

October 15, 2008

Minutes of the regular meeting of the Board of Trustees of the Skokie Public Library held in the Skokie Public Library Board Room, Wednesday, October 15, 2008.

CALL TO ORDER

Diana Hunter, President/President Emerita, called the meeting to order at 7:30 p.m.

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

Member absent: Susan Greer.

Staff present: Barbara A. Kozłowski, Associate Director for Public Services; Mark Kadzie, Network Manager.

The Board viewed the DVD created for the Institute for Museum and Library Services by the History Channel on the 2008 National Medal.

Mrs. Hunter asked the Board to move the regular order of business and begin with Network Upgrade. The Board agreed.

NETWORK UPGRADE

Mr. Kadzie said Board approval is sought for the purchase of network equipment to upgrade the Library's network switching infrastructure. The specific proposal is for \$82,877.87 in HP Procurve switching equipment for a full network switching upgrade. This price does not include separate HP trade-in rebates.

The Library's computer network consists, in part, of a single central "core" switch and eight "access" (also known as edge or leaf) switches. One can think of the "core" switch as the hub or axle of an imaginary wheel and the access switches as the wheel's spoke endpoints. Network traffic from all over the Library goes from desktop computers, through an access switch, to the core, and from there to its ultimate destination.

There are two compelling reasons for upgrading the switching network at this point in time. One reason is that the "end of life" for the eight access switches was announced by Cisco in 2005. According to Cisco, support for these switches ends in May of 2011. The other reason is that, as far as the technology budget hardware replacement cycle is concerned, the Library is in a good place between major desktop computer purchases. The overwhelming majority of the Library's public and staff desktop computers have been replaced over the last two years. These purchases represent the largest single

expenditures for each of the last two years. This network upgrade will be the largest technology expenditure of this current fiscal year. If staff do nothing now, in two years the desktop computer replacement cycle will begin again, coinciding with the end of Cisco support for the access switches.

The Library will see immediate benefits from upgrading its switching network:

Increased reliability

The central core switch has always represented a single point of failure of the network. The solution we have developed addresses this by providing full redundancy.

Gigabit to the desktop

The last 20 years has seen the evolution of network speeds from 10Mbps to 100Mbps to 1Gbps. Today's desktop computers come standard with 1Gbps network cards that currently plug in to 100Mbps switch ports. The proposed solution will bring gigabit speeds to every computer in the Library, to help meet the growing demand for network bandwidth.

Increased uplink speeds

Speeds will increase from 1Gbps to 10Gbps. Basically this means larger pipes for data to flow from the network closets on the first two floors to the data center on the third floor. This will prevent network traffic bottlenecks from the increased desktop capacity.

Hardware longevity

Purchasing a solution that, being the latest vendor offering, sits at the crest of the technology wave will provide the Library with a more robust network with enough bandwidth capacity for the next 8 to 10 years.

Over two months were spent in the research, design, and evolution of this network upgrade proposal. Staff worked with Cisco and HP, the two largest networking vendors, to engineer switching designs. Staff started out intending only to replace the access switches now and address the core switch next year, but the economies of scale were such that it makes sense to upgrade both at the same time. Cisco's competitive price quote was just over \$95,000, which included equipment trade-in discounts.

After brief discussion, Mrs. Rich made a motion, seconded by Mr. Zelenka:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVES THE PROPOSAL FROM MERIDIAN IT FOR PURCHASE OF NETWORK EQUIPMENT TO UPGRADE THE LIBRARY'S

NETWORK SWITCHING INFRASTRUCTURE IN THE AMOUNT OF \$82,877.87.

The roll call vote for approval was unanimous. Mr. Kadzie left the meeting at 7:42 p.m.

APPROVAL OF THE MINUTES OF THE REGULAR AND CLOSED MEETINGS OF SEPTEMBER 10, 2008

Mr. Graham made a motion, seconded by Mr. Basofin, to approve the minutes of the regular and closed meetings of September 10, 2008, subject to additions and/or corrections.

There being no additions or corrections, the minutes were approved and placed on file.

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

Mr. Zelenka made a motion, seconded by Mr. Graham:

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. GIFT: \$10. FROM PETER J. SCHMOOKLER IN APPRECIATION
5. PERSONNEL: PROMOTION: DAWN WLEZIEN, FROM FULL-TIME SWITCHBOARD OPERATOR, CIRCULATION DEPARTMENT, TO FULL-TIME ADMINISTRATIVE ASSISTANT FOR HR AND PROGRAMMING, ADMINISTRATIVE OFFICE, EFFECTIVE SEPTEMBER 15, 2008; HIRES: AMALIA RANGEL, FULL-TIME SWITCHBOARD OPERATOR, CIRCULATION DEPARTMENT, EFFECTIVE SEPTEMBER 15, 2008; THERESA FINLAY, PART-TIME SECURITY GUARD, MAINTENANCE DEPARTMENT, EFFECTIVE OCTOBER 3, 2008; TERMINATION: INGRID KOCJAN, PART-TIME CIRCULATION CLERK, CIRCULATION DEPARTMENT, EFFECTIVE OCTOBER 8, 2008.

The vote for approval was unanimous.

BILLS

A motion was made by Mr. Graham, 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.

DIRECTOR'S REPORT

IMLS AWARD----The big news this month is the notice that the Skokie Public Library has been selected as one of five libraries to receive the National Medal for Library Service from the federal Institute of Museum and Library Services. Board Vice President John Graham, community representative Aleks Krapivkin and Mrs. Anthony attended the ceremony and reception at the White House. Photos and news have been posted on the Library website. Some of the notes of congratulation have been posted in the third floor hallway for all to read. There will be a reception for the community here at the Library Sunday, October 26 from 3 to 5 pm. This overlaps with the Village reception which ends at 4 pm, allowing Village officials to come share in the Library's celebration. It is truly an honor for the Library to be nationally recognized for "making a difference in the community."

Mrs. Anthony reported on her trip to Washington, D.C. and distributed information prepared by Manager of Public Information and Programs, Christie Robinson, on possible uses of the \$10,000. grant from IMLS. The Board was asked to think about ideas for possible use and this will be discussed at the November Board meeting.

USAGE----Circulation in September was up less than 2% from last September, with the biggest gains on the Bookmobile, perhaps in part because of the warm and pleasant weather. LINKin use is up 34%, representing unintermediated resource sharing that may help to account for the 15% decrease in the number of loans through Interlibrary Loan. Circulation to the school districts is up thanks to diligent work by Assistant Department Head Susan Carlton. Use of digital collections is up sharply, with downloadable audiobooks as the most popular format. The gate count for the month was up a strong 11%.

PARKING LOT----There have been some delays with utility disconnection and the permitting process, but the construction fence should go up October 6 and work will begin with demolition of the house. A preconstruction meeting was held October 3,

allowing all involved parties to meet, discuss anticipated changes and obstacles to be overcome. The chief difficulty is getting Commonwealth Edison to install the underground sleeve and conduit that will enable us to remove the power lines that cross the lot. The engineers have determined that we can work around this, if need be.

AV SALE----We held a special sale of audiovisual items September 21 because of recent withdrawal of a large number of videotapes and books on tape. The sale brought in \$578.

Mrs. Hunter asked where the AV sale was publicized.

SARA READER----A new SARA computerized reader for persons with visual disabilities has been installed on the second floor in one of the study rooms. The computer can read in multiple languages and has much improved voice quality over the early Kurzweil reader which the Library owned. A small plaque in the room recognizes former Board member Eva Weiner for her leadership in initiating the SALS program.

ILA CONFERENCE----The Illinois Library Association Conference, held at Navy Pier September 24-26 was the best attended ILA Conference yet. Mrs. Anthony presented on the Library Support Staff Certification Program being undertaken by the ALA Allied Professional Association since she is the Public Library Association's representative to that Task Force. Mrs. Anthony was also one of the presenters at a hearing on the draft revision of the State standards for public libraries *Serving Our Public*. The Fundraising Committee which she chairs raised over \$1900. in a raffle and over \$7000. in the tribute to Peggy Sullivan, with more than 100 contributors to that campaign benefitting the ILA Endowment. Deborah Grodinsky, Head of Adult Services, presented on Library Express; Toby Greenwalt, Virtual Services Coordinator, on the 10 Things campaign and Jan Watkins, Head of Youth Services, on the Bechtal fellowship program. Tobi Oberman, Head of Circulation Services, ran the raffle and tended the exhibitors. The Library sponsored two authors at the Illinois Author luncheon, including our own staff member Hal Schweig.

MAINTENANCE AGREEMENT ON AUDIOVISUAL EQUIPMENT

Mrs. Anthony requested Board approval of renewal of the Service Maintenance Agreement for coverage of audiovisual equipment and connections by AVI Systems for the year from 10/31/08 to 10/31/09 for \$10,000. The gold service level includes two comprehensive maintenance visits per year for cleaning, alignment and minor repairs as well as priority response to calls regarding equipment malfunction or failure according to a specified timeline.

The Library continues to benefit from the attention of a service representative who not only knows the Library's system, but lives in the area and uses the Library so accords the Library special attention.

Much of the equipment was installed during construction 2002-2003 and is aging. One plasma was replaced this past year and staff will plan for scheduled replacement of other equipment in 2009-10.

A motion was made by Mr. Graham, seconded by Mr. Zelenka:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVES THE RENEWAL OF THE SERVICE MAINTENANCE AGREEMENT FOR COVERAGE OF AUDIOVISUAL EQUIPMENT AND CONNECTIONS BY AVI SYSTEMS FOR THE YEAR 10/31/08 TO 10/31/09 IN THE AMOUNT OF \$10,000.

The roll call vote for approval was unanimous.

REPORT ON WEST PARKING LOT

Mr. Graham reported that construction on the west parking lot should begin Monday, October 20. Mr. Graham commended Rich Simon, Head of Maintenance, for keeping the project moving forward while Mrs. Anthony was in Washington.

HVAC PROPOSAL FOR ADDITIONAL HEAT

Richard Simon, Head of Maintenance, has recommended additional heat for the Mary Radmacher Meeting Room and the Women's restroom near the stairs on the main floor. The Library received a number of patron comments regarding temperature in these areas last winter. Something that happened in the changes in the ductwork during construction seems to have decreased the heat in the Women's restroom.

Mrs. Anthony distributed a proposal for supplemental heat in these two areas from North Town Mechanical Services in the amount of \$13,222. Mrs. Anthony recommends approval of this proposal.

Mr. Graham made a motion, seconded by Mr. Basofin:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE PROPOSAL FROM NORTH TOWN MECHANICAL SERVICES FOR SUPPLEMENTAL HEAT IN TWO AREAS IN THE AMOUNT OF \$13,222.

The roll call vote for approval was unanimous.

REPORT ON E-COMMERCE

Mrs. Anthony reported that the Board approved purchase of the Ecommerce software from Innovative Interfaces in January, 2006. There were a number of steps involved in actually implementing the service, resulting in some delays, but Ecommerce was offered to the public for remote payment of Library fines and fees in February, 2008. Briefly, staff needed to establish online payment policies, contract for a secure payment page, obtain a merchant certificate, and post information about procedures for the public. Staff added the step of using a password to get into a user account to protect individuals' privacy.

Mrs. Anthony distributed the following: a page of the associated policies, a report from Circulation Department Head Tobi Oberman and a chart of collections for the six month period from March through August, 2008. Without much publicity, the Library has collected over \$1,000. per month through Ecommerce. It is very popular with the public for the convenience of paying from home and the privacy of paying what many see as an "offender debt" without face to face contact with a staff member. Staff have established a dedicated, secure computer for payment purposes near the west circulation desk so that patrons within the building also have the option of paying with that method.

Fees for credit card processing on collection of \$8,886.67 over the six month period were \$506.84 (plus a one-time setup fee of \$120.) This represents 5.7% of collections. Staff are looking into options of credit card processing through ALA or Illinois Pays to minimize that overhead. Staff have had no complaints from the public and have encountered no problems since implementation of Ecommerce. It seems clear that this is a popular service that responds to user preference in payment of fines and fees. In addition to payment of overdue fines and charges for lost materials, users may pay fees for DVD use and Library Express that have accrued to their account.

The Board thanked Mrs. Anthony for her report.

LIBRARY PRODUCTION STUDIO CHANNEL 24

The October 2008 Cable Guide was noted.

NORTH SUBURBAN LIBRARY SYSTEM

Mr. Zelenka said there is limited news from NSLS this month. Here are the only potential points of interest from last month's meeting:

1. NSLS received and reviewed the Annual Audit from Sikich LLP. There were some minor changes in format, but it was a clean, positive report.

2. The new calendar system adopted by all of the state's library systems was demoed. It is a modified version of the calendar developed by NSLS.
3. The Legislative committee presented Skip Mosshamer's Advocacy/Activism challenge to the full board.
4. There was an update on the business of the Library Partnership Trust (LPT), NSLS's 501(c)3 wing.

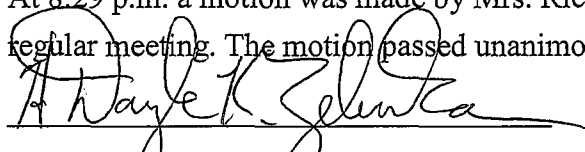
COMMENTS FROM TRUSTEES

Mr. Graham reported on his discussions with trustees from the other IMLS award winning institutions.

The Board suggested running the IMLS DVD continuously on the plasma screens at the October 26 Open House.

ADJOURNMENT

At 8:29 p.m. a motion was made by Mrs. Rich, seconded by Mr. Zelenka to adjourn the regular meeting. The motion passed unanimously.



Dayle Zelenka, Secretary