About our Presentation:
Facility management often involves retaining professional design services. The speakers will use shared and unique experiences to detail the process of selecting design professionals for a project. Graham Harwood will present the owner’s perspective and responsibilities including preparing an RFQ/P, establishing selection criteria and interviewing prospective candidates. Don McKay will present the design professional’s perspective including how design professionals compete for and win professional service contracts.

About our Presenters:
Born in England and qualified as a quantity surveyor, Graham Hardwood’s English professional qualifications include being a chartered builder, chartered surveyor, and chartered arbitrator. Graham came to the USA in 1990 and was VP at Morse Diesel before moving to CCS as a Principal and Director of Capital Management Projects. Graham has completed a number of libraries throughout Illinois that include Oak Park and Maze Branch, Wheaton, Mount Prospect, Elmhurst, DeKalb, and Fountaindale in Bolingbrook.

He has also worked on a number of other projects including United Center, Central DuPage Hospital ($350M) and has been involved in projects from predesign to close out. Working closely with clients, he has often spearheaded the selection of consultants and contractors. Graham is a strong advocate of selecting the most appropriate professional team as the first step in a successful project.

Graham was involved in the Fountaindale Library project from pre-design to close out, and was actively involved in the competition of studio 300, which was funded from savings in the budget of the main library.

Don McKay, AIA is currently Principal and President of Nagle Hartry. He has a Masters of Architecture from University of Illinois at Chicago and a Bachelor of Architecture from University of Illinois at Champaign-Urbana. He has worked on numerous projects including Fountaindale Public Library District, Lincolnshire Village Hall, North Shore School District 112, Park Ridge Public Library and Villa Park Public Library.

About our Site:
The history of the Fountaindale Public Library District is strongly rooted in its citizens’ desire for cultural improvement with civic pride and spirit necessary to make that desire a reality.

Fountaindale’s origin goes back to 1967 when the communities of Bolingbrook and Romeoville were in the early stage of growth. Through the efforts of a small group of citizens, the Fountaindale Public Library District was officially formed in 1970 when the library opened in temporary space at Park View School in Romeoville. In a matter of three years the wishes of the citizens were realized.

The immediate challenge of the first elected Board of Trustees was to develop plans for library facilities in each community. The communities showed their continuing support for the library by approving a referendum in 1973 to construct two identical library facilities in each community.

The new libraries, which opened to the public in 1975, served the communities well for over thirty years. In 2004, during the long-range planning process, a Citizens Planning Committee strongly supported the need to expand the library, voicing a need for more space, more programs, more books, more technology and other related materials. In response, the Board of...
“It’s a small world. It keeps recrossing itself.” – David Mitchell

I like when life experiences reinforce the things we already know we should be doing but sometimes, for whatever reason, fail to do. And let’s face it – as big as the world is, it’s really pretty darned small. And within our respective professions, it’s even smaller. So, what we do does really matter. I’ve had two such experiences this past week that reminded me of that and how important it is to not burn bridges and to treat people well...because you never know when you will encounter them next or what the circumstances will be.

I was at a conference last week. I have been a member of this particular organization for about four years now. When I first joined, it seemed like a vast organization of about a bazillion people from all over the world. But now that I know some of the people there and have had a chance to watch the industry work, it’s amazing how small this profession actually is. The companies come from all areas of the country, but if employees leave a company, they often end up at a different one in the same profession. This conference reinforced to me the importance of being good to my clients because even if someone leaves a company, they’ll often end up in another one that I would want to do business with – and so I’d better hope I had treated them well. I love seeing Karma in action.

The day I got back from the conference I got a phone call from an old client. She had been with a company we worked for and then she left the company. I had no idea where she went to (which showed me a weakness in my salesmanship!), but she called me to let me know that she had taken a new position with a company that was looking to revamp their property management program and had hired her and several other managers to revamp it. She told me a bit about her properties and asked if it would be okay if she put our name in to their system as a vendor she would like them to consider bringing in to do business with them because she had always had a good working relationship with us and she liked our service. What was most probably the most important part of this to me, however, was knowing that as good as our relationship was with her, in the beginning of the relationship there was some pretty serious frustration on our end regarding expectations and communications. We could have very easily been non accommodating or “difficult to work with”, but instead we found a way to work together and get everyone’s needs met (even though sometimes in the beginning the requests kind of made me want to punch a wall). And over time we established trust. And then all was well going forward. And right now I’m really glad that’s the road we took, because it all worked out in the end and now it’s affording us additional opportunities.

So obviously this whole concept applies to more than just clients and vendors. It applies to employees and bosses, owners and managers, etc. The world is round and it’s smaller than it often seems. It’s important to keep this in mind in our daily interactions with people. Sometimes you’ll form alliances with people that end up in places you’d least expect.

Thus, this month’s phrase that pays is, “It’s a small world, after all.” But you have to sing it to get the bucks!!!!

Warmest wishes,
Laura Ingram
Mark your Calendars!!!!!!

Our program committee has been working hard. Below are the upcoming dates and places for the Northern Illinois Chapter.

**May 2:**
Fountaindale Public Library District  
300 W. Briarcliff Road  
Bolingbrook, IL

**June 6:**
Kinfork Restaurant  
Woodfield Mall  
Schaumburg, IL

**June 27:**
Networking Event—Chain O Lakes

**July 11:**
Elmhurst College  
190 S Prospect Ave  
Elmhurst, IL

**July 27:**
Networking Event with IFMA Chicago  
White Sox game at US Cellular Field. 7:05 game

**August 8:**
Associate Showcase and IFMA Bucks Raffle  
Chandlers in Schaumburg

Speakers and presentation information will be coming soon. Make your 2017 new year’s resolution to attend more NI IFMA meetings!!

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Northern Illinois University

Facility Management Professional (FMP) & Sustainability Facility Professional (SFP)  
Information and Registration: [http://www.fm.niu.edu](http://www.fm.niu.edu)  
Location: Virtual Classroom  
Questions? Contact: [dmann@niu.edu](mailto:dmann@niu.edu) or 815-732-6249
April Meeting Pictures

[Images of meeting pictures]
Did you Know......Tree Care

That the most economical and ‘green’ way to treat your trees for insects and disease is through the use of tree injections?

Historically, the predominate way to treat trees for insect and disease was through the use of a combination of sprays. This is messy and can be ineffective at times. Much of the spray is lost in wind drift and doesn’t completely cover the tree. In addition, many property managers complain of product getting on vehicles in their parking lots.

An environmentally friendly fast acting way to apply pesticides is with tree injections.
- This patented closed system eliminates the worry about drift, water contamination and environmental concerns associated with other pesticide methods of applications.
- Chemicals are contained entirely within the trees system, and pests feeding on the tree being directly affected. Beneficial and non-target insects and other life forms such as birds are not affected.

In addition, applications can be applied in adverse weather conditions (wind, and rain) or at difficult locations such as next to swimming pools, school yards, along busy streets, and in interior plantscapes. Depending in the chemical used, many tree injections have a second year residual effect, which saves you money.

The USDA recommends injections to control Asian Longhorn beetle and Emerald Ash Borer, as well as many other pests.

Please contact me if you have any questions regarding Tree Injections for your property.

Kerry Schneider
Moore Landscapes, Inc.
Account Executive/Business Development Rep
kschneider@moorelandscapes.com
Cell # – (847) 417 – 7486
Fax # – (773) 847 – 9393
Continued from page 1

of Trustees initiated a site survey, a telephone survey, a space needs analysis and focus groups to assess the community’s support of a new library in Bolingbrook and to determine if the present site could accommodate an expanded library. The results of these surveys demonstrated to the Board that the community was supportive of a new library, and the best location was the current library site. By 2005 the Board had contracted with Owners Services Group as the owner’s representative and with Nagel Hartray as the architects. The project to build a new library was underway. The Board of Trustees voted in November 2007 to place a library funding referendum on the February 2008 primary election ballot. The election was held, and the referendum passed by a narrow margin when the absentee and provisional ballots were counted.

In August 2008, the Romeoville building was transferred to the then Des Plaines Valley Library District (now White Oak Public Library District) by court order. This action united most of the Village of Romeoville into one library district.

The ground breaking for the new Bolingbrook building was held in August 2009. Construction began when the site was cleared and temporary parking was installed. The new library opened on March 7, 2011. The old building was then demolished. This 114,000-square-foot building has become a focal point and cornerstone of the Bolingbrook community. Once again the residents expressed their needs and were rewarded with a modern building located within the Bolingbrook Village Campus area to serve the citizens for many decades to come.

The new building has received several awards since it opened. The American Institute of Architects presented the library with a citation of merit in the Distinguished Building Category, and the Brick Association presented the library with a Best in Class award for the Municipal/Government category. The library achieved LEED Gold Status for the building in 2012 as well. Additionally, the new building has been featured in several publications, and the library has also been honored by the Bolingbrook Chamber of Commerce with a Best of Bolingbrook Business Award in 2012.

One Race. With purpose. My Cause. Our Community

Click here for further information
Do You Make These Mistakes with Email Etiquette?

Take Another Look Before You Send a Message
Send once, look twice, and avoid embarrassing emails that have the wrong text go to the wrong recipient (or, aghast, recipients). So

- allow every message at least some minutes of rest after you have finished it before you tap or click Send.

- In Gmail (and some other email services and programs), you can enable an unsend feature that gives you a couple of seconds to undo potential damage even after sending.

Do Not Default to "Reply All"
If "Reply" is good, "Reply to All" must be better. Is that right, though?

Keep Emails Short
Do not intimidate recipients with too much text. Let your message be easy to read and grasp instead.

Properly Format Your Email Replies (and Be Lazy)
Do you think quoting original text in your email replies perfectly is a lot of work? Don't let the '>' intimidate you! Here's a very comfortable, relaxed, quick and still clean and compatible way to reply properly.

Write Good Email Subject Lines
Do you make these silly errors in your email subjects? The key to getting your messages read, it turns out, is not to be clever.

Clean Up Emails Before Forwarding Them
Forwarding emails is a great way of sharing ideas, but make sure the original idea is not lost in obfuscation.

When in Doubt, Send Plain Text Email, Not Rich HTML
Not everybody can receive your fancily formatted emails. Some may even react furiously. To be safe rather than sorry, send plain text emails only when in doubt.

Do Not Forward Email Hoaxes
Email hoaxes often contain stories that are intriguing and sure to irritate. So,

Do not forward by email any story you have not investigated yourself using, for example, About Urban Legends,
Use Antivirus Software, Keep Up to Date, and Scan for Free
Make sure you are not spreading worms and viruses via email or act as a vehicle for spreading spam. All this can be caused by malicious emails. Fortunately, there's protection:
Top Windows Anti-Virus Software
Top Mac Anti-Virus Software
VirusTotal to scan files and URLs online.

Explain Why You Forward
More and better communication makes better relationships. To forward emails and links in a way that shares relevant information and fosters ties, spell out, at the email's top, why you think the recipient will find interesting what you share.

Do Let People Know Their Email Has Been Received
Did the spam filter eat the message? Spare others this nagging question and let them know you got their email.

Ask Before You Send Huge Attachments
Do not clog email systems, or do it only with permission.

Talk About One Subject per Email Only
Help make the world less confusing. Try to talk about one subject per message only. For another subject, start a new email.

Punctuation Matters; in Emails Too
Comma, colon, hyphen and semicolon—all exist for a reason: they make it easier to understand the intended meaning of a sentence. Don't make life more difficult and possibly less interesting for the recipients of your emails. Pay some—though not too pedantically much—attention to punctuation.

Use Acronyms Sparingly
DYK? Not everybody knows every acronym, and these abbreviations do not save that much time anyway. So, use only very few acronyms, and possibly only if you can be sure the recipient knows their meaning.
Resize Pictures to Handy Proportions for Emails
When your photos look good in your email, you look good, too! Here's how to make sure your images are not larger than screens and mailboxes by resizing them in style — online and for free.

Writing in All Caps is Like Shouting
Do not shout in your emails more than you mean to. Text set in all capital letters is also difficult to read.

Be Careful with Irony in Emails
No, really! I mean it. Honestly! A medium that offers little context such as email is not suited well to irony and sarcasm, even if you do know the recipient.

Catch Typos by Printing Your Emails
Do this for important, formal, career-tipping emails and love letters: print the draft before you click Send.

On a printed copy and with a pencil in hand, you can often find typos or misplaced commas neither your spelling checker nor you yourself caught when proofreading on the screen.

How to Avoid Embarrassing Emails
Avoid embarrassing emails by sending them to yourself only (by default). You can either leave the To, Cc and Bcc fields empty altogether or enter your own address in the To field until right before you send the message.

Set Your System Clock Right
Make sure you do not send messages from 1981; or 3078.

In Doubt, End Emails with "Thanks"
If you don't know how to say good-bye at the end of an email, there's one thing that will almost always be appropriate. Thanks.

Where to Put Your Signature
Without a line sub-scripted "sign here", how do you decide where to place your email signature? Look here.

Wondering "How to Put That in Writing", Write "That"
Have you noticed how people who you understand perfectly well when you listen to them become cryptic when they start writing? Do not be like them. Tell it like it is—and how you would say it (not how you are used to seeing it written, possibly in a technical, academic or legal context).
Compress Files Before Sending Them via Email
Smaller is more beautiful, at least when it comes to email attachments. So make files smaller before you send them via email.

Avoid "Me Too" Messages
"Me too" is not enough content, but it is too much annoyance.

by Heinz Tschabitscher via Linked In
SUBMITTED by ANN DEL FIACCO - TRENDWAY

FORE!!!!

Registration for the 28th annual IFMA/NI Golf Outing opens on April 28th. Use the link on the chapter website to reserve your spot or book your foursome. The outing size is limited, so don’t delay. Click here

We are planning a great day of networking for both FM and vendor members and friends. This year’s outing includes some new games and new prizes. Maybe even a new surprise guest. If you had fun last year, tell your friends. If you didn’t, tell us so we can do better.

Early bird rates are available. Grab yours as soon as you can. Professional FM members: register and pay now; if a vendor later invites to join their paid foursome, we will refund your paid registration fee.

2017 Golf registration fees:
No later than May 31 Single $180 Foursome $700
No later than August 31 Single $195 Foursome $750
September 1 thru Sept. 14 Single $210 Foursome $850
Registration includes food events, pro shop gift card, and door prize tickets.
Join us for pre- and post-golf food only $50 [Click here to register]

The chapter will again share the proceeds of the outing with Aspire of Illinois and The Greater Chicago Food Depository. Your support goes a long way … probably further than my drives.

Sponsors
Sponsors, start your golf carts. The time has come to get your name in front of both current clients and potential customers.

Click here for the best selection. Don’t delay. Some categories can sell out. As an added incentive, take 10% off your sponsorship paid in full no later than July 1st. (If you renewed at the 2016 levels, we will offer you a refund to match the discounted amount.) All paid sponsorships include two tickets for pre- and post-golf food events.

Able to donate a door prize for the drawing? Check the box and we will contact you. Click here

If you have a sponsoring idea that is not on the form, contact the chapter administrator (chapteradministrator@ifmani.org ). We welcome new ideas and will work with you on any reasonable proposal.
# Schedule of Events

- **May 2**—Fountaindale Public Library District in Bolingbrook
- **May 9**—Board meeting at Chandlers in Schaumburg
- **May 25**—Chicago IFMA Golf Outing at Harbor-side in Chicago
- **June 6**—Kinfork Restaurant in Woodfield Mall
- **June 27**—Networking event on the Chain ‘o Lakes
- **July 11**—Elmhurst College in Elmhurst
- **July 27**—Networking event with IFMA Chicago—White Sox Game at US Cellular Field 7:05 game
- **August 8**—Associate Showcase and IFMA Bucks Raffle
- **September 5**—Mazak
- **October 10**—Educational Meeting. Connect, Train, Plan, Report: Active Shooter in the Workplace

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## Directions to Fountaindale Public Library District

From Chicago:
Take I-290 West. Keep left onto I-88 west. Merge onto I-355 south. Merge onto Boughton Rd. Turn left onto N. Bolingbrook Dr. Turn right onto Briarcliff Rd.
To provide exceptional education, networking, career development, and leadership opportunities that support and advance the Facility Management profession in Northern Illinois.

Sponsorship opportunities are available, please contact our chapter administrator at the e-mail listed to the left for complete details!

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