

AGENDA
SHOREWOOD-TROY PUBLIC LIBRARY DISTRICT
BOARD OF TRUSTEES
650 Deerwood Dr., Shorewood, IL 60404 – Meeting Room A

August 10, 2023
General Meeting
7:00 pm

1. Welcome
2. Call to order and roll call of Trustees
3. Changes/Additions to the Agenda
4. Approval of Minutes:
 - Regular Meeting, July 13, 2023
5. Comments from the Public

MEMBERS OF THE PUBLIC ARE INVITED TO SPEAK TO THE BOARD. COMMENTS ARE TO BE LIMITED TO THREE MINUTES OR LESS. DUE TO OPEN MEETINGS ACT RESTRICTIONS, ACTIONS MAY NOT BE TAKEN ON ITEMS NOT ALREADY ON THE AGENDA, BUT ACTION MAY BE DEFERRED TO A LATER BOARD MEETING.
6. Treasurer's Report – July 2023
7. Approval and Payment of Bills
8. Correspondence
9. Librarian's Report
 - a. Director's Report with personnel– Jennie Cisna Mills
 - b. Department Heads
10. Old Business
 - a. Parking Lot (**Discussion**)
11. New Business –
 - a. Recognition of Leslie Lovato, Head of Technical Services, for 15 years of service to the Shorewood-Troy Public Library (**Recognition**)
 - b. Discussion of how to re-invest \$100,000 CD due to mature on 9/15 (**Discussion**)
 - c. Whistle Blower Policy Update (**Approval**)
 - d. Elected Officials Anti-Sexual Harassment Training (**Discussion**)
 - e. Elements desired in Strategic plan (**Discussion**)
12. Other Business
 - a. Announcements
 - b. Agenda-setting for next month (**Discussion**)
 - c. Board talking-point cards
 - d. National Library Card Sign-Up Month is **September**
13. Adjournment

Individuals requiring special accommodations as specified by the Americans with Disabilities Act are requested to notify the Shorewood-Troy Public Library District Director at 815-725-1715 at least 24 hours before the meeting date or by contacting the Director at jmills@shorewoodtroypublib.org

**SHOREWOOD-TROY PUBLIC LIBRARY DISTRICT
BOARD MEETING
July 13, 2023**

The regular meeting of the Shorewood-Troy Public Library Board of Trustees was called to order by the President, Thomas Novinski, at 7:00 p.m. on July 13, 2023. The meeting occurred in Meeting Room A of the Library at 650 Deerwood Dr., Shorewood, IL 60404.

ROLL CALL:

TRUSTEES PRESENT:

- | | |
|------------------|--------------------|
| 1. Vito Schultz | 2. Arthetta Reeder |
| 3. Tracy Caswell | 4. Tom Novinski |
| 5. Bob Stahl | 6. Krysten McGee |

STAFF PRESENT:

Jennie Mills, Director
Cindy Norman, Finance Clerk

VISITORS PRESENT: Paul Mills, Becky Brillon

CHANGES/ADDITIONS TO AGENDA: Trustee Caswell asked if they could add Becky Brillon to the agenda under New Business for her to talk about meeting room chairs on behalf of The Friends of the Library. This was added to New Business A. as a discussion item.

APPROVAL OF MINUTES:

Treasurer Stahl moved that the minutes of the regular meeting on June 8, 2023, be approved. Vice President Schultz seconded the motion. All members voted 'yes' to approve. Vice President Schultz and Trustee McGee abstained.

COMMENTS FROM THE PUBLIC: None

TREASURER'S REPORT:

Cash on Hand Beginning of June 2023	\$ 550,271.88
Cash received during June 2023	594,723.96
Disbursements June 2023	<u>(180,120.42)</u>
Cash on Hand End of June 2023	\$ 964,875.42

Location and Denomination of Cash

Petty Cash	\$ 300.00
General Fund Checking – Chase	18,744.88
Money Market Fund – Chase	459,284.62
Money Market Fund – Old Plank Trail	358,968.85
Payroll Account – Chase	2,447.06
License Plates – Chase	1,133.11
Money Market – Old Plank Trail	22,559.77
PMA Financial CD80197	<u>101,437.13</u>
TOTAL	\$964,875.42

APPROVAL AND PAYMENT OF BILLS:

Vice President Schultz moved that the bills presented for payment be approved. Trustee Reeder seconded the motion. A roll call vote was taken; the motion passed. All Trustees present voted 'yes.'

LIBRARIAN'S REPORT:

- a. Director's Report with personnel
 - Director Mills informed the Board that Staff Day is August 4th. Becky Spratford (from RA for All) will conduct Reader's Advisory Training. The staff will also participate in CPR training and situational training and review.
 - The Per Capita Grant monies received went up due to the population in the District increasing.
 - The Village Story Walk ends in October due to weather. The storyboards aren't permanent fixtures and aren't meant for winter weather. They'll resume in the Spring.
- b. Department Heads
 - Trustee Caswell inquired about the Diversity table on the Tech Services Report asking what percent of DEI in a Library is considered good and what percentage surrounding libraries hold. Director Mills will get those numbers.

OLD BUSINESS:

- a. Director Mills has a meeting with the architect and the engineer at the Village on July 20th. Director Mills will also get from Edgar exactly what is stalling the project so she can work on an extension for the grant. The Board discussed redoing the existing parking lot while waiting for the approval of the new parking lot or making the new parking lot a U shape to take the street out of the equation. Director Mills will talk to Bret about that new concept.

NEW BUSINESS:

- a. Becky Brillon discussed with the Board that the Friends of the Library want to provide new chairs for the meeting room. However, they are still working on raising the funds for this project. The Friends were aware of a chair donation from Glen Ellyn Library of 21 chairs. They want to know if it was OK with the Board if they accepted this donation as a temporary solution until they can raise the money for new chairs. The Board agreed to move forward with this donation as long as the chairs are in decent condition when they pick them up from the Glen Ellyn Library.
- b. Treasurer Stahl moved/Vice President Schultz seconded to file the Tentative Budget & Appropriation Ordinance for FY24 for public review. A roll call was taken, and the motion passed with all Trustees present voting 'yes.'
- c. Trustee Caswell moved/Vice President Schultz seconded to set September 14, 2023, at 6:30 pm for a public hearing on the Budget & Appropriations Ordinance. The motion passed with all Trustees present voting 'yes.'
- d. Vice President Schultz moved/Trustee Reeder seconded opening a secondary General Fund account at Shorewood Bank and Trust in a Max Safe account to take advantage of interest rates; signers to follow routine check signing procedures. Two signatures will be required; the President, Treasurer, and the Director will be designated signers. A roll call was taken, and the motion passed with all Trustees present voting 'yes.'
- e. Vice President Schultz moved/Trustee Reeder seconded to fund the secondary General Fund with \$150,000. A roll call was taken, and the motion passed with all Trustees present voting 'yes.'

- f. President Novinski appointed Tracy Caswell and Krysten McGee to an ad-hoc Personnel Committee to review and create a new Director Evaluation.
- g. Vice President Schultz moved/Trustee Reeder seconded the submission of the Illinois Public Library Annual Report to the Illinois State Library, pending Secretary's minutes' audit. The motion passed with all Trustees present voting 'yes.'

OTHER BUSINESS:

- a. Friends of the Library are putting together a cookbook and need recipes. Trustee Caswell asked each board member to submit a recipe.
- b. Library will be closed for Staff Training Day on Friday, August 4th.
- c. Friends of the Library will attend the Crossroads Vendor Fair on Saturday, August 5th.
- d. Next Decennial Committee meeting will be August 10th at 6:30 p.m.

Trustee Caswell moved/Treasurer Stahl seconded for the meeting to adjourn at 7:44 p.m. with all members present voting 'yes.'

Respectfully submitted,
Cindy Norman, Finance Clerk

How satisfied were you with your visit today?



Would you like to add a comment about the quality of your visit?

The staff was extremely helpful and friendly!



Thank you!

How satisfied were you with your visit today?



Would you like to add a comment about the quality of your visit?

I love the library & so do my kids. I like the organization of the graphic novels & manga. I am not a fan of the seating in the adult section. It's right by the desk & noisy & not peaceful.

How satisfied were you with your visit today?



Would you like to add a comment about the quality of your visit?

Kimberly is very helpful & kind.
we will definitely be back thanks
to her.
5 stars,
★★★★★

How satisfied were you with your visit today? 5/5



Would you like to add a comment about the quality of your visit?

I loved this visit
because of the selection
of movies, books.

I love that the
staff is nice and
kind.

Thank you
Staff

satisfied were you w
your visit today?

2

3

4

5

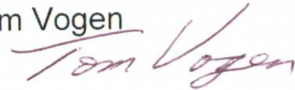
Where do I start a review for an organization that exceeds all of my expectations?

First, your staff is first class! They are knowledgeable, hard working, caring and are really friendly! That applies even to new hires! Do they just emulate the staff or is it a combination of that and great training?

My wife and I use about everything your library offers and I firmly believe your staff performs duties no other library can touch!! I could give you more detail but I'm sure you are aware that Shorewood-Troy Library has no competition when it comes to meeting your patrons' requests!

A huge "thank you" to everyone at my library! I am lucky and proud to be a patron!

Tom Vogen



How satisfied were you with your visit today?



Would you like to add a comment about the quality of your visit?

The staff is always so friendly & welcoming even on Rainy gloomy Saturday.

They always recommend wonderful books.

~~For~~ The lobby coffee needs more creamer.

How satisfied were you with your visit today?



Would you like to add a comment about the quality of your visit?

This is by far the best library I've ever been to.

Everyone is friendly & so so helpful. And all the creative ideas are awesome. Love this place.

Director's Report

August 10th, 2023

Administrative Duties:

- Cindy and I spent a portion of July preparing for the audit by scanning and sending over various documents to the auditors. The on-site part of the audit was completed on July 27th. Mack & Associates anticipates being able to do a presentation to the Board at the September Board meeting.
- The quarterly report for the DCEO (the quarter ending June 30th) was submitted and accepted. Our grant coordinator, Claudette Davis, also indicated that an extension to complete the grant by February 2025 would be granted but should not be filed until November.
- The Whistleblower Policy has been updated to be more comprehensive. The Library's attorney has reviewed it, and it is in your packet for review. Once approved, it will be provided to every new employee and annually given to every employee for review.

Banking

- The new banking account at Wintrust was opened up on July 14th; it had an average interest rate of 5.49% for the time period and earned \$330.10 for the 17 days (a little over half the month) on the balance of \$150,000.00. This is compared to the money market held at Chase, which has an interest rate of .05% and made \$12.37 in interest for the month.

LIMRiCC:

- The Library's Health Insurance Cooperative will update the Intergovernmental Agreement; it will be before the Library board for approval in September. One update is more administrative; it will update the mailing address for payment, etc. The other will include the following changes:
 - For new members to the Cooperative, it will require a two-month payment into reserves to contribute to the reserves pool. This will add to the pool's strength but not financially impact our library.
 - Adds a late payment fee for late payments.
 - Clarifies the amount of notice required for leaving the pool.

Meetings:

- Pinnacle Governing Board Meeting, External (July 21)
- LIMRiCC Board meeting, External (July 20th)
- Pinnacle Meeting regarding Grant Opportunity, External (July 26th)
- Audit on-site, Internal (July 27th)
- Crossroads Outreach & Friends of the Library, External (August 5th)

Technical Services Department Head Report

July 2023

June meetings and events:

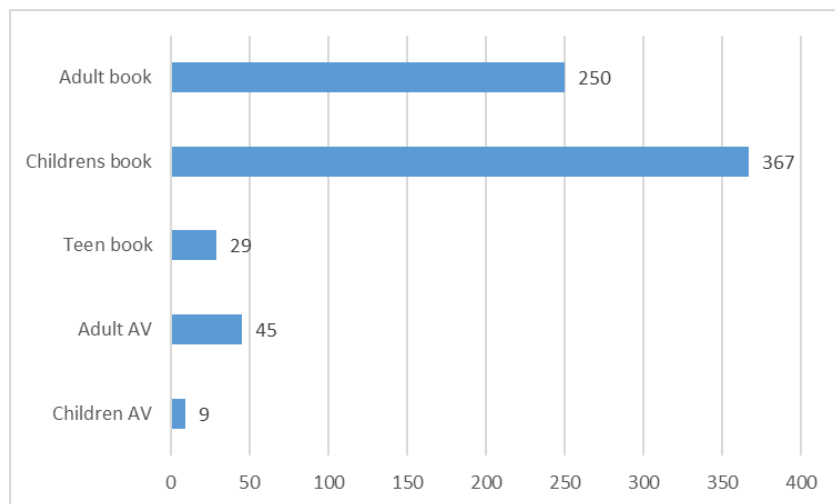
- 7/21 – Department head meeting. Discussed upcoming staff training day and organizing our shared drive.

Current projects:

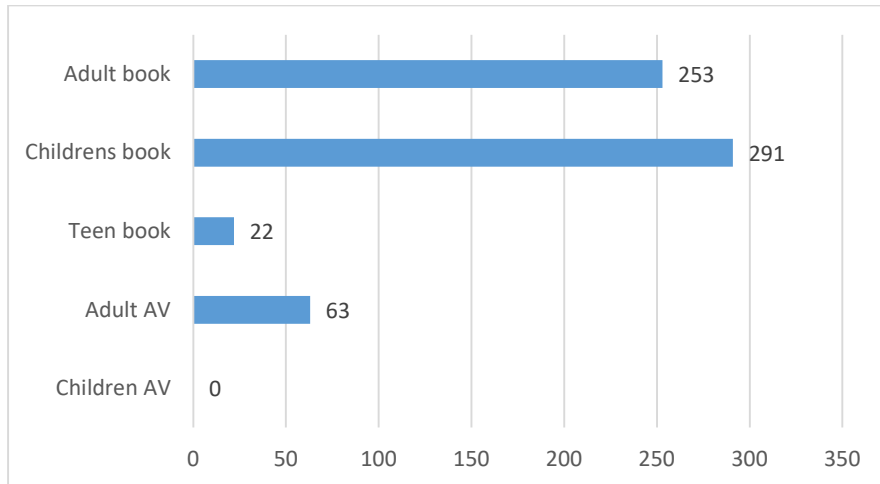
- None

Tech Service Statistics

Items processed, cataloged, and added to the collection in July:



Items ordered in July:



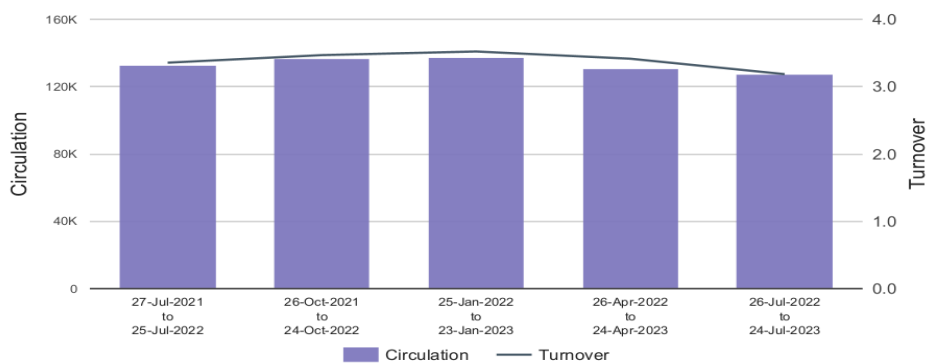
CollectionHQ

Circulation and Turnover

*This graph displays the circulation of the items in our library as well as the turnover of the items. Data is displayed over 5 points in time.

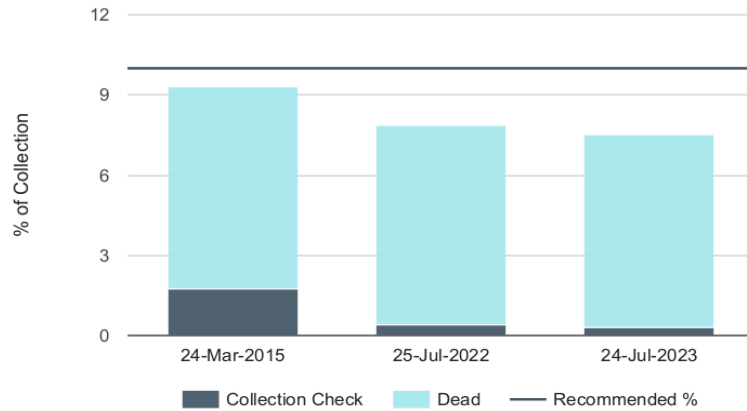
Turnover is the circulation during the date range divided by the number of our items.

The most recent dip is still due to our closure in March.



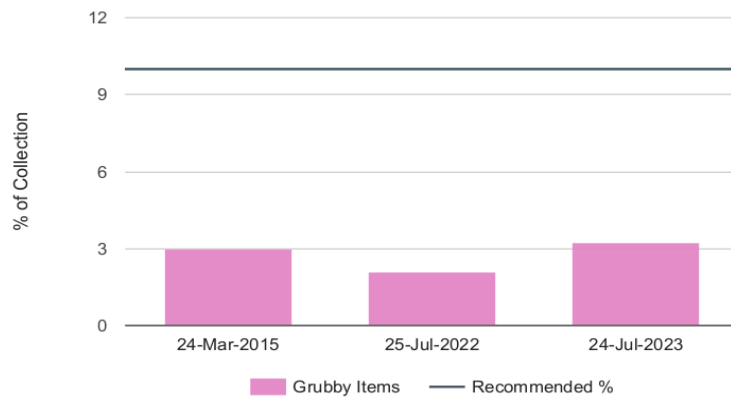
Dead Items – All Audiences

*This graph shows the percentage of items on shelf that have not been checked out in 2+ years. Our Dead percentage is at 7.51% (0.1% increase from last month). Anything under 10% is considered good.



Grubby Items – All Audiences

*This graph shows the percentage of items currently circulating that have had 40+ checkouts. Our grubby percentage is at 3.25% (.17% increase from last month). As with the dead percentage, the goal is to be under 10%.



Diversity, Equity, and Inclusion (DEI)

This is a tool that gives us a snapshot of how diverse our collection is in regards to race, gender, culture, etc.

Items Analyzed this month: 88,224

DEI Items: 15,084 (17.1% of our collection ; no change from last month)



Respectfully submitted,

Leslie Lovato

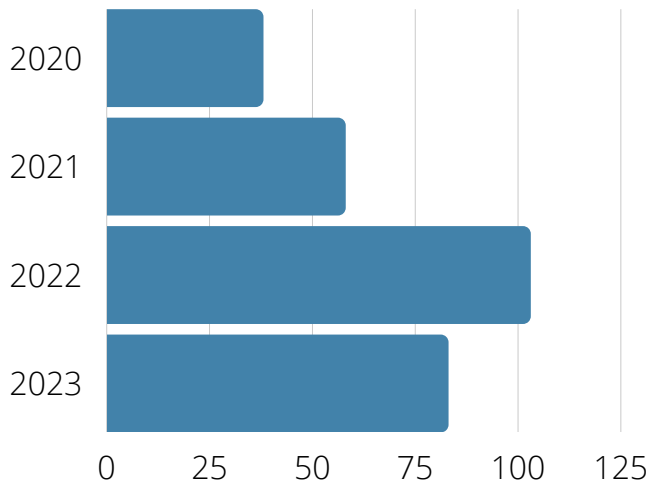
Technical Services Manager

MONTHLY REPORT

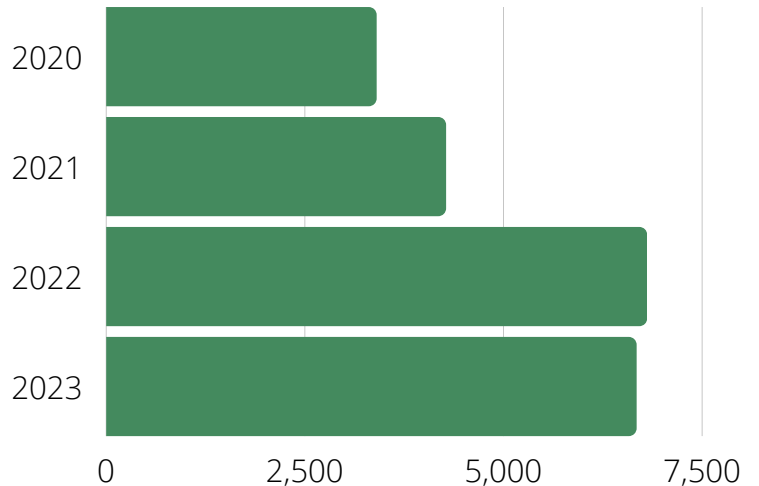
JULY 2023

JULIE HORNBERGER
CIRCULATION MANAGER

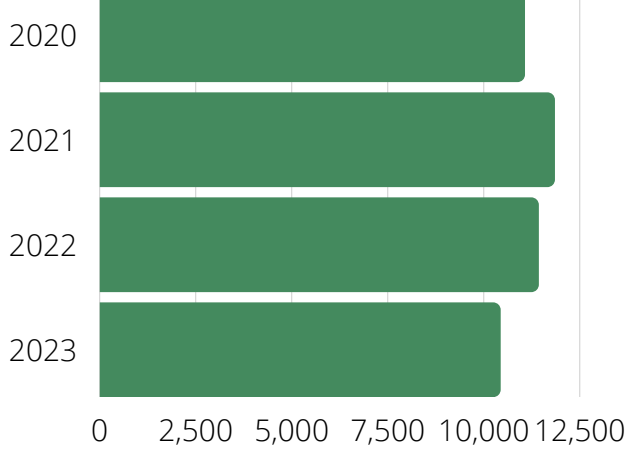
NEW CARDS



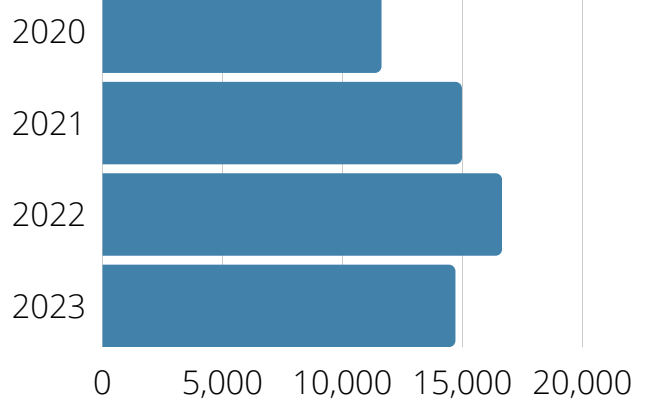
DOOR COUNT



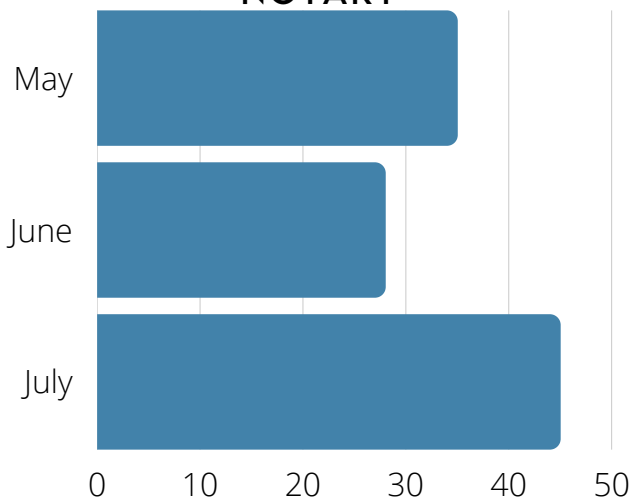
ITEMS CHECKED IN



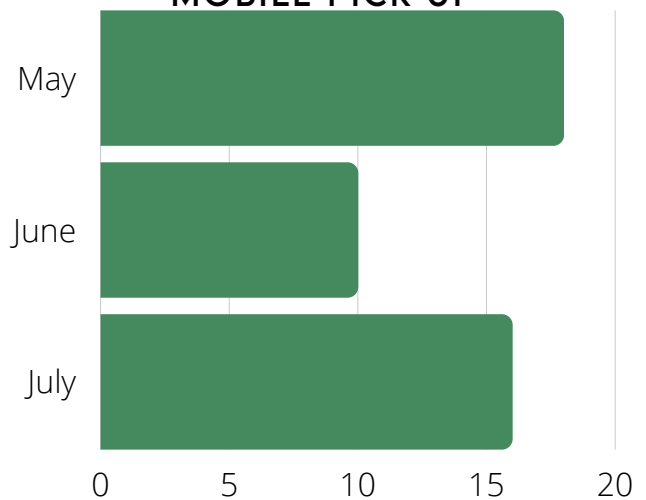
ITEMS CHECKED OUT



NOTARY



MOBILE PICK UP



MONTHLY REPORT

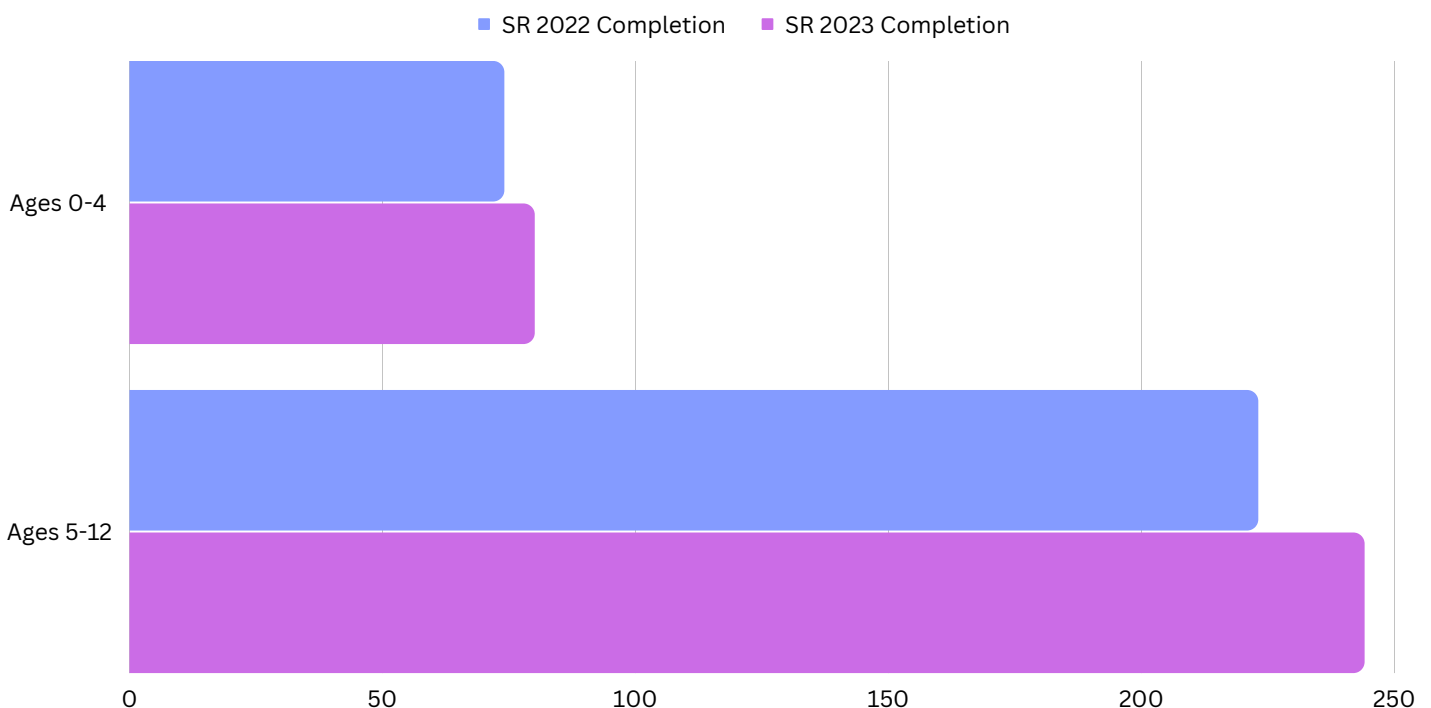
JULY 2023

LORI FREEMAN CHILDREN'S MANAGER

DEPARTMENT UPDATES

PROGRAMMING

We wrapped up Summer Read with 324 completed reading logs putting us at a 55% completion rate! There was a 8% increase in participation with ages 0-4 and 9% increase with ages 5-12 from last years Summer Read!



Children's Outreach

Gina updated the StoryWalk with Sheep Dog and Sheep Sheep by Eric Barclay. On July 20th outreach attended Party in the Park: Christmas in July at village hall. They handed out 44 fun take-and-make craft kits to all the kids who stopped by their table and chatted with 74 residents about upcoming programs the library has to offer.

Deliverables

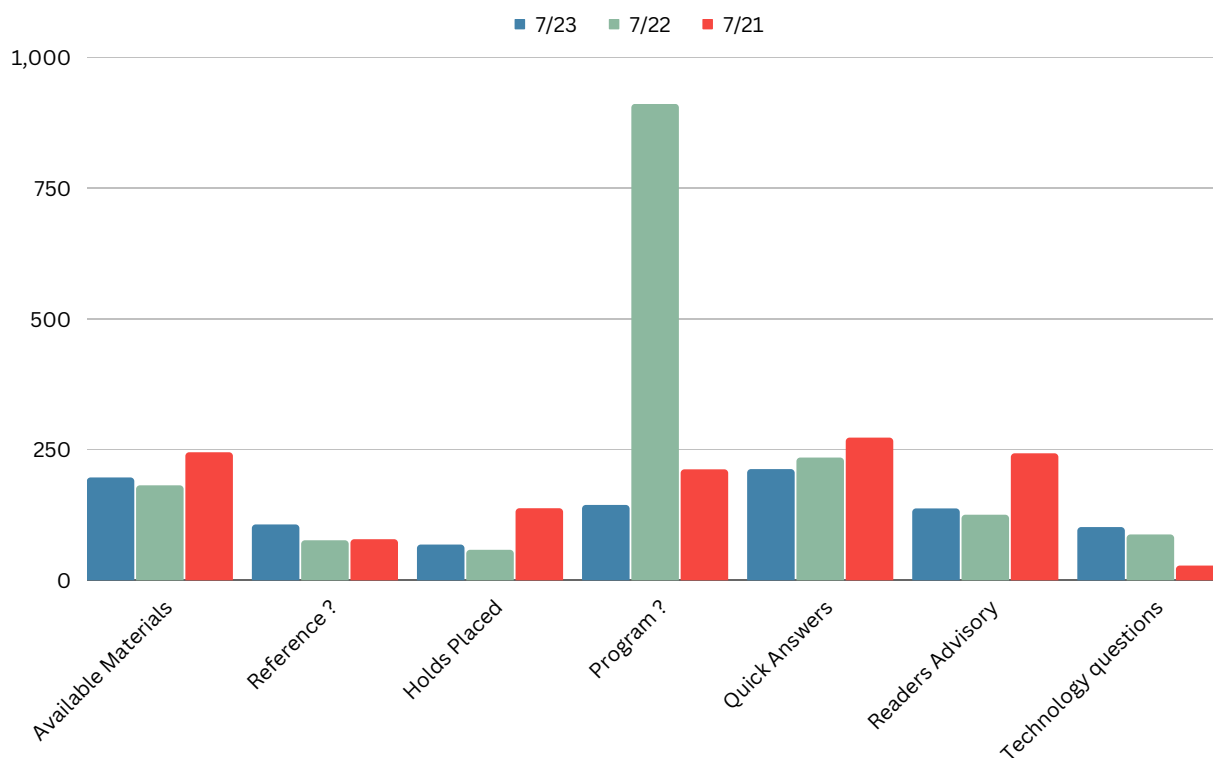
Active Programs



Passive Programs



REFERENCE TRIAGE



Reference Breakdown 7/23/23

We had 196 patrons ask about available materials, 106 ask general reference questions, 68 holds were placed, 144 questions were asked about programs, 212 quick answers were provided, 137 reader's advisory transactions were conducted, and 101 patrons asked about technology. 119 study room reservations were made.

July 2023

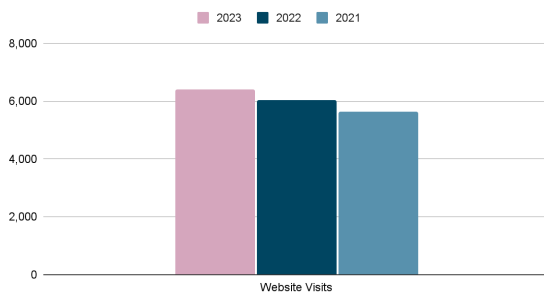
Monthly Board Report

Melissa Almanza, Marketing Specialist

Department Highlights:

This July, I absorbed as much as I could from Mara before she departed on the 12th. I wrapped up another print newsletter cycle and am feeling great about meeting deadlines (happy to report we are back on track). Additionally, I met with PinMark to discuss our large event (Pinnacle & Pints) that will be taking place next spring, and also with Patron Point who provided a lot of tips to increase our email open and click rates. I am excited to apply those changes this August!

July Website Visits

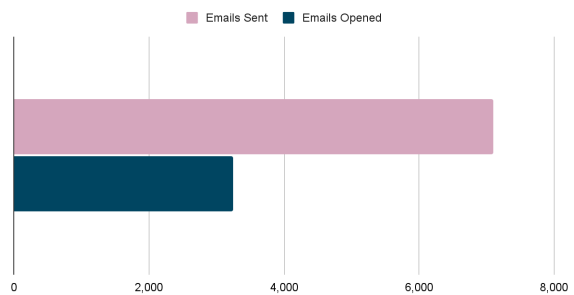


Website Visits:

2023 - 6,418
 2022 - 6,043
 2021 - 5,647

1,920 Unique Visitors

Total eNewsletters Sent vs. Total Read



eNewsletters:

Sent - 7,094
 Read - 3,250
 Clicks - 346

45.81% Read

Program Marketing:

7/2023

Facebook: 1
 Friend: 13
 In-House Signage: 3
 Library Staff: 29
 Website: 179
 Newsletter: 208

7/2022

Facebook: 14
 Friend: 20
 In-House Signage: 8
 Library Staff: 48
 Website: 169
 Newsletter: 280

7/2021

Facebook: 21
 Friend: 20
 In-House Signage: 9
 Library Staff: 8
 Website: 206
 Newsletter: 51

MONTHLY REPORT

JULY 2023

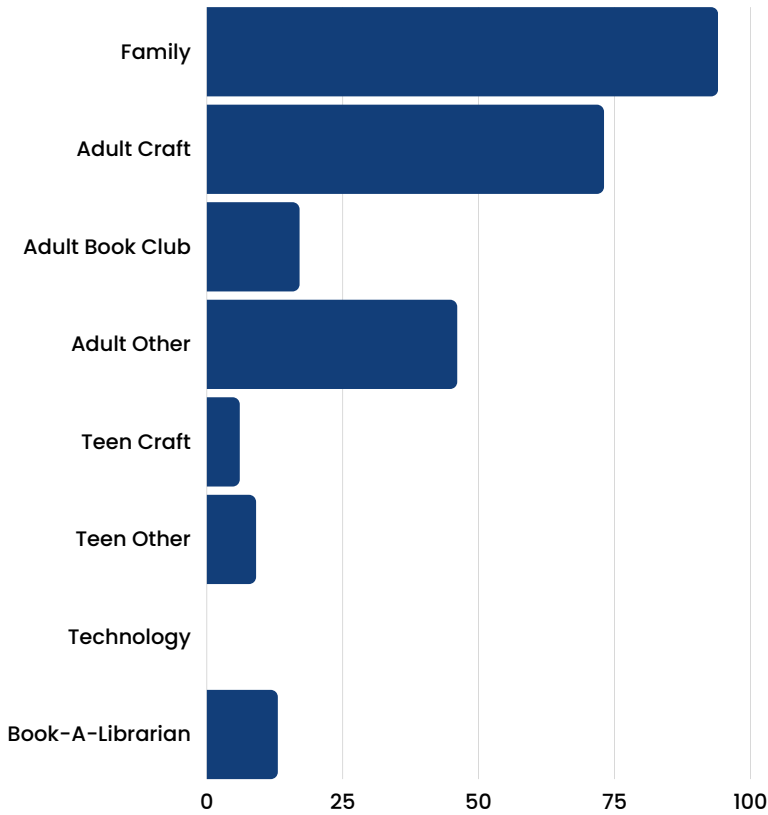
BECKY GOODE

ADULT, TEEN & TECHNOLOGY SERVICES MANAGER

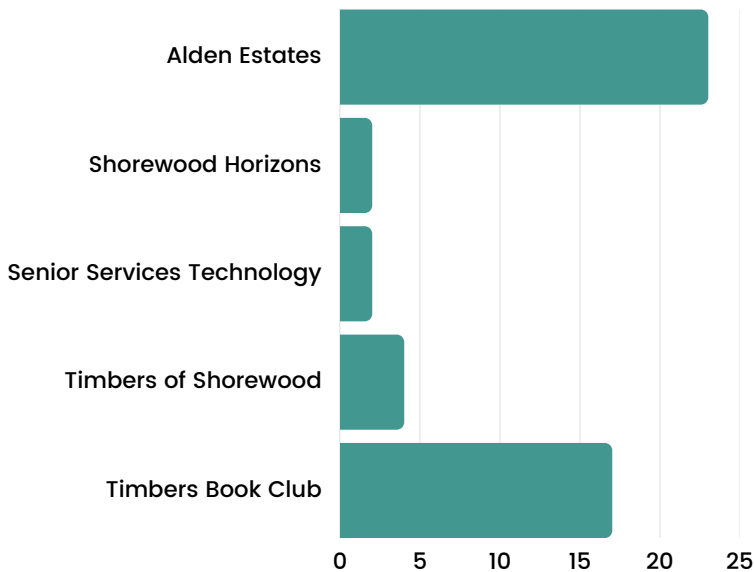
- Adult Services
 - No new projects to discuss.
- Teen Services
 - No new projects to discuss.
- Adult & Teen Outreach
 - No new projects to discuss.
- Technology
 - Our current internet provider (ICN) and phone provider (Rival5) had server updates. All pieces of technology utilizing those services continue to function well.
 - Communico has started updating their Zoom integration (for Zoom based programs), and should finish that update before September 1st.
 - We are evaluating the current computers the library has available for both patrons and staff to see which will need to be replaced this year. Once Legend has completed an updated "report card" on the computers, we will determine how many to replace this fiscal year.

PROGRAMS & OUTREACH

ACTIVE PROGRAMS



OUTREACH PROGRAMS/EVENTS



PASSIVE PROGRAMS

NUMBER OF PROGRAMS: 8
TOTAL PATRONS: 630

SUMMER READ TOTALS:

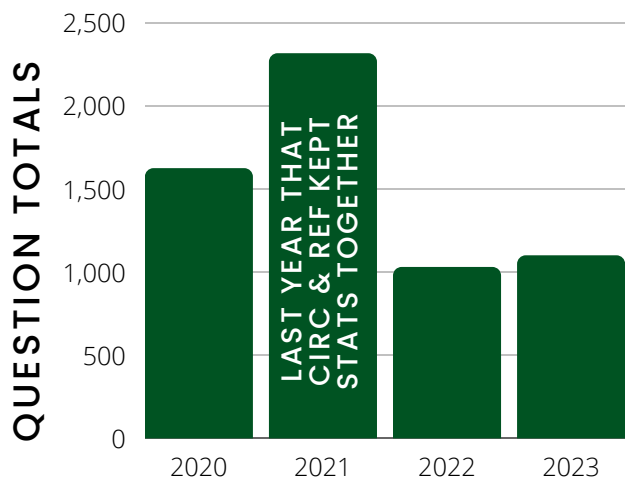
- **OVERALL ATTENDANCE FOR ADULTS & TEENS: 507**
- **ADULT SIGN UPS:**
 - 359 - UP 67% FROM LAST YEAR
- **ADULT COMPLETIONS:**
 - 76
- **TEEN SIGN UPS:**
 - 148 - UP 74% FROM LAST YEAR
- **TEEN COMPLETIONS:**
 - 33

STAFF MEETINGS PROGRAMS & OUTREACH

- **Becky - Adult, Teen & Technology Manager**
 - Adult & Teen Program Meeting
 - Alden Visit w/ Craft x 2
 - CASA Volunteer Training
 - Department Head Meeting
 - Horizons Visit x 1
 - Navi Jar Terrarium
 - Party in the Park Outreach
 - PinDigital Meeting
 - Programming Meeting
 - Senior Services Tech
 - Sunshine Meeting
 - Tai Chi
 - Timbers Book Club
 - Timbers Visit x 1
 - Training Staff on Tech
 - Village Spotlight Meeting
 - Virtual Tai Chi
- **Kimberlee - Adult Programming Coordinator**
 - Adult & Teen Program Meeting
 - Family Craft
 - Grand Bingo
 - Mystery Stitch Along x 4
 - Novel Idea Book Club
 - Proctor
 - Programming Meeting
 - Silent Book Club
 - Sit Stretch Sip
 - Sound Healing Meditation
 - Sunshine Meeting
 - Teen D&D
 - True Story Book Club
 - Virtual Pinterest
 - World of Reptiles
- **Violet - Teen Programming Coordinator**
 - Adult & Teen Program Meeting
 - Dungeons & Dragons x 2
 - Passport Agent Training
 - Phone Charm Craft
 - Teen D&D
 - Tween Time
- **Hailie - Adult & Teen Services Assistant**
 - New Staff Training

STATISTICS

REFERENCE QUESTIONS



TYPES OF REFERENCE QUESTIONS

Holds - when patrons ask for items to be placed on hold for them.

Item Availability - when we search our catalog and/or shelves to see if an item is available for checkout.

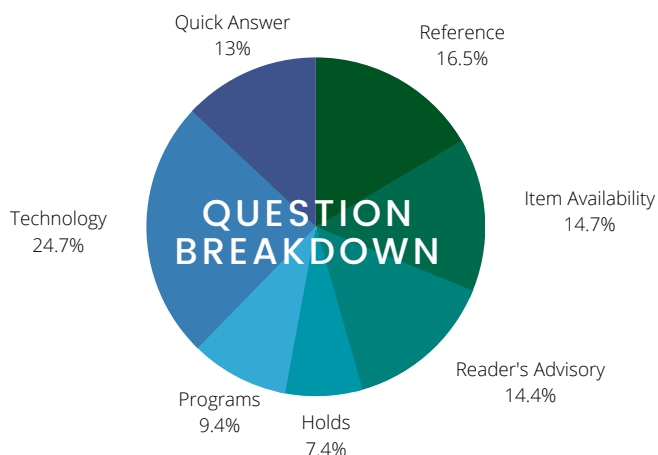
Programs - questions related to library programs for all ages. For example, "What do I need to bring with me to the Tai Chi program?"

Quick Answer - easy to answer questions with quick answers, such as "What time do you open tomorrow?"

Reader's Advisory - reading recommendations based on a conversation with a patron. For example, "Can you help me find a new mystery book? I really like thrillers."

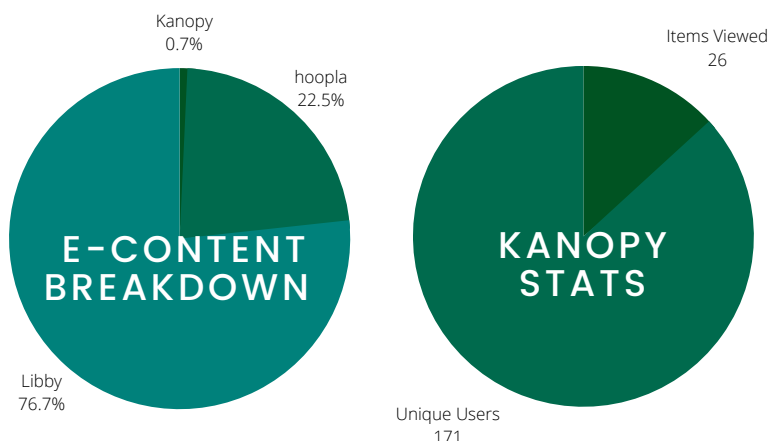
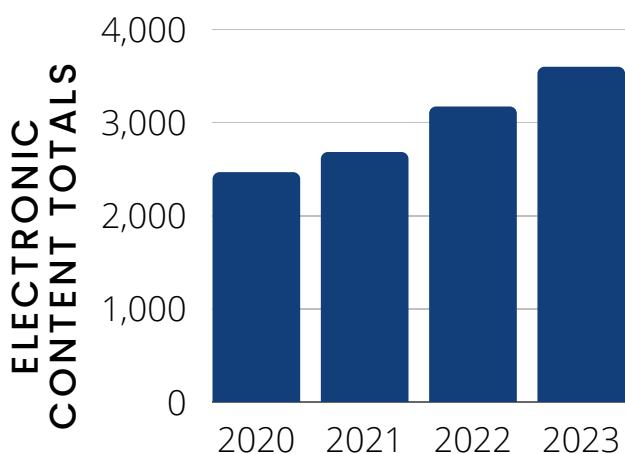
Reference - questions involving research, dealing with passports, license plate renewals, or any other in depth topic. For example, "Where is the closest post office, and how do I get there?"

Technology - questions on computer programs, smart phones, e-readers, or other technology related programs and devices.



ELECTRONIC CONTENT

We have three electronic material platforms, Kanopy (movies and television shows), Libby (e-books and audiobooks), and hoopla (e-books, audiobooks, movies, television shows, graphic novels, and music).



August 10th, 2023

TO: Shorewood-Troy Library Board of Trustees

FROM: Jennie Mills, Director

RE: Parking Lot

I've done my best to keep the Board updated over the past month regarding the parking lot. At this moment in time:

- The Michas' have given the Village the Dedication of the Right-of-Way of the private road.
- With the boundary lines now set, I'm hopeful that the land donation from Michas to the Library will be able to progress; I will have our attorney reach out to Michas' attorney.
- With the Village taking over the road, the parking lot concept will have to shift by approximately 5 feet. This will involve updating the drawings.
- Claudette Davis, our Coordinator at the DCEO, has indicated that the DCEO will extend our grant until February 2025. I can file the paperwork to do that in November of 2023.

August 10, 2023

TO: Shorewood-Troy Public Library Board of Trustees

FROM: Jennie Mills, Director

RE: Leslie Lovato's 15th Anniversary with the Shorewood-Troy Public Library

Leslie Lovato started at the Library in 2008 as one of two staff in the Library's Adult Reference Department. This was when the Adult Reference staff was configured very differently. There weren't any Outreach staff, specific programming staff, or any part-time assistants in Adult Reference, just two Reference Librarians.

Leslie was promoted to Head of Adult Services in 2011 and then received another promotion to Assistant Director. I valued her input, clarity of thought, ability to multi-task, and willingness to take on new projects. While covering for maternity leave for the Library's former Tech Services Manager, Leslie discovered an interest in cataloging and making our library's materials easily discoverable by our patrons – which is an art as much as a science. When the position became available, Leslie transitioned to Head of Technical Services after making her mark on Adult Services.

She served dual duty as Head of Technical Services and Assistant Director for several years but opted to take a step back as her family grew. I'm happy our Library could grant it to her; Leslie impacted the Library in her years as Assistant Director.

Leslie is an outstanding Head of Technical Services. She is always on top of the department's workflow, works with the Public Services managers as they re-organize their materials to assist patrons with locating items, serves as the CollectionHQ expert, and serves on Pinnacle Committees relating to Technical Services.

Leslie is organized, thoughtful, kind, and dedicated to her work. She continually looks towards the bigger picture of making the Library a better place for our patrons and staff.

I value Leslie greatly as an employee, treasure the time I've gotten to know her over the years and look forward to seeing what she brings to Shorewood-Troy Library next.

August 10, 2023

TO: Shorewood-Troy Library Board of Trustees

FROM: Jennie Mills, Director

RE: Re-Investment of \$100,000 CD

The Library holds a CD due to mature on September 15th. The next Board meeting is September 13th, which gives the Board time to take action at the next month's meeting, but I wanted to get a feel for how the board would like to proceed.

CD rates will change over the next month, but I've enclosed a chart for what they were as of 8/03.

6 months:	5.25% CD & 5.35% Treasury
1 year:	5.30% CD & 5.20% Treasury
18 months:	5.20% CD & 5.05% Treasury
2 years:	4.90% CD & 4.75% Treasury

(from Courtney Soesbe at PMA, where they market across a number of banks)

The other option is to cash it out and put it into the Wintrust General Fund Money Market, where it will remain liquid. The interest rate averaged 5.49% in July.

August 10th, 2023

TO: Board of Trustees, Shorewood-Troy Library

FROM: Jennie Mills, Director

RE: Whistleblower Policy

The Library does have a Whistleblower policy in effect, but it needed to be strengthened and have language added that the policy would be given to all new employees and every employee annually. It will go on the calendar to be handed out to every employee now, after approval, and then on July 1 going forward.

Shorewood-Troy Public Library District

Whistleblower Protection Policy

I. Purpose

The Library District provides whistleblower protections in two important areas: confidentiality and against retaliation. The confidentiality of a whistleblower will be maintained to the extent allowable by law. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their legal rights of defense. A whistleblower may also waive confidentiality in writing. The Library District will not retaliate against a whistleblower. This includes but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, poor work assignments, and threats of physical harm. Any whistleblowers who believe they are being retaliated against must submit a written report to the Auditing Official within 60 days of gaining knowledge of the retaliatory action. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

II. Definitions

- a. Whistleblower means an employee, as defined in Section II of this policy, of the Library District who:
 - i. Reports an improper governmental action as defined under 50 ILCS 105/4.1 (hereinafter Section 4.1);
 - ii. Cooperates with an investigation by an Auditing Official related to a report of improper governmental action; or,
 - iii. Testifies in a proceeding or prosecution arising out of an improper governmental action.

- b. Auditing Official means any elected, appointed, or employed individual, by whatever name, in the Library District whose duties may include: receiving, registering, and investigating complaints and information concerning misconduct, inefficiency, and waste within the Library District investigating the performance of officers, employees, functions and programs; and, promoting economy, efficiency, effectiveness, and integrity in the administration of the programs and operations of the Library District.

The Auditing Official shall be the Director. The backup Auditing Official shall be the President of the Library Board of Trustees.

- c. Employee means anyone employed by the Library District, whether in a permanent or temporary position, including full-time, part-time, and intermittent workers. The employee also includes members of appointed boards or commissions, whether paid or unpaid.

The employee also includes persons who have been terminated because of any report or complaint submitted under Section 4.1.

- d. Improper governmental action means any action by an employee of the Library District; an appointed member of a board, commission, or committee; or an elected official of the Library District that is undertaken in violation of a federal or state law or local ordinance; is an abuse of authority; violates the public's trust or expectation of their conduct; is of substantial and specific danger to the public's health or safety; or, is a gross waste of public funds. The action need not be within the scope of the employee's, elected officials, board members, commission member, or committee member's official duties to be subject to a claim of "improper governmental action."
 - i. Improper governmental action does not include the Library District's personnel actions, including, but not limited to, employee grievances, complaints, appointments, promotions, transfers, assignments, reassignments, reinstatements, restorations, reemployment, performance evaluations, reductions in pay, dismissals, suspensions, demotions, reprimands or violations of collective bargaining agreements, except to the extent that the action amounts to retaliation.
- e. Retaliate, retaliation, or retaliatory action means any adverse change in an employee's employment status or the terms and conditions of employment that results from an employee's protected activity under Section 4.1. Retaliatory action includes, but is not limited to, denial of adequate staff to perform duties; frequent staff changes; frequent and undesirable office changes; refusal to assign meaningful work; unsubstantiated letters of reprimand or unsatisfactory performance evaluations; demotion reduction in pay; denial of promotion; transfer or reassignment; suspension or dismissal; or, other disciplinary action made because of an employee's protected activity under Section 4.1.

III. Duties of an Auditing Official

Each Auditing Official shall establish written processes and procedures consistent with the terms of this policy and best practices for investigations for managing complaints filed under Section 4.1. Each Auditing Official shall investigate and dispose of reports of improper governmental action in accordance with these processes and procedures and all other provisions of Section 4.1.

The Auditing Official must provide each employee a written summary or a complete copy of Section 4.1 upon commencement of employment and at least once each year of employment. At the same time, the employee shall also receive a copy of the written process and procedures for reporting improper governmental actions from the applicable Auditing Official.

Auditing Officials may reinstate, reimburse for lost wages or expenses incurred, promote or provide some other form of restitution.

In instances where an Auditing Official determines that restitution will not suffice, the Auditing Official may make their investigation findings available for the purposes of aiding in that employee's, or the employee's attorney's, effort to make the employee whole.

Auditing Officials are responsible for reading the full context of Section 4.1 and complying with all requirements.

IV. Duties of an Employee

All reports of illegal and dishonest activities will be promptly submitted to the Auditing Official, who is responsible for investigating and coordinating corrective action.

If an employee has knowledge of, or a concern of, improper governmental action, the employee shall make a written report of the activity to the Auditing Official. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; a designated Auditing Official is charged with these responsibilities.

V. Defend Trade Secrets Act (18 U.S.C. § 1836) Compliance:

Section 7(b): "Immunity from Liability for Confidential Disclosure of a Trade Secret to the Government or in a Court Filing:

(1) Immunity - An individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that - (A) is made-(i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney; and, (ii) solely for the purpose of reporting or investigating a suspected violation of law; or, (B) is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

(2) Use of Trade Secret Information in Anti-Retaliation Lawsuit-An individual who files a lawsuit for retaliation by an employer for reporting a suspected violation of law may disclose the trade secret to the attorney of the individual and use the trade secret information in the court proceeding if the individual-(A) files any document containing

the trade secret under seal; and, (B) does not disclose the trade secret, except pursuant to a court order."

VI. Employee Acknowledgement

Employees are required to sign a written acknowledgment that they have received, read, and understand this Policy and to submit that acknowledgment to the Auditing Official or other designated official of the Library District. The form that follows on page four of this policy will satisfy this requirement upon receipt.

DRAFT AUGUST 10, 2023

Addenda:

Public Officers Prohibited Activities Act

Section 4.1

(50 ILCS 105/4.1)

Sec. 4.1. Retaliation against a whistleblower.

(a) It is prohibited for a unit of local government, any agent or representative of a unit of local government, or another employee to retaliate against an employee or contractor who:

- (1) reports an improper governmental action under this Section;
- (2) cooperates with an investigation by an auditing official related to a report of improper governmental action; or
- (3) testifies in a proceeding or prosecution arising out of an improper governmental action.

(b) To invoke the protections of this Section, an employee shall make a written report of improper governmental action to the appropriate auditing official. An employee who believes he or she has been retaliated against in violation of this Section must submit a written report to the auditing official within 60 days of gaining knowledge of the retaliatory action. If the auditing official is the individual doing the improper governmental action, then a report under this subsection may be submitted to any State's Attorney.

(c) Each auditing official shall establish written processes and procedures for managing complaints filed under this Section, and each auditing official shall investigate and dispose of reports of improper governmental action in accordance with these processes and procedures. If an auditing official concludes that an improper governmental action has taken place or concludes that the relevant unit of local government, department, agency, or supervisory officials have hindered the auditing official's investigation into the report, the auditing official shall notify in writing the chief executive of the unit of local government and any other individual or entity the auditing official deems necessary in the circumstances.

(d) An auditing official may transfer a report of improper governmental action to another auditing official for investigation if an auditing official deems it appropriate, including, but not limited to, the appropriate State's Attorney.

(e) To the extent allowed by law, the identity of an employee reporting information about an improper governmental action shall be kept confidential unless the employee waives confidentiality in writing. Auditing officials may take reasonable measures to protect employees who reasonably believe they may be subject to bodily harm for reporting improper government action.

(f) The following remedies are available to employees subjected to adverse actions for reporting improper government action:

(1) Auditing officials may reinstate, reimburse for lost wages or expenses incurred, promote, or provide some other form of restitution.

(2) In instances where an auditing official determines that restitution will not suffice, the auditing official may make his or her investigation findings available for the purposes of aiding in that employee or the employee's attorney's effort to make the employee whole.

(g) A person who engages in prohibited retaliatory action under subsection (a) is subject to the following penalties: a fine of no less than \$500 and no more than \$5,000, suspension without pay, demotion, discharge, civil or criminal prosecution, or any combination of these penalties, as appropriate.

(h) Every employee shall receive a written summary or a complete copy of this Section upon commencement of employment and at least once each year of employment. At the same time, the employee shall also receive a copy of the written processes and procedures for reporting improper governmental actions from the applicable auditing official.

(i) As used in this Section:

"Auditing official" means any elected, appointed, or hired individual, by whatever name, in a unit of local government whose duties are similar to, but not limited to, receiving, registering, and investigating complaints and information concerning

misconduct, inefficiency, and waste within the unit of local government; investigating the performance of officers, employees, functions, and programs; and promoting economy, efficiency, effectiveness and integrity in the administration of the programs and operations of the municipality. If a unit of local government does not have an "auditing official", the "auditing official" shall be a State's Attorney of the county in which the unit of local government is located.

"Employee" means anyone employed by a unit of local government, whether in a permanent or temporary position, including full-time, part-time, and intermittent workers. "Employee" also includes members of appointed boards or commissions, whether or not paid. "Employee" also includes persons who have been terminated because of any report or complaint submitted under this Section.

"Improper governmental action" means any action by a unit of local government employee, an appointed member of a board, commission, or committee, or an elected official of the unit of local government that is undertaken in violation of a federal, State, or unit of local government law or rule; is an abuse of authority; violates the public's trust or expectation of his or her conduct; is of substantial and specific danger to the public's health or safety; or is a gross waste of public funds. The action need not be within the scope of the employee's, elected officials, board member's, commission member's, or committee member's official duties to be subject to a claim of "improper governmental action." "Improper governmental action" does not include a unit of local government personnel actions, including, but not limited to, employee grievances, complaints, appointments, promotions, transfers, assignments, reassignments, reinstatements, restorations, reemployment, performance evaluations, reductions in pay, dismissals, suspensions, demotions, reprimands, or violations of collective bargaining agreements, except to the extent that the action amounts to retaliation.

"Retaliate", "retaliation", or "retaliatory action" means any adverse change in an employee's employment status or the terms and conditions of employment that results from an employee's protected activity under this Section. "Retaliatory action" includes, but is not limited to, denial of adequate staff to perform duties; frequent staff changes; frequent and undesirable office changes; refusal to assign meaningful work; unsubstantiated letters of reprimand or unsatisfactory performance evaluations; demotion; reduction in pay; denial of promotion; transfer or reassignment; suspension or dismissal; or other disciplinary action made because of an employee's protected activity under this Section.

(Source: P.A. 101-652, eff. 7-1-21; 102-813, eff. 5-13-22.)

Address for complete Public Officers Prohibited Activities Act

<https://www.ilga.gov/legislation/ilcs/ilcs3.asp?ActID=689&ChapterID=11>

Procedures for Review and Resolution of Whistleblower and Retaliation Complaints Brought Pursuant to Whistleblower Protection Policy

As directed in the policy, all whistleblower and retaliation claims should be reported to the Director (as Auditing Official) or, in the event the Director is unavailable and/or named in the complaint, to the backup Auditing Official, the President of the Library Board of Trustees. These individuals have the authority to appoint other members of the management team, Board, and/or outside counsel or consultants to assist with the investigation.

Upon receiving such a report, the Auditing Official, or their designee, will consult with the Library's attorney to determine whether the claim falls under the whistleblower policy and, if so, how to best proceed.

Employment-related concerns, including, but not limited to, harassment, discrimination, bullying, and other such work-related complaints, are not covered by this policy.

Confidentiality of the individual making the complaint, as well as any witnesses, will be respected consistent with the Library's need to investigate and the Act.

After a written complaint is received by the Auditing Official, a written acknowledgment notice may be sent to the complainant.

The Auditing Official, or their designee, may meet with the complainant, respondent, and/or other witnesses as a part of the investigation. The Auditing Official, or their designee, has the authority to conduct multiple interviews if needed. The Auditing Official, or their designee, may also request written statements and/or other documentation that may be pertinent to the resolution of the complaint.

If it is determined that the conduct that is the subject of the complaint involves fraud or illegal/egregious conduct, the auditing official, or their designee, has the authority to conduct the investigation in a more formal manner. This may include a report to law enforcement agencies.

Upon completion of the investigation, the complainant and respondent will be notified that the investigation has ended and the decision made. This notification may take place orally or in writing. If the Auditing Official, or their designee, determines this policy has been violated, the Board will be notified. Remedies and discipline for policy violations will be in accordance with applicable law.

**Shorewood-Troy Public Library District
Employee Acknowledgement of Whistleblower Protection Policy**

I confirm that I have received, read, and understand the Whistleblower Protection Policy for employees of the Shorewood-Troy Public Library District.

I understand that as an employee, it is my responsibility to abide by this policy. If I have questions about the policy, I understand it is my responsibility to seek clarification from the Library Director for this policy.

Print Name: _____

Employee Signature: _____

Date: _____

August 10, 2023

TO: Board of Trustees, Shorewood-Troy Library

FROM: Jennie Mills, Director

RE: Elected Officials Anti-Sexual Harassment Training

Elected Officials and all Library Staff need to go through anti-Sexual Harassment training due to Illinois State Law. As part of our coverage through LIRA (our insurance coverage for property & casualty, worker's comp, directors & officers insurance, etc.), LIRA offers the Library web-based training that meets State of IL requirements paid for through our existing premiums.

Next week, you should receive an email from "Brit Teams" letting you know that there is training to take. I'll also send an email letting you know the link will be going out. The web-based training will take approximately 50 minutes, and a certificate will be at the end. Please forward me a copy of the certificate once the training is completed for the Library's files.

If you need a computer for the training, you may use a library's computer! Just let me know, and we'll get you set up 😊.

The training will be an annual requirement, and I'll ensure it's sent out every August.

August 10, 2023

TO: Shorewood-Troy Library Board of Trustees

FROM: Jennie Mills, Director

RE: Elements Desired in a Strategic Plan

At the end of July, I sent out a draft of a Request for a Proposal for a Consultant for a Strategic Plan. This is because it's sometimes helpful to have something to refer to when discussing what it might look like. The Draft RFP is also included in your packet.

However, there are things that might be useful to think about when talking about a potential strategic plan:

- Community Focus Groups. How many? Who are the Library's stakeholders?
- Community Surveys. These should be consultant designed.
- Staff surveys. These should be consultant-designed and perhaps designed to be "re-ran" periodically. Otherwise, there's a risk of a static moment-in-time flash rather than a more dynamic image.

What is the board envisioning as being part of the Strategic Planning process?

Strategic Planning Request for Proposal August 10, 2023

A. Objective

- The Shorewood-Troy Public Library District (STPLD) seeks a consultant to develop a comprehensive 3 to 5-year strategic plan for the library that includes a significant community research component.

B. Deadline for receipt:

- Proposals must be received via email before 9:00 AM Wednesday, September 6, 2023. Proposals should be addressed to Jennie Mills, Director, Shorewood-Troy Public Library District, and emailed to jmills@shorewoodtroylibrary.org.

C. Inquiries

- Inquiries must be made via email. Please address all inquiries to: jmills@shorewoodtroylibrary.org. Telephone inquiries will not be addressed. Answers will be provided within 3 business days. All questions must be received no later than Friday, September 1, 2023, at 5:00 PM.

D. Background

- The Shorewood-Troy Public Library District in Shorewood, Illinois (pop. 21,780), is located at the intersection of I-80 and I-55. The library's physical collection includes about 37,000 items and 40,000 digital items, with an annual circulation of 185,000. The staff consists of 13.5 FTEs working in a 15,000 sq. facility, open 60 hours per week. The library is a member of the Pinnacle Library Cooperative, a six-member LLSAP. The Operating Budget in FY24, excluding capital expenditures, is anticipated to be \$1.7 million.

Shorewood, IL, has a significant population of both younger and older residents. 23% of the population is under the age of 18; 19% of the population is over the age of 65. The median household income of Shorewood is \$111,000. Parts of the Library District, however, do include portions of Joliet and Channahon, as well.

Only 26% of Shorewood-Troy District residents are registered cardholders, a statistic that the library seeks to increase. Because of this, STPLD is looking for a strategic planning facilitator who can provide a community research and/or survey process that is targeted at the 74% of non-cardholders, in addition to the standard patron and stakeholder input process. Scope of Work

STPLD is seeking an experienced, professional facilitator to perform the following:

- Facilitate the strategic planning process using a methodology effective for public libraries.
- Gather data through community research that focuses on library users, non-users, and community stakeholders (including board and staff) to identify library needs/wants as well as

ways to increase cardholder registration and library usage.

Community input is a key component of this planning process and may include:

- i. Focus groups / public input sessions / individual interviews
 - ii. Paper/online survey
 - iii. Phone follow-up interviews
 - iv. Other methods, as identified by the consultant
- Facilitate planning meetings and public, board, and staff input sessions.
 - Develop a new mission statement, make revisions as required, and create core values.
 - Identify service priorities, goals, objectives, and activities.
 - Write and present the strategic plan that will be communicated to the library's stakeholders.
The final deliverable should include:
 - i. An up-to-date community profile and identification of community markets.
 - ii. An assessment of the library's environment, including evaluation of strengths and weaknesses, quality of services, reputation, etc.
 - iii. Specification of the mission and core values of the organization.
 - iv. Clearly defined priorities, goals, and objectives that are measurable and for which the library will hold itself accountable.
 - v. Specification of a built-in process of regular review, evaluation, and adjustment to the plan resulting from economic, demographic, or political changes.
 - All raw and summary data will be delivered to STPLD at the conclusion of the planning process.
 - Please provide individualized pricing for each component should the District opt not to proceed with all pieces of the plan.

E. Proposal Content Requirements

1. A cover letter providing a brief description of the firm or individual, name, address of consultant, telephone number, and email of the principal contact person.
2. Executive summary of the highlights of the proposal, not to exceed one page in length, and conveying the consultant's understanding of the purpose and expected outcomes of the project.
3. A list of key personnel who would be involved in the process and their expertise/experience. If you plan to contract with a third-party vendor to conduct the community research component, please identify what firm you plan to use.
4. A summary of the consulting firm's qualifications and relevant experience. The successful firm and its subcontractors will have demonstrated expertise in library operations, services, trends, and functions, as well as strategic planning experience.
5. A work plan that includes a description of the methodology, tasks, timeline, and estimated total amount of time that would be spent on the project. Responses that fail to include a timeline will not be considered.
6. Exclusions or exceptions. Note any parts of the proposal that is beyond the expertise of the consultant or would be better handled by local library staff.

7. A schedule of costs that includes consulting, supplies, number of onsite visits and cost per trip, and other costs associated with the planning process. Costs for data gathering and analysis (community research component) must be listed separately.
8. References and contact information for three organizations for which the facilitator has provided strategic planning services. One of the three references must be a public library.

F. RFP Standards and Selection Criteria

- STPLD reserves the right to cancel the award of the contract at any time before the execution of the contract by both parties. The responding consultants bear sole risk and responsibility for costs incurred in the preparation of the proposal.
- No library board or staff member shall have a financial interest in this proposal.
- In cases of disputes over differences of opinions as to the services in the proposal, the decision of STPLD shall be final.
- STPLD reserves the right to ask for clarification in the proposal if the need arises and to select a planning consultant based directly on the proposal or to negotiate further with one or more respondents.
- STPLD reserves the right to reject any or all responses to this RFP.
- The proposal will be evaluated by STPLD and will include the following criteria:
 - i. Responsiveness of the written proposal to the purpose and scope of the project.
 - ii. Demonstrated knowledge, skills, and experience in conducting strategic planning projects for public libraries.
 - iii. Methodology and timeline for carrying out tasks in the scope of work.
 - iv. Cost to complete the process.
 - v. Ability to meet deadlines and operate within budget.
 - vi. Positive experience and success in strategic and library planning; satisfactory performance record (references).

G. RFP and Planning Process Timeline

- Proposals must be received via email before 9:00 AM, Wednesday, September 6th, 2023.
- All questions must be received no later than Friday, September 1st, at 5:00 PM.
- Consulting firm selected and confirmed at Thursday, September 14th, STPLD Board meeting.
- Strategic planning process no later than January 2024.
- A draft report/plan and executive summary are to be submitted to the Library Director three weeks in advance of the final deliverable due date.
- Final deliverable to be presented in person at the May 2024 STPLD Board meeting.

August 10, 2023

TO: Board of Trustees, Shorewood-Troy Library

FROM: Jennie Mills, Director

RE: Other Business – Talking Point Cards

Another Library Director recently mentioned an idea that I thought was a neat takeaway – Talking points cards for the Board over the next month to share with people in the community about the Library. I put a sample card for the next month (running from tonight through September 13th, the next Board meeting) in your packet. If you don't like it, I won't do it next month 😊.

This month's topics:

- National Library Card Sign-Up Month is September.
- You can sign up for a library card online – especially great if you want only to access OverDrive or Hoopla. The online version checks against a database to verify your address to check that you live in our district.
- There is a library-wide bookmark contest for all ages (broken-down into age categories. Adults aren't competing against children). Winning bookmarks will be printed professionally, in limited quantities, and distributed at public services desks in honor of National Library Card Sign-up Month. This is a take-and-Make program on September 11th.
- The Julia Child: Her Life in France program on August 22nd at 6:30 pm.

One point that isn't on the card (because of the time frame) is that the Friends Booksale is September 15th and 16th. If you have books to donate, please bring them to the Library.