DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 15, 2023, 7:30 P.M.
LIBRARY MEETING ROOM

AGENDA

1. Call to Order

2. Pledge of Allegiance and Land Acknowledgment

3. Roll Call

4. Approval of Minutes
    a. October 18, 2023 Regular Meeting   ACTION

5. Financial Matters
    a. October 2023 Financial Report
    b. November 2023 Invoices   ACTION

6. Public Comment
Public Comments may also be submitted online at dglibrary.org/feedback or emailed to the Board of Library Trustees at libraryboard@dglibrary.org

7. Trustee Comments

8. Library Director's Report

9. New Business
    a. Proposal for Professional Architectural Services for Planning Study
                                                            ACTION
    b. Personnel Policy Update   DISCUSSION
    c. Cancel December Board Meeting   ACTION
    d. Motion to Rewrite the DGPL Land Acknowledgement Statement
                                                            DISCUSSION

10. Unfinished Business
    a. FY2024 Work Plan   ACTION

11. Executive Session
    a. 5 ILCS 120/2(c)(1), for discussion of the appointment, employment, compensation, discipline, performance, or dismissal of a specific employee

12. Action on Items Discussed in Executive Session   ACTION

13. Adjournment

DOWNERS GROVE PUBLIC LIBRARY
1050 CURTISS STREET
DOWNERS GROVE, ILLINOIS

MINUTES OF THE BOARD OF LIBRARY TRUSTEES MEETING
OCTOBER 18, 2023, 7:30 P.M.

BOARD TRUSTEES:

Swapna Gigani	President
Carissa Dougherty	Trustee
Dave Humphreys	Trustee (arrived at 7:57 p.m.)
Barnali Khuntia	Trustee
Bill Nienburg	Trustee (remote attendance)
Marti Sladek	Trustee

GUESTS:

Julie Milavec	Library Director
Jen Ryjewski	Assistant Library Director
Katelyn Vabalaitis	Business Office Manager

Minutes prepared by Anh Nguyen 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 7:30 p.m.

2. **PLEDGE OF ALLEGIANCE AND LAND ACKNOWLEDGEMENT**

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

3. **APPROVAL OF MINUTES**

On a motion made by Khuntia, seconded by Sladek, it was resolved that the minutes of the Board of Library Trustees meeting held on September 27, 2023 be approved as presented. Trustee Dougherty abstained. Trustee Humphreys was not present for the vote. Motion carried.

4. **FINANCIAL STATEMENTS**

a. **Financial Statements for the Period Ending September 30, 2023:** The fund balance and revenue reports for September 2023 were not available at the time of the meeting.

Trustee Nienburg requested better tracking of to-date expenditures compared to the budget. Business Office Manager Katelyn Vabalaitis reported progress in meeting with the Village of Downers Grove Finance Department to review the financial reports available in Munis. Katelyn Vabalaitis also contacted the Finance Director at Naperville Public Library, who also uses Munis,

to determine what kind of reports they utilize. It was noted that revenue and expenditure record keeping has minor balance inaccuracies as the library is restricted to working within the limitations of the finance software.

b.   October 2023 Invoices:

On a motion made by Khuntia, seconded by Dougherty, it was resolved THAT the payment of October 2023 Operating Fund invoices totaling $119,583.53, the acceptance of October 2023 Operating Fund credit memos totaling $35.87, and the ratification of September 2023 payrolls totaling $264,887.24 be approved. Roll call: Ayes: Dougherty, Khuntia, Nienburg, Sladek, Gigani. Nays: None. Abstentions: None. Motion carried.

The Nicor Gas invoice amount reflected in the September 2023 financial statements is inaccurate; however, the correct amount was circulated to the Board just prior to the meeting.

5.   PUBLIC COMMENT

Marsha Prichason, a Downers Grove resident, expressed gratitude to the Board and staff for maintaining LBGTQ+ resources in the library's collection. She believes that the resources help queer youth identify themselves in the characters and encourage heterosexual youth to understand other identities and develop empathy and compassion. She emphasized that the freedom to read is an essential component of maintaining democracy. Marsha raised issue with the manner in which some members of the Downers Grove community have presented their concerns, and noted concerns about children in attendance at the last meeting being influenced by what she deemed as inappropriate behavior of community members at the meetings. She reiterated that she has no issue with lodging complaints and voicing concerns. She expressed concern with the implication that supporting queer people is anti-Christian and the false narrative that queer people are deviants. Marsha referred to a recent Washington Post study that stated that more than 90% of pedophiles are heterosexual and target vulnerable youth, and that LGBTQ+ youth experience four times the amount of homelessness that their heterosexual counterparts do. She implored the Board and library staff to maintain the LGBTQ+ resources within the library to provide representation and learning opportunities.

Ed Pawlak of Downers Grove reported that he has been attending the Board meetings for several years because of the library's value to the community. He expressed concern with what he felt was inappropriate and unprofessional behavior of one of the trustees at the last Board meeting. Ed emphasized that the trustees should represent all of the residents of Downers Grove and not their own political beliefs. He reviewed the obligations and responsibilities of a Board member and expressed concern that the trustee in question missed three meetings and then raised issue with the Board proceeding to fulfill their responsibilities during meetings that the trustee missed.

Katie Johnson, a Downers Grove resident, stated that she is a long-time patron of the Downers Grove Public Library (DPGL) and a representative of the DGPL Foundation Board. She reported that the Foundation funds extraordinary gifts for the library beyond taxpayer support. She expressed her gratitude to the Board and staff for ensuring the library is balanced in its representation of races, genders, religions, and outlooks. She noted that the commitment of the Board and staff has contributed to the library's recognition as a five-star library. Katie reported that the Foundation held a fundraiser during Banned Books Week and achieved its fundraising goal of $25,000, with over 200 people attending in person, even more engaging virtually, and approximately 40 local businesses donating their time, services, and goods. She emphasized that the event sent a clear message that the community loves the library.

Marge Mark, a Downers Grove resident, stated that the library is one of the reasons why she decided to make Downers Grove her family's home. She reported that her family has taken advantage of the various resources and programs offered by the library and looks forward to the seasonal reading programs, craft programs, historical interpreters, and community presentations. She reiterated that the materials and programs offered at DPGL are great examples of the library being welcoming to all.

Robin Tryloff, a Downers Grove resident, addressed concerns from the Catholic community regarding the Catholic Church being mentioned in the Land Acknowledgement. She stated that according to Kathleen Holscher, an Associate Professor and Endowed Chair in Roman Catholic Studies at the University of New Mexico, the Catholic Church was a key player in the colonization of the Americans, operating more Indian and boarding schools in the United States than any other religious group, and more than all other religious groups combined. She noted that this was determined from a list created by the Catholic Church and Healing Initiatives and the National Native American Boarding School Healing Coalition. Robin addressed the dispute about the use of the "genocide" term in the library's Land Acknowledgement, and referred to a statement from the Catholic Truth and Healing website, which states, "The impact of the boarding school policy has been recognized by tribal nations, scholars and many others, including Pope Francis, as one of cultural genocide and a source of intergenerational trauma with continuing effects today." Robin recognized the library's effort to collaborate with Dr. John Low, a citizen of the Potawatomi Indians and a scholar of American Indian Studies, and Joseph Standing Bear Schranz, an Elder and President of the Midwest SOARRING Foundation, to establish the library's ongoing Native American programming and crafting the Land Acknowledgement statement. She encouraged residents to take action by attending the library's Native American programming or to join, volunteer, donate, and attend programming by Native organizations.

Mike Ryan, a Downers Grove resident, addressed concerns that have been raised about the library not taking more action to address the youth who are struggling academically and noted the failure to acknowledge the library's services, programming, and staff efforts dedicated to improving the academic posture of the next generation, including resources to help children with homework and finding a tutor. Mike stated that the May 2023 Board meeting reported that the Kids Room outreach program engaged with 11,000 children in school classrooms and daycares, both public and private, during the 2022/2023 school year, and the September 2023 Board meeting included data on the summer reading program with 1,912 participating children. He agreed that a decline in academic scores amongst the children is a valid concern but expressed that the library is likely doing the best that it can with the tools that they have.

Frank Cote reported that he was from EQuality Downers Grove, which was formed to make Downers Grove a more welcoming village to all with an initial focus on the LGBTQ community. He reported that their first meeting was held at the library. He expressed gratitude that the library serves to bring people together through the variety of programs and services offered, and provides a meeting place for teenagers, all for free.

6.   **TRUSTEE COMMENTS**

Trustee Sladek reported that, while she appreciates the level of community engagement, she highlighted the following for residents who have expressed concern about issues:
- Personal attacks or inappropriate comments to the Board or library staff are not effective or conducive to resolving issues.
- Provide suggestions for potential solutions instead of only reporting complaints.
- Rudeness, threats, and bigotry are not effective means of protest.

- The role of the Board is limited by statute and the Board is not involved in every practice, procedure, and personnel matter.
- The Board does not, and should not, control every aspect of selections and programs.
- The Library Director is the Board's only employee and the only employee whose performance is reviewed by the Board.
- Discussions regarding personnel are held in executive session as a matter of law and will not be made public, as with any employee in any sector.
- The Board is a secular institution and has no ulterior motives or hidden agendas.

Trustee Sladek recognized the success of the fundraising event by the DPGL Foundation.

Trustee Khuntia referred to comments made at the last Board meeting and noted that the meeting packet is sent to the Board in advance of the meeting to review and ask questions, which allows Julie Milavec, the Library Director, to provide clarification on the questions at the time of the meeting. Trustee Khuntia addressed concerns about a lack of Indigenous programming and noted that the Downers Grove Public Library hosted 18 programs that featured Native voices and experiences since the inception of the Land Acknowledgement. There have been nine book lists created as well as Indigenous book bundle giveaways. She reiterated that the library has offered Indigenous programming and learning opportunities.

Trustee Khuntia addressed the issue of using the term "genocide" in the Land Acknowledgement and noted that the library has trained staff and specialists in their field who spend countless hours researching an exhaustive list of resources, which can be found on the library's website. She emphasized that entire cultures, languages, and peoples have been wiped out and that it is a reality of the history of the United States.

Trustee Khuntia emphasized the role of the Trustees within the library and with patrons. She reviewed the over 1,000 survey responses and reported that 95% strongly agreed or agreed that the library was an important part of the community, 93% saw the library staff as helpful or knowledgeable, 95% considered the library to be well-maintained, and 89% felt the library was a welcoming and safe place.

Trustee Khuntia stated that claims that the library is mismanaged are not true as reflected in these responses and the funding generated by the DGPL Foundation. She noted that she is looking forward to the implementation of the Strategic Plan initiatives to ensure that the goals set forth by the community are reached.

Trustee Dougherty stated that she was not in attendance at the last Board meeting but watched a recording of the meeting and expressed disappointment in the behavior and rhetoric shared by a fellow Board member. She appreciated the comments made by the public and fellow Board members at the meeting on October 18, 2023.

Trustee Humphreys addressed his late arrival at the meeting but committed to reading the public comments in the meeting minutes and watching the recording of the meeting. He echoed comments made by his fellow Board members and also expressed disappointment with comments made by the public and by a fellow Board member. He reiterated the importance of civility as it pertains to the Board's code of conduct, and noted that the Board has maintained civility in almost all cases in his tenure on the Board.

Trustee Humphreys reported that he was one of the Board members who initially opposed the

use of the word "genocide" at previous Board meetings; however, he felt the word was appropriate and reflects the true nature of historical events upon researching the definition and confirming the research conducted by the Midwest SOARRING Foundation and library staff for the Land Acknowledgement.

Trustee Nienburg stated that he stands by his previous comments regarding the use of "genocide", the singling out of the Catholic faith, and that other aspects of the Land Acknowledgement are needlessly divisive. He remained opposed to the current language in the Land Acknowledgement and noted that one of the resources used in establishing the library's and acknowledgment statement does not make use of the word "genocide". He expressed that he is looking forward to continued communication and improvements to the Land Acknowledgement. He noted that while there is a place for a land acknowledgment statement, he is not supportive of the divisive nature of the current statement.

President Gigani emphasized the importance of Board members working collaboratively. She addressed what she felt were discouraging comments made by Trustee Nienburg at the last meeting as follows:
- The President of the Board works to ensure meetings are run efficiently while maintaining decorum. It is her role to proceed with scheduled meetings if there is a quorum.
- The insinuation that the Board did not honor Trustee Nienburg's request to delay a meeting because the request was his, is offensive given that the meeting had been scheduled since last year when the calendar was approved.
- Trustee Nienburg was provided with options to ensure his feedback was included in the discussion but chose not to make use of those options.
- A session was held where the authors of the Land Acknowledgement provided additional details on the inception process and vocabulary choices, to address some Board member concerns regarding the use of the term "genocide".
- Concerns about the Recognition, Programs, and Seminars line in the budget were not voiced by Trustee Nienburg in person or in writing during the budget discussions held in June 2023, July 2023, or August 2023. She noted that it is not uncommon for employers to encourage and mandate continued education, and conferences and seminars ensure the continued success of the library. Some of the line items were allocated to participation in the library safety summit to address concerns regarding patron safety. It was noted that one of the suggested initiatives in the Strategic Plan is to increase staff investment.
- The Board bylaws state that the Trustees are to act in the best interest of the library. She expressed concern that Trustee Nienburg's comments do not do so.

President Gigani reported that the library holds a five-star rating with the Library Journal and attested that the library staff is part of the reason the library is held in high regard.

7. **LIBRARY DIRECTOR'S REPORT**

Library Director Julie Milavec reiterated that the library is a five-star library, which is one of the highest distinctions for public libraries nationally. The library's Kids Room was named the number one library in the western suburbs for kids, and two of the library staff were named Library Journal Movers and Shakers in 2022, one of the highest honors for library staff.

The staff write articles for national and statewide professional journals and present at national, statewide, and regional conferences and continuing education events. She noted that the strategic

planning process confirmed that the majority of residents are satisfied with the library and checkouts remain strong.

Julie Milavec reported that misinformation at the last meeting is addressed in her report through the provision of links to meeting recordings, meeting packets, and other materials available on the library's website. She addressed some of the misinformation as follows:

- The Land Acknowledgement was updated in August 2023 to include other Christian churches.
- Dr. John Low and Joseph Standing Bear Schranz both continue to work with the library on Native American programming and remain active partners.
- A policy for window painting will be established for requests eight months or longer into the future.
- Minutes Solutions provides a summary of the meetings and is not a transcription service.
- The library is consistent in its overall work rules and procedures, which are detailed in the Employee Handbook, but allows departments to set up their own procedures within those parameters.
- The library tries to highlight Native American experiences, including Indigenous Peoples' Day for the new children's program Community Celebrates, Native American art and trivia for teens, the Illinois Library Presents Chills and Thrills with Stephen Graham Jones, an award-winning Native American author, and Heather Hathaway Miranda whose gallery work features Native Americans and other Native peoples prominently.
- An $86,000 payment to RGW Consulting was for work over the span of three budget years, including focus group sessions, staff and trustee training, and the development of the Equity Strategic Plan.
- A third-party comprehensive investigation determined that no laws, policies, or procedures were violated in regard to allegations made by a former employee.
- Nothing was removed from the High-Level Strategic Plan by library staff, and Trustees were involved in the entire process. Everything is captured in the Strategic Plan or the Addendum, both of which are available on the library's website.

Julie Milavec noted that the Village of Downers Grove requires the library to submit its tax levy by August 31 of each year and that 99% of the budget for 2024 is comprised of personnel expenses, cleaning services, and electronic resources, which were discussed in detail in previous meetings.

Julie Milavec reported that 95% of the library's revenue is from property taxes, which is how Illinois public libraries are funded. Short-term cash flow needs are covered through an intergovernmental agreement with the Village of Downers Grove due to changes in the property tax collection cycle. The library's tax levy is separate from the Village's tax levy and are completely separate lines on resident tax bills. The library's levy does not directly impact the Village's levy. She emphasized that the library's tax rate has decreased every single year since she has served as Library Director.

8.   NEW BUSINESS

a.   **2024 Library and Holiday Closings:**

   On a motion made by Dougherty, seconded by Sladek, it was resolved to approve the 2024 Library and Holiday Closings as presented. Motion carried.

Julie Milavec reported that the 2024 library schedule remains unchanged from prior years; however, adjustments may be made to the closing of the library around the dates of the Rotary GroveFest after assessing the impact on parking and access to the library.

Trustee Khuntia requested that the Board consider including Juneteenth in the list of library and holiday closings starting in 2025.

b.   2024 Board Meeting Dates:

On a motion made by Khuntia, seconded by Dougherty, it was resolved to approve the 2024 Board Meeting Dates as amended. Motion carried.

The meeting scheduled for March 27, 2024, falls during spring break for several schools within the library's district. The Board agreed to reschedule the meeting on March 27, 2024, to March 20, 2024.

c.   Resolution 2023-1 Recognizing Milestone Anniversaries:

On a motion made by Humphreys, seconded by Khuntia, it was resolved to approve Resolution 2023-1 Recognizing Milestone Anniversaries. Motion carried.

Julie Milavec recognized the work and contribution of staff members who have served the library for five years, 10 years, 15 years, 20 years, and 30 years, as per Resolution 2023-1.

d.   FY2024 Work Plan: Julie Milavec noted that all initiatives come from the Addendum to the High-Level Strategic Plan, with a target date and a point person designated for each initiative. Feedback from the Board on metrics to determine measurables was encouraged.

Julie Milavec provided clarification on the initiative to translate the summer reading packets and welcome packets to another language, noting that the target for Q2 of 2024 is to translate the summer reading packets to Spanish, and then work with District 58 on translating to other languages in the future.

Julie Milavec noted that the strategic planning process, as well as the consultant used for salary benchmarking, were included in the Professional Services line item for FY2023. The same budget line was held in 2024 with the understanding that an area of focus from the Strategic Retreat was looking for space within the library, which would entail the services of a consultant. She confirmed that several of the initiatives are cross-department, and there is a designated staff member at the management level to spearhead each initiative. Staff are working collaboratively to ensure no department is disproportionately impacted and that what is being asked of each department is within their capacity.

It was suggested to have an additional column to quantify the initiatives into measurables and to categorize the initiatives by target timeline to better monitor and track the initiatives by quarter.

9.   UNFINISHED BUSINESS

There was no unfinished business to discuss.

10.   EXECUTIVE SESSION

On a motion made by Khuntia, seconded by Sladek, it was resolved that the Board recess to an Executive Session. Motion carried.

The Board recessed to Executive Session at 9:03 p.m. and reconvened to open session at 9:33 p.m.

11.   NEXT MEETING

The next Board of Library Trustees meeting will be held on November 15, 2023, at 7:30 p.m.

12.   ADJOURNMENT

The meeting was adjourned at 9:34 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.

_____   _____
Director   Director

_____   _____
Date   Date

EXPENDITURE BY OBJECT REPORT
10/1/2023 THROUGH 10/31/2023
CAPITAL REPLACEMENT FUND

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	OCTOBER 2023 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
587000	CAPITAL EQUIPMENT	611,900.00	0.00	578,254.44	33,645.56	94.50

EXPENDITURE BY OBJECT REPORT
10/1/2023 THROUGH 10/31/2023
OPERATING FUND

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	OCTOBER 2023 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
510100	SALARIES, EXEMPT	1,842,036.74	142,270.54	1,438,987.80	403,048.94	78.10
511100	SALARIES, NON-EXEMPT	596,716.40	35,851.72	398,095.75	198,620.65	66.70
511900	PART-TIME EMPLOYEE WAGES	1,062,409.38	92,025.93	958,370.21	104,039.17	90.20
513100	IMRF PENSION CONTRIBUTIONS	168,194.43	13,082.91	134,102.33	34,092.10	79.70
513300	MEDICARE CONTRIBUTIONS	51,008.81	3,857.76	39,899.76	11,109.05	78.20
513400	SOCIAL SECURITY CONTRIBUTIONS	218,106.70	16,327.82	170,266.38	47,840.32	78.10
519000	LIFE INSURANCE	1,695.33	125.30	1,267.32	428.01	74.80
519100	HEALTH INSURANCE	576,679.45	35,662.04	362,134.56	214,544.89	62.80
519500	OPTICAL INSURANCE	2,342.46	145.38	1,482.64	859.82	63.30
519700	DENTAL INSURANCE	40,115.65	2,411.24	24,597.82	15,517.83	61.30
521000	SUPPLIES	94,860.00	5,664.74	77,220.79	17,639.21	81.40
525100	MAINTENANCE SUPPLIES	22,400.00	1,330.99	12,567.23	9,832.77	56.10
528000	SMALL TOOLS & EQUIPMENT	31,615.00	488.83	22,447.14	9,167.86	71.00
530200	DUES AND MEMBERSHIPS	9,000.00	560.00	7,452.90	1,547.10	82.80
530300	SEMINARS, CONFERENCES & MEETINGS	31,500.00	1,565.61	21,717.18	9,782.82	68.90
530800	RECOGNITION PROGRAM-STAFF	5,250.00	240.45	2,037.95	3,212.05	38.80
531500	PROFESSIONAL SERVICES	101,000.00	2,075.94	81,017.73	19,982.27	80.20
532200	PERSONNEL RECRUITMENT	1,500.00	0.00	518.00	982.00	34.50
532300	SPECIAL LEGAL	4,000.00	2,193.75	22,512.05	-18,512.05	562.80
534600	DATA PROCESSING SERVICES	119,500.00	0.00	86,803.91	32,696.09	72.60
538000	PRINTING SERVICES	51,850.00	0.00	26,583.75	25,266.25	51.30
539100	TELEPHONE	17,500.00	1,187.54	14,137.67	3,362.33	80.80
539200	POSTAGE	30,500.00	0.00	13,333.00	17,167.00	43.70
540700	ADVERTISING & PUBLIC RELATIONS	20,500.00	43.69	12,769.46	7,730.54	62.30
542000	INSURANCE - OTHER POLICIES	74,235.00	0.00	59,795.93	14,439.07	80.50
543000	BUILDING MAINTENANCE SERVICES	95,000.00	24,803.54	64,336.75	30,663.25	67.70
545000	CLEANING SERVICES	84,000.00	16,360.05	91,566.12	-7,566.12	109.00
546100	UTILITIES	25,500.00	1,608.96	21,815.91	3,684.09	85.60

EXPENDITURE BY OBJECT REPORT
10/1/2023 THROUGH 10/31/2023
OPERATING FUND

OBJECT	ACCOUNT DESCRIPTION	ORIGINAL APPROPRIATION	OCTOBER 2023 EXPENDITURES	YTD EXPENDED	AVAILABLE BUDGET	% USED
547000	OTHER EQUIPMENT R & M	14,720.00	0.00	25,032.20	-10,312.20	170.10
548100	RENTALS	18,025.00	754.06	12,043.53	5,981.47	66.80
562000	RECOVERABLES	4,200.00	175.10	1,304.79	2,895.21	31.10
569000	UNEMPLOYMENT COMPENSATION	2,500.00	0.00	511.24	1,988.76	20.40
577000	CAPITAL EQUIPMENT	58,000.00	3,186.29	48,248.10	9,751.90	83.20
585100	ELECTRONIC RESOURCES	273,300.00	17,761.46	208,716.28	64,583.72	76.40
585200	PRINT MATERIALS	376,350.00	21,625.32	265,698.43	110,651.57	70.60
585300	AUDIOVISUAL MATERIALS	137,050.00	7,765.91	79,840.74	57,209.26	58.30
587000	CAPITAL EQUIPMENT	65,000.00	0.00	8,317.00	56,683.00	12.80
588000	INTANGIBLE ASSETS (SOFTWARE)	62,650.00	10,335.93	54,365.59	8,284.41	86.80
591000	TRANSFER FOR CAPITAL PROJECTS	367,500.00	0.00	367,500.00	0.00	100.00
	805 LIBRARY FUND	**6,758,310.35**	**461,488.80**	**5,239,415.94**	**1,518,894.41**	**77.50**

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
10255	4IMPRINT, INC	1	2238.94
16384	ALLYSON RENELL	1	237.11
18213	AMAZON CAPITAL SERVICES, INC.	14	1,117.43
403	AT&T	1	255.81
672	BAKER & TAYLOR BOOKS	7	430.86
16893	BIBLIOTHECA, LLC	2	6,313.98
829	BLACKSTONE AUDIOBOOKS	10	1,165.66
14883	BOOKPAGE	1	1,080.00
1223	CASE LOTS, INC.	3	920.95
8705	CASH - LIBRARY	1	190.47
1264	CDW GOVERNMENT LLC	2	16,010.04
8323	CENGAGE LEARNING	10	935.69
1277	CENTER POINT PUBLISHING	5	165.99
1377	CHICAGO TRIBUNE	1	280.99
13235	CHILDREN'S PLUS, INC.	4	809.78
200212	COMPLETE CLEANING COMPANY, INC	2	10,767.50
19062	CYNTHIA KHATRI	1	395.60
16094	DE LAGE LANDEN FINANCIAL SVC INC	1	754.06
2056	DEMCO, INC.	2	204.95
5572	FIA CARD SERVICES, N.A.	14	13,619.13
17510	FIRST COMMUNICATIONS, LLC	1	271.61
16977	GARVEY'S OFFICE PRODUCTS, INC.	5	674.74
3188	GRAHAM CRACKERS COMICS, LTD.	1	346.22
8770	GRAINGER	2	664.88
9102	HAGG PRESS, INC.	1	7,078.43
9880	IMAGE SYSTEMS & BUSINESS SOLUTIONS	1	3,805.31
3688	INGRAM LIBRARY SERVICES, LLC	47	22,102.80
200298	KIMBERLY ANN KUHN WHITE	1	300.00
200131	KINGS III OF AMERICA LLC	1	244.00
200302	LACEMAKERS AND COLLECTORS EXCHANGE	1	300.00
4928	LAKESHORE LEARNING MATERIALS	1	354.90
17116	LINKEDIN CORPORATION	1	7,000.00
1754	LUCAS MCKEEVER	1	484.39
200301	MCKULA INC.	1	2,100.00
5613	MEDLIN COMMUNICATIONS, INC.	1	703.11
5866	MIDWEST TAPE	15	7,110.81
20739	MURPHY SECURITY SOLUTIONS LLC	1	750.00
18123	NANCY ROONEY	1	306.79
6161	NICOR GAS	1	1,497.06
6295	ORKIN PEST CONTROL	1	135.00
12499	OVERDRIVE, INC.	3	9,515.71
200192	PLAYAWAY PRODUCTS LLC	5	980.83
6698	PRINT SMART	1	377.00
6874	RAINMAKERS IRRIGATION & MAINTENANCE, INC.	1	220.00
14549	REACHING ACROSS ILLINOIS	1	1,375.00
7676	SIGNS NOW	1	1,085.00
12698	SWAN	2	17,545.73
3567	TECHNOLOGY MGMT REV FUND	1	126.00
8582	THE BOARD OF TRUSTEES OF THE UNIVERSITY OF ILLINOIS	`1	75.00
6859	THRYV	1	16.22
16212	TOWN SQUARE PUBLICATIONS, LLC	1	505.00

INVOICE LISTING - NOVEMBER 2023
Operating Fund

VENDOR #	VENDOR NAME	NUMBER OF INVOICES	GROSS AMOUNT
13611	TRACI SKOCIK	2	90.08
385	TRANE U.S., INC.	1	1,774.50
16841	TSAI FONG BOOKS, INC.	4	1,168.26
18118	TUMBLEWEED PRESS INC	1	1,342.32
6654	UNITED STATES POSTAL SERVICE	2	5,310.00
18458	URBAN ELEVATOR SERVICE, LLC	1	236.25
200304	WHOLE HEALTH COUNSELING PLLC	1	375.00
	GRAND TOTALS:	**195**	**153,766.84**

INVOICES OF NOTE - OPERATING FUND

For Library Board Meeting on November 15, 2023

10255	4Imprint, Inc. (Marketing and Communications Materials)	$2,238.94
18213	Amazon Capital Services, Inc. (Small Tools, WIFI Adapter, Graphics Cards)	$1,117.43
016893	Bibliotheca, LLC (Ebook and Audiobook Licenses)	$6,313.98
829	Blackstone Audiobooks (Audiovisual Materials Purchases)	$1,165.66
14883	Bookpage (Print Materials)	$1,080.00
1264	CDW Government LLC (Apple PC and Adobe Software Products)	$16,010.04
200212	Complete Cleaning Company, Inc (Building Cleaning Service)	$10,767.50
9102	Hagg Press, Inc. (Discoveries Newsletter)	$7,078.43
9880	Image Systems & Business Solutions (Quarterly Copier Contract Fee)	$3,805.31
3688	Ingram Library Services, LLC (Print Material Purchases)	$22,102.80
200131	Kings III of America LLC (Emergency Phone and Video Monitoring for Elevator)	$244.00
17116	LinkedIn Corporation (Database Renewal)	$7,000.00
200301	McKula Inc. (Incident Tracker Annual Fee)	$2,100.00
5866	Midwest Tape (Audiovisual Material Purchases)	$7,110.81
6161	Nicor Gas (Utility Payment)	$1,497.06
12499	Overdrive, Inc. (eBook and eAudiobook Purchases)	$9,515.71
14549	Reaching Across Illinois (Illinois Library Presents Renewal)	$1,375.00
7676	Signs Now (Marketing and Communications Materials)	$1,085.00
12698	SWAN (Quarterly Fees and Comics Plus Renewal)	$17,545.73
385	Trane U.S., Inc. (Quarterly Maintenance Inspection)	$1,774.50
16841	Tsai Fong Books, Inc. (Print Materials)	$1,168.26
18118	Tumbleweed Press Inc. (Electronic Resources Renewal)	$1,342.32
6654	United States Postal Service (Library and Discoveries Postage)	$5,310.00
200304	Whole Health Counseling PLLC (Social Work Intern Supervision)	$375.00

CREDIT MEMO LISTING - OPERATING FUND
NOVEMBER 2023

VENDOR #	VENDOR NAME	NUMBER OF CREDIT MEMOS	GROSS AMOUNT
3688	INGRAM LIBRARY SERVICES, LLC	1	11.29
200192	PLAYAWAY PRODUCTS LLC	1	44.99
	GRAND TOTALS:	**2**	**56.28**

Library Credit Card Details for the November 15, 2023 Board Meeting

Julie Milavec

971	5303	Seminars, Mtgs, & Conferences	ILA Conference Fees, Lodging	$	952.98
971	5315	Professional Services	Coffee with the Trustees Food	$	166.75
971	5392	Postage	Overnight Postage	$	9.65
972	5210	Supplies	Winter Reading Bingo Books	$	342.63
978	5391	Telephone	Comcast Monthly Payment	$	356.51
			Total	$	1,828.52

Katelyn Vabalaitis

972	5210	Supplies	Teen Program Supplies	$	233.24
			Total	$	233.24

Ian Knorr

978	5210	Supplies	Keyless Entry Swipe Cards	$	100.30
978	5251	Maintenance Supplies	Paint Rollers, Framing Materials	$	290.73
			Total	$	391.03

Karen Bonarek

			Total	$	-

Cynthia Khatri

976	5210	Supplies	Department Supplies	$	14.48
976	5280	Small Tools & Equipment	Slatwall Holders for Signage, Laptop Equipment	$	715.78
976	5303	Seminars, Mtgs, & Conferences	Marketing and Communications Conference Meal Expense	$	49.40
			Total	$	779.66

Traci Skocik

973	5210	Supplies	Program Supplies	$	34.55
973	5852	Print Materials	Children's Books	$	17.99
973	5853	Audiovisual Materials	Video Games	$	1,120.72
			Total	$	1,173.26

Sharon Hrycewicz

973	5210	Supplies	Department Supplies	$	36.93
973	5280	Small Tools & Equipment	Toddler Toys, Video Gaming Equipment	$	109.92
973	5852	Print Materials	Children's Books	$	194.91
973	5853	AV Materials	Anything Emporium Items, Smart Screen, Puzzles	$	1,061.67
			Total	$	1,403.43

Allyson Renell

972	5280	Small Tools & Equipment	Display Items	$	581.46
973	5210	Supplies	Department Supplies	$	9.98
973	5280	Small Tools & Equipment	Display Items	$	128.19
973	5303	Seminars, Mtgs, & Conferences	ILA Conference Expenses - Multiple Staff	$	707.53
			Total	$	1,427.16

Christine Lees

971	5308	Recognition Program-Staff	Board Recap Meeting Snacks	$	42.70
974	5210	Supplies	Office Supplies	$	155.63
974	5303	Seminars, Mtgs, & Conferences	De-Escalation Training and Meal	$	136.25
			Total	$	334.58

Paul Regis

975	5880	Intangible Assets	Zoom, Google, Wasabi, LibSyn, GoToMeeting	$	1,374.46
				Total $	**1,374.46**

Grace Goodwyn

976	5210	Supplies	Department Supplies	$	76.45
976	5280	Small Tools & Equipment	Bluetooth Keyboard	$	32.25
				Total $	**108.70**

Jen Ryjewski

				Total $	-

Amanda Klenk

972	5210	Supplies	Program Supplies	$	530.77
972	5280	Small Tools & Equipment	Slatwall Displayers	$	142.28
972	5315	Professional Services	Program Supplies	$	151.92
972	5852	Print Materials	Print Materials	$	244.89
972	5853	AV Materials	AV Materials	$	219.96
				Total $	**1,289.82**

Van McGary

972	5210	Supplies	Program Supplies, Office Supplies	$	1,029.70
972	5303	Seminars, Mtgs, & Conferences	ILA Conference Hotel and Parking	$	436.98
972	5851	Electronic Resources	Kindle Books	$	46.97
972	5852	Print Materials	Print Materials	$	111.24
972	5853	AV Materials	Streaming Services, Video Games, Anything Emporium Items	$	160.40
973	5280	Small Tools & Equipment	Accessibility Kit Items	$	359.66
976	5315	Professional Services	Items for the Cupboard	$	8.13
				Total $	**2,153.08**

Lucas McKeever

972	5852	Print Materials	Subscription Renewals	$	219.00
977	5210	Supplies	Office Supplies	$	366.90
977	5280	Small Tools & Equipment	Small Tools for Office	$	12.99
				Total $	**598.89**

Amanda Blau

973	5210	Supplies	Program Supplies, Office Supplies	$	293.64
973	5853	Audiovisual Materials	Math Resources, Anything Emporium	$	229.66
				Total $	**523.30**

Library Credit Card November 2023 Totals $ 13,619.13

PAYROLLS FOR OCTOBER 2023

OCTOBER 6	$134,691.23
OCTOBER 20	$135,456.96
TOTAL OCTOBER 2023 PAYROLLS	**$270,148.19**

DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 15, 2023

Agenda Item 8

Library Director's Report

Coffee with the Trustees
On Saturday, October 21, about a dozen community members attended to meet the members of the Board of Library Trustees, ask questions, and chat about the library and community at their first coffee event. Many attendees and Trustees commented that the Board should do this again.

Youth Outlook Business Partner of the Year Award
The Downers Grove Public Library was honored at the 2023 Dare to Dream Youth Outlook Dare to Dream Gala as Business Partner of the Year Award winner on October 21, 2023. Formed in 1998, Youth Outlook's mission is, "Youth Outlook celebrates, empowers, advocates for, and provides services to meet the ever-evolving needs of LGBTQ+ youth and their families, friends, and communities."

Illinois Library Association Annual Conference
The Illinois Library Association Annual Conference was held from October 24 to October 26 in Springfield IL, with Trustee Day on October 26. Three Trustees and numerous staff were in attendance. Thank you to Children's Services Manager Allyson Renell, who served on the Conference Planning Committee!

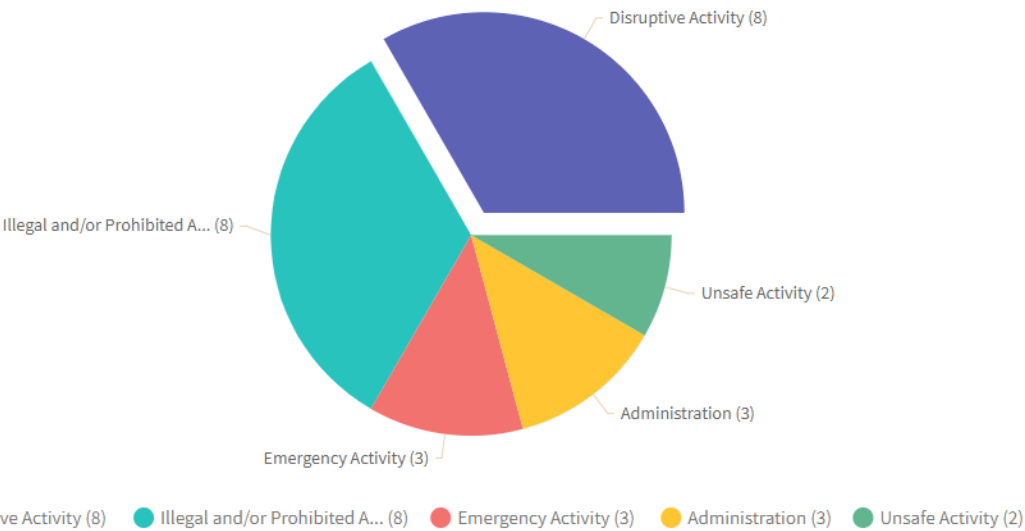October PITS Incident Reports and Incident Tracker Implementation
There were 16 incidents in October. Incident Tracker, the new tracking software, is now live. New monthly reports are included in your packets. Please give Assistant Director Jen Ryjewski your feedback on these reports.

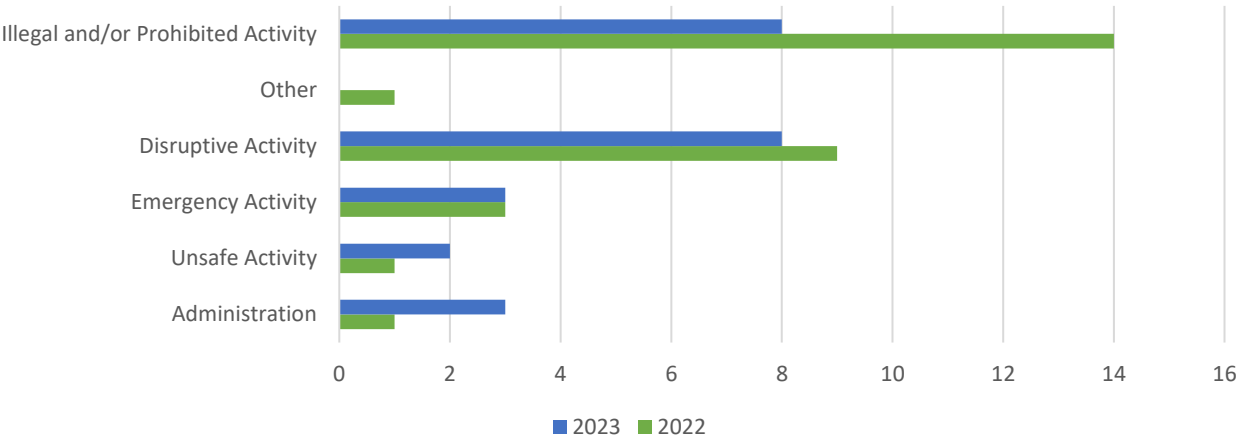Freedom of Information Act (FOIA) Requests
Two FOIA requests were received and responded to in October. Two FOIA requests were received in October and responded to in November. All FOIA requests and responses are available at https://dglibrary.org/transparency/ under the Freedom of Information Act (FOIA) Requests heading.

Submitted by Library Director Julie Milavec, November 10, 2023

Summary of Incident Reports For October 2023

Breaking down (16 reports) ... embedding (24 category) occurences

- Disruptive Activity (8)
- Illegal and/or Prohibited A... (8)
- Emergency Activity (3)
- Administration (3)
- Unsafe Activity (2)

October 2022 vs. October 2023
Incident reports

■ 2023 ■ 2022

Incident Reports 3 year-to-date Comparison

■ 2021 ■ 2022 ■ 2023

	A	B	C	D
1	Incident_Date	Categories	Summary	Appended_Info
2	Tuesday, 10/31/2023 (4:59)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Interfering with comfort or safety)(Other)	While sitting at the Info Desk, I heard a loud crash from over in the cafe area where I witnessed a male patron in a bright yellow construction vest swearing flagrantly at a female patron he seemed to know. By the time I got over there, the male patron had already exited the building through the south doors. I then spoke with the female patron to see if she was okay. She appeared untroubled by the male's outburst and did not want me to call the police. She said that the outburst was triggered by personal matters. The loud crash that I had heard was of him throwing his phone on the ground. Although I did not get to speak with the man to tell him this, he is not allowed within the building for the remainder of the day.	Danny Bartkowiak (10/31/2023 5:53 PM) The patron returned to the library around 5:50 PM. I spoke to him and informed him that he wasn't allowed inside the library for the remainder of the day. He left without any further issue. edited by Danny Bartkowiak on 10/31/2023 5:55 PM
3	Sunday, 10/29/2023 (1:40 PM)	Disruptive Activity(Excessive noise)(Inappropriate use of furniture)(Not following directions from staff)(Other) Unsafe Activity(Other)	Around 1:40, ATS staff observed a group of four teen boys moving along the Curtiss St wall in a chain of rolling chairs. The boys soon returned the chairs to Teen Central and by the time I, Danny, arrived, they were already on their way downstairs. All four teens were asked to leave for the remainder of the day. After watching the camera footage, I also saw that the boys, prior to their chair-chain, had engaged in wrestling and bumper chairs.	
4	Thursday, 10/26/2023 (12:40pm)	Administration(Other) Unsafe Activity(Other)	Approximately 12:40pm, I (Miriam) was approached by Julia (Kids Dept). Julia stated that the patron currently waiting at the desk was in a rather difficult situation with a gentleman in the Study room (the man was her brother). The patron (identified as ▓▓▓▓) stated that she was taking multiple "breaks" from her brother as he is hot tempered and was growing angry with her. Sensing her unease, Julia asked the woman if she was okay and if she was safe. The woman only responded with "for now" or "in the moment". Interpreting the woman's cryptic answers and the growing concern for the woman's wellbeing, Julia asked the woman if she would feel comfortable speaking with a monitor. (The woman preferred to speak with another woman if possible). As I (Miriam) was given the information provided by Julia, I approached the woman and introduced myself. I asked her if she was comfortable speaking with me and if she felt unsafe, I would be more than happy to relocate her to an area she could speak freely. She declined, instead she gave me insight to what she needed and the history she has (currently is) experiencing with her brother. I did inform her, if at whatever point of our conversation if her brother approached aggressively, I would call the police. <br style="color: She declined police assistance and made it very clear, there would be no police involved as it would only anger her brother. She reiterated to me what she said to Julia and preferred to just receive assistance/information on housing. I gave her the cards Danny grabbed from The Cupboard and while she was accepting those, her brother approached us to ask ▓▓▓ "What was going on?" Seeing her visible fear and the standoff nature of her brother, I began to explain to ▓▓▓ "If you ever need help checking out a book feel free to go to any desk or just call us if you ever have any questions, okay?" With that, her brother dismissed the conversation and they both left upstairs. Later leaving the building.	Ian Knorr (10/27/2023 8:57 AM) (0) Julia K.'s report of the incident: At around 1:15-1:30 pm a woman named ▓▓▓ came to the desk multiple times from study room 1. She started making small talk with me but seemed to be scared and stressed. She was telling me that she needed to take a break and separate herself from her brother who was also in the study room with her because he was getting angry with her. She then told me that her brother "has a hold of her purse" and "wont let me have it." During this time while talking to her I was concerned about her wellbeing and asked her if she was in a safe situation and if she was okay. She said she was "safe at the moment" but "is in-between living arrangements and struggles with mental health" and has to live with her brother. She began to tell me about her living conditions and that her brother did not want her to touch anything in the house and to stay out of his way. For example, specifically saying "she cant get up in the middle of the night not to wake him up and that she isn't allowed to clean the bathroom when she tried dusting the cobwebs for him." She also stated that she's "sleeping on a towel on the floor next to his bed/couch." She then said "she needed to make calls to her psychiatrist but he wouldn't let her use the phone." I kept asking if she was sure if she's okay and safe and she kept saying "for now" and "in the moment" and continued to tell me her brother has a history of domestic violence with their other sister. I asked her if she was okay if I brought over a monitor to help, and she stated she would prefer to talk to a woman if that was available. I then walked over to Miriam and Danny and explained the situation while ▓▓▓ waited by the kids desk. From there Miriam and Danny took over.
5	Sunday, 10/22/2023 (5:00pm)	Illegal and/or Prohibited Activity(Interfering with comfort or safety)(Making violent or threatening statements)	While closing for the evening, Charlie (IT) mentioned that ▓▓▓ seemed to be upset earlier in the afternoon. ▓▓▓ approached the IT desk and began to tell Charlie that he felt ▓▓▓ was following him. He ▓▓▓ made several comments, "Did you see that? He got up at the same time as me.", "Don't worry about it, I'll take care of him next time.", "I'll make sure to handle it, don't worry about it." Charlie reassured him that ▓▓▓ was not looking in their direction and quickly diffused the situation. Thinking nothing of it, ▓▓▓ kept to himself the rest of the afternoon and there was no incidents. However, this behavior/comments have been shared with all Monitors/Ian and we will observe ▓▓▓ so there are no future issues. If this becomes an ongoing issue ▓▓▓ will be given a "cool down period".	

	A	B	C	D
6	Thursday, 10/19/2023 (1:30 PM)	Disruptive Activity(Not following directions from staff) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	Around 1:30, the Computer Help desk placed a call for a BoM. Once there, I found two male patrons engaged in an argument. The first patron is named ▮▮, the second, ▮▮▮▮ ▮▮ made several allegations: that ▮▮▮ was stalking him; that ▮▮▮ had followed him to Naperville; that ▮▮ knew who he was. When I spoke to ▮▮▮▮ he was incredibly confused. He said that he'd never seen ▮▮ before in his life, that he'd never been to Naperville, and that he was beginning to feel threatened by ▮▮ Miriam and I managed to separate the two, and before we left the area, received confirmation from both patrons that they'd keep their distance from one another.	
7	Monday, 10/9/2023 (08:50pm)	Illegal and/or Prohibited Activity(Trespassing including banned patrons)	After securing the meeting room and checking in with Sandy at the Circulation desk I observed ▮▮▮▮ who is currently banned in the Cafe area; when he saw me, he waved as he was leaving the library. We are going to extend his ban for another six months as of today, October 9th.	
8	Wednesday, 10/18/2023 (9:02 am)	Emergency Activity(911 call)	At. 9:02 a.m. Building Operations received a call over the radio from Circulation. Miriam and Ian responded and were met by Circ staff. Circ staff reported that the gentleman sitting in the cafe wanted the library to call the paramedics for him. I (Ian) asked Circ staff to please call the paramedics while I went to talk to the gentleman in the cafe. He introduced himself as ▮▮ and I let him know that the paramedics were being called. He asked for help getting a cup of coffee and explained he had issues walking due to an injury. After assisting ▮▮ with his coffee we made small talk while we waited for the paramedics. Three paramedics arrived from the north entrance and made their way to ▮▮ Miriam and I excused ourselves, wished ▮▮ a good day, and left the cafe. MOD Cindy Khatri called me to let me know that J▮▮ was taken out on a stretcher around 9:16 a.m.	
9	Monday, 10/16/2023 (9:30)	Disruptive Activity(Not following directions from staff)(Panhandling/proselytizing/soliciting)	Around 10:30 Pastor Andy and Van entered the workroom to speak with a BoM. They presented religious materials and Andy explained the pamphlet was found in The Cupboard. This is not the first item that was found, few days prior Andy explained there was religious materials placed. It seems to have the same hand writing, Andy notified Van of today's findings. Moving forward, all materials should be handed to Monitor(s)/Ian for documenting. I reviewed the cameras from this morning as Andy explained the materials were found around 9:30am. I cannot be certain who placed the pamphlet with the note.	
10	Friday, 10/13/2023 (08:48pm)	Emergency Activity(Accident or injury to individual)	I received a call from Fred to meet a father and his son on the first floor as they were coming down the stairs. The little boy was crying, and the father told me that he had bruised his finger in the elevator door on the second floor and asked me if I had a band-aid. I gave the father a band-aid and asked him if he needed anything else and if he wanted me to fill out an accident form which he declined - he just wanted to leave with his son; I asked his son if he would like a sticker and he said yes so, I gave him two and he stopped crying. The finger looked okay, maybe a skin bruise. When I checked in with Fred and Misty, they told me that the father was talking to someone else and not paying attention to his son and Fred had told the boy not to put his hand by the elevator door. The boy got his hand stuck on the left-hand side of the elevator door where the door slides when it opens. After the boy's hand was free the father was yelling at his son versus consoling him resulting in the boys crying because he was scared.	
11	Thursday, 10/12/2023 (5:34 PM)	Illegal and/or Prohibited Activity(Trespassing including banned patrons)	At 5:34, banned patron, ▮▮▮▮, entered the library through the south doors. He was hanging around the cafe area when Tony Drufke alerted me to his presence. When ▮▮ saw me, he immediately left the building. I called 9-1-1, however, by the time I reached an operator, ▮▮ had already moved off library property. His current suspension will be lengthened as a result.	
12	Wednesday, 10/4/2023 (4:25 PM)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	Reported by: Daniel Bartkowiak I, Danny Bartkowiak, presented ▮▮▮▮ with his month-long ban letter. He proceeded to swear profusely at me before heading for the stairs. I told him if he went up there that I'd call the police. He stopped and turned around and swore at me some more. Then he used the self-checkout and exited the building through the south doors. Original Incident ID: 1114	
13	Tuesday, 10/3/2023 (8:00 PM)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	Reported by: Daniel Bartkowiak Around eight o'clock, patron ▮▮▮▮ stopped at the Circulation desk. He wanted to know where the employee was who'd been on the desk when he, ▮▮, first entered the library today. ▮▮ then called this employee an "a***ole" and a "f**ker." On his way out the south doors, he continued ranting to himself an audible level.	

	A	B	C	D
14	Tuesday, 10/3/2023 (6:00 PM)	Administration(Other) Emergency Activity(Non-emergency call to police)	Reported by: Daniel Bartkowiak Around six o'clock, a female patron approached the ATS desk and asked for a social worker. Since there are no social workers here on Tuesday, I (Danny) was called. The female patron asked if we could speak in private. We found a table near the seed library and spoke for about thirty minutes. She shared a lot of personal, sensitive information. This led to her asking if I could call the police for her. I called the non-emergency number and detailed the situation for the operator who told me that they would send over an officer soon. The female patron again asked for me at the ATS desk and I let her know that an officer and possibly a social worker would be coming here to speak with her. She thanked me for calling and then went to speak to the restroom. About twenty minutes later, an officer from the DGPD arrived. I walked him all around the building but we could not find the woman. He took down my information and told me to call again if she reappears so that they can set her up with a social worker. Original Incident ID: 1112 Incident Status: Submitted	
15	Monday, 10/2/2023 (4:38 PM)	Disruptive Activity(Abusive language/name-calling e.g. jerk)(Excessive noise)(Not following directions from staff)(Using profanity or obscenity)	Reported by: Miriam Mejia Responding to a call approximately at 4:50pm, I (Miriam) and Danny arrived to Circ. Tony informed us about 20 minutes prior there were 2 teens leaving the building. While their initial exit was not the issue, it was the language they felt comfortable using very loudly. Tony explained he was unable to call earlier as it was just himself at the desk and he was assisting patron(s) The cursing has been an issue discussed with majority of the teens, these 2 boys in particular have been reminded more than others. While the cursing was the first note of the boys departure, they have also forgotten of the reminder to not hit the exit signs while leaving the building. The teen on the right was the one to hit it. All teens were gone when the call for a monitor was placed.	
16	Monday, 10/2/2023 (3:20 PM)	Disruptive Activity(Excessive noise)(Inappropriate use of furniture)(Using profanity or obscenity) Illegal and/or Prohibited Activity(Interfering with comfort or safety)	Reported by: Daniel Bartkowiak Around 3:10, a patron complained at the ATS desk about the noise level coming from a large group of teens occupying Teen Central. Miriam and I responded by speaking with the entire group and asking them to quiet down. Less than ten minutes later, we received a call from the ATS desk to deal with the same group of teens. Staff members had witnessed them throwing garbage cans, jumping on furniture, running, playing bumper-chairs, and being very loud. By the time Miriam and I arrived and asked everyone to leave for the remainder of the day, the floor in Teen Central was covered in various types of litter.	Miriam Mejia (10/10/2023 12:53 PM) (0) █████ is another teen responsible for the high noise complaints and refusal to leave the teen area after majority of the group had disbanded. She was given her ban card 10/8/23, I (Miriam) explained the reasoning for the month long ban and reminded her of the code of conduct. I explained the rule of trespassing and if she'd like to contest her ban she is more than welcome to do so with Building Ops manager Ian.
17	Monday, 10/2/2023 (2:50 PM)	Administration(Other)	Reported by: Daniel Bartkowiak Around 2:45, a female patron handed a sheet of paper to Charlie Michka, who'd been at the Computer Help desk, which he then handed over to me. After passing off the note to Charlie, the female patron immediately left the library. She provided no identification or any contact information. She wore glasses with round, black frames and orange lenses.	

DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 15, 2023

Department Reports – October 2023

<u>Administration</u> – Jen Ryjewski
- Finished the migration from PITS to Incident Tracker. Held training for the Building Operations Monitors, Danny Bartkowiak and Miriam Mejia. Created in-depth instructions and a video tutorial for Building Operations Monitors and Managers on Duty. Continued to tidy up the database. Incident Tracker went live on October 30
- Met with the ILA Reaching Forward Committee. Continued to work on sub-committee work by contributing to lists of potential vendors and performers to exhibit and/or perform at the 2024 conference. Continued to work on a post-conference Google Form survey for attendees
- Conducted a second round of the Reference Transaction Survey for the 2024 IPLAR due to the extended internet outage in September. In 2023, staff will have answered 69,761 reference questions (and 42,952 directional)
- Met with the Outreach Team. After a thoughtful discussion with Library Director, Julie Milavec, and Marketing & Communications Coordinator, Cindy Khatri, it was decided to sunset the Outreach Team because our outreach work is such an integral part of our departmental, everyday work and service to the public, that there was not sufficient work for the team to perform. It was also decided that if a larger, library-wide event would necessitate an outreach team, that an ad-hoc committee would be formed to successfully meet the needs of the event
- Met with the Programming Team: finalized last-minute to-do's for Halloween programming; solidified content and ideas for winter programming to be included in the next issue of Discoveries; and discussed potential themes and ideas for next year's Spring Break programming and Summer Reading Program
- Continued to work on the Personnel Policy and Strategic Plan work plan for the Board of Library Trustees to review

<u>Business Office</u> – Katelyn Vabalaitis
- Worked on updates to the Personnel Policy, including researching the new/updated laws going into effect in January, such as the Child Bereavement Leave Act
- Held many meetings with staff throughout the month for various HR reasons
- Assisted Business Office Assistant Scott Anderson in combing through three years of credit card receipts to compile responsive documents for FOIA requests that were received
- Worked with Scott to map out all of the Business Office tasks that are upcoming for the new fiscal year

- Communicated with Village finance staff and other local library staff regarding Munis and what financial reports are available – this process is ongoing

Adult & Teen Services – Van McGary

- Two ATS staff members presented at the ILA Conference (along with a staff member from the Kids Room) on the library's wonderful Staff Picks readers/ advisory program. They received positive feedback and after returning, they shared information from sessions they attended
- Department Manager Van McGary negotiated the library's move to a larger cloudLibrary group, which greatly broadens the shared e-materials collection
- With the departure of an ATS full-time librarian, ATS staff and management took on additional responsibilities. Department Manager Van McGary and Assistant Manager Amanda Klenk reviewed applications and performed interviews for the vacant position, which unfortunately had to be reposted
- Two ATS staff members along with a staff member from Circulation did outreach at Oak Trace. They gave book talks, provided e-reader assistance, and signed up 14 people for new library cards
- Adult programming highlights in October include: Chills and Thrills with Stephen Graham Jones – in association with Illinois Libraries Present, Supporting LGTBQ+ Youth Through Traumatic Experiences – with Partner EQDG, and Concert: Songs and Stories of the American West – with Partner DG Music Club
- Teen programming highlights in October include: DIY Cricut Glass Can, ACT Practice Test, and the highest attended After Hours: Scary Movie Night program we've ever had with 18 teens!

Children's Services – Allyson Renell

- On October 3rd the Kids Room took a field trip to the Helen Plum Library to visit their new building. Their Youth Services Manager, Tabatha Anderson, gave us a tour of their children's and teen areas, and we also explored the rest of their beautiful new location. We got some new ideas of things we can do in our department and had some great discussions with Helen Plum staff
- October was another strong month for outreach. In addition to our regular monthly visits, we presented our first quarterly visit to District 58's Grove Preschool classes located at Indian Trail and Henry Puffer schools. Outreach Coordinator Erin Linsenmeyer also represented the library at the DG Fire Department's Night at the Firehouse on October 11th, where she visited with around 1000 attendees
- Erin and Department Manager Allyson Renell both attended and presented at the ILA annual conference October 24-26 in Springfield. Erin presented with ATS staff on DGPL's Staff Picks program, and Allyson presented on interviewing and resume tips with ILA President and O'Fallon Public Library Director Ryan Johnson and Fossil Ridge Public Library Director Rene Leyva. Erin and Allyson also presented together on the Library's Accessibility Kits for the Youth Services

Ignite Sessions. In addition to their own presentations, they enjoyed several interesting keynotes, program sessions, and networking opportunities

- October was all about Halloween in the Kids Room. We held two Halloween storytimes on the 30th and the 31st that had 140 and 173 attendees, respectively. We also presented our annual Halloween Baby Bop on the 27th, a registered program, which had full attendance of 20 babies and their caregivers. The Halloween Baby Bop had an art activity, singing and rhymes, and a photo opp so that babies could show off their adorable costumes
- In addition to our in-house programs, we also partnered with the DG Downtown Management Association on their Halloween events. We were a stop for downtown trick or treating, as well as the prize pick-up location for their annual Pumpkin Hunt scavenger hunt. We saw 101 kids pick up their prizes after completing the hunt

Circulation Services - Christine Lees

- Rosie Lewellyn began her new role as Circulation Supervisor, we are thrilled to have Rosie in this role! Rosie came to DGPL years ago to complete her LTA practicum training, was hired as a clerk, became a Circulation Supervisor at Lisle Public Library (while still working as a sub at DGPL) and is now back full time with DGPL. What a wonderful, full circle for Rosie and DGPL!
- Our locker usage saw a nice jump this month with 1,100 items going through locker pick-up
- We experienced the largest number of digital checkouts ever this month with 15,655 digital checkouts. By comparison, in October 2022 we had 12,723 digital checkouts
- Circulation Clerk, Fides Faron, attended an outreach event at Oak Trace Retirement Community and registered 12 new patrons for library cards
- Many staff participated in the annual staff pumpkin decorating contest and our very own Assistant Manager, Sandy Feuillan, won the contest. Congratulations to Sandy and all the staff that participated, the pumpkins were amazing!

Information Technology – Paul Regis

- IT welcomed former Circulation Clerk Jill Pitelka to the department in early October. She brings strong customer service and troubleshooting experience to the team. Great to have you, Jill!
- IT Assistant Manager Max Mogavero began distributing USB security keys for multi-factor authentication (MFA) over the course of the month. These keys work as another form of authentication in addition to a password, offering an increased level of security for library email accounts. MFA is a requirement of the cybersecurity insurance coverage. IT is on track to roll out keys to the remaining staff and board members by early November

- IT replaced two staff computers, a handful of mice and other peripherals, and one printer. Three email accounts were deleted and a small number were added or removed from various groups.
- IT offered seven classes in October to a number of students. PRC classes resumed with full attendance later in the month

Marketing & Communications – Cindy Khatri
- Cindy Khatri, MC Manager, and Mary Hurtado submitted the *Americans and the Holocaust Exhibit* grant on behalf of the programming team
- The MC team prepared for the Local Author Fair via promotion production of signage and other materials needed for the fair itself
- The department made a shift in how programs signage is presented in the library. Instead of having individual flyers for each program that requires staff to swap out daily (and is time consuming for our Graphic Designer to create), we have streamlined the process by making a single large format posters with an entire month's calendar. This format also mimics what patrons are familiar with in Discoveries. Special programs that need raised awareness will still receive individualized promotional signage. This change will decrease the amount of staff time spent on creating/maintaining the in-house promotional signage while still presenting the information in a manner that patrons can engage with and easily understand
- The final outreach community outreach program was held at the Farmer's Market. This summer, the library saw large amounts of engagement and participation by the community at our table. Thank you to all staff members, Trustees, and community members who volunteered their time to represent the library!

Event	# of Interactions
Farmers Market (May - October	2,050
Concert Series (May - August)	505
Misc. (eg: Park District's Trick or Treat)	118

Access Services – Lucas McKeever
- Kira worked on a new project for updating call numbers and bib records for the local history collection
- Lucas provided a presentation on a tool called Mobile Staff to ATS staff at a departmental meeting this month. When used with a tablet, this app allows for staff to perform a variety of collection maintenance tasks while at the shelves
- Every year we set up the catalog with predictions for all of the magazines that we are going to receive the following year. Michelle performed this task and provided relevant information to the rest of Access staff to make sure we are set up for receiving magazines in 2024

- Maria performed a lot of the heavy lifting on the updates to the new Kids Room picture book favorites collections. At this point, the bulk of the project is complete and the rest of the changes will be completed as materials are returned to the library
- Lucas attended ILA in Springfield from October 23rd through October 26th

	Adult & Teens	Kids	Both
Items Added			
Print	1410	643	
AV	260	75	
Items Discarded			
Print	1073	408	
AV	25	508	
Items Repaired			420
Items Reclassified			147
Original Records			30

Building Operations – Ian Knorr
- The new VAV units were installed and the service request has been generated for TRANE to commission the units
- Met with HH Clean to obtain pricing for nightly custodial services. There aren't any issues with Complete Cleaning, just staying up on competitive pricing and keeping our options open
- Patch and paint work was done in the North Gallery, Teen Central, Kids Room, and Kids Program Room
- Operations Monitors assisted Asst. Director Jen Ryjewski with the switchover to Incident Tracker

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.

DOWNERS GROVE PUBLIC LIBRARY

Date: 10-17-23

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

I LUVe the LIBRARY!

Questions & Comments

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

DOWNERS GROVE PUBLIC LIBRARY

Date: 10/18/23

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

Can we have a kids story time on Wednesday.

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.

DOWNERS GROVE PUBLIC LIBRARY

Date: 10/19/2023

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

LOVE PUMPKIN CONTEST! ENTERTAINING & FUN TO LOOK AT! Thank you to ALL PUMPKIN DECORATORS!

Questions & Comments

DOWNERS GROVE PUBLIC LIBRARY

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

Date: 10/19/23

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

I just attended the Chat GPT training. The facilator was great & very helpful. Thank you

---

Questions & Comments

DOWNERS GROVE PUBLIC LIBRARY

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

Date: 10/24/2023

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

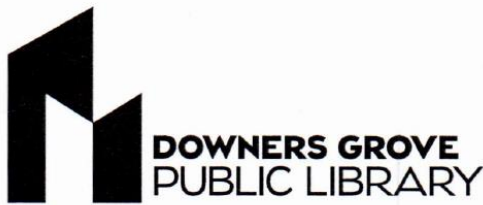Awesome, people working there are great.

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.

DOWNERS GROVE PUBLIC LIBRARY

Date: 10/30/2023

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

I thought that the display window in the entrance was really well Down. Specifically the Bat Print or cutouts + the thymor as well.!! It IS SPOOKY! A very meaningful display with a great Artistic Touch

---

Online Feedback about Strategic Plan

It's a strong, focused and responsive Strategic Plan! Now, how to best bring it to life, by 1) translating into practical tactical specifics, and 2) planting seeds for a next strategic step that builds upon it over the next few years.

I'm confident that some of the following brainstorms are already being done, yet here is a short list that may be considered.

1. Practical tactics.

Board members, staff and highly-engaged volunteers already, surely, have things in mind that they are enthused about. The four strategy areas defined can support that energy and keep it organized: Programs & Services, Access, Outward and Inward.

Supporting people. Continue the library's empowerment norms by visibly supporting initiatives in these four categories, and noting creative enhancements that go beyond the categories.

Making it emotionally safe. Notice when conflicts arise (it's healthy when these arise) and pull the parties together to work out their common ground (facilitated if necessary), keeping them "in charge." –

Deepening pride in strategic action. Ask library and community people to help determine specific numbers and timelines on the Specific Outcomes. Continue publicity about the actions being taken, discretely noting "good attempts" as well as celebrating victories.

2. Seeds for the next strategic steps.

Encourage board, staff and volunteers to stretch us all (and not break us!) by encouraging them to learn reactions to their own stretch ideas, and supporting safe, small experiments they may try.

Small actions with big impact. What might stretch a few current initiatives in the four categories?

Breakthrough libraries. What are some creative library systems, in communities like ours and in the world, doing that is breaking new ground? Staff considering lifelong library careers may be energized to lead such explorations – and supported when they feel "no one else seems to care about this!"

Linking Downers Grove. What other important changes are Downers Grove institutions taking on – that DGPL can join or support? Village, Township, Schools, County…? Include these in DGPL publicity, and encourage board, staff and volunteers to participate. Build the community network widely.

DGPL has a culture, reputation and plan to move boldly in its strategic direction. No strategic plan is ever "done," and the current plan offers a solid launch, as the world continues to change, for the next step. Thank you to the board and staff for having created a system that is ready for this, and for getting it moving!

October						
Circulation	**OCT 23**	**%**	**OCT 22**	**%**	**OCT 21**	**%**
Checkouts						
Selfchecks	28,339	71%	28,794	72%	31,135	74%
Staff desk	10,270	26%	10,140	25%	10,505	25%
Lockers	1,100	3%	876	2%	357	1%
Total checkouts	**39,709**		**39,810**		**41,997**	
Renewals						
Auto renewal	32,291		32,468		32,912	
Selfchecks	6		6		12	
Staff desk (incl. phone)	464		305		331	
Patron renewals on website	0		0		155	
Patron renewals on Bookmyne	0		0		0	
BlueCloud Mobile/Web services (22 & 11)	824		719		556	
Total renewals	**33,585**		**33,498**		**33,966**	
Total item checkout and renewals	**73,294**		**73,308**		**75,963**	
Digital Circulation	**15,655**		**12,723**		**12,135**	
Total Circulation	**88,949**		**86,031**		**88,098**	
Reserves Processed						
Received from ILL	5,009		4,524		4,810	
ILL sent	4,402		4,074		4,569	
OCLC requests processed	192		143		149	
Gate count						
North	21,735		18,812		14,604	
South	12,506		12,392		10,185	
Total	**34,241**		**31,204**		**24,789**	
Lockers	1,100		876		357	
Gate Count and Lockers Total	**35,341**		**32,080**		**25,146**	
Curbside Count	**0**		**0**		**0**	
Registrations						
New resident cards	248		267		161	
New fee cards	3		2		2	
Professional Development Hours	29		110		60	
Cost of Professional Development	$0		$0		$0	

11/10/2023

DOWNERS GROVE PUBLIC LIBRARY

Circulation

	Oct 2022	Oct 2023	YTD Totals			
Adult	36,673	36,865	379,704	378,289		
Teen	1,596	1,699	19,801	18,705		
Children	35,039	34,730	371,921	368,115		
Download	12,723	15,655	125,866	142,023	YTD Difference	
Total	**86,031**	**88,949**	**897,292**	**907,132**	9,840	1.1%

Circulation - By Item

	Books		Audio		Video		Misc.		Total
Adult	26,090	70.77%	2,556	6.93%	5,987	16.24%	2,232	6.05%	36,865
Teen	1,644	96.76%	23	1.35%	11	0.65%	21	1.24%	1,699
Children	30,022	86.44%	1,259	3.63%	2,182	6.28%	1,267	3.65%	34,730
Total	**57,756**	**78.80%**	**3,838**	**5.24%**	**8,180**	**11.16%**	**3,520**	**4.80%**	**73,294**

Collection - All Items

	Books		Audio		Video		Misc.		Total
Adult	119,397	75.18%	15,599	9.82%	16,867	10.62%	6,950	4.38%	158,813
Children	79,432	87.97%	2,769	3.07%	6,083	6.74%	2,014	2.23%	90,298
Total	**198,829**	**79.82%**	**18,368**	**7.37%**	**22,950**	**9.21%**	**8,964**	**3.60%**	**249,111**

Book Collection

	Oct 2022	Oct 2023				
Adult	117,853	119,397				
Children	80,637	79,432	YTD Totals		YTD Difference	
Total	**198,490**	**198,829**	**198,490**	**198,829**	339	0.2%

Audio Collection

	Oct 2022	Oct 2023				
Adult	15,762	15,599				
Children	2,970	2,769	YTD Totals		YTD Difference	
Total	**18,732**	**18,368**	**18,732**	**18,368**	-364	-1.9%

Video Collection

	Oct 2022	Oct 2023				
Adult	16,141	16,867				
Children	7,664	6,083	YTD Totals		YTD Difference	
Total	**23,805**	**22,950**	**23,805**	**22,950**	-855	-3.6%

Miscellaneous Collection

	Oct 2022	Oct 2023				
Adult	6,755	6,950				
Children	1,942	2,014	YTD Totals		YTD Difference	
Total	**8,697**	**8,964**	**8,697**	**8,964**	267	3.1%

DOWNERS GROVE PUBLIC LIBRARY

Rooms & Spaces

		Oct 2022	Oct 2023				
Community Use of Rooms		0	1,242				
Meeting, Conference, Study Rooms							
Community Use of Spaces		0	128				
Media Lab, STEM Room, Teen Gaming				YTD Totals		YTD Difference	
Rooms and Spaces Total		**0**	**1,370**	**9,127**	**12,855**	3,728	40.8%

Programs Offered

		Oct 2022	Oct 2023				
Library Programs Offered		Oct 2022	Oct 2023				
	Adult	34	38				
	Teen	9	12				
	Children	95	92				
Self-Directed Programs Offered							
	Adult	13	43				
	Teen	4	0				
	Children	0	5	YTD Totals		YTD Difference	
Programs Offered Total		**155**	**190**	**1,213**	**1,411**	198	16.3%

Program Attendance

		Oct 2022	Oct 2023				
Library Program Attendance		Oct 2022	Oct 2023				
	Adult	2,575	2,584				
	Teen	55	246				
	Children	2,503	2,585				
Self-Directed Program Attendance							
	Adult	1,290	711				
	Teen	80	0				
	Children	0	440	YTD Totals		YTD Difference	
Program Attendance Total		**6,503**	**6,566**	**41,277**	**57,004**	15,727	38.1%
Virtual Program Views Total		853	218	4,776	4,259	-517	-10.8%

Website Views

	Oct 2022	Oct 2023	YTD Totals		YTD Difference	
Total Website Views	0	34,132	282,463	338,984	56,521	20.0%

DOWNERS GROVE PUBLIC LIBRARY

Library Visits

	Oct 2022	Oct 2023				
Gate Count	31,204	34,241				
Locker Pickup	876	1,100	YTD Totals		YTD Difference	
Total Library Visits	**32,080**	**35,341**	**296,643**	**355,068**	58,425	19.7%

One-on-One Services

	Oct 2022	Oct 2023				
One-on-Ones	37	29				
Homebound	10	3				
Notary	54	43	YTD Totals		YTD Difference	
Total Sessions	**101**	**75**	**618**	**759**	141	22.8%

Computer User Sessions

	Oct 2022	Oct 2023				
Adult	0	1,778				
Children	0	1,014	YTD Totals		YTD Difference	
Total	**0**	**2,792**	**18,552**	**26,250**	7,698	41.5%
Wireless Sessions	0	2,015	9,917	12,439	2,522	25.4%

Printing Services

	Oct 2022	Oct 2023				
Poster	0	4				
3D	9	18	YTD Totals		YTD Difference	
Total Prints	**9**	**22**	**153**	**198**	45	29.4%

The Cupboard

	Oct 2022	Oct 2023	YTD Totals		YTD Difference	
Total Donations	1,521	2,160	21,535	18,169	-3,366	-15.6%

DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 15, 2023

Agenda Item 9A

Proposal for Professional Architectural Services for Planning Study

The Strategic Retreat priority items listed in the Addendum – Strategic Plan Suggested Initiatives and Metrics include:
- Better setup and configuration of the existing teen space
- Enhance teen engagement and services by evaluating changes in teen department structure
- Providing more frequent/ constructive activities for them (teens)
- Implement more maker/ STEM creativity programs both inside and outside of the building
- Improve the facility's physical accessibility (with a focus on the mobility-limited access to the parking lot side of the building)
- Look to create sensory, calming, and nursing spaces

Based on those suggested initiatives, the FY2024 Work Plan initiatives include: "Examine building/space to consider physical accessibility, teens, makerspace, calming/nursing/meditation, inclusive spaces (see full initiatives in Addendum)." The first project proposed under this initiative is to conduct a Building/Space Assessment.

Product Architecture, the library's established professional services provider for architecture, has drafted a proposal to work with the Board and staff to study how existing space may be reconfigured to accommodate these priorities. Once a final option (or options) is selected by the Board, cost estimates will be made under a separate contract with Shales McNutt Construction, the library's established professional services provider for construction management. Work on this project would commence in early 2024.

Recommended Action: Approve Proposal for Professional Architectural Services for Planning Study as presented.

11.09.23

Julie Milavec, Library Director
Downers Grove Public Library
1050 Curtiss Street
Downers Grove, IL 60515
630-960-1200 ext. 4300

re: Proposal for Professional Architectural Services for Planning Study

Julie:

Thank you for meeting with me to discuss the potential projects that were included in your approved strategic plan. Our current understanding of the project is to provide design planning options for various projects at the library including an accessible patron entrance off the main parking lot, a new maker space, and options for enclosing teens to also include a new teen service desk and/or office. We will also include a new multi-use wellness room in the youth department that can be used for a sensory and calming space and also a nursing room. As part of this initial study, we will include a holistic look at both floors exploring all ideas for the locations for these new programs. Once a final plan or plans are developed and approved by the board, we will work with Jason Perkunas at SMC to develop budget estimates for each of the projects.

As part of our fee, we have included all meetings with the community, staff, and Board of Trustees to ensure that we are making the most informed decisions moving forward.

The following constitutes the proposed scope of services for this project:

1. Existing Building and Site Documentation:
Our team will create an updated set of base floor plans for each floor that will document the current library spaces including all staff and patron spaces, furniture, and equipment. This information will serve as the base point for the proposed planning projects and a holistic understanding of the current library.

2. Programming:
This portion of our work will include meeting with key staff in each of the departments to review the overall needs and goals for the various projects, including the board. These team building meetings will help to provide everyone with the opportunity to understand and discuss the proposed projects and the vision for the future plans.

3. Planning:
Multiple space planning options will be generated for review by staff and the library board working toward a single solution that will then be priced by SMC. Once the overall plan and cost have been approved by the board, our office will submit an additional proposal based on the approved projects to move forward toward drawing, bidding and construction.

Compensation to Our Firm
Compensation will be based on a fixed fee of $8,500 within the constraints noted above. As a note, our current fee does not include any engineering or construction, bidding, or permitting services as this is planning study to develop budget estimates for future projects.

Reimbursable expenses are in addition to the compensation listed above and include expenditures made by our firm in the interests of the project. Examples are reproduction of documents, printing,

transportation (mileage), postage, overnight delivery and messenger services. Billing will be on a monthly basis for work accomplished during the preceding month. Payment is due within 45 days.

General Provisions

Except as modified herein, terms of our agreement will be based on AIA Document B133, "Standard Form of Agreement Between Owner and Architect", 2017 edition. This agreement and all subsequent agreements shall be governed by the laws of the State of Illinois. If this proposal is acceptable, please sign and return a copy for our records. If any clarification or additional information is required, please do not hesitate to call.

Sincerely-

Dan Pohrte
product architecture + design
811 west evergreen #405
chicago, il 60642
o 312.202.0701
c 773.837.0447

Accepted by: _____ Date: _____
            Julie Milavec, Library Director

DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 15, 2023

Agenda Item 9B

Personnel Policy Update

As a part of the biennial policy review and to address the FY2024 Work Plan initiative, "Audit library policies, procedures, and communications strategies using a team that includes HITMPG staff members," the Equity Advisory Team and Management Team reviewed the policy and made suggestions for changes. The draft, along with a document tracking the changes and suggestions, are in the Board packet. To place the policy suggestions in context, the 2023 Library Salary and Benefits Survey is also included.

Substantive changes suggested include:
- Vacation made more equitable and support employee retention by collapsing levels and reducing years of service needed to attain the next level of benefit
- Holiday pay extended to part time employees on a pro-rated basis.
- Addition of paid Parental Leave
- Addition of Child Extended Bereavement Leave to comply with new law
- Addition of Tuition Reimbursement (to be funded in 2025)

Before the Personnel Policy is approved, it will be reviewed by human resources and legal consultants at HR Source to ensure its compliance with all laws and best practices.

Recommended Action: Discussion.

3   Personnel

3.1   At-Will Employment

3.2   Amendments

3.3   Administration

3.4   Equal Opportunity Employment

3.5   Appointments

3.6   Recruitment and Hiring

3.7   Pre-Employment Testing and Criminal Background Checks

3.8   Reference Checks

3.9   Employment Eligibility Verification

3.10   Introductory Period

3.11   Employee Classifications

3.12   Employee Handbook

3.13   Employee Code of Conduct

3.14   Reasonable Accommodations

3.15   Employee Privacy

3.16   Compensation

3.17   Service Awards

3.18   Payment of Wages

3.19   Deductions from Pay

3.20   Work Day, Work Week, and Work Year

3.21   Scheduling and Attendance

3.22   Time Records

3 Personnel
The Personnel Policy addresses the employment practices of the library.

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

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

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

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

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

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

Immediate family members will not be appointed under the direct supervision of each other, subject to any applicable legal provisions. The appointment of immediate family members of Library Trustees, Library Director, or Assistant Director is prohibited. The term "immediate family member" includes the following for the purposes of this policy:

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

3.6 Recruitment and Hiring

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

Individuals whose education and/or experience do not meet the minimum requirements as outlined in the job description will not be considered.

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

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

3.7 Pre-Employment Testing and Criminal Background Checks

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

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

3.8 Reference Checks

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

3.9 Employment Eligibility Verification

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

3.10 Introductory Period

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

3.11 Employee Classifications

Full-time employees work a standard 7.5-hour workday and a weekly average of 37.5 hours.

Part-time employees work a weekly average of less than 37.5 hours.

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

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

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

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

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

3.12 Employee Handbook

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

3.13 Employee Code of Conduct

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

- **Customer Service**

  Employees and volunteers are to adhere to the customer service expectations contained in the Employee Handbook for all interactions in the workplace and when representing the library. Employees shall give the same standard of service to all co-workers and patrons regardless of race, color, gender, gender identity, age, disability, religion, ancestry, national origin, marital status, sexual orientation, military or veteran status, or any other characteristic that is protected by applicable law and handle all contact with the public in a friendly, professional, and courteous manner.

- **Patron Confidentiality and Professional Ethics**

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

- **Personal Appearance**

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

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

- **Trustee/Employee Relations**

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

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

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

3.14   Reasonable Accommodations

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

3.15   Employee Privacy

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

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

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

3.16   Compensation

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

3.16.1   Compensation Philosophy

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

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

The library seeks to provide competitive salaries across all jobs – defined as sufficiently above the median of the local library competitor market – to continue to attract and retain superior staff. Annually, the library will collect, analyze, and consider pay ranges for benchmark positions in the competitor market and will make adjustments to pay ranges as needed.

The library compensation structure includes competitive benefits, such as flexible scheduling, paid time off, and training and continuing education for all jobs. Individual

employees' eligibility for benefits is dependent on hours worked, length of service, and other factors. Not all employees qualify for all benefits offered.

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

The library encourages all employees to develop and maintain competitive skill levels through training initiatives and learning opportunities. The library endeavors to allow time and financial support for staff to attend approved training.

3.16.2 Objectives
The objectives of the Downers Grove Public Library's compensation program include:
- Attracting and retaining superior staff;
- Establishing and maintaining competitive pay ranges consistent with the economic requirements of the Downers Grove Public Library, commensurate with the local library competitor market and its compensation philosophy;
- Relating salaries paid to the duties and responsibilities of positions to provide a stimulus for employee self-improvement and advancement to greater responsibilities;
- Maintaining a program of performance evaluation that identifies opportunities for employee development and places compensation rewards on an objective basis; and
- Providing an effective management control system, which will permit delegation of responsibility within a framework of policy and procedures.

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

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

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

Pay Ranges
Pay ranges are the means by which the relative value of positions is expressed in dollar terms and will be broad enough to provide salary growth potential for competent personnel. Pay ranges specifically establish the lowest dollar amount generally paid for minimum qualifications/performance and the highest dollar amount generally paid

for the highest level of performance/experience, relative to position market value and other positions in the library.

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

3.17   Service Awards
All employees will receive a service award after five consecutive years of service and at each additional five consecutive years of service thereafter. The service award includes:
- One prorated personal day to be used within four months of the anniversary date;
- An honor book chosen by the employee; and
- Recognition of the milestone anniversary at the next In-Service Day.

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

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

3.20 Work Day, Work Week, and Work Year

Full-time employees are normally scheduled to work an average of 37.5 hours per week, normally consisting of five 7.5-hour work days. For the purpose of determining pay and number of hours worked, the work week runs from Sunday through Saturday. The library's fiscal year ("work year") begins January 1 and ends December 31.

3.21 Scheduling and Attendance

Employees are expected at work on all scheduled work days and during all scheduled work hours. Work schedules will include evening hours and work on Saturdays and Sundays as needed by each department. Employees are expected to report to work on time.

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

Employees who are absent without the use of paid time off will be considered as having an unexcused absence unless they provide supporting documentation for their absence or arrange to make up their scheduled hours with their manager. The library will consider employees who have three unexcused absences in a calendar year to have voluntarily separated from the library.

More than three consecutive work shifts of absence without notice to the library constitutes job abandonment. The library will consider employees who are absent for three work shifts without notice to have voluntarily separated from the library.

3.22 Time Records

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

3.23 Overtime

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

Exempt employees are not entitled to overtime pay or compensatory time. However, the library recognizes there may be situations where a department experiences extraordinary increases in work demand and/or where an exempt employee must commit exceptional time and effort beyond the employee's usual work schedule. In such situations, managers may extend the opportunity for scheduling flexibility at other times that are mutually agreeable between the employee and the manager and which do not negatively impact the operation of the library. Scheduling flexibility is just that—flexibility—and has no specific time or hour implications, entitlements, or tracking.

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

Full-time staff will receive time off for their Sunday hours at a rate of 1.5 times, which must be used in the current or following pay period.

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

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

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

- Electronic systems are owned/leased and maintained by the library and

electronic communications are the sole property of the library. Excessive personal use of electronic systems or distribution of personal messages by employees during working time is prohibited. Personal software or messages shall not be installed or stored on library equipment unless prior approval is obtained. In general, employees may use library equipment, such as portable tablet devices, for personal as well as library business, with the understanding that such use advances employee skills and knowledge. No expectation of employee privacy applies to this use.

● The use of personal passwords, assigned to the employee, is not grounds for an employee to claim privacy rights in the electronic or communications systems. The library reserves the right to override personal passwords. Employees may be required to disclose passwords or codes to the library in order to allow access to the systems.

● In order to maintain network and information security, the sharing or misuse of passwords is prohibited. Employees are responsible for protecting the confidentiality of their passwords. Passwords should not be written down or left in places where they are accessible to others.

● Employees accessing library communications and/or systems must do so in compliance with library policy, Section 3.39 Telecommuting.

● The library reserves the right to monitor the use of its electronic systems without limitation, including email and social media accounts, and to review or inspect all material stored within those systems. No communications are guaranteed to be private or confidential.

● The library's prohibition against sexual, racial, and other forms of harassment is extended to include the use of electronic and telecommunications systems. Harassing, vulgar, obscene, or threatening communications and sexually oriented messages or images are strictly prohibited. Employees who receive email or other communications that they believe violate this policy should immediately report this activity to their supervisor, Business Office Manager, Assistant Director, or Library Director.

● Professional discretion should be used in the exchange of privileged or confidential material, such as, but not limited to, trade secrets or attorney-client communications and should not be exchanged haphazardly by email or other means of communication.

● The library requires all staff to respect all laws governing copyright, fair use of copyrighted material owned by others, trademarks, and other intellectual property, including the proprietary copyrights, trademarks, and brands.

● Electronic messages are subject to disclosure under the Illinois Freedom of Information Act. Members of the public may request and obtain copies of employee work-related emails and other electronic forms of

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

3.26.1   Telephones and Texting

While at work, employees are to exercise the same discretion in using personal cellular phones as they do for library phones. Employees are expected to make personal calls on non-work time when possible and to ensure that friends and family members are aware of the library's policy.

The library requires cellular phone safety when operating a motor vehicle for library business. If the employee finds that it is absolutely necessary to utilize a cellular phone while driving, the following must be observed:
- Employees may only use a cellular phone while driving if they are utilizing a hands-free device (such as a headset) or are using the phone in a voice-activated mode.
- Employees must not compose, send, or read electronic messages while operating a motor vehicle.

3.26.2   Social Media

Social media refers to the means of interactions among people in which they create, share, and/or exchange information and ideas in virtual communities and networks.

General Rules and Guidelines

The following rules apply to the use of social media, whether such use is for the library during working time, outside the library, or during working time while using library-owned equipment.
- Employees are prohibited from discussing confidential library matters through the use of social media, including patron account information and personnel matters. Employees should be careful to protect the library brand as well as themselves.
- Employees may not use social media to harass, threaten, bully, or discriminate against anyone. The library's anti-harassment and EEO policies apply to the use of social media in the workplace.
- This policy is not intended, nor shall it be applied, to restrict employees from discussing their wages, hours, and/or working conditions with co-workers.
- The Downers Grove Public Library is not responsible or liable for content posted by any person in any form.
- Employees who want to post comments in response to content must identify themselves as employees.
- Employees may not speak on behalf of the library on personal accounts. Posts that discuss library business or can be perceived as an official post should have a disclaimer stating that the employee is speaking as an individual, not a library representative, for the duration of the post, and comments.

- Photos submitted to the library's social media accounts may be used by the library for publicity, advertising, or web content.

Library-Sponsored Social Media

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

All library-related social media is subject to the following rules, in addition to the rules set forth above:
- Only employees designated and authorized by the library may prepare content for or delete, edit, or otherwise modify content on library-sponsored social media.
- Employees must identify themselves as library staff when posting on an account with a handle that utilizes a name.
- Employees must respect copyright, trademark, and similar laws and use such protected information in compliance with applicable legal standards.
- A disclaimer should be posted on each of the library's accounts notifying patrons that library staff manage the page and all users are expected to follow library policies.
- Comments, posts, and messages will be monitored and reviewed for content, relevance, and appropriateness. Activity on library-sponsored social media accounts must adhere to the library's Code of Conduct, rules, policies, and procedures. Designated employees are authorized to remove content or block users immediately and without advance warning due to content that violates the library's policies, such as:
    - Obscene, sexist, hateful or racist content
    - Personal attacks, insults or threatening language
    - Content that violates local, state, or federal law or which encourages illegal activity
    - Potentially libelous statements
    - Plagiarized material
    - Private or personal information submitted without consent
    - Comments or links unrelated to the content of the discussion
    - Commercial promotions or spam
    - Content that advocates a candidate, referendum, or campaign
    - Any messages deemed to be in violation of copyright, trademark right or other intellectual property right of any third party

3.26.3   Staff Bulletin Boards

Library bulletin boards in staff areas are used to communicate official government information on EEO, wage and hour, health and safety, and other issues. They are also used to communicate information regarding library policy and its business and announcements, including, but not limited to, job postings, safety rules, health items,

benefit programs, and notices regarding special events. Employees may not remove official postings from bulletin boards. Employees who wish to post personal notices (e.g. sale of a car, rental of an apartment) on the library bulletin board in the staff lounge may do so as space and time permit. The employee posting the material is responsible for its timely removal. Administration staff are responsible for keeping the bulletin boards up-to-date and may remove postings as necessary.

3.26.4   Violations and Disciplinary Action

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

3.27   Library Information and Property

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

In addition, when an employee leaves the employ of the library, the employee must return to the library all library-related information and property that they have in their possession, including, without limitation, building keys or key cards, parking passes, documents, files, records, manuals, information stored on a personal computer or on any external storage device, supplies, and equipment or office supplies.

3.28   Driver's License and Proof of Insurance

When using a private vehicle for library business, the employee assumes liability for the vehicle. All employees who use their personal vehicles for library business must have a current driver's license and vehicle liability insurance in the minimum amounts required by state law. Otherwise, the vehicle is not authorized for library use. All employees who drive a motor vehicle in the course of library business must present a valid, current driver's license and proof of personal automobile insurance to Administration on an annual basis. Employees who drive a motor vehicle in the course of library business must inform Administration immediately of any lapse in personal automobile insurance or lapse in the validity of their driver's license.

3.29   Meetings, Workshops, and Conferences

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

Employees who are required to travel for library-related business will be reimbursed for actual mileage incurred above the employee's regular commute to and from the library.

In other words, mileage reimbursement will be given only when the distance to an alternate location is greater than the employee's normal work commute. Mileage reimbursement must be submitted to their supervisor within 90 days.

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

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

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

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

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

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

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

3.32   Smoke-Free Illinois Act
The Smoke-Free Illinois Act prohibits smoking in public libraries. Smoking is not

permitted in any area of the building, or within 15 feet of any entrance, exit, window that opens, or ventilation intake. This policy also applies to the use of smokeless tobacco, herbal products, e-cigarettes, vaporizers, and other electronic smoking devices.

3.33   Employment Verification and Letters of Reference

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

3.34   Contest and Program Prizes

Staff are not eligible to win any prizes or awards that are designated for the public and promoted as such. Staff are eligible for prizes and awards for programs or contests that are specifically designated for staff, which may include library-wide events or contests meant to increase staff morale. Unclaimed tickets or expiring prizes may be given to staff on a first-come, first-served basis.

3.35   Solicitation and Fundraising for Outside Organizations

Employees are encouraged to participate in community events, including fundraisers in support of worthy causes, support of local businesses, and recommend products and services to fellow employees. The library does not sponsor nor contribute to individual employees' fundraising efforts for organizations outside the library or endorse any local business.

3.36   Violence in the Workplace

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

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

3.37   Performance Evaluations

Performance evaluations are conducted at least annually, within a time frame set by the Library Director. A standard form for each position will be used when evaluating performance to ensure accuracy and consistency regarding factors to be appraised and performance level definitions. New employees and employees who have changed jobs

are usually reviewed at or before the completion of six months of employment, at the completion of twelve months of employment, and then during the regular evaluation period.

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

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

Completed performance evaluation forms are signed by the employee and the supervisor. The employee's signature indicates that the evaluation was discussed with the employee and does not necessarily indicate that the employee agrees with the evaluation. The employee has the opportunity to make comments on the performance evaluation form concerning the evaluation of their performance. Performance evaluations, along with the other contents of their personnel file, may be reviewed by the employee.

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

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

the terms and conditions of employment.

Requests for telecommuting may be initiated by the library, the employee, or the employee's manager and are considered on a case-by-case basis by the employee's manager. Arrangements are made based on the situation and may include some or all of an employee's regularly scheduled hours. Exceptions to eligibility requirements may be made by the employee's manager, with final approval by the Library Director. Telecommuting privileges may be canceled or suspended at any time and for any reason.

3.39.1 Employee Eligibility
To be eligible for consideration for a telecommuting arrangement, employees must:
- Have worked at Downers Grove Public Library for a minimum of 12 months;
- Have an excellent performance record with zero problems/disciplinary actions within the preceding year;
- Have met or exceeded performance requirements and standards on the most recent performance evaluation, in accordance with the library's employee evaluation process;
- Possess good time management and organizational skills, be self-motivated, disciplined, and able to work independently, according to library standards; and
- Be responsible for work that has clearly defined tasks and objectives and quantifiable work output that can be easily monitored and does not require them to be on-site.

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

to flexible telecommuting.

3.39.3 Employee Expenses

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

3.40 Internal Complaints

An employee having a complaint arising out of their employment by the library will have the right to appeal first to their manager. If an employee feels their concern has not received due consideration, they should submit their complaint, in writing or in person, to the Business Office Manager in a timely manner. The Business Office Manager will work with the employees involved to resolve the issue. If a resolution to the issue is not reached, the matter will be discussed with the Library Director and a written response will be given to the employee.

If the employee still feels the matter is not satisfactorily handled, the employee may then request, in writing, that the Library Director submit the matter to the Board of Library Trustees. The Board of Library Trustees shall investigate the situation. This investigation may include personally interviewing the employee concerned, their manager, and the Library Director. After completing the investigation, action may be taken by the Board of Library Trustees at the next regular meeting. Personnel matters may be discussed in closed session at the discretion of the Trustees, as provided in the Open Meetings Act [5 ILCS 120/2 (c) (1)]. The decision of the Board of Library Trustees is final.

If a complaint involves the Library Director or Library Trustee, the Board President will be the first contact to resolve the problem. If the complaint involves the Board President, the Board Secretary will be the first contact to resolve the problem. The Board Officers will investigate and submit a recommendation to the Board of Library Trustees for action. If one of the Board Officers is involved in the complaint, the longest-serving Library Trustee will investigate with the Board Officer not involved. The decision of the Board of Library Trustees is final.

3.41 Progressive Discipline and Termination

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

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

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

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

Any violation of the following may result in the immediate termination of the employee:
- Refusal to obey a direct, reasonable order that pertains to an employee's position as outlined in the position's job description;
- Deliberate destruction of or damage to library property;
- Falsification of any kind or type of library records, including time records, or the completion of time records for another employee;
- Violating the library's Drug and Alcohol Use Policy;
- Theft of library property or the property of a co-worker or patron;
- Unlawful activities on library premises, including gambling, the use of controlled substances, the possession and/or use of weapons, etc.;
- Fraudulent or indecent actions on library premises;
- Failure to return from an absence on the agreed upon date;
- Failure to protect confidential library or patron information;
- Stopping work before the specified end of the work day without the approval of their supervisor;
- Failure to accurately account for time worked and adhere to scheduled hours of work;
- Excessive absences or tardiness;
- Smoking in prohibited places;
- Posting or removing official notices on or from staff bulletin boards without prior approval of Administration;
- Obscene, abusive, inflammatory, or derogatory language, which includes the spreading of rumors and/or malicious gossip;
- Improper usage of any library-owned equipment or computer technology, including Internet, e-mail, or cell phones;

- Fighting or violence in the workplace;
- Threatening and/or coercing co-workers;
- Outside employment that conflicts with library interests or inhibits the employee's ability to function effectively;
- Negligent actions that resulted in injury to co-workers or damage to library property; and/or
- Failure to properly supervise or account for library property under the employee's control.

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

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

All terminations must be authorized by the Library Director.

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

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

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

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

3.42.3   Definition of Sexual Harassment

Sexual harassment consists of any unwelcome sexual advances, requests for sexual favors, or any verbal or physical conduct of a sexual nature when made to an employee where:
- Submission to such conduct is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct by an individual is used as the basis for any employment decision affecting such individual.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

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

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

3.42.4   Reporting Harassment

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

immediately reported to the Business Office Manager.

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

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

3.42.5   Discipline

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

3.42.6   Retaliation

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

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

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

3.42.7   False Reporting

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

3.43   Alcohol and Drug-Free Workplace

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

3.43.1   Prohibited Activity

The possession, consumption, purchase, sale, transfer, or distribution of alcohol on library premises is prohibited, unless an exception is made by the library. The responsible possession, distribution, or consumption of alcoholic beverages by employees during library-hosted or related events where alcohol is being served is permitted, provided such consumption does not adversely affect an employee's behavior or judgment and, if the employee will drive a motor vehicle, does not adversely affect the employee's ability to safely and legally drive the vehicle. A violation of this moderate consumption rule will result in discipline up to and including termination of employment.

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

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

"Illegal drugs" are drugs or controlled substances that are: (1) not legally obtainable under federal or state law, or (2) legally obtainable under federal and state law, but not obtained and/or used in a lawful manner. The use, purchase, sale, transfer, possession, being under the influence, or the presence in one's system of a detectable amount of an illegal drug by any employee is prohibited on library premises

or where the employee is performing library business off library premises. A violation of illegal drug use rules will result in discipline up to and including termination of employment.

3.43.2   Testing for Alcohol and Drugs

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

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

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

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

3.43.3　　Notification of Alcohol or Drug Conviction

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

3.43.4　　Employee Assistance

The library will assist and support employees who voluntarily seek help for alcohol or drug problems *before* they become subject to disciplinary action under this or other library policies. Employees who seek such assistance will be allowed to use accrued paid time off, placed on leaves of absence where available, referred to treatment providers, or otherwise accommodated as required by law. Such employees may be required to document that they are successfully following prescribed treatment and required to take and pass follow-up tests.

3.44　State Officials and Employees Ethics Act

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

3.45　Bloodborne Pathogens

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

3.45.1　　Control Measures

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

All control measures must be taken into account by the library and its employees to eliminate or minimize employee exposure. If at any time blood or other potentially infectious materials are present, employees shall notify the Building Operations Monitor and Manager On Duty. The contaminated area shall be immediately cordoned

off. If advisable, a professional hazardous/contaminated cleanup firm shall be contacted and retained for complete cleanup and decontamination. The area shall remain cordoned off until cleanup and disposal are complete.

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

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

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

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

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

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

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

All coverage and conditions of insurance are determined by the group policy managed by the Village of Downers Grove. Explanation and coordination of benefits is handled by the Business Office Manager.

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

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

Additional voluntary retirement options are available.

3.50   Workers' Compensation
All employees are covered by workers' compensation insurance for work-related injuries. Employees must notify their supervisor and Business Office Manager immediately when an injury occurs. The employee is required to obtain clearance to

work after an injury occurs. Failure to immediately report an accident may result in disciplinary action, up to and including termination.

3.51   Parking Permits

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

3.52   Vacation

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

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

YEARS OF SERVICE	WEEKS OF VACATION WITH PAY	
1 through 10	four	(4)
Over 10 through 20	five	(5)
Over 20	six	(6)

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

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

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

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

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

When an employee changes status from full-time to part-time or part-time to full-time, the employee may carry over accrued, unused vacation leave. When an employee separates from the library and then returns, previous years of service are not utilized in calculating weeks of vacation with pay.

3.52.1 Substitutes and Interns
Employees in substitute and Intern positions are eligible for paid time off through the Paid Leave for All Workers Act.

Substitute positions are defined as those that do not have a regular schedule or set number of hours worked per week and are designated "Substitute" in their job title.

Intern positions are defined as those participating in a social work internship at the Library, in partnership with Aurora University.

Substitutes and Interns earn one hour of paid time off for every 40 hours worked. Paid time off must be used in minimum one-hour increments. Substitutes and Interns must give seven days notice to their supervisor, either verbally or in writing, to use paid time off.

Accrual of paid time off begins on the first day of work. Paid time off may be carried over from year to year and unused time will be paid out upon separation from employment.

3.53   Personal Time
Employees with the exception of substitutes and interns are granted three prorated personal days on January 1 of each work year. With the advance permission of the department manager, these hours may be taken any time during the year. Personal hours are lost if not used by the end of the last pay period starting in the last week of the calendar year.

3.54   Holidays
The library is closed and employees, with the exception of substitutes and interns, are paid for the following holidays each year:
- New Year's Day
- Memorial Day (Monday observance)

- Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve Day
- Christmas Day

Employees, with the exception of substitutes and interns, receive holiday pay for the hours they would have been regularly scheduled to work on the paid holidays listed above.

When a paid holiday falls on a regularly scheduled day off, full-time employees may take an alternative day off, with approval from their immediate supervisor. When a paid holiday falls on a weekend, full-time employees will be granted a paid day off to be arranged with their supervisor that must be used in the current or following pay period.

The library is also closed, but employees are not paid for:
- Easter Sunday
- Sunday before Memorial Day
- After 5:00 p.m. on Thursday and Friday of Rotary Grove Fest
- After 1:00 p.m. on Saturday of Rotary Grove Fest
- Sunday of Rotary Grove Fest
- Sunday before Labor Day
- After 5:00 p.m. on New Year's Eve

Part-time employees may make up or substitute vacation or personal time for regularly scheduled hours lost due to the closings.

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

Part-time employees are granted sick leave at the same rate as full-time employees, prorated on the average number of hours worked per week the previous year. For the first year of employment, sick leave is prorated on the number of hours authorized for the position. Unused sick leave is accumulated up to a maximum of 1,800 hours. All new employees may begin using sick leave after 60 days of employment.

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

reimburse the library for this time.

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

Sick leave shall be granted to an employee only on approval of the supervisor and for the following reasons:
- Illness (including conditions related to pregnancy or childbirth) or injury of the employee;
- Illness or injury of a member of the employee's immediate family who requires the care and attendance of the employee (See Section 3.5 Appointments for definition of immediate family); or
- Medical, dental, or optical examinations for treatment of the employee or a member of the employee's immediate family who requires the care and attendance of the employee.

Appropriate medical documentation of the need for sick leave, or for an employee's fitness to perform their job functions, may be required at any time as determined necessary by the library, and will be required for absence from more than three consecutive shifts.

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

3.56 Parental Leave
Parents of newborns, newly adopted children, and children newly placed into foster care placement may be eligible for paid leave of up to eight weeks. For both adopted children and children newly placed into foster care placement, the child(ren) must be age 17 or younger. At the time of this event, the use of parental leave and the accrual of additional parental leave adheres to rules specified below for a twelve-month period. The adoption of a child by a new spouse is excluded from this policy.

Parental leave must be taken within the first twelve months of birth, adoption or foster placement. The amount of paid parental leave does not increase with multiple births, adopted children, or foster children (e.g., the birth of twins or adoption of siblings). An employee will not receive more than eight weeks of paid parental leave in a forward-rolling 12-month period.

For those employees who are eligible for Family Medical Leave Act (FMLA) leave, this paid parental leave will run concurrently with FMLA leave and cannot be used to extend FMLA leave time. FMLA allows employees up to 12 work weeks of unpaid leave

annually. The balance of FMLA leave beyond the paid parental leave is unpaid unless the employee chooses to use accrued time (sick/vacation/personal/holiday).

3.56.1   Eligibility

Full-time and part-time IMRF-qualified employees who have worked for the library for at least 12 consecutive months and worked a minimum of 1,000 hours in the previous 12 months, are eligible for paid parental leave at 100 percent of the employee's current regular rate of pay based on their regularly scheduled weekly hours.

The leave may begin no earlier than the birth or placement of the child(ren) and must end within twelve months immediately following. Unused paid parental leave may not be carried over and will be forfeited at the end of the twelve-month period. There is no payment of unused parental leave upon separation of employment.

When both parents are eligible employees, paid parental leave may be taken concurrently, consecutively, or intermittently within twelve months of the birth or placement of the child(ren). Each eligible parent is entitled to their individual qualifying parental leave benefit.

3.56.2   Benefits

Health insurance, IMRF contributions, and other benefits will continue during paid leave. The employer and employee must continue to pay their respective portion of insurance premiums.

Paid holidays falling within a parental leave period shall not be charged against an eligible employee's parental leave benefit if they would have received holiday pay according to their regular schedule.

3.56.3   Requesting Parental Leave

If the need for leave is foreseeable, the employee must submit a written leave request to their manager and the Business Office Manager at least 30 days prior to the start of the leave. This should include an estimated start date, return date, and request for concurrent, consecutive, and intermittent leave usage. This should occur at the same time as the request for FMLA. Where the need for the leave is not
foreseeable, the employee must submit a leave request as soon as practicable.

3.56.4   Returning to Work

Employees should confirm with their manager and the Business Office Manager at least three business days in advance of return.

3.57   Compassionate Leave

Compassionate leave will be granted in the case of:
- the death of a member of an employee's immediate family (See Section 3.5 Appointments for definition of immediate family);
- a stillbirth;
- a miscarriage;
- an unsuccessful reproductive procedure;
- a failed adoption match or adoption that is not finalized because it is contested;
- a failed surrogacy agreement; or
- a diagnosis that negatively impacts pregnancy or fertility.

Five days of paid leave and five days of unpaid leave will be granted. Employees will be paid for hours scheduled during the paid portion of the leave and may use vacation or personal time to receive pay for hours scheduled during the unpaid portion of the leave. In the event of multiple qualifying events in a 12-month period, employees will be eligible for up to six weeks' leave as provided for in the Family Bereavement Leave Act (Public Act 102-1050). Proof of the need for the leave may be required. In special cases where services are postponed or held at a later time, the Library Director may opt to allow the use of compassionate leave to be split up and used as needed to accommodate said arrangements.

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

3.57.1   Child Extended Bereavement Leave
Full-time employees that have worked at the library for at least two weeks are able to take unpaid leave from work to grieve the loss of a child who dies by suicide or homicide. Employees are eligible for up to six weeks of unpaid leave as provided for in the Child Extended Bereavement Leave Act. Employees may take leave in one continuous period or intermittently in increments of no less than four hours. Leave must be taken within one year after the employee notifies the employer of the loss. If an employee takes unpaid leave under this Act, they cannot also seek additional unpaid leave under the Illinois Family Bereavement Leave Act relating to the same death.

Employees may be required to provide reasonable advance notice of the intention to take leave and reasonable documentation substantiating the reason for leave. Reasonable documentation would include:
- A death certificate;
- A published obituary; or
- Written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency.

When returning from bereavement leave, employees are entitled to return to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment.

3.58   Jury or Other Civic Duty

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

3.59   Family or Medical Leave of Absence (FMLA)

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

3.59.1 Reasons for Leave

If an employee is eligible, the employee may take family/medical leave for any of the following reasons:
- the birth of a child and in order to care for such child;
- the placement of a child with the employee for adoption or foster care;
- to care for a spouse, child, or parent ("covered family member") with a serious health condition; or
- because of the employee's own serious health condition which renders the employee unable to perform the functions of the employee's position.

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

3.59.2 Military Family Leave Entitlement

If an employee is eligible, the employee may use the 12-week FMLA entitlement to take military family leave. This leave may be used to address certain qualifying exigencies related to the covered active duty or call to covered active duty of a spouse, child, or parent. Qualifying exigencies may include:
- attending certain military events;
- arranging for alternative childcare;
- addressing certain financial and legal arrangements;

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

An employee may also be eligible for up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. This single 12-month period begins with the first day the employee takes the leave. A covered servicemember includes:
- a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform their duties for which the servicemember is undergoing medical treatment, recuperation, therapy, or is in outpatient status;
- a servicemember on the temporary disability retired list; and
- a covered veteran, meaning one who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness and: "(a) was a member of the Armed Forces (including a member of the National Guard or Reserves); (b) was discharged or released under conditions other than dishonorable; and (c) was discharged within the five-year period before the eligible employee first takes FMLA military caregiver leave to care for the veteran."

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

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

3.59.4 Medical Certification – Leave for Employee's Own or a Covered Family Member's Serious Health Condition
If the employee is requesting leave because of the employee's own or a family member's serious health condition, the employee and the relevant health care

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

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

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

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

3.59.8 Substitution of Paid Leave
FMLA is unpaid leave. If an employee requests leave for any FMLA-covered reason, the employee may be required to exhaust any remaining applicable paid leave time. The exhaustion of this paid leave does not extend the leave period. In addition, if the employee is eligible for any additional paid leaves, such as short term/long term disability or workers' compensation, these leaves will also run

concurrently with FMLA (where appropriate) and will not extend the leave period. When using paid leave in conjunction with FMLA, employees must comply with the requirements of the applicable paid leave policy.

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

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

3.59.11   Job Restoration
If the employee wishes to return to work at the expiration of the leave, the employee is entitled to return to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment. If the employee takes leave because of the employee's own serious health condition, they may be required to provide medical certification that they are fit to perform the essential functions of the job. Employees failing to provide the certification will not be permitted to resume work until it is provided.

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

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

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

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

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

3.61 Military Leave

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

3.62 Victims' Economic Security and Safety Act (VESSA)

Eligible employees may use unpaid Victims' Economic Security and Safety Act (VESSA) leave for up to 12 weeks in a 12-month period for any one or more of the following reasons:

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

related to or derived from domestic, sexual, gender, or any other crime of violence.

Eligible employees may use up to two workweeks (10 days) of unpaid VESSA leave for any one or more of the following reasons:

- Attending the funeral or alternative to funeral or wake of a family or household member who is killed in a crime of violence;
- Making arrangements necessitated by the death of a family or household member who is killed in a crime of violence; or
- Grieving the death of a family or household member who is killed in a crime of violence.

Leave for these reasons must be completed within 60 days after the employee receives notice of the death of the victim.

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

"Domestic, Sexual, Gender, or Other Crimes of Violence" means domestic violence, sexual assault, stalking, harassment and obscene communication, armed violence, and other crimes.

"Family or Household Member" means a spouse or party to a civil union, parent, grandparent, child, grandchild, sibling, or any other person related by blood or by present or prior marriage or civil union, other person who shares a relationship through a child, or any other individual whose close association with the employee is the equivalent of a family relationship as determined by the employee, and persons jointly residing in the same household.

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

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

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

3.62.4 Substitution of Paid Leave
An employee may elect to substitute accrued paid vacation, sick time, personal

time, or any other applicable paid time off for any part of victims' economic security and safety leave. Such substitution will not extend the employee's total allotment of time off under this policy.

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

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

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

The certification requirement may be satisfied by the submission of a sworn statement from the employee and one of the following:
● Documentation from a victim services organization, attorney, clergy, or medical or other professional from whom the employee or the family/household member has sought assistance in addressing domestic or sexual violence and/or its effects;
● A police or court record;
● A death certificate, published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency documenting that a victim was killed in a crime of violence; or
● Other corroborating evidence

The employee may choose the type of documentation from the above list to submit. All documentation related to the employee's need for the leave pursuant to this policy will be held in strict confidence and will only be disclosed as required/permitted by law.

3.62.7 Effect on Benefits
During an approved VESSA leave, the library will maintain the employee's insurance benefits as if they continued to be actively employed. If paid leave is substituted for unpaid VESSA leave, the library will deduct the employee's portion of the insurance premium as a regular payroll deduction. If the employee's leave is unpaid, they must pay their portion of the premium during the leave. The employee's

group insurance coverage may cease if their premium payment is more than 30 days late. If the employee does not return to work at the end of the leave period, they may be required to reimburse the library for the cost of the premiums paid by the library for maintaining coverage during the employee's unpaid leave, unless they cannot return to work because of the continuation, recurrence, or onset of domestic, sexual, gender, or any other crime of violence or other circumstances beyond their control.

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

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

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

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

Should an employee wish to request a reasonable accommodation pursuant to this policy, they should contact the Business Office Manager.

3.63   Tuition Reimbursement
The library supports and encourages employee education to enhance job satisfaction and library services. Tuition reimbursement helps employees further their knowledge, skills, and job effectiveness through higher education.

3.63.1 Eligibility

To be eligible for tuition reimbursement, an employee must:
- be continuously employed with regularly scheduled hours and have worked for the library for at least 12 consecutive months;
- request approval from their manager and the Library Director to have the course considered for tuition reimbursement;
- be enrolled in an approved degree program. Approved degree programs and coursework are defined as: Certificate, Associates, Bachelors, and Masters degree programs related to the duties of their current position or that may lead to promotion within the library.

Substitutes and Interns are not eligible for tuition reimbursement.

Books, class materials, and travel costs are not eligible for tuition reimbursement.

Each course will be considered independently. Approval of one course does not guarantee approval of additional courses in the same program.

Employees eligible for reimbursement from any other source (e.g., a government-sponsored program or a scholarship) may seek assistance under our educational assistance program but are reimbursed only for the difference between the amount received from the other funding source and the actual course cost. Total aid from the Library and other sources may not exceed 100% of the costs and fees.

3.63.2 Reimbursement Requirements

To receive reimbursement, an employee must:
1. 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;
2. complete the Tuition Reimbursement form after registering for class or classes,
   and submit it to the Business Office Manager. The Business Office Manager will notify the employee if the request has been approved and provide information regarding reimbursement procedures. If the request has been denied, the Business Office Manager will provide the reason;
3. earn a grade of A, B or pass (for pass/fail classes only); and.
4. submit grade(s) and paid tuition receipt within 45 days of receiving grade(s).

3.63.3 Reimbursement Amount

Upon presentation of evidence of completion of an approved course, tuition reimbursement will be authorized as follows:
- fifty percent (50%) of class cost for an A or B grade or "Pass" for a pass/fail class;
- twenty-five percent (25%) of class cost for a C grade; or
- no reimbursement for a D or "Fail" grade.

3.63.4 Availability of Funds
The Board of Library Trustees determines the total amount, if any, available for tuition reimbursement each year in the budget process. The library reserves the right to reject requests for any reason, including budgetary constraints.

The maximum tuition reimbursement, per employee per calendar year, is $5,000. The maximum lifetime benefit for tuition reimbursement per employee is $10,000.

3.63.5 Additional Requirements
All class meetings and preparation will be undertaken on the employee's own time. The schedule must consider departmental needs and be approved by the department manager.

No promotion or increase in salary is guaranteed to an employee who undertakes such study.

Tax consequences (if any) as a result of reimbursement under this benefit are the sole responsibility of the employee. Taxable earnings (if applicable) may be added to overall earnings and reflected on an employee's W-2.

Employees who voluntarily separate from the library prior to the completion of a class will not be eligible for reimbursement.

Employees who receive a tuition reimbursement shall be committed to work one year after the reimbursement is paid. Employees who separate from the library within one year of receipt of a tuition reimbursement will pay back a prorated amount of the reimbursement. The Library Director may waive this requirement, in whole or in part, for extenuating circumstances.

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

Upon resignation, the employee will be paid for accrued, unused vacation leave.

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

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

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

3.65   Continuation of Benefits
The Comprehensive Omnibus Budget Reconciliation Act (COBRA) offers employees and eligible dependents the opportunity for temporary extension of medical and life coverage in certain instances where coverage under the library's plan would otherwise end. In compliance with the Municipal Employees Continuance Privilege law, 215 ILCS 5/367j, the library offers the continuation of its group medical coverage to:
  ● any employee who retires from employment and is 55 years of age or older and has sufficient years of service credit with IMRF or a reciprocating entity necessary to qualify for retirement; and
  ● to employees on the first day of a disability period as long as the employee is removed from the library's payroll.

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

3.66   Retirement
Retirement is defined as leaving the employment of the library and receiving a pension under the provisions of the Illinois Municipal Retirement Fund (IMRF). Employees retiring from the library who are eligible for an IMRF pension may convert unused sick days up to 240 days for additional IMRF service credit. Continuation of medical, dental, and vision insurance may be available to qualifying retirees under the Village of Downers Grove group insurance program.

Personnel Policy Updates Tracker

Throughout, general editing has been done, including removal of extra spaces, adding hyphens, corrections to spelling, tense agreement, and formatting. Business Office Manager has been added where appropriate because the position is new since the last update. These changes were not tracked due to the volume of changes. The current policy can be viewed at
https://dglibrary.org/wp-content/uploads/2023/08/Library-Policy-Manual-8.23.2023.pdf

Any substantive changes are noted under the section heading below. New sections and wording is shown in *italics*. Two new sections were added (3.56 Parental Leave and 3.63 Tuition Reimbursement) and all subsequent numbering was updated.

3.1   At-Will Employment

3.2   Amendments

3.3   Administration

3.4   Equal Opportunity Employment

3.5   Appointments

Changed from "Immediate family members will not be appointed within the same line of supervision, subject to any applicable legal provisions." to "*Immediate family members will not be appointed under the direct supervision of each other, subject to any applicable legal provisions.*"

3.6   Recruitment and Hiring

Changed from " any external locations deemed appropriate by Administration." to "*externally, as deemed appropriate by Administration.*"

Updated "Individuals whose education and experience do not meet the minimum requirements as set forth in the job description will not be considered." to "*Individuals whose education and/or experience do not meet the minimum requirements as outlined the job description will not be considered.*"

Changed from "A minor age 14 or 15" to "*Minors, aged 14 or 15*"

3.7   Pre-Employment Testing and Criminal Background Checks

3.8   Reference Checks

3.9   Employment Eligibility Verification

3.10   Introductory Period

"Vacation, sick, and personal day hours" changed to "*Vacation, sick, and personal time*"

3.11   Employee Classifications
Changed from "employees are those who are regularly scheduled to work" and "employees are those who work" to "*employees work*"

3.12   Employee Handbook

3.13   Employee Code of Conduct

Updated list of protected characteristics from " gender, gender identity, race, creed, age, national origin, or any other characteristic that is protected by applicable law" to "*race, color, gender, gender identity, age, disability, religion, ancestry, national origin, marital status, sexual orientation, military or veteran status, or any other characteristic that is protected by applicable law*" to match 3.4 Equal Opportunity Employment.

Updated from "ALA Statement of Professional Ethics" to "*American Library Association's Library Bill of Rights and Code of Ethics*"

- **Customer Service**
Removed "Culture Code, Customer Service Promise, and"

3.14   Reasonable Accommodations

3.15   Employee Privacy

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

Changed "The library encourages employees in developing and maintaining competitive skill levels through support of training initiatives and learning opportunities, ensuring that necessary skill sets are developed." to "*The library encourages all employees to develop and maintain competitive skill levels through training initiatives and learning opportunities.*"

Changed "The library endeavors to allow time and financial support to enable staff to attend approved training." to "*The library endeavors to allow time and financial support for staff to attend approved training.*"

3.16.2 Objectives
Updated from: "The objectives of the Downers Grove Public Library's compensation program include:
- Attract and retain competent personnel;
- Provide for recognition of and reward for differences in individual ability

and performance;

- Establish and maintain competitive pay ranges consistent with the economic requirements of the Downers Grove Public Library and commensurate with the local library competitor market;
- Maintain a program of performance evaluation that identifies opportunities for employee development and places compensation rewards on an objective basis; and
- Provide an effective management control system, which will permit delegation of responsibility within a framework of policy and procedures."

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

- *Attracting and retaining superior staff;*
- *Establishing and maintaining competitive pay ranges consistent with the economic requirements of the Downers Grove Public Library, commensurate with the local library competitor market and its compensation philosophy;*
- *Relating salaries paid to the duties and responsibilities of positions to provide a stimulus for employee self-improvement and advancement to greater responsibilities;*
- *Maintaining a program of performance evaluation that identifies opportunities for employee development and places compensation rewards on an objective basis; and*
- *Providing an effective management control system, which will permit delegation of responsibility within a framework of policy and procedures.*"

3.16.4 Salary Schedule
Pay Ranges

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

3.17   Service Awards

3.18   Payment of Wages

Changed "bi-weekly" to "*every other week*"

Updated "Employees may be paid by check or through direct deposit of funds to a savings and/or checking account at their bank of choice. Payments other than on authorized paydays and advances in pay are not permitted. Terminated employees receive their final paycheck on the first regularly scheduled payday following the date of termination. The final paycheck will be mailed to the employee. Any accrued, unused vacation leave will be paid by check in the pay period following the final paycheck." to "*The employee's first payroll will be paid by check and thereafter through direct deposit of funds to a savings and/or checking account at their bank of choice. Payments other than on authorized paydays and advances in pay are not permitted. Employees separating from the library receive their final paycheck on the first regularly scheduled payday following the date of termination. The final paycheck will be mailed to the employee. Any accrued, unused vacation leave will be paid by check in the pay period following the final paycheck. Any vacation, personal, or sick time used prior to accrual will be deducted from the final paycheck.*"

3.19   Deductions from Pay

3.20   Work Day, Work Week, and Work Year
Moved "Work schedules will include evening hours and work on Saturdays and Sundays as needed by each department." to next section.

3.21   Scheduling and Attendance
Added "Work schedules will include evening hours and work on Saturdays and Sundays as needed by each department." from previous section.

Changed "The library requires supporting documentation, such as a doctor's note, be furnished in connection with any absence three consecutive work days or more, or in any other situation where it is determined that supporting documentation is required." to "*The library requires supporting documentation, such as a doctor's note, to be furnished in connection with any absence of more than three consecutive work shifts, or in any other situation where it is determined that supporting documentation is required.*"

Added "*Employees who are absent without the use of paid time off will be considered as having an unexcused absence unless they provide supporting documentation for their absence or arrange to make up their scheduled hours with their manager. The library will consider employees who have three unexcused absences in a calendar year to have voluntarily separated from the library.*"

Changed "Three consecutive work days of absence without notice to the library constitutes job abandonment.; thus, the library will consider employees who are absent for three work days without notice to have voluntarily separated from the library." to "*More than three consecutive work shifts of absence without notice to the library constitutes job abandonment. The library will consider employees who are absent for three work shifts without notice to have voluntarily separated from the library.*"

3.22 Time Records
Changed "Once an employee signs in, work is to commence immediately." to "*At the start of an employee's scheduled shift, work is to commence immediately.*"

3.23 Overtime

3.24 Compensation for Work on Sunday
Updated from "Part-time, non-exempt employees shall receive monetary compensation for work on Sunday equal to one and one-half times their normal pay. Full-time staff shall receive bonus time off for work on Sunday equal to one and one-half times the hours they worked. Full-time employees must use this Sunday bonus time during the four-week period in which the Sunday is worked." to "*Part-time, non-exempt employees receive monetary compensation for work on Sunday equal to one and one-half times their normal pay. Full-time staff will receive time off for their Sunday hours at a rate of 1.5 times, which must be used in the current or following pay period.*"

3.25 Meal Period and Rest Breaks
Changed "If an employee works 7.5 hours or more in a day, they must take a 20-minute, unpaid meal period at minimum [820 ILCS 140/3]." to "*If an employee works in excess of 7.5 hours in a day, they must take a 20-minute, unpaid meal period at minimum [820 ILCS 140/3].*" to match the statute.

Updated from "Rest breaks shall not be taken in conjunction with or instead of regular meal periods or at the beginning or end of a work shift without prior supervisory authorization. A 15-minute rest break is a privilege and not a guaranteed right." to "*Rest breaks shall not be taken in conjunction with or instead of regular meal periods or at the beginning or end of a work shift without prior authorization by their supervisor. A 15-minute rest break is a privilege and not a guaranteed right.Employees will be expected to forgo the rest break if, due to personnel shortages or other unusual conditions, patron service will be affected.*"

3.26 Use of Library Equipment
Changed "It is the policy of the library to provide or contract for the communication services and equipment necessary to promote the efficient conduct of business." to "*It is the policy of the library to provide or contract for the communication services and equipment necessary to efficiently conduct business.*"

Changed 6th bullet point from "Harassing, vulgar, obscene, or threatening communications are strictly prohibited, as are sexually oriented messages or images." to "*Harassing, vulgar, obscene, or threatening communications and sexually oriented messages or images are strictly prohibited.*"

Removed "facsimiles" from 7th bullet point.

Updated 9th bullet point from "Members of the public may request and obtain copies of employee emails." to "*Members of the public may request and obtain copies of employee work-related emails and other electronic forms of communication.*"

3.26.1 Telephones and Texting
Removed " Employees should not use their personal cell phones in public areas, unless permission from a supervisor is given for circumstances demanding immediate attention."

3.26.2 Social Media
Replaced "Social media is defined as blogs, other types of self-published online journals, and collaborative web-based discussion forums including, but not limited to LinkedIn, Facebook, Pinterest, Instagram, and Twitter." to "*Social media refers to the means of interactions among people in which they create, share, and/or exchange information and ideas in virtual communities and networks.*"

General Rules and Guidelines
Added **"***The following rules apply to the use of social media, whether such use is for the library during working time, outside the library, or during working time while using library-owned equipment.*"

Expanded 1st bullet point from "Employees are prohibited from discussing confidential library matters through the use of social media, including patron account." to "*Employees are prohibited from discussing confidential library matters through the use of social media, including patron account information and personnel matters. Employees should be careful to protect the library brand as well as themselves.*"

Added 4 bullet points:
- "*The Downers Grove Public Library is not responsible or liable for content posted by any person in any form.*
- *Employees who want to post comments in response to content must identify themselves as employees.*
- *Employees may not speak on behalf of the library on personal accounts. Posts that discuss library business or can be perceived as an official post should have a disclaimer stating that the employee is speaking as an individual, not a library representative, for the duration of the post, and comments.*
- *Photos submitted to the library's social media accounts may be used by the library for publicity, advertising, or web content.*"

Library-Sponsored Social Media
Added 2 bullet points:
- "*Employees must identify themselves as library staff when posting on an account with a handle that utilizes a name.*
- *A disclaimer should be posted on each of the library's accounts notifying*

patrons that library staff manage the page and all users are expected to follow library policies."

Updated bullet point "Designated employees are responsible for ensuring that the library-sponsored social media conform to all applicable library rules, policies, and procedures. These employees are authorized to remove content or block users immediately and without advance warning any content, including offensive content such as sexually explicit material, obscenities, profanity, and/or material that violates the library's EEO and/or anti-harassment policies." to:

- "*Comments, posts, and messages will be monitored and reviewed for content, relevance, and appropriateness. Activity on library-sponsored social media accounts must adhere to the library's Code of Conduct, rules, policies, and procedures. Designated employees are authorized to remove content or block users immediately and without advance warning due to content that violates the library's policies, such as:*
    - *Obscene, sexist, hateful or racist content*
    - *Personal attacks, insults or threatening language*
    - *Content that violates local, state, or federal law or which encourages illegal activity*
    - *Potentially libelous statements*
    - *Plagiarized material*
    - *Private or personal information submitted without consent*
    - *Comments or links unrelated to the content of the discussion*
    - *Commercial promotions or spam*
    - *Content that advocates a candidate, referendum, or campaign*
    - *Any messages deemed to be in violation of copyright, trademark right or other intellectual property right of any third party*"

3.27 Library Information and Property
Added "*building keys or key cards, parking passes,*" to list.

3.28 Driver's License and Proof of Insurance
Moved "*When using a private vehicle for library business, the employee assumes liability for the vehicle. All employees who use their personal vehicles for library business must have a current driver's license and vehicle liability insurance in the minimum amounts required by state law. Otherwise, the vehicle is not authorized for library use.*" from subsequent section.

Added "*Employees who drive a motor vehicle in the course of library business must inform Administration immediately of any lapse in personal automobile insurance or lapse in the validity of their driver's license.*"

3.29 Meetings, Workshops, and Conferences
Moved "When using a private vehicle for library business, the employee assumes liability for the vehicle. All employees who use their personal vehicles for library

business must have a current driver's license and vehicle liability insurance in the minimum amounts required by state law. Otherwise, the vehicle is not authorized for library use." to previous section.

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

3.30   Membership in Professional Organizations
Updated "full-time professional staff" to "*full-time librarian and supervisory staff*"

Changed "other library-related organizations" to "*other professional organizations*"

3.31   Emergency Closings

3.32   Smoke-Free Illinois Act

3.33   Employment Verification and Letters of Reference

3.34   Contest and Program Prizes
Updated from "Members of the Board of Library Trustees and employees shall not be eligible to win any prize or award that may be given in any program or contest sponsored by the library with the exception of participation and completion prizes or awards given to all residents who participate in a program." to "*Staff are not eligible to win any prizes or awards that are designated for the public and promoted as such. Staff are eligible for prizes and awards for programs or contests that are specifically designated for staff, which may include library-wide events or contests meant to increase staff morale.Unclaimed tickets or expiring prizes may be given to staff on a first-come, first-served basis.*"

3.35   Solicitation and Fundraising for Outside Organizations

3.36   Violence in the Workplace

3.37 Performance Evaluations
Added "*self-evaluation form,*"

3.38 Personnel File Review

3.39 Telecommuting
Updated from "Requests for telecommuting may be initiated by the library, the employee, or the employee's manager and are approved on a case-by-case basis by the Library Director, in consultation with the employee and their manager. Arrangements are made based on the situation and may include some or all of an employee's regularly scheduled hours. Telecommuting privileges may be canceled or suspended at any time and for any reason." to "*Requests for telecommuting may be initiated by the library, the employee, or the employee's manager and are considered on a case-by-case basis by the employee's manager. Arrangements are made based on the situation and may include some or all of an employee's regularly scheduled hours. Exceptions to eligibility requirements may be made by the employee's manager, with final approval by the Library Director. Telecommuting privileges may be canceled or suspended at any time and for any reason.*"

3.40 Internal Complaints
Updated from "If an employee feels their concern has not received due consideration, they should submit their written complaint to the Business Office Manager in a timely manner. The matter will then be discussed with the Library Director and a written response will be given to the employee." to "*If an employee feels their concern has not received due consideration, they should submit their complaint, in writing or in person, to the Business Office Manager in a timely manner. The Business Office Manager will work with the employees involved to resolve the issue. If a resolution to the issue is not reached, the matter will be discussed with the Library Director and a written response will be given to the employee.*"

Updated from "If a complaint involves the Library Director, the Board President will be the first contact to resolve the problem. The Board Officers will investigate and submit a recommendation to the Board of Library Trustees for action. The decision of the Board of Library Trustees is final." to "*If a complaint involves the Library Director or Library Trustee, the Board President will be the first contact to resolve the problem. If the complaint involves the Board President, the Board Secretary will be the first contact to resolve the problem. The Board Officers will investigate and submit a recommendation to the Board of Library Trustees for action. If one of the Board Officers is involved in the compliant, the longest-serving Library Trustee will investigate with the Board Officer not involved. The decision of the Board of Library Trustees is final.*"

3.41 Progressive Discipline and Termination
Changed 1st bullet point from "Refusal to obey a direct, reasonable order that pertains to an employee's position as described" to "*Refusal to obey a direct, reasonable order*

that pertains to an employee's position as outlined in the position's job description"

Split 17th bullet point "Fighting or violence in the workplace (threatening and/or coercing co-workers)" into two separate bullet points:
- *Fighting or violence in the workplace*
- *Threatening and/or coercing co-workers*

3.42   Anti-Discrimination and Anti-Harassment

3.43   Alcohol and Drug-Free Workplace

3.44   State Officials and Employees Ethics Act

3.45   Bloodborne Pathogens
Updated from "Person in Charge" to "*Building Operations Monitor and Manager On Duty.*"

3.46   Benefits Disclaimer

3.47   Insurance Benefits

3.48   Flexible Spending Account

3.49   Illinois Municipal Retirement Fund (IMRF)

3.50   Workers' Compensation

3.51   Parking Permits

3.52   Vacation
Suggested update section from:
"Managers and full-time professional MLS employees shall have the following vacation leave schedule:

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

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

YEARS OF SERVICE	WEEKS OF VACATION WITH PAY

1 through 5	two	(2)
Over 5 through 10	three	(3)
Over 10	four	(4)

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

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

To:
"*Managers and full-time employees shall have the following vacation leave schedule:*

YEARS OF SERVICE	*WEEKS OF VACATION WITH PAY*	
1 through 10	*four*	*(4)*
Over 10 through 20	*five*	*(5)*
Over 20	*six*	*(6)*

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

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

Added "*When an employee separates from the library and then returns, previous years of service are not utilized in calculating weeks of vacation with pay.*"

3.53   Personal Time

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

prorated personal days on January 1 of each work year. With the advance permission of the department manager, these hours may be taken any time during the year. Personal hours are lost if not used by the end of the last pay period starting in the last week of the calendar year."

3.54   Holidays

Suggested change from:

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

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

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

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

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

To:

"*The library is closed and employees, with the exception of substitutes and interns, are paid for the following holidays each year:*
·   *New Year's Day*
·   *Memorial Day (Monday observance)*
·   *Independence Day*
·   *Labor Day*
·   *Thanksgiving*
·   *Christmas Eve Day*
·   *Christmas Day*

Employees, with the exception of substitutes and interns, receive holiday pay for the hours they would have been regularly scheduled to work on the paid holidays listed above.

When a paid holiday falls on a regularly scheduled day off, Full-time employees may take an alternative day off, with approval from their immediate supervisor. When a paid holiday falls on a weekend, full-time employees will be granted a paid day off to be arranged with their supervisor that must used in the current or following pay period.

The library is also closed, but employees are not paid for:
·   Easter Sunday
·   Sunday before Memorial Day
·   After 5:00 p.m. on Thursday and Friday of Rotary Grove Fest
·   After 1:00 p.m. on Saturday of Rotary Grove Fest
·   Sunday of Rotary Grove Fest
·   Sunday before Labor Day
·   After 5:00 p.m. on New Year's Eve

Part-time employees may make up or substitute Vacation or Personal time for regularly scheduled hours lost due to the closings."

3.55   Sick Leave

New section added:
 3.56   "*Parental Leave*
Parents of newborns, newly adopted children, and children newly placed into foster care placement may be eligible for paid leave of up to eight weeks. For both adopted children and children newly placed into foster care placement, the child(ren) must be age 17 or younger. At the time of this event, the use of parental leave and the accrual of additional parental leave adheres to rules specified below for a twelve-month period. The adoption of a child by a new spouse is excluded from this policy.

Parental leave must be taken within the first twelve months of birth, adoption or foster placement. The amount of paid parental leave does not increase with multiple births, adopted children, or foster children (e.g., the birth of twins or adoption of siblings). An employee will not receive more than eight weeks of paid parental leave in a forward-rolling 12-month period.

For those employees who are eligible for Family Medical Leave Act (FMLA) leave, this paid parental leave will run concurrently with FMLA leave and cannot be used to extend FMLA leave time. FMLA allows employees up to 12 work weeks of unpaid leave annually. The balance of FMLA leave beyond the paid parental leave is unpaid unless the employee chooses to use accrued time (sick/vacation/personal/holiday).

 3.56.1   Eligibility
 Full-time and part-time IMRF-qualified employees who have worked for the library for at least 12 consecutive months and worked a minimum of 1,000 hours in the

previous 12 months, are eligible for paid parental leave at 100 percent of the employee's current regular rate of pay based on their regularly scheduled weekly hours.

The leave may begin no earlier than the birth or placement of the child(ren) and must end within twelve months immediately following. Unused paid parental leave may not be carried over and will be forfeited at the end of the twelve-month period. There is no payment of unused parental leave upon separation of employment.

When both parents are eligible employees, paid parental leave may be taken concurrently, consecutively, or intermittently within twelve months of the birth or placement of the child(ren). Each eligible parent is entitled to their individual qualifying parental leave benefit.

3.56.2   Benefits
Health insurance, IMRF contributions, and other benefits will continue during paid leave. The employer and employee must continue to pay their respective portion of insurance premiums.

Paid holidays falling within a parental leave period shall not be charged against an eligible employee's parental leave benefit if they would have received holiday pay according to their regular schedule.

3.56.3   Requesting Parental Leave
If the need for leave is foreseeable, the employee must submit a written leave request to their manager and the Business Office Manager at least 30 days prior to the start of the leave. This should include an estimated start date, return date, and request for concurrent, consecutive, and intermittent leave usage. This should occur at the same time as the request for FMLA. Where the need for the leave is not
foreseeable, the employee must submit a leave request as soon as practicable.

3.56.3   Returning to Work
Employees should confirm with their manager and the Business Office Manager at least three business days in advance of return."

3.57   Compassionate Leave
New subsection added:
"3.57.1   Child Extended Bereavement Leave
Full-time employees that have worked at the library for at least two weeks are able to take unpaid leave from work to grieve the loss of a child who dies by suicide or homicide. Employees are eligible for up to six weeks of unpaid leave as provided for in the Child Extended Bereavement Leave Act. Employees may take leave in

one continuous period or intermittently in increments of no less than four hours. Leave must be taken within one year after the employee notifies the employer of the loss. If an employee takes unpaid leave under this Act, they cannot also seek additional unpaid leave under the Illinois Family Bereavement Leave Act relating to the same death.

Employees may be required to provide reasonable advance notice of the intention to take leave and reasonable documentation substantiating the reason for leave. Reasonable documentation would include:
- *A death certificate;*
- *A published obituary; or*
- *Written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency.*

When returning from bereavement leave, employees are entitled to return to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment."

3.58   Jury or Other Civic Duty

3.59   Family or Medical Leave of Absence (FMLA)

3.60   General Leave of Absence

3.61   Military Leave

3.62   Victims' Economic Security and Safety Act (VESSA)
Added new paragraphs for compliance:
"*Eligible employees may use up to two workweeks (10 days) of unpaid VESSA leave for any one or more of the following reasons:*
- *Attending the funeral or alternative to funeral or wake of a family or household member who is killed in a crime of violence;*
- *Making arrangements necessitated by the death of a family or household member who is killed in a crime of violence; or*
- *Grieving the death of a family or household member who is killed in a crime of violence.*

Leave for these reasons must be completed within 60 days after the employee receives notice of the death of the victim."

3.62.4 Substitution of Paid Leave
Changed from "When the employee's need for the leave also qualifies as family/medical leave pursuant to the Family and Medical Leave Act (FMLA), or

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

3.62.6 Certification
Added bullet point "*A death certificate, published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency documenting that a victim was killed in a crime of violence; or*"

New section added:
3.63   Tuition Reimbursement
The library supports and encourages employee education to enhance job satisfaction and library services. Tuition reimbursement helps employees further their knowledge, skills, and job effectiveness through higher education.

3.63.1 Eligibility
To be eligible for tuition reimbursement, an employee must:
- *be continuously employed with regularly scheduled hours and have worked for the library for at least 12 consecutive months;*
- *request approval from their manager and the Library Director to have the course considered for tuition reimbursement;*
- *be enrolled in an approved degree program. Approved degree programs and coursework are defined as: Certificate, Associates, Bachelors, and Masters degree programs related to the duties of their current position or that may lead to promotion within the library.*

Substitutes and Interns are not eligible for tuition reimbursement.

Books, class materials, and travel costs are not eligible for tuition reimbursement.

Each course will be considered independently. Approval of one course does not guarantee approval of additional courses in the same program.

Employees eligible for reimbursement from any other source (e.g., a government-sponsored program or a scholarship) may seek assistance under our educational assistance program but are reimbursed only for the difference between

the amount received from the other funding source and the actual course cost. Total aid from the Library and other sources may not exceed 100% of the costs and fees.

3.63.2 Reimbursement Requirements
To receive reimbursement, an employee must:
1. 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;
2. complete the Tuition Reimbursement form after registering for class or classes,
3. and submit it to the Business Office Manager. The Business Office Manager will notify the employee if the request has been approved and provide information regarding reimbursement procedures. If the request has been denied, the Business Office Manager will provide the reason;
4. earn a grade of A, B or pass (for pass/fail classes only); and.
5. submit grade(s) and paid tuition receipt within 45 days of receiving grade(s).

3.63.3 Reimbursement Amount
Upon presentation of evidence of completion of an approved course, tuition reimbursement will be authorized as follows:
- fifty percent (50%) of class cost for an A or B grade or "Pass" for a pass/fail class;
- twenty-five percent (25%) of class cost for a C grade; or
- no reimbursement for a D or "Fail" grade.

3.63.4 Availability of Funds
The Board of Library Trustees determines the total amount, if any, available for tuition reimbursement each year in the budget process. The library reserves the right to reject requests for any reason, including budgetary constraints.

The maximum tuition reimbursement, per employee per calendar year, is $5,000. The maximum lifetime benefit for tuition reimbursement per employee is $10,000.

3.63.5 Additional Requirements
All class meetings and preparation will be undertaken on the employee's own time. The schedule must consider departmental needs and be approved by the department manager.

No promotion or increase in salary is guaranteed to an employee who undertakes such study.

Tax consequences (if any) as a result of reimbursement under this benefit are the sole responsibility of the employee. Taxable earnings (if applicable) may be added to overall earnings and reflected on an employee's W-2.

Employees who voluntarily separate from the library prior to the completion of a class will not be eligible for reimbursement.

Employees who receive a tuition reimbursement shall be committed to work one year after the reimbursement is paid. Employees who separate from the library within one year of receipt of a tuition reimbursement will pay back a prorated amount of the reimbursement. The Library Director may waive this requirement, in whole or in part, for extenuating circumstances."

3.64   Resignations and Terminations

3.65   Continuation of Benefits

3.66   Retirement
Added "*Continuation of medical, dental, and vision insurance may be available to qualifying retirees under the Village of Downers Grove group insurance program.*"

HR Source ™

2023
Library Survey

A survey of compensation and benefits especially for libraries.

2023 Library Survey

Published Date: June, 2023
Next Publication: June, 2024

Confidential Survey Report

This survey is provided with the understanding that the information will:
- *remain strictly confidential*
- *be restricted to authorized personnel only*
- *not be used in collective bargaining or grievance proceedings*
- *be used in accordance with all agreements between the purchaser and HR Source*

HR Source ™

www.hrsource.org

3025 Highland Parkway, Suite 225
Downers Grove, IL 60515
800-448-4584

The HR Hotline: 800-448-4584 or hotline@hrsource.org
As a benefit of membership, get free access to our HR Hotline, staffed by employment law attorneys and certified HR, compensation and benefits professionals.

The Source *– Weekly email updates with important compliance information and HR best practices.*

Compensation Services *– Our compensation specialists are available to help you benchmark your positions and apply survey data to help you stay competitive with the market. Contact us at 800-448-4584 or at info@hrsource.org.*

Surveys *– Chicagoland and National Survey Data – the best around!*

Please consider **participating** in, and/or *purchasing* our other survey offerings. See the next page for more details.

2023 Survey Calendar

HR Source™

SURVEY	OPENS	CLOSES	RESULTS	MEMBER COST		NON-MEMBER COST	
				PARTICIPANT	NON-PARTICIPANT	PARTICIPANT	NON-PARTICIPANT
2023 Illinois Non-Profit Survey	08/23/22	10/07/22	January '23	FREE	$400	FREE	$800
2023 Park and Recreation Compensation Survey	08/23/22	10/07/22	January '23	FREE	$400	FREE	$800
2023 National Benefits Survey	09/13/22	10/21/22	February '23	FREE	$500	$500	$1000
2022 Turnover Survey	12/20/22	01/20/23	February '23	FREE	FREE	N/A	N/A
2023 National Executive Compensation Survey	01/03/23	02/10/23	June '23	FREE	$700	$700	$1400
2023 Illinois Executive Compensation Survey	compiled	compiled	June '23	FREE	$500	$500	$1000
2023 Metro Chicago Compensation Survey	03/07/23	04/21/23	June '23	FREE	$800	$800	$1600
2023 Library Survey	03/07/23	04/21/23	June '23	FREE	$400	FREE	$800
2023 Public Library Supplemental Report	03/07/23	04/21/23	July '23	$150	$400	$150	$700
2023 National IT & Engineering Compensation Survey	05/09/23	06/09/23	September '23	FREE	$500	$500	$1000
2023 National Sales Compensation Survey	07/11/23	08/11/23	November '23	FREE	$500	$500	$1000
2023 Pay Projection Survey (formerly Salary Budget Survey)	07/25/23	08/25/23	September '23	FREE	FREE	N/A	N/A
2023 Health Care Practices Survey	08/08/23	09/08/23	October '23	FREE	$300	$300	$600
2024 Illinois Non-Profit Survey	08/22/23	10/06/23	January '24	FREE	$400	FREE	$800
2024 Park and Recreation Compensation Survey	08/22/23	10/06/23	January '24	FREE	$400	FREE	$800
2024 National Business Trends Survey	09/05/23	10/06/23	November '23	FREE	FREE	N/A	N/A
2024 National Policies & Practices Survey	09/12/23	10/20/23	February '24	FREE	$500	$500	$1000
23/24 National Wage and Salary Survey *	compiled	compiled	December '23	$50*	$500	$500*	$1000
2023 Turnover Survey	12/19/23	01/19/24	February '24	FREE	FREE	N/A	N/A

* with Metro Chicago Participation

122122

2 0 2 3   L I B R A R Y   S U R V E Y
TABLE OF CONTENTS

1

THIS PAGE INTENTIONALLY LEFT BLANK

2 0 2 3 L I B R A R Y S U R V E Y
INTRODUCTION

The *2023 Library Survey* report has been compiled using data provided by 133 participating libraries who contributed data for 5,830 employees. This survey reports data for 63 unique library positions. We wish to thank the participating libraries who took the time to provide us with data.

The summaries and statistics contained within this report are effective as of March 1, 2023. Invitations to participate were sent out via email on March 7, 2023, to libraries in Illinois. Participants had the opportunity to participate online or via paper questionnaire by the extended deadline of April 28, 2023. Participants were specifically instructed to submit data from the pay period closest to March 1, 2023.

Rates used in our calculations are straight time pay and do not include overtime, shift differentials or any other incentives or variable pay components. All jobs are reported with hourly rates except for job 01- Library Director. That job is reported with annual rates that have been standardized to reflect a 40-hour workweek.

Please feel free to contact the Survey Department with any questions by emailing us at surveys@hrsource.org or contact:

- ❖ Monica Sorenson, PHR, SHRM-CP
  msorenson@hrsource.org, (630) 963-7600 ext. 265

- ❖ Kevin MacTaggart, PHR
  kmactaggart@hrsource.org, (630) 963-7600 ext. 251

2 0 2 3   L I B R A R Y   S U R V E Y
PARTICIPANT LIST

Addison Public Library	Highwood Public Library	Poplar Creek Public Library District
Algonquin Area Public Library	Hillside Public Library	Prairie Trails Public Library District
Antioch Public Library District	Hinckley Public Library District	Prospect Heights Public Library
Arlington Heights Memorial Library	Hinsdale Public Library	River Forest Public Library
Aurora Public Library - Santori	Hudson Area Public Library District	Rolling Meadows Library
Barrington Area Library	Huntley Area Public Library District	Roselle Public Library District
Bartlett Public Library District	Indian Prairie Public Library District	Round Lake Area Public Library
Batavia Public Library	Indian Trails Library District	Schaumburg Township District Library
Bensenville Community Public Library District	Itasca Community Library	Schiller Park Public Library
Bloomingdale Public Library	Jacksonville Public Library	Somonauk Public Library District
Bloomington Public Library	Johnsburg Public Library District	St. Charles Public Library
Blue Island Public Library	La Grange Park Public Library District	Sugar Grove Public Library District
Bourbonnais Public Library District	La Grange Public Library	Sycamore Public Library
Bridgeview Public Library	Lake Villa District Library	Talcott Free Library District
Cary Area Public Library District	Lawrence Public Library District	The Morton Arboretum
Chicago Ridge Public Library	Lillie M. Evans Library District	Three Rivers Public Library District
Cook Memorial Public Library District	Limestone Township Library	Tinley Park Public Library
Crystal Lake Public Library	Linda Sokol Francis Brookfield Library	Tolono Public Library District
Danville Public Library	Lisle Library District	Towanda District Library
Decatur Public Library	Manhattan-Elwood Public Library District	Urbana Free Public Library
Deerfield Public Library	Manteno Public Library District	Vernon Area Public Library District
DeKalb Public Library	Maple Park Public Library District	Vespasian Warner Public Library District
Des Plaines Public Library	Marengo-Union Library District	Warren-Newport Public Library District
Downers Grove Public Library	Mascoutah Public Library	Warrenville Public Library District
Dunlap Public Library District	Maywood Public Library District	Washington District Library
East Moline Public Library	McHenry Public Library District	Waubonsee Community College
Effingham Public Library	Midlothian Public Library	Wauconda Area Public Library
Eisenhower Public Library District	Mississippi Valley Library District	West Chicago Public Library District
Ela Area Public Library District	Morton Grove Public Library	Westmont Public Library
Elk Grove Village Public Library	Morton Public Library District	Wheaton Public Library
Elmhurst Public Library	Mount Prospect Public Library	White Oak Library District
Evergreen Park Public Library	Naperville Public Library	Wilmette Public Library District
Forest Park Public Library	New Lenox Public Library District	Winfield Public Library
Fountaindale Public Library	Newberry Library	Winnetka-Northfield Public Library District
Fox River Valley Public Library District	Niles-Maine District Library	Woodridge Public Library
Frankfort Public Library District	Nippersink Public Library District	
Fremont Public Library District	North Riverside Public Library	
Gail Borden Public Library District	North Suburban Library District	
Geneva Public Library District	Northbrook Public Library	
Glen Carbon Centennial Library District	Oak Park Public Library	
Glen Ellyn Public Library	Orland Park Public Library	
Glencoe Public Library	Oswego Public Library District	
Glenview Public Library	Palatine Public Library District	
Grayslake Area Public Library District	Palos Heights Public Library	
Green Hills Public Library District	Park Forest Public Library	
Helen Plum Library	Park Ridge Public Library	
Henderson County Public Library District	Peoria Public Library	
Heyworth Public Library	Peotone Public Library District	
Highland Park Public Library	Plainfield Public Library District	

2023 LIBRARY SURVEY
DEMOGRAPHICS

Data is shown for **63** out of a possible **64** jobs.

Total Employment = **6,758**

Data effective date = **March 1, 2023**

133
total participants

OPERATING BUDGET

Budget	Count
Less than $499,999	13
$500,000 to $999,999	13
$1,000,000 to $1,999,999	20
$2,000,000 to $3,999,999	29
$4,000,000 to $6,999,999	36
$7,000,000 or more	22

less than $500K	9.8%
$500K - $1MM	9.8%
$1MM - $2MM	15.0%
$2MM - $4MM	21.8%
$4MM - $7MM	27.1%
more than $7MM	16.5%
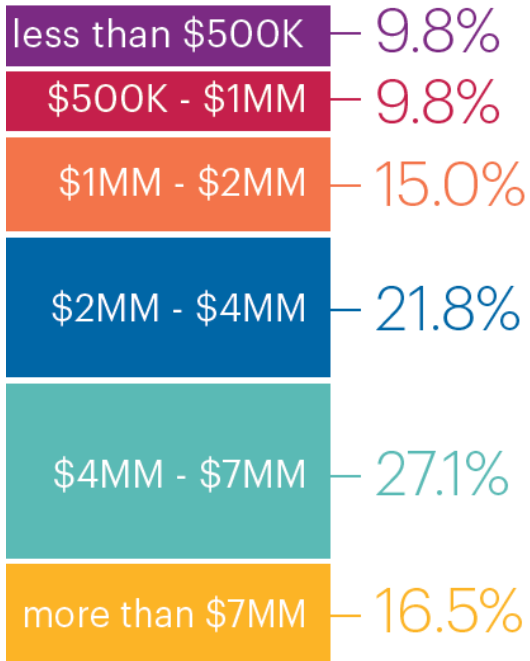
EMPLOYMENT SIZE

	Full-Time Employees	Part-Time Employees
Total Number of Employees	3,254	3,504

Employment Size	Count
Less than 12	16
13 to 24	27
25 to 49	35
50 to 79	31
80 or more	24

- 12.0% (less than 12)
- 20.3% (13-24)
- 26.3% (25-49)
- 23.3% (50-79)
- 18.0% (80 or more)
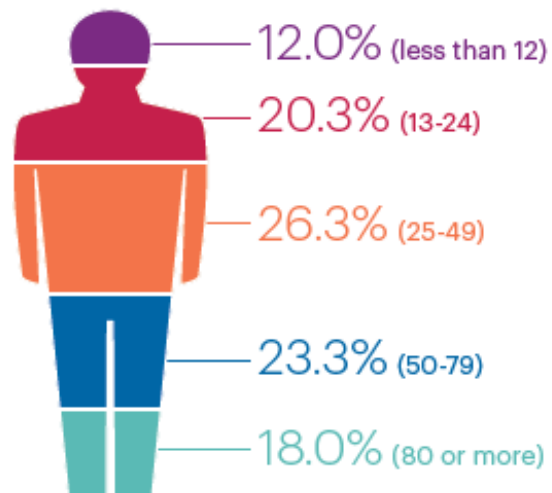
POPULATION SERVED

Population Served	Count
Less than 7,499	11
7,500 to 14,999	24
15,000 to 29,999	38
30,000 to 49,999	29
50,000 or more	31

LIBRARY TYPE

3.0% Other

15.8% City

57.9% District

23.3% Village

Library Type	Count
District	77
Village	31
City	21
Other	4

STANDARD WORKWEEK

Standard Workweek	Count
40 hours	42
37.5 hours	78
35 hours	6
Other	7

PAY INCREASE PROJECTIONS
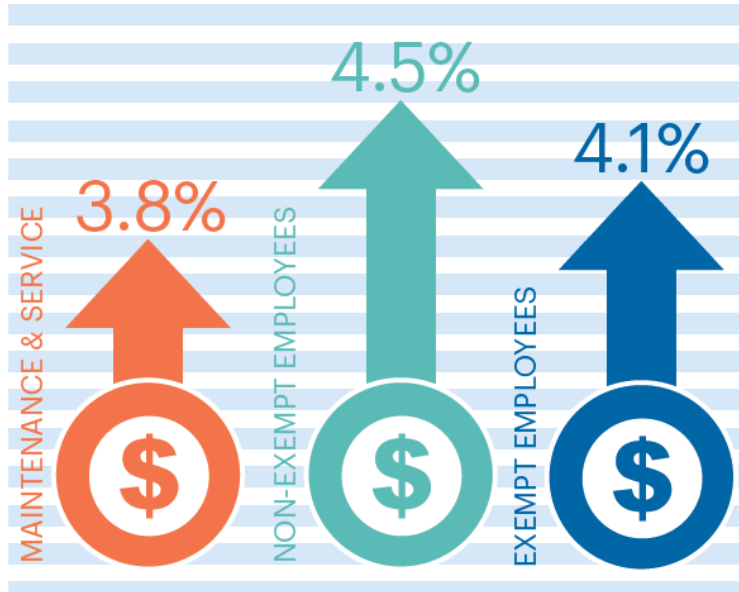
2023 Projected Increases (With Zeros)	Count	%
Maintenance and Service	108	3.8%
Non-Exempt	123	4.5%
Exempt	121	4.1%

2023 Projected Increases (Without Zeros)	Count	%
Maintenance and Service	98	4.2%
Non-Exempt	123	4.5%
Exempt	119	4.2%

Types of Increases	Merit	Across-the-Board	Cost-of-Living (COLA)
Maintenance and Service	58	42	34
Non-Exempt	69	57	45
Exempt	70	49	44

THE SURVEY AS A GUIDE - The survey statistics presented in this report are based on the data provided by participating libraries. The goal of this report is to provide you with valid and reliable data to make informed decisions on pay and benefits.

Surveys are a valuable tool when analyzing how your library's pay and benefit programs relate to other libraries with similar demographic characteristics. However, survey users should not use this data as absolute standards. Please exercise care when utilizing survey data. Specific results should be examined in the context of overall survey findings and the general economic situation prevailing at the time the data was gathered.

DEFINITIONS AND INTERPRETATION - All jobs are reported with hourly rates ***except job 01 - Director***. ***That job is reported with annual rates that have been standardized to reflect a 40-hour workweek***. Breakouts categories for budget, population served and employment size are included to provide more specific comparisons to libraries that more closely match your own.

Salary data for each job are shown in a simple, easy-to-read format reporting the following statistical information. Statistics are displayed only for those positions with **FIVE or more** contributing libraries.

AVERAGE: The average rate weighted by the number of employees. It is the sum of all rates for all employees reported, divided by the number of rates reported.

MEDIAN: The middle value of the distribution of rates for each job. When the values or rates are arranged in order from lowest to highest, the median divides this distribution so that an equal number of rates are on either side of it. It is not affected by extremely high or extremely low values as is the mean.

PERCENTILES:
25% - 75%: The range enclosing the middle one-half of the rates in the distribution. We designate the lowest rate in the second quarter or quartile and the highest rate in the third quartile as the boundaries of this mid-range.

10% - 90%: The range enclosing the middle four-fifths of the rates in the distribution. It is designated by the rate at the tenth percentile and at the ninetieth percentile. *At least 10 libraries are needed to show these statistics.*

INSUFFICIENT DATA: Salary statistics are displayed only for those positions with FIVE or more contributing libraries. This is used as a safeguard to preserve confidentiality of salary data. Therefore, if a position or breakout category is not listed in the job summary, it is because there was not enough data received to be able to report it.

JOB DATA

01   LIBRARY DIRECTOR   *ADMINISTRATIVE / BUSINESS OFFICE*

Serves as the top paid administrative and executive officer of the library. Responsible for overall administration and operation of departmental and branch activities. Reports to governing body such as board of directors or board of trustees.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
						Percentiles		
All Libraries Combined:	128	128	$115,613	$118,678	$87,375	$140,096	$65,171	$163,841
Budget Category								
Less than $499,999	11	11	$54,153	$54,683	$44,000	$62,670	$38,000	$65,171
$500,000 to $999,999	13	13	$78,138	$80,711	$66,578	$86,320	$60,000	$88,784
$1,000,000 to $1,999,999	20	20	$87,901	$87,721	$78,044	$97,982	$70,015	$109,360
$2,000,000 to $3,999,999	28	28	$117,981	$117,505	$104,578	$129,990	$96,000	$141,489
$4,000,000 to $6,999,999	35	35	$139,921	$138,250	$128,924	$148,267	$120,000	$165,490
$7,000,000 or more	21	21	$153,726	$154,449	$133,333	$170,296	$131,225	$173,239
Population Category								
Less than 7,499	11	11	$61,064	$54,683	$44,000	$72,095	$38,000	$85,171
7,500 to 14,999	24	24	$88,688	$84,500	$69,042	$103,787	$62,670	$112,310
15,000 to 29,999	37	37	$111,305	$112,443	$88,192	$131,318	$80,711	$148,267
30,000 to 49,999	29	29	$134,174	$133,333	$125,208	$144,227	$104,449	$170,573
50,000 or more	27	27	$147,735	$144,663	$133,333	$163,841	$114,394	$173,239
Employment Size Category								
Less than 12	14	14	$58,090	$57,361	$53,333	$65,171	$38,000	$74,000
13 to 24	27	27	$84,919	$84,000	$71,070	$96,000	$66,578	$109,000
25 to 49	34	34	$116,414	$115,864	$97,075	$131,318	$88,368	$141,489
50 to 79	30	30	$137,168	$134,674	$128,202	$144,227	$116,232	$162,846
80 or more	23	23	$157,359	$156,800	$140,691	$170,296	$133,333	$173,239

10

02 ASSISTANT DIRECTOR   *ADMINISTRATIVE / BUSINESS OFFICE*

Serves on a full-time basis as the number two person on the library staff. Functions as the assistant to the Library Director and acts for the Director in their absence. May be assigned specific administrative or program responsibilities as well as general responsibilities to assist the Director in overall administration and operation of library activities. (This position description covers the deputy executive officer, and not the administrative assistant to the Director.)

	# of Lib	# of Emps	Average	Median	BASE PAY — Percentiles 25th	75th	10th	90th
All Libraries Combined	61	64	$46.56	$47.87	$39.10	$54.31	$30.34	$58.80
Budget Category								
$1,000,000 to $1,999,999	8	8	$33.05	$31.06	$29.55	$37.93	***	***
$2,000,000 to $3,999,999	13	13	$39.31	$38.97	$36.62	$41.14	$35.39	$47.70
$4,000,000 to $6,999,999	21	23	$50.58	$50.52	$46.81	$53.62	$43.27	$57.27
$7,000,000 or more	17	18	$55.17	$55.23	$51.89	$60.50	$39.90	$68.18
Population Category								
7,500 to 14,999	5	5	$34.25	$35.11	$30.00	$38.97	***	***
15,000 to 29,999	14	14	$40.52	$38.85	$35.39	$47.70	$30.34	$52.19
30,000 to 49,999	19	20	$47.59	$50.12	$42.21	$54.42	$32.50	$57.25
50,000 or more	21	23	$53.42	$53.87	$48.54	$57.27	$42.56	$61.43
Employment Size Category								
13 to 24	6	6	$30.76	$29.55	$27.81	$30.34	***	***
25 to 49	14	14	$38.56	$37.65	$35.39	$40.46	$31.77	$48.04
50 to 79	19	21	$49.45	$50.16	$46.81	$52.19	$43.27	$55.49
80 or more	20	21	$55.06	$55.24	$51.89	$58.95	$43.80	$61.43

    11

03   BRANCH HEAD   *ADMINISTRATIVE / BUSINESS OFFICE*

Plans, manages and coordinates all programs and activities of a library branch facility. Develops and implements improved procedures to enhance efficiency and public services. Serves as a liaison between the library and external agencies and community groups. Manage all staff assigned to the branch.

| | # of Lib | # of Emps | **BASE PAY** | | | | | |
| | | | | | | Percentiles | | |
			Average	Median	25th	75th	10th	90th
All Libraries Combined	14	23	$37.18	$36.63	$32.43	$42.17	$30.45	$43.63
Budget Category								
$7,000,000 or more	8	15	$37.11	$40.00	$32.40	$42.17	***	***
Population Category								
50,000 or more	12	21	$37.37	$39.27	$32.43	$42.17	$30.45	$43.63
Employment Size Category								
80 or more	9	18	$36.81	$37.95	$32.40	$42.00	***	***

20   HUMAN RESOURCES MANAGER   *ADMINISTRATIVE / BUSINESS OFFICE*

General responsibility for all personnel activities, such as employment, training, wage and salary administration, safety and working conditions, employee counseling, and personnel records. Investigate, advise, and prepare policies affecting personnel, and consult and advise on interpretation and administration. Conduct union contract negotiations as required. Advise management on interpretation of policy. Perform normal supervisory functions in a department with seldom over 2 persons.

	# of Lib	# of Emps	BASE PAY Average	Median	Percentiles 25th	75th	10th	90th
All Libraries Combined	29	29	$40.16	$41.03	$35.40	$44.81	$30.56	$48.45
Budget Category								
$4,000,000 to $6,999,999	9	9	$36.09	$35.40	$30.86	$37.78	***	***
$7,000,000 or more	16	16	$43.63	$43.64	$40.26	$47.13	$36.75	$52.19
Population Category								
30,000 to 49,999	8	8	$38.50	$37.02	$35.13	$42.96	***	***
50,000 or more	17	17	$41.60	$42.61	$36.78	$44.81	$30.86	$52.19
Employment Size Category								
25 to 49	5	5	$35.44	$35.40	$33.34	$38.33	***	***
50 to 79	6	6	$35.05	$33.29	$30.56	$39.49	***	***
80 or more	18	18	$43.18	$43.64	$37.78	$47.06	$34.86	$52.19

69 HUMAN RESOURCES GENERALIST   *ADMINISTRATIVE / BUSINESS OFFICE*

Human resource professional responsible for a variety of HR activities. Duties include screening resumes/applications, interviewing applicants, counseling employees on HR policies, receiving and acting on employee complaints or grievances, ensuring compliance with labor laws and best practices, recommending and coordinating employee training activities, and administering compensation, benefits, and performance management programs.

| | # of Lib | # of Emps | BASE PAY | | | | | |
			Average	Median	25th	75th	10th	90th
					Percentiles			
All Libraries Combined	12	12	$29.93	$31.13	$28.13	$34.89	$21.00	$35.50
Budget Category								
$7,000,000 or more	6	6	$31.00	$30.94	$28.69	$32.39	***	***
Population Category								
50,000 or more	6	6	$28.96	$29.17	$27.56	$32.39	***	***
Employment Size Category								
80 or more	7	7	$29.57	$29.64	$27.56	$32.39	***	***

21   HUMAN RESOURCES ASSISTANT   *ADMINISTRATIVE / BUSINESS OFFICE*

Organize and maintain records, and file government reports as scheduled. Maintain employment statistical data and prepare related reports. Assist in employment activities involving interviewing, verifying qualifications, and checking references. Assist in administering employee benefit programs. Respond to employee inquiries on matters related to company programs and activities.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
BASE PAY								
					Percentiles			
All Libraries Combined	8	9	$24.11	$24.54	$21.20	$25.94	***	***
Budget Category								
$7,000,000 or more	7	8	$23.44	$23.77	$21.20	$25.47	***	***
Population Category								
50,000 or more	7	8	$23.44	$23.77	$21.20	$25.47	***	***
Employment Size Category								
80 or more	7	8	$23.44	$23.77	$21.20	$25.47	***	***

30   ADMINISTRATIVE SERVICES OFFICE MANAGER   *ADMINISTRATIVE / BUSINESS OFFICE*

Responsible for managing office services, which may include copy services, word processing, mail and distribution services, records retention, office reception, janitorial services, utility services and communication systems, such as telephones. *Other Titles: Administrative Services Manager, Administrator, Front Office Supervisor, Site Manager.*

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					\- Percentiles \-			
All Libraries Combined	7	7	$26.15	$25.00	$18.26	$32.69	***	***

BASE PAY

66   FINANCE DIRECTOR   *ADMINISTRATIVE / BUSINESS OFFICE*

As part of the management team, responsible for the planning, organization, supervision, development, and management of the financial operations of the library. Leads all budgeting activities, serves as a liaison to the investment company, and participates in short- and long-term financial planning. Oversees department staff. Prepares financial components of the board report and presents at board meetings.

| | # of | # of | | | BASE PAY | | | |
| | | | | | | Percentiles | | |
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined	22	22	$46.65	$44.74	$39.88	$53.35	$35.86	$60.98
Budget Category								
$4,000,000 to $6,999,999	8	8	$43.40	$42.87	$35.27	$51.58	***	***
$7,000,000 or more	14	14	$48.51	$47.49	$40.11	$53.35	$39.49	$61.32
Population Category								
50,000 or more	15	15	$46.54	$43.36	$39.88	$53.35	$34.67	$60.98
Employment Size Category								
50 to 79	8	8	$42.26	$40.93	$35.27	$48.95	***	***
80 or more	14	14	$49.17	$48.73	$42.67	$53.35	$39.88	$61.32

| **23** | **BUSINESS MANAGER** | *ADMINISTRATIVE / BUSINESS OFFICE* |

Perform work that supports the general ledger, accounts payable, accounts receivable, and financial reporting for the library. Processes employee payroll and supports other business office activities including maintenance of policy and procedure documents. Furthermore, assist in onboarding, benefits enrollment, personnel file maintenance and other human resources support functions. May also respond to Freedom of Information Act (FOIA) requests.

	# of	# of	**BASE PAY**					
						Percentiles		
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined	63	63	$33.48	$32.86	$28.54	$38.97	$25.36	$42.05
Budget Category								
$1,000,000 to $1,999,999	11	11	$29.62	$28.89	$25.36	$34.76	$24.71	$35.00
$2,000,000 to $3,999,999	21	21	$31.57	$30.23	$29.00	$33.67	$27.77	$35.57
$4,000,000 to $6,999,999	22	22	$36.09	$34.91	$31.89	$40.36	$26.50	$42.18
$7,000,000 or more	9	9	$36.22	$39.41	$30.77	$40.00	***	***
Population Category								
7,500 to 14,999	8	8	$31.70	$31.99	$29.35	$34.64	***	***
15,000 to 29,999	22	22	$31.70	$30.65	$26.23	$33.67	$24.64	$42.03
30,000 to 49,999	17	17	$35.34	$35.02	$28.54	$40.00	$26.50	$48.71
50,000 or more	15	15	$34.81	$33.88	$30.77	$39.90	$25.21	$45.72
Employment Size Category								
13 to 24	8	8	$31.44	$30.72	$27.47	$34.88	***	***
25 to 49	23	23	$30.95	$30.23	$26.23	$34.52	$24.64	$35.57
50 to 79	20	20	$36.13	$34.28	$29.68	$41.20	$28.16	$45.45
80 or more	12	12	$35.24	$35.85	$28.21	$39.98	$25.21	$45.72

18

25   BOOKKEEPER (ACCOUNTING CLERK)   *ADMINISTRATIVE / BUSINESS OFFICE*

Perform diversified duties in maintaining accounting records. Verify credits and deductions. Check allocation of charges on bills payable. Maintain and balance petty cash account. Pay minor expenses, prepare daily cash balance figures, and weekly transaction report. Check employee expense accounts. Prepare monthly receipts and disbursement summaries, take trial balances, locate discrepancies, and reconcile bank statements. Compile special reports. Analyze facts to determine action to be taken, within the limits of standard practice.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					BASE PAY Percentiles			
All Libraries Combined	38	41	$24.42	$24.34	$20.79	$27.70	$16.87	$31.00
Budget Category								
$4,000,000 to $6,999,999	16	17	$24.67	$24.38	$22.85	$27.33	$18.00	$30.08
$7,000,000 or more	9	10	$29.02	$28.00	$25.23	$32.38	***	***
Population Category								
15,000 to 29,999	6	6	$24.70	$24.43	$20.79	$30.08	***	***
30,000 to 49,999	11	13	$24.03	$24.34	$22.85	$25.09	$19.96	$27.70
50,000 or more	14	15	$27.16	$26.34	$23.22	$28.54	$20.60	$36.12
Employment Size Category								
13 to 24	6	6	$20.44	$18.75	$16.87	$24.13	***	***
50 to 79	16	17	$24.46	$24.38	$21.00	$27.33	$18.00	$30.08
80 or more	9	10	$29.02	$28.00	$25.23	$32.38	***	***

19

27   PAYROLL ADMINISTRATOR   *ADMINISTRATIVE / BUSINESS OFFICE*

Make a variety of computations on employee overtime, shift premium, and various payroll deductions, following standard procedures, to prepare payroll. Summarize and reconcile payroll sheets. Investigate and resolve payroll problems, respond to employee requests. Maintain and update data base records. Generate federal and state tax documents. Prepare special payroll analysis reports. Usually assist or instruct lower level clerical workers.

| | # of | # of | | | BASE PAY | | | |
| | | | | | | Percentiles | | |
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined	5	5	$32.72	$33.67	$27.83	$36.12	***	***

18 ADMINISTRATIVE ASSISTANT, EXECUTIVE	*ADMINISTRATIVE / BUSINESS OFFICE*

Perform administrative duties for key library executives and/or library director, where duties require extensive knowledge of library policies and procedures. Prepare a wide variety of correspondence. Compose correspondence from notes, discussions, or independently from knowledge of circumstances and policy. Organize and maintain files and records. Arrange and schedule interviews, meetings, and appointments. Record and transcribe minutes of meetings. Take, screen, and place telephone calls. Compile and prepare special reports and analyses, selecting appropriate data from various sources. Analyze reports or correspondence as assigned.

	# of	# of			BASE PAY			
						Percentiles		
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined	23	24	$26.75	$26.58	$24.13	$29.46	$21.18	$33.39
Budget Category								
$4,000,000 to $6,999,999	10	10	$27.18	$27.52	$24.25	$30.00	$22.12	$31.70
$7,000,000 or more	10	11	$27.72	$26.49	$24.26	$32.96	$24.00	$35.77
Population Category								
30,000 to 49,999	7	7	$27.17	$27.50	$22.71	$30.00	***	***
50,000 or more	13	14	$27.61	$26.24	$24.26	$30.00	$24.00	$35.77
Employment Size Category								
50 to 79	8	8	$27.89	$28.64	$25.46	$30.00	***	***
80 or more	11	12	$27.30	$26.00	$24.13	$30.81	$22.71	$35.77

19 ADMINISTRATIVE ASSISTANT

ADMINISTRATIVE / BUSINESS OFFICE

Perform administrative duties for a department head of the library, where duties are considered more routine in nature and require the use of some judgment. Compose correspondence from written materials. Maintain files and department records. Arrange and schedule meetings and appointments. Take, screen, and place telephone calls. Compile standard reports with data that is provided.

	# of Lib	# of Emps	BASE PAY					
						Percentiles		
			Average	Median	25th	75th	10th	90th
All Libraries Combined	35	43	$22.32	$21.96	$19.45	$24.35	$17.81	$29.62
Budget Category								
$2,000,000 to $3,999,999	9	9	$21.39	$20.75	$18.40	$22.65	***	***
$4,000,000 to $6,999,999	16	17	$22.77	$22.25	$19.68	$25.00	$18.38	$29.62
$7,000,000 or more	8	15	$23.13	$21.99	$20.75	$24.35	***	***
Population Category								
15,000 to 29,999	12	12	$22.23	$21.70	$18.10	$25.78	$17.21	$28.99
30,000 to 49,999	10	10	$22.06	$21.33	$19.68	$22.25	$17.00	$30.18
50,000 or more	11	19	$23.06	$22.26	$21.00	$23.37	$19.45	$33.35
Employment Size Category								
25 to 49	10	10	$21.91	$20.88	$18.40	$23.37	$16.73	$29.86
50 to 79	14	15	$21.43	$21.96	$19.00	$22.29	$17.81	$25.00
80 or more	8	15	$23.67	$22.68	$21.00	$24.76	***	***

22

| 22 | RECEPTIONIST | | | | ADMINISTRATIVE / BUSINESS OFFICE |

Operate multiple line telephone console or PBX switchboard and act as Receptionist. Receive incoming calls, secure identity of callers, and connect to proper parties. Take and relay messages. Place outgoing calls. Receive visitors. Announce and direct calls to proper party. Register individuals and issue visitor badges. Maintain required records. Perform a wide variety of clerical duties as time permits, such as word processing, record posting, and maintenance.

	# of Lib	# of Emps	BASE PAY					
			Average	Median	Percentiles			
					25th	75th	10th	90th
All Libraries Combined	5	11	$18.44	$18.00	$15.34	$20.29	***	***

23

59   MARKETING & PUBLIC RELATIONS MANAGER   *MARKETING*

Responsible for planning and implementing all marketing and public relations, with the ultimate goal of increasing public visibility. Manages the preparation of all printed and online materials, media relations and internal communications. Develops and manages budgets for marketing activities and manages other marketing staff. Oversees the library's web and social media presence.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
						Percentiles		
All Libraries Combined	65	66	$35.63	$35.34	$30.20	$40.87	$26.60	$45.28
Budget Category								
$2,000,000 to $3,999,999	18	18	$31.89	$32.66	$28.58	$35.39	$26.18	$37.68
$4,000,000 to $6,999,999	24	25	$35.94	$36.33	$31.88	$40.05	$29.50	$43.94
$7,000,000 or more	18	18	$42.40	$42.86	$38.43	$47.47	$33.81	$48.50
Population Category								
7,500 to 14,999	5	5	$30.02	$30.20	$29.48	$31.99	***	***
15,000 to 29,999	18	19	$32.63	$33.53	$28.56	$37.63	$26.18	$39.03
30,000 to 49,999	18	18	$36.81	$36.48	$33.23	$41.50	$29.46	$47.47
50,000 or more	22	22	$39.66	$40.46	$33.81	$44.50	$31.88	$47.53
Employment Size Category								
25 to 49	19	19	$32.39	$33.23	$28.58	$36.56	$26.18	$38.05
50 to 79	22	23	$35.25	$34.72	$31.01	$37.25	$29.46	$44.21
80 or more	20	20	$41.91	$41.06	$38.73	$46.17	$33.97	$48.02

BASE PAY

24

17 **MARKETING & PUBLIC RELATIONS SPECIALIST** *MARKETING*

Promote and administer public relations/marketing policies and programs. Maintain relations with newspaper, radio and TV media, community groups and agencies, school districts. May be responsible for library communications using social media.

	# of Lib	# of Emps	BASE PAY					
			Average	Median	Percentiles			
					25th	75th	10th	90th
All Libraries Combined	42	45	$23.78	$24.04	$20.75	$26.14	$19.17	$30.72
Budget Category								
$2,000,000 to $3,999,999	11	11	$23.22	$23.79	$20.05	$25.00	$19.65	$26.88
$4,000,000 to $6,999,999	18	20	$24.27	$24.15	$21.18	$27.28	$18.71	$30.85
$7,000,000 or more	9	10	$25.52	$24.75	$22.96	$28.00	***	***
Population Category								
15,000 to 29,999	11	12	$23.02	$21.93	$19.85	$26.82	$19.17	$28.41
30,000 to 49,999	14	14	$24.96	$24.43	$23.08	$26.86	$19.41	$30.87
50,000 or more	13	15	$23.66	$22.96	$20.59	$28.00	$18.00	$30.72
Employment Size Category								
25 to 49	11	11	$22.87	$22.36	$20.75	$25.00	$19.65	$25.58
50 to 79	18	20	$24.01	$24.15	$20.14	$26.82	$18.62	$30.85
80 or more	10	11	$25.84	$25.16	$22.96	$29.13	$21.00	$30.72

25

28   GRAPHIC DESIGNER   *MARKETING*

Design unique, original materials based on aesthetic trends. Plan layout and create materials such as brochures, manuals, advertisements, reports, newsletters and forms using a variety of desktop publishing software. Research and recommend the purchase of related software and hardware. Organize and implement desktop publishing and operating methods and procedures.

	# of	# of			BASE PAY			
					Percentiles			
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined	54	62	$26.03	$25.91	$22.19	$30.28	$19.85	$32.06
Budget Category								
$2,000,000 to $3,999,999	7	8	$24.92	$25.10	$21.84	$27.14	***	***
$4,000,000 to $6,999,999	22	24	$26.03	$25.20	$22.49	$30.39	$20.30	$32.11
$7,000,000 or more	20	25	$27.71	$28.14	$24.53	$31.32	$22.19	$32.55
Population Category								
7,500 to 14,999	7	8	$20.85	$20.80	$17.45	$23.97	***	***
15,000 to 29,999	8	9	$24.95	$24.81	$23.93	$28.27	***	***
30,000 to 49,999	15	16	$27.36	$28.64	$23.35	$30.56	$21.50	$31.51
50,000 or more	24	29	$27.06	$27.32	$23.08	$31.32	$21.64	$32.88
Employment Size Category								
13 to 24	5	5	$19.43	$17.90	$17.00	$19.85	***	***
25 to 49	9	10	$24.34	$24.76	$21.74	$26.00	***	***
50 to 79	17	19	$26.87	$28.23	$22.85	$31.13	$20.30	$32.88
80 or more	23	28	$27.25	$27.91	$23.66	$30.65	$21.64	$32.55

26

67   HEAD OF OUTREACH   *OUTREACH / PROGRAM*

Responsible for managing all outreach activities, with the ultimate goal of promoting the library within the community and building positive relationships with community partners. May oversee the bookmobile's staffing and services. Manages events and programs developed for community centers. Oversees department staff.

| | # of Lib | # of Emps | BASE PAY | | | | | |
			Average	Median	25th	75th	10th	90th
					Percentiles			
All Libraries Combined	16	17	$34.83	$34.21	$30.99	$39.07	$28.70	$44.25
Budget Category								
$4,000,000 to $6,999,999	6	6	$33.96	$31.44	$30.99	$35.76	***	***
$7,000,000 or more	9	10	$35.97	$37.45	$32.00	$40.39	***	***
Population Category								
50,000 or more	13	14	$35.76	$36.39	$31.09	$40.39	$29.88	$44.25
Employment Size Category								
80 or more	10	11	$35.42	$37.02	$29.90	$40.39	$29.88	$41.56

27

47   OUTREACH COORDINATOR   *OUTREACH / PROGRAM*

Plans, coordinates and implements outreach programming and site visits to community centers. Collaborates with community partners to develop positive relationships, share information on library services and coordinate jointly sponsored events. Work also includes coordinating homebound service and delivery.

	# of Lib	# of Emps	BASE PAY					
			Average	Median	Percentiles			
					25th	75th	10th	90th
All Libraries Combined	35	45	$26.90	$26.00	$23.38	$30.36	$20.50	$32.49
Budget Category								
$1,000,000 to $1,999,999	5	5	$21.55	$21.10	$20.50	$22.00	***	***
$2,000,000 to $3,999,999	8	9	$24.69	$24.00	$22.50	$27.56	***	***
$4,000,000 to $6,999,999	10	14	$28.04	$26.44	$25.00	$29.24	$23.67	$33.58
$7,000,000 or more	11	16	$29.40	$30.29	$25.48	$32.14	$23.38	$37.62
Population Category								
15,000 to 29,999	10	10	$23.84	$23.09	$21.10	$27.56	$17.29	$30.05
30,000 to 49,999	10	16	$29.74	$27.84	$25.43	$32.34	$24.00	$41.58
50,000 or more	12	16	$27.16	$26.68	$24.51	$30.43	$23.38	$32.31
Employment Size Category								
13 to 24	5	5	$23.48	$22.00	$20.50	$27.38	***	***
25 to 49	8	9	$22.53	$22.50	$21.10	$24.00	***	***
50 to 79	10	14	$28.15	$26.69	$25.00	$29.24	$23.67	$33.58
80 or more	12	17	$29.20	$30.14	$25.52	$31.96	$23.38	$37.62

28

46   PROGRAM COORDINATOR   *OUTREACH / PROGRAM*

Develops, implements and evaluates library programming initiatives. Responsible to select, budget, schedule and host a variety of Library programs and special events throughout the year. May work collaboratively with Marketing and Graphics Department staff to promote programming and develop press releases, program flyers and other forms of marketing.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
BASE PAY						Percentiles		
All Libraries Combined	46	63	$24.02	$24.62	$18.93	$27.95	$17.69	$30.39
Budget Category								
$1,000,000 to $1,999,999	7	9	$20.65	$20.89	$17.69	$22.88	***	***
$2,000,000 to $3,999,999	8	11	$23.27	$23.00	$21.95	$25.28	***	***
$4,000,000 to $6,999,999	13	17	$25.44	$26.67	$18.93	$28.12	$18.00	$35.87
$7,000,000 or more	13	20	$27.27	$27.95	$25.15	$30.08	$22.32	$30.81
Population Category								
7,500 to 14,999	9	11	$19.56	$18.00	$16.00	$22.88	***	***
15,000 to 29,999	7	7	$24.33	$25.28	$20.05	$27.41	***	***
30,000 to 49,999	15	24	$25.65	$25.94	$20.74	$29.42	$18.75	$32.39
50,000 or more	13	18	$26.04	$27.24	$23.45	$29.37	$18.66	$30.46
Employment Size Category								
13 to 24	8	10	$19.22	$18.35	$16.00	$21.63	***	***
25 to 49	7	10	$23.67	$23.50	$21.96	$25.28	***	***
50 to 79	12	16	$24.54	$24.30	$18.93	$27.85	$18.00	$35.87
80 or more	15	22	$27.52	$28.03	$25.67	$30.11	$22.38	$31.16

29

56   EARLY LITERACY COORDINATOR *OUTREACH / PROGRAM*

Plans and carries out programming promoting Early Literacy practices for children and families by establishing contacts within preschools and childcare facilities; works with these contacts to develop programs and services of interest to young children, teachers and caregivers, and coordinates visits and programming for early childhood groups within the library. Bachelor's degree required in Child Development, Education, or related field.

	# of Lib	# of Emps	BASE PAY Average	Median	Percentiles 25th	75th	10th	90th
All Libraries Combined	9	9	$29.48	$28.21	$27.04	$32.61	***	***

30

55   SCHOOL LIAISON   *OUTREACH / PROGRAM*

Plans, organizes and implements library programs to increase the interaction and communication between schools and the library to ensure more effective utilization of library resources. Plans, prepares and presents programs that enhance the role of the library in serving schools and their students. Works with school librarians to identify services of the library that would more effectively serve student learning needs. Publicizes the services of the library and how school libraries and students could make use of these services.

	# of Lib	# of Emps	BASE PAY					
						Percentiles		
			Average	Median	25th	75th	10th	90th
All Libraries Combined	24	30	$27.18	$27.55	$24.50	$31.14	$19.28	$32.67
Budget Category								
$2,000,000 to $3,999,999	6	6	$27.11	$26.53	$24.50	$31.12	***	***
$4,000,000 to $6,999,999	10	11	$29.38	$29.25	$27.63	$31.51	$26.56	$32.45
$7,000,000 or more	7	12	$25.92	$25.71	$22.52	$29.25	***	***
Population Category								
15,000 to 29,999	6	6	$26.65	$28.27	$24.50	$29.25	***	***
30,000 to 49,999	8	10	$26.62	$26.08	$24.96	$31.14	***	***
50,000 or more	9	13	$27.18	$27.92	$22.69	$31.51	***	***
Employment Size Category								
25 to 49	6	6	$27.11	$26.53	$24.50	$31.12	***	***
50 to 79	8	9	$29.15	$29.07	$27.63	$31.21	***	***
80 or more	9	14	$26.55	$26.55	$22.69	$30.37	***	***

      31

58   VOLUNTEER COORDINATOR   *OUTREACH / PROGRAM*

Coordinates volunteer program. Attracts and selects volunteers of various ages to work on special projects and/or on a regular basis in different library departments. Recruits, interviews, trains and evaluates volunteers matching the volunteers' skills and interest to the needs of the different library departments.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
						BASE PAY Percentiles		
All Libraries Combined	8	9	$26.43	$25.20	$23.50	$27.89	***	***
Population Category								
30,000 to 49,999	5	6	$26.90	$24.90	$23.50	$28.12	***	***

54   HOMEBOUND ASSISTANT *OUTREACH / PROGRAM*

Responsible for coordinating the delivery of library services to those who are physically unable to use the library facility. Makes visits to nursing and assisted care homes and homebound patrons. Conducts interviews to determine reading interests. Selects and prepares materials for delivery. Drives personal vehicle or library van. Maintains records of homebound activity.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					Percentiles			
All Libraries Combined	18	24	$22.27	$22.03	$19.41	$24.98	$18.00	$25.81
Budget Category								
$4,000,000 to $6,999,999	6	8	$22.02	$22.03	$20.39	$23.76	***	***
$7,000,000 or more	10	14	$22.63	$22.40	$19.11	$24.70	$18.20	$25.71
Population Category								
30,000 to 49,999	5	7	$24.71	$23.44	$22.03	$27.24	***	***
50,000 or more	11	15	$21.43	$21.00	$18.98	$24.44	$18.00	$25.26
Employment Size Category								
50 to 79	7	9	$22.60	$22.03	$20.84	$25.25	***	***
80 or more	10	14	$22.63	$22.40	$19.11	$24.70	$18.20	$25.71

Note: The header "BASE PAY" spans the Average, Median, and Percentiles columns.

33

16   BOOKMOBILE DRIVER   *OUTREACH / PROGRAM*

Load and unload materials. Drive to and from specified locations. Assist patrons with material selection. Check materials in and out.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
BASE PAY								
					Percentiles			
All Libraries Combined	8	20	$20.72	$19.97	$19.15	$22.68	***	***
Budget Category								
$7,000,000 or more	5	14	$21.84	$21.82	$19.97	$22.79	***	***
Population Category								
50,000 or more	7	19	$21.13	$19.97	$19.58	$22.71	***	***
Employment Size Category								
80 or more	5	14	$21.84	$21.82	$19.97	$22.79	***	***

34

| **05** | **REFERENCE DEPARTMENT HEAD** | *REFERENCE / ADULT / YOUTH SERVICES* |

Directs reference desk, e-reference, specialized reference and research consultation activities. Oversees the reference collection and manages the continued acquisition of new materials. Monitors workflow to ensure maximum utilization of human resources. Responsible for developing budget for reference functions and supervision of professional and clerical staff.

| | # of Lib | # of Emps | BASE PAY | | | | | |
| | | | | | | Percentiles | | |
			Average	Median	25th	75th	10th	90th
All Libraries Combined	9	9	$43.76	$43.96	$42.83	$45.79	***	***
Budget Category								
$4,000,000 to $6,999,999	5	5	$43.33	$44.14	$42.83	$45.79	***	***
Employment Size Category								
80 or more	5	5	$43.04	$43.08	$42.65	$43.96	***	***

08   ADULT SERVICES DEPARTMENT HEAD   *REFERENCE / ADULT / YOUTH SERVICES*

Directs adult programming, reference, bibliographic and reader's advisory activities. Oversees the adult collection and manages the continued acquisition of new materials. Monitors workflow to ensure maximum utilization of human resources. Responsible for developing, managing and administering the budget for department functions and supervision of professional and clerical staff.

	# of Lib	# of Emps	BASE PAY Average	Median	25th	75th	10th	90th
All Libraries Combined	89	92	$37.38	$37.47	$32.11	$42.65	$28.20	$48.04
Budget Category								
$500,000 to $999,999	7	7	$24.16	$23.22	$18.54	$27.25	***	***
$1,000,000 to $1,999,999	10	10	$31.64	$30.64	$29.19	$32.26	$28.38	$37.73
$2,000,000 to $3,999,999	23	24	$34.69	$34.45	$32.40	$37.07	$29.73	$40.40
$4,000,000 to $6,999,999	29	29	$39.66	$39.36	$36.90	$42.75	$31.95	$47.13
$7,000,000 or more	20	22	$44.12	$43.92	$40.58	$48.50	$35.87	$51.30
Population Category								
7,500 to 14,999	13	14	$33.39	$33.80	$31.87	$37.33	$29.56	$38.81
15,000 to 29,999	26	26	$34.07	$34.28	$28.56	$39.49	$23.22	$46.02
30,000 to 49,999	21	21	$38.40	$39.31	$33.00	$40.78	$31.79	$47.76
50,000 or more	27	29	$42.36	$42.75	$38.07	$47.83	$34.09	$51.30
Employment Size Category								
13 to 24	15	15	$28.32	$28.20	$23.22	$32.26	$18.54	$37.61
25 to 49	29	30	$34.86	$34.28	$30.09	$38.07	$28.88	$41.15
50 to 79	25	25	$39.37	$39.36	$35.45	$42.75	$31.95	$46.02
80 or more	20	22	$44.73	$43.92	$40.58	$48.50	$37.99	$51.30

36

62   ADULT SERVICES ASSISTANT DEPARTMENT HEAD   *REFERENCE / ADULT / YOUTH SERVICES*

Assists the Adult Services Department Head to lead and manage the Adult Services Department. Provides training and supervision for Adult Services staff. Maintains desk schedules for the department. Participates in the development of department goals, strategies, and procedures. Acts in place of the Adult Services Department Head as needed. This job also provides direct reference and readers advisory to patrons. Requires masters level degree in library science.

	# of Lib	# of Emps	BASE PAY Average	Median	Percentiles 25th	75th	10th	90th
All Libraries Combined	27	29	$34.44	$33.07	$32.45	$36.14	$28.85	$41.94
Budget Category								
$4,000,000 to $6,999,999	13	13	$33.61	$32.70	$32.19	$33.93	$30.63	$37.93
$7,000,000 or more	10	12	$36.26	$35.73	$32.82	$39.28	$32.50	$41.94
Population Category								
15,000 to 29,999	7	7	$33.46	$33.86	$31.49	$36.00	***	***
30,000 to 49,999	7	8	$34.36	$32.59	$30.58	$38.73	***	***
50,000 or more	13	14	$34.97	$33.51	$32.56	$36.14	$30.63	$41.94
Employment Size Category								
25 to 49	5	5	$31.08	$28.85	$28.70	$33.86	***	***
50 to 79	10	10	$34.12	$32.59	$32.19	$36.14	$31.06	$40.11
80 or more	12	14	$35.86	$34.73	$33.01	$38.72	$32.50	$41.94

37

| 07 | **YOUTH SERVICES DEPARTMENT HEAD** | *REFERENCE / ADULT / YOUTH SERVICES* |

Direct children and young adult/teen activities and outreach programs. Oversee the children and young adult collection and selection of new materials and collection development. Monitor workflow to ensure maximal utilization of human resources. Responsible for developing budget for department functions and supervision of professional and clerical staff.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					BASE PAY			
					Percentiles			
All Libraries Combined:	102	109	$34.65	$34.62	$27.55	$40.45	$22.00	$46.59
Budget Category								
$500,000 to $999,999	12	13	$22.81	$22.10	$20.50	$24.00	$18.36	$24.95
$1,000,000 to $1,999,999	13	13	$27.82	$28.35	$23.00	$32.12	$21.42	$32.66
$2,000,000 to $3,999,999	23	24	$33.96	$33.04	$29.61	$35.91	$27.55	$44.30
$4,000,000 to $6,999,999	30	32	$39.81	$38.73	$35.12	$43.84	$33.29	$46.94
$7,000,000 or more	20	23	$41.27	$40.95	$37.41	$46.59	$30.73	$51.70
Population Category								
Less than 7,499	5	5	$22.29	$21.00	$20.69	$22.50	***	***
7,500 to 14,999	16	16	$29.35	$27.92	$21.76	$33.78	$18.20	$44.30
15,000 to 29,999	29	31	$30.34	$29.48	$24.95	$34.21	$22.05	$38.84
30,000 to 49,999	27	28	$38.31	$37.00	$33.94	$44.32	$28.14	$48.34
50,000 or more	25	29	$40.79	$39.26	$35.90	$44.84	$31.97	$51.70
Employment Size Category								
Less than 12	5	5	$20.63	$20.69	$18.90	$22.10	***	***
13 to 24	22	23	$24.75	$23.60	$21.00	$26.65	$19.25	$32.26
25 to 49	28	28	$33.57	$32.91	$29.61	$34.64	$27.41	$43.68
50 to 79	26	29	$39.71	$38.71	$35.23	$44.84	$31.97	$46.94
80 or more	21	24	$42.23	$40.98	$37.92	$46.90	$34.66	$51.70

38

63 YOUTH SERVICES ASSISTANT DEPARTMENT HEAD   *REFERENCE / ADULT / YOUTH SERVICES*

Assists the Youth Services Department Head to lead and manage services and programs for children and young adults/teens. Provides training and supervision for Youth Services staff. Maintains desk schedules for the department. Participates in the development of department goals, strategies, and procedures. Acts in place of the Youth Services Department Head as needed. This job also provides direct reference and readers advisory to patrons. Requires masters level degree in library science.

	# of Lib	# of Emps	BASE PAY Average	Median	Percentiles 25th	75th	10th	90th
All Libraries Combined	36	38	$31.40	$32.21	$28.48	$36.93	$17.00	$38.85
Budget Category								
$4,000,000 to $6,999,999	16	16	$34.71	$35.92	$32.19	$37.49	$29.19	$38.21
$7,000,000 or more	12	13	$33.29	$32.71	$30.37	$36.93	$27.43	$39.04
Population Category								
15,000 to 29,999	6	6	$31.80	$32.21	$30.25	$36.05	***	***
30,000 to 49,999	10	10	$33.81	$34.80	$29.19	$37.82	$28.24	$38.49
50,000 or more	16	17	$33.70	$32.71	$30.94	$37.15	$27.43	$39.24
Employment Size Category								
25 to 49	7	7	$29.62	$28.48	$27.25	$32.22	***	***
50 to 79	11	11	$34.28	$33.80	$32.18	$37.02	$30.94	$38.21
80 or more	15	16	$34.04	$34.41	$31.08	$37.49	$27.43	$39.04

10   LIBRARIAN   *REFERENCE / ADULT / YOUTH SERVICES*

Maintains library collections and assists patrons in locating and obtaining materials. Furnishes information on library activities, facilities and services. Explains and assists in use of reference sources to locate information. Assembles and arranges displays of materials. May select, order, catalog and classify materials. Requires masters level degree in library science.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
						Percentiles		
All Libraries Combined:	94	638	$28.45	$27.97	$25.50	$30.91	$23.06	$34.86
Budget Category								
$1,000,000 to $1,999,999	10	30	$23.46	$23.25	$21.63	$25.18	$18.49	$27.76
$2,000,000 to $3,999,999	25	132	$27.05	$26.52	$24.00	$29.01	$22.50	$32.36
$4,000,000 to $6,999,999	33	258	$28.32	$28.08	$25.98	$29.93	$24.10	$33.29
$7,000,000 or more	22	213	$30.38	$30.00	$26.89	$32.92	$24.87	$37.32
Population Category								
7,500 to 14,999	13	54	$25.39	$24.99	$23.08	$27.52	$21.63	$29.43
15,000 to 29,999	26	133	$26.96	$27.33	$24.10	$29.84	$20.00	$32.20
30,000 to 49,999	25	209	$28.82	$28.00	$26.00	$30.96	$23.95	$35.17
50,000 or more	28	238	$29.84	$28.85	$26.36	$32.16	$24.47	$37.22
Employment Size Category								
13 to 24	12	28	$22.29	$22.80	$18.63	$24.90	$16.35	$28.86
25 to 49	30	157	$26.88	$26.50	$24.00	$28.87	$21.81	$33.31
50 to 79	29	211	$28.67	$28.26	$26.00	$30.63	$24.47	$33.00
80 or more	23	242	$29.98	$29.19	$26.67	$32.41	$24.83	$37.07

40

68   SPECIALTY LIBRARIAN   *REFERENCE / ADULT / YOUTH SERVICES*

Serves the library in a librarian role, but has extra duties in a specialty area including but not limited to Genealogy, English as a second language (ESL), Makerspace, Archiving, Collection Services, etc. Requires masters level degree in library science and additional studies in the specialty area that applies. *(Please note, there are already specialty roles in this survey related to Cataloging, Digital/Virtual Services, Outreach, and Technology Librarians.)*

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined:	33	118	$30.69	$30.22	$27.51	$32.97	$25.82	$37.03
Budget Category								
$4,000,000 to $6,999,999	15	36	$30.56	$29.33	$27.52	$33.14	$26.00	$36.16
$7,000,000 or more	11	73	$31.31	$30.70	$28.13	$32.97	$26.45	$37.74
Population Category								
15,000 to 29,999	5	15	$31.98	$30.51	$28.90	$33.37	***	***
30,000 to 49,999	11	30	$30.47	$28.21	$26.33	$33.88	$25.23	$37.90
50,000 or more	16	72	$30.72	$30.29	$28.18	$32.39	$26.38	$36.14
Employment Size Category								
50 to 79	14	30	$30.89	$29.71	$28.00	$33.37	$25.96	$36.67
80 or more	13	80	$31.18	$30.43	$28.07	$33.15	$26.42	$37.39

Base Pay / Percentiles

65   TECHNOLOGY LIBRARIAN   *REFERENCE / ADULT / YOUTH SERVICES*

Identifies, evaluates, and implements emerging technologies and applications to support the library's virtual presence and improved delivery of library services. Works with web applications, social media, and mobile interfaces, and digital media studio services. Makes recommendations to improve online access to library materials and services. Instructs library patrons and staff in the use of technologies. Provides reference assistance. Requires masters level degree in library science.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					\multicolumn Percentiles			
All Libraries Combined:	24	28	$30.84	$30.87	$28.61	$33.91	$25.75	$36.26
Budget Category								
$2,000,000 to $3,999,999	6	6	$28.71	$28.67	$25.75	$31.15	***	***
$4,000,000 to $6,999,999	6	7	$31.05	$31.99	$27.73	$33.32	***	***
$7,000,000 or more	10	13	$32.74	$31.54	$29.59	$36.02	$28.81	$37.06
Population Category								
30,000 to 49,999	8	9	$30.67	$31.54	$29.59	$32.50	***	***
50,000 or more	9	12	$33.29	$34.83	$29.14	$36.14	***	***
Employment Size Category								
25 to 49	6	6	$28.71	$28.67	$25.75	$31.15	***	***
50 to 79	6	7	$31.05	$31.99	$27.73	$33.32	***	***
80 or more	10	13	$32.74	$31.54	$29.59	$36.02	$28.81	$37.06

Header note: BASE PAY column spans Average, Median, and Percentiles (25th, 75th, 10th, 90th).

70   MAKERSPACE / STUDIO SPECIALIST   *REFERENCE / ADULT / YOUTH SERVICES*

Respond to requests for assistance with 3D printing, laser-cutting, sewing machines, video and audio recording devices, editing software, and other equipment used as a tool for STEAM (Science, Technology, Engineering, Arts and Mathematics) learning. Help plan classes, perform routine maintenance on equipment, and provide customer service to makerspace/studio visitors.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					**BASE PAY** — Percentiles			
All Libraries Combined:	33	83	$20.69	$20.22	$18.76	$22.65	$16.90	$25.22
Budget Category								
$2,000,000 to $3,999,999	6	11	$19.66	$20.00	$17.39	$20.84	***	***
$4,000,000 to $6,999,999	15	31	$21.43	$19.93	$19.50	$22.50	$18.93	$26.50
$7,000,000 or more	11	40	$20.44	$20.90	$18.55	$22.75	$15.00	$25.22
Population Category								
15,000 to 29,999	7	13	$21.75	$20.22	$19.87	$24.00	***	***
30,000 to 49,999	15	41	$21.09	$20.23	$18.93	$23.00	$17.39	$25.22
50,000 or more	9	27	$19.86	$20.35	$17.51	$22.45	***	***
Employment Size Category								
25 to 49	6	10	$21.08	$20.05	$19.50	$23.00	***	***
50 to 79	15	31	$20.96	$20.00	$18.93	$22.00	$17.39	$26.50
80 or more	11	41	$20.54	$20.90	$18.72	$22.75	$15.00	$25.22

| **12** | **LIBRARY ASSISTANT** | | | | | | | *REFERENCE / ADULT / YOUTH SERVICES* |

Provides reference and Readers' Advisory assistance for patrons including topical research and material location. Assists patrons with the use of library resources and equipment. Screens the collection for outdated or unused materials following established guidelines. Requires bachelors level degree or LTA certificate.

| | # of | # of | **BASE PAY** | | | | | |
| | Lib | Emps | Average | Median | 25th | 75th | 10th | 90th |
					Percentiles			
All Libraries Combined:	100	793	$20.12	$19.82	$17.97	$21.99	$15.74	$25.01
Budget Category								
$500,000 to $999,999	9	30	$15.57	$15.45	$14.00	$17.00	***	***
$1,000,000 to $1,999,999	11	49	$16.20	$16.50	$15.00	$17.17	$13.43	$18.60
$2,000,000 to $3,999,999	27	153	$18.84	$18.68	$17.00	$20.00	$15.50	$22.66
$4,000,000 to $6,999,999	29	243	$21.03	$20.52	$18.91	$23.06	$16.71	$25.77
$7,000,000 or more	21	314	$21.15	$20.64	$18.64	$22.21	$18.01	$26.01
Population Category								
7,500 to 14,999	14	41	$17.52	$17.06	$16.59	$18.67	$15.00	$20.14
15,000 to 29,999	33	200	$18.52	$18.50	$15.10	$20.50	$14.00	$23.10
30,000 to 49,999	24	197	$20.90	$20.26	$18.46	$22.12	$17.00	$25.40
50,000 or more	26	350	$20.96	$20.51	$18.59	$22.33	$17.62	$25.85
Employment Size Category								
13 to 24	17	50	$15.93	$16.00	$14.72	$17.17	$13.50	$18.25
25 to 49	29	161	$18.30	$17.89	$16.00	$19.64	$14.40	$22.09
50 to 79	30	268	$20.88	$20.54	$18.56	$22.78	$16.71	$25.71
80 or more	20	308	$21.18	$20.54	$18.76	$22.21	$18.01	$26.21

43   LIBRARY CLERK   *REFERENCE / ADULT / YOUTH SERVICES*

Provides general support throughout the library as needed. May assist with special programs or projects. Usually requires a high school education.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					Percentiles			
All Libraries Combined:	45	152	$15.53	$15.00	$13.14	$16.49	$13.00	$19.62
Budget Category								
Less than $499,999	5	15	$13.57	$13.10	$13.00	$14.25	***	***
$500,000 to $999,999	7	19	$13.64	$13.18	$13.00	$14.00	***	***
$1,000,000 to $1,999,999	5	19	$13.60	$13.00	$13.00	$14.00	***	***
$2,000,000 to $3,999,999	9	31	$15.37	$15.00	$14.36	$16.50	***	***
$4,000,000 to $6,999,999	11	31	$17.02	$16.00	$14.15	$19.70	$14.00	$22.17
$7,000,000 or more	8	37	$17.16	$16.25	$15.00	$19.41	***	***
Population Category								
Less than 7,499	5	12	$13.37	$13.05	$13.00	$13.10	***	***
7,500 to 14,999	7	20	$13.76	$13.41	$13.00	$14.13	***	***
15,000 to 29,999	15	45	$15.24	$15.00	$14.00	$16.00	$13.00	$18.12
30,000 to 49,999	7	22	$15.99	$14.00	$13.00	$19.93	***	***
50,000 or more	11	53	$16.73	$16.00	$14.72	$17.73	$14.00	$22.25
Employment Size Category								
Less than 12	7	17	$13.74	$13.10	$13.00	$14.25	***	***
13 to 24	12	44	$13.86	$13.25	$13.00	$14.75	$13.00	$15.38
25 to 49	7	16	$15.82	$15.10	$13.61	$17.40	***	***
50 to 79	12	39	$16.54	$15.58	$14.56	$18.60	$14.00	$19.93
80 or more	7	36	$17.18	$16.16	$15.00	$19.51	***	***

The **BASE PAY** header spans the Average, Median, and Percentiles columns.

45

60   LIBRARY AIDE   *REFERENCE / ADULT / YOUTH SERVICES*

Provides basic support throughout the library as needed. This role may assist with clerical tasks and maintaining the appearance of public areas and materials. Typically this role does not require a high school education nor any prior work experience.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					Percentiles			
All Libraries Combined:	12	26	$15.72	$15.85	$13.66	$16.80	$13.00	$19.06
Employment Size Category								
50 to 79	5	13	$16.11	$16.32	$13.66	$18.43	***	***

BASE PAY

04   CIRCULATION DEPARTMENT HEAD   *CIRCULATION*

Directs circulation activities for the library including movement of materials through the circulation desk and registration of patrons. Ensures resolution of problems involving lost or overdue materials and patron registration status. Monitors workflow to ensure maximum utilization of human resources. Responsible for developing, managing and administering the budget for circulation functions and supervision of professional and clerical staff.

	# of	# of			BASE PAY			
						Percentiles		
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined:	92	95	$34.85	$34.67	$28.89	$40.09	$25.74	$47.03
Budget Category								
$1,000,000 to $1,999,999	14	15	$25.59	$26.37	$23.74	$28.74	$17.00	$30.52
$2,000,000 to $3,999,999	25	25	$32.81	$32.40	$29.75	$34.67	$28.09	$40.09
$4,000,000 to $6,999,999	32	32	$38.24	$37.25	$35.27	$41.80	$32.60	$44.80
$7,000,000 or more	18	20	$41.31	$39.94	$34.73	$48.91	$29.61	$53.39
Population Category								
7,500 to 14,999	14	14	$27.98	$28.43	$24.65	$29.75	$19.25	$35.15
15,000 to 29,999	28	28	$32.73	$32.63	$27.89	$35.60	$23.74	$42.16
30,000 to 49,999	25	27	$37.28	$36.48	$32.83	$41.43	$29.00	$49.54
50,000 or more	24	25	$38.81	$37.99	$34.66	$43.43	$31.38	$48.27
Employment Size Category								
13 to 24	12	13	$24.07	$25.85	$21.10	$27.69	$16.50	$28.89
25 to 49	30	30	$32.98	$32.00	$28.84	$35.33	$26.95	$42.02
50 to 79	29	30	$37.20	$36.24	$33.16	$40.13	$32.30	$43.71
80 or more	19	20	$42.43	$40.85	$36.66	$48.91	$33.89	$53.39

71   CIRCULATION ASSISTANT DEPARTMENT HEAD   *CIRCULATION*

Assists the Circulation Department Head to lead and manage the Circulation Department. Provides training and supervision for Circulation staff. Maintains desk schedules for the department. Participates in the development of department goals, strategies, and procedures. Acts in place of the Circulation Department Head as needed. This job may also provide some direct service to patrons.

	# of Lib	# of Emps	**BASE PAY**					
			Average	Median	Percentiles			
					25th	75th	10th	90th
All Libraries Combined:	38	40	$26.33	$25.42	$22.68	$29.21	$21.16	$33.55
Budget Category								
$2,000,000 to $3,999,999	9	9	$23.30	$22.00	$21.45	$22.96	***	***
$4,000,000 to $6,999,999	20	20	$26.50	$25.42	$23.74	$28.56	$22.00	$33.55
$7,000,000 or more	8	10	$29.27	$29.04	$27.16	$30.98	***	***
Population Category								
15,000 to 29,999	11	11	$25.14	$23.68	$21.50	$27.09	$20.80	$33.71
30,000 to 49,999	12	12	$27.07	$26.80	$22.94	$29.07	$21.88	$35.28
50,000 or more	12	14	$27.54	$28.85	$25.21	$29.98	$22.12	$31.46
Employment Size Category								
25 to 49	10	10	$24.61	$22.38	$21.45	$25.09	$19.28	$35.88
50 to 79	15	15	$26.04	$25.63	$23.08	$27.92	$21.88	$33.38
80 or more	11	13	$28.60	$28.85	$27.12	$30.21	$23.68	$31.46

48   CIRCULATION SUPERVISOR   *CIRCULATION*

Under general supervision, oversees the daily operation of the circulation desk. Coordinates and leads the work of Circulation Clerks, ensuring optimal workflow and customer service. Resolves patron questions concerning circulation policies and procedures. Much of the time this position performs the same or similar work to other individuals working at the circulation desk.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					Percentiles			
All Libraries Combined:	51	96	$21.86	$21.09	$18.76	$24.18	$17.00	$27.35
Budget Category								
$500,000 to $999,999	10	10	$19.26	$19.08	$16.77	$20.14	$15.10	$24.98
$2,000,000 to $3,999,999	9	16	$20.55	$19.50	$18.12	$23.44	***	***
$4,000,000 to $6,999,999	12	23	$21.35	$22.03	$18.75	$23.66	$16.80	$25.50
$7,000,000 or more	16	43	$23.61	$22.62	$20.36	$27.35	$19.13	$30.77
Population Category								
7,500 to 14,999	7	7	$20.46	$20.00	$17.39	$23.44	***	***
15,000 to 29,999	15	21	$20.22	$19.00	$17.80	$23.58	$16.77	$24.84
30,000 to 49,999	12	25	$21.79	$19.98	$18.46	$22.56	$17.00	$31.17
50,000 or more	15	40	$23.37	$23.05	$20.68	$26.64	$19.14	$27.69
Employment Size Category								
13 to 24	12	13	$18.53	$17.39	$16.00	$19.39	$15.39	$23.44
25 to 49	11	20	$19.66	$18.93	$17.93	$21.47	$16.75	$23.44
50 to 79	9	17	$21.78	$22.98	$18.75	$24.84	***	***
80 or more	17	44	$24.03	$22.89	$20.68	$27.35	$19.60	$30.77

49

57   SHELVER / PAGE SUPERVISOR   *CIRCULATION*

Responsible for overseeing the day-to-day operations of page/shelver staff ensuring they are knowledgeable of all current shelving policies and procedures. Provides page/shelver staff with tools necessary to achieve the timely and accurate shelving of all library materials.

	# of Lib	# of Emps	BASE PAY					
						Percentiles		
			Average	Median	25th	75th	10th	90th
All Libraries Combined:	21	34	$23.43	$23.47	$21.00	$26.90	$16.36	$27.46
Budget Category								
$4,000,000 to $6,999,999	9	13	$23.36	$24.06	$18.77	$26.05	***	***
$7,000,000 or more	8	17	$24.02	$23.90	$22.53	$27.35	***	***
Population Category								
30,000 to 49,999	6	10	$23.17	$23.02	$18.77	$26.05	***	***
50,000 or more	11	20	$23.66	$23.98	$22.52	$27.13	$16.32	$27.35
Employment Size Category								
25 to 49	5	5	$19.59	$18.71	$18.12	$22.14	***	***
50 to 79	5	8	$22.33	$23.02	$19.89	$25.22	***	***
80 or more	11	21	$24.76	$25.10	$22.76	$27.35	$17.80	$29.39

14   CIRCULATION CLERK   *CIRCULATION*

Checks in and out materials. Inspects materials for damage, verifies due date and calculates fines. Assist patrons with basic informational questions. Sorts materials and prepares for reshelving. Issues and updates identification cards according to established procedures.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					\multicolumn Percentiles			
All Libraries Combined:	107	920	$16.68	$16.05	$15.00	$17.94	$14.00	$20.03
Budget Category								
Less than $499,999	6	22	$13.75	$13.45	$13.25	$14.00	***	***
$500,000 to $999,999	8	32	$14.15	$14.13	$13.55	$14.93	***	***
$1,000,000 to $1,999,999	15	72	$14.76	$15.00	$13.57	$15.25	$13.35	$15.75
$2,000,000 to $3,999,999	27	205	$15.95	$15.30	$14.56	$16.75	$14.00	$18.75
$4,000,000 to $6,999,999	32	299	$17.02	$16.67	$15.25	$18.27	$14.42	$20.35
$7,000,000 or more	19	290	$17.84	$17.25	$15.74	$19.10	$15.00	$21.74
Population Category								
Less than 7,499	6	23	$13.80	$13.40	$13.00	$14.30	***	***
7,500 to 14,999	19	99	$15.41	$15.24	$13.85	$15.84	$13.35	$17.86
15,000 to 29,999	30	218	$15.98	$15.15	$14.56	$17.35	$13.83	$18.70
30,000 to 49,999	27	235	$17.30	$16.63	$15.47	$19.00	$14.63	$21.00
50,000 or more	25	345	$17.26	$16.67	$15.18	$18.36	$14.64	$20.62
Employment Size Category								
Less than 12	9	33	$13.68	$13.40	$13.00	$14.00	***	***
13 to 24	18	84	$14.66	$15.00	$13.94	$15.20	$13.25	$15.50
25 to 49	32	222	$16.07	$15.50	$14.56	$17.41	$13.66	$19.15
50 to 79	28	269	$16.73	$16.52	$15.00	$17.86	$14.25	$19.50
80 or more	20	312	$17.93	$17.25	$15.84	$19.30	$15.00	$21.58

The table header spanning columns is: **BASE PAY** over Average, Median, and Percentiles (25th, 75th, 10th, 90th).

15   SHELVER / PAGE   *CIRCULATION*

Moves and unloads carts. Shelves materials in appropriate locations. Shelf-reads assigned areas and straightens collection as needed. Removes out-of-place materials for reshelving.

	# of Lib	# of Emps	BASE PAY Average	Median	Percentiles 25th	75th	10th	90th
All Libraries Combined:	79	515	$14.25	$13.75	$13.00	$15.00	$13.00	$16.09
Budget Category								
$500,000 to $999,999	6	18	$12.96	$13.00	$13.00	$13.00	***	***
$1,000,000 to $1,999,999	5	9	$13.94	$13.35	$13.00	$15.29	***	***
$2,000,000 to $3,999,999	17	50	$13.69	$13.00	$13.00	$14.00	$13.00	$15.61
$4,000,000 to $6,999,999	30	210	$14.19	$13.79	$13.00	$15.00	$13.00	$15.70
$7,000,000 or more	20	227	$14.55	$14.17	$13.00	$15.34	$13.00	$17.07
Population Category								
7,500 to 14,999	6	13	$14.78	$15.29	$14.54	$15.73	***	***
15,000 to 29,999	22	79	$14.20	$13.39	$13.00	$15.12	$13.00	$16.00
30,000 to 49,999	25	200	$14.30	$14.00	$13.00	$15.00	$13.00	$16.07
50,000 or more	24	219	$14.24	$13.65	$13.00	$15.00	$13.00	$16.68
Employment Size Category								
13 to 24	10	24	$13.02	$13.00	$13.00	$13.35	$11.00	$14.54
25 to 49	23	63	$13.92	$13.18	$13.00	$15.18	$13.00	$15.75
50 to 79	24	177	$14.15	$13.93	$13.00	$15.00	$13.00	$15.64
80 or more	21	250	$14.53	$14.04	$13.00	$15.30	$13.00	$17.07

06   TECHNICAL SERVICES DEPARTMENT HEAD   *TECHNICAL SERVICES*

Directs material purchasing, receiving, cataloging and processing activities. Researches, analyzes and evaluates new vendors for materials, processing services and supplies. Develops, implements and enforces library cataloging standards. Monitors workflow to ensure maximum utilization of human resources. Responsible for developing, managing and administering the budget for technical services functions and supervision of professional and clerical staff.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined:	74	75	$36.10	$36.10	$30.26	$40.51	$26.06	$47.67
Budget Category								
$500,000 to $999,999	6	6	$22.90	$22.35	$18.25	$26.06	***	***
$1,000,000 to $1,999,999	5	5	$28.10	$28.59	$26.90	$29.03	***	***
$2,000,000 to $3,999,999	16	16	$34.08	$34.41	$28.98	$38.86	$26.33	$40.09
$4,000,000 to $6,999,999	28	28	$37.71	$37.34	$34.54	$40.48	$31.25	$45.22
$7,000,000 or more	18	19	$42.22	$40.96	$34.79	$51.30	$30.75	$52.40
Population Category								
7,500 to 14,999	9	9	$27.93	$27.92	$26.00	$30.48	***	***
15,000 to 29,999	21	21	$33.60	$34.26	$26.90	$38.51	$24.08	$44.00
30,000 to 49,999	22	22	$38.20	$38.47	$34.82	$40.59	$30.26	$43.83
50,000 or more	22	23	$39.55	$39.00	$34.66	$47.43	$30.75	$51.30
Employment Size Category								
13 to 24	9	9	$24.80	$26.06	$22.00	$28.59	***	***
25 to 49	18	18	$34.27	$34.41	$30.04	$38.94	$26.33	$40.44
50 to 79	24	24	$38.95	$38.14	$35.13	$42.06	$32.13	$47.67
80 or more	21	22	$40.17	$39.61	$34.66	$47.43	$30.75	$51.53

64   TECHNICAL SERVICES ASSISTANT DEPARTMENT HEAD   *TECHNICAL SERVICES*

Assists the Technical Services Department Head to lead and manage the Technical Services Department. Provides training and supervision for Technical Services staff. Maintains desk schedules for the department. Participates in the development of department goals, strategies, and procedures. Acts in place of the Technical Services Department Head as needed. This job also performs cataloging and database maintenance activities. Requires masters level degree in library science.

| | # of Lib | # of Emps | BASE PAY | | | | | |
			Average	Median	25th	75th	10th	90th
All Libraries Combined:	16	19	$30.71	$32.00	$24.26	$34.52	$21.68	$41.70
Budget Category								
$7,000,000 or more	8	10	$35.19	$33.97	$32.21	$39.41	***	***
Population Category								
50,000 or more	9	11	$33.19	$32.50	$30.84	$38.79	***	***
Employment Size Category								
80 or more	9	11	$34.20	$33.42	$32.00	$39.41	***	***

54

38   CATALOGER   *TECHNICAL SERVICES*

Creates original catalog records for print and non-print materials using OCLC, AARCRII, MARC, DDC and local consortium standards. May perform copy cataloging. Edits previously cataloged materials. Serves as a resource for other library personnel concerning cataloging rules and practices.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined:	52	78	$26.45	$26.76	$22.12	$30.75	$18.00	$33.83
Budget Category								
$2,000,000 to $3,999,999	5	7	$23.86	$21.57	$19.44	$28.84	***	***
$4,000,000 to $6,999,999	22	33	$26.48	$26.78	$23.95	$30.61	$19.99	$31.51
$7,000,000 or more	19	32	$28.86	$28.60	$24.83	$33.09	$21.31	$35.83
Population Category								
15,000 to 29,999	8	12	$21.84	$19.44	$16.79	$25.99	***	***
30,000 to 49,999	19	34	$26.27	$26.76	$23.02	$29.13	$21.18	$30.75
50,000 or more	21	28	$29.94	$30.75	$25.58	$33.31	$23.70	$35.85
Employment Size Category								
25 to 49	5	6	$24.98	$24.80	$21.57	$26.78	***	***
50 to 79	20	31	$25.90	$27.40	$21.18	$30.61	$19.44	$30.91
80 or more	21	35	$28.79	$28.17	$24.78	$32.98	$22.44	$35.83

BASE PAY — Percentiles

45   TECHNICAL SERVICES ASSISTANT   *TECHNICAL SERVICES*

Performs routine copy cataloging and edits database records. Maintain database of library holdings. Responsible for processing and preparing materials for circulation. Receives materials, unpacks boxes, and verifies order. Usually requires completion of an LTA certificate from an accredited college or university.

| | # of Lib | # of Emps | BASE PAY | | | | | |
| | | | Average | Median | Percentiles | | | |
					25th	75th	10th	90th
All Libraries Combined:	72	114	$20.18	$20.29	$17.47	$22.19	$15.69	$25.09
Budget Category								
$500,000 to $999,999	7	7	$17.20	$15.98	$15.00	$20.54	***	***
$1,000,000 to $1,999,999	8	10	$17.49	$16.58	$16.07	$19.57	***	***
$2,000,000 to $3,999,999	20	25	$20.26	$19.61	$17.85	$21.71	$16.41	$25.87
$4,000,000 to $6,999,999	23	48	$19.98	$20.13	$17.92	$22.21	$15.69	$23.92
$7,000,000 or more	13	23	$22.85	$22.19	$20.87	$26.00	$17.85	$26.86
Population Category								
7,500 to 14,999	11	13	$18.52	$17.47	$16.16	$20.45	$16.00	$21.37
15,000 to 29,999	22	30	$20.01	$20.26	$17.78	$21.71	$15.13	$23.59
30,000 to 49,999	18	30	$19.36	$19.12	$17.25	$21.35	$15.61	$23.62
50,000 or more	20	40	$21.61	$22.05	$18.69	$23.93	$16.99	$26.80
Employment Size Category								
13 to 24	12	14	$17.23	$16.16	$15.50	$19.00	$15.00	$20.56
25 to 49	24	30	$20.16	$19.90	$17.85	$21.71	$16.05	$25.06
50 to 79	20	40	$20.07	$20.29	$17.78	$22.48	$16.00	$23.93
80 or more	14	28	$22.16	$22.14	$19.72	$24.33	$17.85	$26.86

40   INTER-LIBRARY LOAN ASSISTANT   *TECHNICAL SERVICES*

Coordinates materials loaned through the inter-library loan system for patrons, other libraries and institutions. Searches databases and the Internet for inter-library loan requests utilizing ISBN numbers. Determines best sources for materials.

	# of Lib	# of Emps	BASE PAY Average	Median	Percentiles 25th	75th	10th	90th
All Libraries Combined:	37	52	$20.18	$19.61	$17.35	$22.86	$16.25	$24.75
Budget Category								
$4,000,000 to $6,999,999	13	20	$20.12	$19.55	$18.03	$21.45	$16.88	$24.85
$7,000,000 or more	14	22	$20.89	$21.00	$17.38	$23.67	$16.27	$24.61
Population Category								
15,000 to 29,999	7	10	$18.57	$18.46	$17.06	$19.44	***	***
30,000 to 49,999	10	14	$20.07	$19.51	$16.69	$22.41	$16.14	$25.02
50,000 or more	17	25	$21.01	$20.63	$18.72	$23.67	$17.00	$24.61
Employment Size Category								
13 to 24	6	6	$19.32	$18.22	$15.80	$23.52	***	***
50 to 79	14	21	$19.97	$19.45	$18.35	$21.02	$17.06	$24.39
80 or more	14	22	$21.00	$21.00	$17.38	$24.17	$16.27	$24.92

57

50   ACQUISITION CLERK   *TECHNICAL SERVICES*

Collects and places orders for library materials using various vendor software. Electronically transmits orders and receives confirmations, monitors back orders, corrects inaccurate invoices and purges old orders from database. Receives shipments of new library materials, unpacks and sorts them for further processing. Receives and processes invoices.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					\multicolumn			
All Libraries Combined:	41	55	$21.25	$20.04	$18.50	$23.61	$16.14	$25.69
Budget Category								
$2,000,000 to $3,999,999	6	6	$20.10	$18.16	$16.14	$19.60	***	***
$4,000,000 to $6,999,999	16	17	$21.51	$20.48	$19.32	$22.73	$17.13	$26.22
$7,000,000 or more	16	27	$22.05	$20.89	$19.10	$24.00	$16.75	$25.69
Population Category								
15,000 to 29,999	8	8	$20.56	$19.21	$16.69	$22.60	***	***
30,000 to 49,999	14	17	$21.59	$21.70	$19.32	$24.13	$17.13	$25.52
50,000 or more	15	24	$21.67	$20.68	$19.09	$23.16	$16.22	$25.69
Employment Size Category								
25 to 49	7	9	$18.47	$17.13	$15.00	$19.60	***	***
50 to 79	15	16	$21.64	$20.61	$19.01	$24.39	$16.14	$26.22
80 or more	17	28	$21.89	$20.87	$19.21	$23.78	$16.75	$25.69

Table header: **BASE PAY** with **Percentiles** spanning the 25th, 75th, 10th, 90th columns.

42   PROCESSING CLERK   *TECHNICAL SERVICES*

Physically prepare books and other resources for the library collection, including stamping and covering books and typing and applying labels. Mend, or provide for the mending of, all books and other items that need to be repaired. May monitor various library supplies. Assist with other general or clerical duties as assigned.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
						Percentiles		
All Libraries Combined:	47	83	$17.61	$17.27	$15.18	$19.34	$14.75	$21.43
Budget Category								
$2,000,000 to $3,999,999	8	10	$16.58	$16.31	$14.90	$18.50	***	***
$4,000,000 to $6,999,999	22	43	$18.23	$18.31	$15.18	$20.08	$14.94	$22.04
$7,000,000 or more	15	28	$17.07	$16.11	$15.35	$18.87	$13.65	$19.93
Population Category								
15,000 to 29,999	8	12	$17.15	$17.56	$16.31	$18.41	***	***
30,000 to 49,999	20	36	$18.19	$18.39	$15.35	$20.24	$14.85	$22.04
50,000 or more	17	33	$17.15	$15.91	$15.18	$18.53	$14.70	$19.95
Employment Size Category								
25 to 49	10	14	$17.00	$16.91	$15.18	$18.50	$14.90	$19.31
50 to 79	20	39	$18.08	$18.20	$15.14	$20.40	$14.70	$22.04
80 or more	16	29	$17.28	$16.14	$15.40	$18.53	$13.65	$19.93

The header said BASE PAY spanning percentiles columns.

34 INFORMATION TECHNOLOGY (IT) MANAGER	*INFORMATION TECHNOLOGY*

Responsible for managing the day-to-day IT operation including systems analysis, programming, and computer and auxiliary operations. Directs the development and maintenance of timeliness and quality standards for all aspects of the data processing operation. Determines and recommends department budgets and analyzes controllable expenditures. May plan and coordinate the evaluation and effectiveness of existing data processing applications and the feasibility and potential value of new applications.

	# of Lib	# of Emps	BASE PAY					
						Percentiles		
			Average	Median	25th	75th	10th	90th
All Libraries Combined:	56	56	$43.40	$43.87	$36.29	$47.92	$33.36	$53.27
Budget Category								
$2,000,000 to $3,999,999	10	10	$38.40	$35.06	$33.00	$44.71	$32.79	$46.30
$4,000,000 to $6,999,999	27	27	$41.70	$41.01	$37.00	$47.48	$34.64	$49.50
$7,000,000 or more	16	16	$50.95	$49.05	$46.76	$54.67	$45.00	$60.63
Population Category								
15,000 to 29,999	11	11	$39.75	$43.04	$34.40	$44.71	$33.30	$45.40
30,000 to 49,999	20	20	$41.80	$38.61	$35.58	$47.71	$33.73	$50.74
50,000 or more	23	23	$47.09	$47.43	$41.73	$52.15	$34.62	$55.53
Employment Size Category								
25 to 49	14	14	$38.05	$35.52	$33.00	$43.62	$32.75	$45.64
50 to 79	21	21	$43.01	$44.11	$37.63	$47.93	$35.48	$49.50
80 or more	19	19	$48.44	$47.88	$42.49	$53.80	$34.62	$60.63

| **35** | **SYSTEMS ADMINISTRATOR** | *INFORMATION TECHNOLOGY* |

Provide system management and operation support to the activities and resources required to provide quality computer operations processing and applications system resource management and availability. Will set up and implement standards for computer operations, will use software support tools to process scheduling, reports, report generation, database administration, system data backups, performance tuning and security. Will troubleshoot and resolve problems associated with local and wide area network environments. Has responsibilities for dealing with hardware and software vendors and technical support issues. Will troubleshoot PC software, coordinate with help desk and set connections to broadband/baseband networks. Extensive experience with software and systems administration including communication hardware designed to maintain wide area networks. Knowledge of TCP/IP networking and operating environments. May have lead responsibilities in the upgrade of equipment including overseeing small, multi user systems.

	# of	# of	**BASE PAY**					
						Percentiles		
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined:	28	33	$34.84	$34.74	$29.90	$39.70	$25.00	$44.89
Budget Category								
$2,000,000 to $3,999,999	5	6	$32.72	$29.09	$24.60	$43.62	***	***
$4,000,000 to $6,999,999	10	10	$33.38	$34.69	$26.00	$38.00	$25.42	$39.76
$7,000,000 or more	11	15	$37.08	$36.21	$33.73	$43.98	$25.51	$44.91
Population Category								
15,000 to 29,999	6	7	$33.36	$30.88	$24.60	$43.62	***	***
30,000 to 49,999	7	7	$35.93	$37.42	$32.70	$39.70	***	***
50,000 or more	13	17	$35.52	$35.87	$32.94	$39.81	$25.51	$44.91
Employment Size Category								
25 to 49	5	5	$33.83	$34.74	$27.30	$39.81	***	***
50 to 79	8	8	$33.44	$33.67	$25.92	$38.56	***	***
80 or more	12	16	$37.14	$37.11	$33.85	$42.51	$25.51	$44.91

36   WEB CONTENT ADMINISTRATOR   *INFORMATION TECHNOLOGY*

Responsible for developing, providing, and authorizing website content to increase traffic, support and promote services, and gain content visibility. Will manage and perform website editorial activities including gathering and researching information that enhances the value of the site. Will act as liaison with legal and business affairs departments, and obtain clearance on copyrighted materials, ensuring all issues are resolved. Will seek, negotiate, and pursue content; will maintain positive relationships with internal and external contacts and address all questions with a timely/appropriate response. May oversee data control technicians and writers dedicated to website. Background generally includes a college degree in English, Journalism, Graphic Design, Communications, or related field plus experience in production management, web page design, HTML, and web graphics types and standards.

| | # of | # of | | | BASE PAY | | | |
| | | | | | Percentiles | | | |
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined:	7	7	$31.86	$31.24	$25.62	$39.48	***	***
Population Category								
50,000 or more	5	5	$30.69	$31.24	$25.62	$37.25	***	***
Employment Size Category								
80 or more	5	5	$33.18	$31.24	$27.04	$39.48	***	***

| **37** | **WEBMASTER** | | | | | | *INFORMATION TECHNOLOGY* |

Responsible for the library's Internet and or Intranet technical functions. Map the flow of the site, create general graphics, provide specifications to the Web Author, Web Developer, and outside vendors for the development of databases, interactive applets, and custom graphics. Supervise development efforts including content, design and production, site maintenance and updating. Using a general knowledge of technical library and operations of sites, acts as a liaison between the site and users. Interact with Content Manager-Online for the purpose of updating existing information and creating new content. Has experience and skill with dominant applications to maintain and modify the library's Internet/Intranet efforts including content, graphical and multimedia displays, and communications. Has considerable knowledge of multiple operating systems (e.g., UNIX, Sun SOLARIS, Mac). Position requires specialized knowledge of web technologies, HTML, graphics design and layout, and computer file management. Incumbents in this position may be single contributors or part of a team effort.

	# of	# of	**BASE PAY**					
					Percentiles			
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined:	8	9	$31.91	$32.42	$29.95	$33.97	***	***
Employment Size Category								
50 to 79	5	5	$29.54	$29.95	$28.01	$32.42	***	***

63

49   INFORMATION TECHNOLOGY (IT) ASSISTANT   *INFORMATION TECHNOLOGY*

Responsible for installing, repairing and maintaining personal computers and related systems within the organization. Performs installations, upgrades and backups of software and hardware applications. Troubleshoots software, hardware and communication failures.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
						Percentiles		
All Libraries Combined:	37	59	$24.49	$23.98	$21.30	$27.51	$18.72	$31.37
Budget Category								
$2,000,000 to $3,999,999	5	5	$21.19	$20.37	$20.00	$22.70	***	***
$4,000,000 to $6,999,999	17	22	$23.41	$23.62	$21.34	$26.81	$18.23	$27.73
$7,000,000 or more	13	29	$26.61	$26.16	$22.65	$29.43	$20.65	$34.53
Population Category								
15,000 to 29,999	6	7	$21.02	$20.37	$13.91	$27.30	***	***
30,000 to 49,999	11	13	$25.55	$25.76	$22.70	$26.81	$20.52	$33.33
50,000 or more	18	36	$25.37	$24.60	$21.69	$27.77	$20.14	$31.37
Employment Size Category								
25 to 49	6	6	$22.23	$22.24	$20.00	$23.57	***	***
50 to 79	15	21	$23.33	$23.67	$20.52	$26.16	$18.23	$27.73
80 or more	14	29	$26.53	$26.37	$22.65	$29.43	$20.65	$34.53

39   COMPUTER LAB ASSISTANT   *INFORMATION TECHNOLOGY*

Monitors the operation of adult and/or youth computer labs. Assists patrons with questions and problem resolution. Enforces computer lab rules. May assist with installation, operation and configuring of personal computer hardware and software. Investigates reoccurring problems and recommends course of action to supervisor. May perform back-up operations and print reports.

	# of Lib	# of Emps	BASE PAY					
					Percentiles			
			Average	Median	25th	75th	10th	90th
All Libraries Combined:	24	91	$17.77	$17.96	$15.53	$19.58	$15.00	$20.38
Budget Category								
$4,000,000 to $6,999,999	14	45	$18.20	$18.65	$16.44	$19.62	$15.05	$20.56
$7,000,000 or more	6	34	$18.38	$17.88	$17.74	$20.00	***	***
Population Category								
15,000 to 29,999	6	14	$15.89	$14.93	$14.00	$18.20	***	***
30,000 to 49,999	6	21	$17.53	$17.99	$15.08	$18.65	***	***
50,000 or more	12	56	$18.34	$18.12	$16.91	$19.85	$15.00	$21.77
Employment Size Category								
50 to 79	12	35	$17.91	$18.20	$16.16	$19.57	$15.02	$20.10
80 or more	8	44	$18.57	$18.45	$17.74	$20.02	***	***

65

61   DIGITAL / VIRTUAL SERVICES DEPARTMENT HEAD   *DIGITAL / VIRTUAL SERVICES*

Provides leadership to the Digital Services department. Ensures the technology desk, media labs, creative studios, and other digital/virtual services are smoothly-functioning and useful to patrons. Also oversees the Library's electronic resources, including e-books, and other digital technologies as they develop. Develops and manages budgets and manages other digital/virtual services staff.

| | # of | # of | BASE PAY | | | | | |
| | | | | | Percentiles | | | |
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined:	19	19	$38.11	$36.83	$33.58	$43.48	$26.22	$47.52
Budget Category								
$4,000,000 to $6,999,999	5	5	$37.28	$35.33	$33.58	$36.50	***	***
$7,000,000 or more	10	10	$41.64	$42.39	$39.85	$44.44	$35.00	$46.33
Population Category								
30,000 to 49,999	5	5	$38.71	$41.92	$32.50	$44.44	***	***
50,000 or more	10	10	$39.86	$40.52	$35.33	$43.48	$33.38	$46.33
Employment Size Category								
50 to 79	5	5	$37.12	$36.50	$32.50	$41.92	***	***
80 or more	10	10	$40.80	$42.02	$35.33	$44.44	$34.12	$46.33

66

| 52 | DIGITAL / VIRTUAL SERVICES SPECIALIST | | | | | | *DIGITAL / VIRTUAL SERVICES* | |

Handles the virtual delivery of the library's message using web design and maintenance as well as social media. Oversees the integration of virtual services amongst various departments ensuring messages are succinct, timely, relevant and easy to understand. Manages library subscription databases, teaches classes and oversees the development of technology related classes for both the public and staff. Works with e-books, e-content and keeps the library up-to-date with current with upcoming technology. May manage computer attendants.

	# of Lib	# of Emps	Average	Median	BASE PAY Percentiles 25th	75th	10th	90th
All Libraries Combined:	13	14	$29.07	$29.06	$24.50	$33.28	$23.49	$36.93
Budget Category								
$4,000,000 to $6,999,999	5	5	$29.03	$29.92	$27.04	$31.42	***	***
$7,000,000 or more	7	8	$30.02	$29.06	$24.62	$35.75	***	***
Population Category								
30,000 to 49,999	5	5	$27.95	$27.04	$24.50	$31.42	***	***
50,000 or more	7	8	$30.69	$29.81	$26.57	$35.75	***	***
Employment Size Category								
50 to 79	5	5	$28.52	$29.92	$24.50	$31.42	***	***
80 or more	7	8	$30.33	$29.06	$25.89	$35.75	***	***

53   DIGITAL / VIRTUAL SERVICES ASSISTANT   *DIGITAL / VIRTUAL SERVICES*

Assists patrons with using Microsoft Office applications, accessing the Internet, setting up email accounts, accessing e-books and e-content, and other computer processes. Troubleshoots patron computers and printers. Assists in patron and staff technology training. Assists in content management of the library's website. Participates in technology projects.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					Percentiles			
All Libraries Combined:	11	40	$20.70	$20.21	$18.13	$22.20	$17.11	$26.20
Budget Category								
$7,000,000 or more	5	29	$21.32	$20.68	$18.00	$24.06	***	***
Population Category								
50,000 or more	6	31	$21.19	$20.67	$18.00	$24.06	***	***
Employment Size Category								
80 or more	6	32	$21.00	$20.41	$17.56	$23.44	***	***

Base pay header spans Average, Median, and Percentiles (25th, 75th, 10th, 90th).

29   FACILITY & GROUNDS MAINTENANCE MANAGER   *MAINTENANCE / FACILITIES*

Responsible for grounds, buildings, and building equipment. Supervise the installation, maintenance, and repair of: electrical, gas, air, and water installations; sewers and fire sprinklers; the operation of building equipment and facilities; plant janitorial services; and the maintenance of grounds. Work with outside contractors and architects on building construction as necessary. Plan, lay out, and assign work, involving diagnosing and remedying difficult problems. Report defective equipment and recommend the replacement of obsolete or damaged equipment when estimates of repair costs are excessive. Expedite building and system repairs in construction to avoid delays. Perform normal supervisory functions in a department with seldom over 10 persons.

	# of Lib	# of Emps	Average	Median	25th	75th	10th	90th
					BASE PAY Percentiles			
All Libraries Combined:	69	70	$36.04	$35.25	$31.63	$41.01	$25.62	$45.69
Budget Category								
$2,000,000 to $3,999,999	14	14	$31.83	$32.08	$27.06	$34.13	$25.46	$39.76
$4,000,000 to $6,999,999	29	29	$36.20	$35.18	$33.00	$40.42	$30.05	$43.21
$7,000,000 or more	21	22	$41.68	$42.18	$37.80	$44.80	$34.42	$49.71
Population Category								
15,000 to 29,999	17	17	$32.60	$34.13	$25.46	$39.76	$19.36	$44.83
30,000 to 49,999	24	24	$35.39	$33.41	$31.91	$40.30	$27.06	$43.07
50,000 or more	25	26	$39.77	$38.54	$33.83	$44.35	$30.80	$51.90
Employment Size Category								
25 to 49	13	13	$30.60	$31.65	$25.74	$33.54	$19.51	$38.36
50 to 79	28	28	$36.03	$34.61	$32.92	$39.04	$30.05	$43.21
80 or more	24	25	$41.01	$40.88	$37.80	$44.35	$30.80	$49.71

44   MAINTENANCE WORKER   *MAINTENANCE / FACILITIES*

General maintenance position. Performs hands-on work related to the repair and upkeep of library building and grounds. Work often includes basic repairs related to mechanical and/or electrical equipment, painting, moderately complex construction projects, meeting room setup, and other general duties. This is not a janitor job, even though janitor duties may be performed a minor amount of the time.

| | # of Lib | # of Emps | BASE PAY | | | | | |
| | | | Average | Median | Percentiles | | | |
					25th	75th	10th	90th
All Libraries Combined:	63	123	$21.11	$20.88	$17.92	$23.50	$16.22	$27.38
Budget Category								
$1,000,000 to $1,999,999	5	5	$18.36	$17.25	$16.30	$18.25	***	***
$2,000,000 to $3,999,999	13	19	$19.57	$18.73	$17.70	$22.26	$16.64	$22.73
$4,000,000 to $6,999,999	23	41	$20.41	$20.00	$17.50	$22.00	$16.01	$24.54
$7,000,000 or more	19	55	$22.65	$22.47	$19.11	$26.00	$16.45	$28.43
Population Category								
7,500 to 14,999	6	7	$20.68	$21.00	$18.25	$22.73	***	***
15,000 to 29,999	18	29	$20.01	$18.66	$17.50	$22.53	$15.50	$25.04
30,000 to 49,999	16	28	$20.48	$21.10	$17.32	$22.22	$16.96	$25.91
50,000 or more	21	57	$22.21	$21.27	$18.94	$24.93	$16.45	$28.50
Employment Size Category								
13 to 24	9	9	$18.20	$17.50	$16.30	$18.25	***	***
25 to 49	12	16	$20.03	$20.90	$18.01	$22.40	$15.50	$22.73
50 to 79	22	39	$19.30	$18.66	$17.03	$21.27	$15.78	$22.79
80 or more	20	59	$23.05	$22.87	$19.65	$26.07	$16.68	$28.50

70

31 JANITOR / CUSTODIAN   *MAINTENANCE / FACILITIES*

Clean assigned areas, using power equipment. Clean drinking fountains, office partition windows, washrooms, toilets and lavatories. Replenish supplies.

| | # of | # of | | | BASE PAY |
| | | | | | Percentiles |
	Lib	Emps	Average	Median	25th	75th	10th	90th
All Libraries Combined:	38	76	$17.79	$17.22	$15.85	$19.36	$14.29	$21.65
Budget Category								
Less than $499,999	5	6	$15.30	$13.13	$13.00	$18.00	***	***
$1,000,000 to $1,999,999	5	6	$15.44	$15.83	$14.00	$16.97	***	***
$4,000,000 to $6,999,999	14	29	$17.92	$17.43	$16.00	$18.94	$15.68	$20.73
$7,000,000 or more	9	25	$19.02	$18.70	$16.78	$21.65	***	***
Population Category								
Less than 7,499	5	6	$15.30	$13.13	$13.00	$18.00	***	***
15,000 to 29,999	8	13	$16.24	$16.46	$15.75	$17.00	***	***
30,000 to 49,999	11	27	$19.10	$18.50	$16.00	$21.05	$15.47	$23.71
50,000 or more	12	28	$17.88	$17.73	$16.15	$19.75	$15.00	$20.73
Employment Size Category								
Less than 12	5	6	$15.30	$13.13	$13.00	$18.00	***	***
25 to 49	7	11	$15.70	$15.47	$14.75	$16.97	***	***
50 to 79	14	34	$18.64	$17.96	$16.40	$20.24	$15.95	$22.57
80 or more	9	22	$18.36	$18.35	$16.75	$20.02	***	***

71

32   LIBRARY MONITOR   *MISCELLANEOUS*

Responsible for patrolling the premises to ensure the safety of both patrons and staff and that appropriate behavior is maintained in accordance with the policies and procedures of the library. Assists in behavior correction, crisis situations, and emergencies including contacting law enforcement and emergency personnel.

| | # of Lib | # of Emps | BASE PAY | | | | | |
			Average	Median	25th	75th	10th	90th
					Percentiles			
All Libraries Combined:	24	66	$20.25	$19.88	$17.22	$22.50	$15.75	$25.25
Budget Category								
$4,000,000 to $6,999,999	8	21	$19.65	$19.06	$16.80	$21.30	***	***
$7,000,000 or more	11	39	$21.12	$21.26	$18.50	$23.08	$16.00	$25.43
Population Category								
30,000 to 49,999	6	12	$18.78	$18.58	$16.47	$21.28	***	***
50,000 or more	13	44	$20.75	$20.62	$18.21	$22.85	$16.00	$25.43
Employment Size Category								
50 to 79	5	12	$18.67	$17.64	$15.90	$20.60	***	***
80 or more	14	48	$21.09	$21.16	$18.77	$23.07	$16.66	$25.43

72

BENEFITS

PAID LEAVE

1. Average number of fixed paid sick days per year:

	Full-Time Employees	
	Average	# of Libraries
Days per Year	11.4	120

2. Average number of fixed paid personal days per year:

	Full-Time Employees	
	Average	# of Libraries
Days per Year	3.5	109

3. Are part-time employees eligible for pro-rated sick/personal time?

	% of Libraries	# of Libraries
Yes	80.9%	106
No	19.1%	25

3b. Average minimum number of hours required for part-time employees to qualify for pro-rated sick/personal time benefits:

	Average	# of Libraries
Hours per Week	12.6	94

VACATION DAYS

4a. Average number of vacation days received for the following years of service - Library Director:

	Days	# of Libraries
1st Year	18.4	127
5th Year	20.5	124
10th Year	22.4	123
15th Year	23.2	121

4b. Average number of vacation days received for the following years of service - Department Heads:

	Days	# of Libraries
1st Year	16.6	115
5th Year	19.1	114
10th Year	21.1	113
15th Year	22.0	111

4c. Average number of vacation days received for the following years of service - Other Exempt Employees:

	Days	# of Libraries
1st Year	14.9	108
5th Year	17.6	109
10th Year	20.2	109
15th Year	21.3	107

VACATION DAYS (CONTINUED)

4d. Average number of vacation days received for the following years of service - Non-Exempt Employees:

	Days	# of Libraries
1st Year	10.9	120
5th Year	14.6	121
10th Year	18.7	121
15th Year	20.1	118

5. Unused vacation time is:

	% of Libraries	# of Libraries
Canceled/Forfeited at Year End	23.3%	30
Paid for at Year End	2.3%	3
Allowed to be Carried Over	74.4%	96

6. Are Part-time employees eligible for pro-rated vacation days?

	% of Libraries	# of Libraries
Yes	81.7%	107
No	18.3%	24

6b. Average minimum number of hours required for part-time employees to qualify for pro-rated vacation time:

	Average	# of Libraries
Hours per Week	16.1	101

HOLIDAYS

7a. Average number of scheduled holidays per year (excludes libraries that do not offer any holidays):

	Average	# of Libraries
Scheduled Holidays	9.4	130

7b. Number of libraries that don't offer any scheduled holidays:

	# of Libraries
No Scheduled Holidays	0

7c. Average number of floating holidays per year (excludes libraries that do not offer any floating holidays):

	Average	# of Libraries
Floating Holidays	2.7	55

7d. Number of libraries that don't offer any scheduled floating holidays:

	# of Libraries
No Floating Holidays	52

HOLIDAYS (CONTINUED)

8. How are non-exempt employees compensated for working on holidays?

	% of Libraries	# of Libraries
Another Paid Day Off	15.5%	20
Time-and-a-Half Pay	2.3%	3
Double Pay	2.3%	3
Another Paid Day and Time-and-a-Half Pay	0.0%	0
Library is Entirely Closed for all Holidays	76.7%	99
Other (see below)	3.1%	4

Other Responses:

On a non-major holiday, pay is straight time; The library is closed. Those who work get time-and-a-half, plus their paid day off to use at another time; 2.25 times regular rate and another day paid at regular rate; two-and-a-half times pay.

MEDICAL INSURANCE

9. How many days of service are required to be eligible for medical benefits:

	% of Libraries	# of Libraries
None, Enrollment is Immediate Upon Hire	29.0%	38
30 Days	8.4%	11
First Day of the Month Following Date of Hire	38.2%	50
First Day of the Month Following 30 Days of Employment	11.5%	15
60 Days	0.0%	0
90 Days	3.8%	5
Other	0.0%	0
Don't Offer Medical Benefits	9.2%	12

10. Does your library purchase its own health insurance privately?

	% of Libraries	# of Libraries
Yes	30.3%	36
No	69.7%	83

11. Is the library in a consortium to purchase health insurance?

	% of Libraries	# of Libraries
Yes	55.5%	66
No	44.5%	53

HMO PLANS

12. Do you offer an HMO Plan?

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
Yes	58.5%	69	2.7%	3
No	41.5%	49	97.3%	108

13. Do you offer financial incentives to employees to join your HMO versus other plans?

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
Yes	4.4%	3	0.0%	0
No	95.6%	65	100.0%	2

14a. Average HMO office visit co-pay (excludes libraries with a co-pay of $0):

	Average $ Amount	# of Libraries
Co-Pay	$20.74	61

14b. Number of libraries that don't have an office visit co-pay for their HMO plan:

	# of Libraries
No Co-Pay	7

15a. Average percent of HMO plan premium paid by the library (excluding libraries paying 0% or 100%) - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average %	# of Libraries	Average %	# of Libraries
Single Coverage Premium	83.3%	51	0.0%	0

15b. Number of libraries that pay 0% of the HMO premium - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
No Premium Paid	1	0

15c. Number of libraries that pay 100% of the HMO premium - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
Entire Premium Paid	11	2

HMO PLANS (CONTINUED)

16a. Average percent of HMO plan premium paid by the library (excluding libraries paying 0% or 100%) - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average %	# of Libraries	Average %	# of Libraries
Family Coverage Premium	66.6%	43	70.0%	1

16b. Number of libraries that pay 0% of the HMO premium - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
No Premium Paid	21	0

16c. Number of libraries that pay 100% of the HMO premium - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
Entire Premium Paid	1	1

PPO PLANS

17. Do you offer a PPO Plan?

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
Yes	95.8%	114	6.4%	7
No	4.2%	5	93.6%	103

18a. Average PPO in-network deductible amount - SINGLE COVERAGE:

	Average $ Amount	# of Libraries
Deductible - Single	$1,019.34	106

18b. Average PPO in-network deductible amount - FAMILY COVERAGE:

	Average $ Amount	# of Libraries
Deductible - Family	$2,710.78	102

19a. Average PPO out-of-network deductible amount - SINGLE COVERAGE:

	Average $ Amount	# of Libraries
Deductible - Single	$1,930.48	105

19b. Average PPO out-of-network deductible amount - FAMILY COVERAGE:

	Average $ Amount	# of Libraries
Deductible - Family	$5,080.69	101

20a. Average PPO office visit co-pay (excludes libraries with a co-pay of $0):

	Average $ Amount	# of Libraries
Co-Pay	$22.89	90

20b. Number of libraries that don't have an office visit co-pay for their PPO plan:

	# of Libraries
No Co-Pay	16

PPO PLANS (CONTINUED)

21a. Average in-network medical services amount covered by the PPO plan - SINGLE COVERAGE:

	Average %	# of Libraries
Medical Services - Single	83.5%	98

21b. Average in-network medical services amount covered by the PPO plan - FAMILY COVERAGE:

	Average %	# of Libraries
Medical Services - Family	83.8%	95

22a. Average out-of-network medical services amount covered by the PPO plan - SINGLE COVERAGE:

	Average %	# of Libraries
Medical Services - Single	59.6%	98

22b. Average out-of-network medical services amount covered by the PPO plan - FAMILY COVERAGE:

	Average %	# of Libraries
Medical Services - Family	59.8%	95

23a. Average out-of-pocket expense limitation for in-network PPO plan - SINGLE COVERAGE:

	Average $ Amount	# of Libraries
Expense Limitation - Single	$2,508.25	103

23b. Average out-of-pocket expense limitation for in-network PPO plan - FAMILY COVERAGE:

	Average $ Amount	# of Libraries
Expense Limitation - Family	$6,276.50	100

24a. Average out-of-pocket expense limitation for out-of-network PPO plan - SINGLE COVERAGE:

	Average $ Amount	# of Libraries
Expense Limitation - Single	$4,986.26	91

24b. Average out-of-pocket expense limitation for out-of-network PPO plan - FAMILY COVERAGE:

	Average $ Amount	# of Libraries
Expense Limitation - Family	$11,871.26	87

25a. Average percent of premium paid by the library for their PPO plan (excludes libraries paying 0% or 100%) - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average %	# of Libraries	Average %	# of Libraries
Premium - Single	83.5%	82	80.0%	1

25b. Number of libraries that pay 0% of the PPO premium - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
No Premium Paid	1	2

PPO PLANS (CONTINUED)

25c. Number of libraries that pay 100% of the PPO premium - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
Entire Premium Paid	21	2

26a. Average percent of premium paid by the library for their PPO plan (excludes libraries paying 0% or 100%) - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average %	# of Libraries	Average %	# of Libraries
Premium - Family	64.3%	66	65.7%	3

26b. Number of libraries that PAY 0% percent of the PPO premium - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
No Premium Paid	39	3

26c. Number of libraries that pay 100% of the PPO premium - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
Entire Premium Paid	1	0

HIGH DEDUCTIBLE HEALTH PLANS (HSA QUALIFIED)

27. Do you offer a High Deductible Health Plan (HSA Qualified)?

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
Yes	33.9%	40	0.9%	1
No	66.1%	78	99.1%	112

28a. Average High Deductible Health Plan (HSA Qualified) in-network deductible amount - SINGLE COVERAGE:

	Average $ Amount	# of Libraries
Deductible - Single	$2,966.67	39

28b. Average High Deductible Health Plan (HSA Qualified) in-network deductible amount - FAMILY COVERAGE:

	Average $ Amount	# of Libraries
Deductible - Family	$6,202.56	39

29a. Average High Deductible Health Plan (HSA Qualified) out-of-network deductible amount - SINGLE COVERAGE:

	Average $ Amount	# of Libraries
Deductible - Single	$5,478.95	38

HIGH DEDUCTIBLE HEALTH PLANS (HSA QUALIFIED) (CONTINUED)

29b. Average High Deductible Health Plan (HSA Qualified) out-of-network deductible amount - FAMILY COVERAGE:

	Average $ Amount	# of Libraries
Deductible - Family	$11,588.16	38

30a. Average in-network expense limitiation High Deductible Health Plan (HSA Qualified) - SINGLE COVERAGE:

	Average $ Amount	# of Libraries
Expense Limitation - Single	$3,817.95	39

30b. Average in-network expense limitiation High Deductible Health Plan (HSA Qualified) - FAMILY COVERAGE:

	Average $ Amount	# of Libraries
Expense Limitation - Family	$7,867.95	39

31a. Average out-of-network expense limitiation High Deductible Health Plan (HSA Qualified) - SINGLE COVERAGE:

	Average $ Amount	# of Libraries
Expense Limitation - Single	$9,808.57	35

31b. Average out-of-network expense limitiation High Deductible Health Plan (HSA Qualified) - FAMILY COVERAGE:

	Average $ Amount	# of Libraries
Expense Limitation - Family	$19,891.43	35

32a. Average percent of premium paid by the library for their High Deductible Health Plan (HSA Qualified) (excludes libraries paying 0% or 100%) - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average %	# of Libraries	Average %	# of Libraries
Premium - Single	85.3%	35	80.0%	1

32b. Number of libraries that pay 0% of the High Deductible Health Plan (HSA Qualified) premium - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
No Premium Paid	0	0

32c. Number of libraries that pay 100% of the High Deductible Health Plan (HSA Qualified) premium - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
Entire Premium Paid	4	0

HIGH DEDUCTIBLE HEALTH PLANS (HSA QUALIFIED) (CONTINUED)

33a. Average percent of premium paid by the library for their High Deductible Health Plan (HSA Qualified) (excludes libraries paying 0% or 100%) - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average %	# of Libraries	Average %	# of Libraries
Premium - Family	72.6%	27	80.0%	1

33b. Number of libraries that PAY 0% percent of the High Deductible Health Plan (HSA Qualified) premium - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
No Premium Paid	12	0

33c. Number of libraries that pay 100% of the High Deductible Health Plan (HSA Qualified) premium - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
Entire Premium Paid	0	0

34. Do you contribute toward the employees' HSA accounts?

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
Yes	46.3%	19	0.0%	0
No	53.7%	22	100.0%	35

35a. Average annual amount contributed to employees' HSA accounts (excludes libraries paying $0) - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average $	# of Libraries	Average $	# of Libraries
Contribution Amount	$1,197.06	17	$0.00	0

35b. Number of libraries that do not contribute to employees' HSA accounts - SINGLE COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
Contribution Amount	0	0

35c. Average annual amount contributed to employees' HSA accounts (excludes libraries paying $0) - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average $	# of Libraries	Average $	# of Libraries
Contribution Amount	$2,193.33	15	$0.00	0

35d. Number of libraries that do not contribute to employees' HSA accounts - FAMILY COVERAGE:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
Contribution Amount	3	0

OTHER HEALTH BENEFITS

36. What programs does the library offer to encourage employee health and wellness?

	% of Libraries	# of Libraries
Smoking cessation	4.0%	5
Classes on health & nutrition	9.7%	12
Weight loss classes	4.0%	5
Blood pressure checks/cholesterol checks	7.3%	9
Flu shots	41.1%	51
Stress reduction/time management	12.9%	16
Employee Assistance Program	72.6%	90
Yoga/group exercise classes	6.5%	8
Massages	2.4%	3
Wellness fairs	12.1%	15
Walking club	5.6%	7
Discounted recreation/gym memberships	20.2%	25
Standing/walking workstations	23.4%	29
Ergonomic training/supports	7.3%	9
Health screening	12.1%	15
Health and wellness programs not provided	21.0%	26
Other (see below)	9.7%	12

Other Responses:

Calm App (2); Wellness Challenge with incentives (2); Wellness programs are offered through Health Insurance Plan (2); Annually Healthy Habits participants earn PTO; Online health & wellness program for health insurance discount; Started Wellness Committee focusing on staff wellness; Varies, depends on employee requests; Wellness Day.

37. What additional health benefits does the library offer?

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
Health Reimbursement Account (HRA)	13.3%	16	5.1%	2
Flexible Spending Account (FSA)	47.5%	57	35.9%	14
Vision	93.3%	112	56.4%	22
Dental	97.5%	117	53.8%	21
Life Insurance	95.0%	114	46.2%	18
Prescription Drug	72.5%	87	12.8%	5
Disability Insurance (Other than IMRF)	29.2%	35	10.3%	4

RETIREMENT

38. What retirement plans do you offer employees?

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
401(k)	2.3%	3	1.8%	2
401(a)	1.5%	2	0.0%	0
403(b)	6.9%	9	5.3%	6
457	53.8%	70	43.9%	50
Roth IRA	13.8%	18	12.3%	14
IMRF	91.5%	119	91.2%	104
Library-Funded Pension Plan	2.3%	3	0.9%	1
None	3.1%	4	3.5%	4
Other (see below)	2.3%	3	1.8%	2

Other Responses:

Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
IRA products	Simple IRA
Simple IRA	SURS
SURS	

39. When are employees eligible to participate?

	% of Libraries	# of Libraries
Immediately	96.1%	122
After 6 Months	0.8%	1
At one Year	0.8%	1
More than One Year	0.8%	1
Other	1.6%	2

40. Does your library contribute or match employee contributions? (Does not apply to IMRF or Library-funded pension plans)

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
Yes	5.1%	4	5.4%	4
No	73.4%	58	71.6%	53
Does Not Apply	24.1%	19	25.7%	19

41. If your library contributed or offered a match last year, what was the percentage? (Does not apply to IMRF or Library-funded pension plans)

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average %	# of Libraries	Average %	# of Libraries
Contribution Amount	4.3%	4	4.3%	4

RETIREMENT (CONTINUED)

42. The vesting schedule is:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
100% Immediately	14.6%	14	14.3%	13
Graded, 100% by 7 Years	6.3%	6	6.6%	6
Graded, 100% by 6 Years	0.0%	0	0.0%	0
Graded, 100% by 5 Years	1.0%	1	1.1%	1
Other	52.1%	50	51.6%	47
No Pension Plan Provided	27.1%	26	27.5%	25

TRAINING

43. Which of the following training opportunities do you offer?

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
Apprenticeship	0.8%	1	1.8%	2
Supervisory	47.5%	56	15.3%	17
Mid-Level Management	40.7%	48	9.0%	10
Executive Development	33.1%	39	2.7%	3
Profesional Development	91.5%	108	84.7%	94
Continuing Education	89.8%	106	85.6%	95
Industry Seminars	72.9%	86	66.7%	74
Leadership	46.6%	55	27.0%	30
Coaching	37.3%	44	26.1%	29
Teams	28.0%	33	26.1%	29
Computer	55.9%	66	55.9%	62

44a. Average minimum number of hours per year employees are encouraged to participate in training:

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	Average # of Hours	# of Libraries	Average # of Hours	# of Libraries
Hours per Year	14.0	21	11.3	20

44b. Number of libraries that do not have a minimum amount of training hours:

	Full-Time Employees Working 30 or More Hours per Week	Part-Time Employees Working 20-29 Hours per Week
	# of Libraries	# of Libraries
No Minimum Hours per Year	105	105

BENEFITS

TUITION REIMBURSEMENT

45. Do you offer tuition reimbursement?

	% of Libraries	# of Libraries
Yes	66.4%	87
No	33.6%	44

46a. Length of time an employee needs to be employed in order to be eligible for tuition reimbursement (excludes those with no waiting period):

	Average # of Months	# of Libraries
Months to Eligibility	10.8	70

46b. Number of libraries that do not have a waiting period in order to be eligible for tuition reimbursement:

	# of Libraries
No Waiting Period	13

47. What conditions must be met to qualify for tuition assistance?

	% of Libraries	# of Libraries
Course Must be Job Related	91.8%	78
Course Must be Satisfactorily Completed	97.6%	83
Course Must be Approved by Supervisor	92.9%	79
Course Must Apply Toward Degree or Certification	52.9%	45

48. What is the maximum amount of tuition reimbursement offered to an employee each year?

	Full-Time Employees Working 30 or More Hours per Week		Part-Time Employees Working 20-29 Hours per Week	
	% of Libraries	# of Libraries	% of Libraries	# of Libraries
Less than $1,000	16.0%	13	21.6%	16
$1,001 - $2,500	34.6%	28	35.1%	26
$2,501 - $5,000	30.9%	25	29.7%	22
More than $5,000	19.8%	16	14.9%	11

49. In addition to tuition reimbursement, which fees are paid in whole or part to qualified employees?

	% of Libraries	# of Libraries
Textbooks Cost	66.7%	16
Laboratory Fees and Supplies	58.3%	14
Student Activity Fees	25.0%	6
Other (Such as Registration Fees)	54.2%	13

50. Are employees permitted time off from work to attend classes?

	% of Libraries	# of Libraries
Yes, With Pay	1.2%	1
Yes, Without Pay	27.7%	23
Yes, but Only in Special Cases	8.4%	7
No, Only After Work Hours	62.7%	52

TUITION REIMBURSEMENT (CONTINUED)

51. How long is the service requirement following reimbursement to avoid repayment?

	% of Libraries	# of Libraries
No Service Requirement	27.4%	23
Less than 1 Year	3.6%	3
1 Year	47.6%	40
2 Years	15.5%	13
3 Years	3.6%	3
More than 3 Years	2.4%	2

PART-TIME EMPLOYEES WORKING LESS THAN 20 HOURS PER WEEK

52. Which of the following benefits do you provide to employees that work less than 20 hours per week?

	% of Libraries	# of Libraries
Paid Vacation	43.0%	46
Paid Holidays	50.5%	54
Paid Sick Time	58.9%	63
Medical Insurance (Subsidized by the Library)	0.0%	0
Medical Insurance (Non-subsidized)	2.8%	3
Retirement Benefits	16.8%	18
Training (In Addition to What is Necessary for Regular Job Performance)	66.4%	71
Tuition Reimbursement	32.7%	35

PAY ADMINISTRATION

53. Salaries are what percent of your total budget?

	Average	# of Libraries
Percent	50.2%	128

54. Our compensation program is based upon:

	% of Libraries	# of Libraries
Market Benchmarking	69.8%	90
Point Factor Job Evaluation	1.6%	2
No Formal Plan	28.7%	37

55. Does the library provide any monetary bonus?

	% of Libraries	# of Libraries
Yes	31.8%	41
No	68.2%	88

56. Is there a written policy regarding service awards?

	% of Libraries	# of Libraries
Yes	41.5%	54
No	58.5%	76

PAY ADMINISTRATION (CONTINUED)

57. Does your library utilize a compensatory time policy for non-exempt employees?

	% of Libraries	# of Libraries
Yes	31.5%	40
No	68.5%	87

58. Are library employees allowed to flex their work schedules?

	% of Libraries	# of Libraries
Yes	72.7%	93
No	27.3%	35

59. Is the library open on Sunday?

	% of Libraries	# of Libraries
Yes	68.9%	91
No	31.1%	41

60. Is your library open on Sunday all year?

	% of Libraries	# of Libraries
Yes	79.1%	72
No	20.9%	19

61. The rate for Sunday work is:

	% of Libraries	# of Libraries
Straight Time	86.8%	79
Time-and-a-Half	8.8%	8
Double Time	0.0%	0
Other	4.4%	4

62. Does the library provide breaks beyond a regular meal break?

	% of Libraries	# of Libraries
Yes	87.1%	115
No	12.9%	17

63. Does your library provide paid lunch breaks for non-exempt employees?

	% of Libraries	# of Libraries
Yes	31.8%	42
No	68.2%	90

64. Does the library pay any conference expenses?

	% of Libraries	# of Libraries
Yes	100.0%	131
No	0.0%	0

65. Is there a set per diem allowance, excluding registration fees, when attending conferences?

	% of Libraries	# of Libraries
Yes	69.8%	90
No	30.2%	39

PAY ADMINISTRATION (CONTINUED)

66. Do you offer paid parental leave?

	% of Libraries	# of Libraries
Yes	37.9%	50
No	43.9%	58
No, but Considering it in the Future	18.2%	24

62 What is the maximum number of week(s) paid for parental leave?

	% of Libraries	# of Libraries
1 Week	2.0%	1
2 Weeks	8.0%	4
3 Weeks	0.0%	0
4 Weeks	8.0%	4
5 Weeks	2.0%	1
6 Weeks	26.0%	13
7 Weeks	0.0%	0
8 Weeks	40.0%	20
9 or more Weeks	14.0%	7

Job Title	Job Code	Page
Acquisition Clerk	50	58
Administrative Assistant	19	22
Administrative Assistant, Executive	18	21
Administrative Services Office Manager	30	16
Adult Services Assistant Department Head	62	37
Adult Services Department Head	08	36
Assistant Director	02	11
Bookkeeper (Accounting Clerk)	25	19
Bookmobile Driver	16	34
Branch Head	03	12
Business Manager	23	18
Cataloger	38	55
Circulation Assistant Department Head	71	48
Circulation Clerk	14	51
Circulation Department Head	04	47
Circulation Supervisor	48	49
Computer Lab Assistant	39	65
Digital / Virtual Services Assistant	53	68
Digital / Virtual Services Department Head	61	66
Digital / Virtual Services Specialist	52	67
Early Literacy Coordinator	56	30
Facility & Grounds Maintenance Manager	29	69
Finance Director	66	17
Graphic Designer	28	26
Head of Outreach	67	27
Homebound Assistant	54	33
Human Resources Assistant	21	15
Human Resources Generalist	69	14
Human Resources Manager	20	13
Information Technology (IT) Assistant	49	64
Information Technology (IT) Manager	34	60
Inter-Library Loan Assistant	40	57
Janitor / Custodian	31	71
Librarian	10	40
Library Aide	60	46
Library Assistant	12	44
Library Clerk	43	45
Library Director	01	10
Library Monitor	32	72
Maintenance Worker	44	70
Makerspace / Studio Specialist	70	43
Marketing & Public Relations Manager	59	24
Marketing & Public Relations Specialist	17	25
Outreach Coordinator	47	28
Payroll Administrator	27	20
Processing Clerk	42	59
Program Coordinator	46	29
Receptionist	22	23
Reference Department Head	05	35
School Liaison	55	31
Shelver / Page	15	52
Shelver / Page Supervisor	57	50
Specialty Librarian	68	41
Systems Administrator	35	61
Technical Services Assistant	45	56
Technical Services Assistant Department Head	64	54
Technical Services Department Head	06	53
Technology Librarian	65	42
Van Driver	51	*
Volunteer Coordinator	58	32
Web Content Administrator	36	62
Webmaster	37	63
Youth Services Assistant Department Head	63	39
Youth Services Department Head	07	38

* Insufficient Data

DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 15, 2023

Agenda Item 9C

Cancel December 13 Regular Board Meeting

The Board of Library Trustees has a meeting scheduled for December 13, 2023. If the November agenda is completed, there are no anticipated items of Old or New Business. Due to the early date, credit card statements and other financial information will not be available in time for this meeting. As in previous years, the December invoices and November financial reports will be on the January meeting agenda to be approved in arrears.

Recommended Action: Cancel the December 13, 2023 Regular Board Meeting.

DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 15, 2023

Agenda Item 9D

The attached motion was submitted by a trustee for discussion at the November 15, 2023 Board of Library Trustees meeting.

NEW BUSINESS: *For Discussion*

Motion to Rewrite the DGPL Land Acknowledgement Statement

WHEREAS there are portions of the current Downers Grove Public Library Land Acknowledgement Statement (the "Statement") may be offensive to some members of our community; or portions may inaccurately portray historical events or at least lack historical context.

AND WHEREAS the current Statement fails to recognize and appreciate the heritage of Native Americans; and fails to honor by name the many local tribes that once inhabited our area; and focuses on injustices and what *happened to* Native Americans instead of on the values, principles and positive contributions that helped shape our nation.

AND WHEREAS the current Statement therefore does not aid nor honor local tribes, and may serve to divide vs. unify the community in admiration and respect for Native Americans, past or present.

BE IT SO MOVED that

1) The current Statement shall be immediately suspended and removed from the Library website and, where practical and feasible, from display; and immediately suspend recital of the Statement at Library Board meetings.
2) The Board of Trustees shall charter a sub-committee of local residents with Native America lineage, Library Staff, and one or two members of the Board to develop a new Statement that address the offenses deficiencies in the current Statement.
3) That the sub-committee shall be made up of no more than seven members, shall have access to and shall utilize Library resources, additional Native American representatives and sources, and past material that was referenced in development of the current Statement.
4) That the sub-committee shall develop the statement without allegiance to or undo influence from the ILA or ALA guidelines on creating a Land Acknowledgment Statement, and shall instead develop the Statement based on local history, input from local stakeholders, and the sincere and true desire to honor the strength, resiliency, and rich heritage of Native Americans.
5) And be it so moved that the sub-committee shall endeavor to complete their rewrite of the Statement within 3 months passage of this motion when it shall be provided to the Board for final deliberation, public review and comment, and passage.

DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
NOVEMBER 15, 2023

Agenda Item 10A

FY2024 Work Plan

The 2023-2028 High-Level Strategic Plan was approved at the September 27, 2023 Board meeting. A template for an annual work plan was included in the August 2023 Board packet. Staff were instructed to draft an annual work plan for 2024, based on the information contained in the Addendum – Strategic Plan Suggested Initiatives and Metrics. The FY2024 Work Plan was discussed at the October 18, 2023 Board meeting.

The FY2024 Work Plan is intended to be a living document, accessible to all through the library's website to view progress. This spreadsheet is a live feed from the staff's internal document that includes additional information such as Point Person and Notes fields. The first attachment in your Board packet is the library staff's internal document. The second is the FY2024 Work Plan that will be viewable online through the website. The Board of Library Trustees will approve the Initiatives, Projects, and Metrics/Outcomes while the staff will track progress and update action steps and target dates to complete those projects. Please note that some projects may span multiple work plan years.

Recommended Action: Approve the FY2024 Work Plan Initiatives, Projects, and Metrics/Outcomes as presented.

Strategic Focus	Initiative	Project(s)	Point Person(s)
Access	Examine building/space to consider physical accessibility, teens, makerspace, calming/nursing/meditation, inclusive spaces (see full initiatives in Addendum)	Building/Space Assessment	Library Director/Building Operations Director
Access	Improve services and signage to create a more welcoming library for non-English speakers	Create standards and guidelines for signage and promotional materials	Marketing & Communications Manager
Access	Improve services and signage to create a more welcoming library for non-English speakers	Get summer reading packets and welcome packets translated into languages requested by District 58	Marketing & Communications Manager
Access	Expand access to services for youth through new library card initiatives	Implement a universal library card program with Downers Grove schools	Children's Services Manager
Access	Expand access to services for youth through new library card initiatives	Implement a universal library card program with Downers Grove schools	Children's Services Manager
Access	Evaluate options for increased security in the building	Explore additions to new security camera system	Building Operations Director
Access	Evaluate options for increased security in the building	Investigate options for building control access	Building Operations Director
Access	Establish clear expectations and guidelines for respectful behavior through a Code of Conduct and Statement of Service for patrons and	Update and refresh the Customer Service Promise to a Statement of Service using staff input	Access Services Manager

Strategic Focus	Initiative	Project(s)	Point Person(s)
Access	Inform our community about our commitment to the privacy and confidentiality of patron information	Develop script for staff to communicate to patrons about commitment to privacy and confidentiality of patron information	Marketing & Communications Manager/Circulation Services Manager
Access	Inform our community about our commitment to the privacy and confidentiality of patron information	Expand information in marketing materials to inform patrons about commitment to privacy and confidentiality of patron information	Marketing & Communications Manager
Programs and Services	Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive	Create mechanisms for teen feedback and engagement	Teen Services Coordinator
Programs and Services	Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive	Create mechanisms for teen feedback and engagement	Teen Services Coordinator
Programs and Services	Upgrade and better define the tween space within the children's area	Creation of tween gaming/social space in the Kids Room adjacent to STEM Room	Children's Services Manager
Programs and Services	Upgrade and better define the tween space within the children's area	Creation of tween gaming/social space in the Kids Room adjacent to STEM Room	Children's Services Manager
Programs and Services	Upgrade and better define the tween space within the children's area	Creation of tween gaming/social space in the Kids Room adjacent to STEM Room	Children's Services Manager
Programs and Services	Implement more maker/STEM creativity programs both inside and outside of the building	Reimagine existing spaces and STEM services to include more makery activities	Children's Services Manager
Programs and Services	Implement more maker/STEM creativity programs both inside and outside of the building	Investigate best practices for a Makerspace	IT Manager

Strategic Focus	Initiative	Project(s)	Point Person(s)
Programs and Services	Increase efforts around all types of literacy (technology, civic, financial, media)	Expand voter information	Adult Program Coordinator
Programs and Services	Increase efforts around all types of literacy (technology, civic, financial, media)	Offer information literacy programming	Adult Program Coordinator
Programs and Services	Increase efforts around all types of literacy (technology, civic, financial, media)	Explore offering media/technology literacy classes and information for children and caregivers	Children's Outreach Coordinator
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Continue to add accessibility items to Anything Emporium	Children's Services Manager/Adult & Teen Services Manager
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Explore expansion of Memory Emporium collection	Adult & Teen Services Manager
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Explore expansion of Memory Emporium collection	Adult & Teen Services Manager
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Explore addition of youth specific A/V and streaming devices	Children's Services Manager
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Explore addition of youth specific A/V and streaming devices	Children's Services Manager
Programs and Services	Enhance library facilities that positively impact more community members by connecting them to resources, technology, and services	Improve wireless network connectivity in the building	IT Manager

Strategic Focus	Initiative	Project(s)	Point Person(s)
Programs and Services	Enhance library facilities that positively impact more community members by connecting them to resources, technology, and services	Explore options for faster and more stable internet access	IT Manager
Programs and Services	Enhance library facilities that positively impact more community members by connecting them to resources, technology, and services	Improve technology in meeting spaces (e.g. study and conference rooms)	IT Manager
Turn Outward	Expand offsite programs	Reimplement SRC prize pick-up in South Downers Grove	Assistant Children's Services Manager
Turn Outward	Expand offsite programs	Reimplement SRC prize pick-up in South Downers Grove	Assistant Children's Services Manager
Turn Outward	Investigate the placement of additional pickup lockers or other satellite materials locations around the community	Explore options for placement and procedures of new pickup lockers in off-site location	Circulation Services Manager
Turn Outward	Investigate the placement of additional pickup lockers or other satellite materials locations around the community	Explore options for placement and procedures of new pickup lockers in off-site location	Circulation Services Manager
Turn Outward	Increase senior services and outreach	Explore campaign for and expansion of home delivery services	Adult & Teen Services/Senior Outreach Librarian/Marketing & Communications
Turn Outward	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing partnerships for growth opportunities	Marketing & Communications Manager
Turn Outward	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing partnerships for growth opportunities	Marketing & Communications Manager

Strategic Focus	Initiative	Project(s)	Point Person(s)
Turn Outward	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing outreach initiatives	Marketing & Communications Manager
Turn Outward	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing outreach initiatives	Children's Services Manager
Turn Outward	Create an EDI glossary to establish a common and shared language in collaboration with community members and partners	Create an EDI glossary for internal library use	Equity Advisory Team
Turn Inward	Increase staff investment (training, compensation, benefits, mental health support, family support, parental leave, etc.)	Consider changes to the Personnel Policy to include vacation time revisions, paid parental leave, and tuition reimbursement	Library Director/Business Office Manager
Turn Inward	Improve explanation of staff benefits/resources	Create onboarding training on staff benefits	Business Office Manager
Turn Inward	Improve explanation of staff benefits/resources	Create onboarding training on staff benefits	Business Office Manager
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Explore best practices for surveying/determining inital staff composition for benchmarking purposes	Business Office Manager
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Investigate creating an internship program to support HITMPGs to consider a career in libraries	Children's Service Manager/Adult & Teen Services Manager
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Investigate creating an internship program to support HITMPGs to consider a career in libraries	Children's Service Manager/Adult & Teen Services Manager

Strategic Focus	Initiative	Project(s)	Point Person(s)
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Investigate creating an internship program to support HITMPGs to consider a career in libraries	Children's Service Manager/Adult & Teen Services Manager
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Attract, retain, and provide opportunities for promotion of HITMPG staff at all levels	Management Team
Turn Inward	Offer and require continuing education for all staff members and the Trustees	Develop a training pathway for staff and Trustee onboarding and ongoing training, including EDI training	Equity Advisory Team/Onboarding Team
Turn Inward	Audit library policies, procedures, and communications strategies using a team that includes HITMPG staff members	Audit Policy Manual with EDI lens	Library Director/Equity Advisory Team

Project Metrics/Outcomes	Action Steps	Action Step Target Date	Notes/Comments
Building/space assessment presented to the Board of Library Trustees	Establish a scope of work with Product Architecture	Q1 2024	
Standards/guidelines created and shared with Board of Library Trustees	Identify languages for signage, services, and collections	Q2 2024	
Summer Reading packets are available in at least the top 3 languages requested by District 58	Investigate translation service	Q3 2024	
All students of Downers Grove schools have access to library cards through their school	Work with District 58 to get card form into registration packets	Q1 2024	
All students of Downers Grove schools have access to library cards through their school	Work with District 58 to create a Data Sharing Agreement to furnish DGPL with student information	Q2 2024	
Recommendations of additions to security camera system are made	Review camera coverage	Q1 2024	
Present building control access options in 2024	Explore building needs with vendors	Q2 2024	
New Statement of Service is presented to the Board of Library Trustees, staff, and public	Create an interdepartmental team and gather feedback on our current Customer Service Promise	Q3 2024	Include professional values and equity in its Statement of Service

Project Metrics/Outcomes	Action Steps	Action Step Target Date	Notes/Comments
Onboarding training includes use of script on privacy and confidentiality of patron information	Contact area libraries for samples of their scripts	Q2 2024	
New patrons receive at least two items with patron privacy information within 6 months of getting a library card	Add sections about patron privacy to the welcome packet and new cardholder email campaign	Q3 2024	
Teen feedback is obtained and volunteer opportunities are offered each quarter	Create a Teen Advisory Group	Q2 2024	
Teen feedback is obtained and volunteer opportunities are offered each quarter	Start engagement initiatives, including expansion of teen volunteer opportunities	Q3 2024	
Tween gaming area opens and Tweens use the space	Purchase and install new gaming equipment	Q1 2024	
Tween gaming area opens and Tweens use the space	Rearrange existing furniture to create new social areas	Q1 2024	
Tween gaming area opens and Tweens use the space	Explore additional furnishings or activities for purchase	Q2 2024	
A plan for STEM and makery programs is created	Research and create a proposal on how to repurpose the STEM room	Q4 2024	
Present recommendations for Makery equipment and programming	Conduct field trips to makerspaces and research equipment and policies	Q2 2024	

Project Metrics/Outcomes	Action Steps	Action Step Target Date	Notes/Comments
Civic engagement programs are offered at least 4 times per year	Explore additional programs and services on civic engagement and voter information	Q2 2024	
Information literacy programs are offered at least 2 times per year	Investigate potential presenters and topics	Q2 2024	
A parent resource information packet is created	Research best practices and gather feedback from staff and patrons	Q3 2024	
At least two additional accessibility kits are added each year	Perform annual review of current offerings and explore additional possibilities	ongoing	
At least two additional memory kits are added	Review current kits for possible items to add	Q2 2024	
At least two additional memory kits are added	Investigate potential new kit themes	Q2 2024	
Add two different types of youth specific A/V and streaming devices	Investigate options and budget	Q3 2024	
Add two different types of youth specific A/V and streaming devices	Make decisions on feasibility of additions	Q3 2024	
Equipment for new wireless network is acquired and installed	Replace hardware and equipment for network upgrade	Q1 2024	

Project Metrics/Outcomes	Action Steps	Action Step Target Date	Notes/Comments
Recommendation for alternatives to internet service provider is presented	Research alternatives to the library's current internet service provider, Comcast	Q2 2024	
Proposal for upgrades to technology in meeting spaces is presented	Explore upgrades to A/V equipment (TVs, projectors, etc.) and virtual meeting devices	Q4 2024	
New SRC prize pick-up is offered in at least two South Downers Grove locations	Review and evaluate the previous program and adjust	Q3 2024	
New SRC prize pick-up is offered in at least two South Downers Grove locations	Reach out to previous partners to restablish locations	Q3 2024	
Recommendations for placement and procedures for additional pickup lockers in offsite locations is presented	Reach out to DG Village, District 99 & 58, to explore community partnership for remote pick-up lockers	Q2 2024	
Recommendations for placement and procedures for additional pickup lockers in offsite locations is presented	Reach out to D-Tech to investigate remote locker capabilities	Q1 2024	
Identified potential for expanded home delivery services and a marketing campaign is proposed	Review capacity and need for expansion	Q4 2024	
Report on existing partnerships is presented to the Library Director	Aggregate information about existing partnerships.	Q1 2024	Consider partners that are run by or specifically provide services for HITMPG community members.
Report on existing partnerships is presented to the Library Director	Evaluate and assess current partnership effectiveness utilizing the Guidelines for Partnerships	Q2 2024	

Project Metrics/Outcomes	Action Steps	Action Step Target Date	Notes/Comments
Report on existing outreach initiatives is presented to Library Director	Review summer community outreach partnerships	Q3 2024	Partner with other area libraries and organizations that have alignment in EDI and anti-racism work to further the goals and missions
Report on existing outreach initiatives is presented to Library Director	Look for gaps in partnerships with schools/daycares in the community	Q3 2024	
An EDI glossary for internal libary use is created	Review and aggregate EDI glossaries available and in use	Q3 2024	
Updates to the Personnel Policy are approved by the Board of Library Trustees	Review Personnel Policy for best practices and latest labor statutes	Q1 2024	Compensate staff with differential pay for specialized skills such as using their second language
All new staff will receive consistent and updated information on staff benefits within their first 30 days	Work with Village HR staff to gather information and outline all available benefits	Q1 2024	
All new staff will receive consistent and updated information on staff benefits within their first 30 days	Create benefits training path and resource list that will be accessible to all staff	Q3 2024	
A survey is created and distributed to staff	Reach out to HR Source and other libraries to discuss what tools they used to determine staff compostion and how they incorporated that into benchmarking	Q2 2024	
A proposal for this project is presented to the Library Director	Explore best practices	Q2 2024	
A proposal for this project is presented to the Library Director	Create guidelines and curriculum	Q4 2024	

Project Metrics/Outcomes	Action Steps	Action Step Target Date	Notes/Comments
A proposal for this project is presented to the Library Director	Determine funding needs	Q4 2024	
Benchmark of HITMPGs on staff is established	Explore best practices and training opportunities	Ongoing	
All new staff and Trustees will receive onboarding training within their first 90 days, EDI training within their first 6 months, and ongoing additional training annually	Review existing training with the teams	Q1 2024	Invite the Downers Grove Public Library Foundation to participate in EDI training offered to Trustees and staff
The updated Policy Manual is approved by the Board of Library Trustees	Update Personnel Policy	Q1 2024	

Budget / Costs

Budget / Costs

Budget / Costs

Budget / Costs

Budget / Costs

Budget / Costs

Strategic Focus	Initiative	Project(s)	Project Metrics/Outcomes
Access	Examine building/space to consider physical accessibility, teens, makerspace,	Building/Space Assessment	Building/space assessment presented to the Board of Library Trustees
Access	Expand access to services for youth through new library card initiatives	Implement a universal library card program with Downers Grove schools	All students of Downers Grove schools have access to library cards through their school
Access	Evaluate options for increased security in the building	Explore additions to new security camera system	Recommendations of additions to security camera system are made
Access	Improve services and signage to create a more welcoming library for non-English speakers	Create standards and guidelines for signage and promotional materials	Standards/guidelines created and shared with Board of Library Trustees
Access	Expand access to services for youth through new library card initiatives	Implement a universal library card program with Downers Grove schools	All students of Downers Grove schools have access to library cards through their school
Access	Evaluate options for increased security in the building	Investigate options for building control access	Present building control access options in 2024
Access	Inform our community about our commitment to the privacy and confidentiality of patron information	Develop script for staff to communicate to patrons about commitment to privacy and confidentiality of patron information	Onboarding training includes use of script on privacy and confidentiality of patron information
Access	Improve services and signage to create a more welcoming library for non-English speakers	Get summer reading packets and welcome packets translated into languages requested by District 58	Summer Reading packets are available in at least the top 3 languages requested by District 58
Access	Establish clear expectations and guidelines for respectful behavior through a Code of Conduct and Statement of Service for patrons and staff that are easily accessible in the building and online	Update and refresh the Customer Service Promise to a Statement of Service using staff input	New Statement of Service is presented to the Board of Library Trustees, staff, and public
Access	Inform our community about our commitment to the privacy and confidentiality of patron information	Expand information in marketing materials to inform patrons about commitment to privacy and confidentiality of patron information	New patrons receive at least two items with patron privacy information within 6 months of getting a library card

Strategic Focus	Initiative	Project(s)	Project Metrics/Outcomes
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Continue to add accessibility items to Anything Emporium	At least two additional accessibility kits are added each year
Programs and Services	Upgrade and better define the tween space within the children's area	Creation of tween gaming/social space in the Kids Room adjacent to STEM Room	Tween gaming area opens and Tweens use the space
Programs and Services	Upgrade and better define the tween space within the children's area	Creation of tween gaming/social space in the Kids Room adjacent to STEM Room	Tween gaming area opens and Tweens use the space
Programs and Services	Enhance library facilities that positively impact more community members by connecting them to resources, technology, and services	Improve wireless network connectivity in the building	Equipment for new wireless network is acquired and installed
Programs and Services	Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive activities for them	Create mechanisms for teen feedback and engagement	Teen feedback is obtained and volunteer opportunities are offered each quarter
Programs and Services	Upgrade and better define the tween space within the children's area	Creation of tween gaming/social space in the Kids Room adjacent to STEM Room	Tween gaming area opens and Tweens use the space
Programs and Services	Implement more maker/STEM creativity programs both inside and outside of the building	Investigate best practices for a Makerspace	Present recommendations for Makery equipment and programming
Programs and Services	Increase efforts around all types of literacy (technology, civic, financial, media)	Expand voter information	Civic engagement programs are offered at least 4 times per year
Programs and Services	Increase efforts around all types of literacy (technology, civic, financial, media)	Offer information literacy programming	Information literacy programs are offered at least 2 times per year
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Explore expansion of Memory Emporium collection	At least two additional memory kits are added
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Explore expansion of Memory Emporium collection	At least two additional memory kits are added
Programs and Services	Enhance library facilities that positively impact more community members by connecting them to resources, technology, and services	Explore options for faster and more stable internet access	Recommendation for alternatives to internet service provider is presented
Programs and Services	Enhance teen engagement and services by evaluating changes in teen department structure and providing more frequent/ constructive activities for them	Create mechanisms for teen feedback and engagement	Teen feedback is obtained and volunteer opportunities are offered each quarter

Strategic Focus	Initiative	Project(s)	Project Metrics/Outcomes
Programs and Services	Increase efforts around all types of literacy (technology, civic, financial, media)	Explore offering media/technology literacy classes and information for children and caregivers	A parent resource information packet is created
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Explore addition of youth specific A/V and streaming devices	Add two different types of youth specific A/V and streaming devices
Programs and Services	Expand non-traditional materials borrowing (Anything Emporium)	Explore addition of youth specific A/V and streaming devices	Add two different types of youth specific A/V and streaming devices
Programs and Services	Implement more maker/STEM creativity programs both inside and outside of the building	Reimagine existing spaces and STEM services to include more makery activities	A plan for STEM and makery programs is created
Programs and Services	Enhance library facilities that positively impact more community members by connecting them to resources, technology, and services	Improve technology in meeting spaces (e.g. study and conference rooms)	Proposal for upgrades to technology in meeting spaces is presented
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Attract, retain, and provide opportunities for promotion of HITMPG staff at all levels	Benchmark of HITMPGs on staff is established
Turn Inward	Increase staff investment (training, compensation, benefits, mental health support, family support, parental leave, etc.)	Consider changes to the Personnel Policy to include vacation time revisions, paid parental leave, and tuition reimbursement	Updates to the Personnel Policy are approved by the Board of Library Trustees
Turn Inward	Improve explanation of staff benefits/resources	Create onboarding training on staff benefits	All new staff will receive consistent and updated information on staff benefits within their first 30 days
Turn Inward	Offer and require continuing education for all staff members and the Trustees	Develop a training pathway for staff and Trustee onboarding and ongoing training, including EDI training	All new staff and Trustees will receive onboarding training within their first 90 days, EDI training within their first 6 months, and ongoing additional training annually
Turn Inward	Audit library policies, procedures, and communications strategies using a team that includes HITMPG staff members	Audit Policy Manual with EDI lens	The updated Policy Manual is approved by the Board of Library Trustees
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Explore best practices for surveying/determining inital staff composition for benchmarking purposes	A survey is created and distributed to staff
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Investigate creating an internship program to support HITMPGs to consider a career in libraries	A proposal for this project is presented to the Library Director
Turn Inward	Improve explanation of staff benefits/resources	Create onboarding training on staff benefits	All new staff will receive consistent and updated information on staff benefits within their first 30 days
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Investigate creating an internship program to support HITMPGs to consider a career in libraries	A proposal for this project is presented to the Library Director
Turn Inward	Expand the diversity of DGPL staff to be a better reflection of the community	Investigate creating an internship program to support HITMPGs to consider a career in libraries	A proposal for this project is presented to the Library Director

Strategic Focus	Initiative	Project(s)	Project Metrics/Outcomes
Turn Outward	Investigate the placement of additional pickup lockers or other satellite materials locations around the community	Explore options for placement and procedures of new pickup lockers in off-site location	Recommendations for placement and procedures for additional pickup lockers in offsite locations is presented
Turn Outward	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing partnerships for growth opportunities	Report on existing partnerships is presented to the Library Director
Turn Outward	Investigate the placement of additional pickup lockers or other satellite materials locations around the community	Explore options for placement and procedures of new pickup lockers in off-site location	Recommendations for placement and procedures for additional pickup lockers in offsite locations is presented
Turn Outward	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing partnerships for growth opportunities	Report on existing partnerships is presented to the Library Director
Turn Outward	Expand offsite programs	Reimplement SRC prize pick-up in South Downers Grove	New SRC prize pick-up is offered in at least two South Downers Grove locations
Turn Outward	Expand offsite programs	Reimplement SRC prize pick-up in South Downers Grove	New SRC prize pick-up is offered in at least two South Downers Grove locations
Turn Outward	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing outreach initiatives	Report on existing outreach initiatives is presented to Library Director
Turn Outward	Increase partnerships to expand programs and increase outreach effectiveness and connections	Evaluate existing outreach initiatives	Report on existing outreach initiatives is presented to Library Director
Turn Outward	Create an EDI glossary to establish a common and shared language in collaboration with community members and partners	Create an EDI glossary for internal library use	An EDI glossary for internal libary use is created
Turn Outward	Increase senior services and outreach	Explore campaign for and expansion of home delivery services	Identified potential for expanded home delivery services and a marketing campaign is proposed

Action Steps	Action Step Target Date
Establish a scope of work with Product Architecture	Q1 2024
Work with District 58 to get card form into registration packets	Q1 2024
Review camera coverage	Q1 2024
Identify languages for signage, services, and collections	Q2 2024
Work with District 58 to create a Data Sharing Agreement to furnish DGPL with student information	Q2 2024
Explore building needs with vendors	Q2 2024
Contact area libraries for samples of their scripts	Q2 2024
Investigate translation service	Q3 2024
Create an interdepartmental team and gather feedback on our current Customer Service Promise	Q3 2024
Add sections about patron privacy to the welcome packet and new cardholder email campaign	Q3 2024

Action Steps	Action Step Target Date
Perform annual review of current offerings and explore additional possibilities	ongoing
Purchase and install new gaming equipment	Q1 2024
Rearrange existing furniture to create new social areas	Q1 2024
Replace hardware and equipment for network upgrade	Q1 2024
Create a Teen Advisory Group	Q2 2024
Explore additional furnishings or activities for purchase	Q2 2024
Conduct field trips to makerspaces and research equipment and policies	Q2 2024
Explore additional programs and services on civic engagement and voter information	Q2 2024
Investigate potential presenters and topics	Q2 2024
Review current kits for possible items to add	Q2 2024
Investigate potential new kit themes	Q2 2024
Research alternatives to the library's current internet service provider, Comcast	Q2 2024
Start engagement initiatives, including expansion of teen volunteer opportunities	Q3 2024

Action Steps	Action Step Target Date
Research best practices and gather feedback from staff and patrons	Q3 2024
Investigate options and budget	Q3 2024
Make decisions on feasibility of additions	Q3 2024
Research and create a proposal on how to repurpose the STEM room	Q4 2024
Explore upgrades to A/V equipment (TVs, projectors, etc.) and virtual meeting devices	Q4 2024
Explore best practices and training opportunities	Ongoing
Review Personnel Policy for best practices and latest labor statutes	Q1 2024
Work with Village HR staff to gather information and outline all available benefits	Q1 2024
Review existing training with the teams	Q1 2024
Update Personnel Policy	Q1 2024
Reach out to HR Source and other libraries to discuss what tools they used to determine staff compostion and how they incorporated that into benchmarking	Q2 2024
Explore best practices	Q2 2024
Create benefits training path and resource list that will be accessible to all staff	Q3 2024
Create guidelines and curriculum	Q4 2024
Determine funding needs	Q4 2024

Action Steps	Action Step Target Date
Reach out to D-Tech to investigate remote locker capabilities	Q1 2024
Aggregate information about existing partnerships.	Q1 2024
Reach out to DG Village, District 99 & 58, to explore community partnership for remote pick-up lockers	Q2 2024
Evaluate and assess current partnership effectiveness utilizing the Guidelines for Partnerships	Q2 2024
Review and evaluate the previous program and adjust	Q3 2024
Reach out to previous partners to restablish locations	Q3 2024
Review summer community outreach partnerships	Q3 2024
Look for gaps in partnerships with schools/daycares in the community	Q3 2024
Review and aggregate EDI glossaries available and in use	Q3 2024
Review capacity and need for expansion	Q4 2024