

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
FEBRUARY 28, 2024, 7:00 P.M.
LIBRARY MEETING ROOM**

AGENDA

1. Call to Order
2. Pledge of Allegiance and Land Acknowledgment
3. Roll Call
4. Approval of Minutes
 - a. January 24, 2024 Regular Meeting ACTION *pg. 2-7*
5. Financial Matters
 - a. January 2024 Financial Report *pg. 8-11*
 - b. February 2024 Invoices ACTION *pg. 12-18*
6. Public Comment

Public Comments may also be submitted online at dglibrary.org/feedback or emailed to the Board of Library Trustees at libraryboard@dglibrary.org
7. Trustee Comments
8. Library Director's Report *pg. 19-36*
9. New Business
 - a. Intergovernmental Agreement for Library Cards with Downers Grove Grade School District 58 ACTION *pg. 37-41*
 - b. General Policy Update ACTION *pg. 42-68*
 - c. Resolution of Censure ACTION *pg. 69-70*
 - d. Board of Library Trustees Goals for 2024 DISCUSSION *pg. 71*
10. Unfinished Business
11. Executive Session
12. Adjournment

**DOWNERS GROVE PUBLIC LIBRARY
1050 CURTISS STREET
DOWNERS GROVE, ILLINOIS**

**MINUTES OF THE BOARD OF LIBRARY TRUSTEES MEETING
JANUARY 24, 2024, 7:00 P.M.**

BOARD TRUSTEES:

Swapna Gigani	President
Carissa Dougherty	Trustee
David Humphreys	Trustee
Barnali Khuntia	Trustee
Bill Nienburg	Trustee
Marti Sladek	Trustee

GUESTS:

Julie Milavec	Library Director
Jen Ryjewski	Assistant Library Director
Katelyn Vabalaitis	Business Office Manager
Ed Bromiel	Media Lab Coordinator

Minutes prepared by Rebecca Ernewein of Minutes Solutions from a video recording and edited by Business Office Manager Katelyn Vabalaitis

1. CALL TO ORDER

There being a quorum present, and the Trustees having been given adequate and proper notice of the meeting, the meeting was called to order at 7:02 p.m.

2. PLEDGE OF ALLEGIANCE AND LAND ACKNOWLEDGEMENT

President Swapna Gigani led the room in the Pledge of Allegiance and read aloud the Downers Grove Public Library Land Acknowledgement.

3. APPROVAL OF MINUTES

On a motion made by Barnali Khuntia, seconded by Marti Sladek, it was resolved that the minutes of the Board of Library Trustees meeting held on November 15, 2023, and the December 13, 2023, Committee of the Whole meeting be approved as presented. Motion carried.

4. FINANCIAL STATEMENTS

On a motion made by Carissa Dougherty, seconded by David Humphreys, it was resolved to approve the payment of December 2023 Capital Replacement Fund invoices totaling \$37,104.00, approve the payment of December 2023 Operating Fund invoices totaling \$177,751.26, approve the payment of FY 2023 January 2024 Operating Fund invoices totaling \$85,991.01, approve the payment of FY 2024 January 2024 Operating Fund invoices totaling \$125,233.24, accept December 2023 Operating Fund credit memos totaling

\$164.66, accept FY 2023 January 2024 Credit Memos totaling \$89.98, accept FY 2024 January 2024 Credit Memos totaling \$10.39, ratify November 2023 payrolls totaling \$273,209.55, and ratify December 2023 payrolls totaling \$402,026.02, as presented. Roll call: Ayes: Dougherty, Humphreys, Khuntia, Nienburg, Sladek, Gigani. Nays: None. Abstentions: None. Motion carried.

The "Other Equipment" account listed in the expenditure report was confirmed to be the repair and maintenance for projects that do not have formal contracts. Library Director Julie Milavec noted that the Capital Replacement Fund expenditures are at 100.6% and the slight overage is due to the cost of VAV replacements.

5. PUBLIC COMMENT

Jim Wool, a Downers Grove resident, expressed concern over alleged unethical behavior from Julie Milavec and Jen Ryjewski. He alleged that he sent emails that provided evidence and thorough detail of each incident, and only received a response from Swapna Gigani, who allegedly did not provide a reason for refusing to censure the staff members. The unnamed resident stated that he believes the Board lacks the ability to hold their members accountable for their behavior, and is pushing a radical progressive ideology. He also stated that he believes the provided definition of genocide in the November meeting is a mockery of victims of genocide.

Marsha Prichason, a Downers Grove resident, stated that she was subject to ridicule for using a cane, and noted the person who ridiculed her was also responsible for multiple complaints about the library's overall security. She stated that one of the Board Trustees had contributed to the land acknowledgement statement controversy, and said that Trustee prioritizes their own self-interests over the interests of the library. She reiterated her concern from the previous meeting over individuals who are trying to remove LGBTQ-related material from the library, and stated that Downers Grove should be a safe and inclusive space for all.

Ilene Briner, a Downers Grove resident, raised concern over the land acknowledgement statement, noting the wording creates confusion as to whether Downers Grove is on ceded or unceded land. She noted the land acknowledgement statement also includes some contradictions and political hyperbole and it should be adjusted. She shared the sentiment that the land acknowledgement statement should not be read at Board meetings immediately after the Pledge of Allegiance as it is insulting to those who have lost their lives defending the country.

Noel Manley made a statement in support of David Humphreys, who had stated at a November meeting that he wished there were fewer people in attendance at Board meetings, but noted that more people continue to attend now due to Downers Grove Public Library allegedly engaging in what is perceived to be a progressive political agenda. Noel Manley stated that the exploitation of Native injustice in the land acknowledgement statement is painting Downers Grove as a racist community. Noel Manley stated that he and members of his tribe have been able to vote since 1934, and what is mentioned in the statement is portraying a false narrative. He stated that he believes the statement fails to mention important Native achievements or adversity and that the statement should be rewritten.

Ethan, a member of Boy Scouts Troop 57 in Downers Grove, thanked the Board for allowing him to attend the meeting to listen in and work towards earning his merit badges.

Debbie Anderson Philips, a representative of EQDG, announced their second annual One Book One Town selection: **The House in the Cerulean Sea** by T. J. Klune, a book that was selected

due to its narrative of celebrating the differences among human individuals. She noted that there will be events discussing books held between March 11 and 14, 2024, consisting of parties at various local restaurants and the library.

Ed Briner, a Downers Grove resident, raised concern over the safety of children in the library. He stated there were 36 incidents in the library where the police were called. He also requested a correction in the November minutes. He stated that he did not review the safety procedure guide as there were allegedly no safety procedures for the library in place.

6. **TRUSTEE COMMENTS**

Bill Nienburg clarified Ilene Briner's concerns with the land acknowledgement statement. He advised that his initial motion was to create a statement that acknowledged the views of the entire community. He noted there were no plans to revise the statement after adjourning in 2023, and believes there is no communication that the statement is being revised.

He mentioned that in November 2023, he raised the motion of suspending the current statement and placing it under the supervision of a newly formed committee with local Native patrons to help modify and improve the statement; however, DGPL staff took it upon themselves to work with the original people who made the problematic statement, inclusive of the offending statements about the Catholic Church. Bill Nienburg advised that he was not informed of these decisions and that his initial motion was discarded for 2023, raising concern with newer revisions being passed immediately and without any input of public opinion.

Barnali Khuntia mentioned appreciation that numbers were up in regards to library attendance. She noted an app that was promoted by the library that allows anyone to download books in any language. She expressed thanks to staff for listening to the community and updating the land acknowledgement constantly as new research is being discovered.

Carissa Dougherty noted Ed Briner's comments regarding the safety of children in the library, and pointed out discrepancies in the amount of police encounters that were brought up. Upon review, it was discovered only 15 police-related incidents occurred. It was noted many calls to the police were outside of the library's jurisdiction and were mostly traffic and parking disputes. Carissa Dougherty raised concern over the allegations that the library does not take child safety seriously, and requested ideas from the Board on how to counteract the spread of misinformation, and what recourse can be taken as needed.

Marti Sladek appreciates when staff take initiative. It is the Board's job to give direction at times but also accept recommendations from staff.

David Humphreys expressed gratitude to local communities who assisted those in need of food and shelter during the cold weather. He agreed that the land acknowledgement is designed to be altered, and that some research on the subject has changed over time. He noted that significant changes have been made to the library's safety protocol, but they are open to suggestions from the public. He mentioned that a police officer cannot be hired full time, but based on the library's recent survey, it indicated that most people believe the library is a safe place.

7. **LIBRARY DIRECTOR'S REPORT**

Julie Milavec stated that library has no control over the Downers Grove Police Department's use of the library's business name and address within the dispatch logs, and noted that the numbers

are frequently used for calls not made by library staff and not occurring in the library. She stated such incidents should not be handled by library staff due to the nature of the incidents, and any such incidents not captured by the report would be on police record.

Julie Milavec highlighted the 2024 work plan tracker available on the library website. One of the projects includes installing additional security cameras, along with new access control methods within the building. David Humphreys noted a Building Operations Monitor is also on duty whenever the library is open and if an incident occurs, the monitor will go over the incident and it will be logged in the system.

Julie Milavec also asked the trustees to look at the new statistical reports included in the packet. She noted the Incident Tracker reports and commented that there were 15,000 more kids attending library programs in 2023.

8. NEW BUSINESS

a. In-Service Day Closing:

On a motion made by Carissa Dougherty, seconded by Barnali Khuntia, it was resolved to close the library on the date of March 22, 2024, for a staff in-service day. Motion carried.

b. Libraries Illinois Risk Agency (LIRA) Insurance Renewal:

On a motion made by David Humphreys, seconded by Marti Sladek, it was resolved to approve the Illinois Risk Agency insurance renewal at a cost of \$66,169.06. Roll call: Ayes: Dougherty, Humphreys, Khuntia, Nienburg, Sladek, Gigani. Nays: None. Abstentions: None. Motion carried.

Julie Milavec stated that the coverages are very robust and are tailored to the needs of public libraries, and noted the 13.25% increase is mostly due to the unpredictable weather over the past year. LIRA advised libraries to budget for a 20% increase, so the actual increase is well within the budgeted amount for 2024.

c. Bibliotheca Annual Service and Maintenance Agreement Renewal:

On a motion made by David Humphreys, seconded by Barnali Khuntia, it was resolved to approve the Bibliotheca Annual Service and Maintenance Agreement renewal at a cost of \$38,138.96. Roll call: Ayes: Dougherty, Humphreys, Khuntia, Nienburg, Sladek, Gigani. Nays: None. Abstentions: None. Motion carried.

The maintenance agreement includes all software that powers the equipment, such as the sorter, self-check units, and RFID pads, along with ongoing upgrades and a bi-annual tune-up of the sorter. The service includes priority scheduling in the event the sorter goes down. The sorter is also at the end of its lifespan, so it is difficult to get parts from the manufacturer, and the library is looking into options for replacing the sorter entirely.

d. Land Acknowledgement Statement Update:

On a motion made by David Humphreys, seconded by Marti Sladek, it was resolved to approve the Land Acknowledgement Statement update. Motion carried.

Staff have begun the process of updating the statement after reviewing the FAQ with input from Dr. Lowe, a professor of Native American Studies at Ohio State University, and the data has been amended multiple times since release and as new research comes forward. Bill Nienburg raised concern over amendments being immediately moved for approval instead of being reviewed by the Board, and Julie Milavec confirmed that first readings are not generally done as a rule. She also noted that all concerns should be directed towards the organizations presenting the data.

The amendments recently made were due to an update to the FAQ section, which resulted in a recommendation from the staff to adjust the statement, but the FAQ and resource links are not a part of the extended version of the statement.

9. UNFINISHED BUSINESS

a. Personnel Policy Update:

On a motion made by David Humphreys, seconded by Carissa Dougherty, it was resolved approve the Personnel Policy updates. Motion carried.

Julie Milavec noted that following the update approval, August 1, 2024, would be the first deadline for staff to submit for any potential tuition reimbursement in the next budget year, and overall expects two or three requests for reimbursement per year, depending on the program taken.

b. DGPL Land Acknowledgement:

On a motion made by Bill Nienburg, seconded by Marti Sladek, it was resolved to approve the motion to rewrite the Land Acknowledgement Statement. Roll call: Ayes: Dougherty, Nienburg. Nays: Humphreys, Khuntia, Sladek, Gigani. Abstentions: None. Motion failed.

The following amendments to the proposed motion were discussed and approved via voice vote:

- The statement “The current statement shall be immediately suspended and removed from the library website and, where practical and feasible, from display; and immediately suspend recital of the statement at library Board meetings,” is stricken
- The statement “To develop a new statement” is amended to “to revise the current statement”
- The statement “Local residents with Native American lineage, library staff, and one or two members of the Board” is amended to “local residents with Native American lineage, library staff, and one or two members of the Board, and the equity advisory team”
- The statement “That the sub-committee shall be made up of no more than seven members,” is amended to “That the sub-committee shall have access to and utilize library resources, additional Native American representatives and sources, and past material that was referenced in development of the current statement”
- The statement “That the sub-committee shall develop the statement without allegiance to or undue influence from the ILA or ALA guidelines on creating a land acknowledgement statement, and shall instead develop the statement based on local history, input from local stakeholders, and the sincere and true desire to honor the strength, resiliency, and rich heritage of Native Americans” is stricken
- The statement “It shall be provided to the Board for final deliberation, public review and comment, and passage” is amended to “It shall be provided to the Board for final deliberation, public review and comment, and consideration for passage”

10. EXECUTIVE SESSION

On a motion duly made, it was resolved that the Board recess to an executive session. Motion carried.

The Board recessed to an executive session at 10:05 p.m. and reconvened at 10:44 p.m.

11. EXECUTIVE SESSION ACTION ITEM

On a motion made by Marti Sladek, seconded by David Humphreys, it was resolved to approve a 5% pay increase for Library Director Julie Milavec. Roll call: Ayes: Dougherty, Humphreys, Khuntia, Nienburg, Sladek, Gigani. Nays: None. Abstentions: None. Motion carried.

12. NEXT MEETING

The next Board of Library Trustees meeting is scheduled for February 28, 2024 at 7 p.m.

13. ADJOURNMENT

The meeting was adjourned at 10:46 p.m.

14. DISCLAIMER

The above minutes should be used as a summary of the motions passed and issues discussed at the meeting. This document shall not be considered a verbatim copy of every word spoken at the meeting.

REVENUE REPORT
1/1/2024 THROUGH 1/31/2024

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	JANUARY 2024 REVENUE	YTD RECEIVED	BALANCE	% RCVD
410100	CURRENT PROPERTY TAXES	6,179,531.00	0.00	0.00	6,179,531.00	0.00
410900	PRIOR YEAR PROPERTY TAXES	100.00	0.00	0.00	100.00	0.00
431300	PERSONAL PROPERTY REPLACEMENT TAX	200,000.00	18,491.03	18,491.03	181,508.97	9.20
441000	SALES OF MATERIALS	2,000.00	414.03	414.03	1,585.97	20.70
450200	CHARGES FOR SERVICES	20,000.00	401.30	401.30	19,598.70	2.00
450900	FEES FOR NON-RESIDENTS	15,000.00	0.00	0.00	15,000.00	0.00
457100	RENTAL FEES	1,500.00	80.00	80.00	1,420.00	5.30
458100	FINES	0.00	9.19	9.19	-9.19	100.00
459000	COST RECOVERED FOR SERVICES	8,500.00	131.13	131.13	8,368.87	1.50
462000	STATE, OPERATIONAL GRANTS	74,114.00	0.00	0.00	74,114.00	0.00
471100	INVESTMENT INCOME	25,000.00	0.00	0.00	25,000.00	0.00
482000	CONTRIBUTIONS, OPERATING	5,000.00	500.00	500.00	4,500.00	10.00
	805 LIBRARY FUND	6,530,745.00	20,026.68	20,026.68	6,510,718.32	0.30

EXPENDITURE REPORT
1/1/2024 THROUGH 1/31/2024
CAPITAL REPLACEMENT FUND

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	JANUARY 2024 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
587000	CAPITAL EQUIPMENT	183,901.00	0.00	0.00	183,901.00	0.00

EXPENDITURE REPORT
1/1/2024 THROUGH 1/31/2024
OPERATING FUND

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	JANUARY 2024 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
510100	SALARIES, EXEMPT	1,899,587.70	143,166.64	143,166.64	1,756,421.06	7.50
511100	SALARIES, NON-EXEMPT	569,195.89	43,321.48	43,321.48	525,874.41	7.60
511900	PART-TIME EMPLOYEE WAGES	1,251,876.92	86,888.18	86,888.18	1,164,988.74	6.90
513100	IMRF PENSION CONTRIBUTIONS	184,500.08	13,381.40	13,381.40	171,118.68	7.30
513300	MEDICARE CONTRIBUTIONS	54,211.99	3,908.51	3,908.51	50,303.48	7.20
513400	SOCIAL SECURITY CONTRIBUTIONS	231,802.94	16,618.01	16,618.01	215,184.93	7.20
519000	LIFE INSURANCE	1,676.84	125.30	125.30	1,551.54	7.50
519100	HEALTH INSURANCE	537,064.18	33,955.46	33,955.46	503,108.72	6.30
519500	OPTICAL INSURANCE	2,327.89	148.40	148.40	2,179.49	6.40
519700	DENTAL INSURANCE	39,272.81	2,456.20	2,456.20	36,816.61	6.30
521000	SUPPLIES	96,410.00	4,677.85	4,677.85	91,732.15	4.90
525100	MAINTENANCE SUPPLIES	20,000.00	1,368.33	1,368.33	18,631.67	6.80
528000	SMALL TOOLS & EQUIPMENT	31,615.00	700.26	700.26	30,914.74	2.20
530200	DUES AND MEMBERSHIPS	10,500.00	131.00	131.00	10,369.00	1.20
530300	SEMINARS, CONFERENCES & MEETINGS	37,900.00	203.76	203.76	37,696.24	0.50
530800	RECOGNITION PROGRAM-STAFF	6,250.00	200.24	200.24	6,049.76	3.20
531500	PROFESSIONAL SERVICES	101,000.00	2,557.04	2,557.04	98,442.96	2.50
532200	PERSONNEL RECRUITMENT	1,500.00	56.75	56.75	1,443.25	3.80
532300	SPECIAL LEGAL	5,000.00	0.00	0.00	5,000.00	0.00
534600	DATA PROCESSING SERVICES	107,225.95	16,779.50	16,779.50	90,446.45	15.60
538000	PRINTING SERVICES	54,450.00	0.00	0.00	54,450.00	0.00
539100	TELEPHONE	17,500.00	1,045.59	1,045.59	16,454.41	6.00
539200	POSTAGE	27,600.00	0.00	0.00	27,600.00	0.00
540700	ADVERTISING & PUBLIC RELATIONS	21,500.00	887.60	887.60	20,612.40	4.10
542000	INSURANCE - OTHER POLICIES	74,515.32	66,160.63	66,160.63	8,354.69	88.80
543000	BUILDING MAINTENANCE SERVICES	85,000.00	4,587.75	4,587.75	80,412.25	5.40
545000	CLEANING SERVICES	117,924.00	9,143.05	9,143.05	108,780.95	7.80
546100	UTILITIES	25,500.00	484.22	484.22	25,015.78	1.90
547000	OTHER EQUIPMENT R & M	15,236.00	939.00	939.00	14,297.00	6.20

EXPENDITURE REPORT
1/1/2024 THROUGH 1/31/2024
OPERATING FUND

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	JANUARY 2024 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
548100	RENTALS	18,741.00	754.06	754.06	17,986.94	4.00
562000	RECOVERABLES	4,200.00	226.60	226.60	3,973.40	5.40
569000	UNEMPLOYMENT COMPENSATION	2,500.00	0.00	0.00	2,500.00	0.00
577000	CAPITAL EQUIPMENT	70,000.00	883.04	883.04	69,116.96	1.30
585100	ELECTRONIC RESOURCES	321,300.00	995.00	995.00	320,305.00	0.30
585200	PRINT MATERIALS	384,850.00	7,923.11	7,923.11	376,926.89	2.10
585300	AUDIOVISUAL MATERIALS	126,000.00	3,376.74	3,376.74	122,623.26	2.70
587000	CAPITAL EQUIPMENT	65,000.00	0.00	0.00	65,000.00	0.00
588000	INTANGIBLE ASSETS (SOFTWARE)	66,850.00	1,625.95	1,625.95	65,224.05	2.40
591000	TRANSFER FOR CAPITAL PROJECTS	374,850.00	0.00	0.00	374,850.00	0.00
	805 LIBRARY FUND	7,062,434.51	469,676.65	469,676.65	6,592,757.86	6.70

INVOICE LISTING - FEBRUARY 2024

Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
16384	ALLYSON RENELL	1	39.76
17676	AMANDA KLENK	1	57.05
18213	AMAZON CAPITAL SERVICES, INC.	14	4,640.41
403	AT&T	1	268.60
672	BAKER & TAYLOR BOOKS	12	818.98
16893	BIBLIOTHECA, LLC	1	1,377.75
829	BLACKSTONE AUDIOBOOKS	9	579.47
7517	BOOKFLIX, SCHOLASTIC, INC.	1	1,922.00
1223	CASE LOTS, INC.	3	1,048.45
1259	CCH, INC.	1	217.41
1264	CDW GOVERNMENT LLC	3	4,216.07
8323	CENGAGE LEARNING	24	1,390.71
1276	CENTER FOR THE STUDY OF SVC	1	460.00
1277	CENTER POINT PUBLISHING	1	22.77
1377	CHICAGO TRIBUNE	1	282.99
1459	CINTAS CORPORATION #344	1	80.05
19062	CYNTHIA KHATRI	1	81.15
16094	DE LAGE LANDEN FINANCIAL SVC INC.	1	754.06
2056	DEMCO, INC.	1	875.31
2359	DOWNERS GROVE SANITARY DIST.	2	221.32
5572	FIA CARD SERVICES, N.A.	16	13,344.03
17510	FIRST COMMUNICATIONS, LLC	1	271.38
16977	GARVEY'S OFFICE PRODUCTS, INC.	5	918.61
3188	GRAHAM CRACKERS COMICS, LTD.	2	291.69
8770	GRAINGER	2	525.85
200333	GRANT MICHAEL MUSSER	1	450.00
18411	HAYES MECHANICAL	1	2,737.00
200322	HELPING HANDS COMMERCIAL CLEANING	1	9,063.00
200286	HUGHES MAINTENANCE CORPORATION	1	646.00
3567	ILLINOIS DEPT OF INNOVATION & TECH	1	126.00
3688	INGRAM LIBRARY SERVICES, LLC	48	20,543.61
200343	JENNIFER BARNES	1	450.00
200131	KINGS III OF AMERICA LLC	1	258.00
4812	KLEIN, THORPE AND JENKINS, LTD	1	1,432.54
1599	LANE THOELCKE	1	74.10
5333	MANUFACTURERS NEWS, INC.	1	332.90
5056	MATTHEW BENDER & CO., INC.	1	269.10
5866	MIDWEST TAPE	12	7,347.25
6161	NICOR GAS	1	2,745.29
6295	ORKIN PEST CONTROL	1	135.00
12499	OVERDRIVE, INC.	3	8,750.51
200192	PLAYAWAY PRODUCTS LLC	2	402.03
6640	POLONIA BOOKSTORE, INC.	1	198.16
6698	PRINT SMART	1	74.55
13422	RUNCO OFFICE SUPPLY & EQUIP CO	1	61.99
200007	SONIC MAINTENANCE, LLC	1	1,595.00
6859	THRYV	1	16.22
200341	TRANSPARENT LANGUAGE, INC.	1	3,750.00
200342	TRINITY ACADEMY	1	300.00

INVOICE LISTING - FEBRUARY 2024**Operating Fund**

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
11517	UNIQUE MANAGEMENT SERVICES, IN	1	329.60
6654	UNITED STATES POSTAL SERVICE	1	3,000.00
18458	URBAN ELEVATOR SERVICE, LLC	1	236.25
19196	VAN MCGARY	1	38.74
200304	WHOLE HEALTH COUNCELING PLLC	1	300.00
9043	WORLD BOOK, INC	1	1,199.00
GRAND TOTALS:		197	101,567.71

INVOICES OF NOTE - OPERATING FUND

For Library Board Meeting on February 28, 2024

18213	Amazon Capital Services, Inc. (Laptop, Monitors, Small Tools)	\$4,640.41
16893	Bibliotheca, LLC (Ebook and Audiobook Licenses)	\$1,377.75
829	Blackstone Audiobooks (Audiovisual Materials Purchases)	\$1,159.19
7517	Bookflix, Scholastic, Inc. (TrueFlix Subscription)	\$1,922.00
1264	Case Lots, Inc. (Maintenance Supplies)	\$1,048.45
1264	CDW Government LLC (Dell PC's and Adobe Software Products)	\$4,216.07
8323	Cengage Learning (Print Materials)	\$1,390.71
18411	Hayes Mechanical (Exhaust Fan Replacement)	\$2,737.00
200322	Helping Hands Commercial Cleaning (Cleaning Service)	\$9,063.00
3688	Ingram Library Services, LLC (Print Material Purchases)	\$20,543.61
4812	Klein, Thorpe and Jenkins, LTD (Legal Services)	\$1,432.54
5866	Midwest Tape (Audiovisual Material Purchases)	\$7,347.25
6161	Nicor Gas (Utility Payment)	\$2,745.29
12499	Overdrive, Inc. (eBook and eAudiobook Purchases)	\$8,750.51
200007	Sonic Maintenace, LLC (Window Cleaning)	\$1,595.00
200351	Transparent Language, Inc. (Database Renewal)	\$3,750.00
6654	United States Postal Service (Postage Purchase)	\$3,000.00
9043	World Book, Inc. (Print Materials)	\$1,199.00

CREDIT MEMO LISTING - FEBRUARY 2024
Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF CREDIT MEMOS	GROSS AMOUNT
3688	INGRAM LIBRARY SERVICES, LLC	2	31.50

GRAND TOTALS:	2	31.50
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Library Credit Card Details for the February 28, 2024 Board Meeting

Julie Milavec				
978	5391 Telephone	Comcast Monthly Payment	\$	530.21
			Total	\$ 530.21
Katelyn Vabalaitis				
971	5210 Supplies	Office Supplies, Staff Room Supplies	\$	182.11
971	5280 Small Tools & Equipment	Office Equipment, Chalkboard	\$	98.30
971	5302 Dues & Membership	SHRM Professional Membership	\$	439.00
971	5303 Seminars, Mtgs, & Conferences	HR Source Conference	\$	329.00
			Total	\$ 1,048.41
Ian Knorr				
978	5210 Supplies	Labor Law Posters, Security Swipe Cards, Lite Brite LED Strips	\$	434.22
978	5280 Small Tools & Equipment	Paint and Painting Materials	\$	48.95
978	5430 Building Maintenance	Boiler Inspection Fees	\$	204.50
978	5470 Other Equipment Repair & Maint	PVC Sheets, Black Paint, Wood Filler	\$	254.70
			Total	\$ 942.37
Cynthia Khatri				
976	5210 Supplies	Department Supplies	\$	23.94
976	5280 Small Tools & Equipment	Suggestion Box Materials	\$	99.98
976	5407 Advertising & Public Relations	Suggestion Boxes	\$	49.99
			Total	\$ 173.91
Traci Skocik				
973	5210 Supplies	Meeting Supplies	\$	24.36
973	5280 Small Tools & Equipment	Storage Organizers	\$	106.68
973	5852 Print Materials	Children's Books	\$	1,005.58
			Total	\$ 1,136.62
Sharon Hrycewicz				
			Total	\$ -
Allyson Renell				
973	5303 Seminars, Mtgs, & Conferences	Food for Meeting	\$	55.62
973	5852 Printed Materials	Print Materials	\$	54.03
973	5853 AV Materials	Video Games and Equipment, Puzzles, Toys	\$	781.57
			Total	\$ 891.22
Christine Lees				
974	5210 Supplies	Department Supplies	\$	303.30
			Total	\$ 303.30
Paul Regis				
974	5210 Supplies	Spotify Subscription	\$	16.99
975	5770 Capital Equipment	Tax Station Printer	\$	159.36
975	5880 Intangible Assets	Zoom, Google, Wasabi, LibSyn, GoToMeeting	\$	1,547.29
			Total	\$ 1,723.64

Grace Goodwyn				
971	5210 Supplies	Labels	\$	64.00
976	5407 Advertising & Public Relations	Paper for Marketing Materials	\$	61.45
			Total	\$ 125.45
Jade Parks				
972	5210 Supplies	Teen Program Supplies	\$	594.67
972	5315 Professional Services	Hot Glue Guns, Video Game Accessories, Teen Programming	\$	224.79
			Total	\$ 819.46
Mary Hurtado				
972	5210 Supplies	Program Supplies	\$	283.47
972	5315 Professional Services	Programming License Fee, Hot Glue Gun	\$	427.64
972	5853 Audiovisual Materials	Streaming Service	\$	15.49
			Total	\$ 726.60
Jen Ryjewski				
971	5880 Intangible Assets	Call-Em-All Service	\$	18.00
971	5303 Seminars, Mtgs, & Conferences	PLA Conference Registration	\$	394.00
972	5853 Audiovisual Materials	A/V Materials	\$	94.89
			Total	\$ 506.89
Amanda Klenk				
972	5852 Print Materials	Print Materials	\$	320.84
972	5853 AV Materials	AV Materials	\$	26.95
			Total	\$ 347.79
Van McGary				
971	5303 Seminars, Mtgs, & Conferences	Notary Training	\$	29.00
972	5210 Supplies	Program Supplies, Office Supplies	\$	141.70
972	5851 Electronic Resources	Kindle Books	\$	52.71
972	5852 Print Materials	Print Materials	\$	161.46
972	5853 AV Materials	Streaming Services, Anything Emporium Items	\$	1,375.47
973	5280 Small Tools & Equipment	Storage Organizers	\$	90.99
973	5852 Print Materials	Print Materials	\$	5.34
			Total	\$ 1,856.67
Lucas McKeever				
972	5852 Print Materials	Subscription Renewals	\$	74.90
977	5210 Supplies	Department Supplies (Paper, Barcodes, Labels, Disc Cases, etc.)	\$	1,246.04
977	5280 Small Tools & Equipment	Small Tools for Office	\$	145.71
977	5303 Seminars, Mtgs, & Conferences	Adopting AI in Libraries Online Course	\$	262.44
			Total	\$ 1,729.09
Amanda Blau				
973	5210 Supplies	Program Supplies	\$	482.40
			Total	\$ 482.40
			Library Credit Card February 2024 Totals	\$ 13,344.03

PAYROLLS FOR JANUARY 2024

JANUARY 12	\$130,248.20
JANUARY 26	\$143,128.10
TOTAL JANUARY 2024 PAYROLLS	\$273,376.30

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
FEBRUARY 28, 2024**

Agenda Item 8

Library Director's Report

Building Planning Study

Product Architecture + Design is leading the building planning study to examine the physical changes to the building outlined in Strategic Plan goals and included in the 2024 Work Plan: Examine building/space to consider physical accessibility, teens, makerspace, calming/nursing/meditation, and inclusive spaces. They met with the Management Team as a follow-up to the initial brainstorming session to ensure that the preliminary concepts include the staff space needs and adjacencies for these uses. They will meet with the Board in March to present preliminary concepts. Once options are agreed upon, Shales McNutt Construction will work with Product on cost estimates.

Teen Area Changes

A temporary Teen Desk will be added to Teen Central in the next few weeks. Kids Room and Adult & Teen Services staff will be assigned to work this desk, with an initial focus on 3:00 p.m. to 5:00 p.m. Monday through Friday.

STEM Room Flooring

To better accommodate using the STEM Room for both STEM and maker activities, the carpet will be replaced by laminate flooring this spring. The commercial-grade laminate will allow for easier cleaning and maintenance as the Kids Room expands its maker programs. The new flooring installation will take approximately one day.

Management Team Planning Retreat

On Monday, March 4, the Management Team will spend the day working on the Purpose, People, and Pieces and Parts for a makerspace and updated Teen Services, the planning concepts from the *Making + Learning in Museums and Libraries: A Practitioner's Guide and Framework* from the Institute of Museum and Library Services. The Strategic Planning documents, from survey to 2024 Work Plan, will be the basis for the purpose and inform the goals. From there, we will begin discussing who, how, and what will be needed to reach those goals.

Freedom of Information Act (FOIA) Requests

One commercial FOIA request was received in February, with a response pending. One FOIA request was received and responded to in late January. To date, four FOIA requests were received and responded to in February. All FOIA requests and responses are available at <https://dglibrary.org/transparency/> under the Freedom of Information Act (FOIA) Requests heading.

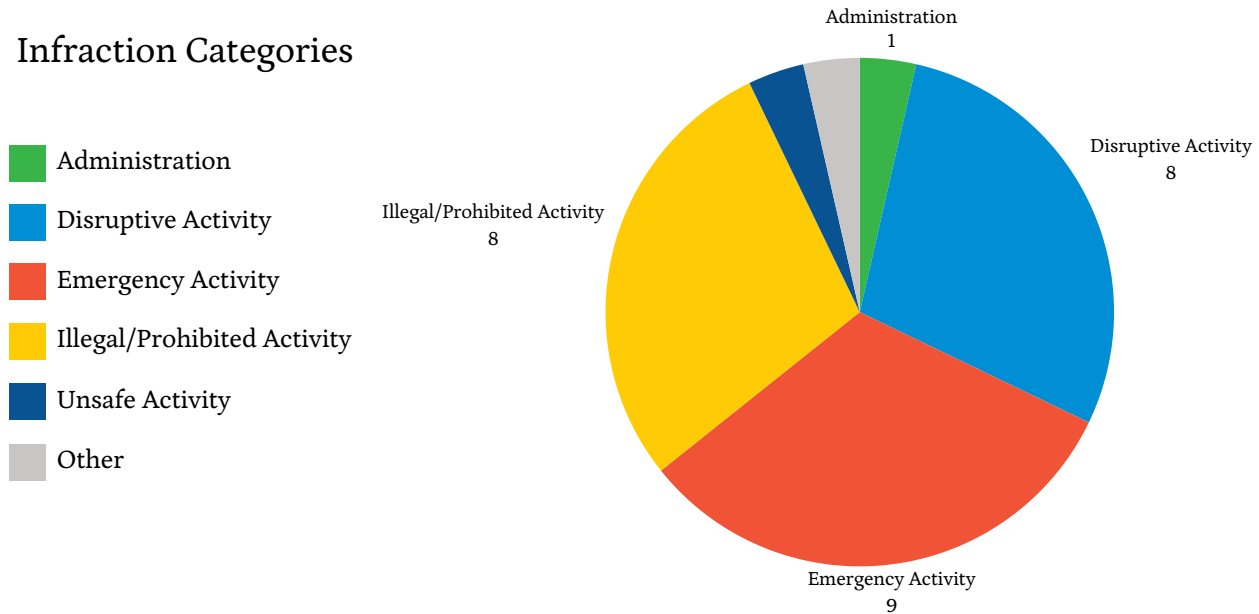
Downers Grove Public Library Incident Reports

January 2024

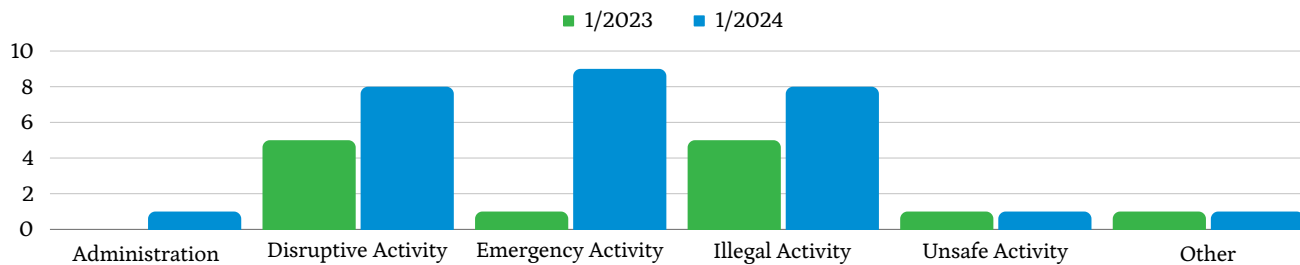
Summary

1. We had 22 incidents and 28 category occurrences reported in the month of January.
2. Nine (9) incidents involved either a call to the paramedics or injuries on site.
3. We saw a reduction in the amount of incidents involving teens (3).

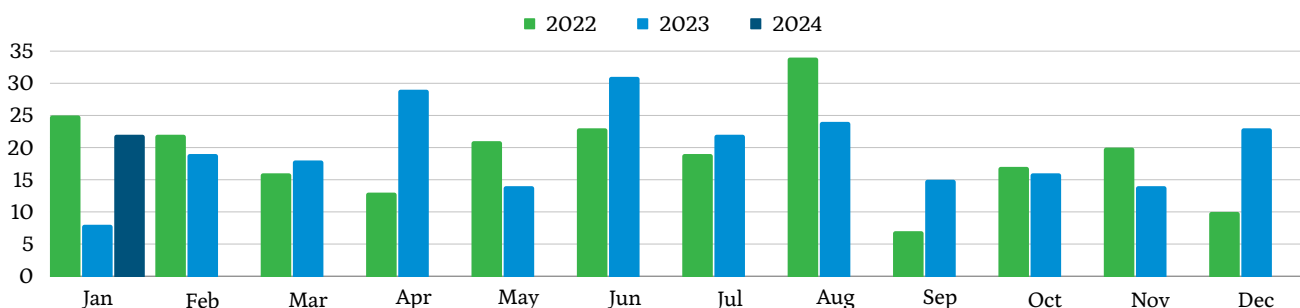
Infraction Categories



Month Comparison: Infraction Categories



3-Year Comparison: Total Incident Reports YTD



	A	B	C	D
	Incident_Date	Categories	Summary	Appended_Info
1	Wednesday, 1/31/2024 (12:45 AM)	Emergency Activity(Accident or injury to individual)	<p>While exiting the kids' right-side restroom, a young girl got her finger stuck in the door. There were no cuts and she wasn't bleeding. I (Danny) gave the girl an ice pack. By this point, she had stopped crying and seemed to be doing fine.</p> <p>The child's nanny, [REDACTED], complained about the doors.</p>	
2	Tuesday, 1/30/2024 (4:26pm)	Emergency Activity(911 call)(Illness)	<p>Responding to a BoM call to ATS at approximately 4:26pm, I arrived to find a woman and a young child lying on the ground near Fiction stacks. As I approached, Fred LeBaron was on the phone with 9-1-1 operator and Tony/Nancy Circ shelvers were with the patrons.</p> <p>I asked the female patron if the child was in distress, as she was lying on her side with her coat under her head. The patron was the child's tutor, she explained that the young girl was complaining of heavy eyelids and being extremely exhausted. One second the child was speaking, the next she began to tremble and slide out of her seat. The tutor acted quickly and laid the child on the ground while staff came to her aid. I reassured her everything would be fine, we have paramedics en route and Tony stayed with the two young ladies while I went to wait for paramedics in lobby.</p> <p>Heading down, Joshua Wirth ATS confirmed the story from the tutor, and the child (identified later as [REDACTED]) was responsive now. I informed Christine Circ as she would be the MoD soon. Paramedics arrived shortly after and took [REDACTED] as the tutor was on the phone with the girls mother. Vitals came back normal, [REDACTED] was still complaining of fatigue but confirmed she felt just fine. We waited for her father to arrive as he would have say if his daughter went to ER or not. Paramedics relayed information to mom and dad, her dad ([REDACTED]) was taking Augusta to ER. I walked out with the family and Paramedics, reassured all parties to call us if they need anything else.</p>	
3	Tuesday, 1/30/2024 (5:20 pm)	Disruptive Activity(Other)	<p>I responded to a call from Misty in ATS to go to the bottom of the stairs. As I arrived there [REDACTED] was on his way out of the building via the Curtiss Street Doors. [REDACTED] was loudly hitting himself on his thighs and back with his own fists. [REDACTED] did not interact with any staff or patrons as he exited the building but I wanted to make note of his erratic behavior.</p>	<p>Tony Drufke (1/30/2024 6:15 PM) (0)</p> <p>[REDACTED] has returned to the library, and I talked to him about his legs; he told me that he has been having issues with them where he can't feel anything and that's why he was hitting them - more out of frustration than anything else. I told him that if he needs anything tonight that he should let me know when I stroll by him.</p> <p>Christine Lees (1/30/2024 8:51 PM) (0)</p> <p>At 8:50 I was notified of a patron sitting in the vestibule by the Curtiss St. doors who was cursing loudly to himself. I called for back-up security and waiting for Tony D. to approach the patron. The patron was [REDACTED] who was sitting on the vestibule floor loudly cursing to himself. Tony approached him asking if he was okay, [REDACTED] immediately rose up and responded that he was okay and exited the building. Again this is just documentation of [REDACTED] erratic behavior this evening.</p>
4	Saturday, 1/27/2024 (04:35pm)	Illegal and/or Prohibited Activity(Interfering with comfort or safety) Unsafe Activity(Other)	<p>I was called to the circulation desk and Kathy Moran informed me that Louisa Parzyk had observed someone (individual had a helmet on with a face guard) ride a bicycle down the outside stairs by the book drop and almost hit a patron. I later briefly talked to this patron when she was talking to Lora about this incident and informed her that a formal report was being made about this incident and this was what she wanted to do was to make sure management knew what had occurred outside.</p>	<p>Tony Drufke (1/28/2024 2:16 PM) (0)</p> <p>After reviewing the video footage, the biker almost hit a group of teenage girls who were going up the stairs.</p>
5	Saturday, 1/27/2024 (03:40pm)	Disruptive Activity(Excessive noise)(Not following directions from staff)	<p>After watching several teens (6 girls in study room 6, 6 boys in teen cental plus two more teenage girls) the noise level and activity in room 6 rose when three additional girls arrived and when a couple of these girls entered the room activity became a shoving match with the noise level raised. Prior to these girls arriving several girls along with the boys were all gathering outside of this room, Because of this activity the entire group was asked to leave for the balance of the day.</p> <p>Four of the boys decided that they were not going to leave with the balance of the group, but I found them when I returned upstairs, they saw me, and they then took the elevator downstairs and left the library.</p>	
6	Saturday, 1/27/2024 (4:32 PM)	Administration(Patron grievance)	<p>At around 4:32pm Karen B informed me that she had answered a call that wanted to make a complaint. The caller said their name was [REDACTED], and Karen says the voice sounded like a young man. The caller claimed that "Fred was staring at him and making him uncomfortable."</p> <p>However, Karen pointed out that no one named Fred was working today. The caller then asked if "there was another old guy?".</p> <p>The caller then said that they had to hang up, but provided their phone phone number [REDACTED] [Edit 1/30/2024: The caller did not provide their phone number, Karen looked it up using the call history. The phone number is [REDACTED]</p>	
7				

	A	B	C	D
8	Friday, 1/26/2024 (10:57am)	Emergency Activity(911 call)(Illness)	<p>Observing the cameras I (Miriam) noticed a young woman on her knees upstairs by ATS in what seemed to be a look of distress. As I left the workroom to make my way upstairs, a call for a BoM and an MoD came through the walkie at 10:57am.</p> <p>On the first landing of the stairs, ATS staff Jade Parks was seated with the same young woman I observed and she was very disorientated. Jade confirmed patron [REDACTED] was feeling ill and was in the process of calling of her mother. I asked [REDACTED] how old she was and if this happened often. She explained this had not happened for a few years and it was most likely low potassium (this is what she was told during her last dizzy spell). Tim Raub ATS confirmed he would place the 9-1-1 call while I sat with [REDACTED] to wait with her mother. We conversated as she felt she was going to "fully pass out" and was very nervous. We decided best to have her lay on her side and her mother [REDACTED] arrived.</p> <p>Gaining her strength, I recommended we move her to the red chairs so she was more comfortable. I explained to [REDACTED] who I was and that the paramedics were on their way to give her a general assessment. [REDACTED] and her mother explained that was not necessary. I explained to [REDACTED] that she was more than welcome to refuse treatment on [REDACTED] behalf, as she is only 17, and that we call for any sort of medical emergency.</p> <p>The paramedics arrived shortly after, took [REDACTED] vitals and conversed with [REDACTED] regarding her daughter's health. MoD Lucas and myself asked if there was anything we could do for either women, they declined, proceeded to look for a book, unsuccessful they made their way to the elevator to leave.</p>	
9	Wednesday, 1/24/2024 (10:10 PM)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Not following directions from staff)(Using profanity or obscenity)	<p>Around 10:10 PM, the board meeting concluded. Director Julie Milavec emerged from the meeting room, trailed closely by a male patron ([REDACTED]). Mr. [REDACTED] was rudely/meanly shouting at her. I (Danny) went over to intervene, but by the time I got there, Julie was already gone. However, a sizable crowd, including [REDACTED], continued to linger in the north lobby. Considering the previous event, as well as the fact that it was well past the library's closure, I asked the group to please leave the library for the night. When [REDACTED] was informed of this, he turned to the person to his left and audibly said, "He can go fuck himself, it's a public library."</p> <p>I declined to interact any further with this group and waited at a medium distance until they finally left the building.</p>	
10	Tuesday, 1/23/2024 (7:45 pm)	Emergency Activity(911 call)(Illness)	Patron, [REDACTED] asked Andrew at the ATS Desk to called the paramedics as he was having difficulty breathing and extreme body aches. Andrew placed the 911 call and the paramedics arrived shortly thereafter. [REDACTED] was taken away via a stretcher and the paramedics collected his bags on the way out.	
11	Tuesday, 1/23/2024 (3:15 PM)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Making violent or threatening statements)	<p>At 3:15 PM, ATS employee Josh Wirth answered a call. He spoke with a patron regarding books in the public domain. At some point during this call, the patron suddenly became very frustrated. Josh continued to attempt to assist the patron until the patron began to swear. The caller then made a violent threat. At this point, Josh ended the call and reported the incident to Van McGary and Amanda Klenk.</p> <p>After obtaining the caller's phone number, Max Mogavero blocked the number.</p>	
12	Tuesday, 1/23/2024 (10:07am)	Emergency Activity(Accident or injury to individual)	<p>Receiving a call for a BoM to the stairwell, I (Miriam) met Jade P (ATS) with a male patron. Jade explained the gentleman had fallen on the stairs and hurt his hip. The patron confirmed he had slipped coming down the stairs and his right hip had taken most of the impact.</p> <p>While I offered him an ice pack and a call for paramedic services, he declined. Instead he asked for a band-aid for his right hand as he seemed to have cut his knuckle. Jade offered him a seat while I returned with the first aid, he also declined stating "walking it off" may be the best remedy as he had a slight limp. Upon returning, Jade asked the patron if he'd like for us to take down his information incase a hospital visit was needed later on in the evening. He stated it was not necessary and he would be fine. Before his departure, we advised if he needed any assistance or had a concern, he was more than welcome to call the library and ask for me. He thanked us and left through the south doors.</p> <p>Ian joined us a few seconds later, we examined the stairs for any blood or water. There was nothing. Jade did explain the patron had on some sort of traction ice cleats for his shoes.</p>	
13	Saturday, 1/20/2024 (4:30 PM)	Disruptive Activity(Excessive noise) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	A patron complained to the Computer Help desk regarding a conversation that was going on near her seat. The conversation involved a pair of male patrons; they were speaking about sensitive topics. I reminded the men to be more conscientious of those around them. The patron who issued the original complaint was not interested in speaking with me any further.	

	A	B	C	D
14	Friday, 1/19/2024 (6:00 pm)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise)(Not following directions from staff)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Interfering with comfort or safety)(Sexual or racial harassment)	<p>Around 6pm Lisa (Kids Dept) entered the workroom explaining a patron's behavior and speech was not library appropriate. While she explained the situation, a call for a BoM for Circulation was called.</p> <p>Upon arrival, Tricia explained the gentleman that was against the collections case for the kids room was using very offensive language. (He was speaking degrading of women, racial slurs, etc.) Recognizing this patron from a similar incident, we felt it best to inform MoD Jen of the situation. It was agreed that the patron would be given the opportunity to finish his conversation at a lower voice, the man apologized to Jen and agreed to lower his volume. Short lived, the patron began again with his crude speech. Jen issued another warning and recommended the patron step outside to finish his conversation. Upon his reentry, the patron resumed his position by the collections case and continued his conversation.</p> <p>Giving him the last warning, the patron apologized. Realizing his speech not library appropriate, multiple staff members were not comfortable and the patron collected his belongings while making a slow exit to the South doors.</p> <p>This same patron has been warned for this exact scenario about his language in the past (Incident report #1106).</p>	
15	Thursday, 1/18/2024 (5:00 PM)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Interfering with comfort or safety)(Sexual or racial harassment)	<p>A little before 5:00 PM, a female patron, ██████, approached the Computer Help desk. She wanted to check out a laptop to use for an upcoming Zoom interview; however, she lacked a library card and lived in an unincorporated part of Downers Grove. The public desktops were not an option, either. By this point, ██████ had become agitated to the point of hostility. When an IT staff member attempted to assist her by setting the call up on her phone, ██████, still aggravated, called this staff member an "asshole."</p> <p>IT then placed a call for a Manager on Duty. Van McGary spoke with ██████ who at one point stepped toward her in an aggressive manner. ██████ proceeded to loudly swear and make inappropriate racial remarks before finally descending the stairs and exiting the building.</p>	
16	Wednesday, 1/17/2024 (2:00 pm)	Other	<p>I (Miriam) was stopped at the Kids desk approximately around 2pm by Sandy R explaining that there was a child who was having a panic attack and their mother was escorting them outside through the South Entrance. We agreed that if mom was involved, we would give the family a healthy distance and would ask if they needed assistance when/if they came back into the building.</p> <p>Moments later, I observed the mother and son reenter the building into the kids room, it seemed they had everything under control. Sandy explained to the mother ██████ my position here at the library. I introduced myself and asked ██████ if herself and her son would like to step out of the kids room to a quieter area to see if I could be of assistance. While ██████ declined any assistance (stating she was a nurse and she assumed her sons allergies were flaring up) her son, ██████ asked if he could sit down and watch TV. ██████ asked if she could leave her son with staff, while she ran upstairs to collect her belongings and Sandy/myself agreed we would help. ██████ asked again to sit and watch TV as that helps him calm down, I offered study room 3 as it was vacant. He agreed, as we went to take a seat, a regular patron ██████ loudly exclaimed she knew what was best for the child and demanded he be given a cell phone. Myself and staff tried to explain we were giving ██████ what was requested, we could handle the situation. ██████ proceeded to shout at staff while we attended to ██████, he was visibly overwhelmed and Sandy decided to sit with him at the nearest table in hopes of calming him.</p> <p>██████ returned a few minutes later expressing thanks for helping her son and that his Grandma was outside waiting to drive them home. ██████ thanked Sandy with an embrace as they left through the South Entrance.</p>	<p>Miriam Mejia (1/17/2024 3:31 PM) (0)</p> <p>MoD Jen was told of the situation with ██████ as well as the remarks made by ██████ as she believes the situation was handled poorly. We agreed that ██████ interjection was inappropriate and when brought up, we would discuss her behavior in the kids dept.</p> <p>Kids dept managers Allyson and Traci have been explained the incident involving ██████ and his mother.</p>
17	Tuesday, 1/16/2024 (5:00 pm)	Emergency Activity(Accident or injury to individual)	<p>Amanda B. from the Kids Room informed me that a young patron had their finger shut in the door on the left side Family Bathroom. The patron, a girl approx. 4 years old, was with her parent when the bathroom door closed, with her fingers being caught in the door. The patron was offered paper towels and an ice pack and quickly left the library to head over to Urgent Care. The finger was bleeding quiet heavily when they left the library.</p>	

	A	B	C	D
18	Monday, 1/15/2024 (4:00 PM)	Emergency Activity(911 call)	<p>Responding to a call for a BoM from the ATS desk, my attention was directed to a trio of patrons who were sitting in the leather seats outside the restrooms. The trio was speaking at a loud volume and swearing with regularity. I approached the trio and began to ask them to lower their voices and to watch their language when one of them, an older man, told me he was having chest pains.</p> <p>He asked me to call an ambulance for him and I did.</p> <p>While I waited for the paramedics to arrive, I sat with the man to make sure that he was okay. An ambulance soon arrived and then a team of paramedics attended to the patron who retained consciousness throughout the incident.</p>	
19	Saturday, 1/13/2024 (9:35)	Disruptive Activity(Not following directions from staff) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	<p>Responding to a chat from MoD Van at 9:37am, I (Miriam) was asked to ATS desk.</p> <p>As I made my way up the stairs, I was stopped by a patron (later introduced himself as [REDACTED] and asked if the woman who was currently at the ATS desk was the manager of the library. I explained to him, that Van is in fact a manager but if he was looking for the director I would give him Julie's business card. He declined and explained that the staff upstairs was rude, primarily Van as he was just "trying to handle business" on the library phone. I asked him if he was okay and if he wouldn't mind elaborating on his situation. He explained that he asked to use the phone, he was given permission, and he could not understand why he was being told he needed to stop using the phone when he needed it. I asked if he was in need of assistance and explained the phone policy to him. He was aware of the policy but "did not want to hear it". Hearing our discussion on the stairs, Van approached and [REDACTED] excused himself as he "did not have time for this".</p> <p>Once upstairs, Van explained that [REDACTED] asked Misty for use of the phone and once explained the policy he agreed to the 5 minute rule. Going to the back desk, Fred explained the same set of rules and once again, [REDACTED] agreed. He proceeded to make various phone calls, once realizing the gentleman had a cell phone (he answered a separate call) Van explained that the library phone was for emergencies only and the patron had gone over the 5 minute mark. He explained that he needed to get a phone billing issue straitened out, increasing his volume and his personal frustrations. [REDACTED] expressed his frustrations once more before leaving the ATS desk.</p>	<p>Miriam Mejia (1/13/2024 10:32 AM) (0) After concluding with Van. It was brought to our attention that this same patron had currently been at the Computer Help desk. Going to speak with John and he explained that he patron was rather angry with him as well. He was wanting to rent out a laptop and was told an overdue device should be returned within the next few days (when he spoke to staff is unknown). John expressed his apologies as staff does not have control on when a patron returns said device. Robert again expressed his frustrations before he went over to the ATS desk, which is this initial report. It has been agreed if [REDACTED] returns to the building, he'll be asked to leave for the remainder of the day.</p> <p>Miriam Mejia (1/13/2024 10:37 AM) (0) After discussing the events at ATS and Computer Help desk, Tim R reached out and explained the same patron stopped at the Circ desk. This was after we had spoken on the stairs. Speaking with Audrey, she explained the patron had expressed his frustrations with the ATS manager Van. Audrey gave him Julie/Jen's business cards and while the patron took them, he asked if he could use the Circ phone. Audrey apologized and explained that he could not. He proceeded to ask for her personal phone, again telling him no. As [REDACTED] turned to leave, he approached another library patron asking for their cell phone to make a call. The woman agreed, apologized that the receiver of the call did not pick up and [REDACTED] made an uncomfortable comment towards the woman. The patron quickly left into the kids room and [REDACTED] left out of the South Entrance. If he returns, we will be asking him to leave for the remainder of the day. If this behavior continues, a longer suspension will be discussed.</p> <p>Cindy Khatri (1/15/2024 12:25 PM) (0) On Monday, January 15 at approximately 11:50 a.m. [REDACTED] returned to the library and requested to speak to a manager. Cindy Khatri responded to the call and met with [REDACTED] upstairs at the Computer Help Desk. [REDACTED] explained his side of what happened on Saturday, including that a male staff member had told him it was okay to be on hold for 20 minutes, and when a female staff member (presumably Van) told him to get off the phone he thought it was unfair and rude. He explained he had been on hold for 20 minutes and wanted to make an additional call on a separate phone, to which our staff member said he could not make another call on another phone. He expressed frustration at the policy of only allowing patrons 5 minutes. Cindy listened to his frustrations and explained why the 5-minute limit is necessary. Cindy offered a Questions and Comments card and [REDACTED] refused to fill one out saying he didn't want to make a complaint, he just wanted to let someone know. [REDACTED] then said desk staff need to be more understanding and thoughtful because everyone is not in the same situation and he was very unhappy with how the interaction went on Saturday. The entirety of this interaction occurred while [REDACTED] was checking something out at the Computer Help Desk. Upon completion of the checkout interaction and this conversation, [REDACTED] left without any incident.</p>
20	Wednesday, 1/10/2024 (11:30 a.m.)	Emergency Activity(Accident or injury to individual)	<p>While Nancy Rooney was substituting at the Circulation Desk this morning at approximately 10:40 a.m., she received a call from [REDACTED] stating that while her daughter and their nanny were in the library yesterday (1/10/2024), her daughter injured her finger in a door, necessitating x-rays and stitches. Nancy took the message from the mother and gave it to me.</p> <p>I followed up with Ian and Miriam, neither were aware of this incident. Ian spoke to Gracie in the Kids Room (5-9 shift) and I spoke to Erin and Amanda in the Kids Room (9-5 shift) and again, no one was aware of this incident.</p> <p>I called [REDACTED] at 11:30 a.m. on 1/11/2024. I told her that a staff member relayed to me what happened and apologized that her daughter injured herself in the library. I asked her to share as many details as possible with me about the accident. She said that while her nanny was visiting the library with her kids, a door (presumably bathroom) in the Kids Room slammed on her 2-year-old daughter's finger. The nanny spoke to an employee on the floor and the employee offered a bandage. The nanny responded that the injury was too much for a bandage and immediately left with the child.</p> <p>I again apologized to the patron and thanked her for calling and told her that we would double check the door pressure on the bathroom doors to ensure they were ADA compliant.</p> <p>I also asked Christine to see if perhaps it was one of her employees who encountered the nanny. As of this writing, it is not known who, or if any staff, spoke to the nanny.</p>	

	A	B	C	D
21	Thursday, 1/11/2024 (10:20am)	Emergency Activity(Accident or injury to individual)	<p>Responding to a call for a BoM at the Computer Help desk at 10:20am, I (Miriam) arrived and immediately saw a patron sitting in front of a PC.</p> <p>Gathering the details from the patron [REDACTED] and the staff providing aid, [REDACTED] was sitting on the edge of her seat when she shifted her weight causing the chair to roll from under her. [REDACTED] was asked if she needed an ambulance called before we tried moving her. She explained her fright was just the unexpected fall and refused any paramedic assistance. She requested for a gentleman to help her up and that she would be just fine.</p> <p>(She explained that the brace on her right hand would be an issue to get up and she could not roll to her left side as she had some back pain unrelated to this event. Her shoulder had taken a bit of impact on her fall but she reassured she was fine.)</p>	
22	Monday, 1/8/2024 (4: 45 PM)	Illegal and/or Prohibited Activity(Littering)	A group of four teen boys who'd rented out the PlayStation 5 in Teen Central from 4-5 PM left a rather large mess. It appeared that they had emptied four different bags of candy all over the floor and furniture. I cleaned the mess up then received the name of the PlayStation renter from the ATS desk.	
23	Saturday, 1/6/2024 (2:45pm)	Illegal and/or Prohibited Activity(Interfering with comfort or safety)(Physical or sexual assault)	<p>While patrolling the second floor I saw four boys running in Teen Central and I then saw them on the floor wresting with one of this group. I noticed that these boys are the same group that was asked to leave by Danny on Tuesday and Thursday.</p> <p>Three of these boys came back into the library after being told that they were done for the day, and I caught them - they need to have some further disciplinary action done.</p>	

Downers Grove Public Library Statistics

January 2024

Highlights

1. Digital checkouts continue to increase, accounting for 20% of checkouts in January.

Building Visits

Attendance

This number includes the gate count and holds locker usage.

	2024	2023
Total Monthly Visits	32062	33039
Total YTD Visits	32062	33039

Rooms & Spaces

Community use of study rooms, conference rooms, meeting room(s), Media Lab, STEM Room, and Teen & Kids gaming spaces.

	2024	2023
Total Monthly Room Use	1277	1293
Total YTD Room Use	1277	1293

The Cupboard

All items in the cupboard are generously donated by community members and partner organizations.

	Month	YTD
Total Donations	1873	1873

Circulation

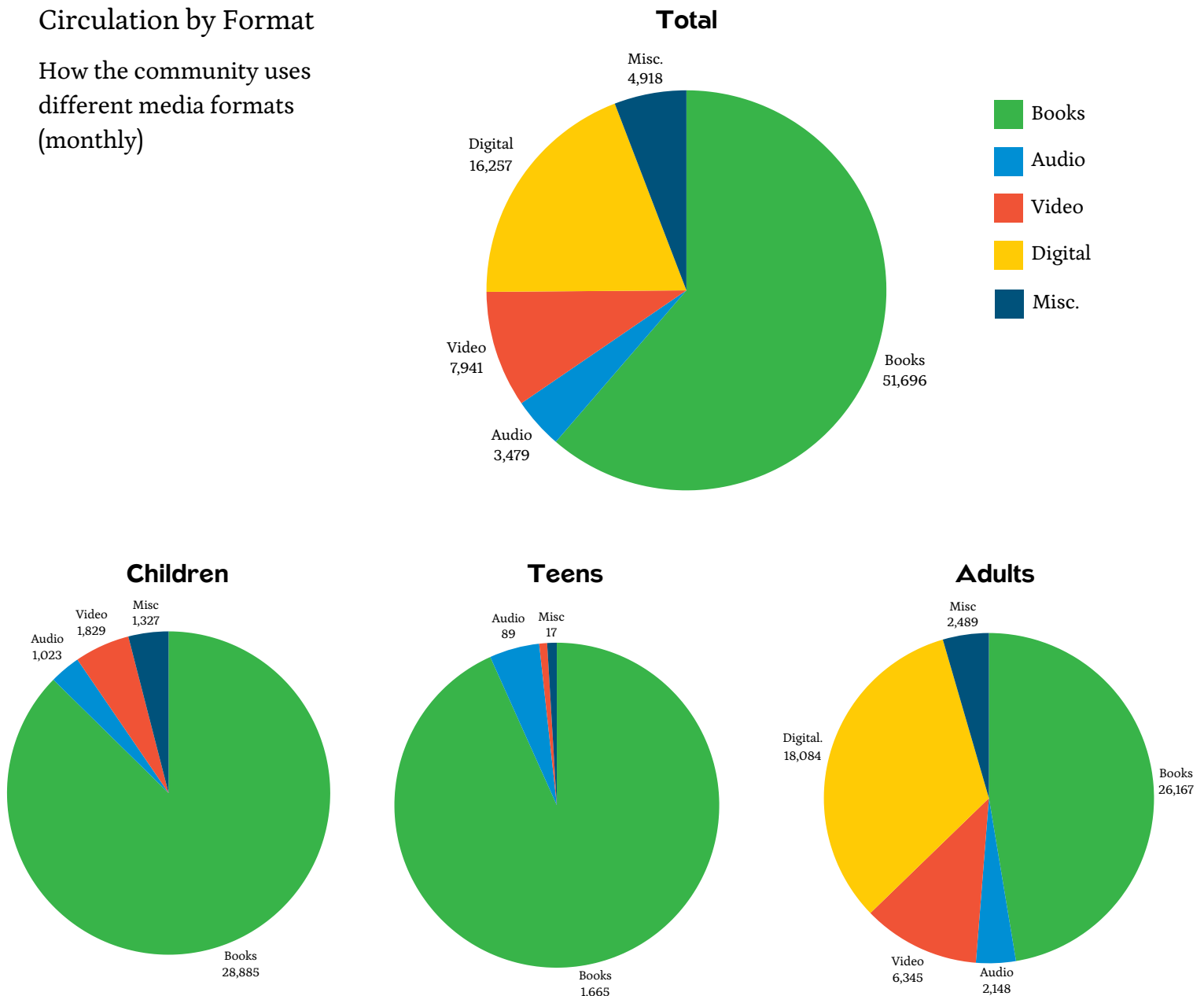
Total Circulation

Total circulation numbers across all audiences and media types.

	2024	2023
Total Monthly Circulation	90,082	89,652
Total YTD Circulation	90,082	89,652

Circulation by Format

How the community uses different media formats (monthly)



Technology

Computer Use Sessions

How many times a patron used a public computer in the library

	Month	YTD
Total Computer Use Sessions	2548	2548

Website Sessions

How many times patrons visited the library's website

	Month	YTD
Total Website Sessions	39,815	39,815

Wireless Sessions

How many times patrons connected to the library's WiFi using a personal device

	Month	YTD
Total Wireless Sessions	1215	1215

Programs

Programs Offered

Total number of programs offered including: in-person, virtual, and self-directed

	Adults	Teens	Kids	All Ages
Total Monthly Programs	94	10	84	7
Total YTD Programs	94	10	84	7

Program Attendance

Total number of participants of library programs including: in-person, virtual, and self-directed

	Adults	Teens	Kids	All Ages
Total Monthly Attendance	878	117	2482	238
Total YTD Attendance	878	117	2482	238 28

January						
Circulation	JAN 24	%	JAN 23	%	JAN 22	%
Checkouts						
Selfchecks	30,092	71%	31,227	71%	31,467	73%
Staff desk	11,519	27%	12,044	27%	10,501	24%
Lockers	1,068	3%	1,007	2%	1,050	3%
Total checkouts	42,679		44,278		43,018	
Renewals						
Auto Renewals	27,655		29,556		30,359	
Selfchecks	10		9		2	
Staff desk (incl. phone)	615		299		366	
Patron renwals on website			0		146	
BookMyne			0		0	
BlueCloud Mobile/Web services (22 & 11)	1,039		796		667	
Total renewals	29,319		30,660		31,540	
Total item checkout and renewals	71,998		74,938		74,558	
Digital Circulation	18,084		14,714		12,929	
Total Circulation	90,082		89,652		87,487	
Reserves Processed						
Received from ILL	4,904		4,742		5,653	
ILL sent	4,366		5,196		4,788	
OCLC requests processed	145		223		182	
Gate Count						
North	19,462		20,619		12,830	
South	11,532		11,413		8,323	
Total	30,994		32,032		21,153	
Lockers	1,068		1,007		1,050	
Gate Count and Lockers Total	32,062		33,039		22,203	
Registrations						
New resident library Cards	172		200		149	
New fee cards	2		2		2	
Professional Development Hours	60		16		35	
Cost of Professional Development			\$0		\$0	

Questions & Comments January 2024



**DOWNERS GROVE
PUBLIC LIBRARY**

Questions & Comments

Your feedback helps to shape the library's services. Responses will be shared with the Management Team, Administration, and/or appropriate library staff.

Date: 1/3/24

My comment relates to: ☒ building/grounds ☒ customer service ☒ materials ☐ policy ☒ programming ☐ other

This is hands-down, the best library in our lives. We travel in from L.A. ~~and~~ during the summer and winter to visit family in D.G. and this is always our first stop with our 2 boys. It is flawless! Thank you for all that you are!



**DOWNERS GROVE
PUBLIC LIBRARY**

Questions & Comments

Your feedback helps to shape the library's services. Responses will be shared with the Management Team, Administration, and/or appropriate library staff.

Date: 1.25.24

My comment relates to: ☒ building/grounds ☒ customer service ☐ materials ☐ policy ☐ programming ☐ other

Every time I come to the library, the people helping me are consistent, kind, and curious. It's the best customer service I know, always.

Also, the decoration behind the desk makes me smile every time because I know it's done with love and intention. It shows.

Name: A thankful patron Email: _____



**DOWNERS GROVE
PUBLIC LIBRARY**

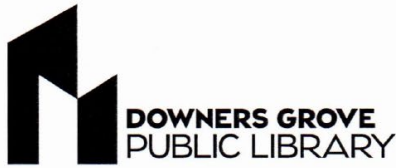
Questions & Comments

Your feedback helps to shape the library's services. Responses will be shared with the Management Team, Administration, and/or appropriate library staff.

Date: 1-25-24

My comment relates to: ☐ building/grounds ☐ customer service ☒ materials ☐ policy ☐ programming ☐ other

The boy scout materials are amazing. Thank you.



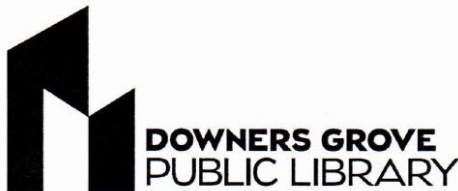
Questions & Comments

Your feedback helps to shape the library's services. Responses will be shared with the Management Team, Administration, and/or appropriate library staff.

Date: 1-8-24

My comment relates to: ☒ building/grounds ☐ customer service ☐ materials ☐ policy ☐ programming ☐ other

My Boys (4)(9)(12) love the new space in the Child play area. Having the gaming system, chess and the Booths are so inviting to sit and play with friends. Thank you for always making it fun for my family! ONE MORE THING WE LOVE is the Scavenger Hunts.



Questions & Comments

Your feedback helps to shape the library's services. Responses will be shared with the Management Team, Administration, and/or appropriate library staff.

Date: January 29, 2024

My comment relates to: ☐ building/grounds ☒ customer service ☐ materials ☐ policy ☐ programming ☐ other

I asked Sandy in the Children's Department for help finding "Dragon" books for my almost 8 year old grandson. He has read a couple of "Dragon" series. Sandy asked me questions and she came up with a few book options. She said there was another series he might like but she did not remember the name. She told me to come back later. I came back today. Sandy remembered me (over)

night away and brought me and my grandson over to the Dragon Mountain series. We are so grateful for her help as his reading slowed down because he has not found another Dragon series that he likes as much as "Dragon Masters".

Sandy was awesome, so helpful!

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
FEBRUARY 28, 2024**

Department Reports – January 2024

Administration – Jen Ryjewski

- Finished planning the Staff In-Service Day, scheduled for March 22, 2024. The morning session will feature speaker Martina Mathisen, who will share with us how to Keep Cool Under Pressure and in the afternoon, we will host JJ's List Disability Awareness Training
- Attended two webinars: 1) Human Trafficking, part of Ryan Dowd's training which discussed signs to look for and dispelled many myths and common assumptions about victims and perpetrators, ; and 2) Safety & Security Debrief Strategies for Supporting Library Staff that shared elements of and safe and effective debrief strategies to employ should a significant incident occur
- Finalized and submitted the My Library Is ... grant. Initially requested funds to translate our Summer Reading Club brochures into Spanish, but was able to ask for Arabic, Polish, Chinese, Russian, and Korean as well, given the amount of the awards available. Thank you to Cindy in MC for gathering the translation and printing quotes and Allyson in Children's for getting the language breakdown from District 58
- Continued to work on several ongoing/outstanding projects, including: Land Acknowledgment, IPLAR, General Policy update/revision, and Reaching Forward committee work

Business Office – Katelyn Vabalaitis

- Met with Village Finance Director Robin Lahey, Village Assistant Finance Director Daiva Sheldon, and Library Director Julie Milavec to discuss utilizing Munis for the annual budget process and to learn about other financial reports that are available in the Munis system
- Worked with Business Office Assistant Scott Anderson on calculating paid time off figures for staff for 2024
- Held two new hire orientations and two benefits orientations for staff
- Worked on the updates to the 2024 statistics workbook and report with Assistant Library Director Jen Ryjewski
- Attended a webinar entitled, "Supervising Employee Terminations in 2024 to Mitigate Post-termination Risks"

Adult & Teen Services – Van McGary

- January featured several exciting changes to collections in Adult & Teen Services (ATS). A new collection called Club Reads was added featuring fiction and nonfiction titles from the library's book discussion programs. These materials can be found on the 2nd floor next to Great Reads. In addition, Teen Award Winners featuring 20 different awards were added to the Teen collection next to summer reading materials. Furthermore, DVD's, Blu-rays, and 4K Blu-rays were combined as were Audiobooks and Playaways. Patrons now have a similar browsing experience of A/V materials in both the ATS and Kids Room collections
- ATS welcomed two new staff members in January and staff continued training and transitioning assignments
- The library's social work interns had their busiest month to date, with 58 separate one-on-one interactions. They helped community members with a variety of services including counseling, housing, job searching, transportation, and more. In addition, they planned and hosted a Community Services Connection event which included a mobile WIC clinic that helped several families
- Adult programming highlights in January include CrAfterWork (a new registered craft pickup program), Making the Perfect Cup of Tea, and Job Searching for People with Disabilities
- Teen programming highlights in January include Custom Rubber Stamps, DIY Animal Toys service projects, and an SAT Practice Test

Children's Services – Allyson Renell

- January in the Kids Room was a return to our regular storytime and outreach schedules. As in previous months, our numbers remain very strong with morning storytimes averaging around 50-60 attendees per session. The Kids Room is a busy place in the mornings. We added a new coloring station that is always in use by our early childhood attendees. Coloring is very important to early writing skills. It helps children learn how to correctly hold writing instruments and helps build core and arm strength needed for sitting in school
- Girls Who Code for grades 3rd-5th started mid-January with a new group of twelve girls led by Library Assistant Gracie Ruyle. The group has been off to a great start and have been having a great time learning about coding and leadership skills
- Our newly refreshed Tween gaming area officially opened in the beginning of January. Kids can hangout in our new booths and play games or sign up to play on our new Xbox One or Nintendo Switch. So far the new space has proved very popular with all ages, with many young families using it in the morning and tweens using it after school. On the weekends both of our gaming areas have been booked constantly and patrons have reacted positively to the new space
- January began Department Manager Allyson Renell's term as President of the LACONI Youth Services Section. LACONI YSS provides professional

development workshops and networking opportunities for Youth Services staff in Northern Illinois. Allyson's term runs through 2025 and she also serves on the main LACONI governing board

- The Kids Room and DGPL has once again made it on the Kidslist top ten best Children's Libraries with play areas for [2024](#). We were voted to the 2nd place spot this year, losing out to Schaumburg Public Library's newly renovated space. We are still super proud about continuing to stay at the top of the list, especially because this list is voted on by real parents with children who visit our library. I, Allyson, am so proud of the Kids Room Staff who dedicate themselves to providing high quality programs and experiences and continuously deliver stellar customer service that makes our Kids Room a warm and inviting space

Circulation Services - Christine Lees

- We broke a few circulation records this month by completing 1,068 locker holds in January and digital circulation of 18,084 items! Our digital circulation this month vs last January is an increase of 19%
- SWAN completed the NCOA report (National Change of Address) which checks all DGPL cardholder addresses against the national database. This check allows us to offer “never” expiration dates to our patrons
- Christine Lees joined the Re-Charge Committee and Tricia Thompson joined the SLUI Board
- We had two students of the Transitions Program in District 99 join our department for work experience. Mary and Jess, along with their job coach Paul, come twice a week to collect book drops and help with the picklist. Welcome Mary & Jess!

Information Technology – Paul Regis

- After experiencing a number of issues with the ePRINTit wireless printing service managed by TBS, IT began exploring possible alternatives. One service recommended by other libraries in the area, Princh, seemed promising but ultimately would not be a good fit for the library. (While its lack of integration into other print or PC management solutions streamlines the service, not having a staff-accessible print queue to see, release, or reprint jobs was an oversight.) Ironically, TBS also demoed their updated software as a service (SaaS) version of ePRINTit, which they claim was faster, more stable, and supported more file extensions. IT has been impressed in its initial testing
- IT Manager Paul Regis worked with EnvisionWare and SWAN on the Hublet kiosk installation, a self-service kiosk that allows patrons to check out and return tablets for in-library use. It was a rocky start, to say the least, with the install date being pushed back due to illness and inclement weather coupled with communication issues with the lead EnvisionWare tech. Paul has been in contact

with higher division and sales leads at EnvisionWare about the library's experiences and overall frustration with the project

- The library received the main controller unit and some peripherals for the updated wireless network. This indicated that some supply chains were opening back up and equipment was once again becoming available. This also meant that the wireless network vendor, IT Savvy, returned to dormant projects and clients. They will be working with Paul on configuring the cloud component of the system at some point in the future; Paul will be investigating what can be done without that cloud component, but much of the setup and configuration relies upon that
- Girls Who Code officially began in early January, which is always exciting
- IT replaced three staff computers, prepped two new public computers for testing, and added/deleted/shifted around a handful of email addresses in January. There were 23 Book-an-Expert sessions for the month
- IT and the People's Resource Center offered a combined nine classes to 33 attendees in January

Marketing & Communications – Cindy Khatri

- The MC Department worked on gathering data for the My Library Is...grant, which included identifying languages for translation, researching translation services, and getting quotes for Summer Reading materials in numerous languages. The languages identified for translation are Spanish, Arabic, Polish, Russian, Chinese, and Korean. These languages were chosen based on the top requested languages from District 58 and 99, as well as our World Languages collection. This also addresses items in our 2024 Work Plan
- Cindy Khatri, MC Manager, met with OC Creative regarding website updates including ADA accessibility, updates to the WordPress theme, mega menus, and other improvement projects
- Cindy met with EQDG and Mary Hurtado to discuss and plan the One Book One Town partnership. The title, *The House in the Cerulean Sea* by TJ Klune will foster excellent conversations about compassion and inclusion. The library's book discussion event is scheduled for March 13, 7 pm
- The MC Department updated/developed, and launched the Older Adults page (formerly known as the Seniors page), and the new Accessibility page for the website. Thank you to all of the other departments for assisting with content creation!
- The MC Department met with Administration about designing the Annual Report and grown opportunities for the document. This year, the library will have individual annual report brochures for patrons to pick up in the building. As always, an abbreviated version of the annual report will also be available via *Discoveries* (mailed to every home in the library district)

Access Services – Lucas McKeever

- We adapted our current processes across multiple vendors to make sure that our method for receiving materials is similar no matter what vendor the item is purchased from. This will help streamline the acquisitions process and get items on the shelf faster
- We continue to make progress with updating our ordering procedures to include budget tracking for our selectors. We are hoping to trial this new process with our main vendor, Ingram, in early to mid-March

	Adult & Teens	Kids	Both
Items Added			
Print	1154	440	
AV	235	19	
Items Discarded			
Print	1078	525	
AV	254	50	
Items Repaired			310
Items Reclassified			484
Original Records			38

Building Operations – Ian Knorr

- Acoustical panels for the tween area were installed
- Building Operations researched card access systems for enhanced security
- Rearranging was performed in the Kid's Room
- Preventative maintenance was performed on the boilers and roof top units

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
FEBRUARY 28, 2024**

Agenda Item 9A

Intergovernmental Agreement for Library Cards with Downers Grove Grade School District 58

The Strategic Plan 2024 Work Plan contains the project, “Implement a universal library card program with Downers Grove schools.” Based on the Cards For Kids Act Expansion (PA 102-0843), library card registration will be a part of the District 58 student registration packet for the 2024-2025 school year. Parents will be able to opt out of getting their child a library card. Cards will be distributed by teachers in the classroom at the start of school.

This intergovernmental agreement (IGA) provides for the data sharing of student information by Downers Grove Grade School District 58 with Downers Grove Public Library for the purpose of providing library cards to those students. For students in unincorporated areas unserved by a library, DGPL will provide the card free of charge until the student turns 18 or moves out of the school district. For students residing in another library's service area, DGPL will facilitate the student receiving their card from their home library.

By giving library cards to students, District 58 staff would be able to help students log in and find resources during the school day, on their District 58 devices. DGPL has an extensive collection of digital resources and databases that students could access, adding value to our local taxpayers. Working with District 58, DGPL may add resources that District 58 staff would find valuable for students. Outside of school, this project would make it easier for all of District 58 students to visit the library and take advantage of the resources available, including participation in the Summer Reading Club.

Children’s Services Manager Allyson Renell has been leading this project and will be at the meeting to answer any questions about this IGA.

Recommended Action: Approve Intergovernmental Agreement for Library Cards with Downers Grove Grade School District 58.

INTERGOVERNMENTAL AGREEMENT FOR LIBRARY CARDS

THIS INTERGOVERNMENTAL AGREEMENT (“Agreement” or “IGA”) is made this _ day of January, 2024 by and between the Board of Education of Downers Grove Grade School District No. 58 (“Board”) and The Board of Library Trustees of the Village of Downers Grove (“Library Board”) (collectively, the “Parties” or individually a “Party”).

RECITALS

WHEREAS, the Downers Grove Public Library (“Library”), is a public library established under the laws of the State of Illinois, dedicated to providing educational resources, services, and programs to residents of Downers Grove and surrounding areas; and

WHEREAS, the Board is responsible for providing educational services to students within its jurisdiction, including those residing in Downers Grove; and

WHEREAS, the Illinois Cards for Kids Act authorizes public libraries to enter into agreements with school districts for the provision of library cards to students enrolled in schools within the district; and

WHEREAS, pursuant to Article VII, Sec. 10 of the Illinois Constitution of 1970, the Intergovernmental Cooperation Act, the Illinois School Code and the Illinois Local Library Act, the Library Board and the Board are authorized to enter into intergovernmental agreements for library services; and

WHEREAS, the purpose of this Agreement is to establish a cooperative relationship between the Library Board and the Board to facilitate access to library resources and services for students enrolled in schools within the Downers Grove Public School District No. 58 (“School District”); and

WHEREAS, the Library Board wishes to cooperate with the Board to furnish Library cards to those students enrolled the various schools of School District so that such students may utilize the services of the Library.

NOW, THEREFORE, in exchange for the mutual promises and conditions contained in this Agreement and such other good and valuable consideration acknowledged by the Parties, it is agreed as follows:

1. **Library Services.** The Library shall make available to all students of the School District Library cards, at no cost to the students or their parents/guardians. The Library shall be responsible for all costs associated with the issuance of the Library cards. The students residing within the boundaries of the Library shall be entitled to use the Library on such terms and conditions as are all other minor residents of the Library. The Students that do not reside within the boundaries of the Library shall be entitled to use the Library on such terms and conditions as are all other minor non-residents of the Library. The Board and the Library shall work cooperatively to develop and

disseminate information related to the Library card program to parents/guardians of students; however, no materials shall be distributed in any school building without the prior approval of the Board or its designee. Additionally, upon the request of the Board or the Library, the Parties shall work jointly to provide information and training, free of charge, related to the Library card program to the teachers and administrators of the Board.

2. Term and Renewal of IGA. This IGA shall commence on the date of the last Party's signature hereto and shall end June 30, 2026, unless terminated sooner as provided in this Agreement. Either the Library or the Board may terminate this IGA at any time without cause or penalty on June 30 of any given year by providing written notice to the other party at least thirty (30) days prior to June 30. Either the Library or the Board may terminate this IGA for cause, which cause shall include any material breach of this IGA. Before either Party may terminate this IGA for cause, the non-breaching Party must first give the breaching Party written notice of the alleged breach and thirty (30) days to cure the breach. Unless terminated as provided herein, this Agreement shall automatically roll-over for one-year terms on the same terms and conditions provided herein.

3. Data Sharing. Starting from fall 2024 student registration and continuing with each subsequent registration, the Board will include a consent form in its registration materials. This form, designed by the Board, will ask parents or guardians if they agree to enroll their child in the Library card program and grant permission for the Board to share certain information with the Library. This information includes the student's name, address, date of birth, school district ID number, parent or guardian's contact details, student's school, and grade level. The sole purpose of sharing this information is to enroll the student in the Library card program and facilitate communication with parents or guardians as necessary. The Board will receive the library cards from the Library and distribute them to the students who have enrolled in the Library card program, but the Library is prohibited by the Library Records Confidentiality Act to share with the Board any specific information the Library requires a person to provide in order for that person to become eligible to borrow books and other materials. The Library Board is prohibited from using the shared information for any purpose other than those outlined in this Agreement or as required by law.

4. Privacy. The Parties shall comply with all applicable laws, rules and regulations related to student privacy and or library patron privacy, including, but not limited to, the Family Educational Rights and Privacy Act, the Illinois School Student Records Act, the Illinois Records Confidentiality Act, and the Illinois Local Library Act to the extent such acts are applicable. Library registration and circulation records are specifically exempt from disclosure under the Illinois Freedom of Information Act.

5. Insurance. Each Party shall keep in force at all times during the term of this IGA Commercial General Liability Insurance with limits of not less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate, and excess or umbrella insurance in the amount of \$5,000,000 per occurrence and in the aggregate. Each Party shall name the other Party's indemnitees as identified in Paragraph 5 above as additional insureds on a primary and non-contributory basis. In addition, each Party shall furnish certificates of the insurance and/or coverage in place as required herein. Either Party's utilization of self-insurance or participation in a self-insured risk pool shall satisfy the insurance requirements herein so long as the coverage afforded under such program is

substantially similar to that which would have been provided had that Party purchased the required insurance policy.

6. Amendments. Any amendment to this Agreement must be reduced to writing and signed by authorized representatives of the Library and the Board.

7. Savings Clause. In the event any provisions or terms of this Agreement are held invalid by a court of competent jurisdiction, this Agreement shall be interpreted as if such invalid provision or term were not contained herein.

8. Publicity. Any statements or materials regarding the provision of services under this Agreement shall be made jointly by the Library and Board. Neither Party shall unreasonably delay its approval of any such statements or materials.

9. Notice. Any notice must be sent by either U.S. Postal Service first-class mail, postage prepaid, return receipt requested, or by overnight delivery by a nationally recognized delivery service with proof of delivery at the addresses below. Notice shall be deemed served upon deposit with the U.S. Postal Service or deposit with the overnight delivery service, as the case may be.

To the Library Board:

Downers Grove Public Library
Attn.: Library Director
1050 Curtiss Street
Downers Grove, IL 60515

With a Copy To:

Klein, Thorpe and Jenkins, Ltd.
Attn: Dennis G. Walsh
15010 S. Ravinia Ave, Ste 10
Orland Park, Illinois 60462-5353

To the Board:

Downers Grove Grade School Dist. No. 58
Attn.: James Eichmiller
Office of Curriculum and Instruction
2300 Warrenville Road, Suite 200 NE
Downers Grove, IL 60515

With a Copy To:

Hodges, Loizzi, Eisenhammer,
Rodick & Kohn LLP
Attn.: James S. Levi
500 Park Boulevard, Suite 1000
Itasca, IL 60143

10. Compliance with Laws. Each Party hereto shall comply with all applicable laws, rules and regulations with regard the provision of the services, including, but not limited to, human rights and anti-discrimination laws.

11. Governing Law. This Agreement shall be governed by the laws of the State of Illinois notwithstanding its choice of law provisions. Any action to enforce the terms and conditions of this Agreement shall be brought in the DuPage County Circuit Court.

12. Entire Agreement. This Agreement contains the entire understanding between the Parties and supersedes any prior understanding or written or oral agreements between them regarding the within subject matter. There are no representations, agreements, arrangements or understandings,

oral or written, between and among the Parties hereto relating to the subject matter of this Agreement which are not fully expressed herein.

13. No Third-Party Beneficiaries. This Agreement is for the benefit of the Parties and does not confer any rights or benefits on any third party, including any employee of any Party.

14. Paragraph Headings. The paragraph headings and references are for the convenience of the Parties and are not intended to limit, vary, define or expand the terms and provisions contained in this Agreement and shall not be used to interpret or construe the terms and provisions of this Agreement.

15. Counterparts. This Agreement may be executed in several counterparts, each of which shall be an original and all of which shall constitute but one and the same Agreement.

IN WITNESS WHEREOF, the Parties hereto have caused this Intergovernmental Agreement to be executed by their duly authorized representatives on the dates set forth below.

LIBRARY BOARD:

BOARD:

THE BOARD OF LIBRARY TRUSTEES
OF THE VILLAGE OF DOWNERS GROVE

BOARD OF EDUCATION OF
DOWNERS GROVE GRADE SCHOOL
DISTRICT NO. 58

By: _____
Its: _____
Date: _____

By: _____
Its: _____
Date: _____

1234709.2

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
FEBRUARY 28, 2024**

Agenda Item 9B

General Policy Update

As a part of the biennial policy review and FY2024 Work Plan initiative, "Audit library policies, procedures, and communications strategies using a team that includes HITMPG staff members," the Equity Advisory Team and Management Team reviewed the General Policy and made suggestions for changes. A draft was provided to the Board of Library Trustees for feedback prior to the release of the board packet for this meeting. Attorney edits were made following that review.

Substantive changes include suggestions to increase equity, increase employee retention, and attract high-quality employees in a competitive field by:

- Collapsing Illegal and Prohibited Activity and Disruptive Activity section of the Code of Conduct into a single section, Disruptive, Illegal, and Prohibited Activity
- Integrating and expanding Designation of Space for Special Uses and Grounds sections in a Building and Grounds section
- Removing Friends of the Downers Grove Public Library from the Friends of the Downers Grove Public Library and Downers Grove Public Library Foundation section

The new Section 2.10 Building and Grounds, subsection 2.10.2 Designation of Building and Grounds Use for Special Events specifies that the library may participate in community-wide and downtown area events conducted by other organizations, such as Downers Grove Downtown Management Corporation. By selecting participation in other organizations' events according to the parameters set by the other organization, the library does not open the use of its building and grounds as a limited public forum, defined as "a public forum created by the government voluntarily for expressive activity that may be restricted as to subject matter or class of speaker."

In general, the special events in which DGPL participates are in partnership with Downers Grove Downtown Management Corporation, but this policy does not limit to that organization only. If another organization holds a community-wide or downtown area event, DGPL would be able to participate under the rules set out by the organization conducting the event. The library would not be opening a limited public forum for anyone in the community to participate. For example, when DGPL has an ice sculpture in front of the library for Ice Fest, participating in the Downtown Management event, it does not create a forum for anyone in the community to display a sculpture in front of the library by opening the sidewalk in front of the library to the public for display of sculptures. No window painting policy is needed because the library's windows are not available as a limited public forum. See [FOIA Requests and Responses 2021-Present](#) for more information on resident James Wool's request to create a limited public forum for window painting.

Recommended Action: Approve the General Policy updates as presented.

Submitted by Library Director Julie Milavec

2 General Policy

2.1 Mission, Vision, and Values

2.2 Standards of Library Service

2.3 Strategic Planning

2.4 Hours of Operation

2.5 Emergency Closings

2.6 Freedom of Information

2.7 Records Retention

2.8 Confidentiality of Library Records

2.9 Code of Conduct

2.10 Building and Grounds

2.11 Illinois Concealed Carry Act Prohibited Area

2.12 Smoke-Free Illinois Act

2.13 Security Cameras

2.14 Photography and Recording in Library and During Virtual Library Programs

2.15 Downers Grove Public Library Foundation

2.17 Americans with Disabilities Act

2 General Policy

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

2.1 Mission, Vision, and Values

Mission

Welcoming all to discover, grow, play, and learn

Vision

The heart of a diverse community providing inspiring ideas, community connections, and empowering opportunities

Values

- Inclusive and Welcoming Environment: We celebrate our individual uniqueness and create spaces where everyone is valued, represented, and included.
- Community Engagement: We listen and respond to the changing needs of our community.
- Equitable Access: We remove barriers and enable access for all.
- Intellectual Freedom: We provide a variety of programs, services, and materials so community members can customize their own library experience.
- Lifelong Learning: We are always learning and encourage our community to be curious and continue to learn throughout all stages of life.
- Integrity: We advocate for and uphold ethical library practices and responsible financial stewardship.

2.2 Standards of Library Service

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

2.3 Strategic Planning

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

2.4 Hours of Operation

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

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

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

Select services are also available electronically 24/7.

2.5 Emergency Closings

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

2.6 Freedom of Information Act (FOIA)

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

2.7 Records Retention

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

2.8 Confidentiality of Library Records

The registration and circulation records of a library are confidential. The Illinois Records Confidentiality Act 75 ILCS 70/1-2 ("the Act") provides that confidential library records (records of an individual patron's use of library materials or resources and registration) may not be made available in any format to a federal agent, state or local law enforcement officer, or other person without a court order. At the same time library staff

must cooperate with federal, state, and local law enforcement agencies when acting within the scope of a lawfully issued court order.

2.8.1 Exceptions

75 ILCS 70/1-2 allows an exception to the Library Records Confidentiality Act. Sworn law enforcement officers may request information in emergency situations regarding the identity of suspects, witnesses, or victims where the officer believes that there is imminent danger of physical harm, provided:

1. A sworn law enforcement officer represents to the library that it is impractical to get a court order as a result of an emergency; and
2. The officer has probable cause to believe there is imminent danger of physical harm; and
3. The information requested is limited to identifying a suspect, witness, or victim of a crime; and
4. The information requested without a court order may not include records reflecting materials borrowed, resources reviewed, or services used at the library.

Under this exception, only information identifying a suspect, witness, or victim of a crime may be disclosed to an officer without a court order; all other information remains confidential without a court order. If requested to do so by the library, the requesting law enforcement officer must sign a form acknowledging the receipt of the information. Following compliance with the law under this exception, the library may seek subsequent judicial review to assess compliance with this Act. Libraries are protected from patron claims that disclosure under the law constitutes a breach of confidentiality. A patron retains the right to challenge the disclosure.

2.8.2 Court Orders

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

2.8.3 Designated Contact Person

The Library Director is the Designated Contact Person and will handle all requests to search library records requested by court order. In the absence of the Director, the Assistant Director will act in place of the Director. In the absence of both the Director and Assistant Director, the staff member designated as MOD will handle the request.

2.8.4 Responsibilities of Designated Contact Person

The Designated Contact Person is responsible for following established library procedures for responding to requests for confidential library records. If the Library

Director is not present, the Assistant Director or MOD is responsible for notifying them as soon as possible that a request for confidential library records was made.

2.8.5 Disclosure of a Court Order

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

2.9 Code of Conduct

The Board seeks to provide and ensure a welcoming environment that is conducive to the appropriate use of the facilities and services.

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

- Engaging in conversations and behaviors that do not:
 - disturb, offend, or harass others
 - threaten the safety of others
 - damage property
 - threaten to damage property
- Using library items, furnishings, equipment, and facilities only for their intended function without interfering with others’ use and without damaging property or threatening to damage property;
- Attending to personal belongings, as the library is not responsible for loss of or damage to unattended personal belongings; and/or
- Wearing proper clothing, including shoes and shirts, at all times.

2.9.1 Disruptive, Illegal, and Prohibited Activity

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

- Assaulting, fighting, or threatening another person;
- Carrying firearms or other dangerous weapons;
- Possessing, using, distributing, or being under the influence of alcohol, illegal drugs, or other controlled substances;
- Smoking and vaping, including smokeless tobacco, herbal products, and e-cigarettes, anywhere in the library or within 15 feet of the library;

- Eating meals or drinking beverages from containers without lids, except in areas designated for this use;
- Sleeping that is loud or obstructive;
- Talking loudly or using loud audio devices;
- Using sports equipment in the library;
- Disrupting others' use of library facilities or services due to personal hygiene or excessive body odor that prompts complaints, damages furniture, or threatens public health;
- Blocking walkways or obstructing others' use of library materials, furnishings, equipment, and/or facilities;
- Littering or improper disposal of trash or unwanted items;
- Stealing, damaging, or destroying library property or the property of another person;
- Harassing another person, including using profane, obscene, or abusive language and/or racial, ethnic, or sexual epithets;
- Viewing of sexually explicit material on a library computer, personal computer, or other device;
- Entering the library building or remaining on library property during a period when the person is banned from the library;
- Panhandling, leafleting, soliciting funds, proselytizing, or circulating petitions;
- Failing to supervise children, including leaving a child under the age of eight years unattended; and/or
- Performing any other activity that disturbs other members of the public or interferes with staff performance.

2.9.2 Unattended Children

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

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

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

2.9.3 Enforcement

No policy can address all potential circumstances. The library reserves the right to address issues on a case-by-case basis and require anyone violating the Code of Conduct to leave library property. Serious or repeated misconduct may lead to further suspension from the library, legal action, and/or criminal prosecution. The library reserves the right to inspect all backpacks, bags, briefcases, and purses when staff believe someone is in possession of stolen library property or weapons.

Those wishing to appeal suspensions may do so in writing to the Library Director. If unsatisfied with the response, the individual may appeal in writing to the Board. The decision of the Board is final.

Before returning to the library after a suspension of one month or more, the individual may be required to meet with the Building Operations Director or other administrative staff to review the Code of Conduct and behavioral expectations.

2.10 Building and Grounds

The Downers Grove Public Library building and grounds are designed to ensure library users have a variety of safe and welcoming spaces to discover, grow, play, and learn and staff have the space necessary to complete their work. The Library Director is authorized by the Board to administer the use of the library building and grounds.

See Library Services Policy subsections for specific policies regarding space use in Meeting Rooms, Conference Rooms, Study Rooms, Exhibits and Displays, and Bulletin Boards.

2.10.1 Designation of Space for Special Uses

The library designates space within the building for special uses, including quiet study, programs, and use by specific groups or individuals. Such designations may be temporary, as in the case of programs in the STEM Room, or

permanent, as in the case of the Quiet Study Room. Regardless of whether such special uses are posted, patrons are expected to comply with staff requests regarding the designation of space.

Quiet Study Room

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

STEM Room

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

Teen Central

Teen Central is reserved for use by teens. Teen Central is regularly used for registered and drop-in programs.

2.10.2 Designation of Building and Grounds Use for Special Events

The library may participate in special events conducted by community partners or organizations. The Library Director may authorize participation in special events and designate temporary use of the library's building and grounds according to the parameters set by the community partners or organizations. Special events include community-wide or downtown area events such as Downers Grove Downtown Management Corporation's Ice Fest, Holiday Window Decorating, and Spring Scavenger Hunt.

2.10.3 Unattended Items

Personal belongings may not be left unattended on library premises. The library is not responsible for any loss or damage to personal belongings, through theft or otherwise. Unattended personal belongings will be removed from the library and disposed of.

2.10.4 Unattended Animals

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

2.11 Illinois Concealed Carry Act Prohibited Area

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

building or on library property is prohibited. Signs designating the library as a “prohibited area” for concealed carry are displayed at entrances as required by law.

2.12 Smoke Free Illinois Act

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

2.13 Security Cameras

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

2.13.1 Public Notice

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

2.13.2 Camera Locations

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

2.13.3 Access to Digital Images

Video data is recorded and stored digitally. Recorded data is considered confidential and secure. Access to live feeds of images and recorded video data is limited to the Library Director, Assistant Director, Building Operations Director, IT Manager, and designated staff. Recordings or images may also be shared with library insurance representatives when relevant to an insurance claim investigation

2.13.4 Retention of Digital Images

Recordings are kept for approximately 30 days except for still shots or selected portions of the recorded data relating to specific incidents. These are retained as a

part of the incident report on a secure system, according to library policy. In situations involving suspended or banned patrons, stored still images or selected portions of the recorded data relating to specific incidents may be shared with staff library-wide. As new images are recorded, the oldest images will be automatically deleted. Exclusions to this include any records retained as part of a criminal investigation or court proceeding (criminal or civil), or other use as approved by the Library Director or Assistant Director and in accordance with applicable law.

2.13.5 Access by Law Enforcement and Confidentiality

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

Video data will be made available to law enforcement officials or agencies upon written request. The library shall retain a copy of the request. Recorded data will be accorded the same level of confidentiality and protection provided to patrons by Illinois state law and the library's policies. Such recordings or images will be released, or disclosure will be declined, in accordance with applicable laws, including the Illinois Library Records Confidentiality Act, including emergency situations or in response to a search warrant or court order.

Security camera footage may be considered public materials and are therefore accessible through a specific incident FOIA request unless the request violates federal or state law. Confidentiality and privacy issues may limit the general public from viewing security camera footage that contains personally identifying information about library users. All requests for disclosure of recorded images, except as stated above for law enforcement, should be made according to the Freedom of Information Act.

2.13.6 Damages and Liability

Any individual using the library shall be held responsible for willful or accidental damage to the library's building and collections caused by the individual.

2.13.7 Disclaimer of Liability

The library disclaims any liability for the use of video data under the terms of this policy, given that the library is a public facility and the security cameras are limited

to those areas where patrons and/or staff have no reasonable expectation of privacy.

2.14 Photography and Recording in Library and During Virtual Library Programs

2.14.1 By Community Members

Photographs and/or audio or video recordings may be taken in the public areas of the library to the extent that doing so does not disturb others' use of the library or violates patron confidentiality. Neither people nor equipment may block walkways or create a hazard. Taking photos and/or audio or video recordings of specific, copyrighted (or otherwise protected) materials for redistribution is prohibited. The Library Director is authorized to limit photography or filming by individuals whose activities interfere with library environment or operations, adversely affect public safety, or cause public disturbances.

The library makes no guarantee of library virtual program participants' privacy and cannot control other participants recording or taking screenshots of the program, which may include information on the screen. Virtual program participants are responsible for using an alias for log-in and/or disabling their camera and/or microphone to protect their own privacy.

2.14.2 By Library Staff and Its Affiliates and Partners

Downers Grove Public Library staff regularly take photographs or videos of patrons and staff at library programs, workshops, classes, and in other library spaces. Many of these photos/videos will be used in print and electronic marketing materials. Others will be posted on the library's website and on the library's social media accounts. Attendance at library programs, events, or library spaces constitutes consent to be photographed or filmed for use in print and/or electronic publicity of the library. Photos, images, and videos submitted by users may also be used by the library for promotional purposes. The library makes no guarantee of library virtual program participants' privacy, including name, personally identifying information, and likeness, due to personal settings and program host requirements. Except in virtual programs, names or personal identifying information will not be used without permission of the subject, parent, legal guardian, or caregiver. Participants may opt out by informing the library staff coordinating the program or event. This policy extends to photographing and filming by library staff at the Downers Grove Public Library Foundation events and at any of the library's outreach efforts in the community, including at public events.

2.15 Downers Grove Public Library Foundation

2.15.1 Independent Organization

The Downers Grove Public Library Foundation (Foundation) is an independent organization, with its own board, goals, and purpose. Neither the Foundation as an organization nor any member or participant may assume any liability, take action, or authorize any act on behalf of the Downers Grove Public Library.

2.15.2 Liaison

The Foundation is composed of volunteers. The Library Director serves on the Foundation Board of Directors in an ex-officio role, as provided for in the Foundation's bylaws, to facilitate communication and coordination of activities between the Foundation and the library.

2.15.3 Monetary Gifts

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

2.15.4 Donation of Works of Art

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

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

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

2.16 Americans with Disabilities Act

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

2.16.1 Service Animals

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

2.16.2 Accommodations

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

2.16.3 Grievances

Any person who believes that the library has discriminated against that person because of the person's disability may file a written complaint with the Assistant Director, the library's ADA Compliance Officer, within 60 days of the alleged occurrence of discrimination.. The complaint should provide a detailed account including the date, location, persons involved, and other particulars, as well as the name, address, and telephone number of the person filing the claim and their proposed resolution to the matter. Upon request, the library will provide alternate means for filing a complaint, such as a personal interview or tape or digital recording, to a person with a disability. Grievances will be reviewed and responded to within ten working days. If unsatisfied with the response, concerns can be presented to the Board. The decision of the Board is final and it will conclude the library's grievance procedure.

Individuals may also file an administrative complaint with the U.S. Equal Employment Opportunity Commission (EEOC) within 180 days of the alleged discrimination, or may file a lawsuit for injunctive relief and damages.

Any or all of these methods may be pursued at the same time.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

General Policy Updates Tracker

Throughout, general editing has been done, including simplification of language, removal of extra spaces, adding hyphens, corrections to spelling, tense agreement, and formatting. Manager on Duty (MOD) has been added where appropriate, replacing the former Person In Charge (PIC) since the last update. These changes were not tracked due to the volume of changes. The current policy can be viewed at <https://dglibrary.org/wp-content/uploads/2023/08/Library-Policy-Manual-8.23.2023.pdf>

Any substantive changes are noted under the section heading below. New sections and wording is shown in *italics*. 2.9.1 Illegal and Prohibited Activity and 2.9.2 Disruptive Activity were condensed into a single subsection, 2.9.1 Disruptive, Illegal, and Prohibited Activity. 2.10 Designation of Space for Special Uses and 2.15 Grounds were condensed into 2.10 Building and Grounds, with subsections. All subsequent numbering was updated.

2 General Policy

2.1 Values, Purpose, Core Services, and Strategic Focus

Updated to “**Mission, Vision, and Values**” heading and content.

2.2 Standards of Library Service

2.3 Strategic Planning

2.4 Hours of Operation

2.5 Emergency Closings

2.6 Freedom of Information

2.7 Records Retention

2.8 Confidentiality of Library Records

Attorney replaced “Personally identifiable information about patrons must be kept confidential under the Illinois Records Confidentiality Act (75 LCS 70/1-2). Confidential library records (records about an individual patron’s use of library materials or resources) may not be released or made available in any format to a federal agent, state, or local law enforcement officer, or any other person unless a court order in proper form has been entered by a court of competent jurisdiction. At the same time, staff must cooperate with federal, state, and local law enforcement agencies when they are acting within the scope of a lawfully issued court order.” with “*The registration and circulation records of a library are confidential. The Illinois Records Confidentiality Act 75 ILCS 70/1-2 (“the Act”) provides that confidential library records (records of an individual patron’s use of library materials or resources and registration) may not be made available in any format to a federal agent, state or local law enforcement officer, or other person without a court order. At the same time library staff must cooperate with*

federal, state, and local law enforcement agencies when acting within the scope of a lawfully issued court order.

2.8.1 Exceptions

75 ILCS 70/1-2 allows an exception to the Library Records Confidentiality Act. Sworn law enforcement officers may request information in emergency situations regarding the identity of suspects, witnesses, or victims where the officer believes that there is imminent danger of physical harm, provided:

- 1. A sworn law enforcement officer represents to the Library that it is impractical to get a court order as a result of an emergency; and*
- 2. The officer has probable cause to believe there is imminent danger of physical harm; and*
- 3. The information requested is limited to identifying a suspect, witness, or victim of a crime; and*
- 4. The information requested without a court order may not include records reflecting materials borrowed, resources reviewed, or services used at the Library.*

Under this exception, only information identifying a suspect, witness, or victim of a crime may be disclosed to an officer without a court order; all other information remains confidential without a court order. If requested to do so by the Library, the requesting law enforcement officer must sign a form acknowledging the receipt of the information. Following compliance with the law under this exception, the Library may seek subsequent judicial review to assess compliance with this Act. Libraries are protected from patron claims that disclosure under the law constitutes a breach of confidentiality. A patron retains the right to challenge the disclosure.”

Attorney added “*is the Designated Contact Person and*” to the first sentence in 2.82. Designated Contact Person.

2.9 Code of Conduct

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

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

- Engaging in conversation and behaviors in a manner that does not disturb, offend, or harass others; threaten the safety of others; damage property; or threaten to damage property.
- Using library items, furnishings, equipment, and facilities only for their intended function, in a manner that does not interfere with others’ use and does not damage property or threaten to damage property.

- Attending to personal belongings, as the library is not responsible for loss or damage to unattended personal belongings.
- Wearing proper attire, which conforms to the standard of the community for public places, including shoes and shirts, at all times.
- Following all library policies, including, but not limited to: Unattended Children, Designation of Space for Special Uses, Public Internet Use, and Unattended Items.

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

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

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

to *"The Board of Library Trustees of the Downers Grove Public Library seeks to provide and ensure a welcoming environment that is conducive to the appropriate use of the facilities and services.*

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

- *Engaging in conversations and behaviors that do not:*
 - *disturb, offend, or harass others*
 - *threaten the safety of others*
 - *damage property or*
 - *threaten to damage property*
- *Using library items, furnishings, equipment, and facilities only for their intended function without interfering with others' use and without damaging property or threatening to damage property*
- *Attending to personal belongings, as the library is not responsible for loss or damage to unattended personal belongings*

- *Wearing proper clothing, including shoes and shirts, at all times”*

Changed “**2.9.1 Illegal and Prohibited Activity**

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

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

2.9.2 Disruptive Activity

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

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

to “**2.9.1 Disruptive, Illegal, and Prohibited Activity**

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

- *Assaulting, fighting, or threatening another person;*
- *Carrying firearms or other dangerous weapons;*
- *Possessing, using, distributing, or being under the influence of alcohol, illegal drugs, or other controlled substances;*
- *Smoking and vaping, including smokeless tobacco, herbal products, and e-cigarettes, anywhere in the library or within 15 feet of the library;*
- *Eating meals or drinking beverages from containers without lids, except in areas designated for this use;*
- *Sleeping that is loud or obstructive;*
- *Talking loudly or using loud audio devices;*

- *Using sports equipment in the library;*
- *Disrupting others' use of library facilities or services due to personal hygiene or excessive body odor that prompts complaints, damages furniture, or threatens public health;*
- *Blocking walkways or obstructing others' use of library materials, furnishings, equipment, and/or facilities;*
- *Littering or improper disposal of trash or unwanted items;*
- *Stealing, damaging, or destroying library property or the property of another person;*
- *Harassing another person, including using profane, obscene, or abusive language and/or racial, ethnic, or sexual epithets;*
- *Viewing of sexually explicit material on a library computer, personal computer, or other device;*
- *Entering the library building or remaining on library property during a period when the person is banned from the library;*
- *Panhandling, leafleting, soliciting funds, proselytizing, or circulating petitions;*
- *Failing to supervise children, including leaving a child under the age of eight years unattended; and/or*
- *Performing any other activity that disturbs other members of the public or interferes with staff performance."*

Changed 2.9.2 Unattended Children from "The library is a public place; therefore, children's safety cannot be guaranteed. The conduct, safety, and supervision of children while on library premises are the responsibility of parents, guardians, and caregivers." to "*The library strives to maintain the safest environment possible for staff and patrons. The library is a public place, however, and children's safety cannot be guaranteed. The conduct, safety, and supervision of children while on library premises are the responsibility of parents, guardians, and/or caregivers.*"

Changed "loss of library privileges" to "*suspended from the library building and grounds*"

Changed: "**2.9.5 Enforcement** The library reserves the right to determine whether any person is in violation of its policies and to require that person to leave the library. Serious or repeated misconduct may lead to restrictions including loss of library privileges for a period determined by staff, and/or appropriate legal action. Those wishing to appeal suspensions may do so by writing to the Board of Library Trustees at the library's address. The library reserves the right to inspect all backpacks, bags, briefcases, and purses when staff believe someone is in possession of stolen library property or weapons. Security cameras are positioned to monitor public areas throughout the building and grounds." to "*No policy can address all potential circumstances. The library reserves the right to address issues on a case-by-case basis*"

and require anyone violating the Code of Conduct to leave library property. Serious or repeated misconduct may lead to further suspension from the library, legal action, and/or criminal prosecution. The library reserves the right to inspect all backpacks, bags, briefcases, and purses when staff believe someone is in possession of stolen library property or weapons.

Those wishing to appeal suspensions may do so in writing to the Library Director. If unsatisfied with the response, the individual may appeal in writing to the Board of Library Trustees. The decision of the Board of Library Trustees is final.

Before returning to the library after a suspension of one month or more, the individual may be required to meet with the Building Operations Director or other administrative staff to review the Code of Conduct and behavioral expectations.”

2.10 Designation of Space for Special Uses

Updated to **2.10 Building and Grounds** heading and content.

Changed “2.10 Designation of Space for Special Uses

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

2.10.1 Quiet Study Room

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

2.10.2 STEM Room

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

2.10.3 Teen Central

Teen Central is reserved for use by teens whenever local schools are not in session. Teen Central is regularly used for registered and drop-in programs.” and **“2.15**

Grounds

2.15.1 Unattended Items

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

Unattended personal belongings will be removed.

2.15.2 Unattended Animals

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

to “2.10 Building and Grounds

The Downers Grove Public Library building and grounds are designed to ensure library users have a variety of safe and welcoming spaces to discover, grow, play, and learn

and staff have the space necessary to complete their work. The Library Director is authorized by the Board of Library Trustees to administer the use of the library building and grounds.

See Library Services Policy subsections for specific policies regarding space use in Meeting Rooms, Conference Rooms, Study Rooms, Exhibits and Displays, and Bulletin Boards.

2.10.1 Designation of Space for Special Uses

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

Quiet Study Room

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

STEM Room

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

Teen Central

Teen Central is reserved for use by teens. Teen Central is regularly used for registered and drop-in programs.

2.10.2 Designation of Building and Grounds Use for Special Events

The library may participate in special events conducted by community partners or organizations. The Library Director may authorize participation in special events and designate temporary use of the library's building and grounds according to the parameters set by the community partners or organizations. Special events include community-wide or downtown area events such as Downers Grove Downtown Management Corporation's Ice Fest, Holiday Window Decorating, and Spring Scavenger Hunt.

2.10.3 Unattended Items

Personal belongings may not be left unattended on library premises. The library is not responsible for any loss or damage to personal belongings, through theft or otherwise. Unattended personal belongings will be removed from the library and disposed of.

2.10.4 Unattended Animals

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

2.11 Illinois Concealed Carry Act Prohibited Area

Attorney added "Signs designating the library as a "prohibited area" for concealed carry are displayed at entrances as required by law."

2.12 Smoke-Free Illinois Act

Attorney added: "including the use of electronic cigarettes and other vaping devices"

2.13 Security Cameras

Updated "Access to live feeds of images and recorded video data is limited to the Library Director, Assistant Director, and designated staff." to "Access to live feeds of images and recorded video data is limited to the Library Director, Assistant Director, Building Operations Director, IT Manager, and designated staff."

Attorney added "Recordings or images may also be shared with library insurance representatives when relevant to an insurance claim investigation."

Changed "Recordings shall be kept for approximately 3-10 days except for appropriate still shots or selected portions of the recorded data relating to specific incidents. These shall be retained for one year after the incident. The storage media is kept in a secure area. In situations involving banned patrons, stored still images or selected portions of the recorded data relating to specific incidents may be shared with staff library-wide." to "Recordings are kept for approximately 30 days except for still shots or selected portions of the recorded data relating to specific incidents. These are retained as a part of the incident report on a secure system, according to library policy. In situations involving suspended or banned patrons, stored still images or selected portions of the recorded data relating to specific incidents may be shared with staff library-wide."

Attorney added "As new images are recorded, the oldest images will be automatically deleted. Exclusions to this include any records retained as part of a criminal investigation or court proceeding (criminal or civil), or other use as approved by the Library Director or Assistant Director and in accordance with applicable law."

Attorney added "Such recordings or images will be released, or disclosure will be declined, in accordance with applicable laws, including the Illinois Library Records

Confidentiality Act, including emergency situations or in response to a search warrant or court order.”

Added “Security camera footage may be considered public materials and are therefore accessible through a specific incident FOIA request unless the request violates federal or state law. Confidentiality and privacy issues may limit the general public from viewing security camera footage that contains personally identifying information about library users. All requests for disclosure of recorded images, except as stated above for law enforcement, should be made according to the Freedom of Information Act.”

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

Renamed “2.14 Photography and Recording in Library and During Virtual Library Programs”

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

Attorney added: “The Library Director is authorized to limit photography or filming by individuals whose activities interfere with library environment or operations, adversely affect public safety or cause public disturbances.”

Updated “Virtual program participants are responsible for using an alias for log-in and/or disabling their camera to protect their own privacy.” to “Virtual program participants are responsible for using an alias for log-in and/or disabling their camera and/or microphone to protect their own privacy.”

Changed “Attendance at Downers Grove Public Library programs and events constitutes consent to be photographed and/or filmed for use in print and/or electronic publicity for the Downers Grove Public Library. The library makes no guarantee of library virtual program participants’ privacy, including name, personally identifying information, and likeness, due to personal settings and program host requirements. Except in virtual programs, names or personal

identifying information will not be used without permission of the subject, parent, legal guardian, or caregiver. Participants may opt out by informing the library staff coordinating the program or event.” to *“Downers Grove Public Library staff regularly take photographs or videos of patrons and staff at library programs, workshops, classes, and in other library spaces. Many of these photos/videos will be used in print and electronic marketing materials. Others will be posted on the library’s website and on the library’s social media accounts. Attendance at library programs, events, or library spaces constitutes consent to be photographed or filmed for use in print and/or electronic publicity of the library. Photos, images, and videos submitted by users may also be used by the library for promotional purposes. The library makes no guarantee of library virtual program participants’ privacy, including name, personally identifying information, and likeness, due to personal settings and program host requirements. Except in virtual programs, names or personal identifying information will not be used without permission of the subject, parent, legal guardian, or caregiver. Participants may opt out by informing the library staff coordinating the program or event. This policy extends to photographing and filming by library staff at the Downers Grove Public Library Foundation events and at any of the library’s outreach efforts in the community, including at public events.”*

2.15 Grounds

Moved to new **2.10 Building and Grounds** as subsections

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

Renamed “**2.15 Downers Grove Public Library Foundation**” and reworked to remove the Friends of the Downers Grove Public Library. The Friends of the Downers Grove Public Library disbanded as an organization. The Downers Grove Public Library Foundation has formally filed with the State of Illinois for “doing business as” use of the Friends of the Downers Grove Public Library name and expects to relaunch the Friends as the volunteer arm of the Foundation in 2024.

2.16 Americans with Disabilities Act

Changed “Service animals are permitted in any area of the library where patrons are permitted to go.” to *“Service animals are permitted in any area of the library where patrons are permitted.”*

2.16.3 Grievances

Attorney changed “Patrons who believe they have been subject to discrimination may file a written complaint with the Assistant Director, the library’s ADA Compliance Officer, within 60 days. The complaint should provide a detailed account including the date, location, persons involved, and other particulars, as well as the name, address, and telephone number of the person filing the claim and their proposed resolution to the matter. Grievances

will be reviewed and responded to within ten working days. If unsatisfied with the response, concerns can be presented to the Board of Library Trustees. The decision of the Board of Library Trustees is final.” to “Any person who believes that the Library has discriminated against that person because of the person’s disability may file a written complaint with the Assistant Director, the library’s ADA Compliance Officer, within 60 days of the alleged occurrence of discrimination.. The complaint should provide a detailed account including the date, location, persons involved, and other particulars, as well as the name, address, and telephone number of the person filing the claim and their proposed resolution to the matter. Upon request, the library will provide alternate means for filing a complaint, such as a personal interview or tape or digital recording, to a person with a disability. Grievances will be reviewed and responded to within ten working days. If unsatisfied with the response, concerns can be presented to the Board of Library Trustees. The decision of the Board of Library Trustees is final and it will conclude the Library’s grievance procedure.

Individuals may also file an administrative complaint with the U.S. Equal Employment Opportunity Commission (EEOC) within 180 days of the alleged discrimination, or may file a lawsuit for injunctive relief and damages.

Any or all of these methods may be pursued at the same time.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.”

Downers Grove Public Library Guidelines for Partnerships

The Downers Grove Public Library (DGPL) is very proud to have many longstanding and thriving partnerships which help us to leverage our total impact in our community and beyond. From schools and religious organizations, to businesses and village offices, to social service organizations, leagues, guilds, and clubs, we join forces with other organizations for the purpose of helping us better meet and further our strategic mission and goals, which drive all library activities. Creating lasting, and mutually beneficial relationships with other entities that espouse our same values is essential to demonstrating support to our community members. Working reciprocally toward shared goals and desired outcomes helps us to maximize our positive impact in the community and our efforts to help everyone to discover, grow, play and learn.

Must-haves that lead to a successful partnership include the following attributes: a shared goal to support and serve the community; clearly defined roles and responsibilities; open and effective communication; and methods to measure its effectiveness.

In order to streamline the process of establishing partnerships effectively, DGPL has created a framework to help guide conversations and decision-making around partnerships. This framework considers several factors that influence the decision to create a partnership, especially when community needs are not being adequately met, or not being met to their fullest potential. When the Library deems that a partnership is in its best interest, the following guidelines should be consulted at the onset of consideration. While far from being exhaustive, it is intended to help guide library staff in determining whether or not a partnership is in the best interest of the Library and community and believed to be successful.

Why should we create this partnership?

- Define the rationale and benefits of forming the partnership.
- Identify the synergies and added value that the partner brings.
- Assess how the partnership aligns with the strategic objectives of the Library and participating organization.

Who will benefit from this partnership?

- Identify the organizations or individuals that will form and benefit from the partnership.
- Consider their expertise, resources, reputation, and alignment with DGPLs, purpose, vision, goals, and objectives.
- Determine the roles and responsibilities of each partner within the partnership.

What needs/problems will this partnership address or solve?

- Clearly define the purpose and objectives of the partnership.
- Determine the specific activities, projects, or initiatives the partnership will undertake.
- Outline the desired outcomes and deliverables the partnership aims to achieve.

When will we create this partnership and for what duration?

- Determine the timing for establishing the partnership.
- Consider the urgency or relevance of the partnership's objectives.
- Assess any time-bound opportunities or constraints that may impact the partnership

Where will the partnership operate?

- Identify the physical or virtual location(s) where the partnership will operate. Will the partnership occur offsite? Onsite? Online?
- Consider logistical factors, such as proximity to DGPL, convenience to community members.
- Ensure offsite locations are accessible.
- Determine if there is a need for shared workspace.

How will we create this partnership?

- Determine the process for establishing the partnership, including legal and financial considerations.
- Develop a shared vision, mission, and strategy for the partnership.
- Define the governance structure, decision-making processes, and communication channels.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
FEBRUARY 28, 2024**

Agenda Item 9C

Resolution of Censure

Whereas the Downers Grove Public Library (DGPL or the Library) is an award-winning, nationally recognized institution of its kind;

Whereas the Board of Trustees of DGPL has a statutory duty to advocate for the Library and to oversee its director and certain of its operations, and in the process to follow relevant laws, regulations, rules, standards, by-laws and best practices as covered in Trustee orientation;

Whereas open dissent and debate over policy have an important role to play in the success of any Board, dissent that includes personal attacks on and name calling directed toward other Trustees or Library staff foster a hostile work environment and an atmosphere of harassment, intimidation and distrust among the Board and Library staff;

Whereas Trustee Bill Nienburg has engaged in specific violations of the precepts necessary to good governance and good faith advocacy and practices which have moved from legitimate debate and dissent to undermining of Library and Board operations and against the required best interests of the Library in the following manner:

He has violated Act 4 Section E of the By-Laws of the Board of Trustees by failing to separate personal opinion from his position as Trustee on at least one occasion while identifying himself as a Library Trustee. (On social media site X on December 28, 2023 concerning Illinois' new law on book bans.)

He has leaked or attempted to leak a confidential draft policy document on February 17, 2023. The document is one presumed confidential as it was sent only to Trustees for review, prior to final proposed version being posted on a Board meeting agenda for discussion and vote.

He has stated he will refuse to work with other Board members on any issue or policy after a motion that he put forward failed at the January 2024 Board meeting following extensive open discussion.

Therefore the Board of Trustees has taken this step of censuring Trustee Nienburg. While the Board does not have the authority to remove a Trustee, it is in the power of the Board to express serious concerns about the commitment and trust, and understanding of the job that should be inherent in the position of Trustee.

Adopted this 28th day of February, 2024 pursuant to roll call vote as follows:

Ayes_____

Nays_____

Absent_____

Abstain_____

President_____Swapna Gigani

Attest by Secretary_____Barnali Khuntia

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
FEBRUARY 28, 2024**

Agenda Item 9D

Board of Library Trustees Goals for 2024

With the adoption of the library's new strategic plan and our ongoing mandate to serve the Downers Grove community, we have an ambitious and busy year ahead of us.

Staff goals have been set and we're in discussions about the Director's goals as well; it seems only fair that the Board of Trustees should also commit to some shared goals this year to support the Downers Grove Public Library, strengthen our ability to work together as a Board, and advance our capacity to carry out our work as Trustees.

Based on previous discussions the Board has had, and knowing what the Library staff and Director are set to accomplish this year, there are several broad categories into which Board goals could fall:

- Understanding Library Trustee roles and responsibilities in general (e.g., taking iLead courses or attending RAILS workshops)
- Advancing the DGPL's strategic plan (e.g., visiting makerspaces at other libraries, taking implicit bias training)
- Increasing our awareness of DGPL programs, services, and connection to the community (e.g., attending programs, helping at the Farmer's Market)
- Guiding the format and structure of monthly meetings / board packets (e.g., discussing and deciding on an acceptable financial report format)

Some of the goals may end up being more individually pursued (e.g., committing to attending two other local libraries' board meetings), while others may be things we pursue as a group (e.g., EDI training) or in sub-committees (e.g., board packet formatting).

Recommended Action: Discussion and idea generation, with the goal of prioritizing and selecting 2-3 goals to pursue as a group at the March meeting.