

June 9, 2004

Minutes of the regular meeting of the Board of Trustees of the Skokie Public Library held in the Skokie Public Library Board Room, Wednesday, June 9, 2004.

CALL TO ORDER

Richard Witry, Vice President, called the meeting to order at 7:32 p.m.

Members present: Richard Witry, Vice President; Zelda Rich, Secretary; Susan Greer (arrived at 8:09 p.m.); Diana Hunter; Eva Weiner; John M. Wozniak; and Carolyn A. Anthony, Director.

Member absent: John J. Graham, President.

APPROVAL OF THE MINUTES OF THE REGULAR AND ANNUAL MEETINGS OF MAY 12, 2004

Dr. Wozniak made a motion, seconded by Mrs. Rich, to approve the minutes of the regular and closed meetings of May 12, 2004, subject to additions and/or corrections. There being no additions or corrections, the minutes were approved and placed on file.

After review of the Skokie Public Library closed minutes, Mrs. Hunter made a motion, seconded by Mrs. Rich:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES OPEN THE FOLLOWING SKOKIE PUBLIC LIBRARY CLOSED MINUTES: JUNE 11, 2003; JULY 9, 2003; DECEMBER 10, 2003; APRIL 14, 2004. THE BOARD FINDS THAT THE NEED FOR CONFIDENTIALITY STILL EXISTS FOR THE MARCH 10, 2004 MINUTES.

The motion passed unanimously.

CONSENT AGENDA (Financial Statements; Bills; Circulation Report; Library Use Statistics; Annual Reports F.Y. 2003-2004; Report(s) from Department Head(s); Correspondence; Personnel)

Mrs. Hunter asked about the low attendance at author Libby Hellman's program. Mrs. Hunter also mentioned that attendance at the May 18 book discussion was low with 21 people attending. She opined that, if that is a typical and desirable attendance, then consideration should be given to having a single staff member handle the discussion. After discussion, Dr. Wozniak made a motion, seconded by Mrs. Weiner:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE FINANCIAL STATEMENTS AND BILLS, SUBJECT TO AUDIT, AND THAT THE FOLLOWING CONSENT AGENDA ITEMS BE PLACED ON FILE:

1. CIRCULATION REPORT
2. LIBRARY USE STATISTICS
3. ANNUAL REPORTS F.Y. 2003-2004 (GENERAL OPERATING FUND; RESERVE FUND FOR THE PURCHASE OF SITES AND BUILDINGS; 2001 BUILDING PROJECT; STATISTICAL SUMMARY; PROGRAM STATISTICS; ADULT SERVICES DEPARTMENT; INFORMATION DESK STATISTICS FY 2003-2004; DATABASE USAGE FY 2003-2004; TECHNICAL SERVICES DEPARTMENT; YOUTH SERVICES DEPARTMENT)
4. REPORT(S) FROM DEPARTMENT HEAD(S)
5. CORRESPONDENCE: LETTER TO THE HONORABLE IRA I. SILVERSTEIN, STATE SENATOR, FROM CAROLYN A. ANTHONY DATED JUNE 2, 2004 RE MEMBER INITIATIVE GRANT
6. PERSONNEL: HIRE: THEODORE D. QUIBALLO, PART-TIME COMPUTER ASSISTANT, YOUTH SERVICES DEPARTMENT, EFFECTIVE JUNE 2, 2004; RETIREMENT: EARLEEN MYERS-HICKEY, SENIOR CATALOGER, TECHNICAL SERVICES DEPARTMENT, EFFECTIVE JUNE 30, 2004.

The motion passed unanimously.

INVOICE NO. 0064633 FROM O'DONNELL WICKLUND PIGOZZI AND PETERSON FOR \$692.40 DATED MAY 7, 2004

Mrs. Anthony said that the Library will not be charged further for Mr. Lesniak's time unless he comes to the Library for a meeting.

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

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE PAYMENT OF INVOICE NO. 0064633 FROM

O'DONNELL WICKLUND PIGOZZI AND PETERSON FOR \$692.40
DATED MAY 7, 2004.

The motion passed unanimously.

APPLICATION AND CERTIFICATE FOR PAYMENT FROM CAMOSY
INCORPORATED FOR \$50,970.00 DATED MAY 31, 2004

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

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE FINAL PAYMENT TO CAMOSY, INCORPORATED, IN THE AMOUNT OF \$50,970.00 PENDING RECEIPT OF PROPER DOCUMENTATION AND COMPLETION OF OUTSTANDING ITEMS, IE, SIGNS FROM ASI AND SEALCOATING THE PARKING LOT.

The motion passed unanimously.

DIRECTOR'S REPORT

USAGE--Circulation in May was up eight percent this year over last May although excitement about the building completion was already quite high last spring. It is exciting to see the circulation of books to children up twelve percent in the Library and over eighteen percent on the Mobile Library. The increase in the use of self-check is due in large part to the fact that not all were installed last May. Interestingly, the growth in the gate count mirrors the circulation increase.

MEMBER INITIATIVE GRANT--We received \$20,000.00 from the State of Illinois due to a Member Initiative Grant sponsored by State Senator Ira Silverstein. The grant was for computers for the Youth Services Computer Lab which were purchased nearly two years ago. With the recent and continuing fiscal problems of the State, it has taken two years to get the funds released.

ARCHKIDECTURE--Youth Services plans to host an exciting, interactive exhibit to introduce children to the concepts of architecture. The exhibit will be on the floor in Youth Services throughout September and October thanks to supportive grants of \$300. each from OWPP and Berglund Construction. Several programs will also be planned in connection with the building theme. ArchKIDecture is an independent architecture education project that encourages kids to explore and participate in the built environment.

FESTIVAL OF CULTURES--In spite of the rain the weekend of May 22-23, thousands of people turned out for the 14th Annual Skokie Festival of Cultures and the Library was much in evidence. Once again, the Mobile Library was parked at the Festival and staff sat at a table in front of the vehicle, distributing literature and talking with passers by. Library staff also ran the Children's Tent, under the direction of Cathy Maassen of Youth Services. Children enjoyed face painting, musical instruments, costumes, Bahama braids and other crafts and many left with a Library balloon. President John Graham spoke at the Festival opening.

DOWNTOWN SKOKIE--Several staff members, Mr. Witry and Mrs. Anthony attended a called meeting at Oakton Community College to review the proposed plans by consultants for downtown Skokie. Village staff members, other local officials, developers and citizens sat together at tables and talked about their dreams for downtown. The Library is seen as the western anchor for Skokie's downtown.

BUILDING PROJECT

Mrs. Anthony reported that the final payment for Camosy, the general trades contractor, is \$50,970.00, not \$43,201.00 as she had indicated. The difference is an amount of \$7,769.00, a change order for nineteen additional stack ends, which was approved by the Board in December, 2003, but inadvertently not added to the contract sum for Camosy. Berglund has received final waivers of lien from Camosy and there are only a couple outstanding items for them to complete: provision of several additional stack end signs and seal coating the parking lot. Berglund recommends approval of final payment to Camosy, with the check to be held until these last matters are completed. Mrs. Anthony agrees with this recommendation.

Final payment to Monaco was approved by the Board in April. That check has not been released, pending sign-off by the mechanical engineer from OWPP. A new balancing test, incorporating the entire cooling system, has been completed. Some minor adjustments are being made by the controls company. Clearance from OWPP is expected soon.

After Connectivity failed to meet deadlines for completion of punch list work in May, it appeared that they might be abandoning the job. Construction Manager, Jim Dyer, began to work with another electrician to get a quote for completion of outstanding work. Today, Mrs. Anthony had a call from Guy Willis, Jr., father of Guy Willis III, of Connectivity. He told Mrs. Anthony that he was now in Minnesota and personally involved in trying to resolve incompleted work at the Library. He detailed calls made to

get product to ship earlier than planned. He gave Mrs. Anthony his office and home phone numbers. It appears that Connectivity intends to complete the job.

HEALTH INSURANCE – CHANGE IN BENEFIT

Mrs. Anthony explained that the Library's employee insurance programs are currently with NSLS and will be renewing July 1. Rates for the coming year are not available yet, although we have an indication that increases will be moderate and there will be a couple of additions to benefits. These include a certain amount of coverage for a colonoscopy exam and a \$200. vision benefit every two years.

The Board had suggested that we review the health insurance benefit for FY '05 to see if the Library could do more for employees since the increase in costs last year constrained us in selection of plan level and percent of coverage. Based on projected costs for FY '04, the Library agreed to pay 80% of individual costs for the Bronze level of coverage and 65% of the family plan at the Bronze level. Because some employees elected to make other arrangements, we underspent the Health Insurance budget line by over \$63,000. in FY '04.

Because open enrollment for health insurance will be in July and the Board does not meet again until July 14, Mrs. Anthony recommends consideration of a change in coverage based on projected costs. We have budgeted \$415,000. for employee insurance in FY '05. Approximately \$10,700.00 will be needed for life insurance and \$5,460.00 for NSLS for administration of the insurance program for a total of \$16,160.00. Subtracting this amount from the \$415,000. budgeted leaves \$398,840. for health and dental insurance.

The biggest complaint from staff last year was about the differential in the percentage coverage between individual and family plan as we used to pay the same percentage regardless of type of plan needed. Based on last year's costs, we could have covered 80% of the total premium for Bronze level plan for individual and/or family for a cost of \$323,513.38. The same 80% coverage for the Silver level plan would have cost \$392,703.65. We have been told by NSLS that Bronze level costs probably will not increase for FY '05 while Silver level costs will increase slightly. If all employees were to select the same type of coverage (single, family, etc.) 80% coverage at the Silver level would allow for less than a 2% increase in cost. Payment of 75% of total premium at the Silver level would have cost \$385,963.56 in FY '04 and our '05 budget would allow for only a 3.3% increase. Payment of 70% of total premium at the Silver level would have cost \$360,232.66 in FY '04 and our '05 budget would allow for an increase of 10.7%.

The difference between the Bronze and the Silver plan is sufficient to make it a more attractive offering. For example, the Calendar Year deductible is \$750. per person for In-Network providers under the Bronze plan, but only \$500. per person with Silver; the prescription drug benefit is better, etc. Mrs. Anthony distributed a chart showing current participants in the NSLS health insurance program and the plans and percentages paid.

Mrs. Anthony recommends that the Board adopt coverage of the Silver Plan at 80% for individuals and 65% or more of family, contingent on rates to be announced and the Library's ability to pay within the budget as adopted.

Discussion followed. A motion was made by Mrs. Hunter, seconded by Dr. Wozniak to table health insurance until the July Board meeting when new rates will be available. The motion passed unanimously.

AV MAINTENANCE AGREEMENT

Mrs. Anthony said that the Library is in need of a maintenance agreement to cover preventive maintenance on all of our recently installed audiovisual equipment and to establish a preferred relationship for obtaining service on the equipment as needed.

Although audiovisual equipment was installed in various phases of the building project, MCSI (Media Consultants. Systems Integrators), the installing contractor, had the Library sign a final acceptance form in November, 2003, when the project was completed. The form affixed a warranty start date for all equipment and RF (fiber) lines of November 1, 2003, extending to October 30, 2004. During this time, the Library was to receive two preventive maintenance service calls and unlimited parts and labor repair service.

Unfortunately MCSI went into bankruptcy early in 2004 and was bought by AVI Midwest February 27, 2004. We have not had any preventive maintenance on our equipment and had a problem with a projector which has not been resolved. We were informed by AVI Midwest (same personnel as with MCSI) that we needed to sign a maintenance agreement in order to get service as they would not be responsible for the agreement signed by MCSI. AVI Midwest proposed to provide maintenance coverage from May through October 30, 2005 at a cost of \$7,950. for the AV equipment and \$2,466. for the RF distribution lines for a total cost of \$10,416.00. Mrs. Anthony has talked with our attorneys and they have indicated that AVI Midwest bought only MCSI's assets and is not responsible for honoring MCSI's agreement. Though we should have had maintenance through October 30 as part of installation costs, it appears that we need to pay sooner for a maintenance agreement.

Meanwhile, Mrs. Anthony talked with representatives of Swiderski Electronics, Inc. and obtained a quotation for a year's maintenance service agreement with generally comparable terms at \$9,730.00. Mrs. Anthony can pursue reconciling the differences in terms. The Swiderski agreement, however, would be for twelve months and therefore would need to be renewed sooner than the agreement with AVI Midwest.

In discussion, Board members commented on the longer length of the coverage proposed by AVI Midwest and also on the desirability of having the persons who installed the equipment responsible for maintaining it in the first year.

Mrs. Rich made a motion, seconded by Dr. Wozniak:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES ACCEPT THE PROPOSALS FROM AVI MIDWEST TO PROVIDE MAINTENANCE COVERAGE FROM MAY 2004 THROUGH OCTOBER 30, 2005 AT A COST OF \$7,950.00 FOR THE AV EQUIPMENT AND \$2,466.00 FOR THE RF DISTRIBUTION LINES FOR A TOTAL COST OF \$10,416.00.

The motion passed unanimously.

STRATEGIC PLAN

Mrs. Anthony reported that after six meetings over several months, the Strategic Planning Committee has developed statements of Vision, Mission, a Motto and Goals (attached) that are proposed as guides to decision-making over the next three to four years. The Vision is intended as a statement of, ideally, how the community will be better because of the Library. The Mission is more a statement of purpose, indicating what the Library does, for whom and how. The Motto is an inspirational slogan that could appear numerous places to link print and online publications. Use of the ampersand relates to ALA's professionally developed, national campaign to update the identity of the Library.

Six goals are proposed for the planning period. Three are service goals focused on how services will be provided, what we will do and for (and with) whom. One goal furthers information literacy among staff and the public. Another goal deals with marketing of library services. Finally, there is a management goal, challenging the Administration and Board to think through operations in the current climate of constant pressure on the tax levy, looking for ways that we can increase the efficiency of operations and strengthen revenue streams.

Mrs. Greer arrived at 8:09 p.m.

VISION

Skokie Public Library is essential to a vibrant and diverse community where individuals of all ages, and families engage in lifelong learning and discovery, and enjoyment of popular culture and the arts. Residents have many opportunities to become well-informed, to benefit from cultural diversity and to actively participate in the life of the community.

MISSION

Skokie Public Library supports lifelong learning and discovery with a broad spectrum of books, other media, and programs to inform, educate, entertain and enrich the individuals and families of our community. The Library offers resources and assistance in finding, evaluating, and using information effectively. Skokie's many cultures utilize the Library as a center for the exchange of ideas and the building of community.

MOTTO

A world of choices @ your library. Enjoy the journey!

GOALS

1. Convenience and ease of use will guide the delivery of services and materials.
2. Materials, programs and services will respond to the needs and interests of the community.
3. The Library will interact with individuals, groups and institutions in Skokie to partner with them in service development.
4. The public and staff will receive training and assistance in developing information literacy.
5. The public will become more aware of services and collections offered by the Library and the potential benefit of those services.
6. The Library will adapt to the current fiscal environment by reviewing current operations and looking for enhanced revenue streams.

Discussion followed. Mrs. Hunter voiced her disappointment. Maintaining intellectual freedom and patron privacy should be stated explicitly. Mrs. Hunter would also like a new motto. Mr. Witry did like the ampersand in the motto. In the “mission” Mrs. Rich would like it to say specifically what the “other media” are.

The Vision, Mission, and Motto were sent back to the Strategic Plan Committee for revision. Mrs. Hunter will join the Strategic Plan Committee when they reconvene.

PROPOSED GOALS AND OBJECTIVES FISCAL YEAR 2005

The Board reviewed the proposed goals as developed in the recent strategic planning process, along with objectives suggested by staff, which together form the work plan for the current year.

Mrs. Anthony commented that the goals have changed somewhat from the last plan, directing our focus to new areas. For example, Goal I speaks to “convenience and ease of use” while a former goal dealt with “consistent quality.” The shift does not mean that we are unconcerned with quality, but that we recognize the importance of “convenience and ease of use” to local residents. As has been noted, many people are satisfied with the “good enough” information they get from a quick Google search. We need to look for ways to make quality library services convenient and easy to use.

In the strategic planning meetings, a key value that all agreed on was the Library’s base in the community. Goal II reminds us to develop programs and services with the needs and interests of the community in mind. Goal III encourages us to seek new collaborations and to continue to work with established patrons in service delivery.

Goal IV continues a focus on information literacy as there is more work to be done in this area. The technology is constantly changing and presenting new opportunities with which staff must become acquainted so that they, in turn, can share that knowledge with the public.

Goal V continues an emphasis on marketing which is not simply advertising, but targeting services to specific groups within the community.

Goal VI recognizes the fiscal challenges the Library faces with short levy collections due to corporate tax appeals and a generally tight economic situation. The Board is asked to also propose objectives for this goal as we seek to operate more efficiently while securing funding for critical services.

Discussion ensued, with suggestions for modification of Goal VI. The Board asked that the Goals and Objectives be sent back to the Strategic Plan Committee along with the Mission, Motto and Vision.

OUTCOME REPORT ON GOALS & OBJECTIVES 2003-2004

Mrs. Anthony commented on the report of the outcome of Goals and Objectives for FY 2004. As in previous years, most objectives were met or exceeded. Of the objectives that were not met, typically there was a delay in the expected development of technology that made it advisable to defer plans. Staff are to be commended for their perseverance and teamwork in realizing these objectives.

This report also completes the five year planning period during which these same seven goals have been in effect. Sustained attention to these goals over five years has yielded significant progress in each of the goal areas. The attention to consistency of quality service is evident in service expectations used in performance reviews, in staff training, and in the numerous compliments about service which we receive from patrons. It is notable that the goal "The public will receive consistent, quality service" helped to focus our attention during the disruption of two years of construction.

Goal II was a marketing goal to increase awareness of Library services and collections. Over the past five years, the Library's Web site has become an important vehicle for both informing people about service and for providing services to users. The number of Library publications has increased significantly, with numerous newsletters and lists targeted to specific populations. The plasma screens in the new building and the campaign to collect patrons' email addresses help to further our important marketing goal.

The third goal stated that "The community will become actively involved in the shaping and delivery of Library services." This goal has defined a mode of operating and planning which is more collaborative with area schools and agencies. It has also helped us start with user input via focus groups or advisory committees when developing new services. Our base truly is in the community and we take our cues from local needs. The inclusionary approach also builds support for the Library within the community.

The fourth goal was "The community will look to the Library as an important information resource, particularly with regard to information about the community and information appropriate to business and career selection." The Library has solidified its position as a key information resource over the past five years. Recent recognition of our Reference service in the Sun-Times and NSLS recognition of Bruce Brigell and Frances

Roehm as leaders in developing MyWebLibrarian and Illinois Clicks respectively attest to the Library's visibility as an excellent and innovative provider of information. In addition to the services mentioned, SkokieNet has developed, giving many local organizations and businesses a presence on the Web. The Library's Web site has grown tremendously in its information offerings, winning kudos and awards for both content and presentation. Business and career information has flourished as Skokie, like the rest of the country, felt the economic downturn that came in with the new Millennium. The Library has been an important resource both to individual job seekers and to entrepreneurial business persons. The Library has also strengthened its technological infrastructure to have the hardware, software, and line speeds to meet individuals' growing demands for information.

Goal V stated that "The public will receive training in information literacy, appropriate to their needs." This goal focused the Library's attention on helping people learn to find, limit and evaluate information. Staff have sponsored numerous computer training sessions from one-to-one introduction to the use of a mouse to classes on focused areas of Internet research. Because of this goal, we implemented roving technology guides and planned for both adult and youth computer labs in the new building.

In Goal VI, "The different cultures of the community will use the Library as a gathering place and a resource for development of multicultural awareness and appreciation." This goal has influenced Library programs, exhibits and collections. It has led us to develop new friends in the community and more connections with ethnic media. Hopefully, it has enabled more of Skokie's residents to feel welcome in the Library.

The last goal for the planning period just ending stated that the "Library will allocate resources in support of established priorities and goals." This objective guided decisions as we carried out the building program and purchased property to expand parking. It also enabled us to develop plans for growth of the Library's LAN and other technology infrastructure. This goal influenced decisions about what new staff positions were necessary. In retrospect, the Library has been well-served by the goals from our last plan which indeed gave us a framework for developing annual work plans that have contributed to the Library's growth and development.

The Board had no comment on the report. Mrs. Greer made a motion, seconded by Dr. Wozniak:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES
ACCEPT THE OUTCOME REPORT ON THE GOALS AND
OBJECTIVES FOR 2003-2004.

The motion passed unanimously.

PATRON SUGGESTIONS FROM SUGGESTION BOX AT CIRC DESK AND STAFF
RESPONSES

The reports from Barbara A. Kozlowski, Associate Director for Public Services, regarding patron suggestions from the suggestion box at the Circulation Desk and the staff responses to these suggestions were presented.

Suggestions are referred to the appropriate staff who are responsible for that area or discussed at the Department Heads meeting. In some cases, we had already implemented the suggestions before they were made; in other cases we have or will implement the suggestion. Some suggestions are under consideration or may not be implemented.

In addition to the suggestions in the Suggestion Box, 18 suggestions have been given to staff at the Service Desks. These are discussed at the Department Meetings every week and those that are decided to be implemented are implemented promptly.

The Board would like the suggestion box continued.

LIBRARY CABLE NETWORK CHANNEL 24

The June 2004 Cable Guide and the memorandum to Carolyn A. Anthony from Tracy Shields-O'Reilly re the LCN Survey were noted.

COMMENTS FROM TRUSTEES

There were no Comments from Trustees.

CLOSED SESSION

At 8:38 p.m. Mrs. Hunter made a motion, seconded by Dr. Wozniak:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES GO
INTO CLOSED SESSION TO DISCUSS A PERSONNEL MATTER.

The motion passed unanimously.

Discussion ensued.

Adjournment

At 9:06 p.m. a motion was made by Mrs. Rich, seconded by Mrs. Hunter:

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

The motion passed unanimously.

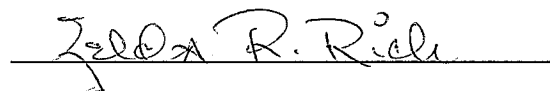
A motion was made by Mrs. Hunter, seconded by Mr. Witry:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES
TABLE THE PERSONNEL ISSUE UNTIL THE JULY 14, 2004
BOARD MEETING.

The roll call vote for approval was unanimous.

ADJOURNMENT

At 9:09 p.m. a motion was made by Mrs. Hunter, seconded by Mr. Witry to adjourn the
regular meeting. The motion passed unanimously.


Zelda R. Rich, Secretary