catalog # which is not an in-ground fixture; see fixture schedule note #2 and attached cut sheet.
2. We shall utilize existing circuit #19 which presently feeds the existing southwest sign. The existing sign presently has two circuits as per panel #LP-OP directory of which circuit #19 is noted "via photocell". Our proposal is based upon this info being correct. Therefore however the existing circuit is controlled; so shall be the new fixtures be controlled.
3. New fixtures shall be fed from the existing sign located 230' to the south and shall be directional bored with a 1" pvc polytube and three #6thhn wires.
4. Landscaping repair is not included.
5. No work is included for the existing signs.

Sincerely,

MONARCH ELECTRIC – Jeff Lane

JOB: Niles Public Library

LED floodlight with 1/2" I.P.S. - wide beam

**Housing:** Two piece die-cast aluminum housing. Provided with a stainless steel threaded 1/2" I.P.S. for direct attachment to cast boxes or a selection of mounting accessories. Die castings are marine grade, copper free ( $\leq 0.3\%$  copper content) A360.0 aluminum alloy.

**Enclosure:** Tempered clear glass with optical texture, retained by one piece aluminum frame, secured by four (4) captive socket head stainless steel fasteners threaded into stainless steel inserts. Anodized aluminum reflector for precise optics. Fully gasketed for weather tight operation in any mounting orientation using a one piece molded silicone gasket.

**Electrical:** 26W LED luminaire, 30 total system watts,  $-30^{\circ}\text{C}$  start temperature. Integral 120V through 277V electronic LED driver, 0-10V dimming. LED module(s) are available from factory for easy replacement. Standard LED color temperature is 4000K with a  $>80$  CRI. Available in 3000K ( $>80$  CRI); add suffix K3 to order.

**Note:** LEDs supplied with luminaire. Due to the dynamic nature of LED technology, LED luminaire data on this sheet is subject to change at the discretion of BEGA-US. For the most current technical data, please refer to [www.bega-us.com](http://www.bega-us.com).

**Finish:** All BEGA standard finishes are polyester powder coat with minimum 3 mil thickness. Available in four standard BEGA colors: Black (BLK); White (WHT); Bronze (BRZ); Silver (SLV). To specify, add appropriate suffix to catalog number. Custom colors supplied on special order.

CSA certified to U.S. and Canadian standards, suitable for wet locations. Protection class IP65

**Weight:** 2.9 lbs.

**Luminaire Lumens:** 2060

Tested in accordance with LM-79-08

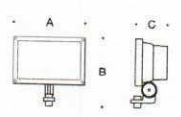
Type:  
 BEGA Product:  
 Project:  
 Voltage:  
 Color:  
 Options:  
 Modified:

← *Note standard finishes - graphite finish to be extra.*



Accessories 593 (surface mounted conduit wiring box) and 594 (direct burial wiring box) available.

← *Note backbox not specified or included. We shall utilize a standard aluminum dark bronze "Bell Box"*



Floodlights with 1/2" I.P.S. nipple - wide beam

	Lamp	$\beta$	A	B	C	
77479	26W LED	74 x 89°	4 1/4 x 6 1/2	7 1/4	3 1/2	70500

**New Business—Recommended Actions**

**C. Recommended Action on Permission to Close the Library on Friday, January 26, 2018 for a Staff Training Day**

MOVE that the Library Board of Trustees grant permission to close the Library on Friday, January 26, 2018 for a Staff Training Day

**Memorandum C of Recommended Board Action**

Because the Library is open 70 hours per week, it is very difficult to get the staff all together at once. It has been our practice to have a staff in-service once a year so that everyone hears the same information at the same time, can work in small groups, and can get to know people from other departments. We did not have an in-service last year to make time for the all-day Strategic Planning Retreat. Topics for this year's retreat will include safety training, customer service training, and communicating information gleaned from strategic planning. It is also an opportunity to thank staff for their efforts, which is so important.



**Whereas,** ARTICLES OF INCORPORATION OF FRIENDS OF NILES PUBLIC LIBRARY INCORPORATED UNDER THE LAWS OF THE STATE OF ILLINOIS HAVE BEEN FILED IN THE OFFICE OF THE SECRETARY OF STATE AS PROVIDED BY THE GENERAL NOT FOR PROFIT CORPORATION ACT OF ILLINOIS, IN FORCE JANUARY 1, A.D. 1987.

*Now Therefore, I, Jim Edgar, Secretary of State of the State of Illinois, by virtue of the powers vested in me by law, do hereby issue this certificate and attach hereto a copy of the Application of the aforesaid corporation.*

*In Testimony Whereof, I hereto set my hand, and cause to be affixed the Great Seal of the State of Illinois, at the City of Springfield, this 19TH day of APRIL AD. 19 90 and of the Independence of the United States the two hundred and 14TH.*

*Jim Edgar*  
SECRETARY OF STATE

ARTICLES OF INCORPORATION

(Do Not Write in This Space)

SUBMIT IN DUPLICATE  
Payment must be made by Certified Check, Cashiers' Check, Illinois  
Attorney's Check, Illinois C.P.A.'s Check or Money Order, payable  
to "Secretary of State."

Date Paid 4-19-90  
Filing Fee \$50  
Clerk *[Signature]*

DO NOT SEND CASH!

TO: JIM EDGAR, Secretary of State

Pursuant to the provisions of "The General Not For Profit Corporation Act of 1986", the undersigned incor-  
porator(s) hereby adopt the following Articles of Incorporation.

Article 1. The name of the corporation is: FRIENDS OF NILES PUBLIC LIBRARY

Article 2. The name and address of the initial registered agent and registered office are:

Registered Agent	Margaret Rajski		
	First Name	Middle Name	Last Name
Registered Office	6960 W. Oakton AV.		
	Number	Street	(Do Not Use P.O. Box)
	Niles	IL 60648	Cook
	City	Zip Code	County

Article 3. The first Board of Directors shall be \_\_\_\_\_ in number, their names and addresses being as follows: (Not less than three)

Directors' Names	Number	Street	Address City	State
Frank J. Biga	6920 W. Jarvis Av.	Niles, IL.	60648	
Minna Scheel	6941 W. Keeney Av.	Niles, IL.	60648	
Irene Costello	8460 N. Oleander Av.	Niles, IL.	60648	
Gustav Hoglund	6835 W. Oakton Ct.	Niles, IL.	60648	
Mary Wightman	8317 N. Oriole Av.	Niles, IL.	60648	
Mary Steinert	7704 N. Neva Av.	Niles, IL.	60648	

Article 4. The purposes for which the corporation is organized are:

Volunteer Civic workers to promote interest in the Niles Library through presentation of lectures, public forums and discussions, book sales and promotions; the proceeds derived shall be used to procure equipment, books, instruments and any articles needed by the library.

Is this corporation a Condominium Association as established under the Condominium Property Act?  Yes  No (Check one)

Is this corporation a Cooperative Housing Corporation as defined in Section 216 of the Internal Revenue Code of 1954?  Yes  No (Check one)

Is this a Homeowner's Association which administers a common-interest community as defined in sub-section (c) of Section 9-102 of the Code of Civil Procedure?  Yes  No

Article 5. Other provisions (please use separate page):

**NAMES & ADDRESSES OF INCORPORATORS**

The undersigned incorporator(s) hereby declare(s), under penalties of perjury, that the statements made in the foregoing Articles of Incorporation are true.  
 Dated March 3, 19 90

Signatures and Names		Post Office Address		
1. <u>Frank J. Biga</u> Signature Frank J. Biga Name (please print)	1. <u>6920 W. Jarvis Av.</u> Street Niles, Il. 60648 City/Town State Zip			
2. <u>Minna Scheel</u> Signature Minna Scheel Name (please print)	2. <u>6941 W. Keeney</u> Street Niles, Il. 60648 City/Town State Zip			
3. <u>Mary Wightman</u> Signature Mary Wightman Name (please print)	3. <u>8317 N. Oriole</u> Street Niles, Il. 60648 City/Town State Zip			
4. <u>Gustav E. Hoglund</u> Signature Gustav E. Hoglund Name (please print)	4. <u>6835 W. Oakton Ct.</u> Street Niles, Il. 60648 City/Town State Zip			
5. <u>Irene Costello</u> Signature Irene Costello Name (please print)	5. <u>8460 N. Oleander</u> Street Niles, IL. 60648 City/Town State Zip			
6. <u>Mary Steinert</u> Signature Mary Steinert Name (please print)	6. <u>7704 N. Neva Av.</u> Street Niles, Il. 60648 City/Town State Zip			

*(Signatures must be in ink on original document. Carbon copy, xerox or rubber stamp signatures may only be used on the true copy.)*  
 NOTE: If a corporation acts as incorporator, the name of the corporation and the state of incorporation shall be shown and the execution shall be by its President or Vice-President and verified by him, and attested by its Secretary or an Assistant Secretary.

The registered agent cannot be the corporation itself.  
 The registered agent may be an individual, resident in this State, or a domestic or foreign corporation, authorized to act as a registered agent.  
 The registered office may be, but need not be, the same as its principal office.

A corporation which is to function as a club, as defined in Section 1-3.24 of the "Liquor Control Act" of 1934, must insert in its purpose clause a statement that it will comply with the State and local laws and ordinances relating to alcoholic liquors.

**FOR INSERTS - USE WHITE PAPER - SIZE 8½ x 11**

File # \_\_\_\_\_  
 Form NP-102.10  
**ARTICLES OF INCORPORATION**  
 under the  
**GENERAL NOT FOR PROFIT  
 CORPORATION ACT**  
 of

**FILED**

APR 19 1990

**JIM EDGAR  
 SECRETARY OF STATE**

**SECRETARY OF STATE  
 DEPARTMENT OF BUSINESS SERVICES  
 CORPORATION DIVISION  
 SPRINGFIELD, ILLINOIS 62756  
 TELEPHONE (217) 782-6961**

*These Articles Must Be Executed and Filed in Duplicate*  
 filing Fee \$50

*The current update  
as of Sept 1986*

CONSTITUTION

OF THE

FRIENDS OF THE NILES PUBLIC LIBRARY DISTRICT

ARTICLE I NAME

The name of this organization shall be the Friends of the Niles Public Library District.

ARTICLE II PURPOSE

The purposes of this organization are as follows:

- (a) To represent the mutual interests of the Niles Public Library District and the communities using its services.
- (b) To encourage and support any measures mutually beneficial to the Library and the communities it serves.
- (c) To focus public attention on the Niles Public Library District's resources and services.
- (d) To encourage gifts to the Niles Public Library District.
- (e) To maintain an association of persons interested in strengthening the Niles Public Library District, enhancing its collections, and promoting its usefulness.
- (f) No substantial part of the organization's activities shall involve attempts to influence legislation except as allowed under the provisions of Section 501 (h) of the Internal Revenue Code of the United States. The organization shall not carry on propaganda or intervene in any political campaign (including the publishing or distributing of statements) on behalf of any candidate for public office.
- (g) The organization shall not carry on any other activities not permitted to be carried on.
  - (1) by an organization exempt from Federal Income Tax under Section 501 (c) (3) of the Internal Revenue Code (or the corresponding provisions of any future United States Internal Revenue Code).
  - (2) by an organization, contributions to which are deductible under Section 170 (c) of the Internal Revenue Code (or the corresponding provisions of any future United States Internal Revenue Code).

ARTICLE III MEMBERSHIP

- Section 1. Membership in this organization is open to all persons or organizations interested in the purposes of this organization.
- Section 2. Any person interested in the purpose of this organization may become an annual member upon payment of yearly dues.
- Section 3. Any organized group interested in the purpose of this organization may participate as an annual member by payment of dues equal to five times the yearly dues for individual members and may name one of its members as a representative.
- Section 4. Each member or member organization shall be entitled to one vote, to participate in the work done by the various committees, and to hold office.
- Section 5. Any person who has performed distinguished service may, on the recommendation of the Board of Directors, be elected by the organization as an Honorary Member without dues.

ARTICLE IV MEMBERSHIP DUES

- Section 1. The amount of yearly dues shall be determined by the membership prior to January 1 of the applicable year.
- Section 2. The amount of annual dues will be reduced to one-half the amount determined in Section 1 for members joining the organization after July 1 in any year.
- Section 3. The following categories of membership shall be available, with dues to be set for each per Section 1 above:

Student  
Seniors  
Individual  
Family  
Organization  
Patron  
Life

ARTICLE V      OFFICERS

- Section 1.      The Board of Directors of this organization shall consist of the President, First Vice-President, Second Vice President, Third Vice-President, Corresponding Secretary, Recording Secretary, and Treasurer.
- Section 2.      The Directors shall be elected by ballot at the first meeting of each year.
- Section 3.      Directors shall assume their official duties at the close of the first meeting of each year and shall serve a term of one year.
- Section 4.      The Board of Directors shall elect from membership to fill vacancies in elective offices for the unexpired term.
- Section 5.      Officers shall be members in good standing.
- Section 6.      The Library Administrator shall act in an advisory capacity to the Board of Directors.

ARTICLE VI      DUTIES OF THE OFFICERS

- Section 1.      President
- (a)      Preside over and conduct meetings of the organization.
  - (b)      Serve as an ex-officio member of all committees.
  - (c)      Serve as the primary channel of communication with the Library Administrator, Staff, and Library Trustees.
  - (d)      Appoint all committee chairs, subject to the approval of the Board of Directors.
- Section 2.      First Vice President
- (a)      Perform the duties of the President in the absence of the President and act as an aide to the President.
  - (b)      Assist the President as requested.
- Section 3.      Second Vice President
- (a)      Act as Chair of the Membership Committee.
  - (b)      Keep a list of all members.

ARTICLE VI DUTIES OF THE OFFICERS (CONTINUED)

Section 4. Third Vice President

Perform public relations duties with news media.

Section 5. Corresponding Secretary

- (a) Handle all correspondence.
- (b) Order any supplies required by the organization.
- (c) Send notices of meetings to all members one week prior to the meeting date.

Section 6. Recording Secretary

- (a) Keep a record of all meetings of the organization.
- (b) Have custody of all documents and file and preserve reports of all Officers and Committees.
- (c) Keep the State Charter current each year with the Secretary of State of Illinois.

Section 7. Treasurer

- (a) Keep and maintain the financial records of the organization.
- (b) Pay all bills for purchases and activities authorized by the Directors.
- (c) Make regular reports to the members.
- (d) Prepare Federal and State tax returns.
- (e) At the termination of office, arrange for new signatures for the checking and deposit accounts.

ARTICLE VII COMMITTEES

Special committees, as deemed necessary by the Directors, shall be comprised of members in good standing and shall elect their own officers and provide for their own rules of conduct. The Chair of each committee shall select from the general membership as many persons as necessary to fulfill the duties of the Committee.

ARTICLE VIII AMENDMENTS

This Constitution may be amended at the first meeting of any calendar year by a two-thirds vote of the members present, provided written notice of such proposed amendments shall be given to each member at least one month prior to such meeting.

ARTICLE IX MEETINGS

- Section 1. The organization shall meet on the second Monday of the month in one of the District's Libraries.
- Section 2. The members present at any meeting of the membership shall constitute a quorum for the transaction of business.
- Section 3. Board of Directors meetings shall be called as necessary. Three Directors shall comprise a quorum.
- Section 4. All meetings shall be open to the public.
- Section 5. Special meetings may be called for a specific purpose by the Board of Directors or by a minimum of five members. One week's notice shall be given to the membership.
- Section 6. Roberts Rules of Order shall govern the proceedings of all meetings except where otherwise herein provided.

ARTICLE X DISSOLUTION

Upon dissolution of the organization, the Board of Directors, after paying or making provisions for the payment of all of the liabilities and obligations of the organization, shall transfer or convey all remaining assets of the Niles Public Library District without restriction.

If the Niles Public Library District is no longer in existence or is unable or unwilling to receive the assets, the remaining assets shall be distributed to an organization which at the time qualifies as an exempt organization under Section 501(c) of the Internal Revenue Code or to a governmental unit for a public purpose.

COPY

NFP-110.30  
(Rev. Jan. 1999)

JESSE WHITE  
Secretary of State  
State of Illinois

File # 55929858

Submit in Duplicate  
Remit payment in check or money  
order, payable to "Secretary of  
State."

DO NOT SEND CASH!

ARTICLES OF AMENDMENT  
under the  
GENERAL NOT FOR PROFIT  
CORPORATION ACT

This Space For Use By  
Secretary of State  
Date 4-14-03  
Filing Fee \$25.00  
Approved 3

Pursuant to the provisions of "The General Not For Profit Corporation Act of 1986," the undersigned corporation hereby adopts these Articles of Amendment to its Articles of Incorporation.

ARTICLE ONE The name of the corporation is Friends of the Niles Public Library  
\_\_\_\_\_  
(Note 1)

ARTICLE TWO The following amendment to the Articles of Incorporation was adopted on 12/30  
02 in the manner indicated below ("X" one box only.) (Month & Day)  
(Year)

- By the affirmative vote of a majority of the directors in office, at a meeting of the board of directors, in accordance with Section 110.15. (Note 2)
- By written consent, signed by all the directors in office, in compliance with Sections 110.15 and 108.45 of this Act. (Note 3)
- By the members at a meeting of members entitled to vote by the affirmative vote of the members having not less than the minimum number of votes necessary to adopt such amendment, as provided by this Act, the articles of incorporation or the bylaws, in accordance with Section 110.20. (Note 4)
- By written consent signed by members entitled to vote having not less than the minimum number of votes necessary to adopt such amendment, as provided by this Act, the articles of incorporation, or the bylaws, in compliance with Sections 107.10 and 110.20 of this Act. (Note 5)

(INSERT RESOLUTION)

SEE ATTACHED COPY OF RESOLUTION.



0311345118

Eugene "Gene" Moore Fee: \$32.00  
Cook County Recorder of Deeds  
Date: 04/28/2008 08:10 PM Pg: 1 of 5

MAIL TO RECORDER'S BOX 324

MAIL TO RECORDER'S BOX 324

(If space is insufficient, attach additional pages size 8 1/2 x 11)  
The undersigned corporation has caused these articles to be signed by its duly authorized officers, each of whom affirm, under penalties of perjury, that the facts stated herein are true. (All signatures must be in **BLACK INK**.)

Dated December 30, 2002  
(Month & Day) (Year)  
attested by Maurice D. Barnstein  
(Signature of Secretary or Assistant Secretary)  
Maurice Barnstein  
(Type or Print Name and Title)

Friends of the Niles Public Library  
(Exact Name of Corporation)  
by Frank J. Biga  
(Signature of President or Vice President)  
Frank J. Biga, President  
(Type or Print Name and Title)

### NOTES AND INSTRUCTIONS

- NOTE 1: State the true exact corporate name as it appears on the records of the Office of the Secretary of State, **BEFORE** any amendments herein reported.
- NOTE 2: Directors may adopt amendments without member approval only when the corporation has no members, or no members entitled to vote.
- NOTE 3: Director approval may be (1) by vote at a director's meeting (either annual or special) or (2) consent, in writing, without a meeting.
- NOTE 4: All amendments not adopted under Sec. 110.15 require (1) that the board of directors adopt a resolution setting forth the proposed amendment and (2) that the members approve the amendment.  
  
Member approval may be (1) by vote at a members meeting (either annual or special) or (2) by consent, in writing, without a meeting.  
  
To be adopted, the amendment must receive the affirmative vote or consent of the holders of at least 2/3 of the outstanding members entitled to vote on the amendment, (but if class voting applies, then also at least a 2/3 vote within each class is required).  
  
The articles of incorporation may supersede the 2/3 vote requirement by specifying any smaller or larger vote requirement not less than a majority of the outstanding votes of such members entitled to vote and not less than a majority within each when class voting applies. (Sec. 110.20)
- NOTE 5: When a member approval is by written consent, all members must be given notice of the proposed amendment at least 5 days before the consent is signed. If the amendment is adopted, members who have not signed the consent must be promptly notified of the passage of the amendment. (Sec. 107.10 & 110.20)

FORM NFP-110.30

File No.

ARTICLES OF AMENDMENT  
under the  
GENERAL NOT FOR PROFIT  
CORPORATION ACT

Filing Fee \$25

**FILED**

DEC 14 2003

JESSE WHITE  
SECRETARY OF STATE

RETURN TO:

Department of Business Services  
Secretary of State  
Springfield, Illinois 62756  
Telephone (217) 782-1832  
<http://www.sos.state.il.us>

C-130.10

**RESOLUTION AUTHORIZING AMENDMENTS TO THE ARTICLES OF INCORPORATION OF THE FRIENDS OF THE NILES PUBLIC LIBRARY**

*WHEREAS*, this Board of Directors has determined that it is necessary and advisable to amend the Articles of Incorporation of this Corporation in order to facilitate securing a determination letter from the Internal Revenue Service that this Corporation is exempt under Section 501 (c) (3) of the Internal Revenue Code, as amended; and

*WHEREAS*, this Board of Directors has reviewed and approved the said amendments to the said Articles of Incorporation by informal action pursuant to Section 108.45 of the Illinois General Not-for-profit Corporation Act of 1986, as amended; and

*WHEREAS*, this Board of Directors has directed that the above and foregoing Resolution be submitted to a vote of the Members of this Corporation who are entitled to vote on amendments to Corporation's Articles of Incorporation; and

*WHEREAS*, this Board of Directors does hereby recommend that the Members of this Corporation approve the said amendments to the said Articles of Incorporation; and

*WHEREAS*, Section 110.20 (c) of the Illinois General Not-for-profit Corporation Act of 1986, as amended, provides that the proposed amendments shall be adopted only if they receive the affirmative vote of at least two-thirds of the votes present and voted;

NOW, THEREFORE, BE IT AND IT IS HEREBY RESOLVED, as follows:

1. That the first full paragraph of Article 4 of the Articles of Incorporation of this Corporation is amended to read as follows:

"The purposes for which the Corporation is organized are exclusively charitable and educational within the meaning of Section 501 (c) (3) of the Internal Revenue Code and Section 103.05 of the Illinois General Not-for-profit Corporation Act of 1986, as amended, including, but not limited to, volunteer civic workers to promote interest in the Niles Public Library District through presentation of lectures, public forums and discussions, book sales and promotions; the proceeds derived shall be used to procure equipment, books, instruments and any articles needed by the Library."

2. That Article 5 of the said Articles of Incorporation is amended to read as follows:

"A. No part of the net earnings of the Corporation shall inure to the benefit of, or be distributable to, its members, directors, officers, or other private persons, except that the Corporation shall be authorized and empowered to pay reasonable compensation for services rendered and to make payments and distributions in furtherance of the purposes set forth in Article 4 hereof.

"B. No substantial part of the activities of the Corporation shall be the carrying on of propaganda, or otherwise attempting to influence legislation, and the Corporation shall not participate in, or intervene in (including the publishing or distribution of statements) any political campaign on behalf of any candidate for public office.

"C. Notwithstanding any other provision of these Articles, the Corporation shall not carry on any other activities not permitted to be carried on by (a) a corporation exempt for federal income tax under Section 501 (c) (3) of the Internal Revenue Code of 1986, as amended (or the corresponding provision of any future United States Internal Revenue Law), or (b) by a corporation, contributions to which are deductible under Section 170 (c) (2) of the Internal Revenue Code of 1986, as amended (or the corresponding provision of any future United States Internal Revenue Law).

"D. Upon the dissolution of the Corporation, the Board of Directors shall, after paying or making provision for the payment of all other liabilities of the Corporation, distribute all of the net assets of the Corporation to the Niles Public Library District, Niles, Illinois, to be used for public purposes as the Board of Library Trustees of the Niles Public Library District shall determine."

CONSENT OF DIRECTORS

The undersigned, being all of the directors of the Friends of the Niles Public Library, an Illinois not-for-profit Corporation, do declare and state that we consent to the adoption of the above and foregoing Resolution, and specifically agree that we have voted in favor of these amendments to the Articles of Incorporation as set forth in the said Resolution.

Francis J. Began  
Orlene M. Castillo

X A. E. Hegeman  
Maurice A. Pacosteum

CONSENT OF MEMBERS

The undersigned do declare and state, pursuant to Section 107.10 of the Illinois General Non-for-profit Act of 1986, as amended, that we are more than two-thirds of the members of the Friends of the Niles Public Library, an Illinois not-for-profit Corporation, and we do consent to the adoption of the above and foregoing Resolution, and specifically agree that we have voted in favor of these amendments to the Articles of Incorporation as set forth in the said Resolution.

Frank J. Begg  
J. E. Hoglund  
Anne M. Hoglund  
Leslie M. Begg  
L. T. Steinert  
Mary L. Steinert  
Sharon H. Modaresi  
Irene M. Costello

Janetta M. Tomcik  
Barbara R. O'Neill  
Ed. M. Bynum  
Marilyn Brumberger  
Joseph Brumberger  
Lawrence D. Bernstein  
\_\_\_\_\_  
\_\_\_\_\_

### 3.16 FRIENDS OF THE LIBRARY

- I. The "Friends of the Niles Public Library District" were organized:
  - A. to represent the mutual interests of the Niles Public Library District and its residents;
  - B. to encourage and support any measures mutually beneficial to the Library and the District's residents;
  - C. to focus public attention on the Library's resources and services;
  - D. to encourage gifts to the Library; and
  - E. to maintain an association of persons interested in strengthening the Library, enhancing its collections and promoting its use.
2. The Friends of the Library organization will be governed by its Constitution and Bylaws. Activities of the Friends will be within the mission, policies and regulations of the Library. Friends are responsible for their own funds and fund accounting.
3. The Friends will keep the Library Trustees informed of all activities through the Library Director, who will assist the Friends in an advisory capacity.
4. The Friends organization is distinct and separate from the Library Board of Trustees, those elected to have legal responsibility of the Library, and members of the Friends must not assume duties of the Library Trustees.

*Adopted by the Niles Public Library District Board of Trustees 7.1.92*

**Library Staffing and Operations Study**  
**NILES PUBLIC LIBRARY DISTRICT**



**June 9, 2015**

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# **1. INTRODUCTION AND EXECUTIVE SUMMARY**

The following sections introduce the purpose and context of the Matrix Consulting Group’s staffing and operational study of the Niles Public Library District, outline the approaches used by the project team in order to conduct the study, and provide a summary of recommendations contained in the report.

## **1. PURPOSE AND CONTEXT**

In January of 2015, the Matrix Consulting Group initiated this study at the request of the Board. It is an eventful time for the Niles Public Library District – recent years have seen the opening of a new library building, reductions in the number of staff, and the beginning of a search for a new full-time Library Director. At this critical juncture in time, this study is intended to provide insight and recommendations for the Library’s staffing strategy and operational practices as the Library adjusts to the significant and ongoing changes it faces.

## **2. STUDY APPROACHES UTILIZED**

In order to fully grasp the Library’s current organizational structure, operational practices, and strategic challenges, the project team spent considerable time collecting and assessing relevant documentation, staff input, and performance data. The following approaches were used:

- **Interviews** – The project team conducted dozens of in-person interviews with library staff in order to gain a sense of their work practices, and mindset on the Library’s operations. All employees at the Manager level and above were interviewed, in addition to at least one line staff member in each department.
- **Employee Survey** – The project team constructed and distributed an anonymous survey to all of the Library’s employees to solicit their input on the Library’s current state and perceived opportunities for improvement. The results

of this survey are contained in this report and were taken into account when developing recommendations.

- **Data Collection** – The project team collected a wide variety of data documenting the organizational structure, work flows, policies and procedures, workload, and performance of the Library, including but not limited to the following:
  - Budget documents
  - Organizational charts
  - Staffing schedules
  - Employee handbooks
  - Salary schedules
  - NPLD strategic plan
  - Job descriptions
  - Monthly board reports
  
- **Comparative Library Survey** – The project team conducted a survey of comparable organizations (libraries and library districts in the Chicago area) in order to determine how the NPLD’s staffing, salaries, and workload compare to its peers. The results of this survey are contained in this report.

This report provides the analysis and assessment of these study processes as well as resulting recommendations.

### **3. SUMMARY OF FINDINGS AND RECOMMENDATIONS**

The Niles Public Library District exhibits a number of strengths currently. The Library should seek to continue improving and building on these strengths. The following examples illustrate areas in which the NPLD is a high performing organization:

- The Library has a strong focus on customer service, and maintains excellent relationships with its regular patrons.
- Programming is a strong emphasis for the Library, and the variety of programs available is excellent, as is program attendance. Programs related to computer access and services are strong.
- Cardholder engagement is exceptional. The average Niles cardholder checks out more than 40 items per year.

- The Library District has developed a written, multi-year strategic plan for guiding its decision-making.
- The board is kept apprised of workload and performance data on a monthly basis via a report from the Interim Library Director.
- The Library makes a point of meeting the needs of the various populations within its service area (schoolchildren, teens, home-bound individuals, foreign language speakers).
- The Library is highly accessible, with a building located on bus routes and open 70 hours per week, including evenings and weekends.
- Automation of services is a strength, including self-service checkout, automated sorting of returned materials, and online access to select services.

The Library also has numerous opportunities for improvement. The recommendations of this report primarily focus on addressing those improvement opportunities. The table below summarizes the recommendations developed by the project team.

Recommendations	Priority	Time
<b>Staffing Recommendations</b>		
The Library should consider making adjustments to its managerial organizational structure to better align similar functions including reallocation of Patron Services to the Assistant Director position, and the incorporation of Outreach Services into Adult Services.	High	2016
The District should implement a staffing strategy for Marketing and Public Relations to ensure that the department has 2 full-time employees and the support of a part-time employee (or contractual resource) as necessary.	High	2015
The District should implement a staffing strategy for IT Services to ensure that the department has 2 full-time employees (including a supervisor) and the support of part-time employees to handle the department's workload and improve the quality and availability of technology support at the Library.	High	2015
The District should staff the IT desk, at least part time, with IT Specialists rather than Librarians to more effectively utilize staff and increase the level of services provided to the public.	Medium	2015

**NILES PUBLIC LIBRARY DISTRICT**  
**Final Report of the Library Staffing and Operations Study**

Recommendations	Priority	Time
The District should consider, as part of the new staffing approach to the computer labs, the creation of a Digital Services Unit that includes the IT staff and several Librarian positions to develop digital services for the public.	High	2015
The Library should consider creation of new position level within the existing pay scale to accommodate library associates/specialists as a means of both cost savings and aligning library duties with appropriate employee skill sets.	High	2016
The Library should conduct a regular (yearly or every-other-year) review of its compensation strategy in order to remain competitive in the market and to ensure that its compensation strategy is in alignment with the policy decision reached by the Board regarding position in the market.	Medium	Ongoing
<b>Operational Recommendations</b>		
The Library should begin using a work order or ticket system for IT and Facilities work requests. All staff making work requests should use the system and all requested work activities should be tracked via this system.	Low	2016
The District Board and Administration should place renewed focus on strategic planning a to include Board-Staff goals and commitments and to seek community input in determining the Library's future direction.	High	Immediate
An updated strategic plan should be developed to guide the Administration in implementing the policy direction of the Board.	High	Immediate
The District should review the role of the Board and Administration and clarify expectations regarding decisions that should be handled by the Board (policy related) versus those that should be handled by Administration (ongoing daily operational decisions to implement policy consistent with Board policy).	High	Immediate
The District should continue to develop and enhance the relationships between the Board, Staff, and the Friends of the Library organization.	High	Ongoing
The Library should take steps to increase the number of library cardholders by maximizing the percentage of the population within the service area who hold library cards.	Medium	2016
The Library should increase the coordination of programming to reach multiple target audiences and improve the efficiency of planning and delivery through the implementation of a staff programming committee overseen by the Assistant Director.	Medium	2016
The Library should introduce an annual customer satisfaction and feedback survey as a means of measuring performance	Medium	Ongoing

Recommendations	Priority	Time
The District should establish a performance metric for processing time to placement in circulation with a focus on minimizing time it takes to place into circulation.	Low	2016

A more detailed explanation for each recommendation can be found in the body of the report.

## **2. RESULTS OF EMPLOYEE SURVEY**

The project team conducted an employee survey to gauge employee attitudes and perceptions on a variety of issues affecting the Library. This section provides a summary and analysis of the survey results.

### **1. INTRODUCTION**

The survey was distributed online during February and March. Out of the NPLD's ninety-two (92) employees, seventy (70) total survey responses were received, for a response rate of 76%. While responses to the survey were confidential, the project team did ask employees to indicate their department, their full time/part time status, and their level of supervisory authority.

<b>Department/Grouping</b>	<b># of Responses</b>	<b>% of Responses</b>
Administration & Support	7	10.0%
Adult Services (Including Outreach)	18	25.7%
Patron Services	20	28.6%
Technical Services	11	15.7%
Youth/Teen Services	14	20.0%
<b>TOTAL</b>	<b>70</b>	<b>100.0%</b>

<b>Employment Status</b>	<b># of Responses</b>	<b>% of Responses</b>
Full Time	34	49.3%
Part Time	35	50.7%
<b>TOTAL</b>	<b>69</b>	<b>100.0%</b>

<b>Supervisory Level</b>	<b># of Responses</b>	<b>% of Responses</b>
Manager or Supervisor	9	12.9%
Non-supervisor	61	87.1%
<b>TOTAL</b>	<b>70</b>	<b>100.0%</b>

The survey was divided into three sections. In the first section, respondents provided information about their position and employment status, as depicted above. In the second section, respondents were asked to indicate their level of agreement or disagreement with thirty-eight (38) positively phrased multiple-choice statements about

the NPLD’s staffing, operations, and organizational culture. In the third and final section, respondents had the opportunity to respond to three open-ended questions in their own words.

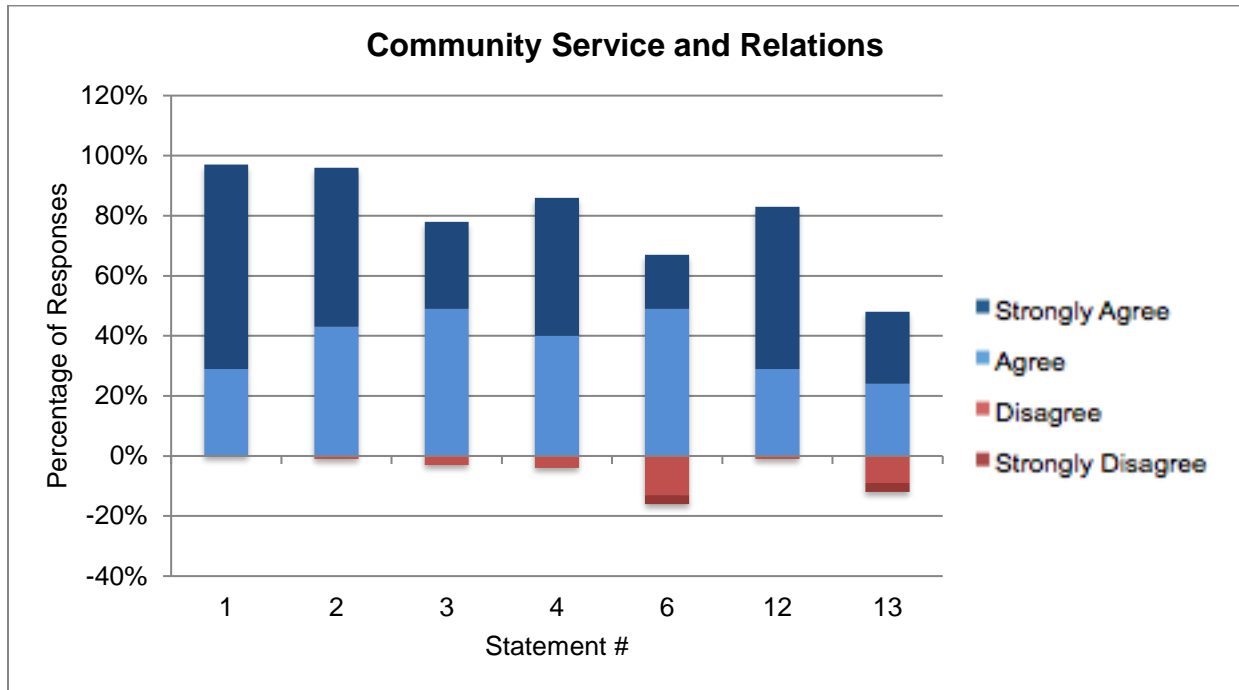
**2. MULTIPLE-CHOICE STATEMENTS**

The following sections summarize employees’ responses to multiple-choice statements and provide analysis of the trends and correlations visible in the responses. In response to each statement, employees could select “strongly agree”, “agree”, “neutral”, “disagree”, “strongly disagree”, or “N/A”. For discussion purposes, “strongly agree” and “agree” have been grouped together in summary tables, as have “disagree” and “strongly disagree”.

**(1) Employees Generally View the Library’s Service and Relationship with the Community as a Strength.**

The following statements addressed the Library’s service to, and relationship with, the community.

#	Statement	Combined Agree	Neutral	Combined Disagree	N/A
1	We provide a high level of service to the residents of the Niles Public Library District.	97.1%	2.9%	0.0%	0.0%
2	Our customer service meets the expectations of the residents of the NPLD.	95.6%	2.9%	1.5%	0.0%
3	The Library’s programming meets the type and amount of programming desired by the community.	77.9%	17.7%	2.9%	1.5%
4	The Library’s resources and programming are highly accessible to the residents of the NPLD.	86.6%	7.5%	4.5%	1.5%
6	The Library’s collection meets the needs and expectations of our customers.	66.2%	16.2%	16.2%	1.5%
12	The residents of the NPLD place high value on the Library as a service to the community.	83.8%	11.8%	1.5%	2.9%
13	The Library has a strong working relationship with the Friends of the Niles Library organization.	47.1%	30.9%	11.8%	10.3%



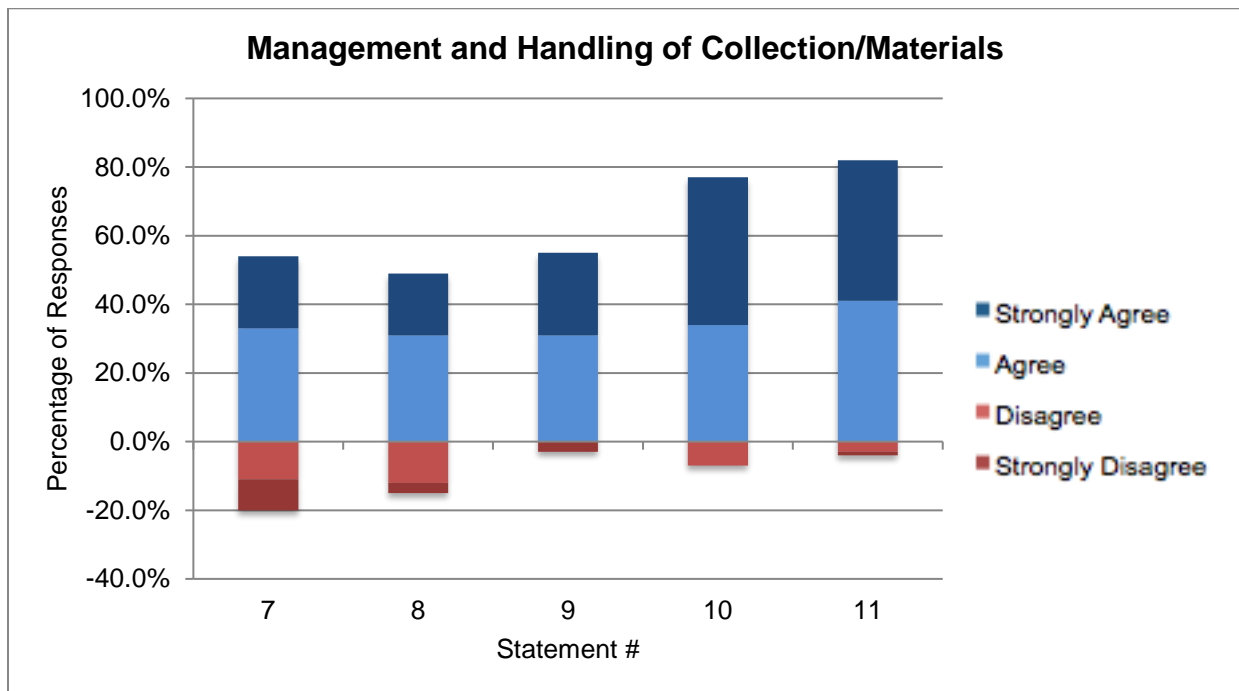
- All statements about the Library’s service to the community met with strong agreement, receiving more than 4 times as much agreement as disagreement.
- Administrative employees and those in Technical Services provided half of the disagreeing and strongly disagreeing responses to statement #6, regarding whether the Library’s collection meets the needs and expectations of customers. Fewer than 50% of employees in those capacities agreed with the statement.
- Statement #13, regarding the Library’s relationship with the Friends of the Library organization, received fewer than 50% agreement, and a large number of staff remained neutral to this statement. Administrative staff indicated more disagreement than agreement.

All of the statements regarding the Library’s service to the community received much more agreement than disagreement, demonstrating that employees see this as a strength. There were, however, a few pockets of disagreement when it came to the library’s collection (Administrative Services and Technical Services) and their relationship with the Friends of the Library (Administrative staff). While those statements still received overall positive responses, the sentiments were less strong, and employees made their reservations apparent.

**(2) Employees Are Generally Pleased with the Library’s Acquisition, Maintenance, and Circulation of the Collection.**

The following statements focused on the management and handling of the Library’s collection of materials.

#	Statement	Combined Agree	Neutral	Combined Disagree	N/A
7	The Library’s approach to acquisition to supplement current collections ins conducted in a timely and efficient manner.	54.5%	18.2%	19.7%	7.6%
8	The Library’s approach to removing items from the collection is done effectively.	48.5%	26.5%	14.7%	10.3%
9	The Library seeks an appropriate level of customer input regarding items to be added to the collection.	55.2%	31.3%	3.0%	10.5%
10	The library has efficient processes for handling the checking out of materials.	76.5%	14.7%	7.4%	1.5%
11	The Library’s processes to get returned materials processed and reshelfed are conducted in a timely and efficient manner.	82.4%	13.2%	4.4%	0.0%



- Every statement in this section received more than 50% agreement, and twice as much agreement as disagreement. Strongly agreeing responses outnumbered disagreeing and strongly disagreeing responses combined for every statement.

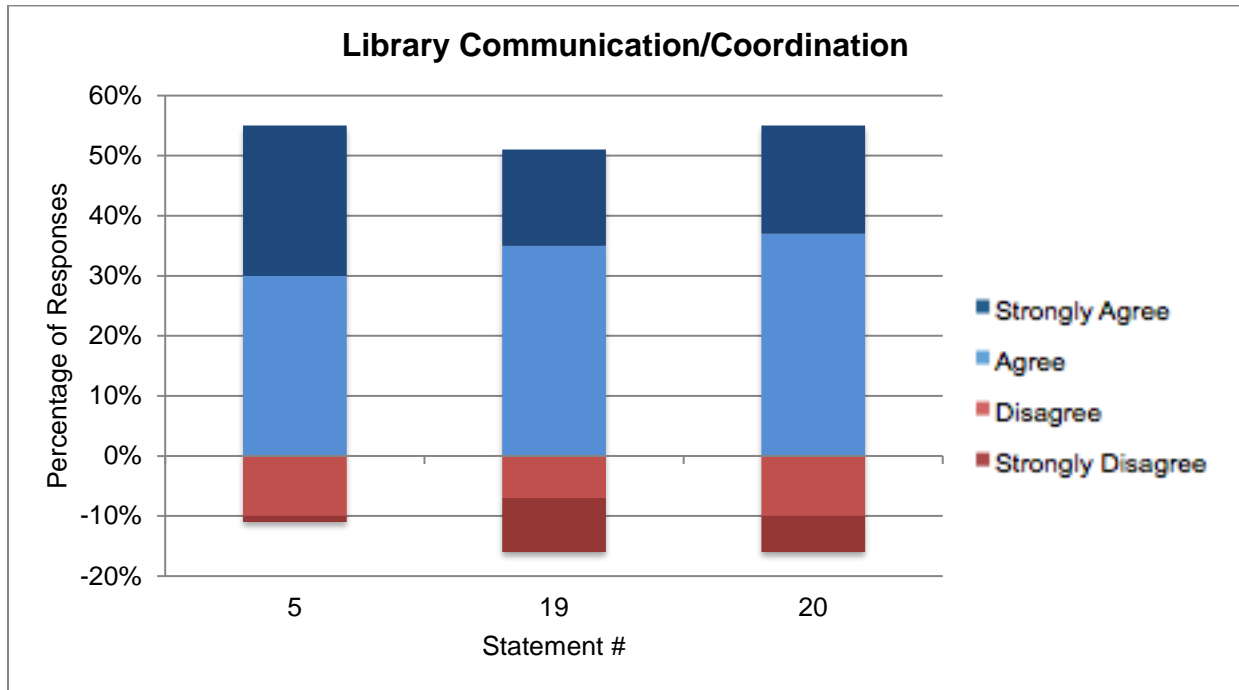
- Youth Services staff expressed more disagreement than other employees with statement #7, regarding the NPLD’s approach to materials acquisitions. Only a third of YS staff agreed or strongly agreed, compared to 59% of all other staff.
- Statement #8, regarding the effectiveness of the NPLD’s approach to removing materials from the collection, received much more positivity (53% combined agreement and 8% combined disagreement) among line staff than among supervisory staff (22% combined agreement and 56% combined disagreement).

Each statement in this section received significant levels of overall agreement, suggesting that the staff as a whole is pleased with the way the Library’s collection is acquired, maintained, and circulated. Only a few pockets of disagreement were noted, these indicating that the approach to materials acquisition may need to be re-evaluated for Youth Services, and that improved communication may be necessary between supervisors and staff regarding the approach to collection weeding.

**(3) Staff Have Varying Opinions About the Effectiveness of Communication Within the Library.**

The following statements addressed the level of effective communication within the Library.

#	Statement	Combined Agree	Neutral	Combined Disagree	N/A
5	The Library’s programs are well coordinated between departments to endure a coordinated public programming effort.	55.2%	28.4%	11.9%	4.5%
19	There is good communication at the library between Administration and the employees.	51.5%	30.9%	16.2%	1.5%
20	There is good communication between my department and other departments at the Library.	54.4%	27.9%	16.2%	1.5%



- Every statement in this section was met with more than 50% agreement and three times as much agreement as disagreement.
- Only a third of employees in Adult Services and Technical Services agreed or strongly agreed with statement #19, about communication between Administration and employees. Combined agreement among other departments was 65%.
- Adult Services and Youth Services agreed or strongly agreed only 34% of the time with statement #20, about inter-departmental communication. This statement was met with 70% combined agreement among other departments.

Responses to this statement reveal a difference in opinions about communication within the library, divided along departmental lines. Technical Services employees see communication from Administration to line staff as an issue, while Youth Services staff see coordination between departments as a problem. Adult Services employees see both of these as areas for improvement. Answers to open-response questions support the trend that employees would like to see communication within the library as a focus for improvement going forward.

**(4) Employees are Mostly Happy About Their Work Conditions and Expectations for Their Position, With a Few Exceptions.**

The following statements addressed the work environment and expectations for employees of the NPLD.

#	Statement	Combined Agree	Neutral	Combined Disagree	N/A
14	There are clear, well documented policies and procedures for guiding my day-to-day work.	66.2%	17.7%	16.2%	0.0%
15	I understand clearly what is expected of me at work.	91.2%	5.9%	1.9%	0.0%
21	I am generally well informed about key developments that affect my department.	61.2%	19.1%	14.7%	0.0%
30	I am empowered to make key decisions concerning my work.	83.6%	7.5%	9.0%	0.0%
31	I understand how my work relates to the overall goals and objectives of the library.	89.6%	6.0%	4.5%	0.0%
32	I feel that I am valued as an employee of the library.	59.7%	19.4%	19.4%	1.5%



- Every statement in this section received more than three times as much agreement as disagreement, and each of them received close to, or more than, 60% combined agreement.

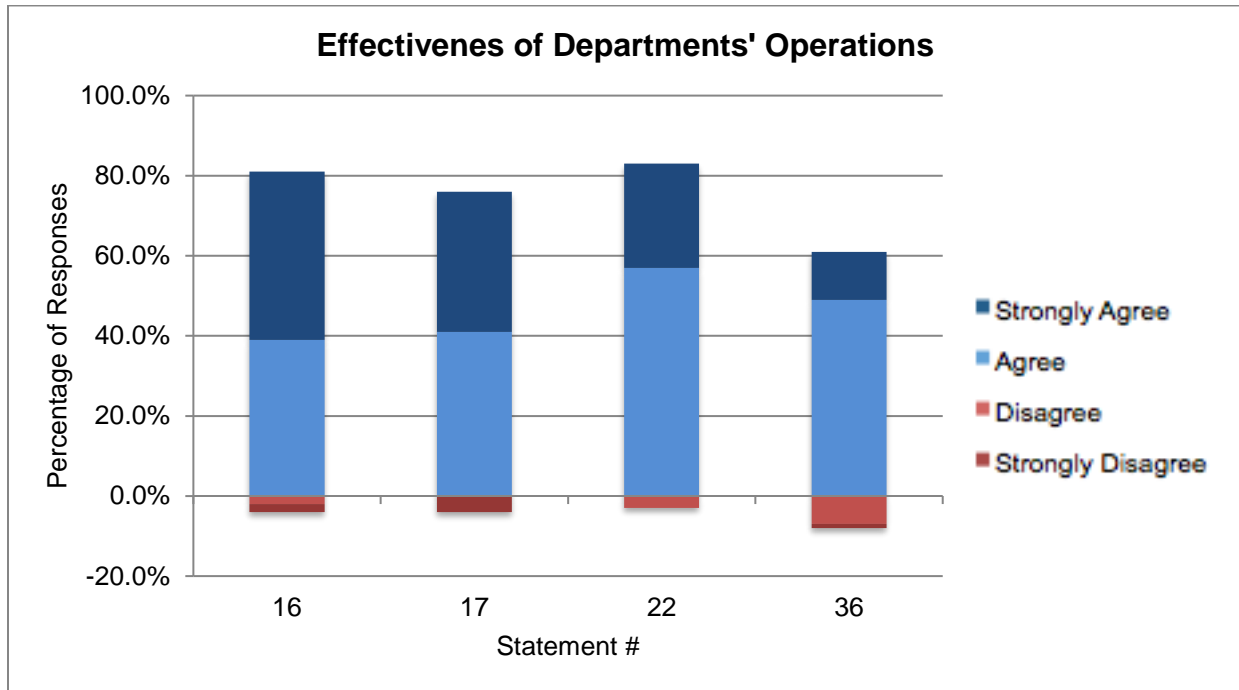
- Statement #21, regarding whether staff feel well-informed about key departmental developments, received only 39% combined agreement from Adult Services staff, compared to 76% combined agreement in other departments.
- While most staff agreed or strongly agreed with statement #32, about whether they feel valued as an employee, only 40% of Technical Services staff agreed with the statement, compared to 63% in other departments.

The generally strong levels of agreement with statements in this section indicate that employees have mostly positive opinions about the work conditions and expectations of their position, although agreement was less strong regarding the presence of clear policies and procedures. Two notable areas of disagreement became apparent. Adult Services staff stated, as they did earlier in response to statement #19, that communication is an issue in the library – less than 40% of them agreed that they are generally well-informed about departmental issues. In addition, Technical Services staff may be suffering from low morale; their responses suggested that they feel less appreciated than other departments.

**(5) Employees Believe Their Departments are Innovative, Efficient, and Committed to Improvement.**

The following table shows employees’ responses to statements about the effectiveness of departmental operations at the Library.

#	Statement	Combined Agree	Neutral	Combined Disagree	N/A
16	My department promotes a culture of continuous improvement in the quality of services delivered.	81.8%	15.2%	3.0%	0.0%
17	My department is innovative in the way that we provide services and handle our workload.	76.5%	19.1%	4.4%	0.0%
22	My department does a good job of planning and scheduling work to be done.	83.8%	13.2%	2.9%	0.0%
36	There are opportunities in my department to improve the way we deliver services.	61.2%	29.9%	9.0%	0.0%



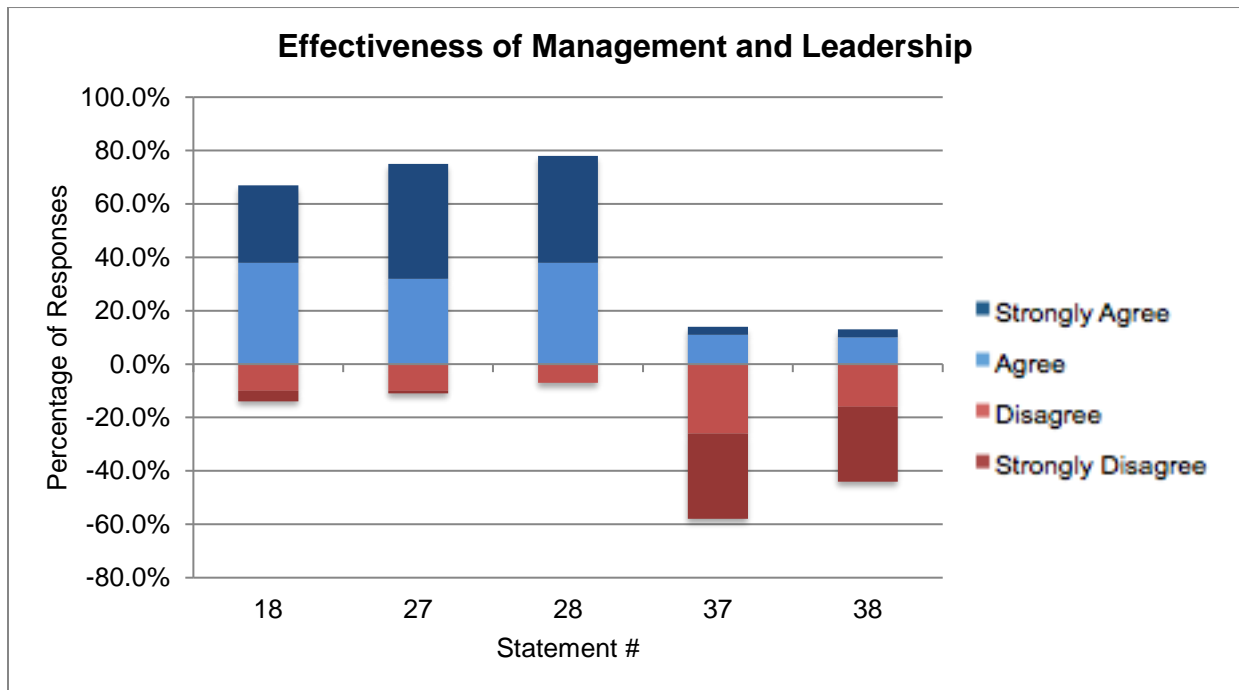
- Every statement in this section received more than 60% combined agreement and less than 10% disagreement. Strongly agreeing responses outnumbered combined disagreement for each statement.
- The agreeing responses to statement #36 indicate that employees believe there *are* opportunities for improvement in their departments. These opportunities are elaborated upon in the answers to the second free-response question. Comments on this statement indicated that employees are open to improvements and believe that increasing staffing numbers would be a good start.

The strong agreement in this section shows that employees view their departments as innovative, efficient, and focused on improvement. They also believe they can become stronger, and are open to taking the steps necessary to accomplish that.

**(6) Most Employees Believe Their Direct Supervisors Communicate Effectively, but They Feel Negatively Toward the Board.**

The following statements focused on the effectiveness of the Library's management and the leadership provided by the Board.

#	Statement	Combined Agree	Neutral	Combined Disagree	N/A
18	There is good communication at the library between managers/supervisors and their staff.	67.7%	17.7%	14.7%	0.0%
27	My supervisor clearly communicates performance expectations to me.	75.0%	11.8%	11.8%	1.5%
28	My supervisor gives me timely feedback about my job performance.	78.0%	13.2%	7.4%	1.5%
37	The Library's staff and board share a common vision for the future of the Library.	13.6%	24.2%	57.6%	4.6%
38	The Library's Board appropriately focuses on setting policy direction to guide operations of the Library.	13.4%	35.8%	44.8%	6.0%



- While statements #18, #27, and #28 all received more than 67% combined agreement and less than 15% combined disagreement, #37 and #38 both were met with more than three times as much disagreement as agreement, and strongly disagreeing responses outnumbered combined agreement for both statements.
- Only 50% of Adult Services employees agreed or strongly with statement #18, about communication between managers/supervisors and staff. Staff in other departments agreed or strongly agreed at a rate of 74%. This is similar to AS staff's responses to #19, where only a third of them agreed that communication from Administration is clear and consistent.

- Statement #37 was met with strong disagreement from employees. It received mostly neutral responses from Patron Services but strong disagreement in all other departments. Comments on this statement stated that many employees are unsure what the board’s vision is, that employees’ voices are not heard in developing the vision, or that they believe cost containment is too highly prioritized.
- Statement #38 received similar responses to #37. Patron Services actually provided slightly more agreement than disagreement, but all other departments disagreed strongly. Comments on this statement indicated that employees believe the board should focus more on setting policy direction and less on daily library operations.

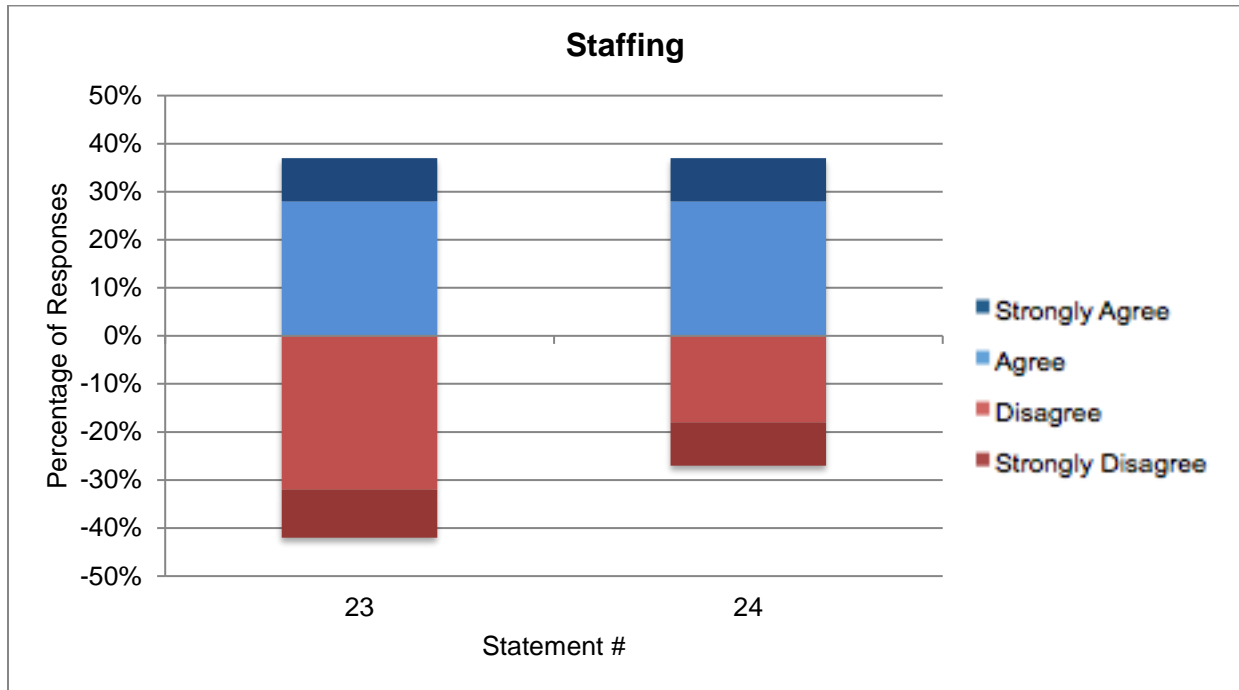
Responses to these statements show that employees have positive opinions about their managers and supervisors’ communication and feedback style. The only negative blip in responses about supervisors came from Adult Services, where communication appears to be an issue.

Responses to statements about the board revealed a dissatisfied stance among employees. Their responses suggest that they would like to see their input valued more highly, that they hope to see the board members set a clear vision for the library, and that they want to be empowered by the board to execute the vision.

**(7) Employees Have Mixed Opinions on Staffing Levels and the Ratio of Full-Time to Part-Time Staff.**

Only two statements addressed staffing levels within the Library. The following table shows employees’ responses to those statements.

#	Statement	Combined Agree	Neutral	Combined Disagree	N/A
23	Staffing levels in my department are appropriate considering our workload.	36.8%	20.6%	42.6%	0.0%
24	My department has the right mix of full-time and part-time employees.	37.3%	34.3%	26.9%	1.5%



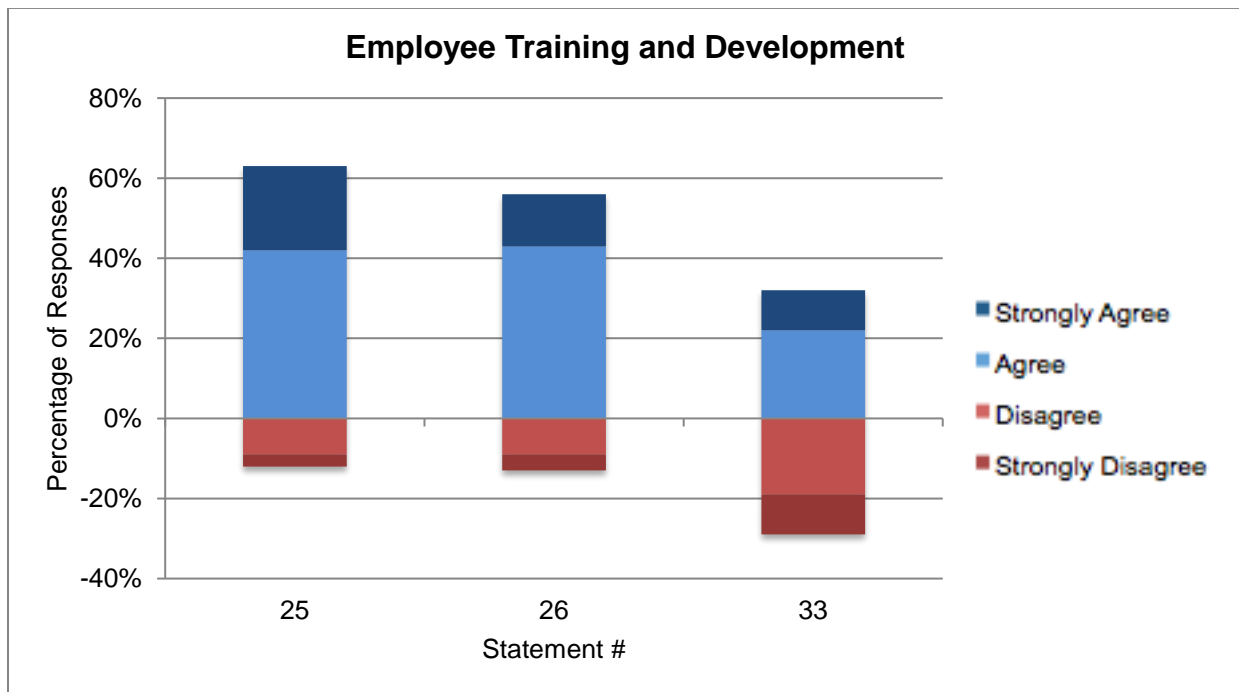
- Responses to these statements were mixed. The difference between combined agreement and combined disagreement was less than 15% for both statements, and a significant number of neutral responses were received.
- Statement #23, about appropriate staffing levels for the workload, received more positive responses among part-time staff (48% combined agreement and 30% combined disagreement) than full-time staff (26% combined agreement and 53% combined disagreement). It also received 50% combined agreement from Adult Services and Patron Services, but only 20% combined agreement from other departments.
- Each department responded with slightly more agreement than disagreement to statement #24, regarding the mix of full-time and part-time staffing. Administration employees were the exception, with 2/3 of respondents strongly disagreeing. Notably, there was no significant difference between responses from part-time and full-time staff.

Responses to these two statements show that employees have mixed feelings about their staffing numbers, and many believe that more employees are needed to handle the existing workload and provide a high-quality patron experience. Comments on statement #24 suggest that most employees would like to see an increase in full-time staff over part-time staff.

**(8) Most Employees Have Positive Sentiments About Training and Development, but Mixed Opinions About Room for Advancement.**

The following table shows staff responses to statements about training and employee development within the Library.

#	Statement	Combined Agree	Neutral	Combined Disagree	N/A
25	My department places a strong emphasis on training and professional development.	62.7%	23.9%	12.0%	1.5%
26	I have plenty of opportunities to receive training and professional development.	55.9%	27.9%	13.2%	2.9%
33	Opportunities exist at the library for career advancement.	32.8%	35.8%	29.9%	1.5%



- Statement #25, about the emphasis on training and professional development, received only 39% combined agreement from Adult Services Staff, compared to 67% combined agreement from other departments.
- Statement #33 received more neutral responses than agreeing or disagreeing. 60% of Patron Services staff either agreed or strongly agreed with this statement, compared to 27% of all other employees. Part-time employees were also more likely to agree or strongly agree with this statement (48%) than full-time staff (18%).

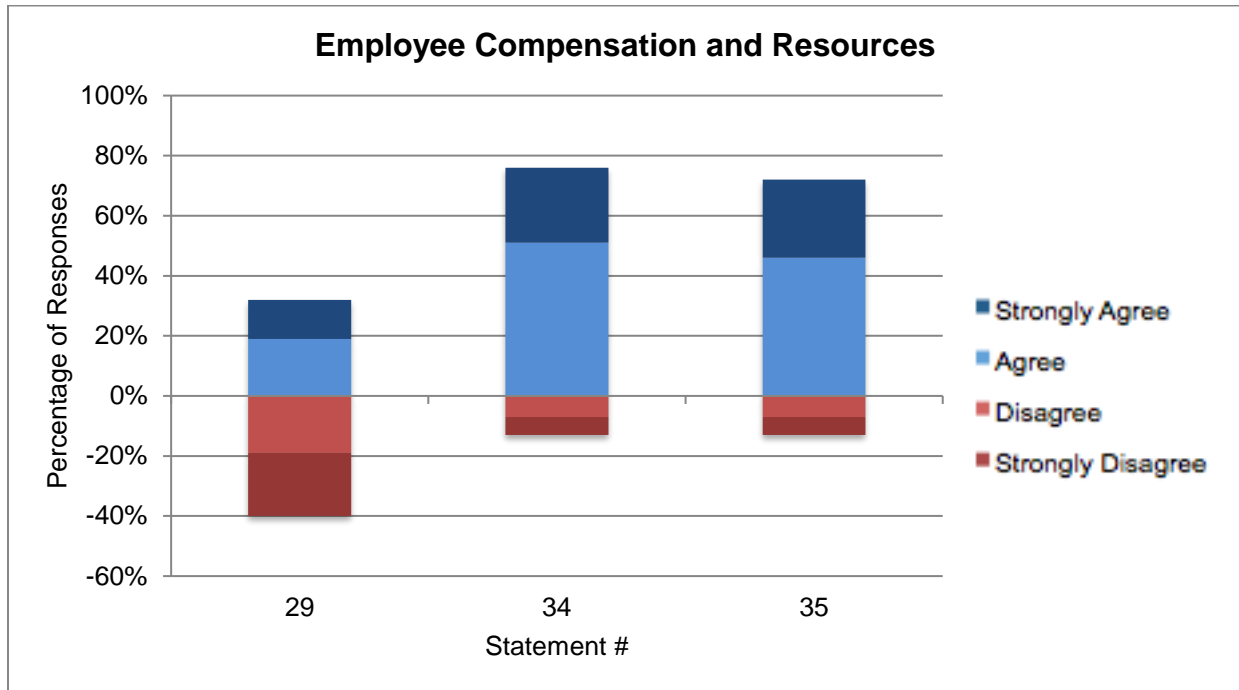
Most employees’ responses indicated that they believe the library prioritizes training and professional development and makes those opportunities available to them. Adult Services staff were less likely to agree on this point – further investigation may be necessary to determine how AS staff can take advantage of training and PD opportunities.

Responses were divided on the topic of career advancement. Part-time staff, and those in Patron Services, tended to have a positive opinion about their opportunities for advancement, whereas the rest of the library’s staff was less likely to agree. Employees’ comments on this statement suggested that there are few positions available for advancement, and that there are varying levels of opportunity depending on the department.

**(9) Employees Believe They Have Everything Necessary to Do Their Job Well, But Many Feel Under-Compensated.**

The following statements focused on the compensation and resources given to employees of the Library.

#	Statement	Combined Agree	Neutral	Combined Disagree	N/A
29	The District provides a competitive compensation and benefits package for employees.	32.8%	19.4%	40.3%	7.5%
34	I have the tools and resources I need to do my job well.	76.5%	10.3%	13.2%	0.0%
35	I have the technology I need to do my job effectively.	72.1%	14.7%	13.2%	0.0%



- Statement #29, focusing on employee compensation, received only 13% agreeing or strongly agreeing responses from Technical Services and Youth/Teen Services staff, compared to 39% from other departments. Additionally, more than 50% of managers and supervisors agreed or strongly agreed, compared to only 29% of line staff.
- 77% of employees agreed or strongly agreed with statement #34, that they have the tools and resources they need. Among Technical Services staff, however, the rate was much higher, at 90%.

Employees believe almost overwhelmingly that they have the technology, tools, and resources they need to do their job well. Staff were split or slightly dissatisfied, however, on the issue of compensation. The responses and comments received to this statement indicate that employees would like to see participation in the IMRF benefits package. Some respondents also believe that salaries in the NPLD are not comparable to those offered by neighboring libraries. The topic of salary comparison between libraries is addressed in the project team’s comparative survey.

### **3. OPEN-ENDED QUESTIONS**

The final section of the survey consisted of three open-ended questions, to which employees provided responses in their own words. The following sections summarize the results of these questions.

#### **(1) Staff See the Library’s Employees and Their Relationship to Patrons as the NPLD’s Greatest Strengths.**

The first open-ended question asked employees what they see as the three greatest strengths of the library. The most common themes from employees’ responses are outlined below:

<b>Greatest Strengths of the Library</b>	<b># of Responses</b>
Commitment/attitude of staff	24
Customer service	23
Large, relevant collection of materials	22
Quality and location of library building	13
Ties to community and engagement of patrons	12
Skills and ability of staff	10
Availability of technology	7
Accessibility – open door policy and flexible checkout policies	6

Employees see a dedicated, patron-centered mindset among the Library’s staff and the resulting excellence in customer service as the NPLD’s greatest strengths, along with a large collection of materials that meets the needs and desires of the service population. The new building and the Library’s connections with its community are other strengths, along with readily available technology in every department and a high level of accessibility for the community.

Other than the size of the collection, many of the strengths listed most frequently are qualitative and personal, having to do with the library’s staff and their relationship to patrons.

**(2) Staff Would Like to See Clear Vision and Leadership for the Library, as Well as Improvements in the Library as a Community Resource.**

The second open-ended question asked employees what they consider the three most important opportunities for improvement at the library. The following table summarizes the most common themes among their responses.

<b>Opportunities For Improvement</b>	<b># of Responses</b>
Improvement in communication within the Library	12
Upgrades to existing technology	11
Improved board support of library staff	11
Increased staff agency and positive reinforcement/morale building	10
Need for more staff, particularly in full-time roles	8
Expansion of programming	8
Improved security and order in library	8
Improved staff compensation and benefits	8
Improvements in library management/leadership	7
Expansion of collection	7
Need for clear policies and delineation of duties	7
Increased outreach to community, especially underserved areas	6
Hiring of a permanent library director	5

Communication within the library was brought up as an area in need of improvement, a sentiment in line with earlier responses in the survey. Upgrades and additions to existing technology were also mentioned frequently. Several staff pointed to the issue of their relationship with the board, which was brought up earlier in statements #37 and #38. They stated that they would like to see more support for the Library's staff and an increase in the empowerment and morale of employees. Other suggestions for improvement included staffing additions, programming expansion, security improvements, compensation and benefits increases, growth of the collection, community outreach, and strong leadership for the library (including the hiring of a new director).

Suggestions for improvement generally fell in two categories: the desire for a clear vision and leadership, and the desire for improving the library as a resource for the community.

### **(3) Other Comments**

The third open-ended question asked employees to share any further comments with the project team. While many comments reiterated themes that had been expressed previously in the survey, a handful of new comments were also received.

They are summarized below:

- Library finances are balanced and represent the needs of the service population.
- The Library is stuck - it lacks adaptability and faces too many barriers to change.
- The library lacks positive incentives for employee retention and job performance.
- Flexibility in hours and expansion of part-time hours would be beneficial.
- Library parking is an issue, and staff need somewhere closer to park.

## **4. CONCLUSION**

The responses and comments received during the course of the survey suggest that library staff see the NPLD as an important and highly effective resource for the community, and that they generally believe it is a good place to work. The Library's staff hopes to see the library continue to improve, however, both as a place of employment and a community resource. They hope to see clear communication from the board and their supervisors affirming that they are valued as employees and their voice matters in setting the direction of the district. Many employees also hope to see an increase in compensation and a growth in the number of staff, particularly full-time staff.

### **3. RESULTS OF COMPARATIVE SURVEY**

The project team conducted a comparative survey of the staffing, workload, and organizational structure of several of the NPLD's peer municipal libraries and library districts. This comparison was intended to discern prevailing practices among comparable libraries and provide a benchmark from which to make recommendations regarding staffing and organizational structure.

The project team obtained a list of peer libraries and library districts from the NPLD staff and developed a short questionnaire about service population, workload, staffing, and circulation. This was sent to the directors of peer libraries along with a request for organizational charts, job descriptions, and salary ranges. Of the 8 libraries contacted, 7 responded in varying degrees of completeness: Algonquin, Des Plaines, Fountaindale, Indian Trails, Skokie, St. Charles, and Warren-Newport.

The following sections present the data gathered from comparable libraries and provide the project team's analysis of its implications for staffing and organizational structure in the Niles Public Library District.

#### **1. Demographic Comparison**

The following table shows the service population of each comparable library district, as well as their number of library cardholders, number of library buildings, and total square footage of library buildings.

Demographic Data					
	Service Population	Card Holders	Card Holders as % of Population	Number of Libraries	Size of Libraries (SqFt)
Algonquin	40,809	24,012	58.8%	2	51,000
Des Plaines	58,364	34,833	59.7%	1	82,000
Fountaindale	67,683	51,298	75.8%	1	114,000
Indian Trails	67,010	46,045	68.7%	2	49,100
Skokie	64,784	33,002	50.9%	1	133,190
St. Charles	55,092	27,539	50.0%	1	54,234
Warren-Newport	66,690	40,887	61.3%	1	58,500
<b>Average</b>	<b>60,062</b>	<b>36,802</b>	<b>60.8%</b>	<b>N/A</b>	<b>74,989</b>
<b>Niles</b>	<b>57,284</b>	<b>25,100</b>	<b>43.8%</b>	<b>1</b>	<b>68,000</b>
<b>% from Average</b>	<b>-4.6%</b>	<b>-31.8%</b>	<b>-28%</b>	<b>N/A</b>	<b>-9.3%</b>

- The NPLD service area is slightly similar in population than its peer libraries. The District has a somewhat smaller building.
- The Skokie Public Library has a larger building, more staff, and a significantly larger budget and circulation than any of the other libraries on the list of comparables, but it is included as a peer library because of its proximity to Niles.
- A smaller number (and a smaller percentage of the population) in the Niles Public Library District hold library cards than in peer library service areas. 44% of Niles District residents hold cards, compared to an average of 61% in peer districts.

## 2. Staffing Comparison

The following table shows the number of staff, both full-time and part-time, in each of the comparable libraries. It also shows the percentage of staff in each library that are full-time.

Staffing Data				
	FT Staff	PT Staff	Total Staff	% of Staff FT
Algonquin	22	38	60	36.7%
Des Plaines	39	66	105	37.1%
Fountain-dale	47	36	83	56.6%
Indian Trails	45	47	92	48.9%
Skokie	84	77	161	52.2%
St. Charles	40	78	118	33.9%
Warren-Newport	34	68	102	33.3%
<b>Average</b>	<b>44.4</b>	<b>58.6</b>	<b>103</b>	<b>43.1%</b>
<b>Niles</b>	<b>42</b>	<b>50</b>	<b>92</b>	<b>45.7%</b>
<b>% from Average</b>	<b>-5.4%</b>	<b>-14.7%</b>	<b>-10.7%</b>	<b>5.9%</b>

- Considering its service population and circulation numbers, NPLD’s slightly smaller staffing contingent in comparison to its peer libraries is appropriate. The ratio of full-time to part-time staff is also similar to the average of its peers.
- Circulation per employee in Niles is 12,087, which is close to the 12,244 averaged by its peers.

### 3. Workload and Spending Comparison

The following table shows the annual circulation of each of the NPLD’s peer libraries and calculates a number of ratios from the circulation of each library.

Circulation Comparison						
	Service Population	Card Holders	Total Circulation	Circulation per Card Holder	Circulation per Population	Circ. per employee
Algonquin	40,809	24,012	900,248	37.5	22.1	15,004
Des Plaines	58,364	34,833	1,111,967	31.9	19.1	10,590
Fountaindale	67,683	51,298	1,034,777	20.2	15.3	12,467
Indian Trails	67,010	46,045	1,261,627	27.4	18.8	13,713
Skokie	64,784	33,002	2,075,182	62.9	32.0	12,889
St. Charles	55,092	27,539	1,441,839	52.4	26.2	12,219
Warren-Newport	66,690	40,887	1,208,248	29.6	18.1	11,846
<b>Average</b>	<b>60,062</b>	<b>36,802</b>	<b>1,290,555</b>	<b>37.4</b>	<b>21.6</b>	<b>12,530</b>
<b>Niles</b>	<b>57,284</b>	<b>25,100</b>	<b>1,016,400</b>	<b>40.5</b>	<b>17.7</b>	<b>11,048</b>
<b>% from Average</b>	<b>-4.6%</b>	<b>-31.8%</b>	<b>-21.2%</b>	<b>8.3%</b>	<b>-18.1%</b>	<b>-11.8%</b>

- Total annual circulation in NPLD is 21% less than the average of its peer libraries.
- At 40.5 annually, average circulation per card holder is slightly better in Niles than in peer districts, where the average is 37.4 annually.

- The NPLD’s circulation per population (17.7 annually), is well below the average of comparable libraries (21.6 annually).
- The rate of circulation per employee is less robust in NPLD than in the average of its peer libraries.

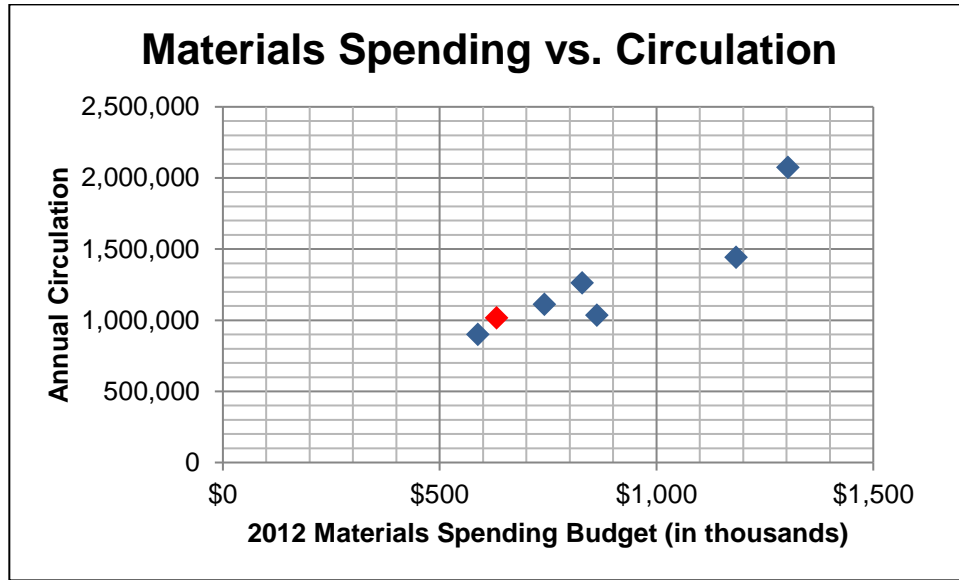
While the library card holders in the NPLD comprise a smaller segment of the service population than in the average of comparable libraries, the annual circulation per card holder is slightly higher. This suggest that the gap in total circulation between Niles and its peers is not due to a lack of engagement among current card holders, but rather a need to increase the percentage of the service population that has a library card.

The following table shows the 2012 materials spending budget of each of the NPLD’s peer libraries and calculates a number of ratios from the spending budget of each library.

Spending Comparison							
	Service Population	Card Holders	2012 Materials Spending	Total Circ.	Circulation per dollar	Spending per Pop.	Spending per employee
Algonquin	40,809	24,012	\$587,298	900,248	1.53	\$14.39	\$9,788
Des Plaines	58,364	34,833	\$741,071	1,111,967	1.50	\$12.70	\$7,058
Fountaindale	67,683	51,298	\$862,329	1,034,777	1.20	\$12.74	\$10,390
Indian Trails	67,010	46,045	\$827,846	1,261,627	1.52	\$12.35	\$8,998
Skokie	64,784	33,002	\$1,302,903	2,075,182	1.59	\$20.11	\$8,093
St. Charles	55,092	27,539	\$1,182,978	1,441,839	1.22	\$21.47	\$10,025
<b>Average</b>	<b>60,062</b>	<b>36,802</b>	<b>\$917,404</b>	<b>1,290,555</b>	<b>1.41</b>	<b>\$15.27</b>	<b>\$8,907</b>
<b>Niles</b>	<b>57,284</b>	<b>25,100</b>	<b>\$631,696</b>	<b>1,016,400</b>	<b>1.61</b>	<b>\$11.03</b>	<b>\$6,866</b>
<b>% from Average</b>	<b>-4.6%</b>	<b>-31.8%</b>	<b>-31.1%</b>	<b>-21.2%</b>	<b>14.4%</b>	<b>-27.8%</b>	<b>-22.9%</b>

- Compared to the average of its peers, Niles spends significantly less on acquiring materials. The NPLD also spends less per member of the service population, and less per employee.
- While the NPLD’s budget is much smaller than its peers, it does generate more circulation per dollar than any peer library. It is possible that this is simply due to inelasticity in the materials borrowing habits of patrons, but it should be noted regardless.

Spending on materials appears to have a clearly positive correlation with annual circulation. This is depicted in the chart below, in which each peer library is represented by a plotted point (Niles in red). The chart shows that Niles is near the bottom of the spending scale, but above the trend line in terms of spending efficiency (circulation per dollar).



The following table shows the 2012 programming attendance of each of the NPLD’s peer libraries and calculates a number of ratios from the programming attendance of each library.

Programming Comparison						
	Service Population	Card Holders	Program Attendance	Attendance per 1,000 Population	Attendance per 1,000 Cardholders	Attendance per Employee
Algonquin	40,809	24,012	16,497	404	687	275
Des Plaines	58,364	34,833	34,198	586	982	326
Fountaindale	67,683	51,298	76,769	1,134	1,497	925
Indian Trails	67,010	46,045	37,103	554	806	403
Skokie	64,784	33,002	54,055	834	1,638	336
St. Charles	55,092	27,539	24,121	438	876	204
<b>Average</b>	<b>60,062</b>	<b>36,802</b>	<b>40,457</b>	<b>658</b>	<b>1,081</b>	<b>393</b>
<b>Niles</b>	<b>57,284</b>	<b>25,100</b>	<b>59,714</b>	<b>1,042</b>	<b>2,379</b>	<b>649</b>
<b>% from Average</b>	<b>-4.6%</b>	<b>-31.8%</b>	<b>47.6%</b>	<b>58.3%</b>	<b>120.1%</b>	<b>65.2%</b>

- Program attendance is much higher (47.6%) in the NPLD than in the average of its peer libraries.
- Because of NPLD’s smaller population, staff, and number of cardholders, the difference in program attendance between Niles and its peer libraries is even more striking.

Programming attendance is clearly one of the Library’s strengths. Fountaindale is the only comparable library with higher program attendance numbers, and some of that appears to be due to the larger population served by that library. Niles nearly eclipses Fountaindale in terms of attendance per population, and bests all of its peers in attendance per cardholder.

**4. Librarian Utilization Comparison**

The following table shows the number of librarians with a Master’s in Library Science (MLS) in each of the NPLD’s peer libraries and calculates a number of staffing and workload-related ratios based on the number of MLS-degreed librarians in each.

Librarian Utilization						
	MLS Librarians	Librarians as a % of total staff	Service Population per Librarian	Card Holders per Librarian	Circ. per MLS Librarian	Program Attendance per MLS
Algonquin	19	31.7%	2,148	1,264	47,381	868
Des Plaines	22	21.0%	2,653	1,583	50,544	1,554
Fountaindale	16	19.3%	4,230	3,206	64,674	4,798
Indian Trails	14	15.2%	4,786	3,289	90,116	2,650
Skokie	31	19.3%	2,090	1,065	66,941	1,744
St. Charles	19	16.1%	2,900	1,449	75,886	1,270
Warren-Newport	14	13.7%	4,764	2,921	86,303	
<b>Average*</b>	<b>19</b>	<b>19.5%</b>	<b>3,161</b>	<b>1,937</b>	<b>68,835</b>	<b>2,129</b>
<b>Niles</b>	<b>27</b>	<b>29.3%</b>	<b>2,122</b>	<b>930</b>	<b>37,644</b>	<b>2,212</b>
<b>% from Average</b>	<b>42.1%</b>	<b>50.3%</b>	<b>-32.9%</b>	<b>-52%</b>	<b>-45.3%</b>	<b>3.9%</b>

\*Niles and its peer libraries employ a mix of part-time and full-time librarians. This table does not distinguish between them.

- Librarians comprise 29% of Niles Library staff, a ratio that is significantly higher than the average of 19.5% of staff in comparable libraries.

- Niles has significantly fewer people in the service population for each librarian than their peer libraries, and they also have far fewer cardholders per librarian than their peers.
- Circulation per Librarian in Niles is 37,644, much lower than the 68,835 averaged by its peers.
- Program attendance per Librarian is slightly higher in the NPLD than in comparable districts.

While overall staffing levels in the Niles Public Library District are similar to the average of its peers, the number of MLS-degreed librarians greatly exceeds the number of librarians in the average comparable library. As a result, librarians form a much greater percentage of the total staff, and some rough workload metrics (in terms of service population, card holders, and annual circulation) are much smaller per librarian than in the average of the NPLD's peers. Program attendance was much higher per population in Niles than in other libraries, but the Library's attendance per librarian is only slightly higher than its peers.

## **5. Librarian Duties Comparison**

As the previous section shows, the NPLD appears to be heavily staffed with librarian positions in comparison to its peers. In order to determine how extensively librarians are being utilized, the project team developed the table below as a comparison of which common library duties require an MLS-degreed employee in each peer library, and which duties do not. Job descriptions from Niles and each of the responding peer libraries were used to construct the table. If a duty for a given library appeared only in the job descriptions of positions that require an MLS, it was indicated as such. If a duty appeared in both librarian and non-librarian job descriptions, or in only non-MLS job descriptions, it was indicated as a duty that does not require an MLS.

Comparison of Librarian Duties							
	Basic Reference Q's and Reader's Advisory	Advanced Reference Q's & Reader's Advisory	Copy Cataloging of New Materials	Original Cataloging of New Materials	Maintain and/or Weed Collection	Develop Programs	Outreach to Schools & Community Orgs
Algonquin	O	<input type="checkbox"/>	O	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fountaindale	O	<input type="checkbox"/>	O	O	<input type="checkbox"/>	O	<input type="checkbox"/>
Indian Trails	O	<input type="checkbox"/>	O	<input type="checkbox"/>	O	<input type="checkbox"/>	<input type="checkbox"/>
Skokie	O	<input type="checkbox"/>	O	<input type="checkbox"/>	O	<input type="checkbox"/>	O
St. Charles	O	O	O	<input type="checkbox"/>	O	O	O
<b>Niles</b>	<b>O</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

= requires MLS      O = does not require MLS

As the table above demonstrates, the Niles Public Library District's job descriptions require an MLS-degreed librarian for every duty other than basic reference and reader's advisory questions. In contrast, none of the other comparable libraries requires a librarian for all of the duties in the table. The most notable example is in the area of cataloging materials. While all libraries except for Fountaindale require a librarian to do original cataloging of new materials, Niles is the only library of the six that requires an MLS degree to do copy cataloging. Likewise, other libraries provide precedent for allowing non-librarians to maintain and weed the library's collection, develop programming, and initiate outreach activities to schools and community organizations.

## 6. Salary Comparison

The following table provides the midpoint salary for key positions (or their equivalent) among the NPLD's peer libraries. Librarians, Adult Services and Youth Services Managers, and Technical Services Managers have been included because their departments typically are staffed with MLS-certified librarians. Library Associate/Specialists and Assistants have also been included for comparison.

Salary Midpoint Comparison						
	AS/YS Dept. Manager	Senior Librarian	Entry Level Librarian	Technical Services Manager	Library Associate/ Specialist	Library Assistant
Algonquin	\$62,215	\$47,756	\$47,756	\$62,215	\$35,958	\$35,958
Des Plaines	\$70,030	\$60,896	\$52,954	\$60,896	\$52,954	\$40,040
Fountaindale	\$69,186	\$50,944	\$50,944	\$50,944	\$49,032	\$35,959
Indian Trails		\$50,828	\$50,828	\$50,828	\$39,665	\$35,041
Skokie	\$80,531	\$57,044	\$57,044	\$65,544	\$46,205	\$46,205
St. Charles	\$83,927	\$60,811	\$60,811	\$83,927	\$51,994	\$37,245
<b>Average</b>	<b>\$73,178</b>	<b>\$54,713</b>	<b>\$53,390</b>	<b>\$62,392</b>	<b>\$45,968</b>	<b>\$38,408</b>
<b>Niles</b>	<b>\$67,139</b> <b>(Grade 3)</b>	<b>\$53,264</b> <b>(Grade 4)</b>	<b>\$53,264</b> <b>(Grade 4)</b>	<b>\$67,139</b> <b>(Grade 3)</b>	<b>None</b>	<b>\$38,347</b> <b>(Grade 5)</b>
<b>% from Average</b>	<b>-8.3%</b>	<b>-2.6%</b>	<b>-0.2%</b>	<b>7.6%</b>	<b>N/A</b>	<b>-0.2%</b>

Some job descriptions provided hourly wages. This table assumes 1,950 hours annually for the conversion to an annual salary.

- The salaries offered by the Niles Public Library District tend to lag the market slightly, with the exception of the Technical Services Manager.
- The NPLD job descriptions and salary schedules do not show positions that fall in the true “associate/specialist” category. The closest categories are librarian (\$53,264 midpoint salary), and assistant (\$38,347 midpoint salary).

The table above provides some insight into the reason that NPLD uses librarians for such an extensive range of duties in comparison to its peer libraries. Whereas in those comparable organizations many duties are performed by a “library associate” or “specialist” with a bachelor’s degree, the Niles Public Library District does not have a pay grade appropriate for delegating those duties. This means that in Niles, staff at Grade 4 (an MLS-degreed librarian) must perform those duties. The table of librarian duties shown earlier corroborates this. The NPLD requires a Bachelor’s degree for some assistant positions (Adult Services Assistant, for example), but those employees earn a Grade 5 salary, commensurate with a position requiring only a high school diploma or 2-year Library Technical Assistant degree in other libraries.

The Niles Public Library District could create a pay scale and assignment of duties that is more closely aligned with its peers by creating a new salary pay grade

between the current Grade 4 and Grade 5 for a “library associate” or “specialist” position, with a midpoint salary of about \$46,000 annually. This pay grade would require a bachelor’s degree (as many of the Library’s assistant positions already do), and would be able to assume responsibility for some library tasks which are currently being performed by MLS-degreed librarians, such as copy cataloging, program development, and community outreach initiation. If positions at this pay grade were instituted in order to assume these duties, the number of librarians could be reduced to a number more closely aligned with prevailing practice among peer libraries, and a cost savings of about \$7,000 annually could be realized for each librarian position replaced with an “associate/specialist” position.

**7. Organizational Structure Comparison**

The following table shows the number of direct reports to the Director of each of the NPLD’s peer libraries, and notes if any of those direct reports in turn oversee the supervisors of multiple departments. It also describes the organizational structure of the equivalent to each of the NPLD’s primary departments.

<b>Organizational Comparison</b>						
	<b>Adult Services</b>	<b>Youth Services</b>	<b>Technical Services</b>	<b>Outreach Services</b>	<b>Patron Services</b>	<b>IT Services</b>
<b>Algonquin</b> Director (called “Administrative Librarian”) has 5 direct reports, 2 of which oversee the supervisors of multiple departments.	Adult and Youth Services combined under “Public Services” which reports to Director.	Adult and Youth Services combined under “Public Services” which reports to Director.	Technical and Circulation Services combined under “Access Services” which reports to Director.	Same, report to Director.	Technical and Circulation Services combined under “Access Services”, which reports to Director	Same, report to Director.

**NILES PUBLIC LIBRARY DISTRICT**  
**Final Report of the Library Staffing and Operations Study**

<b>Organizational Comparison</b>						
	<b>Adult Services</b>	<b>Youth Services</b>	<b>Technical Services</b>	<b>Outreach Services</b>	<b>Patron Services</b>	<b>IT Services</b>
<b>Des Plaines</b>  Director has 4 direct reports, 1 of which oversees the supervisors of multiple departments.	Reports to Asst. Director	Reports to Asst. Director	Reports to Asst. Director	No org unit for this.	Circulation Services (includes pages), reports to Asst. Director	Web Services, reports to Asst. Director
<b>Fountaindale</b>  Director has 6 direct reports. 2 of which oversee the supervisors of multiple departments.	Reports to Deputy Director	Reports to Deputy Director	Reports to Building & Technical Services	Reports to Deputy Director	Circulation, reports to Deputy Director	Network/IT reports to Director
<b>Indian Trails</b>  Director has 9 direct reports.	Reports to Director	Reports to Director	Called Material Services, Reports to Director	No org unit for this.	Circulation, reports to Director	Reports to Director
<b>Skokie</b>  Director has 6 direct reports, 1 of which oversees the supervisors of multiple departments.	Reports to Director	Reports to Director	Combined with circulation portion of Patron Services as "Access Services". Reports to Deputy Director.	Unclear... may be under Access Services (reports to Deputy Director) or Learning Experiences (reports to Director).	Circulation portion combined with Technical Services as Access Services, reports to Deputy Director. Customer Services separate, reports to Deputy Director.	Same, reports to Deputy Director.
<b>St. Charles</b>  Director has 4 direct reports, 2 of which oversee the supervisors of multiple departments.	Reports to Public Services	Reports to Public Services	Reports to Director	Reports to Public Services	Circulation, reports to Public Services	Called "Auto-motion", reports to Director

<b>Organizational Comparison</b>						
	<b>Adult Services</b>	<b>Youth Services</b>	<b>Technical Services</b>	<b>Outreach Services</b>	<b>Patron Services</b>	<b>IT Services</b>
<b>Warren-Newport</b>  Director has 7 direct reports, 1 of which oversees the supervisors of multiple departments.	Reports to Deputy Director	Reports to Deputy Director	Reports to Deputy Director	Reports to Deputy Director	Circulation, reports to Deputy Director	Combined with Facilities, Reports to Director.

The Niles Public Library District’s peer libraries have organizational structures that average 9.6 departments, arranged in varying supervisory chains from library to library. If the Business Office is included as its own department, NPLD is similar to its peers; it has 9 departments: Adult Services, Youth Services, Outreach Services, Technical Services, IT Services, Maintenance Services, Marketing/PR Services, Patron Services, and the Business Office.

The Niles Public Library District employs a similar organizational structure to its peers for the Adult Services, Youth Services, Technical Services, and Outreach Services departments. Each of these department supervisors in Niles reports to the Assistant Director, which is also the case in the majority of peer libraries.

Patron Services reports to the Business Manager in Niles, who is equivalent to an Assistant Director in terms of pay grade and authority level. The duties included under Patron Services are separated into “Circulation” and “Customer Service” in some other libraries, and Circulation is sometimes combined with Technical Services. In all but one peer library, however, these departments report to an Assistant Director or Deputy Director, similar to the current arrangement in NPLD.

IT Services, Maintenance Services, and Marketing/PR Services typically report directly to the Director in NPLD's peer libraries. If the Niles Public Library District were to align its organizational structure more closely with its peers, 1) these department supervisors would report directly to the Director, 2) the Business Manager would be reclassified as a Grade 3 position and would continue to supervise the Business Office Coordinator, and 3) Patron Services would report directly to the Assistant Director. This would result in 5 direct reports for the Library Director, which is comparable to most of the Library's peers. One of those direct reports (the Assistant Director) would in turn manage 5 Department Supervisors. The Library would also save approximately \$15,000 annually by reclassifying the Business Manager from Grade 2 to Grade 3.

## **4. BEST PRACTICES ANALYSIS**

In order to determine the effectiveness of the NPLD's operations, the project team conducted a comparison of the Library's current practices with industry best management practices (BMP's). These practices have been derived from the project team's collective experience and research on high-performing organizations of a similar size to the NPLD, and are intended to develop an overall assessment of the Library's staffing and operational performance in light of recognized practices and procedures.

### **1. THERE ARE MANY STRENGTHS TO BE FOUND IN THE LIBRARY'S CURRENT STAFFING AND OPERATIONAL PRACTICES.**

Several aspects of the NPLD's current staffing and operational practices are exemplary. The following points provide examples of these.

- The Niles Public Library District participates in the Cooperative Computer Services regional library consortium, allowing for reciprocal borrowing with 26 other Chicago area libraries.
- The Library has adopted a written, multi-year strategic plan to guide its operations and align them with their vision, mission, and goals.
- The NPLD has a strong lending program for its existing cardholders - circulation exceeds 40 items per cardholder annually (20 items per cardholder annually is a good benchmark).
- The Library's leadership compiles workload and performance data and includes this data in a report to the board each month.
- The NPLD has an established policy and procedure manual to guide the Library's operations, and the document is kept current.
- The Library has adopted a formal salary schedule which includes minimum and maximum salaries for each position.
- The NPLD maintains a strong emphasis on multi-cultural and foreign language resources, with materials available in a variety of languages.

- Programming, services, and materials are promoted by a strong public relations and marketing program.
- The Library is open to the public 7 days per week, including evening hours, and averages 70 service hours per week (60 hours weekly is a good benchmark).
- Many services are automated, including self-service patron checkout, automated sorting of returned materials, and online patron access to select services.
- Most technology items are on a 5-year replacement cycle.

**2. THERE ARE SEVERAL OPPORTUNITIES FOR IMPROVEMENT IN THE WAY THE LIBRARY CURRENTLY OPERATES.**

The comparison of the NPLD's current staffing and operations to best management practices also identified several areas where improvements could be made. Some of the most notable opportunities for improvement are listed below.

- Only about 43% of the NPLD service population holds a card for the Library, a figure which is below the typical benchmark of 60% and lower than many of the Library's peers.
- The Library currently does not aggregate or publish data on a regular basis which could be used to determine its performance and progress in relation to all areas of its strategic plan.
- Some organizational units are small – resulting in an organizational structure that is less than ideal.
- The Library does not have a formal mechanism for regularly collecting and analyzing objective patron feedback on their programming, materials, and customer service.
- The NPLD's facilities maintenance and IT services departments do not currently use a system of work orders to track pending and completed tasks.

These and other opportunities are addressed in the recommendations section of the report.

**3. DETAILED BEST MANAGEMENT PRACTICES ASSESSMENT**

The following table presents the full list of best management practices used by the project team, as well as their determination of the Niles Public Library District's performance against each standard, whether a strength or an opportunity for improvement.

Best Management Practice	Strengths	Opportunities for Improvement
<b>Administrative</b>		
1. The library has a written multi-year strategic plan.	The Library has a strategic plan.	The strategic plan has not been updated since 2011.
2. The library has developed measurable goals and objectives to track their performance against the strategic plan.	The strategic plan has specified service areas and objectives within each of those areas.	
3. The library has a set of objective performance measures to track their progress toward their goals.		More defined performance measures should be put into place to summarize and detail ongoing organizational performance.
4. Cardholders as a percent of population exceed 65%.		Cardholders are about 43% of the population.
5. Annual circulation per cardholder exceeds 12 per year	Annual circulation per cardholder is over 40 per year.	
6. Proportion of collection replaced per year exceeds 5%.	The District generally meets this standard.	
7. The library regularly publishes a report monitoring their performance and progress toward established goals.	The Library publishes a monthly report with complete workload metrics.	The workload metrics are only relevant to part of the strategic plan. Progress on other initiatives aren't mentioned or covered in the monthly report.
8. Written policies and procedures are in place to govern the work activities of library employees.	The Library has a written, up-to-date policy manual.	

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Best Management Practice	Strengths	Opportunities for Improvement
9. An up-to-date employee handbook has been distributed to each library employee.	Library employees have an employee handbook of policies and procedures.	
10. There are no more than 3 organizational levels under the director of the library.	There are 3 organizational levels under the director.	
11. Library participates in regional consortia for materials and programs.	The library participates in a local consortium of 26 Chicago-area libraries and shares resources with other libraries in the consortium.	
12. Grants are sought and secured for new technology and programs or to assist with the delivery of existing programs and services.	The District actively pursues grant opportunities to provide resources for new programs and services.	
13. Staff receives training annually on new developments in library service.	The District conducts an annual in-service training for all staff and provides other training on an as needed basis.	
14. An employee compensation schedule with position salary ranges has been formally adopted.	The library has a formally-adopted salary schedule with position salary ranges.	
<b>Service Delivery</b>		
15. The Library is open and available to the public during non-business hours and days.	The library is open until 9pm on Mon-Thu, until 7pm on Friday, and also holds weekend hours.	
16. The library is open at least 60 hours per week.	The library is open 70 hours per week.	
17. The library emphasizes electronic media.	The library has electronic media prominently displayed along with print media, and publicizes ways that patrons can access electronic media online.	

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Best Management Practice	Strengths	Opportunities for Improvement
18. The library's digital resources are accessible to online users.	The library has several ways for patrons to access online materials.	
19. Online digital library resources are publicized and advertised to online users.	The library publicizes the availability of its online materials at the building and in the online/print newsletters	
20. Patron computer workstations exist not only for internet use but for other uses (e.g., word processing).	Patrons can use computers for internet access as well as word processing and other applications.	
21. Internet computer workstations have wait times managed.	When required, wait times for workstations are managed to ensure access for all patrons.	
22. Reference questions are offered online or on the phone.	Reference questions are addressed both in person and via phone calls.	
23. The library tracks data related to reference (i.e. number of requests, time to respond, etc.)	The library tracks reference questions, use of reference materials, catalog usage	
24. The library conducts a regular survey of users' satisfaction with the services provided.		The Library does not conduct a survey – they have a suggestion/complaint box.
25. User satisfaction levels exceed the goal level set by the library.		User satisfaction levels are not quantified or measured against a benchmark.
26. The library maintains an up-to-date inventory of its collection and the location of materials.	The Library uses Sirsi® Workflows to track location of materials.	
27. The library has a strategy for ensuring that their collection meets the needs and desires of the service population.		Additional outreach to the public would be useful to ensure that all populations are well-served regarding specialized collection needs.
28. Collections of "non-traditional" materials, including archival / cultural materials, audio-visual materials, Braille materials, etc.	The library has multicultural materials in a variety of languages, as well as audiovisual materials.	

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Best Management Practice	Strengths	Opportunities for Improvement
29. Historical resources are coordinated with local groups.	The District coordinates with a variety of groups on both historical and other special collections.	
30. The library tracks the usage of materials (including renewals and wait lists) by volume, time, content type, and media type.	The Library tracks and reports on these every month.	
31. The Library processes and catalogs materials within 3 days of receipt.		While this target is not met for all new materials, the District has an effective process in place for identifying new materials that have patron requests pending to ensure these are priorities for processing.
32. Periodic inspections of materials are made to ensure that shelving is accurate.	Pages 'shelf read' for 30 minutes per shift to ensure that materials are in order and shelving is accurate/neat.	
33. Programs designed to reach numerous target audiences (children, adults, seniors, etc.). Program performance, quality and community feedback is tracked.	The library has programs for multiple audiences. Attendance is tracked and reported monthly.	Feedback on programs is not formally collected and aggregated.
34. New programs are developed annually to prevent declines in interest and/or quality.	Staff take an active part in evaluating programs and routinely offer new programs.	
35. Outreach efforts exist to get to audiences who cannot get to the library (e.g., homebound services)?	The library reaches out to school districts and nursing homes in order to provide materials to individuals unable to access the building.	
<b>Information Technology</b>		
36. The library has a long-term technology plan.	The District has a technology plan in place for refreshing key technology items.	

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Best Management Practice	Strengths	Opportunities for Improvement
37. Security standards have been developed to include diagnostic tools, monitoring tools, intrusion detection systems, firewalls, encryption, secure e-mail, and anti-virus.	The Library has clear security standards for its network, servers, and machines.	
38. A refreshment program is in place to replace computer hardware and PCs.	All technology is on a 5-year replacement cycle.	The replacement cycle is sometimes pushed back due to budget constraints, which leaves machines uncovered by the 5-year warranty.
39. Software is upgraded at appropriate intervals and consistently deployed throughout the organization.	Software is consistently installed and upgraded on staff and patron machines.	
40. Appropriate back-up procedures are in place.	The library uses a 3-tier backup strategy including incremental daily backups and weekly full backups with off-site storage.	
41. Support is provided to all users in handling both hardware and software operational issues.	Both staff and patrons can ask questions and receive support and troubleshooting.	
42. Work orders are used to record IT repair, upgrades, and troubleshooting work activities.		Work orders are not used.
43. IT procures its primary systems (such as financial, payroll, personnel, property appraisal, etc.) from vendors; it does not develop its systems in-house.	The Library's systems and applications are procured from vendors.	
44. IT services are appropriately centralized within the District to prevent duplication of services, and ensure a standard approach to IT infrastructure.	IT Services is a centralized department.	
<b>Marketing and Public Relations</b>		
42. The District has developed a consistent brand for District communications and marketing efforts.	The Library has a consistent brand across all their materials.	

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Best Management Practice	Strengths	Opportunities for Improvement
43. The District has a centralized effort to provide publications, communications, and marketing efforts to the public.	Marketing & Public Relations is a centralized unit.	
44. Web content is developed with a consistent look and feel throughout the District.	Web content has a consistent look and feel throughout the District.	
45. A centralized volunteer program is in place to augment and support staff efforts.	The Library has a robust volunteer program, and volunteer hours are tracked on a monthly basis.	
46. A central webmaster is designated to manage the content of the District's website.	Webmaster duties reside with the Digital Marketing Coordinator.	
<b>Maintenance Services</b>		
47. The Maintenance Department keeps a comprehensive list of building systems and equipment with information such as location, model type, warranty information, age, replacement parts, etc. This includes swimming pools.		Maintenance Services Supervisor said they do have an inventory of equipment and physical plant, but we haven't collected it yet.
48. The Maintenance Department periodically inspects the condition of building components for condition and maintenance needs using a formal condition assessment process		A formal condition assessment is not used.
49. The Maintenance Department has a written, three to five year plan for building component replacement.	Major equipment and building components are on a written replacement schedule.	
50. The Maintenance Department has established an adequate facility funding level for ongoing capital repair, replacement and renewal of physical plant.	The Library has special reserves for building and equipment repair and replacement.	

Best Management Practice	Strengths	Opportunities for Improvement
51. The Maintenance Department develops a formal, written weekly or bi-weekly work schedule for its staff.		Assignments are given informally on a daily basis. No formal work assignment schedules.
52. The focus of the Maintenance Department is clearly on preventive maintenance services. At least 70% of time is spent on preventive maintenance activities or planned / scheduled maintenance and repairs.	The majority of Maintenance Services staff time is spent on proactive maintenance and cleaning.	
53. Work orders are used to record all maintenance activities.		Work orders are not used.
54. The Maintenance Department has a staffing contingency plan for snow removal.		No staffing plan for snow removal.
55. The Maintenance Department has a clear outsourcing strategy that focuses on core competencies and service improvements.	Major repairs are outsourced to contractors based on the level of skill required and liability.	The department does not have a formal strategy or criteria for contracting services.

These assessment has identified a large number of strengths and improvement opportunities within the Niles Public Library District that provide a solid base for future growth and performance. Additionally, some areas for improvement were also identified. Key issues are addressed specifically in the recommendations section of the report; however, all potential areas of improvement noted above should be reviewed and where appropriate changes made to increase overall performance of the District.

## 5. OPERATIONAL AND STAFFING RECOMMENDATIONS

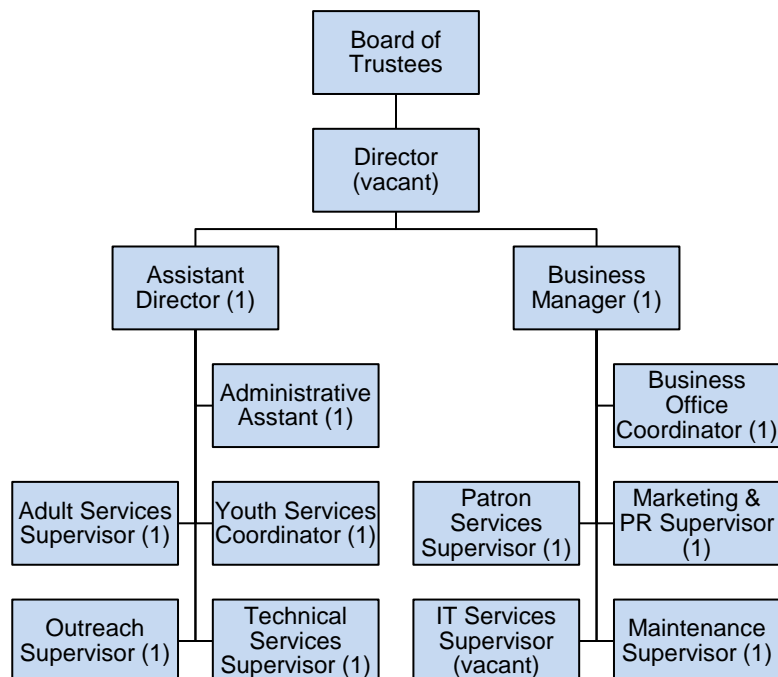
The following sections offer a detailed summary of the recommendations developed by the project team. Each section contains a description of the current staffing arrangement or operational practice, followed by recommendations to address identified improvement opportunities.

### 1. STAFFING

The following sections focus on recommendations for improvement in the area of library staffing levels, organizational structure, and employee compensation.

#### (1) The Current Organizational Structure is Generally Appropriate but Minor Modifications Should be Made.

The Library's current organizational structure is arranged as depicted in the organizational chart below.

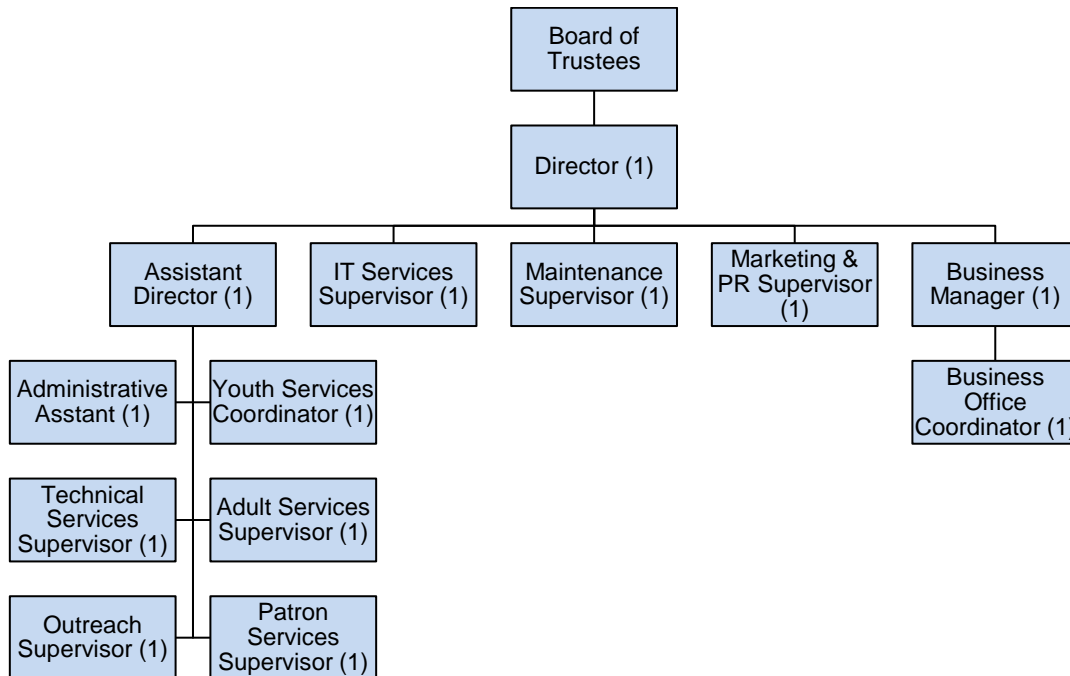


While generally the organizational structure in place at the Niles Library District is comparable to those seen in comparable libraries, there are several alternatives that can be considered depending upon the priority desired to be assigned to certain functions and based upon skills and abilities of the individuals within key positions.

One alternative that the Library could consider would involve making the following changes:

- Patron Services would report to the Assistant Director, giving the Assistant Director 5 direct reports, all of them library services.
- Administrative services (Marketing & PR, Maintenance, Business Services, and IT Services) would all join the Assistant Director in reporting directly to the Library Director, giving the Library Director a total of 5 direct reports.

The primary benefit of this approach is to flatten the organizational managerial hierarchy. If the Library chooses to adjust the organizational chart, this is a good time to make adjustments such as this to the reporting structure at the upper management levels because a new Director has recently been appointed. The revised organizational structure would be as depicted in the organizational chart below:



Under this alternative, the span of control for the Director and the Assistant Director would be five, which is better aligned with best management practice and common practice among some peer organizations. All library services departments would be consolidated under the Assistant Director, which might improve communication between them.

The primary detriment of this approach, and the reason that it is not recommended, is that it places the Library Director in a position of having daily responsibility for a variety of day to day operational activities that would likely tend to reduce time spent on policy and program evaluation, strategic thinking, and setting the direction for the District. For this reason, the project team does not recommend this approach in total; however, the reallocation of the Patron Services unit should be considered to bring all direct library services under the oversight of a single individual.

Additionally, the District should reconsider the allocation of Outreach Services as a stand alone organizational unit. As presently configured, this is a small unit that is

placed at the same level organizationally as Adult and Youth Services with a much narrower scope of responsibility. This function is more typically incorporated into one of the main service units and the project team recommends that this unit be placed into Adult Services rather than a separate organizational unit.

***Recommendation: The Library should consider making adjustments to its managerial organizational structure to better align similar functions including reallocation of Patron Services to the Assistant Director position, and the incorporation of Outreach Services into Adult Services.***

**(2) The District Should Staff Marketing and Public Relations with 2 full-time employees and part-time support as necessary.**

The Library's Marketing and Publicity Supervisor recently vacated the position, leaving the Library with one full-time employee and one part-time employee in the Marketing and Public Relations Department. The workload of the department, however, justifies at least two full-time staff and some part-time assistance given the type and quality of the marketing and publicity the District has historically desired to provide. Approximately 0.5 full-time equivalents should be dedicated to graphic design. The Library could handle this in either of the following ways:

- Staff the department with 2 full-time employees and 1 part-time graphic designer, or outsource graphic design on a freelance basis.
- Staff the department with 2 full-time employees (one of whom devotes about half their time to graphic design) and 1 part-time staff member to assist as necessary.

At a minimum, the project team recommends that the District ensure that there are at least two full-time employees allocated to the Marketing and Publicity area to support the needs of the District and the other District Departments.

***Recommendation: The District should implement a staffing strategy for Marketing and Public Relations to ensure that the department has 2 full-time***

***employees and the support of a part-time employee (or contractual resource) as necessary.***

**(3) The Library Should Staff IT Services with 2 full-time employees and necessary part-time support.**

The Library's current staffing arrangement for IT services consists of one full-time IT Services Specialist and two part-time employees. The IT Services Supervisor position is currently vacant, leaving the current IT specialist to handle the department's supervisory responsibilities singlehandedly. Part-time staff members are not able to assist in some duties simply because they are part-time employees, further increasing the workload on the IT Specialist. The Library should focus on ensuring that both the supervisor and specialist roles are filled in the IT department, as well as providing adequate part-time support as technology continues to play an increasingly important role in the Library's programming, services, and internal operations.

The staffing needs of IT become more critical when viewed in conjunction with the needs to appropriately staff the computer labs. At the present time, these are staffed with librarian positions and longer-term should be staffed, at least in part, by non-librarians (for example, IT specialists) who have the special skills and abilities to more effectively assist patrons with their needs and computer services. These staff can continue to conduct other IT services, such as some limited maintenance, help-desk support to other staff, etc., while staffing the computer lab desk. This will provide a higher-level of service to the public, enable reallocation of librarians to more specialized duties, and generally enhance the overall IT support provided to the organization.

At the same time this change is implemented, the District should reconsider the implementation of a Digital Services Unit that is focused on supporting existing digital services and programs and expanding these. National trends have indicated an increasing need for and desire for these by the public as services sought from public libraries continues to expand beyond the traditional books and electronic media. This could be implemented by the District for limited cost if the change is implemented as part of a planned restructuring that utilizes existing staff, in conjunction with the additional IT position recommended to be filled, and the change in staffing the computer lab desk.

***Recommendation: The District should implement a staffing strategy for IT Services to ensure that the department has 2 full-time employees (including a supervisor) and the support of part-time employees to handle the department's workload and improve the quality and availability of technology support at the Library.***

***Recommendation: The District should staff the IT desk, at least part time, with IT Specialists rather than Librarians to more effectively utilize staff and increase the level of services provided to the public.***

***Recommendation: The District should consider, as part of the new staffing approach to the computer labs, the creation of a Digital Services Unit that includes the IT staff and several Librarian positions to develop digital services for the public.***

**(4) The Library Should Implement a Library Associate Position and Transition through Attrition to a Different Mix of Positions.**

Many library services duties (such as such as copy cataloging, program development, and initiating community outreach) are performed by a “library associate” or “specialist” with a bachelor’s degree in peer libraries, but the Niles Public Library District does not have a comparable position or pay grade. This means that in Niles, staff at Grade 4 (an MLS-degreed librarian) typically perform those duties. The table of

librarian duties in the comparative survey chapter demonstrates this approach is widely utilized by other libraries in the area. The NPLD requires a Bachelor's degree for some assistant positions (Adult Services Assistant, for example), but those employees earn a Grade 5 salary, commensurate with a position requiring only a high school diploma or 2-year Library Technical Assistant degree in other libraries.

The Niles Public Library District could create a pay scale and assignment of duties that is more closely aligned with its peers by creating a new salary pay grade between the current Grade 4 and Grade 5 for a "library associate" or "specialist" position, with a midpoint salary of about \$46,000 annually. This pay grade would require a bachelor's degree (as many of the Library's assistant positions already do), and would be able to assume responsibility for some library tasks which are currently being performed by MLS-degreed librarians, such as copy cataloging, program development, and initiating community outreach. If positions at this pay grade were created in order to assume these duties, the number of librarian positions could be reduced to a number more closely aligned with prevailing practice among peer libraries, through the replacement with Library Associate positions at a cost savings of approximately \$7,000 annually.

***Recommendation:*** *The Library should consider creation of new position level within the existing pay scale to accommodate library associates/specialists as a means of both cost savings and aligning library duties with appropriate employee skill sets.*

- (5) The Library should review its compensation plan on a regular basis in order to remain competitive with the market.**

The Library's current salaries lag the market slightly at most positions when the midpoint salaries of Niles staff and their comparable counterparts in peer libraries are

compared. Additionally, there is some variation in the benefits provided, most significantly, the fact that the Niles Library District does not participate in IMRF. In order to remain competitive in the marketplace and to attract and retain quality employees, the Library should determine whether it wants to lead the market, position itself at the market average, or lag the market at each position. Following this policy decision, the District should review the salary schedule to ensure that it matches the policy decision reached.

Following this determination, the Library should conduct an annual or biennial review of its salary schedule and benefits in comparison to peer libraries in order to maintain its chosen competitive position in the market.

***Recommendation: The Library should conduct a regular (yearly or every-other-year) review of its compensation strategy in order to remain competitive in the market and to ensure that its compensation strategy is in alignment with the policy decision reached by the Board regarding position in the market.***

## **2. OPERATIONS**

The following sections address recommendations developed by the project team for improvement in the Library's operational practices.

**(1) The Library should introduce a system of tickets or work orders for requesting and tracking the work activities of maintenance and IT staff for internal customers.**

The Library currently does not have a system of work orders for internal customers to place requests and to track the work activities of staff. This type of system, whether handwritten or electronic, is best practice for facilities maintenance and IT customer support organizations. The Library's current system involves senior staff simply giving directions to line staff at the beginning of each day about which activities to focus on, which problems to address, and which proactive duties to attend

to. The only exception is the system currently used by library services staff to request that maintenance employees prepare library space for specific programming. The Library could consider expanding that system to include maintenance and IT requests, or could institute a new system entirely.

***Recommendation: The Library should begin using a work order or ticket system for IT and Facilities work requests. All staff making work requests should use the system and all requested work activities should be tracked via this system.***

**(2) The Library should place renewed focus on strategic planning to include Board-Staff goals and commitments and to seek community input in determining the Library's future direction.**

As outlined in the employee survey, employee morale is low concerning their perceived value to the board and their supervisors. Recent actions, including the hiring freeze, have contributed to this sentiment. In order to improve employee morale and build a positive, cooperative culture in the Library, the board should increase their focus on including staff's opinions in decision-making and demonstrating that they are important stakeholders in the Library's success.

Additionally, the District's Board should implement a formal strategic planning effort that develops a multi-year strategic plan that outlines the priorities, goals and objectives of the District. This strategic plan will provide the policy framework and goals for the Administration to implement and achieve. The strategic planning session should be a joint effort of the Board and top administrators. Finally, the Board and Administration should conduct a working session to review and define the roles of the Board and the Administrators regarding key administrative tasks, such as budget development and more importantly – budget implementation. For example, in most similar public sector entities, policy-makers set the overall budget (including total

number of positions and pay grades) but the daily administration of the budget falls to the administrators. While authorization is routinely sought when Administration desires to increase headcount or add new positions, the approval of position descriptions and filling of positions (except when a hiring freeze is in place) typically do not require Board authorization beyond the adoption of the annual budget.

More time should be spent by the Board in setting strategic goals, making policy determinations, and ensuring the needs of the public are well served, than on the daily administrative functions of Library operations.

**Recommendation: The District Board and Administration should place renewed focus on strategic planning a to include Board-Staff goals and commitments and to seek community input in determining the Library's future direction.**

**Recommendation: An updated strategic plan should be developed to guide the Administration in implementing the policy direction of the Board.**

**Recommendation: The District should review the role of the Board and Administration and clarify expectations regarding decisions that should be handled by the Board (policy related) versus those that should be handled by Administration (ongoing daily operational decisions to implement policy consistent with Board policy).**

**(3) The Library should continue to develop the relationships between its Board, its Staff, and the Friends of the Library organization.**

The role between the Board and the Friends of the Library organization should be enhanced over time. The Friends of the Library is an important organization for providing support to the Niles Public Library District. While it operates independently of both the Niles Public Library Board and the Administration, there should be an effective partnership between all entities to support the needs of the community. Greater effort should be placed on developing a strong working relationship between the District and the Friends organization.

**Recommendation: The District should continue to develop and enhance the relationships between the Board, Staff, and the Friends of the Library organization.**

- (4) The Library should take steps to increase the percentage of the population within the service area who hold library cards.**

The Library's circulation currently lags that of its peer libraries. This is due partly to the fact that the library has a lower budget than some peers that may impact some services. It is also due, however, to the fact that the library has far fewer cardholders than its peers. While those cardholders are very engaged, the library should seek to increase the percentage of the service population that holds a library card in order to boost its annual circulation and become a more widely used community resource. They could do this by increasing advertising in underserved areas, partnering with organizations that serve populations that have a small percentage of cardholders, or conducting promotions such as a national library card sign-up month drive.

**Recommendation: The Library should take steps to increase the number of library cardholders by maximizing the percentage of the population within the service area who hold library cards.**

- (5) The Library should increase the coordination of programming development to reach multiple target audiences and improve the efficiency of program planning and delivery**

The District should seek to provide a more coordinated effort at programming within the District to ensure that duplication of programs, and the ability to cross-utilize programs for various audiences is achievable. Currently, programming is handled within each of the major organizational units – with limited coordination across service areas (i.e. – adult and youth). This approach has created some minor issues regarding coordination of schedules. The District should implement a programming committee composed of selected staff from each division that coordinate the overall

programming effort. This will ensure that all units are aware of the programming developed and planned by other units, but also increase discussions and opportunities for the various units to collaborate on joint programming efforts. The Assistant Director should lead and oversee this effort.

***Recommendation: The Library should increase the coordination of programming to reach multiple target audiences and improve the efficiency of planning and delivery through the implementation of a staff programming committee overseen by the Assistant Director.***

**(6) The Library should conduct an annual stakeholder survey to measure performance and gather input on strategic decision-making.**

The Library does not currently have a means of formally gathering and publishing patron or citizen feedback to inform decision-making. The existing feedback mechanism is a comment box where patrons can place a comment about their experience. This system, while it provides some value, does not provide a comprehensive view of the service that the Library provides to its patrons and community.

The Library should begin conducting an annual survey to gauge the opinions of current library patrons and all residents of the wider NPLD service area about the library's collection, services, and programming. The survey should be used as a tool for strategic decision-making about the Library's resources and marketing efforts. A summary of the survey results should be made available to all library staff and the public. This approach will provide meaningful input regarding potential services desired by both current patrons and residents who are not cardholders and enable the District and its staff to determine appropriate changes in services and service delivery approaches to best meet the needs of the District's residents.

***Recommendation: The Library should introduce an annual customer satisfaction and feedback survey as a means of measuring performance***

- (7) The Library should look for improvements in the Library's process for acquiring new materials to ensure prompter access to the Public.**

The District should continue to evaluate, on an ongoing basis, the processes utilized for acquiring new materials and processing them to make them available to the public. The current approach appropriately has all departments responsible for determining which new materials should be acquired for their respective collections, placing their orders individually, and as new materials arrive processing and cataloguing them for placement in circulation. While the approach generally works well, there are at times bottlenecks in the processing of new materials that impact the time from receipt to availability for patrons. The District should establish a performance metrics to use for processing new materials with a focus on reducing the amount of time items remain in processing after receipt. As previously noted earlier in the report, the District does identify new materials / acquisitions where a request for the item has been made and these are prioritized in the processing and cataloguing function.

***Recommendation: The District should establish a performance metric for processing time to placement in circulation with a focus on minimizing time it takes to place into circulation.***