

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF TRUSTEES
REGULAR MONTHLY MEETING
MARCH 23, 2016, 7:30 P.M.
LIBRARY MEETING ROOM**

MINUTES

1. **Call to order.** President Wendee Greene called the meeting to order at 7:30 p.m.
2. **Roll call.** Members present: Trustee Ed Earl, Trustee David Humphreys, Trustee Art Jaros, Trustee Thomas Read, President Wendee Greene. Member absent: Trustee Susan Eblen.

Also present: Director Rick Ashton, Assistant Director for Support Services Sue O'Brien, Assistant Director for Public Services Bonnie Reid, IT Manager Dale Galiniak, Downers Grove Resident Ed Pawlak.
3. **Welcome to visitors.** President Greene welcomed visitors and thanked them for their interest in the work of the Library.
4. **Approval of Minutes.**
 - a. February 24, 2016, Regular Monthly Meeting, Including Executive Session. It was moved by Humphreys and seconded by Earl THAT the Minutes of the January 27 meeting be approved as circulated. Roll Call: Ayes: Earl, Humphreys, Jaros, Read, Greene. Nays: None. Abstentions: None.
5. **Financial Matters.**
 - a. February 2016 Financial Report. Ashton reported on the figures.
 - b. Approval of March 2016 Invoices. It was moved by Jaros and seconded by Read THAT March 2016 invoices totaling \$97,111.46 and credit memos totaling \$35.45 be approved and February payrolls totaling \$213,508.54 be recognized. Roll call: Ayes: Earl, Humphreys, Jaros, Read, Greene. Nays: none. Abstentions: none.
6. **Public Comment on Agenda items.** President Greene invited comment. There was none.
7. **Public comment on other Library business.** President Greene invited comment. There was none.
8. **Unfinished Business.**
 - a. Proposed Purchasing Policy. Requested action: approval.

Ashton presented the proposed policy, which included minor editorial changes from the document discussed by the Board at its February meeting.

It was moved by Jaros and seconded by Humphreys THAT the proposed policy be approved. Roll call: Ayes: Earl, Humphreys, Jaros, Read, Greene. Nays: none. Abstentions: none.

9. New Business.

- a. Recent Customer Feedback. Requested action: receive report. Reid presented the report (attached), the result of analysis of customer feedback data collected from July 2015 through January 2016. She emphasized that the findings of the analysis were not surprising. The analysis gives Library staff an informational base for several elements of the service commitments the Library makes to its customers. Reid thanked IT Manager Dale Galiniak for assistance with the statistics and graphics. She also thanked Adult and Teen Services Librarians Mieko Fujiura-Landers and Janet Cole for the hands-on work of compilation and classification of the data.

It was moved by Jaros and seconded by Humphreys THAT the Board formally receive the report. Roll call: Ayes: Earl, Humphreys, Jaros, Read, Greene. Nays: none. Abstentions: none.

- b. Appreciation for the Friends of the Library. Requested action: approve letter.

Greene presented the letter and personally thanked Joanne Hansen, Friends of the Library President, who was unable to be present. It was moved by Jaros and seconded by Humphreys THAT the proposed letter of appreciation (attached) be approved. Roll call: Ayes: Earl, Humphreys, Jaros, Read, Greene. Nays: none. Abstentions: none.

- 10. Report of the Director.** Ashton presented his written report (attached). He emphasized that the growth in public use, as reflected in the February 2016 statistical report, is a very positive sign that is not in line with national trends.

In addition, he presented an addendum to the report (attached), including the following items:

- i. Acoustical Panel Project Change order.
- ii. Tentative Tax Rates and Tax Extensions.
- iii. Public Library Association Presentation.

Noting that it was his final Board meeting as Director of the Downers Grove Public Library, Ashton thanked the Board for its support throughout his four and one half years in the position. He expressed his appreciation to the staff and the community for the professional and personal opportunity he had experienced. He wished the Library great future success.

Members of the Board expressed their thanks for his service. Humphreys said, "You are leaving the Library better than you found it." Greene commented, "You made it look easy."

11. Board Member comments and requests for information.

Earl reported that he had attended the Friends of the Library board meeting in February. He commended their support for the Library and their ongoing efforts to increase membership and support.

Greene reminded the Board about arrangements for the next phases of the Library Director search. About March 28, Board members will receive electronically from Bradbury Associates the candidate materials and evaluation tools. Dale Galiniak will be present to provide technical support for the Skype-based semifinalist interviews. Various Library meeting, conference, and program rooms have been reserved for use as needed. She is investigating the use of an off-site conference room for finalist interviews. Bradbury Associates will be present to assist with both the semifinalist and finalist interview processes.

12. Adjournment. President Greene adjourned the meeting at 8:06 p.m.

Analysis of “How Did We Do?” Forms

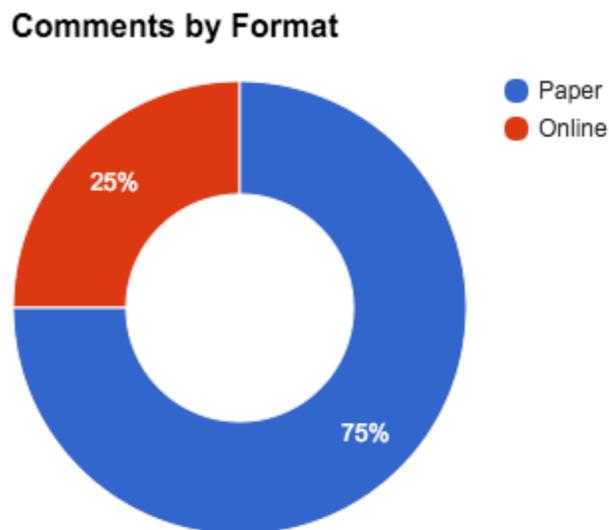
Summary:

From July 2015 through January 2016, we received 113 “How Did We Do?” comment forms from patrons via our website and in-person. We collected the data from these forms and analyzed the results in Google Spreadsheets in order to develop conclusions on how we are performing and locate areas of potential improvements.

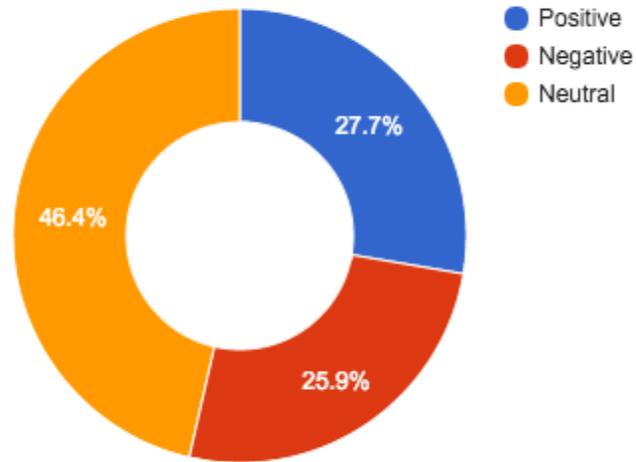
Top Findings:

- The top three areas patrons were most likely to comment on were our Building (36.28%), our Staff (30.09%) and our Catalog (9.73%)
- Comments were more likely to be Neutral suggestions (46.02%) than Positive (28.32%) or Negative (25.66%) comments
- Patrons were more than three times as likely to submit comments In Person (75.22%) than Online (24.78%)
- Patrons were overwhelmingly positive in comments about our staff’s performance (82.35%), making up almost one quarter (23.89%) of all submissions

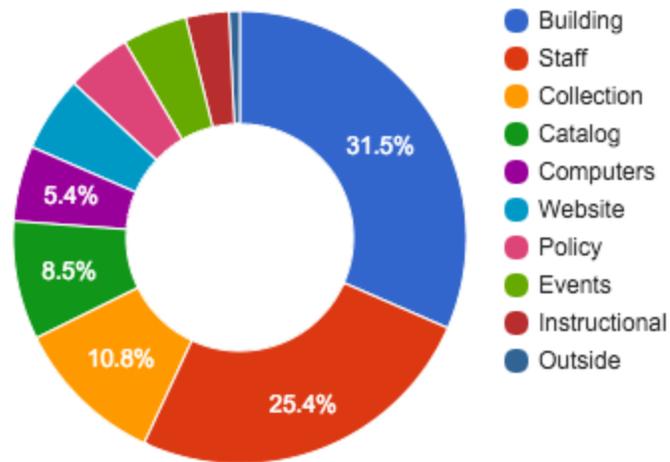
Charts:



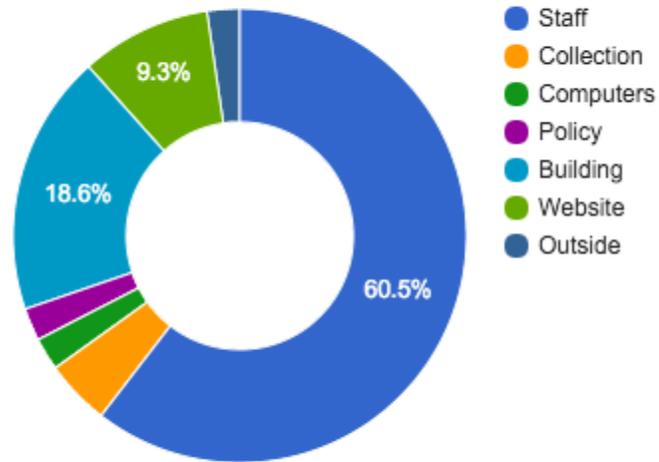
Comments by Tone



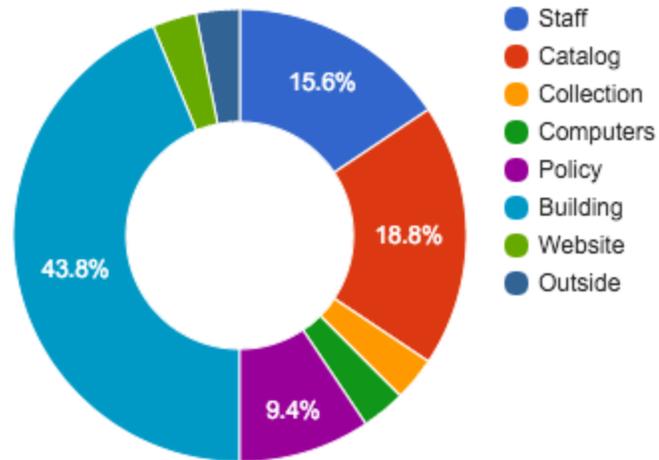
Comments by Subject



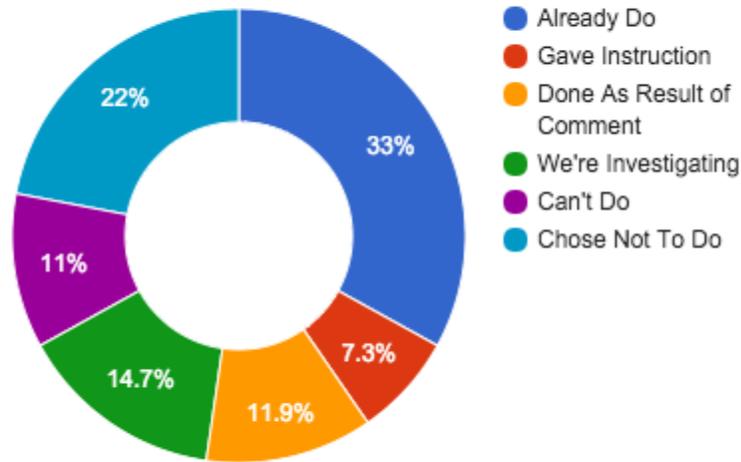
Positive Comments by Subject



Negative Comments by Subject



Comments by Current Implementation Status



Responses:

Overall, our ability to respond to patron's comments and requests was really good. 52.2% of our responses to patrons were positive, meaning that we either implemented the change as a result of the suggestion, already did what the patron was commenting on, or were able to give the patron instruction that solved their problem.

All patron requests were assessed based on their feasibility and positive impact on the library. 11% of the suggestions were not possible for the library to do because of limitations of vendors or things outside the library's control. We chose not to do 22% of the suggestions because we deemed them not necessary, would be potential problems, or would not improve library services.

Some specific actions the library took as a result of patrons' comments include:

Building: The building renovation is still on a lot of people's minds, though the comments have begun to trend towards specific issues or comments with the library's facility. A good percentage of these comments have been reasonable requests, such as asking for additional whiteboards for two Kid's Room study rooms, which we act on whenever in the best interest for the library.

Catalog: The Sirsi-Dynix catalog migration caused a number of issues for our patrons, due largely to SWAN and Sirsi issues and limitations that were outside the library's control. Staff

reported issues in a timely manner to SWAN and have continued to work with SWAN to have problems solved.

Staff: Patrons have been responding very well to staff customer service, thanks in no small part to the new Customer Service Values Statement. Patrons have been shown to take customer service very seriously, and we strive to maintain their high opinion of our staff. Follow-ups and reminders of our values helps maintain our high level of support.

Collection Development: Patrons have used the comment form to request collection materials. All relevant requests get forwarded to the appropriate staff member in charge of collection development for that type of resource.

Computers, Website & Technology: Patron input is highly valued in developing our technology strategy. Patron comments help us decide where to dedicate resources. We upgraded our wifi and bandwidth after requests for more stable and faster service. We added Drop Down menus on our website due to patron requests.

Method

To analyze the “How Did We Do?” comment forms, we examined the 113 submissions from July 2015 through January 2016 that were received written on the updated half-sheet “How Did We Do” form or sent via the “Feedback” link on the library’s website.

To organize the raw data, a spreadsheet was created to visualize certain aspects of the submissions (labelled Format, Submission, Tone, and Subject) and summarize the content. A link to the spreadsheet is available at the end of this document.

Definitions

Format distinguished between paper or online submission of the “How Did We Do?” form.

Submission indicated if the form was signed or unsigned. To be considered signed first and last name had to have been included at minimum. If it was anonymous, only included a first name, or if the signature was illegible, we marked the submission as unsigned.

Tone differentiated between positive, negative, or neutral submissions. This category was a touch more subjective. To determine tone, we paid attention to the language used and attempted to listen to the comment as a whole. If the submission used any language that expressed dissatisfaction, it was marked as negative. Submissions were labelled as neutral if it did not include any language that indicated satisfaction or dissatisfaction, which did end up being the majority of submissions.

Subject categorized the topic of the submission. The categories we included were: staff, catalog, collection, computers, policy, building, events, website, instructional, and outside. Some received tallies in multiple categories if we found fit (for example, the suggestion to “enforce no eating or drinking in computer area” was categorized under both building and policies). The following is a summary for each category:

- Staff: complimenting DGPL staff in general or specific people.
- Catalog: comments relating to Enterprise--how things are displayed, account features, placing holds, searching, etc.
- Collection: included acquisition of materials, material displays, organization of materials on shelves, and cataloging comments.
- Computers: included comments not only about public computers, but anything related to non-circulation related equipment: wi-fi issues, mobile app, 3D printer, etc.
- Policies: covered code of conduct and submissions relating to Circulation policies: holds, renewals, account changes, etc.
- Building: this category received the majority of comments. General comments about the renovation fell under this category, as did comments about the furniture, library equipment, signage, and study rooms.
- Events: category included any feedback about programs we’ve put on or suggestions about programming the library should do.

- Website: related to DGPL's online presence exclusive from the catalog.
- Instructional: Patrons asking for help in how to perform a library-related task, such as renewing a book. Note that all Instructional submissions are neutral since they were requesting assistance and not commenting on a library service.
- Outside: category included comments related to the exterior of the building. This was limited to one submission about parking.

Some submissions were too vague to categorize; there were a few that just said "library is great" or "library is wonderful." For these, we did not mark any categories.

We limited the comment section for each submission to one phrase. A few had multiple suggestions for some things the library already does. To save space in the limited comment section, we did not include suggestions for things we already do and focused on the other part of their submission.

In addition, we also logged responses given to patrons by staff. We assessed both the delivery format (Email, Phone Call, Print, In Person, No Response Indicated, No Contact Available/Anonymous) and the general nature of the response.

Categorizing the delivery format was fairly straightforward. We logged formats as they were indicated on the form by staff. Some forms did not have the correspondence attached or notes about a response, and those were categorized as "No Response Indicated." Forms that were submitted anonymously or where the patron did not provide a phone number, email, or address were categorized as "No Contact Available/Anonymous."

We also categorized the nature of the response:

- Already Do: When a comment was made about how wonderful a staff member or the library is (i.e. we already use customer service values that results in wonderful staff), and if the patrons is asking for or commenting on something the library already does.
- Gave Instruction or Book a Tech: When the patron had a problem that we responded with instructions on how to do it or suggested Book a Tech to the patron.
- Done as Result of Suggestion: When we did/changed something to do what the patron wanted us to do.
- We're Investigating: When we decided to investigate what was asked and it has not yet been decided what we might or might not do.
- Can't Do: When the patron asked for something we can't do because of vendor restrictions (SWAN, 3M, etc) or things not under our control (parking.)



**DOWNERS GROVE
PUBLIC LIBRARY**

1050 Curtiss Street
Downers Grove, IL 60515
(630) 960-1200
www.dglibrary.org

March 23, 2016

Friends of the Library of Downers Grove
c/o Ms. Joann J. Hansen
19 Seventeenth Street
Downers Grove, IL 60515

Dear Friends of the Library,

On behalf of the Board of Trustees of the Downers Grove Public Library, I am writing to thank you and to express the Board's sincere appreciation for the faithful, continuing support that you provide to the Library.

Your recent gift of \$6000, raised from your successful book sale and membership recruitment efforts, has enhanced the Library's services in a variety of ways. You have provided sponsorship of the ever-important Summer Reading Program, purchased early learning materials and equipment for the Kids Room, and purchased large-screen monitors for two conference and study rooms. These enhancements have strengthened the Library's services in especially important areas. We are most grateful.

In addition, the Library Board takes special note of the extraordinary service and commitment of your President, Joann (Joni) Hansen. For many years, Ms. Hansen's cheerful presence and enthusiasm have provided great encouragement and support to all of us. Her frequent presence at Board meetings reminds us of the valuable work you do. We extend our thanks.

With best wishes,

Wendee Greene
President
Board of Trustees

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF TRUSTEES
MARCH 23, 2016**

AGENDA ITEM 10

REPORT OF THE DIRECTOR

- a. Food for Fines. The 2016 Food for Fines program will run from April 30 through May 8. In lieu of monetary payment for fines, Library borrowers may donate non-perishable food items. Each item will count as \$1.00 in payment of fines. Certain limits will apply, but the program will be quite flexible.

The donated food items will be given to the FISH Pantry, located in Downers Grove.

In 2015, the Food for Fines program collected 782 pounds of food, in lieu of \$584.25 in fine revenue foregone.

- b. Lynda.com. Recently a Library customer informed a staff member that the Library was saving him “about \$50 per month” in database subscription costs by making Lynda.com available to him without charge. This conversation resulted in some further investigation into the costs and benefits of this service, with the following findings:

Lynda.com is a popular on-line software training service. It offers unlimited access to a variety of courses at all levels, expert teachers, excellent support materials, and a very customer-friendly set of tools. In addition to many software courses, it includes courses on marketing, communications, and other business topics.

Individual subscriptions to Lynda.com range from \$19.99 to \$34.99 per month. In 2015, the Library paid \$464.42 per month for a license that offers virtually unlimited access to Downers Grove cardholders.

Customers can access the database from home, use a computer, tablet, or other mobile device, and create an account that allows tracking of progress and course completion certification. In 2015 there were 5,529 video viewings, or 295 hours of instructional time with an average log-in time of 19 minutes, and 26 courses completed.

- c. February Circulation Statistics. Growth in all service areas continues.
- d. Recent Media Coverage. Attached.
- e. Hail and Farewell. Working for the Downers Grove Public Library has been a great honor and a great pleasure. I am very grateful for the opportunity and the experience. Many thanks!

	A	B	C	D	E	F	G
1		FEB. 16	%	FEB 15	%	FEB 14	%
2	Circulation						
3	Checkouts						
4	Selfchecks	47,731	77%	43,626	77%	37,776	64%
5	Staff desk	14,662	23%	13,296	23%	21,626	36%
6	Total checkouts	62,393		56,922		59,402	
7							
8	Renewals						
9	Selfchecks	1,541		798		380	
10	Staff desk (incl. phone)	2,536		3,368		3,508	
11	Patron online renewals	9,906		6,663		6,161	
12	Total renewals	13,983		10,829		10,049	
13							
14	Total item checkout & renewals	76,376		67,751		69,451	
15	Ebooks - Overdrive	3,859		3,771		3,151	
16	Ebooks - 3M Cloud Library	2,509		1,285		946	
17	Emagazines - Zinio	727		656		897	
18	Hoopla	377					
19	Total Circulation	83,848		73,463		74,445	
20							
21	Reference Questions (Info Desk)	156		150			
22							
23	Reserves Processed						
24	Received from ILL	7,896		6,196		6,472	
25	ILL sent	4,799		5,047		5,100	
26	OCLC requests processed	927		976		898	
27							
28	Gate Count						
29	North	28,114		23,018		21,825	
30	South	14,647		11,745		12,328	
31	Total	42,761		34,763		34,153	
32							
33	Registrations						
34	New resident library cards	147		162		169	
35	New fee cards	14		18		6	
36							
37	Current borrowers	31,205		29,640		29,047	
38	Active fee cards	126		128		150	
39							
40	REVENUE:	Cash	Online	Credit Cards	Credit	Total	
41			Payment	at Desk	Cards at		
42					Selfchecks		
43	4410 Sale of Materials	\$870.15		\$59.50		\$929.65	
44	4502 Charges for Services	\$543.91		\$198.98		\$742.89	
45	4509 Fees for Non-Residents	\$560.00		\$1,680.00		\$2,240.00	
46	4571 Meeting Room	\$160.00		\$280.00		\$440.00	
47	4581 Fines	\$2,302.89	\$619.85	\$1,888.81	\$2,550.25	\$7,361.80	
48	4590 Cost Recovered for Svcs.	\$263.00	\$99.00	\$669.90	\$161.30	\$1,193.20	
49	4820 Contributions, Operating	\$6,287.00				\$6,287.00	
50		\$10,986.95	\$718.85	\$4,777.19	\$2,711.55	\$19,194.54	

DGPL Circulation - 3 year comparison			
	2016	2015	2014
Month	Total Circulation	Total Circulation	Total Circulation
January	85,984	80,325	77,991
February	83,848	73,463	74,445



American House will be in full bloom this Spring!

Open house, every Thursday in March and April, from 2:00 pm to 5:00 pm.

American House
 SENIOR LIVING COMMUNITIES
 Schedule a visit



- Home ▾
- News ▾
- Sports ▾
- Police
- Featured
- Opinion
- Announcements ▾
- Classifieds
- Submit News
- Select a Newspaper ▾

Home / Downers Grove / Downers Grove Library director recalls 42-year career ahead of March 31 retirement

Downers Grove Library director recalls 42-year career ahead of March 31 retirement

CHICAGO

51°

Weather from OpenWeatherMap

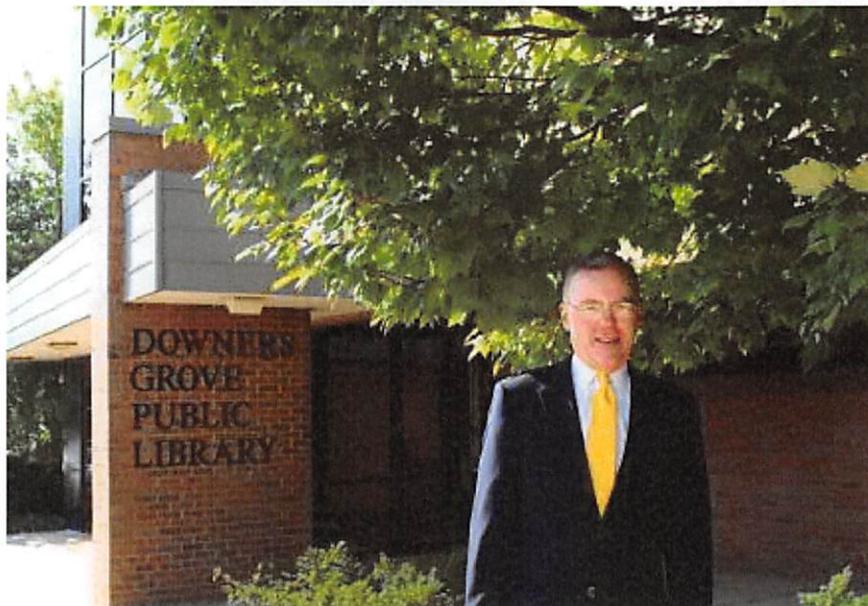
mist
humidity: 87%
wind: 9mph E
H 59 • L 49

Connect with us



Submit Your News!

We're always interested in hearing about news in our community. Let us know what's going on!

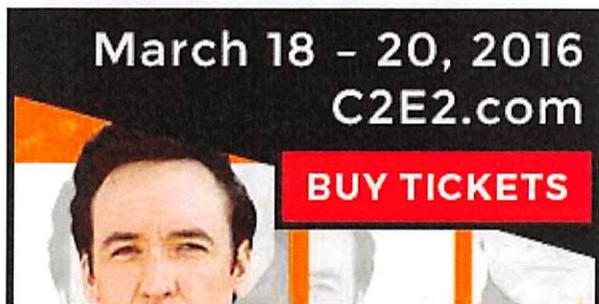


Submitted photo.

Calendar

March 2016





By Jonathan Samples | Bugle Staff
 nweditor@buglenewspapers.com
 @DownersGrvBugle

When Rick Ashton says farewell to the Downers Grove Public Library March 31, the long-time library administrator plans to travel and, of course, read plenty of books.

Ashton, 70, announced in November that he would retire from his position as library director at the end of March. With his last day approaching, it hardly comes as a surprise that a man who has dedicated more than four decades to public libraries has books on the brain.

"I have a few travel destinations in mind that my wife and I have been discussing, and I have lots of books I've been planning to read all these years," joked Ashton, who will also spend time with his grandchildren and volunteering at his Oak Park church.

Ashton began working in libraries in 1974, and he has seen a lot change during his 42 years on the job. Back then, coin operated copy machines were considered an innovation and computers were the size of a house, Ashton recalled. Even paperback books were quite rare in libraries.

"Libraries were functioning in the 1970s very much as they had been 50 years before," he said.

Since then, Ashton noted that everything from technology and the availability of information to the publishing industry as a whole has experienced rapid change. Even factors such as personal mobility, teaching methods and the way people spend their leisure time have affected the ways in which a library functions in a community.

"All of these things have changed dramatically in the past 40 years, as much as, or more, than in the previous 100 years," he added. "You could name almost any aspect of library activity, and it has been affected by all of these changes."

From 1985 to 2006, Ashton was the city librarian at the Denver Public Library, which recently named the formal meeting room in its Central Library the "Rick Ashton Legacy Room." He followed up that position with what he called an "encore performance" in Downers Grove.

Despite the ongoing evolution of publishing and library technology, Ashton said libraries have still maintained a high degree of continuity. When he was hired as library director in September 2011, Ashton had this in mind. He led the Downers Grove Library through a major building renovation and modernization effort, while also taking steps to preserve its historic connections to the community.

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
« Feb						

Online Poll

Who is the most disappointing team in football?

- Bears
- Lions
- Eagles
- Ravens

vote

[View Results](#)

Poll total votes: 341

"A lot that we do looks very much like it did when the Downers Grove Public Library set up for business 125 years ago," Ashton said. "So, books on shelves, programs for children, reading recommendations from staff members, lending out books for specified periods with certain rules and expectations – those are all quite similar."

Balancing this continuity against ongoing changes to a library's form and function influenced the lengthy "to-do" list Ashton says he brought with him to Downer Grove. That list included technology upgrades, refreshing the library's collection, creating a strategic plan, and placing a strong emphasis and focus on service.

By far, the largest item on that list was a \$2.4 million building renovation that included additional study space, a cafe and enhanced displays.

"All of the things we have done have been well received by the community, and the library's numbers have gone up," Ashton said. "The number of items checked out, the number of people in through the door, the number of people attending programs, online activity; all of those use figures have continued to grow."

When the building renovation was completed in October 2014, the last item on the director's to-do list had been crossed off. It was at that time that Ashton felt it would be appropriate for the library board and a new director to form a subsequent list.

"And just as a footnote, I'm also 70 years old," he joked.

Despite taking a less active role in choosing his successor, the veteran library administrator does have a few observations about where he feels the library is headed. Ashton anticipates an increased effort by library staff to understand and better serve the community, ongoing technology upgrades, and infrastructure improvements to the building.

"The technology changes are constant, and we have finally learned that you can never sit still on those matters," he said. "If you think you're all caught up and take a rest – even for a year – the next thing you know, you're behind."

The library is currently in the beginning stages of hiring Ashton's successor. The library announced that assistant directors Sue O'Brien and Bonnie Reid would begin serving as co-interim library directors April 1.

Executive search firm Bradbury Associates is assisting the library, and Ashton said the firm is currently accepting applications and recruiting candidates. After conducting initial interviews of candidates, Bradbury will submit the information they have collected to the library board sometime in April. The interim period is expected to last 3 to 5 months, and Ashton said the plan is to begin interviewing finalists in May.

But while all that is going on, the then-former director will be curling up with a good book – first on his list, "SPQR: A History of Ancient Rome."

"My first catch up book is actually a Christmas gift that I haven't managed to focus on," Ashton said. "I got about 100 pages into it, and I've been distracted ever since. So, that's my No. 1."

Downers Grove Public Library diversifies collection with foreign language books

Published: Friday, March 11, 2016 12:00 p.m. CDT

[DOWNERS GROVE](#) – For those who have wanted to read the “A Song of Fire and Ice” series in Spanish or a cookbook in Chinese, the [Downers Grove Public Library](#) now has in-house materials.

The library, 1050 Curtiss St., has added a world language book section for teens and adults that includes books in Chinese, Polish and Spanish.

The library previously had books in multiple languages for children, but this is its first collection for older readers.

Library adult and teen services manager Nicole Wilhelms said the collection, which is located on the second floor, has a variety of fiction and nonfiction materials.

“We focused on trying to have more popular materials,” she said. “We also try to incorporate different materials for different levels of reading ability.”

Wilhelms said the collection is in response to patron requests.

Previously, patrons who wanted books written in a foreign language had to order them from other libraries and have them delivered to Downers Grove.

Now, “We don’t have to tell people we have to get these materials from other libraries,” she said. “They can get them here.”

Wilhelms said the library chose the languages based on census data of languages spoken in the area.

The largest collection is the Spanish-language books, with about 200 books. Besides native Spanish speakers, the library wants to provide books for high school students studying Spanish, which is the most common foreign language class taken.

While the Spanish-language books are the easiest to find, Wilhelms said the library has used special vendors and searched local book stores to find the Chinese and Polish materials.

She said the library does not have any plans to add more languages to the collection at this time, although it will remain receptive to patrons’ needs.

“We’re just going to monitor how these collections do,” she said.

Patrons who want books in other languages can still order them from other libraries.

--

Find a title

To see what world language books are available at the Downers Grove Public Library or other libraries in the area, visit catalog.swanlibraries.net.

Copyright © 2016 Suburban Life Media. All rights reserved.

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF TRUSTEES
MARCH 23, 2016**

**AGENDA ITEM 10
REPORT OF THE DIRECTOR
ADDITIONAL ITEMS**

I. Acoustical Panel Project Change Order.

On March 22, Library staff discovered that a significant item had been omitted from the scope of the acoustical panel project. The east wall of the Quiet Study Room on the second floor was inadvertently left out.

Staff have requested that Shales McNutt Construction submit a proposed change order, including pricing. This proposal will allow the Library Board to consider the change on April 27, before work on the project begins. Early attention should minimize any premium.

The total approved cost of the lighting and acoustical projects is \$106,489.00. Of this amount, \$7,500 is for architectural fees, which have already been paid. This brings the cost to \$98,989.

Funds available for the project are as follows:

5315 Professional Services	\$ 14,000
5630 Contingency	\$ 20,000
5870 Capital Equipment	\$100,000
Total	\$134,000

Unless the pricing of the change order is extremely high, the Library has sufficient funds available to support its inclusion.

II. Tentative Tax Rates and Tax Extensions. The DuPage County Clerk has informed the Library of these figures. The one notable figure is the reduced rate and levy for the Bond and Interest fund, representing the final payment on the Library's 1997 General Obligation bonds.

III. Public Library Association Presentation. On April 8, at the Public Library Association conference in Denver, Teen Services Librarian Lynette Pitrak and IT Manager Dale Galiniak will present a report on View from the Director's Chair. This successful film-making training program for high school students was completed in 2015. As many libraries are interested in the development of media education and media production, this national conference session will showcase the Downers Grove Public Library's Media Lab work.