

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020, 7:30 P.M.
LIBRARY MEETING ROOM &
ONLINE VIA GOTO MEETING**

In accordance with Public Act 101-0640, this meeting will be held in-person and by remote attendance and all votes will be taken by roll call.

Members of the public can attend in-person or view and listen to the proceedings using Zoom. Below is the link to join the online meeting and information to download the app in advance of the meeting. For those who want participate via phone only, you may call into the audio only using the phone number below.

In lieu of providing public comment in person or by phone, members of the public may send public comments to the Library Director, at <https://dglibrary.org/feedback/> Please indicate that this is a Board Meeting Comment in the body of the comment. Be aware that comments sent to the Library will be read individually.

Topic: Library Board of Trustees

Time: Nov 18, 2020 07:30 PM Central Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/87056609760>

Meeting ID: 870 5660 9760

Passcode: 654253

One tap mobile

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Find your local number: <https://us02web.zoom.us/j/87056609760>

AGENDA

1. Call to Order
2. Roll Call
3. Welcome to Visitors
4. Approval of Minutes
 - a. October 28, 2020, Regular Meeting Requested Action: Approval
5. Financial Matters
 - a. October 2020 Financial Report
 - b. November 2020 Invoices Requested Action: Approval
6. Public Comment on Agenda Items
7. Public Comment on Other Library Business
8. New Business
 - a. Flat Roof Replacement Project Release to Bid Requested Action: Approval
 - b. Resolution 2020-2 Recognizing 2020 Milestone Anniversaries and Retirements Requested Action: Approval
 - c. 2021 Board Meetings Schedule Requested Action: Approval
 - d. 2021 Holiday Closings Schedule Requested Action: Approval
 - e. Scheduled Board Meeting for December Requested Action: Approval
 - f. General, Library Services, Personnel, Collection Management, and Finance Policy Updates Requested Action: Approval
 - g. DEI Project Phase 1 Proposal from RGW Consulting Requested Action: Approval
9. Unfinished Business
 - a. COVID-19 Response and Phased Reopening Plan Requested Action: Approval
10. Library Director's Report
11. Executive Session
 - a. 5 ILCS 120/2(c) (1), for discussion of the appointment, employment, compensation, discipline, performance, or dismissal of a specific employee
12. Action for Items Discussed in Executive Session Requested Action: Approval
13. Trustee Comments and Requests for Information
14. Adjournment

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
OCTOBER 28, 2020, 7:30 P.M.
LIBRARY MEETING ROOM &
ONLINE VIA GOTO MEETING**

DRAFT MINUTES

1. **Call to Order.** President Graber called the meeting to order at 7:30 p.m.
2. **Roll Call.** Members present: Trustee Swapna Gigani, Trustee David Humphreys, Trustee Barnali Khuntia, Trustee Kim Stapleton, President Jonathan Graber.

Trustee Carissa Dougherty arrived at 7:35 p.m.

Also present: Library Director Julie Milavec, Assistant Library Director Jen Ryjewski, Executive Assistant Katelyn Vabalaitis, Media Lab Coordinator Ed Bromiel.

3. **Welcome to Visitors.** President Graber welcomed visitors and thanked them for their interest in the library.
4. **Approval of Minutes.**
 - a. September 23, 2020, Regular Meeting. It was moved by Humphreys and seconded by Khuntia THAT the Minutes of the September 23, 2020 Regular Monthly Meeting be approved as presented. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.
 - b. September 23, 2020, Committee of the Whole. It was moved by Gigani and seconded by Stapleton THAT the Minutes of the September 23, 2020 Committee of the Whole Meeting be approved as presented. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.
5. **Financial Matters.**
 - a. September 2020 Financial Report. Library Director Milavec reported that the library is currently 75% through the year and over 95% of revenue has been received to date. Property tax collections came in as expected and the Illinois Public Library Per Capita Grant came in fully funded. Revenue for sales of materials and rental fees has been greatly impacted by COVID-19 but Milavec expects the library to reach 100% of its projected revenue by the end of the year. The Capital Replacement Fund had an expense this month for

the roof core samples needed to create the specifications for next year's roofing project. The only expenditures lines significantly over budget are the maintenance supply lines, which is expected due to the extra PPE and cleaning supplies needed.

- b. October 2020 Invoices. It was moved by Stapleton and seconded by Khuntia THAT the payment of October 2020 Capital Replacement Fund invoices totaling \$1,733.15, the payment of October 2020 Operating Fund invoices totaling \$140,695.00, the acceptance of October 2020 credit memos totaling \$209.85, and the ratification of September 2020 payrolls totaling \$232,192.32 be approved. Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

6. **Public Comment on Agenda Items.** President Graber invited comment. There was none.

7. **Public Comment on Other Library Business.** President Graber invited comment. There was none.

8. **New Business.**

- a. Discovery Report from RGW Consulting. The Board discussed what they thought of the Diversity, Equity, and Inclusion listening session and began a discussion on the findings in Reesheda Graham Washington's report. Library Director Milavec noted that she is meeting with Washington on November 4 for a debriefing session. The discovery report included some concrete steps to get started and one of the first steps was to create an Equity Advisory Team. The Board discussed how they would like to create the team. Milavec will report on her debriefing session at the next Board meeting to help continue the discussion.
- b. Election of Board Officers. President Graber opened the floor for nominations. Trustee Humphreys nominated Jonathan Graber for President and Trustee Gigani seconded the nomination. President Graber nominated David Humphreys for Secretary and Trustee Khuntia seconded the nomination.

It was moved by Gigani and seconded by Stapleton THAT the nominations be closed. Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

It was moved by Gigani and seconded by Stapleton THAT the slate of officers be accepted as presented. Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

- c. Employee Vacation Carry Over Maximum for 2021. According to the Personnel Policy, staff can carry over one prorated week of vacation each year. Library Director Milavec would like to increase the carry over to two prorated weeks for 2021. Due to COVID-19, many staff were unable to use their vacation time because of cancelled vacations as well as the need for more staffing in the library for the additional public service roles. This increase would only apply to 2021.

It was moved by Humphreys and seconded by Dougherty THAT employees may carry over one additional week of earned vacation from 2020 – 2021.
Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber.
Nays: None. Abstentions: None.

9. **Unfinished Business.**

- a. Bylaws Revisions. It was moved by Stapleton and seconded by Khuntia THAT the Bylaws be amended as presented. Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.
- b. Library Director Evaluation Form and Process. Trustee Dougherty reviewed the proposed evaluation process, which included the Library Director Self-Evaluation, the Evaluation Form filled out by the Board, and the timeline for the full evaluation process. Library Director Milavec will complete her self-evaluation in the next couple of weeks and the Board will meet in closed session at the November meeting to discuss her evaluation.

It was moved by Khuntia and seconded by Gigani THAT the Library Director Evaluation Forms and Process be approved as presented. Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

- c. COVID-19 Response and Reopening Phasing Plan. It was moved by Humphreys and seconded by Stapleton THAT the Library Director be reauthorized to continue to make temporary policy changes in consultation with the Board President and within the parameters of the COVID-19 Response and Reopening Phasing Plan as presented. Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

10. **Library Director's Report.** Library Director Milavec presented her report. RAILS has rolled back their quarantine time to three days. Assistant Director Jen Ryjewski continues to work on a disaster response plan for the library. Katelyn Vabalaitis and Scott Anderson are working on formatting the policy manual.

There have been changes to dates on the Illinois Per Capita Grant application requirements and staff are continuing to work on the checklist of requirements. Milavec noted that in September, the library reached 85% of its circulation year over year as circulation statistics continue to climb. Staff have been offering many non-screen opportunities for patrons, including new additions to the Anything Emporium, the introduction of Binge Boxes, and the launch of a board game collection.

11. Trustee Comments and Requests for Information.

Trustee Humphreys commented on the RAILS quarantine change and wanted to make sure staff felt comfortable with the shorter quarantine time for materials.

12. Adjournment. President Graber adjourned the meeting at 8:51 p.m.

DOWNERS GROVE LIBRARY 10/31/2020

	Library fund	Building & Equip Replacement Fund
CASH & INVESTMENTS	\$ 2,438,930	\$ 1,035,302
FUND BALANCE	2,413,413	\$ 1,035,302

Revenue by Object Report

Village of Downers Grove
10/1/2020 through 10/31/2020

Grand Totals

<i>Object/Title</i>	<i>Adjusted Estimate</i>	<i>Revenues</i>	<i>Year-to-date Revenues</i>	<i>Balance</i>	<i>Prct Rcvd</i>
4101 Current Property Taxes	5,497,919.00	196,951.77	5,447,839.08	50,079.92	99.09
4109 Prior Year Property Taxes	100.00	0.00	3.46	96.54	3.46
4313 Personal Property Replacement Tax	51,500.00	8,867.72	61,355.43	-9,855.43	119.14
4410 Sales of Materials	9,900.00	0.00	1,746.36	8,153.64	17.64
4502 Charges For Services	20,000.00	573.00	42,333.44	-22,333.44	211.67
4509 Fees For Non-Residents	16,000.00	1,128.00	12,336.00	3,664.00	77.10
4571 Rental Fees	4,000.00	0.00	880.00	3,120.00	22.00
4581 Fines	33,000.00	132.29	10,725.17	22,274.83	32.50
4590 Cost Recovered For Services	10,000.00	850.04	7,867.33	2,132.67	78.67
4610 Federal, Operational Grants	0.00	0.00	0.00	0.00	0.00
4620 State, Operational Grants	61,516.00	0.00	61,516.25	-0.25	100.00
4711 Investment Income	7,500.00	1.68	2,684.99	4,815.01	35.80
4712 Investment Income - Property Taxes	0.00	0.00	0.00	0.00	0.00
4820 Contributions, Operating	5,000.00	786.69	5,728.40	-728.40	114.57
4988 Bond Issue Proceeds	0.00	0.00	0.00	0.00	0.00
4997 Prior Period Adjustments	0.00	0.00	0.00	0.00	0.00
Grand Totals	5,716,435.00	209,291.19	5,655,015.91	61,419.09	98.93

Capital Replacement Fund

glExpObj
10/29/2020 11:49AM
Periods: 10 through 10

Expenditures by Object Report

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Village of Downers Grove
10/1/2020 through 10/31/2020

Grand Totals

<i>Object/Title</i>	<i>Adjusted Appropriation</i>	<i>Expenditures</i>	<i>Year-to-date Expenditures</i>	<i>Year-to-date Encumbrances</i>	<i>Balance</i>	<i>Prct Use</i>
5315 Professional Services	0.00	0.00	0.00	0.00	0.00	0.0
5760 Improvements Other Than Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5770 Capital Equipment	0.00	0.00	0.00	0.00	0.00	0.0
5870 Capital Equipment	447,000.00	1,733.15	215,619.49	0.00	231,380.51	48.2
5910 Transfer For Capital Projects	0.00	0.00	0.00	0.00	0.00	0.0
Grand Totals	447,000.00	1,733.15	215,619.49	0.00	231,380.51	48.2

Operating Fund

glExpObj
10/29/2020 11:44AM
Periods: 10 through 10

Expenditures by Object Report

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Village of Downers Grove
10/1/2020 through 10/31/2020

Grand Totals

Object/Title	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
5101 Salaries, Exempt	1,594,544.25	122,289.00	1,296,645.44	0.00	297,898.81	81.3
5104 Bonus	0.00	0.00	0.00	0.00	0.00	0.0
5111 Salaries, Non-Exempt	251,401.02	24,804.81	368,425.92	0.00	-117,024.90	146.5
5119 Part-Time Employee Wages	1,252,673.30	89,258.09	789,813.26	0.00	462,860.04	63.0
5131 IMRF Pension Contributions	232,934.78	17,942.34	194,394.53	0.00	38,540.25	83.4
5133 Medicare Contributions	44,929.98	3,361.83	35,016.93	0.00	9,913.05	77.9
5134 Social Security Contributions	192,114.36	14,374.14	149,724.09	0.00	42,390.27	77.9
5140 Auto Allowance	0.00	0.00	0.00	0.00	0.00	0.0
5167 Compensated Absences	0.00	0.00	0.00	0.00	0.00	0.0
5190 Life Insurance	1,044.00	77.35	773.50	0.00	270.50	74.0
5191 Health Insurance	415,774.44	32,807.02	316,355.83	0.00	99,418.61	76.0
5195 Optical Insurance	1,989.69	149.94	1,459.05	0.00	530.64	73.3
5197 Dental Insurance	34,239.11	2,603.58	25,502.53	0.00	8,736.58	74.4
5210 Supplies	97,450.00	6,201.77	62,549.90	0.00	34,900.10	64.1
5251 Maintenance Supplies	18,550.00	2,485.18	33,065.22	0.00	-14,515.22	178.2
5280 Small Tools & Equipment	31,100.00	289.10	19,582.22	0.00	11,517.78	62.9
5291 Water Purchase	0.00	0.00	0.00	0.00	0.00	0.0
5302 Dues And Memberships	7,500.00	924.00	4,631.30	0.00	2,868.70	61.7
5303 Seminars, Conferences & Meetings	34,050.00	2,536.00	14,716.05	0.00	19,333.95	43.2
5308 Recognition Program-Staff	5,000.00	0.00	2,874.93	0.00	2,125.07	57.5
5315 Professional Services	60,000.00	17,428.73	41,974.62	0.00	18,025.38	69.9
5322 Personnel Recruitment	1,000.00	142.31	1,019.21	0.00	-19.21	101.9
5323 Special Legal	6,000.00	0.00	2,134.00	0.00	3,866.00	35.5
5336 Cataloging Services	0.00	0.00	0.00	0.00	0.00	0.0
5346 Data Processing Services	105,500.00	14,585.00	99,816.87	0.00	5,683.13	94.6
5380 Printing Services	24,800.00	0.00	14,362.00	0.00	10,438.00	57.9
5391 Telephone	17,000.00	1,166.07	15,572.11	0.00	1,427.89	91.6
5392 Postage	25,500.00	0.00	16,419.38	0.00	9,080.62	64.3
5393 Freight And Cartage	0.00	0.00	0.00	0.00	0.00	0.0
5407 Advertising And Public Relations	19,000.00	60.90	6,238.44	0.00	12,761.56	32.8

Operating Fund

glExpObj
10/29/2020 11:44AM
Periods: 10 through 10

Expenditures by Object Report

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Village of Downers Grove
10/1/2020 through 10/31/2020

Grand Totals [Continued]

Object/Title	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Use
5420 Insurance - Other Policies	43,125.00	0.00	50,491.00	0.00	-7,366.00	117.0
5430 Building Maintenance Services	91,550.00	7,539.60	57,820.61	0.00	33,729.39	63.1
5450 Cleaning Services	80,000.00	9,765.75	62,372.86	0.00	17,627.14	77.9
5461 Utilities	25,250.00	678.20	9,524.34	0.00	15,725.66	37.7
5470 Other Equipment Repair And Maintenance	12,000.00	889.61	15,164.42	0.00	-3,164.42	126.3
5481 Rentals	15,500.00	859.55	13,415.50	0.00	2,084.50	86.5
5620 Recoverables	4,000.00	0.00	384.85	0.00	3,615.15	9.6
5630 Contingency	0.00	0.00	0.00	0.00	0.00	0.0
5670 Claims & Similar Exps	0.00	0.00	0.00	0.00	0.00	0.0
5681 Community Events Grants	0.00	0.00	0.00	0.00	0.00	0.0
5690 Unemployment Compensation	5,000.00	0.00	92.00	0.00	4,908.00	1.8
5730 Intangibles & Artwk	0.00	0.00	0.00	0.00	0.00	0.0
5750 Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5770 Capital Equipment	60,000.00	764.12	28,716.45	0.00	31,283.55	47.8
5801 *** Title Not Found ***	0.00	0.00	0.00	0.00	0.00	0.0
5850 Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5851 Electronic Resources	226,800.00	21,190.22	197,755.83	0.00	29,044.17	87.1
5852 Print Materials	345,250.00	25,006.00	206,330.84	0.00	138,919.16	59.7
5853 Audiovisual Materials	147,725.00	14,317.16	74,178.88	0.00	73,546.12	50.2
5860 Improvements Other Than Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5870 Capital Equipment	84,000.00	3,974.40	65,573.41	0.00	18,426.59	78.0
5880 Intangible Assets (Software)	52,000.00	9,741.48	36,646.43	0.00	15,353.57	70.4
5899 Depreciation	0.00	0.00	0.00	0.00	0.00	0.0
5910 Transfer For Capital Projects	350,000.00	0.00	350,000.00	0.00	0.00	100.0
5930 Transfer For Debt Service	0.00	0.00	0.00	0.00	0.00	0.0
Grand Totals	6,016,294.93	448,213.25	4,681,534.75	0.00	1,334,760.18	77.8

<i>Vendor Totals</i>				
Vendor	Number of Invoices	Amount	Retained/Withheld Amount	Total
000195 AIR FILTER ENGINEERS, INC.	1	854.84	0.00	854.84
018213 AMAZON CAPITAL SERVICES, INC.	1	178.20	0.00	178.20
000322 AMAZON.COM	1	2,221.64	0.00	2,221.64
000403 AT&T	1	267.35	0.00	267.35
000672 BAKER & TAYLOR - L0217582	71	28,756.99	0.00	28,756.99
019652 BEST QUALITY CLEANING	1	5,260.00	0.00	5,260.00
016893 BIBLIOTHECA, LLC	1	328.00	0.00	328.00
000829 BLACKSTONE AUDIOBOOKS	3	334.13	0.00	334.13
001148 CALL THE UNDERGROUND CORP	1	80.00	0.00	80.00
001264 CDW GOVERNMENT, INC.	1	8,197.36	0.00	8,197.36
008323 CENGAGE LEARNING	10	1,249.72	0.00	1,249.72
001277 CENTER POINT PUBLISHING	2	778.98	0.00	778.98
013822 CHRISTINE THORNTON	1	250.00	0.00	250.00
001459 CINTAS CORPORATION #344	4	882.45	0.00	882.45
001553 COMCAST CABLE	1	305.62	0.00	305.62
016094 DE LAGE LANDEN FINANCIAL SVC, INC.	1	859.55	0.00	859.55
002056 DEMCO, INC.	1	480.12	0.00	480.12
017328 ELM USA, INC.	1	940.00	0.00	940.00
005572 FIA CARD SERVICES, N.A.	11	8,210.90	0.00	8,210.90
016977 GARVEY'S OFFICE PRODUCTS, INC.	5	2,050.85	0.00	2,050.85
020596 GOODWYN, GRACE	1	24.84	0.00	24.84
013544 GOOGLE, INC.	1	966.00	0.00	966.00

Vendor Totals				
Vendor	Number of Invoices	Amount	Retained/Withheld Amount	Total
003188 GRAHAM CRACKERS COMICS, LTD.	1	462.40	0.00	462.40
008770 GRAINGER	6	1,188.62	0.00	1,188.62
009102 HAGG PRESS, INC.	2	4,067.00	0.00	4,067.00
003567 ILLINOIS DEPT OF INNOVATION &, TECHNOLOGY	1	126.00	0.00	126.00
017608 IMPACT NETWORKING, LLC	1	1,749.50	0.00	1,749.50
004812 KLEIN, THORPE AND JENKINS, LTD	1	154.00	0.00	154.00
014962 LACEY, CONNIE	1	20.29	0.00	20.29
004910 LACONI, INC.	1	100.00	0.00	100.00
004928 LAKESHORE LEARNING MATERIALS	2	1,031.78	0.00	1,031.78
013584 LESLIE ELIZABETH GODDARD	1	300.00	0.00	300.00
015812 LINSENMEYER, ERIN	1	45.54	0.00	45.54
005613 MEDLIN COMMUNICATIONS, INC.	1	703.11	0.00	703.11
005866 MIDWEST TAPE	12	5,459.52	0.00	5,459.52
006161 NICOR GAS	1	752.24	0.00	752.24
012499 OVERDRIVE, INC.	2	7,004.59	0.00	7,004.59
018491 PEOPLEFACTS, LLC	1	97.18	0.00	97.18
020597 PRISCILLA DEAN OF EVERGREEN, COUNSELING, LLC	1	100.00	0.00	100.00
006859 R.H. DONNELLEY	1	15.21	0.00	15.21
014549 REACHING ACROSS ILLINOIS, LIBRARY SYSTEM	1	7,500.00	0.00	7,500.00
006956 REGENT BOOK CO, INC.	1	17.09	0.00	17.09
020030 RGW CONSULTING, LLC	1	10,000.00	0.00	10,000.00
018123 ROONEY, NANCY	1	16.77	0.00	16.77
013422 RUNCO OFFICE SUPPLY & EQUIP CO	3	90.28	0.00	90.28

Vendor Totals				
Vendor	Number of Invoices	Amount	Retained/Withheld Amount	Total
007517 SCHOLASTIC LIBRARY PUBLISHING	2	182.38	0.00	182.38
007676 SIGNS NOW	1	98.70	0.00	98.70
013611 SKOCIK, TRACI	1	7.47	0.00	7.47
020469 SWK TECHNOLOGIES, INC.	1	5.00	0.00	5.00
014744 TEAM ONE REPAIR, INC.	1	957.60	0.00	957.60
000385 TRANE U.S. , INC.	1	1,774.50	0.00	1,774.50
015177 ULINE	2	352.36	0.00	352.36
018458 URBAN ELEVATOR SERVICE, LLC	1	216.32	0.00	216.32
Grand Total:	175	108,072.99	0.00	108,072.99

INVOICES OF NOTE

For Library Board Meeting on November 18, 2020

001264	CDW Government, Inc. (Adobe License Renewals)	\$8,197.36
013822	Christine Thornton (Virtual Program Payment)	\$250.00
020596	Goodwyn, Grace (Employee Reimbursement)	\$24.84
017608	Impact Networking, LLC (Copier/printer paper)	\$1,749.50
014962	Connie Lacey (Employee Reimbursement)	\$20.29
013584	Leslie Elizabeth Goddard (Virtual Program Payment)	\$300.00
015812	Linsenmeyer, Erin (Employee Reimbursement)	\$45.54
020597	Priscilla Dean of Evergreen, Counseling, LLC (Virtual Program Payment)	\$100.00
014549	Reaching Across Illinois, Library System (Communico Cloud Platform)	\$200.00
020030	RGW Consulting, LLC (DEI Consulting Down Payment)	\$10,000.00
014744	Team One Repair, Inc. (Supplies)	\$957.60

Vendor Totals

<u>Vendor</u>	<u>Number of Memos</u>	<u>Amount</u>
005866 MIDWEST TAPE	1	38.98
008770 GRAINGER	1	132.00
<u>Grand Total:</u>	<u>2</u>	<u>170.98</u>

Library Credit Card Details for the November 18, 2020 Board Meeting

Julie Milavec				
971	5210 Supplies	Headset with Microphone	\$	30.99
971	5302 Dues & Membership	ILA Personal Membership	\$	250.00
971	5770 Capital Equipment	Bookcases	\$	372.91
			Total	\$ 653.90
Katelyn Vabalaitis				
971	5210 Supplies	Toner	\$	627.50
971	5308 Recognition Program-Staff	Staff Social Committee Items	\$	167.13
			Total	\$ 794.63
Ian Knorr				
			Total	\$ -
Elizabeth Matkowski				
972	5210 Supplies	Program supplies	\$	288.70
972	5280 Small Tools & Equipment	Sneeze Guards, Puzzles	\$	192.37
972	5852 Print Materials	Adult & Teen Services books	\$	102.40
973	5280 Small Tools & Equipment	Sneeze Guards	\$	132.57
976	5315 Professional Services	Pick Pack Items	\$	12.74
			Total	\$ 728.78
Karen Bonarek				
			Total	\$ -
Amelia Prechel				
977	5210 Supplies	Labels, Label Protectors	\$	118.06
977	5280 Small Tools & Equipment	Display Wall Hooks	\$	28.02
977	5303 Seminars, Mtgs, & Conferences	ILA Conference Registrations	\$	250.00
			\$	396.08
Sharon Hrycewicz				
971	5308 Staff Recognition	Gift Bags	\$	29.97
973	5303 Seminars, Mtgs, & Conferences	Equity in Action Seminar	\$	296.31
973	5852 Print Materials	Pick A Palooza Books	\$	31.07
973	5853 AV Materials	Anything Emporium Ghost Kits Items	\$	155.39
974	5210 Supplies	Office Supplies	\$	281.42
974	5280 Small Tools & Equipment	Curbside Garment Rack	\$	27.87
			Total	\$ 822.03
Traci Skocik				
973	5210 Supplies	Program supplies	\$	1,079.69
			Total	\$ 1,079.69

Allyson Renell				
973	5210 Supplies	Program Supplies	\$	745.24
973	5280 Small Tools & Equipment	Displays	\$	275.24
973	5303 Seminars, Mtgs, & Conferences	Equity in Action Seminar	\$	296.31
973	5853 AV Materials	Puzzles and Reading Resources	\$	445.36
			Total	\$ 1,762.15
Christine Lees				
971	5308 Staff Recognition	Gift Cards for Staff Recognition	\$	629.63
			Total	\$ 629.63
Paul Regis				
975	5280 Small Tools & Equipment	Micro SD Cards, Power Strip, Keyboard and Mouse	\$	205.79
975	5880 Intangible Assets	Mobile Beacon Hotspot, Libsyn, GotoMeeting	\$	553.50
			Total	\$ 759.29
Grace Goodwyn				
			Total	\$ -
Cynthia Khatri				
			Total	\$ -
Jen Ryjewski				
971	5210 Supplies	Monthly Planner	\$	13.59
			Total	\$ 13.59
Amanda Klenk				
972	5210 Supplies	Program Supplies	\$	431.23
972	5315 Professional Services	Pick Pack Items	\$	139.90
			Total	\$ 571.13
			Library Credit Card July 2020 Totals	\$ 8,210.90

PAYROLLS FOR OCTOBER 2020

OCTOBER 9	\$118,791.70
OCTOBER 23	\$117,560.20
TOTAL OCTOBER 2020 PAYROLLS	\$236,351.90

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Agenda Item 8A

Authorization to Proceed with Public Bid for 2021 Flat Roof Replacement Project

The next project based on the Capital Needs Assessment Report 2017-2027, as revised by Capital Assessment Report Reordered Projects 2018, is replacement of the flat portion of the library roof. The estimated \$991,467 total project cost is included in the 2021 budget for the Library Capital Replacement Fund.

Architect Dan Pohre from Product Architecture + Design is recommending installing a liquid membrane roof over the existing roof after completion of necessary repairs. He will attend the meeting to answer any questions about the project. A memorandum detailing his recommendation with supporting documentation are attached.

As with the 2020 project, timeline for project bidding and award is set in the fall/winter to ensure that the project will be ready to begin as soon as weather permits in spring. To facilitate this process, staff is seeking Board approval to proceed with the public bid as soon as specifications are prepared.

Recommended Action: Authorize proceeding with public bid of the 2021 Flat Roof Replacement Project.

November 12, 2020

Memorandum

Downers Grove Public Library: Roof Replacement Project Update

Julie M. Milavec, Library Director
Downers Grove Public Library
1050 Curtiss Street
Downers Grove, IL 60515

Julie:

Please find enclosed updated information and our recommendations regarding the roof replacement project at the library. We have been working closely with Jason at SMC to gather and compile the following information and feel it represents the best direction for the library.

History:

As part of the 2017 capital assessment report completed by our firm, there was a recommendation to replace the roofing membrane within the next +/- 5 years due to age and wear. In the spring of this year, our office was contacted to discuss the intentions of a full roof replacement project to be completed in the spring of 2021. Upon the board approving the project to move forward, our team along with SMC further investigated and uncovered the following issues/items:

1. A full roof replacement will require compliance with current roofing codes. As part of the code, there is a minimum R30 insulation coverage over the entire roof which represents a base of 6" of rigid insulation plus a protection board on top of bottom (+/- 7" of total depth). In addition to this base level, we also need to install sloped insulation to create the required pitches toward the roof drains at 1/4" per ft.
2. The current roof assembly verified from the coring report(see attached) has an average base level of +/- 3-1/2" of rigid insulation with no protection board along with areas of sloped insulation as described above for drainage. For discussion, there is a minimal 4" difference between the existing roof and a new code compliant roof assembly.
3. Various areas of the roof have minimal clearances between the existing membrane and the roof edges including the roof top/HVAC units, the RTU enclosure, and the pitched metal roof which is not being replaced as part of this project. (see attached diagram with red lines indicating problem areas). Building up the roof assembly becomes increasingly difficult to accomplish.
4. The "gutter" membrane areas located along the south and north edges of the roof will need to have the membrane, insulation, and possibly the decking removed and replaced regardless of the scope of work.
5. SMC also had a roof scan (see attached report) performed on the roof to understand if any of the insulation below the membrane has water saturation (performed using heat tracing). There were minimal issues on any of the major roof areas (5 total) with affirmation that the membrane gutter areas will need to be addressed.

Proposed Solution:

With consideration of the above factors, it is our recommendation that the library proceed with a roof recover project to include the following:

1. Application of a liquid applied roofing membrane, Tremco Alpha Guard Bio Single Ply Membrane. This will be applied directly over the existing membrane once the problem areas have been repaired and the existing membrane is cleaned and primed. (See attached built up diagram).

Points to consider:

- a. Product Literature: <https://www.tremcoroofing.com/2962>
 - b. The liquid applied membrane is comprised of a base coat, a fabric sheet, and a top coat which is +/- 80 mil thick (for reference, the existing roof is 60 mil thick, top performing membranes are 90 mil thick). The resulting thickness will be 140 mil thick(60 + 80).
 - c. Tremco offers a 30 year warranty
 - d. The AlphaGuard product is Bio based and has little to no VOC with proposed applications at occupied hospitals, schools, and libraries.
 - e. This is not a new technology and it is not a specialized material that will limit bidders. Tremco has a large pool of local certified installers including the current firm that performs maintenance on the existing roof that are trained in this application.
2. Replace of all existing roof drains with new.
 3. Replace roof coping and fascia as required for proper installation of the new membrane. In areas proposed for replacement, we would remove and replace the entire run in order that there isn't matching issues along elevations.
 4. A roof recovering project will allow us by code to leave the existing insulation in place along with the existing membrane.

We have spoken with the village building department and explained our intentions for a roof recover project and they did not see any issues.

Please let us know if you have any questions and we look forward to completing this important project for the library.

Thank you-



Dan Pohrte

partner | owner, product architecture + design



1050 Curtiss St

DGPL: roof core diagram
(SMC)



Core Sample #1 - 7.00 inch deep at high point. Roof consists of 4 layers of tapered and flat insulation. mopped down to concrete deck



Core Sample #2 - 3.5 inch. deep at lower point. The roof consists of two layers of tapered iso mopped down to the concrete deck.



Core sample #3 - 3.50 inch deep at lower point of main roof. The roof consists of two layers of tapered iso mopped down to the concrete deck.



Core Sample #4 - 7.00 inch deep at high point of main roof. Roof system consists of 4 layers of tapered and flat iso mopped down to the concrete deck.



Core sample #5 - 11 Inch deep at high point.

The roof system consists of 4 layers of tapered, flat iso and one layer of dens deck mechanically attached to the metal deck.



Core Sample #6 - 6.50 inch deep at lower point

of east side roof. Roof system consists of 3 layers of tapered iso and one layer of dens deck. Mechanically attached to the metal deck.



Core Sample #7 - 3.00 inch deep at high point

of north side of the roof. The roof system consists of 2 layers of iso mechanically attached to the wood deck.



Core sample #8 - 3.00 inch deep at lower point

.The roof system consists of 2 layers of iso mechanically attached to the wood deck.



Core sample #9 - 5.50 inch deep at high point of roof. The roof system consists of 3 layers of tapered and flat iso mechanically attached to the metal deck.



Core sample #10 - 3.5 inch deep. The roof system consists of 2 layers of tapered iso mechanically attached to the metal deck



Core sample #11 - 9.00 inch deep the roof system consists of 4 layers of flat and tapered iso mechanically attached to the metal deck.



Core Sample #12 - 4 inch deep lower point the roof system that consists of 2 layers of tapered iso mechanically attached to the metal deck.



Core sample #13 - 4" deep The roof system consists of 2 layers of tapered iso mechanically attached to metal deck.



Core Sample #14 - 4 inch deep roof system consists of 2 layers of tapered iso mechanically attached to wood deck.



Core Sample #15 - 2.50 inch deep roof system consists of 2 layers of tapered iso mechanically attached to the wood deck.



Core sample #16 - 9 inch deep at high point of south roof section. Roof system consists of 5 layers of flat and tapered iso mechanically attached to wood deck.



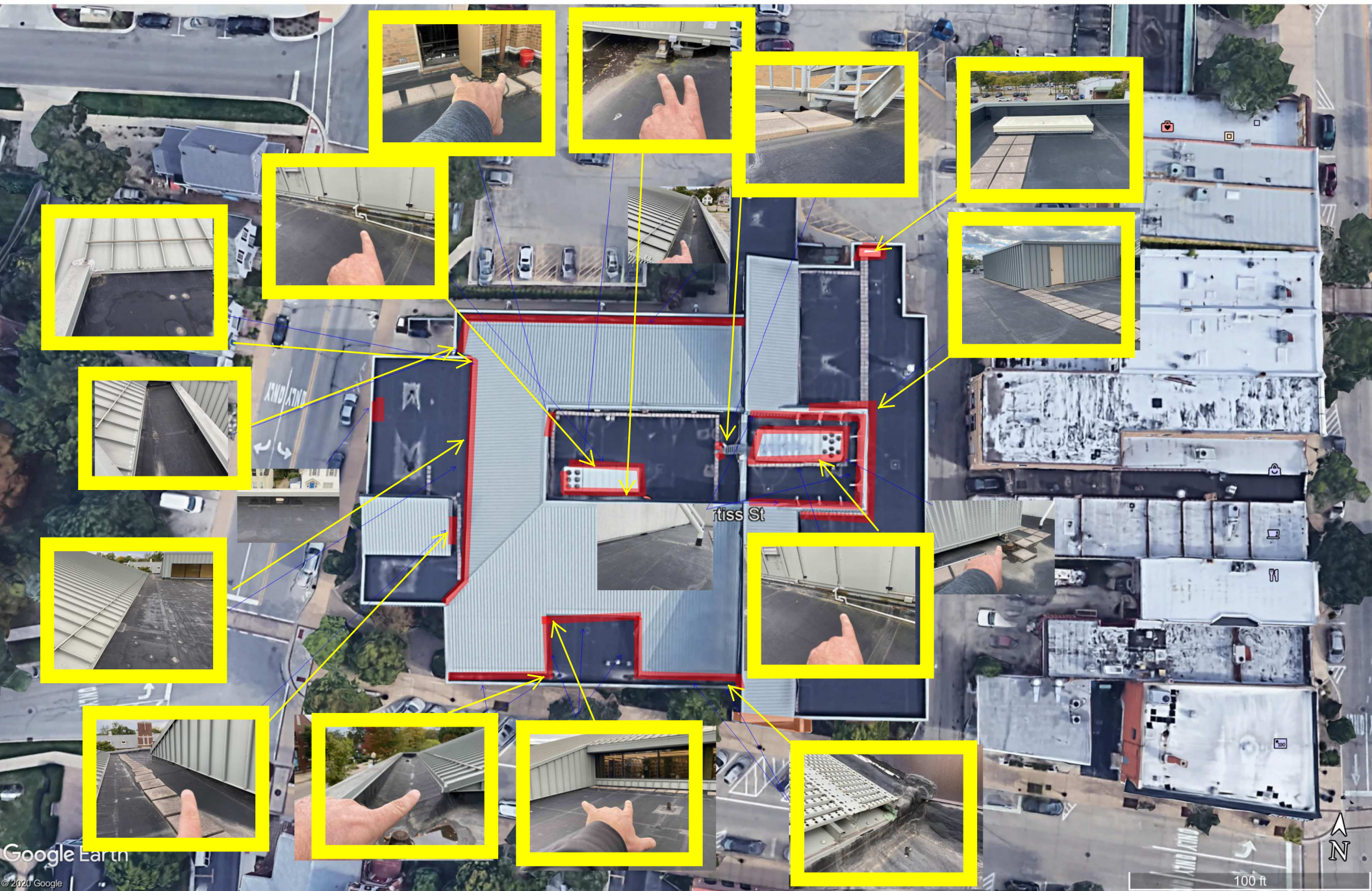
Core sample #17 - 2.50 inch deep at lower point of north side canopy. Roof system consists of two layers of tapered and flat iso mechanically attached to the metal deck.



Core Sample #18 - 3.00 inch deep at high point of north side canopy. Roof system consists of two layers of tapered iso mechanically attached to the metal deck.



Core sample #19 and #20 - 1.5 inch deep at
core cut #19 and 3 inch deep at core cut
#20the roof system consists of tapered and
flat iso mechanically attached to the metal
deck.



Infrared Roof Scan Report

PROPERTY:

Downers Grove Public Library
1050 Curtiss Street
Downers Grove, IL 60515

CLIENT:

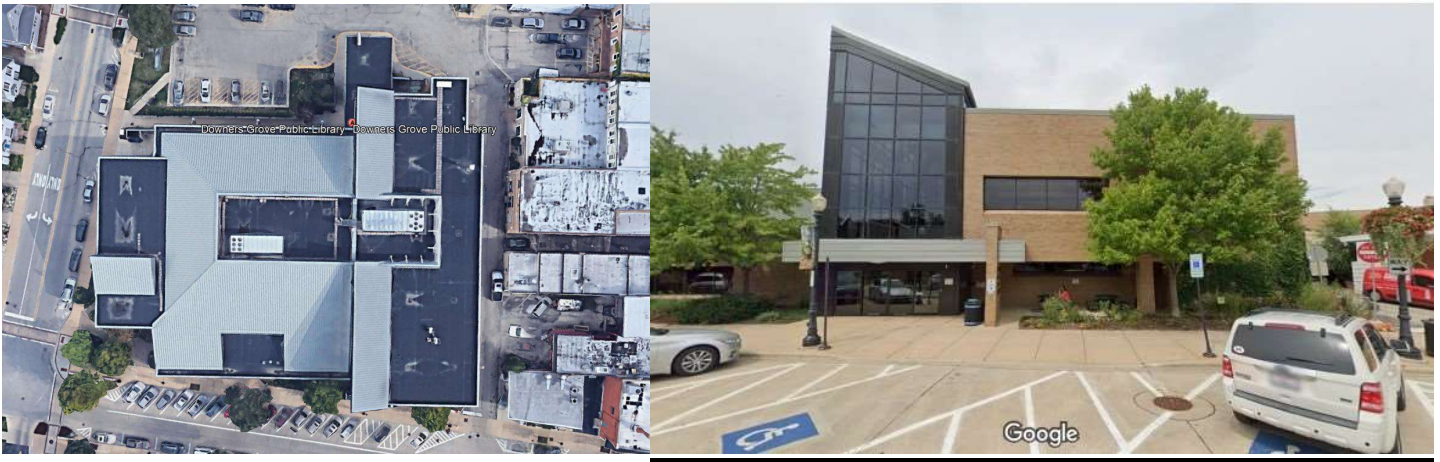
Downers Grove Public Library
1050 Curtiss Street
Downers Grove, IL 60515

PROVIDED BY:

Danny Flickinger

Building Specific Level 1 Thermographer

262-758-4125



Infrared Scan Summary

On October 29, 2020 an infrared (IR) scan was performed on the Downers Grove Public Library. The purpose of the scan was to assist in determining if there is trapped moisture in the roof system assemblies at this property. The facility contained eight (8) separate low slope membrane roof sections and infrared scanning was performed on all low slope roof sections.

Scanning was not performed on the standing seam metal panel roof sections at this facility. This type of steep slope metal roofing assembly is not appropriate for Infrared thermal imaging of this nature.

All the low slope membrane roof areas scanned consisted of fully adhered reinforced EPDM roof membranes. Control sampling was performed on two roof areas to determine if the roofing insulation materials were wet or dry.

The equipment used for this scan was an IR Imager Ti55 and TiS20 manufactured by Fluke Industries. The infrared scanners read the differences in temperature across the surface of the roof membrane. Areas with a higher heat signature than the rest of the roof are referred to as anomalies. Since wet insulation materials retain more heat than dry insulation materials, the surface temperature at these locations will read hotter than at dry roof areas.

The results, findings, conclusions and recommendations contained in this report are the opinion of the author based on reported information, conditions identified at the time of the roof visit, industry knowledge and past experiences with similar projects. These results represent a “snap-shot” in time and can change with further aging of the roof and the weather conditions.

This report contains a summary of findings for each property, an anomaly log that identifies the size and area of the anomalies, control core information and roof assembly compositions, a roof sketch, and thermographic images.

Property Summary:

Five (5) small anomalies were identified through the infrared imager on these roof areas. The total square footage of the anomalies totaled 321 SF of suspected wet roof insulation.

The outline of each anomaly was marked in paint on the roof surface using a dashed line. Additionally, an ID number was marked in paint inside the boundary area of each outlined anomaly. The dimensions and approximate square footage of each anomaly is recorded in the Anomaly Log below. Additionally, the location of each anomaly is marked on the roof sketch attached at the end of this report.

The infrared roof scan began at 5:45 pm and concluded at 12:30am the following morning. Based on the findings of our infrared scan, no additional major thermal anomalies are believed to exist other than the four locations previously described.

ANOMALY LOG			
Anomaly ID #	Approximate Size	Approximate SF	Roof Section
1	38 x 3	114 SF	South side
2	6 x 4	24 SF	South side
3	15 x 3	45 SF	North side
4	40 x 3	120 SF	North Side
5	6 x 3	18 SF	North side
Total Square Footage		321 SF	---
NOTE: Anomaly size and square footage is approximate. If selective roof replacement will occur at anomaly locations, then we recommend the figures be increased by 20% to 25% to account for squaring off locations and tie-in size of patches.			

Core Samples:

Seven (7) control core samples were taken and revealed a composition of reinforced EPDM membrane over polyisocyanurate insulation layers in all locations. One core sample, taken within the boundaries of Anomaly 2, revealed that the top layer of polyisocyanurate insulation was damp to the touch yet still structurally intact.

The core sampling revealed the following compositions:

No. 1. Control Core Composition (top to bottom):

- Reinforced EPDM membrane
- 4 layers of 2" polyisocyanurate insulation
- Wood deck

Non-Anomaly location: Materials dry to touch.

No. 2. Control Core Composition (top to bottom):

- Reinforced EPDM membrane
- 2 layers of 1.5" polyisocyanurate insulation

- Wood deck

Non-anomaly location. Materials dry to touch.

No. 3. Control Core Composition (top to bottom):

- Reinforced EPDM membrane
- 2 layers of 1.5" polyisocyanurate insulation
- Wood deck

Anomaly No. 1 location: Materials dry to touch.

No. 4. Control Core Composition (top to bottom):

- Reinforced EPDM membrane
- 2 layers of 1.5" polyisocyanurate insulation
- Wood deck

Anomaly No. 3 location: Materials damp to touch.

No. 5. Control Core Composition (top to bottom):

- Reinforced EPDM membrane
- 2.5" polyisocyanurate insulation
- 1.5" polyisocyanurate insulation
- Steel deck

Non-anomaly location: Materials dry to touch.

No. 6. Screwdriver probe to determine depth

- Depth: 5.5"

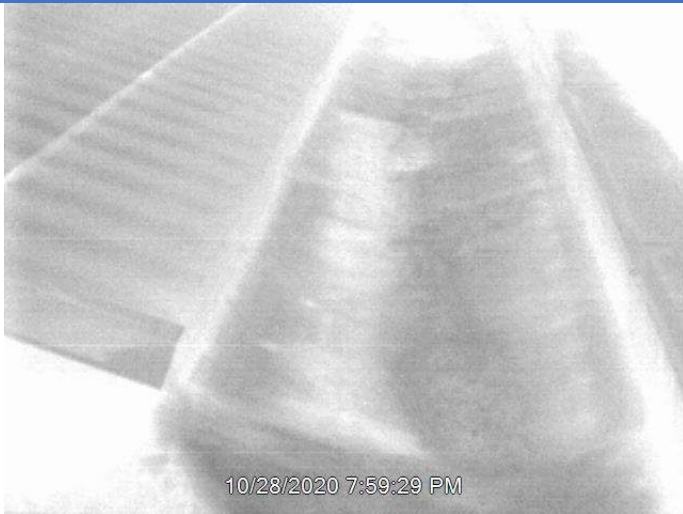
Non-anomaly location.

No. 7. Screwdriver probe to determine depth

- Depth: 8.75"

Non-anomaly location.

This concludes the written portion of this report. Following is a roof sketch and thermographic images taken during the infrared scan.



IR Image: Anomaly A-1 on south roof area.



IR Image: Anomaly A-2 on south roof area.



IR Image: Anomaly A-3 on south roof area.



IR Image: Anomaly A-4 on north roof area.



IR Image: Anomaly A-5 on north roof area.



IR Image: Heat signatures from fasteners and plates below the roof membrane are readily visible.



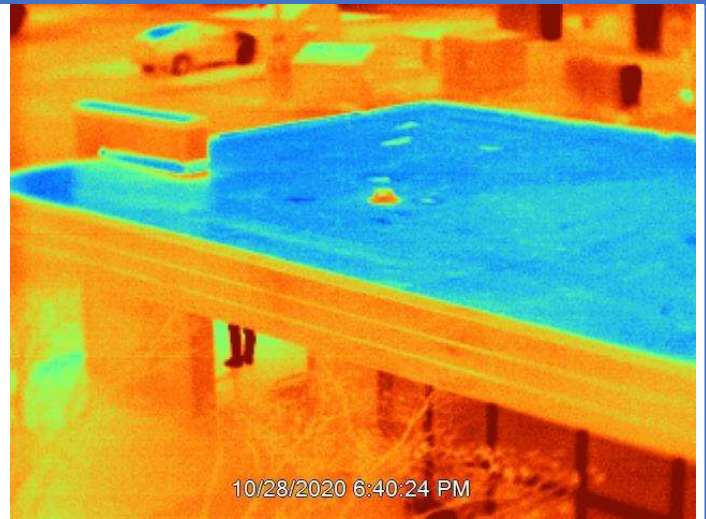
IR Image: Overview of south canopy.



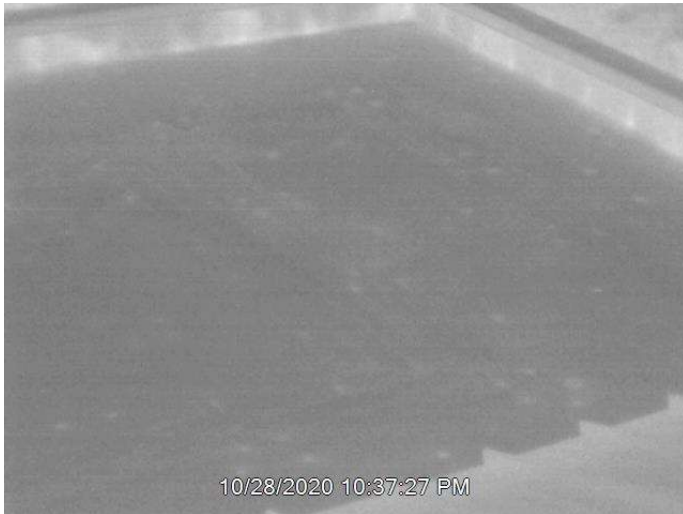
IR Image: Overview of south canopy in color contrast.



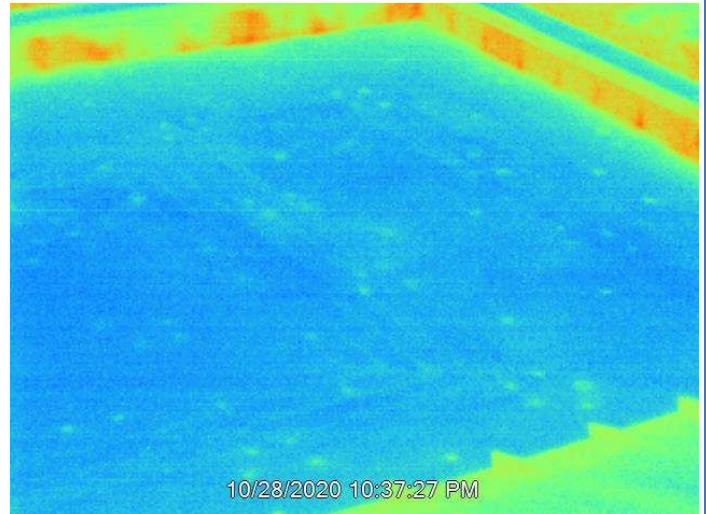
IR Image: Overview of north canopy.



IR Image: Overview of north canopy in color contrast.



IR Image: Overview of east side roof area.



IR Image: Overview of east side roof area in color contrast.



IR Image: Overview of central roof area, west well.



IR Image: Overview of central roof area, west well, in color contrast.



IR Image: Overview of central roof area, east well.



IR Image: Overview of central roof area, east well, in color contrast.



IR Image: Overview of north side roof area.



IR Image: Overview of north side roof area in color contrast.



IR Image: Overview of west side roof area.



IR Image: Overview of west side roof area in color contrast.



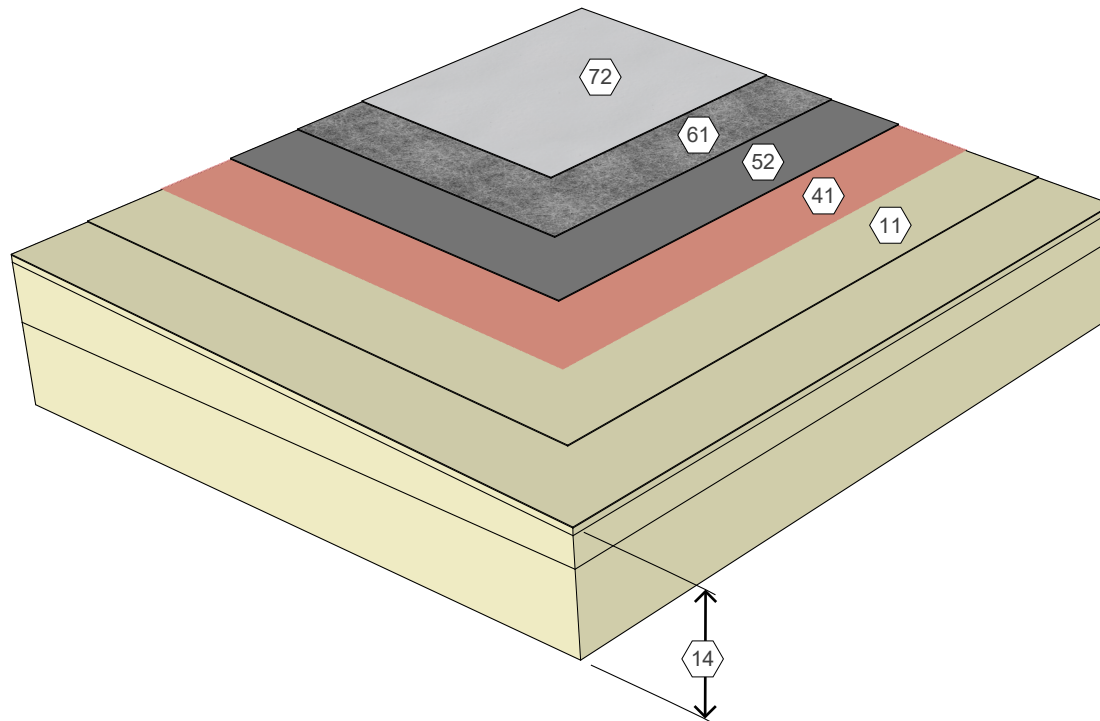
IR Image: Overview of south roof area.



IR Image: Overview of south roof area in color contrast.

KEY NOTES

- 11 Existing Single-Ply Membrane
- 14 Existing Structural Deck and Insulation Assembly
- 41 Approved Primer
- 52 AlphaGuard BIO Base Coat
- 61 AlphaGuard Glass Mat or Permafab
- 72 AlphaGuard BIO Top Coat



AlphaGuard® BIO Restoration Detail, Single-Ply, System Components
Detail 13001

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Agenda Item 8B

Resolution 2020-2 Recognizing 2020 Milestone Anniversaries and Retirements

This resolution is passed annually to recognize the milestone anniversaries of staff in the past year. This year, we have added recognition of retirements to the resolution.

Each staff member reaching a milestone anniversary is recognized, usually at In-Service Day, and receives a copy of the resolution. The staff member also receives one personal day to be used during the year following the milestone anniversary.

Each staff member retiring is usually recognized with a party or other staff social event. Due to the pandemic and the restrictions in place when each occurred, retirement events could not be held for three of the four retiring staff. Those staff will receive a gift certificate for Downtown Downers Grove in the amount usually expended for the retirement event, along with the resolution.

Recommended Action: Approve Resolution 2020-2 Recognizing 2020 Milestone Anniversaries and Retirements with gratitude for their years of service.

RESOLUTION NO. 2020-2

**A RESOLUTION OF APPRECIATION FOR THE SERVICE OF
STAFF MEMBERS WHO HAVE CELEBRATED MILESTONE
SERVICE ANNIVERSARIES AND/OR RETIREMENT IN 2020**

WHEREAS, eight members of the Downers Grove Public Library Staff have celebrated milestone service anniversaries in 2020, totaling 90 years of service, as follows:

5 Years of Service:

Anthony Jones
Kelly Kobayashi
Allyson Renell

15 Years of Service:

Suzanne Thomas
Diane Jakosz
Suzy Miller

10 Years of Service:

Sandra Feuillan

20 Years of Service:

Annie Jagielski

AND WHEREAS, four members of the Downers Grove Public Library Staff have celebrated retirement in 2020, totaling 73 years of service, as follows:

Irene Strods, 23 Years of Service

Ray Papacek, 19 Years of Service

Maureen Karl, 13 Years of Service

Cheryl Pawlak, 18 Years of Service

AND WHEREAS, the committed services of these staff members has contributed significantly to the library's high level of performance and high reputation in the community;

AND WHEREAS, 2020 has provided many new opportunities for service, including response to the COVID-19 pandemic and the diversity, equity, and inclusion trajectory discovery project;

THEREFORE BE IT RESOLVED, that the Board of Library Trustees recognizes with great appreciation the dedication and perseverance of these staff members and thanks them for their outstanding work.

UNANIMOUSLY APPROVED this 18th day of November, 2020 by the Board of Library Trustees of the Village of Downers Grove

President

Secretary

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Agenda Item 8C

2021 Board Meeting Schedule

Generally, the Board of Library Trustees meets on the fourth Wednesday of each month, except on the second Wednesday in November and December. Due to the calendar for 2021, second Wednesdays are very early in the month for November and December. This schedule reflects a third Wednesday meeting for November and December. Meetings are generally held at 7:30 p.m. in the Library Meeting Room, and/or virtually during the pandemic.

Proposed 2021 Board meeting dates are:

January 27, 2021

February 24, 2021

March 24, 2021

April 28, 2021

May 26, 2021

June 23, 2021

July 28, 2021

August 25, 2021

September 22, 2021

October 27, 2021

November 17, 2021

December 15, 2021

Recommended Action: Approve 2021 Board Meeting Schedule as presented.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Agenda Item 8D

2021 Holiday Closings Schedule

The following schedule follows the holiday and unpaid closings as enumerated in the Personnel Policy. The Staff In-Service Day may be canceled or changed for 2021, depending on pandemic restrictions and consultant availability.

PAID HOLIDAYS

Friday, January 1, New Year's Day
Monday, May 31, Memorial Day
Sunday, July 4, Independence Day
Monday, September 6, Labor Day
Thursday, November 25, Thanksgiving
Friday, December 24, Christmas Eve
Saturday, December 25, Christmas

UNPAID CLOSINGS

Sunday, April 4, Easter
Sunday, May 30, Sunday before Memorial Day
Friday, June 25, 7:00 p.m. Rotary Grove Fest
Saturday, June 26, 1:00 p.m. Rotary Grove Fest
Sunday, June 27, Rotary Grove Fest
Sunday, September 5, Sunday before Labor Day
Friday, December 31, 5:00 p.m. New Year's Eve

CLOSED TO PUBLIC

Friday, January 15, Staff In-Service Day

Recommended Action: Approve 2021 Holiday Closings Schedule as presented.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Agenda Item 8E

Scheduled Board Meeting for December

The Board of Library Trustees has a meeting scheduled for December 9, 2020. If the November agenda is completed with no items tabled, there are no anticipated items of Old or New Business. Due to the early date, credit card statements and other financial information will not be available in time for this meeting. As in previous years, the December invoices and November financial reports may be approved in arrears in January.

Recommended Action: Cancel December 9, 2020 Board Meeting.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Agenda Item 8F

General, Library Services, Personnel, Collection Management, and Finance Policy Updates

The Policy Manual was completely updated in 2018. Biennial review of policy sections was planned to occur according to a schedule beginning in March 2020. Due to the pandemic, these reviews did not occur according to that schedule. Instead, the review of the Policy Manual was done this fall, with management team input and a full reformatting by Executive Assistant Katelyn Vabalaitis and Administrative Assistant Scott Anderson.

Overall Changes

Overall, changes include consistency, wording clarification, and punctuation. Some sections were moved or added, including incorporating the Compensation Policies and Procedures document approved by the Board of Library Trustees in October 2019. All section numbers are listed with the numbering on the draft policies for approval. (NEW) designates sections added to the Policy Manual.

Consistency issues addressed include:

- In Charge person (IC) changed to Person In Charge (PIC)
- Customers, members of the public, and library users changed to patrons
- Library Administration changed to Administration
- You changed to employee(s) or staff
- Updated personal pronouns to they/them/their
- Son or daughter changed to child
- Removed capitalization of library
- Capitalized Trustee
- Sub-list punctuation, capitalization, numbering, and bullets edited
- Changed personal pronoun we to it when referring to DGPL

Below is a summary of any other changes made in each section, not including the list above.

General Policy

2.3 Strategic Planning

Update statement to clarify the Board's role

2.4 Hours of Operation

Added modification of hours and services and statement about posting temporary hours.

2.6 Freedom of Information

Removed “and forms” because forms are no longer used.

2.9.5 Enforcement

Added sentence about appeals to the Board of Library Trustees, copied from 2.9 final paragraph and reworked final sentence to agree with new Security Camera section.

2.10.3 Teen Central

Simplified statement on closing.

2.13 Security Cameras (NEW)

Added new section and renumbered sections thereafter.

2.17.3 Grievances

Reworked paragraph for clarity.

Personnel Policy

3.6 Recruitment and Hiring

Added “equitable” to the second sentence.

3.8 Reference Checks

Moved from 3.34 to 3.8 and renumbered sections between them. Changed wording to clarify.

3.9 Employment Eligibility Verification

Changed section heading and wording to be more inclusive and reworked for clarity.

3.12 Employee Handbook

Added annual requirement for employees to review handbook and sign Acknowledgment Form.

3.13 Employee Code of Conduct

Reworked wording about employee orientation in final paragraph.

3.16 Compensation (NEW)

Incorporated Compensation policy, which was approved as a separate Compensation Policy and Procedures document. Procedural sections added to Employee Handbook:

Starting Pay, Salary Increase Budget, Salary Progression Requirements, Making a Salary Change, Salary Schedule, and Guide to Annual Salary Adjustments. Performance Evaluation section incorporated into existing Personnel Policy section.

3.16.4 Salary Schedule, Maintenance (NEW)

Reworded to reflect annual Board approval of Salary Schedule.

3.18 Payment of Wages

Updated vacation payout information according to current Village of Downers Grove pay practices.

3.25 Meal Periods and Rest Breaks

Changes section heading, added ILCS citation, and reworked second paragraph.

3.26 Use of Library Equipment

Removed 5th and 6th bullets and replaced with “Employees accessing library communications and/or systems must do so in compliance with library policy, Section 3.39 Telecommuting,” which is a new section. Clarified wording on final bullet.

3.26.2 Social Media, General Rules and Guidelines

Removed extraneous language for clarity.

3.29 Meetings, Workshops, and Conferences

Added “See Finance Policy Section 6.9 Travel Expenses for more information on travel expenses and reimbursement.”

3.37 Performance Evaluations

Reworked to incorporate Performance Evaluation Section from Compensation Policy and Procedure.

3.39 Telecommuting (NEW)

Added new section and renumbered thereafter.

3.40 Internal Complaints

Added ILCS citation to second paragraph.

3.41 Progressive Discipline and Termination

Changed Step Three from “Final Written Warning” to “Performance Improvement Plan” to align with current practice.

Removed “during working hours” from 17th bullet point of violations that may result in immediate termination, as threatening or coercing co-workers is not okay outside of working hours either.

3.47 Insurance Benefits

Changed “health” to “medical” for consistency with terms used by the Village of Downers Grove. Added “dental, and vision” to third sentence. Added “and coverage level” to fourth sentence. Removed sentence about employees who choose not to participate in medical insurance program because the Village of Downers Grove is responsible for the written release.

3.48 Flexible Spending Account

Added sentence about explanation and coordination of benefits, copied from 3.47 Insurance Benefits.

3.52 Vacation

Remove statement pertaining to leave of absence and use vacation leave. This is covered in sections on leaves of absence. Changed final sentence on payment of accrued vacation to “as detailed in Section 3.18 Payment of Wages.”

3.55 Sick Leave

Change “hourly segments” to “15-minute increments” in 5th paragraph to reflect current practice. Reworded and added example to absence for consecutive days.

3.58.9 Family Medical Leave of Absence (FMLA), Benefits During Leave

Changed “health” to “insurance” in first sentence for consistency with Section 3.47 Insurance Benefits. Added “Sick leave, vacation leave, personal days, and IMRF credits are not earned while an employee is on a leave of absence without pay” to make consistent with existing policy Section 3.59 General Leave of Absence.

3.59 General Leave of Absence

Removed sentence requiring exhausting all paid time off prior to a leave of absence and inserted wording to make consistent with Section 3.58.8 Family Medical Leave of Absence, Substitution of Paid Leave.

3.61.7 Victims’ Economic Security and Safety Act (VESSA), Effect on Benefits

Changed “health” to “insurance” throughout paragraph for consistency with Section 3.47 Insurance Benefits.

3.62 Resignations and Terminations

Changed 4 week notice request for professional positions to equivalent to the employee’s annual vacation leave, whichever is greater in first paragraph, second sentence. Changed “Library Director” to “Board of Library Trustees” in third paragraph, third sentence.

3.63 Continuation of Benefits

Changed “health” to “medical” throughout paragraph for consistency with Section 3.47 Insurance Benefits.

Collection Management

4.1 Purpose

Added “of freedom to read and access information” to end of first sentence in second paragraph.

4.4.2 Selection Criteria for Specific Collections

III. Local Government Documents

Updated section to reflect current practice.

4.5.1 Deselection Criteria

Renamed section and added 5th bullet “obsolete or outdated formats.”

4.6.1 Library Material Donations

Removed “including National Geographic”

4.6.5 Recognition of Donors

Replaced “engraved” with “including.”

4.7 Request for Review of Library Materials

Added final sentence: “The decision of the Board of Library Trustees is final.”

Library Services

5.1 Access to Library Materials

Added “housing” to list in first sentence. Changed “equal” to “equitable” in second sentence.

5.2.3 Restricted Use Card

Added “may not be used to place holds” to the 4th sentence.

5.2.6 Non-Resident Fee Card

Added “Payment plans may be available” to the end of paragraph.

5.4 Lending of Materials

Updated renewals to five, two-week loan item types, and in-library use item types to reflect current practice. Removed “fines” and “limits on materials” from third sentence in final paragraph to reflect current practice.

5.7 Fines and Fees

Added statement about user's card being blocked if one or more items are 21 days overdue and clarified billing thresholds. Reworded second sentence of second paragraph for clarity.

5.9.1 Ethics and Standards

Changed "equal" to "equitable" in first sentence.

5.10.5 Fees

Removed sentences about fees from or to libraries outside North America because we do not request or loan materials outside North America.

5.11 Public Internet Access

Reworded first sentence clauses.

5.11.1 Availability of Service

Removed "but users may not reserve time in advance" to reflect current practice.

5.12 Programming

Reworked first paragraph for clarity.

5.14 Notary

Changed "may call ahead" to "are encouraged" to make an appointment.

Finance

6 Finance

Changed wording to clarify meaning.

6.5.1 Fines, Fees, and Other Charges

Removed Fines from the section heading and "encourage timely return of materials" from text.

6.5.2 Credit and Debit Cards

Removed fines from list.

6.5.3 Debt Collection

Removed fines from list and final sentence to reflect current debt collection practices.

6.7 Disposition of Surplus Property

Changed bullet point from "Books and Other Materials" and added "or otherwise disposed of" to end of the sentence.

Removed sentence about audiovisual and electronic format materials, covered in previous section, from bullet point Computers and Electronic Equipment.

6.9.3 Categories of Expenses, Personal Automobiles and Public Transportation

Removed “or Trustee’s” from sentences referring to normal commute and replaced “workplace” with “library.”

6.10.1 Types of Reimbursable Expenses

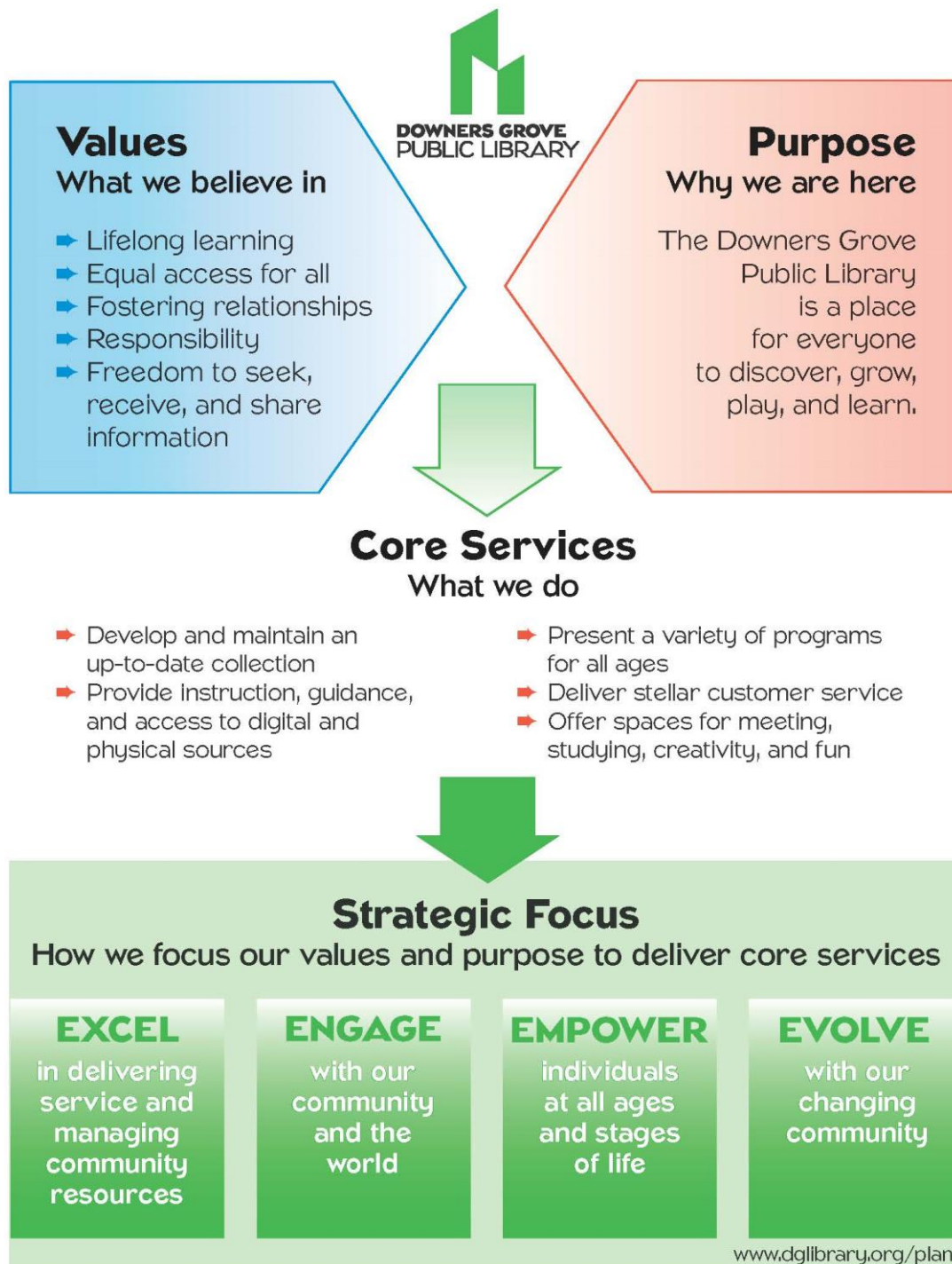
Changed “work-from-home” to “telecommuting” to agree with new Personnel Policy section.

Recommended Action: Approve the General, Library Services, Personnel, Collection Management, and Finance Policies as presented.

2 General Policy

The General Policy addresses general operations and use of the building and grounds of the Downers Grove Public Library.

2.1 Values, Purpose, Core Services, and Strategic Focus



Approved April 25, 2018; Revised April 22, 2020

2.2 Standards of Library Service

The current standards of public library service as adopted by the Illinois Library Association are the criteria the Downers Grove Public Library (library) will strive to meet in providing service. The library provides service in accordance with the American Library Association's Library Bill of Rights and Statements and Policies on Access.

2.3 Strategic Planning

The Board of Library Trustees of the Village of Downers Grove (Board) approves a Strategic Plan, developed with input from the Library Director, staff, and community, to establish the course library services should take in the next three to five years. No less than annually, the Board reviews staff reports on progress toward Plan goals.

2.4 Hours of Operation

The Downers Grove Public Library maintains consistent, posted hours of service, during which all services of the Downers Grove Public Library are available. Those hours are:

Monday	9:00 a.m. – 9:00 p.m.
Tuesday	9:00 a.m. – 9:00 p.m.
Wednesday	9:00 a.m. – 9:00 p.m.
Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 9:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m.

The library closes for holidays and staff training as approved annually by the Board of Library Trustees. It also may close or modify its hours of operations and services for special circumstances or due to an emergency. Temporary changes in hours are posted on the library's website and announced through its digital marketing platforms.

Select services are also available electronically 24/7.

2.5 Emergency Closings

When a general emergency situation exists or is impending (e.g., snowstorm, flood, adverse temperature conditions, electrical failure, improper air ventilation, etc.) that jeopardizes the safety, health, and welfare of patrons and staff, an emergency closing of the library may be authorized. The Library Director or Person In Charge (PIC) will assess the situation and determine if an emergency closing is necessary. The Library Director or designee will notify the Board of an emergency closing as soon as practicable following the decision to close.

2.6 Freedom of Information

The Downers Grove Public Library conforms to the Freedom of Information Act (5 ILCS 140/). Procedures are available on the library's website.

Approved April 25, 2018; Revised April 22, 2020

2.7 Records Retention

The Downers Grove Public Library retains records in accordance with directives from the Local Records Unit, Records Management Section of the Illinois State Archives.

2.8 Confidentiality of Library Records

Personally identifiable information about patrons must be kept confidential in accordance with the Illinois Records Confidentiality Act (75 LCS 70/1-2). Confidential library records (records pertaining to an individual patron's use of library materials or resources) may not be released or made available in any format to a federal agent, state, or local law enforcement officer, or any other person unless a court order in proper form has been entered by a court of competent jurisdiction. At the same time, staff must cooperate with federal, state, and local law enforcement agencies when they are acting within the scope of a lawfully issued court order.

2.8.1 Court Orders

A court order may take the form of either a subpoena or a search warrant. A subpoena allows a period of time in which to respond to or contest the court's order. A search warrant can be executed immediately by law enforcement officials.

2.8.2 Designated Contact Person

The Library Director will handle all requests to search library records pursuant to a court order. In the absence of the Director, the Assistant Director will act in place of the Director. In the absence of either the Director or Assistant Director, the staff member designated as Person In Charge of the library will handle the request.

2.8.3 Responsibilities of Designated Contact Person

The Designated Contact Person is responsible for following established library procedures for responding to requests for confidential library records. If the Library Director is not present, the Designated Contact Person is responsible for notifying them as soon as possible that a request for confidential library records was made.

2.8.4 Disclosure of a Court Order

A search warrant may contain a "gag order." This means that no person or institution served with the warrant can disclose that the warrant has been served or that records have been produced pursuant to the warrant. No staff member will disclose the receipt of the warrant or any information about the records sought to anyone, including the patron whose records are the subject of the search, except the Library Director and/or the library's attorney.

2.9 Code of Conduct

The Board of Library Trustees of the Downers Grove Public Library seeks to provide and ensure a welcoming environment, including quiet areas for study and work, which is conducive to the appropriate use of the facilities and services.

Approved April 25, 2018; Revised April 22, 2020

Downers Grove Public Library expects patrons to treat all people and property with respect. This includes, but is not limited to:

- Engaging in conversation and behaviors in a manner that does not disturb, offend, or harass others; threaten the safety of others; damage property; or threaten to damage property.
- Using library items, furnishings, equipment, and facilities only for their intended function, in a manner that does not interfere with others' use and does not damage property or threaten to damage property.
- Attending to personal belongings, as the library is not responsible for loss or damage to unattended personal belongings.
- Wearing proper attire, which conforms to the standard of the community for public places, including shoes and shirts, at all times.
- Following all library policies, including, but not limited to: Unattended Children, Designation of Space for Special Uses, Public Internet Use, and Unattended Items.

Examples of conduct and actions that are not permitted anywhere on the library's property include, but are not limited to:

- Smoking, including smokeless tobacco, herbal products, and e-cigarettes, anywhere in the library or within 15 feet of the library.
- Possessing, consuming, or being under the influence of alcohol, marijuana, or illegal drugs.
- Eating meals or drinking beverages from containers without lids, except in areas designated for this use.
- Prolonged or habitual sleeping.
- Loud talking, loud telephone use, or loud use of listening devices.
- Use of sporting equipment in the library facility.
- Disrupting others' use of library facilities or services due to personal hygiene or excessive body odor.
- Any other activity that disturbs other members of the public or interferes with staff's performance of their duties.

No policy can address all potential circumstances. The library reserves the right to address issues on a case-by-case basis and require anyone violating the Code of Conduct to leave library property. Serious or repeated misconduct may lead to further suspension from the library, legal action, and/or criminal prosecution. Those wishing to appeal suspensions may do so by writing to the Board of Library Trustees at the library's address.

2.9.1 Illegal and Prohibited Activity

The library does not allow any activity prohibited by federal, state, or local law or by library policy. Illegal or prohibited activities include, but are not limited to:

Approved April 25, 2018; Revised April 22, 2020

- Assaulting, fighting, or threatening another person.
- Carrying firearms or other dangerous weapons.
- Possessing, using, distributing, or being under the influence of alcohol, illegal drugs, or other controlled substances.
- Smoking or using tobacco or tobacco-substitute products such as e-cigarettes, including preparing cigarettes or e-cigarettes.
- Theft, damage, or destruction of library property or the property of another person.
- Harassment of another person, including sexual harassment, which includes the viewing of sexually explicit material on a library computer, personal computer, or other device.
- Entering the library building or remaining on library property during a period when the person is banned from the library.

2.9.2 Disruptive Activity

The library does not allow any activity that disrupts or interferes with the use of library services by patrons or the effective delivery of service by staff. Disruptive activities include, but are not limited to:

- Panhandling, leafleting, soliciting funds, proselytizing, or circulating petitions.
- Using profane, obscene, or abusive language toward any person, including racial, ethnic, or sexual epithets.
- Sleeping, eating in other than designated areas, or littering.
- Personal hygiene that prompts complaints, damages furniture, or threatens public health.
- Failing to supervise children, including leaving a child under the age of eight years unattended.

2.9.3 Unattended Children

The library is a public place; therefore, children's safety cannot be guaranteed. The conduct, safety, and supervision of children while on library premises are the responsibility of parents, guardians, and caregivers. Parents, legal guardians, and/or caregivers are responsible for their children while their children are in the library, regardless of whether the parent, legal guardian, and/or caregiver is in the library. A child is considered mature enough to use the library unattended if:

- the parent, legal guardian, and/or caregiver determines that the child is mature enough;
- the child is at least eight years old;
- the child is able to communicate to staff their full name, parent, legal guardian, and/or caregiver's name and phone number upon request; and
- the child follows the Code of Conduct.

Children who do not meet all four criteria must be supervised when in the library by a responsible caregiver who meets all the criteria and has the ability to supervise the behavior of the child. When the safety of a child is in doubt, library staff may contact local law enforcement and/or other authorities to ensure the safety and well-being of the child. Children under the age of 14 left unattended at closing time may be deemed at-risk. If a parent, legal guardian, and/or caregiver cannot be contacted or located within 15 minutes of closing, the Downers Grove Police Department will be contacted.

2.9.4 Unattended Items

Patrons may not leave personal belongings unattended nor leave personal belongings in the library when they leave the building. The library is not responsible for any loss of patrons' personal belongings, through theft or otherwise. Large items that obstruct walkways or interfere with others' use of library items, furnishings, equipment, and facilities are prohibited.

2.9.5 Enforcement

The library reserves the right to determine whether any person is in violation of its policies and to require that person to leave the library. Serious or repeated misconduct may lead to restrictions including loss of library privileges for a period determined by staff, and/or appropriate legal action. Those wishing to appeal suspensions may do so by writing to the Board of Library Trustees at the library's address. The library reserves the right to inspect all backpacks, bags, briefcases, and purses when staff believe someone is in possession of stolen library property or weapons. Security cameras are positioned to monitor public areas throughout the building and grounds.

2.10 Designation of Space for Special Uses

The library designates space within the building for special uses, including for quiet areas, for programs, and for use by specific groups or individuals. Such designations may be temporary, as in the case of programs in the STEM Room, or permanent, as in the case of the Quiet Study Room. This includes use of specific tables, seating, areas, or rooms. Regardless of whether such special uses are posted, patrons are expected to comply with staff requests regarding designation of space.

2.10.1 Quiet Study Room

In addition to the library's posted Code of Conduct, talking, making noise of any kind, and/or use of any equipment that makes noise is not permitted in the Quiet Study Room.

2.10.2 STEM Room

The STEM Room is regularly used for registered and drop-in programs. Materials and equipment housed in the STEM Room may be unavailable during these times.

2.10.3 Teen Central

Teen Central is reserved for use by teens whenever local schools are not in session. Teen Central is regularly used for registered and drop-in programs.

2.11 Illinois Concealed Carry Act Prohibited Area

Under the Illinois Concealed Carry Act's section on Prohibited Areas (430 ILCS 66/65), the carrying of any weapon, concealed or partially concealed, in the library building or on library property is prohibited.

2.12 Smoke Free Illinois Act

Under the Smoke Free Illinois Act (410 ILCS 82/15), smoking is prohibited in public places, as well as within 15 feet of any entrances, exits, windows that open, or ventilation intakes of any building.

2.13 Security Cameras

The library uses security cameras for the safety and security of patrons, staff, and property. The security camera system consists of dedicated cameras that provide real-time surveillance through a video management system. The primary purpose of security cameras is to discourage inappropriate and illegal behavior and activities and, when necessary, to provide assistance to law enforcement in the apprehension and prosecution of offenders, in accordance with applicable federal, state, and local law regarding the confidentiality of library records.

2.13.1 Public Notice

The library posts and maintains signs giving notice of the use of security cameras for monitoring and recording activity in public areas on library property.

2.13.2 Camera Locations

Cameras are positioned to monitor public areas of the library such as service areas, entrances, and areas prone to theft, vandalism, or other activities that may violate library policy or criminal law. Under no circumstances are cameras located in areas where patrons and/or staff have a reasonable expectation of privacy, such as restrooms.

2.13.3 Access to Digital Images

Video data is recorded and stored digitally. Recorded data is considered confidential and secure. Access to live feeds of images and recorded video data is limited to the Library Director, Assistant Director, and designated staff.

2.13.4 Retention of Digital Images

Recordings shall be kept for approximately 30 days with the exception of appropriate still shots or selected portions of the recorded data relating to specific incidents. These shall be retained for one year after the incident. The storage media shall be kept in a secure area. In situations involving banned patrons, stored still images or selected

portions of the recorded data relating to specific incidents may be shared with staff library-wide.

2.13.5 Access by Law Enforcement and Confidentiality

Video surveillance records are not to be used directly or indirectly to identify the activities of individual library patrons except as viewed in relation to a specific event or suspected criminal activity, suspected violation of library policy, or incidents where there is reasonable basis to believe a claim may be made against the library for civil liability. Authorized staff may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on library property.

Video data will be made available to law enforcement officials or agencies upon written request. The library shall retain a copy of the request. Recorded data will be accorded the same level of confidentiality and protection provided to patrons by Illinois state law and the library's policies.

2.13.6 Damages and Liability

Any individual using the library shall be held responsible for willful or accidental damage to the library's building and collections caused by the individual in accordance with the library's Code of Conduct.

2.13.7 Disclaimer of Liability

The library disclaims any liability for use of the video data in accordance with the terms of this policy, given that the library is a public facility and the security cameras are limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

2.14 Taking Images and Recording Video in Library and During Virtual Library Programs

2.14.1 By Community Members

Photographs or videos may be taken in the public areas of the library to the extent that doing so does not disturb others' use of the library. Neither people nor equipment may block walkways or create a hazard. Photographers must respect others' wishes to not be photographed and/or filmed. If a minor may be in a picture or video, the photographer must obtain permission from the parent, legal guardian, or caregiver before taking the picture or video. Taking photos/videos of specific, copyrighted (or otherwise protected) materials for the purpose of redistribution is prohibited.

The library makes no guarantee of library virtual program participants' privacy and cannot control other participants recording or taking screenshots of the program, which may include information on the screen. Virtual program participants are

responsible for using an alias for log-in and/or disabling their camera to protect their own privacy.

2.14.2 By Library Staff and Its Affiliates and Partners

Attendance at Downers Grove Public Library programs and events constitutes consent to be photographed and/or filmed for use in print and/or electronic publicity for the Downers Grove Public Library. The library makes no guarantee of library virtual program participants' privacy, including name, personally identifying information, and likeness, due to personal settings and program host requirements. Except in virtual programs, names or personal identifying information will not be used without permission of the subject, parent, legal guardian, or caregiver. Participants may opt out by informing the library staff coordinating the program or event.

2.15 Grounds

2.15.1 Unattended Items

Personal belongings may not be left unattended on library grounds. The library is not responsible for any loss of personal belongings, through theft or otherwise. Unattended personal belongings will be removed.

2.15.2 Unattended Animals

Unattended animals are prohibited. Animals on library grounds must be under the direct physical control of the owner/caretaker at all times.

2.16 Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation

2.16.1 Independent Organizations

The Friends of the Downers Grove Public Library (Friends) and Downers Grove Public Library Foundation (Foundation) are independent organizations, each with their own boards, goals, and purposes. Neither the Friends nor Foundation as organizations, nor any member or participant therein, may assume any liability, take action, or authorize any act on behalf of the Downers Grove Public Library.

2.16.2 Liaisons

The Friends and Foundation organizations are comprised of volunteers. The Library Director appoints a staff member to serve as a Liaison to the Friends, to facilitate communication and coordination of activities between the Friends and the library. The Library Director serves on the Foundation Board of Directors in an ex-officio role, as set forth in the Foundation's Bylaws, to facilitate communication and coordination of activities between the Foundation and library.

2.16.3 Monetary Gifts

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Monetary gifts from the Friends or Foundation become sole funds of the library. Such funds are expended for the purpose specified by the Friends or Foundation when the monetary gift was made.

2.16.4 Donation of Works of Art

The Board may accept donations of works of art from the Foundation. The Library Director or designee will determine, in consultation with the Board, the suitability of the proposed donation. Works of art donated to the library become the sole property of the library and subject to its policies and guidelines for deaccession and disposal. The Board of Library Trustees reserves the right to refuse the donation of any work of art.

2.16.5 Solicitation of Money, Sale of Products, and Hosting Events

Both the Friends and Foundation may host events, solicit money, and/or sell products on library premises. This may include use of the library premises outside of hours of operation, with prior approval by the Board of Library Trustees. The Board of Library Trustees reserves the right not to participate in the activities or events of the Friends or Foundation.

2.17 Americans with Disabilities Act

The Downers Grove Public Library complies with the Americans with Disabilities Act of 1990, as amended (ADA) and offers alternative reasonable compliance to meet its requirements. The library provides equal access to persons with disabilities, including those individuals who use service animals.

2.17.1 Service Animals

Service animals are permitted in any area of the library where patrons are permitted to go. Trainers are also permitted to accompany service animals in training in the library. Library staff may only ask an individual who accesses the library with a service animal the following two questions: (1) whether the animal is a service animal and (2) what work or task the service animal has been trained to perform.

2.17.2 Accommodations

Any person needing an accommodation for a disability in order to access the library's services, programs, or activities under the Americans with Disabilities Act should contact the Assistant Director or any member of the library staff. Any person needing an accommodation for a disability in order to attend a meeting at the library should contact the Assistant Director by telephone at (630) 960-1200 ext. 4299, by email at adacompliance@dglibrary.org, or in writing, no less than five working days prior to the meeting.

2.17.3 Grievances

Patrons who believe they have been subject to discrimination may file a written complaint with the Assistant Director, the library's ADA Compliance Officer, within 60

days. The complaint should provide a detailed account including the date, location, persons involved, and other particulars, as well as the name, address, and telephone number of the person filing the claim and their proposed resolution to the matter. Grievances will be reviewed and responded to within ten working days. If unsatisfied with the response, concerns can be presented to the Board of Library Trustees. The decision of the Board of Library Trustees is final.

3 Personnel

The Personnel Policy addresses the employment practices of the library.

3.1 At-Will Employment

The Personnel Policy does not create a contract of employment. It is intended to generally describe the library's policies and employee benefits. Unless an employee has an employment agreement signed by the Board of Library Trustees, employment is at-will and may be terminated, with or without cause and with or without notice, at any time at the option of either the employee or the library.

3.2 Amendments

The Board of Library Trustees reserves the right to amend the Personnel Policy at any time and to change, limit, restrict, remove, revoke, or eliminate any right or benefit given to any employee hereunder, with or without prior notice.

3.3 Administration

Legal responsibility is vested in the Board of Library Trustees, which is the policy-forming body of the library. The responsibilities of the Board of Library Trustees includes selection of a Library Director, who is the administrative officer of the library. The Library Director is responsible for the implementation of the policies and decisions of the Board of Library Trustees as they affect employees. The Library Director is in overall charge of library personnel and is responsible for the hiring and termination of all employees, the assignment of duties, establishing standards of service, and staff development. In the absence of the Library Director, the Assistant Director serves as the administrative officer of the library.

3.4 Equal Opportunity Employment

The Downers Grove Public Library affords equal employment opportunities as required by applicable law. This policy of equal employment applies to all aspects of the employment relationship, including, but not limited to, initial consideration for employment; job placement and assignment of responsibilities; performance evaluation; promotion and advancement; compensation and fringe benefits; training and professional development opportunities; formulation and application of human resource policies and rules; facility and service accessibility; and discipline and termination. The library does not discriminate on the basis of race, color, gender, gender identity, age, disability, religion, ancestry, national origin, marital status, sexual orientation, military or veteran status, or any other characteristic that is protected by applicable law.

3.5 Appointments

The Board of Library Trustees appoints the Library Director. The Library Director is responsible for the hiring and appointment of all other library employees. For all positions, notice of employment is made in writing and states the position to which the applicant is appointed, wages, and benefits. Acceptance of employment carries with it

an obligation to abide by the terms specified in the offer letter and by the policies, procedures, rules, and regulations of the library.

Immediate family members will not be appointed within the same line of supervision, subject to any applicable legal provisions. The appointment of immediate family members of Library Trustees, Library Director, or Assistant Director is prohibited. The term “immediate family member” includes the following for the purposes of this policy:

Grandparent, grandparent-in-law, brother, sister, brother-in-law, sister-in-law, daughter-in-law, son-in-law, father, father-in-law, mother, mother-in-law, spouse, domestic partner, child, stepchild, foster child, grandchild, ward, stepmother, stepfather, stepbrother, stepsister, a legal guardian, or other person who stands in place of a parent, as well as any relative residing at the employee's address and requiring the care and attention of the employee.

3.6 Recruitment and Hiring

The Downers Grove Public Library provides equal employment opportunity to all applicants on the basis of demonstrated ability, experience, and potential. All recruitment shall be conducted in an equitable, ethical, professional, and nondiscriminatory manner. Notice of position openings may be posted internally, as well as any external locations deemed appropriate by Administration. The library reserves the right not to post a particular opening. The Library Director may reassign staff without posting a vacancy if it is deemed to be in the best interest of the library. The Library Director may also reassign staff or eliminate positions due to financial considerations, changes in library services, or the adoption of new methods.

Individuals whose education and experience do not meet the minimum requirements as set forth in the job description will not be considered.

The library abides by state and federal laws regulating the hiring of minors (persons under 18 years of age). A minor age 14 or 15 may work at the library outside of school hours and during school vacations based on a valid work permit.

The library complies with all applicable state and federal laws in its hiring practices, including, but not limited to, Equal Employment Opportunity, Nondiscrimination and Anti-Harassment, Americans with Disabilities Act, and the Immigration Reform and Control Act.

3.7 Pre-Employment Testing and Criminal Background Checks

All new hires are conditional and subject to pre-employment testing at the library's expense. Employment is dependent upon satisfactory completion of the pre-employment testing, including a criminal background check. The criminal background check will be in accordance with state and federal laws. Refusal to submit to and/or failure of a criminal background check will remove the employment candidate from

consideration for hire with the library. A background check shall not be required for transfers or promotions of current employees. Having a criminal history will not automatically preclude employment. The nature of the offense and its relevance to the particular work assignment will be considered on a case-by-case basis.

3.8 Reference Checks

To ensure that individuals who join the Downers Grove Public Library are well qualified and have a strong potential to be productive and successful, the Downers Grove Public Library will check references and verify application information before extending an employment offer.

3.9 Employment Eligibility Verification

The Downers Grove Public Library is committed to employing only people who are authorized to work in the United States. The library does not discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Re-hires must complete the form if their previous I-9 is not retained or valid or if three years have passed. Employees with work authorizations that expire must provide updated work authorization documentation prior to the expiration date. Failure to provide renewed authorization may result in immediate suspension without pay or termination.

3.10 Introductory Period

During the initial 60-day period of employment, the employee is not entitled to use vacation, sick leave, or personal days. Vacation, sick, and personal day hours will be recorded and will accrue during this period. Exceptions for use of leave during the introductory period may be made with the approval of the Library Director. If termination occurs before the end of the 60-day period, the employee will be paid for all vacation time which has been accrued. Sick or personal time accrued will not be paid.

3.11 Employee Classifications

Full-time employees are those who are regularly scheduled to work a standard 7.5 hour work day and a weekly average of 37.5 hours.

Part-time employees are those who are regularly scheduled to work a weekly average of less than 37.5 hours.

Temporary employees are those who work over a designated, predetermined period of time, usually not to exceed six months.

Substitute employees are those who fill in for staff as necessary (maternity leaves, other types of leaves, illnesses, etc.). Generally, substitute employees have resigned/retired

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from their library jobs but may, at the discretion of the Library Director and Department Manager, be hired from outside the library.

Exempt employees are classified as exempt under the Fair Labor Standards Act and are not entitled to overtime pay.

Non-exempt employees are classified as non-exempt under the Fair Labor Standards Act. Non-exempt employees who work in excess of 40 hours per week receive compensation at a rate of one and one-half times the regular rate of pay for all hours over 40. Only hours actually worked are counted toward getting to 40 hours. Paid time off, such as vacation, sick, and holiday time, is not counted.

3.12 Employee Handbook

The Employee Handbook provides procedures to apply the Personnel Policy to the day-to-day library work environment. Procedures contained in the Employee Handbook not directly impacted by library policy may be changed or updated at the discretion of the Library Director. Departmental manuals may be changed or updated at the discretion of the Department Manager. Upon receipt and review of the Employee Handbook, the Employee Acknowledgement Form contained therein must be signed by all new employees. Thereafter, all employees are required to review the Handbook and sign the Employee Acknowledgment Form annually.

3.13 Employee Code of Conduct

Employees of the library shall adhere to the policies and procedures contained in the current Employee Handbook, Policy Manual, and departmental manuals. This includes, but is not limited to:

- **Customer Service**

Employees and volunteers are to adhere to the Culture Code, Customer Service Promise, and customer service expectations contained in the Employee Handbook for all interactions in the workplace and when representing the library. Employees shall give the same standard of service to all co-workers and patrons regardless of gender, gender identity, race, creed, age, national origin, or any other characteristic that is protected by applicable law and handle all contact with the public in a friendly, professional, and courteous manner.

- **Patron Confidentiality and Professional Ethics**

The library abides by the Illinois Library Records Confidentiality Act (P.A. 83-179). All employees shall honor the provisions of this Act when dealing with patrons and their registration, circulation, and other confidential information. Employees of the library shall comply with the *ALA Statement of Professional Ethics* and the library's ethics policies.

- **Personal Appearance**

Employees and volunteers are expected to dress in neat and clean clothes that are appropriate for the position and wear a nametag while working. Inappropriate

dress may cause the immediate supervisor to send the employee home to change. Continued inappropriate dress may result in disciplinary action, up to and including termination.

- **Trustee/Employee Relations**

Trustees are not to be contacted by employees with any library issues. Doing so will result in disciplinary action. Employees should discuss any problems or concerns with their supervisor and/or follow the chain of command.

Exceptions to this policy may be made in the following situations:

- If the Library Director is not available in the event of an emergency;
- To contact the Board President in accordance with the Internal Complaint or Reporting Harassment sections of this policy;
- For joint Trustee/employee committee work; or
- To speak as a member of the public at an open meeting of the Board of Library Trustees.

Newly hired employees receive an orientation that includes a review of library and department policies and procedures, including those contained in handbooks and manuals; library operations and building tours; and safety and security procedures.

3.14 Reasonable Accommodations

The Downers Grove Public Library supports the Illinois Human Rights Act, Illinois Pregnancy Accommodation Act, and the Americans with Disabilities Act. The library provides reasonable accommodations for pregnant employees and qualified employees with disabilities in the workplace unless such accommodations would present an undue hardship for the library. Reasonable accommodations apply to all covered employees and include, but are not limited to, hiring practices, job placement, training, pay practices, promotion and demotion policies, and layoff and termination procedures. The employee should contact their supervisor or the Assistant Director for further clarification regarding the library's policy on reasonable accommodations or to request a reasonable accommodation in the workplace.

3.15 Employee Privacy

The library conducts its business in such a way that the rights and privacy of all employees are respected in accordance with applicable law. Administrative employees will request, use, and retain only that personal information about employees which is required for business or legal reasons and shall protect and preserve the confidentiality of all personal information in its records and files to the extent allowed by law. Personal information will not be released to outside sources without the employee's written approval, except as required by law. Exceptions are limited to simple employment verification and fulfillment of legal requirements, which includes the publishing of salaries and compensation. The library also recognizes its duty to protect the privacy of sources of information contained in an employee's personnel file.

The library requires each employee to follow library standards concerning the confidentiality of any personal information about other employees. Violation of this principle is cause for termination.

The library reserves the right to search any employee's office, desk, computer, file, locker, or any other area or article on the premises. Desks, cabinets, and other storage devices, as well as office space and office equipment including, without limitation, computer hardware and software and all communication servers and systems, remain the property of the library and are issued for the use of employees only during their employment. The Library Director or a specified agent may conduct an inspection of these areas or any articles found within them at any time with or without prior notice and with or without cause. Employees should have no expectation of privacy in any of these areas.

3.16 Compensation

This section provides a framework for pay decisions, delineates responsibilities for the administration and maintenance of the compensation program, and outlines the process of salary recommendations and changes.

3.16.1 Compensation Philosophy

The library recognizes the essential role staff has in furthering the purpose and values of the library and in achieving the library's strategic goals. The Board of Library Trustees and Administration are committed to maintaining an internally equitable and externally competitive compensation structure that will enable the library to recruit and retain a diverse staff of highly proficient and qualified employees and reward high-performing employees at all levels.

The library establishes and maintains pay ranges based upon internal equity and externally competitive guidelines with a base pay minimum and maximum for all pay ranges. Internal equity refers to the constant effort on the part of the Board of Library Trustees and Administration to ensure that pay is managed fairly across all employee pay ranges. Employees will be paid within the pay range for the pay grade of their position. In determining an employee's rate of compensation within their assigned pay range, the library may consider the employee's performance, seniority, education, experience, and the requirements for the position.

Merit increases will be reviewed annually. Merit increases will be awarded to staff who demonstrate satisfactory job performance in their annual performance review and attain performance goals set forth in the prior year's annual performance review.

The library seeks to provide competitive salaries across all jobs – defined as sufficiently above the median of the local library competitor market – to continue to attract and retain superior staff. Annually, the library will collect, analyze, and consider

pay ranges for benchmark positions in the competitor market and will make adjustments to pay ranges as needed.

The library compensation structure includes competitive benefits, such as flexible scheduling, paid time off, and training and continuing education for all jobs. Individual employees' eligibility for benefits is dependent on hours worked, length of service, and other factors. Not all employees qualify for all benefits offered.

The Board of Library Trustees and Administration seek to ensure that benefits are offered and managed fairly across all jobs, defined as sufficiently above the average of the local library competitor market to continue to attract and retain superior staff.

The library encourages employees in developing and maintaining competitive skill levels through support of training initiatives and learning opportunities, ensuring that necessary skill sets are developed. The library endeavors to allow time and financial support to enable staff to attend approved training.

3.16.2 Objectives

The objectives of the Downers Grove Public Library's compensation program include:

- Attract and retain competent personnel;
- Provide for recognition of and reward for differences in individual ability and performance;
- Establish and maintain competitive pay ranges consistent with the economic requirements of the Downers Grove Public Library and commensurate with the local library competitor market;
- Relate salaries paid to the duties and responsibilities of positions to provide a stimulus for employee self-improvement and advancement to greater responsibilities;
- Maintain a program of performance evaluation that identifies opportunities for employee development and places compensation rewards on an objective basis; and
- Provide an effective management control system, which will permit delegation of responsibility within a framework of policy and procedures.

3.16.3 Job Descriptions

A job description that defines the essential job requirements, duties, responsibilities, and skills required to perform a specific role will be maintained for every position.

3.16.4 Salary Schedule

The library maintains a competitive salary schedule that consists of pay grades and ranges. All job descriptions will be evaluated and classified in the order of their relative value, utilizing approved evaluation techniques.

Pay Grades

All positions will be classified by pay grade, which indicates the range of their minimum and maximum salary value.

Pay Ranges

Pay ranges are the means by which the relative value of positions is expressed in dollar terms and will be sufficiently broad to provide salary growth potential for competent personnel. Pay ranges specifically establish the lowest dollar amount generally paid for minimum acceptable performance and the highest dollar amount generally paid for outstanding performance, relative to position market value and other positions in the library.

Maintenance

The Salary Schedule, including pay grades and ranges, is reviewed annually by Administration and appropriate changes are recommended to the Board of Library Trustees for approval during the annual budget process.

3.17 Service Awards

All employees will receive a service award after five consecutive years of service and at each additional five consecutive years of service thereafter. The service award includes:

- One prorated personal day to be used within four months of the anniversary date;
- An honor book chosen by the employee; and
- Recognition of the milestone anniversary at the next In Service Day.

3.18 Payment of Wages

Employee wages shall be determined from the appropriate pay grade on the Salary Schedule. Wages shall be paid to all employees bi-weekly. Overtime payment, which is included with the non-exempt employee's base wage payment, is also paid bi-weekly with such payment covering hours worked in the prior bi-weekly period. Employees may be paid by check or through direct deposit of funds to a savings and/or checking account at their bank of choice. Payments other than on authorized paydays and advances in pay are not permitted. Terminated employees receive their final paycheck on the first regularly scheduled payday following the date of termination. The final pay check will be mailed to the employee. Any accrued, unused vacation leave will be paid by check in the pay period following the final paycheck.

3.19 Deductions from Pay

The library will not take any improper pay deductions that would be in violation of the Fair Labor Standards Act, its regulations [specifically Section 541.602(a)], or any relevant state law or local ordinance. Any employee whose pay is improperly deducted shall be reimbursed no later than the next pay period after the improper deduction is communicated to Administration.

3.20 Work Day, Work Week, and Work Year

Full-time employees are normally scheduled to work an average of 37.5 hours per week, normally consisting of five 7.5 hour work days. For the purpose of determining pay and number of hours worked, the work week runs from Sunday through Saturday. Work schedules will include evening hours and work on Saturdays and Sundays as needed by each department. The library's fiscal year ("work year") begins January 1 and ends December 31.

3.21 Scheduling and Attendance

Employees are expected at work on all scheduled work days and during all scheduled work hours. Employees are expected to report to work on time.

The library requires supporting documentation, such as a doctor's note, be furnished in connection with any absence of three consecutive days or more, or in any other situation where it is determined that supporting documentation is required. Failure to comply with these expectations according to established procedures will result in disciplinary action up to and including termination. Unreported or excessive absences, tardiness, or abuse of sick leave will lead to disciplinary action, up to and including termination.

Three consecutive days of absence without notice to the library constitutes job abandonment; thus, the library will consider employees who are absent for three days without notice to have voluntarily separated from the library.

3.22 Time Records

The attendance of all employees is recorded. Attendance records are library records and subject to applicable laws governing such records. No employee may maintain another employee's time record. Once an employee signs in, work is to commence immediately. Failure to do so is considered falsification of time records and may result in discipline, up to and including termination.

3.23 Overtime

Non-exempt employees must have supervisory authorization prior to working overtime. Working unauthorized overtime is prohibited and will result in disciplinary action, up to and including termination. Overtime is paid only after a non-exempt employee has worked more than 40 hours during the work week. Holiday, vacation, personal, and sick time do not count as hours worked for purposes of overtime. All overtime is paid at one and one-half times the employee's regular hourly rate.

Exempt employees are not entitled to overtime pay or compensatory time. However, the library recognizes there may be situations where a department experiences extraordinary increases in work demand and/or where an exempt employee must commit exceptional time and effort beyond the employee's usual work schedule. In such situations, managers may extend the opportunity for scheduling flexibility at other times

that are mutually agreeable between the employee and the manager and which do not negatively impact the operation of the library. Scheduling flexibility is just that—flexibility—and has no specific time or hour implications, entitlements, or tracking.

3.24 Compensation for Work on Sunday

Part-time, non-exempt employees shall receive monetary compensation for work on Sunday equal to one and one-half times their normal pay.

Full-time staff shall receive bonus time off for work on Sunday equal to one and one-half times the hours they worked. Full-time employees must use this Sunday bonus time during the four-week period in which the Sunday is worked.

3.25 Meal Period and Rest Breaks

The normal workday for full-time employees is 7.5 hours with a 30-minute, unpaid meal period. If an employee works between 5 and 7.5 hours in a day, they may take a 30-minute, unpaid meal period. If an employee works 7.5 hours or more in a day, they must take a 20-minute, unpaid meal period at minimum [820 ILCS 140/3]. Meal period times are set at the discretion of the immediate supervisor.

Rest breaks are not mandated by law. Lost time may not be made up by skipping meal periods or rest breaks. Staff members may request one 15-minute paid rest break for each continuous four hours worked. Break time is considered work time and employees are considered “on call” during breaks. Breaks should never be taken at the expense of service to the public. Rest breaks shall not be taken in conjunction with or instead of regular meal periods or at the beginning or end of a work shift without prior supervisory authorization. A 15-minute rest break is a privilege and not a guaranteed right. Employees will be expected to forgo the rest break if, due to personnel shortages or other unusual conditions, patron service will be affected.

3.26 Use of Library Equipment

It is the policy of the library to provide or contract for the communication services and equipment necessary to promote the efficient conduct of business. All equipment, electronic and telephone communications systems, and all communications and stored information transmitted, received, or contained in the library’s information systems are library property and are to be used primarily for job-related purposes during working time. To ensure the proper use of communications systems and business equipment, the library may monitor the use of these systems and equipment from time to time. When using the library’s equipment, employees should note the following:

- Electronic systems are owned/leased and maintained by the library and electronic communications are the sole property of the library. Excessive personal use of electronic systems or distribution of personal messages by employees during working time is prohibited. Personal software or messages shall not be installed or stored on library equipment unless prior approval is

obtained. In general, employees may use library equipment, such as portable tablet devices, for personal as well as library business, with the understanding that such use advances employee skills and knowledge. No expectation of employee privacy applies to this use.

- The use of personal passwords, assigned to the employee, is not grounds for an employee to claim privacy rights in the electronic or communications systems. The library reserves the right to override personal passwords. Employees may be required to disclose passwords or codes to the library in order to allow access to the systems.
- In order to maintain network and information security, the sharing or misuse of passwords is prohibited. Employees are responsible for protecting the confidentiality of their passwords. Passwords should not be written down or left in places where they are accessible to others.
- Employees accessing library communications and/or systems must do so in compliance with library policy, Section 3.39 Telecommuting.
- The library reserves the right to monitor the use of its electronic systems without limitation, including email and social media accounts, and to review or inspect all material stored within those systems. No communications are guaranteed to be private or confidential.
- The library's prohibition against sexual, racial, and other forms of harassment is extended to include the use of electronic and telecommunications systems. Harassing, vulgar, obscene, or threatening communications are strictly prohibited, as are sexually oriented messages or images. Employees who receive email or other communications that they believe violate this policy should immediately report this activity to their supervisor, Assistant Director, or Library Director.
- Professional discretion should be used in the exchange of privileged or confidential material, such as, but not limited to, trade secrets or attorney-client communications and should not be exchanged haphazardly by email, facsimiles, or other means of communication.
- The library requires all staff to respect all laws governing copyright, fair use of copyrighted material owned by others, trademarks, and other intellectual property, including the proprietary copyrights, trademarks, and brands.
- Electronic messages are subject to disclosure under the Illinois Freedom of Information Act. Members of the public may request and obtain copies of employee emails.

- Employees should exercise care so that no personal correspondence appears to be an official communication of the library. Employees may not utilize library stationary or postage for personal mail.

3.26.1 Telephones and Texting

While at work, employees are to exercise the same discretion in using personal cellular phones as they do for library phones. Employees are expected to make personal calls on non-work time when possible and to ensure that friends and family members are aware of the library's policy. Employees should not use their personal cell phones in public areas, unless permission from a supervisor is given for circumstances demanding immediate attention.

The library requires cellular phone safety when operating a motor vehicle for library business. If the employee finds that it is absolutely necessary to utilize a cellular phone while driving, the following must be observed:

- Employees may only use a cellular phone while driving if they are utilizing a hands-free device (such as a headset) or are using the phone in a voice-activated mode.
- Employees must not compose, send, or read electronic messages while operating a motor vehicle.

3.26.2 Social Media

Social media is defined as blogs, other types of self-published online journals, and collaborative web-based discussion forums including, but not limited to LinkedIn, Facebook, Pinterest, Instagram, and Twitter.

General Rules and Guidelines

The following rules apply to the use of social media, whether such use is for the library during working time, outside the library, or during working time while using library-owned equipment.

- Employees are prohibited from discussing confidential library matters through the use of social media, such as patron account information.
- Employees may not use social media to harass, threaten, bully, or discriminate against anyone. The library's anti-harassment and EEO policies apply to the use of social media in the workplace.
- This policy is not intended, nor shall it be applied, to restrict employees from discussing their wages, hours, and/or working conditions with co-workers.

Library-Sponsored Social Media

Library-sponsored social media is used to convey information about the library's facilities and services, advise the public about upcoming events, obtain patron feedback, exchange ideas or trade insights about industry trends, reach out to potential new markets, issue or respond to breaking news, respond to negative publicity, and brainstorm with employees and patrons.

All library-related social media is subject to the following rules, in addition to the rules set forth above:

- Only employees designated and authorized by the library may prepare content for or delete, edit, or otherwise modify content on library-sponsored social media.
- Employees must respect copyright, trademark, and similar laws and use such protected information in compliance with applicable legal standards.
- Designated employees are responsible for ensuring that the library-sponsored social media conform to all applicable library rules, policies, and procedures. These employees are authorized to remove immediately and without advance warning any content, including offensive content such as sexually explicit material, obscenities, profanity, and/or material that violates the library's EEO and/or anti-harassment policies.
- Employees who want to post comments in response to content must identify themselves as employees.

3.26.3 Staff Bulletin Boards

Library bulletin boards in staff areas are used to communicate official government information on EEO, wage and hour, health and safety, and other issues. They are also used to communicate information regarding library policy and its business and announcements, including, but not limited to, job postings, safety rules, health items, benefit programs, and notices regarding special events. Employees may not remove official postings from bulletin boards. Employees who wish to post personal notices (e.g. sale of a car, rental of an apartment) on the library bulletin board in the staff lounge may do so as space and time permit. The employee posting the material is responsible for its timely removal. Administration staff are responsible for keeping the bulletin boards up-to-date and may remove postings as necessary.

3.26.4 Violations and Disciplinary Action

The library will investigate and respond to all reports of violations of library policies, procedures, rules, and regulations. Employees are urged to report any violations of this policy to their supervisor or manager. A violation of this policy may result in discipline up to and including termination of employment.

3.27 Library Information and Property

No library-related information or property may be removed from the library's premises except in the ordinary course of performing duties on behalf of the library. This includes, without limitation, documents, files, records, computer files, equipment, office supplies, or similar materials. Violation of this policy is a serious offense and will result in appropriate disciplinary action, up to and including termination.

In addition, when an employee leaves the employ of the library, the employee must return to the library all library-related information and property that they have in their possession, including, without limitation, documents, files, records, manuals, information

stored on a personal computer or on any external storage device, supplies, and equipment or office supplies.

3.28 Driver's License and Proof of Insurance

All employees who drive a motor vehicle in the course of library business must present a valid, current driver's license and proof of personal automobile insurance to Administration on an annual basis.

3.29 Meetings, Workshops, and Conferences

The library will pay the full cost for employees, both full and part-time, to attend job-related meetings and workshops as assigned or approved by Administration. Budgetary constraints may limit attendance.

Employees who are required to travel for library-related business will be reimbursed for actual mileage incurred above the employee's regular commute to and from the library. In other words, mileage reimbursement will be given only when the distance to an alternate location is greater than the employee's normal work commute. When using a private vehicle for library business, the employee assumes liability for the vehicle. All employees who use their personal vehicles for library business must have a current driver's license and vehicle liability insurance in the minimum amounts required by state law. Otherwise, the vehicle is not authorized for library use. Mileage reimbursement must be submitted to their supervisor within 90 days.

Within budgetary constraints and approved travel to library meetings and conferences, all employees and Trustees will be reimbursed reasonable airline or train fares, mileage, shuttles, and parking. When an overnight stay is required or advisable for employees or Trustees, usual and customary rates will be reimbursed. Accompanying spouses or non-staff must pay additional expenses. Reimbursement for automobile mileage will be based on the current rate allowed by the Internal Revenue Service. Meal reimbursement will be based on the current per diem rates allowed by the Internal Revenue Service.

A library-issued credit card may be used to reserve and pay for hotel or travel expenses for approved meeting and conference attendance. It is the responsibility of the employee to keep all receipts for travel, hotel, and meals to be turned in to the Administration Office within 10 days of return from the trip. No reimbursement will be made without receipts to document the expense.

See Finance Policy Section 6.9 Travel Expenses for more information on travel expenses and reimbursement.

3.30 Membership in Professional Organizations

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Membership in the American Library Association (ALA) and Illinois Library Association (ILA) shall be paid in full by the library for the Library Director, members of the Board of Library Trustees who wish to participate, and full-time professional staff. Individual memberships in other library-related organizations or for other employees may be paid at the discretion of the Library Director.

All professional membership dues are paid dependent on budgetary considerations and may not be renewed as financial constraints of the library warrant.

3.31 Emergency Closings

In the event the library is closed due to an emergency such as heavy snow, power failure, etc., all staff will be paid for their regularly scheduled hours.

In the event of a closing that may be only temporary, staff who are being paid for closed times will be considered to be "on call" and are expected to return to the library for the remainder of their scheduled work day should conditions allow the library to reopen. If an employee chooses not to come to work or leaves early due to inclement weather when the library remains open or reopens, the employee may choose to use any remaining vacation or personal time or take the time off without pay.

3.32 Smoke-Free Illinois Act

The Smoke-Free Illinois Act prohibits smoking in public libraries. Smoking is not permitted in any area of the building, or within 15 feet of any entrance, exit, window that opens, or ventilation intake. This policy also applies to the use of smokeless tobacco, herbal products, e-cigarettes, vaporizers, and other electronic smoking devices.

3.33 Employment Verification and Letters of Reference

When contacted to verify employment, Administration will confirm that an employee works for the library, the position held, the dates of employment, and the rate of pay. No other reference will be provided concerning an employee unless a signed release form is provided by the employee. An employee may request in writing, on the Notice of Separation or other appropriate release form, that their supervisor write a reference to be kept in their personnel file and released to those requesting a performance-related reference.

3.34 Contest and Program Prizes

Members of the Board of Library Trustees and employees shall not be eligible to win any prize or award that may be given in any program or contest sponsored by the library with the exception of participation and completion prizes or awards given to all residents who participate in a program.

3.35 Solicitation and Fundraising for Outside Organizations

Employees are encouraged to participate in community events, including fundraisers in support of worthy causes, support of local businesses, and recommendation of products and services to fellow employees. The library does not sponsor or contribute to individual employees' fundraising efforts for organizations outside the library or endorse any local business.

3.36 Violence in the Workplace

Acts or threats of violence will not be tolerated. Any instances of violence must be reported immediately. All complaints will be fully investigated. In order to maintain workplace safety, the library may suspend employees with or without pay pending an investigation. The library will promptly respond to any incident or suggestion of violence. Violation of this policy will result in disciplinary action, up to and including immediate termination and possible legal action.

Employees are expected to refrain from fighting or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited on the library premises.

3.37 Performance Evaluations

Performance evaluations are conducted at least annually, within a time frame set by the Library Director. A standard form for each position will be used when evaluating performance to ensure accuracy and consistency regarding factors to be appraised and performance level definitions. New employees and employees who have changed jobs are usually reviewed at or before the completion of six months of employment, at the completion of twelve months of employment, and then during the regular evaluation period.

Evaluations will be made by the immediate supervisor having firsthand knowledge of the employee being evaluated, the circumstances under which they work, and the nature of the work, in order to obtain the most satisfactory results. The performance evaluation process will include completion of the evaluation form and a performance evaluation interview with the immediate supervisor to review the employee's performance, determine progress, and identify any areas requiring improvement.

One of the functions of the evaluation process is to document employee performance and problems and provide a performance improvement plan for resolving such problems. Failure on the part of the employee to follow the performance improvement plan could result in further disciplinary action, including termination.

Completed performance evaluation forms are signed by the employee and the supervisor. The employee's signature indicates that the evaluation was discussed with the employee and does not necessarily indicate that the employee agrees with the evaluation. The employee has the opportunity to make comments on the performance

evaluation form concerning the evaluation of their performance. Performance evaluations, along with the other contents of their personnel file, may be reviewed by the employee.

3.38 Personnel File Review

Personnel files are the property of the library. Only Administration staff with a legitimate reason to review information in a file are allowed to do so. Employees in Illinois have a right to review and copy parts of their personnel records, as well as attach their own position statement regarding disputed personnel matters concerning themselves. All requests must be made in writing and inspections are permitted within seven working days of the request. Photocopying permitted portions of their personnel records is at a cost to the employee. The employee will inspect the personnel records in the Administration Office at a time mutually convenient to the library and employee. The employee may not remove any part of their record from the file and may not remove any part of the record from the Administration Office.

3.39 Telecommuting

Telecommuting is a work arrangement that allows employees to work at home or at some other off-site location for some or all of their regularly scheduled work hours. Although not all jobs and/or job functions can be performed satisfactorily, or at all from other locations, the Downers Grove Public Library recognizes that, in some cases, telecommuting arrangements can provide a mutually beneficial option for both the library and its employees. Telecommuting is not an entitlement and in no way changes the terms and conditions of employment.

Requests for telecommuting may be initiated by the library, the employee, or the employee's manager and are approved on a case-by-case basis by the Library Director, in consultation with the employee and their manager. Arrangements are made based on the situation and may include some or all of an employee's regularly scheduled hours. Telecommuting privileges may be cancelled or suspended at any time and for any reason.

3.39.1 Employee Eligibility

To be eligible for consideration for a telecommuting arrangement, employees must:

- Have worked at Downers Grove Public Library for a minimum of 12 months;
- Have an excellent performance record with zero problems/disciplinary actions within the preceding year;
- Have met or exceeded performance requirements and standards on the most recent performance evaluation, in accordance with the library's employee evaluation process;
- Possess good time management and organizational skills, be self-motivated, disciplined, and able to work independently, according to library standards; and

- Be responsible for work that has clearly defined tasks and objectives and quantifiable work output that can be easily monitored and does not require them to be on-site.

3.39.2 Employee Requirements and Expectations

Consideration for telecommuting is directly related to the requirements and suitability of the job performed by the employee. Employees must be able to:

- Abide by all other library policies and guidelines;
- Ensure the protection of restricted or confidential information (e.g. proprietary library information and patron information) with the same security requirements off-site as used within the library (e.g. personnel files should be kept in a locked cabinet, passwords regularly maintained, etc.);
- Perform the same or assigned duties and other work obligations off-site as they do when working in the library;
- Provide updates on pending projects and/or assigned work;
- Work assigned hours as arranged in advance with direct supervisor or manager and adhere to library timekeeping policies and procedures;
- Be reachable via phone and email during scheduled telecommuting hours;
- Respond to all emails and voicemails within 2-3 business days;
- Be available to attend scheduled, required meetings (remotely or in-person) and participate in other required work activities as needed;
- Maintain a safe and comfortable work environment conducive to completing assigned tasks; and
- Arrange for child/elder care during scheduled work hours or work suitable to flexible telecommuting.

3.39.3 Employee Expenses

Telecommuting employees are responsible for providing, at their own expense, equipment and services necessary for telecommuting, including, but not limited to, phone and Internet access, home office furnishings, lighting, etc. Some equipment and/or software may be furnished by the library, such as iPads, laptops, software, etc. with approval from the Library Director.

3.40 Internal Complaints

An employee having a complaint arising out of their employment by the library will have the right to appeal first to their manager. If an employee feels their concern has not received due consideration, they should submit their written complaint to the Assistant Director in a timely manner. The matter will then be discussed with the Library Director and a written response will be given to the employee.

If the employee still feels the matter is not satisfactorily handled, the employee may then request, in writing, that the Library Director submit the matter to the Board of Library Trustees. The Board of Library Trustees shall investigate the situation. This

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investigation may include personally interviewing the employee concerned, the manager, and the Library Director. After completing the investigation, action may be taken by the Board of Library Trustees at the next regular meeting. Personnel matters may be discussed in closed session at the discretion of the Trustees, as provided in the Open Meetings Act [5 ILCS 120/2 (c) (1)]. The decision of the Board of Library Trustees is final.

If a complaint involves the Library Director, the Board President will be the first contact to resolve the problem. The Board Officers will investigate and submit a recommendation to the Board of Library Trustees for action. The decision of the Board of Library Trustees is final.

3.41 Progressive Discipline and Termination

The purpose of disciplinary action is to correct the problem, prevent reoccurrence, and prepare the employee for satisfactory performance. Violations of the law, policies, rules, regulations, and procedures of the library may result in disciplinary action. All employees of the library are employees-at-will who can be disciplined or discharged at any time, with or without cause and with or without notice. Should an employee's performance, work habits, overall attitude, conduct, or demeanor become unsatisfactory in the judgment of the supervisor or Library Director, based on violations of any library policies, rules, regulations, or procedures, the employee will be subject to disciplinary action as follows:

- Step One - Oral Warning
- Step Two - Written Warning
- Step Three - Performance Improvement Plan or Administrative Leave
- Step Four - Discharge

The library is not required to go through the entire disciplinary action process. Discipline may begin at any step, including termination, dependent upon the severity of the incident or infraction. The progressive disciplinary steps and the failure to follow the steps in every situation do not in any way create a contractual right to continued employment or to any particular disciplinary procedure.

The library reserves the right to investigate the infraction for which an employee may face discharge. In this case, the library may place the employee on administrative leave, with or without pay, pending the investigation. The objective of this administrative leave will be to determine if discharge is the proper decision. Following the investigation, if the library decides not to discharge the employee, the employee will be reinstated, with or without back pay, depending on the circumstances.

Any violation of the following may result in the immediate termination of the employee:

- Refusal to obey a direct, reasonable order that pertains to an employee's position as described

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- Deliberate destruction of or damage to library property
- Falsification of any kind or type of library records, including time records, or the completion of time records for another employee
- Violating the library's Drug and Alcohol Use policy
- Theft of library property or the property of a co-worker or patron
- Unlawful activities on library premises, including gambling, the use of controlled substances, the possession and/or use of weapons, etc.
- Fraudulent or indecent actions on library premises
- Failure to return from an absence on the agreed upon date
- Failure to protect confidential library or patron information
- Stopping work before the specified end of the work day without the approval of a supervisor
- Failure to accurately account for time worked and adhere to scheduled hours of work
- Excessive absenteeism or tardiness
- Smoking in prohibited places
- Posting or removing official notices on or from staff bulletin boards without prior approval of Administration
- Obscene, abusive, inflammatory, or derogatory language, which includes the spreading of rumors and/or malicious gossip
- Improper usage of any library-owned equipment or computer technology, including Internet, e-mail, or cell phones
- Fighting or violence in the workplace (threatening and/or coercing co-workers)
- Outside employment that conflicts with library interests or inhibits the employee's ability to function effectively
- Negligent actions that resulted in injury to co-workers or damage to library property
- Failure to properly supervise or account for library property under the employee's control

Other violations not listed here may also result in disciplinary action or immediate termination of an employee. Such violations include, but are not limited to, actions which directly endanger the health and/or safety of any person and which significantly disrupt the orderly performance of work.

The library strives to ensure fair treatment of all employees and make certain that disciplinary actions are prompt, uniform, and impartial.

All terminations must be authorized by the Library Director.

3.42 Anti-Discrimination and Anti-Harassment

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It is the policy of the Downers Grove Public Library to maintain a work environment free from all forms of discrimination and harassment. In keeping with this commitment, the library will not tolerate discrimination against or harassment of employees by anyone, including any supervisor, co-worker, vendor, contractor, Board member, patron, or other member of the public. The library takes allegations of discrimination and harassment seriously and will respond promptly to complaints. Any employee found to be in violation of this policy will be subject to disciplinary action, up to and including termination.

3.42.1 Definition of Discrimination

Discrimination consists of employment actions taken against an individual based on a characteristic protected by law. In other words, discrimination occurs when an individual is treated differently, unequally, and usually negatively because the individual is a member of a protected group.

3.42.2 Definition of Harassment

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based on a characteristic protected by law, such as gender, gender identity, race, color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, or any other category protected by law. The library will not tolerate harassing conduct that affects employment conditions or job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive work environment.

The conduct forbidden by this policy specifically includes, but is not limited to: (a) epithets, slurs, negative stereotypes, or intimidating acts that are based on a person's protected status; and (b) written or graphic material circulated within or posted within the workplace that shows hostility toward a person because of his or her protected status.

3.42.3 Definition of Sexual Harassment

Sexual harassment consists of any unwelcome sexual advances, requests for sexual favors, or any verbal or physical conduct of a sexual nature when made to an employee where:

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

Sexual harassment, as defined above, may include, but is not limited to:

- Uninvited sex-oriented verbal “kidding” or demeaning sexual innuendos, leers, gestures, teasing, sexually explicit or obscene jokes, or remarks or questions of a sexual nature;
- Graphic or suggestive comments about an individual’s dress or body;
- Displaying sexually explicit objects, photographs, writings, or drawings;
- Unwelcome touching, such as patting, pinching, or constant brushing against another’s body; and/or
- Suggesting or demanding sexual involvement of another employee whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one’s employment status or similar personal concerns.

Even if two or more individuals are engaging in consensual conduct, such conduct could constitute harassment of or discrimination against another employee who witnesses or overhears such conduct.

3.42.4 Reporting Harassment

All individuals are responsible to help ensure that harassment does not occur and is not tolerated. Any employee who believes that they have been subjected to sexual or other types of harassment, or who has witnessed harassment, should immediately submit a complaint to their supervisor, any other manager or supervisor, or the Assistant Director. In the event the Assistant Director is the alleged harasser, the complaint may be submitted directly to the Library Director or any supervisor. In the event the Library Director is the alleged harasser, the complaint may be submitted to the President of the Board of Library Trustees. If a manager or supervisor receives a complaint of harassment or discrimination directly from an employee, or becomes aware of such conduct, the complaint shall be immediately reported to the Assistant Director.

Complaints by an elected/appointed official against another elected/appointed official shall be submitted to the Library Director. The Library Director shall, in consultation with legal counsel for the library, ensure that an independent review is conducted with respect to such allegations.

The Assistant Director shall promptly investigate all complaints and make all reasonable efforts to resolve the matter informally. These efforts may include, but are not limited to, convening conferences with the complainant and/or the accused harasser/discriminator to discuss the complaint and the results of the investigation. If the complainant or the accused is not satisfied with the disposition of the investigation, they may submit in writing an appeal to the Library Director or the Library Director’s designee, who will review the investigation report and make a final decision. At the Library Director’s option, the Library Director’s designee may conduct further investigation, if necessary.

3.42.5 Discipline

Approved December 12, 2018; Revised June 24, 2020

If the complaint is found to be valid, appropriate disciplinary action will be taken against the perpetrator. Such disciplinary action could include termination of employment, as listed in Section 3.41 Progressive Discipline and Termination.

3.42.6 Retaliation

Reporting harassment, assisting in making a complaint, cooperating in an investigation of harassment, or otherwise engaging in conduct protected by the Illinois Whistleblower Act will not reflect adversely upon an individual's status or affect future employment. Any employee who retaliates against another for exercising their rights under this policy shall be subject to discipline, up to and including termination. The rights to confidentiality, both of the complainant and of the accused, will be respected consistent with the library's legal obligations and with the necessity to investigate allegations of misconduct and to take corrective action when this conduct has occurred.

It is hoped that most harassment complaints and incidents can be resolved within the library. However, an employee has the right to contact the Illinois Department of Human Rights at 800-662-3942, the Illinois Human Rights Commission at 312-814-6269, or the Equal Employment Opportunity Commission at 800-669-4000 about filing a formal complaint.

The filing of a complaint under the procedures described herein shall not limit, extend, replace, or delay the right of any person to file a similar complaint or charge with any appropriate local, state, or federal agency or court.

3.42.7 False Reporting

Given the nature of this type of discrimination, the library recognizes that false accusations of sexual harassment can have serious effects on innocent individuals. Employees found to file a knowingly false report will be subject to appropriate disciplinary action. Such disciplinary action could include termination of employment, as listed in Section 3.41 Progressive Discipline and Termination.

3.43 Alcohol and Drug Free Workplace

Alcohol and drugs in the workplace pose a threat to the health and safety of employees and to the security of equipment and facilities. The library is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

3.43.1 Prohibited Activity

The possession, consumption, purchase, sale, transfer, or distribution of alcohol on library premises is prohibited, unless an exception is made by the library. The responsible possession, distribution, or consumption of alcoholic beverages by employees during library-hosted or related events where alcohol is being served is permitted, provided such consumption does not adversely affect an employee's

behavior or judgment and, if the employee will drive a motor vehicle, does not adversely affect the employee's ability to safely and legally drive the vehicle. A violation of this moderate consumption rule will result in discipline up to and including termination of employment.

"Legal drugs" are: (1) drugs that are permitted under state or federal law, (2) obtained by an employee with a physician's prescription or over-the-counter, and (3) used for the purposes for which they were prescribed or sold. Employees using legal drugs, such as cannabis, must be aware of any potential effect such drugs may have on their judgment or ability to perform their duties. Employees may not possess, use, or be under the influence of cannabis while performing their duties, while on library property, or while operating vehicles or machinery for the library.

Employees are responsible for consulting with their doctors about any prescription medication's effect on their ability to work safely and promptly disclose any restrictions to their supervisor. In the event an employee fails to report such restrictions and creates a safety threat, neither a physician's prescription nor other medical reason will be an acceptable excuse for being in violation of this policy. Employees shall not be required to disclose underlying medical conditions unless the request to disclose the underlying medical condition is consistent with applicable law. A violation of legal drug use rules will result in discipline up to and including termination of employment.

"Illegal drugs" are drugs or controlled substances that are: (1) not legally obtainable under federal or state law, or (2) legally obtainable under federal and state law, but not obtained and/or used in a lawful manner. The use, purchase, sale, transfer, possession, being under the influence, or the presence in one's system of a detectable amount of an illegal drug by any employee is prohibited on library premises or where the employee is performing library business off library premises. A violation of illegal drug use rules will result in discipline up to and including termination of employment.

3.43.2 Testing for Alcohol and Drugs

The library will require a drug and alcohol test of any employee where there is a reasonable suspicion to believe that they may be using drugs or may be under the influence of drugs or alcohol while working on library premises or while operating a vehicle for the library. "Reasonable suspicion" will be based on objective factors such as the employee's appearance, speech, behavior, or other conduct or facts that indicate the employee is under the influence of legal or illegal drugs, cannabis, alcohol, or any or all of the above. Involvement in an injury or accident at work or while performing library business may also be grounds for testing if a member of management has a reasonable belief that drugs and/or alcohol may have contributed to the injury or accident. Employees will be required to sign a consent and release

form prior to drug and alcohol testing. Test results will be kept confidential to the extent possible and consistent with applicable law.

Employees who refuse to cooperate in required tests; test positive for alcohol, cannabis, or illegal drugs by a reasonable suspicion drug and alcohol test; are found to be under the influence of alcohol, cannabis, or illegal drugs; or use, possess, buy, sell, manufacture or dispense alcohol, cannabis, or illegal drugs in violation of this policy as discussed above, will be terminated. In addition, if an employee fails to report immediately to the testing location upon request, does not comply with any testing procedures including attempting to substitute, dilute, or otherwise change specimens to be tested, and/or fails to provide specimens unless medically incapable, they will be considered as refusing to test and subject to discipline, up to and including termination.

Employees may not return to work until test results are received by the library following a reasonable suspicion drug and alcohol test. Any employee with a negative test result will be paid for scheduled work missed while waiting for test results.

The laboratory conducting the tests shall transmit positive drug tests results to a Medical Review Officer (MRO), who shall offer persons with positive results a reasonable opportunity to establish that their results are caused by lawful prescribed medicines or other lawful substances. A medical cannabis prescription or a claim that cannabis was used “off duty” is not a defense to a reasonable suspicion test. Employees with positive test results may also ask the MRO to have their split specimen sent to another federally certified lab, to be tested at the employee’s own expense. Such requests must be made within three working days of notice of test results. If the second lab fails to find any evidence of drug use in the split specimen, the employee will be treated as passing the test.

3.43.3 Notification of Alcohol or Drug Conviction

Employees must notify the library of any criminal alcohol or drug conviction no later than five days after such conviction. For the purpose of this notice requirement, a conviction includes a finding of guilt, a no contest plea, and/or an imposition of sentence by any judicial body for any violation of a criminal statute involving the unlawful manufacture, distribution, sale, dispensation, possession, or use of alcohol or any legal or illegal drug. Failure to notify Administration may subject the employee to disciplinary action, up to and including termination of employment.

3.43.4 Employee Assistance

The library will assist and support employees who voluntarily seek help for alcohol or drug problems *before* they become subject to disciplinary action under this or other library policies. Employees who seek such assistance will be allowed to use accrued paid time off, placed on leaves of absence where available, referred to treatment

providers, or otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and required to take and pass follow-up tests.

3.44 State Officials and Employees Ethics Act

Downers Grove Public Library officers and employees are prohibited from offering or accepting gifts and engaging in political activities as prohibited by the Illinois State Officials and Employees Ethics Act (5 ILCS 430/1-1 et seq).

3.45 Bloodborne Pathogens

The Downers Grove Public Library complies with Illinois Department of Labor regulations and therefore the federal Occupational Safety and Health Administration regulations relating to occupational exposures to bloodborne pathogens, Hepatitis B (HBV), HIV (human immunodeficiency virus), and other bloodborne pathogens found in human blood and other bodily fluids that cause life-threatening diseases. In emergency or other such circumstances, when contact with blood or other potentially infectious materials may result, the library's approach to infection control requires all human blood or bodily fluids to be treated as if known to be infectious for bloodborne pathogens.

3.45.1 Control Measures

While normal library operations are not likely to involve circumstances exposing employees or patrons to bloodborne pathogens, there is a possibility of a patron or employee being injured at the library and blood being present. It is recommended that, in the presence of blood, employees provide first aid materials and that the paramedics are called in all but minor injuries involving blood.

All control measures must be taken into account by the library and its employees to eliminate or minimize employee exposure. If at any time blood or other potentially infectious materials are present, employees shall notify the Person In Charge. The contaminated area shall be immediately cordoned off. If advisable, a professional hazardous/contaminated cleanup firm shall be contacted and retained for complete cleanup and decontamination. The area shall remain cordoned off until cleanup and disposal is complete.

The library will provide employees with personal protective equipment (PPE) to use in an incident. Hand washing facilities are available and employees are to wash their hands and any other potentially contaminated skin area with water and soap immediately after an incident. Immediately following an incident involving blood, bodily fluid, or an injured or ill patron or staff member, the assisting staff member must fill out an incident report and give it to Administration where the circumstances of the incident will be reviewed by the Library Director and the report will be kept on file.

3.45.2 Training and Immunizations

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The library shall provide routine training for staff on precautions related to bloodborne pathogen exposure. Any employee who has an occupational exposure to bloodborne pathogens shall be offered, at no charge, the Hepatitis B vaccine series and an HIV test, in accordance with regulations. Following the report of an exposure incident, the library will immediately offer the exposed employee or employees a confidential medical evaluation. If the employee refuses the vaccine or blood test, the employee must sign a waiver stating that they were offered the vaccine and medical evaluation and refused it.

3.45.3 Other Exposures

Employees may also be exposed to other types of bodily fluids, such as vomit, saliva, and urine while on duty. In the interest of sanitation and good health, employees shall take all necessary precautions when dealing with bodily fluids. Personal protective equipment (PPE), such as gloves, garment protection, and facemasks, shall be provided and used in the cleanup and safe disposal of contaminated waste.

3.46 Benefits Disclaimer

Eligible employees of the library are provided with a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner prescribed by law. Eligibility for other benefits is dependent upon a variety of factors, including employee classification. A Summary Plan Description (SPD), which explains coverage of many of the benefits in greater detail, is available. The actual plan documents are the final authority in all matters relating to benefits described in this policy or in the SPD and will govern in the event of any conflict.

Nothing contained in the benefit plans described herein shall be held or construed to create a promise of employment or future benefits, or a binding contract between the library and its employees, retirees, or dependents, for benefits or for any other purpose. All employees shall remain subject to termination or discipline to the same extent as if these plans had not been put into effect.

The library reserves the right, in its sole and absolute discretion, to amend, modify, or terminate, in whole or in part, any or all of the provisions of the benefit plans described herein.

3.47 Insurance Benefits

Medical, dental, and vision insurance are available to all library employees who work 30 or more hours per week, as well as their spouses and dependent children. The library participates in the Village of Downers Grove group insurance program. Costs of the medical, dental, and vision insurance premiums are shared between the library and the employee. The amount of each party's share depends on the specific insurance plan

and coverage level selected by the employee. The Village of Downers Grove group insurance program also includes a life insurance policy.

All coverage and conditions of insurance are determined by the group policy managed by the Village of Downers Grove. Explanation and coordination of benefits is handled by the Village's Human Resources Department.

3.48 Flexible Spending Account

The library participates in a Flexible Spending Account program for employees who work 30 hours or more per week for dependent and medical expenses. This program is managed by the Village of Downers Grove. Annually, each employee must elect to participate and how much, if any, to contribute. Contributions are made through an automatic payroll deduction. Explanation and coordination of benefits is handled by the Village's Human Resources Department.

3.49 Illinois Municipal Retirement Fund (IMRF)

The library participates in the Illinois Municipal Retirement Fund (IMRF), which serves as the library's supplier of tax-deferred pensions, retirement, long-term disability, and death benefits. Employees hired prior to January 18, 1982 at any IMRF employer and working 600 hours or more per year and employees hired on or after January 19, 1982 working 1,000 hours or more per year are qualified to be members of IMRF and required to contribute at the rate prescribed by law. Employees' required IMRF contributions are automatically deducted from each paycheck and credited to their account with IMRF. The IMRF employer contribution rate is also prescribed by law. Payment of the IMRF employer contribution is made monthly, as required. The Downers Grove Public Library has no administrative or fiduciary responsibility for IMRF.

Additional voluntary retirement options are available.

3.50 Workers' Compensation

All employees are covered by workers' compensation insurance for work-related injuries. Employees must notify their supervisor immediately when an injury occurs. The employee is required to obtain clearance to work after an injury occurs. Failure to immediately report an accident may result in disciplinary action, up to and including termination.

3.51 Parking Permits

Downtown Business Employee parking permits are provided for all full-time employees and all part-time employees who work weekday daytime hours. Upon leaving the library's employ, employees are required to return their parking permits to Administration. Employees will be charged for lost parking permits.

3.52 Vacation

Approved December 12, 2018; Revised June 24, 2020

Vacation time begins accruing on an employee's first day at the rates set forth below. However, employees may only begin to use their vacation after 60 days of employment. If a part-time employee becomes a full-time employee, the number of consecutive years worked as a part-time employee will be counted towards the years of service used to determine the rate at which the employee will accrue vacation time. For example, if a 10-hour per week part-time employee works for five years, then moves into a full-time position, vacation accrual will be at the full-time rate at the 5-year level and increase from there. An authorized leave of absence does not qualify as a break in service.

Vacation leave for executive positions (Library Director, Assistant Director) is individually negotiated in conjunction with the setting of the executive's compensation. Managers and professional MLS employees shall have the following vacation leave schedule:

YEARS OF SERVICE	WEEKS OF VACATION WITH PAY
1 or more	four (4)

Other full-time, nonprofessional employees and part-time employees working 15 hours per week or more accrue a prorated amount of vacation time based on the average number of hours worked per week the previous calendar year. In their first calendar year of employment, part-time employees accrue a prorated amount of vacation time based on the average number of hours they are authorized to work that year.

YEARS OF SERVICE	WEEKS OF VACATION WITH PAY
1 through 5	two (2)
Over 5 through 10	three (3)
Over 10	four (4)

Part-time employees working less than 15 hours per week accrue a prorated amount of vacation time based on the average number of hours worked per week the previous calendar year. In their first calendar year of employment, part-time employees accrue a prorated amount of vacation time based on the average number of hours they are authorized to work that year.

YEARS OF SERVICE	WEEKS OF VACATION WITH PAY
1 through 5	one (1)
Over 5 through 10	two (2)
Over 10	three (3)

Vacation leave may be claimed in 15-minute increments, but vacation leave payments shall not exceed the normal scheduled work day or work week. The equivalent of one week's vacation hours may be carried from one year to the next. All other earned but unused vacation time will be lost at the end of the calendar year.

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Leave balances will be settled at the conclusion of each year or upon separation from employment. Upon separation, if the employee has used more of the advanced leave than they were entitled to use, the employee must reimburse the library for this time. If the employee has accrued, unused vacation leave remaining upon separation, the library will pay out the leave hours as detailed in Section 3.18 Payment of Wages.

Holidays falling within a vacation period shall not be charged against an employee's vacation allowance.

When an employee changes status from full-time to part-time or part-time to full-time, the employee may carry over accrued, unused vacation leave.

3.53 Personal Time

Employees working an average of 15 hours per week or more are granted three prorated personal days on January 1 of each work year. With the advance permission of the department manager, these hours may be taken any time during the year. Personal hours are lost if not used by the end of each calendar year.

3.54 Holidays

The library is closed and full-time employees are paid for seven holidays each year. These holidays are:

- New Year's Day
- Memorial Day (Monday observance)
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve Day
- Christmas Day

The library is also closed, but employees are not paid for:

- Easter Sunday
- Sunday before Memorial Day
- After 7:00 p.m. on Friday of Rotary Grove Fest
- After 1:00 p.m. on Saturday of Rotary Grove Fest
- Sunday of Rotary Grove Fest
- Sunday before Labor Day
- After 5:00 p.m. on New Year's Eve

Part-time employees are not paid for holiday closings but may make up hours lost due to the closings. When a paid holiday falls on a weekend, full-time employees will be scheduled for a day off with pay during the week preceding or following the holiday.

3.55 Sick Leave

Sick leave with pay is granted at a rate of 7.5 hours per month for full-time employees up to a maximum of 90 hours per year. Unused sick days are accumulated up to a maximum of 1,800 hours (240 days).

Part-time employees are granted sick leave at the same rate as full-time employees, prorated on the average number of hours worked per week the previous year. For the first year of employment, sick leave is prorated on the number of hours authorized for the position. Unused sick leave is accumulated up to a maximum of 1,800 hours.

All new employees may begin using sick leave after 60 days of employment.

Sick leave accrues on a monthly basis. However, for recordkeeping purposes, on January 1 of each year, employees will be granted the amount of sick leave they would earn if they stayed employed by the library for the entire upcoming calendar year. Leave balances will be settled at the conclusion of each year or upon separation from employment. Upon separation, if the employee has used more of the advanced leave than they were entitled to use, the employee must reimburse the library for this time.

Sick leave may be used only on those days an employee is scheduled to work. Sick leave may be claimed in 15-minute increments, but sick leave payments shall not exceed the usual number of hours in the employee's scheduled work day or work week. An employee may not be paid for more sick leave than has been earned.

Sick leave shall be granted to an employee only on approval of the supervisor and for the following reasons:

- Illness (including conditions related to pregnancy or childbirth) or injury of the employee;
- Illness or injury of a member of the employee's immediate family who requires the care and attendance of the employee (See Section 3.5 Appointments for definition of immediate family.); or
- Medical, dental, or optical examinations for treatment of the employee or a member of the employee's immediate family who requires the care and attendance of the employee.

Appropriate medical documentation of the need for sick leave, or for an employee's fitness to perform his or her job functions, may be required at any time as determined necessary by the library, and will be required for absence from multiple shifts spanning three or more consecutive days. For example, an employee who called off on a Friday and a Monday missed four total consecutive days, despite missing only two days of consecutive scheduled work.

Unused sick leave is not paid at the time of termination or retirement, but may be used for IMRF service credit as allowed by IMRF and in accordance with the terms and conditions set by IMRF.

3.56 Compassionate Leave

Compassionate leave will be granted in the case of the death of a member of an employee's immediate family (See Section 3.5 Appointments for definition of immediate family). Up to five days will be granted, depending on the circumstances. Hours scheduled during the leave will be paid. If circumstances require additional time off, accrued vacation or personal time must be used or a written request must be submitted to the Library Director who may extend the leave without pay. Proof of the need for the leave may be required. In special cases where services are postponed or held at a later time, the Library Director may opt to allow the use of compassionate leave to be split up and used as needed to accommodate said arrangements.

Leave for a catastrophic personal emergency involving an employee or a member of their immediate family may also be granted at the discretion of the Library Director. In all such cases, the Library Director is to be notified at the earliest possible opportunity.

3.57 Jury or Other Civic Duty

If an employee is required to serve as a juror or under subpoena as a witness in a court proceeding, the library will pay the regular salary or hourly wage of the individual upon documentation of the service provided and surrender of jury pay. During periods of such service, the employee is expected to report for work when not actually engaged in court proceedings, as practicable.

3.58 Family or Medical Leave of Absence (FMLA)

Employees may be eligible to take up to 12 weeks of unpaid family/medical leave within a 12-month period and be restored to the same or an equivalent position upon return, provided that the employee has worked for the library for at least 12 months, worked at least 1,250 hours in the last 12 months, and if at least 50 employees are employed by the library within 75 miles. The "12-month period" is measured as a forward-rolling 12-month period.

3.58.1 Reasons for Leave

If an employee is eligible, the employee may take family/medical leave for any of the following reasons:

- the birth of a child and in order to care for such child;
- the placement of a child with the employee for adoption or foster care;
- to care for a spouse, child, or parent ("covered family member") with a serious health condition; or
- because of the employee's own serious health condition which renders the employee unable to perform the functions of the employee's position.

Leave because of reasons one and two above must be completed within the 12-month period beginning on the date of birth or placement. In addition, spouses employed by the library who request leave because of reasons one or two or to care for an ill parent may only take a combined aggregate total of 12 weeks leave for such purposes during any 12-month period.

3.58.2 Military Family Leave Entitlement

If an employee is eligible, the employee may use the 12-week FMLA entitlement to take military family leave. This leave may be used to address certain qualifying exigencies related to the covered active duty or call to covered active duty of a spouse, child, or parent. Qualifying exigencies may include:

- attending certain military events;
- arranging for alternative childcare;
- addressing certain financial and legal arrangements;
- attending certain counseling sessions;
- addressing issues related to short-notice deployment;
- spending time with a covered family member who is resting and recuperating;
- attending post-deployment briefings; and
- for certain activities relating to the care of the military member's parent who is incapable of self-care where those activities arise from the military member's covered active duty.

An employee may also be eligible for up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. This single 12-month period begins with the first day the employee takes the leave. A covered servicemember includes:

- a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform their duties for which the servicemember is undergoing medical treatment, recuperation, therapy, or is in outpatient status;
- a servicemember on the temporary disability retired list; and
- a covered veteran, meaning one who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness and: "(a) was a member of the Armed Forces (including a member of the National Guard or Reserves); (b) was discharged or released under conditions other than dishonorable; and (c) was discharged within the five-year period before the eligible employee first takes FMLA military caregiver leave to care for the veteran."

Employees may not be granted an FMLA leave to gain employment or work elsewhere, including self-employment. If an employee misrepresents facts in order to be granted an FMLA leave, the employee may be subject to immediate termination.

3.58.3 Notice of Leave

If the FMLA is foreseeable, the employee must give the library at least 30 days notice in accordance with the usual procedure for requesting a leave of absence. Failure to provide such notice may be grounds for delay of the leave. Where the need for leave is not foreseeable, the employee is expected to notify the library as soon as practicable and, absent unusual circumstances, in accordance with the library's normal leave procedures.

3.58.4 Medical Certification – Leave for Employee's Own or a Covered Family Member's Serious Health Condition

If the employee is requesting leave because of the employee's own or a family member's serious health condition, the employee and the relevant health care provider must supply appropriate medical certification. The medical certification must be provided within 15 days after it is requested or as soon as reasonably possible under the circumstances. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. The library, at its expense, may require an examination by a second health care provider designated by the library, if it reasonably doubts the medical certification initially provided. If the second health care provider's opinion conflicts with the original medical certification, the library, at its expense, may require a third, mutually agreeable health care provider to conduct an examination and provide a final and binding opinion. The library may also require medical recertification periodically during the leave. An employee may be required to present a fitness for duty verification upon their return to work following a leave for the employee's own illness specifying that the employee is fit to perform the essential functions of the job.

3.58.5 Certification for a Qualifying Exigency

If the employee is requesting leave because of a qualifying exigency arising out of a covered family member's active duty or call to active duty, the employee must supply a copy of the covered military family member's active duty orders or other documentation issued by the military indicating that the covered military member is on active duty or call to active duty (including the dates of the active duty service). The library may also request additional information pertaining to the leave.

3.58.6 Certification for Servicemember Family Leave

If an employee is requesting leave because of the need to care for a covered servicemember with a serious injury or illness, the library may require the employee to supply certification completed by an authorized health care provider of the covered servicemember. In addition, the library may also request additional information pertaining to the leave.

3.58.7 Certification for Serious Injury or Illness of a Veteran for Military Caregiver Leave

If an employee is requesting leave because of the need to care for a covered veteran with a serious injury or illness, the library may require the employee to supply certification completed by an authorized health care provider of the covered veteran. In addition, the library may request additional information pertaining to the leave.

3.58.8 Substitution of Paid Leave

FMLA is unpaid leave. If an employee requests leave for any FMLA-covered reason, the employee may be required to exhaust any remaining applicable paid leave time. The exhaustion of this paid leave does not extend the leave period. In addition, if the employee is eligible for any additional paid leaves, such as short term/long term disability or workers' compensation, these leaves will also run concurrently with FMLA (where appropriate) and will not extend the leave period. When using paid leave in conjunction with FMLA, employees must comply with the requirements of the applicable paid leave policy.

3.58.9 Benefits During Leave

During an approved FMLA leave, the library will maintain the employee's insurance benefits as if the employee continued to remain actively employed. Sick leave, vacation leave, personal days, and IMRF credits are not earned while an employee is on a leave of absence without pay.

3.58.10 Intermittent Leave

Leave because of a serious health condition, to care for a servicemember with a serious injury or illness, or because of a qualifying exigency may be taken intermittently (in separate blocks of time due to a single covered health condition) or on a reduced leave schedule (reducing the usual number of hours an employee works per work week or work day) if necessary. If leave is unpaid, the library will reduce the employee's salary based on the amount of time actually worked. In addition, while the employee is on an intermittent or reduced-schedule leave, the library may temporarily transfer the employee to an available alternate position that better accommodates the recurring leave and that has equivalent pay and benefits. A fitness for duty certification may be required to return from an intermittent absence if reasonable safety concerns exist concerning the employee's ability to perform job duties.

3.58.11 Job Restoration

If the employee wishes to return to work at the expiration of the leave, the employee is entitled to return to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment. If the employee takes leave because of the employee's own serious health condition, they may be required to provide medical certification that they are fit to perform the essential functions of the

job. Employees failing to provide the certification will not be permitted to resume work until it is provided.

3.59 General Leave of Absence

Employees who do not qualify for leave under the Family Medical Leave Act (FMLA) may request a leave of absence without pay for up to 12 weeks. If an employee requests leave for any medical reason, they may be required to exhaust any remaining applicable paid leave. The exhaustion of this paid leave does not extend the leave period. Employees must be employed for at least six months prior to the requested leave. General Leave of Absence is granted at the discretion of the Library Director.

No guarantee is made that the employee returning from a leave of absence without pay will be returned to active employment.

A doctor's note must be provided during the period of medical leave of absence. Failure to provide certification will result in termination of the leave of absence. An employee returning to work following a medical leave of absence must present a doctor's statement stating they are able to resume activities on a regular basis prior to returning to work.

Sick leave, vacation leave, personal days, and IMRF credit are not earned while an employee is on a leave of absence without pay. While on leave of absence without pay, the employee is responsible for the continuation of insurance and other benefits.

Failure to return from a leave of absence at the time agreed upon will be regarded as a voluntary resignation, unless otherwise agreed to in writing by the Library Director.

3.60 Military Leave

Employees will be granted a military leave of absence for the period of military service in accordance with applicable federal and state laws. Employees who are reservists or members of the National Guard are granted time off for required military training. Their eligibility for reinstatement after the completion of their military duty and training benefit continuation/eligibility issues are determined in accordance with applicable federal and state laws. Employees may elect, but are not required, to use any vacation time for the absence. Training leaves will not normally exceed two weeks per year, plus reasonable travel time. Employees called to active military duty or to reserve or National Guard training, or volunteering for the same, should submit copies of their military orders to their supervisor as soon as is practicable.

3.61 Victims' Economic Security and Safety Act (VESSA)

Eligible employees may use unpaid victims' economic and security and safety leave for up to 12 weeks in a 12-month period for any one or more of the following reasons:

- Seeking medical attention for, or recovering from, physical or psychological injuries caused by domestic or sexual violence to the employee or the employee's family or household member;
- Obtaining services from a victim services organization for the employee or the employee's family or household member;
- Obtaining psychological or other counseling for the employee or the employee's family or household member;
- Participating in safety planning, temporarily or permanently relocating, or taking other actions to increase the safety of the employee or the employee's family or household member from future domestic or sexual violence or ensuring economic security; or
- Seeking legal assistance or remedies to ensure the health and safety of the employee or the employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.

3.61.1 Definitions

"12-Month Period" means a rolling 12-month period measured forward from the date leave is taken and continuous with each additional leave day taken.

"Domestic or Sexual Violence" means domestic violence, sexual assault, or stalking.

"Family or Household Member" means a spouse, parent, child, other person related by blood or by present or prior marriage, other person who shares a relationship through a child, and persons jointly residing in the same household.

"Parent" means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a child.

"Child" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under 18 years of age, or is 18 years of age or older and incapable of self-care because of a mental or physical disability.

3.61.2 Coverage and Eligibility

Both full and part-time employees are eligible to apply for this leave.

3.61.3 Intermittent or Reduced Leave

An employee may take leave intermittently (a few days or a few hours at a time) or on a reduced leave schedule.

3.61.4 Substitution of Paid Leave

An employee may elect to substitute accrued paid vacation, sick time, personal time, or any other applicable paid time off for any part of victims' economic security and

safety leave. Such substitution will not extend the employee's total allotment of time off under this policy.

When the employee's need for the leave also qualifies as family/medical leave pursuant to the Family and Medical Leave Act (FMLA), or for short-term or long-term disability, these leaves will run concurrently with leave taken pursuant to this policy, such that the total amount of unpaid leave for which an employee will be eligible in one year is 12 weeks.

3.61.5 Notice Requirement

An employee is required to give 48 hours' notice to the library in the event of a foreseeable leave. In unexpected or unforeseeable situations, an employee should provide as much notice as is practicable, usually verbal notice within one or two business days of when the need for leave becomes known.

3.61.6 Certification

For leaves taken pursuant to this policy, the employee may be required to submit a certification demonstrating the need for the leave. The employee, in most cases, must provide the certification within 15 days after it is requested.

The certification requirement may be satisfied by the submission of a sworn statement from the employee and one of the following:

- Documentation from a victim services organization, attorney, clergy, or medical or other professional from whom the employee or the family/household member has sought assistance in addressing domestic or sexual violence and/or its effects
- A police or court record
- Other corroborating evidence

All documentation related to the employee's need for the leave pursuant to this policy will be held in strict confidence and will only be disclosed as required/permitted by law.

3.61.7 Effect on Benefits

During an approved VESSA leave, the library will maintain the employee's insurance benefits as if they continued to be actively employed. If paid leave is substituted for unpaid VESSA leave, the library will deduct the employee's portion of the insurance premium as a regular payroll deduction. If the employee's leave is unpaid, they must pay their portion of the premium during the leave. The employee's group insurance coverage may cease if their premium payment is more than 30 days late. If the employee does not return to work at the end of the leave period, they may be required to reimburse the library for the cost of the premiums paid by the library for maintaining coverage during the employee's unpaid leave, unless they cannot return to work

because of the continuation, recurrence, or onset of domestic or sexual violence or other circumstances beyond their control.

3.61.8 Job Protection

If the employee wishes to return to work at the expiration of their leave, the employee is entitled to return to their same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment. If the employee takes leave because of their own medical condition, the employee is required to provide medical certification that they are fit to resume work. Employees failing to provide medical certification that they are fit to return to work will not be permitted to resume work until it is provided.

3.61.9 Reasonable Accommodations

The library supports VESSA and will attempt to provide reasonable accommodations for people who are entitled to protection under this Act in a timely fashion, unless such accommodations would present an undue hardship for the library.

Reasonable accommodation applies to applicants and employees and may include adjustment to a job structure, workplace facility, or work requirement; transfer, reassignment, or modified schedule; leave; a changed telephone number or seating assignment; installation of a lock; implementation of a safety procedure; or assistance in documenting domestic or sexual violence that occurs at the workplace or in work-related settings, in response to actual or threatened domestic or sexual violence.

A qualified individual is an individual who, but for being a victim of domestic or sexual violence or with a family or household member who is a victim of domestic or sexual violence, can perform the essential functions of the employment position that such individual holds or desires.

Should an employee wish to request a reasonable accommodation pursuant to this policy, they should contact their supervisor or the Assistant Director.

3.62 Resignations and Terminations

All resignations are to be submitted in writing stating the date of resignation. Employees are requested to give at least two weeks' notice of resignation or equivalent to the employee's annual vacation leave, whichever is greater.

Upon resignation, the employee will be paid for accrued, unused vacation leave. Accumulated sick and personal days will not be paid upon resignation. Any employee who resigns and later returns to the employ of the library shall be considered a newly hired employee for all purposes.

Every library employee has the status of "employee-at-will," meaning that no one has a contractual right, express or implied, to remain in the library's employ. The library may terminate an employee's employment or an employee may terminate their employment, with or without cause and with or without notice, at any time for any reason. No supervisor or other representative of the library (except the Board of Library Trustees, in writing) has the authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the above. Terminated employees shall be paid for accrued, unused vacation leave.

The employee leaving the library is requested to return building and office keys, credit card, parking permit, and any other library property or equipment before leaving. Employees who separate from employment with outstanding debts for equipment loss or unauthorized charges will be considered to have left employment on unsatisfactory terms and may be subject to legal action for recovery of the loss.

3.63 Continuation of Benefits

The Comprehensive Omnibus Budget Reconciliation Act (COBRA) offers employees and eligible dependents the opportunity for temporary extension of medical and life coverage in certain instances where coverage under the library's plan would otherwise end. In compliance with the Municipal Employees Continuance Privilege law, 215 ILCS 5/367j, the library offers the continuation of its group medical coverage to:

- any employee who retires from employment and is 55 years of age or older and has sufficient years of service credit with IMRF or a reciprocating entity necessary to qualify for retirement; and
- to employees on the first day of a disability period as long as the employee is removed from the library's payroll.

Conditions for continuation of coverage and the length of coverage are determined by the group policy managed by the Village of Downers Grove.

3.64 Retirement

Retirement is defined as leaving the employment of the library and receiving a pension under the provisions of the Illinois Municipal Retirement Fund (IMRF). Employees retiring from the library who are eligible for an IMRF pension may convert unused sick days up to 240 days for additional IMRF service credit.

4 Collection Management

The Collection Management Policy addresses the selection, deselection, maintenance, and reconsideration of items for collections as well as gifts and donations to the library.

4.1 Purpose

The library embodies the democratic ideal of freedom to read and access information and is committed to the principles expressed in the American Library Association's Library Bill of Rights and Statements and Policies on Access. To this end, the library has the responsibility to provide materials representing a wide range of ideas and opinions, including controversial, unpopular, and unorthodox viewpoints and expressions. The library protects the right of the individual to access information, even when the content may be unpopular, controversial, or unacceptable to others. Inclusion of a title in the collection does not imply endorsement of the ideas presented in the material, nor does the absence of a title from the collection imply disapproval.

Privacy and confidentiality are key tenets of freedom to read and access information. While patrons are free to reject titles of which they do not approve for themselves and their own children, they cannot restrict the freedom of others to choose what to read, hear, or view. Parents, legal guardians, and/or caregivers who are concerned about the content of library materials must assume individual responsibility to restrict or deny access to particular materials or subjects for their children only.

The library is committed to resource sharing at local, state, and national levels as demonstrated by membership and participation in Reaching Across Illinois Library System (RAILS), Suburban Wide Area Network (SWAN), Illinois Library and Information Network (ILLINET), and WorldShare Interlibrary Loan. Membership in resource-sharing consortia demonstrates the library's commitment to providing access to materials beyond the scope of local collections for its patrons. The library recognizes and respects intellectual property rights and follows existing copyright laws.

4.2 Responsibility

The Board of Library Trustees delegates the responsibility of selecting library materials to staff. Under the general supervision of the Library Director, staff in the public service departments select materials and maintain collections. Any library materials selected within the general guidelines or intent of this policy are held to be approved by the Board of Library Trustees.

4.3 Scope

The library collects and provides access to a wide range of materials that meet the informational, educational, and recreational needs of community members, allowing the library to fulfill its purpose: The Downers Grove Public Library is a place for everyone to discover, grow, play, and learn. The library strives to provide materials in an array of formats, both current and emergent, which will be of interest and value to its patrons.

4.4 Selection of Materials

Staff selects materials to fulfill the library's Strategic Plan goal of cultivating dynamic and diverse collections. Selection criteria are informed by community interests and aspirations; national and international news and events; publishing and social trends; professional reviews and journals; and staff professional expertise. Community requests and recommendations are welcomed and are subject to the same evaluative criteria as any other material. The library does not collect textbooks, academic, or technical materials unless they are considered useful to a general audience.

4.4.1 General Criteria

Staff uses professional judgement and expertise to make selection decisions, including choosing titles, identifying quantities for purchase, and designating locations for materials. Priority is given to materials with the broadest appeal. Multiple criteria may be used to evaluate items for the collection. Selected items are not required to meet all criteria, which include:

- Authenticity of information
- Authority of author
- Currency of material
- Curriculum support
- Diversity of subjects, ideas, and opinions
- Literary quality
- Local interest
- Physical features and format
- Popularity
- Price and availability
- Readability and style
- Response to public interest

4.4.2 Selection Criteria for Special Collections

The library may use different selection criteria for special collections designated by format, age of intended audience, or area of interest. Examples of special collections include foreign language, literacy, parenting, periodicals, puzzles, kits, and video games.

Art Work

The library acquires works of art for installation in its building and on its grounds. These works enhance spaces and enrich the intellectual, cultural, and aesthetic experience of patrons. The Board of Library Trustees may commission an artist to create a work or purchase existing works of art. The Board may employ a qualified adviser such as an art critic, art professor, art dealer, museum professional, or practicing artist to assist with this process. The Board will base its decision-making on specific criteria such as professional training of the artist, exhibition history, gallery

representation, publications, critical opinion, physical durability, and cost. Funding for purchase of art work may be included in the budget of a major capital project or secured from the Downers Grove Public Library Foundation, Friends of the Downers Grove Public Library, or other donors. The library will provide appropriate installation of and maintenance for works displayed. The library will not guarantee the permanent retention or display of any work of art. The library may remove, sell, or otherwise dispose of any work for any reason.

Local History

The library maintains a local history collection that includes materials in a variety of formats on the Village of Downers Grove and DuPage County history.

Local Government Documents

The library maintains a collection of current documents provided by various Downers Grove and DuPage County governmental bodies, including departments of the Village of Downers Grove, the Downers Grove Park District, and the Downers Grove School Districts.

4.5 Collection Maintenance

The library cannot be a permanent repository of all materials that have been acquired. Staff regularly reviews the collection for retention, repair, replacement, or withdrawal from the collection according to the same guidelines used for selection.

4.5.1 Deselection Criteria

Factors that are considered when discarding materials include:

- Deteriorated appearance
- Inaccurate or dated information
- Lack of use
- Unneeded duplication of titles or subjects once in heavy demand
- Outdated or obsolete formats

4.5.2 Disposal of Materials Withdrawn from Collection

Materials that are withdrawn from the collection may be used for library outreach programs, such as Rack at the Track, or given to other agencies that will use them for the public good. Downers Grove public school districts are given first priority and other public libraries are given second priority for requesting materials. Withdrawn materials may be offered for sale to the public on the library premises at a nominal cost, with proceeds benefiting the Friends of the Downers Grove Public Library. Withdrawn materials that are not repurposed or donated will be recycled or otherwise disposed of.

4.6 Donations

The Downers Grove Public Library accepts donations of many kinds, including bequests, endowments, memorials, in-kind donations, and materials. Trustees, staff,

and/or volunteers will not make any promises to a donor, expect any favoritism from a donor, nor agree to any donor-directed changes in the values, policies, services, collections, or programs of the library as a result of a donation or contribution, nor should any vendor be chosen based on a stated or implied contribution to the library. Donors are responsible for contacting a professional advisor in questions of a gift valuation and deductibility. The library reserves the right to terminate an existing donation agreement should conditions arise during the life of the agreement that would result in it conflicting with the best interest of the library. All donated products, materials, and services must meet the standards used by the library in the purchase of similar materials. All donations are subject to the library selection and deselection criteria. The Downers Grove Public Library reserves the right to accept or reject any donation, in-kind donation, endowment, memorial, or bequest.

4.6.1 Library Material Donations

Donated books and audiovisual items become the sole property of the library and are accepted without obligation as to the final disposition. The library does not accept textbooks, encyclopedias, or magazines. Material that staff considers damaged or unsuitable for circulation or sale may be declined. Donors are responsible for transporting materials to the library and large donations of materials must be arranged in advance.

4.6.2 Honor and Memorial Books

Parties providing monetary donations for Honor and Memorial Books may recommend a subject area or format. Staff responsible for selecting the material will attempt to honor the donor's wishes if the recommendations are consistent with this Collection Management Policy.

4.6.3 Monetary Donations

Monetary donations are most useful to the library in unrestricted form. Any restrictions or conditions attached to such gifts must apply to the values and purpose of the library and be acceptable to the Board of Library Trustees. If a monetary donation is unrestricted, the funds may be expended by authorization of the Library Director or designee. If a donation of restricted funds is accepted, it must be expended according to the donor's conditions.

4.6.4 Other Donations

Personal property, works of art, displays or plaques, portraits, artifacts, antiques, museum-quality objects, and similar materials are considered for acceptance on a case-by-case basis by the Board of Library Trustees. The library will not accept any materials that are not outright gifts, nor will the library accept any materials that attach the condition of periodic or permanent display.

4.6.5 Recognition of Donors

Donors of library materials may request a receipt at the time of the donation. All monetary donations will be acknowledged with a letter of appreciation. A monetary gift toward materials will be recognized with a donor bookplate affixed to the item(s) purchased. In the case of a monetary gift given in memorial, tribute, bequest, or recognition of someone, a letter will be sent to the person, or to the family of the person being honored. Donation of personal property, equipment, works of art, etc. valued at \$500.00 or more will be recognized with a donor plaque, including the donor's name, to be placed on or near the item.

4.7 Request for Review of Library Materials

Patron concerns about material included in library collections will be referred to the appropriate manager who will review the material and communicate the resolution to the patron. If the initial response is not satisfactory to the patron, referral will be made to the Assistant Director and Library Director for review and response. Patrons not satisfied with the response from the Library Director may request, in writing, a review by the Board of Library Trustees. The written request will be given to the Board President, who will place the request on the agenda of the next regularly scheduled Board meeting and notify the requesting party of the meeting date. The Board will then review the request and respond to it. The decision of the Board of Library Trustees is final.

5 Library Services

The Library Services Policy addresses specific services provided by the Downers Grove Public Library.

5.1 Access to Library Materials

All residents, regardless of age, race, national origins, gender, gender identity, sexual orientation, background, appearance, and/or social, housing, or economic status, receive free and equitable access to the collections of the Downers Grove Public Library. Staff facilitate access to the collection by responding to requests for information and assisting in locating library materials and information that meets the patrons' needs. The library affirms the right and responsibility of a parent or legal guardian to determine and monitor their own children's use of library materials and resources. The Board of Library Trustees and staff of the Downers Grove Public Library do not act "in loco parentis" (in the place of a parent) for any child.

5.2 Library Cards

Library cards providing access to the materials and services of the Downers Grove Public Library will be issued to all borrowers eligible under the policies and guidelines set forth by the Board of Library Trustees, in accordance with Illinois law. Proof of residency is required at the time of application. Because some types of library cards do not expire, proof of residency is thereafter required periodically for verification purposes. Registration for cards for minor children require that a parent or legal guardian accept responsibility for monitoring the selection of items to be borrowed by their minor child and accept financial responsibility for all materials borrowed on their minor child's card.

5.2.1 Resident Card

A Resident Card will be issued without charge to any person who lives within the corporate boundaries of the Village of Downers Grove. A parent/guardian must sign the application for children 17 and under and provide proof of residency on the child's behalf. The Resident Card is valid as long as the person remains a resident within the corporate boundaries of the Village of Downers Grove. Resident Cards provide access to the full services of the Downers Grove Public Library and reciprocal borrowing privileges at other libraries.

5.2.2 Temporary Resident Card

A Temporary Resident Card will be issued without charge to residents who plan to live within the corporate boundaries of the Village of Downers Grove for less than one year. Residents who reside in hotels, motels, rooming houses, and other types of temporary housing and who do not have proof of long-term residency must show proof of short-term residency within the corporate boundaries of the Village of Downers Grove. Temporary Resident Cards provide access to the full services of the Downers Grove Public Library and reciprocal borrowing privileges at other libraries. The

Temporary Resident Card is valid for three months and may be renewed every three months upon proof of continued short-term residency.

Students living in student housing in schools located in Downers Grove will receive a Temporary Resident Card valid for the current school year. Proof of residency and enrollment are required.

5.2.3 Restricted Use Card

A Restricted Use Card will be issued without charge to any person without a fixed address upon verification of temporary residence at a shelter within the corporate boundaries of the Village of Downers Grove. Additionally, a Restricted Use Card will be issued to teen users, ages 13-17, who reside within the corporate boundaries of the Village of Downers Grove who present a valid photo ID but do not have a parent or legal guardian present. Restricted Use Cards provide access to most services of the Downers Grove Public Library and a maximum checkout of two items at any time. Restricted Use Cards may not be used to check out equipment for at home use, may not be used to place holds, and do not have reciprocal borrowing privileges at other libraries. The Restricted Use Card is valid for one year and may be renewed upon verification of either continued temporary residence at a shelter within the corporate boundaries of the Village of Downers Grove or teen status.

5.2.4 Non-Resident Taxpayer Card

Those who own property in the corporate boundaries of the Village of Downers Grove, but do not reside in Downers Grove, are eligible for a Non-Resident Taxpayer Card. The most recent property tax bill showing the owner's name and property address is required at the time of application. One Non-Resident Taxpayer Card will be issued per parcel of taxable land owned. Proof of home address is also required. Cards issued are valid for one year and may be renewed as long as eligibility continues. Non-Resident Taxpayer Cards provide access to the full services of the Downers Grove Public Library and reciprocal borrowing privileges at other libraries.

5.2.5 Business, Government, and Organization Card

Businesses, governmental entities, and non-profit organizations located in the corporate boundaries of the Village of Downers Grove are eligible without charge for a Business, Government, and Organization Library Card. By submitting a business card, letterhead, or other documentation indicating ownership or management and accepting financial responsibility for all materials borrowed on a Business Library Card, the owner or manager may request cards for up to five employees. Proof of address, such as a current utility bill or property tax bill, is required at the time of application. The owner or manager of the business is responsible for notifying the library if a cardholder is no longer eligible for card use. Business, Government, and Organization Library Cards are valid for one year.

5.2.6 Non-Resident Fee Card

Individuals or families who do not live within the corporate boundaries of the Village of Downers Grove and who are not eligible for service from another public library may purchase a Downers Grove Public Library Card. According to Illinois State Library Laws and Rules, Section 3050.25 Applying for a Non-Resident Library Card: "A non-resident shall apply for a Non-Resident Library Card at the closest public library. The factor for determining the closest public library shall be the residence of the non-resident. Non-residents shall apply at the participating public library in the school district in which the non-resident has his or her principal residence unless, due to the commonality of community interests, library services at another library that is physically closer may better serve the needs of the non-resident." The fee is determined annually by the Board of Library Trustees according to the formula mandated by the Illinois law. This fee provides cards for all immediate family members residing in the same household. Cards are valid for one year after payment is received. No refunds will be issued for non-use. Payment plans may be available.

5.2.7 Staff Cards

A Staff Card may be issued to staff members of the Downers Grove Public Library who reside outside the corporate boundaries of the Village of Downers Grove. The Staff Card will be canceled when the staff member leaves the library's employment.

5.2.8 Reciprocal Borrowers

Any person holding a valid library card from a library participating in the "Illinois Reciprocal Borrowing Program" will be granted reciprocal borrowing privileges at the Downers Grove Public Library.

5.3 Cardholder Responsibilities

Cardholders are responsible for all materials borrowed on their cards and are expected to return the materials on time and in good condition. Parents or legal guardians are responsible for monitoring the selection of items to be borrowed by their minor children and are financially responsible for materials checked out on their minor children's cards. Cardholders are also responsible for materials checked out on their cards by other individuals. In order to protect and ensure library privileges, cardholders should notify the library immediately if their card is lost or stolen. Materials checked out on a card up to the time the card is reported lost or stolen are the responsibility of the cardholder. Cardholders are required to report a change in address, phone number, or email address.

5.4 Lending of Materials

The library circulates materials in a variety of formats. Most library materials circulate for a three-week loan period and may be renewed for five additional loan periods unless another cardholder has requested the item or if their card is blocked. A vacation loan period of six weeks with no renewal may be available for materials that regularly check out for three weeks. Items with a two-week loan period include cameras, Anything

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Emporium, Hot Reads, wireless hotspots, Rokus, and some items designated as “New.” Some two-week loan items may not be eligible for renewal. Items that are in-library use only include Media Lab Equipment, Microfiche, Microfilm, and Reference.

Downers Grove cardholders may have up to 199 items checked out on their cards at any one time. Reciprocal borrowers are governed by any lower limits set at their home libraries or SWAN. All library card types are subject to the same loan periods and fees. Library users may check out materials by presenting a library card, library card number, or valid photo ID with address on file.

5.5 Reciprocal Borrowing

The Downers Grove Public Library will provide reciprocal borrowing privileges to patrons presenting a valid library card that qualifies for reciprocal borrowing privileges from another library. Reciprocal borrowers are subject to the responsibilities listed in Section 5.3. Cardholder Responsibilities from libraries not participating in the SWAN cooperative catalog who are using the Downers Grove Public Library for the first time will be limited to a maximum of five items checked out on their library card until staff is able to verify that the borrowers are in good standing at their home library. Reciprocal borrowing privileges will not be provided to any patron whose card has been stopped for outstanding fines or other obligations at another library.

5.6 Holds

Cardholders from any SWAN member library may request any hold-able item owned by any SWAN library by placing a hold through the SWAN cooperative catalog. The hold may be placed by the cardholder directly or by staff.

5.7 Fines and Fees

The Downers Grove Public Library does not charge fines for overdue items. Patrons will be sent notices regarding overdue items. A patron’s card will be blocked if one or more items is 21 days overdue or more. After an item is 42 days overdue, it is considered lost and the patron will be billed for the replacement cost.

Downers Grove cardholder accounts with outstanding bills on Downers Grove materials of \$50.00 or more may be sent to a material recovery agency. Service charges may be added to the bill. Accounts of reciprocal borrowers, both cardholders of other libraries borrowing Downers Grove materials or Downers Grove cardholders borrowing materials owned by other libraries, may be handled by SWAN and are subject to additional system fees.

Some services, including printing, photocopying, 3D printing, faxing, and out-of-state interlibrary loans, are available subject to a fee.

5.7.1 Lost or Damaged Materials

Charges for lost or missing Downers Grove Public Library materials, other than equipment, will be the cost of the item as listed on the computer record minus the then applicable discount, if any, received from the library's vendor. Charges for lost or missing equipment will be the cost of the item as listed on the computer record. Charges for essential missing pieces in audiovisual materials will be the cost of the item minus the then applicable discount received from the library's vendor. Charges for a non-essential missing piece in audiovisual materials will be \$5.00. The library will not accept replacement copies in lieu of payment. The cost charged for a lost Downers Grove Public Library item will be refunded if the lost item is returned within 90 days. After 90 days, no refund is given.

5.8 Confidentiality of Circulation Records

As required by the Illinois Library Confidentiality Act, the registration and circulation records of individual library patrons are confidential. No patron's registration or circulation records, relating to borrowing of library materials or use of library services, will be released to any individual or agency, except pursuant to a court order. Information about the identity of a suspect, witness, or victim may be released if law enforcement officers state that they have probable cause to believe that there is an imminent danger of physical harm to an individual.

Because of their financial responsibility, parents and legal guardians may be informed of overdue material borrowed on their minor child's library card.

5.9 Reference and Readers' Advisory

Reference and readers' advisory services facilitate access to the library's collections and resources. Trained staff provide accurate information, materials, and answers to patrons' questions during all hours the library is open, within the limits imposed by available resources and the library's policies, practices, and guidelines. Reference and readers' advisory services provide answers to questions, regardless of their nature. No judgments are made about the nature of the question asked. All materials, across all formats, are available to all patrons, regardless of intended audience.

Inquiries are accepted in person, by telephone, by electronic means, and through the mail. Requests will generally be handled in the order in which they are received. Priority is given to in-person requests.

If the information needed is not available in the library, referral will be made to local or regional resources. Staff will verify that the needed information is available from the source referral.

Whenever possible, answers to questions will be provided during the patron's visit, chat session, or telephone call. Staff will attempt to answer a question within a patron's

required deadline. If necessary, staff will inform the patron that a longer response time is needed or that assistance should be sought from another library or agency.

In the instance of legal, medical, investment, or tax reference questions, staff may only guide the patron to the material available on the topic of interest and may not evaluate or interpret the information provided, nor define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. Patrons needing assistance beyond the materials and guidance provided will be advised to consult with a professional from the above listed fields for additional information or advice.

Another role of reference service is to educate patrons about the use of library resources. One-on-one instruction is offered, dependent upon staff availability and service desk time constraints. Classes on library resources may also be available.

Tutorial assistance (e.g., proofreading, editing, correcting, math computations, etc.) is outside the scope of reference service.

5.9.1 Ethics and Standards

Reference service shall be provided to all patrons on an equitable, nondiscriminatory, and nonjudgmental basis. All requests are treated confidentially, courteously, and without regard to age; race; national origins; gender; gender identity; sexual orientation; background; appearance; social, housing, or economic status; or personal view of the patron making the inquiry. Names of patrons and the transactions that occur between patrons and staff are confidential and except as may be required by law, not discussed outside a professional context.

The Downers Grove Public Library subscribes to the American Library Association's Code of Ethics and Core Values of Librarianship.

5.9.2 Fees and Charges

Most reference and readers' advisory questions can be answered without charge. Patrons will be charged the usual fees for printing from library computers when staff print from online resources on their behalf. Materials borrowed via interlibrary loan are subject to the fees listed in section 5.10.5.

5.10 Interlibrary Loan (ILL)

An interlibrary loan (ILL) is the process by which a library requests material from, or supplies material to, another library. The purpose of interlibrary loan is to obtain, upon request of a patron, material not available in the patron's local library. The interlibrary loan service of the Downers Grove Public Library obtains materials from other libraries for Downers Grove Public Library cardholders and provides other libraries with access to the collection of the Downers Grove Public Library.

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5.10.1 Standards

The Downers Grove Public Library complies with established ILL standards, including the Reaching Across Illinois Library System (RAILS) *Resource Sharing Policy*, *Illinois Library and Information Network (ILLINET) Interlibrary Loan Code*, *ILLINET Online Library Resource Sharing Code*, and the *National Interlibrary Loan Code for the United States*.

5.10.2 Eligibility

Requests for SWAN library materials are accepted from any cardholder registered in SWAN. Requests for materials held by Non-SWAN libraries are accepted only from Downers Grove Public Library cardholders. The Downers Grove Public Library will supply materials to other libraries that have adopted the ILLINET Interlibrary Loan Code or a similar interlibrary loan code.

5.10.3 Requesting

Requests for materials not available in the SWAN catalog may be initiated by cardholders in person, electronically, by mail, or by telephone. The library will accept up to 25 out-of-system interlibrary loan requests per month, per cardholder. As the requesting library, the Downers Grove Public Library honors the supplying library's conditions of loan, including special handling provisions. If an item is owned but not available for interlibrary loan from another library, staff will provide the name of the holding library to the patron. Staff cannot determine or guarantee when material will arrive in the library. The library does not request materials outside of North America. Copyright restrictions apply to the filling of all requests.

5.10.4 Supplying

The Downers Grove Public Library accepts interlibrary loan requests from any library in North America. Requests will not be filled for new materials that have been in the collection for three months or less, video games, e-books, materials in special collections, microfilm, periodicals (other than photocopies of individual articles), and most reference books.

The library reserves the right to refuse to lend through interlibrary loan any material deemed new or in high demand. Some reference books may be loaned to other libraries for in-library use only. Copyright restrictions apply to the filling of all requests.

5.10.5 Fees

Downers Grove cardholders will be charged a fee of \$5.00 for all interlibrary loan requests that are filled by out-of-state libraries within North America.

Out-of-state libraries that participate in LVIS (Libraries Very Interested in Sharing or libraries that do not charge for loans) will not be charged for interlibrary loans of materials from the Downers Grove Public Library's collection. Out-of-state libraries in

North America that do not participate in LVIS will be charged a fee of \$10.00 for the loan of library materials or for photocopies from the Downers Grove Public Library collection.

5.11 Public Internet Access

The First Amendment of the United States Constitution, protecting the rights of citizens from governmental intrusion into what they see, hear, view, and read, applies to people accessing content on the Internet. The Downers Grove Public Board of Library Trustees has adopted the Library Bill of Rights and endorses an individual's right of access to information. With the exception of the public computers in the Kids Room, the library's public computers do not have filtering software.

The public computers in the Kids Room are filtered to limit access to known sexually explicit material. Even with filtering software in place, there can be no complete assurance about the appropriateness of Internet content for any particular age group.

Much of the library's computing equipment can be used to access the Internet. The library assumes responsibility only for the information contained on the websites of the Downers Grove Public Library.

The library reserves the right to suspend the use of its computers, equipment, and/or the library by anyone who uses library computing equipment, electronic devices, or network for an illegal purpose or for a purpose in violation of the standards outlined in the library's Code of Conduct, General Policy Section 2.9.

5.11.1 Availability of Service

Internet access is available on many of the computers located in the Adult & Teen Services Department and Kids Room. The Internet may be accessed on the public computers on a walk-up basis when they are not being used. The amount of computer time available to any patron may be limited by demand. Patrons can also access the Internet with their own computers through the library's wireless network. The public computers in the Kids Room have filters for adult content and social media. The library may adopt additional rules and/or operational guidelines for the use of the computers and/or public Internet access.

5.11.2 Computer Help

Staff will provide a limited amount of basic guidance to computer users; however, staff cannot provide in-depth instruction to patrons. One-on-one computer instruction is dependent upon staff availability and service desk time constraints. Classes may be available for patrons who have little or no experience using computers or who are interested in improving their computer skills.

5.12 Programming

The Downers Grove Public Library offers programs for patrons of all ages that encourage attendees to discover, grow, play, and learn. Library programs support the organization's mission and Strategic Plan goals. Program development and scheduling is guided by relevance to community needs or interests, popular appeal, and suitability for a general audience. Presenters are chosen for their proven or unique expertise and public performance experience. Other factors influencing program offerings include availability of staff, budget, and space considerations.

Some programs may be restricted by age level, room capacity, minimum or maximum attendance requirements, or residency. The library's values of equal access for all and freedom to seek, receive, and share information extends to its programming by offering a broad spectrum of opinions, viewpoints, and ideas. However, presentation of a program or topic does not constitute an endorsement of that presenter, their policies, or their beliefs.

Presentations should be free of solicitations, sales pitches, or proselytizing. Booking a library meeting room does not constitute a library-sponsored program. Programs may be canceled for reasons such as severe weather, absence of the presenter, or low registration. Canceled programs are not automatically rescheduled.

5.13 Service to Special Populations, Schools, and Organizations

Library tours, instruction, and special programs are available to groups of all ages. Priority for service is given to residents of the Village of Downers Grove, schools and organizations located in the Village of Downers Grove, and schools and organizations whose students or members are comprised of 60% or more Downers Grove residents. Within the constraints of public service responsibilities and available staff, library tours, instruction, and programs will be scheduled at the convenience of the organization.

5.14 Notary

Notary service is available at no charge to patrons. The library cannot guarantee a Notary will be available, but patrons are encouraged to make an appointment. Notary services close 15 minutes before the library closes.

Patrons must present current, unexpired photo identification with a signature issued by a U.S. state or federal government. Examples include a Driver's License, State ID Card, or Passport. The document being notarized must be signed in front of the Notary and all people signing must be present.

If witnesses are required in addition to a Notary, patrons must provide their own witnesses. The library cannot provide witnesses and witnesses may not be solicited from other patrons using the library. In order to serve as a witness, the witness must

personally know the person whose document is being notarized and must be in possession of valid photo identification.

Library notaries are not permitted to communicate with a notary service patron through a translator.

Library staff who serve as a Notary will:

- follow the notary laws of the State of Illinois;
- not give professional advice on legal matters pertaining to notarizing documents; and
- reserve the right to refuse notary service if State requirements are not met.

Items Notary staff are unable to notarize:

- Real estate transactions, including mortgage-related documents
- Visa and immigration paperwork
- Documents from foreign governments
- Vital records, including birth, death, marriage, or divorce certificates and citizenship or naturalization certificates
- Military IDs
- Certified copies of identification
- I-9 Employment Eligibility Verification forms

Certified copies of vital records must be requested from the county clerk, local registrar, or state Department of Public Health/Vital Records.

While Notary staff cannot certify copies of identification, they can notarize a copy that has the information contained in Appendix 1 - Sample Passport/ID Authentication.

5.15 Meeting Rooms

The Downers Grove Public Library meeting rooms support library functions, meetings, programs, and partnerships. When not being used for library functions, these rooms are available for use by community groups, organizations (both non-profit and ad-hoc), and businesses.

The meeting rooms are a limited public forum, in the legal and practical context. The library will not regulate the content of programs or meetings, but it may regulate activities in the limited public forum under the traditional rubrics of time, place, and manner. Presentation of a program or holding of a meeting does not constitute library endorsement of the views of the persons holding the meeting, program speakers, or other participants. Use of the meeting room and approval of individual meeting situations not described here will be determined by the Library Director or the Library Director's designee.

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Individuals or groups presenting and attending meetings, programs, and events are subject to all library policies, rules, and regulations. The library reserves the right to suspend or revoke permission to use the meeting room for any violation of library policies, rules, or regulations. Inclusion of false information on the application form will result in automatic and immediate revocation of permission. Failure to comply with library policies, rules, and regulations (including this policy) will be grounds for suspension of meeting room privileges for up to one year.

5.15.1 Reservations

- I. Downers Grove Public Library cardholders over 18 years of age or groups that include Downers Grove Public Library cardholders over 18 years of age are eligible to reserve library meeting rooms.
- II. Reservations must be made at least three days in advance.
- III. Reservations are accepted on a first-come, first-served basis. The time of completion of the meeting room application and payment of applicable fees will determine priority among community users.
- IV. Reservations are restricted to two per month per group. This includes different subgroups of the same group. If the participants of a meeting are substantially the same as the participants of a subsequent meeting, this will count as the same group or subgroup.
- V. Reservations may be up to four hours long.
- VI. Reservations may be made up to six months in advance.
- VII. The maximum capacity of the meeting room is 100. When halved to make two separate rooms, each room's capacity is 50. Certain layouts of the room may reduce this number and maximum capacity is determined by the library in its sole discretion.
- VIII. A fee, based on the room reserved, is required.
- IX. Priority is given to the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation for use of meeting rooms.
- X. Library staff review each request for compliance with this policy after the reservation has been submitted online. The applicant will receive approval or denial of most requests within three business days.
- XI. Additional equipment may be available and must be requested at the time of reservation.
- XII. Reservations for musical programs or other noisy activities must book the full meeting room. Staff may define activities that are too noisy for a divided room booking.
- XIII. The library reserves the right to change, relocate, or cancel meeting room reservations.
- XIV. Meetings canceled by an individual or group at least seven days before the meeting will receive a full refund of any fees paid. No refund will be given for meetings canceled with less than seven days' notice. Notice must be given to the Administration Office.

5.15.2 Use

- I. No admission charges, collections, tuition, sales, or other money-raising activities are permitted, except those sponsored by the library, Friends of the Downers Grove Public Library, or Downers Grove Public Library Foundation. All meetings must be open to the public.
- II. Permitted uses include educational, cultural, recreational, informational, religious, political, commercial, or other programs or meetings of interest to members of the community.
- III. Meeting rooms may not be used for private social gatherings, commercial purposes, sales, fundraising, marketing, or personal and/or financial gain, including presentations of products or services, or activities that disrupt the normal operations of the library or involve a threat to public safety.
- IV. Time limits are enforced. Meeting preparation and take down must be made within the approved reservation time period. Groups using the meeting rooms must end programs at least 15 minutes prior to the library's closing time, or at such other time as directed by staff.
- V. Room setup must be requested at the time of meeting room application. Several standard setups are available. Staff will not be made available to change the arrangement if a non-standard setup is required or if changes not on the application are requested. Groups are expected to rearrange the room to their own needs.
- VI. Refreshments that do not require on-site preparation or warming may be served, such as pizza, prepared sandwiches, and other similar refreshments. Refreshment supplies (cups, paper goods, coffee, tea, etc.) must be provided by the group. Alcoholic beverages are prohibited.
- VII. The library meeting room is physically accessible to people with disabilities. Users of meeting rooms are responsible for complying with the provisions of the Americans with Disabilities Act and all other Federal, State and local laws, ordinances, regulations, and directives.
- VIII. The booking cardholder is responsible for cleanup at the conclusion of a program or meeting. The library may charge an additional fee to a user who does not perform this responsibility.
- IX. Publicity for any event in the meeting rooms must include the disclaimer, "This event is not sponsored by the Downers Grove Public Library." The library's telephone number is not to be included in any news releases or flyers publicizing the event. The name, address, and phone number of the library may not be used as the address or headquarters for any group using the library for meeting purposes except the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation. No publicity will be done by the library for groups booking the meeting room.
- X. Non-library equipment, supplies, or personal effects cannot be stored or left in the meeting room before or after use.

- XI. The library may adopt additional rules and/or operational guidelines for the use of the meeting room.

5.15.3 Damages and Liability

The library is not responsible for possessions left in a meeting room. Any individual, group, or organization using the meeting room shall be held responsible for damage to the meeting room, building, grounds, collections, or equipment caused by the group or organization, its members, or those attending its meeting. All individuals, groups, or organizations shall indemnify, defend, and hold harmless the library, its officers, agents, and employees from and against any and all claims, suits, actions of any kind relating to injuries or damage arising from any act or omission of the individual, group, or organization's use of the meeting room.

5.16 Conference Rooms

The Downers Grove Public Library conference rooms support library functions, meetings, programs, and partnerships. When not being used for library functions, these rooms are available for use by individuals, community groups, organizations (both non-profit and ad-hoc), and businesses.

The conference rooms are not a public forum, in the legal and practical context. The presentation of a program or holding of a meeting does not constitute library endorsement of the views of the persons holding the meeting, program speakers, or other participants. Use of the conference rooms and approval of individual meeting situations not described here will be determined by the Library Director or the Library Director's designee.

Individuals or groups presenting and attending meetings, programs, and events are subject to all library policies, rules, and regulations. The library reserves the right to suspend or revoke permission to use a conference room for any violation of library policies, rules, or regulations. Inclusion of false information on the application form will result in automatic and immediate revocation of permission. Failure to comply with library policies, rules, and regulations (including this policy) will be grounds for suspension of conference room privileges for up to one year.

5.16.1 Reservations

- I. Downers Grove Public Library cardholders are eligible to reserve library conference rooms in advance.
- II. Reservations may be up to four hours long.
- III. Reservations are accepted on a first-come, first-served basis.
- IV. Reservations are restricted to two per month per user.
- V. Reservations may be made up to six months in advance.
- VI. The maximum capacity of Conference Room A is 16. The maximum capacity of Conference Room B is 10.

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- VII. Priority is given to the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation for use of conference rooms.
- VIII. Library staff review each advance reservation for compliance with this policy after the reservation has been submitted online. The applicant will receive approval or denial of most requests within three business days.
- IX. The library reserves the right to change, relocate, or cancel conference room reservations.

5.16.2 Use

- I. No admission charges, collections, tuition, sales, or other money-raising activities are permitted, except those sponsored by the library, Friends of the Downers Grove Public Library, or Downers Grove Public Library Foundation.
- II. Permitted uses include educational, cultural, recreational, informational, religious, political, commercial, or other programs or meetings of interest to members of the community.
- III. Conference rooms may not be used for private social gatherings, commercial purposes, sales, fundraising, marketing, or personal and/or financial gain, including presentations of products or services, or activities that disrupt the normal operations of the library or involve a threat to public safety.
- IV. Time limits are enforced. Meeting preparation and take down must be made within the approved reservation time period. Groups using the conference rooms must end programs at least 15 minutes prior to the library's closing time, or at such other time as directed by staff.
- V. Each room is equipped with a table, chairs, and whiteboard.
- VI. Beverages in covered cups and limited refreshments, such as cookies or packaged snacks, are permitted. Alcoholic beverages are prohibited.
- VII. Conference rooms are not soundproof. Everyone is expected to show consideration for those using adjoining rooms. Loud or disruptive behavior will result in everyone being asked to leave the room and possibly the library.
- VIII. The conference rooms are physically accessible to people with disabilities. Users of conference rooms are responsible for complying with the provisions of the Americans with Disabilities Act and all other Federal, State and local laws, ordinances, regulations, and directives.
- IX. The booking cardholder is responsible for cleanup at the conclusion of a program or meeting. The library may charge an additional fee to a user who does not perform this responsibility.
- X. Publicity for any event in the conference rooms must include the disclaimer, "This event is not sponsored by the Downers Grove Public Library." The library's telephone number is not to be included in any news releases or flyers publicizing the event. The name, address, and phone number of the library may not be used as the address or headquarters for any group using the library for meeting purposes except the Friends of the Downers Grove

- Public Library and Downers Grove Public Library Foundation. No publicity will be done by the library for groups booking the conference rooms.
- XI. Non-library equipment, supplies, or personal effects cannot be stored or left in the library before or after use.
 - XII. The rooms are to be left as found. If there is damage to a room or equipment, the booking cardholder will be held responsible and will promptly compensate the library for repairs, cleaning, or loss.
 - XIII. The library may adopt additional rules and/or operational guidelines for the use of the conference rooms.

5.17 Study Rooms

The Downers Grove Public Library provides study rooms for use by individuals or small groups. Study rooms cannot be used for public meetings. Use of study rooms may not be publicly advertised. The library does not post meetings taking place in a study room.

5.17.1 Reservations

- I. Downers Grove Public Library cardholders are eligible to reserve study rooms in advance.
- II. Reservations may be up to two hours long.
- III. Reservations are accepted on a first-come, first-served basis.
- IV. Reservations are restricted to two per week per user.
- V. The maximum capacity of study rooms varies from two to six.
- VI. Priority is given to the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation for use of study rooms.
- VII. The library reserves the right to change, relocate, or cancel study room reservations.

5.17.2 Use

- I. Time limits are enforced. Individuals or groups are expected to vacate the room within the approved reservation time period. Individuals or groups using the study rooms must end at least 15 minutes prior to the library's closing time, or at such other time as directed by staff.
- II. Each room is equipped with a table, chairs, and whiteboard.
- III. Beverages in covered cups and limited refreshments, such as cookies or packaged snacks, are permitted. Alcoholic beverages are prohibited.
- IV. Study rooms are not soundproof. Everyone is expected to show consideration for those using adjoining rooms. Loud or disruptive behavior will result in everyone being asked to leave the room and possibly the library.
- V. Non-library equipment, supplies, or personal effects cannot be stored or left in study rooms before or after use.
- VI. The rooms are to be left as found. If there is damage to a room or equipment, the booking cardholder will be held responsible and will promptly compensate the library for repairs, cleaning, or loss.

- VII. Use of study rooms does not constitute library endorsement of the views of the people using these rooms.
- VIII. Those who do not comply with this policy may lose their access to the rooms.
- IX. The library may adopt additional rules and/or operational guidelines for the use of the study rooms.

5.18 Exhibits and Displays

The Downers Grove Public Library hosts exhibits and displays within the library building to help provide cultural enrichment to the community. Staff is responsible for management of all exhibits and displays.

5.18.1 Kids Room Display Cases

The library provides small exhibit cases in the entrance to the Kids Room where children exhibit their personal collections of books, toys, or other items. Staff develop rules and procedures for use of Kids Room Display Cases.

5.18.2 Gallery Spaces and Lobby Display Cases

The library provides gallery spaces and lobby display cases suitable for the display of works of art. Exhibits in these spaces may promote library collections and services or may feature the work of local artists and arts organizations.

- The library is responsible for the selection of artists, as well as the hanging, labeling, and removal of all exhibits.
- There is no special security for artwork exhibits. The library is not responsible for loss of or damage to artwork on display.
- Individuals who are interested in purchasing artwork must contact the artist directly. The library provides contact information and may provide price lists.
- The library reserves the right to refuse to display any piece of artwork, the work of any artist, or the use of exhibit and display space to anyone whose exhibit is disruptive of library functions.
- Exhibits do not necessarily reflect the views of the library or the Board of Library Trustees.

5.19 Bulletin Boards

Bulletin boards, administered and maintained by staff, promote awareness of services and events of interest to community members. Organizations based in Downers Grove will be given priority. Space permitting, promotion of services and events offered by commercial entities will be posted if they are of an artistic, cultural, educational, civic, or historical nature. A public bulletin board provides space for flyers advertising the activities of local educational, cultural, civic, and government groups. Advertisements of for-profit organizations and partisan political activities are not posted on the public bulletin board. A bulletin board for job seekers provides space for job ads.

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- Under no circumstances may facilities be used to advertise or sell personal or commercial items or services (automobiles, used furniture, day care, house cleaning, tutoring, etc.) or for personal or commercial solicitation, fundraising, or recruitment. Promotions of fundraising by Downers Grove area non-profit organizations will be permitted.
- Magazines or newspaper format publications with advertisements are not generally available as handouts in the library.
- Postings from outside organizations are subject to the availability of space. Materials will not be returned to any organization or individual.
- Material that advocates the election of or the defeat of a ballot issue, referendum, or candidate for public office will not be displayed.
- Questionable items are referred to the Library Director or the Library Director's designee. The library reserves the right to make exceptions based on existing policy and will make final decisions regarding the availability and use of the facilities. Unapproved postings will be removed from the facilities.
- Specific time periods for postings cannot be guaranteed.
- The library accepts up to 50 copies of flyers for public distribution, within the same limits as postings on the bulletin boards.
- The library may adopt additional rules and/or operational guidelines for the use of the bulletin boards.

5.19.1 Disclaimers

The library does not endorse or recommend any organization, business, or potential employer. The library explicitly makes no representations or guarantees about the accuracy of postings on bulletin boards. It is the responsibility of the patron to perform due diligence in researching and/or verifying information contained in any posting.

Employers and applicants are encouraged to perform their own due diligence when offering, applying for, or accepting private employment by requesting references or any other information needed to establish qualifications, credentials, and overall fit between employer and applicant.

Postings may contain links to third party sites. The library does not review materials or information posted on websites so linked, and therefore, the library disclaims any responsibility for the contents of such sites. Any such linking to a third party website should not be interpreted as a form of endorsement or recommendation.

5.20 Gaming Systems

Gaming systems are available in Teen Central and the STEM Room. Use of gaming consoles ends 15 minutes prior to closing. The library will establish rules of use for the gaming systems in the library. Programming taking place in these areas takes precedence over open gaming.

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5.21 Home Delivery Services

Downers Grove Public Library offers home delivery services to users residing in the Village of Downers Grove who are unable to visit the library. To qualify, the resident must be generally confined to one's residence either temporarily, due to illness or accident, or permanently, due to age, disability, or other mobility issues. The library is committed to ensuring that all patrons receiving home delivery services are treated with dignity, respect, and impartiality. In addition, the library is committed to ensuring that the staff and volunteers of the library are treated with dignity and respect and that they are safe while serving the public. Home delivery service users will not be charged overdue fines, but will be charged for borrowed items that are lost or damaged. The library may adopt additional rules and/or operational guidelines for home delivery services.

6 Finance

The Finance Policy guides the Board of Library Trustees and staff in fulfilling the Strategic Plan Focus to “excel in delivering service and managing community resources” and demonstrating the Strategic Plan Value of responsibility.

6.1 Planning and Budgeting

The Library Director and Management Team utilize the Board-approved goals and objectives of the library’s planning documents to develop a draft budget and levy. The annual budget process is normally completed in August of the year preceding the budget year, in order to include the library’s final budget and levy in the Village of Downers Grove budget documents, beginning with its preliminary draft.

6.2 Property Taxes

Under Illinois law, ad valorem property taxes, assessed and collected upon all taxable property within the boundaries of the Village of Downers Grove, are the primary source of revenue for the Downers Grove Public Library. The Home Rule status of the Village of Downers Grove exempts the Downers Grove Public Library from formal compliance with the property tax limitations required under state statute.

6.3 Library Funds and Accounting

As a component unit of the Village of Downers Grove and through intergovernmental agreement, the Village of Downers Grove provides accounting services to the Downers Grove Public Library. The Village accounts for library revenues and expenditures in a Library Fund for general operations and Library Capital Replacement Fund for capital expenses. The Village undergoes an annual audit conducted by an accounting firm experienced in working with units of local government.

6.4 State Grants

The Downers Grove Public Library submits an annual application for the Illinois Public Library Per Capita Grant administered by the Illinois State Library and complies with the administrative requirements for its eligibility and expenditure. The library may also be eligible and apply for other State of Illinois grant programs.

6.5 Miscellaneous Revenues

6.5.1 Fees and Other Charges

The library may impose such fees and other charges as may be necessary to replace lost or damaged materials or support special services or activities.

6.5.2 Credit and Debit Cards

The library accepts generally recognized credit and debit cards for payment of fees and other charges. The library absorbs the charges from banks and card processors

as a convenience to its patrons and a cost of operation. The library may set minimum and maximum amounts for credit and debit card payments.

6.5.3 Debt Collection

The library makes a reasonable effort to collect all amounts of money owed to it. For fees and other charges, the library sends notices, blocks further borrowing of library materials, withholds other services, and/or undertakes other appropriate measures to encourage both the return of library materials and the payment of amounts owed. The library may employ the services of a collection agency when the value of unreturned library materials or accumulated fees exceeds established minimum levels.

6.6 Financial Reserves

The library maintains an Operating Reserve in its Library Fund and a Library Capital Replacement Fund to ensure the stability and continuity of the library's operations. The Library Capital Replacement Fund is a special reserve fund established under 75 ILCS 5/5-8. Short-term cash flow shortages caused by the difference between the normal expenditure cycle and the normal income cycle are covered by the Village of Downers Grove, as provided for by intergovernmental agreement.

6.6.1 Purposes

Funds in the Operating Reserve are accumulated and may be expended to cover uninsured property and casualty losses and other unbudgeted expenses, such as unanticipated failure of major equipment or elements of the library building. Funds in the Library Capital Replacement Fund are accumulated and may be expended for emergency purposes and capital repair and replacement of building, systems, equipment, fixtures, and furnishings, as provided for in the library's Board-approved planning documents.

6.6.2 Funding Sources

The Operating Reserve and the Library Capital Replacement Fund are funded by surplus unrestricted operating funds. The Board of Library Trustees may designate that a specific source of revenue be set aside for the Operating Reserve and the Library Capital Replacement Fund.

6.6.3 Accounting

The Operating Reserve is accounted for as a portion of the Library Fund balance. As part of the library's annual budget process, the portion of the Library Fund balance constituting the Operating Reserve will be computed in accordance with the provisions of this policy and reported appropriately. The Library Capital Replacement Fund is accounted for as a separate fund.

6.6.4 Funding Levels

For uninsured losses and other equipment failure expenditures, the Operating Reserve amount will be set at 35% of the total amount needed to replace one boiler, one rooftop air conditioning unit, and the entire flat portion of the roof.

For planned capital expenses, the Library Capital Replacement Fund will be funded according to an annual budget allocation, as provided for in the library's Board-approved planning documents.

6.6.5 Use of Financial Reserves

When using Operating Reserves for the purposes of uninsured losses and other equipment failure expenditures, the Library Director will submit a request, including analysis of needs, determination of costs, and plans for completion of needed work, for the Board of Library Trustees' approval. Upon approval, the Library Director will coordinate any needed adjustments involving the payment and accounting practices of the Village of Downers Grove.

When using the Library Capital Replacement Fund for planned capital expenses, the revenue and expenditures will be included in the library's annual budget process.

6.6.6 Replenishment of Financial Reserves

Replenishment of the Operating Reserve available for uninsured losses and other equipment failure expenses will be made by annual allocation of operating surpluses. Replenishment of the Library Capital Replacement Fund will be made by annual allocation of an amount provided for in the library's Board-approved planning documents.

6.7 Disposition of Surplus Property

Property that is no longer used or needed by the library to perform its service to the public will be disposed of by staff in the following manner:

- **Library Materials** - Surplus books and other library materials may be sold directly to the public, turned over to the Friends of the Downers Grove Public Library or other agents for sale to the public, or, especially in cases of damaged materials that have no further use, recycled or otherwise disposed of.
- **Computers and Electronic Equipment** - Surplus computers and other equipment may be offered for sale or recycled through a recognized electronics recycling program.
- **Furniture, Fixtures, and Other Equipment** - Surplus items that may have scrap value, such as steel shelving or other metal items, may be sold to an appropriate materials recycler. Other items will be offered for sale to the public, turned over to an agent for sale to the public, or removed as refuse.
- **Items with a Unit Value Exceeding \$1,000** - Surplus items that may have a unit value exceeding \$1,000 will be offered for sale to the public via an advertised

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public auction. If such an auction is unsuccessful in disposing of the items, they may be handled in the same fashion as items of lesser value.

- **Proceeds** - All proceeds from the sale of surplus property will be treated as miscellaneous revenue and deposited in the library's Operating Fund.

6.8 Purchasing

Purchases of the library are governed by State of Illinois statutes. In addition to any statutory requirements, the library uses the most responsible business practices in its purchases.

6.8.1 Board Responsibility

Board of Library Trustees approval of the annual budget serves as authorization, subject to the other provisions set forth in the policy, for spending within the boundaries of the operational plan supported by the budget. After formal adoption, the budget may be modified only with Board approval. In addition, Board approval will be required for:

- all purchases and/or awarding of contracts conducted through formal competitive bidding; and
- any other purchase or contract award exceeding \$25,000.

6.8.2 Major Capital Expenditures

All purchases or contracts for capital expenditures (buildings, construction work on buildings, major equipment) in excess of \$25,000 shall be awarded through a formal, advertised, public bidding process to the lowest responsible bidder. A public bidding process may be waived if the Board of Library Trustees deems the cost of a Request for Proposal process is in excess of the potential savings for non-construction projects.

6.8.3 Staff Responsibilities

The Library Director will approve or oversee all purchases or contracts between \$5,000 and \$25,000. These purchases or contracts may be made without competitive bid requirements but will, whenever possible, be based on at least three documented price quotes. Purchases up to \$5,000 may be made by designated staff with attention to lowest possible cost and highest possible quality, performance, and service capability.

6.8.4 Professional Services

Contracts for professional services, such as architecture, construction management, consulting, or legal services, will be awarded based on a qualifications-based selection and interview process unless the library has a satisfactory relationship for services with one or more firms, as provided for by State of Illinois statutes.

6.8.5 Sole Source Purchases

The Library Director, without conducting a competitive process, may award purchases and contracts up to \$25,000, where the Library Director has determined that there is only one feasible source for the goods or services in question. These include utilities, library materials, proprietary software systems such as mechanical controls and fire alarm systems, or the unique expertise of a vendor. Sole source purchases exceeding \$25,000 require Board approval.

6.8.6 Emergencies

In a bona fide emergency, such as a condition that threatens the safety of the public, staff, or the integrity of the library's building or other major property, the Library Director may make purchases over \$25,000 per vendor to restore stability to the situation. Whenever possible, the Library Director will confer with the Board President when making such a purchase of goods or services. The Library Director will document the circumstances surrounding the emergency and the response.

6.8.7 Credit Cards

Staff may use library credit cards when making online purchases with a vendor who only accepts credit cards for payment, when invoicing and payment by check is not feasible, or where out-of-pocket expenses such as those associated with attendance at a professional conference are involved. Staff will submit detailed documentation of all credit card expenditures. All credit card expenditures are audited monthly and reported to the Board of Library Trustees.

6.8.8 Enforcement

The Library Director, under the policy oversight of the Board, is responsible for enforcement of this policy.

6.9 Travel Expenses

The library complies with the Local Government Travel Expense Control Act [Public Act 99-0604]. As required by the Act, the library regulates the reimbursement of all Trustee and employee travel expenses. The Board of Library Trustees will reimburse employees' and Trustees' pre-approved travel, meal, and lodging expenses incurred on behalf of the library. Employees and Trustees are expected to exercise the same care in incurring expenses for official business as a prudent person would in spending personal funds.

6.9.1 Definitions

"Entertainment" includes, but is not limited to, shows, amusements, theaters, circuses, sporting events, or any other place of public or private entertainment or amusement, unless ancillary to the purpose of the program or event.

"Travel" means any expenditure directly incident to official travel by employees and Trustees of the library involving reimbursement to travelers or direct payment to private agencies providing transportation or related services.

6.9.2 Authorized Types of Official Business

Travel, meal, and lodging expenses will be reimbursed for employees and Trustees of the library only for purposes of official business conducted on behalf of the library. These include attendance at selected community events, off-site or out-of-town meetings related to official business, and pre-approved seminars, conferences, and other educational events related to the employee's or Trustee's official duties. Reimbursement will be made for reasonable expenses related to these activities.

Employees are eligible for reimbursement for attendance at training programs required as a condition of employment; meetings and programs sponsored by state or local professional organizations; conferences and programs of national professional organizations; and meetings that are related to a particular job skill.

6.9.3 Categories of Expenses

Airfare

The traveler is expected to obtain the lowest available airfare that reasonably meets business travel needs. The traveler will pay for the difference between higher priced tickets and coach or economy tickets with their personal funds.

Personal Automobiles

Mileage reimbursement will be based on mileage from the library to the off-site location of the official business, not from the employee's or Trustee's residence. When attending a training event or other off-site official business directly from an employee's residence, no reimbursement will be made if the distance is less than the mileage of a normal commute to the library. If the distance is higher than the employee's normal commute, reimbursement will be paid based on the differential of the commute less the mileage of a normal commute to the library. An employee or Trustee will be reimbursed at the prevailing IRS mileage rate. The traveler will only be reimbursed up to the price of a coach airfare ticket if they drive to a location for which airfare would have been less expensive. Tolls will be reimbursed.

Automobile Rentals

The traveler will be reimbursed for the cost of renting an automobile, including gasoline expense, only as provided in this section. A traveler using a rental car to conduct official business is required to purchase insurance through the rental agency. Car rental insurance will cover the vehicle during personal use, e.g., using the vehicle after the conference has ended. Compact or mid-size cars are required for two or fewer employees or Trustees traveling together and a full-size vehicle may be used for

three or more travelers. The traveler must refuel the vehicle before returning it to the rental company.

Public Transportation

In the case of local training or official business where an employee or Trustee chooses to use public transportation, reimbursement for use of public transportation is based on distance from the library to the training site (not from the traveler's residence), regardless of the transportation method chosen. However, when attending training or business directly from an employee's residence, no reimbursement will be made if the distance is less than the mileage of a normal commute to the library. If the distance is higher than the traveler's normal commute, reimbursement will be paid at the differential of the commute less the mileage of a normal commute to the library.

Other Transportation

The traveler should utilize hotel shuttle service or other shuttle services, if available. If none are offered, the use of the most economical transportation is encouraged. The traveler is authorized to utilize ground transportation options based on efficiency and cost effectiveness.

Hotel/Motel Accommodations

The traveler will be reimbursed for a standard single-room at locations convenient to the business activity. Employees of the same gender traveling together are expected to share accommodations when possible in order to minimize lodging costs.

Employees may be reimbursed up to half of the allowable room cost if they choose not to share a room and no additional cost is incurred due to their choice. In the event of a change in plans or a cancellation, the traveler must cancel the hotel/motel reservation so as not to incur cancellation charges. Cancellation charges will not be reimbursed by the library unless approved by a vote of the Board of Library Trustees. Hotel and motel room reimbursement is generally limited to the current U.S. General Services Administration (GSA) regulations in place at the time the expense is incurred, unless preapproved by the Library Director, if the cost of staying at an official conference hotel would be justified by the savings of other costs of travel such as transportation costs.

Meals

Meal reimbursement, excluding expenses for alcoholic beverages, is limited to the current U.S. General Services Administration (GSA) regulations in place at the time the expense is incurred. Meals during in-state travel that is not an overnight stay will be reimbursed for actual cost not to exceed the GSA regulations.

Vacation in Conjunction with Business Travel

In cases where vacation time is added to a business trip, any cost variance in airfare, car rental, lodging and/or any other expenses must be clearly identified on the receipt or Payment Request Form and paid by the traveler.

Accompanied Travel

When a traveler is accompanied by others not on official business, any lodging, transportation, meals, or other expenses above those incurred for the authorized traveler will not be reimbursed by the library.

Parking

Parking fees at a hotel/motel, conference center, or other site will be reimbursed only with a receipt.

Entertainment Expenses

No employee or Trustee of the library shall be reimbursed for any entertainment expense, unless ancillary to the purpose of the program, event, or other official business.

6.9.4 Approval of Expenses

Travel, meal, and lodging expenses incurred by any employee or Trustee in excess of the approved rates set forth in this policy must be approved in advance in an open meeting by a majority roll call vote of the Board of Library Trustees. Travel, meal, and lodging expenses incurred by any employee within the approved rates set forth in this policy are subject to prior approval by the Library Director.

6.9.5 Documentation of Expenses

Before an expense for travel, meals, or lodging may be approved, a Payment Request Form (available in the Administration Office) must be submitted within 60 days of incurring the expense, including:

- an estimate of the cost of travel, meals, or lodging if expenses have not been incurred or a receipt for the travel, meals, or lodging if expenses have already been incurred;
- the name of the employee who received or is requesting the travel, meal, or lodging expense reimbursement;
- the job title or office of the employee who received or is requesting the travel, meal, or lodging expense reimbursement; and
- the date or dates and nature of the official business for which the travel, meal, or lodging expense was or will be expended.

All documents and information submitted in connection with reimbursements are public records subject to disclosure under the Freedom of Information Act.

6.10 Reimbursable Expenses

Approved August 29, 2018; Revised August 28, 2019

The library complies with the amended Illinois Wage Payment and Collections Act [820 ILCS 115/9.5], requiring employers to reimburse all "necessary expenditures ... incurred by the employee within the employee's scope of employment and directly related to services performed by the employer."

6.10.1 Types of Reimbursable Expenses

Necessary expenses include, but are not limited to, travel time, mileage beyond the employee's normal commute, and supplies for programs. The library provides employees the necessary electronic devices and internet access to complete all work required by the scope of employment. The library will not reimburse staff for personal or telecommuting expenses that are incurred as a result of work performed for the library. These expenses include, but are not limited to, personal cell phones, home internet use, office space, etc.

6.10.2 Approval of Reimbursable Expenses

Travel time is recorded on the employee's timesheet and approved by the employee's supervisor as incurred. Mileage is reimbursed according to Section 6.9.3 Personal Automobiles. All other reimbursable expenses must be approved in advance by the employee's supervisor or the Library Director.

6.10.3 Documentation of Reimbursable Expenses

A Payment Request Form (available in the Administration Office) must be submitted within 60 days of incurring the expense, including:

- a receipt for expenses already incurred or signed statement in lieu of a receipt;
- the name of the employee who is requesting reimbursement;
- the job title or office of the employee who is requesting reimbursement; and
- the date or dates and nature of the official business for which the expense was incurred.

All documents and information submitted in connection with reimbursements are public records subject to disclosure under the Freedom of Information Act.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Agenda Item 8G

DEI Project Phase 1 Proposal from RGW Consulting

At their October meeting, the Board of Library Trustees discussed the Diversity, Equity, and Inclusion Trajectory Discovery Report from RGW Consulting. The report recommended actions to be taken over the next two years to close the gap between the where the library is today and its stated purpose and values around diversity, equity, and inclusion.

The Scope of Work proposed is Phase 1 of implementation of RGW Consulting's recommendations, to be completed in 2021. It includes:

- Equity Advisory Team Development
- Equity Strategic Plan Development
- Board, Leadership, and Staff Development
- Reflections and Next Steps Meetings

Staff development sessions in this Scope of Work would comprise the agenda for the 2021 Staff In-Service Day, scheduled for January 15, 2021.

The Oak Park Public Library is completing their Phase 1 in 2020 with RGW Consulting and highly recommended the process. Though the Scope of Work differs for each library, it is instructive to have their feedback on the process.

Recommended Action: Approve the DEI Project Phase 1 Proposal from RGW Consulting in the amount of \$35,000.



RGW

SCOPE OF WORK

BY RGW CONSULTING, LLC.
PROPOSED TO:

**Downers Grove
Public Library**

708.646.8312

WWW.RGWASHINGTON.COM

"Reimagining & Generating Wonder"

RGW Consulting, LLC is a boutique consulting firm that curates opportunities for its clients to Reimagine and Generate Wonder that leads to diversity, equity, and inclusion for all.

Our vision is a world where differences are embraced and celebrated. Our mission is to create a community of individuals who possess a growing consciousness of the cultural space they occupy and are agile in their ability to navigate a variety of cultural spaces, toward a more viable and sustainable framework for doing business equitably.

Reesheda Graham Washington



CEO, PRINCIPAL
CONSULTANT

"If you are always trying to be *Normal*
you will never know how *Amazing* you
can be!"

~Maya Angelou

CONTACT RGW

PHONE: 708-646-8312

LOCATION: 163 S. OAK PARK AVE.

OAK PARK, IL 60302

EIN NO.: 83-4284702





REESHEDA GRAHAM WASHINGTON

CHIEF EXECUTIVE OFFICER

PERSONAL PROFILE

I am an entrepreneurial consultant with over 10 years experience in providing mission inspired, intersectional leadership that invites equity for all using an efficacious, asset-based approach.

SKILLS & ABILITIES

- Facilitator of community & connectivity
- Expertise in curriculum development & experience design,
- Well versed in cultural agility, equity & justice principles & practices
- Knowledgeable regarding strategic planning & data analysis
- Entrepreneurial, innovative, generative, and iterative in thinking & leadership style
- Centers practices of collaboration, mindfulness & discernment in decision making
- As a Black Woman, I embody DEI practices by way of lived experiences

INTERESTS & HOBBIES

- Social Enterprise, Economic Development, & Equity
- Liberal Arts & Sciences
- Interior Design
- Cooking Regionally Inspired Recipes

CONTACT INFORMATION

Cell: 708-646-8312
info@rgwashington.com
www.rgwashington.com
163 S. Oak Park Avenue,
Oak Park, IL, 60302

MOST RECENT EMPLOYMENT

RGW Consulting, LLC, Chief Executive Officer
Oak Park, IL January 2019-Present. www.rgwashington.com
RGW consulting supports individuals, communities, and organizations recognize the actual and realize the ideal through speaking, coaching, training, consulting, and facilitating. Our clients are remarkably diverse: large and small, private and public, faith-based and secular, for-profit and nonprofit. We curate curiosity & wonder to foster sustainable transformation that emphasizes equitable practices for all.

LIVE 2.0, LLC, Chief Experience Office
Oak Park, IL 2016-Present. www.livexclamation.com
Design and develop a start-up artisanal, destination, transformational experience café that infuses asset-based community development, economic development and equity (ABCDE²) practices and serves as a model for sustainable community development for other organizations. Innovated the concept, ethos, mission, and vision of a diverse, inclusive, transformational space that curates opportunities to live in tension, live intentionally, and facilitate practices in being in difficult dialogue with one's self and others.

Communities First Association, Executive Director
Oak Park, IL 2013-2019
Led and strategically developed a board, staff, and national community of practitioners as part of a faith-based, intermediary organization that specializes in the multiplication of asset-based community development, economic development, and equity (ABCDE²). Increased board diversity by 34% within the first 12 months of tenure and 73% within the first 24 months. Increased affiliate diversity by 800% within the first 24 months of tenure. Developed and redesigned equitable vetting and certification processes. Rebranded the organization enhancing communication of mission, vision, and values of the organization. Reclaimed relationships with two major foundations formerly acquainted with the organization. Developed a sustainability model shifting the organization from foundation reliance to a fee for service framework, simultaneously avoiding mission drift. Launched a professional development initiative comprised of 11 core competencies, including an online learning community, allowing for an equitable, collaborative network with standards of excellence in asset-based community development

REFERENCES

Gavin Morgan, Director, Oak Park Township,
gmorgan@oakparktownship.org*
Brynne Hovde, COO, The Nova Collective, Co-Founder, Race
Conscious Dialogues, brynne@thenovacollective.com*
Bernadette Arthur, Equity Consultant, Co: Culture Collective,
bernadette@coculture.co*
Dr. Carol Kelley, Superintendent, Elementary School District 97,
ckelley@op97.org*
Kathleen Porreca, Principal, Regina Dominican High School,
kporreca@rdpanthers.org*
Wilonda Cannon, Director of Development, Breakthrough Urban
Ministries, wcannon@breakthrough.org*
Alaina Kleinbeck, Director, Leadership Education, Duke University,
akleinbeck@div.duke.edu*
David Seleb, Executive Director, Oak Park Public Library,
d.seleb@oppl.org*
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*Denotes all past/current clients who can speak to our experience



RGW CONSULTING, LLC

WWW.RGWASHINGTON.COM

WHO WE ARE

RGW is a company skilled at guiding individuals and groups on an inquisition of curiosity and wonder about their goals and passions, particularly as it pertains to decolonization and deconstruction of systems that marginalize historically underserved and/or underrepresented people groups. We assist clients in determining what needs to be dismantled, as well as what needs revision and restoration to ensure justice oriented growth and development.

WHAT WE DO

RGW consulting supports individuals, communities, and organizations recognize the actual and realize the ideal through speaking, coaching, training, consulting, and facilitating. Our clients are remarkably diverse: large and small, private and public, faith-based and secular, for-profit and nonprofit. We curate curiosity & wonder to foster sustainable transformation that emphasizes equitable practices for all.

CONTACT INFORMATION

Cell: 708-646-8312
info@rgwashington.com
www.rgwashington.com
163 S. Oak Park Avenue,
Oak Park, IL, 60302

RGW: "Reimagining & Generating Wonder"

EMPLOYMENT HISTORY

**The Evangelical Covenant Church, Director of Mission Mobilization
Chicago, IL 2011-2013**

Managed and Led a team mobilized to obliterate extreme poverty in the Equateur Province of Congo through the denomination's partnership with World Vision to sponsor 10,000 children in one year and ultimately 20,000 children in Congo. Recruited 400+ churches' involvement in Covenant Kids Congo. Acted as point person and liaison between the ECC & World Vision. Monitored and communicate on the ground developments in Congo. Comprehensively created, coordinated, and implemented tiered strategic plans related to recruitment, marketing, communications, resourcing, and treatment-streaming

**American Quality Schools, Regional Manager of Curriculum & Instruction
Chicago, IL 2008-2011**

Managed and Supported 9 Elementary and Secondary Charter Schools in traditionally underserved urban communities as it pertained to building & budget management, school leadership, culture & climate, parent & community satisfaction, curriculum & instruction, and professional development. Created, planned, and evaluated the implementation of curriculum. Facilitated partnerships and communications with representatives from school stakeholders. Created a NEW school with a strong culture and climate that supports data-driven decision making and lifelong learning.

EDUCATIONAL HISTORY

National Louis University Chicago, IL 2006-2007

**Master of Educational Leadership, Administration, & Supervision of
Curriculum & Instruction**

Chicago State University Chicago, IL 1996-1999

Master of Arts, English Literature

Northern Illinois University DeKalb, IL 1992-1996

Bachelor of Arts, English Literature

CERTIFICATIONS & PUBLICATIONS

**State of Illinois Administrative Certificate Type 75, April
2007**

State of Illinois Teaching Certificate Type 09, August 1998

**Bi-Vocational Minister's License, The Evangelical Covenant
Church, June 2012-Present**

Certified Life Coach, Christian Coaching Institute, April 2015

**Co-Author, Soul Force: Seven Pivots Toward Courage,
Community, and Change Published June 5, 2018, Herald
Press.**



Contact Information

708.646.8312

163 S. Oak Park. Ave.

Oak Park, IL 60302

PRIMARY POINT OF CONTACT:

Reesheda Graham Washington

Reesheda@rgwashinton.com

RGW

THE SCOPE OF WORK

THE COMPANY

RGW Consulting supports individuals, communities, and organizations recognize the actual and realize the ideal through speaking, coaching, training, consulting, and facilitating. Our clients are remarkably diverse: large and small, private and public, for-profit and nonprofit. We curate curiosity & wonder to foster sustainable transformation.

THE CLIENT

The Downers Grove Public Library (DGPL) is a place for everyone to discover, grow, play, and learn! DGPL is committed to lifelong learning, relationship building, transparency of information, and equitable access for all.

Having completed the stage zero work of the Discovery Protocol Implementation, RGW is prepared to implement the recommendations associated with the discovery.

CONTACT INFO

Downers Grove Public Library

1050 Curtiss St.

Downers Grove, IL 60515

Julie Milavec, Director

jmilavec@dglibrary.org

630-960-1200

PLAN GOALS

RGW will work with Downers Grove Public Library and its stakeholders to implement the Cultural Agility Assessment Tool and share the organization's aggregate data with them as the impetus toward comprehensive DEI trajectory implementation that RGW will facilitate over the course of one year to inform DGPL's future trajectory in becoming an organization with developed capacity toward equitable governance and leadership.

PLAN DELIVERABLES

In terms of deliverables under this proposal, RGW would provide services in the areas projected below over the course of 12 months in 2021:

1. DEVELOP AN EQUITY ADVISORY TEAM
2. EQUITY STRATEGIC PLAN DEVELOPMENT
3. BOARD, LEADERSHIP, AND STAFF DEVELOPMENT
4. FEEDBACK, REFLECTIONS, NEXT STEPS, AND PLANNING MEETINGS AND COMMUNICATIONS THROUGHOUT

OUR METHODOLOGY

Let's Get Curious!

Discovery

Born out of a desire to interrupt racism, bias, and injustice, RGW Consulting emerged from a determination to reimagine the way we approach diversity, equity, inclusion, and anti-racism work.

Inquiry

Participants often approach DEI building on the last traumatic experience they've had, which leads to reservation, disdain, and guardedness before they even start the training. With a sheer wit, a bit of levity, and the significance of storytelling in mind, RGW prides itself on engaging its participants in the preliminary work of thinking about how we learn (metacognition), interrogating our posture (self-reflection), and equipping participants with practices (mindfulness) that lead to a more healthful engagement of humanity in DEI content.

Differentiation

With a commitment to truth, vulnerability, and transparency, we help our clients hold the tension between the deep and difficult work ahead and the care required to face the challenges associated with DEI. With an emphasis on a customized and uniquely differentiated journey for each client, our discovery implementation and curation of a curious space in which to ask hard and heavy questions cultivates opportunities for individual and organizational transformation. We discover your purpose and align scalable solutions to your passion points, infusing equitable practices all along the way.

Oak Park Public Library

Having partnered with the Oak Park Public Library for almost a year, we have taken the steps of implementing a discovery process that included representation across stakeholderhood to inform our way forward. From there, we developed impressions and recommendations that included board and leadership development, staff development, as well as strategic plan and budget equity audits. Additionally, OPPL has established an anti-racism advisory team that is designing a strategic plan specifically related to anti-racism holding the organization accountable to its forward progression. Finally, we have galvanized a Black affinity group that meets monthly, fostering intentionality around the centering of Black voices. These elements have led to great progress in the library's goals of becoming an anti-racist organization, so much so that five additional suburban libraries have adopted the model and our services to move their organizations forward in anti-racist practices as well.

Breakthrough Urban Ministries

A client for the past 3 years, Breakthrough Urban Ministries is integrating anti-racist practices into all that they are and everything that they do. Their quest for the embodiment of anti-racist ways of being has led to the reworking of staff development to ensure that all staff receive equity training and all incoming staff receive anti-racism training as a part of their onboarding process. Together, we have examined their leadership pipeline, bonus, raise, and salary structures, and their decision making protocols, mining for equitable practices. The result? An equity framework that they now use to funnel their decision making through an equity lens, and a succession plan that ensures an equitable future for the organization.

A Word on Our Current Context

Given our current context, it is important to note that RGW has implemented a hybrid method of both in-person and zoom-based meetings and gatherings for both of these clients, as well as the many other clients of RGW. Because we have always operated using a hybrid model, we have experienced a seamless transition with our clients into our current landscape that relies more heavily on zoom as a platform for connectivity. RGW is flexible in its integration of technology to ensure safety for all, while still managing effective engagement with our clients. For further detail, feel free to reach out to us directly or to either of these clients (contacts listed in the references section above) to receive more information on our technology based integration of services.

KEY COMPONENTS

01

EQUITY
ADVISORY TEAM
DEVELOPMENT

02

EQUITY
STRATEGIC PLAN
DEVELOPMENT

03

BOARD,
LEADERSHIP, &
STAFF
DEVELOPMENT

04

REFLECTIONS &
NEXT STEPS
MEETINGS

OBJECTIVES

- DGPL will work with RGW Consulting to develop an intersectional equity advisory team that includes members of leadership, staff, the board of trustees, and community stakeholders that help to guide, inform, and implement equity initiatives and acculturate equitable principles and practices at DGPL
- The DGPL Equity Advisory Team will work together and be informed by key stakeholders in the development of an equity strategic plan that includes goals, objectives, benchmarks, evaluative methods, and aligned resources, including budget to inform their implementation of equity initiatives in 2022
- Leaders will become adept at the use of an equity framework by which to develop policies, programs, protocols, and procedure, as well as by which to make equitable decisions moving forward
- DGPL Trustees, Leaders, and Staff will receive workshop content pertaining to implicit biases, the 4 quadrants of equity, posturing for equitable discourse, narrative sharing, developing a common and shared language, and other topics across 4 3 hour sessions for Leaders, and 2 3 hours sessions for Trustees & Staff, respectively
- The executive team and the equity team will engage RGW Consulting in meetings that progress the goals and objectives listed in this scope of work throughout the process; they will also engage in a year end final reflections and next steps meeting to discuss the 2022 implementation plan

RGW

KEY COMPONENTS

01

EQUITY
ADVISORY TEAM
DEVELOPMENT

02

EQUITY
STRATEGIC PLAN
DEVELOPMENT

03

BOARD,
LEADERSHIP, &
STAFF
DEVELOPMENT

04

REFLECTIONS &
NEXT STEPS
MEETINGS

ESSENTIAL QUESTIONS

- What are the key logistical elements that must be considered to ensure optimal implementation of this yearlong journey?
- What are the ways in which policies, protocols, and procedures must be amended to fortify the organization's journey toward equity for all?
- Who are the people that we should be connecting with this year to ensure their on-boarding and participation in the implementation of this phase of the work, to commence at the onset of 2021?
- How will we need to work around current COVID-19 conditions as we commence the implementation of this work?
- Is there work/training/initiative(s) that are already scheduled for 2021 that are synergistic to the objectives of this plan that should be integrated/streamlined in any way?
- Are there any communications, internally or externally, that should be crafted to the larger body/stakeholdership that would create more awareness/synergy for the journey ahead?

RGW

Let's Get Curious!!!

GOALS (RGW)

- To have participants consider the conditions under which we actually learn and compare those conditions to the conditions that we often request for learning
- To have participants examine their lives and interrogate the impact of homogeneity on them, individually and personally, as well as collectively and professionally
- To reveal the nuances in how we develop authentically shared and common language
- To introduce participants to the four quadrants of racism/inequity and to consider solutions associated with each quadrant and the extent to which we currently engage those solutions

OBJECTIVES (Participants)

To articulate the conditions and contextualization that actually supports teaching and learning DEI

To embody the self-examination processes required to healthfully engage DEI content

To name key concepts related to developing shared language

To identify the ways in which homogeneity informs their collective work

To articulate the four quadrants of racism & inequity; to consider a way forward that healthfully embodies balanced work across all four quadrants

Below, please find 4 EXAMPLE TEMPLATES of content that is generally and typically a part of the RGW workshop framework. Please note that these vary based on time and the number of occurrences. These overview are intended only to give you a sense of the kinds of activities you should expect to experience:

AGENDA 1 OVERVIEW:

- Norming: "Painted on Canvas" by Gregory Porter (20min.)
- Conditions and Context in Which We Learn (20 min.)
- Narrative Sharing in DEI Work, Part 1 (40 min.)
- Break (10 min.)
- Developing a Context and Conditions for Shared Language (25 min.)
- Unpacking Whiteness (25 min.)
- Q & A and Reflections (30 min.)
- Closing (10 min.)

AGENDA 3 OVERVIEW:

- Narrative Sharing in DEI Work, Part 3 (30 min.)
- Shared Language, Part 2: Ibram X. Kendi's "How to be an Anti-Racist" (50 min.)
- Break (10 min.)
- The 4 Quadrants of Racism & Inequity (30 min.)
- Trusted Ten Aggregated Data Review (25 min.)
- Q & A and Reflections (25 min.)
- Closing (10 min.)

AGENDA 2 OVERVIEW:

- Narrative Sharing in DEI Work, Part 2 (30 min.)
- Cultural Agility Assessment Tool Aggregated Report Feedback (45 min.)
- Break (10 min)
- Victim/Oppressor Training (60 min.)
- Q & A and Reflections (25 min.)
- Closing (10 min.)

AGENDA 4 OVERVIEW:

- Narrative Sharing in DEI Work, Part 4 (30 min.)
- Mini Lesson: Equity Framework (20 min.)
- Equity Framework Integration Practice (25 min.)
- Break (10 min.)
- 4 Quads Equity & Anti-Racism Work (55 min.)
- Q & A and Reflections (30 min.)
- Closing (10 min.)

WORKPLAN ELEMENTS

RGW Consulting, LLC anticipates the following "back end preparations" in an effort to ensure effective implementation of the DEI work plan:

- Analysis of Aggregated Cultural Agility Assessment Data from leadership team members
- Workshop Preparation Time: Content & Logistics both with the CIS team and aside from the team
- Facilitated Implementation of a series of workshops via zoom
- Evaluative Feedback and Reflection Loops between workshop sessions
- A Final meeting to discuss the holistic experience, as well as recommended next steps

COMPENSATION AGREEMENT

This yearlong work plan is to be compensated at a total of \$35,000. A non-refundable deposit of \$10,000 is to be paid via Honeybook* by December 1, 2020 , in order to secure the timeframe indicated for this workplan. The balance of \$25,000 is to be rendered on the 15th of each month at a rate of \$2,083.33 over the subsequent 12 months. All correspondence is to be sent to RGW's attention at the address indicated on this letterhead or emailed to reesheda@rgwashington.com.

(*A 3% service charge will be applied to all Honeybook transactions)





RGW

"Reimagining & Generating Wonder"



TED

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**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Agenda Item 9A

COVID-19 Response and Phased Reopening Plan

At the October 28, 2020 meeting, the Board of Library Trustees again reauthorized the Library Director to enact temporary policies, in consultation with the Board President and within the parameters of the COVID-19 Response and Reopening Phasing Plan. The COVID-19 Response and Reopening Phasing Plan draft dated November 10, 2020 includes a new section, Resurgence Mitigations, in response to the State of Illinois' implementation of tiered restrictions rather than rollback of Restore Illinois Phases.

DGPL has rolled back to Phase 3, Limited Public Service, Limited Hours, with plans for restoration of services halted. Public service hours remain Monday through Friday 10:00 a.m. to 7:00 p.m., Saturday 10:00 a.m. to 5:00 p.m., and Sunday 1:00 to 5:00 p.m. Capacity limits remain in force, with staff monitoring both entrances to track capacity and remind visitors to wear masks properly. Children age eight and older may visit the library without an adult. Visit duration remains at two hours and computer sessions at 90 minutes. Curbside service usage remains steady. RAILS (Reaching Across Illinois Library System) quarantine requirement was rolled back from 7 days to 3 days, based on REALM (Reopening Archives, Libraries, and Museums Project) results and literature review.

Illinois remains in its Phase 4: Revitalization of the Restore Illinois plan, but Tier 2 Resurgence Mitigations for Region 8 (DuPage and Kane Counties) are in force as of November 11, 2020. Mask requirements and social distancing remain in place. Meeting, social event, and gathering size allowed is reduced to 10 people. However, the use of Meeting, Conference, and Study Rooms for quarantine of items, storage of furniture, and socially distanced staff workspaces does not allow for gatherings in the library. Capacity limits are 25 people or 25% for organized group recreational activities such as sports but remain at 50% for retail establishments.

As things stand today, if Region 8 (DuPage and Kane Counties) comes under Tier 3 Resurgence Mitigations, DGPL would roll back to its Phase 2, Curbside Pickup. As a government body, the library may determine what constitutes its essential functions and continue those functions. With the establishment of contactless curbside service in May, DGPL staff (and our patrons) have the experience and knowledge to safely offer this service as an essential function of the library. Some staff would work in the library to support curbside, record virtual programming, and other functions that cannot be done remotely. The library building's size and cessation of public access would allow this to

occur safely, with masks and social distancing required. Options for computer access for our most vulnerable patrons under discussion. Laptop kits for checkout through curbside and/or deployment of one or two workstations for appointment-only public PC use in the Forest Street lobby may be implemented to meet this need.

Recommended Action: Reauthorize Library Director to continue to make temporary policy changes in consultation with Board President and within parameters of COVID-19 Response and Reopening Phasing Plan as presented.

COVID-19 RESPONSE AND PHASED REOPENING PLAN DOWNERS GROVE PUBLIC LIBRARY

INTRODUCTION: COVID-19 has forced the library building to close temporarily, but it has not closed our library. Virtual services continue, developed and provided through the talents and creativity of the library's extraordinary staff. This document, COVID-19 Response and Phased Reopening Plan, outlines proposed stages to reopen our library building. This phased strategy keeps the health and safety of the staff and public as the highest priority of Downers Grove Public Library. In this time, our decisions will be health-driven rather than customer service driven. In addition to compliance with national and state Executive Orders, the library will follow the recommendations of the DuPage County Health Department, Illinois Department of Public Health, and the CDC for staff and public safety.

Caveats and Considerations:

- We don't know when we will implement any phase of this plan.
- We don't know how long each phase will be implemented, if phases may be combined, or if public health recommendations require reverting to a previous phase.
- We don't know if we will receive clear public health guidance for public libraries, or if we will have to rely on the general consensus of public health agencies and others in our profession.
- SWAN is seeking to achieve uniformity in the reopening schedule of its member libraries, so to some extent we may be required to conform to timelines set by SWAN.
- We don't know when RAILS will resume delivery.
- Summer Reading will be planned with all virtual programs. If restrictions ease, in-person programs may be added back at that time.

- Good faith attempts will be made to rotate the in-building staff so that all take turns working in-library and telecommuting. Complete equity of staff time in-library and telecommuting is not possible, given specialization of tasks.
- The Board of Library Trustees approved Fine Free through August 2, both to help those in our community struggling financially as a result of the COVID-19 crisis and to mitigate cash handling concerns.

REOPENING PHASES

General overview of the phased open approach

Phase 1: Return of Materials Only

Library building is closed to the public. Staff come in to prepare to reopen the building. Book drops reopen for materials return.

Date Implemented: Monday, May 4, 2020 (Actual Date: May 4, 2020)

Context: Restore Illinois Phase 2 implemented for our area. Social distancing is recommended. Face masks are required. Infection risks are still high. Supplies are limited and restocking ability is uncertain.

Summary: Library building remains closed to the public. Scheduled staff start working onsite (under specific safety procedures) to prepare spaces, collections, and technology for reopening the building. Staff may work in staff and public areas. Some staff continue to work remotely. Materials return begins. Materials are quarantined according to RAILS requirements before being checked in and reshelfed. RAILS delivery may not be available.

Phase 2: Curbside Pickup

Library provides curbside service for access to physical materials, with reduced hours. Library building is closed to the public. Staff continue to

prepare to reopen the building.

Anticipated Date: Monday, May 18, 2020 (Actual Date: May 20, 2020)

Context: Restore Illinois Phase 2 implemented for our area. Social distancing is recommended. Face masks are required. Infection risks are still high. Adequate supplies are on hand to comply with safety recommendations for public and staff, but supply needs and availability are uncertain.

Summary: Curbside pickup service will begin for only those materials available in the library. SWAN holds and delivery may not be available. Reference and readers advisory services continue via phone, email, and chat. Curbside service procedures to be determined by the Circulation Department. Library staff bring materials to the patron's car, checked out, and place in patron's trunk. Staff wear gloves and non-medical masks. Staff in the building are limited and practicing social distancing as recommended by public health officials. Continue quarantining books for as long as advised. No reservations for study rooms or meeting rooms are accepted. Holds will be filled if and when SWAN is allowing holds. Holds will be available for curbside pickup. RAILS delivery may not be available, limiting holds to local items only.

Phase 3: Limited Public Service, Limited Hours

Library reopens to provide access to physical materials, but with reduced hours. Other services are limited or restricted.

Anticipated Date: Monday, July 6, 2020 (Actual Date: July 6, 2020, returned October 23, 2020)

Context: Restore Illinois Phase 3 implemented for our area. Social distancing is recommended. Face masks are required. Infection risks are still high. Adequate supplies are on hand to comply with safety recommendations for public and staff, but supply needs and availability

are uncertain.

Summary: Library reopens to the public, but not to encourage extended stays or gatherings. Patrons may access materials, including self-service holds. Seating is removed from public areas. Access to Kids Room play areas is restricted. No reservations for study rooms or meeting rooms are accepted. Computer access may be offered by appointment only. Open hours may be limited to allow for materials to be shelved and holds pulled before the library opens to the public. Curbside Pickup continues to accommodate vulnerable patrons and patrons not yet comfortable coming into the library. Limits to number of patrons in the building and limits on access to children under 13 without an adult may be established. Fine free limits cash handling. Desks are staffed to allow for social distancing. Staff may be assigned to monitor patron behavior to prevent group gatherings and maintain social distance. Staff continue to offer services through chat, phone calls, and emails. Home deliveries may resume on a “no contact” basis.

Phase 4: Restoring Services and Hours

Gradual restoration of library services return to regular hours.

Anticipated Date: Restore Illinois Phase 4 implemented for our area. Social distancing is recommended. Face masks are required. (Actual Date: September 16, 2020 through October 23, 2020)

Context: Physical distancing is still recommended, but infections risks are beginning to decline. Supply needs are predictable and supplies are plentiful.

Summary: Open hours gradually return to regular schedule, in keeping with usage patterns and as staffing allows. Visit duration increase incrementally, but extended stays or gathering remain restricted. Age for access by children without an adult returns to 8. Curbside Pickup continues to accommodate vulnerable patrons and patrons not yet

comfortable coming into the library. No reservations for meeting rooms are accepted. Capacity limits and/or other restrictions continue. Seating is slowly reintroduced, configured to allow for physical distance. Computers are accessible at intervals of at least 6 feet. Limited study room use is slowly reintroduced. Reservations for seating, computer sessions, and study rooms required. Access to Kids Room play areas are restricted. Desks are staffed to allow for physical distancing. Staff may wear gloves and non-medical masks.

Phase 5: Large Group Limits Only

The majority of library services are reintroduced. There may be limitations on larger group gatherings for meetings and programs.

Anticipated Date: Restore Illinois Phase 4 implemented for our area and Restore Illinois Phase 5 anticipated. Social distancing is recommended. Face masks are required.

Context : Physical distancing guidelines have been relaxed to allow for smaller group gatherings. Large group gatherings are still considered a risk.

Summary: Service desks staffed according to social distancing requirements. Device checkouts are permitted. Most computers in operation. Most seating is back in public areas. Toys return to the Kids Room and play areas are open. Meeting rooms and study rooms available for small group meetings.

Phase 6: New Normal

Service returns to “our new normal”.

Context: Restore Illinois Phase 5 implemented for our area. Infection threat is considered low or non-existent.

Summary: Large group gatherings are allowed in meeting spaces.

RESURGENCE MITIGATIONS

Beginning in fall 2020, the State of Illinois changed its regions and approach to COVID-19 resurgence. As regions reached certain thresholds in COVID-19 metrics, a tiered system of resurgence mitigations was implemented rather than rolling back the Restore Illinois Phases. The Tiers, Levels 1-3, as of November 10, 2020, include some but not all elements of a rollback to a previous Restore Illinois Phase. The Illinois Department of Commerce and Economic Opportunity (DCEO) posted guidance continues to be the Restore Illinois Phase 4 information for 16 different industry categories. Public libraries' general operations fit into at least seven different categories. Under the Governor's orders, "each government body shall determine its own Essential Government Functions and identify employees and/or contractors necessary to the performance of those functions" regardless of the Phase or Tier. Resurgence Mitigation Tiers will trigger the rollback of DGPL Phases, according to the restrictions implemented in each Tier.

STAFF CONSIDERATIONS

Phase 1: Return of Materials Only

- Announce date book drops open or do a "soft opening"
- Open book drops.
- Staff empty book drops daily wearing gloves and non-medical masks and put books in Meeting Room, marked in groups by date.
- Quarantine items according to RAILS requirements for delivery, then check-in, and reshelve. Other materials may be handled differently, based on the type of material.

- Limited staff in building per day during limited hours, practicing social distancing as recommended by public health officials.
- Continue quarantining books for as long as advised during subsequent phases.

What must be in place before this phase begins:

- Acquire adequate non-medical masks (if possible) and gloves for staff.
- Advise staff on resources to make masks.
- Research and advise staff on best practices for glove use to avoid recontamination via gloves.

Phase 2: Curbside Pickup

- Announce opening of curbside pickup of in-library materials or “soft opening”
- Patrons may be able to pick up books already on hold in building (SWAN dependent). If so, staff calls patrons with holds on shelf before closure to let them know they have materials waiting for them.
- Patrons call, email, or chat to place holds for materials currently on-shelf in the library. Staff answer phones, email, and chat, pull materials, place and trap holds. Circulation Department will create procedure for Curbside Pickup service.
- Reference and readers advisory services continue via phone, email, and chat.
- Patrons contact the library when they are outside. Library staff bring their materials to their car, checked out, in bags. Staff wear gloves and non-medical masks.
- Limited staff in building during limited hours. Curbside Pickup hours

limited.

- Patron may place holds or make requests for materials by voicemail or email outside of open hours.
- When SWAN unsuspends holds, holds will begin to fill. Holds will be available for curbside pickup.
- Staff wear gloves and non-medical masks.

What must be in place before this phase begins:

- Acquire adequate paper bags for curbside service. May eliminate use of bags.
- Acquire adequate non-medical masks and gloves for staff.
- Advise staff on resources to make masks.
- Research and advise staff on best practices for glove use to avoid recontamination via gloves.

Phase 3: Limited Public Service, Limited Hours

- Patrons may enter building to pick up holds and select materials.
- Seating and toys are not available to public. Access to Kids Room play areas is restricted.
- Limited public computer use will be available.
- Limits on access to children without an adult may be established.
- Wipe down computers with antiseptic wipes after each use.
- Wipe down self-check with antiseptic wipes after each use, if possible.
- Wipe down service desks with with EPA-approved disinfectant at intervals throughout day.
- Wipe down staff phones, computers, and mice with antiseptic wipes between shifts.

- Marks on floor for social distancing while standing in line and for maintaining appropriate distance from service desk.
- Fine Free removes some necessity of cash handling.
- Homebound deliveries may resume on a “no contact” basis such as drop off on porch or in other covered area and pick up of returns or be discontinued.
- Staff wear may wear gloves. Masks are required.

What must be in place before this phase begins:

- Acquire adequate PPE for increased staff working in the building.
- Determine reliable source of antiseptic wipes or viable substitutes.
- Set up procedures for staff monitoring and enforcement of social distancing.

Phase 4: Recovery of Services and Hours

- Phase back toward full staffing. Staff still advised to telecommute for “off desk” work to avoid crowding in staff office space.
- Continued curbside service may impact hours due to staffing availability.
- Soft seating and toys are not available to public. Access to Kids Room play areas may be restricted.
- Computers will be placed in-service/out-of-service to ensure 6 feet distance between users.
- Gradually reintroduce seating at tables for public use.
- Limits on access to children without an adult may continue.
- Wipe down computers with antiseptic wipes after each use.
- Wipe down tables/chairs with EPA-approved disinfectant after each use.
- Reintroduce study rooms for public use if possible with staff

needs.

- Cleaning of high touch surfaces at intervals throughout day.
- Wipe down staff phones, computers, and mice with antiseptic wipes between shifts.
- Marks on floor for social distancing while standing in line and for maintaining appropriate distance from service desk.
- Home Delivery and Satellite Stacks deliveries resume on a “no contact” basis, as allowed by the individual or organization, such as drop off on porch or in other covered area and pick up of returns.
- Staff may wear gloves. Masks are required.

What must be in place before this phase begins:

- Create plan for staff monitoring and enforcing social distancing for people moving around library, especially children/teens.

Phase 5: Large Group Limits Only

- Gradually relax social distancing and cleaning routines and use of non-medical masks, as advised by public health officials.
- Soft seating and toys return to public areas.
- Phase back to full on-desk staffing. Staff may telecommute for “off desk” work to avoid crowding in staff office space.
- Opening use of Meeting, Conference, and Study Rooms to the public occurs when rooms are no longer needed for storage of furniture, social distancing of staff work spaces, etc.

Phase 6: New Normal

- Resume in-person programming for all size gatherings.
- Policies for Phased Reopening Plan no longer in force, including temporary Staff Policies and Procedures for Phased Reopening Plan.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Agenda Item 10

Library Director's Report

LIRA Insurance Renewal Premiums

The Libraries of Illinois Risk Agency (LIRA) renewal for 2021 is well under the estimated 40% increase member libraries were advised to plan for. The renewal premium is an 18.2% for our library. The Gallagher Crisis Protect coverage that was optional in 2020 is now included in the LIRA plan for all members. I was also re-elected to a second term on the LIRA Executive Committee at the November 12, 2020 full membership meeting.

RAILS EDI Committee

Congratulations to Circulation Clerk Emily Kiang on her appointment to the new Reaching Across Illinois Library System (RAILS) Equity, Diversity, and Inclusion Committee! DGPL had several staff members applied to serve on the committee. Thanks to all who were willing to serve. For more information on the RAILS EDI Committee, visit <https://www.railslibraries.info/board/edi-committee>

SWAN Pilot Projects

The SWAN catalog consortium is undertaking two pilot projects in 2021. DGPL will be participating in the pilot for KitKeeper, a software to manage book discussion kits/bags for libraries. KitKeeper would allow SWAN libraries to interlibrary loan book discussion kits/bags within the consortium. DGPL has applied to participate in the pilot for the Aspen Discovery software. Aspen Discovery is a catalog overlay software that could replace the SirsiDynix Enterprise catalog we currently use. With its own search algorithms and display criteria, Aspen provides a different user experience. Pilot libraries will offer the Aspen Discovery catalog as a catalog option for patrons (it will still use our database, it's just the search-and-display software that sits on top), help research the user experience with patrons and staff, and provide feedback on all aspects of the software.

Illinois Public Library Per Capita Grant Application and Requirements

The Illinois Public Library Per Capita Grant Application deadline has officially been moved to March 15, 2021. Neither the 2021 application nor its requirements have been announced.

Submitted by Julie M. Milavec
November 12, 2020

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 18, 2020**

Department Reports – October 2020

Administration – Jen Ryjewski

- Attended ILA Best Practices Committee meeting where we formulated a Statement of Philosophy, parceled out responsibilities for our Equity, Diversity, Inclusion, and Access work, and discussed potential ideas and topics for the 2021 ILA Conference.
- Attended the quarterly RAILS Assistant Director's meeting where we discussed continued COVID-19 safety precautions and procedures and hopeful timelines for reintroducing services to the public such as study rooms and in-person programming.
- Met with the Innovation Team where we reviewed the newly launched Board Game collection, finalized details on the Binge Box collection, which launched in October, and parceled out responsibilities to begin our next project: Memory Care Kits for caregivers and individuals suffering from Dementia and Alzheimer's disease.
- Met with the Programming Team and talked about the uncertainty of in-house programming as a result of COVID. We decided to conduct a community-wide survey after the first of the year to gauge patron interest in program types (virtual vs in-house) and with that feedback, incorporate the results of our EDI listening sessions to help guide us in our cross-departmental programming initiatives in 2021.
- Held quarterly In Charge meeting where I fielded questions about and reviewed the contents of the PIC Manual and discussed recent patron incidents and how to handle the banning of patrons. Starting in 2021, the In Charge group will meet bimonthly.
- Worked two shifts at the ATS desk to help cover vacations and a department meeting.
- Attended Ryan Dowd's webinar on Serving Patrons with Dementia to help provide guidance on how to best serve this population.

Adult & Teen Services – Lizzie Matkowski

- Pickup Programs included Spooky Terrariums and Maker Mondays 2 Go including Pom-pom hedgehogs.
- For World Mental Health day, ATS staff put together Stress Relief kits for patrons.
- Virtual programs included: Job Workshop Skills & Accomplishments, Meditation Stress Relief and Wellness, Taxes 2020, and Why African American Poetry Matters: Community Discussion.

- Satellite Stacks delivery was resumed at Oak Trace by Suzy.
- Lizzie met with Allyson to revise door procedures in preparation for reopening the Curtiss Street entrance.

Children's Services – Allyson Renell

- Department Manager Allyson Renell met with department managers Lizzie Matkowski, Christine Lees, and Ian Knorr to discuss the opening of the Curtiss Street doors in early October. They discussed layout, signage, and general staff guidelines and processes. Allyson then worked with Lizzie to readjust the door greeter procedures document to account for the opening. In general, the reopening of the Curtiss Street entrance has gone well with a positive response from patrons and staff. A few adjustments have been made based on staff feedback, including the position of the Curtiss Street greeter.
- Our Pick-up Programs and Discovery Bags have continued to be popular through the month of October. In November, we are increasing the number of Discovery Bags available each week and are splitting them into two separate pick-up days. Discovery Bags of the same theme will now be available on Mondays and Saturdays each week. We have also increased the number of available spots in our preschool aged pick-up programs due to their popularity.
- The Kids Room staff have also been working on a Diversity Audit of our J Fiction collection. Our J Fiction collection mostly consists of chapter books for children in grades K-8th. We started this project in August and are about a third of the way through. We hope that this process will give us some good raw data about the make-up of our collection and will help identify where we need to make improvements.
- From October 12-23, the Kids Room ran a raffle for copies of the book Heroes Wear Masks: Elmo's Super Adventure. This book, put out by Sesame Street Workshop, helps the youngest children understand the importance of mask wearing while offering tips for parents as well. The raffle was very popular with 83 entries collected in house and online.
- The Kids Room celebrated Halloween with Halloween themed pick-up programs, virtual Halloween storytime, and special virtual puppet show programs from Clothespin Puppets. On Halloween day, we put out a special Halloween themed Discovery Bag that featured a science experiment, crafts, and treats.
- Allyson continued prepping for her maternity leave that starts sometime in the beginning of November.

Circulation Services – Christine Lees

- Opening the Curtiss Street entrance was big news this month and lots of planning and relocating curbside functions took place. Everything went very smoothly and it is great to have this entrance open again!
- Christine Lees met with Julie, Jen, Dave Humphreys and Mary from First Congregational Church to discuss and plan for the reopening of The Cupboard at

DGPL. Many wonderful ideas came out of the discussion; look for more information on this soon!

- Our annual SLUI (Sirsi/Dynix Libraries User group of Illinois) meeting was held virtually for the first time. The meeting was a great success and representatives from our ILS, Sirsi/Dynix, led the informative meeting.
- Our ILFWS (Illinois Federal Work-Study) student, Haleigh, started this month as a door greeter and our relationship with Midwestern University federal work study program is underway after a few years of a hiatus.
- Following the recommendation from RAILS, we reduced our quarantine time from seven days to three days.
- Many Circulation team members dressed up for Halloween and our desktop at the service desk was decorated for the fall season; a small taste of “normalcy.”

Information Technology – Paul Regis

- Assistant IT Manager Max Mogavero tested and implemented synchronized tally counter apps for the iPads at the parking lot and newly opened Curtiss St. entrances. This allows for staff to have an accurate count of how many people are in the building.
- In mid-October, the library extended weekend hours by one hour. Max configured the automated PA system to account for this change and IT Manager Paul Regis made the necessary changes to extend the public computers to be available an extra hour. A huge thanks to Max and Computer Help Desk Supervisor Lauren Cantore Gonzalez for quickly recording new auto-attendant messages with updated times for the library’s phone system.
- IT offered four virtual classes in October: Selling Your Stuff on Facebook; Word Mail Merge; Excel 2016 Charts; and Excel 2016 Pivot Tables. Many patrons have requested classes on more specific functions that are a bit beyond the scope of normal classes. These shorter specialized classes are perfect for the virtual program platform.

Public Relations – Grace Goodwyn and Brian Ruane

- Marketing Content Coordinator Brian Ruane and Graphic Design and Display Coordinator Grace Goodwyn continue to attend Managers Meetings and have addressed other department issues during PR Manager Cindy Khatri’s maternity leave. Cindy is set to return on November 30, 2020.
- Brian and Grace continued working collectively on the November/December Discoveries issue, including editing, design layout, and content submissions. It was sent to the printer on October 8 and started arriving at homes on October 22.
- Brian and Grace have worked on the promotion of the library’s Staff Picks Pick-a-Palooza Pick Pack Giveaway. This has included the creation of signs, graphics, and a mailed postcard; the arrangement of the pick packs; posting on social

media; and maintaining website pages and links. We have received 229 entries so far!

- Grace displayed a decorated pumpkin from Indian Boundary YMCA Remote Learning in one of the display windows as part of Downtown Downers Grove's First Annual Pumpkin Decorating Contest.
- Brian updated our online presence and Grace updated signs to reflect our changes in hours and the re-opening of the Curtiss Street entrance.
- Brian and Grace coordinated with Book Bundle Giveaway winners to collect their prizes from National Library Card Signup Month.
- Brian sent copy for upcoming issues of DG Magazine and DG Living.

Access Services – Amy Prechel

Projects and Updates

- The new Binge Boxes collection launched Wednesday, October 21 with an original offering of 12 items. Binge Boxes are selections of DVDs around a theme, paired with coupons for local pizza and popcorn, that circulate as one item. Within two hours the first evening they were available, half were checked out. The remainder were checked out the following day. In response to the demand, selectors and Innovation Team members worked quickly to create more binge boxes. The new selections will be made available to patrons as soon as the boxes they are packaged in arrive from the manufacturer.
- A handful of data cleanup projects were undertaken in October, including standardization of graphic novel series records, fixing inconsistencies in the Kids Room fiction section, and removing unnecessary on-order records. We also began a reclassification project in ATS CDs and a revitalization of the Kids Room large type collection.
- The Access department worked closely with some vendors in October. We set up an automated import process with Blackstone Audio, which has become the sole distributor of Recorded Books content. This process will allow the library to leverage catalog records from the vendor. The ordering and cancellation processes for our large print vendors have also been streamlined.

Inventory and Cataloging

- For ATS collection in October: added 1222 print items, 322 AV items; discarded 904 print and 426 AV items.
- For Kids Room collection in October: added 610 print items and 74 AV items. Discarded 687 print and 372 AV items.
- 21 original cataloging records were created.
- A flurry of unique items was added to the collection in October, including 8 new Anything Emporium kits, 8 board games, 8 Book Club Bags, 6 math resource kits, and the 'second wave' of binge boxes.

- Two spooky new Anything Emporium kits were proposed at the Oct 6 Innovation Team meeting and swiftly brought to fruition: The Family Ghost Hunting kit (Kids Room) and the Paranormal Investigation kit (IT). Two lucky patrons were able to check them out in time for Halloween! Both kits quickly accrued a high ratio of holds, prompting additional copies to be added to the collection.

Reclassification and Repairs

- Repaired 705 ATS and Kids Room books and audiovisual items in October
- Reclassified 54 ATS and Kids Room items in October

Staff Training and Professional Development

- Amy Prechel and Nora Mastny attended the SWAN Cataloging Users Meeting Thursday, October 1, the Annual SLUI meeting Monday, October 12, and the ILA Annual Conference October 20-22.
- Nora attended several online trainings: Online with the CMC: Punctuate the Positive, Eliminate the Negative; Collections and Facilities: Caring for Your Resources During COVID-19; BLUEcloud Cataloging Basics Self-Paced course; Dementia and Alzheimer's: Compassionately and Effectively Working with People with Dementia.
- Amy and Michelle Litwin attended the Innovation Team meeting on Tuesday, October 6.
- The Curtiss Street entrance was made available to patrons on Monday, October 12. Amy and MaryKellie Marquez began working regular door greeter shifts to help meet the staffing demand.
- Amy took on 7 In-Charge shifts in October, and Nora took on 4 (up from the usual 3).

Facilities Services – Ian Knorr

- Ian and Shales McNutt performed a roof review in preparation for the 2021 roof project.
- An infra-red scan was done on the roof to prepare the project proposal.
- Ian has been purchasing extra PPE in anticipation of the COVID-19 numbers continuing to climb.
- Ian worked with John to get him prepared for Ian's leave of absence.

Circulation	OCT 20	%	OCT 19	%	OCT 18	%
Checkouts						
Selfchecks	27,305	64%	37,692	73%	43,571	72%
Staff desk	15,642	36%	14,208	27%	16,620	28%
Total checkouts	42,947		51,900		60,191	
Renewals						
Auto renewal	35,933		33,751		34,298	
Selfchecks	3		19		18	
Staff desk (incl. phone)	318		372		282	
Patron renewals on website	589		791		702	
Patron renewals on Bookmyne	6		17		4	
BlueCloud Mobile/Web services (22&11)	95					
Total renewals	36,944		34,950		35,304	
Total item checkout and renewals	79,891		86,850		95,495	
Digital Circulation	11,959		8,998		8,701	
Total Circulation	91,850		95,848		104,196	
Reserves Processed						
Received from ILL	5,491		6,001		6,518	
ILL sent	5,067		4,884		4,979	
OCLC requests processed	184		260		220	
Gate count						
North	14,090		26,793		27,630	
South	4,946		15,388		15,220	
Total	19,036		42,181		42,850	
Registrations						
New resident cards	104		184		150	
New fee cards	4		4		1	
Professional Development Hours	8		6			
Cost of Professional Development	\$0					

Circulation

	Oct 2019	Oct 2020	YTD Totals			
Adult	48,019	41,380	496,571	274,341		
Teen	1,576	1,933	21,329	11,940		
Children	37,255	36,576	392,575	224,360		
Download	8,998	11,959	86,337	121,028		
Total	95,848	91,848	996,812	631,669	-365,143	-36.6%

Circulation - By Item

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	26,831	64.84%	3,210	7.76%	9,569	23.12%	1,770	4.28%	41,380
Teen	1,790	92.60%	80	4.14%	27	1.40%	36	1.86%	1,933
Children	30,757	84.09%	1,170	3.20%	3,545	9.69%	1,104	3.02%	36,576
Total	59,378	74.33%	4,460	5.58%	13,141	16.45%	2,910	3.64%	79,889

Collection - All Items

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	119,455	75.33%	15,412	9.72%	16,016	10.10%	7,688	4.85%	158,571
Children	79,185	86.08%	2,722	2.96%	8,129	8.84%	1,959	2.13%	91,995
Total	198,640	79.28%	18,134	7.24%	24,145	9.64%	9,647	3.85%	250,566

Book Collection

	Oct 2019	Oct 2020	YTD Totals		YTD Difference	
Adult	115,013	119,455				
Children	76,279	79,185				
Total	191,292	198,640	191,292	198,640	7,348	3.8%

Audio Collection

	Oct 2019	Oct 2020	YTD Totals		YTD Difference	
Adult	17,800	15,412				
Children	2,913	2,722				
Total	20,713	18,134	20,713	18,134	-2,579	-12.5%

Video Collection

	Oct 2019	Oct 2020	YTD Totals		YTD Difference	
Adult	15,774	16,016				
Children	8,355	8,129				
Total	24,129	24,145	24,129	24,145	16	0.1%

Miscellaneous Collection

	Oct 2019	Oct 2020	YTD Totals		YTD Difference	
Adult	7,847	7,688				
Children	1,953	1,959				
Total	9,800	9,647	9,800	9,647	-153	-1.6%

Statistics for October 2020 (FY Jan-Dec)

Rooms & Spaces

	Oct 2019	Oct 2020				
Community Use of Rooms	1087	0				
<i>Meeting, Conference, Study Rooms</i>						
Community Use of Spaces	192	0				
<i>Media Lab, STEM Room, Teen Gaming</i>						
Rooms and Spaces Total	1,279	0	13,545	3,447	-10,098	-74.6%

Programs Offered

	Oct 2019	Oct 2020				
Library Programs Offered						
Adult	32	11				
Teen	4	0				
Children	61	0				
Outreach Programs Offered						
Adult	15	0				
Teen	1	0				
Children	29	0				
Passive Programs Offered						
Adult	4	10				
Teen	1	8				
Children	14	28				
Programs Offered Total	161	57	1,393	587	-806	-57.9%

Program Attendance

	Oct 2019	Oct 2020				
Library Program Attendance						
Adult	685	94				
Teen	8	0				
Children	1,370	0				
Outreach Program Attendance						
Adult	1,317	0				
Teen	74	0				
Children	451	0				
Passive Program Attendance						
Adult	1,602	167				
Teen	43	238				
Children	1,155	825				
Program Attendance Total	6,705	1,324	43,244	16,881	-26,363	-61.0%

Statistics for October 2020 (FY Jan-Dec)

Gate Count

	Oct 2019	Oct 2020	YTD Totals		YTD Difference	
	42,181	19,036	415,069	157,313	-257,756	-62.1%

Reference Questions

	Oct 2019	Oct 2020	YTD Totals		YTD Difference	
One on One Tutorials	124	17	730	307	-423	-57.9%

Computer User Sessions

	Oct 2019	Oct 2020				
Adult	3,663	1,453				
Children	1,315	0	YTD Totals		YTD Difference	
Total	4,978	1,453	46,260	14,804	-31,456	-68.0%
Wireless Sessions	2,850	94	25,541	6,376		

Website Views

	Oct 2020	YTD Totals
	22,474	161,730