

**FRANKFORT PUBLIC LIBRARY DISTRICT REPORT FOR COMPLIANCE WITH
DECENNIAL COMMITTEES ON LOCAL GOVERNMENT EFFICIENCY ACT**

1) Unit of Government Submitting This Report

Frankfort Public Library District
21119 S. Pfeiffer Road, Frankfort, IL, 60423

2) Information about our Library

- a) We are located primarily in Will County, with part of our District in Cook County. There are 21 public libraries in Will County.
- b) The population of our Library District is 33,761 as of the 2020 Census.
- c) We have 43 employees, not including elected officials.
- d) Our annual budget for FY2023-2024 is \$2,939,022.
- e) Our Library District's equalized assessed valuation (EAV) for 2023 is \$1,368,770,328.

3) Information about our Committee

a) Committee Members:

Library Board President	Jan Look	
Library Board Vice-President	Cindy Wagner	
Library Board Treasurer	John Schneider	
Library Board Secretary	Jennifer Knutson	
Library Board Trustee	Dave Drisko	
Library Board Trustee	John Karabis	
Library Board Trustee	Katherine Veach	Committee Member: May 23-Jan 24
Library Director	Amanda Kowalcze	
Library District Resident	Tracey Bohl	
Library District Resident	Jaclyn Freitag	
Library District Resident	Lauren McDonald	Committee Member: May 23-Dec 23
Library District Resident	Mary Lynne Paris	
Library District Resident	Jeffrey Slovak	Committee Member: Joined Feb 24
Library District Resident	Brooks Stenoish	
Library District Resident	Julie Terlep	

b) Dates Committee Met:

First Meeting:	May 25, 2023
Second Meeting:	February 22, 2024
Third Meeting:	March 28, 2024

4) Core Programs or Services Offered by our Library

a) Our Library offers the following core services and programs:

- Circulation of physical and digital materials
- Access to databases and other information
- Access to computers, wifi, printers, and assistance with same
- Access to creative technology in the makerspace
- Educational and cultural programming, including early literacy programs, technology programs, book clubs, STEAM programs, skill-building programs, and creative programs for community members of all ages
- Outreach services to local schools, assisted living facilities, and local community partners
- Notary services and test proctoring
- Meeting room and study room rental, tutoring space, and quiet reading space

b) Other services/programs we could possibly provide:

- Circulation of additional physical or digital items
- Other governmental services, such as passport services or license plate renewals
- Additional qualified assistance in finding services and resources, through a qualified social worker on staff

5) Awards and Recognition

a) Our Library has received the following awards, distinctions and recognitions:

- FY2011 National Endowment for the Humanities and Abraham Lincoln Bicentennial Commission Traveling Exhibit Grant
- 2013 National Endowment for the Arts Muslim Journeys Bookshelf Grant
- FY2018 Back to Books Grant
- 2022 IL Arts Council Artstour Grant
- 2022 National Endowment for the Arts Let's Talk About It! Grant

6) Intergovernmental Agreements

We partner with or have Intergovernmental Agreements with the following other governments:

a) **SWAN Library Services (System Wide Automation Network)**

SWAN is an Illinois Intergovernmental Instrumentality formed under Act 5 ILCS 220/1, to provide libraries a technology platform designed to bring library collections and registered residents into a network for ease of access and sharing.

Services Offered:

Technology: The most recent technology cost analysis conducted with library districts indicates that participation in SWAN saves the Library approximately \$54,254 per year. The analysis included library technology listed below.

- Library vendor annual maintenance
- Hosting/Software-as-a-Service of Library Services Platform
- Enhanced Content Subscription

- Statewide library resource sharing platform annual subscription
- Catalog authority service updates
- EBSCO Novelist Select
- Online library cardholder authentication service
- Online library card sign- up
- Library mobile app
- Server software and hardware licensing
- Notice printing cost
- Patron notification via text messaging and automatic telephony
- Library personnel costs supporting above services

Shared library collection: The most important savings to a library participating in SWAN is through coordinated effort in providing Illinois residents access to books and other materials.

In a single year, Frankfort PLD borrowed 16,190 items through SWAN, which would have cost the Library \$323,800.00 if the Library instead purchased those materials for its collection.

Ease of access to libraries: Visits to neighboring libraries to borrow materials is simplified under SWAN. Frankfort PLD patrons visited neighboring public libraries in the SWAN network of libraries and checked out 9,659 items in a single year. It would have cost the Library \$193,180.00 to have purchased those materials directly.

Collection cost: The SWAN consortium of libraries through its collective effort has succeeded in building an online collection of 8 million items. The combined value of the 100 libraries' collection is \$168.5 million.

b) Reaching Across Illinois Libraries System (RAILS)

Membership imparts many benefits, including access to RAILS Delivery system which transports books from one library to another across the state. Last year, Frankfort PLD received approximately 29,000 items and lent approximately 15,000 items via RAILS Delivery. Frankfort Staff use RAILS email lists to share ideas and best practices with other librarians from across the state, and participate in networking groups and continuing education opportunities offered by RAILS. The Library has taken advantage of RAILS negotiated group discounts to purchase items and make contracts, saving the Library hundreds of dollars in expenditures over the last several years.

- Boundless (eRead Illinois) - Membership allows our library patrons access to e-books and e-audiobooks via the Boundless app or website. Our library patrons read over 3,000 e-books and e-audiobooks in the past year, which would have cost the Library approximately \$60,000.00 if those items had been purchased by the Library directly
- Explore More Illinois - membership allows our library patrons free and discounted admission, parking, and gift store purchases from a wide variety of Illinois cultural and recreational attractions

c) The Library Insurance Management and Risk Control Combination (LIMRiCC)

The Library Insurance Management and Risk Control Combination is a health insurance pool of Illinois libraries. LIMRiCC manages unemployment compensation group account (UCGA)

payments for all members of the group. It also negotiates with insurance companies to provide a group rate for medical, dental, vision, and life insurance, as well as manages COBRA benefits and provides an Employee Assistance Program. Being within the LIMRiCC health insurance pool gives all of the libraries stronger negotiating power, to keep insurance costs lower and streamlines administration and legal compliance.

d) Illinois Libraries Present

Illinois Libraries Present is a consortium of libraries of all sizes and budgets from across Illinois, who pool programming funding in order to provide premier, high-profile virtual events at equitable prices for all participating member libraries. This reduces individual library programming costs and maximizes reach by taking advantage of collective buying power. The group has hosted virtual programs with *New York Times* bestselling authors, Pulitzer Prize winners, MacArthur Genius Grant winners, and pop culture icons.

7) Community Partnerships

We regularly partner with the following organizations:

- Friends of the Frankfort Library
- Frankfort Teen Advisory Board
- Village of Frankfort
- Frankfort Park District
- Frankfort Square Park District
- Frankfort Police Department
- Frankfort Fire Department
- Frankfort Historical Society
- Frankfort School District 157-C
- Summit Hill School District 161
- Lincolnway CHSD 210
- Frankfort Arts Association
- Will County Department of Public Health
- Crisis Center of South Suburbia
- Riverside Medical Healthcare
- Museum Adventure Pass Program
- Illinois Philharmonic Orchestra
- Ravinia Words and Music

8) Review of Laws, Policies, Rules and Procedures, Training Materials, and other Documents

We have reviewed the following, non-exhaustive list of laws, policies, training materials, and other documents applicable to the Library in order to evaluate our compliance and to determine if any of the foregoing should be amended:

- State laws applicable to Libraries
- Illinois Open Meetings Act (5 ILCS 120/1 et seq.)
- Policy on public comment
- Designation of OMA officer (5 ILCS 120/1.05(a))
- All Board Members have completed OMA Training (5 ILCS 120/1.05(b))

- Schedule of Regular Meetings of the Library Board (5 ILCS 120/2.03)
- Illinois Freedom of Information Act (5 ILCS 140/1 et seq.)
- Designation of FOIA Officer (5 ILCS 140/3.5(a))
- FOIA Officer Training (5 ILCS 140/3.5(b))
- Computation and Retention of FOIA Requests (5 ILCS 140/3.5(a))
- Posting Other Required FOIA Information (5 ILCS 140/4(a); 5 ILCS 140/4(b))
- List of Types or Categories of FOIA Records under Library Control (5 ILCS 140/5)
- Periodic Meetings to Review Closed Meeting Minutes (5 ILCS 120/2.06(d))
- IMRF Total Compensation Postings (5 ILCS 120/7.3)
- Designation of Whistleblower Auditing Official (50 ILCS 105/4.1 et seq.)
- All applicable officials have filed statement of economic interests (5 ILCS 420/4A-101; 5 ILCS 420/4A-101.5 et seq.)
- Sexual harassment prevention training (775 ILCS 5/2-109(C))
- Our Intergovernmental Agreements
- Our budget and financial documents
- State Ethics Laws, including, but not limited to the State Officials and Employees Ethics Act (5 ILCS 430/1-1 et seq.)
- Library Strategic Plan
- Serving Our Public 4.0
- Reports on government efficiency, including “Local Government Efficiency and Size in Illinois: Counting Tax Revenues, Not Governments” by Wendell Cox (2016)

9) What We Have Done Well

a) New Programs/Services Offered:

- Virtual Programming began to be offered in response to the COVID-19 pandemic, and continues to be offered to all patrons in our service area
- Curbside Pickup temporarily implemented during the COVID-19 pandemic to continue circulation services while maintaining social distancing protocols in place by the IDPH

b) Ethics Ordinances Adopted and Revised:

- Confidentiality of Library Records and Patron Data Privacy Policy (2021)
- Credit Card Security Policy (2016)
- Credit Card Use Policy (2019)
- Finance & Purchasing Policy (2022)
- FOIA Policy (2022)
- Fund Balance Policy (2019)
- Gift Ban Policy (2017)
- Investment of Public Funds Policy (2022)
- Outstanding Check Policy (2019)
- Photography & Recording Policy (2022)
- Security Camera Policy (2017)
- Whistleblower & Anti-Retaliation Policy (2022)

- c) New Intergovernmental Agreements:
 - Illinois Libraries Presents intergovernmental agreement established in 2021 to provide a shared pool of virtual programming for libraries across the state of Illinois

- d) Increased Library Services and Participation
 - 2020 census data reflects a 10% increase in District population
 - Program offerings and participation are up, above pre-COVID levels
 - Circulation of digital and print materials are up, above pre-COVID levels
 - Print newsletters, e-newsletters, and social media are being used to promote and inform patrons of upcoming events, services, and resources.
 - Offering increased outreach to the local school districts, at times interacting with more than 500 students per month
 - Offering increased outreach to homebound community members, local assisted living facilities, and local community partners
 - Development of unique programming for community members in light of increased traffic for educational finals periods
 - Over 1000 active participants in 2023 Summer Reading Program

- e) Transparency and Accountability
 - Library website includes monthly check registers, audits, ordinances, resolutions, policies, and levies
 - Community surveys and focus groups in 2022 gathered feedback on Library services and resources to guide future plans
 - Prompt response time for Freedom of Information Act requests

- f) Staff
 - Adopted training suites for customer service and internet security
 - Set quarterly staff development goals to support continuous improvement

- g) Financials
 - Maintained a fiscally responsible and balanced budget
 - Increased fund balances to safeguard against tax delays
 - Increased special reserves for capital improvements

10) Identified Inefficiencies

The Library has not yet expanded as far outside traditional library services as other public libraries in our area. We could investigate offering additional services and resources, such as:

- Beyond books collection of circulating items
- Passport services
- License plate sticker renewal

The older sections of the building have dated electrical and computer wiring systems, and limited outlets and ethernet ports, which limit how furniture and service points could be arranged. The

layout of the building allows for sound to carry, and requires four service points for staffing coverage. Additionally, separated staff work areas discourage collaboration.

Although we offer many services and resources, some community members are unaware of everything that is offered. Additional marketing efforts, and consistency in marketing communication may improve community awareness and engagement.

11) What Can Be Done Better or More Efficiently

Due to how state law governs library service areas, there is no overlap of library services within our service district.

The Library has limited staff time and resources, but strives to address any issues as they arise in an efficient and timely way at a reasonable cost. Unfunded mandates from the state, and outdated state laws that require, for example, costly annual newspaper publications, cost the District both financially and in staff time. One step we can take to address this is contacting our legislators and library systems and associations to promote legislative improvements and decrease unfunded mandates.

Regarding the inefficiencies identified in item 10, we could investigate additional nontraditional library services, and implement them as space, staff, and finances allow. We are actively evaluating the Library building to make a long-term plan to best meet the needs of staff and the community.

12) Studies on Governmental Efficiencies

In preparing this report, we reviewed several studies on local government efficiency. These studies show that the average local government in Illinois serves 1800 residents compared to the national median of 2850 individuals.

13) Committee's Recommendations Regarding Increased Accountability and Efficiency

We believe the Frankfort Public Library District has an excellent record of accountability and transparency. We are working within our financial means to meet the library needs of our community. We will also continue to stay cognizant of our long-range progress through regular Strategic Plan assessments. We will continue to respond to the changing needs of our community, and will work with other libraries and community partners to continue to efficiently maximize our use of tax payer dollars.

Submitted by:

Amanda Kowalcze
Library Director
Chairman, Decennial Efficiency Committee
Frankfort Public Library District

Date of Committee Approval of Report: March 28, 2024