

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
APRIL 28, 2021, 7:30 P.M.
ONLINE VIA GOTO MEETING**

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

Members of the public can view and/or listen to the proceedings using GoTo Meeting. 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 by online participation or by phone during the meeting, 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.

Board of Library Trustees

Wed, Apr 28, 2021 7:30 PM - 9:00 PM (CDT)

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AGENDA

1. Call to Order
2. Roll Call
3. Welcome to Visitors

4. Approval of Minutes
 - a. March 24, 2021 Regular Meeting Requested Action: Approval
5. Financial Matters
 - a. March 2021 Financial Report
 - b. April 2021 Invoices Requested Action: Approval
6. Public Comment on Agenda Items
7. Public Comment on Other Library Business
8. New Business
 - a. Strategic Plan 2017-2020 Review Requested Action: Discussion
9. Unfinished Business
 - a. COVID-19 Response and Phased Reopening Plan Requested Action: Approval
10. Library Director's Report
11. Trustee Comments and Requests for Information
12. Adjournment

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
MARCH 24, 2021, 7:30 P.M.
ONLINE VIA GOTO MEETING**

DRAFT MINUTES

1. **Call to Order.** President Graber called the meeting to order at 7:31 p.m.
2. **Roll Call.** Members present: Trustee Carissa Dougherty, Trustee Swapna Gigani, Trustee David Humphreys, Trustee Barnali Khuntia, Trustee Kim Stapleton, President Jonathan Graber.

Also present: Library Director Julie Milavec, Assistant Library Director Jen Ryjewski, Executive Assistant Katelyn Vabalaitis, Media Lab Coordinator Ed Bromiel, Building Operations Director Ian Knorr, Resident Ed Pawlak.

3. **Welcome to Visitors.** President Graber welcomed visitors and thanked them for their interest in the library.
4. **Approval of Minutes.**
 - a. February 24, 2021 Regular Meeting. It was moved by Gigani and seconded by Khuntia THAT the Minutes of the February 24, 2021 Regular Monthly Meeting be approved as presented. Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.
5. **Financial Matters.**
 - a. February 2021 Financial Report. Library Director Milavec presented the report. The library is 16.6% through the year as of the end of February. Revenue totals are still under 1% as expected. The Capital Replacement Fund is 1.7% expended and Milavec noted a March invoice from Shales McNutt for preconstruction services. Operating Fund expenditures are at 13.8% and as noted in last month's meeting, the same categories are over. Milavec noted the invoice from K&J Painting, which covers removal of the wall covering, prep work, and painting of the meeting room. The project is complete and looks fantastic.
 - b. March 2021 Invoices. It was moved by Stapleton and seconded by Humphreys THAT the payment of March 2021 Capital Replacement Fund invoices totaling \$10,500.00, the payment of March 2021 Operating Fund invoices totaling \$137,720.97, the acceptance of March 2021 credit memos totaling \$20.56, and the ratification of February 2021 payrolls totaling \$241,842.01 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. Resident Ed Pawlak commented that he is thankful for the library doing a great job this past year keeping library staff and patrons safe.

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

8. **New Business.**

- a. Elara Engineering Electrical Relay Panel Project Proposal. Library Director Milavec noted that this is one of two projects that was added to the Capital Needs Assessment Plan this past budget session, with the other being the elevator. The electrical relay panel project is estimated to cost \$75,000 plus contingency, with the estimate running a little high.

Building Operations Director Ian Knorr commented that the library would be working with Elara Engineering on the project, who has done work for the library in the past. Parts for the current relay panel are old and not made any more and due to the age of the equipment, some parts are failing. Old wall switches and occupancy sensors that are not compatible with new technology will be replaced. Knorr will still be able to do some lighting networking and there are some substantial rebates through ComEd for that work. Everything will be digital and networked to computers and current, newer parts will be reused if possible.

It was moved by Humphreys and seconded by Khuntia THAT the Elara Engineering Electrical Relay Panel Proposal in the amount of \$10,500.00 be approved. Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

- b. Update to General Policy, Section 2.13.4 Security Cameras, Retention of Digital Images. Library Director Milavec explained that more cameras and HD cameras were added to the library and now there is not as much of a recording log. Depending on how much data the HD cameras capture, three to ten days of recordings can be saved with the new setup.

It was moved by Khuntia and seconded by Dougherty THAT the update to General Policy, Section 2.13.4 Security Cameras, Retention of Digital Images be approved as presented. Roll call: Ayes: Dougherty, Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

9. **Unfinished Business.**

- a. COVID-19 Response and Phased Reopening Plan. Limited tables and chairs have been added back to the public floor of the library. There was a soft launch due to spring break but an official announcement will go out in next week's eNews. The Management Team will be discussing next steps, which

may include more seating and plans for study rooms to return. Many reopening plans will be based on how soon staff can be vaccinated.

It was moved by Humphreys and seconded by Khuntia THAT the Library Director be reauthorized 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. She gave kudos to all of the amazing library staff, especially while having a really rough start to the month of March. It has been a challenge to balance enforcement of rules while showing empathy and staff have been working so hard to do it right. The Equity Advisory Team had its first meeting. It was very productive and the team has a great direction with the Equity Strategic Plan. Milavec reminded the Board that the second Board of Library Trustees Equity, Diversity, and Inclusion training has been moved from August 3 to September 7. The first training is on June 1. Library staff have been working on the land acknowledgement with the Downers Grove Historical Museum and Dr. John N. Lowe from Ohio State University. Librarian Van McGary has taken the lead on the project and is moving forward with the acknowledgement, an FAQ, and supporting resources that other local entities can use.

Milavec noted that the strategic plan review did not make it to the March meeting but she has it prioritized for the April meeting. A copy of the Illinois Public Library Annual Report was included in the Board Packet and Milavec pointed out some positive statistics. The library was open for about 50% of its typical hours in 2020. During that time, there was a third of the normal patron visits but the library still managed to check out 68% of its normal circulation. Passive program attendance, which included virtual programming, rose in 2020. Staff training was more than doubled in 2020 and website views were up almost 400%.

Milavec addressed the library's Anti-Asian Hate Crime Statement that went out earlier in the day. As of the meeting, the library had received 14 negative emails in response to the statement. There had been eight positive emails and an entirely positive social media response as of the meeting.

11. Trustee Comments and Requests for Information.

Trustee Humphreys cheered when the Board's statement came out today. The Board needs to be proactive with statements of that sort. In regards to staff dealing with patrons not wearing masks properly, Trustee Humphreys thanked staff for being proactive and making sure they are protecting themselves and patrons. He wants to make sure the staff knows that the Board has their back. He is in favor of pursuing the land acknowledgement and thinks it is very appropriate

to acknowledge indigenous peoples who were living in the area before Pierce Downer settled here as well as the indigenous peoples who are still living in the area today.

Trustee Khuntia thanked Julie and the library staff for writing the hate crime statement and for supporting AAPI staff members. She appreciates everyone's support and appreciates everyone standing together.

12. **Adjournment.** President Graber adjourned the meeting at 8:31 p.m.

DRAFT
 DOWNERS GROVE LIBRARY 3/31/2021

	Library fund		Building & Equip Replacement Fund	
CASH & INVESTMENTS	\$	200,949	\$	981,811
FUND BALANCE		157,593	\$	981,811

Revenue by Object Report

Village of Downers Grove
3/1/2021 through 3/31/2021

Grand Totals

<u>Object/Title</u>	<u>Adjusted Estimate</u>	<u>Revenues</u>	<u>Year-to-date Revenues</u>	<u>Balance</u>	<u>Prct Rcvd</u>
4101 Current Property Taxes	5,553,474.00	0.00	0.00	5,553,474.00	0.00
4109 Prior Year Property Taxes	100.00	0.00	0.00	100.00	0.00
4313 Personal Property Replacement Tax	51,500.00	3,956.67	14,915.56	36,584.44	28.96
4410 Sales of Materials	2,000.00	0.00	173.98	1,826.02	8.70
4502 Charges For Services	10,000.00	1,706.25	2,398.74	7,601.26	23.99
4509 Fees For Non-Residents	8,000.00	1,974.00	5,781.00	2,219.00	72.26
4571 Rental Fees	2,000.00	0.00	0.00	2,000.00	0.00
4581 Fines	0.00	152.02	460.35	-460.35	0.00
4590 Cost Recovered For Services	7,500.00	938.41	3,097.44	4,402.56	41.30
4610 Federal, Operational Grants	0.00	0.00	0.00	0.00	0.00
4620 State, Operational Grants	72,589.00	0.00	0.00	72,589.00	0.00
4711 Investment Income	7,500.00	3.36	8.07	7,491.93	0.11
4712 Investment Income - Property Taxes	0.00	0.00	0.00	0.00	0.00
4820 Contributions, Operating	5,000.00	0.00	1,785.42	3,214.58	35.71
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	5,719,663.00	8,730.71	28,620.56	5,691,042.44	0.50

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Periods: 3 through 3

Expenditures by Object Report

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Village of Downers Grove
3/1/2021 through 3/31/2021

Grand Totals

Object/Title	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Used
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	1,228,100.00	10,500.00	32,192.94	0.00	1,195,907.06	2.6
5910 Transfer For Capital Projects	0.00	0.00	0.00	0.00	0.00	0.0
Grand Totals	1,228,100.00	10,500.00	32,192.94	0.00	1,195,907.06	2.6

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Periods: 3 through 3

Expenditures by Object Report

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Village of Downers Grove
3/1/2021 through 3/31/2021

Grand Totals

Object/Title	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Use
5101 Salaries, Exempt	1,632,295.29	125,622.00	372,622.72	0.00	1,259,672.57	22.8
5104 Bonus	0.00	0.00	0.00	0.00	0.00	0.0
5111 Salaries, Non-Exempt	329,793.65	25,395.90	76,139.52	0.00	253,654.13	23.0
5119 Part-Time Employee Wages	1,218,289.29	91,578.43	277,881.52	0.00	940,407.77	22.8
5131 IMRF Pension Contributions	288,300.11	21,992.85	65,726.42	0.00	222,573.69	22.8
5133 Medicare Contributions	46,115.48	3,456.10	10,353.15	0.00	35,762.33	22.4
5134 Social Security Contributions	197,183.45	14,777.64	44,267.77	0.00	152,915.68	22.4
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	1,283.40	77.35	232.05	0.00	1,051.35	18.0
5191 Health Insurance	454,937.29	34,366.96	102,071.94	0.00	352,865.35	22.4
5195 Optical Insurance	2,520.47	149.94	446.03	0.00	2,074.44	17.7
5197 Dental Insurance	38,120.25	2,603.58	7,748.71	0.00	30,371.54	20.3
5210 Supplies	98,000.00	5,890.04	14,613.66	0.00	83,386.34	14.9
5251 Maintenance Supplies	21,750.00	3,710.55	6,977.59	0.00	14,772.41	32.0
5280 Small Tools & Equipment	29,600.00	602.01	3,875.06	0.00	25,724.94	13.0
5291 Water Purchase	0.00	0.00	0.00	0.00	0.00	0.0
5302 Dues And Memberships	7,500.00	544.00	1,119.00	0.00	6,381.00	14.9
5303 Seminars, Conferences & Meetings	28,110.00	425.30	2,478.10	0.00	25,631.90	8.8
5308 Recognition Program-Staff	5,000.00	134.68	394.89	0.00	4,605.11	7.9
5315 Professional Services	62,000.00	3,258.00	11,483.18	0.00	50,516.82	18.5
5322 Personnel Recruitment	1,000.00	0.00	0.00	0.00	1,000.00	0.0
5323 Special Legal	6,000.00	0.00	330.00	0.00	5,670.00	5.5
5336 Cataloging Services	0.00	0.00	0.00	0.00	0.00	0.0
5346 Data Processing Services	110,775.00	36,961.97	51,546.97	0.00	59,228.03	46.5
5380 Printing Services	24,800.00	2,172.00	4,344.00	0.00	20,456.00	17.5
5391 Telephone	17,000.00	1,543.80	3,909.50	0.00	13,090.50	23.0
5392 Postage	25,500.00	111.00	6,111.00	0.00	19,389.00	23.9
5393 Freight And Cartage	0.00	0.00	0.00	0.00	0.00	0.0
5407 Advertising And Public Relations	19,000.00	1,111.59	3,712.58	0.00	15,287.42	19.5

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Periods: 3 through 3

Expenditures by Object Report

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Village of Downers Grove
3/1/2021 through 3/31/2021

Grand Totals [Continued]

Object/Title	Adjusted Appropriation	Expenditures	Year-to-date Expenditures	Year-to-date Encumbrances	Balance	Prct Use
5420 Insurance - Other Policies	70,700.00	0.00	57,215.00	0.00	13,485.00	80.9
5430 Building Maintenance Services	91,500.00	10,482.07	17,414.71	0.00	74,085.29	19.0
5450 Cleaning Services	80,000.00	6,332.00	18,068.60	0.00	61,931.40	22.5
5461 Utilities	24,250.00	1,543.54	3,953.27	0.00	20,296.73	16.3
5470 Other Equipment Repair And Maintenance	11,500.00	957.98	1,966.67	0.00	9,533.33	17.1
5481 Rentals	15,500.00	3,068.39	3,758.49	0.00	11,741.51	24.2
5620 Recoverables	4,000.00	0.00	0.00	0.00	4,000.00	0.0
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	0.00	0.00	5,000.00	0.0
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	58,000.00	2,864.60	22,862.32	0.00	35,137.68	39.4
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	227,800.00	15,052.28	34,371.24	0.00	193,428.76	15.0
5852 Print Materials	345,500.00	26,732.94	55,863.62	0.00	289,636.38	16.1
5853 Audiovisual Materials	147,200.00	4,986.24	14,479.62	0.00	132,720.38	9.8
5860 Improvements Other Than Buildings	0.00	0.00	0.00	0.00	0.00	0.0
5870 Capital Equipment	60,000.00	3,580.00	11,275.00	0.00	48,725.00	18.7
5880 Intangible Assets (Software)	52,000.00	8,088.53	10,521.91	0.00	41,478.09	20.2
5899 Depreciation	0.00	0.00	0.00	0.00	0.00	0.0
5910 Transfer For Capital Projects	350,000.00	0.00	0.00	0.00	350,000.00	0.0
5930 Transfer For Debt Service	0.00	0.00	0.00	0.00	0.00	0.0
Grand Totals	6,207,823.68	460,174.26	1,320,135.81	0.00	4,887,687.87	21.2

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Capital Replacement Fund

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04/20/2021 11:45AM

Invoice Edit Listing Village of Downers Grove

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April 28, 2021

Vendor Totals

Vendor	Number of Invoices	Amount	Retained/Withheld Amount	Total
018808 ELARA ENGINEERING	1	3,496.50	0.00	3,496.50
Grand Total:	1	3,496.50	0.00	3,496.50

INVOICES OF NOTE

For Library Board Meeting on April 28, 2021
Capital Replacement Fund

018808	Elara Engineering (Lighting Panel Replacement Down Payment)	\$3,496.50
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Invoice Edit Listing
Village of Downers Grove

Page: 205

April 28, 2021

Vendor Totals				
Vendor	Number of Invoices	Amount	Retained/Withheld Amount	Total
000322 AMAZON.COM	1	1,969.09	0.00	1,969.09
000428 ANDERSON'S BOOKS, INC.	2	247.98	0.00	247.98
015561 ASI SIGNAGE INNOVATIONS	1	125.00	0.00	125.00
000403 AT&T	1	267.48	0.00	267.48
000672 BAKER & TAYLOR - L0217582	61	15,097.47	0.00	15,097.47
019652 BEST QUALITY CLEANING	2	10,670.00	0.00	10,670.00
016893 BIBLIOTHECA, LLC	2	7,192.89	0.00	7,192.89
000829 BLACKSTONE AUDIOBOOKS	21	1,677.73	0.00	1,677.73
015802 C & C SYSTEMS, LLC	1	2,586.00	0.00	2,586.00
001264 CDW GOVERNMENT, INC.	1	244.96	0.00	244.96
008323 CENGAGE LEARNING	10	1,621.46	0.00	1,621.46
001277 CENTER POINT PUBLISHING	1	316.98	0.00	316.98
001377 CHICAGO TRIBUNE	1	92.96	0.00	92.96
013235 CHILDREN'S PLUS, INC.	1	1,145.21	0.00	1,145.21
001459 CINTAS CORPORATION	6	962.90	0.00	962.90
001553 COMCAST CABLE COMMUNICATION, INC.	1	341.56	0.00	341.56
016094 DE LAGE LANDEN FINANCIAL SVC, INC.	1	818.39	0.00	818.39
018349 DEBRA MARGUERITE DUDEK	1	100.00	0.00	100.00
002056 DEMCO, INC.	1	341.84	0.00	341.84
002346 DOWNERS GROVE PARK DISTRICT	1	70.00	0.00	70.00
002356 DOWNERS GROVE ROTARY CLUB	1	75.00	0.00	75.00
002359 DOWNERS GROVE SANITARY DIST.	2	96.35	0.00	96.35

<i>Vendor Totals</i>				
Vendor	Number of Invoices	Amount	Retained/Withheld Amount	Total
005572 FIA CARD SERVICES, N.A.	13	6,640.26	0.00	6,640.26
009775 FINDAWAY WORLD, LLC	3	1,827.55	0.00	1,827.55
017510 FIRST COMMUNICATIONS, LLC	1	460.46	0.00	460.46
020831 FLY PELICAN FLY PRODUCTIONS	1	100.00	0.00	100.00
016977 GARVEY'S OFFICE PRODUCTS, INC.	2	679.88	0.00	679.88
013544 GOOGLE, INC.	1	990.00	0.00	990.00
003188 GRAHAM CRACKERS COMICS, LTD.	2	424.59	0.00	424.59
008770 GRAINGER	1	57.92	0.00	57.92
003249 GREY HOUSE PUBLISHING	1	432.50	0.00	432.50
018411 HAYES MECHANICAL, LLC	1	2,230.00	0.00	2,230.00
003567 ILLINOIS DEPT OF INNOVATION &, TECHNOLOGY	1	126.00	0.00	126.00
003688 INGRAM LIBRARY SERVICES, LLC	70	5,789.66	0.00	5,789.66
019166 JULIE KITTREDGE, LLC	1	300.00	0.00	300.00
004812 KLEIN, THORPE AND JENKINS, LTD	1	594.00	0.00	594.00
017280 MARTIN, JOHN	2	32.79	0.00	32.79
019714 MARTINA MATHISEN	1	100.00	0.00	100.00
014088 MIDWEST EXTERMINATING, CO.	1	380.00	0.00	380.00
005866 MIDWEST TAPE	18	7,899.25	0.00	7,899.25
010603 NELSON FIRE PROTECTION	1	755.00	0.00	755.00
017674 NICHE ACADEMY, LLC	1	1,530.00	0.00	1,530.00
006161 NICOR GAS	1	923.55	0.00	923.55
012499 OVERDRIVE, INC.	2	5,498.65	0.00	5,498.65
006361 PADDOCK PUBLICATIONS, INC.	1	765.40	0.00	765.40

Vendor Totals				
Vendor	Number of Invoices	Amount	Retained/Withheld Amount	Total
018491 PEOPLEFACTS, LLC	1	30.27	0.00	30.27
006698 PRINT SMART	1	158.95	0.00	158.95
006716 PROQUEST, LLC	2	10,970.67	0.00	10,970.67
006859 R.H. DONNELLEY	1	15.21	0.00	15.21
006942 RECORD INFORMATION SERVICES IN	1	1,328.00	0.00	1,328.00
006956 REGENT BOOK CO, INC.	1	48.05	0.00	48.05
020030 RGW CONSULTING, LLC	1	7,083.00	0.00	7,083.00
020821 RHENA G. PATACIL	1	805.00	0.00	805.00
013422 RUNCO OFFICE SUPPLY & EQUIP CO	6	259.67	0.00	259.67
007517 SCHOLASTIC LIBRARY PUBLISHING	1	93.57	0.00	93.57
013611 SKOICK, TRACI	1	73.27	0.00	73.27
012698 SWAN	1	16,581.00	0.00	16,581.00
020469 SWK TECHNOLOGIES, INC.	2	1,033.72	0.00	1,033.72
019483 THE LANGUAGE LABS	1	120.00	0.00	120.00
008223 THE NEW YORK TIMES	1	1,261.00	0.00	1,261.00
000385 TRANE U.S. , INC.	2	8,524.50	0.00	8,524.50
015177 ULINE	1	116.48	0.00	116.48
006654 UNITED STATES POSTAL SERVICE	1	3,000.00	0.00	3,000.00
018458 URBAN ELEVATOR SERVICE, LLC	1	216.32	0.00	216.32
017890 WORLD TRADE PRESS	1	875.50	0.00	875.50
Grand Total:	275	137,192.89	0.00	137,192.89

INVOICES OF NOTE

For Library Board Meeting on April 28, 2021

013235	Children's Plus (Print Materials)	\$1,145.21
018349	Debra Marguerite Dudek (Virtual Program Payment)	\$100.00
002346	Downers Grove Park District (Virtual Program Payment)	\$70.00
020831	Fly Pelican Fly Productions (Virtual Program)	\$100.00
018411	Hayes Mechanical, LLC (HVAC Preventive Maintenance)	\$2,230.00
003688	Ingram Library Services, LLC (Print Materials and Supplies)	\$5,789.66
019166	Julie Kittredge, LLC (Virtual Program Payment)	\$300.00
004812	Klein, Thorpe and Jenkins, LTD (Legal Services)	\$594.00
019714	Martina Mathisen (Virtual Program Payment)	\$100.00
006716	Proquest, LLC (Online Database Renewal)	\$10,970.67
020030	RGW Consulting, LLC (DEI Training)	\$7,083.00
020821	Rhena G. Patacsil (Facemasks for Staff)	\$805.00
012698	Swan (Fees and EBSCO Databases)	\$16,581.00
000385	Trane U.S., Inc (Building Maintenance)	\$8,254.50
006654	United States Postal Service (Postage)	\$3,000.00

Library Credit Card Details for the April 28, 2021 Board Meeting

Julie Milavec				
971	5302 Dues & Membership	ILA Institutional Membership	\$	300.00
971	5303 Seminars, Mtgs, & Conferences	LibraryWorks Webinar	\$	25.00
			Total	\$ 325.00
Katelyn Vabalaitis				
971	5210 Supplies	Toner, Batteries	\$	437.32
971	5346 Data Processing Services	ProPay Annual Fee	\$	39.95
			Total	\$ 477.27
Ian Knorr				
978	5210 Supplies	Disposable Face Masks	\$	46.76
978	5280 Small Tools & Equipment	Surge Protector	\$	26.89
			Total	\$ 73.65
Elizabeth Matkowski				
972	5210 Supplies	Office Supplies	\$	104.40
972	5303 Seminars, Mtgs, & Conferences	Elevate Illinois Libraries Leadership Program	\$	50.00
			Total	\$ 154.40
Karen Bonarek				
			Total	\$ -
Amelia Prechel				
972	5853 AV Materials	Great Decisions DVD	\$	45.39
977	5210 Supplies	Distilled Water, Labels, File Card Boxes	\$	120.57
			\$	165.96
Sharon Hrycewicz				
972	5853 AV Materials	MahJong Boxes	\$	11.56
973	5210 Supplies	Program Supplies	\$	28.19
973	5853 AV Materials	Anything Emporium Items and Boxes	\$	194.91
			Total	\$ 234.66
Traci Skocik				
973	5210 Supplies	Program Supplies	\$	834.97
			Total	\$ 834.97
Allyson Renell				
973	5210 Supplies	Program Supplies	\$	638.27
973	5303 Seminars, Mtgs, & Conferences	ILA Membership, Elevate Libraries Leadership Program	\$	599.00
			Total	\$ 1,237.27
Christine Lees				
971	5308 Recognition Program-Staff	Supplies for Staff Bags	\$	69.97
974	5210 Supplies	Office Supplies	\$	292.56
			Total	\$ 362.53

Paul Regis				
975	5210 Supplies	Office Supplies, Paper	\$	152.01
975	5280 Small Tools & Equipment	Keyboards, Laptop Cases, USB Cables, Speakers, Printer	\$	271.34
975	5770 Capital Equipment	Webcams	\$	127.47
975	5880 Intangible Assets	Zoom, Google Drive, Mobile Beacon, PayPal, LibSyb	\$	1,768.55
			Total	\$ 2,319.37
Grace Goodwyn				
976	5303 Seminars, Mtgs, & Conferences	ILA Marketing Conference	\$	10.00
			Total	\$ 10.00
Cynthia Khatri				
976	5303 Seminars, Mtgs, & Conferences	ILA Marketing Conference	\$	20.00
			Total	\$ 20.00
Jen Ryjewski				
			Total	\$ -
Amanda Klenk				
972	5210 Supplies	Program Supplies	\$	425.18
			Total	\$ 425.18
			Library Credit Card April 2021 Totals	\$ 6,640.26

PAYROLLS FOR MARCH 2021

MARCH 12	\$122,341.81
MARCH 26	\$120,254.52
TOTAL MARCH 2021 PAYROLLS	\$242,596.33

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
APRIL 28, 2021**

Agenda Item 8A

Strategic Plan 2017-2020 Review

Strategic Plan 2017-2020 was approved by the Board of Library Trustees in September 2017. It contains Values, Purpose Statement, Core Services, and four areas of Strategic Focus, each with goals, objectives, and action items with target dates for completion. In the three and a half years since its implementation, this plan has reshaped library service in Downers Grove, despite the few action items not completed. The Strategic Plan 2017-2020 Review report following this summary includes completion dates and/or progress toward completion of each action item contained in the plan. Overall, the plan's execution followed the areas of Strategic Focus.

Team-building and long-term investment in the physical space drove us to excel in delivering services and managing community resources. Customer service training was prioritized during annual In-Service Days and within individual performance evaluation goals. Cross-departmental teams helped bridge departmental silos and foster communication and rapport. Cross-departmental training allowed staff to back each other up and provide support for frontline staff. Staff involvement in professional organizations supported networking and use of best practices. The pandemic provided the best team-building exercise no one ever could have planned. Renovation and updates to the facility ensured the functionality of the building space over time. Removing physical barriers to service improved ADA accessibility, access to materials, and created a more welcoming environment. Creating a plan to complete those facility improvements without incurring debt demonstrated stewardship of community resources.

Partnerships helped us engage with our community and the world on new levels, underpinning the library's ability to achieve goals in other areas as well. Relationship-building produced successful initiatives like the Service Fair and There's No Place That's Home: Month of Homelessness Awareness, which also engaged the community. The Organization of the Month program gave a new avenue for reciprocity in partnerships. Community Conversations added dialogue and underscored the importance of discourse and inquiry to library programming. The wide-ranging missions of partners testifies to the breadth of and need for this engagement and are too numerous to list but include DuPage Pads, Green Grovers, Downers Grove Museum, PAWSitive Therapy Troupe, League of Women Voters, NAACP of DuPage County, Literacy DuPage, and Rotary Club of Downers Grove.

Innovation and targeted services empowered individuals at all ages and stages of life. The Anything Emporium grew from action items to add STEM kits and electronic equipment to encompass everything from glasses for the colorblind to ghost-hunting kits. Service to seniors supported lifelong learning through multiple access points with Satellite Stacks and outreach programs at senior living facilities, in addition to targeted in-library programming. Groups like homeschool families, book clubs, teens, and parents of young children received

targeted programs and services. Surveys and feedback mechanisms ensured perceived effectiveness or guided changes.

Perhaps the largest ongoing impact of the plan occurred as the library evolved with our changing community. Kids program offerings broadened to include different cultures and languages other than English. Inclusion initially focused on ADA accessibility and English as a Second Language collections and partnerships. Digging into hiring and recruiting diverse staff brought to light the library's need to become an employer attractive to and ready to receive those employees. The DEI Trajectory Discovery Project with RGW Consulting, a project that would not have been considered by DGPL in 2017, was the unplanned result. As anti-racism came to the forefront of national news and public concern, it led the library deeper into its diversity, equity, and inclusion journey than contemplated in the Strategic Plan. Diversity audits of collections are underway. Anti-racism training is ongoing for the Board and staff. An Equity Advisory Team, comprised of Board, staff, and community members, has begun work on an Equity Strategic Plan, which will form the basis of the next strategic plan.

When Strategic Plan 2017-2020 was developed, no one could have predicted the deep and lasting impact it would have on DGPL. Excellence in service was supported by team-building and training. Stewardship of community resources was demonstrated by long-term investment in the facility. Relationship-building led to partnerships that extended the reach of both the library and its partner organizations. Innovation helped DGPL connect with different segments of the community. Diversity, equity, and inclusion initiatives will help DGPL deliver on the promise of being the place for everyone in the Downers Grove community to feel they belong. While not all action items were completed, this plan resulted in positive, lasting changes to DGPL.

Strategic Focus: Excel in delivering service and managing resources

Goal: We deliver stellar service guided by our Customer Service Promise.

Objective: To provide library-wide customer service excellence

Action	Point Person (Department)	Target Date
Each staff member attends one customer service training session (other than In-Service Day)	Management Team	Annual
Create a Service Excellence Team to support and improve upon our stellar service	Circulation Manager	December 2017
Provide In-Service Day customer service training on working with diverse populations	Assistant Library Director	January 2018

Final Review:

Staff participate in annual customer service training. A subscription to the Homeless Library Training Academy by Ryan Dowd provides access to its 55-part base training and monthly webinars. Training paths for all employees and managers/supervisors were developed for use in onboarding new employees, which include customer service topics. The bonus off-site In-Service Day during the HVAC replacement project in 2019 included presenter Laurie Guest on best practices for customer service. During the pandemic closures, staff training was a focus of work-from-home activities. RAILS, Web Junction, BritTEAM, and Lynda.com provided many on-demand customer service webinars and self-paced learning options.

The Service Excellence Team, created in 2017 and led by Circulation Manager Christine Lees, remains active and has become an excellent outlet for staff to recognize the hard work of other staff, support library-wide team building, and boost morale. Their initiatives include a Customer Service Handbook, DGPL Culture Code, No to Yes logs, Employee of the Moment recognition, and goody bags for staff during the pandemic. They recently conducted a staff survey to gather feedback on their initiatives to guide their future work.

In January 2018, the annual In-Service Day's main speaker, Catherine Popowits from Diversity Training & Consulting Inc., presented "Building a Cross-Cultural Service Environment at Your Library." Staff requests for more diversity training led to the Praxis Group presentation "Creating Inclusive & Affirming Workplace Culture: Putting Values into Practice" at the bonus off-site In-Service Day during the HVAC replacement project in 2019. The 2021 In-Service Day included two sessions on equity, diversity, and inclusion for all staff with RGW Consulting. Three additional mandatory, all-staff training sessions will be held later in 2021.

Goal: We cultivate dynamic and diverse collections.

Objective: To utilize best practices in collection development and management

Action	Point Person (Department)	Target Date
Investigate tools available to ensure most up-to-date are being used	Adult and Teen Services Manager	Annual
Utilize SWAN reports to inform decision making	Assistant Library Director	Annual

Final Review:

Investigation of tools and their utilization began with Baker & Taylor's Titlesource 360, which was put on hold as other projects became urgent. Two pilot projects are underway with SWAN: Aspen Discovery catalog software to replace the existing catalog software and KitKeeper for managing interlibrary loan of book club kits.

Many non-collection management tools were also evaluated by staff. Scheduling and timesheet software was evaluated and ultimately not recommended for implementation. Event registration and room reservation software changes were discussed. Integration of Zoom into existing event registration software streamlined the virtual program registration process. Patron Incident Tracking Software (PITS) was evaluated and implemented. Online reading program management software was evaluated, with ReadSquared selected and implemented just in time for use during the pandemic. The Public Relations department evaluated and implemented Savannah by Orangeboy, a suite of marketing and public relations tools, to replace the underutilized Analytics on Demand by Gale Cengage.

Assistant Director Jen Ryjewski, with the help of a cross-departmental Data Team, simplified and made improvements to annual statistics collection and retention per department. These changes focused on circulation and collection statistics for the Illinois Public Library Annual Report (IPLAR), Village of Downers Grove, and Public Library Data Service annual reports. Revamping library reports and storage in Blue Cloud Analytics made DGPL department and library-wide reports easily accessible. Data Team was disbanded after resolving data collection and use issues. Reports needed to make informed decisions regarding collections and services are now readily available.

Objective: To provide a robust array of resources and services available 24/7

Action	Point Person (Department)	Target Date
Evaluate current digital resources	Adult and Teen Services Manager	Annual
Evaluate website content and effectiveness	Public Relations Manager	Annual
Explore use of online tutorials about how to use resources and services	Information Technology Manager and Adult and Teen Services Manager	December 2018

Final Review:

In conjunction with relevant staff, Adult & Teen Services Manager Lizzie Matkowski conducts ongoing evaluations of digital resources as part of the renewal process and as new products become available, including marketing needs and staff training. They collect usage statistics for current digital resources throughout the year. New resources added include: AtoZ World Foods, Creativebug, Universal Class, and Vidcode. Proquest newspaper subscriptions package was adjusted in 2019. Several database representatives conducted programs for patrons on using their respective databases, including Morningstar and Weiss' Medigap tool for patrons. A comprehensive overview, evaluating alternatives or additions to online eResources, was conducted during the library's pandemic closure. One database subscription was ended in 2020 due to continuously low usage despite increased marketing efforts. During the pandemic closure, access to eBooks and e-Audiobooks was increased and promoted, including increased accessibility of resources, such as Ancestry.com, which allowed remote access for library card holders for the first time.

In 2018, the website update was budgeted for 2019. The library signed with OC Creative in June 2019 for creation of a new website that would include improved content management software allowing staff to easily and efficiently make changes to the site. Focus groups were held in July and August to understand how patrons and staff use the website. Public Relations Manager Cindy Khatri and IT Manager Paul Regis collaborated, discussing problem areas and effectiveness of the current website and creating a team for input on the new sitemap. Working with OC Creative, the library launched its new website in February 2020, with more focused pages and content. Google Analytics is used monthly to track effectiveness of pages and marketing. Also implemented was Google Tag Manager to track specific links for Virtual Programs (links within text boxes instead of buttons). Feedback gathered on the new website has been overwhelmingly positive. Many have commented that the new site is easier to navigate and find information, especially when highlighting pandemic changes.

Adult & Teen Services and IT staff identified Niche Academy online tutorials that would be useful for staff and patrons. Tutorials for specific services, such as cloudLibrary, Flipster, Brainfuse, and NoveList, were added to the website to increase visibility and accessibility of tutorials. The library's pandemic closure forced the creation of new tools to support use of online resources and services, such as virtual tours and instructional videos.

Objective: To provide special collections that reflect the diverse needs and interests of the Downers Grove community

Action	Point Person (Department)	Target Date
Continue developing, digitizing, and preserving Local History collection	Adult and Teen Services Manager	Annual
Explore and offer technology equipment for check out	Information Technology Manager	Annual
Create a circulating collection of STEM materials	Children's Services Manager	December 2018
Explore creating a "Rack at the Tracks" for commuters	Circulation Manager	December 2018
Explore Human Library concept including different topics and community members	Circulation Manager	December 2019

Final Review:

Adult & Teen Services Librarian Kira Riddle completed a preservation project of the library's archival collection. Staff explored ways to make the library's obituary index accessible and usable for staff and patrons. The obituary index went live on the website in April 2021. Staff evaluated ways to digitize and make accessible more of the local history, including the IDA and Internet Archive for hosting library's historical local papers to increase discoverability.

As a result of this action item, the library now circulates five cameras including GoPros, a slide to digital converter, two VR Headsets, two portable CD players, a film scanner, a photo backdrop kit, two slide projectors, night vision binoculars, a Cricut, a metal detector, and paranormal investigation kits. Ten circulating laptops were added for in house use. Check out of equipment ceased temporarily during the pandemic closure. Laptop & WiFi Hotspot kits were made available in November 2020. Staff regularly evaluate and recommend additional equipment for check out.

The collection of 14 STEM-related kits launched in January 2019, with three additional kits added in May in response to demand. DGPL's Anything Emporium, a "library of things," grew out of this goal. The STEM kit offerings continue to grow, with more than 30 available by the end of 2020. Ten art kits were added in 2021.

In cooperation with the Village of Downers Grove, a Rack at the Track was installed at the Main Street Metra station in June 2018, using weeded or donated books for readers' convenience. Patrons LOVED this addition to the Metra station. However, with the Metra station frequently locked and restrictions on donations during the pandemic, this service was placed on hold. When pandemic restrictions are lifted, this service will resume.

Circulation Manager Christine Lees identified Human Library of Fox Valley (<https://www.humanlibraryofthefoxvalley.org/>) for potential future partnership. The Human Library of Fox Valley put their work on hiatus during the pandemic. The library started the Life in 2020 project to record people's experiences and track information during the pandemic and beyond. Once pandemic restrictions are lifted, the Human Library concept will be revisited.

Goal: We provide value to the community for the funds entrusted to us.

Objective: To be financially responsible and resourceful in purchasing decisions

Action	Point Person (Department)	Target Date
Actively seek opportunities for group purchasing, new tools, lower-cost vendors, etc.	Management Team	Annual
Solicit local vendors to respond to bids and request for proposals, as practical	Facilities Manager	Annual

Final Review:

These two action items are closely tied.

After studying the cost of in-house processing, Access Services outsourced processing of all hardcover books through Baker & Taylor in January 2018. RAILS group purchases continue to be a source for savings, including Communico and LibraryAware. Switching to ILA-preferred vendor CallOne for the library's ISDN/PRI circuit saved over \$300 per month. DGPL supported renewal of SWAN EBSCO group purchase, which offered an even deeper discount than the RAILS group purchase in 2021. Sharing of information on vendors among libraries, specifically for PPE during the pandemic, helped secure supplies. KitKeeper and Aspen Discovery catalog are SWAN group purchases that could net savings for the library over purchasing individually while improving service.

Local vendors Hayes Mechanical, Urban Elevator, and Best Quality Cleaning were awarded service contracts. The local franchise of Cintas provides mat service and restroom deep cleaning. Staff continue to look for ways to improve service while remaining cost effective.

Objective: To seek out alternate funding sources

Action	Point Person (Department)	Target Date
Regularly investigate grant opportunities available	Management Team	Annual
Support the Friends of the Library and Foundation in their fundraising activities	Library Director	Annual

Final Review:

Staff identified and applied for: JCS Fund "Picture This" Visual Arts Mini-Grant through DuPage Foundation (received); PBS American Creed: Community Conversations Grant (received); Telling a People's Story Exhibit grant (received); FEMA/IEMA grant for COVID-19 pandemic supplies (first disbursement received); ComEd Energy Efficiency Grants for HVAC, boilers, and controls project and lighting projects (received); EBSCO solar grant (pending); Secretary of State PPE Grant (received); My Library is...Grant (not received); NEA Big Read Grant (pending); Back to Books grant (not received); Game on! Grant (not received); Libraries Transform Communities Engagement grant (not received); and Lift Every Voice (received). The Telling a People's Story grant became a catalyst for a month of equity, diversity, and inclusion programming. Staff continue to seek out and apply for grant opportunities.

The library supported the Friends group through: collecting and storing donations and withdrawals and setting up for book sale every October; creating a new logo and membership form; aiding in purchasing swag and other promotional materials; helping compose annual membership letter; creating a new brochure to recruit new members; and securing funds from Amazon Smile. The Friends support for the library included: employee recognition with \$5.00 gift card to Peet's coffee per employee; funding for Employee of the Moment staff recognition celebrations; noise-canceling headphones for Anything Emporium collection; Rack at the Track processing costs and rack display (on hiatus due to pandemic); Summer Reading Prizes for kids; circulating umbrella collection; and second wave of Anything Emporium offerings. Annual Friends book donation days and book sale were cancelled in 2020 due the pandemic. The Friends struggled to meet during the pandemic. *Discoveries* now regularly includes Friends information and articles.

The library supported the Foundation through: bookkeeping; handling of Garden Walk Brick program; publicizing events such as ModPizza fundraiser; and administrative support for bylaws and policy updates. Foundation support for the Library included: funding first year of Satellite Stacks; funding of **The Public** movie screening; donating Melissa Leandro artwork for lobby; donation of \$10,000 for eBooks at the start of the pandemic; funding 2020 Summer Reading Prizes for adults; and donating two artworks by Sarvin Haghighi. The Foundation also recruited new Board members, set a committee structure, participated in the Downtown Wine Walk to raise awareness of Foundation, held unveiling and fundraiser events, and revived Garden Walk Brick program with Mothers' Day/graduation promotional campaigns. *Discoveries* now regularly includes Foundation information and articles.

Goal: We remove barriers to service.

Objective: To improve physical access to services

Action	Point Person (Department)	Target Date
Explore alternatives to make entrances accessible from handicap parking spaces in snow	Facilities Manager	December 2018
Review ADA accessibility of Forest Avenue parking lot	Facilities Manager	June 2018
Request that the Village designate additional handicap parking spaces on Curtiss Street	Library Director	December 2018
Consider moving or removing security gates	Circulation Manager	December 2018
Work with stakeholder organizations to identify potential solutions to parking issues and advocate for implementation	Library Director	December 2019

Final Review:

The four parking-related action items are all closely tied. They were subject to review and recommendations of the Village of Downers Grove Public Works Department and Transportation and Parking Commission. Some action items were postponed from consideration by these groups while the Village's Parking Study was conducted in 2019. Village of Downers Grove worked with snow removal vendor to improve snow removal around Curtiss St. ADA spaces and has ongoing made the spaces more accessible during winter weather. ADA accessibility of Forest Avenue parking lot was reviewed with Public Works staff, who deferred addressing it until after the Parking Study. Village chose to not designate a Forest Avenue ADA space. Three Curtiss Street parking spaces were designated for curbside pick-up service during the pandemic. Permanent designation of one 15-minute space at the Curtiss Street entrance for use by pick-up lockers in 2021 is under consideration. The Village's acquisition of the former bank drive-thru adjacent to the Forest Avenue parking lot and subsequent conversion of that area to expand the Forest Avenue lot have been very beneficial for library patron parking. Initial communications with Downtown Business Association, Downers Grove Economic Development Corporation, and Village regarding long-term plans for parking in downtown indicated need to actively participate in Village of Downers Grove Parking Study stakeholder interviews and survey for downtown business employees, as well as encouraging participation in resident and downtown business employee surveys. The library continues to advocate for implementation of Parking Study recommendations with Village of Downers Grove.

A study conducted by staff of theft while the security gates were disabled showed that the cost of maintaining the security system far exceeded the cost of items lost to theft. The security gates were removed and a new, overhead people counter was installed. Theft did not increase due to the removal of security gates and ADA accessibility was improved by widening the entry area beyond the 36" spacing of the security gates.

Objective: To adjust policies and procedures to improve access to services

Action	Point Person (Department)	Target Date
Review effects of online booking of meeting spaces	Public Relations Manager	Annual
Investigate the effects of eliminating fines	Circulation Manager	December 2019
Create policy and procedures for shelter resident cards	Circulation Manager	September 2017
Work with SWAN to implement an online library card application process	Circulation Manager	December 2019
Update Policy Manual	Library Director	December 2018
Create a process for teens to get a library card without a parent present	Circulation Manager	June 2018

Final Review:

Though assigned to the Public Relations Manager, the Executive Assistant was primarily responsible for mediating public meeting room bookings. Executive Assistant Katelyn Vabalaitis and the Management Team worked through changes to the policies governing use of meeting and conference rooms prior to Library Services Policy update. Most significantly, meeting room and conference room reservations now open on a rolling 6 months in advance, eliminating the prior practice of opening for a full calendar year on a single day. Oversight of meeting room booking duties was moved to the Administrative Assistant position. Impact of the change is unknown, with meeting and conference rooms closed to the public due to the pandemic.

Shortly after this action item was written, the SWAN consortium implemented automatic renewal of materials without holds. This change reduced overdue fines by over 50%. A "fine eraser" card program, which distributed \$5 fine credit to patrons, also helped to eliminate over 90% of overdue fine issues. During the pandemic, the library went fine free temporarily to eliminate patrons worry over fines with library closures, limited hours, etc. The permanent elimination of overdue fines was implemented September 2020.

A policy for Restricted Use Cards was approved in fall 2017, providing a path for both shelter users and for teens without a parent or legal guardian present to get a library card. The Restricted Use Library Card was rolled out to shelter users during the 2017-2018 Pads season, with sponsorship from the Rotary Club of Downers Grove to underwrite any losses and support expanded library service in local shelters. This program has been very successful in meeting these needs in our community and became a base for expanding services supporting Downers Grove shelter users and other local individuals experiencing homelessness.

Without integrated library system software vendor SirsiDynix's help in creating online library card applications, this action item was not moving forward. During the pandemic closure, SWAN implemented a digital use only online library card application as a pilot program. Circulation Manager Christine Lees provided feedback to SWAN on the

Final Review continued:

temporary application and made suggestions for a permanent solution. It is unknown whether SirsiDynix or SWAN will continue to pursue creating a permanent solution.

The Policy Manual update was completed in early 2019. All policy sections were rewritten, reformatted, reviewed by the Management Team, and approved by the Board of Library Trustees. In 2020, the new *Serving Our Public 4.0: Standards for Illinois Public Libraries* was released, prompting a flurry of additional policy updates.

Strategic Focus: Engage with our community and the world

Goal: We partner with local organizations and government entities.

Objective: To coordinate efforts that support each organization's programs and services

Action	Point Person (Department)	Target Date
Begin Downers Grove organizations roundtable to make connections and share information	Public Relations Manager	December 2018
Investigate allocation of outreach tasks and duties	Assistant Library Director	December 2018
Support community organizations in finding volunteers	Public Relations Manager	Annual
Investigate a Village-wide information clearinghouse for volunteer opportunities and assistance needs	Public Relations Manager	December 2019

Final Review:

Overall, there was no interest from partner organizations to begin an organizational roundtable. Public Relations Manager Cindy Khatri met with Downtown Downers Grove Management Interim Director Erin Venezia and Village PR Manager Doug Kozlowski to discuss the need and interest for this roundtable. Both mentioned numerous failed attempts but were open to finding a new way to pursue this. The library created and held a Leadership Academy program in September 2019, which will partially fill this goal of fostering connections. Increased communication and development of partnerships helped organizations disseminate information and program opportunities such as volunteers, mission float, employee evaluations, etc. During the pandemic, many businesses relied on the Downtown Downers Grove Management Group to connect and spread information. Otherwise, businesses expressed that they were too burned out and busy to take part in a roundtable for networking. Most want marketing opportunities from the library, which led to the library allowing occasional marketing for outside organizations' programs if they relate to essential services. The new DGPL Career Help page helps to point patrons in the direction of local jobs with job posts. Post-pandemic, the desire for this sort of networking group will be reevaluated.

Assistant Director Jen Ryjewski created a cross-departmental Outreach Team, which meets bimonthly. This team is now coordinating all multi-department outreach efforts. Examples of their work include: Volunteer Service Fair, partnering with local organizations to reach potential volunteers; Organization of the Month, highlighting one local organization each month in the library and library marketing; Cover-to-Cover podcast, highlighting library services; Social Services Corner in the Cafe area with updated social service information; The Cupboard, little free pantry operated with the help of local food pantries and churches; Take Home Service Fair, in the works for fall 2021; and marketing library services at outreach events through brochures and two sets of trifold table displays with Velcro sign holders. During the pandemic, in-person outreach has been on hiatus, but virtual outreach has been going strong with things like virtual library tours and other cooperative programs.

Final Review continued:

Connecting community organizations with potential volunteers dovetailed with partnership and outreach goals. The Volunteer Service Fair and Organization of the Month are examples of successful initiatives that fulfill this goal. The Organization of the Month program allows the local organization to: display information in the library's lobby, including donation drives, sign up events, and other outreach activities; highlight them in the *Discoveries* newsletter, on library social media, and on the library's website; and feature them on the Cover-to-Cover podcast. The overarching goal of partnering with local organizations and governmental entities expanded our focus beyond the action item as written in the plan.

Upon investigation, it was found that Giving DuPage already provided a central location for volunteer information. The library features Giving DuPage as a volunteer clearinghouse on the library's Career Help webpage. Volunteer opportunities are highlighted for the Organization of the Month each month. Opportunities are also highlighted on the jobs board any time submitted.

Goal: We encourage civic engagement.

Objective: To support community connections through programming

Action	Point Person (Department)	Target Date
Partner with local organizations to offer four additional civic engagement programs per year	Adult Program Coordinator	October 2018
Create a series of programs for residents to discuss local issues, including a mechanism to identify topics	Public Relations Manager	June 2019

Final Review:

These two action items are very closely aligned, with most steps taken fulfilling either or both action items. Adult Program Coordinator Karen Bonarek began by identifying local groups/speakers and surveying patrons on what kinds of civic engagement programs they would prefer, if any. A Voters' Corner web page and programming to inform voters of basic resources leading up to each election has been implemented. Civic Engagement programs included the American Creed grant and programming in 2019. The American Association of University Women and League of Women Voters have been strong partners in offering civic engagement programs. Other partnership programs included: Village of Downers Grove listening session on policing; Census Bureau Census Taker Applications; DGS senior & creator Therese Malinowski, Girl Scouts, & Illinois Coalition Against Sexual Assault Project Dandelion; League of Women Voters Great Decisions; Village of Downers Grove's Environmental Concerns Committee Climate Change 101; and Common Cause Illinois Safe, Secure, and Accessible Elections: - Protecting the Right to Vote during the COVID-19 Pandemic.

Community Conversations included the October 2019 program series focused on homelessness in Downers Grove and September 2020 program series focused on equity, diversity, and inclusion at the library and in our community. Each of those conversations provided multiple partnership opportunities with local organizations and government entities. The Village of Downers Grove requested the library host a stand-alone session, Policing in Downers Grove, in August 2020, creating a new partnership with the DuPage County Chapter of the NAACP. With no in-person programs due to the pandemic, a town-hall style series is on hold.

Goal: We communicate the library's value to the community.

Objective: To raise awareness of the library

Action	Point Person (Department)	Target Date
Create and implement a Communications Plan, concentrated on strategic focus areas	Public Relations Manager	December 2018

Final Review:

A draft Communications and Marketing Plan was created in 2018. Shortly thereafter, the entire Public Relations Department was reorganized, with a completely new staff within a year. The new Public Relations team has met numerous times to discuss marketing and communications plans. Guidelines and basic plan sections around social media, programs, and *Discoveries* were drafted to be implemented as sections of a larger marketing plan. When the next Strategic Planning is completed, the PR team will utilize its goals and objectives to direct the marketing and communications plan's finer points. The library's Style Guide was updated and restructured in 2020-2021.

Goal: Staff actively seek opportunities to share knowledge and expertise.

Objective: To support staff in becoming leaders in the library profession

Action	Point Person (Department)	Target Date
Submit at least one conference program proposal or have at least one staff member included in a conference proposal per year	Management Team	Annual
Actively participate in RAILS, SWAN, and other local professional organizations' committees and advisory groups	Management Team	Annual
Support participation in professional committees on the state and national level	Management Team and Administration	Annual

Final Review:

Staff's presentations or conference presentation proposals included: Erin Linsenmeyer at ABOS conference (2017); Amanda Klenk at a LACONI RASS event on Adult Books for Teens (November 2017); Erin Linsenmeyer and Lynette Bromiel at PLA and ALSC (not selected, 2018); Christine Lees at SWANx on Serving Those Experiencing Homelessness: Strategies for Library Staff (August 2018); Julie Milavec co-presented at ILA annual conference on Serving People Experiencing Homelessness (October 2018), Amy Prechel at ILA annual conference (October 2018); Julie Milavec at Reaching Forward on Policies, Programs, and Partnerships for Serving Individuals Experiencing Homelessness (May 2019); Cindy Khatri at SWANx on Organization of the Month: Public Library Partnership Program (August 2019); Ian Knorr at SWANx on Let's Talk About the F-Word... Facilities! (August 2019); Sharon Hrycewicz co-presented at SWANx on All "Things" Welcome: Library of Things (August 2019); Amy Prechel participated on a panel at SWANx on RFID, Libraries, & SWAN: Understanding the Basics of this Technology in a Consortium (August 2019); and Erin Linsenmeyer at SWANx on School Districts and Public Libraries: Two Great Things that Go Together! (August 2019). In 2020, numerous conference proposals were submitted by staff, including Assistant Director Jen Ryjewski for PLA and Cindy Khatri and Erin Linsenmeyer at the Lead the Way conference on library-wide outreach. Many conferences were canceled or postponed due to the pandemic. In May 2021, Jen Ryjewski will be presenting at the virtual Reaching Forward Conference on language and fostering an inclusive and welcoming environment.

Staff's participation in RAILS, SWAN, or local professional organizations include: Jen Ryjewski: RAILS Technical Services Group, Assistant Director's Group, SWAN Cataloger's Advisory/Users Group, and Technical Services LACONI section; Christine Lees: SWANx Committee, President Elect SLUI, and SLUI Board President; Sharon Hrycewicz: SWAN DUX committee; Joy Matteson: SWAN DUX committee and Southwest Suburban Business Librarians Networking Group chair; Lizzie Matkowski: SWAN Book Club Users Group co-chair, ReCharge committee, and Adult Reading Round Table Committee; Julie Milavec: SWAN Executive Board, LIRA Executive Board, RAILS Consortia Committee, DuPage Directors Group, SLAM, SAIL, Zone 1 Plus, and LACONI Administrators Section;

Final Review continued:

Amy Prechel: Clarity Task Force; Sandy Feuillan: SWAN Circulation Advisory Group; Nora Mastny: SWAN Cataloging Advisory Group; and Emily Kiang: RAILS EDI Committee.

To support staff's participation in state and national professional organizations, memberships in ILA and ALA for professional staff are funded annually by the library. Many professional staff are members of various ALA subsections, including ALSC, PLA, and YALSA. Staff's participation in state and national professional organizations include: Julie Milavec: ILA Executive Board candidate; Jen Ryjewski: ILA Best Practices Committee member; and Sharon Hrycewicz: ILA 2018 Conference Committee.

Strategic Focus: Empower individuals at all ages and stages of life

Goal: The library is the center of lifelong learning in Downers Grove.

Objective: To provide high-impact learning resources, technologies, and services for all ages

Action	Point Person (Department)	Target Date
Support small business-focused learning opportunities	Adult and Teen Services Manager	Annual
Connect people to resources that develop job skills	Adult and Teen Services Manager	Annual
Provide support for book clubs through book club kits	Adult and Teen Services Manager	June 2018
Expand services to seniors and senior centers to address their unmet needs	Adult and Teen Services Manager	June 2019
Create opportunities to connect homeschool families to resources	Children's Services Manager	December 2019
Partner with other organizations on their lifelong learning initiatives	Public Relations Manager	December 2020

Final Review:

Adult & Teen Services Librarians Fred LeBaron and Joy Matteson partnered with local businesses to focus on needs within the Downers Grove business community. By participating in more Downtown Business Association and Chamber630 meetings, they increased library visibility to the business community and used those one-on-one relationships to direct programming. They promote one-on-one appointments with business librarians, business library cards for local businesses, and the quarterly DG business e-newsletter, created in 2019. A Leadership Academy for local professionals began in September 2019. The library partners with SCORE to host their roundtable meetings, organize programs with SCORE volunteers, and regularly schedule programs geared towards small business concerns. The library acted as a location for Small Business Saturday to disseminate information. A Job Board was created and business page added to the library's website. The library continues to partner with SCORE, but most work is currently virtual. With virtual programs through SCORE, we have been able to work with other libraries in the area and market with SCORE for wider reach.

The library partnered with People's Resource Center to start a series of job assistance workshops in 2018. That partnership continued in 2019, with an expanded schedule of computer classes. A Job Board was created. During the pandemic closure, library staff worked with People's Resource Center to host online classes. Online job search programs resumed with the People's Resource Center in summer 2020. Job information bookmarks were created for distribution in the Social Services Corner. A Career Help page was added to the website. Universal Class was added to increase virtual learning opportunities for patrons.

Final Review continued:

Book Club Bags collection launched in January 2018, with startup funding from the Downers Grove Public Library Foundation. Adult & Teen Services staff continue to refresh this collection and add additional bags based on popularity of titles. An informative handout describing the options available to local book clubs was created in 2018.

Dedicated staff act as liaisons for some groups, offering readers' advisory and meeting with groups looking for advice on starting a group when circumstances allowed. Adult & Teen Services Manager Lizzie Matkowski served as co-chair of SWAN Book Club Users Group. During the pandemic closure, staff created Book Bundles for patrons and for people needing bundled resources. The library is participating in a SWAN pilot project for KitKeeper, a software that will support interlibrary loan of book club kits. Adult & Teen Services Manager Lizzie Matkowski, Interlibrary Loan Coordinator Lorel Trout, and Adult & Teen Services Librarian Nancy Rooney are working on setting up the DGPL portion of KitKeeper for the SWAN pilot project.

Staff explored ways to expand services to patrons in assisted living facilities and home services patrons, including rotating collections and expanding community partnerships. Satellite Stacks collections launched in February 2019 at six local senior living facilities, with startup funding from the Downers Grove Public Library Foundation. Increased outreach presence followed at the facilities, such as establishing book discussions led by library staff, assisting one facility to start their own book discussion group, and offering on-site Book-an-Expert appointments for tech help. Collection management of Satellite Stacks is ongoing. During the pandemic, deliveries to Satellite Stacks and individual home services patrons proceeded when safety allowed. Staff are resuming delivery for Satellite Stacks and home services to a limited extent as safety allows. Staff explored options to mail some Satellite Stacks items to residents where allowed, while librarians were not able to drop off items to the residences. Withdrawn items were donated to the Oak Trace Assisted Living/Skilled Nursing facility, since library staff cannot maintain a collection there. The Innovation Team's next collection focus will be developing "memory care kits" for use by seniors and senior living facilities.

In early 2018, Consumer Affairs Online Homeschool Program reviews were added to the website. Homeschooling Family Focus Groups were held in August 2019. Based on the focus groups, a monthly club/program was planned to begin in summer 2020, but was postponed due to the pandemic. The desired opportunity from local families is to have a regular meeting that focuses on a wide variety of topics, but is still applicable on a family level. Planning for this monthly group is underway, with the program to launch when in-house programming resumes.

With a target date of December 2020, the pandemic prevented many organizations from continuing discussions around partnerships for lifelong learning initiatives, as most programming was virtual or suspended. In early 2020, the library partnered with College of DuPage's English Language Acquisition (ELA) program to provide a free language class for patrons. The pandemic has continued to obstruct a lot of partnerships for programs like this since many organizations are also stretched thin. Discussions with EQDG to create more inclusive learning opportunities in the community in 2021 are underway. College of DuPage and Literacy DuPage have expressed interest in continued partnerships, particularly when the library's meeting spaces are available to host programs.

Goal: We support the literacies needed to navigate today's world.

Objective: To offer digital literacy learning opportunities

Action	Point Person (Department)	Target Date
Explore dedicated staffing for the Media Lab	Information Technology Manager	June 2018
Create a Media Lab service plan	Information Technology Manager	December 2018
Develop an array of digital literacy classes and curricula	Information Technology Manager	December 2019

Final Review:

During the library-wide reorganization of staffing in 2017/2018, the position of Media Lab Coordinator was created and Ed Bromiel was hired.

The need to create Media Lab policies and procedures took precedence over the creation of a Media Lab Service Plan. The Media Lab Service Plan was under development when the Media Lab closed to the public during the pandemic. The Media Lab is currently used for socially distanced office space and recording virtual programs. The Media Lab Service Plan will be revisited when the Media Lab reopens to the public.

Beginning in 2018, online sources for digital literacy classes, such as digitallearn.org and Niche Academy, were evaluated. Niche Academy and Universal Class platforms were added. The BritTEAM platform included in the LIRA insurance pool offerings expanded staff online learning. Training paths for onboarding employees and supervisors were created. Classes for social media and apps were added, then expanded. During the pandemic, classes went all virtual. Current offerings include Instagram, Discord, Snapchat, Zoom, and Google Meet.

Objective: To support adult literacy

Action	Point Person (Department)	Target Date
Coordinate ESL and adult literacy services with local agencies	Adult and Teen Services Manager	Annual
Explore programs and resources to support literacy in areas such as health, finance, and life skills	Programming Team	Annual

Final Review:

Public Relations Manager Cindy Khatri was at the forefront of relationship building with College of DuPage (COD), Literacy DuPage, and TEACH (formerly School and Tutors on Wheels). Staff met with School and Tutors on Wheels representatives in 2018 to discuss support through collection development, providing space, and raising awareness of resources. The library continues to provide space for TEACH's tutors. In fall 2019, the library piloted a partnership with COD's English Language Acquisition (ELA) program as a host site. Literacy DuPage was an organization of the month. Literacy DuPage's tutors and students regularly use library study rooms to meet and a tutor training was hosted in the Meeting Room. Resource guides provided by partners were used to evaluate the literacy collection. Recommendations from Literacy DuPage led to an increase in ESL/ELL collection.

Programs to support other literacies included: Money Smart Week (annual); Summer Reading Club (annual); Winter Bingo; Living with the New Tax Law: What You Need to Know; Basics of Investing in Stocks & Bonds; Gentle Tai Chi; Gentle Zumba; The New Reality: - Straight talk about your taxes, your finances, and your life; Power Vegetable Gardening; Shopping, Saving, & Storing for Your Food & Funds; Gentle Yoga; Low-Impact Fitness; Medicare 101; Meditation Stress Relief and Wellness - World Mental Health Day; Take-Home Stress Relief Bags - World Mental Health Day; Taxes 2020: More Confusing Than Ever; Stress Relief, Resilience, & Well Being thru Laughter. Programs were generally in-person prior to the pandemic and virtual from spring 2020 to present.

Objective: To prepare the children of Downers Grove with the skills needed for school readiness

Action	Point Person (Department)	Target Date
Train all Children's Services staff on Every Child Ready to Read and early literacy research	Children's Services Manager	June 2019
Partner with local hospitals to provide early literacy information to parents of new babies	Children's Services Manager	December 2019
Implement a 1,000 Books Before Kindergarten initiative	Children's Services Manager	January 2018
Update established early childhood programming to more visibly incorporate early literacy skills development	Children's Services Manager	December 2019
Offer early literacy education for parents	Children's Services Manager	June 2020

Final Review:

Work began with creating a timeline for training in Fall 2018. Training began in January and continued through December 2019. Due to staff turnover and the subsequent hiring and onboarding of new staff, the target date was adjusted. Training of all staff, including those just onboarded, finished in February 2020. Every Child Ready to Read and early literacy research training is now incorporated into training for onboarding new staff going forward.

After many attempts to reach out to local hospitals at a variety of levels, the library was unsuccessful in creating a partnership. A revised plan developed by staff would get this information out in doctor and dentist offices instead, as well as offering books for waiting rooms. Work on getting information into local pediatricians' offices was interrupted by the pandemic. Children's Outreach Coordinator Erin Linsenmeyer has a proposal ready to submit to the Downers Grove Public Library Foundation for funding, post-pandemic.

The 1,000 Books Before Kindergarten (1KBK) was launched in January 2018 and continues to be a very successful initiative.

Updating established early childhood programming to more visibly incorporate early literacy skills development was slated to build from the staff training on Every Child Ready to Read action item. The process began in January 2019 in conjunction with that training. Implementation was begun but interrupted by pandemic closures. The concepts are incorporated into virtual Early Childhood programming, as much as is feasible. When in-house storytimes resume, these concepts will be incorporated in their new format.

A new partnership with Teen Parent Connection provided early literacy information to parents in their support group during monthly visits in 2018. Early literacy education parent training scheduled for late 2020 was delayed by pandemic closures. This action item was not completed.

Goal: We connect people to the arts and cultural experiences.

Objective: To enrich the library experience through art displays and collections

Action	Point Person (Department)	Target Date
Offer tours of the library art collection, virtually and in-person	Public Relations Manager	March 2019
Provide gallery space and performance opportunities to showcase artistic and cultural creations	Public Relations Manager	Annual
Preserve and protect the art collection	Library Director	December 2020

Final Review:

In 2018, Graphics & Display Coordinator Melody Danley provided tours to the Board of Library Trustees and Downers Grove Public Library Foundation Board of Directors. In 2019, she created an art collection brochure for distribution at public service desks and the library art collection was featured on the Cover to Cover podcast. A new Art Collection webpage provides space to feature the artist or group displayed in the Galleries each month. Graphic Design and Display Coordinator Grace Goodwyn is working on an art tour script for both audio and in-person tours. During the pandemic, the library partnered with a District 58 art teacher to create a virtual tour of the artwork in the library for students.

The library features local artists from the metropolitan Chicagoland area in its Galleries monthly. A teen art program created a mural for Teen Central (2018) and a mobile art display unit was added for Teen Central. The library hosts traveling exhibits, such as the Woodstock retrospective (2019) and Telling a People's Story (2020). Due to pandemic closures, many of the 2020 shows were delayed or canceled. Even through the pandemic, artwork has been displayed at times when the library is open. When originally scheduled artists have not been available, the Galleries featured historical Downers Grove photos, artwork by Downers Grove students, and a staff exhibition of pandemic projects.

In 2019, an art preservation consultant assessed the condition of the art collection and made recommendations, including priorities for conservation and restoration projects. The Children of Peace bronze statue outside the library was cleaned, repaired, and treated in late 2019, as was the Epic of Gilgamesh. The Journey to Janus sculpture in the Curtiss Street atrium and extending into the library was cleaned and repaired in 2020.

Objective: To support cultural programs that embrace equity, diversity, and inclusion

Action	Point Person (Department)	Target Date
Explore programs to connect residents to diverse cultures and languages	Programming Team	Annual
Develop relationships with key partners to support arts and culture	Public Relations Manager and Programming Team	June 2019

Final Review:

Go Global program for preschoolers started in Summer 2017, focused on introducing countries and their cultures. In June 2018, the Kids Room held its first Spanish language-based program. In 2017/2018, programs for adults included: Mysterious Myanmar; American Creed film and discussion; Bollywood dancing instruction; Tom Sharpe percussion (demonstrated ethnic percussion instruments); Shinrin-Yoku/Forest therapy (Japanese preventative medicine); Internet research for Czech genealogy; and a historical presentation of Sacagawea. In 2019, staff endeavored to solicit participation for a Multicultural Fair, but did not have success. Foreign Language Storytimes in Spanish, French, and Mandarin were held in summer 2019. During the pandemic, in-person programs were canceled, which impacted the Programming Team's efforts. Pride month reading lists and a resource video was created for the Kids Room. Anti-racist booklists that highlight a variety of culture groups were created and posted on the Staff Picks webpage. Virtual programs in 2020 included: Searching for South America; Suenos-Latin Jazz Quartet; Frida Kahlo 2020; and A Peek into the American Indian Way of Life - Through Their History and Oral Traditions.

Public Relations Manager Cindy Khatri began by identifying potential partners and evaluating existing partnerships. Local arts organization The Art Department became a key partner, with the library acting as an exhibition and host site for the Weathered Art project (summer 2019) and other community art projects. The library partnered with Republic Bank to host its traveling exhibits on Woodstock and a Veterans Memorial. The library's partnerships with EQDG and NAACP have been growing. The Art Department and Arts DuPage continue to be featured at the library. Lift Every Voice was a featured grant to showcase Black poetry with a display in the library.

Objective: To respond to pop culture trends

Action	Point Person (Department)	Target Date
Offer timely programs, resources, and services	Management Team and Programming Team	Annual

Final Review:

Timely programs, resources, and services include: PADS Breakfast Series, which became the Lunch & Learn series for PADS clients; Listening Session: Policing in Downers Grove; DEI project listening sessions; addition of ReadSquared, online reading software; development of pick-up programs and virtual programs to replace in-person programming due to the pandemic, inclusion of virtual book discussions; addition of curbside service during pandemic closures; creation of Book Bundles during curbside service; implemented hosting of social work interns; and hosted programs and exhibits including Telling a People's Story: African-American Children's Illustrated Literature, A Bit of History: Living History Performance on the Life of Harriet Tubman, Autobiography of a Freedom Rider: My Life as a Foot Soldier for Civil Rights, and Lift Every Voice: Why African-American Poetry Matters, a community read and discussion.

Goal: We provide staff with opportunities to learn and grow.

Objective: To invest in staff training and professional development

Action	Point Person (Department)	Target Date
Offer continuing education opportunities for all staff	Management Team	Annual
Expand use of staff expertise for in-house training	Management Team	Annual
Expand professional skills using cross-departmental teams	Management Team	Annual
Create library-wide training program for supervisors	Assistant Library Director	December 2018
Cross-train staff to maximize staffing resources	Management Team	December 2018

Final Review:

All staff received an annual performance evaluation goal of taking one or more professional development training session. The Circulation Department booked the Training Room for seven sessions in 2018 to allow Circulation staff to attend webinars. Public Relations added a goal of completing at least one webinar from the Hootsuite Marketing Academy in 2019. The pandemic closure allowed for significant amounts of online staff training in 2020. Attendance at professional conferences included Public Library Association, Association for Library Service to Children, Reaching Forward, DuPage County Genealogical Society, Young Adult Services Symposium, SWANx, and Illinois Library Association.

Technology Instructor Annie Jagielski taught reports to Acting Supervisors and how to conduct computer classes to Computer Help Desk Associates. Training videos for staff were created in-house by IT staff. Staff are encouraged to book one-on-one training with Annie as needed for technology training.

Cross-departmental teams created include: Service Excellence, Innovation, Programming, Outreach, In Charge, Data, and Safety. Cross-departmental teams continue their work, except Data Team which was disbanded after reviewing and updating library-wide statistical reporting. The Person In Charge (PIC) Advisory Team was created in March 2021 to improve communication between PIC staff and Administration.

Technology Instructor Annie Jagielski created online Training Paths for onboarding, both for all staff and specifically for supervisors. These were rolled out to all staff during the pandemic closure and are now incorporated into the library's standard onboarding process.

All Access Services staff trained to serve as backup for shelvers in Circulation. Five staff from Circulation and Adult & Teen Services (ATS) trained to cover the Kids Room desk. Three staff from Children's Services and Administration trained to work Check Out desk. Four staff from Children's Services and Administration trained to work the ATS desk. Two new Public Relations staff members participated in half days of shadowing/training in each department in 2019.

Final Review continued:

Two staff from ATS trained to cover the Computer Help Desk. Cross-trained substitute librarians can work ATS or Kids Room desks. Cross-trained staff regularly cover desk shifts for departmental meetings. Cross-departmental opportunities expanded during COVID-19 Phased Response and Reopening Plan with staff from multiple departments staffing Curbside Service, acting as door monitors, volunteering to help with exceptions carts, etc.

Strategic Focus: Evolve with our changing community

Goal: We maintain an accessible and welcoming building.

Objective: To provide equipment and furnishings that support the library's goals and activities

Action	Point Person (Department)	Target Date
Provide comfortable, durable, and functional furniture that supports use of technology	Facilities Manager	Annual
Complete updating restrooms	Facilities Manager	December 2018
Upgrade lighting in public areas	Facilities Manager	December 2020
Provide additional outdoor seating	Facilities Manager	December 2019
Investigate noise abatement solutions for Circulation Services workroom and Teen Central	Facilities Manager	June 2018
Evaluate ADA accessibility throughout the building	Facilities Manager	Annual

Final Review:

Chairs and computer desks in the Public Computer Area were replaced in 2018. New soft seating was added and Kids Room chairs were replaced in 2019. Adult & Teen Services chairs, Meeting Room tables, and Kids Program Room tables and chairs were replaced in 2019. Meeting Room chair replacement budgeted for 2020 was postponed due to pandemic closure.

Restroom renovations were completed in December 2018.

In 2018, LED lights were installed in the Cafe, Forest Avenue Entrance area gallery, Meeting Room, and Kids Room. In 2019, first floor Lobby, second floor PC area, Blu-Ray, DVD, Audio book, CD, and Teen Central were retro-fitted to LED lighting. Quiet Study Room and stairwell retro-fitted to LED lighting in 2020. Lobby sconce lighting was replaced with new LED fixtures in 2021.

Two picnic tables were installed on the east side of the Curtiss St. entrance in 2018 and removed in late 2019 due to individuals congregating in the area and violating Code of Conduct. Outdoor seating was not reinstalled due to pandemic restrictions and curbside operations. Installation of Pick-Up Lockers in 2021 will eliminate space for outdoor seating.

Quotes for noise canceling machines obtained in 2018 were cost prohibitive. Installation of a cubicle system in Circulation Workroom sufficiently addressed issue. Consistent enforcement of Code of Conduct has reduced noise complaints about Teen Central.

ADA evaluations are ongoing and updated as new ADA guidelines are introduced. The library meets ADA codes and guidelines.

Objective: To proactively plan for the library's future

Action	Point Person (Department)	Target Date
Develop and maintain a Long-Range Budget Plan	Library Director	Annual
Implement the recommendations of the Facilities Assessment	Library Director	Annual
Assess and address staffing needs	Library Director	June 2018

Final Review:

The Financial Management Plan was completed in 2018.

The Capital Needs Assessment projects continue annually. Project order and costs are periodically updated to reflect the latest information available.

During the annual budget process, the Financial Management Plan and Capital Needs Assessment provide the basis for the capital projects and Library Capital Replacement Fund budget. The library is on track to complete all Capital Needs Assessment projects without debt and with a balance of over \$1 million in the Library Capital Replacement Fund in 2027.

A full staffing evaluation was completed in July 2017 and a reorganization in September 2017. Evaluation of open positions is ongoing. A full staffing evaluation will be needed as the next Strategic Plan is implemented.

Goal: We seek and respond to community feedback.

Objective: To provide opportunities for residents and library users to give feedback

Action	Point Person (Department)	Target Date
Continue to use and report on How Did We Do? forms	Assistant Library Director	Annual
Use surveys to gather feedback	Management Team	Annual
Record issues to identify focus areas for Service Excellence Team	Management Team	Annual
Seek feedback from target populations	Management Team	Annual

Final Review:

Assistant Director Jen Ryjewski created a new storage and retrieval method to track How Did We Do? Feedback: A) cards and e-submissions are scanned into folder on a shared network drive; B) Emails are sent to employees and managers when mentioned specifically by name; C) All responses are tracked on Excel spreadsheet in a logical and thorough manner. Feedback is readily available to all staff. All comments from the public are responded to as appropriate, addressed internally, archived, and made available for staff to read.

Surveys included: DVD genre survey for patrons (2018); local and civic issues of interest for programming survey (2018); Ask Exercises (2019); website survey and focus groups (2019); Service Fair (2019); Storytime (2019); Patron needs assessment survey (begun in March 2020, restarted in July 2020 following pandemic closure); Programming Survey (2021); Staff social work needs (2021); and PIC Feedback (2021). Each survey provided useful data to staff on a specific area of needs. The former Information Desk is utilized for regular surveys, voter registration, etc.

No to Yes Log was created in 2018, with staff tracking when they had to “say no” to a patron. Monthly review for the library-wide No to Yes log continues, helping the group to identify issues for follow-up. The Service Excellence Team created, finalized, and presented the DGPL Culture Code to staff at the 2019 In-Service Day. All staff received a bookmark with the Culture Code and Service Promise. Other Service Excellence Team initiatives included: Employee Appreciation Program; Library-wide BBQ; Employee of the Moment; and several rounds of staff goody bags during the pandemic.

Closely tied to the action item on surveys, DVD users were surveyed about genres to gather feedback on how the collection is used and browsed. The Kids Room Summer Reading survey was reworked to be used at the end of the program annually. Storytime participant parents were surveyed to inform the changes in storytimes to incorporate early literacy initiatives. Homeschool families were surveyed about their needs to ensure new programs were responsive. Website user surveys and focus groups guided the development of the new website. The Aspen Discovery Project is informed by regular user surveys. Social work interns developed intake forms and needs assessment surveys for patrons.

Goal: Staff actively seek innovative ideas for library services and resources.

Objective: To allow staff time and resources to generate and investigate ideas

Action	Point Person (Department)	Target Date
Conduct management team brainstorming sessions	Library Director	Annual
Create cross-departmental Innovation Team	Assistant Library Director	June 2018

Final Review:

These two action items were very closely aligned.

Brainstorming was conducted regularly at Management Team meetings until the Innovation Team really began to take on this role. Management Team regularly discusses Innovation Team ideas for implementation. Brainstorming and problem solving became a part of the Management Team's regular meeting during the pandemic response. Solutions to service issues became Anything Emporium items, like the laptop kits.

Assistant Director Jen Ryjewski led the creation of the cross-departmental Innovation Team. The Anything Emporium, which expanded the STEM kit goal to different types of kits and collections for all ages, including art kits and electronics, was their first major initiative. It expanded our collections from STEM kits and media lab equipment to a full "Library of Things" that included everything from bike locks to sewing machines, metal detectors to umbrellas. Despite the pandemic closures, they launched two new collections in 2020: Binge Boxes and Board Games. The Team partnered with Aurelio's Pizza and Wells Street Popcorn to include coupons in Binge Boxes. The Anything Emporium grew during the pandemic as well, with: laptop kits, Night Vision Camera & Paranormal Investigation Kit, Cricut machine, and art kits.

Goal: We reflect the diversity of our community.

Objective: To be inclusive in providing service to the community

Action	Point Person (Department)	Target Date
Provide regular patron service training for all staff in equity, diversity, and inclusion	Management Team	Annual
Incorporate inclusive practices into library services	Management Team	Annual
Create a diversity strategy for recruiting that reflects the community	Library Director	December 2019

Final Review:

With training included in all staff's annual performance goals, the Management Team regularly shared upcoming training opportunities. In January 2018, the annual In-Service Day's main speaker, Catherine Popowits from Diversity Training & Consulting Inc., presented "Building a Cross-Cultural Service Environment at Your Library." Many staff viewed Disability Awareness Training and JJ's List training provided by RAILS. Staff requests for more diversity training led to the Praxis Group presentation "Creating Inclusive & Affirming Workplace Culture: Putting Values into Practice" at the bonus off-site In-Service Day during the HVAC replacement project. Diversity training is included in training paths for onboarding all new staff. That, in turn, led us into deeper equity, diversity, and inclusion work with RGW Consulting.

In 2018, Assistant Director Jen Ryjewski set up a weekly volunteer partnership with Giant Steps. Sensory Sensitive Sundays started in 2018. Children's Services Outreach Coordinator Erin Linsenmeyer attended Autism Forum conference (May 2018). A partnership with Little Friends' vocational group began in August 2018. Moving the book drop closer to Forest St. and working with Village of Downers Grove to get designated parking stalls addressed concerns of patrons with mobility issues. The library annually hosts District 99 Multi-Needs students for vocational placement. A "Little Free Pantry" was created in partnership with West Suburban Food Pantry and a social services information resource area placed nearby. A month of public programming in September 2020 focused on equity, diversity, and inclusion. Diversity audits of collections have begun, with expansion of these planned in 2021. Restroom signage was updated to all gender. The Cupboard was moved further into the lobby to accommodate the pandemic walk-through model.

Library Director Julie Milavec attended "Recruiting and Retaining Diverse Staff" workshop. The library implemented broader online recruiting tools for select positions. A plan to hire a consultant in 2020 to review the hiring process and make recommendations transformed into a broader look at equity, diversity, and inclusion in the library. RGW Consulting was retained to undertake an Equity, Diversity, and Inclusion (EDI) Trajectory Discovery project in March 2020 but was postponed due to pandemic closures. The rescheduled Listening Session for this project became the focal point of the month of EDI programming in September 2020. That Trajectory Discovery report mapped a two-year EDI journey for the library, which has included training for staff, Management Team, and Board, formation of the Equity Advisory Team, creation of a BIPOC staff affinity group, work on a land acknowledgement, and statements on anti-racism and anti-Asian hate crimes.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
APRIL 28, 2021**

Agenda Item 9A

COVID-19 Response and Phased Reopening Plan

At the March 24, 2021 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 March 18, 2021 includes dates of implementation of phases.

On March 22, 2021, DGPL continued progress on its Phase 4, Recovery of Hours and Services by adding tables and chairs. A limited number of study tables with chairs are available for one 90-minute walk-in, same day reservation per person, per day. Visits remain limited to 2 hours per person, per day. 90-minute computer appointments, 1 per person per day, are available with advanced reservations strongly encouraged. Hours remain Monday through Friday 10 a.m. to 7 p.m., Saturday 10 a.m. to 5 p.m., and Sunday 1 to 5 p.m. Masks must be worn over the nose and mouth at all times in the library, regardless of vaccination status, or patrons will be asked to leave for the day. Staff at all levels are empowered to enforce proper mask wearing. Door Monitors are stationed at each entrance to track capacity and ensure masks are in place upon entering. Curbside service continues, with 2 curbside service spaces and reduced staffing. Staff continue to work remotely as duties and schedules permit. Meeting, Conference, and Study Rooms are currently used only for socially distanced staff meetings, storage of furniture, and socially distanced staff workspaces.

Illinois Region 8 (DuPage and Kane Counties) remains in Phase 4: Revitalization of the Restore Illinois Plan. Mask requirements and social distancing remain in place. Meeting, social event, and gathering size allowed is 50 people or 50% of room capacity, whichever is less. Capacity limits are 50% for retail establishments.

As of this writing, on Monday, April 26, DGPL will begin reintroducing seating and tables that do not require reservations. In accordance with the latest guidance from the Centers for Disease Control (CDC), on Monday, May 3, cleaning and disinfecting of surfaces will return to once per day and opening hours will extend to 9 a.m. Monday through Saturday. Cleaning and disinfecting products will continue to be available at public service desks, as needed. Following a relocation of staff workspaces, study rooms will be reintroduced with one 90-minute walk-in, same day reservation per person, per day. When Study Rooms are reintroduced, tables and chairs will no longer require reservations. An honor system will continue for visit time limits. If the library

reaches capacity, an announcement will be made requesting anyone who has exceeded the visit limit to depart, allowing waiting patrons to enter. Additional seating and tables may be reintroduced as social distancing allows. With all adults over age 16 now eligible for vaccination in Illinois, many staff have already received at least one dose. Due to space and planning time needed, indoor in-person programming will not resume until fall 2021 at the earliest.

The Management Team will continue to review current operations and plan next steps to restore services. These plans assume Region 8 remains in Phase 4: Revitalization of the Restore Illinois plan and/or no other significant changes in information or recommendations from the Centers for Disease Control (CDC), Illinois Department of Public Health (IDPH), and the DuPage County Health Department (DCHD) are made.

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 through July 5, 2020, November 16, 2020 anticipated through January 31, 2021)

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 through September 15, 2020, October 23, 2020 through November 15, 2020, February 1, 2021-present)

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, March 1, 2021 through present)

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: Restoring 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
APRIL 28, 2021**

Agenda Item 10

Library Director's Report

FEMA/IEMA Grant

Thanks to the tenacity of Assistant Director Jen Ryjewski, the library received \$20,499.46 in grant funds through the Federal Emergency Management Agency (FEMA) and Illinois Emergency Management Agency (IEMA) Public Assistance program for expenses incurred. The library is now eligible to apply for a second round of reimbursement for expenses incurred through this program.

Equity, Diversity, and Inclusion Initiatives

On April 14, 2021, the Management Team participated in their fourth leadership training with RGW Consulting. The Equity Advisory Team met for the second time on Thursday, April 15 and began work on our Equity Strategic Plan. They will continue to meet regularly on the 3rd Thursday of each month, with a goal of bringing the equity strategic plan to the Board of Library Trustees for approval by February 2022. The Board's trainings were changed to June 1 and September 7, due to a scheduling conflict.

Vaccinations for Library Workers

Our local Jewel Osco pharmacy offered a private vaccination event at the Woodridge Park District on Friday, April 23 for library staff and those from some other local organizations that had been waiting for on-site events.

Land Acknowledgement

The library updated the Village of Downers Grove, District 58, District 99, Downers Grove Park District Museum, and Downers Grove Historical Society on the progress toward a land acknowledgment and supporting resources that will be made available for each to adapt and use for their organization. Adult and Teen Services Librarian Van McGary has reached out to potential partner organizations of Chicagoland Native peoples.

Aspen Discovery Platform Next Steps

Aspen Discovery Platform [beta test catalog](#) has performed so well that the Pilot Project libraries are working towards launching it as our primary catalog within the next six weeks. The SWAN consortium signed a three-year contract for the Aspen Discovery Platform, with a 60-day termination clause at the end of each year, allowing them to begin the rollout to all SWAN member libraries.

Submitted by Julie M. Milavec
April 22, 2021

Illinois Senate Bill 482 Open Meetings Act

A modification to the Open Meetings Act is under consideration in the Illinois legislature. Senate Bill 482 proposes to change the requirements by which an open or closed meeting may be conducted by audio or video conference without the physical presence of a quorum of the members. The Illinois Library Association supports this legislation.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
APRIL 28, 2021**

Department Reports – March 2021

Administration – Jen Ryjewski

- Attended one EDI leadership session with Reesheda Graham Washington where we focused on conflict resolution.
- Continued work with the Illinois Library Association Best Practices Committee and finished up a presentation for the Reaching Forward conference in May, which will focus on the importance of normalizing language: inclusivity and thoughtfulness around coded language.
- Met with the Friends of the Library. They voted in favor of sponsoring Teen Programming Coordinator Amanda Klenk with her program: 100 Books Before Graduation. Thank you, Friends!
- Continued work on streamlining and editing for clarity the Emergency and Disaster Response Manual for the next round of proofreading by the Safety & Security Team.
- Attended Ryan Dowd's Guide to Homelessness webinar: Service Animals: Your Obligations Under the ADA.
- Met with In Charge Team where we reviewed recent patron incidents, discussed patron bans, and tasked the newly formed PIC Advisory Team with defining specific terms like harassment and reviewing our levels of misconduct and warnings/suspensions.
- Met with Programming Team and EQDG and divvied out responsibilities for a joint outreach program with a few downtown restaurants in providing picnic baskets to-go in celebration of LGBTQ+ Pride throughout the month of June.
- Met with Innovation Team and are moving forward with a new collection of Memory Kits (actual name to be determined). We are currently brainstorming space and storage options in addition to the types of kits to make available to caregivers and their patients.

Adult & Teen Services – Lizzie Matkowski

- March programs included: Back to School: Making the Best of School Records; Zoom Calligraphy class; SCORE roundtable; Job Workshop: Am I Ready for the Job Search?; Gene Ha: Drawing Likenesses; Myths & History of the Highland Bagpipes.
- Maker Monday programs included: DIY Bookends, paper shadow box, phone holder, and Create Like Georgia O'Keeffe.
- Staff received training on using new vendor Ingram for book orders.
- Van worked with Cindy in PR to submit a proposal for the Talk Story Grant.

- Karen B. updated the Voter Corner Page with this year's election information on the website.
- Lizzie attended the quarterly SWAN Book Club Users Group meeting as the co-chair.

Children's Services – Allyson Renell

- The Kids Room started its annual preparations for the Summer Reading Program and have been hard at work finalizing prizes, decorations, and programming for the summer months. Program Coordinator Traci Skocik has been working with the Downers Grove Park District to provide outdoor programming at Fishel Park in June and July.
- Department Manager Allyson Renell and Outreach Coordinator Erin Linsenmeyer created a letter about the Illinois Cards for Kids Act. The Cards for Kids Act allows students who qualify for free and reduced lunch and live in an unincorporated area to receive a library card without having to pay non-resident fees. We gave our letter advertising this program to School District 58 who will pass the letter on to their students who qualify for this program.
- Allyson and Reference and Technology Coordinator Sharon Hrycewicz conducted interviews for our open Library Assistant position during the first two weeks of March.
- The Kids Room ended March by celebrating Spring Break with Downers Grove students. Each day of Spring Break we provided 100 Discovery Bags that were different for each day. This was very popular with almost all the bags being picked up on the same day they were put out. We also had a variety of other pick-up programs that were popular, including for infants and toddlers.
- Allyson applied for and was accepted to the Elevate Illinois Libraries Leadership Program.

Circulation Services – Christine Lees

- We served 1,332 patrons via curbside during March. Since reopening the Curtiss Street doors to patrons, our curbside numbers have been dramatically reduced.
- We said goodbye to two of our clerks as they both transitioned to new, full-time employment. We wish Jack and Diane well in their new positions. We are currently interviewing to fill these two open positions.
- Staff attended many of the free Blossom seminars offered during the week of March 22. These free seminars were library focused and included topics on patron services, diversity, stress management, and more!
- Christine met with Cindy Khatri and Julie Milavec to discuss getting our local CASA foster families library cards. I am thrilled to say we have a solid plan now in place to make this happen!
- Patrons who are not in the DGPL service boundary but attend local schools and participate in the free or reduced lunch program are now eligible for library cards

under the Cards for Kids Act. So far we have been able to offer this card to three children who would have otherwise had to purchase a fee card.

- Spring Break was a busy time at the library and it was wonderful to welcome people back who have been gone for a while. Things are starting to feel a bit more normal - hooray!

Information Technology – Paul Regis

- The IT department prepared the public computers for the increased limits for in-library visits. As of March 1, patrons have been able to visit for two hours and use the public computers for 90 minutes.
- IT Manager Paul Regis worked on a game plan with SWK Technologies for migrating to a new server. The library's servers have started to show their age and this upgrade has been a long time coming. SWK encountered some delays in receiving the necessary equipment, as computer infrastructure is affected by the pandemic like many other industries. The anticipated timeframe is late April.
- IT continued to offer technology-oriented virtual programming in March, with six classes led by IT staff. These classes ranged from Excel to how to use Zoom.

Public Relations – Cindy Khatri

- Cindy Khatri, PR Manager, and Van McGary, ATS Librarian, drafted the statement against Anti-Asian Violence. Brian Ruane, Marketing Content Coordinator, distributed the message and forwarded responses to Administration.
- Cindy and Grace Goodwyn, Graphic Design and Display Coordinator, met with Stan Popovich from the Village to discuss the Hold Lockers design. They only had a few questions about what would be on the screen and approved the design. The design mimics the old card catalog.
- The Aspen Beta Catalog launched; PR linked the catalog to the homepage and promoted the use of the catalog online. DGPL had the most respondents in the first Aspen Feedback Survey, with 44 responses (27 in favor of the Aspen catalog, 10 in favor of our current catalog, 7 undecided).
- Cindy met with Pastor Gregg from St. Andrews Church and Joy Matteson, ATS Librarian, to discuss possible partnership opportunities for support of The Cupboard.
- The PR team worked on finalizing changes to the Style Guide and preparing a draft for the Management Team to review. Large changes included creating new sections for written copy and designating what sections are PR-specific.
- The PR Team continued to prepare Summer Reading Club materials.
- The PR Team worked on the May/June issue of Discoveries.
- Cindy, Christine Lees, Circulation Manager, and Julie Milavec, Director, met to discuss a potential partnership with CASA DuPage. This partnership would provide restricted-use cards to foster children. Cindy reached out to CASA

DuPage Director Kathie Paravola to discuss the potential partnership and next steps.

- Cindy worked with Van McGary on the Talk Story Grant application to bring a live performance of authentic Hawaiian hula to the library, hosted at Fishel Park (if safety guidelines allow, if not, the program will be virtual); and funding for digital materials featuring AAPI voices.
- The PR team planned a few mini-marketing campaigns for events, including the Sarvin Haghighi event, John Sandford author event, and National Library Week.

Access Services – Amy Prechel

Projects and Updates

- The Aspen beta catalog launched to Downers Grove patrons March 3!
- Amy Prechel spoke with staff at the Oak Park Library regarding how they codify information from their Collection Diversity Audits. How to capture and where to save information on collection diversity will be a new challenge for us as the ATS and Kids Room departments are undertaking their own collection audits.
- Amy met with Lizzie Matkowski in ATS to discuss the library's participation in the KitKeeper Pilot for lending book discussion bags. In order to accommodate the new system, it will be necessary to create individual catalog records for each of our Book Club Bags.
- Amy spoke with SWAN staff Monday March 22nd about the items with MISSING and LOST statuses that are being deleted in batch by the SWAN consortium. SWAN will now share reports listing the items deleted with our Access department. One report is weekly and the other monthly, adding 5 or 6 reports to check and tally each month. These reports are not parsed by library, so gleaning the information from them involves a somewhat tedious search process. Now that the information is being shared we will be able to include these numbers in our monthly statistics. The January and February numbers are being revised since all the information has been compiled.
- A training was held for our selectors on how to use Ingram's iPage for placing book orders on Tuesday, March 9. Our first orders were placed on March 19 and deliveries began arriving March 25.

Inventory and Cataloging

- For ATS collection in March: added 1279 print items, 255 AV items; discarded 742 print and 359 AV items.
- For Kids Room collection in March: added 748 print items and 80 AV items; discarded 386 print and 92 AV items.
- These statistics include items deleted by SWAN. The revised statistics for first months of the year are:
 - In January for the ATS collection, discarded 573 print and 412 AV items. (25 print and 21 AV items removed by SWAN). For the Kids Room

collection, discarded 234 print and 99 AV items. (29 print and 4 AV items removed by SWAN).

- In February for the ATS collection, discarded 1398 print and 330 AV items. (0 print and 1 AV items removed by SWAN). For the Kids Room collection, discarded 350 print and 132 AV items. (5 print and 0 AV items removed by SWAN).
- 22 Reading Resource Kits and 3 Anything Emporium Kits were added to the Kids Room collection in March.
- Access staff added award labels and made call number changes to highlight the 2022 winners for Caudill, Bluestem, and Monarch awards.
- Access received and processed items for the “Next Chapter Book Club” program coming soon.
- We claimed 19 magazines that did not arrive as anticipated.
- 2 original cataloging records were created in March.

Reclassification and Repairs

- Repaired 1563 ATS and Kids Room books and audiovisual items in March.
- Reclassified 55 ATS and Kids Room items in March.

Staff Training and Professional Development

- Amy Prechel attended Aspen Pilot Project meetings on Mondays, March 1, 8, 15, 22, and 29.
- Amy attended sessions 2 & 3 of Library Journal’s “Fostering an Anti-Racist Library” training on Tuesdays, March 2 and March 9.
- Nora Mastny, MaryKellie Marquez, and Amy attended the LACONI TSS Round Table on Friday, March 5.
- Nora and Amy attended Ryan Dowd's "Service Animals: Your Obligations Under the ADA" on Thursday, March 11.
- Nora attended the SWAN Cataloging Advisory meeting on Friday, March 12.
- Amy and Nora attended the In-Charge meeting on Tuesday, March 16.
- MaryKellie attended Parts 1 & 2 of ‘MARC 21: An Introduction’, a 3-part course offered by RAILS, on Thursdays, March 18 and 25.
- Amy attended portions of the online BLOSSOM conference March 24-26, a symposium on morale, invisible services, vocational awe, burnout, and self-care in libraries.
- Access Services had a department meeting on Tuesday, March 30 to review procedures to accommodate receiving materials from Ingram Books.
- Amy and MaryKellie Marquez continued working curbside and door greeter shifts to help meet the staffing demand. Amy and Nora continued to work extra In-Charge shifts.
- All Access Department staff have completed the annual Sexual Harassment & Discrimination training and Bloodborne Pathogens training for 2021.

Facilities Services – Ian Knorr

- Stephens Plumbing performed their preemptive sewer rodding.
- Nelson Fire Protection performed the 5-year obstruction test and we passed with no issues found.
- Trane collected data for the indoor air quality testing. Ian will have the report later this month.
- Ian attended the bimonthly in-charge meeting.
- Ian had the project kickoff meeting with Riddiford Roofing and Shales McNutt Construction.
- Ian had a meeting with Warehouse Direct and is assisting Executive Assistant Katelyn Vabalaitis in pricing out toners.

March

Circulation	MAR 21	%	MAR 20	%	MAR 19	%
Checkouts						
Selfchecks	30,460	67.99%	22,843	75%	46,158	77%
Staff desk	14,342	32.01%	7,500	25%	13,723	23%
Total checkouts	44,802		30,343		59,881	
Renewals						
Auto Renewals	26,884		13,409		33,839	
Selfchecks	1		2		10	
Staff desk (incl. phone)	323		201		280	
Patron self-renewals on website	585		254		714	
Patron self-renewals on BookMyne	0		0		28	
BlueCloud Mobile/Web services (22 & 11)	133		31			
Total renewals	27,926		13,897		34,871	
Total item checkout and renewals	72,728		44,240		94,752	
Digital Circulation	12,536		11,545		8,738	
Total Circulation	85,264		55,785		103,490	
Reserves Processed						
Received from ILL	6,182		2,866		7,002	
ILL sent	5,676		2,826		4,949	
OCLC requests processed	116		116		253	
Gate Count						
North	12,114		6,339		28,667	
South	7,673		3,483		14,870	
Total	19,787		9,822		43,537	
Curbside Count	1,332		x		x	
Registrations						
New resident library cards	110		136		216	
New fee cards	7		2		6	
Professional Development Hours	25		100		16	
Cost of Professional Development	\$0				\$256	

Circulation

	Mar 2020	Mar 2021	YTD Totals			
Adult	23,906	37,419	117,945	93,513		
Teen	1,027	1,969	3,879	4,748		
Children	19,307	33,340	87,907	77,523		
Download	11,545	12,536	30,669	37,650	YTD Difference	
Total	55,785	85,264	240,400	213,434	-26,966	-11.2%

Circulation - By Item

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	24,613	65.78%	3,154	8.43%	7,509	20.07%	2,143	5.73%	37,419
Teen	1,877	95.33%	38	1.93%	26	1.32%	28	1.42%	1,969
Children	28,380	85.12%	1,135	3.40%	2,848	8.54%	977	2.93%	33,340
Total	54,870	75.45%	4,327	5.95%	10,383	14.28%	3,148	4.33%	72,728

Collection - All Items

	<u>Books</u>		<u>Audio</u>		<u>Video</u>		<u>Misc.</u>		Total
Adult	120,355	75.73%	15,565	9.79%	15,749	9.91%	7,264	4.57%	158,933
Children	79,969	86.17%	2,842	3.06%	8,145	8.78%	1,853	2.00%	92,809
Total	200,324	79.58%	18,407	7.31%	23,894	9.49%	9,117	3.62%	251,742

Book Collection

	Mar 2020	Mar 2021	YTD Totals		YTD Difference	
Adult	115,300	120,355				
Children	76,094	79,969				
Total	191,394	200,324	191,394	200,324	8,930	4.7%

Audio Collection

	Mar 2020	Mar 2021	YTD Totals		YTD Difference	
Adult	15,202	15,565				
Children	2,704	2,842				
Total	17,906	18,407	17,906	18,407	501	2.8%

Video Collection

	Mar 2020	Mar 2021	YTD Totals		YTD Difference	
Adult	16,039	15,749				
Children	8,403	8,145				
Total	24,442	23,894	24,442	23,894	-548	-2.2%

Miscellaneous Collection

	Mar 2020	Mar 2021	YTD Totals		YTD Difference	
Adult	7,399	7,264				
Children	1,845	1,853				
Total	9,244	9,117	9,244	9,117	-127	-1.4%

Rooms & Spaces

	Mar 2020	Mar 2021				
Community Use of Rooms	603	40				
<i>Meeting, Conference, Study Rooms</i>						
Community Use of Spaces	55	0				
<i>Media Lab, STEM Room, Teen Gaming</i>						
Rooms and Spaces Total	658	40	3,447	40	-3,407	-98.8%

Programs Offered

	Mar 2020	Mar 2021				
Library Programs Offered						
Adult	7	10				
Teen	4	1				
Children	25	0				
Outreach Programs Offered						
Adult	6	0				
Teen	0	0				
Children	14	0				
Passive Programs Offered						
Adult	1	13				
Teen	3	13				
Children	0	37				
Programs Offered Total	60	74	376	207	-169	-44.9%

Program Attendance

	Mar 2020	Mar 2021				
Library Program Attendance						
Adult	97	138				
Teen	44	19				
Children	762	0				
Outreach Program Attendance						
Adult	88	0				
Teen	0	0				
Children	456	0				
Passive Program Attendance						
Adult	5	325				
Teen	34	273				
Children	0	1,356				
Program Attendance Total	1,486	2,111	10,557	5,736	-4,821	-45.7%
Virtual Program Hours Viewed		121		394		

Statistics for March 2021 (FY Jan-Dec)

Visits

	Mar 2020	Mar 2021				
Gate Count	9,822	19,787				
Curbside Pickup	0	1,332				
Locker Pickup	0	0	YTD Totals		YTD Difference	
Total Library Visits	9,822	21,119	89,055	59,177	-29,878	-33.6%

One-on-Ones

	Mar 2020	Mar 2021				
Book-a-Tech	21	24				
Notary	19	1	YTD Totals		YTD Difference	
Total	40	25	211	59	-152	-72.0%

Computer User Sessions

	Mar 2020	Mar 2021				
Adult	1,414	1,496				
Children	365	0	YTD Totals		YTD Difference	
Total	1,779	1,496	10,077	2,366	-7,711	-76.5%
Wireless Sessions	1,246	504	6,112	788	-5,324	-87.1%

Website Views

	Mar 2020	Mar 2021	YTD Totals		YTD Difference	
Total Views	779	24,539	12,137	78,842	66,705	549.6%

The Cupboard

	Mar 2021	YTD Totals
Donations Received	680	1746