

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
APRIL 24, 2024, 6:00 P.M.
VILLAGE COUNCIL CHAMBERS – VILLAGE OF DOWNERS GROVE
801 Burlington Ave.
Downers Grove, IL 60515**

AGENDA

1. Call to Order
2. Pledge of Allegiance and Land Acknowledgment
3. Roll Call
4. Approval of Minutes
 - a. March 20, 2024 Regular Meeting ACTION
5. Financial Matters
 - a. March 2024 Financial Report
 - b. April 2024 Invoices ACTION
6. Trustee Comments
7. 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
8. Library Director's Report
9. New Business
10. Unfinished Business
11. Executive Session
12. Adjournment

Please note: The Board of Library Trustees expects to have a quorum of the Board in attendance until approximately 6:45 p.m. Per the Illinois Open Meetings Act, the meeting will be adjourned when there is no longer a quorum of the Board in attendance.

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

**MINUTES OF THE BOARD OF LIBRARY TRUSTEES MEETING
MARCH 20, 2024, 7:00 P.M.**

BOARD TRUSTEES:

Swapna Gigani	President
Carissa Dougherty	Trustee
Dave Humphreys	Trustee
Barnali Khuntia	Trustee
Marti Sladek	Trustee (remote attendance via phone)

GUESTS:

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

ABSENT:

Bill Nienburg	Trustee
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Minutes prepared by Jenny Beaudin 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 7:00 p.m. The meeting was held at the Downers Grove Village Council Chambers.

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. ROLL CALL

The Board proceeded with a roll call of attendance

4. APPROVAL OF MINUTES

On a motion made by Barnali Khuntia and seconded by Dave Humphreys, it was resolved to approve the minutes of the Board of Library Trustees meeting held on February 28, 2024, as presented. Motion carried.

5. **FINANCIAL STATEMENTS**

a. **February 2024 Financial Report:**

On a motion made by Carissa Dougherty and seconded by Barnali Khuntia, it was resolved to accept the financial statements for the period ending February 29, 2024, as well as the invoices for March, 2024, as presented. Roll call: Ayes: Dougherty, Humphreys, Khuntia, Sladek, Gigani. Nays: None. Abstentions: None. Motion carried.

Julie Milavec noted that the revenues are at 0.5%, as expected, due to the property tax collection cycle, which accounts for 96% of the entire revenue. Expenditures are at 13.2%.

- b. **March 2024 Invoices:** The Bibliotheca annual maintenance contract that was approved for payment by the Board in January was inadvertently left out of the original check run; the agreement is now included in the updated check run.

6. **PUBLIC COMMENT**

President Swapna Gigani outlined the rules for public comment before opening the floor for comments.

Mary Vercellino, a resident of Downers Grove, noted how privileged she felt to live in Downers Grove, which has an award-winning library and mentioned the beautiful quilts and textiles that were displayed. She thanked the book club coordinator. Mary also noted that she does not understand the negative comments derived from a small group of people, seemingly holding a vendetta against the establishment.

Brian Sewell, a resident of Downers Grove, acknowledged the previous speaker, Mary Vercellino, and concurred with her concern over the conflict and aggressive behavior being exhibited. He also addressed the topic of freedom of speech limitations and expressed his disapproval of the 30 minutes time limit imposed on public comment within the bounds of the meeting. He urged the Board to be more inclusive of people and diversity of opinion.

Jim Wool referred to the last Board meeting's conflict and disapproved of the censorship of freedom of speech which he felt was exhibited. The Board called the police to do their dirty work. They are in need of remedial education on free speech. Jim also noted that the Board went through \$1.3 million dollars in a period of four years and stated that they should be removed from the Board of Library Trustees for fiscal incompetence.

Molly, a Downers Grove resident, noted different topics she considered addressing, including the fact that the U.S. Supreme Court has determined that there are permissible restrictions to the first amendment during public forums; that any speech that can be perceived as a form of violence may be a crime; that democracy is defined by the acts of good citizens, which includes behaving in honesty, compassion and respect; and that public libraries have become a pillar of their community by providing vital resources such as internet, youth and senior programs, and access to social workers. Molly also stated the importance and value of the Downers Grove Public Library and reiterated that it continues to remain a safe and welcoming space for all.

Kylie Spahn, a Downers Grove resident, acknowledged a social media post on a local parent's group, about a Downers Grove Public Library post. The post asked what someone can do or rent from their local public library that may surprise the community, which resulted in over 40 people

leaving comments, with examples of what is currently offered at Downers Grove Public Library. The items and services available at the library are having an impact on the community. Kylie thanked the Board for providing a safe, welcoming, and inclusive public library for the community.

David Deal, a resident of Downers Grove, expressed his support for Library Director Julie Milavec and stated that she is an American patriot who promotes freedom of speech and diversity. David also noted that Trustee Bill Nienburg retweeted an article mocking a transgender woman. He stated that he does not want the Downers Grove community to be represented by a transphobic board member.

Steve Wilmus a Downers Grove resident, noted his and other residents' concern over the direction the library is taking, and the attempt made to remove Trustee Bill Nienburg. He states that the Board is exhibiting political bias. He said the library does not fulfill all materials requests and the library is biased against conservative materials. He wished the Board had more trustees and whistleblowers like Bill Nienburg.

Noel Manley, a resident of Darien, noted that the policies of confidentiality were obstructed in the library's previous meeting by Trustee Carissa Dougherty. He stated that trustees are obligated to act when a Board member is in clear violation of state laws and the library's code of conduct and have them removed from the Board of Trustees. Noel also stated that Board President Swapna Gigani was out of order when she shouted at an attendee and told him to 'shut up' during the previous Board of Library Trustees meeting. He noted that this was another clear violation of the library's code of conduct and Board members should also have her removed or have her resign from the Board of Trustees. Noel Manley also expressed concern over the attempt to remove Bill Nienburg from the Board.

Katie Johnson, a Downers Grove resident and Downers Grove Public Library Foundation Director, expressed her support for the library and the social work internship program and its positive impact on the community. She stated that the library submitted a funding proposal in recognition of the demand for social workers. She encouraged the public to offer their donations to dgplfoundation.org in support of the Downers Grove Public Library being able to provide continued social services to the community.

On a motion made by Carissa Dougherty and seconded by Barnali Khuntia, it was resolved to extend the public comment period to accommodate the attendees in line to speak. Motion carried.

Scott Melrose, a Downers Grove resident, noted that Board members and library staff are becoming hostile toward opinions and concerns of a large segment of the community. Scott also expressed concern over the attempt to remove Bill Nienburg from the Board.

Melody Danley, who was the Graphics and Display Coordinator for Downers Grove Public Library from 1984 to 2019, stated that she worked under four different library directors during that period. During her years of service, she noted that what she observed from Board members and staff is that the library served everyone, and in doing so, it changed lives. She feels honored to have been a part of it.

Kristen, a Downers Grove resident, expressed her appreciation to the Board and the library staff, for providing a safe place to gather, read, learn, play, peruse, and 'be' as a community.

Ed Briner, a Downers Grove resident, expressed his concern over the library being unsafe for the community's children and states that the Board and library staff are responsible for this toxic environment. He quoted an incident report that describes a drunk person in the Children's Room. He said the library lied about the report and lied about why Drag Queen Bingo was cancelled. He said the Board should consider firing Library Director Milavec and censure the other trustees.

Ilene Briner, a Downers Grove resident, expressed concern over the attempt to remove Bill Nienburg from the Board, comparing it to a witch hunt. She stated that the Board's alleged claims cannot be considered as serious offences. She also stated that if Bill Nienburg is removed from the Board, Library Director Julie Milavec should be fired and Trustee Carissa Dougherty should also be removed. She said Bill Nienburg represents a diverse viewpoint.

Robin Tryloff, a Downers Grove resident, applauds the Board of Library Trustees for their continued focus on protecting the integrity of the strategic plan in the face of agitators wanting to promote their own agendas.

Jill Bartelmey, a Downers Grove resident, thanked the Board and staff for all that they do and apologized for all that they have been through in the past year or so. She expressed that no one around her has ever felt unsafe on library grounds. Jill also noted that the Downers Grove Public Library is very transparent and shares all information with the community on their website.

Laura Kamedulski, a Downers Grove resident, stated that she supports the library and most of the Board of Trustees. She expressed disappointment in Bill Nienburg, who does not seem to have the mission of serving everyone in the community as a priority.

Ed Pawlak, a Downers Grove resident, commended the library's financial stewardship and noted how impressive it was that last year, over one million items were circulated, which comes out to 34 items per library cardholder. He stated that he would like to see the number of cardholders go up within the community. He also thanked the Board for their dedicated work.

A Downers Grove resident expressed concern over the safety of the public library's grounds, based on a personal experience with his granddaughter. He suggested adding a security guard for the safety of the community.

7. **TRUSTEE COMMENTS**

Swapna Gigani asked Board Trustee, **Marti Sladek**, who was on the phone, if she had any comments. She noted that she wanted to wait and see what the other Board members had to say but did not have any comments for the moment.

Barnali Khuntia expressed her appreciation for the public's attendance to the meeting and acknowledged the two mothers who commented, as well as the social media post that was brought up earlier. Barnali stated that it is an honor and a privilege to be given the responsibility to serve the community and to do it by working together with respect for one another. She thanked Trustee Carissa Dougherty for leading the charge on trustee goals for 2024.

Dave Humphreys also thanked the public for their presence and stated that he appreciates the information shared and the civility that was shown during the evening. Dave brought attention to Discoveries, the library's newsletter, and the great work they did with providing information to the community. He noted that the library offered 1,600 programs in 2023.

Carissa Dougherty thanked the Village for allowing the meeting to take place in the Council Chambers and acknowledged the great work provided by the library's social worker interns. Carissa stated the importance of keeping our awareness on emotions and how they are communicated, and not use them as a way to distract or point fingers. She encouraged the public to find out more information on the issues in order to avoid misinformation. Carissa addressed the cardholder information that was publicly shared and that, based on legal information obtained through the library's lawyer, Mallory A. Milluzzi, no laws were obstructed. She also addressed the cash reserve and reported that the numbers in the village budget documents are simple linear projections and noted that past reports are consistently under reporting the balance of the library fund. She noted that based on her observation of other public libraries, Downers Grove was by far the most transparent in providing information to the public.

Carissa Dougherty asked Library Director Julie Milavec if she received any advice from the Village or police department on what to do when confronted by harassment.

Julie Milavec stated that the advice the library received was that if anyone is harassed, they should file a police report. Carissa confirmed that this also includes online harassment.

Swapna Gigani thanked the public for their presence and acknowledged the great work done by the library and the social work interns. The library funds and donations are providing essential resources for the community. She congratulated EQuality Downers Grove (EQDG), for their 'One Book, One Town' program. She also wanted to highlight the Discoveries publication and let the public know that it is also available online. Swapna shared a reminder with the community to be respectful of library staff members.

8. LIBRARY DIRECTOR'S REPORT

Julie Milavec noted that all the library's capital reserve fund information can be found online at dglibrary.org/transparency, by clicking on the 'Financial Management Plan 2018' link and the 'Capital Needs Assessment Report 2024 Update' link. She stated that public comment and Freedom of Information Act (FOIA) requests have no expectation of privacy. Names will be included in the meeting minutes and on the FOIA request tracker if there are any requests about that information. The Library Records Confidentiality Act does not cover whether you have a library card or not, only your registration information, like the date of birth, an email address, etc. Julie Milavec also stated that library staff have first amendment rights while performing their jobs, which includes making incident reports about behavior in the library and during public meetings.

Julie Milavec highlighted the updated tween area of the library, which has been well used and has received positive feedback. A 12% increase in foot traffic was noted in February, compared to the same month in the previous year. Storytime attendance exceeded 90 people on Monday and over 300 people attended the Trinity Irish Dancers program.

Julie Milavec noted that the 2024 strategic plan is going well and that the library has great program initiatives to look forward to. There will be a human library event in the fall. A team of library staff submitted and won a grant for the library to host a traveling Holocaust exhibit in 2026.

9. NEW BUSINESS

Swapna Gigani stated that there was no new business to report.

10. **UNFINISHED BUSINESS**

- a. **Board of Library Trustees Goals for 2024:** Carissa Dougherty asked the Board of Library Trustees to each choose two goals for 2024.

11. **EXECUTIVE SESSION**

Swapna Gigani stated that there were no items that needed to be discussed in an executive session.

12. **ADJOURNMENT**

The meeting was adjourned at 8:49 p.m.

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.

DOWNERS GROVE LIBRARY **3/31/2024**

	Fund 805	Fund 821
		Building & Equipment Replacement Fund
	Library fund	

CASH & INVESTMENTS	\$ (281,296)	\$ 537,437
End FUND BALANCE 03/31/2024	(357,719)	538,437

REVENUE REPORT
3/1/2024 THROUGH 3/31/2024

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	MARCH 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	10,928.17	29,767.79	170,232.21	14.90
441000	SALES OF MATERIALS	2,000.00	247.21	1,219.76	780.24	61.00
450200	CHARGES FOR SERVICES	20,000.00	2,147.85	3,605.19	16,394.81	18.00
450900	FEES FOR NON-RESIDENTS	15,000.00	3,769.00	6,089.00	8,911.00	40.60
457100	RENTAL FEES	1,500.00	300.00	580.00	920.00	38.70
458100	FINES	0.00	21.00	112.19	-112.19	100.00
459000	COST RECOVERED FOR SERVICES	8,500.00	1,544.35	2,948.99	5,551.01	34.70
462000	STATE, OPERATIONAL GRANTS	74,114.00	0.00	0.00	74,114.00	0.00
471100	INVESTMENT INCOME	25,000.00	1,899.78	7,042.57	17,957.43	28.20
482000	CONTRIBUTIONS, OPERATING	5,000.00	0.00	500.00	4,500.00	10.00
	805 LIBRARY FUND	6,530,745.00	20,857.36	51,865.49	6,478,879.51	0.80

**EXPENDITURE REPORT
3/1/2024 THROUGH 3/31/2024
CAPITAL REPLACEMENT FUND**

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

EXPENDITURE REPORT
3/1/2024 THROUGH 3/31/2024
OPERATING FUND

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	MARCH 2024 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
510100	SALARIES, EXEMPT	1,899,587.70	145,738.24	434,686.62	1,464,901.08	22.90
511100	SALARIES, NON-EXEMPT	569,195.89	42,209.85	127,643.25	441,552.64	22.40
511900	PART-TIME EMPLOYEE WAGES	1,251,876.92	100,203.64	288,839.63	963,037.29	23.10
513100	IMRF PENSION CONTRIBUTIONS	184,500.08	13,882.51	41,292.43	143,207.65	22.40
513300	MEDICARE CONTRIBUTIONS	54,211.99	4,121.44	12,174.36	42,037.63	22.50
513400	SOCIAL SECURITY CONTRIBUTIONS	231,802.94	17,622.94	52,056.00	179,746.94	22.50
519000	LIFE INSURANCE	1,676.84	132.46	383.06	1,293.78	22.80
519100	HEALTH INSURANCE	537,064.18	35,264.86	103,175.78	433,888.40	19.20
519500	OPTICAL INSURANCE	2,327.89	154.44	451.24	1,876.65	19.40
519700	DENTAL INSURANCE	39,272.81	2,546.12	7,458.52	31,814.29	19.00
521000	SUPPLIES	96,410.00	9,140.57	19,592.06	76,817.94	20.30
525100	MAINTENANCE SUPPLIES	20,000.00	1,731.32	4,270.02	15,729.98	21.40
528000	SMALL TOOLS & EQUIPMENT	31,615.00	2,898.10	5,315.48	26,299.52	16.80
530200	DUES AND MEMBERSHIPS	10,500.00	143.00	713.00	9,787.00	6.80
530300	SEMINARS, CONFERENCES & MEETINGS	37,900.00	2,843.10	4,173.97	33,726.03	11.00
530800	RECOGNITION PROGRAM-STAFF	6,250.00	1,056.66	1,412.15	4,837.85	22.60
531500	PROFESSIONAL SERVICES	101,000.00	12,327.35	17,525.87	83,474.13	17.40
532200	PERSONNEL RECRUITMENT	1,500.00	262.00	318.75	1,181.25	21.30
532300	SPECIAL LEGAL	5,000.00	0.00	1,432.54	3,567.46	28.70
534600	DATA PROCESSING SERVICE	107,225.95	38,138.96	54,918.46	52,307.49	51.20
538000	PRINTING SERVICES	54,450.00	7,094.29	7,094.29	47,355.71	13.00
539100	TELEPHONE	17,500.00	1,212.06	3,470.06	14,029.94	19.80
539200	POSTAGE	27,600.00	111.00	3,111.00	24,489.00	11.30
540700	ADVERTISING & PUBLIC RELATIONS	21,500.00	554.00	1,627.59	19,872.41	7.60
542000	INSURANCE - OTHER POLICIES	74,515.32	1,141.00	67,301.63	7,213.69	90.30
543000	BUILDING MAINTENANCE SERVICES	85,000.00	11,251.43	19,409.93	65,590.07	22.80
545000	CLEANING SERVICES	117,924.00	9,145.62	29,672.72	88,251.28	25.20

**EXPENDITURE REPORT
3/1/2024 THROUGH 3/31/2024
OPERATING FUND**

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	MARCH 2024 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
546100	UTILITIES	25,500.00	2,749.16	6,199.99	19,300.01	24.30
547000	OTHER EQUIPMENT R & M	15,236.00	1,273.35	2,467.05	12,768.95	16.20
548100	RENTALS	18,741.00	3,079.06	4,587.18	14,153.82	24.50
562000	RECOVERABLES	4,200.00	350.20	906.40	3,293.60	21.60
569000	UNEMPLOYMENT COMPENSATION	2,500.00	0.00	0.00	2,500.00	0.00
577000	CAPITAL EQUIPMENT	70,000.00	5,031.10	14,126.63	55,873.37	20.20
585100	ELECTRONIC RESOURCES	321,300.00	45,244.70	65,064.48	256,235.52	20.30
585200	PRINT MATERIALS	384,850.00	22,072.02	57,153.10	327,696.90	14.90
585300	AUDIOVISUAL MATERIALS	126,000.00	6,572.88	18,060.93	107,939.07	14.30
587000	CAPITAL EQUIPMENT	65,000.00	0.00	0.00	65,000.00	0.00
588000	INTANGIBLE ASSETS (SOFTWARE)	66,850.00	9,510.24	12,701.48	54,148.52	19.00
591000	TRANSFER FOR CAPITAL PROJECTS	374,850.00	0.00	0.00	374,850.00	0.00
	805 LIBRARY FUND	7,062,434.51	556,809.67	1,490,787.65	5,571,646.86	21.10

INVOICE LISTING - APRIL 2024

Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
19152	ALLCOMM SYSTEMS, INC.	1	6445.00
16384	ALLYSON RENELL	1	194.30
319	AMANDA BLAU	1	18.45
17676	AMANDA KLENK	2	529.01
18213	AMAZON CAPITAL SERVICES, INC.	14	2,062.96
428	ANDERSON'S BOOKS, INC.	1	180.00
403	AT&T	1	268.42
200311	BAKER & TAYLOR BOOKS	9	403.02
16893	BIBLIOTHECA, LLC	3	3,792.28
829	BLACKSTONE AUDIOBOOKS	5	318.98
7517	BOOKFLIX, SCHOLASTIC, INC.	3	159.85
200208	CARISSA DOUGHERTY	1	70.00
1223	CASE LOTS, INC.	2	747.25
8705	CASH - LIBRARY	1	145.44
200354	CBIZ OPERATIONS, INC.	1	3,040.00
1264	CDW GOVERNMENT LLC	2	354.03
8323	CENGAGE LEARNING	8	930.25
1277	CENTER POINT PUBLISHING	3	192.39
1377	CHICAGO TRIBUNE	1	367.86
13235	CHILDREN'S PLUS, INC.	1	30.59
200320	CHRISTIAN MCWHIRTER	1	100.00
1470	CITY OF ELMHURST	1	32.00
19062	CYNTHIA KHATRI	1	98.76
200190	DAVID EDWARD CORBETT	1	400.00
16094	DE LAGE LANDEN FINANCIAL SVC INC.	1	754.06
2056	DEMCO, INC.	1	88.49
2346	DOWNERS GROVE PARK DISTRICT	2	920.00
2359	DOWNERS GROVE SANITARY DISTRICT	2	211.36
17328	ELM USA, INC.	1	11.00
5572	FIA CARD SERVICES, N.A.	17	24,747.41
16977	GARVEY'S OFFICE PRODUCTS, INC.	3	323.03
19859	GRACIE RUYLE	1	82.71
3188	GRAHAM CRACKERS COMICS, LTD.	1	271.40
18411	HAYES MECHANICAL	1	2,442.00
200322	HELPING HANDS COMMERCIAL CLEANING	1	9,063.00
9880	IMAGE SYSTEMS & BUSINESS SOLUTIONS LLC	1	2,728.66
3567	ILLINOIS DEPT OF INNOVATION & TECH	1	126.00
3688	INGRAM LIBRARY SERVICES, LLC	44	21,823.29
15168	JENNIFER RYJEWski	1	552.80
20078	JEZ LAYMAN	1	215.00
4812	KLEIN, THORPE AND JENKINS, LTD	1	2,279.50
4928	LAKESHORE LEARNING MATERIALS	1	36.98
5613	MEDLIN COMMUNICATIONS, INC.	1	703.11
5866	MIDWEST TAPE	14	5,256.91
20739	MURPHY SECURITY SOLUTIONS LLC	1	10,170.00
6161	NICOR GAS	1	1,962.05
19473	OC CREATIVE, INC.	1	425.00
6295	ORKIN PEST CONTROL	1	135.00
12499	OVERDRIVE, INC.	3	10,637.18

INVOICE LISTING - APRIL 2024

Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
18491	PEOPLEFACTS, LLC	1	34.47
200192	PLAYAWAY PRODUCTS LLC	6	1,613.67
6698	PRINT SMART	1	203.50
6716	PROQUEST, LLC	1	946.36
6942	RECORD INFORMATION SERVICES IN	1	1,328.00
200001	SHASTA HUD (HALAU HULA O PUANANI)	1	350.00
7676	SIGNS NOW	1	441.50
18271	SOUNDS GOOD, INC.	1	100.00
7967	SUBURBAN DOOR CHECK & LOCK SERVICE, INC.	1	432.00
12698	SWAN	1	16,779.50
12100	SWANK MOTION PICTURES, INC.	1	676.00
200348	SWAPNA GIGANI	1	497.96
19483	THE LANGUAGE LABS	1	300.00
8223	THE NEW YORK TIMES	1	1,807.05
6859	THRYV	1	17.72
8377	TIVOLI ENTERPRISES INC	1	210.00
385	TRANE U.S., INC.	1	1,774.50
16841	TSAI FONG BOOKS, INC.	1	37.74
11517	UNIQUE MANAGEMENT SERVICES, IN	1	226.60
19196	VAN MCGARY	1	46.37
200000	WE TOO SHALL PASS, LLC	1	150.00
200304	WHOLE HEALTH COUNCELING PLLC	1	300.00
9068	YONAN FLOOR COVERING	1	4,693.25

GRAND TOTALS:		196	149,812.97
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INVOICES OF NOTE - OPERATING FUND

For Library Board Meeting on April 24, 2024

19152	Allcomm Systems, Inc. (Alarm System Installation)	\$6,445.00
18213	Amazon Capital Services, Inc. (iPads, Small Tools)	\$2,062.96
16893	Bibliotheca, LLC (Ebook and Audiobook Licenses)	\$3,792.28
200354	CBIZ Operations, Inc. (Property Insurance Valuation)	\$3,040.00
18411	Hayes Mechanical (HVAC Preventive Maintenance)	\$2,442.00
200322	Helping Hands Commercial Cleaning (Cleaning Service)	\$9,063.00
9880	Image Systems & Business Solutions LLC (Copier Maintenance Coverage)	\$2,728.66
3688	Ingram Library Services, LLC (Print Material Purchases)	\$21,823.29
4812	Klein, Thorpe and Jenkins, LTD (Legal Services)	\$2,279.50
5866	Midwest Tape (Audiovisual Material Purchases)	\$5,256.91
20739	Murphy Security Solutions LLC (D-Tech Lockers and Installation)	\$10,170.00
6161	Nicor Gas (Utility Payment)	\$1,962.05
12499	Overdrive, Inc. (eBook and eAudiobook Purchases)	\$10,637.18
200192	Playaway Products LLC (Audiovisual Materials)	\$1,613.67
6942	Record Information Services In (Database Renewal)	\$1,328.00
12698	SWAN (Quarterly Fees)	\$16,779.50
8223	The New York Times (Print Materials)	\$1,807.05
385	Trane U.S., Inc. (Service Agreement)	\$1,774.50
9068	Yonan Floor Covering (Carpet Removal and LVT Installation)	\$4,693.25

CREDIT MEMO LISTING - APRIL 2024
Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF CREDIT MEMOS	GROSS AMOUNT
3688	INGRAM LIBRARY SERVICES, LLC	3	33.85

GRAND TOTALS:		3	33.85
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Library Credit Card Details for the April 24, 2024 Board Meeting

Julie Milavec

971	5302 Dues & Membership	ILA Membership Dues	\$	200.00
971	5303 Seminars, Mtgs, & Conferences	ILA Board Retreat Hotel; Trustee/Director Event Registration	\$	198.17
973	5851 Electronic Resources	Xbox Game Pass Subscription	\$	18.35
973	5852 Print Materials	Print Materials	\$	31.38
973	5853 Audiovisual Materials	Video Games	\$	514.65
978	5391 Telephone	Comcast Monthly Payment	\$	530.18
			Total	\$ 1,492.73

Katelyn Vabalaitis

971	5210 Supplies	Toner	\$	53.89
971	5303 Seminars, Mtgs, & Conferences	In-Service Day Food	\$	1,679.58
971	5308 Recognition Program-Staff	Sympathy Flowers, St. Patrick's Day Staff Treats	\$	272.42
971	5315 Professional Services	Meeting Minutes Services	\$	337.68
			Total	\$ 2,343.57

Ian Knorr

978	5251 Maintenance Supplies	Building Materials for Cabinet	\$	588.26
978	5280 Small Tools & Equipment	Mitre Saw and Blade, Bar Clamps	\$	516.35
978	5470 Other Equipment Repair & Maint	Dowel Rod	\$	7.34
			Total	\$ 1,111.95

Cynthia Khatri

972	5852 Print Materials	Print Materials	\$	38.42
976	5407 Advertising & Public Relations	SRC Translation Services, Sympathy Card	\$	587.19
			Total	\$ 625.61

Traci Skocik

972	5303 Seminars, Mtgs, & Conferences	PLA Conference Expenses	\$	231.44
973	5210 Supplies	Department Supplies	\$	9.79
973	5303 Seminars, Mtgs, & Conferences	PLA Conference Expenses	\$	505.67
973	5853 Audiovisual Materials	Video Games	\$	119.98
			Total	\$ 866.88

Sharon Hrycewicz

973	5210 Supplies	Supplies	\$	56.58
973	5303 Seminars, Mtgs, & Conferences	PLA Meals, Hotel	\$	1,051.18
973	5853 AV Materials	Anything Emporium Items	\$	171.95
			Total	\$ 1,279.71

Allyson Renell

973	5210 Supplies	Department Supplies, Programming Supplies	\$	160.53
973	5280 Small Tools & Equipment	Dishwasher, Bouncepad, iPad Case	\$	668.58
973	5303 Seminars, Mtgs, & Conferences	Power Up Conference Expenses	\$	510.74
973	5852 Printed Materials	Children's Print Materials	\$	306.75
973	5853 AV Materials	Puzzles and Kits	\$	247.35
			Total	\$ 1,893.95

Christine Lees

971	5308 Recognition Program-Staff	Board Recap Meeting Snacks	\$	49.28
974	5210 Supplies	Department Supplies	\$	438.48
974	5303 Seminars, Mtgs, & Conferences	PLA Travel and Expenses	\$	1,719.26
			Total	\$ 2,207.02

Paul Regis				
975	5880 Intangible Assets	Zoom, Google, Wasabi, LibSyn, GoToMeeting, Monday.com	\$	3,739.88
			Total	\$ 3,739.88
Grace Goodwyn				
971	5280 Small Tools & Equipment	Lanyards for Staff Key Cards	\$	306.01
973	5210 Supplies	Keychains	\$	274.00
976	5210 Supplies	Department Supplies	\$	11.19
976	5280 Small Tools & Equipment	Picture Frames	\$	54.26
976	5407 Advertising & Public Relations	Temporary Tattoos for Outreach	\$	170.00
			Total	\$ 815.46
Jade Parks				
972	5210 Supplies	Teen Programming Supplies, Adult Programming Supplies	\$	314.77
972	5315 Professional Services	Teen Program Materials	\$	55.81
			Total	\$ 370.58
Mary Hurtado				
972	5210 Supplies	Adult & Teen Programming Supplies	\$	382.54
972	5315 Professional Services	Programming Materials	\$	616.62
972	5853 Audiovisual Materials	Streaming Service	\$	22.99
			Total	\$ 1,022.15
Jen Ryjewski				
971	5303 Seminars, Mtgs, & Conferences	PLA Food	\$	43.12
971	5308 Staff Recognition	In-Service Day Food	\$	217.14
976	5407 Advertising & Public Relations	SRC Translation Services	\$	280.40
			Total	\$ 540.66
Amanda Klenk				
972	5210 Supplies	Programming Supplies	\$	101.66
972	5303 Seminars, Mtgs, & Conferences	PLA Expenses, Department Meeting Supplies	\$	286.53
972	5315 Professional Services	Charging Cables	\$	38.97
972	5852 Print Materials	Adult & Teen Print Materials	\$	304.24
972	5853 AV Materials	AV Materials, Board Games	\$	62.32
			Total	\$ 793.72
Van McGary				
972	5210 Supplies	Program Supplies, Office Supplies	\$	220.29
972	5280 Small Tools & Equipment	Shelf Talker Labels	\$	160.48
972	5303 Seminars, Mtgs, & Conferences	PLA Expenses (food & lodging), Department Meeting Food	\$	1,650.27
972	5851 Electronic Resources	Kindle Books, AE Item	\$	113.93
972	5852 Print Materials	Print Materials	\$	108.29
972	5853 AV Materials	Streaming Services, AE Items, Video Games, Memory Kit Items	\$	1,077.72
976	5315 Professional Services	Items for the Cupboard	\$	285.11
			Total	\$ 3,616.09
Lucas McKeever				
971	5308 Staff Recognition	St. Patrick Day Candy	\$	7.99
972	5852 Print Materials	Subscription Renewals	\$	125.00
975	5280 Small Tools & Equipment	iPad Case	\$	21.84
977	5210 Supplies	Department Supplies	\$	529.04
977	5303 Seminars, Mtgs, & Conferences	Reaching Forward Conference Fees	\$	160.00
			Total	\$ 843.87

Amanda Blau

973	5210 Supplies	Programming Supplies	\$	223.76
973	5303 Seminars, Mtgs, & Conferences	PLA Expenses	\$	959.82
			Total \$	1,183.58

Library Credit Card April 2024 Totals \$ 24,747.41

PAYROLLS FOR MARCH 2024

MARCH 8	\$143,201.74
MARCH 22	\$144,949.99
TOTAL MARCH 2024 PAYROLLS	\$288,151.73

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
APRIL 24, 2024**

Agenda Item 8

Library Director's Report

Apology to Ed Briner – Incident 864 (Originally Incident 919)

My sincere apologies to Mr. Ed Briner for my statements regarding Incident 864 (Originally Incident 919), occurring on December 9, 2022. I was wrong in my statements on February 28, 2024. An intoxicated individual did enter the Kids Room at approximately 3:30pm on December 9, 2022. Building Operations Monitor Daniel Barkowiak responded, with the individual leaving quietly moments later. The Downers Grove Police Department was called after the individual exited the library to provide them information that the intoxicated individual was “roaming the streets.” My own lack of skill in searching our new Incident Tracker software and imperfect recall of the [responsive documents for the January 23, 2023 FOIA request](#) made by Mr. Briner led to my erroneous statements. Because the 911 call was made in a follow-up comment, it was not listed as an Infraction Category, so none of my searches returned this result. A redacted copy of the incident report is attached. I was not personally involved in the incident and its resolution. My name appears on the responsive document from the January 23, 2023 FOIA request as the person who printed the report on January 23, 2023.

Individuals Wearing Ankle Monitors in the Library

The library's building is open to all, in keeping with our mission of “welcoming all to discover, grow, play, and learn.” This includes people wearing ankle monitors, who may or may not be immigrants. The Department of Homeland Security, in some cases, uses ankle monitors to track individuals and does not restrict the travel of legal asylum seekers, a process detailed by Mayor Bob Barnett in a [Village Council meeting on January 9, 2024](#) in response to complaints to Village of Downers Grove about buses of immigrants arriving in Downers Grove.

“Window Painting Policy”

The library does not have and never has had a “Window Painting Policy.” The library has participated and will continue to participate in downtown and communitywide events with partner organizations, that may include window painting, under the guidelines and rules set forth by those partner organizations. Examples include Halloween window painting in partnership with Downers Grove Downtown Management Corporation and the Rotary Club of Downers Grove and Pride window painting with Downers Grove

Downtown Management Corporation and EQDG. One individual was allowed to do window painting as a test case in May 2023. A February 7, 2023 email from Assistant Director Jen Ryjewski to Mr. James Wool clearly states, “This is the first time that the library windows will be painted by an individual, rather than as a part of a community or downtown event, with other businesses and organizations participating like Halloween or Pride Month. As our Beta test for window painting beyond these larger community events, the library will use this to evaluate how and when it approves such requests, should there be more in the future.” The redacted email is attached to this report. Organizations are welcome to invite the library to participate in downtown or communitywide events. Such participation will be approved on a case-by-case basis according to our [General Policy Section 2.10.2 Designation of Building and Grounds Use for Special Events](#).

Threats That Caused Cancellation of Drag Queen Bingo Program

On September 9, 2022, an unfired AR15 bullet and a letter threatening “more to come for Downers Grove Library” were received by DuPage County. The DuPage County Sheriff’s Office investigated but asked for details to remain confidential during their investigation. On September 12, 2022, the library announced the cancellation of the Drag Queen Bingo program. On September 29, 2022, the [DuPage County Sheriff’s Office released photos, which were widely disseminated](#), and closed the active investigation.

Memorandum on Library Records Confidentiality Act and Library Card Status

Following Trustee and public questions around the Library Records Confidentiality Act and library card status, library attorney Mallory Milluzzi, of Klein, Thorpe, and Jenkins, a firm specializing in local government law, provided a memorandum clarifying what the Act covers, which was included in the [March 20, 2024 Board packet](#).

Library Records Confidentiality Act and Freedom of Information Act (FOIA)

The Downers Grove Public Library worked closely with attorney Mallory Milluzzi on responding to the [April 1, 2024 FOIA Request](#). The request for “a list of the names of all persons over the age of 18 who currently hold a Library Card issued by the Downers Grove Public Library” focused on the interaction between the Library Records Confidentiality Act and Freedom of Information Act (FOIA). Other libraries receiving the same request may have responded differently, based on advice from other attorneys or without consulting an attorney.

Harassment Claims by Former Employee Investigated and Resolved

At the [November 16, 2022 Board meeting](#), a former employee made allegations of wrongdoing by library administration, including claims of sexual and criminal harassment. In 2023, the Board of Library Trustees hired a third-party law firm, Ancel

Glink, to perform a comprehensive investigation of the allegations. The law firm issued a report concluding that no laws, policies, or procedures were violated. All Trustees received the full report. The findings were communicated to the former employee. This information was included in the [October 18, 2023 Board packet](#), though full report remains confidential. This former employee reiterated these spurious claims at the [April 9, 2024 Village Council meeting](#).

Differences between DGPL Incident Reports and DGPD Dispatch Log Report

During public comment at the [November 15, 2023 Board meeting](#), Mr. Ed Briner asked the Board of Library Trustees why the number of calls to the Downers Grove Police Department (DGPD) did not match the number of 911 calls listed on library incident reports for the same period. I noted that people sometimes call police or emergency services themselves to the library, and if not seen by or reported to staff, the library will not have incident reports on such calls. Following the meeting, Building Operations Director Ian Knorr submitted a FOIA request to the DGPD for their dispatch log and created a report, including any publicly available DGPD incident reports, for the period in question. Examination of the dispatch log makes it clear that DGPD uses the library as a geographic point of reference, listing it as the location for incidents such as traffic violations, parking complaints, an individual turning a lost wallet in directly to DGPD, and an incident called in by First Congregational United Church of Christ, as well as incidents outside of library operating hours. His report appeared in the [January 24, 2024 Board packet](#).

Budgeting for Employee Tuition Reimbursement

When the revised Personnel Policy was approved at the January 24, 2024 Board meeting, the introductory report in [the Board packet](#) stated “Adding Tuition Reimbursement (to be funded in 2025).” The new section itself includes that employees “notify the Business Office Manager of their intent to apply for tuition reimbursement before August 1 of the year previous to the reimbursement year to allow for budget consideration” and “The Board of Library Trustees determines the total amount, if any, available for tuition reimbursement each year in the budget process.” There is also a \$5,000 maximum per employee per calendar year and \$10,000 maximum lifetime benefit per employee. Actual budget for 2025 tuition reimbursements will be determined during the 2025 budget process that begins in summer 2024.

Diversity, Equity, and Inclusion Work with RGW Consulting

Approximately \$86,000 was paid to RGW Consulting over the course of three budget years. The scope of their work included a Discovery Report based on interviews and focus group sessions in 2020, multiple all-staff and trustee trainings in 2021, the development of the Equity Strategic Plan approved in April 2022, and the creation and support of staff affinity groups and teams 2021-early 2023. There are no current

contracts with RWG Consulting. Details of RGW's Scope of work and payments can be found in the [September 8, 2022](#) and [June 20, 2023](#) FOIA responses.

Land Acknowledgement

The library's Land Acknowledgment was originally passed during the [August 2021 meeting of the Board of Library Trustees](#). Dr. John Low, a citizen of the Pokagon Band of Potawatomi Indians and a scholar of American Indian studies, and Joseph Standing Bear Schranz, an Ojibwe Elder and founder and president of the Midwest SOARRING Foundation, worked with library staff to draft the Land Acknowledgment. An extensive discussion, including that on the use of the word genocide, may be viewed in that meeting's recording. The statement regarding the Catholic Church was in the extended version approved at that time. At the [August 2023](#) meeting, the statement regarding the Catholic Church in the extended version was updated to include other Christian churches. No notations were added. Citations and supporting documentation were updated. An additional review was undertaken by Dr. John N. Low in December 2023 with [updates to the extended version, citations and supporting documentation, and an expanded FAQ section](#), which was approved at the [January 2024 meeting](#).

Student Library Card Program with District 58

By the end of March, with more than 60% of student registrations for the 2024-2025 school year, District 58 has reported that more than 2,400 students' parents have opted in to receive a library card, while fewer than 100 opted out. Several of the under 100 opt-out parents contacted the library to ask more questions, then contacted the school to opt in! DGPL staff will be meeting with SWAN consortium staff later this month to find the best practices in creating thousands of new cardholder records and merging duplicate records.

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. Their meeting with the Board has again been postponed until the May Board meeting to present preliminary concepts.

Freedom of Information Act (FOIA) Requests

Seven FOIA requests were received and responded to in March, including one referred to the Public Access Counselor of the State's Attorney General (see Treasurers Bond above). To date, three FOIA requests were received in April, with one complete and two pending responses. All FOIA requests and responses are available at

dglibrary.org/transparency/ under the Freedom of Information Act (FOIA) Requests heading.

Strategic Plan/2024 Work Plan

To follow the progress on our Strategic Plan initiatives, the [2024 Work Plan Tracker](#) and many other documents can be found at dglibrary.org/transparency/. The link defaults to the “Plan” tab, where you can see current Action Steps. Click on the “Completed Steps” tab to see what has been done to date.

Incident Tracker Report # 864 last update: (3/27/2024)

Status: NA

FiledBy Daniel Bartkowiak
Date Filed 12/9/2022 - 1:08 PM
Incident Date Friday, 12/9/2022 - 03:30 PM
Location First Floor
Categories Illegal and/or Prohibited Activity (Open possession of controlled substance)

Forms

Incident Form

Support Staff Called? Support Staff Name Support Staff Called? Support Staff Name
Police Called? Name/Badge Number Paramedics Called? Name/Badge Number
Fire Department Called? Name/Badge Number

Incident Followups

Banned for one week with letter imposed on [redacted] on 2022-12-09 15:39:00 Start: 2022-12-09 End: 2022-12-16
Status: Completed

Incident Comments

Comment on 2022-12-09 16:11:13 by Daniel Bartkowiak: After [redacted] left, I did place a call to 9-1-1 to let them know that [redacted] was rather hammered and roaming the streets. An officer arrived a little bit later. He was under the impression that yesterday someone from the library had filed a trespassing order against [redacted]. I asked a handful of staff members about this and nobody knew anything about it, myself included.
Comment on 2022-12-09 16:07:27 by Daniel Bartkowiak: [redacted] seemed to comprehend the fact that he was banned for a week, however, due to his level of intoxication, I am highly doubtful that he will remember this by tomorrow.

Perpetrator 1 First Name Perpetrator 1 Last Name Perpetrator 1 DOB Perpetrator 1 Patron ID

Perpetrator 1 Suspended? Perpetrator 1 Restricted?

Perpetrator 2 First Name Perpetrator 2 Last Name Perpetrator 2 DOB Perpetrator 2 Patron ID

Perpetrator 2 Suspended? Perpetrator 2 Restricted?

Perpetrator 3 First Name Perpetrator 3 Last Name Perpetrator 3 DOB Perpetrator 3 Patron ID

Perpetrator 3 Suspended? Perpetrator 3 Restricted?

Perpetrator 4 First Name Perpetrator 4 Last Name Perpetrator 4 DOB Perpetrator 4 Patron ID

Perpetrator 4 Suspended? Perpetrator 4 Restricted?

Report Write Up

Around 3:30, the kids' desk placed a call for a building monitor. Once there, the staff alerted me to the presence of [REDACTED] who was staggering about the shelves.

I approached [REDACTED] and asked him how he was doing. He said he was looking for a book: *A Light in the Attic* by Shel Silverstein. I told him he had to leave for the day because he was drunk. We then started to walk out of the kids' library and toward the south doors, conversing quietly about Silverstein.

When we made it to the south lobby, I again reiterated that he couldn't return today and also that he was banned for a full week.

He then left and headed down left Curtiss.

Original Incident ID: 919
Incident Status: Submitted

People/witnesses

[REDACTED]
White male, brunette, 40s, roughly 5'6.



Julie Milavec <jmilavec@dglibrary.org>

Fwd: Library Windows

4 messages

Jen Ryjewski <jryjewski@dglibrary.org>

Sun, Apr 23, 2023 at 7:46 AM

To: Managers on Duty <managersonduty@dglibrary.org>, Building Operations Department <buildingops@dglibrary.org>, "Circ. Desk" <circdesk@dglibrary.org>

Here is my correspondence with Jim Wool regarding window-painting content approval.

Thanks.

Jen

Begin forwarded message:

From: Jen Ryjewski <jryjewski@dglibrary.org>

Date: February 8, 2023 at 1:37:34 PM CST

To: Cindy Khatri <ckhatri@dglibrary.org>

Subject: Fwd: Library Windows

FYI.

----- Forwarded message -----

From: **Jen Ryjewski** <jryjewski@dglibrary.org>

Date: Tue, Feb 7, 2023 at 4:19 PM

Subject: Re: Library Windows

To: James Wool [REDACTED] Julie Milavec <jmilavec@dglibrary.org>, Ian Knorr <iknorr@dglibrary.org>

Cc: Allyson Renell <arenell@dglibrary.org>

Hi, Mr. Wool,

Thank you for your message. Here is the email that I sent you earlier.

I think it's great that you have gathered our local veterans and Knights of Columbus to assist with the window painting. If any other questions arise, please feel free to reach out.

Jen

On Tue, Feb 7, 2023 at 10:20 AM Jen Ryjewski <jryjewski@dglibrary.org> wrote:

Dear Mr. Wool,

You will be able to paint the library windows for Memorial Day. This is the first time that the library windows will be painted by an individual, rather than as a part of a community or downtown event, with other businesses and organizations participating like Halloween or Pride Month. As our Beta test for window painting beyond these larger community events, the library will use this to evaluate how and when it approves such requests, should there be more in the future.

To reiterate your project:

- Window display celebrating Memorial Day will be from May 1, 2023-May 31, 2023
- Image will consist of an American flag
- Text will include the following statement: **The town of Downers Grove remembers those who gave their last full measure of devotion to defend our freedoms and protect our liberties;** and the following quotation by Abraham Lincoln: **"That we here highly resolve that these dead shall not have died in vain--that this nation, under God, shall have a new birth of freedom**

and that government of the people, by the people, for the people, shall not perish from the earth."

- You will be responsible for clean-up and paint removal no later than May 31, 2023.

For your review:

- Our Building Operations Director recommends painting the windows along Curtiss Street by the bicycle racks. You may choose to paint along Forest Street if you'd like, but you will need to navigate the landscaping that hugs the building in those areas. Our windows vary in size, but are roughly 44"x53".
- Library Director, Julie Milavec, approves window-painting requests.

With previous window painting, text has been limited, as it will only be readable to pedestrians, not folks driving, or biking past. Let us know if you would like to revise the text and images to be painted.

Thank you.

Jen

On Fri, Feb 3, 2023 at 3:47 PM James Wool [REDACTED] wrote:

Hello Jen

We want to paint the windows on Monday, May 1 and we will remove the Memorial Day display on Wednesday, May 31 after 5 pm. The Memorial Day display will include the following: An American flag, a statement, and a quote from Abraham Lincoln's Gettysburg Address. The statement will be the following: The town of Downers Grove remembers those who gave their last full measure of devotion to defend our freedoms and protect our liberties.

The quote: That we here highly resolve that these dead shall not have died in vain--that this nation, under God, shall have a new birth of freedom and that government of the people, by the people, for the people, shall not perish from the earth.

President Abraham Lincoln
Gettysburg Address

Question: Will we be painting the windows that face south? If those are the windows, how many windows and what are the measurements of those windows?

Who approves the requests to paint the Library's windows?

Thank you,

Jim Wool

--

Jen Ryjewski
Assistant Director
630-960-1200 x4299



1050 Curtiss Street, Downers Grove, IL 60515

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
APRIL 24, 2024**

Department Reports – March 2024

Administration – Jen Ryjewski

- I am incredibly pleased and happy to share that we were awarded the My Library Is grant for \$4000.00. These funds will be used to cover the translation and printing costs of our Summer Reading Club program brochures into the six most popular languages other than English spoken in our community: Spanish, Chinese, Polish, Arabic, Russian, and Korean. A big thank you to Marketing & Communications Manager Cindy Khatri for investigating translation and printing costs, and Children's Services Manager Allyson Renell for reaching out to the schools for the other languages spoken in our community
- Attended full day Management Team Retreat to take a close look at our Strategic Plan space planning priorities, goals, and their impact on library personnel and service. Compiled all the data from the retreat and shared with Management Team and review
- Attended In-Service Day with speakers Martina Mathisen and JJ's List Disability Awareness Players and enjoyed a fantastic presentation by our Social Work Interns, and two mini-presentations by Building Operations Director, Ian Knorr regarding forthcoming Key Card Access, and Access Services Manager Lucas McKeever on an updated Statement of Services, which combines our Customer Service Promise and Culture Code
- I attended several other trainings in addition to our In-Service Day: Serving Patrons with Dementia and Their Caregivers at the Library; Employee Onboarding: Don't Lose Them at Hello, through HR Source; Ryan Dowd's Supporting Transgender Individuals: A Conversation with Ben Greene, and one on Substance Abuse
- Continued to work on several ongoing/outstanding projects, including: Reaching Forward Committee work in preparation for the annual conference on May 10, Staff Wiki, and revisions and updates to the Employee Handbook and MOD/BOM manual

Business Office – Katelyn Vabalaitis

- Prepared for and attended the Staff In Service Day on March 22 – all of the speakers were wonderful and it was a very informative day!
- Met with Directors from the Downers Grove Public Library Foundation to discuss how to track donors and the best system to use for receiving donations

- Attended a half-day training titled “Employee Onboarding: Don’t Lose Them at Hello” which was presented by HR Source. It was full of great information that I brought back to the library and used while leading the first meeting of our Onboarding Team. We will be evaluating all of the onboarding training and annual training for staff as well as looking at the current onboarding process and ways to improve
- Held a training for a new notary added to our staff notary team – we now have 12 notaries on staff taking appointments and handling walk-in requests

Adult & Teen Services – Van McGary

- Adult & Teen Services, Access, and Marketing & Communications staff collaborated on revamping the library’s Memory Kits with new cases, artwork, contents, as well as adding two new kit themes. Memory Kits are boxes filled with items and activities centered around a place, time, or theme that aim to evoke memories, spark conversations, and create opportunities for meaningful engagement
- Adult programming highlights in March include presentations such as an Introduction to the Irish Language and Women Who Paved the Way: Exploring Women Homesteaders and Suffragists as well as crafts such as Mini Frame Magnets and Spring Shag Pillows
- Teen programming highlights in March include a jam-packed Spring Break week of activities including Munchable Monuments, Candy Sushi, Needle Felted Food Cuties, Polymer Clay S’mores, Oreo Challenge, and Faux Donut Wreaths. In addition, many teens are checking out games, kits, and charging cables from the Teen Services Desk in Teen Central
- A huge thank you to the DGPL Foundation for approving funding for the Social Work Internship program through the Spring 2025 semester, including clinical supervision. ATS Manager Van and ATS Assistant Manager Amanda began accepting and reviewing applications for the library’s next cohort of social work interns who will begin in the Fall

Children’s Services – Allyson Renell

- March remained a very busy month for storytimes as it began our spring session. We had 1771 attendees over our 39 storytimes which means we averaged around 45 people a storytime!
- On March 16th we had the Trinity Irish Dancers in our meeting room. We had over 300 people attend the program. Luckily, the dancers were able to do a short second program for us immediately after the first show because we couldn’t fit everyone in the meeting room!

- We had a great Spring Break week with programs like Robot Snack Attack!, Candy Sushi, and Hop Like a Bunny! We also had a food themed scavenger hunt where kids had to match foods to specific countries
- Outreach highlights include Highland Elementary's Culture Night, a field trip to the library of Avery Coonley Kindergartners, and three different Girl Scout visits. These were all in addition to our usual monthly outreach storytimes and book talks
- On March 21st and 22nd Department Manager Allyson Renell attended *Power Up: A Leadership Conference for Youth Services Managers and Staff*. This national conference not only focuses on leadership topics as they relate to youth services but is a great chance to network and to learn from others around the country. Allyson served on the planning committee for this year's conference and was very pleased with its success!
- Our most exciting achievement in March was District 58's school board's approval of our IGA agreement regarding the Student Library Card Program. As soon as the agreement passed, Allyson and Circulation Department Manager Christine Lees met to start discussing logistics and are now working on a timeline, as well as discussing the project with SWAN. The question of consent for parents to opt-in to get their child a card was included in the online registration for the 2024-2025 school year. As of the end of March around 60% of students had registered for the next school year and 2440 students had opted in to the program with only 97 opting out! Of those 97 we know that at least 3 parents changed their minds after contacting Allyson for more information. We are so excited for this program and will keep the board updated as we make progress!

Circulation Services - Christine Lees

- We issued 195 library cards this month and filled 852 locker holds
- Our digital circulation continues to bloom with a new monthly record of 18,088 digital checkouts in March! This is a 22% increase over last year!
- Our newest bay of 14 lockers was installed in March, bringing the total number of lockers available to 60 lockers
- Circulation Department Staff attended our in-service day and the feedback was overwhelmingly positive, many stating this was our best in-service day ever!
- Department Managers Christine, Lucas, Ian, and Paul met with a representative from Tech Logic to discuss Material Handler Replacement solutions
- Christine Lees and Allyson Renell met to discuss the logistics for District 58 library cards; exciting things to come!

Information Technology – Paul Regis

- IT Manager Paul Regis received confirmation from EnvisionWare in late March that they were able to sign a Vendor Access Policy form from SWAN that was the

root of the Hublet installation delays. Paul tested the checkout process from the Hublet kiosk after hearing this and received a successful authentication/check out message – something he’s been hoping to see since early January. This will allow the library and EnvisionWare to schedule an install date to complete this project, which is a huge relief

- Paul met with another e-discovery service that seemed more promising/affordable in early March. Logikcull’s demo showed a simplified interface that took care of deduping a massive amount of emails and documents in a relatively short amount of time. The auto-redaction features were nifty as well. No quote had been given, which unfortunately usually indicates a higher price. Paul is still on the lookout for tools to make FOIA requests more manageable and less time-intensive
- TBS, the vendor that oversees the library’s PC and print management services, began configuring a new server for these services. This will allow for upgraded versions and be more a bit more compatible with newer versions of Windows and other operating systems
- IT deleted or suspended two email addresses, replaced one service desk computer, and swapped in a handful of new peripherals in March. There were 45 Book-an-Expert sessions for the month as well
- IT and the People’s Resource Center offered a combined 13 in-person classes to 63 students in March. One virtual class was offered as well to three students

Marketing & Communications – Cindy Khatri

- The MC Team featured Women’s History Month resources including displays, book lists, and the library’s dedicated webpage. This page highlighted online exhibits, programs the library hosted, and genealogy resources to research women in your own family
- The library is partnering with the Downers Grove Park District to create an interactive story walk along Constitution Park’s new walking path. Constitution Park is currently under construction. The new walking path’s anticipated opening date will be in June. The first featured story will be a collaboration between the Park District, the library, and EQDG
- The MC team updated the matting and framing for the Marc Brown illustrations. Arthur, Francine, and Arthur (Original Design) are featured on the blue wall in the Kids Room, next to the Read Alouds
- Cindy worked with Faith Behr from District 58 on the press release announcing the Student Library Card program

Access Services – Lucas McKeever

- Kira is continuing to work on updating the call number system for our cookbook collection in ATS. She changed over 600 items to this new call number system in March. She and Andrew also put together a proposal to present on the project

and classification system at the Illinois Library Association's annual conference in October

- Access has been hard at work adding new types of items to the collection, including Anything Emporium Memory Kits in ATS and Tonies figurines in the Kids Room
- Lane initiated a project to update call numbers in the Adult Audiobooks. In addition to making the call number setups match more similarly to other collections, Lane is exchanging broken and damaged cases with some of our spare cases we saved from withdrawn materials
- We found out on March 25 that the company we work with to resell/recycle our withdrawn materials is no longer servicing our area. Lucas is investigating alternative vendors and will hopefully have a trial run with one within the month of April

	Adult & Teens	Kids	Both
Items Added			
Print	1035	614	
AV	157	32	
Items Discarded			
Print	962	373	
AV	321	7	
Items Repaired			200
Items Reclassified			1181
Original Records			25

Building Operations – Ian Knorr

- I met with Haley Richards from Com Ed about their virtual commissioning and ways to reduce our Kwh usage
- I attended Ryan Dowd's webinar on Substance abuse
- Richard Meyer from CBIZ performed the building assessment.
- I met with Bob from Tremco roof coatings to address warranty repairs.
- Building Ops worked on the rearranged teen central area patching, painting, and assembling a new teen desk

Downers Grove Public Library Statistics

March 2024

Highlights

1. Social work interns held 72 one-on-one appointments this month.
2. Digital circulation continues to increase to just over 25 percent from this time last year.
3. The new tween gaming area in the Children’s Department is getting steady use, at 68 checkouts this month.

Building Visits

Attendance

This number includes the gate count and holds locker usage.

	2024	2023
Total Monthly Visits	37,384	35,605
Total YTD Visits	105,947	100,823

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	1370	1355
Total YTD Room Use	4196	3954

The Cupboard

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

	Month	YTD
Total Donations	3052	7748

Circulation

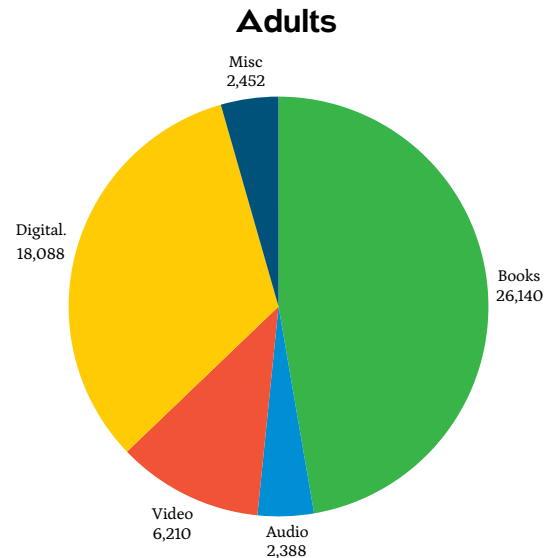
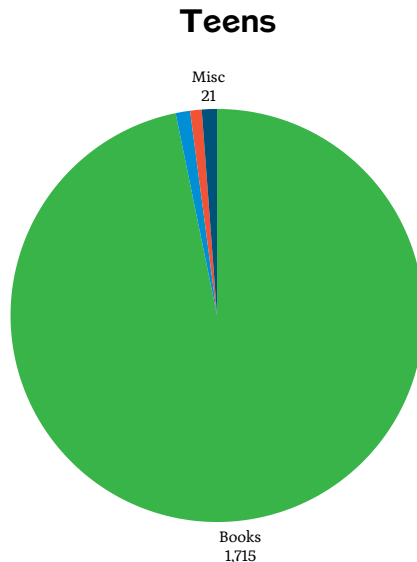
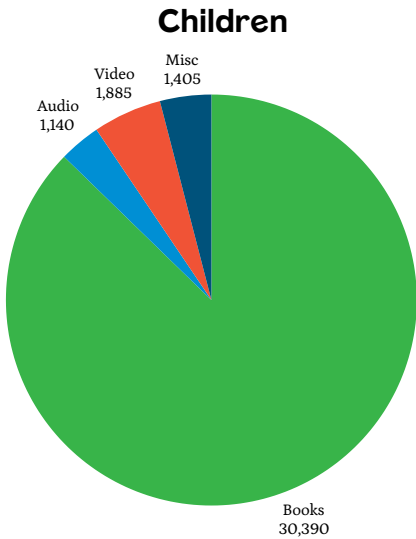
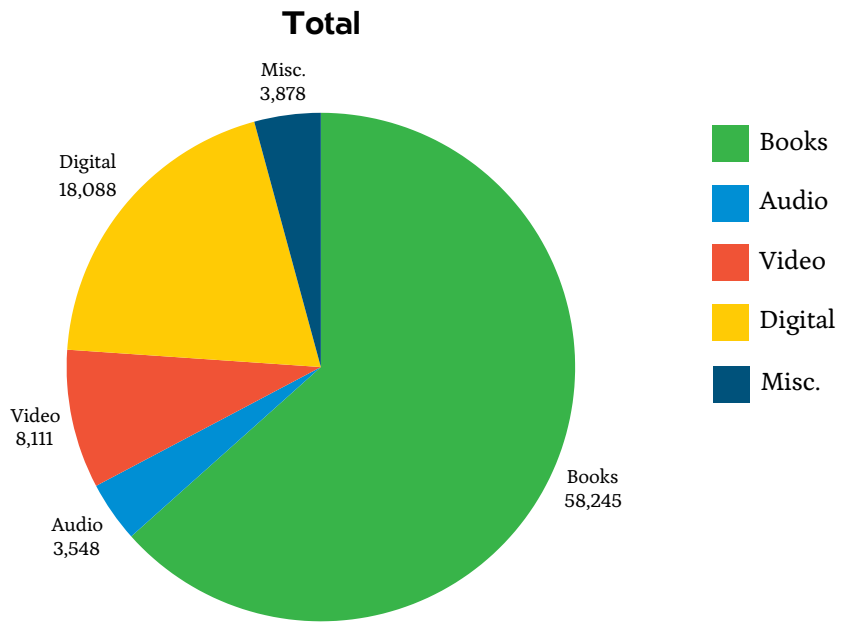
Total Circulation

Total circulation numbers across all audiences and media types.

	2024	2023
Total Monthly Circulation	91,870	95,180
Total YTD Circulation	266,639	266,263

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	3120	8561

Website Sessions

How many times patrons visited the library's website

	Month	YTD
Total Website Sessions	32,218	103,833

Wireless Sessions

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

	Month	YTD
Total Wireless Sessions	1502	4199

Programs

Programs Offered

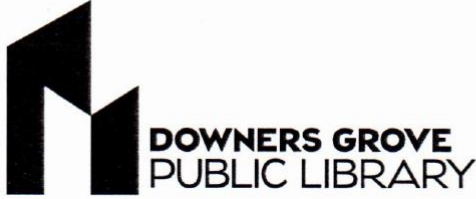
Total number of programs offered including: in-person, virtual, and self-directed

	Adults	Teens	Kids	All Ages
Total Monthly Programs	102	17	84	11
Total YTD Programs	307	38	284	15

Program Attendance

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

	Adults	Teens	Kids	All Ages
Total Monthly Attendance	710	245	3,542	853
Total YTD Attendance	2,740	544	9,406	1330 37

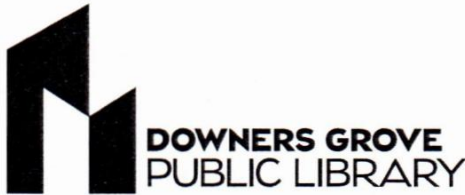


Questions & Comments

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

Date: 3-23-24

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



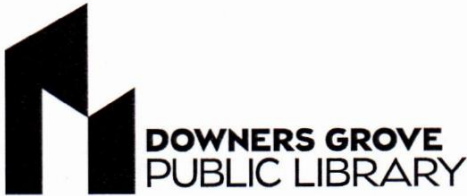
Questions & Comments

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

Date: March 9th, 2024

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

Miss Lisa in the kids section was so incredibly compassionate to my family yesterday. Our library card had expired and she graciously set aside a few books my daughter was looking forward to reading. I renewed our card this morning at Indian Prairie & came by to check out the books. Thank you Miss Lisa! ♥



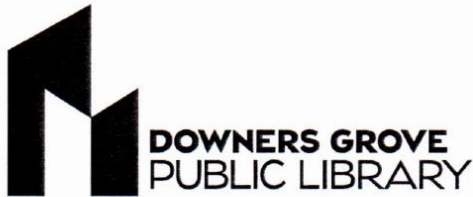
Questions & Comments

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

Date: [REDACTED]

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

Great employees - always respond to any questions and concerns with a smile



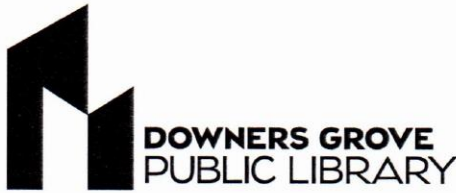
Questions & Comments

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

Date: 3/10/24

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

The Anything Emporium is my favorite thing to start with when entering the kid zone. My family loves so many of the items offered. Thanks for having so many options.



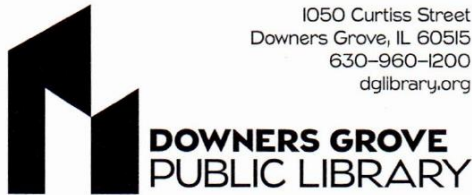
Questions & Comments

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

Date: 3-20-24

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

New game table in Children's Area - This is an excellent addition to the children's area. I bring my grandchildren here 2 or 3 times a week. They are 4 and 3 years old and are able to access & play all of the games. I am a retired kindergarten teacher. My former school used SMART Tables in classrooms. Your new game table is a much better product. It is much more user-friendly & has a better selection of activities. Thank you for making this purchase!



1050 Curtiss Street
Downers Grove, IL 60515
630-960-1200
dglibrary.org

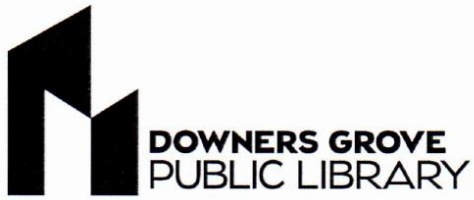
How Did We Do? Tell Us.

Use this form or tell us online at dglibrary.org/feedback.

Date: 3/25/24

Hello DGPL!

I work for TEACH, ^{we provide the} adult ESL lessons on the 2nd floor Monday nights. We sit at the circle tables between TEEN central and Graphic novels. We have more students and tutors now than before, which is very exciting! If I recall correctly, there used to be more circle tables in this area. I was wondering if more tables could be added to this area. Some weeks the tables are all being used by a mix of patrons and our tutoring sessions, our tutors then need to scatter around the 2nd floor.



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: 3/28/24

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

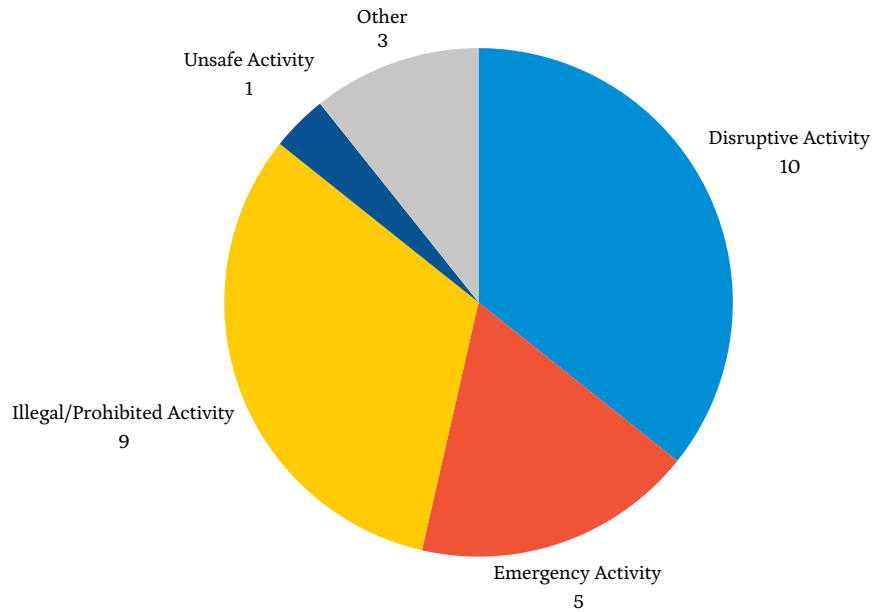
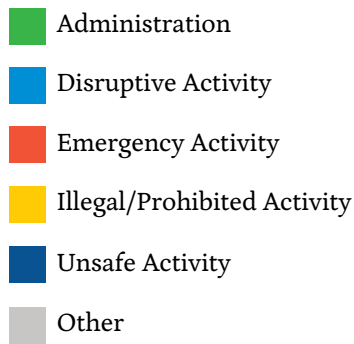
Parking is impossible! Any way to ensure parking lot for library isn't being used for train takers?

Downers Grove Public Library Incident Reports March 2024

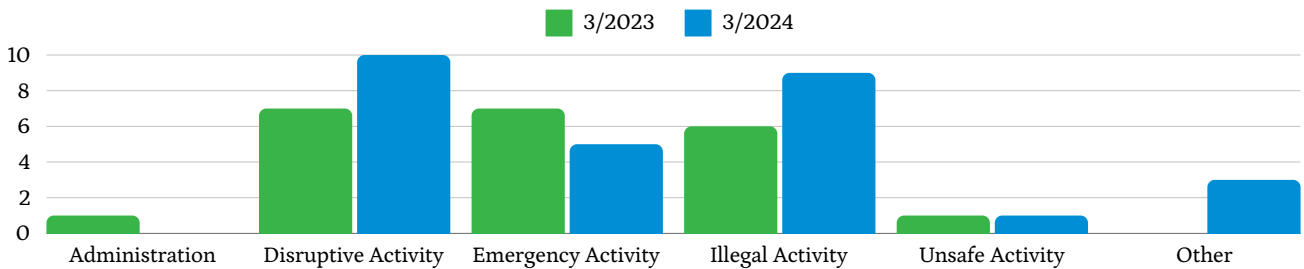
Summary

1. We had 19 incidents and 28 category occurrences reported in the month of March.
2. One (1) incident involved a call to the police.

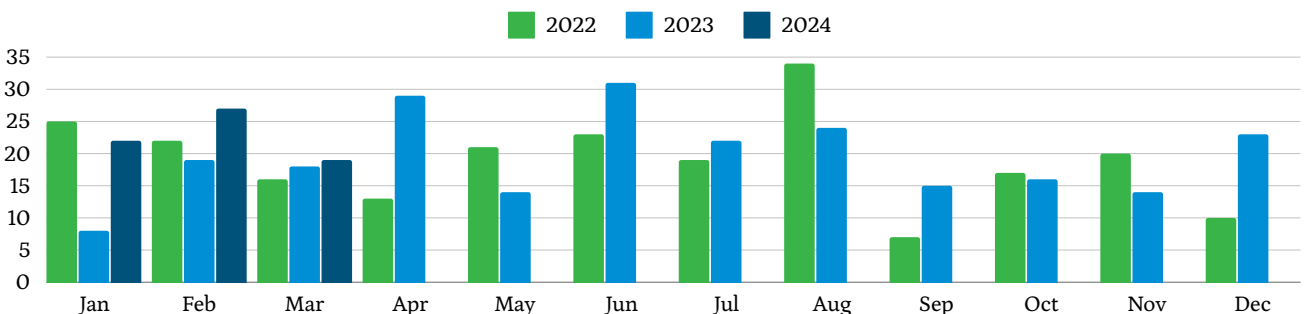
Infraction Categories



Month Comparison: Infraction Categories



3-Year Comparison: Total Incident Reports YTD



	A	B	C	D	E	F
	Incident_Date	Categories	Summary	Appended_Info	Police Called?	Incident Comments
1	Friday, 3/29/2024 (6:05 PM)	Emergency Activity(Other)	Around 6:05 PM, a pair of DGPD officers entered the library and stopped at the Circulation Desk. They gave a description of an individual they were looking to speak to, but nobody matching that description had visited the library. The officers thanked the staff for their time then exited out the south entrance.			
2	Monday, 3/25/2024 (7:45PM)	Illegal and/or Prohibited Activity(Interfering with comfort or safety)(Physical or sexual assault)	█████ and ██████ reported to me that ██████ had just been beaten up outside the library near ██████ silver van; ██████ thinks that ██████ had beaten and bloody ██████ face). ██████ had been playing Bingo across the street with his friends and when they had come out of the hall, they noticed ██████ and they had her taken from the scene in a truck to safety. I told ██████ that they needed to have ██████ call the police to report this incident.	Ian Knorr (3/26/2024 11:18 AM) (0) After reviewing the camera footage it appears the incident occurred at the First Congregational Church of Christ. Tony Drufke (3/26/2024 5:46 PM) (0) It was reported that she had an altercation with her partner ██████ not ██████ » edited by Ian Knorr on 3/27/2024 5:53 AM		
3	Monday, 3/25/2024 (5:08 pm)	Disruptive Activity(Not following directions from staff) Illegal and/or Prohibited Activity(Interfering with comfort or safety)(Other)	On my first walk around, I found the two electric scooter male teens riding their scooter in the library's north entrance area by the cafe doing stunts; I recognized these teens from an earlier incident this year. I immediately told them that this activity was not allowed in the library and that they knew better, the male teen in brown promptly rode the scooter toward me and then did a 360 and exited the building, because of this activity I informed them that they were not allowed back in the library tonight. After checking in with Sandy (our MOD) as I walked out of circulation, I saw that these two teens had come back into the library and were getting on the elevator to the second floor. I checked the second floor but couldn't find them because they were hiding from me, I went back downstairs and found them coming down the stairs; I told them that they were trespassing because I had told them earlier that they were done for the day in the library; as I was walking them out I discovered that they had parked their scooter in the library and I explained to them again that this was not allowed; they began to give me some lip service and I said I could call the police if they didn't want to follow my directions and they said go ahead and call as they got on the scooter and headed out the handicap entrance by the book drop. These two male teens need more than a one-night suspension because of their actions.			
4	Thursday, 3/21/2024 (10:40am)	Other	Around 10:40am I observed banned patron ██████ cross Curtiss St to stand in front of the library. While he stood there for some time, he made conversation with a few other patrons and around 10:53am, he had a patron enter the building to assist him in a request. The patron, ██████ explained to Circulation that she was trying to deliver a FOIA request for her friend ██████ but he is currently banned so he could not enter. MoD Julie was sought out and came to speak with ██████ explaining that while ██████ had his documents, we unfortunately could not accept them as they were not in the valid submitting form. (Per DGPL website it clearly explains how to submit a FOIA request and it has been made clear to ██████ he would have to attach his information so appropriate parties could give him his request). ██████ thanked Julie and went to relay this information to ██████. *At this point I made my way upstairs to speak with Andi to give a heads up on ██████ presence and see if they could offer a better solution. Not satisfied with the response, ██████ stopped another patron shortly after to bring in his paperwork (he informed Andi he knew this patron). At this point, Julie and myself intercepted this paperwork from Circ and went to speak with Andi to see if they could help better relay information to ██████. Andi spoke with ██████ 3 separate times and explained that while he has the paperwork he needs, in order to appropriately file these documents he would either need to attach a physical mailing address or an email address in order for us to give him the information he seeks. (He was given the information from our website the day previous 3/20/24 when another one of his friends asked ATS for assistance). Failing to provide this information is viewed as an incomplete request and in order to fulfill this FOIA correctly, it simply cannot be done. Andi has agreed to inform social work intern Dawn, should ██████ reach out or send in a friend to assist in his request. This is for documentation purposes.			
5	Thursday, 3/21/2024 (9:50am)	Other	A mom and young child rode the elevator to the second floor. While in the elevator, the toddler pressed the emergency button and it began dialing our emergency responder service. I (Lucas McKeever) entered the elevator and told the person on the phone the button was pressed on accident and everything is fine. They thanked me for letting them know and said they would mark it as an accident.		No	I just happened to be at the ATS desk with Mary S. and Tim R. when the patrons left the elevator. There was no call for BOM or MOD and the situation did not warrant calling for one after the fact.
6	Monday, 3/18/2024 (2:00 PM)	Illegal and/or Prohibited Activity(Interfering with comfort or safety)	At 2:00 PM, patron ██████ approached the Ask Us desk and requested a Building Monitor. When I arrived, ██████ told me he'd just visited the men's room wherein another, ██████ had called him a "loser." I then went to the restroom to speak with ██████. In addition to denying the incident, ██████ also said that he always avoided ██████. I pointed out that this wasn't true and cited last week's incident (#1174) as evidence. When ██████ asked what I wanted to do about this, I told him I thought it would be best if he left the library for the remainder of the day. He said, "Well, you're the boss," before collecting his items and then exiting the library's south exit.			
7	Friday, 3/15/2024 (6:55 PM)	Emergency Activity(911 call)	A group of teenage boys reported to the Circulation desk that there was a man outside yelling and screaming. Tracy (MoD) and I (Danny) walked out the south exit and saw a figure further down the street who was yelling and causing a general scene. The man was over near the corner of Main and Curtiss and never came close to the library. I called 9-1-1 to do a wellness check.			
8	Friday, 3/15/2024 (10:50)	Emergency Activity(Illness)	Around 10:50 am, a patron approached the ATS desk to inform ATS Manager Van that someone by the windows appeared to be "in distress and was vomiting." Van located the patron, whose name is ██████, and asked if he was okay. ██████ said he had "eaten some tuna" and "had a reaction." Van asked again if he was okay and if he would like us to call anyone or if he'd like any water. ██████ declined both and said he already had water. I gave him some paper towels to clean himself off and radioed for assistance. MOD Julie arrived, also checked on ██████, and set out Voban absorbent powder. ██████ said that he would just need some time for the tuna to "make its way down" and that he was okay. Monitor Ian arrived shortly to clean up the area.			
9	Thursday, 3/14/2024 (8:30pm)	Disruptive Activity(Not following directions from staff) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	█████ stopped me and told me that ██████ was making comments to him every time he walked by him tonight; I went and talked to ██████ he denied this saying that he was talking to himself. I asked him to please not to say anything if ██████ walks by. I turned my back and ██████ went up to ██████ and made a comment to him face to face which was witnessed by Charlie at the IT desk. I then went back to ██████ and asked him to leave for the night. This is not the first time that ██████ has harassed other patrons and might need to be suspended further than one night.			
10						

A	B	C	D	E	F
11 Wednesday, 3/13/2024 (2:45 PM)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise)(Using profanity or obscenity)(Not following directions from staff) Emergency Activity(911 call) Illegal and/or Prohibited Activity(Sexual or racial harassment)(Interfering with comfort or safety)	At 2:45 PM, the computer help desk placed a call for a BoM. Charlie Michka relayed to me that there was an argument between several patrons. The argument started over two of the patrons-- [REDACTED] and [REDACTED]---conversing at a volume that was distracting for the third patron. The third patron, who was seated at the same computer table, had asked them to please lower their voices. [REDACTED] proceeded to rebuttal. I (Danny) arrived at this point. I asked the three patrons to tell me what the issue was. However, when [REDACTED] or the third patron attempted to speak, [REDACTED] spoke over them. I asked him to please lower his voice. [REDACTED] then referred to the third patron as both a "crying baby" and a "bitch." Hearing this, I then asked [REDACTED] to leave for the remainder of the day. He became even angrier and continued to argue/yell at myself and the third patron. He said that he was allowed to call the man a "bitch" because the word was in the dictionary. I told him if he didn't leave now, that I was going to call the police. [REDACTED] still didn't leave the computer area. I called the police at 2:51 and then went downstairs to wait for them to arrive while Miriam remained upstairs. [REDACTED] continued to harass the third patron as well as Miriam for the next ten or so minutes. He then came downstairs and confronted Julie (MoD) and I. We tried explaining to him the library's. He repeated his earlier point about how he was allowed to say "bitch" since it was in the dictionary. He called both Julie and myself "flakes." This went on for another fifteen minutes until an officer from the DGPD arrived. When [REDACTED] still refused to leave and continue to argue, the officer called for backup. Within five minutes, three more DGPD officers arrived. During this time, I wrote both a ban and trespass letter for [REDACTED]. I delivered these to the first officer who handed them to [REDACTED]. After some more arguing, [REDACTED] was then removed from the building.	Miriam Mejia (3/13/2024 4:39 PM) (0) While Danny excused himself to call the police, we agreed it best for me to stay upstairs in case the argument continued. [REDACTED] continued yelling and while trying to speak with him in a calm manner, he insisted the library monitors were in no authority to tell him what to do. The patron who was across from [REDACTED], [REDACTED], told [REDACTED] he did not need to scream anymore and he would be moving computers. [REDACTED] then screamed in [REDACTED] face "Good you need to go, go get in a cage. How about you put yourself in a cage huh?" I once again reminded [REDACTED] that he had been asked to leave and this interaction did not need to continue this way. He repeatedly asked me why I was not going to do anything and if I was angry. I informed him that I was trying to explain the policy to him, if he continued speaking over me there was no way for us to communicate. (This went on for roughly 15 minutes) [REDACTED] was adamant I repeat myself but was choosing to not listen to what I said. I informed him I was not going to repeat the curse words he was using but I had no problem explaining to him why he was being asked to leave. He continued with his ranting, referring to Danny as a moron, repeatedly cursing (while cursing, he would deny the words he was using but then would admit to saying them in the same sentence) and screaming at patrons. I informed him again the police had been called, he announced he would look for a manager himself, as I went to follow him downstairs, [REDACTED] tried defending his friend. I heard [REDACTED] side of the story and let him know that [REDACTED] had made this decision for himself, there was no longer a conversation to be had. [REDACTED] once again, began screaming about his rights being silenced, how he was being treated as the "bad guy" and took a step in my direction asking again if I was going to stop Danny from calling the police. He said "I was no better than that moron and should never help anyone in this place". By this point, there was no getting through to [REDACTED] and I was growing rather uncomfortable with his behavior. Danny came back up the stairs, as I communicated the chaotic scene that was happening upstairs and he informed me the police had yet to arrive. [REDACTED] again, got in Danny's face to yell and we followed him downstairs where he confronted MoD Julie. This again, went on for quite some time until Officer Servatius arrived and [REDACTED] directed his comments in his direction, immediately lowering his volume. Danny went to write the trespass/ban, Julie and myself no longer spoke with [REDACTED], we gave our accounts to the Officer. [REDACTED] argued for quite some time and 2 other officers showed up to remove [REDACTED] from the building.	Yes	
12 Monday, 3/11/2024 (12:55 PM)	Disruptive Activity(Offensive/pervasive odor)	Danny and Miriam came to my office to inform me that there were patron complaints about another patron, named [REDACTED] with several bags in the Lobby Area with a offensive, pervasive odor. Before speaking with the patron, I wanted to know if one of our Social Work Interns was working, so I could provide [REDACTED] with some options. Andi was in the building, so I asked them what resources I could offer [REDACTED] before telling her that she needed to leave the library until she rectified the problem. Andi immediately called Community Kitchen and arranged for [REDACTED] to take a shower at 5 p.m. Danny, Miriam, and I put together a care bag that included deodorant, shampoo, and soap and I went to speak with [REDACTED]. I very apologetically explained to [REDACTED] that we have had patron complaints about an odor that might be coming from her bags, clothing, or shoes and as a result had to ask her to leave the library. I told her that she could return as soon as she resolved the problem and shared with her the option of showering at 5 p.m. at Community Kitchen and the little bag of personal hygiene products. She peacefully told me that that was against her constitutional rights and asked to see our policy. I printed out and handed her a copy of our code of conduct, expressing how sorry I was to have to ask her to leave. She asked me for my business card, which I retrieved from my office, and listened to her for a few minutes about some things she wanted to share with me. When she was finished, she refused the care bag, got her things together, and left the library.			
13 Monday, 3/11/2024 (9:45am)	Disruptive Activity(Other)	Around 9:45am a call for a BoM to the ATS desk was placed, upon arrival Misty S informed that patron [REDACTED] wanted to talk to someone in regards to her safety. Misty explained that [REDACTED] felt there was a gentleman in the library who was causing harm to her, and seemed to be following her around in her personal life. Based on [REDACTED] previous interactions with staff and with the Social Work team, we tried to differentiate what was "real" in [REDACTED] words. She claimed the man was here and when asked for further details, she claimed the man had vanished from the building. While [REDACTED] explained how she felt uncomfortable in the building, she asked Danny B if he could walk her home. Danny informed [REDACTED] he could walk with her to the tracks, she accepted and Misty felt best for her to accompany Danny (as to not be alone while [REDACTED] continued her story). This is for documentation purposes should [REDACTED] return and speak with staff.			
14 Sunday, 3/10/2024 (3:50pm)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Not following directions from staff) Illegal and/or Prohibited Activity(Trespassing including banned)	As I was patrolling the second floor, I observed a male teen (white sweatshirt with a black, White Sox beanie hat) who I had asked to leave for the day earlier because of excessive noise and inappropriate language from his phone. I told him what the consequence were if he came back into the library after having been asked to leave for the day and he decided to quickly depart with his new friend who quickly got himself banned for the day by using the "F" word directed at me while we were walking out of teen central.	Tony Drufke (3/10/2024 6:14 PM) (0) We were able to learn that the White Sox Black hat teen's name is [REDACTED]		
15 Friday, 3/8/2024 (10:30 AM)	Other	This morning, Kevin Montgomery was unable to unlock the first floor men's restroom. He shared this information with Miriam Mejia and she also could not unlock the door. She shared this with Cindy Khatri and Lucas McKeever. After looking at camera footage, it looks like the cleaning company was also unsuccessful in opening the door early this morning. Miriam, Cindy, Lucas, and a handful of other staff tried different keys, different methods of opening the door, and using WD-40 in the lock. After none of these tactics worked, it was decided that we should call the library's locksmith. Lucas called Suburban Door Check and Lock. They took his information and cell phone number and said that they would try and get a locksmith here sometime this afternoon (Friday, March 8th), but if they could not fit it into their schedule, they would have someone here on Monday (March 11th). If they call while Lucas is not in the library, he will relay any information he receives to staff on-site. Miriam sent out an all staff email about this situation and Cindy created a sign for the door that provides information on where patrons can find a functional bathroom to use while this one is out of order.	Miriam Mejia (3/8/2024 4:31 PM) (0) The gentleman from Suburban doors finished up the job earlier this afternoon. The invoice has been left on Building Ops Director's desk and the lock is now in functioning order.	No	

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16 Wednesday, 3/6/2024 (11:30am)	Disruptive Activity(Excessive noise)(Not following directions from staff)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	<p>A little before 11:30am a call for a BoM was placed to the ATS desk, upon arrival, Nancy had explained that patron [REDACTED] seemed to be having a rough morning. She explained that Andrew C had checked on [REDACTED] moments before the call was placed. Asked [REDACTED] if he was okay and needed anything, [REDACTED] responded with injustices happening to him in Downer's Grove.</p> <p>Taking this information, I reached out to Ian letting him know the call was for [REDACTED]. Giving him a heads up I would be heading behind the stacks to try and speak with him about his volume (his volume had been growing and was remaining pretty loud). Ian relayed he reached out to Pastor Scott, in hopes if staff could not get through to him, we would take an alternative route and hopefully this was something that could help [REDACTED]. As we spoke, [REDACTED] explained I had no right to tell him anything about his words or volume as that was an infringement on his rights. I tried explaining that he could say what he needed to if he did so respectfully but his volume was something we needed to address. He again explained it was against his rights and being that he has a disability we were not allowed to say anything to him (regarding his words and volume).</p> <p>In our conversation, Pastor Scott arrived and began trying to get [REDACTED] to calm down. I gave them some space and Pastor Scott returned to the ATS desk moments later. He explained that he tried to rationalize with [REDACTED], explained to him the consequences to his actions but was unsuccessful in getting through to him. He explained that [REDACTED] past has not been easy, while he struggles with his mental health, resources/appointments have been provided to him and [REDACTED] chooses to not participate in them. Pastor suggested we call DGPD should [REDACTED] actions and moods take a negative change.</p> <p>Pastor Scott spoke with Ian moments later, reiterating the same sentiments as we had discussed. Ian and myself went to speak with Julie about next course of action. It has been agreed if [REDACTED] cannot abide by DGPL policy and rules, the DGPD will need to be contacted as his behaviors are unpredictable when he's this upset.</p>			
17 Tuesday, 3/5/2024 (11:45am)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Not following directions from staff) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	<p>Around 11:45am, I was walking into the Kids room from outside when Erin (kids dept) stopped me at the desk. She wanted me to stay at the desk and listen to the very loud conversation being had in the STEM room.</p> <p>I caught the middle to end of the conversation, from what I caught [REDACTED] was yelling at two women within the STEM room and the conversation was turning rather negative. While myself and Erin could not make out exactly what was being said, from [REDACTED] tone, we could tell it was not going well.</p> <p>[REDACTED] walked away moments later, I waited till she was a good distant away (she ended up collecting her belongings and leaving) to approach the STEM room, once there I introduced myself to the women and asked if everything was okay. The woman seated (Later identified as [REDACTED]) informed me that she is the mother to the child on her left, she was trying to enjoy a day with her child when [REDACTED] approached her unprovoked to berate her about her former nanny. [REDACTED] explained she fired her previous nanny and [REDACTED] being that nanny's friend, felt that woman deserved more than what happened to her. [REDACTED] began to berate [REDACTED] and question her morals/personal character. [REDACTED] tried to explain the reasons for the firing were none of [REDACTED] concern, if she wanted to have a conversation [REDACTED] could've asked her politely. Another nanny, (later identified as [REDACTED]) decided to come to [REDACTED] aid telling [REDACTED] "she has no right to speak to her in that way and the issue had nothing to do with her, they are all nannies and they should want to support each other but not like this." [REDACTED] did not care for [REDACTED] words letting her know to "stay out of it."</p> <p>I apologized to both women, they were both clearly upset and I explained this behavior was not something we support. [REDACTED] explained she was more shocked than anything, the verbal attack was uncalled for and very unexpected. [REDACTED] confirmed that [REDACTED] actions have become out of hand, and this was not the first time she has done something like this. She apologized again (as this was not out first encounter with one another [REDACTED]) and said she would've liked to say more the first time this happened, she should not have let [REDACTED] attack on staff continue for so long. I once again reassured both women, all was fine and the situation would be handled.</p> <p>I spoke with MoD Jen and we agree [REDACTED] has grown inappropriate in her behavior demonstrated here. Should she reenter Jen will speak with her, ask her to leave for the day and should this behavior continue, a ban will be put into place.</p>			
18 Monday, 3/4/2024 (2:50 PM)	Disruptive Activity(Excessive noise)(Not following directions from staff) Illegal and/or Prohibited Activity(Interfering with comfort or safety) Unsafe Activity(Other)	<p>At 2:40 PM, the computer help desk placed a call for a BoM. While speaking with the staff there about a particular issue, I (Danny) became distracted by loud noises coming from Teen Central. On my way over there, I walked by two teenage girls who were leaving Teen Central because of a rowdy group of teenage boys.</p> <p>By the time I arrived, the group of boys were already receiving a warning from a staff member. However, during this, they proceeded to rudely talk back to and over the DGPL employee. At this point, I asked the entire group to leave for the day.</p> <p>Upon hearing this, the group suddenly disbanded and began running all around. Several sprinted into a study room; others peeled off toward the fiction stacks. It was only after threatening to call the police that the group finally headed for the stairs.</p> <p>On the way to the north entrance, the group spoke in voices that mocked disabled individuals. They also yelled and ran through the lobby area.</p>			
19 Friday, 3/1/2024 (5:10)	Emergency Activity(911 call)(Illness)	<p>At approximately 5:10 pm, ATS Library Assistant Tim radioed for the MOD. I (Van) arrived and saw there was an older man gripping the slat wall by the express computer station and groaning. I turned to Computer Help Desk Assistant Charlie and asked him to call 911 right away and asked Tim to go downstairs to direct emergency personnel. While Charlie was on the phone with 911, I asked the patron, later identified as [REDACTED], if he was okay. [REDACTED] was not responsive. I offered him a chair and he again did not respond. [REDACTED] continued to groan and began to drip saliva while leaning against the wall. Around 5-10 minutes passed without any response from [REDACTED]. He then suddenly walked back to his computer station (#1), sat back down, and began fumbling with the monitor. I asked him if I could help him with anything and he responded, "No." The paramedics arrived shortly after and examined [REDACTED]. He refused to go with the paramedics to the hospital and said he had an appointment with a neurologist on Tuesday.</p>		No	
20 Friday, 3/1/2024 (5:00 pm)	Disruptive Activity(Excessive noise)(Inappropriate use of furniture)(Not following directions from staff)	<p>At around 3:30 pm, I (MOD Van) was by the ATS desk when I heard a bunch of teens yelling in the elevator. After they got out on the second floor, two of the boys were wrestling. I asked them to lower their volume and to keep their hands to themselves. The boy dressed in a black t-shirt and black pants, who was later identified as [REDACTED] after we heard his friends call him that, was later involved in rearranging the cushions in Teen Central and further wrestling. He received additional warnings from Teen Librarian Jade. Just before 5 pm, Jade radioed for the MOD as we did not have a monitor on duty at the time. [REDACTED] and two other friends (a boy wearing red pajama-like pants and a girl with a dark purple hoodie) had been asked to leave as they were running through the stacks and refused to follow staff directions to stop.</p> <p>Jade and I escorted [REDACTED] and his friends out of the building. I stayed downstairs and observed [REDACTED] return within a few minutes and asked him again to leave. He then left the north entrance and returned again within a few minutes and did this one more time.</p> <p>It was not until after sitting down to write this report that I was able to identify that this is the same [REDACTED] from previous incidents ([REDACTED] incidents 1142, 948, 950, 1107, 1111).</p>	<p>Miriam Mejia (3/2/2024 10:54 AM) (0) Reading over [REDACTED] report, I informed Allyson and Amanda K (MoD of 3/2/24) that [REDACTED] is currently on a 3 month ban. Being we sent a letter to his residence on 2/15/24, it has been agreed to extend his ban. Due to his disruption, his unwillingness to cooperate and in trespassing, [REDACTED] will be given (per policy) a double extension of his original ban. Attached is his current paperwork to reflect his suspension, should he enter we will talk with him and give him his paperwork, failure to leave the property/reentry will be a call to the DGPD for trespass.</p>		

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<p>Friday, 3/1/2024 (7:15 pm)</p>	<p>Disruptive Activity(Other)</p>	<p>Before the public comment portion of the library board of trustees meeting President Gigani addressed the audience and read aloud the rules for the meeting. During his public comment, [REDACTED] was asked 3 times by President Gigani to not address library director Julie Milavec personally during his statement. [REDACTED] continued to speak over President Gigani's requests for him to stop and leave the meeting as he refused to follow the rules of the meeting. Trustee Sladek signaled for me (Building Operations Director Ian Knorr) to ask [REDACTED] to leave. I (Ian Knorr) went over to [REDACTED] and asked for him to stop and leave. [REDACTED] responded to me, "Call the cops". I signaled for building operations monitor Daniel Bartkowiak to call the DGPD. As this was happening the audience was getting loud and yelling. [REDACTED] who was in attendance yelled "It's freedom of speech". President Gigani advised [REDACTED] he could leave the meeting as well. [REDACTED] continued to speak and asked for President Gigani to control the meeting. He was told by President Gigani that his 5 minutes were up repeatedly as [REDACTED] continued to personally attack director Milavec calling her a "liar, deceitful" amongst other insults. [REDACTED] finished his statement and as he left audience members began applauding. President Gigani yelled "No applause" as some attendees continued to applaud. As the second speaker was leaving President Gigani addressed the audience and stated she "was not going to go over the rules again and everyone needed to abide by the rules she set forward. It's not that hard". She raised her voice to the audience when emphasizing the word "hard" and smacked the table. After this attendee [REDACTED] told President Gigani to "take a valium". President Gigani then told attendee [REDACTED] "Get out of here right now". Attendee [REDACTED] was yelling for President Gigani to "relax, relax, listen to the people". President Gigani told attendee [REDACTED] "You shut up, you shut up". Members of the audience were audibly shocked to which President Gigani replied "Yes I said it". Attendee [REDACTED] arguing with another attendee yelled "She's out of order, let people speak that's why they're here". Attendee [REDACTED] then said, "No, I'm not leaving. Let me speak, and then I'll leave". By this time Officers Mack and Mitchell of the DGPD had arrived and as I was speaking with them outside of the meeting room. As I was outside the room President Gigani made a motion for a 5-minute recess. The officers followed me into the room and I identified attendee [REDACTED] and [REDACTED] for them. Officer Mack had [REDACTED] follow him out while [REDACTED] talked with Officer Mitchell in the meeting room. Some time had passed and Officers Mack and Mitchell were waiting to speak with their superiors as no law had officially been broken and the meeting was an open forum. Lt. Glaser and Sgt. Chapin arrived and spoke with officers Mack and Mitchell about the situation. It was decided by the DGPD that Mack and Mitchell would stay in the meeting for some time but [REDACTED] and [REDACTED] could "not be asked to leave or trespassed as no state laws had been broken". I was told by Sgt. Chapin that "law enforcement uphold the state laws and statutes and the village constitution, not the library's rules or code of conduct". Officers Mack and Mitchell were posted in the meeting room. The meeting reconvened at 7:32 pm. All officers stayed on the scene until approximately 7:40 pm.</p>		<p>Yes</p>	

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