

September 21, 2011

7. NEW BUSINESS
A. Serving Our Public 2.0: Standards for Illinois Public Libraries –
Governance and Administration

Every year, as part of the Per Capita Grant application, the Library Board is asked to review different chapters of Serving Our Public 2.0: Standards for Illinois Public Libraries. For the FY2012 grant application, the Board is asked to review Chapter 2: Governance and Administration. This chapter was also reviewed last year as one of three priority chapters reviewed for last year's grant. The Library meets all standards. No action is required for this item.

Governance and Administration Checklist:

1. Library has an elected or appointed board of trustees.
The Library meets this standard.
2. Library has a qualified library administrator.
The Library meets this standard.
3. Library administrator files an *Illinois Public Library Annual Report* (IPLAR) with the Illinois State Library.
The Library meets this standard.
4. Library administrator prepares monthly reports (including statistics) of operations and services, including statistics, for the board's review.
The Library meets this standard.
5. Library administrator and/or library board treasurer prepares monthly fiscal reports for the board's review.
The Library meets this standard.
6. Library has a mission statement and a long-range plan.
The Library meets this standard.
7. Library maintains an understanding of the community by surveys, hearings, and other means.
The Library meets this standard.
8. Library board reviews library policies on a regular basis.
The Library meets this standard.
9. Library board members participate in local, state, regional, and national decision making that will benefit libraries.
The Library meets this standard.
10. Library develops an orientation program for new board members.
The Library meets this standard.
11. Library board members attend local, regional, state, and national conferences pertinent to libraries.
The Library meets this standard.
12. Library keeps adequate records of library operations.
The Library meets this standard.

September 21, 2011

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| <p>7. NEW BUSINESS
B. 2012 Per Capita Grant Application</p> |
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Attached is the 2012 Per Capita Grant Application. The responses to all the narratives are included as a numbered attachment when necessary. Board action is required for the document as a whole.

Illinois State Library
APPLICATION FOR GRANTS AVAILABLE TO ILLINOIS PUBLIC LIBRARIES
Application Statement

City Naperville, IL

Library Naperville Public Library

The Library Board understands that the State Librarian is empowered to make these grants, under the law, from funds appropriated by the Illinois General Assembly, and that if the monies appropriated for these grants are not sufficient, the State Librarian shall reduce the per capita amount of the grants so that the qualifying public libraries receive the same amount of per capita. The Board further affirms that in making the application for the grant or grants, it is acting at its sole discretion and is not applying as a result of pressure or duress from any outside agency, person or persons.

In making application for a grant or grants, the Library Board agrees to expend all the funds received for the purposes outlined in the application as approved by the Illinois State Library and defined by the Illinois Library System Act and corresponding Administrative Rules. The Library Board further affirms that all grant funds received as a result of this application shall be used for providing public library service to its community by supplementing the library's regular budget, and that it will not reduce, nor cause to have reduced, the library's levy in the current year or in the next year.

The Board further affirms that if the expenditure of the grant funds is contemplated, at any time, to be other than that stated in the grant application, that it will solicit and receive the consent of the Illinois State Library before approving such expenditures. Failure to spend funds as approved by the Illinois State Library and/or within the time frame allotted shall result in ineligibility for future grants for a period of one year. The Board further affirms that it has reviewed the most recent edition of *Serving Our Public 2.0: Standards for Illinois Public Libraries* during the previous 12 months and that it has completed all requirements of this application. The Board agrees that the Illinois State Library or its designee shall have the right to examine any of the Board's records that directly relate to this grant.

The Illinois State Library is not obligated to fund grant applications that do not meet the requirements established by the Illinois State Library as indicated in the State of Illinois Administrative Code Rules Part 3035.115 and 3035.135. This application form has been made available electronically so libraries may complete the form online. After completing the required fields, the form must be printed, signed and returned to the Illinois State Library per the instructions in the Illinois Public Library Per Capita and Equalization Aid Grants Application. Other than supplying requested information, grant applicants may not alter the original form as issued by the Secretary of State/Illinois State Library. Grant applications not submitted on the required forms by the deadline date, or not completed, shall not be considered for funding by the Illinois State Library. The Board affirms that the information contained in this application is, to the best of its knowledge and under penalty of perjury, correct.

Date: _____ September 21 _____, 2011

Mr. Mrs. Ms. _____
President, Board of Directors/Trustees

Mr. Mrs. Ms. _____
Secretary, Board of Directors/Trustees

Mr. Mrs. Ms. _____
Librarian

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Mr. Mrs. Ms. _____
President, Board of Directors/Trustees

Mr. Mrs. Ms. _____
Secretary, Board of Directors/Trustees

Mr. Mrs. Ms. _____
Librarian

**Illinois State Library
2012 ILLINOIS PUBLIC LIBRARY PER CAPITA AND
EQUALIZATION AID GRANTS APPLICATION**

Pursuant to the provisions of the Illinois Compiled Statutes (ILCS), 75 ILCS 10/8 and 10/8.1, as amended, the undersigned PUBLIC LIBRARY hereby applies for the FY2011 Illinois Public Library Per Capita and Equalization Aid Grants to be used for library purposes.

City Naperville, IL

1. *Name and Title of Person preparing this application:

Jeffry Scheuerman Finance Manager
(Name) (Title)

Library Telephone Number: 630-961-4100 ext. 2228 Library FAX Number: 630-961-4119

*E-mail Address: jscheuerman@naperville-lib.org
(E-mail address of person preparing the application)

Main Library Hours: Monday 9am-9:00pm Tuesday 9am-9:00pm Wednesday 9am-9:00pm

Thursday 9am-9:00pm Friday 9am-9:00pm Saturday 9am-5:00pm Sunday 1:00pm-5:00pm

***If this information changes within the next six months, please e-mail changes to jurbanek@ilsos.net.**

2. Population Served: 141,853

Has the library's legal service population changed from the previous year? Yes No

If yes, all changes in population must be documented, and that documentation must be included with this application. Documentation should include one of the following:

1. Any U.S. Census documentation (corrections, special census, special block census, etc.) that has been filed by October 14, 2011, with the Office of Secretary of State, Index Department, **or**
2. For population changes, annexations or disconnects that are typically not documented by the U.S. Census, the library must include appropriate and substantial documentation. Examples include, but are not limited to: documentation from appropriate municipal corporate authorities, a library district's board of trustees, referenda questions and certified results, etc.

Contact the Illinois State Library with any questions about what documentation should be included. **Please check box** to indicate the library has included the required documentation with this application.

3. Calculation of Equalization Aid Grant: (Sections a, b, and c must be completed in order to apply for a Per Capita Grant, even if the library is not applying for an Equalization Aid Grant.)

a) Value of all taxable property within the library's service area as of January 1, 2011, or the most recent year available (the assessed valuation against which tax revenue was most recently levied) and as equalized by the Department of Revenue, Property Tax Administration Bureau

Must match "TOTAL" line from primary county's County Clerk's page..... \$ 4636629145

Must match "TOTAL" line from additional county's County Clerk's page \$ 2082110581

Must match "TOTAL" line from additional county's County Clerk's page \$ _____

Must match "TOTAL" line from additional county's County Clerk's page \$ _____

a) = the sum of ALL county total lines

TOTAL of combined said valuation for primary and/or additional counties: \$ 6718739726 a)

Library Naperville Public Library

b) Said valuation multiplied by 0.0013 yields.....\$ 8,734,362.....b)

c) Levy at 0.13% divided by population served yields per capita of.....\$ 61.57.....c)

Complete d) e) and f) ONLY if receiving an Equalization Aid Grant

d) Population served multiplied by \$4.25 equals.....\$.....d)

e) Enter valuation multiplied by 0.0013 obtained in step b).....\$.....e)

f) Subtract e) from d) equals amount of equalization aid.....\$.....f)

- 4. Is the library's tax rate below .13% because of the Property Tax Limitation Law? Yes No
- 5. In order to be eligible for either a Per Capita Grant or an Equalization Aid Grant, the corporate authorities, in lieu of a tax levy at a particular rate, may provide an amount equivalent to the amount to be produced by that levy (75 ILCS 10/8.1). **If the library is applying for a grant on that basis, attach documentation for the most recent year available. Please check box** to indicate the library has included the required document with this application.

LEGAL COMPLIANCE

6. As per the requirements, the library administration and board of trustees must review Chapter 2, "Governance and Administration," of the most recent edition of *Standards for Illinois Public Libraries*. Provide the date(s) of review and a short narrative discussing the library's progress toward meeting the standards, including any changes made as a result of this review.

This chapter was reviewed by the Library Board on September 15, 2010 and again on September 21, 2011. The library meets the standards for this chapter. No changes were necessary.

COLLABORATION AND COOPERATION

7. Determine how the library can inspire a stronger community through collaboration and cooperation. Identify partnerships the library has formed or will consider forming within the community. Explain in a short narrative and provide a list of the community partners:

See attached.

LIBRARY'S PROMOTION AND PROGRAMMING

8. How has funding from the Illinois Public Library Per Capita and Equalization Aid Grants Program enabled the library to initiate or enhance library services? Explain in a short narrative:

See attached.

TRUSTEES

9. Has the library board analyzed the library's revenues in the last three years to determine if those monies are sufficient to meet the needs of the community? Yes No

If the revenues were found to be insufficient, has the board of trustees investigated and identified potential funding sources? Yes No

Please identify the potential funding sources:

While at this time the Board feels there is sufficient funding to meet the needs of the community, both the Board and staff have continuously examined other funding sources. Both sponsorships and gifts have been used over the years to extend and enhance programming. In the past year, advertising space has been sold in the program guide as a new revenue source. In addition, the Library's Foundation remains a largely untapped source of potential funding that could be expanded to meet future needs. Finally, staff continues to consider grant funding of special projects as special, specific needs arise.

PLANNED USE OF FY2012 GRANT MONIES

10. Describe how the library plans to use FY2012 grant monies in order to meet standards in the most recent edition of **Serving Our Public 2.0: Standards for Illinois Public Libraries**. Use general categories in identifying actual planned expenditures. *Capital expenditures (anything attached to the building's interior or exterior including heating and air conditioning systems) will not be an approved use of per capita funds. Inappropriate expenditures include appliances such as refrigerators, stoves, microwaves, water fountains, etc.*

See attached.

FY2010 Per Capita Grant funds must be obligated by June 30, 2011, and expended by August 15, 2011.

For libraries that received and reported the use of FY2010 Per Capita Grant funds on last year's application, proceed to page 7.

For libraries that did not report any or all of the use of FY2010 Per Capita Grant funds on last year's application, the information below is required.

EXPENDITURE OF FY2010 PER CAPITA GRANT

11. Total FY2010 Per Capita Grant received: \$ Previously reported
 (Must be exact amount - do not round up or down)

List expenditures by general category. Total must be equal to or greater than the FY2010 Per Capita Grant.
Include equalization aid grant expenditures only - do not include entire library budget.
 All expenditures listed here must be addressed in the budget explanation below.

CATEGORY	FY2010 AMOUNT
Children's Materials (including electronic resources)	\$ _____
Adult Materials (including electronic resources)	\$ _____
Programs	\$ _____
Personnel	\$ _____
Continuing Education	\$ _____
Supplies	\$ _____
Equipment	\$ _____
Electronic Access (include computer software and hardware)	\$ _____
Travel	\$ _____
Public Relations	\$ _____
Telecommunications	\$ _____
Contractual Services (please specify) _____	\$ _____
Other (please specify) _____	\$ _____
TOTAL (must be equal to or greater than the FY2010 Per Capita Grant).....	\$ 0

If a Per Capita Grant was received in FY2010, describe how the monies were used in the library's progress toward meeting the Illinois Public Library Standards adopted by the Illinois Library Association, in the most recent edition of *Serving Our Public 2.0: Standards for Illinois Public Libraries*.

All expenditures addressed here also must be represented above.

For libraries that received and reported the use of FY2010 Equalization Aid Grant funds on last year's application, proceed to page 8.

For libraries that did not report any or all of the use of FY2010 Equalization Aid Grant funds on last year's application, the information below is required.

FY2010 Equalization Aid Grant funds must be obligated by June 30, 2011, and expended by August 15, 2011.

EXPENDITURE OF FY2010 EQUALIZATION AID GRANT

12. Total FY2010 Equalization Aid Grant received: \$ N/A
 (Must be exact amount - do not round up or down)

List expenditures by general category. Total must be equal to or greater than the FY2010 Equalization Aid Grant.
Include equalization aid grant funds expenditures only - do not include entire library budget.
 All expenditures listed here must be addressed in the budget explanation below.

CATEGORY	FY2010 AMOUNT
Children's Materials (including electronic resources)	\$ _____
Adult Materials (including electronic resources)	\$ _____
Programs	\$ _____
Personnel	\$ _____
Continuing Education	\$ _____
Supplies	\$ _____
Equipment	\$ _____
Electronic Access (include computer software and hardware)	\$ _____
Travel	\$ _____
Public Relations	\$ _____
Telecommunications	\$ _____
Contractual Services (please specify) _____	\$ _____
Other (please specify) _____	\$ _____
TOTAL (must be equal to or greater than the FY2010 Equalization Aid Grant)	\$ 0 _____

If an Equalization Aid Grant was received in FY2010, describe how the monies were used in the library's progress toward meeting the Illinois Public Library Standards adopted by the Illinois Library Association, in the most recent edition of *Serving Our Public 2.0: Standards for Illinois Public Libraries*.

All expenditures addressed here also must be represented above.

FY2011 Per Capita Grant funds must be obligated by June 30, 2012, and expended by August 15, 2012.

EXPENDITURE OF FY2011 PER CAPITA GRANT

13. Total FY2011 Per Capita Grant received: \$ 147,932.58
 (Must be exact amount - do not round up or down)

List expenditures by general category. Total must be equal to or greater than the FY2011 Per Capita Grant.
 Include equalization aid grant funds expenditures only - do not include entire library budget.
 All expenditures listed here must be addressed in the budget explanation below.

CATEGORY	FY2011 AMOUNT
Children's Materials (including electronic resources)	\$ <u>21792.37</u>
Adult Materials (including electronic resources)	\$ <u>34023.44</u>
Programs	\$ <u>2508.66</u>
Personnel	\$ <u>783.89</u>
Continuing Education	\$ <u>29769.00</u>
Supplies	\$ _____
Equipment	\$ <u>10703.30</u>
Electronic Access (include computer software and hardware)	\$ <u>10853.34</u>
Travel	\$ <u>12273.00</u>
Public Relations	\$ <u>12005.58</u>
Telecommunications	\$ _____
Contractual Services (please specify) _____	\$ <u>13220.00</u>
Other (please specify) _____	\$ _____
TOTAL (must be equal to or greater than the FY2011 Per Capita Grant).....	\$ <u>147932.58</u>

If a Per Capita Grant was received in FY2011, describe how the monies were used in the library's progress toward meeting the Illinois Public Library Standards adopted by the Illinois Library Association, in the most recent edition of *Serving Our Public 2.0: Standards for Illinois Public Libraries*.

All expenditures addressed here also must be represented above.

See attached.

City Naperville, IL

Library Naperville Public Library

FY2011 Equalization Aid Grant funds must be obligated by June 30, 2012, and expended by August 15, 2012.

EXPENDITURE OF FY2011 EQUALIZATION AID GRANT

14. Total FY2011 Equalization Aid Grant received: \$ N/A
 (Must be exact amount - do not round up or down)

List expenditures by general category. Total must be equal to or greater than the FY2011 Equalization Aid Grant.
Include equalization aid grant funds expenditures only - do not include entire library budget.
 All expenditures listed here must be addressed in the budget explanation below.

CATEGORY	FY2011 AMOUNT
Children's Materials (including electronic resources)	\$ _____
Adult Materials (including electronic resources)	\$ _____
Programs	\$ _____
Personnel	\$ _____
Continuing Education	\$ _____
Supplies	\$ _____
Equipment	\$ _____
Electronic Access (include computer software and hardware)	\$ _____
Travel	\$ _____
Public Relations	\$ _____
Telecommunications	\$ _____
Contractual Services (please specify) _____	\$ _____
Other (please specify) _____	\$ _____
TOTAL (must be equal to or greater than the FY2011 Equalization Aid Grant)	\$ 0

If an Equalization Aid Grant was received in FY2011, describe how the monies were used in the library's progress toward meeting the Illinois Public Library Standards adopted by the Illinois Library Association, in the most recent edition of *Serving Our Public 2.0: Standards for Illinois Public Libraries*.

All expenditures addressed here also must be represented above.

City Naperville, IL

Library Naperville Public Library

COUNTY CLERK PAGE

ATTACHMENT TO BE USED BY COUNTY CLERK'S OFFICE AND INCLUDED WITH THE LIBRARY'S FY2012 APPLICATION
ATTACH A SEPARATE FORM FOR EACH COUNTY WITHIN THE LIBRARY'S SERVICE AREA

I, GARY A. KING, Clerk of the County of DU PAGE,
in the State of Illinois, and keeper of the records and files of said county, do hereby certify that the assessed value of all
property as equalized by the Department of Revenue, Property Tax Administration Bureau, for tax year 2010
(most recent year)
available in CITY OF NAPERVILLE LIBRARY is: \$ 4,636,629,145
(Library Corporate entity) (* Total assessed valued of all property)

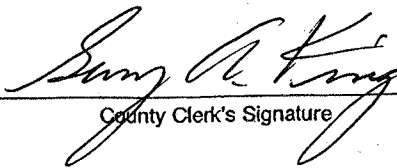
***USE THIS FIGURE TO ANSWER QUESTION 14 a) ON PAGE 3 OF THIS APPLICATION.**

All of which appears from the records and files in my office.

The NAPERVILLE PUBLIC LIBRARY tax rate for 2010 is .1872
(Name of Library) (Tax Year) (Tax Rate)

This tax rate is below .13% because of the Property Tax Limitation Law: Yes No

I HAVE HEREUNTO SET MY HAND AND AFFIXED THE SEAL
OF THE COUNTY OF DU PAGE, IN
THE CITY OF WHEATON, IN SAID COUNTY.

 8-1-11
County Clerk's Signature Date

City
Library

JESSE WHITE
 SECRETARY OF STATE AND STATE LIBRARIAN ILLINOIS STATE LIBRARY

(SUBMIT WITH APPLICATION FOR EQUALIZATION AID AND/OR PER CAPITA GRANT)

I, NANCY SCHULTZ VOOTS, Clerk of the County of Will, in the State of Illinois, and keeper of the records and files of said county, do hereby certify that the assessed value of all property as equalized by the Department of Revenue, Property Tax Administration Bureau for the year 2010 available in City of Naperville Library is:

Real Estate	2,082,110,581
Pollution Control	-0-
Railroad Property	0
	<hr/>
TOTAL	2,082,110,581

All of which appears from the records and files in my office.

City of Naperville Library tax rate for 2010 is 0.1854

If this tax rate was reduced from the previous year, was it because of Property Tax Extension Limitation Law? Yes No

I HAVE HEREUNTO SET MY HAND
 AND AFFIXED THE SEAL OF THE
 COUNTY OF WILL, IN THE CITY OF
 JOLIET, IN SAID COUNTY.

(County Seal)

Nancy Schultz Voots 5/13/11
 (County Clerk Signature) (Date)



State of Illinois
Executive Department

CERTIFICATE

To All To Whom These Presents Shall Come, Greeting:

WHEREAS, Section 1-7-2 of the "Illinois Municipal Code", provides that the Secretary of State shall certify to each municipality the number of its inhabitants as shown by the latest census taken by authority of the United States; and

WHEREAS, a copy of the 2010 Decennial Census taken April 1, 2010 has been filed in my office; and

WHEREAS, it appears from such certificate that the City of Naperville, has 141,853 inhabitants.

NOW THEREFORE, I, JESSE WHITE, Secretary of the State of Illinois, do hereby certify that the number of inhabitants of the

City of Naperville is 141,853.

IN TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Great Seal of the State of Illinois. Done at the City of Springfield, April 26, 2011.



Jesse White

Secretary of State

2012 Illinois Per Capita Grant-Naperville Public Library

7. Determine how the library can inspire a stronger community through collaboration and cooperation. Identify partnerships the library has formed or will consider forming within the community. Explain in a short narrative and provide a list of the community partners.

Working with other community organizations and groups demonstrates the library's place in the fabric of daily life and emphasizes the value the library adds to the community. By partnering with other groups, library staff has the opportunity to build professional and personal relationships with other community members which can positively impact their perception of the library. On a more practical level, these partnerships can also enhance library services, providing programs, services, or incentives that the library may not be able to afford in times of shrinking budgets, making library services more appealing to the public.

One of the most significant community partnerships for the Naperville Public Library is the role in Naperville READS, the community's one city, one book program. In addition, Naperville Public Library has a wide range of partnerships involving local businesses, civic groups, government entities, and schools. On the business front, the Library is partnering with Community Career Center to provide a series of eight job search workshops ranging from job search strategies to formatting resumes for online job searches. The Business Librarian regularly works with local SCORE chapters, the Illinois Credit Union League, and serves on the Business Advisory Committee of the Naperville Area Chamber of Commerce. Through these partnerships, members of the community have been referred both to the library and to these other resources, providing increased access to critical economic resources in a time of real need. The Naperville Evening Kiwanis volunteer to deliver materials to homebound patrons, providing access to citizens who would otherwise be unable to use Library materials. The Exchange Club has provided financial assistance to purchase Library cards for residents of unincorporated areas who would otherwise be unable to have any kind of access to library services. All three of Naperville Public Library's facilities serve as polling places for the two counties in the service borders, as well as providing space for the League of Women Voters to register voters. Illinois State Representatives have used Library space for an annual Senior Fair. Partnerships with the City of Naperville include participating in the Citizen's Academy and providing representation on the Mayor's Advisory Council on Disabilities. The School Liaison Librarian works with Community Unit School District 203 and Indian Prairie School District 204, private schools, and homeschooling families to provide resources and information to area students and their families. Children's Services staff serves on the board of the Battle of the Books Committee in District 203, providing an exciting opportunity for rabid readers in 4th and 5th grade. Naperville Central High School's drama club, Central Theater, performed plays specifically written for young children. Children's and Technical Services staffs are working with District 203 staff to partner on providing access to databases to all ages of students. The 95th Street Library, located across the street from Neuqua Valley High School, District 204, recently agreed to provide meeting space for the Finance Club, which in turn is working with Library staff to provide financial literacy programs for junior and senior high school students. Children's

2012 Illinois Per Capita Grant-Naperville Public Library

7 Continued:

Services Staff have developed a partnership with Language Stars to provide a series of storytimes in a wide range of languages (Spanish, French, Mandarin, German, Italian). These programs were extremely successful and provided a service that Library staff alone would not have been able to provide. A recent partnership with Fermi Lab provided science programs over the summer that drew a traditionally difficult audience – boys! When the Library's contract programming funding was eliminated due to budget cuts area musician, authors, and volunteers stepped up to help staff continue to provide quality, varied programming to the community. These partners include the DuPage Symphony Orchestra, Associates of the (Chicago) Art Institute, Naper Settlement, Naperville Men's Glee Club, and the Young Naperville Singers.

In the future, the Library hopes to explore further partnerships with the schools, with the DuPage Children's Museum, and the Naperville Park District.

Partial List of Partners:

Advent Chamber Orchestra - program
American Association of University Women – Great Decisions discussion group
Associates of the Art Institute - programs
Born to Read – steering committee, program sponsor/donor
Career Vision – program
City of Naperville – (Citizens Academy, Mayor's Advisory Council on Disabilities)
Community Career Center – programs
College of DuPage - program
Community Unit School District 203 – Battle of the Books, Central Theater
DuPage County and DuPage County – polling place
DuPage Symphony Orchestra – programs
Exchange Club of Naperville – purchased cards
Illinois Representatives Senger & Connelly – Senior Fair
Indian Prairie School District 204 – Finance Club
Language Stars – programs
League of Women Voters – voter registration, public forum
Literacy Volunteers of DuPage – conversation groups, training
Naper Settlement – program sponsor/donor
Naperville Area Chamber of Commerce – Business Advisory Group, Non-For-Profit Committee, Residential Greeters packets
Naperville Heritage Society – Heritage Month, digital collection partnership
Naperville Men's Glee Club – program
Naperville Park District – program sponsorship, advertising partner, marketing partner
Naperville Police department – programs
Naperville READS (with School Districts 203 & 204, Andersons Book Store) – steering committee, participation, program support, grant management
Norte Dame Club – free tax advice
SCORE – programs, referrals
University of Illinois Extension – programs
Young Naperville Singers - program

2012 Illinois Per Capita Grant-Naperville Public Library

8. How has funding from the Illinois Public Library Per Capita and Equalization Aid Grants Program enabled the library to initiate or enhance library services? Explain in a short narrative:

Funding from the Per Capita Grant Program has supported several enhancements of Library services. One of the main enhancements is through the Library's new website. The redesign of the website has taken almost a year but with the implementation of Drupal content management system staff within each department will be able to take on responsibility for keeping information on the website up to date. This will enable staff to be more responsive to changing needs, changing information, and to interact more with the public. The Library has also used this funding to assist in covering the costs of a Customer Satisfaction Survey. This survey, usually taken every other year, provides feedback from Library users. While users' satisfaction level is consistently high, the comments from this survey always provide opportunities to address issues and concerns and track user requests and interests. This information is critical in strategic planning and in prioritizing projects. It also keeps staff in tuned with what users like and what more they want from the Library. A final example is the enhancement of Library programming. This funding supported the reintroduction of computer classes taught by the Library's lab staff. Due to budget cuts, these classes had been eliminated. Staff was able to present 5 different classes to meet the needs of the community. Funding was also used to support increased programming for teens through increases in gaming programs.

2012 Illinois Per Capita Grant-Naperville Public Library

10. Describe how the library plans to use FY2012 grant monies in order to meet standards in the most recent edition of *Serving Our Public 2.0: Standards for Illinois Public Libraries*. Use general categories in identifying actual planned expenditures.

One of the budget lines that has seen continuous cuts has been the training line. One of the key standards is to provide the community with a well-trained staff. With the constant changes in technology, training is more important than ever. Funding from the FY2012 grant would help offset these cuts and help maintain the required level of funding to insure that staff remains well-trained in the latest technologies and library practices. Staff members continue to be asked to present at conferences which places an additional burden on these lines as well. This additional money will enable the library to continue to send staff to learn as well as sending staff to share their experiences and expertise. Other training needs include customer service and word-of-mouth marketing training, as we find ways to improve and increase staff interactions with the public.

Programming that will be supported by grant monies includes expanding computer classes and job search workshops and funding increases in teen and adult programming, along with outreach programming. A key to future marketing plans includes digital signage at all three facilities. Per Capita Grant monies will help to make this possible. Collection-wise, the library hopes to use this funding to digitize several videos about Naperville's history that will be included on the IDA site, increase electronic, downloadable collections, and start a program of lending ereaders preloaded with reading selections, possibly to include foreign language materials. Since the materials budget has decreased over the past few years, additional funding from the Per Capita Grant will help to address the continuing demand for the most popular titles and award-winning books. The last Employee Opinion Survey was taken in 2009. These surveys have proven invaluable in evaluating the effectiveness of the organization and providing staff with a method of sharing their satisfaction or dissatisfaction on a number of elements within the organization. With a new executive director on board, a survey this year will help create a benchmark as the organization moves forward.

2012 Illinois Per Capita Grant-Naperville Public Library

13. If a Per Capita Grant was received in FY2011, describe how the monies were used in the library's progress toward meeting the Illinois Public Library Standards adopted by the Illinois Library Association, in the most recent edition of *Serving Our Public 2.0: Standards for Illinois Public Libraries*.

Training remains an integral part of providing excellent customer service and meeting user needs. Unfortunately this is a budget line that has been reduced over the past few years to meet budget cuts. Due to the impact of workforce and technology changes, the Library identified several areas of technical/management training that would provide the Library with strategic and operational advantages. Targeted training on communication, accountability, teambuilding and strategic planning were provided. Technical training was also provided to Library employees in the Staff In-Service day. Funding from the Per Capita Grant helped to not only support staff attendance at state and national conferences (including travel expenses), but also to support staff attendance to present at conferences, helping staff to keep up with the most current technologies and library practices and share their expertise with others in the profession. The Grant also supported the travel expenses for conference and workshop attendance.

It is difficult to maintain, let alone expand, programming initiatives that meet the community's demands in the current economy. With assistance from the Per Capita Grant, Library staff was able to address the growing demand for teen and tween programming through gaming programs and activities. Materials were also purchased to support increased programming and services focusing on Early Literacy skills and activities. This year the Library was also able to restore computer classes for adults. IT staff provided a series of five different classes for the public after a two-year absence due to budget cuts.

Equipment purchased filled several functions, but a key one was providing the most current technology to staff (iPads and a variety of ereaders) so they can become familiar and comfortable with the most recent devices in order to address questions from users. Staff also works to find ways to enhance services and performance with these new tools. In order to better publicize Library services and programs through new avenues of social media and an improved website, digital camera equipment was purchased so staff can provide movies and photos for these venues.

Contractual services supported with grant monies include updating the Library's website (providing a cleaner look, a more intuitive interface, and easier access to information and services) and provided funding for the Customer Satisfaction Survey. This survey provides critical community feedback on existing and desired services and programs.

Due to cuts to the materials budget over the past three years, Per Capita Grant funding has been used to supplement and extend the purchase of the most requested titles (best sellers and current movies for adults and readers' choice awards for children and teens) and databases. In FY2011 this funding was also used to expand the Library's electronic collection and selection, especially for children and teens. Disney digital books and Little Pim (languages) were the key electronic purchases for children; multiple copies of the electronic version of best sellers and Oxford Art Online were added for adults. The Adult Literacy collection was renewed and expanded at all three facilities and additional books were purchased to support Early Literacy activities and programs. These materials help meet patron demands and provide added value to the community.

Finally, all the goods and services provided by the Library are for naught if the community is not aware of them. Several publicity efforts were supported by grant funding including promotional materials and the printing of two inserts for utility bills that highlighted Library programs.