



PALATINE PUBLIC LIBRARY DISTRICT

Discovery and Recommendations Report

Project Number 18-0505

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Wendy Chretien

Wendy.chretien@tncg.com | 651-705-1227

Elert & Associates

140 Third Street | Stillwater, MN 55082 | 651-430-2772 | www.elert.com

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1 PURPOSE

The Palatine Public Library District (PPLD) retained Elert & Associates to evaluate its current network and computing infrastructure and develop an implementation plan that aligns the organization's IT efforts and resources with best practices and industry standards.

This document contains the consultant's observations regarding the state of the current network and computing infrastructure environment¹ as well as recommendations to remediate areas of concern.

Readers should keep in mind that most IT systems and services are operating well, and most users are satisfied; this report points out those areas where improvements can lead to more efficient and effective services.

The observations found in this report were developed by:

- A. Reviewing documentation that the consultants requested from PPLD and its providers
- B. Conducting an onsite visit to examine physical systems at the main library (branches were not visited)
- C. Conducting focus group meetings with PPLD staff and with IT department members
- D. Interviewing IT staff members
- E. Requesting and reviewing additional information after the onsite visit.

¹ This assessment focused on PPLD's computing systems and the infrastructure that supports them. Other technologies including phones, printers, and audio-visual systems were out of scope for this engagement, except as they affect the network and IT support.

2 INFRASTRUCTURE

This topic area includes Ethernet networking, wireless (WiFi), servers, storage, and the technology cabling that provides connectivity throughout the building (this review covers the main library).

2.1 TECHNOLOGY SPACES

A. Server Room/Space

1. Servers for the main library are installed within a single rack cabinet that is in a corner of a room on the upper level. This room is also used for computer repairs/troubleshooting and as a staging area for new computing devices. At one time, some of the IT staff had desks in this room, but those have been moved into the general office area.
2. The room is effectively cooled.
3. The rack cabinet is in a space-limited area, but the back of the cabinet has two doors that make it possible to open those and still have room to work at the back of the cabinet.
4. There are stored boxes and unused equipment in the room. Having paper products (including cardboard boxes) in server rooms is **contrary to industry best practices** (ref. *ANSI/TIA 942 standard*) since it constitutes a fire hazard and adds to dust accumulation.

RECOMMENDATION: Remove paper products (including cardboard boxes) from the server room.

Consider adding a cabinet in this room to alleviate potential overcrowding that could occur if the video camera server/storage system is moved to this room (as recommended later in this section). Adding a cabinet may require reconfiguration of the space.

B. Technology Room

1. There is a single telecommunications/technology room (a.k.a., tech closet) in the lower level at the main library. Technology cabling for the entire building is served from this location.
2. Two racks are installed in this room. Items installed in those racks include cabling patch panels of five different types/ages as well as active network electronics equipment. This is also the point of entry for the external fiber connection from Unite Private Networks.

3. The server/storage unit for the video camera system is installed near the bottom of one of the racks. The racks in this room are two-post racks not intended to hold servers. The device extends far beyond the back of the rack and can potentially be bumped into by anyone stepping behind the rack to adjust or add cabling.

RECOMMENDATION: Relocate the server/storage device for the video camera system to the server room (upper level).

4. The room has double doors that open outward. This is a best practice.
5. The room was locked.
6. The room has a cooling system that seemed to be adequate for the space and the current equipment.
7. There is no firestopping material in conduit sleeves into/out of this room. This does not conform to best practices.

RECOMMENDATION: Add firestopping material in conduit sleeves into/out of this room.

8. There is no telecommunications grounding system in the technology room. Insufficient grounding can cause equipment malfunctions and inconsistent performance, and in the worst case, equipment could be “fried” by a large surge.

RECOMMENDATION: Add a telecommunications grounding system in the technology room.

2.2 CABLING

- A. The data/technology cabling within the main library is of various ages. The majority of the cabling is original to the building; some was installed during a building remodeling project, and a relatively small quantity was installed in 2012/2013. All the cabling appears to be Category 6.
- B. With just one technology closet for the entire building, it is possible that devices in far corners may be at distances that exceed Ethernet cabling standards. This could be problematic for distant WiFi access points. Since detailed cabling documentation is not available, this could be checked by using a cable testing device.

RECOMMENDATIONS:

1. Using a cable testing device, check and make records of lengths and performance (Pass/No Pass) for each cable.

2. Add new cabling to computers (one cable per system) in the public areas that now share connectivity via mini-switches (see Local Area Network section). Quantity is uncertain because not all mini-switch locations are known but may be as many as 50 cables. For new cable runs, use Category 6A cabling. Estimated cost \$240 per cable, if all are done at one time.
3. For any existing cable runs longer than the standard of 100 meters (~285 feet), either add an “extender” such as a StarTech POEEXT1GAT (~\$100), OR if there are multiple over-length runs in one area, establish a secondary technology cabinet in that vicinity and run new cabling from that point. Connect the secondary cabinet to the lower level technology room via a new fiber backbone cable.
4. If any existing cables do not pass the performance test, replace them. For any new cable runs, use Category 6A cabling. Estimated cost: \$300 per cable run if replaced individually or \$240 if replaced in quantity (e.g., with #2).
5. Add new fiber cabling between the server room and the technology room to connect the core switch to the other switches. Estimated cost: \$750.

- C. There is a “temporary” cable running directly from the video system server to the office behind the technology room. This is **contrary to best practices** which recommends all cabling be terminated on patch panels.

RECOMMENDATION: Install a standards-based network cable to the security monitoring station in place of the direct cable now used.

- D. In the technology room, a large amount of cabling is run across the floor at the back of the racks. There are also external power strips along the wall with cables running across the floor to the racks. These practices are contrary to best practices in several ways: **1)** the cables and power strips are a tripping hazard; **2)** any pressure exerted on the cables by feet or knees can compress the cabling, leading to reduced performance; **3)** this situation makes it very difficult to trace and replace cables when troubleshooting is needed; **4)** anyone who tripped on the power cables from the power strips could cause those cables to come unplugged resulting in a power outage to devices in the racks. [See Figure 1 on the next page.]

Figure 1 – floor area at back of racks in technology closet



RECOMMENDATIONS:

- In the technology room (lower level), reorganize all cabling that runs to the back of the racks so that no cabling rests on the floor. While doing this, remove all plastic tie wraps and use hook and loop wraps (e.g. Velcro) to bundle and secure cabling.
- Reorganize electrical power to avoid having power cords running across the floor. Consider using vertical power distribution units in the racks or running power from the ceiling downward.

2.3 LOCAL AREA NETWORK

- A. Current network switches in the server room and technology room (closet) are older models. The local area network connection between these two spaces is via coaxial cable at 1 Gigabit per second (Gbps). It is our understanding the chassis switches (HP ProCurve model 5412) are soon to be replaced.

RECOMMENDATION: Proceed with the planned replacement of the current (rack-mounted) network switches. Coordinate with item D, below.

RECOMMENDATION: For budgetary purposes, plan to replace network switches on an 8-year cycle.

- B. The switch in the server room is 24 ports.
- C. There are few available (unused) network ports.
- D. There are multiple small network switches at various locations in the main library; typically, these are located beneath desks/tables that hold computers. The purpose of these mini-switches is to provide additional connectivity where there are currently not enough cables/ports to meet the need. For example, in one area examined, there were 4 cabled ports available for 14 computers. For the most part, these areas are within patron locations (public areas). Library personnel were not certain how many of these small switch devices are in place. These switches can be managed via the network, but it is not clear whether they have been configured securely or are monitored. This is a **vulnerability** because a person with malicious intent could plug an unknown device into such a switch and potentially harm the network or devices connected to it.

RECOMMENDATION: After implementing new cabling in public areas (as noted in 3.2B above), locate and remove all mini-switches from public areas. Replace these with switch ports back at the technology room (lower level). This will require purchase of one or more new network switches, depending on the number of mini-switches in use. It would also require additional rack space in the technology room.

- E. Two Uninterruptible Power Supply (UPS) devices are in the technology room to support the chassis (core) switch. The intent of these devices is to keep the network running for 15-30 minutes in the event of an electrical power outage.

RECOMMENDATIONS:

- Periodically inspect UPS devices to ensure the systems are working properly.
- For budgetary purposes, plan to replace UPS devices on an 8-year cycle.

- F. The ISP fiber connection coming into the main PPLD building is first split-off at a router located at the Palatine Village Hall before reaching the main Library building.

The routing/subnetting of this connection is maintained by the ISP United Private Network. All other routing/subnetting of the Library's network – from the ISP router in the main building to the end-user – is maintained by CVI (network services contractor).

- G. A layer 7 capable next generation firewall is provided for each site.
- H. At the main library, there is a wireless controller which is inside the firewall. This wireless controller is used for patron WiFi services.

2.4 WIRELESS (WIFI)

- A. Several PPLD staff members reported that WiFi coverage is inconsistent throughout the main library building. Comments from some library patrons (from the online survey) echoed this complaint. The provided "heat maps" showing coverage do indicate some areas of lower signal.

RECOMMENDATIONS:

- Consider adding 2 wireless access points on the lower level – near the entry and in the Northwest corner.
 - Consider adding 3 wireless access points on the upper level – in the Northwest corner, the Northeast corner, and the center of the South end of the building.
- B. The wireless network is bandwidth controlled so that each user may receive only up to 6 Mbps of capacity. This prevents monopolization of wireless capacity, which helps ensure all patrons can use the wireless network.
 - C. The two branch locations do not have PPLD WiFi. At the Rand Road location, the Palatine Opportunity Center, in which the library branch resides, provides WiFi access.

2.5 INTERNET SERVICE

- A. PPLD has a contract with Unite Private Networks (UPN) for provision of Internet access. In the past, this connection was at 1 Gigabit per second (1,000 Mbps) but was recently reduced to 500 Mbps since the capacity wasn't all being used. This change reduced ongoing annual costs for PPLD.
- B. The 500 Mbps is divided into two subnetworks, with half dedicated to wireless networking and the remainder used for wired connections.
- C. Utilization statistics were not available, but IT staff reported there are no known issues related to a lack of Internet bandwidth.
- D. The two branch library locations each have a separate Comcast Business Internet service of 100 Mbps.

2.6 SERVERS, STORAGE AND BACKUP

2.6.1 SERVERS AND STORAGE

Onsite servers include a Sierra Encore server (library catalog/management system) with its own UPS and a virtualized (Microsoft Hyper V) server host on which PPLD local applications run. The Encore server is dedicated to the catalog system. Each of these servers has its own storage system.

The Sierra server, storage, and associated UPS are part of a package from that company. Other than dealing with the backup tapes, PPLD IT has little to do with these systems, which are remotely managed.

The second server (the File Server) is used mainly as a domain controller and includes shared file services for both staff and public, Active Directory, DNS and DHCP services.

On a third server (Virtual Host), email (MS Exchange), a document scanning application, a “people counter”, door access security system, and other internal applications run as virtual machines.

The File Server system hardware is several years old. PPLD plans to replace this server and its storage system in 2018. Other than backup tapes which must be dealt with onsite, CVI manages the file server, virtual host, and their associated storage and UPS.

Two virtual machines and three hardware-based servers are running Windows Server 2008, for which Microsoft support will end as of January 14, 2020. This issue will be moot if PPLD replaces the server system this year.

There are separate UPS systems, of different brands, for the Encore server and the file server.

Also in the server rack is a CVI-controlled proprietary device (TrendMicro) server used for computer imaging, including deploying anti-malware updates to workstations. The CVI management server will be virtualized with the implementation of new servers. The physical server cited above will be retained by PPLD for possible future reuse.

A fourth server, which sits on a counter in the server room, not in the server rack, is an Apple MacPro used to run Spiceworks and formerly used to run “Deepfreeze” for patron-use Macintosh computers. This server is approximately 3 years old and was noted as being “lethargic”.

In the lower level, a computer system is used for viewing and management of the video from the security cameras. This device has its own storage. Backup is via a tape drive system in which the tapes are overwritten after a month. There is no formal tape rotation schedule for this system. The system has its own UPS. [NOTE: this server/storage system is recommended to be relocated to the server room - see section 3.1. The UPS should be relocated at the same time.]

The two branch libraries each has one general purpose file server with a storage system. Both of those are intended to be replaced in 2018.

2.6.2 BACKUP

Backup for onsite systems is performed using tapes. There are different tape media types for the two main servers. PPLD IT staff members are responsible for removing and inserting tapes.

Backup of all servers are performed daily after close of business. Weekly backups are kept on Fridays, and a monthly backup as well. Tapes are rotated according to a schedule developed by CVI.

The consultant suggested an analysis of the option of using disk-to-disk backup rather than tape. This would eliminate the need to change tapes and provide a quicker means to restore data in case of a problem. The estimate provided by CVI indicated costs for disk-to-disk over a period of 3 years would be from \$7,000 to \$17,000 higher (depending on retention period). CVI also provided a quote for a new tape backup system. PPLD staff discussed the proposals and decided to go with a new proposed tape solution, mostly due to budgetary/planning concerns.

Tapes are stored onsite in a small, fire-resistant safe in the server room.

The tape storage safe is rarely closed, so if there were a fire the tapes could be destroyed. There is no offsite storage of backup tapes. These two later practices are contrary to industry best practices and pose a **risk** to the availability of PPLD's data.

RECOMMENDATIONS:

- Fully close the fire safe each time tapes are removed from or placed into it.
- Store weekly tapes off site.

3 WORKSTATIONS

3.1 WARRANTY STATUS²

Of the approximately 206 Windows-based workstations available at PPLD, 18 are currently under warranty. 11 of those are in a single computer lab and the other 7 are at the two branch locations. The 3-year warranty purchased with those 18 systems will expire in August 2019.

In addition, there are 13 Apple Macintosh systems - 8 for patron use and 5 used by PPLD staff members. One of the staff computers remains under warranty until November 2019. The 8 public use MacBook Air computers remain under warranty until June 2020.

3.2 AGE OF SYSTEMS

- A. Approximately 18 computers were purchased between 2009 and 2011.
- B. ~110 systems were acquired in 2012 - 2013.
- C. ~30 systems were acquired in 2014 - 2015.
- D. ~44 computers were purchased in 2016 - 2017.
- E. The Apple Macintosh computers are 5-6 years old.

It is our understanding that 60 workstation computers are planned to be replaced in 2019 and another 60 in 2020. If that is accurate, this would cover 120 of the 176 systems now 3 years old and older (including 13 Macintosh systems). Note that by 2020, the systems purchased in 2016 will be 4 years old (out of warranty) and those purchased in 2017 will just be going out of warranty.

RECOMMENDATIONS:

- Proceed with the planned computer replacements in 2019 and 2020. To the extent possible, include the Macintosh systems in this replacement cycle.
- By 2020, establish an ongoing computer replacement plan that would replace each computing device within 5 years of its purchase. Track the planned replacement date and warranty information via a system such as Spiceworks.

² Warranty status information was provided by PPLD staff. The hardware inventory provided by CVI did not include warranty status.

4 SOFTWARE

4.1 WORKSTATION OPERATING SYSTEMS

- A. The standard workstation operating system (OS) at PPLD is Windows 7 Pro. All end user systems with Windows 7 Pro are on the same version/build of the operating system. This is a best practice. On the other hand, Windows updates are not automatically implemented since they are sometime incompatible with other (non-Microsoft) software. If the updates are security related, a higher priority is placed on them and CVI tests them internally prior to installing.

RECOMMENDATION: Re-examine the procedure for implementing Windows updates. To the extent possible, test and implement security updates within 10 days after release. To reduce user confusion, install upgrades and updates on all PPLD devices in a short window of time (within a few days rather than a longer, phased implementation).

RECOMMENDATION: Develop a plan to migrate Windows 7 devices to Windows 10. The plan should make note of any current applications that don't function properly in the Win10 environment and describe how those will be accommodated.

- B. Three laptops purchased recently are running Windows 10. Two different builds of Windows 10 are present.

RECOMMENDATION: Migrate laptops now running Win10 to the same release implemented on the rest of the PPLD computers (per previous recommendation).

- C. Mac OS X desktop is present on 8 systems.

Note: server operating systems are discussed in the Servers, Storage and Backup sub-section above.

4.2 APPLICATIONS

- A. The primary desktop productivity suite in use (on 113 systems) at PPLD is Microsoft Office 2010 Professional version which includes several applications (Word, Excel, OneNote, Outlook, PowerPoint, Publisher and more). Google Gmail is also present on 5 systems.
- B. Trend Micro OfficeScan Agent, an anti-virus/anti-malware application, is present on all desktops and is updated whenever new updates arrive from the publisher. In addition, some licenses of Malwarebytes Anti-Malware are available for supplemental malware checking. These are best practices.
- C. Adobe Acrobat Reader DC (on 126 systems) is used to open and view PDF format documents. There are also 6 systems with Adobe Acrobat and 3 with Adobe Acrobat

CD. These latter two are versions that allow creating, editing, and saving documents in PDF format.

- D. Web browsers include Microsoft Windows Internet Explorer 11 (137 systems), Google Chrome (131 systems) and Mozilla Firefox v52.8.0 (102 systems) but also Firefox v58 (3 systems) and Firefox 56.0.1 (6 systems). Apple Safari is present on 7 Macintosh systems.
- E. Brower plug-ins:
1. Microsoft Silverlight is present on 129 systems. This application is a programmable web browser plug with uses similar to Adobe Flash. Microsoft shipped its last major release of this application in 2011. Since 2015³, Microsoft has recommended organizations use HTML5 rather than Silverlight for web sites.
 2. Adobe Flash is present on 134 systems in 3 different versions.
 3. Adobe Java is present on many systems in multiple versions.
 4. Relatively few websites use Flash or Silverlight any longer since these (and other) plugins are a major source of malware infections.

RECOMMENDATION: Eliminate use of Silverlight and Adobe Flash on PPLD computing devices. If exceptions are necessary for specific purposes, document those and consider loading Malwarebytes onto the devices running those plug-ins.

- F. Microsoft Visual C++ Runtime is present on 136 systems. Microsoft Visual Studio 2010 Tools for Office Runtime is present on 106 systems.
- G. Microsoft.NET Framework is present on 137 systems. This software is needed by many applications, but because it is essentially a programming language/environment, vulnerabilities are possible. Several serious vulnerabilities have been found and fixed in this environment in the past few years. For this reason, it is important to keep this updated.
- H. Remote Desktop Connection is present on 6 systems and Terminal is present on 7 systems. This is a potential **vulnerability** as these are avenues through which hackers could gain access to a PPLD computer.

RECOMMENDATION: Review methods for remote access. Wherever possible, use a virtual private network (VPN) connection for this purpose.

³ https://www.theregister.co.uk/2015/07/02/microsoft_silverlight/

- I. There are also several applications loaded on patron workstations for specific purposes.

4.3 WORKSTATION SECURITY

Although this engagement did not include a cyber security assessment, the consultant notes that attention has been paid to securing the desktop environment. For example, the content of USB drives (sticks) is scanned for malware before those devices are allowed to be used on either patron or library staff computers. When patrons log out from a workstation, a script is run that deletes anything that user saved on that station. Further, the consultant was told (did not test) that .exe files are blocked and that staff members do not have local administrator accounts for their computers. These are all good security practices (though some can be frustrating for users).

5 SUPPORT AND STAFFING

Palatine Public Library District currently employs 6 full-time and 4 part-time personnel to support technology. This includes a Manager and an Assistant Manager.

Part-time personnel typically work 20 hours per week.

The library is also fortunate to have teen volunteers at various times. These individuals help support and promote services offered by PPLD that some patrons may not be aware of.

All IT staff members share the duty of direct patron assistance by covering two patron-facing support desks (Technology Desk and Digital Media Center Desk) during open hours. This practice keeps technology staff members close to PPLD's patrons, but also makes it challenging to schedule activities such as participating in training courses or professional conferences.

Additionally, due to the library being open more hours than a standard work week, each technology staff member is expected to work every 5th weekend.

There is a fairly high rate of staff turnover in IT leading to frequent position vacancies.

Cross training is encouraged and supported by management and appears to be effective.

At this time, there are two staff members who have the skills necessary to perform some tasks that are currently performed by a contracted provider. Examples include assisting users with password changes, resetting wireless access points, or creating distribution groups.

RECOMMENDATION: To help retain well qualified IT personnel, reduce the amount of time that senior IT staff are required to staff the patron desks. This will also help facilitate timely troubleshooting and allow time for more thorough planning. However, it would necessitate hiring of additional staff. This could be phased in over multiple budget cycles.

5.1 CONTRACTED SUPPORT SERVICES

PPLD contracts with several outside firms to help provide IT services.

- A. A contracted service processes all credit card payments. Credit card payments are taken only at the main circulation station to facilitate compliance with PCI DSS requirements.
- B. Most of the support for the catalog/circulation software is contracted with the Sierra software provider (Innovative Interfaces, Inc or "triple I"). It was reported that resolution time for reported problems can exceed two weeks. It was noted that the turn-key support contract PPLD has for Sierra is outside the norm for Innovative Interfaces.

RECOMMENDATIONS:

- To reduce Sierra support issues, keep the Sierra software up to date. In the long term, evaluate multiple vendors' library information systems.
- Re-examine the Sierra support contract considering new operations and support models. In any new contract negotiated, include Service Level Agreement (SLA) terms [*example below*] re: support response time along with penalties for failure to meet those terms. This would require PPLD to carefully track support tickets and resolution times.
- Review and adjust support contracts' terms and costs annually.

Example SLA support terms:

- Contractor shall provide a method for PPLD to enter support issues (open support tickets) online at any time and shall allow PPLD to view the status of every open PPLD-related ticket. The system shall allow PPLD to set the priority of the issue (e.g., 1-critical/system down, 2-urgent/system errors, 3-non-urgent, or similar).
 - For priority 1/critical issues, Contractor shall initiate response within 2 business hours and shall notify PPLD when resources to work on that ticket are assigned. *Failure to meet this response service level agreement will result in a credit of 10% of the current month's support fee for each instance.*
 - For priority 2 issues, Contractor shall initiate response to the ticket within 4 business hours. *Failure to meet this response service level agreement will result in a credit of 5% of the current month's support fee for each instance.*
 - Contractor shall identify in writing any information needed from PPLD to deal with a support ticket and shall acknowledge in writing when requested information is received. Once information is received, Contractor shall immediately re-commence troubleshooting/resolution efforts.
 - When the resolution of a support ticket is anticipated to require more than 2 business days, Contractor will provide in writing an estimated date for resolution.
 - Contractor shall notify PPLD of announced software upgrades and updates and shall provide a written schedule and plan for the implementation of each major upgrade.
- C. Website development and maintenance services are contracted.

- D. Computer View Inc. (CVI) is contracted to support PPLD network systems and infrastructure, including switches, WiFi, servers and computer workstations:
1. Some of the observations indicate CVI takes a reactive rather than a proactive approach when it comes to planning for and updating software and network systems for PPLD.
 2. There is a perception of unwarranted delays in completing services such as creating new distribution groups and desktop imaging.
 3. The line of demarcation between IT services that are provided by PPLD IT staff and those provided by CVI is not clear to everyone.

RECOMMENDATIONS:

- Revise the current agreement with CVI such that designated PPLD IT personnel are authorized to perform routine functions such as creating new distribution groups.
- Consider taking responsibility for technology planning internally (by PPLD staff) and then providing direction to the contractor based on those plans.
- Approximately 3 months prior to the next CVI contract renewal date, create a written description of services and qualifications desired by PPLD and send it to multiple providers.
 - Include Service Level Agreement (SLA) terms [*as noted previously*] re: support response time along with penalties for failure to meet those terms.
 - Specify any support services PPLD intends to provide internally.
 - Describe other service providers (such as the Library Information System publisher) and their responsibilities – indicate that the proposers must collaborate with those providers to resolve issues when necessary.
 - Include questions such as “which security/anti-malware products do you provide as part of the services and why?” “How many library customers have you had in the past and how many are you currently serving?”
 - Establish a small evaluation team to review and score the responses. When evaluating responses, ask the provided references questions such as “On what basis does your contractor implement operating system upgrades, and how does that process work?” “How do you report support issues to the contractor, and how timely are their responses and resolutions?”

The IT Manager noted that costs for contracted services have been increasing steadily over time.

RECOMMENDATION: Review and adjust support contracts' terms and costs annually.

6 TECHNOLOGY NEEDS AND REQUESTS

E&A facilitated a focus group of PPLD staff and managers and met with IT team members as a group. Through these meetings as well as discussions with IT staff during the onsite infrastructure review, PPLD staff discussed what is working well and stated several needs and requests related to technology at the organization.

A. What's working well

1. Staff members generally feel the quantity and variety of technology provided for patrons and staff is sufficient.
2. Users say IT staff are responsive and effective when it is something within their control (i.e., not contracted services) – both for patrons and staff.
3. Training provided by the IT team is of high quality, including the handouts.

B. Concerns and Needs

1. WiFi connectivity is inconsistent throughout the building (main library).
2. Staff would like to have more current/up to date software, both for patron use and their own. "Nearly all of our software is a version or 2 behind." This is an issue for patrons trying to improve their computer skills for career development, since they don't have the latest software to practice with.
3. When Sierra and CVI have to work together to resolve an issue, the resolution time may be many weeks.
4. When computer updates are implemented, they are rarely all done at the same time; this makes it confusing for patrons since some screens look different.
5. Security camera video system is difficult to use.
6. Needed software updates (e.g., QuickBooks) all must be processed through CVI, when they could be done quickly by internal staff.

C. Requests/Desires

1. Be a technology leader rather than reactive

2. New receipt printers and scanners at all locations
3. 3D printer – perhaps as part of a Makerspace
4. More technology in the Study Rooms
5. More full time IT staff
6. Separate storage for videos/graphic files
7. Updated audio-visual and presentation technology

It was noted that PPLD is currently exploring a funding request, and a team is examining what should be included in that. IT is represented on this team.



INTERNAL MEMO

TO: Library Board of Trustees
FROM: Jeannie Dilger, Executive Director
DATE: November 8, 2018
SUBJECT: 2018 Tax Levy

Trustees,

Attached you will find the 2018 Tax Levy (collectible in 2019) that is to be approved at this month's board meeting. A few words of explanation are in order.

The first page shows the calculations we used. The actual ordinance follows.

- We began with the amount requested last year and the amount we received after PTELL (Property Tax Exemption Limitation Law) reductions. These are reflected in the first two columns.
- Under the PTELL law, we can request an increase equal to the CPI (Consumer Price Index) from last year (2017), which was 2.1%. This is reflected in the 3rd column.
- We can also request an amount to capture any new growth in our community. Based on conversations with Palatine Township and other local taxing bodies, I do not predict that amount to be over 2.83%, reflected in the 4th column. Please note that if I have overestimated this amount, Cook County will reduce our request, as they did last year.
- Finally, in column 5 we did some minor redistribution to reflect where we most need the money in our fund balances. We moved \$4000 from the Tort Liability fund to the Audit fund, and \$500 from the Tort Liability fund to the Unemployment fund. Although we have a healthy balance in Unemployment, we levy a small amount in order to keep that fund open.
- The last column shows % Change over last year's PTELL-Reduced Levy.

Please feel free to contact me prior to the board meeting if I can answer any questions.

Sincerely,

Jeannie Dilger

Jeannie Dilger
Executive Director

	2017 Levy Request	PTELL Reduced Levy	Plus CPI	New Growth	Adjustments - 2018 Levy Request	% Change
			2.1%	2.83%		
Corporate	5,702,060	5,588,975	5,706,343	5,867,833	5,867,835	4.99%
IMRF	350,000	342,997	350,200	360,111	360,111	4.99%
Social Security	275,000	270,169	275,843	283,649	283,649	4.99%
Audit	9,000	9,397	9,594	9,866	13,866	47.56%
Tort Liability	40,000	39,938	40,777	41,931	37,431	-6.28%
Building and Maintenance	230,000	225,532	230,268	236,785	236,787	4.99%
Unemployment	500	-	-	-	500	
Total Levy	6,606,560	6,477,008	6,613,025	6,800,174	6,800,179	4.99%

ORDINANCE NO. 2019-02

**ORDINANCE LEVYING AND ASSESSING TAXES OF PALATINE
PUBLIC LIBRARY DISTRICT, COOK COUNTY, ILLINOIS, FOR THE
FISCAL YEAR BEGINNING JULY 1, 2018, AND ENDING JUNE 30, 2019**

BE IT ORDAINED by the Board of Library Trustees of the Palatine Public Library District as follows:

Section 1: That the sum of **SIX MILLION EIGHT HUNDRED THOUSAND ONE HUNDRED SEVENTY NINE DOLLARS AND NO/100s (\$6,800,179.00)** be and the same is assessed and levied from and against all taxable property within the limits of the said Palatine Public Library District as the same is assessed and equalized for state and county purposes for the current year, 2018, and are to be applied in liquidation of the appropriations heretofore made by Ordinance adopted by the Board of Library Trustees of the Palatine Public Library District at a meeting thereof regularly convened and held on September 12, 2018 and duly published as provided by law; the various objects and purposes for which said appropriations were made are set forth under the column entitled "Amount Appropriated" and the specific amount hereby levied for each object and purpose is set forth under the column entitled "Amount To Be Raised By Tax Levy," as follows:

<u>Account</u>	<u>Amount Appropriated</u>	<u>Amount To Be Raised By Tax Levy</u>
<u>MATERIALS</u>		
Books, Digital Materials	\$ 851,800.00	\$ 682,554.00
Continuations	60,000.00	41,069.00
Digital Reference	<u>291,300.00</u>	<u>233,393.00</u>
Total Materials	\$1,203,100.00	\$957,016.00

CAPITAL EXPENDITURES

Furniture	80,000.00	20,034.00
Office Equipment	4,000.00	0.00
Computers	<u>441,700.00</u>	<u>252,802.00</u>
Total Capital Expenditures	\$525,700.00	\$ 272,836.00

SALARIES

Salaries	\$4,199,300.00	\$ 3,365,084.00
Health Insurance Premiums/Misc. Benefits	<u>441,500.00</u>	<u>315,970.00</u>
Total Salaries	\$4,640,800.00	\$ 3,681,054.00

UTILITIES

Gas	75,000.00	50,084.00
Electricity	330,000.00	220,371.00
Water	<u>35,000.00</u>	<u>20,034.00</u>
Total Utilities	\$440,000.00	\$ 290,489.00

CONTRACTS

Copier Costs	35,000.00	28,047.00
Technology Support	66,700.00	44,544.00
Postage Machines	2,400.00	1,894.00
LAN Management	103,000.00	82,539.00
Integrated Library System	104,500.00	83,741.00
Internet Service	39,000.00	26,044.00
Bibliographic Support	5,100.00	2,557.00
Book Recovery Service	7,500.00	5,008.00
Accounting/Payroll	26,100.00	17,429.00
Consultants	75,400.00	33,569.00
Leases (Branches, Office Park)	<u>63,000.00</u>	<u>42,071.00</u>
Total Contracts	\$527,700.00	\$ 367,443.00

SUPPLIES

Office & Kitchen	2,000.00	1,002.00
Art & Printing	16,500.00	11,019.00
Copiers	12,500.00	10,017.00
Library Services	67,500.00	45,076.00
Program Supplies	<u>21,800.00</u>	<u>14,524.00</u>
Total Supplies	\$120,300.00	\$ 81,638.00

OPERATING EXPENSES

Library Casualty Insurance	3,200.00	2,534.00
Interlibrary Loan	5,600.00	4,508.00
Telephone	27,000.00	13,523.00
Postage	4,500.00	1,803.00

Cultural & Educational Programs	55,700.00	37,163.00
In-Service Training	38,700.00	25,842.00
Memberships	13,400.00	8,926.00
Community Information	15,000.00	10,017.00
Legal	16,500.00	8,284.00
Want Ads/Legal Ads	6,000.00	3,005.00
Gifts/Donations	140,000.00	20,034.00
POC Shared Administrative Costs	15,000.00	10,017.00
Grant Expenditures	<u>75,000.00</u>	<u>0.00</u>
Total Operating Expenses	\$ 415,600.00	\$ 145,656.00

AUXILIARY PROJECTS

Newsletter	85,100.00	68,197.00
Volunteer Programs	<u>4,400.00</u>	<u>3,506.00</u>
Total Auxiliary Projects	\$ 89,500.00	\$ 71,703.00

**TOTAL CORPORATE FUND
APPROPRIATION & LEVY**

\$7,962,700.00

\$ 5,867,835.00

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The foregoing appropriations are appropriated from the proceeds of a special tax for corporate purposes. Said appropriations, less estimated amounts receivable from other sources, are hereby levied from the tax for general corporate purposes.

MAINTENANCE FUND

Cleaning Service	101,300.00	74,980.00
Equipment Repair	1,300.00	926.00
Trash	4,100.00	3,050.00
Landscaping & Lawn Service	21,000.00	12,960.00
Fire & Security	16,300.00	12,034.00
Elevator	20,000.00	9,257.00
Building Maintenance	52,500.00	32,399.00
Snow Removal	15,800.00	8,331.00
Heating, Ventilating & Air-Conditioning	77,000.00	35,639.00
Parking Areas	15,000.00	9,257.00
Van Maintenance	1,500.00	463.00
Roof Maintenance	9,000.00	4,166.00
Van Fuel	1,500.00	926.00
Maintenance Supplies	<u>43,800.00</u>	<u>32,399.00</u>
Total Building & Maintenance Fund	\$ 380,100.00	\$ 236,787.00

The foregoing appropriations are appropriated from the proceeds of a special tax for the

purchase of sites and buildings, construction and equipment of buildings, rental of buildings for library purposes and for maintenance, repairs and alterations of library buildings and equipment and are in addition to all other library district taxes as provided by law.

Said appropriations are hereby levied from the proceeds of a special tax for the purchase of sites and buildings, construction and equipment of buildings, rental of buildings for library purposes and for maintenance, repairs and alterations of library buildings and equipment are in addition to all other library district taxes.

ILLINOIS MUNICIPAL RETIREMENT FUND

Illinois Municipal Retirement Fund	\$ 473,700.00 =====	\$ 360,111.00 =====
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The foregoing appropriation is hereby appropriated from the proceeds of a special tax to pay the Library District's contribution to the Illinois Municipal Retirement Fund and is in addition to all other library district taxes as provided by law. Said appropriation is hereby levied from the proceeds of a special tax for Illinois Municipal Retirement Fund contributions in addition to all other library district taxes as provided by law.

SOCIAL SECURITY FUND

Social Security	\$ 318,800.00 =====	\$ 283,649.00 =====
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The foregoing appropriation is hereby appropriated from the proceeds of a special tax for Social Security purposes and is in addition to all other library district taxes as provided by law. Said appropriation is hereby levied from the proceeds of a special tax for Social Security purposes in addition to all other library district taxes.

AUDIT EXPENSE FUND

Audit Expense Fund	\$ 8,200.00 =====	\$ 13,866.00 =====
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The foregoing appropriation is hereby appropriated from the proceeds of a special tax for audit expense purposes and is in addition to all other library district taxes as provided by law. Said appropriation is hereby levied from the proceeds of a special tax for audit expense purposes in addition to all other library district taxes.

PUBLIC LIABILITY INSURANCE FUND

Public Liability Insurance	\$ 94,000.00 =====	\$ 37,431.00 =====
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The foregoing appropriation is hereby appropriated from the proceeds of a special tax for public liability insurance purposes and is in addition to all other library district taxes as provided by law. Said appropriation is hereby levied from the proceeds of a special tax for public liability insurance purposes in addition to all other library district taxes.

UNEMPLOYMENT COMPENSATION FUND

Unemployment Compensation	\$ 75,000.00 =====	\$ 500.00 =====
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The foregoing appropriation is hereby appropriated from the proceeds of a special tax for unemployment compensation purposes and is in addition to all other library district taxes as provided by law. Said appropriation is hereby levied from the proceeds of a special tax for unemployment compensation purposes in addition to all other library district taxes.

SPECIAL RESERVE FUND

Special Reserve	\$ 1,500,000.00 =====	\$ 0.00 =====
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The foregoing appropriation is hereby appropriated from the unexpended balances of the proceeds received annually from public library taxes for the purpose of Section 40-5 and for emergency expenditures for the repair of an existing library building or its equipment. (75 ILCS 16/40-50)

S U M M A R Y

TOTAL CORPORATE FUND EXPENDITURES	\$7,962,700.00	\$5,867,835.00
TOTAL BUILDING AND MAINTENANCE FUND	380,100.00	236,787.00
TOTAL IMRF FUND	473,700.00	360,111.00
TOTAL SOCIAL SECURITY FUND	319,800.00	283,649.00
TOTAL AUDIT EXPENSE FUND	8,200.00	13,866.00
TOTAL PUBLIC LIABILITY INSURANCE FUND	94,000.00	37,431.00
TOTAL UNEMPLOYMENT COMPENSATION FUND	75,000.00	500.00
TOTAL SPECIAL RESERVE FUND	1,500,000.00	0.00
GRAND TOTAL	\$10,813,500.00 =====	\$6,800,179.00 =====

Section 2: That the Secretary is hereby directed to file a certified copy of this Ordinance with the County Clerk of Cook County within the time specified by law.

Section 3: That this Ordinance shall be in full force and effect from and after its adoption as provided by law.

ADOPTED this 14th day of November, 2018 pursuant to a roll call vote as follows:

AYES: _____

NAYS: _____

ABSENT: _____

Bruce Jefferson, President

ATTEST:

Jeffrey Westhoff, Secretary

STATE OF ILLINOIS)
) SS.
COUNTY OF COOK)

SECRETARY'S CERTIFICATE

I, the undersigned, the duly qualified and acting Secretary of the Board of Library Trustees of the Palatine Public Library District, Cook County, Illinois, and the keeper of the records thereof, do hereby certify that attached hereto is a true and correct copy of an Ordinance entitled:

ORDINANCE NO. 2019-02

ORDINANCE LEVYING AND ASSESSING TAXES OF PALATINE PUBLIC LIBRARY DISTRICT, COOK COUNTY, ILLINOIS, FOR THE FISCAL YEAR BEGINNING JULY 1, 2018, AND ENDING JUNE 30, 2019

adopted at a regular meeting at which a quorum was present of the said Board of Library Trustees held in compliance with the Illinois Open Meetings Act on the 14th day of November, 2018.

IN WITNESS WHEREOF, I have hereunto set my hand this 14th day of November, 2018.

Jeffrey Westhoff, Secretary

CERTIFICATE OF COMPLIANCE WITH THE TRUTH IN TAXATION LAW

I, Bruce Jefferson, the duly qualified and acting presiding officer of the Palatine Public Library District, Cook County, Illinois, do hereby certify that the 2018-2019 tax levy of said Public Library District, a certified copy of which is attached hereto, was adopted in full compliance with the provisions of Sections 18-60 through 18-80 of the "Truth In Taxation Law" found at 35 Illinois Compiled Statutes 200/18-55 et seq.

IN WITNESS WHEREOF, I have placed my official signature this 14th day of November, 2018.

Bruce Jefferson, President
Board of Library Trustees

BYLAWS
PALATINE PUBLIC LIBRARY DISTRICT

ARTICLE I—ESTABLISHMENT

—The Palatine Public Library District (**“Library”**) is established and conducted as a **Library District** in accordance with the Illinois Public Library District Act of 1991, Illinois Compiled Statutes, Chapter 75, Act 16 (the “Act”). The ~~Library District~~ was established pursuant to conversion of the Palatine Village Library by referendum dated September 10, 1974, for the use and benefit of eligible residents of the District.

—The ~~District Library~~ is financed primarily by property taxes levied by the Library ~~District~~ and collected by Cook County on taxable property within the ~~District Library~~, pursuant to said statutes, 75 ILCS 16/35-5 and 16/35-25, et seq. Unless indicated to the contrary, where reference is made to state statutes, these bylaws merely repeat the requirements of the statute for reference and it is the intent of this Board that any future amendments to state statutes are incorporated herein by present reference to such statutes. All statutory references are to 75 ILCS Act 16 unless indicated otherwise.

ARTICLE II--BOARD OF LIBRARY TRUSTEES

Section II-1: Definition

—The Board of Library Trustees shall consist of seven members elected to staggered terms in accordance with the Act.

Section II-2: Qualifications

—A trustee must be a resident **of the Library District for at least one year** and **a registered voter** ~~of the Library District~~. **Complete requirements are specified in 75 ILCS 16/30**. Persons who are elected, appointed, ~~and/or~~ candidates for election to the Board of Trustees must file an annual written Statement of Economic Interest.

Section II-3: Elections

—All elections for Trustees shall be conducted in accordance with the provisions of the Election Code of the State of Illinois and the Act.

Section II-4: Organization of the Board

—Within 74 days after their election, and following certification thereof by the Cook County Clerk, the incumbent and new Trustees shall meet in public session to take their oaths of office and organize the Board. The first order of business shall be to elect a President pro tem and Secretary pro tem. The Secretary shall

certify the membership of the Board and administer the oath of office to newly elected Trustees. The Trustees shall elect from their membership a President, Vice President, Treasurer, and Secretary. These officers shall serve terms of two years ending on the third Monday of the month following each regular election or until their successors are duly elected by the Board.

Section II-5: Terms of Office

The full term of office for a Library Trustee shall be four years, from the third Monday of the month ~~next~~ following the election.

Section II-6: Vacancies

———Vacancies shall be declared in the office of Trustee in conformance with Section 30-25 of the Act. Vacancies shall be filled by appointment by the remaining Trustees until the next regular library election, at which time a Trustee shall be elected to fill the remainder of the unexpired term. If, however, the vacancy occurs with less than 28 months remaining in the term, and if the vacancy occurs less than 88 days before the next regular scheduled election for this office, then the person appointed shall serve the remainder of the unexpired term and no election to fill the vacancy shall be held.

Section II-7: Compensation and Expenses

———Trustees shall serve without compensation but shall be reimbursed from Library ~~District~~ funds for actual and necessary expenses incurred in the performance of their duties.

Section II-8: Powers

———The Board shall have such powers as are set forth in Section 30-55 of the Act and other relevant statutes. The Board shall have authority only when acting as a Board in legal session. The Board shall not be bound in any way by any statement or action on the part of an individual member except when acting on specific instructions from the Board.

Section II-9: Conflicts of Interest

No member of the Board shall participate in any discussion or vote on any matter in which the Trustee or an immediate family member has a potential conflict of interest due to having material economic or other material conflicting involvement regarding the matter being discussed. When such a situation presents itself, the Trustee shall announce the potential conflict, disqualify him or herself, and be excused from the discussion on the matter involved. The President is expected to make inquiry if such conflict appears to exist and the Trustee has not made it known.

ARTICLE III--OFFICERS AND DUTIES

Section III-1: Officers

—The officers of the ~~Library~~ Board shall be a President, Vice President, Treasurer, and Secretary. The officers are elected by members of the ~~Library~~ Board from its own membership at the organizational meeting following the biannual election.

Section III-2: The President

——The President shall preside at all meetings. The President shall execute all documents authorized by the Board; shall appoint all necessary committees and serve ex-officio as a member of all committees; shall have authority to sign all checks for expenditures; and shall perform such duties as are imposed upon the office by law or by regulations, ordinances, or other appropriate action of the Library Board. The President shall not have nor exercise veto power. (75 ILCS 16/30-45(b)). The President shall be the official voice of the Board to the news media and for responding to written comments from patrons. The President may delegate responsibility for responding to written comments from patrons to the Executive Director.

Section III-3: The Vice President

——In the absence of the President, the Vice President shall preside at all meetings and perform such duties as are imposed upon the office of the President by law or by action of the **Library** Board. The Vice President shall assist the President with the duties as requested by the President and may be the representative for the Board at public events or in associate bodies.

Section III-4: The Treasurer

——The Treasurer shall keep and maintain all financial accounts and records of the **DistrictLibrary**, indicating therein a record of all receipts, disbursements, and balances in any funds. The records shall be subject to audit each fiscal year by a professional accountant licensed to practice in the State of Illinois. The audit shall certify:

1. ~~(1)~~ cash on hand as of July 1;
2. ~~(2)~~ total cash receipts from all sources;
3. ~~(3)~~ total disbursements;
4. ~~(4)~~ discrepancies;
5. ~~(5)~~ any other information deemed pertinent by the Board ~~of Library Trustees~~.

Such audit shall be accompanied by a professional opinion by the auditor regarding the financial status of the **DistrictLibrary** and the accuracy of the audit, or, if an opinion cannot be expressed, a declaration that such accountant is unable to express such an opinion and an explanation of the reasons ~~therefore~~.

——The Treasurer shall give bond to the **DistrictLibrary** to faithfully discharge the duties of the office and to account to the **DistrictLibrary** for all **DistrictLibrary** funds coming into the Treasurer's hands. The bond shall be in such amount and with such sureties as approved by the Board. The minimum bond shall be ~~50%~~**50**

percent of the total funds received by the **DistrictLibrary** in the last fiscal year. The cost of the bond shall be borne by the **DistrictLibrary**. (75 ILCS 16/30-45)

Section III-5: The Secretary

—The Secretary shall keep and maintain appropriate records for the term in office, including a record of the minutes of all meetings; the names of those in attendance; the ordinances enacted; resolutions, rules, and regulations adopted; and all other pertinent written matter as affect the operation of the **DistrictLibrary**. The records shall be subject to an audit by two ~~(2)~~ other Trustees appointed by the President and shall be conducted each fiscal year, and the report shall be filed and submitted as part of the Illinois Public Library Annual Report not later than the 90th day following the completion of the fiscal year. Such report shall certify as to the accuracy of the records of the Secretary, their completeness, and list the discrepancies, if any. The Secretary shall have the power to administer oaths and affirmations for the purposes of the Act.

Section III-6: Absences of Officers

—In the absence of the President from a legally called meeting, the Vice President shall preside and perform the duties of the office. Should the Secretary be temporarily unable to perform the duties of the office, a Secretary pro tem shall be appointed from the Board by the presiding officer. Should the Treasurer be temporarily unable to perform the duties of office, the presiding officer shall designate an Acting Treasurer who shall perform the duties of the Treasurer.

ARTICLE IV-MEETINGS

Section IV-1: Open Meetings

—All meetings of the Board ~~of Library Trustees~~ shall be public meetings except those specifically excepted in the Open Meetings Act (5 ILCS 120). Executive sessions or closed meetings shall be held only upon a roll call vote of the **Library** Board and only as authorized by statute.

Section IV-2: Regular Meetings

—Prior to the beginning of each calendar or fiscal year, the Board shall give public notice of the schedule of its regular meetings, which notice must state the regular dates, time, and places of these meetings for the coming year, as provided by statute. The date, time, or place of a regular meeting may be temporarily rescheduled by a roll call or voice vote at the regular meeting prior to the meeting affected. If a change is made in regular meeting dates, at least 10 days' notice of such change shall be given by publication in a newspaper of general circulation in the District. (5 ILCS 120/2.03)

Section IV-3: Special Meetings

——Special meetings of the Board may be called by the President or Secretary or by any four ~~(4)~~ Trustees. All meetings shall comply with the provisions of the Open Meetings Act.

Section IV-4: Quorum

As provided by statute, a quorum shall consist of four ~~(4)~~ Trustees, and a majority of those present shall determine the vote taken on the question unless a larger majority is specified in the Act.

Section IV-5: Electronic Attendance at Meetings

The Palatine Public Library District may permit meeting attendance via video or audio conference at Board or Board Committee meetings to conduct Library business under the following circumstances:

1. A quorum of the Board or committee must be physically present throughout the meeting; and
2. A member requesting to attend by video or audio conference shall give ~~two~~ **two** hours ~~advance~~ notice to the ~~Library~~ Executive Director or designee stating the reason for the inability to physically attend, unless advance notice is impractical; and
3. A majority of the Board or committee members physically present must vote at that meeting to allow a member to attend the same meeting by video or audio conference; and
4. The requesting member must publicly state for the Board at least one of the following approved reasons for attending by video or audio conference:
 - a. personal illness or disability; or
 - b. employment purposes or the business of the Library; or
 - c. a family or other emergency.

All meetings must comply with the provisions of the Illinois Open Meetings Act, including 5 ILCS 120/7. Any Board member attending a meeting in person or by electronic participation is entitled to vote on all issues before the Board or committee.

The Secretary will record in meeting minutes the names of those members who are physically present and those attending electronically. ~~The President (or~~

~~President pro tem) and the Secretary (or Secretary pro tem) must be physically present at any meeting.~~

Section IV-6: Voting

—As provided by statute, all votes on any question shall be publicly voiced by ayes and nays and recorded by the Secretary. Absentees and abstentions from voting shall be noted.

Section IV-7: Order of Business

—The order of business for regular meetings shall include, but not be limited to, the following items ~~which that~~ shall be covered in the sequence shown so far as circumstances ~~will~~ permit:

1. ~~(1)~~ Call To Order;
2. ~~(2)~~ Roll Call;
3. **Introduction of Visitors**
4. **Public Comment**
5. ~~(3) Introduction of Visitors;~~ ~~(4)~~ **Unfinished Business**
6. **New Business**
7. ~~Approval of Minutes of Previous Meetings;~~ ~~(5) Financial Report and Authorization of Expenditures;~~ ~~(6)~~ President's Report;
1. ~~(7) Public Comment;~~
8. ~~(8)~~ Executive Director's Report;
9. ~~(9) Other~~ **Committee** Reports;
10. **Consent Agenda**
 - a. Approval of Minutes of Previous Meetings;
 - b. **Financial Report and Authorization of Expenditures**
 - c. **Other Routine Matters**
11. ~~(10)~~ Correspondence;
- 2-12. ~~(11) Unfinished Business;~~ ~~(12) New Business;~~ ~~(13)~~ Adjournment.

Section IV-8: Public Participation

—All regular, annual, and special meetings shall be open to members of the public. Members of the public present, individually or as organized groups, **who desiring wish** to publicly comment or speak to the ~~Library~~ Board may do so in accordance with the Library's policy, Appendix 0: Rules of Procedure for Meetings and Hearings.

—Because the ~~Library~~ Board recognizes its responsibilities to conduct the business of the Library in an orderly and efficient manner, requests by members of the public to place a topic on a Board meeting agenda must be made **4-four** business days (Monday-Friday, 9 a.m. to 5 p.m.) before the regular or special meeting so that it may be considered for inclusion in the Board agenda for that

meeting. Requests should state fully the reason for the request and should give the name of the designated spokesperson, if any. Requests to add a topic to the meeting agenda may be made in person or by phone to the ~~Library~~ Executive Director or designee during business hours or via email to the President of the ~~Board of Library Trustees~~. In extraordinary circumstances, and at the discretion of the President, any matter may be raised even though not included in the agenda for that meeting.

———The ~~Library~~ Board reserves the right to confine the discussion to a definite period of time and to refer the matter to a **future Board or Board committee meeting** for further deliberation.

Section IV-9: Conduct of Meetings

———Proceedings of all meetings shall be governed by Roberts Rules of Order, most recent edition, and applicable laws of the State of Illinois.

Section IV-10: Suspension of Rules

———Any rule or resolution of the Board, whether contained in these bylaws or otherwise, may be suspended temporarily in connection with business at hand, but such suspension, to be valid, may be taken only at a meeting at which two-thirds ~~(2/3)~~ of the members of the Board (~~5-five~~ or more) shall be present and two-thirds ~~(2/3)~~ of those present (~~4-four~~ or more) shall so approve. Statutory requirements may not be suspended.

ARTICLE V - COMMITTEES

Section V-1: Standing Committees

———The **Board shall have two standing committees, a Policy Committee shall be the only standing committee and a Finance Committee. The term of service of members of standing committees shall be until the end of the fiscal year in which they were appointed or until their successors are appointed.**

Section V-2: Special Committees

———Special ~~C~~committees of the Board may be created for specific purposes as the Board may require from time to time. A ~~S~~special ~~C~~committee shall be considered discharged upon the completion of the purpose for which it was created and after a final report is made to the Board. The Chair and members of ~~S~~special ~~C~~committees shall be appointed by the President. No committee shall have other than advisory powers unless the Board grants it specific power to act which grant of authority may not include the power to legally bind the Board or would constitute a delegation of the Board's statutory authority.

Section V-3: Nominating Committee

———At a regular meeting of the Board of Library Trustees prior to the organizational meeting at which the officers of the Board ~~of Library Trustees~~ shall be elected, the outgoing President shall appoint a nominating committee. This committee shall be composed of two continuing members of the Board ~~of Library Trustees~~. This committee's charge is to nominate a slate consisting of one candidate for each office and to present such slate at the organizational meeting of the Board ~~of Library Trustees~~.

Section V-4: Committee of the Whole

———The Board members may meet from time to time as a Committee of the Whole. All Committee of the Whole meetings are subject to the provisions of the Open Meetings Act.

Section V-5: Policy Committee

The Policy Committee shall consist of two or more members appointed by the President at the first regular meeting of the fiscal year. The Policy Committee shall be charged with reviewing Library policies on an ongoing basis according to a schedule.

Section V-6: Finance Committee

The Finance Committee shall consist of two or more members appointed by the President at the first regular meeting of the fiscal year. The Treasurer shall serve as chairperson. The Finance Committee has supervision of all financial matters relating to the Library. Specifically this committee must:

- 1. Prepare the annual Library tax levy and review with the Board for submission to Cook County in December.**
- 2. Prepare and present the annual budget for adoption by the Board.**
- 3. Monitor the Library's investments and make investment decisions within the financial management policy and applicable state statutes.**

ARTICLE VI - AMENDMENTS

Section VI-1: Procedure

———Amendments to these bylaws shall be in writing and may be proposed at any regular meeting of the Board ~~of Library Trustees~~. Such amendments shall be voted on at the next succeeding regular meeting and adopted by a majority but

not ~~less-fewer~~ than **4-four** or more of all members of the Board. Statutory provisions shall not be amended.

~~PALATINE PUBLIC LIBRARY DISTRICT BOARD BYLAWS~~

Adopted December 9, 1992

~~Article II, Section 4, Revised July 14, 1993~~

~~Article V, Section 3, Revised July 14, 1993~~

~~Article V, Section 4, Revised July 14, 1993~~

~~Article II, Section 4, Revised May 10, 1995~~

~~Article IV, Section 2, Revised May 10, 1995~~

~~Article IV, Section 5, Adopted November 14, 2007~~

~~Articles I-VI Revised July 13, 2011, Effective July 13, 2011~~

~~Articles III-2, III-5, IV-8 Revised October 9, 2013, Effective October 9, 2013~~

~~Articles I,II,III-1,III-3,III-4,III-6,IV1-7,IV8-9,V, and VI Reapproved October 9, 2013~~

~~Articles I-VI Reapproved October 14, 2015~~

~~Article IV, Section IV-9, Revised October 11, 2017, Effective November 1, 2017~~

~~Article III, Section III-2, Article IV, Sections IV-4, IV-7 and IV-8~~**Last** Revised

December 13, 2017, Effective January 1, 2018

4.

APPENDIX 0—Rules of Procedure for Public Meetings and Hearings

The Board of Trustees of the Palatine Public Library District encourages and welcomes public participation and input and will hear any individual pursuant to the guidelines outlined in this policy. The purpose of this policy is to ensure that individuals are allowed time to address the Board while permitting the Board to conduct its meeting or hearing in an efficient and effective manner. Procedures for members of the public to request that a topic be placed on a Board meeting agenda are found in Section IV-8 of the Board Bylaws.

Therefore, during each regular meeting or scheduled hearing, a period of time not to exceed 60 minutes will be devoted to comments presented by the public. If there are no members of the public wishing to address the Board, the Board will continue with the meeting or hearing.

Section 1—Open Meetings Act.

All public meetings and hearings are subject to and conducted in accordance with the Illinois Open Meetings Act (5 ILCS 120).

Section 2—Registration of Public Participants.

Anyone who wishes to comment in a public meeting or hearing must sign in at the public meeting or hearing, providing full name, noting topic on which they wish to speak, and listing any organization(s) represented, if applicable.

Section 3—Comment Procedures.

Procedures for public participation and for requesting that any topic be placed on the agenda of a Board meeting are described in the Board bylaws.

Public participation and comment will be permitted during the “Public Comment” portion of the agenda.

The Board President or person presiding over the meeting will ask if anyone wishes to address the Board and will determine the order in which the speakers are recognized. Groups are asked to designate a single spokesperson.

When called upon, the person should come to the podium or designated speaking area; state his **or** /her name; state the topic of comment; and, if speaking for an organization or other group, identify the group represented. No person may speak without first being recognized by the Presiding Officer.

All remarks should be addressed to the Board ~~of Library Trustees~~ as a whole, not to individual Trustees or Staff.

Questions, if any, should be directed to the Presiding Officer who will determine whether, or in what manner, an answer will be provided.

~~Section 4—Time Allocation for Comments.~~

Each individual will have five minutes to present his or her comments. If a person is unable to complete comments in the allotted time, he or she may submit comment in written form.

A majority vote of the Board ~~of Library Trustees~~ may alter the enumerated time allocations for individuals or ~~for~~ the cumulative limit based on the number of persons wishing to speak.

~~Section 5—Questions of Speakers.~~

Members of the Board ~~of Library Trustees~~ who wish to ask clarifying questions of the speaker ~~or each other~~ during the public meeting or hearing may do so, but only after first being recognized by the Presiding Officer. Interaction with the speaker is limited to a question or questions, rather than an ongoing dialogue.

~~Section 6—Recording of Meetings.~~

While persons attending an open meeting are permitted to record the proceedings ~~by tape, film or other means~~, recording should not be allowed to interfere with the overall decorum and proceeding of the meeting. (1975 Ill. Att'y Gen. Op. 17)

~~Section 7—Orderly and Civil Meeting or Hearing.~~

The Presiding Officer may take such actions as are required to maintain an orderly and civil meeting or hearing. Discourtesy or disorderly conduct will be deemed a breach of order, and such misconduct will be dealt with as appropriate.

(Appendix referenced in the Bylaws.- Approved by PPLD Board of Trustees 9-10-08, Reapproved 12-13-17)