

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Administration**

Manager: **Acting City Manager**

Full Time HC: **7**

Part Time HC: **3**

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Proactively became a new voice and style for the City with our stakeholders
- Presented largest budget surplus to City council in years to begin the budget hearing and approval process
- Completed transitions of new department leaders, including department reorganizations (ongoing)
- Increased cooperation and collaboration between departments within the City
- Lead process for 3<sup>rd</sup> party review of financial status of the uptown TIF
- Implemented opportunities to reduce budget and increase services through retirements and open positions
- Became a change agent for an improving culture within the City by modeling behavior
- Completed the transition of a new payroll system (ongoing)

### 2013/14 GOALS

- Lead the organization transition for the permanent City Manager to promote leadership stability
- Continue to model behaviors and implement practices that improve the culture of the City
- Develop a strategic plan to implement the recommendations of the Uptown TIF consultant analysis
- Implement opportunities to share resources with other local government agencies
- Centralize RFP, RFQ, and grant writing initiatives
- Prepare for union contract expirations in April 2014 and subsequent negotiations (Police, Fire, ICOPS) and any open contract negotiations
- Continue to initiate opportunities for reallocation of resources to reduce budgets while increasing services
- Complete a comprehensive salary analysis and update internal
- Update the City's personnel manual
- Begin implementation of the recommendations of the Econ Development Task Force to promote Park Ridge and its' economic opportunities
- Increase local cooperative and communication efforts with other Park Ridge taxing bodies and organizations
- Increase communication initiatives with Park Ridge stakeholders

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Finance**

Manager: **Kent Oliven**

Full Time HC: **10**

Part Time HC: **2**

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Reorganize the Finance Department
- Completed transition to new payroll system
- Completed with external consultant a review of Uptown TIF financial situation and suggested actions
- Started process of managing collection of outstanding fees and fines
- Updated MUNIS utility billing features to allow for payments to the lockbox without stubs
- Began using MUNIS projects to track expenditures for storms
- Began work on phase 2 of sewer bond financing program
- Work with external consultant to perform an audit of utility revenue
- Updated ordinances relating to Finance Department responsibilities
- Updated billing allocations within the utility billing ordinances
- Put internal service funds through the budgeting process
- Reviewed internal control policies on disbursements and cash handling and made required changes
- Complete FY12 CAFR
- Complete FY14 Budget

### 2013/14 GOALS

- Work with Administration on general liability and worker's compensation risk management assessment
- Work with Administration on ways to minimize current Uptown TIF obligations
- Review and subsequently minimize areas of data entry through new modules, interfaces, and policies
- Review and subsequently minimize paper storage through better use of electronic methods
- Started process of managing collection of outstanding fees and fines
- Create a debt collection policy
- Create a centralized purchasing system
- Onboarding of new positions (Analyst and Purchasing Agent)
- Begin review, rewriting, and writing of finance department policies, including a debt collection policy
- Analyze chart of accounts and reorganize to better track materials and contractual services
- Complete debt review on advance refunding, refunding, and issuance of new debt for radio read water meters
- Complete FY13 CAFR
- Complete FY15 Budget

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Community Preservation and Development**

Manager: **James Testin**

Full Time HC: **12**

Part Time HC: **1**

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Managed all building, health, zoning, and planning efforts of the City
- Managed the permitting process that involved over 8,000 plan reviews
- Transitioned in four new staff members
- Updated internal processes including turnaround time of permits and steps in the process
- Managed programs that generated approximately \$1.64 million in revenue including property transfers, building permits, applications, reimbursable fees, and certain licenses
- Liaison to one board, four commissions, and two task forces
- Assisted the Sign Task Force and Economic Development Task Force in the completion of their tasks
- Coordinated updates to Section 14, Signs, of the Zoning Ordinance
- Completed approximately 950 property transfers, generating approximately \$490,000 in revenue
- Integrated some of the Economic Development duties into CP&D
- Updated Article 12 of the City Code
- Completed reorganization of zoning with planning
- Assisted approximately 3,200 customers and answered 4,400 phone calls by the front counter staff
- Implemented minor permit review at time of application

### 2013/14 GOALS

- Manage zoning cases, appearance cases, historic preservation program, property transfers, business licensing, building permits, and environmental health responsibilities
- Complete customer service training for staff
- Staff ZBA, PZC, Historic Preservation Commission, Appearance Commission, and the Electrical Commission
- Transition in new part time inspectors and administrative assistant
- Assist economic development efforts
- Identify and implement improvements to the permitting process
- Improve communication of the Department's role and processes
- Manage plan review process with the goal of a two week turnaround for permits
- Complete approximately 950 property transfers
- Expand use of technology to increase efficiency
- Expand staff involvement with local and regional organizations

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **CP&D - Planning and Zoning**

Manager: **Jon Branham**

Full Time HC: **2**

Part Time HC:

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Advised the Planning and Zoning Commission, the Zoning Board of Appeals, Appearance Commission and Historic Preservation Commission on applications, proposals and issues
- Evaluated and managed 2 historic landmark cases
- Evaluated and managed approximately 32 zoning cases and site plans
- Evaluated and managed approximately 132 Appearance Commission cases
- Transitioned in a new Zoning Coordinator
- Integrated Planning and Zoning in re-organization
- Completed 1,049 plan reviews
- Oversaw the review of approximately 950 property transfers, generating approximately \$490,000 in fees

### 2013/14 GOALS

- Update Sign Inventory
- Serve as liaison and attend approximately 50 meetings of the Historic Preservation Commission, Planning and Zoning Commission, Appearance Commission, and the Zoning Board of Appeals
- Manage approximately 30 zoning, 2 landmark and 100 Appearance Commission cases
- Expand efforts to showcase the City's efforts in Community Development
- Represent the City through more involvement in regional and state initiatives
- Complete approximately 1,000 plan reviews
- Oversee the review of approximately 950 property transfers

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **CP&D - Building Safety**

Manager: **Building Administrator**

Full Time HC: **4**

Part Time HC:

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Processed and managed over 2,900 construction permits applications totaling over \$900,000 in revenue representing approximately \$50,000,000 in investment in the City
- Implemented the current international residential, building, mechanical, fire and energy codes
- Completed public outreach efforts including a display for building safety week and hosting a residential construction seminar
- Completed approximately 7,600 inspections
- Completed approximately 4,312 plan reviews
- Developed a plan for the use of backup inspectors
- Transitioned in New Building Administrator

### 2013/14 GOALS

- Improve customer service by cross training and streamlining processes
- Provide quick, professional, detailed plan review and inspection program with a turn a round time for permits of two weeks and inspections within 3 days of request
- Process and manage approximately 2,900 permits including 38,000 square foot Whole Foods and 7-Eleven Development
- Training staff and customers on the new energy code
- Implement public outreach efforts including at least one public workshop
- Implement the State of Illinois Energy Code

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **CP&D - Environmental Health**

Manager: **Laura Dee and Tim Schwarz**

Full Time HC: **2**

Part Time HC:

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Investigated and addressed approximately 630 complaints resulting in 1,200 inspections, which ranged from weeds and rodents to litter and insects
- Completed approximately 420 food service inspections on 112 facilities
- Registered 1,540 businesses and maintained the business database
- Investigated 115 property maintenance complaints, which included approximately 480 inspections
- Completed an estimated 72 plan reviews
- Member of team that evaluated integrated software programs
- Completed 12 recycling events for expired medicines and medicinal needles

### 2013/14 GOALS

- Evaluate data from survey to identify areas of focus in health services and implement new programs to address those needs
- Evaluate the business license program for on-line applications
- Register approximately 1,500 businesses
- Investigate and address approximately 600 complaints
- Evaluate opportunities to improve complaint responses
- Complete an estimated 70 plan reviews
- Revive the nuisance animal trapping program
- Improve communication to the public on West Nile virus
- Manage 12 recycling events for expired medicines and medicinal needles

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Information Technology**

Manager: **Diane Nelson**

Full Time HC: **3**

Part Time HC: **0**

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Advanced the virtual environment to desktop Beta test; continuing the implementation to set up a training environment and formalize desktop.
- Upgrading the Fire Department vehicle computers and environment to allow for multiple secure network access.
- Worked with the Finance Department in the development of an HR/Payroll RFP and evaluation process.
- Implemented a fiber network to replace the older infrastructure allowing us to move toward a more functional network to accommodate new initiatives; implemented public Wi-Fi.
- Evaluated, configured and implemented a replacement for the City phone system with unified messaging.

### 2013/14 GOALS

- Develop strategies to provide IT support by considering alternated support options.
- Provide ongoing support for the newly implemented HR/Payroll system.
- Evaluate, configure and implement more security cameras and systems to include both train stations, Public Works Service Center and City Hall.
- Upgrade/replace up to 75% of the PCs on the City network. At that time implement software upgrade to Windows 7 and Office Suite current version.
- Upgrade the City website to allow for mobile devices and enhance some features.
- Upgrade Police Patrol car Toughbook laptops and camera systems.
- Work with Purchasing to develop a plan for Citywide network of copiers/scanners/printers in a more efficient and cost effective manner.
- Begin developing a plan for City wide implementation of document imaging.

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Public Works**

Manager: **Wayne Zingsheim, Director**

Full Time HC: **45**

Part Time HC: **1-Forestry, 8-Seasonal help for grounds, hydrant flushing and painting, and sewer cleaning**

Date: **1/2013**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Provided quality service to all residents and customers
- Maintained city infrastructure and began implementation of multi-year flood projects
- Provided disposal of residential refuse, recycling and yard waste
- Provided safe and efficient public ways for motorists and pedestrians
- Provided for a pure and adequate water supply
- Maintained public buildings, grounds and urban forest
- Continued to work with various committees and provide recommendations
- Continued department's involvement with outside agencies
- Applied for various grants for capital projects where available
- Continued to expand information for residents via various mediums

### 2013/14 GOALS

- Increase financial resources for Forestry Division
- Continue to provide quality service to all residents and customers
- Maintain city infrastructure and continued implementation of multi-year flood projects
- Provide disposal of residential refuse, recycling and yard waste
- Provide safe and efficient public ways for motorists and pedestrians
- Provide for a pure and adequate water supply
- Maintain public buildings, grounds and urban forest
- Continue systematic removals of EAB and DED trees
- Continue department's involvement with outside agencies
- Investigate and apply for grant opportunities where available
- Continue to expand information for residents
- Fund a citywide facilities analysis

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Engineering**

Manager: **Sarah Mitchell, City Engineer**

Full Time HC: **4**

Part Time HC: **0**

Date: **1/2013**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Began design and construction of multi-year flood relief program
- Resurfaced 5 miles of streets
- Replaced 2,820 feet of watermain
- Installed 2,400 feet of sewers
- Replaced &/or repair 1,300 sidewalk squares
- Lined 4,200 feet of sewers
- Received ITEP Grant for \$841,000 for Uptown Streetscape construction

### 2013/14 GOALS

- Continue design and construction of multi-year flood relief program
- Resurface 5 miles of streets
- Replace 2,800 feet of watermain
- Replace 8,500 feet of sewers
- Replace &/or repair 1,500 sidewalk squares
- Line 4,200 feet of sewers
- Begin construction of Phase 1 Uptown Streetscape, including the Summit tracks parking area (ITEP Grant Award)

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Forestry**

Manager: **Tony Gliot, City Forester**

Full Time HC: **1**

Part Time HC: **1**

Date: **1/2013**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Oversaw city's urban forest and the effects of EAB and DED
- Developed a six year cyclical pruning cycle
- Developed and implemented a four-year citywide parkway tree inventory program (Year 1 of 4)
- Funded reforestation program and developed a revised cost share program
- Applied for grant monies for EAB reforestation and tree inventory
- Implemented a new management software, Davey TreeKeeper

### 2013/14 GOALS

- Increase financial resources for Urban Forest infrastructure, including addition of staff support
- Oversee city's urban forest infrastructure
- Continue to manage the effects of EAB and DED on city's urban forest
- Continue updating street tree inventory
- Continue fund a six year cyclical pruning cycle
- Fund reforestation program and a revised cost share program
- Investigate and apply for grant opportunities for EAB replacement trees and tree inventory

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Public Works Operations**

Manager: **Brian Wiebe, Superintendent**

Full Time HC: **37**

Part Time HC: **8 - Seasonal help for grounds, hydrant flushing and painting, and sewer cleaning**

Date: **1/2013**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Maintained streets, alleys, sidewalks, gas lights, grounds, public buildings, sewers, and watermains
- Responded to city needs during weather related events
- Continued to maintain fleet and equipment and improve fuel
- Continued involvement in community events
- Continued to cross-train employees

### 2013/14 GOALS

- Increase financial resources in Extra Help (seasonal) to accomplish outstanding projects
- Maintain streets, alleys, sidewalks, gas lights, grounds, public buildings, sewers, and watermains
- Respond to city needs during weather related events
- Continue to maintain fleet and equipment and improve fuel
- Continue involvement in community events
- Continue to cross-train employees

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Organization: **Park Ridge Police Department- Administration**

Manager: **Chief Frank Kaminski**

Full Time HC: \_\_\_\_\_

Part Time HC: \_\_\_\_\_

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Achieve State Accreditation for law enforcement agencies throughout the Illinois Association of Chief's of Police
- Evaluate the effectiveness of Parent Patrol Program
- Implement the transition to the Cook County Radio system

### 2013/14 GOALS

- Coordinate the on-going building renovation phases
- Examine the feasibility of a citizen complaint review process
- Complete the review of the general order manual
- Complete the updating of the Department's website

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Organization: **Park Ridge Police Department - Operations**

Manager: **Chief Frank Kaminski**

Full Time HC: \_\_\_\_\_

Part Time HC: \_\_\_\_\_

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Conduct a feasibility study regarding the possible use of automated cameras for violations at railroad crossings
- Implement a directed patrol system for tracking officer daily performance
- Re-structure the supervisory ranks in the Detective Bureau
- Study the feasibility of establishing an overweight trunk enforcement unit

### 2013/14 GOALS

- Coordinate the transition to the Des Plaines PD Communications Center
- Examine alternative to providing police dispatch services
- Join in the NORTAF Burglary Task Force to improve burglary clearances
- Examine strategies to impact on the burglary clearance rate

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Organization: **Park Ridge Police Department-Community Strategies**

Manager: **Chief Frank Kaminski**

Full Time HC:

Part Time HC:

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Update the general order manual
- Continued the leadership development program for all supervisors

### 2013/14 GOALS

- Examine alternatives for utilizing our volunteer programs
- Implement a "Coffee with Cop" Program for our Beat Team Leaders

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Fire Department and Administration**

Manager: **Michael A. Zywanski**

Full Time HC: **50**

Part Time HC: **1**

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Managed a successful ISO Operational Review, resulting in positive improvements and re-certification as an ISO Class 3 community.
- Worked in collaboration with the City Manager and the Des Plaines City Staff to seek efficient and cost saving alternatives for 911 Dispatch Services.
- Continued development of the Officer Development Program and integration of the Blue Card Incident Command Program into Department procedures.
- Began a comprehensive review and revision of internal Department Policies, Procedures and Standard Operating Guidelines.
- Assisted Advocate Lutheran General Hospital with the development and implementation of the ALGH Emergency Medical Services System. Transitioned all Department Emergency Medical Services Medical Control to ALGH.
- Worked in collaboration with ALGH on the "Healthier Park Ridge Community-Wide Initiative"
- Worked in collaboration with Resurrection Healthcare on their Steering Committee for the Community Health Needs Assessment.
- Implemented the DeltAlert Emergency Notification System, replacing the EverBridge Notification System, saving the City over \$18,000 per year.
- Worked collaboratively with the Fleet Services Division of Public Works and the Finance Department to seek out cost-effective approaches to vehicle replacement, including vehicle leasing strategies.
- Worked collaboratively with the Police Department and District 207 staff to implement training exercises for the management of emergency incidents in the High Schools.

### 2013/14 GOALS

- Continue the initiative which began in 2012 to work with our mutual aid partners to pursue cost efficient initiatives for the delivery of Emergency Services to our community.
- Conduct a comprehensive facility safety and security analysis of Fire Department facilities.
- Complete the Accreditation process from the Commission on Fire Accreditation International.
- Maximize Public and Private Grant Revenue sources, in pursuit of cost effective equipment replacement solutions and refurbishment of Fire Department Facilities.
- Work closely with the City Manager and the Police Chief to finalize a long-term 911 Dispatch Solution for the Fire Department, resulting in savings to the City.
- Re-institute a robust Public Education Program, providing valuable fire education to children in the District 64 elementary and middle schools.
- Fire Department Staff will work collaboratively with the Police Department and the Department of Public Works, to develop joint training on Unified Command Scenarios.

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Fire Emergency Operations**

Manager: **Deputy Chief Jeffrey Sorensen**

Full Time HC: **46**

Part Time HC: **0**

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Worked with Lutheran General Hospital to prepare for emergencies on their campus through the Emergency Plans committee and a disaster drill in late 2012.
- Worked with the school districts through safety committees, crisis communications and traffic safety committees to address issue on the school campuses and prepare and plan for emergency response.
- Collaborated with Lutheran General Hospital and Resurrection Medical Center to develop task forces that will address community health needs in the areas of mental health and improving access to healthcare.

### 2013/14 GOALS

- Implement an in-house Officer Development Training Program designed to develop, improve and mentor our current Fire Officer Corps.
- Conduct semi-annual driver training/assessment at the Northeastern Illinois Public Safety Training Academy (NIPSTA).
- Complete a Department-wide Safety Analysis conducted by members of the Department Safety Committee and complete the development of a new Personal Protective Gear Specification
- Develop and conduct joint training with the Police and Public Works departments, highlighting unified command scenarios.

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Fire Prevention**

Manager: **Fire Marshal, Lt. Kevin Plach**

Full Time HC: **1**

Part Time HC: **1**

Date: **2/1/13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Implemented the 2012 ICC-Codes, improving fire safety in the community.
- Increased public awareness and participation in the Emergency Key Box program for seniors/disabled residents in the community.
- Promoted public education to the community regarding fire prevention and injury prevention by seeking expansion of partnerships within the community.

### 2013/14 GOALS

- Redevelop the Community CPR and First Aid Training Programs for the public, and seek to increase the number of trained citizens by 20% over 2011.
- Work collaboratively with CP&D to pursue full automation of occupancy inspections and inspection records.

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Library Administration**

Manager: **Janet Van De Carr**

Full Time HC: **5**

Part Time HC: **4**

Date: **2/1/2013**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Provided library materials, services, programs, access to technology, and public and private meeting spaces that met the needs of the community.
- Provided new services and materials and eliminated those no longer used utilizing statistics, use patterns and public input to make decisions.
- Maintained appropriate fund balance and assured that adequate funds were available to accomplish the Library's goals.
- Marketed the Library website and Community Network to existing and new residents to increase awareness of the wealth of information and resources available.
- Promoted Library as a source for information about the community to business leaders and community stakeholders
- Completed plan for Library's 100<sup>th</sup> Anniversary, began activities and programs in January, 2013
- Maintained an up-to-date technology infrastructure to provide staff and public with the tools they need
- Provided quarterly updates of Strategic Plan to Board of Trustees
- Supported continuing education of key staff through webinars, workshops and other training opportunities

### 2013/14 GOALS

- Provide materials, services, programs and spaces that meet the needs of the community
- Provide new services and materials appropriate for a 21<sup>st</sup> century library
- Continue to look for ways to streamline processes and work smarter using available technologies
- Maintain up-to-date technology infrastructure to provide staff and public with the tools they need
- Participate in community organizations and events throughout the community to market and promote the library's wealth of information and resources
- Maintain the library building and grounds so that the Library contributes to the overall appearance and success of the Uptown area. Continue to improve the facility as funding is available
- Monitor expenses and revenue to maximize effectiveness of available funds
- Complete Library's 100<sup>th</sup> Anniversary celebration
- Update Library's Strategic Plan
- Refocus marketing strategy to address needs of specific user groups
- Develop staff skills by providing continuing education of key staff through webinars, workshops and other training opportunities

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Library Maintenance and Security**

Manager: **Jose Mestey**

Full Time HC: **2**

Part Time HC: **2**

Date: **2/1/2013**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Completed roof replacement project with minimal disruption or inconvenience to patrons or staff.
- Maintained building systems and facility in good working order, completed repairs as needed.
- Worked with architect to develop a lighting plan to improve lighting in public areas on the 2nd floor
- Completed reconfiguration of public spaces on 2<sup>nd</sup> floor and Technical Services and Circulation workrooms

### 2013/14 GOALS

- Manage capital projects and interior improvement projects
- Maintain building systems and facility – complete repairs and upgrades as needed and as budget permits
- Assist with space reallocation/shifting projects as needed by public service departments
- Work with City staff to assure that grounds are well maintained, including sprinkler system and lights

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Library Technical Services**

Manager: **Linda Egebrecht**

Full Time HC: **6**

Part Time HC: **2**

Date: **2-1-13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Reorganized Technical Services Department to allow expansion of Circulation Department workspace.
- Worked with Reader Services Department to consolidate multipart DVDs to facilitate patron holds. Worked with Children's Department to re-catalog and repackage read-along book/CD collection.
- Compiled numerous statistical reports to assist departments with collection management and to provide other information.
- Withdrew library materials to maintain collection quality and enable reallocation of collection space.
- Department staff participated in various technical group meetings and workshops for the Library's shared automation system, including presentations by ILS vendors.

### 2013/14 GOALS

- Continue to provide statistical reports to departments to assist with collection management and other projects.
- Continue to work with Library departments to develop new collections and manage current collections.
- Implement changes in cataloging rules and standards.
- Continue to work with Library staff to enhance access to digital collections.
- Continue to examine, evaluate and adjust procedures in order to manage changes in resource allocations and to maintain and improve department efficiency and effectiveness.

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Library Circulation Services**

Manager: **John Doyle**

Full Time HC: **4**

Part Time HC: **15**

Date: **2-1-13**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Circulated over 940,000 items to patrons of the Library, including check out, check in and inventory control. The Park Ridge Circulation Department is consistently among the top five libraries in the consortium each month in terms of volume of items discharged from patron accounts.
- Evaluated performance of Unique Management Services (UMS) collection agency and found it to be very successful. Recommended continued agreement and implementation. Worked with UMS to submit accounts with qualifying materials due back between 2010 and 2008, resulting in restitution to Library for many lost items.
- Worked with Director to revamp space in Circulation work room and continue to change workflow based on new space.
- Increased number of patrons registering for email notification.
- Increased maximum late fee on certain newer items, and increased processing fee on lost and damaged materials from \$3.00 to \$5.00
- Promoted CardStar app allowing patrons to use smart phones to store and retrieve their library card barcode and check out materials

### 2013/14 GOALS

- Continue assessing effectiveness of Unique Management Services and work with them to improve service as necessary.
- Continue working with Director to assess space needs for possible RFID implementation
- Continue working with CCS to highlight and correct glitches in SIRSI Symphony program.
- Continue to look for ways to streamline routine processes
- Encourage patrons to register for email notifications to reduce costs for printing and postage of notices
- Work with CCS to introduce emailed overdue notices to reduce costs for printing and postage of notices

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Library Reader Services**

Manager: **Maggie Thomann**

Full Time HC: **5**

Part Time HC: **7**

Date: **2/1/2013**

Fiscal Year: **2013 to 2014**

### 2011/12 ACCOMPLISHMENTS

- Provided programming and services for adults, teens, seniors, low vision and homebound patrons.
- Developed and managed Fiction, DVD, Music, Audio Book, and Digital Book Collections.
- Worked to reach underserved populations through outreach, social media marketing and library-wide initiatives.
- Served over 60 community book groups, providing over 500 books per month for local clubs.
- Provided support for eReader devices and Library eBooks, including help sessions, computer class, and help materials for iPad, smart phones, and Kindle.

### 2012/13 GOALS

- Continue to evaluate new formats for inclusion and provide patron support for these formats as needed.
- Develop popular collection areas to meet demand.
- Support 100<sup>th</sup> Anniversary initiatives through staffing and programs.
- Reach out to new demographics of users through Young Adult and Adult programming and outreach.
- Pursue staff development and training.

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Library Reference & Information Services**

Manager: **Gretchen Kottkamp**

Full Time HC: **5**

Part Time HC: **19**

Date: **2/1/2013**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Continued to examine, enhance and update the circulating non-fiction collection
- Increased our electronic resources adding eight databases and discontinuing 2. Made electronic resources more accessible with subject categories for our Premium Resources and changes in format and concept including two new Gateway Solutions which combine databases, e-books and web resources
- Developed an extensive timeline of the library's 100 year history
- Answered information questions by the public on a wide variety of subjects by direct, phone, mail, instant messaging and email, also offered training both one-on-one and through scheduled computer classes
- Offered assistance to job seekers with monthly training all-day sessions, another workshop on using the Internet for the job search process and assisting patrons at computers with job searching

### 2013/14 GOALS

- Assist patrons with information needs through daily interaction using a variety of information resources. Also assist their needs with a series of computer classes, including developing new classes
- Purchase a collection of nonfiction and reference resources that reflect the needs and interests of the public in both print and electronic format
- Use social networking and our website to market our resources and services and connect with the public
- Staff will train on basic and advanced levels of research tools.
- Celebrate the library's 100<sup>th</sup> anniversary including increasing knowledge of local history and knowledge and accessibility of local history resources through programs, displays and website links

# City of Park Ridge, IL

## DEPARTMENT GOALS

### DEPARTMENT INFORMATION

Department: **Library Children's Services**

Manager: **Kelly Durov**

Full Time HC: **7**

Part Time HC: **11**

Date: **2-1-2013**

Fiscal Year: **2013 to 2014**

### 2012/13 ACCOMPLISHMENTS

- Conducted a survey to assess satisfaction with summer reading programs.
- Shift collections to create space in high use areas and to make browsing easier is in progress.
- Continued to participate in community events as a means to promote library services and awareness.
- Incorporate local schools' reading levels, benchmarks, etc. into materials such as booklists to make them more user friendly for both parents and students.

### 2013/14 GOALS

- Work with District 64 to provide materials and services that support their new Common Core Curriculum.
- Continue to revise the Library's programming schedule to accommodate demand including adding more programming for babies since the demand for programs for that age group is increasing.
- Update way-finding signs in the Children's department to help patrons find materials more easily.
- Add the most up-to-date and in demand print, audio visual and electronic resources.