

PUBLIC NOTICE
AGENDA FOR THE REGULAR MEETING OF THE BOARD OF
LIBRARY TRUSTEES OF THE VILLAGE OF CAROL STREAM
Carol Stream Public library
616 Hiawatha Drive
Carol Stream, IL 60188

DATE: November 19, 2025
PLACE: Library Meeting Room

TIME: 7:00 p.m.

All matters on the agenda may be discussed, amended, and acted upon.

In accordance with requirements of the Illinois Open Meetings Act #5ILCS 120/2.06, portions of this meeting may be conducted in closed session.

1. WELCOME AND CALL TO ORDER – Board President
2. PLEDGE TO THE FLAG
3. ROLL CALL
4. PUBLIC PARTICIPATION
5. ADOPTION OF THE CONSENT AGENDA*
6. APPROVAL OF MINUTES
 - 6.1 Minutes of the Regular Board Meeting of October 15, 2025
7. MONTHLY REPORTS OF THE TREASURER
 - 7.1 Accept the Monthly Financial Statements of the Treasurer for the Period Ending October 31, 2025
8. NEW BUSINESS
 - 8.1 Review of Fiscal Year 2025 Audit with Sikich Representative
 - 8.2 Acceptance of 2025 Audit as Presented
 - 8.3 Recommendation, Re: Approval of Loan Payment to Village of Carol Stream
 - 8.4 Recommendation, Re: Approval of Renewal of Complete Cleaning Contract for Cleaning Services
 - 8.5 Discussion: 2026 Per Capita Grant Requirements-Review of *Serving our Public 4.0, Standards for Illinois Public Libraries*
9. DISBURSEMENTS
 - 9.1 Approval of Disbursements of October 1-31, 2025 plus the Addendum for the Meeting of November 19, 2025
10. REPORT OF THE LIBRARY DIRECTOR
11. MONTHLY STAFF REPORTS

12. UNFINISHED BUSINESS

None

13. BOARD MEMBER REPORTS

14. ADJOURN

Next Resolution: #308

Katelyn Foehner, Secretary
Board of Library Trustees

**A consent agenda allows Board members to vote on a group of items en bloc (as a group) not requiring discussion. This practice can save meeting time by allowing the Board to approve the group of items together in one motion. Items they wish to discuss are declared "off" by a Board member during the establishment of the consent agenda.*

MINUTES FOR THE REGULAR MEETING OF THE BOARD OF LIBRARY TRUSTEES
OF THE VILLAGE OF CAROL STREAM
Carol Stream Public Library
515 Hiawatha Drive Carol Stream, IL 50188

DATE: October 15, 2025

TIME: 7:00 p.m.

PLACE: Library Meeting Room

1. Welcome and Call to Order

President Rogers called the meeting to order at 7:00 p.m.

2. President Rogers led those in attendance in the Pledge of Allegiance to the Flag

3. Roll Call

Director Westgate called the Roll.

Present: Trustees Kossack, Kuruvilla, Vernon, Gieser, Leszczewicz and Rogers

Absent: Trustee Foehner

Also Present: Director Susan Westgate, Assistant Director Laura Hays and Youth Services Manager Amy Teske.

4. PUBLIC PARTICIPATION – None

5. CONSENT AGENDA

Trustee Gieser moved and Trustee Rogers seconded the establishment of a Consent Agenda for the Regular Meeting of October 15, 2025. Motion approved.

Ayes 6 Trustees Kossack, Kuruvilla, Vernon, Gieser, Leszczewicz and Rogers

Nays 0

Absent..... Trustee Foehner

Trustee Kossack moved and Trustee Gieser seconded that the following items be included on the consent agenda. Motion approved.

Ayes 6 Trustees Kossack, Kuruvilla, Vernon, Gieser, Leszczewicz and Rogers

Nays 0

Absent..... Trustee Foehner

5.1 Minutes of the Regular Board Meeting of September 17, 2025

5.2 Accept the Monthly Financial Statements of the Treasurer for the Period Ending September 30, 2025

5.3 Recommendation, Re: Approval of Annual Library Calendar 2026 Library Closings and Board Meetings

5.4 Recommendation, Re: Approval of Cancellation of December 17, 2025 Library Board of Trustees Meeting

5.5 Approval of Disbursements of September 1-30, 2025 plus the Addendum for the Meeting of October 15, 2025

Trustee Kuruvilla moved and Trustee Leszczewicz seconded that the items on the Consent Agenda be approved by Omnibus vote. Motion approved.

Ayes 6 Trustees Kossack, Kuruvilla, Vernon, Gieser, Leszczewicz and Rogers

Nays 0

Absent..... Trustee Foehner

The following is a description of various items placed on the Consent Agenda:

Recommendation, Re: Approval of Annual Library Calendar 2026 Library Closings and Board Meetings

Background Information:

The 2026 Calendar of Library Closings and Board meetings was prepared. Once approved, the calendar is sent to the Village and local press publications and posted in the Library lobby. Traditionally the Library is closed the Sunday before a Monday holiday, such as the Sunday before Labor Day and the Sunday before the Monday when Memorial Day is observed. When a Library holiday falls on a Sunday, the following Monday, will be considered the paid holiday. The Library is also closed on Easter Sunday, Mother's Day and Father's Day. These three Sunday closings are unpaid. Since July 4, 2026 is on a Saturday, the Library has added Sunday, July 5, 2026 as an unpaid closing. As with all unpaid closings, normally scheduled employees are offered the opportunity to make up their hours if they so choose or use paid benefit time.

Approval of Disbursements

The Library Board of Trustees approved the disbursements for the period of September 1-30, 2025 plus, the Addendum for the Meeting of October 15, 2025 in the amount of \$154,183.20.

6. NEW BUSINESS

Discussion: Public Act 104-0056, Regarding Public Library Requirements and Opioid Antagonists (NARCAN)

Background Information:

In the June Director's Report, the Director provided information on the mandate from the state of Illinois regarding the requirement for libraries to have NARCAN available in the building and for library staff to be trained in how to administer it. The Bill was passed on August 1, 2025 and goes into effect on January 1, 2026. The Human Resources Manager Lena Saltiel has been designated as the staff trainer for educating Library staff on how to administer the NARCAN. She will be participating in a "Training the Trainer" meeting. The Library has been registered for participation through the county and placed an initial order for the NARCAN which will be provided free of cost. The NARCAN will be located next to the Library's AED machine at the Patron Services Desk. The Board packet included a memo from the Library's legal firm that was provided to RAILS regarding the new law and addresses many questions or concerns that Library staff and Trustees may have.

7. REPORT OF THE LIBRARY DIRECTOR

Background Information:

Trustees commented on the following report items: President Rogers thanked the Friends of the Library for their generous donation to fund the Storywalk that will be installed along the path in the Library's north wooded lot.

8. MONTHLY STAFF REPORTS

Background Information:

President Rogers was impressed to see the Library's response and implementation of the staff annual Stay Interview input. He emphasized the importance and impact it has on the Library as a workplace for staff to feel heard and acknowledged and the engagement it creates. The Board was pleased to hear that COD will be resuming their ESL classes at the Library in 2026. Trustee Kossack commented on how fun and engaging the Youth Services Teddy Bear Picnic program was.

9. ADJOURN

There being no further business to come before the Board of Library Trustees, **Trustee Kuruvilla moved** and **Trustee Leszczewicz seconded** that the meeting be adjourned. Motion approved. Meeting adjourned at 7:19 p.m.

November 19, 2025

Approved (date)

Katelyn Foehner, Secretary
Library Board of Trustees

**Carol Stream Public Library
Treasurer's Report
Month Ending October 31, 2025**

<u>FUND</u>	<u>BEGINNING BALANCE</u>	<u>CHANGE</u>	<u>ENDING BALANCE</u>
General	\$ 4,203,527.10	(269,487.97)	\$ 3,934,039.13
Working Cash	58,921.26	235.67	59,156.93
FICA	176,633.82	(15,714.99)	160,918.83
IMRF	273,647.37	(19,016.65)	254,630.72
Liability Insurance	35,540.22	(10,077.42)	25,462.80
Audit	14,937.69	59.08	14,996.77
Capital Maintenance & Repair	1,840,747.45	(30,996.38)	1,809,751.07
Building Renovation Loan	<u>95,214.33</u>	<u>1,170.23</u>	<u>96,384.56</u>
TOTAL ALL FUNDS	<u><u>\$ 6,699,169.24</u></u>	<u><u>\$ (343,828.43)</u></u>	<u><u>\$ 6,355,340.81</u></u>

See attached for a schedule of cash and investments.

Tim Rogers, Board President

10/31/25

Kim Gieser, Board Treasurer

10/31/25

Susan Westgate, Library Director

10/31/25

**Carol Stream Public Library
Treasurer's Report
Month Ending October 31, 2025**

	<u>TYPE</u>	<u>CURRENT BALANCE</u>
PNC	CHECKING	\$ 208,847.24
PNC	PAYROLL	122,014.62
PNC	INVESTMENT	2,495,812.90
ILLINOIS FUNDS-PRIME FUND	INVESTMENT	3,526,952.23
PROPAY	ELECTRONIC	358.96
ASPEN/PAYPAL	ELECTRONIC	654.86
CASH BANK	CASH DRAWER	<u>700.00</u>
TOTAL		<u><u>\$ 6,355,340.81</u></u>

CAROL STREAM PUBLIC LIBRARY
FINANCIAL STATEMENTS AND SUPPLEMENTARY INFORMATION
OCTOBER 31, 2025

TABLE OF CONTENTS

ACCOUNTANT'S COMPILATION REPORT	PAGE 1
FINANCIAL STATEMENTS	
Combined Statements of Assets, Liabilities and Fund Balances - Modified Cash Basis - All Funds	EXHIBIT A
Combined Statements of Revenues and Expenses – Modified Cash Basis – All Funds	EXHIBIT B
SUPPLEMENTARY INFORMATION	
Statement of Revenues and Expenses – Modified Cash Basis - By Fund	EXHIBIT C

Accountant's Compilation Report

To the Board of Trustees
Carol Stream Public Library
Carol Stream, Illinois

Management is responsible for the accompanying financial statements of Carol Stream Public Library, which comprise the combined statements of assets, liabilities and fund balances - modified cash basis – all funds as of October 31, 2025 and September 30, 2025, and the related combined statements of revenues and expenses - modified cash basis – all funds for the month and year-to-date October 31, 2025, in accordance with the modified cash basis of accounting and for determining that the modified cash basis of accounting is an acceptable financial reporting framework. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. We do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

The financial statements are prepared in accordance with the modified cash basis of accounting, which is a basis of accounting other than accounting principles generally accepted in the United States of America. These modified cash basis of accounting financial statements do not include capital assets or loans payable. The effects of these departures from the modified cash basis of accounting have not been determined.

Management has elected to omit substantially all of the disclosures ordinarily included in financial statements prepared in accordance with the modified cash basis of accounting. If the omitted disclosures were included in the financial statements, they might influence the user's conclusions about the Library's assets, liabilities, fund balances, revenues, and expenses. Accordingly, the financial statements are not designed for those who are not informed about such matters.

The supplementary information contained in Exhibit C is presented for purposes of additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management. The supplementary information was subject to our compilation engagement. We have not audited or reviewed the supplementary information and do not express an opinion, a conclusion, nor provide any assurance on such information.

We are not independent with respect to Carol Stream Public Library.

ATA Group, LLP

November 4, 2025

Carol Stream Public Library

Combined Statements of Assets, Liabilities and Fund Balances - Modified Cash Basis - All Funds - Exhibit A See Compilation Report

	TOTAL		
	AS OF OCT 31, 2025	AS OF SEP 30, 2025 (PP)	CHANGE
ASSETS			
Current Assets			
Bank Accounts			
10-1000 Library Fund Cash	0.00	0.00	0.00
10-1001 PNC General Checking	208,847.24	212,522.54	-3,675.30
10-1002 PNC Payroll Checking	122,014.62	207,546.56	-85,531.94
10-1003 PNC Money Market (savings)	2,495,812.90	2,762,517.70	-266,704.80
10-1014 Illinois Funds-Prime	3,526,952.23	3,514,280.41	12,671.82
10-1025 ProPay	358.96	1,424.06	-1,065.10
10-1026 Cash Bank	700.00	700.00	0.00
10-1027 Aspen/Paypal	654.86	177.97	476.89
10-1090 Allocated Cash-General Fund	-2,421,301.68	-2,495,642.14	74,340.46
Total 10-1000 Library Fund Cash	3,934,039.13	4,203,527.10	-269,487.97
1190 Allocated Cash-Fund Balances			
20-1090 Allocated Cash-Working Cash Fd.	59,156.93	58,921.26	235.67
30-1190 Allocated Cash-FICA Fund	160,918.83	176,633.82	-15,714.99
40-1090 Allocated Cash-IMRF Fund	254,630.72	273,647.37	-19,016.65
50-1090 Allocated Cash-Liability Fund	25,462.80	35,540.22	-10,077.42
60-1090 Allocated Cash-Audit Fund	14,996.77	14,937.69	59.08
70-1090 Allocated Cash-Capital R&M Fund	1,809,751.07	1,840,747.45	-30,996.38
80-1090 Allocated Cash-Debt Service	96,384.56	95,214.33	1,170.23
Total 1190 Allocated Cash-Fund Balances	2,421,301.68	2,495,642.14	-74,340.46
Total Bank Accounts	\$6,355,340.81	\$6,699,169.24	\$ -343,828.43
Total Current Assets	\$6,355,340.81	\$6,699,169.24	\$ -343,828.43
TOTAL ASSETS	\$6,355,340.81	\$6,699,169.24	\$ -343,828.43
LIABILITIES AND EQUITY			
Liabilities			
Total Liabilities			\$0.00
Equity			
2900 Beginning Fund Balances			
10-2900 Fund Balance-General Fund	2,208,967.38	2,208,967.38	0.00
20-2900 Fund Balance-Working Cash	57,860.90	57,860.90	0.00
30-2900 Fund Balance-FICA Fund	78,756.96	78,756.96	0.00
40-2900 Fund Balance-IMRF Fund	202,070.76	202,070.76	0.00
50-2900 Fund Balance-Liability	16,759.76	16,759.76	0.00
60-2900 Fund Balance-Audit	4,371.30	4,371.30	0.00
70-2900 Fund Balance-Capital R&M	2,023,286.45	2,023,286.45	0.00
80-2900 Fund Balance-Debt Service	1,963.71	1,963.71	0.00
Total 2900 Beginning Fund Balances	4,594,037.22	4,594,037.22	0.00
32000 Unrestricted Net Assets	0.00	0.00	0.00
Net Income	1,761,303.59	2,105,132.02	-343,828.43
Total Equity	\$6,355,340.81	\$6,699,169.24	\$ -343,828.43

Carol Stream Public Library

Combined Statements of Assets, Liabilities and Fund Balances - Modified Cash Basis - All Funds -
Exhibit A See Compilation Report

	TOTAL		
	AS OF OCT 31, 2025	AS OF SEP 30, 2025 (PP)	CHANGE
TOTAL LIABILITIES AND EQUITY	\$6,355,340.81	\$6,699,169.24	\$ -343,828.43

Carol Stream Public Library
Statements of Revenues and Expenses - Modified Cash Basis - All Funds
Exhibit B - See Accountant's Compilation Report

	Oct-25	May25-Oct25	Annual Budget	% of Budget
Income				
3000 Property Taxes		0.00	0.00	
3001 Property Tax Current	43,143.69	3,707,204.95	3,715,352.00	99.78%
Total 3000 Property Taxes	43,143.69	3,707,204.95	3,715,352.00	99.78%
3100 PPR Taxes		24,235.37	60,000.00	40.39%
3200 Interest Income		0.00	0.00	
3201 Interest Income Taxes	2,541.11	2,541.11	0.00	
3202 Interest Income Investments	19,103.45	105,055.86	111,100.00	94.56%
Total 3200 Interest Income	21,644.56	107,596.97	111,100.00	96.85%
3300 Patron Payments		0.00	0.00	
3301 Fines & Fees	469.55	3,383.32	6,750.00	50.12%
3302 Public Copy Payments	1,194.70	6,894.17	13,000.00	53.03%
3303 Non-Resident Card Fees		4,122.17	6,000.00	68.70%
Total 3300 Patron Payments	1,664.25	14,399.66	25,750.00	55.92%
3400 Donations	71.00	2,352.00	5,000.00	47.04%
3500 Developer Contributions		1,308.11	500.00	261.62%
3600 RBP/ILL Reimbursements		170.64	500.00	34.13%
3700 Grants		0.00	0.00	
3701 Per Capita Grants		58,784.65	59,200.00	99.30%
Total 3700 Grants	0.00	58,784.65	59,200.00	99.30%
3800 Other Income	156.52	698.63	3,000.00	23.29%
Total Income	66,680.02	3,916,750.98	3,980,402.00	98.40%
Gross Profit	66,680.02	3,916,750.98	3,980,402.00	98.40%
Expenses				
5100 Salaries		0.00	0.00	
5101 Exempt Staff Salaries	79,207.14	338,288.28	698,000.00	48.47%
5102 Non-Exempt Staff Salaries	152,496.21	654,117.59	1,390,000.00	47.06%
5103 Custodial Salaries	11,755.24	48,744.49	102,000.00	47.79%
5105 Professional Education	1,101.14	6,165.60	15,000.00	41.10%
5106 Membership	150.00	1,192.00	5,000.00	23.84%
5107 Life Insurance	90.40	628.23	1,200.00	52.35%
5108 Health Insurance	15,799.54	128,963.78	255,000.00	50.57%
5109 Benefits, other	168.27	1,151.57	3,000.00	38.39%
5110 Trustee Development	350.00	778.77	3,000.00	25.96%
Total 5100 Salaries	261,117.94	1,180,030.31	2,472,200.00	47.73%
5200 Plant Maint.		0.00	0.00	
5201 Supplies	1,222.23	7,935.42	22,000.00	36.07%
5202 Maintenance/Repair	5.00	3,397.60	10,000.00	33.98%
5203 Maintenance Contracts	4,368.00	26,433.00	56,500.00	46.78%
5204 Landscape Maintenance/Snow Remo	736.00	4,641.00	15,000.00	30.94%
5205 Furniture/Equipment	373.87	1,310.32	3,000.00	43.68%
5206 Electric-Comm Edison		0.00	42,000.00	0.00%
5207 Water/Sewer		3,484.22	8,000.00	43.55%
5208 Insurance (Property)		9,779.00	9,300.00	105.15%

Carol Stream Public Library
Statements of Revenues and Expenses - Modified Cash Basis - All Funds
Exhibit B - See Accountant's Compilation Report

	Oct-25	May25-Oct25	Annual Budget	% of Budget
Total 5200 Plant Maint.	6,705.10	56,980.56	165,800.00	34.37%
5300 Business Exp.		0.00	0.00	
5301 Postage	11.60	126.11	2,000.00	6.31%
5302 Office & Equipment Supplies	705.19	4,167.42	8,000.00	52.09%
5303 Printing		2,725.00	7,500.00	36.33%
5304 Equipment Leasing	1,197.69	9,215.97	16,000.00	57.60%
5305 Mileage Reimbursement	218.68	939.50	1,600.00	58.72%
5306 Legal Notices	562.35	562.35	500.00	112.47%
5308 Business Phone	67.53	3,115.77	6,000.00	51.93%
5309 Accounting Service	1,300.00	8,236.00	16,000.00	51.48%
5310 Material Recovery Fees	118.20	620.55	1,500.00	41.37%
5311 Payroll Service		3,841.78	10,000.00	38.42%
5312 Attorney Fees		5,064.50	5,000.00	101.29%
5315 Other Expenditures	176.19	1,490.55	8,000.00	18.63%
5317 Bank & Credit Card Fees	66.78	201.98	500.00	40.40%
5320 Donation Recd Expense	375.00	1,159.88	5,000.00	23.20%
5321 Human Resources		4,055.64	14,000.00	28.97%
Total 5300 Business Exp.	4,799.21	45,523.00	101,600.00	44.81%
5400 Automat. & Dept. Oper.		0.00	0.00	
5401 Automation Hardware	310.94	4,368.01	10,000.00	43.68%
5402 ISP and Web page hosting	1,122.41	8,934.46	14,000.00	63.82%
5403 Computer Software	143.88	15,061.63	20,000.00	75.31%
5404 Tech Support & Repair	75.74	10,439.45	25,000.00	41.76%
5405 Technical Services Supplies	165.60	1,543.30	2,500.00	61.73%
5406 Circulation Supplies	177.78	1,412.73	3,500.00	40.36%
5408 Tech Serv Online Resources		0.00	15,000.00	0.00%
5409 RBP/ILL Expenses	61.91	501.13	1,000.00	50.11%
5410 SWAN Consortium	10,580.50	21,161.00	43,000.00	49.21%
5411 Village IT Services	9,329.69	65,307.83	114,000.00	57.29%
Total 5400 Automat. & Dept. Oper.	21,968.45	128,729.54	248,000.00	51.91%
5500 Services		0.00	0.00	
5501 Youth Services Programs	2,078.02	28,710.46	42,000.00	68.36%
5503 Adult/Teen Programs	2,558.74	15,981.42	30,000.00	53.27%
5505 Library Newsletter		15,843.48	42,000.00	37.72%
5509 Library Publicity and Promotion	915.32	14,457.58	20,000.00	72.29%
Total 5500 Services	5,552.08	74,992.94	134,000.00	55.96%
5600 Collection		0.00	0.00	
5601 Youth Services Books	3,025.68	16,937.01	60,500.00	28.00%
5606 Youth Services Media	623.89	3,112.24	13,000.00	23.94%
5630 Adult Books	1,556.52	25,560.82	73,000.00	35.01%
5634 Online Resources		3,232.46	20,000.00	16.16%
5635 Magazines & Newspapers		8,646.76	10,000.00	86.47%
5637 Adult Media	2,511.19	9,181.19	20,000.00	45.91%
5651 Digital Media	12,995.87	83,261.66	150,000.00	55.51%

Carol Stream Public Library
Statements of Revenues and Expenses - Modified Cash Basis - All Funds
Exhibit B - See Accountant's Compilation Report

	Oct-25	May25-Oct25	Annual Budget	% of Budget
5652 Grant/Award Expense		48,147.97	59,200.00	81.33%
Total 5600 Collection	20,713.15	198,080.11	405,700.00	48.82%
6600 Payroll Expenses		0.00	0.00	
6610 FICA Expense	18,072.67	85,004.60	170,000.00	50.00%
6620 Illinois Municipal Retirement F	21,689.54	102,179.27	200,000.00	51.09%
Total 6600 Payroll Expenses	39,762.21	187,183.87	370,000.00	50.59%
6900 Operating Xfers In (Out)		0.00	0.00	
6920 Working Cash Fund		0.00	100.00	0.00%
Total 6900 Operating Xfers In (Out)	0.00	0.00	100.00	0.00%
7101 Liability Insurance	9,582.00	18,450.26	23,000.00	80.22%
7102 Risk Management expense	763.10	2,134.59	5,000.00	42.69%
7103 Unemployment Compensation Insur	182.81	1,511.87	2,000.00	75.59%
7201 Audit Expense	125.00	2,975.00	13,000.00	22.88%
7400 Capital Expenditures		0.00	0.00	
7401 Furniture		8,472.31	10,000.00	84.72%
7402 Parking Lot Repair		0.00	15,000.00	0.00%
7403 Building Repair	5,262.40	34,265.40	50,000.00	68.53%
7404 Landscape		1,500.00	50,000.00	3.00%
7405 Memorials		71.70	0.00	
7406 Other Capital Expenditures	3,190.00	3,309.53	50,000.00	6.62%
Total 7400 Capital Expenditures	8,452.40	47,618.94	175,000.00	27.21%
7500 Special Capital Projects		0.00	0.00	
7502 Klein Creek Overlook Project-IGA		1,162.50	211,000.00	0.55%
7503 Front Entrance Outdoor Renovati	26,385.00	162,895.90	300,000.00	54.30%
7504 Capital Replacement Study		0.00	15,000.00	0.00%
7506 Office & Staff Room Door Wraps		0.00	15,000.00	0.00%
7507 Automation Equipment		0.00	50,000.00	0.00%
7509 Security Upgrades	4,400.00	47,178.00	60,000.00	78.63%
Total 7500 Special Capital Projects	30,785.00	211,236.40	651,000.00	32.45%
8000 Debt Repayment Expense		0.00	95,002.00	0.00%
Total Expenses	410,508.45	2,155,447.39	4,861,402.00	44.34%
Net Operating Income	-343,828.43	1,761,303.59	-881,000.00	-199.92%
Net Income	-343,828.43	1,761,303.59	-881,000.00	-199.92%

Carol Stream Public Library
Supplementary Information - Statement of Revenues and Expenses - Modified Cash Basis - By Fund - Exhibit C - See Accountant's Compilation Report

	10-General Fund		20-Working Cash Fund		30-FICA Fund	
	May - Oct, 2025	May - Oct, 2025	May - Oct, 2025	May - Oct, 2025	May - Oct, 2025	May - Oct, 2025
	(YTD)	(YTD)	(YTD)	(YTD)	(YTD)	(YTD)
	Oct 2025	Oct 2025	Oct 2025	Oct 2025	Oct 2025	Oct 2025
Income						
3000 Property Taxes	37,865.22	3,253,641.26		1,923.60	165,289.08	
3100 PPR Taxes		24,235.37				
3200 Interest Income	11,610.97	53,817.89	235.67	1,296.03	434.08	1,877.39
3300 Patron Payments	1,664.25	14,399.66				
3400 Donations	71.00	2,352.00				
3500 Developer Contributions		1,308.11				
3600 RBP/ILL Reimbursements		170.64				
3700 Grants		58,784.65				
3800 Other Income	156.52	698.63				
Total Income	51,367.96	3,409,408.21	235.67	1,296.03	2,357.68	167,166.47
Gross Profit	51,367.96	3,409,408.21	235.67	1,296.03	2,357.68	167,166.47
Expenses						
5100 Salaries	261,117.94	1,180,030.31				
5200 Plant Maint.	6,705.10	56,980.56				
5300 Business Exp.	4,799.21	45,523.00				
5400 Automat. & Dept. Oper.	21,968.45	128,729.54				
5500 Services	5,552.08	74,992.94				
5600 Collection	20,713.15	198,080.11				
6600 Payroll Expenses					18,072.67	85,004.60
7101 Liability Insurance						
7102 Risk Management expense						
7103 Unemployment Compensation Insur						
7201 Audit Expense						
7400 Capital Expenditures						
7500 Special Capital Projects						
Total Expenses	320,855.93	1,684,336.46	0.00	0.00	18,072.67	85,004.60
Net Operating Income	-269,487.97	1,725,071.75	235.67	1,296.03	-15,714.99	82,161.87
Net Income	-269,487.97	1,725,071.75	235.67	1,296.03	-15,714.99	82,161.87

Carol Stream Public Library
Supplementary Information - Statement of Revenues and Expenses - Modified Cash Basis - By Fund - Exhibit C - See Accountant's Compilation Report

	40-IMRF Fund		50-Liability Fund		60-Audit Fund	
	May - Oct, 2025	May - Oct, 2025	May - Oct, 2025	May - Oct, 2025	May - Oct, 2025	May - Oct, 2025
	Oct 2025	(YTD)	Oct 2025	(YTD)	Oct 2025	(YTD)
Income						
3000 Property Taxes	1,746.95	150,110.12	353.31	30,358.96	157.03	13,493.32
3100 PPR Taxes						
3200 Interest Income	925.94	4,629.11	97.18	440.80	27.05	107.15
3300 Patron Payments						
3400 Donations						
3500 Developer Contributions						
3600 RBP/ILL Reimbursements						
3700 Grants						
3800 Other Income						
Total Income	2,672.89	154,739.23	450.49	30,799.76	184.08	13,600.47
Gross Profit	2,672.89	154,739.23	450.49	30,799.76	184.08	13,600.47
Expenses						
5100 Salaries						
5200 Plant Maint.						
5300 Business Exp.						
5400 Automat. & Dept. Oper.						
5500 Services						
5600 Collection						
6600 Payroll Expenses	21,689.54	102,179.27				
7101 Liability Insurance			9,582.00	18,450.26		
7102 Risk Management expense			763.10	2,134.59		
7103 Unemployment Compensation Insur			182.81	1,511.87		
7201 Audit Expense					125.00	2,975.00
7400 Capital Expenditures						
7500 Special Capital Projects						
Total Expenses	21,689.54	102,179.27	10,527.91	22,096.72	125.00	2,975.00
Net Operating Income	-19,016.65	52,559.96	-10,077.42	8,703.04	59.08	10,625.47
Net Income	-19,016.65	52,559.96	-10,077.42	8,703.04	59.08	10,625.47

Carol Stream Public Library
Supplementary Information - Statement of Revenues and Expenses - Modified Cash Basis - By Fund - Exhibit C - See
Accountant's Compilation Report

	70-Capital Maint. & Repair Fund		80-Debt Service		TOTAL	
	May - Oct, 2025	May - Oct, 2025	Oct 2025	May - Oct, 2025	Oct 2025	May - Oct, 2025
	(YTD)	(YTD)		(YTD)		(YTD)
Income						
3000 Property Taxes			1,097.58	94,312.21	43,143.69	3,707,204.95
3100 PPR Taxes					0.00	24,235.37
3200 Interest Income	8,241.02		72.65	108.64	21,644.56	107,596.97
3300 Patron Payments		45,319.96			1,664.25	14,399.66
3400 Donations					71.00	2,352.00
3500 Developer Contributions					0.00	1,308.11
3600 RBP/ILL Reimbursements					0.00	170.64
3700 Grants					0.00	58,784.65
3800 Other Income					156.52	698.63
Total Income	8,241.02	45,319.96	1,170.23	94,420.85	66,680.02	3,916,750.98
Gross Profit	8,241.02	45,319.96	1,170.23	94,420.85	66,680.02	3,916,750.98
Expenses						
5100 Salaries					261,117.94	1,180,030.31
5200 Plant Maint.					6,705.10	56,980.56
5300 Business Exp.					4,799.21	45,523.00
5400 Automat. & Dept. Oper.					21,968.45	128,729.54
5500 Services					5,552.08	74,992.94
5600 Collection					20,713.15	198,080.11
6600 Payroll Expenses					39,762.21	187,183.87
7101 Liability Insurance					9,582.00	18,450.26
7102 Risk Management expense					763.10	2,134.59
7103 Unemployment Compensation Insur					182.81	1,511.87
7201 Audit Expense					125.00	2,975.00
7400 Capital Expenditures	8,452.40	47,618.94			8,452.40	47,618.94
7500 Special Capital Projects	30,785.00	211,236.40			30,785.00	211,236.40
Total Expenses	39,237.40	258,855.34	0.00	0.00	410,508.45	2,155,447.39
Net Operating Income	-30,996.38	-213,535.38	1,170.23	94,420.85	-343,828.43	1,761,303.59
Net Income	-30,996.38	-213,535.38	1,170.23	94,420.85	-343,828.43	1,761,303.59



Village of Carol Stream
500 N. Gary Avenue
Carol Stream, IL 60188
(630) 665-7050

INVOICE

Invoice Date	Invoice No.
10/10/2025	10045
Customer Number	
5779	
Invoice Total Due	
\$95,002.13	
Payment Terms	
30 DAYS	

CAROL STREAM PUBLIC LIBRARY
INSURANCE INV-LHAYS@CSLIBRARY.ORG &
INVOICES@CSLIBRARY.ORG
616 HIAWATHA DR
CAROL STREAM, IL 60188

Location:

Report Number:

Village of Carol Stream, IL 60188

Invoice Date 10/10/2025

Customer Number 5779

DESCRIPTION	QUANTITY	PRICE	UOM	ORIGINAL BILL	ADJUSTED	PAID	AMOUNT DUE
LIBRARY LOAN PRINCIPAL 12/1/25	1.00	\$92,235.08	EACH	\$92,235.08	\$0.00	\$0.00	\$92,235.08
LIBRARY LOAN INTEREST 12/1/25	1.00	\$2,767.05	EACH	\$2,767.05	\$0.00	\$0.00	\$2,767.05

Please put Invoice Number on your check.
Make checks payable to: Village of Carol Stream

Invoice Total: \$95,002.13

REMITTANCE
COPY

PROPOSAL FOR CAROL STREAM PUBLIC LIBRARY

November 11, 2025

We are pleased to have the opportunity of submitting our quotation as follows:

- **PRICING FOR 2026**
- **Provide seven (7) days per week service; Monday through Sunday.**
- **Quotation based on the enclosed Cleaning Specifications.**
TOTAL MONTHLY QUOTATION: \$3,085.00

COMPLETE CLEANING COMPANY STAFF

- **Employees wear proper uniforms and a picture identification card at all times.**
- **Employees are instructed to remain in their designated work areas and at no time are they permitted to disturb papers on desks, open drawers or use any telephones.**
- **Employees conduct themselves in a manner that reflects the dignity, security and the best interest of our clients as well as Carol Stream Public Library.**

SERVICE AGREEMENT

This Agreement made between COMPLETE CLEANING COMPANY, INC. hereinafter known as "Complete," and Carol Stream Public Library, hereinafter known as "Client" on January 1, 2026.

Whereas CLIENT wishes to use the services of COMPLETE and COMPLETE wishes to provide service for CLIENT, the parties mutually agree as follows:

- 1. SERVICE:** COMPLETE will furnish all the necessary personnel, supervision, equipment and supplies in sufficient quantity to clean and maintain CLIENT'S facility located at 616 Hiawatha Drive, Carol Stream, IL in accordance with the specification sheet which is attached hereto, and made a part hereof, as listed under "Proposal".
- 2. INSURANCE:** COMPLETE will supply evidence of workers compensation and public liability insurance upon request by CLIENT.
- 3. PAYMENT:** CLIENT shall pay COMPLETE the sum of Three Thousand Eighty Five and 00/100 Dollars (\$3085) per month for a period of twelve months.
 - a. The contract price is predicated on performing cleaning services in the aforementioned facility under normal occupancy conditions. Periods of construction, renovation or other unusual occurrences, which increase work load, may require additional charges during such periods to compensate for the additional work required. Such charges will be mutually agreed to by CLIENT and COMPLETE.
 - b. Invoices are to be mailed before the first day of each month service is rendered, payable on the first day of each month for the rendition of the immediately preceding month's service during the term hereof. After (30) days, unpaid amounts shall accrue interest at the rate of 1.5 percent per month. If CLIENT is referred to an agency or attorney for collection, attorneys' fees and costs of collection shall be recoverable by COMPLETE.
 - c. Nationally recognized holidays were predetermined and those assessed amounts are given as part of the monthly charge. No credits or adjustments shall be issued for said holidays.
 - d. COMPLETE accepts payment of invoices and other amounts due in the form of check, cash, wire and ACH (Automated Clearing House). Payment by accepted credit card will result in an additional fee of 5.00% of the amount charged and will be made at the time of charge.
 - e. The base contract price set forth above in this paragraph 3 shall increase automatically by the same percentage amount as the percentage increase in the minimum wage applicable to the location of the Client's facility. This increase shall take effect as of the first pay period during which the increase in the minimum wage becomes effective.

4. COMPLETE WARRANTY: COMPLETE warrants and represents to CLIENT as follows:

- a. COMPLETE shall make reasonable and prompt restitution by cash, replacement, or repairs, subject to the approval of CLIENT, covering any damage for which COMPLETE is responsible.
- b. COMPLETE shall pay all payroll taxes, state taxes, and any other taxes or items that may be levied against its payroll either by city, state or federal agencies.
- c. COMPLETE will furnish all necessary personnel, supervision, equipment and supplies to conform with the specifications detailed in the Proposal.

5. EMPLOYMENT RESTRICTION: CLIENT agrees that during the term of this agreement or for as long as COMPLETE is providing services for CLIENT, whichever is longer, and for period of eighteen (18) months after the termination of this agreement or the last date that COMPLETE provides services to CLIENT, whichever is later, CLIENT will not hire, employ or contract for services, directly or indirectly, any person or entity employed by or contracted by COMPLETE or any entity related to COMPLETE, without the written consent of COMPLETE. Directly or indirectly means acting as an owner, partner, agent, employee, consultant, director or contractor.

6. TERMINATION: This agreement shall continue from year to year unless otherwise terminated by either party giving thirty (30) days notice of cancellation by certified mail.

7. ENFORCEMENT: CLIENT will pay reasonable costs, attorneys fees and expenses incurred by COMPLETE in the enforcement of this agreement.

8. ENTIRE AGREEMENT: This agreement constitutes the entire agreement between the parties.

9. NOTICES: All notices shall be in writing and such notices and any payments required shall be sent to COMPLETE and CLIENT at the addresses detailed below:

Carol Stream Public Library
616 Hiawatha Drive
Carol Stream, IL 60188

Complete Cleaning Company
615 Wheat Lane
Wood Dale, IL 60191

**Carol Stream Public Library
Service Agreement
January 1, 2026
Page Three**

In witness whereof, the parties hereto have set their hands and seals on the first date written above.

CAROL STREAM PUBLIC LIBRARY

BY _____

TITLE _____

DATE _____

COMPLETE CLEANING COMPANY

BY _____
Dana M. Bucaro

TITLE _____
Account Executive

DATE _____

Disbursements, Expenses by Vendor

Carol Stream Public Library

October 2025

Date	Num	Vendor	Amount
10-1000 Library Fund Cash			
10-1001 PNC General Checking			
10/06/2025	13579	Amazon Business Prime/AMEX	-2,440.18
10/06/2025	13617	Assa Abloy Entrance Systems US Inc.	-4,665.40
10/06/2025	13582	Assa Abloy Entrance Systems US Inc.	-597.00
10/06/2025	13586	Cengage Group	-355.38
10/06/2025	13590	Complete Cleaning Co., Inc.	-2,995.00
10/06/2025	13588	Chase, Kellie	-200.00
10/06/2025	13587	Center Point for Large Print Books	-152.22
10/06/2025	13592	Demco	-90.21
10/06/2025	13593	Flourish Dance Academy	-50.00
10/06/2025	13597	Gilder Lehrman Institute of American History	-495.00
10/06/2025	13595	Garvey's Office Products	-205.98
10/06/2025	13598	Ingram Library Services	-721.92
10/07/2025	13601	Make Up First	-300.00
10/07/2025	13600	Maddox, Susan K.	-375.00
10/07/2025	13602	Mathisen, Martina	-700.00
10/07/2025	13606	OverDrive, Inc.	-3,766.43
10/07/2025	13607	PermaBound Books	-662.55
10/07/2025	13608	Playaway Products, LLC	-777.60
10/07/2025	13609	Precision Control Systems of Chicago, Inc.	-1,373.00
10/07/2025	13612	Swan (System Wide Automated Network)	-225.00
10/07/2025	13610	Sebert Landscaping, Inc.	-736.00
10/07/2025	13616	Zeus Battery Products	-55.70
10/08/2025	13583	ATA Group, LLP	-1,300.00
10/08/2025	13594	Fox Valley Fire & Safety Company, Inc.	-97.80
10/08/2025	13596	Garvey's Office Products	-175.28
10/08/2025	13611	Staples	-736.37
10/08/2025	13615	Village of Carol Stream	-9,329.69
10/08/2025	13604	Muellermist Irrigation	-26,385.00
10/08/2025	13580	Daily Herald Media Group (Paddock)	-71.30
10/09/2025	13613	Travelers	-7,899.00
10/10/2025	13605	Naperville Public Library	-61.91
10/10/2025	13614	Unique Management Services, Inc.	-118.20
10/10/2025	13581	Ancel Glink, P.C.	-125.00
10/10/2025	13585	Case Lots, Inc.	-577.50
10/10/2025	13603	Midwest Tape LLC	-11,124.77

10/13/2025	13591	Daily Herald Media Group (Paddock)	-491.05
10/13/2025	13589	Comcast (Fiber Optic/Internet)	-882.41
10/13/2025	13619	Swan (System Wide Automated Network)	-10,580.50
10/13/2025	13618	Comcast - (Business Phone)	-578.97
10/13/2025	13584	Baker & Taylor	-2,585.14
10/14/2025	13620	LIMRiCC - UCGA	-182.81
10/20/2025	13621	Cook and Kocher Insurance Group	-1,683.00
10/20/2025	13622	Glenbard North High School	-65.00
10/23/2025	13623	PNC Bank	-2,410.78
10/27/2025	13624	Sweet Piece Solutions	-125.00
10/27/2025	13625	Brown, Cheryl	-295.00
10/27/2025	13626	Eckberg, Ronald J.	-225.00
10/27/2025	13627	Flourish Dance Academy	-50.00
10/27/2025	13628	Fredriksen Fire Equipment Co.	-665.30
10/27/2025	13629	GreatAmerica Financial Svcs.	-1,197.69
10/27/2025	13630	Matonis, Sherry	-50.00
10/27/2025	13631	Strictly Self Defense, LLC	-250.00
10/27/2025	13632	Uline	-278.48
10/27/2025	13633	Very Smart People, LLC	-250.00
10/27/2025	13635	Vodotech inc.	-4,400.00
10/27/2025	13634	Village of Carol Stream - Benefits	-22,974.11
10/29/2025	13636	Village of Carol Stream - IMRF	-21,689.54
10/31/2025	13637	Warehouse Direct	-551.88
10/31/2025	13638	Lillian Suarez	-350.00
10/31/2025	13639	Pannier Graphics	-3,190.00
Total for 10-1001 PNC General Checking			<u>-\$155,943.05</u>
Total for 10-1000 Library Fund Cash with sub-accounts			<u>-\$155,943.05</u>
<u>TOTAL</u>			<u>-\$155,943.05</u>

Accrual Basis Wednesday, November 05, 2025 04:21 PM GMTZ

Total Disbursements for October 1 through October 31, 2025.
Approved by the Library Board of Trustees on November 19, 2025.

President

Date

Carol Stream Public Library

Reimbursements

October 2025

DATE	TRANSACTION TYPE	NUM	CLASS	MEMO/DESCRIPTION	SPLIT	AMOUNT	BALANCE
2400 Payroll Liabilities							
10/31/2025	Journal Entry	ATA251005	10-General Fund	Reclass Employee Reimbursements October, 2025	-Split-	444.70	444.70
Total for 2400 Payroll Liabilities						\$444.70	
5100 Salaries							
5105 Professional Education							
10/31/2025	Journal Entry	ATA251005	10-General Fund	Reclass Employee Reimbursements October, 2025	-Split-	73.29	73.29
Total for 5105 Professional Education						\$73.29	
Total for 5100 Salaries						\$73.29	
5300 Business Exp.							
5301 Postage							
10/31/2025	Journal Entry	ATA251005	10-General Fund	Reclass Employee Reimbursements October, 2025	-Split-	11.60	11.60
Total for 5301 Postage						\$11.60	
5305 Mileage Reimbursement							
10/31/2025	Journal Entry	ATA251005	10-General Fund	Reclass Employee Reimbursements October, 2025	-Split-	218.68	218.68
Total for 5305 Mileage Reimbursement						\$218.68	
5315 Other Expenditures							
10/31/2025	Journal Entry	ATA251005	10-General Fund	Reclass Employee Reimbursements October, 2025	-Split-	28.85	28.85
Total for 5315 Other Expenditures						\$28.85	
Total for 5300 Business Exp.						\$259.13	
5500 Services							
5503 Adult/Teen Programs							
10/31/2025	Journal Entry	ATA251005	10-General Fund	Reclass Employee Reimbursements October, 2025	-Split-	112.28	112.28
Total for 5503 Adult/Teen Programs						\$112.28	
Total for 5500 Services						\$112.28	

Deduction Listing

Check Dates: 10/03/2025 to 10/31/2025

Page 1 of 1

Carol Stream Public Library (9366)

Processes: 2025100301 - 2025103101

Pay Periods: 09/14/2025 to 10/25/2025

REIMB -- REIMBURSEMENT**Company: (9366)**

Employee	ID	SSN	Location	Amount
Albers, Adriana	273		12	-1.96
Anderson, Ronald	1068		15	-4.90
Campbell, Payton B.	1254		12	-6.23
Farrell, Joyce C.	1103		10	-22.17
Fonseca, Antonio	1165		15	-2.80
Kushad, Omar M.	1124		11	-15.82
Moreno, Athanasios M.	1216		02	-51.30
Mucha, Pierce	1226		11	-79.88
Namboodiri, Devaki	1235		13	-47.18
Saltiel, Lena M.	1225		01	-178.92
Wilson, Leigh Anne	1188		12	-33.54

Totals for REIMB -- REIMBURSEMENT**11 Employees****-444.70****Report Totals**

Code	Description	Type	Employees	Amount
REIMB	REIMBURSEMENT	Add	11	-444.70
Totals			11	-444.70

Paylocity Corporation
(888) 873-8205

User: lhays

Run on 10/28/2025 at 3:35 PM

LIBRARY DIRECTOR REPORT-CAROL STREAM PUBLIC LIBRARY
November 19, 2025

Audit Report

Laura Babula, from Sikich LLP, will be presenting a review of the Library's 2025 Annual Financial Report. I prepared the Management Discussion and Analysis (MDA) that is included at the beginning of the report. The MDA provides the community with an overview and analysis of the financial activities for the past fiscal year, focusing on the significant financial matters. Sikich will also be preparing and submitting the Library's Annual Financial Report (AFR) to the Illinois Comptroller and the Library will be mailing a copy of the AFR and the 2025 Audit to the DuPage County Clerk's Office.

Village Loan Payment

The Library's final renovation loan payment to the Village of Carol Stream is due Dec. 1. The payment is in the amount of \$95,002.13. Due to the ability of the Library to make four additional payments on the loan over the years, the Library saved \$172,842 in interest costs. Board approval is required for expenses exceeding \$10,000.

Complete Cleaning Contract Renewal

The Library's current cleaning company, Complete Cleaning, has increased their fees to cover their increased employment and product costs. I recommend that we renew our contract with Complete Cleaning at their proposed rate of \$3,085 per month. This is an increase of 3%, \$90 /month. Complete Cleaning provides the Library with service seven days per week, Monday-Sunday. Board approval is required for annual contracts that exceed \$10,000.

2026 Per Capita Review

The 2026 Per Capita Grant requirement requires the Library Board and staff to review the new online *Illinois Public Library Standards* developed by the Illinois Library Association and report on whether the Library meets the core standards they have outlined. If the Library does not meet a core standard they are to explain the objectives and priorities to be undertaken during the ensuing year to improve the library's performance level where a core standard is not met or what the library is doing in making progress toward meeting the core standard. Included in your packet for your review is the review of the standards done by staff showing where the Library meets the core standards and what areas that may need to be developed. The final grant application will be included with the January Board packet for Board final approval. Deadline for submitting the Per Capita Grant is January 30, 2026.

Review Results

Meet all Core standards or better:

Access, Advocacy & Community Engagement, Buildings & Grounds, Collection Management, Information Services, Marketing & Promotion, Safety & Emergency Preparedness and Technology.

Need additional progress on a Core Standard:

Finance & Budget - Standard 12, Long Term Financial Plan

Governance & Administration - Standard 9, Strategic Plan and Standard 10, Succession Plan for Director

Human Resources - Standard 9, Succession Plan for Director Programming – Standard 3, Programming Policy

NEW-iLEAD Learning Portal for Library Trustees

Senate Resolution 104 was adopted by the Illinois Senate on October 15, 2025. The resolution, sponsored by Senator Laura Murphy, recognizes the vital role of library trustees in operating public libraries across the state. It also recognizes the importance of library trustees getting the training and support needed to perform their trustee functions to the best of their abilities. The State Library has created an online learning portal for Library Trustees.

<https://www.ileadtrustee.org/ilead-trustee/>. To access the portal content Trustees will need to create an L2 account in RAILS. RAILS has provided a short video, if needed, for assistance in creating an account <https://librarylearning.org/user/register>. Please use your Trustee email when creating your L2 account. I also encourage you to sign up to receive the RAILS e-NEWS <https://railslibraries.org/>.

November 7 Staff In-Service

Human Resources Administrator Lena Saltiel did an outstanding job planning and coordinating the Library's Staff In-Service Day on Friday, November 7. In her plan for the day, she took into consideration all of the staff input from Staff surveys regarding future in-service content. The day was about collaboration, team building and getting to know each other and the Library. Topics covered included Trauma Informed Service presented by the Village of Carol Stream Social Services, response to incidents in the Library and Team Dynamics. In addition, Human Resources Manager Lena Saltiel created a succinct 40 minute video that provided an overview of each department that included their responsibilities and role within the Library. She interviewed staff for the video. This was followed by a Q&A session of each department. The video will now be utilized as a tool during the onboarding process of new employees. The staff response about the day has been overwhelmingly positive.

Klein Creek Overlook Project Update

The railing has been installed on the Overlook, but there are some safety concerns with them that will need to be addressed before the Overlook can be opened to the public. The large steel leaf structures should be arriving to the contractor mid-November and should be installed shortly after they are received. The installation of the screening structure and the binocular stand are unknown at this time.

Facility Update

- Maintenance staff have stored the majority of the patio furniture for the winter. We have left out a few tables and chairs so that our patrons can enjoy the last few nice fall days that we may have.
- The irrigation system was flushed and closed down for the winter season on Nov. 6.
- The interior automatic doors were serviced and repaired on Nov. 12.
- Roof inspection and maintenance has been scheduled for Nov. 17.
- A sign has been ordered "Family Restroom Located In Youth Services" to be posted between the two restrooms in the Lobby.

- A black steel fence will be installed in the next month or so along the west side of the parking lot. There is a steep slope on that side leading down to the creek. The fence will provide an additional safety barrier for cars and patrons. Concrete parking blocks/stops were installed by the Village during the Klein Creek stabilization project. I will be applying for the fence permit in the upcoming weeks.

Christmas Sharing

The Library is a drop off location for unwrapped toys for the Village's Christmas Sharing Project as well as personnel care items, paper and cleaning products. The last day to donate is December 2.

Rotary Coat Drive

The Library will be a drop-off location for the Carol Stream Rotary's Coat Drive from Dec. 3-31. The bin for donations will be located in the Library's interior vestibule.

Neighborhood Food Pantries (NFP) Food Drive

Due to the uncertainty of the funding of food benefits, the Library will be holding a Food Drive from Dec. 3-Feb. 28 in the lobby. All donations will be allocated to the NFP pantries located in Carol Stream-Lutheran Church of the Master and St. Andrew United Methodist Church. Thank you to Trustee Leszczewicz for contacting me suggesting this and involving the Library in supporting the community during this time of additional need.

Legislative Meet-up

The ILA (Illinois Library Association) has scheduled a Legislative Meet-up for West Suburban Libraries for Tuesday, December 2 from 12:00-2:00 p.m. at the Chicago Marriot in Oak Brook. Library staff and Trustees are encouraged to register and attend this annual event that provides libraries the opportunity to hear from local legislatures regarding their standings on the importance that public libraries play in our Democracy. Please let me know if you are interested and I will get you registered. Registration deadline is November 20.

Brookfield Zoo Tree

The Library is once again sponsoring a holiday tree at Brookfield Zoo this year. Our participation is to thank the zoo for being an active participant in the Museum Adventure Pass program over the past years (our most popular pass request). Staff members decorated our tree on Nov. 8 & 9. The Library's tree is #172, located on the South Mall and will be on display through mid-January.

Upcoming Library Events and Outreach

- POW/MIA Missing Man Display located in Adult Services through November 28
 - *On loan from the Warrenville VFW Post 8081*
- December 5-Village Tree Lighting-Village Town Center. This is an outdoor event from 6-8pm. Please let me know if you are interested in volunteering.
- January 30, 2026-Staff Appreciation Dinner at St. Andrews Golf & Country Club, West Chicago

FOIA Request: Received 10/30/25, Fulfilled 11/30/25

Subject: FOIA Request - Front Entry Renovation Project

Dear Susan Westgate ,

I hope this message finds you well. I am writing to submit a Freedom of Information Act request pursuant to 5 ILCS 140. This is a non-commercial request.

I respectfully request digital/electronic copies of the following:

Documentation (e.g., notes, memos, memorandum, emails, contracts, meeting minutes, ordinances) regarding the award/contract decision-making for the project below:

- Project: **Front Entry Renovation Project**
- Bid opening date: April 30, 2025

We are hoping to understand the decision-making process for how the contractor was selected, including the reasons behind the selection.

I would appreciate confirmation of receipt of this request and an estimated timeline for response, as required under the Act.

Thank you for your assistance and prompt attention to this matter. Please feel free to contact me if you need any clarification regarding this request.

Sincerely,

Michael Remolona

Labor Management Cooperation Committee

Chicagoland Laborers' District Council

November Employee Anniversaries

Joyce Farrell-11/04/08- Administration

Leigh Ann Wilson -11/06/17-Youth Services

Michael Lorenzetti – 11/29/18-Maintenance

Molly Emerson – 11/28/22-Youth Services

Susan Westgate, Library Director

Carol Stream Public Library - Monthly Librarian's Report FY 2025-2026

October 2025

	FY 24-25	FY 25-26	Current YTD
Circulation Activity			
Physical material use by audience			
Total Adult	14,530	13,229	85,693
Total Teen	623	585	4,391
Total Youth	14,455	15,070	101,003
Physical material use by format			
Books	20,597	20,995	140,352
Videos	5,629	4,886	30,422
Audiobooks and Music CDs	1,788	1,622	10,988
Periodicals and Magazines	282	170	1,185
Other	1,312	1,211	8,140
Total Physical Item Circulation	29,608	28,884	191,087
Interlibrary loans and Reciprocal borrowers (included above)			
ILL - Borrowed from SWAN	2,846	2,772	17,425
ILL - Borrowed from Non-SWAN	42	22	203
ILL - Loaned to SWAN	1,097	1,010	5,845
ILL - Loaned to Non-SWAN	53	67	388
RBP Loans - SWAN (incl. above)	705	563	3,872
RBP Loans (non-SWAN) - (incl. above)	598	461	3,239
Digital media use			
Bingepasses (hoopla)	25	39	192
E-books	3,399	3,027	19,892
E-Audio	3,798	4,217	25,154
E-Video	356	528	2,988
Museum Adventure Pass / Explore More Illinois	28 / 0	34 / 3	196 / 11
Total use of Electronic Materials	7,606	7,848	48,433
Total Circulation (physical materials and digital media)	37,214	36,732	239,520
Digital magazine retrievals	919	857	4,872
Total Electronic Retrievals (e-mags and databases)	6,280	6,913	42,578
Other circulation activities			
Items checked out in the Library	13,343	12,056	86,767
Self Check - # of Items Checked out	9,455	9,079	63,214
Self Check - % of items checked out in the Library	70.86%	75.31%	72.85%
Programs - # of Programs/Attendance*			
Adult - Number/Attendance	35 / 657	45 / 1,134	195 / 4,904
Teen Number/Attendance	10 / 153	9 / 63	63 / 839
Youth - Number/Attendance	112 / 1,618	49 / 1,661	334 / 14,119
General Interest - Number/Attendance	5 / 1,563	4 / 382	19 / 708
Total - Number/Attendance	162 / 3,991	107 / 3,240	592 / 19,862
Library Events - Number / Attendance	1 / 11	1 / 17	4 / 1,171
Outreach - Number / Attendance	24 / 1,598	15 / 361	121 / 6,935
Facility Usage			
Library Visits (Door Count)	14,791	14,167	84,063
Curbside Pickup Transactions	41	17	95
Study Rooms - # of Users	451	440	2,145

*

**

Electronic Usage			
# of Internet Sessions/Total Time	1,460 / 1,193	1,461 / 1,185	8 879 / 7,348
# of Library Website Visits	10,131	16,738	92,186
# Mobile App Views	523	523	4,019
# of Wireless Users	1,915	2,135	12,090
Aspen catalog usage # engaged sessions	6,576	6,884	44,844

Reference Transactions			
Adult	1,944	1,639	10,256
Youth	879	944	9,228
Patron Services	497	423	2,935
Chat	32	47	202
Total Reference Transactions	3,352	3,053	22,621

Total One-on-One Tutorials			
Adult	60	31	271
Youth	0	0	0

Patron Statistics			
# of Resident Cards	18,826	19,730	
# of Non-Resident Cards	55	62	
Total Registered Users	18,881	19,792	

Resources Owned/Licensed			
Books	68,589	65,943	
Newspapers (Print only)	20	17	
Periodicals (Print only)	94	95	
Total Print Materials	68,703	66,055	
Current Subscriptions (Print Only)	114	112	
Current E-Subscriptions	5,702	6,341	
E-Books: Downloadable	88,626	86,801	
Audio Recordings	6,764	5,095	
Audio Recordings (Downloadable)	43,491	45,511	
Videos	9,720	8,386	
Other: Video Games, Puzzles, Devices	908	931	
Databases	100	99	
Total Resources Owned/Licensed	224,014	219,219	

Professional Development Hours			
Total staff hours	108	150.30	351.80

Marketing and Social Media engagement			
Facebook Followers: total count	na		
Facebook post reach for the month	na		
Instagram Followers: total count	na		
Instagram post reach for the month	na		
e-newsletter open rate %	na		

* This includes an estimate of the July 2025 door count as the main entrance was closed July 7-25, 2025.
And an estimate for September and October 2025 as the counter was being replaced.

** Curbside Service was closed during the Front Landscape Project July - September, 2025.

Assistant Director's Report October 2025

Administration and Business Office

- Payroll processed on October 13 and October 27
- Onboarding and updating staff Paylocity records and proxy cards as needed
- Coordination of monthly financial and Librarian statistic reports
 - Door count for September and October are estimates because the counter camera was unavailable during security camera installation work.
- Quarterly checkin meetings held
- 2026 calendars ordered for staff.
- Illinet interlibrary loan survey submitted

Tech Services

- Items ordered – 997 and Items put into Circulation – 402
- Items catalogued – imported bib records & original cataloging - 51
- Item record edits/database clean-up – 293
- Merged records (includes both Workflows and Aspen catalog records) – 20
- Repair items - 149
- Serial record edits – 1 and Claimed Issues – 7
- Conversion projects – 74 items processed. Reclassified JNF from the Old Dewey Classification to the updated numbers
- Reviewed October 2025 BCA Report for Items Created by Home Location - 413 items
- Updated Bibliographic Records that don't have 035 OCLC numbers - 129
- Pending orders in Workflows, not received items as of November 3rd, 2025 (Youth, 456; Adult, 456) No pending cart from B&T, MWT, and Ingram as of November 3rd, 2025.
- Spotlight Displays - Processed Spotlight Displays back to the original Home Location: Youth Large Print and new 650s Adult Spotlight displays
- Updated Bibliographic Records that don't have 035 OCLC numbers (129 records)
- Baker and Taylor to cease operations by the end of the year.
 - B&T cancelled all pending orders on the TS360 platform and then Anjali cancelled the orders in Workflows. She reported the cancellations to selectors in each department.
 - Sustainable Shelves – With the end of Baker and Taylor set for December, we will no longer be tracking the items submitted and the software credit received. Discarded and donated items will be routed to the Friends of the Library book sale shelves or wait for pickup by Knowledge Exchange.
 - Our Ingram non-processing account was reactivated and EDI ordering was set up so that we can order paperbacks and library binding unprocessed to expedite order.
 - Tech Services staff processes items as they are received.
 - Thank you to Anjali, Marie, and Richard for your flexibility as we continue to pivot during this time, for working with Ingram staff to update our accounts and start to add processing, and for keeping selectors and Managers up to date with the changes. A specific thanks to Anjali for creating and continuing to update our procedures and making sure that everyone knows how to order on the Ingram platform.

Meeting Attendance

- Weekly Director meetings – Laura
- October 2 – LACONI Sustainability webinar, Green Team watch party - Joyce
- October 8 – TS in-service brainstorming – Laura, Marie, Anjali, and Richard
- October 9 – Impact sale rep visit – Laura

- October 9 – SWAN Cataloging Working Group - Marie
- October 15 – Uline sales rep – Laura and Richard
- October 21 – Allstaff meeting
- October 21 – monthly IT meeting – Laura with Susan and Rocky (VOCS)
- October 22 – printer contract discussion – Laura with Gordon Flesch rep
- October 22 – printer contract discussion – Laura with Impact rep
- October 23 – SWAN DUX meeting - Anjali
- October 24 – Assistant Director Networking Group meeting – Laura
- October 27 – green Team meeting - Joyce
- October 28 – SWAN chat recording - Laura

Information technology

- There were 47 support tickets in October.
- Administration printer envelope feeder stopped working and because of the age of the printer we are unable to repair it.
- Printer leases and supply maintenance contract up for renewal so Laura is starting to request quotes.
- Camera project – Current cameras replaced, views adjusted and designated staff given access. We will analyze camera views to see if additional cameras are needed, especially in the outside front and Youth Services.
- Equipment reservations – Laura is reviewing how the various tables are named within the equipment taxonomy on Library Market to clarify differences for staff.
- Laptops – IT will start updating operating systems on current laptops from Windows 10 LTSC to Windows 11 starting with the Assistant Director's laptop after problems with the OWL camera, zoom, and printing were reported.

Laura Hays
Assistant Library Director

Adult Services Department Monthly Report

October 2025

Department News:

- We welcome Kristen Driscoll to the team; she'll be working two nights a week and rotating weekends. She comes to us having experience working in nature centers, museums, as well as recently moving to Carol Stream.
- We added signage to the study room doors to help give awareness that reservations are needed before walking into the study rooms
- The Fall ESL classes were on pause due to funding from College of DuPage, however we were able to partner with People's Resource Center to offer a new weekly ESL class/Conversation Group
- For October we've rolled out Cricut Classes offering a hands on creative workshop opportunity and these classes all filled up fast with waiting lists

Outreach Activities:

- Homebound delivery – 48 registered, delivered to 28 patrons, 160 items delivered
- Omar presented library resources for small business owners at the Chamber's recent Doing Business with Intent group
- ESL class offering partnering with PRC
- Our weekly computer classes have been successful as well with PRC
- Several staff participated in outreach events such as Trick or Treat Trail and the Monster Jubilee
- Visited a Hinduism temple here in Carol Stream for a welcome meeting and got a tour of the temple during their New Year celebration
- Offered a in person craft class for the WSDRA classes
- College of DuPage ESL classes will be back in January 2026! Only was one semester break but the demand to have them here at the library created a shift in locations on their end to bring it back here

Programs & Displays:

- Pages through the ages book club
- New After Bedtime bookclub
- ESL classes weekly in partnership with PRC
- Meditation program series held monthly on a Saturday
- Bi weekly Craft Series for adults and seniors
- Hispanic Heritage Month interactive puzzle and butterfly exhibit
- Garlic and Gardening Program in partnership with DuPage Garden Club
- Estate Planning Toolbox presentation
- Great Graves of Illinois presentation
- Doing Business with Intent outreach presentation
- Jane Austen tea party event

Athens Moreno Adult Services Manager

- Weekly PRC computer basic training classes
- Countdown to Retirement presentation
- Monthly Donuts and dice Saturday program
- Chef Maddox presentation, sponsored by the Friends
- Udemy for Small Businesses presentation with RAILS
- Smartphone Q & A class
- Cricut workshop classes
- Pumpkin bedazzling craft classes
- Medium reading presentation
- WSDRA visit and craft event
- Sewing Class creating a Fabric Bowl

Meetings:

- Biweekly Management Meetings
- Met with staff for 1on1s
- Met with AARP on a future partnership for tech classes
- Met with PRC for scheduling 2026 tech classes

Resources and Collection News:

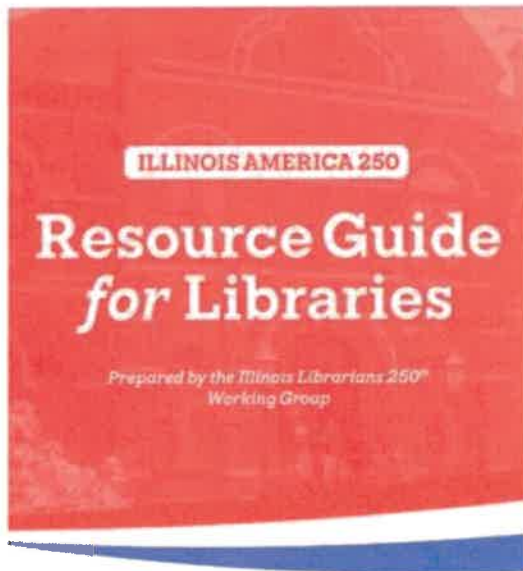
- Udemy usage continues doing well
- Baker and Taylor collapsed, so our main book vendor now will be Ingram along with Amazon as a backup
- Our language resource Mango has been doing well
- Book a librarian continues to be popular and we printed out more business cards to continue promoting this service
- Weeding and ordering of materials continued as usual
- Swapped out new displays for October
- Hold ratios continue to be in check, and our Spotlight area continues excellent circulation

Pictures:

Athens Moreno Adult Services Manager



our bi weekly craft series for adults and seniors has been super fun and enjoyed by patrons

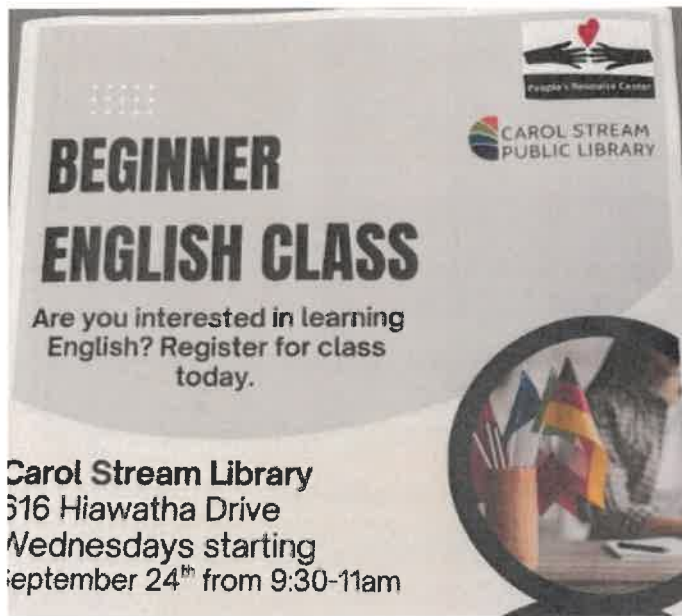


Jessica worked on the IL250 group that led to a published guide for libraries to use for program ideas and information relating to America's 250 anniversary coming up July 2026.

Athens Moreno Adult Services Manager



Vanessa and Linda participated in the trick or treat trail



weekly ESL classes now with PRC, People's Resource Center



Jane Austen Tea Party

Athens Moreno Adult Services Manager



Hispanic Heritage month exhibit



Month long passive

Youth Services Report October 2025

Program Highlights

- During October, Youth Services connected with 1,712 participants through 56 in person and passive programs onsite as well as offsite. Of those, Youth Services hosted 46 in person programs during October with 1,282 in attendance with 6 of those being Spanish or bilingual programs. In addition, Youth Services had 430 participants serviced through 10 self-directed programs.
- Four CSPL Kits were distributed during October. We distributed 75 of the Preschool kits – Jack-o-Lantern Suncatcher and a Thumbkin Patch Fingerpainting and 50 of School Age kits – Monster Bowling and a Diwali inspired Paper Diya.
- We offered 6 Spanish or bilingual programs reaching 124 people this month. These included three storytimes, two programs related to Día de los Muertos and a Hispanic Heritage Month celebration featuring a Chango SnakeDog concert with 21 in attendance. The Altar for Día de los Muertos had great participation from staff and patrons!
- Leigh Anne Wilson and Jake Bonner Baker hosted a Mannequin Makeover – Halloween edition with 14 middle schoolers in attendance. The participants were very enthusiastic with decorating the mannequin heads and creativity shined!
- Leticia Raygoza hosted and Payton Campbell assisted with Bilingual Mingle on 10/11 for 19 attendees.
- Flying Fox Conservation Fund presented a Beautiful Bats program to 71 attendees. Participants learned information about bats and then had the opportunity to pet them!

Outreach Events

- Leigh Anne Wilson provided 4 Outreach Storytimes during October reaching 235 children.

Patron Service and Reference

- 58 Youth Binge Box requests were filled by Youth staff during October.
- Youth Staff had 944 interactions with the public during October.

Meeting Attendance

- 10/14 – Meet with Susan – Amy Teske
- 10/1, 8, 15, 22 – Amy and Sam weekly meetings
- 10/9 – Management – Amy Teske
- 10/10 – Outside Performer Spring Finalization meeting
- 10/15 – Team School Age Spring Brainstorm meeting
- 10/16 – Team Preschool Spring Brainstorm meeting
- 10/20 – Team Spanish Brainstorm meeting
- 10/27 – Green Team Meeting –Meg Atherton, Sam Wright

Respectfully Submitted,
Amy Teske, Youth Services Manager



Mannequin Makeover –
Halloween Edition



Bilingual Mingle



Beautiful Bats



Patron Services Monthly Report October 2025

Circulation Statistics:

- Total Checkouts and Renewals: 28,884
- Staff-initiated material renewals: 148
- Curbside deliveries: 17
- New accounts: 128
- Online registrations: 59
- Check-ins: 14,686
- Holds placed by staff: 645
- Holds Filled: 3,437
- Accounts sent to Unique Materials Recovery: 11
- Notifications sent to patrons via Message Bee: 5,870 (99% success rate)
- Checkouts at self-check machines: 9,079

Patron Purge Update:

- SWAN provides a monthly report of all accounts with a last activity date of 5+ years that are set to be removed from the system. Accounts on the monthly report are manually reviewed by staff to verify addresses.
- In October, 114 accounts were reviewed.

Melanie's Month:

- Monthly 1:1 with Susan and Laura
- Management team meetings
- Ryan Dowd training videos
- Prepped for in-service day on November 7
- Reviewed and updated documentation on library card procedures. Met with staff individually to go over the document and provide clarification as needed.

Other news:

- Eleven new hotspots added to the collection, which continues to have high circulation numbers.
- Curbside reopened to patrons on October 1st due to the completion of the renovation.
- All department staff completed the mandatory Ryan Dowd training videos.
- Multiple staff prepared and were filmed for the Day in the Life video for the in-service day.

Submitted By:
Melanie Johnson
Patron Services Manager
11/13/25

Human Resources

Monthly Report – October 2025

Administration

- Dedicated a lot of time towards coordinating and organizing the 11/7 staff in-service day
- Filmed the departments and editing video footage (off regular-hours) for in-service day
 - <https://my.nicheacademy.com/csplstaff/course/88626/lesson/226898> (final video)
- Met with presenters (Social Services, Martina Mathisen) and coordinated food (Manny's)
- Booked our staff appreciation dinner with St. Andrew's for Friday, 1/30/26
- Friday Fuel:
 - 10/3 Mandatory Ryan Dowd trainings (7 videos – used as foundation training)
 - 10/17 Incident Reporting for Libraries
- Notarized documents x3
- Hosted our first CSPL Staff Book Club meeting
- Updated fillable ICE procedure document and made accessible to staff (employee's idea!)
- Attended monthly Green Team meeting

Benefits

- COCC notice sent to employees and retirees

Staffing & Onboarding

- Two in-person interviews conducted for part-time Adult Services Librarian role
- Hired Kristen Driscoll – Start date 10/22/25; conducted HR orientation
- Contacted 3 references
- Began recruiting for full-time Youth Services Librarian role (resignation received)

Training

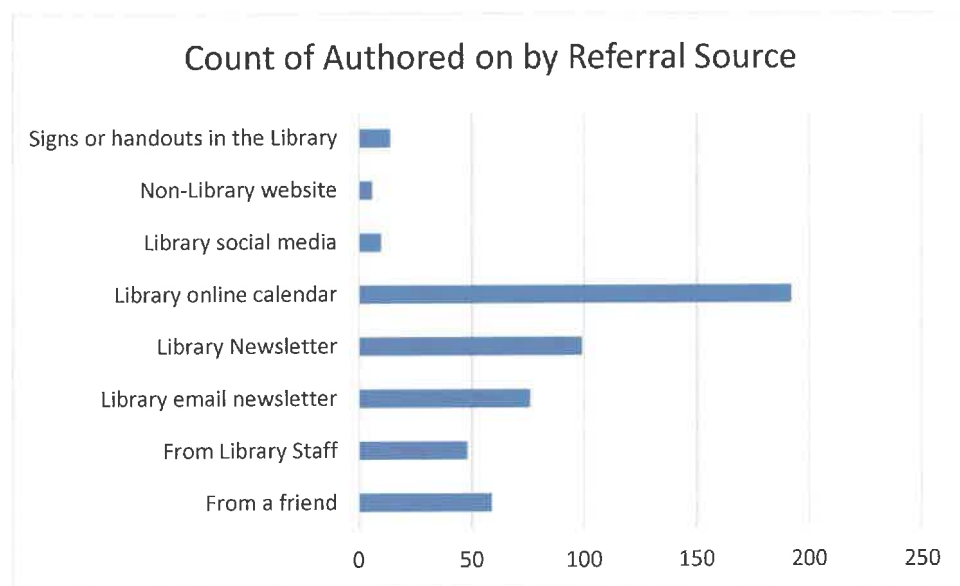
- LACONI Sustainability in Action Part 2 (1.5 hours)
- ILA Conference 10/14-10/16 (~21 hours)
- SHRM Honest HR Podcast: Quiet Cracking – The Silent Strain Breaking Workplaces (30 min)
- SHRM Honest HR Podcast: Using Stay Interviews to Spot Red Flags (30 min)
- SHRM Honest HR Podcast: Curiosity is Contagious (30 min)
- SHRM Honest HR Podcast: HR's Top FMLA Questions (30 min)
- SHRM Honest HR Podcast: Confronting Zombie Leaders (30 min)

Compensation

- N/A

Marketing Report: Mikayla Frigo

October 2025



Promotions resulted in 504 event registrations.

- Finished editing and publishing all Winter programs in Library Market.
- Designed, edited, and reviewed (December, January & December) Winter Print Newsletter.
- Coordinated filming with the Village for the Grinch promo video for the Village Tree Lighting on 10/14.
- Coordinated with the Friends of the Library for their sponsored cooking program and promo table in the Lobby before the event on 10/20.
- Coordinated volunteers and prepped marketing materials for the Trick or Treat Trail on 10/25.
- Coordinated volunteers, prepped materials for Trick or Treat at the Library on 10/31.
- Created the StoryWalk design and collaborated with the Youth Services Manager, Library Director, and Friends of the Library to secure sponsorship.
- Created new vinyl signage for the family restroom and study rooms.
- Updated graphics for TV displays to promote the Library's resources & upcoming events.
- Updated the CSPL Website with new slides for resources, Library Closures, and events.
- Monitored social media and made weekly scheduled Facebook posts.
- Produced five weekly eNews blasts.
- Submitted a monthly graphic to the Village eNews.

Meetings

- Summer Reading Meeting on 10/8.
- Filming for the Staff "Day in the Life Video" with HR Manager on 10/23.



Study Room/Family Restroom Signage



Trick-or-Treat Trail



CSPL Trick-or-Treat



Winter Newsletter



StoryWalk Design

Marketing Request Forms/ Marketing Materials Created

- Edited the December English & Spanish Youth Services Program pamphlet.
- Edited the November Youth Services Outreach pamphlet.
- Created 20 - 8.5 x 12, Adult Program Signs, 2-Teens Program Signs & 3 - Kids Program Signs.
- Marketing Request #636 Teen and middle school PPT slide.
- Marketing Request #657 for a temporary credit charge sign.
- Marketing Request #658: Adult November Program Calendar 2025.
- Marketing Request #660 Adult Table Display November 2025.
- Marketing Request #661 Main Lobby Display November 2025: No Shave November.

Adult Services Promotional Signage

11 17 Signs

- Marketing Request # 619 for Missing Man Table 11x17 stanchion sign.
- Marketing Request #643 Promo Sign: Super Simple Spanish Skills.
- Marketing Request #644 for Promo Sign: Mom's After Bedtime Book Club (Winter 2025)
- Marketing Request #647 Promo Sign: Buying a Computer

Statistics:

Views: The number of times your content was played or displayed.

Engagement: the number of times each post was clicked on, liked, and/or commented on

Facebook: October Followers: 3,540
29 new followers

October Post Views: 48.7K

Views ⓘ

Export ▼

48.7K ↑ 33%



Top Three Views: Posts from October:

Views: 3.8 K Engagements:106	Views: 3.4 K Engagements: 127	Views: 3.2 K Engagements: 50

Top Three Engagement Posts from October:

		
<p>Views: 3.4 K Engagements: 127</p>	<p>Views: 3.8 K Engagements: 106</p>	<p>Views: 3.2 K Engagements: 50</p>

Instagram: October

Followers: 1,573

19 new followers

October Post Views: 12.9 K




Views ⓘ

Export ▼




12.9K ↑ 34.9%



Top Three Views: Posts from October:

	<p>Instagram</p> <p>carolstreamp!</p>  <p>carolstreamp! Have you visited the library's website for programming? Check our Bio for the link to see ... more</p>	<p>Instagram</p> <p>carolstreamp!</p>  <p>carolstreamp! Big thanks to our awesome teen volunteers for making over 300 blankets for our ... more</p>
<p>Views: 1.8 K Engagements: 71</p>	<p>Views: 780 Engagements: 24</p>	<p>Views: 606 Engagements: 39</p>

Top Three Engagement Posts from October:

	<p>Instagram</p> <p>carolstreamp!</p>  <p>carolstreamp! Big thanks to our awesome teen volunteers for making over 300 blankets for our ... more</p>	 <p>Bookmarks we've found at the Carol Stream Public Library</p>
<p>Views: 1.8 K Engagements: 71</p>	<p>Views: 606 Engagements: 39</p>	<p>Views: 515 Engagements: 28</p>

Promotional Emails October:

October 2	Your Fall Program Guide	Open Rate: 41.0%	Click Rate: 3.0%
October 9	Spooky Season is Here!	Open Rate: 35.3%	Click Rate: 1.5%
October 16	Harvest Hope: October Blood Drive	Open Rate: 38.0%	Click Rate: 1.2%
October 23	Library Fun at Home!	Open Rate: 39.1%	Click Rate: 2.8%
October 30	Happy Halloween!	Open Rate: 42.3%	Click Rate: 1.7%



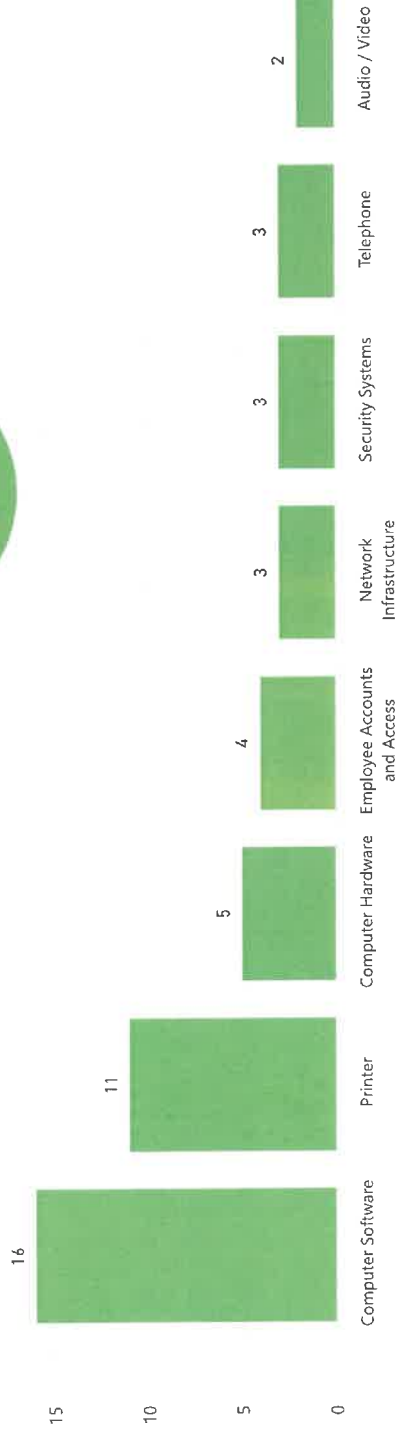
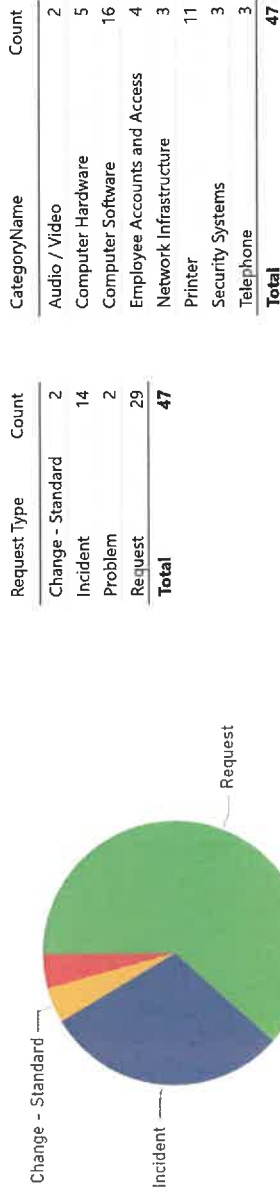
Monthly Report of IT Service

Report Range 10/1/2025 10/31/2025

Support Tickets 47

Information Technology Closed Support Tickets by Category

Helpdesk tickets are broken down by type and categorized to help identify trends. The most common tickets are Requests and Incidents. If there are multiple related Incidents, this indicates a problem and leads to a Change.



Tickets Types

Definitions:

Requests - A request is a request for a service. This may include a printer setup, a new user setup, assistance with an application.

Incident - This is when an existing service is not working as it should and we work quickly to find a resolution. Consider you can't login to email, or a printer stopped working. All of these tickets can generally be resolved quickly.

Problem - A problem is when we have an incident or multiple related incidents that cannot be fixed quickly and requires research to figure out why the problem occurs.

Problem - Known - This is something that has been identified as a problem, but we have chosen not to fix it. This can be a result of budget, capabilities or other influences.