Notice is hereby given that the following Committees of the Library Board will meet in the
First Floor Meeting Room of the Park Ridge Public Library
20 S. Prospect Avenue, Park Ridge, IL
On the date and time below

All meetings are open to the public according to the provisions of the Illinois Open Meetings Act. For additional information, or to request accommodations, please contact Library Administration.

LIBRARY COMMITTEE AGENDAS
BOARD OF TRUSTEES
Tuesday, June 11, 2024 at 7:00 PM
All committees are committees-of-the-whole unless noted

PUBLIC COMMENT ON NON-AGENDA ITEMS

PRESIDENT'S REPORT – Nominating Committee reminder

BUDGET & FINANCE – Rusk & Somheil, Co-Chairs
1. Approve Minutes of May 14, 2024
2. Budget Transfer request
3. Other

BUILDING & GROUNDS - Kiem & Powers, Co-Chairs
1. Approve Minutes of May 14, 2024
2. Project updates
3. Other

PLANNING & OPERATIONS – Renaldi, Chair
1. Approve Minutes of May 14, 2024
2. Task calendar review and update
3. Computer View, Inc. one year contract extension
4. Annual Non Resident Library Card Resolution
5. Conduct in the Library Policy review
6. Other

NO MEETINGS: COMMUNICATIONS & DEVELOPMENT, NOMINATING, PERSONNEL, RESOURCES

MINUTES
PARK RIDGE PUBLIC LIBRARY
20 S. Prospect Avenue, Park Ridge, IL 60068
Budget and Finance Committee of the Whole Meeting of the Board of Trustees
Held in the first floor meeting room at the Library
May 14, 2024 at 7:00 p.m.

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

ROLL CALL
Trustees Present:

Anita De Frank, Alexandrea Hanba; Josh Kiem ; Danielle Powers; Lauren Rapisand; Theresa Renaldi; Gregg Rusk; David Somheil; Deepika Thiagarajan

Others Present: Joanna Bertucci, Library Director; Angela Berger, John Priala, and Joan Wrenn, Library staff
Louis Kaufman

PUBLIC COMMENT ON NON AGENDA ITEMS
None

BUDGET & FINANCE
Treasurer Rusk called the meeting to order at 7:01 p.m.

President Thiagarajan made a
MOTION: to approve the minutes of February 13, 2024
Trustee Powers seconded the motion.
Roll Call Vote: Yes: De Frank, Hanba, Kiem, Powers, Rapisand, Renaldi, Rusk, Somheil, Thiagarajan
Motion passed

COPY MACHINE FEES – COLOR COPY PRICE REDUCTION
Director Bertucci directed the committee's attention to the memo on page 4 of the packet that provides background information on the proposed change. The current patron price for color copies is $1 per page and the proposal is to reduce the cost to $0.50 per page. Adult Services staff researched the fees charged by other area libraries and also local FedEx and UPS stores and found that our current price is at a minimum, 50% higher than at peer libraries and local copy centers. An analysis of the impact of this proposed change on current revenues was completed and showed that at current levels of usage, the revenue decrease would be approximately $1,700 per year. Staff felt that with marketing of this price reduction, some of the impact might be mitigated by increased usage.

Trustee Kiem made a
MOTION: to reduce the charge for color copies for library patrons from $1.00 per page to $0.50 per page, effectively immediately
Vice President Hanba seconded the motion.
Roll Call Vote: Yes: De Frank, Hanba, Kiem, Powers, Rapisand, Renaldi, Rusk, Somheil, Thiagarajan
Motion passed

OTHER
None

Meeting adjourned at 7:05 pm

Memorandum

Park Ridge Public Library

Memo Date:	May 31, 2024
From:	Joanna Bertucci, Library Director
	Joan Wrenn, Finance/HR Manager
Meeting Type:	Budget & Finance Committee of the Whole Meeting
Meeting Date:	June 11, 2024
Action Requested:	For Approval
Subject:	FY24 midyear budget transfer

Background:

With approximately six months remaining in FY24, Library Administration has developed the following proposed budget transfer for the Board's consideration. The Library's *Levy and Budget Policy* authorizes the Library Director to transfer funds in to or out of budget lines, not to exceed a cumulative amount of $5,000. Transfers totaling more than $5,000 require the approval of the Library Board.

Transfer Request #1:

During the development of the FY24 budget, Library Administration added the full Per Capita Grant amount ($58,490) to the Office Supplies/Furnishings budget in anticipation of a large expenditure for the new picture book bins and shelving. At the time of FY24 budget development, the exact cost of the shelving ($33,150) was unknown. Staff have determined that we will not need the full grant amount for the furnishings and would like to transfer $10,000 into the Youth Services Fiction line to allow for the purchase of more picture books.

Account	Original	Adjustment	Modified	Transfer #
Administration – OFF SPLS Furnishings	$73,500	-$10,000	$63,500	#1
Youth Services – Children's Books FIC	$75,000	+$10,000	$85,000	

Recommended Motion:

Transfer $10,000 **from** Administration – Office Supplies/Furnishings **to** Youth Services – Children's Books-Fiction

MINUTES
PARK RIDGE PUBLIC LIBRARY
20 S. Prospect Avenue, Park Ridge, IL 60068
Building and Grounds Committee of the Whole Meeting of the Board of Trustees
May 14, 2024 at 7:00 p.m.

Co-chair Kiem called the meeting to order at 7:05 p.m.

ROLL CALL
Trustees Present: Anita De Frank, Alexandrea Hanba, Josh Kiem, Danielle Powers, Lauren Rapisand,
                         Theresa Renaldi, Gregg Rusk, David Somheil, Deepika Thiagarajan
Others Present: Joanna Bertucci, Library Director; Angela Berger, Joan Wrenn, Library Staff
                         Louis Kaufman

APPROVAL OF MINUTES
Trustee Renaldi made a
MOTION: to approve the minutes of the April 9, 2024 meeting
Trustee Somheil seconded the motion
Roll Call Vote: Yes: DeFrank, Hanba, Kiem, Powers, Rapisand, Renaldi, Rusk, Somheil, Thiagarajan
Motion passed

PROJECT UPDATES
Director Bertucci reviewed the memo on page 8 of the packet indicating that the contract with Comcast for the provision of fiber has been cancelled. CVI staff are working with our current provider, Astound, to extend our contract for one year at the same price but with faster speed. In 2025 the Library will complete another eRate filing for this service.

ICE MELT SYSTEM PROJECT
Director Bertucci updated the committee on work that was completed on the Ice Melt system, noting that representatives for all involved parties were working during the week of April 30 to test, reconfigure and improve the system's functioning. A third party commissioning agent tested all aspects of the system as reconfigured and the system passed all tests. Director Bertucci is awaiting a written summary of the work performed from Green Associates and 20/10 Engineering and will share that with the Board when it is received.
In discussions with PowerLink, they continue to be resistant to entering into a Tolling Agreement with the Library. Director Bertucci is working with the Library's legal counsel on this matter.

ARCHITECT/ENGINEER SELECTION UPDATE
Director Bertucci reviewed the memo beginning on page 9 of the packet that provides background information on the process for selecting a firm for the HVAC project. Elara Engineering was ranked as the most qualified as the outcome of that process and Director Bertucci has been working with Jim Gibson from Elara to secure a proposal. The Elara proposal is broken down by scope of services as outlined in the memo. Director Bertucci reviewed each phase of the project and the proposed costs. The total proposed cost for the engineering services is $115, 500. In evaluating this proposal, Director Bertucci considered that the typical cost for consulting for this type of project is typically about 10% of the total cost of the work to be completed which for this project, is estimated to be approximately $1.2 million. She also spoke with area Library directors who have worked with Elara on projects and received positive feedback about their level of service and expertise. Based on all factors, she is recommending that the Committee approve the proposal from Elara in the amount of $115,500.
After discussion of the proposal among the Committee, Director Bertucci was asked to follow-up with Elara regarding questions about the hourly rates for additional services for 2024 and 2025 and to have that

MINUTES
PARK RIDGE PUBLIC LIBRARY
20 S. Prospect Avenue, Park Ridge, IL 60068
Building and Grounds Committee of the Whole Meeting of the Board of Trustees
May 14, 2024 at 7:00 p.m.

language clarified in the contract as well as clarification of notification of additional services being undertaken prior to start of work.

APPROVAL OF MINUTES
Vice President Hanba made a
MOTION: to approve the proposal from Elara Engineering for $115,500 for the HVAC upgrades project
Trustee Renaldi seconded the motion
Roll Call Vote: Yes: DeFrank, Hanba, Kiem, Powers, Rapisand, Renaldi, Rusk, Somheil, Thiagarajan
Motion passed

This motion will not be included on the Consent Agenda for the May 21, 2024 Board meeting but rather will appear on the agenda as New Business so that Director Bertucci may update the Board on her follow-up findings.

OTHER
Trustee Kiem noted his observation that the benches in the City Commons area in front of the Library need painting as do the railings near the old entrance to the Library. This property is maintained by the City.

Meeting was adjourned at 7:28 p.m.

Memorandum

Park Ridge Public Library

Memo Date:	June 6, 2024
From:	Joanna Bertucci, Library Director
	John Priala, Facility Manager
Meeting Type:	Building & Grounds Committee of the Whole
Meeting Date:	June 11, 2024
Subject:	Building Project Updates

Project	*May 2024 – Activity to date*
Astound	• I have signed a contract with Astound Business Solutions to upgrade our Internet speed to 200 MB for one year for $810/per month. This is in line with what we are currently paying Astound for 100 MB.
Ice Melt/Tolling agreement	• On May 31, 2024 a Tolling Agreement was executed between the Park Ridge Public Library and Powerlink. The agreement with Powerlink is identical to the tolling agreement between the Library, Green Associates, and 20/10 Engineering. .

MINUTES
PARK RIDGE PUBLIC LIBRARY
20 S. Prospect Avenue, Park Ridge, IL 60068
Planning and Operations Committee of the Whole Meeting of the Board of Trustees
Held in the First Floor Meeting Room at the Library
May 14, 2024 at 7:00 p.m.

The meeting was called to order by Trustee Renaldi at 7:29 p.m.

ROLL CALL

Trustees Present: Anita DeFrank, Alexandrea Hanba, Josh Kiem, Danielle Powers, Lauren Rapisand (present until 7:30pm), Theresa Renaldi, Gregg Rusk, David Somheil, Deepika Thiagarajan

Others Present: Joanna Bertucci, Library Director; Angela Berger and Joan Wrenn, Library staff
Louis Kaufman

Trustee Powers made a
MOTION: to approve the minutes of April 9, 2024
Trustee Rapisand seconded the motion.
Roll Call Yes: De Frank, Hanba, Kiem, Powers, Rapisand, Renaldi, Rusk, Somheil, Thiagarajan
Motion passed

TASK CALENDAR REVIEW AND UPDATE

Director Bertucci noted that the auditors were at the City during the last week of April and Finance Director Lipman reported that the audit work went very smoothly this year and the audit should be completed in a timely manner.
The tasks on the June Board calendar include approval of the non-resident library card resolution, appointment of the Nominating Committee members and a contract extension with CVI.

CCS/OCLC ANNUAL FEES APPROVAL

As a member of the Cooperative Computer Services, Inc. (CCS) consortium, each year the Library is charged an annual fee for membership. There are 31 member libraries and each library is charged a proportionate share of costs. 75% of total billings are split evenly among member libraries with the other 25% of fees being allocated based on average adjusted income. For FY24-25 our library's fee is $56,474.51, a 6.6% decreased over prior year. The lowered fees are a result of additional libraries joining the consortium, thereby spreading costs among more members. OCLC fees are also assessed on an annual basis using estimates of the cost which will be adjusted to reflect actual costs as these costs are incurred. For FY24-25 the estimate for PRPL is $14,617.81.

Trustee Kiem made a
MOTION: to approve annual CCS consortium membership fees of $56,474.51 and OCLC membership fees not to exceed $15,500
Trustee Renaldi seconded the motion.
Roll Call Yes: De Frank, Hanba, Kiem, Powers, Renaldi, Rusk, Somheil, Thiagarajan
       Absent: Rapisand
Motion passed

OTHER
None

The meeting was adjourned at 7:34 p.m.

Park Ridge Public Library

BOARD OF TRUSTEES – ANNUAL TASK CALENDAR FY24

JANUARY 2024
- ✓ Policy review

FEBRUARY 2024
- ✓ Budget carryforwards from FY23
- ✓ Statistical collection review and discussion
- ✓ Secretary review of closed session minutes

MARCH 2024
- ✓ Annual Library Certification due to State Library
- ✓ Receive FY Annual report (IPLAR)
- ✓ Interview architects for HVAC project

APRIL 2024
- ✓ National Library Week
- ✓ Receive FY23 Annual report (Marketing)
- ✓ Policy review
- ✓ Cyber security presentation – April Board Mtg.

MAY 2024
- ✓ Statement of Economic Interest due to Cook County
- ✓ FY23 audit field work
- ✓ Approve CCS and OCLC annual fees
- ✓ Policy review

JUNE 2024
- Nominating committee appointed
- Approve Non-resident library card resolution
- Computer View, Inc. (CVI) 1 year contract extension

JULY 2024 – *Library Director absent July 16 Board Meeting*
- Welcome new and reappointed trustees
- Election of officers
- Discuss FY25 budget goals and levy forecast
- Annual trustee and staff anti-harassment training

AUGUST 2024
- B&F check-in/levy forecast
- Review budget assumptions for City-provided services
- New Trustee orientation
- Board committee chairs assigned
- Draft FY25 budget
- FY23 Audit presentation
- Amend FY24 Budget

SEPTEMBER 2024
- Approve FY25 salary plan
- Review FY25 draft budget
- Recognize former trustee(s)
- Secretary review of closed session minutes
- Release RFP for Strategic Planning consultant

OCTOBER 2024
- *National Friends of the Library week*
- Approve FY25 Operating budget
- Approve 2024 Levy request
- Per Capita Grant requirements assigned

NOVEMBER 2024
- City Council Budget Workshop
- Review Per Capita Grant requirements
- Approve 2025 Days Closed schedule
- Library Director annual review

DECEMBER 2024
- Approve Per Capita Grant request
- City Council Approves Budget & Levy
- Library Director annual review

Updated: June 6, 2024

Memorandum

Park Ridge Public Library

Memo Date:	June 3, 2024
From:	Joanna Bertucci, Library Director
Meeting Type:	Planning & Operations Committee of the Whole Meeting
Meeting Date:	June 11, 2024
Action Requested:	For approval
Subject:	Computer View, Inc. 1- year contract extension

Background:

In August 2022, the Library entered into an agreement with Computer View, Inc. (CVI) for comprehensive management of the Library's IT infrastructure. This agreement provides for in-house technical support, inventory support of all Library computer hardware, and local area network management. CVI is a known provider who has successfully met the needs of PRPL since 2015.

A two year agreement was signed in August 2022 for $148,500 for year one and $153,000 for year two, with the contract expiration set on August 31, 2024. During the RFP process, vendors were asked to provide a renewal option for a third year. The Library's current contract with CVI lists a third year renewal option at $157,600. As the Library is pleased with CVI's performance, I recommend that the Board approve the one year contract extension at its June 18, 2024 Board meeting.

This one year contract extension is in compliance with the Library's Purchasing Policy. In 2025, I will issue a Request for Proposal for Managed IT Services.

Proposed Motion:

Approve a contract extension with CVI for a 1-year term commencing on September 1, 2024 and ending on August 31, 2025 for $157,600.

Attachment: Proposed Computer View, Inc. contract extension

COMPUTER VIEW INC.
NETWORKING & SYSTEMS INTEGRATION

Letter of Transmittal

June 17, 2022

Park Ridge Public Library
Attn: Joanna Bertucci
20 S. Prospect Avenue
Park Ridge, IL 60068

Via email: businessoffice@parkridgelibrary.org

Dear Joanna:

Please consider this letter along with the following attachment:

- Park Ridge Public Library Managed Information Technology Services Proposal

to be our offer to perform in full compliance with the subject Request for Proposal.

The contact person for purposes of responding to any inquiries you may have is:

Roxy Poluchowicz, Director Computer View Inc. 2777 Finley Road, STE 13 Downers Grove, IL 60515	Email rpoluchowicz@cview.net Phone (847) 290-9286 x114 FAX (847) 290-9602

If selected, we understand any award is subject to successful negotiation of terms and conditions including, but not limited to, price and exceptions taken.

Our proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with the library.

Best regards,

Roxy Poluchowicz

Roxy Poluchowicz

COMPUTER VIEW INC.

MANAGED INFORMATION TECHNOLOGY SERVICES PROPOSAL

FOR

Park Ridge Public Library

Due June 17, 2022

Submitted by:

Roxy Poluchowicz

Computer View Inc.
2777 Finley Road STE 13
Downers Grove, IL 60515
FEIN # 36-3746952

(847) 290-9286 x114

Contents

General Company Information

Computer View Inc. (CVI) has been operating for the past 31 years as an information technology systems and networking integrator. The company was incorporated in the state of Illinois in January 1991. We have no plans for a sale, acquisition or merger that would alter our present structure. The company is financially sound, having established credit lines with our major suppliers, as well as a Line of Credit with our bank and a finance flooring company, to accommodate larger projects.

While we have always provided information technology support services, we have expanded our offerings in this area over the past 16 years to include the Comprehensive Support Plan, which effectively provides the appropriate support level for the vast majority of our clients. This plan delivers the majority of support issue resolutions remotely, while onsite visits are scheduled as required. We also offer a Comprehensive Plus Support Plan, which adds regular onsite technician visits, according to a schedule selected by the client to service their needs.

Approximately 50% of the customers we actively service in a given year are public libraries or library districts. Other customers include public sector enterprises (cities, townships, park districts), private and public enterprises (schools, school districts, not-for-profits, associations), and small to mid-sized commercial enterprises (services providers, manufacturers). The range of services we have provided for our customers include information technology consulting, and procurement and implementations with a focus on optimizing their technology investments.

Technology infrastructure support is one of CVI's core competencies. We are frequently called upon to solve complex technical issues that require deep knowledge of the technology arena. Our customers depend on us to keep their technology environments highly available and reliable. We provide network monitoring and issue resolution remotely, which allows us to quickly react to warning alerts and resolve any issues that may occur. Some customers have fully managed sites where we provide technology support services with onsite CVI personnel dedicated to their facility.

Our present staff are engaged in customer activities as follows:

- 3 – Consulting
- 6 – Installation and training, technology support
- 3 – Onsite support

Because the Company has supported public libraries since its founding, we stay current with new developments, technology trends, specific software and known issues by regular meetings and interaction with our customers. This information is brought back to our Staff Meetings to provide valuable information sharing and group collaboration.

Computer View's headquarters is located in our Downers Grove office.

Positioning and Experience

Computer View Inc. has deep experience working with libraries since the company's inception. This provides us with an intimate understanding of the software applications that are unique in this environment. Our long-standing experience working with libraries enables us to provide guidance on issues such as electronic record keeping requirements, including accommodation of FOIA requests. Our technicians also have a keen appreciation of the impact on library and departmental workflows when integral components are malfunctioning.

We support a number of clients that are members of the Cooperative Computer Services (CCS) and SWAN consortia and maintain a good working relationship with their staff. We have assisted our library clients as they have migrated to Cloud-based Integrated Library Systems offered by their consortia.

Another 3rd party firm that we have worked with extensively is TBS, which provides the PC reservations and print control software to the Library – MyPC and PaperCut. Our staff has worked with TBS on installations and troubleshooting of the software products they provide to libraries. We also maintain a close working relationship with EnvisionWare, another vendor that provides PC reservations and print control software.

The hardware platforms in which CVI staff have expertise that corresponds to Park Ridge Public Library District's requirements are: network switches, wireless networks, Windows servers, Windows desktops & notebooks, Mac desktops & notebooks, tablets, PBX telephone system, security cameras, digital media lab equipment and smartphones.

Customer References- Active Contracts

Computer View has had the privilege of providing information technology support services to a number of library clients. We have provided the requested references for customers with similar and expanded requirements compared to the RFP request for Park Ridge Public Library District:

Customer Contact	Scope and Services
Lauren Cerniglia, Assistant Director Cook Memorial Public Library District (Sierra ILS onsite) 413 N. Milwaukee Ave. Libertyville, IL 60048 (224) 513-7421	220 users / 25 years (Main library + large branch) • Comprehensive Plus Network Management (5 days onsite every week) • Website design • Projects: file servers, virtual servers, Exchange server, firewalls, SharePoint server, wireless network, iMac media lab, remodeling consulting, desktops deployment, security camera management software; Navori digital display software
Elizabeth Greenup, Director Wauconda Area Public Library (Polaris ILS onsite) 801 N. Main St. Wauconda, IL 60084 (847) 526-6225	90 users / 25 years • Comprehensive Network Management • Projects: file servers, virtual servers, Exchange server, chassis switches, firewall, wireless network, remodeling consulting, desktops deployment, IP/PBX telephone system, iMac support
Christopher Renkosiak, Deputy Director Lincolnwood Public Library (Polaris ILS via CCS Library Consortium) 4000 W. Pratt Blvd. Lincolnwood, IL 60712 (224) 233-1870	70 users / 6 years • Comprehensive Plus Network Management (1 day onsite every 2 weeks) • Projects: file servers, virtual servers, Exchange server, wireless network, firewall, remodeling consulting, desktops deployment, security camera management software, iMac support
Jane Jenkins, Director Green Hills Public Library (Symphony/Workflows ILS via SWAN Library Consortium) 10331 Interlochen Dr. Palos Hills, IL 60465 (708) 598-8446	55 users / 17 years • Comprehensive Network Management • Projects: file servers, virtual servers, Exchange server, chassis switches, firewall, wireless network, remodeling consulting, desktops deployment, IP/PBX telephone system, iMac support; Navori digital display software

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Security

Providing appropriate security for a client's data is perhaps the greatest responsibility that a managed information technology services provider must provide.

On-site data, software and hardware are protected by a multi-faceted approach. The first level is physical security. We ensure our clients' data is housed within a locked space, with limited access to only authorized personnel. Within the space, we recommend and configure power and temperature management consistent with manufacturers' requirements. Both are monitored and alerts sent if acceptable parameters are out of range.

A backup rotation that is monitored daily by CVI for successful completion is an integral part of the on-site security, since it provides the safety net for recovering from a number of possible disaster scenarios.

Logical network access security is provided by several means: network access is restricted to personnel with established login/password; unassigned network ports in public areas don't connect through to the switch; an on-site Next Generation Firewall protects against malware from the Internet; Trend Micro antivirus software protects against malware in local files; the Spam Control filter protects against malware from emails.

Remote network access is provided to a limited number of personnel via a secure 2-factor authentication utilizing an encrypted VPN through the firewall.

A key activity that keeps our clients' networks secure is the regularly scheduled patching of client and server operating systems, plug-in software, and 3rd party applications software. Keeping software up to date with software publishers' security patches mitigates known system security vulnerabilities.

We have also implemented security measures in the Wi-Fi facilities in the Library. Separate SSID's have been created to ensure each category of wireless user is provided access only to the resources that are designated for their use. Additionally, wireless is configured to prevent wireless users from being able to access the wireless data of any other user.

As clients move their processing and data to the Cloud, the same security measures must be implemented in this space to provide robust security protection.

Confidentiality of clients' data is of utmost importance, to the point where we support situations where at times only limited personnel are called upon to support a highly confidential activity. Our normal protection for patron data within the environment is to flush all electronic storage on computers that are used. CVI also has its personnel sign Non-Disclosure Confidentiality Agreements annually.

Strengthening of existing security is presently underway, per a number of activities called out as requirements in order for the City to secure a Cyber Security policy which will include the Library. CVI is meeting regularly with several libraries' cyber security policy providers, to ensure that appropriate compliance measures are implemented within the required timeframe to secure the desired policy.

Our personnel have many years of experience configuring and implementing the security technologies described. In addition, CVI personnel possess certifications in Fortinet NSE1, NSE2, NSE3, NSE4, NSE5, Microsoft MCP, MCP+I, MCSE, wireless CWNA, A+, and Panasonic i-Pro cameras, all of which provide both general and specialized knowledge.

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Client Management

Computer View does not dedicate specific individuals to customer accounts, except in the case of Comprehensive Plus contracts, where the same individual would perform most of the onsite visits portion of the contract. Typically, our personnel are instead assigned to work on support issues or projects according to their area of expertise and best availability. The table below summarizes the staff count and job titles within specific areas of responsibility. In providing services to our support contract customers, it is likely that all personnel will interface with the client at one time or another, depending on the activity that is provided.

Management / Consulting / Sales Staff	
Three (3)	**Titles:** President Director, Business Operations Director, Sales & Marketing
Design / Configuration / Projects Staff	
Two (2)	**Titles:** Project Manager/Senior Network Engineer (1) Senior Network Engineer (1)
Support / Projects Staff	
Four (4)	**Titles:** Senior Network Engineer (1) Network Engineer (3)
Onsite Support Staff	
Three (3)	**Titles:** Network Engineer (1) Technology Assistant (2)

Computer View does not currently employ any contract employees.

Computer View maintains Partner status as well as sales and technical certifications with our major hardware and software vendors:

- Avocent – KVM
- Eaton – UPS
- Fortinet – Firewalls
- HP Inc. – Desktops, Monitors and Notebooks
- HP Enterprise / Aruba – Servers, Storage, Software, Networking (Wired & Wireless)
- Kaseya – Real-time monitoring and management, Unitrends Backup
- Microsoft – Windows Desktop operating systems, Windows Server operating systems, Microsoft 365, AER (Authorized Education Reseller)
- Panasonic – Security cameras, Video Insight camera management software
- Veritas – Backup software
- Vertical Communications – IP-PBX Telephone Systems

Our major vendors conduct an annual review of partnership status, which requires successful certification testing in their technologies. To prepare staff for this, CVI provides the required education and participation in vendor conferences to its staff.

Support and Projects Approach and Methodology

Our approach to providing support of the highest caliber at a very effective price is based on methods and procedures that CVI has developed and regularly refines in a process of continuous improvement. Standardization of configurations is one of the first activities we complete with a new client. Although this typically involves significant effort for CVI, we make this investment to facilitate more straightforward maintenance and updating in the future. Frequently, this process also uncovers configuration errors that are corrected, resulting in better network stability.

During this process of standardization, we also implement a security review of the client's network. We configure the environment, with users' assigned permissions within the network that adhere to a security policy of "least privilege". This provides the strongest level of security to the client's network. If users are required to have additional permissions, these are assigned on a case-by-case basis to minimize security exposure.

Network equipment to be managed as part of this contract currently runs software that constantly monitors performance thresholds established by CVI. Alerts are sent to CVI if performance parameters stray outside acceptable ranges.

CVI also provides its comprehensive network support clients with multiple communications methods to advise us of other issues that may not be detectable by our remote monitoring software. For high priority or emergency issues, we recommend that clients call us, in addition to entering a help desk ticket. During normal business hours of operation, calls will be answered by the first available help desk technician. If all are busy, a voice message can be left which will be promptly attended to. Outside our normal hours of operation, contract customers leave a message after entering their uniquely assigned emergency PIN code, and a help desk technician will respond after being paged by our system. For medium or low priority issues, the client can log into the CVI Support Services online help desk system and enter a request for service with a full description of the issue. All issues, no matter how they originate, are entered into our help desk system, so that ongoing monitoring and communications with the client can be maintained.

Our help desk technicians monitor the help desk queue, and work on issues in a sequence dictated by severity of reported issues. Within a given severity queue, we observe a first-in first-out (FIFO) sequence.

Another key aspect of our support and projects delivery methodology is scheduling all possible activities outside the Library's normal hours of operation, thus greatly minimizing disruption to staff and patrons. On average, about 90% of our scheduled support and project activities are completed this way, with no premium upcharge to our customers.

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IT Service Levels

As mentioned earlier, Computer View provides its support contract customers with access to our online help desk system, CVI Support Services. This system is available 24x7 for entry and monitoring of support issues. We also use this system to track change requests and installation projects.

Communications with our clients is mostly through updates to help desk tickets, which generate an email back to the customer. Issues requiring personal interaction would provide the client with information via phone in addition to ticket updates.

The help desk is manned between 9AM and 5PM CST, Monday through Friday, excluding CVI holidays. Support for high priority or emergency issues is available outside these hours via telephone, which allows clients to enter their assigned emergency PIN, and subsequently the on-call technician is paged.

The cost structure for the CVI Comprehensive Support contract is based on installed inventory, which results in a predictable quarterly flat fee for the support activities, regardless of effort required. All activities, both inclusions and exclusions from the contract are tracked in the same help desk system. This provides a track record of actual work that was done, and the number of hours associated with the activity. The customer would receive a separate bill for activities that are excluded from the contract.

Our problem escalation process is as follows:

1. The help desk technicians monitor the online Support Services queue. Any critical or severe system outages are automatically assigned to the Severity 1 queue, which is worked on as the top priority. The technicians move on to the next lowest queue when issues in the Severity 1 queue are resolved or pending action from a 3rd party vendor.
2. The Severity 2 queue is worked on in FIFO order. Generally, the issue impacts a smaller number of people.
3. CVI management monitors the support issues queues for general awareness about the issues our customers are experiencing. We also look for any issues whose resolution time has surpassed the established service level goal, and get additional staff involved as needed.
4. If the customer has an issue with the resolution provided, or the length of time to resolve, they can always contact any member of the CVI management staff, and they will work with the customer towards a satisfactory decision.

Our response time goals are:

1. 1 hour – review, prioritize and perform initial diagnostic
2. 4 hours – respond to / resolve Severity 1 (major) issues
3. 1 business day – respond to / resolve Severity 2 (medium) issues
4. 2 business days – respond to / resolve Severity 3 (low) issues

The backups that would be crucial for a recovery activity are monitored and cataloged within the software that is used – Veritas Backup Exec. Since the same software is utilized routinely in our project installation activities, this provides the necessary procedures and validation for potential recovery from a disaster. Data restore capabilities are also included with the Unitrends backup system.

Major system software upgrades are usually coupled with projects, which are quoted and billed separately from our support contract.

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Monitoring

Changes to the technology environment are recorded and maintained in our remote management software. Inventory reports and files can include a number of attributes relating to specific hardware, such as name, hardware configuration items, software versions installed, etc.

At the end of a contract period, we can provide current inventory report and Excel file, list of system-level passwords and a report of current switch configuration.

Prior Contract Performance

During its 31 years of operation, Computer View Inc. has never had a contract terminated for default. In Customer Satisfaction surveys that have been conducted by external organizations on our behalf, more than 90% of our customers state they are "Extremely satisfied" or "Very satisfied" with the services they receive.

In fact, Computer View Inc. frequently goes above and beyond in providing services in support of our clients' technology environments. These services include cabling and cable testing and certification, loaner equipment to fill short-term or emergency needs, and consulting and guidance regarding optimum spending on technology assets.

Other Services

In addition to comprehensive network support services, Computer View offers a number of technology services that enhance our clients' infrastructure environments.

Consulting for New Construction or Remodeling

CVI routinely advises its clients on IT requirements for building areas that are new or retrofit construction. We ensure that both current and potential future wired and wireless LAN requirements are properly accommodated.

Hardware and Software Acquisition

CVI exploits to the maximum any special promotions or negotiated contracts from the hardware and software vendors that we have partnered with, thus optimizing our customers IT expenditures. We also expose our customers to alternate acquisition sources and methods, such as techsoup.org and vendor-specific contracts that are in place for SLED (State, Local Education) accounts. We provide leasing numbers and analysis as part of major projects planning, so customers can consider this in their acquisition analysis. Our partnerships also give us expedited access to subject matter experts when they are needed to make a strategic decision or resolve a reliability issue.

Network Security Services

Our Network Security Services include intrusion prevention and detection, coupled with the latest firewall technologies, to ensure a safe Internet computing environment. We also have solutions for managing email security, both anti-virus and anti-SPAM technologies, that will make staff more productive by minimizing unwanted emails. A recent enhancement of this service includes implementation of MFA services to comply with cyber security policy requirements.

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Network and Software Integration

Our consulting, design and implementation of network hardware and software integrations allow our customers to remain focused on their business goals, while CVI provides the infrastructure that allows customers to achieve success.

Telephony

Computer View is an authorized dealer for Vertical Communications IP-based PBX systems. We offer models that support the most sophisticated, networked multi-location enterprises down to basic IP-based systems that offer basic functionality to the smaller, more cost-conscious customer. All systems we represent offer the potential to implement Unified Communications, with integrations to email systems such as Exchange and mobile smartphones.

CVI Cloud Services

Through our CVI Cloud, customers can receive co-location, Web hosting, email hosting, and cloud anti-SPAM services. Working with one of our key vendors, we have developed a framework and are piloting an onsite D2D backup appliance coupled with a cost-effective Cloud backup service, which will provide our customers with a local full disaster recovery backup copy, as well as a redundant copy in the public Cloud. This design provides the fastest recovery time in the event of a disaster, and greatly simplifies and automates the backup process at the customer site.

Security Camera Systems

CVI has partnered with Panasonic to provide state-of-the-art security cameras. We also resell their award-winning easy to use Video Insight camera management software, which can be used to manage Panasonic or other 3rd party cameras.

Emerging Technologies

As new technologies are introduced into the marketplace, we evaluate their applicability for our clients. At times, clients will ask us to research and advise them on a particular technology they are considering. For example, we have done research on 3D printing technologies and developed in-house expertise, to assist our clients in their new installations.

Licenses and Insurance

CVI carries the required commercial business insurance and business license to conduct business with its customers. Upon written request from a Customer, they can be added as an additional insured on the Company's Business Liability plan.

Proposal Summary

Computer View Inc. is pleased to respond to the Park Ridge Public Library District's RFP for Information Technology Services and hopes that we will continue our long-standing partnership.

The Support Quote represents all activities that are necessary for the successful operation of the Library's technology environment, per the proposed Comprehensive Plus Support Plan. Periodically scheduled meetings, presently occurring on a bi-weekly schedule, would continue with attendance by a CVI Manager and technical CVI staff as required.

Major upgrades and installations are excluded from the scope of this agreement but can be contracted for separately when needed.

Once new equipment is installed, it falls within the auspices of the contract as supported inventory (post-implementation). Small projects, environment additions, changes and equipment moves are accommodated by the annual allocation of Move-Add-Change hours (MAC), which are provided at no additional charge. The specific activities that are included in our proposed contract are:

1. **Initial Assessment** – this has been done at the inception of CVI's support activities at the Library and environment assessment will continue as changes are implemented within the environment.
2. **Desktop Applications Support** – Computer View supports the desktop environment, beginning with initial installation according to our standards, with user accounts limited to "least privilege". With our knowledge of library-specific applications, we can configure desktops that are highly reliable and stable between user sessions of many patrons, with differing computing styles and requirements.
3. **Server Administration Services** – all server software is initially configured by CVI. Our maintenance procedures include batched operating system updates about every 3-4 months; security updates that are critical are implemented immediately after they are successfully tested by CVI staff in a Lab environment. Capacity and performance are monitored, and adjustments are recommended, as needed. The timetable of updates will be updated to match the requirements of the cyber security insurance policy.
4. **Network Administration Services** – Computer View maintains all equipment in the Library's wired and wireless networks. As with the servers, the controlling software (firmware) is upgraded as new releases are made available by the manufacturer and successfully tested by CVI.
5. **Security** – in addition to virus detection and prevention systems deployed within the Library, CVI maintains a firewall. Much of the network security comes from client desktop and notebook configuration settings that we have developed and optimized for the library environment. These settings prevent many virus and malware outbreaks. Secure remote access for key library personnel and 3rd party support personnel is also provided, as requested by the Library, to facilitate their ability to provide support within their areas of expertise.
6. **Strategic planning** – the Comprehensive Support Agreement provides strategic planning activities to review the current environment with an eye towards recommended enhancements. This includes the preparation of recommendations for technology upgrades or replacements, along with appropriate cost estimates for budgeting purposes. Coupled with our knowledge of

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upcoming industry developments, we will recommend an appropriate time to acquire technology.

7. **Projects** – since the Comprehensive Support Plan includes an annual allocation of Move-Add-Change (MAC) hours, there will be opportunity to complete small to mid-sized projects within the scope of the support agreement.

8. **Phone system** – our experience in supporting phone systems spans multiple vendors, and we are well positioned to provide any requested support in troubleshooting suspected network issues that would affect the Library's telephone system.

9. **Project management** – our senior staff have many years of experience managing projects, from initial assessment of scope of work, identification of hardware and software requirements, laying out work schedules, to final training and turnover.

10. **Documentation** – the resource management software that we deploy at our managed customer sites provides us with the ability to generate inventory and many other reports, which document the installed technology environment. The software also provides the ability to add notes or documents to the site records. We recommend maintaining documentation on an automated tool, such as the one we use, since this will provide more current and accurate information than manually maintained documents.

We would also like to point out that throughout the years that CVI has been servicing the IT needs of the Library, we have provided many additional services at no charge, such as loaner equipment, involvement in construction project planning meetings and subsequent delivery inspection of IT-related infrastructure items, cabling remediation and new runs as needed and telephone system support to accommodate staff moves as part of construction activities.

We have also delivered services at an effective cost, with increases pegged to the CPI (Consumer Price Index) or reduced to accommodate the Library's budget situation. Please see the chart below for information on the IT services contract historical costs.

Term	Annual Amount	Increase
2015 – 2016	$132,000	
2016 – 2017	$132,000	0.00%
2017 – 2018	$134,640	2.00%
2018 – 2019	$137,400	2.05%
2019 – 2020	$140,000	1.89%
2020 – 2021	$140,000	0.00%
2021 – 2022	$141,400	1.00%

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Quote – Comprehensive Plus Support Plan

Comprehensive Plus Support Plan – 2 Year Agreement (9/1/2022 – 8/31/2024) with a 1-Year renewal option

Under this Plan, all necessary technical support is provided, without regard to the number of hours required. To provide better service, CVI utilizes Remote Management Software to monitor and provide remote support for the environment. Any non-warranty hardware repairs and major projects are excluded. Parts and Labor for these activities would be quoted and billed separately.

Description	Proposed Annual Cost
Remote support software (CVI owned)	N/C
Onsite technician/technology assistant	**During the Library's 70 weekly hours of operation**
Annual Investment o 24x7 monitoring of installed inventory, with immediate remediation of Severity 1 alerts o 24x7 access to CVI staff for emergencies o 24x7 issue and project status via access to CVI Help Desk system o Proactive periodic update of installed Windows-based equipment; emergency security updates immediately, if appropriate o Remote support to server and desktops o Systems lifecycle planning, project management, acquisition optimization o Bi-weekly status/planning meetings o Periodic project lists, reports, and statistics as requested o Coordination of third-party support contracts o Asset management, including site inventory and documentation o Support of telephone PBX system o Support of camera server & 26 cameras o Support of wireless network with 25 access points o Annual assistance with PCI Audit o Annual assistance with Cyber Security audit	**$ 148,500**
Total annual investment (Year 1):	**$ 148,500**
Total annual investment (Year 2):	**$ 153,000**
Total annual investment (Year 3 renewal):	**$ 157,600**

Memorandum

Park Ridge Public Library

Memo Date:	May 31, 2024
From:	Joanna Bertucci, Library Director
	Joan Wrenn, Finance/HR Manager
Meeting Type:	Planning & Operations Committee of the Whole
Meeting Date:	June 11, 2024
Action Requested:	For approval
Subject:	Non-resident Library Card fee

Background:

The Library sells library cards to non-residents that live in areas not taxed for public library service as per 23 Ill. Admin Code 3050.60 of the State of Illinois Administrative Code. Cards purchased by non-residents provide all of the privileges of a resident library card and can be used at other libraries within the CCS library system. The fee is determined using a mathematical formula provided by the State to calculate a fee equivalent to the average local tax support.

The State requires the Library Board of Trustees to annually review the fee for a Non-Resident Library Card and authorize the sale of Library cards to non-residents.

The statue allows libraries to calculate their non-resident library card annual fee based on a general mathematical formula that divides the Library's total anticipated tax income by the local population. The average tax revenue per capita figure is then multiplied by the average household size to determine the final rate. All population estimates must be based on the most recent Federal Census Data. Based on this calculation, the Non-Resident Card Fee effective July 1, 2024 is $272.00

Non Resident Library Card - General Mathematical Formula Calculation - July 1, 2024 – June 30, 2025	
Estimate Library Income from Local Property Tax Sources – FY24	$4,218,161
2020 Census Data – Population	39,656
Tax Revenue Per Capita	$106.37
2020 Census Data – Average household size	**x** 2.56
Non-resident fee	**= $272.30**

Recommended Motion:

1. Approve a *Non-Resident Library Card Fee* of $272 for qualified non-residents, effective July 1, 2024.

Attachment:

- 2024 Park Ridge Public Library Non-Resident Library Card Resolution

2024 ANNUAL RESOLUTION
AUTHORIZING PUBLIC LIBRARY NON-RESIDENT CARDS

Whereas, the Park Ridge Public Library is a tax-supported public library; and

Whereas, people residing within the jurisdictional boundaries of the Park Ridge Public Library pay taxes to support the Library, and so need pay no additional fee to be eligible to receive a library card; and

Whereas, Section 5/4-7(12) of the Local Library Act stipulates that "A person residing outside of a public library service area must apply for a non-resident card at the public library located closest to the person's principal residence"; and

Whereas, the Office of the Illinois Secretary of State has issued regulations defining the "closest public library" and also providing three formulae which public libraries can use to determine the non-resident fee; and

Whereas, the Library Board of Trustees of the Park Ridge Public Library has determined for the period commencing January 1, 2024 and ending December 31, 2024, to participate in the non-resident reciprocal borrowing program of its regional library system and to issue non-resident library cards;

NOW, THEREFORE, BE IT HEREBY ORDAINED BY THE LIBRARY BOARD OF TRUSTEES OF THE PARK RIDGE PUBLIC LIBRARY as follows:

Section 1: Individuals residing beyond the jurisdictional boundaries of the Park Ridge Public Library whose closest public library is the Park Ridge Public Library, and not residing within the boundaries of another public library and owning or leasing no taxable property within the jurisdictional boundaries of the Park Ridge Public Library, may purchase a one year nonresident fee card for the price of $272.00 effective July 1, 2024, calculated by the General Mathematical Formula (23 Ad. Code 3050.60(a)),

Section 2: Individuals residing beyond the jurisdictional boundaries of the Park Ridge Public Library, but owning or leasing (as an individual, a partner, the principal stockholder, or other joint owner) taxable property within jurisdictional boundaries of the Park Ridge Library, or serving as a Senior Administrative Officer of a firm, business or other corporation owning or leasing taxable property within the jurisdictional boundaries of the Park Ridge Public Library, notwithstanding anything to the contrary in this Resolution, may obtain a non-resident library card without payment of the non-resident fee upon presentation of the most recent tax bill upon that taxable property. Each non-resident library card issued pursuant to this Section is limited to the exclusive use of the individual whose name appears on its face.

Section 3: The President of the Library Board of Trustees shall notify the regional library system in writing within 30 days of the adoption of this Resolution, stating (a) the effective date of this Resolution, (b) the beginning and ending dates of the 12-month period of validity for non-resident library cards issued pursuant to this Resolution, and (c) the fee formula as set forth herein.

Section 4: The Park Ridge Public Library shall continue to honor all non-resident library cards heretofore issued by the Library, for the full term of purchase.

Section 5: The Park Ridge Public Library shall cooperate with other participating area public libraries, the regional library system and adjacent regional library systems to determine the appropriate non-resident service areas, as stated in 23Ad. Code 3050.25.

Section 6: The policy of the Park Ridge Public Library for service to non-residents, including a description of the Library's service areas and the methods of calculating fees, shall be available for public inspection at the Library.

Section 7: A valid non-resident library card issued by the Park Ridge Public Library pursuant to this Resolution shall accord a non-resident library cardholder all the services which this Library provides to its residents, including reciprocal borrowing privileges.

Section 8: No non-resident is eligible to receive a "local use" library card from the Park Ridge Public Library.

ADOPTED this 18th day of June, 2024, by a roll call vote as follows:

AYES: _____

NAYS: _____

ABSENT: _____

APPROVED by the President and Library Board of Trustees of the Park Ridge Public Library.

_____
Deepika Thiagarajan, President, Library Board of Trustees

ATTEST:

_____
Lauren Rapisand, Secretary, Library Board of Trustees

Memorandum

Park Ridge Public Library

Memo Date: June 6, 2024
From: Joanna Bertucci, Library Director
Meeting Type: Planning & Operations Committee of the Whole Meeting
Meeting Date: June 11, 2024
Action Requested: For approval
Subject: Conduct in the Library Policy revisions

Background:
In March 2024, the Library Director recommended that the Board impose a 6-month ban on a patron who had violated the Library's Conduct in the Library Policy on multiple occasions. This recommendation was brought to the Board for approval as the current Conduct in the Library Policy authorizes the Library Director to ban patrons for up to 45 days. During that discussion, it was suggested that I review the practices of other libraries and make a recommendation that would give the Library Director the option to impose a longer ban without Board approval.

Recommendation:
I recommend that our Conduct in the Library Policy extend the Library Director's authority to impose a patron ban from the current limit of 45 days to a maximum of one year. This change would allow the Library Director to be more flexible in responding to serious or repeated violations of library rules, thereby enhancing the safety and comfort of all patrons and staff.

In consultation with Planning and Operations Committee Chair Renaldi, the proposed policy adjustment aligns with practices observed in other public libraries, such as the Wheaton Public Library and Popular Creek Public Library District and others across the state. Additional recommendations for updates clarify how Persons in Charge can respond to policy violations and specific language regarding the grievance procedure for patrons.

Proposed Motion:
Approve revisions to the Conduct in the Library policy based on Trustee discussion and input at the June 11, 2024 committee meeting.

CONDUCT IN THE LIBRARY

POLICY:

The Park Ridge Public Library is a trusted and valued partner that engages with and strengthens our entire community by fostering personal growth in learning by providing opportunities to connect, inform, innovate and grow. To that end, Library patrons and staff who visit the Library building and grounds deserve a safe, clean, courteous, respectful and productive environment in which to use materials and services.

RULES:

All patrons are expected to abide by Library policies and to respect the rights of others in order to create an environment conducive to equitable and enjoyable use of the Library and its grounds. The following list of behaviors are in conflict with the Library's mission.

- Interfering with the use of the Library or its resources by Library patrons
- Interfering with Library staff performance of their duties.
- Harassing or disrupting patrons or staff through activities that can reasonably be expected to disturb others.
- Using obscene language or lewd, suggestive or sexually harassing words, visual displays or actions.
- Misusing or rearranging Library furnishings, materials and equipment.
- Using physical action or the threat of physical action that could cause injury to a patron or Library staff member or damage to Library property.
- Engaging in any illegal activity.
- Stealing, vandalizing, defacing or mutilating Library property.
- Smoking, using tobacco products, e-cigarettes, and other electronic smoking devices in the Library building on Library grounds within fifteen (15) feet of the entrances to the Library building in accordance with the State of Illinois Smoke Free Illinois Act.
- Consuming or possessing alcohol or illegal drugs in the Library building or on Library grounds. Individuals exhibiting signs of intoxication or substance abuse will be asked to leave. Alcohol may be served at an authorized Library function.
- Being in possession of a weapon while inside Library or on the Library grounds, unless in the possession of a sworn law enforcement officer.
- Eating food is not allowed unless it is served at a designated program. Drinks with lids are allowed inside the Library.
- Using the public restrooms for the purpose of bathing, grooming, or laundering.
- Failing to dress appropriately and wear shoes at all times. (Examples include, but are not limited to, bare chest, transparent or see-through clothing, and bathing suits).Having personal hygiene so offensive as to constitute a nuisance to other patrons or staff.
- Conducting any activity that obstructs or interferes with patron ingress or egress.
- Soliciting in the Library building or within fifty (50) feet of the Library entrance.
- Bringing animals into the Library building. Only authorized service animals and animals used for programs are allowed in the Library building.
- Leaving personal items unattended in the building. Responsibility for lost, stolen, or damaged items rests with the owner.
- Bringing large personal items into the Library that obstruct walkways and create a safety hazard.
- Skateboarding, roller skating, inline skating, or bicycle riding on Library grounds.
- Failing to follow a Library staff member's directive.

Furthermore, the Library it is not designated or intended to serve as a primary classroom or place of business, which are secondary and accessory uses permitted by the Library.

- The Library reserves the right, at its sole discretion, to limit such activities based on space availability or an assessment by Library staff that such activities interfere with the Library's principal designated and intended use and/or operations. The Library may require such groups to relocate to another location in the Library if it determines that it is interfering with the public's use of the Library.

PATRON BANS:

75 ILCS 5/4-7(11) authorizes the Library Board of Trustees to "exclude from the use of the library any person who willfully violates the rules prescribed by the board."

Incidents involving failure to follow the Conduct in the Library policy will be handled at the discretion of the Library Director, or their designee. Failure to abide by any Library policy may result in a loss of library privileges, which includes but is not limited to use of library card, presence on library grounds, and or attendance at library programs and/or events. The loss of privileges will be implemented in the following manner.

- The Library Director or Person in Charge may ask a patron to leave for the day, following an incident.

- If the incident is deemed to be of a more serious nature, the Library Director or Person in Charge is authorized to ban a patron for up to 45 days.

- If an incident is the result of a repeat offender, or a very serious policy violation, the Library Director has the right to ban a patron for up to one year. In the absence of the Library Director, the Director's designee, in consultation with the Board President, can impose a ban for up to a year.

- The Park Ridge Public Library Board of Trustees may extend the ban beyond one year and reserves the right to make a ban permanent.

A violation of the terms of a suspension will be reported to the Park Ridge Police Department and the Library will take whatever action it deems appropriate including, but not limited to, reporting said person for trespassing or other criminal prosecution.

~~The Library Director or their designee, at their discretion, will determine if the behavior is inappropriate.~~

~~For the purposes of this policy, "Library privileges" include but are not limited to:~~

> ~~Use of library card~~
> ~~Presence on Library grounds~~
> ~~Attendance at Library programs and/or events~~

GRIEVANCE:

A patron whose Library privileges have been denied or limited will receive mailing of notice of the imposition of the sanction to the patron's last known address via USPS certified mail. A patron may then request reconsideration of the decision to the Board of Trustees within ~~forty-five~~10 business days. ~~(45) days.~~ Any such request must be submitted in writing. The Board will reconsider the decision at its next regularly scheduled Board meeting. ~~Any such request must be submitted in writing.~~ Failure to appeal ~~do so~~ within ~~forty-five days~~10 days, from the date of mailing of the notice of suspension, shall result in the sanction becoming final and binding.

A violation of these rules may result in any of the following sanctions:

- A warning
- A request to leave the Library grounds. For the purpose of this policy, see attached map of "Library Grounds".
- A call to the Police or other legal actions as seems most appropriate to the Library Director or their designee.
- A suspension of Library privileges for up to forty-five (45) days, from the date of mailing of the notice of suspension, with the approval of the Library Director or their designee.
- A suspension of Library privileges for longer than forty-five (45) days, from the date of mailing of the notice of suspension, with the approval of the Board of Trustees at the next scheduled Board meeting.

A Library patron must be advised of the reasons for any proposed sanction and given the opportunity to state their views as to the facts giving rise to the proposed sanction.

A patron whose Library privileges have been denied or limited will receive mailing of notice of the imposition of the sanction to the patron's last known address. A patron may then request reconsideration of the decision to the Board of Trustees within forty-five (45) days. Any such request must be submitted in writing. Failure to do so within forty-five days, from the date of mailing of the notice of suspension, shall result in the sanction becoming final and binding.

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Revised XXX
Revised February 15, 2022
Revised January 16, 2018   Revised October 15, 2013
Revised November 21, 2017   Revised May 21, 2013
Revised September 19, 2017   Revised May 18, 2010
Revised September 20, 2016   Approved January 8, 1980

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- If an incident is the result of a repeat offender, or a very serious policy violation, the Library Director has the right to ban a patron for up to a year. In the absence of the Library Director, the Director's designee, in consultation with the Board President, can impose a ban for up to a year.

- The Park Ridge Public Library Board of Trustees may extend the ban beyond one year and reserves the right to make a ban permanent.
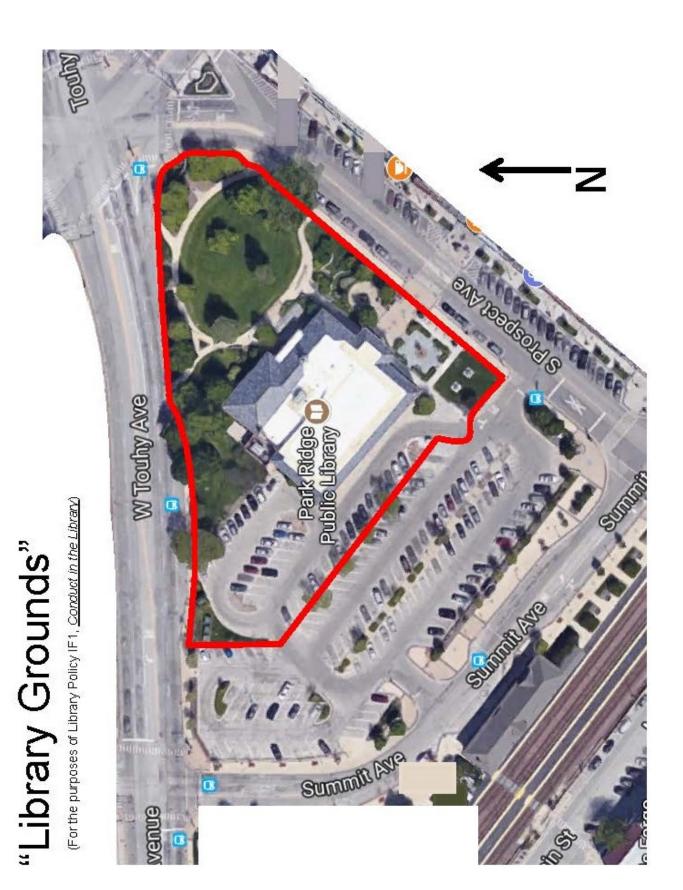
A violation of the terms of a suspension will be reported to the Park Ridge Police Department and the Library will take whatever action it deems appropriate including, but not limited to, reporting said person for trespassing or other criminal prosecution.

GRIEVANCE:

A patron whose Library privileges have been denied or limited will receive mailing of notice of the imposition of the sanction to the patron's last known address via USPS certified mail. A patron may then request reconsideration of the decision to the Board of Trustees within 10 business days. Any such request must be submitted in writing. The Board will reconsider the decision at its next regularly scheduled Board meeting. Failure to appeal within 10 days from the date of mailing of the notice of suspension, shall result in the sanction becoming final and binding.

Revised XXX
Revised February 15, 2022
Revised January 16, 2018   Revised October 15, 2013
Revised November 21, 2017   Revised May 21, 2013
Revised September 19, 2017   Revised May 18, 2010
Revised September 20, 2016   Approved January 8, 1980

"Library Grounds"

(For the purposes of Library Policy IF1, Conduct in the Library)

PARK RIDGE PUBLIC LIBRARY
REQUEST FOR RECONSIDERATION OF RESTRICTION OF USE PRIVILEGES

Date: _____

Name: _____

Address: _____

Telephone #: _____ E-mail address: _____

Set forth your reasons why the Library Board ruling should be rescinded or modified *(continue on back if necessary)*:

_____

_____

_____

_____

_____

_____

_____

Feel free to attach additional narrative explanation, letters, or supporting documents to this form.

(Optional)
Please provide the name and contact information for persons you would like the Library to contact relative to your request:

Name: _____

Address: _____

Telephone #: _____ E-mail address: _____

Name: _____

Address: _____

Telephone #: _____ E-mail address: _____

You will be notified in writing of the decision of the Library Board.

Mail completed form to:
   Library Director, Park Ridge Public Library, 20 S. Prospect Avenue, Park Ridge, IL 60068