#### Orland Park Public Library 14921 Ravinia Avenue Orland Park, IL 60462

#### AGENDA FOR BOARD OF LIBRARY TRUSTEES MEETING March 21, 2016 7:00 P.M. Room 104

- A. CALL TO ORDER
- B. ROLL CALL
- C. APPROVAL OF MINUTES FROM February 15, 2016—FOR ACTION
- D. INTRODUCTION OF VISITORS
- E. PUBLIC COMMENT

There will be 30 minutes allowed for public comment with a five minute maximum per speaker. The time limit may be extended upon a majority vote of the Board.

- F. CLOSED SESSION TO DISCUSS THE APPOINTMENT, EMPLOYMENT, COMPENSATION, DISCIPLINE, PERFORMANCE, OR DISMISSAL OF SPECIFIC EMPLOYEES OF THE PUBLIC BODY OR LEGAL COUNSEL FOR THE PUBLIC BODY AND TO DISCUSS PROBABLE, IMMINENT, OR PENDING LITIGATION AND APPROVAL OF MINUTES FROM PRIOR CLOSED SESSIONS
- G. TREASURER'S REPORT AND PAYMENT OF BILLS—FOR ACTION
- H. LIBRARIANS' REPORT/STAFF REPORTS
- I. COMMITTEE REPORTS
  - 1. Building and Maintenance
  - 2. Finance (Committee of the Whole)
  - 3. Service and Policy
  - 4. Personnel
  - 5. Law
  - 6. Strategic Planning
  - 7. Capital Campaign
- J. UNFINISHED BUSINESS

#### K. NEW BUSINESS

1. Approval of the transfer of \$100,000 from the General Fund to the Special Reserve Fund – For Action

Motion to approve the transfer of \$100,000 from the General Fund to the Special Reserve Fund

2. Approval of the revision to the Marketing Plan – For Action *Motion to approve the revision to the Marketing Plan* 

#### L. ANNOUNCEMENTS

#### M. ADJOURNMENT

#### Minutes of the Regular Monthly Meeting of the Board of Library Trustees of the Orland Park Public Library held February 15, 2016

The meeting was officially called to order by President Healy at 7:00 p m.

Call To Order

Members present: Christian Barcelona, Nancy Healy, Diane Jennings, Elan Kleis, and Denis Ryan;

Roll Call

Members absent: Catherine Lebert. Trustee Joanna Leafblad arrived at 7:05pm

Staff present: Mary Weimar, Library Director; Robin Wagner, Assistant Library Director;

Ross Kimmey, Finance Manager; Jackie Boyd, Public Information Coordinator; Mary Adamowski, Head of Youth Services; Carol Maresh, Cataloger 2; Jason Rock, Virtual Services Manager; Linda Conrath, Reference Librarian 2; Laura Larson, Senior Circulation Clerk; and Stephanie Thomas, Reference Librarian 1

Minutes

Treasurer Jennings made a motion to approve the January 18, 2016 minutes. Trustee Ryan seconded the motion. No further discussion occurred. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – absent; Lebert– absent; Ryan – aye.

Motion passed. 5 ayes, 0 nays, 2 absent.

None.

Introduction of Visitors

Public speakers introduced themselves and were given five minutes to speak in front of the Board. The speakers were as follows:

**Public Comment** 

Nanc Junker Kathleen Andrews

None

**Executive Session** 

Treasurer Jennings moved to accept the Treasurer's Reports for January 2016. The motion was seconded by Trustee Barcelona. No discussion took place. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – aye.

Treasurer's Report

Motion passed. 6 ayes, 0 nays, 1 absent.

Trustee Kleis moved to approve the Accounts Payable Listing of January 19, 2016 – February 15, 2016 and was seconded by Trustee Ryan. No discussion took place. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – aye.

Motion passed. 6 ayes, 0 nays, 1 absent.

The Library will file the Illinois Public Library Annual Report tomorrow after approval at tonight's meeting which is required by law to be filed by the end of February.

Librarian's Report

The Orland Park Public Library did not receive the Novelist grant. Only seven libraries throughout the world were recipients. Although the Library did not receive monies to market this worthwhile database, Adult Services staff have been implementing some of the initiatives already. Linda Conrath explained the initiatives the staff have already started in marketing Novelist. Trustees inquired about

this database and its features with Polaris and the website. President Healy asked Linda Conrath about the Blizzard of Books reading program. Ms. Conrath said 266 have registered with 69 completions, but the program still has two weeks to go.

The Live and Learn Grant application is due by the end of February. The Library is awaiting additional support letters and the sign-off letter from the Illinois Historic Preservation Agency. This construction grant involves replacement flooring for worn carpeted areas.

The Youth Services staff applied for a Gilder Lehrman grant regarding the commemoration of the anniversary of Pearl Harbor to provide a program for the junior high students. Mary Adamowski stated the 7th grade teachers were very interested in this program which will be presented by Orland resident Terry Lynch. President Healy inquired if St. Michael's School would be included in this event. Mary Adamowski stated they are reaching out to St. Michael's. At this time, staff had not been notified of the status of the grant. President Healy asked Mary Adamowski how St. Michael's library closing has affected our library. Ms. Adamowski stated St. Michael's has not noticeably changed their use of our services. Ms. Adamowski mentioned the Library hosted a Preschool Fair earlier this month for parents to get an overview of preschool services available in Orland Park. Over 75 people attended this second annual event.

Public Information Coordinator Jackie Boyd, Assistant Library Director Robin Wagner, Library Director Mary Weimar and Library Trustee Christian Barcelona attended the Illinois Library Association's Legislative Meet-Up on February 12 hosted at the Tinley Park Public Library. Three of Orland Park's six legislators were able to attend, Senator Cunningham, Senator Hastings and State Representative Margo McDermed. Guest speakers were ILA President Betsy Adamowski, ILA Executive Director Bob Doyle and ILA Legislative Consultant Derek Blaida. Trustee Barcelona stated the event was a very good opportunity to talk with legislators.

Director Weimar mentioned in the Monday *Southtown*, it was written State Representative Margo McDermed has introduced HB 4664 to remove a person from office for failing to complete training on compliance with the Open Meetings Act within 30 days of receiving notice that they have failed to do the training.

Director Weimar mentioned Adult Services has proposed the Circulation Policy could be amended at a future Board meeting to allow non-residents to place holds on material the Library owns and utilize vacation loan rules. Currently non-OPPL cardholders cannot place holds, utilize interlibrary loan service, or have vacation loans. Trustee Jennings and President Healy inquired about purchases and hold queue effecting resident holds. President Healy said it could be discussed at the next Service and Policy Committee meeting.

At the beginning of February, the Management Team decided to allow two renewals on items instead of one to meet the needs of our patrons. The change was put in place by Head of Technical Services Wendy Xie within two days of the decision. An advantage of being a stand-alone library. Trustee Jennings stated she had already noticed this renewal change when last checking the status of her checkouts.

On Thursday, 2/18/16, sixty David Edwards chairs and the four teen lounge chairs with wood arms will be picked up to be reupholstered. This is the first batch planned for 2016. Trustee Ryan inquired as to the length of time it took for this reupholstering and Robin Wagner stated it could take from 4-6 weeks.

Ms. Wagner is waiting for two design plans with approximate costs for hard surface flooring to replace the carpeting in high traffic areas. These costs will be used in the 2016 Live & Learn grant due March 1st. The designers are developing flooring plans for the lobby, 1st and 2nd floors that will match the current carpet which will remain and design elements already in place. These plans will be modular—the Board may choose to do all, parts or none of the project.

Robin Wagner has received quotes for face-out display shelving for the Adult & Teen music CD collection. This project, if accepted by the Board, will make browsing for CDs easier and more appealing to our patrons. She has to calculate the floor space required for the a-frame shelving. Each row of new shelving will hold less CDs than the current shelving. Staff will need to decide to keep the current two rows and pull CDs, or expand the area to accommodate all the CDs. President Healy

inquired about whether moving this shelving would be done by staff or an outside company. Ms. Wagner stated there would be a cost to moving the existing shelving.

Circulation Desk staff are testing out three types of task chairs. The current chairs are in terrible shape with black tape over the arms and foam coming through the seat fabric. Replacement of these chairs was included in the 2016 budget. Ms. Wagner invited trustees to view the sample chairs located behind the Circulation desk in the lobby.

Also scheduled in the 2016 budget was the purchase of a new copier and coin-op for public use. We have prices for both items and will make a final decision by next week. The copier will come from Konica Minolta and the coin-op from TBS, a locally-owned company. The copier will include fax service; the coin-op can be expanded to accept credit cards.

In January, a new vending machine and coffee system was put in place after discontinuing our current contract. The coffee, shipping fees, and vending items were not cost-effective for the older vending and coffee equipment.

It was decided and budgeted for the Library to buy its own coffee and vending machine and stock and maintain them in-house. This allows better coffee to be served, healthier and fresher snack products, and lower pricing based on the cost per item. In the three weeks the new machines have been in place, Administration has received nothing but positive comments on the snack choices, the prices, and, interestingly, that larger coffee cups can now be used because of the design of the new machine.

President Healy inquired about the second floor display case recently purchased and the collections which were scheduled to be displayed.

No reports at this time.

special reserve fund- For Action

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No report at this time.	Building and Maintenance
No report at this time.	<u>Finance</u>
No report at this time.	Service & Policy
No report at this time.	Personnel
No report at this time.	<u>Law</u>
No report at this time.	Strategic Plan
No report at this time.	<u>Capital</u> <u>Campaign</u> <u>Committee</u>
None.	<u>Unfinished</u> <u>Business</u>

Other Staff Reports

**New Business** 

Trustee Ryan motioned to approve the updating of the Illinois Funds authorized signatures for the operating fund and the special reserve fund. Trustee Leafblad seconded the motion. No discussion took place. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis –

Approval of the updating of the Illinois Funds authorized signatures for the operating fund and the

aye; Leafblad - aye; Lebert- absent; Ryan - aye.

Motion passed. 6 ayes, 0 nays, 1 absent.

Approval of the 2016 Illinois Public Library Annual Report-For Action

Treasurer Jennings motioned to approve the 2016 Illinois Public Library Annual Report. Trustee Barcelona seconded the motion. Director Weimar compared pertinent statistics from 2014 to the last fiscal year of 2015. Revenue and expenditures, collection statistics, program and reference counts, attendance for the building and more were highlighted. Some significant statistics have gone down from 2014 (circulation, attendance, program numbers and reference questions) and staff are looking for ways to bring those numbers back up. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – aye.

Motion passed. 6 ayes, 0 nays, 1 absent.

2016-2017 Strategic Plan - For Action

Trustee Leafblad motioned to approve the 2016-2017 Strategic Plan. Trustee Kleis seconded the motion. Mary Adamowski, Chair of the Strategic Plan Committee, provided an overview of the process which included the Library Board keeping the 2014-2016 mission and goals and then reviewed with staff input and meetings held to produce this draft. Ms. Adamowski stated the new plan highlighted a patron driven collection, outreach services, building improvements and was aggressive and cutting edge. Mary Adamowski thanked Jackie Boyd and Kristen Holding for the Strategic Plan's design. Discussion from Board members asking Strategic Plan Committee members to clarify various goals and objectives took place. Senior Circulation Clerk Laura Larson explained about provisional cards and how this initiative would help patrons check out a limited amount of materials if they did not have all of the identification needed to apply for or renew a library card. Trustee Jennings commented on this initiative as helping improve customer service. Trustee Jennings asked about Goal 2, Objective 2 and Jackie Boyd clarified the marketing strategies for the Library to be out in the community. Virtual Services Manager Jason Rock answered Trustee Leafblad's inquiry on a new app for the library and how it can be used to offer more services. Cataloger 2 Carol Maresh stated MARC records for electronic holdings were being created and entered into Polaris. Reference Librarian I Stephanie Thomas spoke about innovative programs, such as, Touch-a-Truck, which are collaborations with other community agencies. Mary Adamowski stated how reaching a million circulations could be attainable.

A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – aye.

Motion passed. 6 ayes, 0 nays, 1 absent.

Approval to close the Orland Park Public Library on Sunday, May 29, 2016; Sunday, July 3, 2016; Friday, August 5, 2016; Sunday, August 7, 2016; and Sunday September 4, 2016 --For Action

Trustee Leafblad motioned to approve to close the Orland Park Public Library on Sunday, May 29, 2016; Sunday, July 3, 2016; Friday, August 5, 2016; Sunday, August 7, 2016; and Sunday September 4, 2016. Trustee Kleis seconded the motion. Director Weimar explained the May, July and September Sunday closings were in conjunction with federal holidays. The August closings will allow the Village of Orland Park to use the Library parking lot for the Taste of Orland. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – aye; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – aye.

Motion passed. 6 ayes, 0 nays, 1 absent.

President Healy stated the Carter program held last week was very good and Trustee Leafblad, who also attended, stated how informative the Carter presentation was and how the audience enjoyed it.

Announcements

Trustee Ryan inquired about the correspondence from St. Coletta's of Illinois. Director Weimar explained it was notification of their intent to file a tax appeal. Inquiries were made as to St. Coletta's tax exempt status.

Adjournment

President Healy expressed thanks to the committee members on their work with the Strategic Plan.

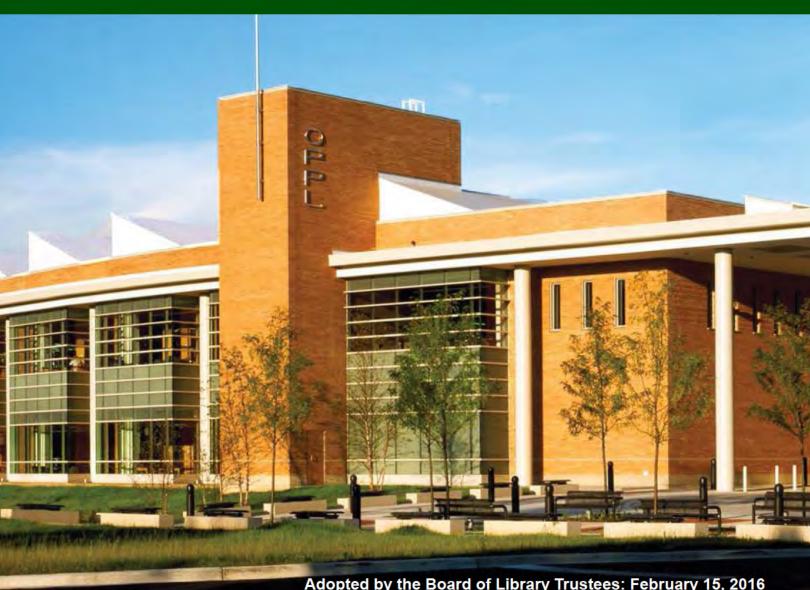
Treasurer Jennings moved to adjourn the meeting and was second call vote took place as follows: Barcelona – aye; Healy – aye; Je	
Leafblad – aye; Lebert– absent; Ryan – aye.	
Motion passed. 6 ayes, 0 nays, 1 absent.	
The meeting was adjourned at 8:35 p.m.	
Diane I. Jennings	
Secretary Pro tem	
Approved:	Date:

Minutes prepared by Mary K. Weimar



# Strategic Plan:

Orland Park Public Library 2017



Adopted by the Board of Library Trustees: February 15, 2016

Reviewed by Board:

Updated:



Each and every day, we are committed to our **mission** to stimulate imaginations, educate, entertain, and welcome everyone so that we can achieve our **vision** to become an exciting, friendly, cutting edge center of the community while continually supporting our values of:

Creativity

Communication

Truth

Inclusiveness

**Efficient Service** 

Community Support

Learning

Dedication

Joy

### Library Board of Trustees

Nancy W. Healy

Denis Ryan

Diane I. Jennings Catherine M. Lebert

Christian Barcelona

Elan Kleis

Joanna M. Liotine Leafblad

President

Vice-President

**Treasurer** 

Secretary

Trustee

**Trustee** 

Trustee

## Strategic Plan Committee

Mary Adamowski

Chair

Jackie Boyd

Linda Conrath

Laura Larson

Carol Maresh

Jason Rock

Stephanie Thomas

Mary K. Weimar

Director

#### Ad Hoc Members

Kitty Creed

Kelly Cuci

**Howard Griffin** 

Kristen Holding

Andrew Masura

Diane Norris-Kuczynski

Julie Pryor

Kassandra Spence

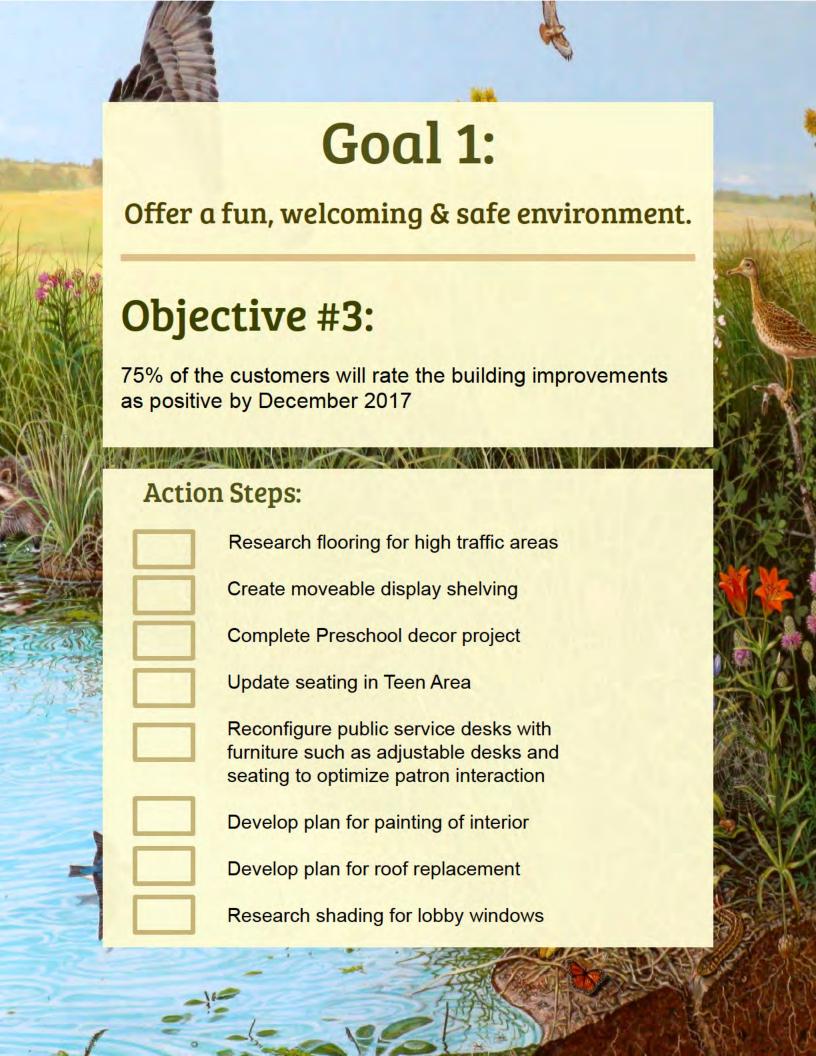
Diane Srebro

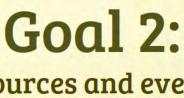
Wendy Xie

Robin Wagner









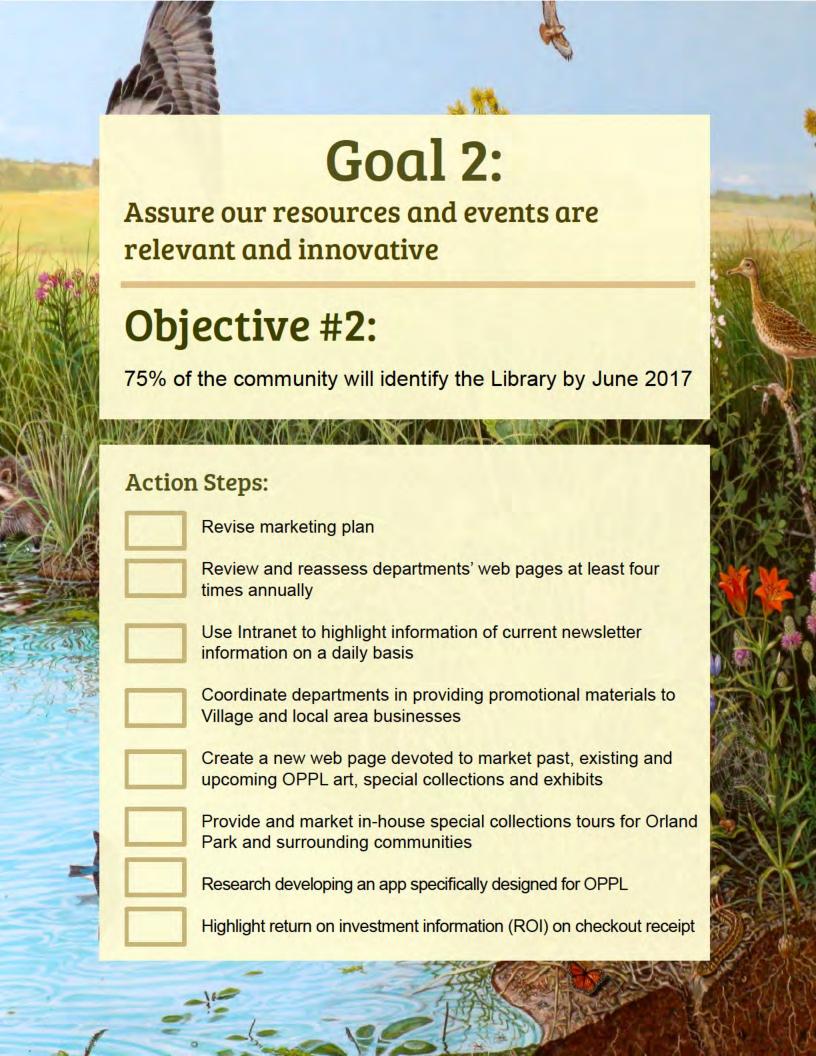
Assure our resources and events are relevant and innovative

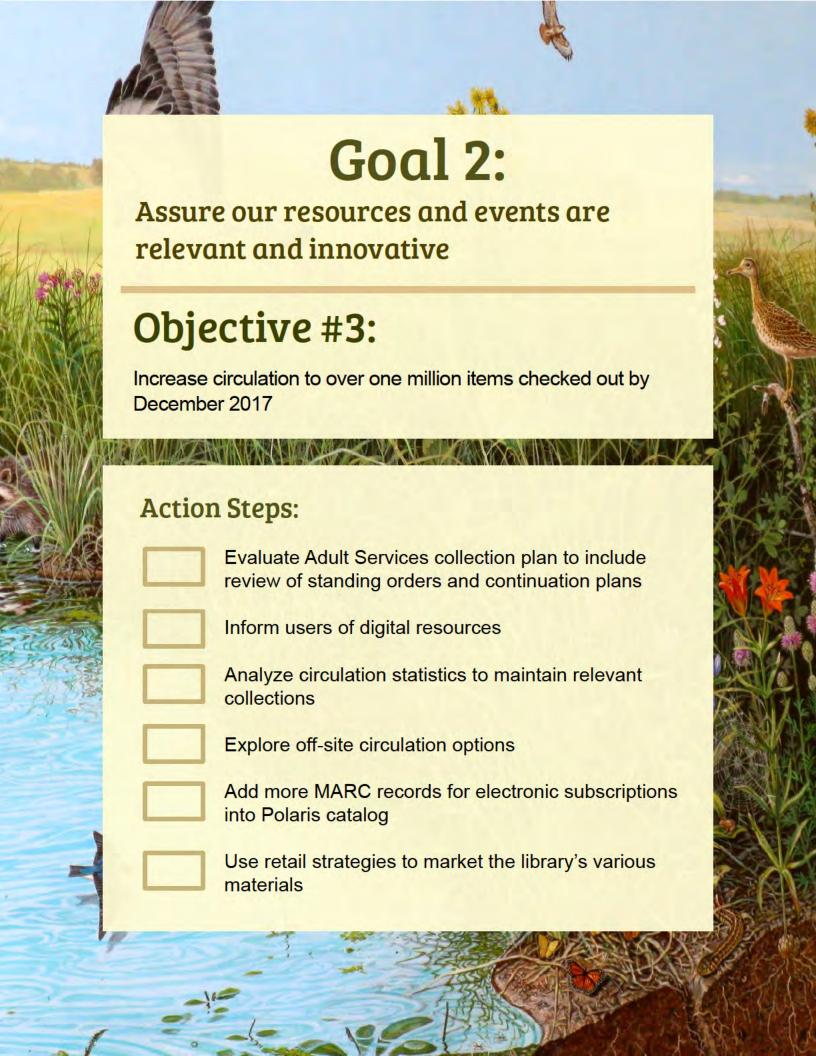
### Objective #1:

Maintain optimal training space and equipment by December 2017

### **Action Steps:**

- Upgrade to digital audiovisual equipment
- Move Youth Services audiovisual materials to Preschool Area
- Research cost and placement of outdoor nature space
- Redesign existing shelving for easier browsing
- Replace 24/7 lockers with upgraded system
- Investigate and develop plan for flexible wall system in Adult Computer Commons Area
- Use new marketing strategies to highlight digital resources





## Goal 3:

Partner with and serve the entire community

### Objective #1:

Grow and market 7—10 new community partnerships through programming and services by December 2017

### **Action Steps:**

Establish and provide Outreach Services visitations and book discussions to new assisted living centers
Partner with area special needs groups to establish a movie series
Outreach Services and Youth Services partner to provide dyslexia programming
Partner with local craft guilds to host library-wide quilt show
Explore additional opportunities with Village of Orland Park
Promote the Friends of OPPL

Partner with community businesses to provide

Partner with local area schools to provide programming

programming opportunities for patrons

opportunities for patrons



Partner with and serve the entire community

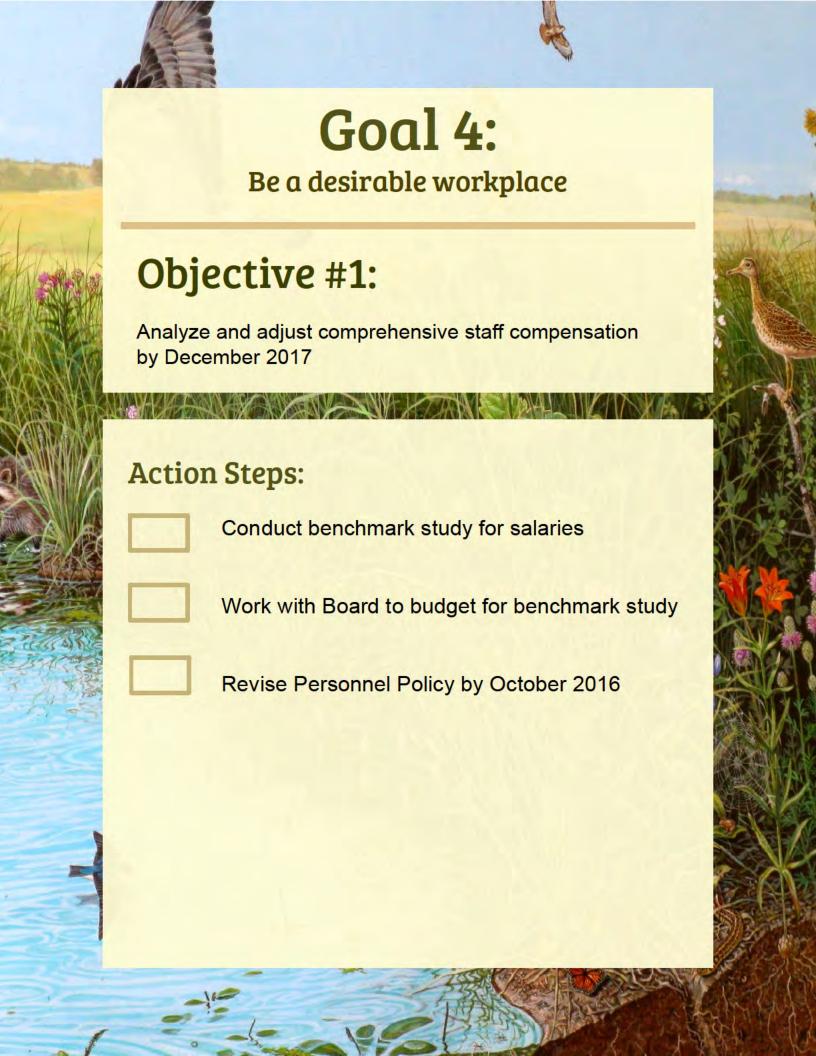
### Objective #2:

Introduce 5 new programming opportunities for patrons of all ages by December 2017

### **Action Steps:**

- Collaborate with local area schools for learning opportunities for students
- Coordinate with other departments on programs/events that recognize library-wide audiences
- Re-establish teacher workshops offering CPDU
- Re-evaluate materials and programming opportunities for LGBTQ patrons
- Provide outdoor family movies and events







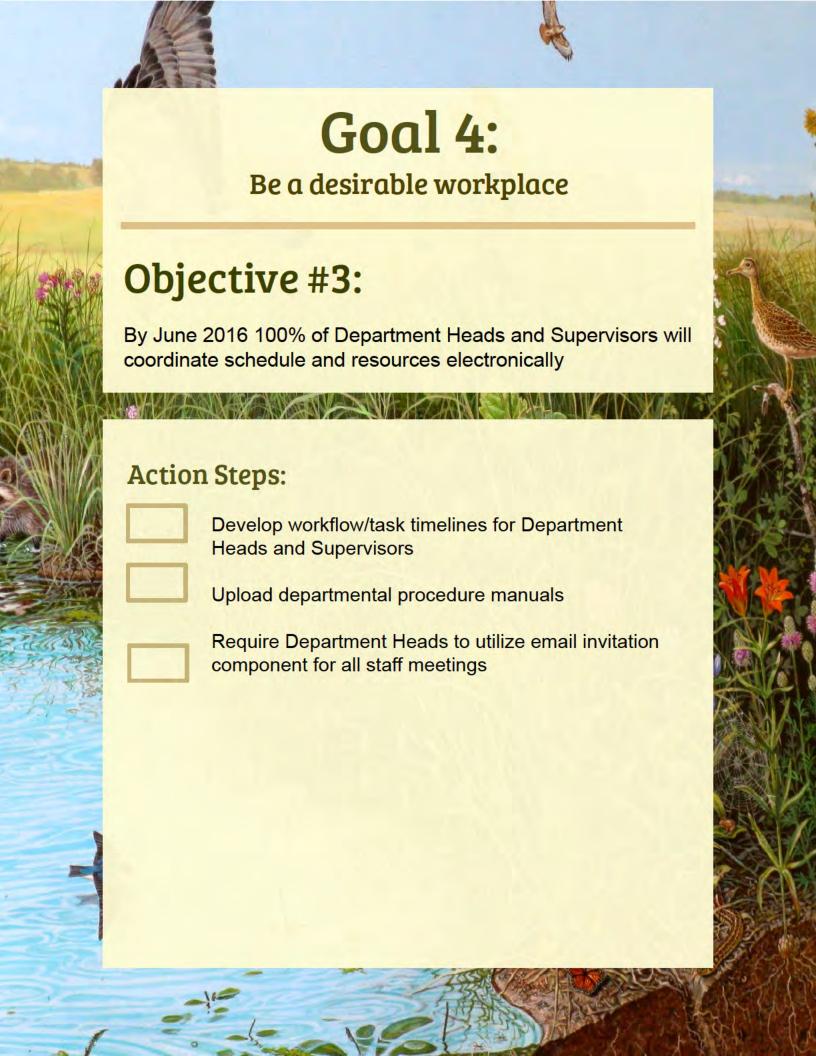
Be a desirable workplace

### Objective #2:

100% of all staff will meet core competencies set by Library by December 2017

### **Action Steps:**

- Using measuring tool to develop core competencies for staff by position to assess each staff member for skill levels
- Create staff development plan and competency standards to provide consistent training
- Offer training to staff in order to meet competency levels





Develop staff mentoring program

Provide cost effective vending service



Be a desirable workplace

### Objective #5:

Discover and cultivate staff skills and talents annually

### **Action Steps:**

Develop minimum continuing education
standards opportunities for staff in all
departments

- Implement cross training between all departments
- Create new museum protocol continuing education opportunities
- Use internal survey to identify staff talents
- Increase intradepartmental communication for effective workflow and better customer service
- Explore wireless access to areas in building for library use

Policy and Procedure Manual	Section
Marketing Plan	Issued: August 19, 2013 Revised March 21, 2013 Approving Authority: Board of Library Trustees

#### **Core Strategy**

Promote the library's services, materials, and programs with the idea that it is all about what the library can do for its patrons.

Promote the Orland Park Public Library: Its services, materials, programs, and staff by focusing on key areas of importance and providing excellent customer service.

#### Target audiences

#### Niche Audience

- 76 percent of 1,410 library social media fans are female. 71 percent of respondents in a survey of 270 patrons in 2015 reported their gender to be female.
- 28 percent of social media fans are 25 to 34 years old followed by 26 percent of social media fans that are 35 to 44 years old. 40 percent of respondents in a survey of 270 patrons in 2015 reported their age to be 65 to 74 years old.

#### Audiences that need more attention

- o Men
- Young adults
- Patrons with disabilities

#### Goals for 2016 - 2017

- 1. Strengthen library identity
- 2. Continue to provide highly satisfactory programs and materials to residents
- Make sure persons with special needs are accommodated
- 4. Keep developing staff communications to promote the library from every angle
- 5. Educate patrons about the convenient services the library offers
- 6. Find more opportunities to indirectly reach patrons

To attract 20-30 year old customers to utilize materials, staff knowledge, and library programs

To enhance customer service in all areas

Goal #1: Strengthen library identity

#### **Objective**

Reach 18,000 Orland Park Public Library eConnection Newsletter sign up requests by December 2017.

#### **Action Steps**

- Use logo and branding on all promotional signage.
- Develop standard fonts, images, and style to be used across all promotional library items by June 1, 2016 in a style guide.
- Send representatives to local events such as Farmer's Market, Community Expo,
   Tree Trimming, and Active Senior Expo for visibility.
- Improve and freshen the eConnection Newsletter with new borders and style to draw the eye down through the email.
- Give patrons more chances to stay connected by telling them about the library's eConnection Newsletter and social media presence while out in the community.
- Put together some library statistics for realtors to put in their packets for perspective community residents and send them to big realtors in the area by June 1, 2016.

Goal #2: Continue to provide highly satisfactory programs and materials to residents

#### Objective

Continue to show interest and follow through with programs and media patrons want by June 1, 2016.

#### **Action Steps**

- Make an interdepartmental effort to make sure reasonable public requests are fulfilled and questions are answered.
- Talk to patrons individually to learn about what they are interested in during customers service transactions and while out in the community.
- Review comment cards, correspondence, and purchase requests to find out new books and media patrons are interested in.
- Watch the amount of "Likes" that Facebook posts receive to determine the intervals in which to cover different topics on social media and the best time of day to post.

 Do quarterly assessments of programs and their marketability, and compare these programs to similar offerings at other libraries.

Goal #3: Make sure persons with special needs are accommodated

#### Objective

Assess whether the library is accessible and accommodating to differently abled people by June 2016.

Develop and promote programs for special needs customers, children and adult

#### **Action Steps**

 Educate and train staff on best practices for serving patrons with special needs Survey special needs customers and family/advocates to determine best materials and programs to offer

Develop plan for ordering materials and developing programs

Promote through special recreation publications, schools, township, village, newsletter, local papers, and websites

- Create partnerships with local schools, special needs organizations, and township to better serve this audience
- Develop standard inclusive verbiage for quarter sheets distributed in the community.
- Assess whether a request form for special accommodations should be made available to the community, and make taking a request for special accommodations a standardized procedure outlined in the policy and procedure manual.
- Review signage visibility from various eye levels. Use strong color contrasts in signage for better visibility.
- Determine whether captioning should be added to videos created about library events and programming.
- Provide information about the color of items when necessary.
- Make orlandparklibrary.org more accessible to patrons with special needs

Goal #4: Keep developing staff communications to promote the library from every angle

#### **Objective**

Prepare all staff to be able to share library promotions with patrons and potential patrons while performing customer service duties by June 1, 2016.

#### **Action Steps**

- Regularly provide staff that interacts directly with the public a cheat sheet of information to be disseminated to the public such as new promotions or policies.
- Post information about new promotions next to the locker banks or on the employee intranet home page.
- Coordinate between staff to create and promote programs that tie into community events and involve people from the Orland Park community.

Goal #5: Educate patrons about the convenient services the library offers

#### **Objective**

Continue to show patrons and potential patrons the library is a positive and convenient place by December 1, 2016.

#### **Action Steps**

- Educate patrons about time-saving procedures like placing holds, using databases from home, reserving delivery, using after-hours pick up lockers, etc. through good customer service, social media posts, and signage.
- Develop Return on Investment signage to spread across social media, the building, and word of mouth making patrons aware of the money savings incurred by library usage versus buying or renting elsewhere.
- Do a signage audit to make sure signs, posters, quarter sheets, booklets, bookmarks, and community flyers are more accessible and easier to view. Move or redesign signage that is not fulfilling its purpose.
- Do promotions to bring patrons who haven't visited for a while back such as:
   competitions during library appreciation month or a notecard mailer about parts of the library that have likely changed since patrons last visited.
- Enhance the website, social media pages, and newsletter to make patrons aware of new events, policies, and offerings without coming to the library.

Goal #6: Find more opportunities to indirectly reach patrons and potential patrons

#### Objective

Reach 38,000 active residential library cards by June 1, 2017.

#### **Action Steps**

- Partner with local business and social organizations like the Chamber of Commerce, the Village of Orland Park, and the newspapers to reach community members who may not have the time to come into the library.
- o Place marketing materials in books as patrons check them out.

- Send quarter sheets to the Village, train station, and Sportsplex for their visitors to see. Look for more places to promote library events.
- Send press releases and interesting new information about the library to the newspapers. Follow up with newspaper to determine best contact methods and best format to send information in.
- Get the library's name mentioned in the newspaper by being the location of a big event or by being one part of a bigger story.
- Work with the village to announce library events on regular intervals with Channel 4 public television.
- Invite local, state, and federal officials to tour the library.

#### Marketing Mediums to be used

- The Connection Newsletter
- o OrlandParkLibrary.org
- Posters / Brochures
- Quarter Sheets / Half Sheets / Bookmarks
- The eConnection Eblast
- Public Television Slideshows and Movie Clips
- Press Releases / Newspaper Articles
- Networking / Word of Mouth
- o Freebies
- Business Cards
- Social Media: Facebook, Twitter, and Pinterest
- Additional resources provided by the ALA

#### **Evaluation**

The Library Board and Director will evaluate the success of the plan and interject when necessary.

Assess circulation of new materials and new program attendance Create and place survey in all new materials and at new programs

#### **Marketing Budget**

Funds have been allocated to line items in the overall budget specific to vendors, newsletters, postage, etc.

Allocate funds for staff training and education, new materials, and program

Survey 20-30 year olds at offsite locations such as Starbucks, Chipotle, Dave & Busters, Barnes & Noble, fitness clubs, restaurants, pubs, etc. to determine best materials and programs to offer

Develop plan for ordering materials and developing programs

Promote through social media, fitness clubs, restaurants, online media outlets, word of mouth

Create partnerships with local groups to better serve this audience

Assess circulation of new materials and new program attendance

Create and place survey in all new materials and at new programs

Allocate funds for survey

Allocate funds materials and programs

#### **Objective**

Assess customer service levels and develop plan to increase high levels of customer satisfaction

#### **Action Steps**

Survey library visitors and staff to determine what areas need to be enhanced Develop plan for enhancing customer service and training staff

Encourage feedback from customers and staff with on line comment forms on library, village, and park district's websites, front of house, and staff break room Develop incentive plans for staff to provide better than average customer service and for customers to recognize excellent employees. e.g. Special bulletin board with

Comment cards for public/staff, promotional buttons

Promote enhanced customer service with in-house campaign, media outlets, staff, and customer contests

#### Evaluation

Monitor online and in house feedback from staff, visitors, and non visitors Survey library visitors, non visitors, and staff after a time period to assess change

#### Budget

Allocate funds for survey

Allocate funding to provide additional training and development to enhance customer service.

# Orland Park Public Library General Fund Explanation of Variances for General Fund Activity For The Month Ended February 29, 2016

#### Revenues

There have been significant tax receipts received in February. **Impact and Replacement taxes** were higher than budgeted for the month. **Interest Income** was higher than budgeted due to investments being set up with longer maturies providing higher rates of return.

#### **Expenditures**

Overall Expenditures were \$ 78,843 under budget for the month and \$ 129,482 under budget year-to-date

**Salaries** is under budget by \$8,522 for February and \$17,626 under budget year-to-date. There are a few open positions to be filled.

**Accounting** is \$ 799 over budget for the month due to quarterly and annual payroll tax returns

**Purchases - New Equipment** is over budget \$ 3,083 for February due to purchase of a new copier machine.

**Audit** is over budget \$ 1,625 for the month due to installment billings for the FY2015 audit work.

#### Orland Park Public Library Balance Sheet - All Funds As of February 29,2016

	General Fund	Special Reserve	Capital Campaign	Debt Service	Total
Assets					
Cash - Marquette Cash - Marquette E-Commerce Illinois Funds PMA Financial Investments US Bank Cash - Harris Bank Petty Cash Interest Receivable Property Taxes Receivable	203,191.67 15,570.21 190,947.29 4,531,392.40 882,769.05 118.70 300.00 13,606.05 4,163,352.83	0.00 0.00 6,844.02 662,653.60 0.00 0.00 717.30 0.00	66,939.43 0.00 0.00 0.00 0.00 0.00 0.00 0.00	0.00 0.00 33,385.17 445,440.07 284,333.76 0.00 0.00 1,278.53 1,361,359.24	270,131.10 15,570.21 231,176.48 5,639,486.07 1,167,102.81 118.70 300.00 15,601.88 5,524,712.07
Prepaid Expenses Due From Debt Service	112,660.15 0.00	0.00 0.00	0.00 0.00	0.00 0.00	112,660.15 0.00
Total Assets	10,113,908.35	670,214.92	66,939.43	2,125,796.77	12,976,859.47
Liabilities & Fund Balance IMRF W/H Payable 457 Plan W/H Payable Due to General Fund Deferred Property Tax Revenue Accounts Payable Estimated Property Tax Refunds Due to Primary Government	0.00 12.50 0.00 4,163,352.83 37,455.23 0.00 0.00	0.00 0.00 0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 1,361,359.24 0.00 0.00 58,923.12	0.00 12.50 0.00 5,524,712.07 37,455.23 0.00 58,923.12
Total Liabilities	4,200,820.56	0.00	0.00	1,420,282.36	5,621,102.92
Beginning Unrestricted Fund Balance Fund Balance-Restricted IMRF Fund Balance-Restricted Social Security Fund Balance-Restricted Liab. Insurance Fund Balance-Restricted Worker's Comp Fund Balance-Restricted Unemploymt Ins	5,673,835.36 3,543.00 25,462.00 25,012.00 5,408.00 26,247.00	669,735.13 0.00 0.00 0.00 0.00 0.00	66,628.45 0.00 0.00 0.00 0.00 0.00	459,943.59 0.00 0.00 0.00 0.00 0.00	6,870,142.53 3,543.00 25,462.00 25,012.00 5,408.00 26,247.00
Excess (Deficiency) of Revenues Over (Under) Expenditures	153,580.43	479.79	310.98	245,570.82	399,942.02
Ending Fund Balance	5,913,087.79	670,214.92	66,939.43	705,514.41	7,355,756.55
Total Liabilities & Fund Balance	10,113,908.35	670,214.92	66,939.43	2,125,796.77	12,976,859.47

#### Orland Park Public Library General Fund Statement of Revenue & Expenditures For The Month Ended February 29, 2016

	Actual Month	Monthly Budget	% of Budget	Actual Y-T-D	Budget Y-T-D	% of Total Budget	Total Budget
Revenues							
Taxes Impact Fees Replacement Taxes State Grants Non Resident Fees Fines Gifts Copy Machine Interest Income Miscellaneous Income	880,014.17 2,750.00 1,977.28 0.00 364.29 4,544.65 250.00 1,404.98 1,410.27 530.82	424,447 2,083 1,042 2,083 667 5,000 833 1,250 1,250 833	207.33% 132.02% 189.76% 0.00% 54.62% 90.89% 30.01% 112.40% 112.82% 63.72%	880,343.91 2,750.00 1,977.28 0.00 853.64 9,505.55 1,275.00 2,514.25 3,034.92 822.22	848,895 4,167 2,083 4,167 1,333 10,000 1,667 2,500 2,500 1,667	17.28% 11.00% 15.82% 0.00% 10.67% 15.84% 12.75% 16.76% 20.23% 8.22%	5,093,367 25,000 12,500 25,000 8,000 60,000 10,000 15,000 15,000
Total Revenues	893,246.46	439,489	203.25%	903,076.77	878,979	17.12%	5,273,867
Expenditures							
Salaries Salaries - Maintenance Life/Health Insurance Books Electronic Databases Periodicals Audio Visual Materials Audio Visual Equipment Book Rebinding Accounting Insurance Landscaping & Groundskeeping Building Maintenance Security System Library Office & Equipment Legal Library Consultant Electricity Water & Sewer Natural Gas	189,291.79 9,198.79 32,547.27 19,625.03 5,333.93 2,773.78 11,817.94 0.00 0.00 1,465.96 2,823.25 1,037.91 12,100.58 0.00 0.00 278.28 1,000.00 0.00 278.28 1,000.00 0.00 2,422.81	197,814 8,975 37,096 34,167 6,083 3,167 13,333 83 0 667 3,042 2,033 20,833 750 83 10,000 1,000 0 583 3,333	95.69% 102.49% 87.74% 57.44% 87.69% 87.58% 88.64% 0.00% 219.78% 92.81% 51.05% 58.08% 0.00% 0.00% 2.78% 0.00% 0.00% 72.69%	378,003.81 18,742.12 85,894.54 44,734.06 10,667.86 6,161.98 23,445.55 0.00 0.00 1,963.36 5,646.50 1,037.91 24,986.77 0.00 0.00 323.03 1,000.00 591.96 4,550.83	395,630 17,951 74,192 68,333 12,167 6,333 26,667 167 0 1,333 6,083 4,067 41,667 1,500 167 20,000 2,000 0 1,167 6,667	15.92% 17.40% 19.30% 10.91% 14.61% 16.22% 14.65% 0.00% 24.54% 15.47% 4.25% 9.99% 0.00% 0.00% 0.27% 0.00% 0.00% 8.46%	2,373,785 107,705 445,152 410,000 73,000 38,000 160,000 1,000 8,000 36,500 24,400 250,000 9,000 120,000 120,000 0 7,000 40,000
Telephone Purchase - New Equipment Building & Custodial Supplies Building Repairs Lib. & Off. Eqpt Rep. & Maint Machine Rental Automation - Equipment Automation - Line Costs Automation - Consultant Automation - Maintenance Library Furniture Outreach Services	2,422.81 387.03 4,750.00 2,643.06 0.00 52.80 0.00 146.99 248.88 10,252.31 3,021.23 0.00 1,031.68	3,333 917 1,667 2,833 1,833 1,375 333 6,667 542 13,417 4,167 5,000 583	42.21% 284.94% 93.30% 0.00% 3.84% 0.00% 2.20% 45.92% 76.41% 72.50% 0.00% 176.96%	4,550.83 1,027.98 10,161.83 6,826.50 0.00 1,525.06 399.00 4,337.38 512.26 20,504.62 3,111.92 0.00 1,188.18	1,833 3,333 5,667 3,667 2,750 667 13,333 1,083 26,833 8,333 10,000 1,167	9.35% 50.81% 20.08% 0.00% 9.24% 9.98% 5.42% 7.88% 12.74% 6.22% 0.00% 16.97%	40,000 11,000 20,000 34,000 22,000 16,500 4,000 6,500 161,000 50,000 6,000 7,000

#### Orland Park Public Library General Fund Statement of Revenue & Expenditures For The Month Ended February 29, 2016

	Actual Month	Monthly Budget	% of Budget	Actual Y-T-D	Budget Y-T-D	% of Total Budget	Total Budget
Board Training & Education	775.00	667	116.19%	1,050.00	1,333	13.13%	8,000
Staff Training & Education	948.68	2,250	42.16%	3,277.50	4,500	12.14%	27,000
Conference Fees	150.00	542	27.68%	150.00	1,083	2.31%	6,500
Patron Programs & Events	1,544.12	3,750	41.18%	3,109.75	7,500	6.91%	45,000
Association Dues & Fees	285.00	667	42.73%	475.00	1,333	5.94%	8,000
Public Information	377.50	3,250	11.62%	738.99	6,500	1.89%	39,000
Library Supplies	2,982.98	3,750	79.55%	4,395.77	7,500	9.77%	45,000
Office Supplies	223.99	917	24.43%	271.33	1,833	2.47%	11,000
Postage	232.04	1,167	19.88%	820.33	2,333	5.86%	14,000
Printing	0.00	584	0.00%	0.00	1,167	0.00%	7,000
Contigency	0.00	0	0.00%	0.00	0	0.00%	0
Contribution to IMRF	17,485.43	17,708	98.74%	35,155.81	35,416	16.54%	212,494
Contribution to FICA	14,858.73	15,819	93.93%	29,699.49	31,639	15.65%	189,831
Audit	2,500.00	875	285.71%	4,500.00	1,750	42.86%	10,500
Liability InsD&O,Bonds,WC	4,001.50	4,583	87.31%	8,003.00	9,167	14.55%	55,000
Unemployment Compensation	0.00	334	0.00%	0.00	667	0.00%	4,000
Bank Charges	30.00	250	12.00%	504.36	500	16.81%	3,000
Total Expenditures	360,646.27	439,489	82.06%	749,496.34	878,978	14.21%	5,273,867
Excess (Deficiency) of Revenue Over (Under) Expenditures	es 532,600.19	0	-100.00%	153,580.43	0	-100.00%	0
C.O. (Sildor) Exponditures	302,000.10	•	100.0070	. 50,0001-70	v	100.0070	· ·
Interfund Transfers In / (Out)	0.00	0	0.00%	0.00	0	0.00%	0
Net Change in Fund Balance	532,600.19	0	-100.00%	153,580.43	0	-100.00%	0

#### Orland Park Public Library Other Funds Statement of Revenue & Expenditures For The Month Ended February 29, 2016

_	Special Reserve Month	Special Reserve Y-T-D	Capital Campaign Month	Capital Campaign Y-T-D	Debt Service Month	Debt Service Y-T-D
Revenues						
Taxes Impact Fees	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00	284,333.76 0.00	284,442.68 0.00
Replacement Taxes	0.00	0.00	0.00	0.00	0.00	0.00
State Grants	0.00	0.00	0.00	0.00	0.00	0.00
Non Resident Fees	0.00	0.00	0.00	0.00	0.00	0.00
Fines	0.00	0.00	0.00	0.00	0.00	0.00
Gifts	0.00	0.00	0.00	0.00	0.00	0.00
Copy Machine	0.00	0.00	0.00	0.00	0.00	0.00
Interest Income	258.00	479.79	5.31	10.98	198.27	410.22
Capital Campaign	0.00	0.00	300.00	300.00	0.00	0.00
Miscellaneous Income	0.00	0.00	0.00	0.00	0.00	0.00
Total Revenues	258.00	479.79	305.31	310.98	284,532.03	284,852.90
Expenditures						
Building Repairs	0.00	0.00	0.00	0.00	0.00	0.00
Audio Visual Equipment	0.00	0.00	0.00	0.00	0.00	0.00
Automation - Equipment	0.00	0.00	0.00	0.00	0.00	0.00
Automation - Consultant	0.00	0.00	0.00	0.00	0.00	0.00
Library Furniture	0.00	0.00	0.00	0.00	0.00	0.00
Library Supplies	0.00	0.00	0.00	0.00	0.00	0.00
Bank Charges	0.00	0.00	0.00	0.00	0.00	0.00
Debt Service Repaid to Village	0.00	0.00	0.00	0.00	19,641.04	39,282.08
Total Expenditures	0.00	0.00	0.00	0.00	19,641.04	39,282.08
Excess (Deficiency) of Revenues Over (Under) Expenditures	258.00	479.79	305.31	310.98	264,890.99	245,570.82
Interfund Transfers In / (Out)	0.00	0.00	0.00	0.00	0.00	0.00
Net Change in Fund Balance	258.00	479.79	305.31	310.98	264,890.99	245,570.82

### Orland Park Public Library Check Detail

February 16 through March 21, 2016

	Туре	Num	Date	Name	Account	Original Amount
	Bill Pmt -Check	55403	02/17/2016	Annuity Premium Reserve Account	101010 · Cash - Marquette	-300.00
	Bill	Feb 1, 2016	02/01/2016		102160 · 457 Plan W/H Payable	300.00
TOTAL						300.00
	Bill Pmt -Check	55404	02/17/2016	Apple Books	101010 · Cash - Marquette	-1,422.45
	Bill	104348	01/21/2016		104311 · Books - Youth	1,422.45
TOTAL						1,422.45
	Bill Pmt -Check	55405	02/17/2016	Baker & Taylor	101010 · Cash - Marquette	-225.31
	Bill	B08561140	01/26/2016		104342 · Audio Visual Materials-Outreach	29.55
	Bill	2031672050	02/01/2016		104312 · Books - Outreach	64.79
	Bill	2031672112	02/02/2016		104311 · Books - Youth	11.97
	Bill	2031697676	02/08/2016		104312 · Books - Outreach	50.09
	Bill	2031691702	02/08/2016		104311 · Books - Youth	10.16
	Bill	2031699191	02/09/2016		104312 · Books - Outreach	49.17
	Bill	2031697728	02/09/2016		104311 · Books - Youth	9.58
TOTAL						225.31
	Bill Pmt -Check	55406	02/17/2016	Battery Giant Orland Park	101010 · Cash - Marquette	-112.78
	Bill	10738	02/03/2016		104530 · Building & Custodial Supplies	112.78
TOTAL						112.78
	Bill Pmt -Check	55407	02/17/2016	Becky W. McCormack	101010 · Cash - Marquette	-7.24
	Bill	02/02/2016	02/02/2016		104620 · Staff Training & Education	7.24
TOTAL						7.24

### Orland Park Public Library Check Detail

February 16 through March 21, 2016

	Туре	Num	Date	Name	Account	Original Amount
	Bill Pmt -Check	55408	02/17/2016	Bettenhausen Chrysler Jeep	101010 · Cash - Marquette	-156.50
	Bill	CHCS644356	01/30/2016		104600 · Outreach Services	156.50
TOTAL						156.50
	Bill Pmt -Check	55409	02/17/2016	Blackstone Audio, Inc.	101010 · Cash - Marquette	-221.22
	Bill	812610	02/01/2016		104340 · Audio Visual Materials - Adult	221.22
TOTAL						221.22
	Bill Pmt -Check	55410	02/17/2016	Cash	101010 · Cash · Marquette	-159.89
	Bill	Petty Cash Reimburse	02/17/2016		104642 · Patron Programs & Events-Youth	27.44
					104730 · Postage	9.80
					104620 · Staff Training & Education	15.12
					104620 · Staff Training & Education	9.18
					104642 · Patron Programs & Events-Youth	4.00
					104642 · Patron Programs & Events-Youth	18.00
					104530 · Building & Custodial Supplies	74.15
					104530 · Building & Custodial Supplies	2.20
TOTAL						159.89
	Bill Pmt -Check	55411	02/17/2016	Cavendish Square	101010 · Cash - Marquette	-414.95
	Bill	3020139	01/22/2016		104311 · Books - Youth	237.05
	Bill	3020468	01/22/2016		104311 · Books - Youth	177.90
TOTAL						414.95
	Dill Dont Charle	EE442	02/47/2040	Contar Boint Large Brief	404040 Cook Marguette	400.05
	Bill Pmt -Check	55412	02/17/2016	Center Point Large Print	101010 · Cash - Marquette	-109.05

	Туре	Num	Date	Name	Account	Original Amount
TOTAL	Bill	1354552	02/01/2016		104312 · Books - Outreach	109.05 109.05
	Bill Pmt -Check	55413	02/17/2016	Charles Martello	101010 · Cash - Marquette	-125.00
TOTAL	Bill	March 3rd Program	02/29/2016		104640 · Patron Programs&Events-Outreach	125.00 125.00
	Bill Pmt -Check	55414	02/17/2016	Comcast	101010 · Cash - Marquette	-305.13
TOTAL	Bill	40892819	02/01/2016		104520 · Telephone	305.13 305.13
	Bill Pmt -Check	55415	02/17/2016	Debra Miller	101010 · Cash - Marquette	-350.00
TOTAL	Bill	March 16th Program	02/29/2016		104640 · Patron Programs&Events-Outreach	350.00 350.00
	Bill Pmt -Check	55416	02/17/2016	Findaway World, LLC	101010 · Cash - Marquette	-728.75
TOTAL	Bill Bill	176393 177386	02/04/2016 02/15/2016		104340 · Audio Visual Materials - Adult 104341 · Audio Visual Materials - Youth	436.51 292.24 728.75
	Bill Pmt -Check	55417	02/17/2016	Ful-line Janitor Supply, Inc.	101010 · Cash · Marquette	-47.60
TOTAL	Bill	3718	01/27/2016		104530 · Building & Custodial Supplies	47.60 47.60

	Туре	Num	Date	Name	Account	Original Amount
	Bill Pmt -Check	55418	02/17/2016	Gale/Cengage Learning	101010 · Cash - Marquette	-837.25
	Bill	57267563-a	01/25/2016		104310 · Books - Adult	12.79
	Bill	57369732	02/01/2016		104310 · Books - Adult	50.35
	Bill	57432894	02/04/2016		104312 · Books - Outreach	57.58
	Bill	57432885	02/04/2016		104312 · Books - Outreach	344.67
	Bill	57451302	02/05/2016		104312 · Books - Outreach	188.73
	Bill	57451306	02/05/2016		104312 · Books - Outreach	87.17
	Bill	57480033	02/08/2016		104312 · Books - Outreach	95.96
TOTAL						837.25
	Bill Pmt -Check	55419	02/17/2016	Garvey's Office Products	101010 · Cash · Marquette	-206.73
	Bill	PINV1091812	01/22/2016		104530 · Building & Custodial Supplies	206.73
TOTAL						206.73
	Bill Pmt -Check	55420	02/17/2016	Grey House Publishing, Inc.	101010 · Cash - Marquette	-796.05
	Bill	336544	12/03/2015		104310 · Books - Adult	345.00
	Bill	919988	01/20/2016		104310 · Books - Adult	451.05
TOTAL						796.05
	Bill Pmt -Check	55421	02/17/2016	Hearne & Associates, P.C.	101010 · Cash - Marquette	-1,465.96
	Bill	17928	02/03/2016		104420 · Accounting	330.00
	Bill	17997	02/08/2016		104420 · Accounting	1,135.96
TOTAL						1,465.96
	Bill Pmt -Check	55422	02/17/2016	Ingram Library Services	101010 · Cash - Marquette	-3,885.92

	Туре	Num	Date	Name	Account	Original Amount
	Bill	See Invoice Recap	02/17/2016		104311 · Books - Youth	442.99
	Bill	See Invoice Recap	02/17/2016		104310 · Books - Adult	3,442.93
TOTAL						3,885.92
	Bill Pmt -Check	55423	02/17/2016	Konica Minolta Business Solutions USA Inc	101010 · Cash - Marquette	-52.80
	Bill	9002136154	02/01/2016		104550 · Lib. & Off. Eqpt Rep. & Maint	40.80
	Bill	9002139227	02/02/2016		104550 · Lib. & Off. Eqpt Rep. & Maint	12.00
TOTAL						52.80
	Bill Pmt -Check	55424	02/17/2016	M. Cooper Supply Company	101010 · Cash - Marquette	-69.07
	Bill	S1818595.001	01/18/2016		104530 ⋅ Building & Custodial Supplies	69.07
TOTAL						69.07
	Bill Pmt -Check	55425	02/17/2016	Mark Taylor	101010 · Cash - Marquette	-200.00
	Bill	March 18th Program	02/29/2016		104640 · Patron Programs&Events-Outreach	200.00
TOTAL	Diii	Water Tour Frogram	02/23/2010		10-10-10 - 1 alloit 1 lograms at vents-outleach	200.00
	Bill Pmt -Check	55426	02/17/2016	Mary G. Adamowski	101010 · Cash - Marquette	-30.45
				·	·	
	Bill	Feb 08, 2016	02/08/2016		104620 · Staff Training & Education	30.45
TOTAL						30.45
	Bill Pmt -Check	55427	02/17/2016	McClure Inserra & Company Chartered	101010 · Cash - Marquette	-2,000.00
	Bill	8690	01/31/2016		104920 · Audit	2,000.00
TOTAL						2,000.00

	Туре	Num	Date	Name		Account	Original Amount
	Bill Pmt -Check	55428	02/17/2016	Midwest Tape	101010 -	Cash - Marquette	-847.81
	Ziii i iii Ciiook	00120	02/11/2010	imanoot rapo	101010	ouon marquotto	o.m.o.
	Bill	93625911	01/26/2016		104340 • .	Audio Visual Materials - Adult	232.95
	Bill	93645809	02/02/2016		104340 -	Audio Visual Materials - Adult	247.97
	Bill	93646960	02/02/2016		104341	Audio Visual Materials - Youth	29.99
	Bill	93667508	02/09/2016		104341	Audio Visual Materials - Youth	119.97
	Bill	93668973	02/10/2016		104340 -	Audio Visual Materials - Adult	216.93
TOTAL							847.81
	Bill Pmt -Check	55429	02/17/2016	Neofunds By Neopost	101010 -	Cash - Marquette	-500.00
	Bill	10234543	01/27/2016		104730 -	Postage	500.00
TOTAL							500.00
	Bill Pmt -Check	55430	02/17/2016	NIR Roof Care, Inc.	101010 -	Cash - Marquette	-1,575.00
	Bill	105094	01/29/2016		104450 -	Building Maintenance	1,575.00
TOTAL							1,575.00
	Bill Pmt -Check	55431	02/17/2016	OverDrive, Inc.	101010 -	Cash - Marquette	-3,233.86
	Bill	012516	01/25/2016		104310 -	Books - Adult	84.00
	Bill	193619977	02/02/2016		104310 -	Books - Adult	40.00
	Bill	201848903	02/02/2016		104311 -	Books - Youth	499.13
	Bill	170054490	02/04/2016		104310 -	Books - Adult	72.99
	Bill	193752630	02/04/2016		104311 -	Books - Youth	150.86
	Bill	174624177	02/05/2016		104310 -	Books - Adult	28.00
	Bill	000243227	02/09/2016		104310 -	Books - Adult	17.99
	Bill	110855850	02/10/2016		104310 -	Books - Adult	26.99
	Bill	021116	02/11/2016		104310 -	Books - Adult	29.99

	Туре	Num	Date	Name	Account	Original Amount
	Bill	164405623	02/11/2016		104310 · Books - Adult	267.71
	Bill	000132073	02/11/2016		104310 · Books - Adult	18.99
	Bill	161809133	02/11/2016		104310 · Books - Adult	252.99
	Bill	161339873	02/11/2016		104310 · Books - Adult	118.10
	Bill	162420003	02/11/2016		104310 · Books - Adult	255.98
	Bill	162041903	02/11/2016		104310 · Books - Adult	99.94
	Bill	162702103	02/11/2016		104310 · Books - Adult	275.70
	Bill	163506690	02/11/2016		104310 · Books - Adult	438.68
	Bill	163828410	02/11/2016		104310 · Books - Adult	341.98
	Bill	163921507	02/11/2016		104310 · Books - Adult	26.00
	Bill	164237003	02/11/2016		104310 · Books - Adult	55.85
	Bill	164122650	02/11/2016		104310 · Books - Adult	104.99
	Bill	000152610	02/13/2016		104310 · Books - Adult	27.00
TOTAL						3,233.86
	Bill Pmt -Check	55432	02/17/2016	Park Ace Hardware	101010 · Cash · Marquette	-91.29
	Bill	01/31/2016	01/31/2016		104530 · Building & Custodial Supplies	61.19
					104530 · Building & Custodial Supplies	8.98
					104530 · Building & Custodial Supplies	18.97
					104530 · Building & Custodial Supplies	2.15
TOTAL						91.29
	Bill Pmt -Check	55433	02/17/2016	Penguin Random House LLC	101010 · Cash - Marquette	-544.50
	Bill	1086236601	01/20/2016		104340 · Audio Visual Materials - Adult	19.50
	Bill	1086236602	01/20/2016		104342 · Audio Visual Materials-Outreach	19.50
	Bill	1086251767	01/21/2016		104342 · Audio Visual Materials-Outreach	33.75
	Bill	1086257988	01/21/2016		104340 · Audio Visual Materials - Adult	85.50
	Bill	1086251766	01/21/2016		104340 · Audio Visual Materials - Adult	33.75
	Bill	1086323881	02/01/2016		104342 · Audio Visual Materials-Outreach	93.75
	Bill	1186323880	02/01/2016		104340 · Audio Visual Materials - Adult	90.00
	Bill	1286323880	02/01/2016		104340 · Audio Visual Materials - Adult	26.25

	Туре	Num	Date	Name	Account	Original Amount
	Bill	1086400374	02/05/2016		104340 · Audio Visual Materials - Adult	26.25
	Bill	1286400374	02/05/2016		104340 · Audio Visual Materials - Adult	26.25
	Bill	1186400374	02/05/2016		104340 · Audio Visual Materials - Adult	90.00
TOTAL						544.50
	Bill Pmt -Check	55434	02/17/2016	Proven Business Systems	101010 · Cash - Marquette	-441.75
	Bill	284581	12/18/2015		104550 ⋅ Lib. & Off. Eqpt Rep. & Maint	441.75
TOTAL						441.75
	Bill Pmt -Check	55435	02/17/2016	Quill Corporation	101010 · Cash - Marquette	-619.92
	Bill	2613452	01/22/2016		104530 · Building & Custodial Supplies	129.90
					104642 · Patron Programs & Events-Youth	44.85
					104710 ⋅ Library Supplies	122.94
					104720 · Office Supplies	0.08
	Bill	2613464	01/22/2016		104710 ⋅ Library Supplies	322.15
TOTAL						619.92
	Bill Pmt -Check	55436	02/17/2016	Rashid, Maqbool	101010 · Cash - Marquette	-500.00
	Bill		02/17/2016		104610 · Board Training & Education	250.00
					104660 · Public Information	250.00
TOTAL						500.00
	Bill Pmt -Check	55437	02/17/2016	Recorded Books, INC	101010 · Cash - Marquette	-252.29
	Bill	75274472	01/21/2016		104340 · Audio Visual Materials - Adult	49.99
	Bill	75274587	01/21/2016		104340 · Audio Visual Materials - Adult	17.99
	Bill	75273656	01/27/2016		104340 · Audio Visual Materials - Adult	17.99
	Bill	75282318	02/04/2016		104340 · Audio Visual Materials - Adult	35.09

33.29 62.95 34.99 252.29 -2,023.25 2,023.25 2,023.25 -225.00
34.99 252.29 -2,023.25 2,023.25 2,023.25 -225.00
252.29 -2,023.25 2,023.25 2,023.25 -225.00
-2,023.25 2,023.25 2,023.25 -225.00
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2,023.25 -225.00
-225.00
225.00
225.00
-400.00
400.00
400.00
400.00
-26.48
-20.40
26.48
26.48
-250.00
250.00
250.00

	Туре	Num	Date	Name	Account	Original Amount
						_
	Bill Pmt -Check	55443	02/17/2016	RWK IT Services	101010 · Cash - Marquette	-10,698.23
	Bill	1843	02/01/2016		104580 · Automation - Maintenance	370.00
	Bill	1834	02/01/2016		104580 · Automation - Maintenance	25.92
	Bill	1821	02/01/2016		104580 · Automation - Maintenance	50.00
	Bill	1800	02/01/2016		104577 · Automation - Consultant	10,252.31
TOTAL						10,698.23
	Bill Pmt -Check	55444	02/17/2016	Scholastic Library	101010 ⋅ Cash - Marquette	-1,201.02
	Bill	11460209	01/20/2016		104311 · Books - Youth	452.40
	Bill	11460210	01/20/2016		104311 · Books - Youth	304.20
	Bill	11460720	01/22/2016		104311 · Books - Youth	109.20
	Bill	11460719	01/22/2016		104311 · Books - Youth	113.10
	Bill	11460718	01/22/2016		104311 · Books - Youth	27.12
	Bill	11460717	01/22/2016		104311 · Books - Youth	119.60
	Bill	11460868	01/25/2016		104311 · Books - Youth	75.40
TOTAL						1,201.02
	Bill Pmt -Check	55445	02/17/2016	Sunlight Maintenance Supply	101010 ⋅ Cash - Marquette	-724.46
	Bill	3928	02/03/2016		104530 · Building & Custodial Supplies	310.71
	Bill	3935	02/08/2016		104530 · Building & Custodial Supplies	413.75
TOTAL						724.46
	Bill Pmt -Check	55446	02/17/2016	The Child's World	101010 ⋅ Cash - Marquette	-1,165.05
	Bill	NA130389	12/31/2015		104311 · Books - Youth	1,165.05
TOTAL			12/01/2010		10 10 11 Booke Touri	1,165.05
IOIAL						1,105.05

	Туре	Num	Date	Name	Account	Original Amount
	Bill Pmt -Check	55447	02/17/2016	Deluxe Checks	101010 · Cash - Marquette	-365.15
	Bill	0059137141	01/26/2016		104950 · Bank Charges	365.15
TOTAL						365.15
	Bill Pmt -Check	55448	02/17/2016	Penguin Random House LLC	101010 · Cash - Marquette	-108.75
	Bill	1086323880	02/01/2016		104340 · Audio Visual Materials - Adult	63.75
	Bill	1086401174	02/03/2016		104340 · Audio Visual Materials - Adult	45.00
TOTAL						108.75
	Bill Pmt -Check	55449	02/17/2016	Recorded Books, INC	101010 · Cash - Marquette	-169.87
	Bill	75272146	01/27/2016		104340 · Audio Visual Materials - Adult	35.99
	Bill	75277560	01/27/2016		104340 · Audio Visual Materials - Adult	26.99
	Bill	75276702	01/27/2016		104340 · Audio Visual Materials - Adult	27.00
	Bill	75274917	01/27/2016		104340 · Audio Visual Materials - Adult	7.95
	Bill	75280857	02/01/2016		104340 · Audio Visual Materials - Adult	35.95
	Bill	75281555	02/02/2016		104340 · Audio Visual Materials - Adult	35.99
TOTAL						169.87
	Bill Pmt -Check	55450	02/29/2016	American Library Association	101010 · Cash - Marquette	Void
TOTAL						0.00
	Bill Pmt -Check	55451	02/29/2016	Amgard Exterminating Inc.	101010 · Cash · Marquette	-70.00
	Bill	2241	02/15/2016		104450 · Building Maintenance	70.00
TOTAL						70.00

	Туре	Num	Date	Name	Account	Original Amount
	Dill Dest Observe	55.450	00/00/0040	Apple Reals	404040 Ocel Manualla	40.70
	Bill Pmt -Check	55452	02/29/2016	Apple Books	101010 · Cash - Marquette	-40.70
	Bill	104489	02/16/2016		104310 · Books - Adult	40.70
TOTAL						40.70
	Bill Pmt -Check	55453	02/29/2016	Baker & Taylor	101010 ⋅ Cash - Marquette	-106.99
	Bill	2031711925	02/12/2016		104310 ⋅ Books - Adult	11.97
	Bill	2031719860	02/16/2016		104312 · Books - Outreach	64.17
	Bill	2031742651	02/22/2016		104312 · Books - Outreach	30.85
TOTAL						106.99
	Bill Pmt -Check	55454	02/29/2016	Bal Industries	101010 · Cash - Marquette	-510.00
	Bill	36869	02/26/2016		104450 · Building Maintenance	510.00
TOTAL					3	510.00
	Bill Pmt -Check	55455	02/29/2016	Becky W. McCormack	101010 · Cash - Marquette	-18.90
	Bill	03/02/2016	02/29/2016		104620 · Staff Training & Education	18.90
TOTAL						18.90
	Bill Pmt -Check	55456	02/29/2016	Capital One Commercial	101010 · Cash - Marquette	-422.50
	Bill	01/26/2016	01/26/2016		104530 · Building & Custodial Supplies	324.80
					104530 · Building & Custodial Supplies	30.64
					104620 · Staff Training & Education	39.99
					104530 · Building & Custodial Supplies	18.08
					104660 · Public Information	8.99

	Туре	Num	Date	Name	Account	Original Amount
TOTAL			_			422.50
	Bill Pmt -Check	55457	02/29/2016	Cardmember Service	101010 ⋅ Cash - Marquette	-1,835.88
	Bill	02/22/2016	02/22/2016		104950 ⋅ Bank Charges	30.00
	2	02/22/2010	02,22,20:0		104620 · Staff Training & Education	177.00
					104620 · Staff Training & Education	295.00
					104620 · Staff Training & Education	15.00
					104620 · Staff Training & Education	199.00
					104642 · Patron Programs & Events-Youth	17.94
					104730 · Postage	21.84
					104730 · Postage	14.46
					104620 · Staff Training & Education	99.00
					104660 · Public Information	127.50
					104610 · Board Training & Education	450.00
					104710 · Library Supplies	23.96
					104640 · Patron Programs&Events-Outreach	28.30
					104320 · Periodicals - Adult	34.95
					104570 · Automation - Equipment	76.30
					104642 · Patron Programs & Events-Youth	54.78
					104642 · Patron Programs & Events-Youth	31.00
					104630 · Conference Fees	150.00
TOTAL						1,846.03
	Bill Pmt -Check	55458	02/29/2016	Center Point Large Print	101010 ⋅ Cash - Marquette	-107.65
	Bill	1356315	02/09/2016		104310 · Books - Adult	85.48
	Bill	1359905	02/17/2016		104310 · Books - Adult	22.17
TOTAL						107.65
	Bill Pmt -Check	55459	02/29/2016	Comcast Cable	101010 · Cash - Marquette	-330.78

	Туре	Num	Date	Name	Account	Original Amount
	Bill	02/03/2016	02/03/2016		104520 · Telephone	81.90
					104575 · Automation - Line Costs	248.88
OTAL						330.78
	Bill Pmt -Check	55460	02/29/2016	CuraLinc, LLC	101010 ⋅ Cash - Marquette	-480.00
	Bill	3651	12/09/2015		104230 · Life/Health Insurance	480.00
OTAL						480.00
	Bill Pmt -Check	55461	02/29/2016	Demco	101010 · Cash - Marquette	-2,878.58
	D.''		00/00/0040			0.070.70
OT 4.1	Bill	5798998	02/09/2016		104710 · Library Supplies	2,878.58
OTAL						2,878.58
	Bill Pmt -Check	55462	02/29/2016	Diane S. Norris-Kuczynski	101010 · Cash - Marquette	-40.92
	Bill	02/12/2016	02/23/2016		104620 · Staff Training & Education	40.92
OTAL						40.92
	Bill Pmt -Check	55463	02/29/2016	FedEx	101010 ⋅ Cash - Marquette	-23.94
	Bill	5-331-23746	02/24/2016		104730 ⋅ Postage	23.94
OTAL						23.94
	Bill Pmt -Check	55464	02/29/2016	Gale/Cengage Learning	101010 ⋅ Cash - Marquette	-2,461.25
	Bill	57534828	02/12/2016		104310 · Books - Adult	23.20
	Bill	57586726	02/18/2016		104312 · Books - Outreach	258.30
	Bill	57586736	02/18/2016		104312 · Books - Outreach	54.38
	Bill	57587402	02/18/2016		104310 · Books - Adult	25.59

	Туре	Num	Date	Name	Account	Original Amount
	Bill	57597600	02/19/2016		104312 · Books - Outreach	122.35
	Bill	57615455	02/22/2016		104310 · Books - Adult	329.40
	Bill	57625193	02/23/2016		104310 · Books - Adult	1,439.28
	Bill	57633134	02/24/2016		104310 · Books - Adult	45.59
	Bill	57633595	02/24/2016		104310 · Books - Adult	24.00
	Bill	57633311	02/24/2016		104310 · Books - Adult	19.20
	Bill	57633077	02/24/2016		104310 · Books - Adult	24.00
	Bill	57641479	02/25/2016		104320 · Periodicals - Adult	74.37
	Bill	57648434	02/26/2016		104320 · Periodicals - Adult	21.59
TOTAL						2,461.25
	Bill Pmt -Check	55465	02/29/2016	Garvey's Office Products	101010 · Cash - Marquette	-220.76
	Bill	PINV1098199	02/03/2016		104530 · Building & Custodial Supplies	32.75
					104720 · Office Supplies	145.21
	Bill	PINV1099336	02/04/2016		104720 · Office Supplies	42.80
TOTAL						220.76
	Bill Pmt -Check	55466	02/29/2016	Go Promotions	101010 · Cash - Marquette	-860.00
	Bill	142626	02/29/2016		104600 ⋅ Outreach Services	860.00
TOTAL						860.00
						555.55
	Bill Pmt -Check	55467	02/29/2016	Grey House Publishing, Inc.	101010 ⋅ Cash - Marquette	-508.95
	Bill	916947	02/22/2016		104310 · Books - Adult	508.95
TOTAL						508.95
	Bill Pmt -Check	55468	02/29/2016	Home Depot Credit Services	101010 · Cash - Marquette	-61.14
	Bill	01/28/2016	01/28/2016		104530 · Building & Custodial Supplies	61.14

	Туре	Num	Date	Name	Account	Original Amount
TOTAL						61.14
	Bill Pmt -Check	55469	02/29/2016	Illinois Humanities Council	101010 · Cash - Marquette	-75.00
	Bill	08/09/2016	02/17/2016		104640 · Patron Programs&Events-Outreach	75.00
TOTAL						75.00
	Bill Pmt -Check	55470	02/29/2016	Ingram Library Services	101010 · Cash - Marquette	-5,485.31
	Bill		02/29/2016		104311 · Books - Youth	1,627.90
	Bill		02/29/2016		104310 · Books - Adult	3,841.82
					104312 · Books - Outreach	15.59
TOTAL						5,485.31
	Bill Pmt -Check	55471	02/29/2016	Klein, Thorpe and Jenkins, Ltd.	101010 · Cash - Marquette	-278.28
	Bill	02/15/2016	02/15/2016		104495 · Legal	138.11
	Bill	02/15/16	02/15/2016		104495 · Legal	140.17
TOTAL						278.28
	Bill Pmt -Check	55472	02/29/2016	Lite Tech, Inc.	101010 · Cash - Marquette	-65.07
	Bill	79193	02/10/2016		104530 ⋅ Building & Custodial Supplies	65.07
TOTAL	Dill	73133	02/10/2010		104000 - Building & Odstodial Oupplies	65.07
	Bill Pmt -Check	55473	02/29/2016	Mary G. Adamowski	101010 · Cash - Marquette	-78.81
	Bill	02/22/2016	02/22/2016		104642 · Patron Programs & Events-Youth	33.81
	Bill	02/24/2016	02/24/2016		104620 · Staff Training & Education	45.00
TOTAL					Ç	78.81

	Туре	Num	Date	Name	Account	Original Amount
	Bill Pmt -Check	55474	02/29/2016	Midwest Tape	101010 ⋅ Cash - Marquette	-233.95
	Bill	93689024	02/16/2016		104340 · Audio Visual Materials - Adult	63.99
	Bill	93688176	02/16/2016		104341 · Audio Visual Materials - Youth	39.99
	Bill	93709497	02/23/2016		104340 · Audio Visual Materials - Adult	129.97
TOTAL	-					233.95
	Bill Pmt -Check	55475	02/29/2016	Neviol, Inc.	101010 ⋅ Cash - Marquette	-5,738.00
	Bill	6007	02/29/2016		104450 · Building Maintenance	5,738.00
TOTAL	-					5,738.00
	Bill Pmt -Check	55476	02/29/2016	Nicor Gas	101010 ⋅ Cash - Marquette	-2,422.81
	Bill	02/22/2016	02/22/2016		104517 · Natural Gas	2,422.81
TOTAL	-					2,422.81
	Bill Pmt -Check	55477	02/29/2016	OverDrive, Inc.	101010 ⋅ Cash - Marquette	-1,094.55
	Bill	000119890-021516	02/15/2016		104310 · Books - Adult	2.99
	Bill	105330203-021616	02/16/2016		104310 · Books - Adult	65.00
	Bill	105330087-021616	02/16/2016		104311 - Books - Youth	56.97
	Bill	00259617-022316	02/23/2016		104310 · Books - Adult	60.00
	Bill	184418807-022316	02/23/2016		104310 · Books - Adult	33.98
	Bill	105633370-022516	02/25/2016		104310 · Books - Adult	362.87
	Bill	103806020-022516	02/25/2016		104310 · Books - Adult	149.91
	Bill	104906537-022516	02/25/2016		104310 · Books - Adult	115.97
	Bill	105239303-022516	02/25/2016		104310 · Books - Adult	222.89
	Bill	174251857-022916	02/29/2016		104310 · Books - Adult	23.97
TOTAL	-					1,094.55

	Туре	Num	Date	Name	Account	Original Amount
	Bill Pmt -Check	55478	02/29/2016	Paramont-EO, Inc.	101010 ⋅ Cash - Marquette	-279.83
	Bill	S700486894.001	02/23/2016		104530 ⋅ Building & Custodial Supplies	279.83
TOTAL						279.83
	Bill Pmt -Check	55479	02/29/2016	Penguin Random House LLC	101010 · Cash - Marquette	-633.75
	Bill	1086400381	02/05/2016		104312 · Books - Outreach	120.00
	Bill	1086478408	02/09/2016		104340 · Audio Visual Materials - Adult	33.75
	Bill	1086455045	02/12/2016		104340 · Audio Visual Materials - Adult	22.50
	Bill	1186455045	02/12/2016		104340 · Audio Visual Materials - Adult	60.00
	Bill	1086530657	02/12/2016		104342 · Audio Visual Materials-Outreach	37.50
	Bill	1086455046	02/12/2016		104342 · Audio Visual Materials-Outreach	60.00
	Bill	1086530655	02/12/2016		104340 · Audio Visual Materials - Adult	37.50
	Bill	1186556932	02/19/2016		104340 · Audio Visual Materials - Adult	101.25
	Bill	1086556932	02/19/2016		104340 · Audio Visual Materials - Adult	30.00
	Bill	1086556939	02/19/2016		104342 · Audio Visual Materials-Outreach	131.25
TOTAL						633.75
	Bill Pmt -Check	55480	02/29/2016	Recorded Books, INC	101010 ⋅ Cash - Marquette	-116.98
	Bill	75288404	02/16/2016		104340 · Audio Visual Materials - Adult	31.50
	Bill	75288318	02/16/2016		104340 · Audio Visual Materials - Adult	26.99
	Bill	75292127	02/23/2016		104340 · Audio Visual Materials - Adult	26.99
	Bill	75292777	02/23/2016		104340 · Audio Visual Materials - Adult	31.50
TOTAL						116.98
	Bill Pmt -Check	55481	02/29/2016	Reliastar Life Insurance Company	101010 ⋅ Cash - Marquette	-2,000.00
	Bill	02/16/2016	02/16/2016		102160 · 457 Plan W/H Payable	2,000.00

	Туре	Num	Date	Name	Account	Original Amount
TOTAL						2,000.00
	Bill Pmt -Check	55482	02/29/2016	Robin O Wagner	101010 · Cash - Marquette	-297.01
	Bill	02/22/2016	02/22/2016		104620 · Staff Training & Education	7.02
					104530 · Building & Custodial Supplies	118.62
	Bill	02/22/16	02/22/2016		104530 · Building & Custodial Supplies	151.37
	Bill	2/22/2016	02/22/2016		104530 · Building & Custodial Supplies	20.00
TOTAL						297.01
	Bill Pmt -Check	55483	02/29/2016	Sara E. Killough	101010 · Cash - Marquette	-53.85
	Bill	02/18/2016	02/18/2016		104642 · Patron Programs & Events-Youth	53.85
TOTAL						53.85
	Bill Pmt -Check	55484	02/29/2016	Sunlight Maintenance Supply	101010 · Cash - Marquette	-835.04
	Bill	3943	02/19/2016		104530 · Building & Custodial Supplies	494.25
	Bill	3988	02/25/2016		104530 · Building & Custodial Supplies	340.79
TOTAL						835.04
	Bill Pmt -Check	55485	02/29/2016	SYNCHRONY BANK/AMAZON	101010 · Cash - Marquette	-8,811.16
	Bill	02/15/2016	02/15/2016		104340 · Audio Visual Materials - Adult	5,823.09
					104341 · Audio Visual Materials - Youth	2,148.35
					104342 · Audio Visual Materials-Outreach	367.53
					104310 · Books - Adult	335.61
					104311 · Books - Youth	25.98
					104710 · Library Supplies	80.44
					104570 · Automation - Equipment	30.16
TOTAL						8,811.16

	Туре	Num	Date	Name	Account	Original Amount
	Bill Pmt -Check	55486	02/29/2016	Taste of Home Books	101010 · Cash · Marquette	-31.98
					·	
	Bill	01047	02/08/2016		104310 · Books - Adult	31.98
TOTAL						31.98
	Bill Pmt -Check	55487	02/29/2016	Trane U.S. Inc.	101010 · Cash - Marquette	-44.58
TOTAL	Bill	11693124R2	02/17/2016		104530 · Building & Custodial Supplies	44.58 44.58
TOTAL						44.30
	Bill Pmt -Check	55488	02/29/2016	Village of Orland Park	101010 · Cash - Marquette	-42.68
	Dill	40040	00/44/0040		404000 Outrook Comisso	40.05
	Bill Bill	12019 12041	02/11/2016 02/22/2016		104600 · Outreach Services 104600 · Outreach Services	19.25 23.43
TOTAL						42.68
	Bill Pmt -Check	55489	02/29/2016	Wingren Landscape, Inc.	101010 · Cash - Marquette	-11,416.98
	Bill	02232016	02/23/2016		104440 · Landscaping & Groundskeeping	11,416.98
TOTAL						11,416.98
	Dill Book Observe	55400	00/00/0040	ALA Grana	404040 Cook Manusatta	222.05
	Bill Pmt -Check	55490	02/29/2016	ALA Store	101010 · Cash - Marquette	-833.85
	Bill	2016012601	01/25/2016		104642 · Patron Programs & Events-Youth	273.30
	Bill	0073617045	02/11/2016		104310 · Books - Adult	560.55
TOTAL						833.85
	Bill Pmt -Check	55491	02/29/2016	American Library Association	101010 · Cash - Marquette	-75.00
				•	• *****	

	Туре	Num	Date	Name	Account	Original Amount
TOTAL	Bill	PLA 2016	02/11/2016		104610 · Board Training & Education	75.00 75.00
				Subtotal - AP Checks		92,117.19
				Gross Payroll on 2/29/16		96,354.09
				Payment to Village for IMRF/Insurance for February, 2016		60,024.76
				Gross Payroll on 3/15/16		94,375.17
				Grand Total		342,871.21

# Adult Services Board Report February 2016

## **PERSONNEL**

Kaye Friberg filled one of the open Reference Librarian 1 positions, starting on February 16. Andy is still conducting interviews for the other open position.

## SERVICES/PROGRAMS/PROJECTS/CLASSES

Writers Group 2/4; 11 adults

Five genre book discussions 3/11, 3/12, 3/16, 3/17, 3/17 (evening); 30 adults

Blizzard of Books, winter reading program 2016, registered 279 adults age 18 and over. This was a 62% increase from last year. 152 adults completed the program.

#### CONTINUING EDUCATION/MEETINGS ATTENDED

#### Meetings & Cont. Ed. Tabulation Form

Kortnee Konrath attended a Comic Con Committee meeting on February 2

Diane Srebro attended Adult Reading Round Table-Speculative Fiction Genre (Lisle Public Library) on Feb 4, 2016

Linda Conrath attended AART meeting-Speculative fiction (Lisle Public Library) on Feb 4, 2016

Judy Brannigan attended Why Books Are Still A Good Library Brand (Webinar OPPL) on Feb 11, 2016

Kortnee Konrath attended RASSL meeting and program (Glenwood-Lynwood Public Library) on Feb 11, 2016

Andrew Masura attended Letting Go of Legacy Services: Weeding Materials and Programs (Webinar) on Feb 11, 2016

Deborah Oedzes attended RASSL meeting and program (Glenwood-Lynwood Public Library) on Feb 11, 2016

Diane Srebro attended Letting Go of Legacy Services: Weeding Materials and Programs (Webinar) on Feb 11, 2016

Diane Srebro attended a Marketing Committee meeting on February 16

Diane Srebro attended ALA-Public Libraries Online (Webinar) on Feb 18, 2016

Diane Srebro attended Booklist-What's New in Women's Fiction (Webinar) on Feb 23, 2016

Kortnee Konrath attended a Summer Reading Committee meeting on February 24

Diane Srebro attended ILA Cultural & Racial Diversity Committee (Conference Call) on Feb 24, 2016

Andrew Masura attended an In-Service Day Committee meeting on February 25

## **STATISTICS**

**Database Statistics February 2016-2015 Comparison** 

Database	2016	2015	Data Type
Ancestry	2870	4254	Searches
Careers College	40	-	Total Users
Consumer Reports	66	40	Log-Ins
EBSCO	36466	27260	Searches
Gale Virtual Ref. Lib.	12	47	Searches
Heritage Quest	239	404	Searches
Lit. Criticism Online	64	52	Searches
Morning Star Investment	*	22	Searches
OCLC	6749	5646	Sessions
ProQuest	224	235	Searches
Reference USA	123	275	Searches
Rocket Languages	0	3	Sessions
World Book	7	3	Searches

<sup>\*</sup>statistics is not yet available

## Statistics from web forms

Category	02/2016	02/2015	Change
Reference	3504	4262	-758, -17.79%
Ref Remote	206	356	-150, -42.13%
Non-Reference	320	1615	-1295, -80.19%
N-R Remote	22	157	-135, -85.99%
Prog Att	41	31	10, 32.26%
Items shelved	20687	19179	1508, 7.86%
Carts shelved	302	238	64, 26.89%

## **CUSTOMER SERVICE LOG**

2/4 1:35 p.m. Patron asking for Income Tax Forms. Comment: I'm so impressed with this library. No one else has Tax Forms. You do a great job.

2/4 1:45 p.m. Thank you Judy for helping my friend out. She's 88 and deaf, but said you

were very patient and kind to her. We appreciate your help.

- 2/5 7:40 p.m. Patrons who attend the "Meet the Artist" commenting about the "Blind Date" with a book display. Comment: Wow, this is so cool. What a neat idea (a few of the patrons checked out books).
- 2/12 9 a.m. Patron turning in her book log for Blizzard of Books. Comment: Your desk is always so helpful.
- 2/16 12 noon. Patron came up to me at the desk. Comment: Are you her boss? (referring to Kortnee) I just wanted to tell you she is the best. She's always so helpful.
- 2/17 2:40 p.m. Patron asked about the "Blind Date" with a book. Comment: This is a very cute idea.

# Circulation Board Report February 2016

### **GRANTS/SPECIAL PROJECTS**

Howard Griffin continues to analyze Circulation Statistics and trends for years 2015 - 2016.

Julie Pryor, Laura Larson, Becky Simmons and circulation staff are correcting patron records that are not capitalized. Also, old records with fines below the fine threshhold are being cleared. This project will provide a cleaner database in Polaris for patron records.

## **CUSTOMER SERVICE LOG**

- 2/8/16 (Circulation Desk) Patron wanted to know when our selection for ebooks would change or increase.
- 2/15/16 (Circulation Desk) The stool for the children is wonderful.
- 2/18/16 (Circulation Desk) "You guys are great. This has got to be the best library in the Midwest. I'm serious."
- 2/19/16 (Circulation Desk) "This is my favorite place to come."
- 2/29/16 (Circulation Desk) "I'll never understand why I have to show my I.D. to pick up my daughter's book. We live at the same address. It's disgusting."
- 2/5/16 (Information Desk) Do you have new "renewal policies? I was just in line last night and I saw I could renew twice! That's great I don't have to keep putting this on hold that I have not finished reading. Thank You!
- 2/13/16 (Information Desk) Patron said: "This library is the best tax dollar I ever spent."
- 2/18/16 (Information Desk) "You guys have got to get a cafe."
- 2/20/16 (Information Desk) "You should move the kiosks on the 1st floor by the copy machine because I can't see the clock."
- 2/23/16 (Information Desk) How nice and easy the self-checkout is.
- 2/24/16 (Information Desk) Overheard 2 patrons talking about Self-pickup. First patron: "Little hard to see down there isn't it? Second patron: "You think. Don't I look comfortable?"

ORS	TOTAL CIRCULATION			PATRON	IN-HOUSE
MONTH	2016	LAST YR.	CHANGE	ATTENDAN	CE CHECKINS
JAN	78,228	82,937	-6%	33,484	1,849
FEB	77,836	73,126	6%	33,655	1,554
MAR					
APR					
MAY					
JUN					
JUL					
AUG					
SEPT					
OCT					
NOV					
DEC					
TOTAL	156,064	156,063	0%	67,139	3,403

# Graphics Board Report February 2016

## SERVICES/PROGRAMS/PROJECTS/CLASSES

The graphics department:

Produced graphics requests for programs like Friday Film Series, Computer Classes, and Pinterest Palooza

Put out eblasts about upcoming events at the library

Worked on directional signage throughout the library to find ways to help patrons find books they are looking for

Increased the communication with all staff through the intranet to tell them about databases, events, and new books they could be promoting during one-on-one interactions with patrons.

Scheduled meeting rooms for library events and outside groups.

Continued to print tax forms for patrons.

#### CONTINUING EDUCATION/MEETINGS ATTENDED

Jackie Boyd attended Managing with Data webinar by Peter Hernon, Robert Dugan, and Joseph Matthews on Febraury 12.

Jackie Boyd attended the Legislative Meet-up at Tinley Park Public Library on February 12.

Jackie Boyd attended RAILS Networking Event (330 Pfingsten Road Northbrook, Illinois) on Feb 4, 2016

Jackie Boyd attended The Tech Trifecta webinar put on by the Public Relations Society of America on February 15.

Jackie Boyd attended The Multi-Generational Workforce put on by The Management Association of Illinois webinar on February 17.

Jackie Boyd attended the Chamber of Commerce Economic Update including Senator Michael Hastings on February 24.

Jackie Boyd attended the Atlas area training for librarians and staff: Building an Innovative Work Culture at Glenwood-Lynwood Public Library on February 24.

## STATISTICS

	Meeting Room Reservation Requests	<b>Total Graphics Requests</b>
	Approved	Closed
2013	306	989
2014	309	991

2015 316 1223 This Year So Far 52 199

Facebook Followers 1444

Twitter Followers 959 Pinterest 103

eBlast

Subscriptions

## **GRANTS/SPECIAL PROJECTS**

Graphics began a special project to create READ posters featuring community members for posting during National Read Week April 10 -16.

Jackie Boyd took over editing the message on the bottom of check out slips. Teen volunteer opportunities, writers group, and NoveList were the first programs and database highlighted to patrons.

## **CUSTOMER SERVICE LOG**

Patron Lisa Molloy said, "Thank you so much! See you next week." upon having her meeting room request completed.

# Information Technology Board Report February 2016

## **PERSONNEL**

Ronald Sierzega accepted the position of IT2 Assistant in February. His first day will be March 7th. We all in the IT department look forward to having him as a member of our team.

#### SERVICES/PROGRAMS/PROJECTS/CLASSES

#### **Computer Classes for Adults:**

February 2016

12 computer classes for adults were offered with a total of 94 attendees

February 2015 Comparison

20 computer classes for adults were offered with a total of 95 attendees

#### **CONTINUING EDUCATION/MEETINGS ATTENDED**

Jason Rock attended Technology Management (Webinar OPPL) on Feb 23, 2016

## **STATISTICS**

#### Statistics from web forms

Category	Feb 2016	Feb 2015	Change
Study Room Usage	459	404	55, 13.61%
Patrons Assisted	506	762	-256, -33.6%
Total PC Usage		1821	-1821, -100%
Total Web pages	31735	34450	-2715, -7.88%
Number of Classes	12	20	-8, -40%
Total Class Attendance	94	95	-1, -1.05%
Overdrive Checkouts	3022	2832	190, 6.71%
Overdrive Registration	71	76	-5, -6.58%
Zinio Checkouts	422	624	-202, -32.37%

### **CUSTOMER SERVICE LOG**

- 2/6/16 Senario: helping re-establish a gmail account. Comment: Thank you so much. Everyone is always so helpful here.
- 2/11/16 Senario: Helpin download an ebook via Overdrive on a phone. Comment: I want to make sure your boss knows how excellent you were. What's your name? You were great, thank you.

# Outreach Services Board Report February 2016

### SERVICES/PROGRAMS/PROJECTS/CLASSES

Services provided for the month include:

Homebound materials delivery and offsite programs to patrons in single family homes, Smith Crossing, Brookdale, Alden Prairie, Autumn Leaves, Lexington, and Thomas Place.

Senior materials delivery to the Orland Township.

Special collection management of NASA artifacts, display cases, and databases.

Art and collection coordination and management of five display areas.

One book display located at the table by the center display case.

In-house and offsite adult programming.

Book delivery to train stations.

Flyer distribution to surrounding establishments and at programs.

Collection management, including ordering of all Outreach Services materials collection.

### CONTINUING EDUCATION/MEETINGS ATTENDED

Kelly Cuci attended Letting Go of Legacy Services: Weeding Materials and Programs (Webinar) on Feb 11, 2016

Kitty Creed attended Letting Go of Legacy Services: Weeding Materials and Programs (Webinar) on Feb 11, 2016

Kelly Cuci attended Building an Innovative Work Culture (Glenwood-Lynwood PL) on Feb 24, 2016

## **STATISTICS**

#### **Onsite Adult Programs:**

15 programs were given with a total of 573 patrons. 2015: 12 programs were given with a total of 349 patrons.

#### **Breakout:**

2/2/16	Edith Galt Wilson - To End All Wars	40	
2/5/16	Board Game Night	19	
2/5/16	Meet the Artist - Sandy Newell	32	
2/9/16	A Life Dedicated to Service	83	
2/11/16 Pilates With Melanie			

2/11/16 Afternoons @ OPPL - The Theory of Everything	12
2/12/16 Mysterious: An Evening of Elegant Illusions	78
2/16/16 True Story of Lady Catherine and the Real Downton Abbey	34
2/18/16 Pilates With Melanie	34
2/19/16 Showcase - Danny Fox	109
2/22/16 Pinterest Palooza	18
2/23/16 Emancipation to Inauguration - The Black Experience in Chicag	o 27
2/25/16 Pilates With Melanie	27
2/26/16 Friday Film Series - Me and Earl and the Dying Girl	25
2/29/16 SNP Morning Film	17

#### **Offsite Adult Programs:**

13 programs were given with a total of 224 patrons attending. 2015: 11 programs were given with a total of 172 patrons attending.

#### **Breakout:**

2/2/16	Book Discussion at Smith Crossing	10
2/3/16	Orland Township visit	15
2/4/16	Book Discussion at Thomas Place	11
2/5/16	Orland Township visit	10
2/8/16	Nursing Home visits	39
2/9/16	Nursing Home visits	21
2/10/16	Remember When with Autumn Leaves	14
2/10/16	Remember When with Brookdale	14
2/11/16	Smart Art with Brookdale	6
2/17/16	Orland Township visit	17
2/19/16	Orland Township visit	10
2/22/16	Nursing Home visits	42
2/23/16	Nursing Home visits	15

#### **Train Station Books:**

Three train stations – 52 books, 2015 - 60

#### **Program Flyer Distribution Stats:**

Orland Park Businesses - 704, 2015 - 8

Village of OP - 352, 2015 - 16

Train Station - 62, 2015 - 60

Orland Township - 255, 2015 - 29

In-house during programs - 310, 2015 - 660

#### Other Outreach and Homebound Stats:

Outreach Circ Stats: 1011 items circulated with 1252 checkouts and 54 renewals. 2015: 864

items circulated with 1090 checkouts and 75 renewals.

Visits to single-family homebound patrons totaled 16. 2015: Visits totaled 16.

7 new homebound patron cards were issued and 0 discontinued. 4 cards were renewed. 2015: 4 new homebound library cards were issued. 0 cards discontinued. 4 cards were renewed.

OS staff logged 426 reference transactions. 2015: 551 reference transactions.

34 books were displayed on the table with 12 having been checked out. 2015: 35 books on display with 15.

### **GRANTS/SPECIAL PROJECTS**

Head of Outreach Services, Kelly Cuci and Outreach Assistant, Kitty Creed participated in Strategic Plan meetings.

Outreach Services began working on ideas for a fundraiser for the Friends of the Orland Park Public Library.

Procedures were created for ordering, processing and registering NASA artifacts.

## **CUSTOMER SERVICE LOG**

2/2/16 7pm Edith Gault Wilson program

Patrons said they enjoy all of our programs and to keep up the good work.

2/5/16 10am Book visit @ Orland Township

"This is such a nice service."

2/9/16 1:30pm Autumn Leaves visit

"You girls always brighten my day."

2/9/16 8:15pm "You took this library to the next level with this program."

2/11/16 10am Smart Art - Brookdale, iPad program

"I haven't had so much fun in 101 years!"

"This is such a wonderful thing!"

2/12/16 7pm Mysterious: An Evening of Elegant Illutions with Jeanette Andrews program

"Absolutely incredible."

"This show was wonderful."

"See you in October." (referring to her next program here)

2/16/16 7pm The True Story of Lady Catherine and the Real Downton Abbey program

"She was great. I saw both of her shows."

2/17/16 1:15pm Homebound patron called for book delivery

"Thanks for the sunshine! If the sunshine is out, its because Kelly and Kitty brought it!"

2/19/16 10:30am Orland Township visit

"This is so nice that you come here to serve our seniors!"							

# Technical Services Board Report February 2016

### SERVICES/PROGRAMS/PROJECTS/CLASSES

OCLC ongoing holding upgrade for February 2016 is complete.

All withdrawn titles and items are removed from the system.

#### CONTINUING EDUCATION/MEETINGS ATTENDED

Erin Flynn attended Webinar Introducing RDA (Online) on Feb 11, 2016

Matt Hammermeister attended Webinar Introducing RDA (Online) on Feb 11, 2016

Carol Maresh attended Webinar Introducing RDA (Online) on Feb 11, 2016

Matt Hammermeister attended LACONi workshop: Cataloging Boot Camp for Books (Strarles Public Library, Saint Charles) on Feb 19, 2016

Wendy Xie attended LACONi workshop: Cataloging Boot Camp for Books (St Charles Public Library, St Charles) on Feb 19, 2016

#### **GRANTS/SPECIAL PROJECTS**

Wendy made the renewal limit of all library circulated collections from one to two at Polaris System. Lucky Day, Reference, and other non-circulation items still remain previous limit.

Wendy added several hundreds of Hoopla eMusic and eMovie to Polaris so that patrons can search and checkout these popular streaming AVs easier at Online Catalog than at vendor's website. Wendy will continue to add more titles for patrons' convenience.

#### **CUSTOMER SERVICE LOG**

2/23/16 Erin helped one of the friends volunteers to find stickers to use for friends sale materials. Volunteer told Erin thanks! "I'd kiss you but people would talk!" cm

2/27/16 4:38 Wendy helped Julie in circ to fix a games case. Excellent! You are great! cm

February-16	Tech Services	Monthly Stati	stics		Order#	1,815	eBook#	400	Print/Non	print item #:	2,587	MARC#:	4,012
Print	MARC Records	PO Line/order #		Added Print/ NonPrint Items				All modify/w ithdraw	Print	Cover		Shelve magazine	All cover repair- shelve
Total: Feb-16	4,012	1,815	+667	2,987	250	4 000	202470	306,749	Total: Feb-16	1,027	2.240	307	3,553
Annual Processi			1,290	2,907	200	1,000	303,770	300,749	rep-to	1,027	, C <sub>1</sub> Z 1 K	307	3,333
Alliluai Fiocessi	Jan-16		Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Total
Adult	1604		Widi 10	No. 10	May 10	3011 10	341.10	Aug 10	Jep 10	Oct 10	1404-10	Dec 10	3,340
Young Adult	152	132											284
Youth	768												1,302
Outreach	226	185											411
Online Resource	78	400											478
Feb-16	2,828	2,987											5,815
Feb-15	2,757	3,120											5,877
Yearly change%	2.58%	-4.26%											-1.05%
Total OPPL collectio	n:												
Feb-16	317,254	321,148											
Feb-15	307,053	300,816											
Yearly change%	3.32%	6.76%											6.76%
Other update:						- 1							
Feb-16	25,390	311,725											
Feb-15	14,806	22,990											
Yearly change%	71.48%	1255.92%											791,93%
Total Item/Title b	y date:		321,148	252,679									

# Youth Services Board Report February 2016

### **PERSONNEL**

Mary Adamowski and Sara Dempster interviewed a candidate for the part-time Teen Librarian position. Interviews will continue.

### SERVICES/PROGRAMS/PROJECTS/CLASSES

February 2016

Youth Programs: 1884 attendees/74programs (birth--grade 5)

Teen Programs: 106 attendees/ 12 programs (grades 6--12)

Preschool visits: 156 students/11 visits

PRESCHOOL PAKS: 18 PAKS/237 items

School visits: 580 students/5 visits

PAL PAKS: 19 PAKS/388 items

Miscellaneous teacher checkouts: 96

February 2016 circulation statistics: 33,152 items

#### February 2015 comparisons

Youth Programs: 1655 attendees/72 programs (birth-grade 5)

Teen programs: 137 attendees/14 programs (grades 6--12)

Preschool visits: 417 students/20 visits

School visits: 1173 students/10 visits

Miscellaneous teacher checkouts: none

PRESCHOOL PAKS: 13 PAKS/197 items

PAL PAKS: 10 PAKS/204 items

February 2015 circulation statisitics: 32,660 items

### CONTINUING EDUCATION/MEETINGS ATTENDED

Mary Adamoqwski attended Nature-based Spaces (Webinar OPPL) on Feb. 2, 2016 Diane Norris-Kuczynski attended Nature-based Spaces (Webinar OPPL) on Feb. 2, 2016 Jamie Kallio attended Nature-based Spaces (Webinar OPPL) on Feb. 2, 2016 Mary Adamowski attended Youth Services Forum Board Meeting (Naperville PL 95th Street Branch) on Feb. 5, 2016

Mary Adamowski attended Letting Go of Legacy Services: Weeding Materials and Programs (Webinar OPPL) on Feb. 11, 2016

Diane Norris-Kuczynski attended LACONI YSS Board Meeting (Mt. Prospect PL) on Feb. 12, 2016

Sara Dempster attended LACONI program (Downers Grove PL) on Feb. 18, 2016

Mary Adamowski attended ILA 2016 Programming Committee conference call (OPPL) on Feb. 19, 2016

Mary Adamowski attended NWSS meeting (Woodridge PL) on Feb. 19, 2016

Stephanie Thomas attended Anderson's Children's Literature event (Bobak's Signature Events Woodridge) on Feb. 20, 2016

Jennifer McQuinn attended Anderson's Children's Literature event (Bobak's Signature Events Woodridge) on Feb. 20, 2016

Marianne Dawson attended Anderson's Children's Literature event (Bobak's Signature Events Woodridge) on Feb. 20, 2016

Mary Adamowski attended Building an Innovative Work Culture (Glenwood-Lynwood PL) on Feb. 24, 2016

Diane Norris-Kuczynski attended LACONI YSS (Hinsdale PL) on Feb. 26, 2016

## **STATISTICS**

#### STATISTICS FROM WEB FORMS

Category	02/2016	02/2015
Reference	2454	3164
Ref Remote	41	328
Non-Reference	214	410
N-R Remote	29	78
Teen Prog	106	137
Youth Prog	1884	1559

### **GRANTS/SPECIAL PROJECTS**

Mary Adamowski and Becky McCormack submitted a grant proposal to the Gilder-Lehrman in hope of receiving grant money to present a program to students about the upcoming 75th anniversary of the bombing of Pearl Harbor. We did not receive the grant but we will go forward with our plans. Terry Lynch of Histories for Kids is researching and preparing an interactive presentation that will be presented to the 7th grade students in November or December 2016.

## **CUSTOMER SERVICE LOG**

#### Preschool desk

2/3/16 5:10 Patron came over to preschool desk. "I just wanted you to know that I'm glad you took away all the toys. It was too stimulating. I wish you'd get rid of the iPads too!" WL

2/25/16 4:40 Mother and 2 children leaving the preschool area...ages approx. 4 & 6. Children to mom..."I wish we could live here!" AN

#### Junior desk

 $2/10/16\,$  1 pm Grandmother leaving preschool with granddaughter. "You have an absolutely fantastic library!" MGA

#### Teen desk

2/9/16 7:00 pm Teen patrons sitting around table. "You guys have a cleaner library than Tinley Park. It is also much quieter, nicer lighting, & more up to date! MD

### CORRESPONDENCE RECEIVED FROM FEBRUARY 16, 2016 THROUGH MARCH 21, 2016 FOR BOARD OF TRUSTEES (AVAILABLE IN THE ADMINISTRATIVE OFFICES FOR REVIEW)

#### **CORRESPONDENCE 1**

Thank you note from Youth Services Assistant Marianne Dawson for the opportunity to attend the annual Anderson's Bookshop Children's Literature Breakfast on February 20, 2016.

#### **CORRESPONDENCE 2**

Thank you note from Youth Services Assistant Jennifer McQuinn for the opportunity to attend the annual Anderson's Bookshop Children's Literature Breakfast on February 20, 2016.

#### **CORRESPONDENCE 3**

Thank you note from Youth Services Reference Librarian I Stephanie Thomas for the opportunity to attend the 14<sup>th</sup> annual Anderson's Bookshop Children's Literature Breakfast on February 20, 2016.

#### **CORRESPONDENCE 4**

An email sent February 21, 2016 to President Healy from William Crawford about a possible presentation on his non-fiction book published last summer.

#### **CORRESPONDENCE 5**

An email sent February 23, 2016 from Kevin DuJan regarding the purchase of jelly donuts by Mary Weimar on February 9, 2016.