

December 12, 2007

Minutes of the regular meeting of the Board of Trustees of the Skokie Public Library held in the Skokie Public Library Board Room, Wednesday, December 12, 2007.

CALL TO ORDER

John Graham, President, called the meeting to order at 7:33 p.m.

Members present: John Graham, President; Diana Hunter, Vice President/President Emerita; Dayle Zelenka, Secretary; Richard Basofin; Susan Greer; Zelda Rich; Dr. John M. Wozniak; and Carolyn A. Anthony, Director.

Staff present: Barbara A. Kozlowski, Associate Director for Public Services; Tobi Oberman, Head of Circulation Services; Ron Oberman, Information Assistant, Youth Services.

APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF NOVEMBER 14, 2007

Mrs. Hunter made a motion, seconded by Mr. Zelenka, to approve the minutes of the regular meeting of November 14, 2007, subject to additions and/or corrections. There being no additions or corrections, the minutes were approved and placed on file.

REVIEW OF CLOSED SESSION MINUTES

After brief discussion, a motion was made by Mrs. Hunter, seconded by Dr. Wozniak:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES FINDS THAT THE NEED FOR CONFIDENTIALITY STILL EXISTS FOR THE JULY 11, 2007 AND AUGUST 15, 2007 MINUTES AND THEY SHALL REMAIN CLOSED FOR ANOTHER YEAR; THE MARCH 10, 2004, JUNE 9, 2004, OCTOBER 13, 2004, JANUARY 12, 2005, MARCH 9, 2005 AND SEPTEMBER 19, 2007 MINUTES CAN BE OPENED.

The motion passed unanimously.

CONSENT AGENDA (Financial Statements; Circulation Report; Library Use Statistics; Report(s) from Department Head(s); Correspondence; Gifts; Personnel)

Mr. Zelenka made a motion, seconded by Dr. Wozniak:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE FINANCIAL STATEMENTS, SUBJECT TO AUDIT,

AND THAT THE FOLLOWING CONSENT AGENDA ITEMS BE PLACED ON FILE:

1. CIRCULATION REPORT
2. LIBRARY USE STATISTICS
3. REPORT(S) FROM DEPARTMENT HEAD(S)
4. CORRESPONDENCE: THANK YOU NOTE TO THE LIBRARY BOARD FROM DAN AND ELLEN WEINER, CAROLYN AND JAMIE WEINER
5. GIFTS: IN MEMORY OF EVA WEINER: \$100. FROM SUSAN AND CHARLES MALTESE; \$100. FROM THE ANTHONY FAMILY; \$50. FROM DAYLE ZELENKA; \$50. FROM JANE HAGEDORN
6. PERSONNEL: HIRE: DAWN WLEZIEN, FULL-TIME SWITCHBOARD OPERATOR, CIRCULATION DEPARTMENT, EFFECTIVE DECEMBER 17, 2007; RETIREMENT: JANE HAGEDORN, FULL-TIME REFERENCE LIBRARIAN, ADULT SERVICES DEPARTMENT, EFFECTIVE FEBRUARY 15, 2007.

The roll call vote for approval was unanimous.

#### BILLS

A motion was made by Dr. Wozniak seconded by Mrs. Rich:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE BILLS, SUBJECT TO AUDIT.

The roll call vote for approval was unanimous.

#### APPOINTMENT OF LIBRARY TRUSTEE

After brief discussion, Dr. Wozniak made a motion, seconded by Mrs. Hunter:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPOINT RICHARD BASOFIN TO THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES TO FILL THE VACANCY CREATED BY THE DEATH OF TRUSTEE EVA WEINER WHOSE TERM WILL EXPIRE IN APRIL 2009.

The motion passed unanimously.

The Board welcomed Mr. Basofin. Mr. Basofin was officially sworn in by Marlene Williams, Skokie Village Clerk, prior to the meeting.

### DIRECTOR'S REPORT

USAGE----Circulation in November was down five percent in spite of a slight increase in adult book circulation. Use of audiovisual materials continues to be down in Adult and Youth Services and Youth book circulation was down nearly 9%. The Library is borrowing less through Interlibrary Loan and loaning more. Among the Library's LINKin partners for local loan, both borrowing and lending have increased. The door count was down slightly, 1.5% for the month.

CASH FLOW----At the last moment November 30, staff received notice from Cook County of the transfer of funds sufficient to enable the Library to cover the payment due that day on bonded indebtedness from the building program. Earlier in the week, staff had received notice of funds sufficient for the payroll. Therefore, the Library did not need to borrow any money from the Village. Nevertheless, the cash flow situation was tight enough that it was good to have a back-up plan in place.

LIBRARY LEVY----Mrs. Anthony attended the Village Board meeting for the presentation of the 2007 levy. As in past years, the Village featured the fact that it has not increased property taxes in 17 years while showing the Library levy up 6%. There were no questions or comments about the Library's levy. Mrs. Anthony will attend the second hearing December 17 at which time the levy will be finalized. Mrs. Anthony can then begin working on the budget for FY 2009.

STAFF GIVING----Staff have again been generous in giving to Skokie's Assist-a-Family and to the United Way. Staff contributed over \$700. to the Assist-a-Family campaign which will distribute gift cards to a record number of families in need this year. Contributions to the United Way annual campaign were up nearly 7% this year with one third of the staff participating in the drive.

BOOK SALES----Youth Services Staff arranged for a benefit days fundraiser at Barnes & Noble Old Orchard for the Sunday after Thanksgiving. Linda Sawyer and Cathy Maassen also wrapped purchases for tips in the afternoon. They raised over \$700. for use in Youth Services programming.

December 15 and 16, the Library will have a big book sale in the Mary Radmacher Meeting Room to work down an oversupply of books and media, garnered from gifts and weeding of the collection. Special pricing will be in effect.

COMMUNITY ACTIVITIES----Mrs. Anthony attended the Chamber Legislative Breakfast, along with Trustee Diana Hunter and staff members Frances Roehm, Toby Greenwalt and Richard Kong. All of Skokie's State representatives appeared on the panel as well as Cook County Board member Larry Suffredin and a representative for Congresswoman Jan Schakowsky. All tried to distance themselves from the turmoil in Springfield (and at the County) while explaining what they were trying to do to bring benefit to Skokie.

PROFESSIONAL ACTIVITIES----Mrs. Anthony attended a meeting of an ILA committee which is revising the State standards for libraries as outlined in Serving Our Public. After the initial meeting in-person in Lincoln, Illinois, most of the work will be done electronically. The committee reviewed input received from the fall ILA conference and a subsequent survey. The timetable calls for a draft of the new standards to be ready by Fall, 2008, with a new document issued by late winter of 2009. So far, there seems to be agreement that the new standards should be in electronic form for ease of access, distribution and update. People would like to see more about technology and about the library's relation to the community including partnerships and marketing.

On December 11, Mrs. Anthony moderated a panel on "Green Construction" at the Design Institute sponsored by *Library Journal*, held at the Harold Washington Library Center. Over 150 librarians and architects registered for the session. A two-page handout on Skokie Public Library's green roof was distributed to all attendees.

STAFF DAY----Staff Day 2007 will be held December 14 at the Library. The focus of the program is Library 2.0 which is as much concerned with responding to the community as with technology. Staff have been working hard over the past two months to complete self-paced training exercises on "10 Things". The exercises introduced staff to blogs, RSS feeds, Wikis, instant messaging and more, and asked that individuals completing each exercise reflect in their blog how the technology might be useful in Library applications. Feedback has been largely positive. It will be interesting to see what developments come of this investigative process. Board members are welcome to attend any or all portions of the day's program.

#### INTERIM REPORT ON GOALS AND OBJECTIVES

Lengthy discussion continued regarding the Interim Report on Goals and Objectives for Fiscal Year 2008 as the Board went page by page with their comments and concerns.

The Board was impressed with many of the accomplishments in the first half of the year. Some members were concerned about changes in allocation of staff time and in a

perceived shift in attitude toward public service. Mrs. Anthony stated that staff remain focused on public service, but the nature of that service is changing as more services are provided virtually. The desire to handle more routine transactions through self-check is to enable staff to spend more time pulling holds, handling requests for LINKin or Library Express service and informing new residents about Library services when they sign up for a library card.

Mr. Graham asked that staff quantify or get an assessment of the services the Library provides to small businesses vs the energy being expended on the part of the staff. Mrs. Anthony will report on this at a future meeting.

Mrs. Anthony distributed the 'official' comments from patrons regarding the self-service checkout on the east side. Discussion continued re the physical remodeling being a concern and the inability to checkout DVDs if a fee is required.

Mrs. Oberman commented that having self check out only at the east circulation desk was a trial for staff too. Comments from the public ran about 50-50 but the public became educated in not only using self check but learning that there were return slots on the east side. She believes the trial was extremely successful.

Finally, a motion was made by Mr. Zelenka, seconded by Dr. Wozniak:

**MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES  
ACCEPT THE GOALS AND OBJECTIVES INTERIM REPORT FOR  
FISCAL YEAR 2007-2008 AS PRESENTED.**

The motion passed unanimously.

#### EAST SIDE CIRCULATION DESK

Tobi Oberman, Head of Circulation Services, said that technology has made much advancement to aid us in our daily lives. She believes this changing technology will continue to have implications on the way that the Library operates and serves the public. Self checkout is not new by any means. The Library's first machine was installed in the early 90s when we still had 3M security. The machine was not heavily used even though it was located on a checkout counter near a staff member. It accounted for about 5% of library circulation.

As the years passed the technology/software of these machines improved greatly. The machines became much more patron and staff friendly. As privacy and confidentiality issues began to rise to the surface, the idea of self checkout became even more desirable to both patrons and staff. When the Library instituted security and RFID with

Checkpoint, two self checkout machines were purchased. One was located near the west side circulation desk and one was located on the second floor. Unfortunately, neither machine was well used. Staff ran promotions and staff were stationed at these machines to teach patrons how to use them. Many patrons were afraid that staff would lose their jobs with the advent of the self checkout machine. Patrons were re-assured that this was not the case at all. After the promotion was over folks were still not using the machines. Self check accounted for about 10% of Library circulation.

This past year has brought about much discussion about re-allocation of staff to better address new responsibilities. Staff felt that this might be the perfect opportunity to once again look at the self check issue. With two entrances/exits the Library had a perfect scenario to try one side as full service and one side as self-service. The decision was made to set up a three month trial test on the east side, knowing that, given the choice, the patron would have a staff member do the transaction for them instead of doing it for themselves 90% of the time. Thinking about the whys Administration decided that an intensive training program was needed. Staff recognized that some people might be afraid of technology – of what they didn't understand. The test began on September 5, 2007. As to not cause patrons unnecessary anxiety staff did not pre-announce or advertise this trial. As patrons came in they were taught how to use the machines. It was also explained that the west side entrance/exit was full service.

Give-aways were offered for trying the self check. Comment sheets were put on the desk so patrons could express how they felt about their experience. Mrs. Oberman distributed patron comment sheets. The comments do run full circle. Kids in particular like the service. Many seniors were surprised at how simple the process is. It was most difficult for families with small children that needed tending while things were being checked out. Patrons tend to park on one side of the building and do not want to go to the other side. And, patrons were still afraid that staff would lose their jobs.

The physical set up for the trial was not ideal. If it were, I'm sure that staff would have even more of a positive response. As far as staffing goes, there will always be someone stationed at the east side to give help, aid in other circulation functions and act as a greeter. For years staff have talked about having an information desk to direct and welcome patrons as they come into the building.

More patrons recognize that the Library has indoor book returns on the east side. Staff know this because the book returns are now being emptied more frequently. The west side checkout desk is also receiving more business and Mrs. Oberman has had to adjust

staffing accordingly. The intent of self check was never to have less staff. This particular service is to provide a choice for Library patrons. It is especially quick and easy to use if you are only checking out a few items. Self check also provides greater privacy. It is even easier with RFID than with the previous system in which barcodes had to be lined up with laser beams.

Change is always difficult. When it can't be done the way it has always been done it can be frustrating. Staff have had to change several internal procedures to accommodate the self check, for example the way teacher cards are issued. On the positive side, it's always good to re-examine why you do things the way you do them.

Library staff was never abandoning a service philosophy or attempting to inconvenience patrons. On the contrary, staff are striving and will continue to strive to be the best that we can be and to accommodate wide varieties of patrons who hold different ideas on what great customer service really is.

For Mrs. Oberman, this trial period, has been 100% successful in terms of training the public. As the monthly Board reports indicate, the stats for self check have increased dramatically. In terms of our community the notion of east side self checkout only may be a little ahead of its time. More and more people are learning that the Library has a west side parking lot and understand that if they want full-service they should park on the west side.

Circulation staff provide many services beyond check-out and check-in of library materials. Staff register patrons for new cards, renew cards and sign patrons up for email notification of library programs and circulation news. Staff process all hold requests, cancel all holds requests, handle all of the financial aspects of late returns and lost materials, including working with the collection agency; staff check the shelves for missing items and items claimed returned. The telephone is answered with a live body at all times. Introduction of new services, such as placing holds on DVDs, cleaning DVDs, checking for titles for LINKin, and processing materials for Library Express added additional duties but not additional staff.

Mrs. Oberman recommends continuing self check as the primary means of checkout on the east side while resuming the collection of fines and other circulation services at the east side desk. The staff member could also provide checkout for anyone asking for that assistance. Self check would also continue to be offered as an option at multiple locations. It will be interesting to see whether the recent intensive introduction to self check will result in more people using the service voluntarily.

A motion was made by Mr. Zelenka, seconded by Mrs. Greer:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE CONTINUING SELF CHECK AS THE PRIMARY MEANS OF CHECKOUT ON THE EAST SIDE WHILE RESUMING THE COLLECTION OF FINES AND OTHER CIRCULATION SERVICES AT THE EAST SIDE DESK. A STAFF MEMBER WILL ALSO PROVIDE CHECKOUT FOR ANYONE ASKING FOR THAT ASSISTANCE. SELF CHECK WOULD ALSO BE OFFERED AS AN OPTION AT MULTIPLE LOCATIONS.

The motion passed unanimously.

#### EQUIPMENT PURCHASE FROM CHECKPOINT

Mrs. Anthony stated that at the present time, the Library has three self check machines, two of which are at the East side Circulation Desk and one near the West entrance. Presently, the machines are handling over 25% of the Library's monthly circulation. Staff would like to have a self check machine on the second floor as there was a machine there for a while and patrons have asked for it back. The machines in the Library now cost about \$20,000. each. With the current offering from Checkpoint, the Library could purchase an additional self check station, installed, for \$10,490.00.

Tobi Oberman, Head of Circulation, is also asking to purchase new patron counters for the Library entrances. The current counters must be manually read, at present checked once per week. Occasionally, the counters are accidentally reset or malfunction for some reason which may not be discovered for days. The new counters (two for each entrance) will send counts wirelessly to an IP address, allowing staff to compile daily or hourly counts as well as weekly totals. This should enable staff to get more precise information re the number of people coming into the Library. Counters for both entrances would cost \$3,915.00.

Mrs. Anthony recommends purchase of the equipment as described for a total of \$14,405.00.

A motion was made by Mrs. Rich, seconded by Dr. Wozniak:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE PURCHASE OF ONE SELF CHECK STATION FROM CHECKPOINT FOR \$10,490.00 AND FOUR COUNTERS FROM CHECKPOINT FOR \$3,915.00.



The roll call vote for approval was unanimous.

Tobi Oberman and Ron Oberman left the meeting at 8:40 p.m.

#### RENEWAL OF INSURANCE COVERAGES

Mrs. Anthony said the Board needs to renew the Library's insurance coverages this month. The quotation for liability and the business package was prepared last month so did not include the latest appraisal values which were received in October. Those values were about 6.5% higher and will result in an estimated \$1,500. increase to the quotation of \$15,568., according to Tom English, our insurance representative. Even at the higher level of approximately \$17,068., the increase from last year is less than 5%. The quotation for Directors and Officers insurance is less than last year.

Mrs. Anthony recommends renewal of the insurance coverages as submitted by Boyle, Flagg & Seaman.

A motion was made by Dr. Wozniak, seconded by Mrs. Hunter:

**MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE INSURANCE PROPOSAL FROM TRAVELERS FOR PACKAGE, INLAND MARINE AND AUTOMOBILE, \$40,936.; UMBRELLA, \$9,663; AND BOILER AND MACHINERY, \$4,079. FOR A TOTAL OF \$54,678. AND THE INSURANCE PROPOSAL FROM ILLINOIS PUBLIC RISK FUND FOR WORKERS' COMPENSATION. FOR \$32,953. FOR THE SKOKIE PUBLIC LIBRARY FOR DECEMBER 15, 2007 THROUGH DECEMBER 15, 2008 AS PRESENTED BY BOYLE, FLAGG & SEAMAN, INC.**

The roll call vote for approval was unanimous.

#### DIRECTORS & OFFICERS COVERAGE

A motion was made by Mrs. Rich, seconded by Mrs. Hunter:

**MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE QUOTE FROM GREAT AMERICAN INSURANCE COMPANY FOR DIRECTORS AND OFFICERS LIABILITY COVERAGE FOR 2008 IN THE AMOUNT OF \$6,574.00 WHICH INCLUDES SEPARATE AGGREGATES OF \$5,000,000 EACH FOR DIRECTORS AND OFFICERS COVERAGE AND FOR EMPLOYMENT PRACTICES COVERAGE.**

The roll call vote for approval was unanimous.

ANNUAL TAX INCREMENT FINANCE REPORT FOR FY ENDING APRIL 30, 2007

The Annual Tax Increment Finance Report for FY Ending April 30, 2007 was noted.

“LEVY REQUEST LOWERED, AT THE VILLAGE’S REQUEST” BY LYNNE STIEFEL, PIONEER PRESS, NOVEMBER 22, 2007

The article was noted.

“TIME TO SET LIBRARY’S SIZE?” BY LYNNE STIEFEL, PIONEER PRESS, NOVEMBER 22, 2007

The article was noted.

LIBRARY PRODUCTION STUDIO CHANNEL 24

The December 2007 Cable Guide was noted.

NORTH SUBURBAN LIBRARY SYSTEM

Mr. Zelenka did not have a report.

The letter from Dale Ann Lawrence of NSLS regarding the NSLS Group Insurance Plan Trust Balance was noted.

COMMENTS FROM TRUSTEES

There were no comments.

CLOSED SESSION

At 8:45 p.m. a motion was made by Dr. Wozniak, seconded by Mrs. Greer:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES GO INTO CLOSED SESSION TO DISCUSS LAND ACQUISITION.

The motion passed unanimously.

The Board took a short break. The meeting resumed at 8:50 p.m. Discussion followed.

Adjournment

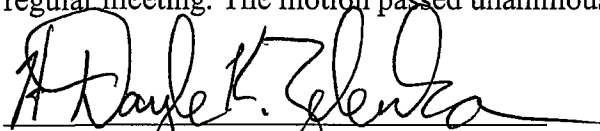
At 9:05 p.m. a motion was made by Dr. Wozniak, seconded by Mr. Zelenka:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES ADJOURN FROM CLOSED SESSION AND RETURN TO OPEN SESSION.

The motion passed unanimously.

ADJOURNMENT

At 9:05 p.m. a motion was made by Mrs. Rich, seconded by Dr. Wozniak to adjourn the regular meeting. The motion passed unanimously.

A handwritten signature in cursive script, appearing to read "Dayle Zelenka", written over a horizontal line.

Dayle Zelenka, Secretary