

November 11, 2015

Minutes of the regular meeting of the Board of Trustees of the Skokie Public Library held in the Skokie Public Library Board Room, Wednesday, November 11, 2015.

CALL TO ORDER

Mark Prosperi, President, called the meeting to order at 7:30 p.m.

Members present: Mark Prosperi, President; Diana Hunter, Vice President/President Emerita; Karen Parrilli, Secretary; Susan Greer; Jonathan H. Maks, MD; and Carolyn A. Anthony, Director.

Members absent: Eugene F. Griffin; and Zelda Rich.

Staff present: Richard Kong, Deputy Director; and Nitoshia Ford, Community Informatics Librarian.

APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF OCTOBER 14, 2015 AND THE SPECIAL MEETINGS OF OCTOBER 6, 2015 AND OCTOBER 29, 2015

Mrs. Hunter made a motion, seconded by Mrs. Parrilli, to approve the minutes of the regular meeting of October 14, 2015, and the Special Meetings of October 6, 2015 and October 29, 2015, subject to additions and/or corrections. There being no additions or corrections, the minutes were approved unanimously and placed on file.

CONSENT AGENDA (Financial Statement; Circulation Report/Dashboard; Reports from Department Heads; Program Statistics 2nd Quarter F.Y. 2015-2016; Gift; Personnel)

Mrs. Hunter made a motion, seconded by Mrs. Greer:

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

1. CIRCULATION REPORT/DASHBOARD
2. REPORTS FROM DEPARTMENT HEADS
3. PROGRAM STATISTICS 2ND QUARTER F.Y. 2015-2016
4. GIFT: \$10. FROM DIANA HUNTER IN MEMORY OF DENIS B. O'KEEFE

5. PERSONNEL: HIRE: SAMUEL STAHL, PART-TIME DIGITAL LITERACY SPECIALIST, LEARNING EXPERIENCES, EFFECTIVE NOVEMBER 3, 2015.

The vote for approval was 5 ayes, 0 nays; the motion passed unanimously.

BALANCE SHEET FOR THE SIX MONTHS ENDING 10/31/15

The Balance Sheet for the Six Months Ending 10/31/15 was discussed briefly. A motion was made by Dr. Maks, seconded by Mrs. Hunter:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE BALANCE SHEET FOR THE SIX MONTHS ENDING 10/31/15.

The vote for approval was 5 ayes, 0 nays; the motion passed unanimously.

YEAR-TO-DATE BUDGETARY STATUS

The Year-to-Date Budgetary Status was discussed. A motion was made by Mrs. Parrilli, seconded by Mrs. Greer:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE YEAR-TO-DATE BUDGETARY STATUS AS PRESENTED.

The vote for approval was 5 ayes, 0 nays; the motion passed unanimously.

BILLS

After brief discussion, a motion was made by Mrs. Parrilli, seconded by Dr. Maks:

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

The roll call vote for approval was 5 ayes, 0 nays; the motion passed unanimously.

APPROVAL OF AUDIT – 2014-2015 FISCAL YEAR

Mrs. Anthony distributed the Audit for FY 2015, ended April 30, 2015, as prepared by Baker Tilly. The library encountered no difficulties in working with Baker Tilly on the Audit.

Pages 6-7 provide an overview of the library's financial position in all Funds. The library began the year with a total fund balance of \$12,154,638 and ended the year with a total fund balance of \$13,380,350. The library is in solid financial position.

Pages 22-23 provide information on the status of the library's long term debt, the largest portion of which is due to the Refunding Bonds for the library's building expansion and renovation of 2001-2002. In FY 2015, the library's long term debt decreased from \$8,857,803 to \$7,777,035, of which \$1,399,186 is due in FY 2016.

New to this year's Audit is information on the status of the library's payments and liabilities for IMRF. The library's liability has not been separately broken out from that of the Village. Nevertheless, the Board may want to review this information on pp. 24-25 which shows that as of the end of calendar year 2014, the actuarial accrued liability for the Village and library was \$70,788,340, with assets actuarially valued at \$59,769,799 for a net underfunded actuarial accrued liability of \$11,018,541. The library's contributions to IMRF in recent years have been increased to contribute to the reduction of this liability.

The Board asked the amount of the library's liability and when the amount will be paid in full.

The Management Letter recommends additional segregation of duties, specifically a second party reviewing monthly bank reconciliations. Mrs. Anthony has not found this practice to be feasible for the Director although we have multiple steps and review mechanisms for bills paid, changes in pay, and movement of funds from bank accounts.

The Board would like Deputy Director Richard Kong to review the monthly bank reconciliations.

Mrs. Anthony asked the Board to accept the Audit as presented.

After discussion, a motion was made by Dr. Maks, seconded by Mrs. Greer:

**MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES
ACCEPT THE AUDIT AND MANAGEMENT LETTER AS
PRESENTED BY BAKER TILLY FOR FISCAL YEAR 2014-2015.**

The roll call vote for approval was 5 ayes, 0 nays; the motion passed unanimously.

DIRECTOR'S REPORT

USAGE----Adult circulation was down about 6% in October; youth circulation down less than 1% and circulation in the Bookmobile was up in both Adult and Youth. A contributing factor may have been the unusually mild and dry weather which was more favorable to outdoor activity (and Bookmobile visits) than to in-library use of resources. Lending through LINKin was up by more than 10%, for another double-digit increase.

Meanwhile, reciprocal borrowing declined by nearly 4% from October, 2014. Circulation to Skokie School Districts was up 17%, reflecting the strong and growing partnership with Skokie schools. The Gate Count was down by 1.44%, perhaps due to the gates being out of service at the west entrance from October 15-31. The Tech Help Desk had the largest number of requests at just over 4,000 for the month.

STAR RATING FROM LIBRARY JOURNAL----*Library Journal* conducts an annual assessment of public library effectiveness based on several per capita measures of use. Skokie Public Library received the highest rating of 5 stars, and within its budget category of \$10,000 - \$29.9 million, Skokie Public Library was ranked second only to Howard County Library in Maryland which serves over 200,000 people. While no particular measurement structure tells the whole story of public library performance, it is gratifying that Skokie Public Library continues to receive national recognition.

GUEST LECTURE FOR UIUC----Mrs. Anthony was invited to give a guest lecture to students in the Graduate Library program at the University of Illinois this month. The talk was on the implications of the Aspen report *Rising to the Challenge: Re-Envisioning Public Libraries*. Mrs. Anthony's talk, given by SKYPE, was part of the Info City Lecture Series at the GSLIS and will be archived. There was interest in the local Wiki being used as the next iteration of SkokieNet.

ILLINOIS LIBRARY ASSOCIATION CONFERENCE----Mrs. Anthony gave three presentations at ILA in Peoria in October. One presentation she put together was a panel on Voices of Race: Coming Together in Skokie and Niles Township that included a speaker from Niles North, Oakton Community College, the editor of a poetry anthology we used in the program, and a representative from Lincolnwood Library. Since this particular conference was a joint conference with the Illinois School Library Media Association, it was most appropriate to feature the broad collaboration among different types of libraries in Niles Township. The other presentations were on Project Outcome, the PLA project to encourage public libraries to use outcome measurement to show the difference they are making in their communities. Mrs. Anthony also attended some programs given by other Skokie Public Library staff who were well represented and favorably received at ILA.

DOMINICAN RE-ACCREDITATION----Mrs. Anthony attended a meeting of Alumni and Advisory Board members at Dominican at which members of an ALA Accreditation team were making a site visit as part of their review of the graduate library program at

Dominican University. In particular, Mrs. Anthony talked about the success of the group internship program, now in its second year at Skokie Public Library.

HEALTH INSURANCE OPTIONS----Maryann Mileto from Assurance gave two presentations on insurance options for staff November 3, distributing written information, and giving an oral overview of choices including the new PPO/HSA. Irene Tam, Business Manager, has been looking into the financial implications of the new HSA, including tax reporting, banking, and other such concerns. We feel confident that we will be able to enable staff to make informed choices among the plans and have them ready to go in January 2016.

CONSTRUCTION-----Work on the west lobby will be completed next week, as desk components and four self-check machines were put into place this week. The granite counters will be installed next week and computers put in place in preparation for re-opening service to patrons on the west side. Meanwhile, check-out and services have been available on the east side with no apparent problems. Staff has also largely completed work on a new holiday boutique area in a formerly dark corner of the northwest portion of the audiovisual room. The boutique features books and AV materials for adults and youth in preparation for the upcoming holiday season. Titles pertain to Thanksgiving, fall, and will cover all the winter religious holidays as well. After the holidays, the boutique will be converted to showcase materials for Viva! Latinos in Skokie and Niles Township.

SKOKIEWIKI PRESENTATION

Nitoshia Ford, Skokie Informatics Librarian, was introduced. Ms. Ford explained that skokienet has evolved into skokiewiki which is part of a local wiki project providing open source and open content. Currently, there are over 300 local wiki communities in seven different languages worldwide. The wiki is meant to involve the community to cultivate expertise, reciprocity, and civic engagement. Ms. Ford showed a number of wikis including skokiewiki.

Ms. Ford left the meeting at 8:21 p.m.

APPROVAL OF RENEWAL OF THE LIBRARY'S INSURANCE COVERAGES

Josh English of the Horton Group has provided information for renewal of the library's insurance coverages. As usual, there is no quote yet for Directors & Officers (D&O) insurance as they wait to see the latest audit before providing a quote. The Board does not

need to approve renewal of insurance coverages until the December meeting so there is an opportunity for additional information to be provided if the Board has questions.

Additions to the library's coverages this year include Cyber Liability and also Sexual Abuse and Molestation coverage. The Cyber Liability coverage insures the library in the event of a data breach of personal information on our system, wrongful acts for network and information security liability and crisis management.

Mr. English did seek other quotes which he summarized briefly at the bottom of the Premium Summary page. In each case, there were omissions in coverage and not a significant enough difference in cost to warrant a change from Travelers. There is a benefit to continuity in insurance and we have been pleased with the service we get from Travelers. Travelers has moved library coverage from their business division to a public entity division, but this has not adversely affected rates or service.

The overall cost of insurance, even with the new coverage and slightly higher values for physical property as reported in the most recent annual appraisal, is 4.5% less than last year. The biggest factor in this decline is Workers Compensation coverage which is quoted at 8.8% less than last year. The savings of \$3,239. reflects an improved record in employee safety as any claims adversely affect rates for several years. Note that the library has qualified for a grant of \$3,810. from the Illinois Public Risk Fund for 2016. These funds may be used for purchase of materials which will contribute to greater safety, upon approval of a grant request by the library.

Brief discussion followed.

APPROVAL OF ELEVATOR SERVICE CONTRACT

We are coming to the end of a second one-year elevator service maintenance contract with Mid-American Elevator Company. We have used these last two single-year contracts to both provide the library with the elevator maintenance support needed, as well as to determine whether or not to sign an extended period contract.

Mid-American Elevator Company has done a fine job of maintaining the elevators and making needed repairs. They have been responsive; they resolved an issue that the previous elevator contractor had been unable to repair; and during this last year they replaced one of the elevator valves that had become dysfunctional. That covered repair on its own made our full-service contract a good investment this year because it was an expensive repair.

Mid-American Elevator Company is quoting a three-year, full-service contract with a locked-in price of \$2,019 per quarter (or \$8,076 annually) and a maximum possible increase of 3% per year to match any labor or material cost increases. Rich Simon, Manager of Maintenance and Security recommends that we sign this proposal from Mid-American Elevator Company for the three-year contract period. This extended service contract will provide the library with a committed elevator contractor for the next three years and a predictable budgetary cost.

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

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE QUOTE FROM MID-AMERICAN ELEVATOR COMPANY FOR A THREE-YEAR, FULL-SERVICE CONTRACT WITH A LOCKED-IN PRICE OF \$2,019. PER QUARTER (OR \$8,076. ANNUALLY) AND A MAXIMUM POSSIBLE INCREASE OF 3% PER YEAR TO MATCH ANY LABOR OR MATERIAL COST INCREASES AS PRESENTED.

The roll was called: Dr. Maks—yes; Mr. Prosperi—yes; Mrs. Hunter—yes; Mrs. Parrilli—yes; Mrs. Greer—no. The vote was 4 ayes and 1 nay. The motion passed.

APPROVAL OF SECURITY CAMERAS SYSTEM UPGRADE

Currently, the library's security camera system includes 15 cameras operating on a 16-port analog DVR. This existing system does not provide high-resolution footage, which limits the effectiveness of monitoring the building in real-time and reviewing recorded video to investigate security incidents. Also, there are some areas of the building that are currently not covered at all, including most of the Youth Services area, the entire 2nd floor, and exterior locations such as the loading dock and the east driveway.

Rich Simon (Maintenance and Security Manager), Mark Kadzie (IT Manager), and Richard Kong met with two different security surveillance professionals in order to create a proposal for improving the security camera system. Rich Simon also met with an officer from the Skokie Police and received positive feedback about our plan.

Our proposal to upgrade the system includes the following:

- New 64-channel IP/NVR (network video recorder) system with capacity to expand coverage in the future if needed
- Replacement of 15 existing analog cameras with HD cameras
- Addition of 11 new HD cameras

This upgrade would bring us to a total of 26 HD cameras, with new coverage in certain areas (a floor plan was distributed), including:

- Youth Services area (i.e., center of room in front of Youth Services desk, improved coverage of preschool area, walkway in front of BOOMbox and Youth Services study rooms)
- 2nd floor staircase/elevator area and Tech Help Desk
- Building exterior (i.e., east driveway, loading dock, west parking lot)
- 3rd floor area in front of Board Room, Admin entrance, and elevators
- West lobby

By upgrading the outdated existing system, the library will be able to ensure high-quality video coverage, leading to effective real-time monitoring by security staff (from their smartphone) of more parts of the building and increased capability to investigate past security incidents. The goal is to create a safer and pleasant environment for everyone in the library.

A Request for Proposals (RFP) went out to six vendors and three bids were received:

Vendor	Bid Amount
TelePlus Inc.	\$29,400.00
RMG Security Systems	\$30,756.00
Schwan Inc.	\$33,760.97

TelePlus Inc. submitted the lowest bid and the company has a strong reputation from installing security systems for clients such as Elk Grove Village, Advocate Health Care, and Kane County. They have also been responsive to questions about their bid. The bid also includes a three-year manufacturer's warranty on the equipment.

Rich Simon recommends approval of the bid from TelePlus Inc., the low bidder, in the amount of \$29,400. If approved, TelePlus Inc. should be able to complete the installation in approximately two weeks during normal library hours with minimal disruption to patrons and staff.

A motion was made by Mrs. Parrilli, seconded by Mrs. Greer:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE BID FROM TELEPLUS INC. TO UPGRADE THE LIBRARY'S SECURITY SYSTEM IN THE AMOUNT OF \$29,400. AS PRESENTED.

The roll was called. The vote was 5 ayes and 0 nays. The motion passed unanimously.

The Board suggested posting signs that surveillance cameras are in use.

2015 PUBLIC RELATIONS, MARKETING, AND COMMUNICATIONS ENVIRONMENT IN SKOKIE

Christie Robinson, Manager of Communications and Marketing submitted the following report.

However one cares to define the overlapping fields of marketing, communications, and public relations, the changes in this realm are fast and furious. Twenty-five years ago, the primary means of communicating with audiences was mostly limited to advertising, direct mail, and mass media.

Today's audiences control what information they consume, when they consume it, and how they consume it. At least, they control it to the extent that the algorithms dictating what people see on media sites, search engine results, and social media feeds allow.

We can observe these changes locally by simply looking at circulation figures for the *Skokie Review*. Circulation has been falling for years, and over the past four years alone it dropped 21 percent, from 3,680 in 2011 to 2,910 in July 2015 (the library itself accounts for 5 of those copies each week). Clearly, it is no longer reaching a significant portion of our community, and because the online content is now behind a pay wall (available only to those who pay for it), it becomes an even less significant player in the local news scene. Even though the library has received excellent coverage this year, we have not been able to attribute significant results to that coverage. For example, Mike Isaacs wrote a lengthy article, with a cover photo, on our Homebound Delivery service, and the *Skokie Review* ought to have been a good method to reach potential new customers for that service. We have not found that a single new Homebound customer resulted from that coverage. Although this is quite disappointing, it is a clear indicator of the declining importance of our local print media.

The SkokieNet evaluation that we conducted in late 2014 was eye-opening with respect to how people find out about what's happening in Skokie. Among the residents interviewed, we found that behaviors as information seekers and consumers are as individual as they are. The sources mentioned most often for finding out about what's going on locally are the village and library newsletters and websites, followed by Google, going straight to the website of the organization people want to find out about, and social media (Facebook, in this case). Some of those interviewed do read the *Skokie Review*, but they do not rely on it as a comprehensive resource.

Today, we see a wide variety of new targeting opportunities and content formats, and a seemingly infinite array of digital channels and environments where Skokie patrons spend their time. According to an analysis by Inkhouse, a respected PR firm, the following four factors are the most important affecting public relations today and into the near future:

1. Audiences are shifting: Every day, 10,000 people turn 65 and by 2025, millennials will comprise 75% of the workforce. Our nation will soon be a majority non-white country, and by 2020, women will control 50% of high-net-worth households.
2. Mobile is changing our habits: 69% of global Internet usage took place on mobile in 2014, and we spend roughly 2.6 hours each day using the Internet on our mobile devices. What's more, 80% of Americans will own smartphones by 2020 and already, 39 of the top 50 digital news sites get more traffic from mobile devices than from desktop.
3. The media is being transformed: Facebook reaches more people than free TV. BuzzFeed is the top news publisher on Facebook. Google is bigger than all newspapers and magazines combined when measured by ad sales and revenue. Netflix has more U.S. subscribers than HBO, YouTube reaches more 18-34 year olds than any cable network, and primetime is obsolete.
4. Social media gets specific: Instagram is the most important social network to teens, even though Facebook is the most used. But if you want to reach parents, Facebook is the place. In fact, Facebook is where you go to reach just about anyone these days. It drives one quarter of overall traffic and leads social traffic referrals.

We are keeping up with these changes through constant scanning, reading, learning, and adjusting our priorities depending on what is working well or perhaps starting to not work so well. For example, about half of our email recipients are now opening our emails on their phones rather than on a desktop or laptop computer. To ensure a good experience for everyone using a small screen, we recently had a new template created that is "responsive" to the size of the screen on which it is being displayed. Now both our website and our Constant Contact emails are mobile friendly and in touch with how our public interacts with our content. As the attached Infographic shows (based on one created in 2013 by Inkhouse, updated by our staff and information from recent Pew studies), much has changed, and those changes show no sign of slowing anytime soon, so we will always be working hard to keep up.

In addition to transitioning to the responsive template, we are also very intentionally adding content that is of value to those receiving the emails beyond a simple notification

about an event. The graph below shows the increase in click-through rate with last week's emails, with recipients clicking through to lists on our website, blog posts, catalog entries, and our new Beanstack product for parents. We have an impressive open rate for most of our lists, and we are making changes to the youth emails to reinvigorate that particular list (the first one went out only a day before the graph was printed, so the open rate is still rising). The past three months were a bit of a slow period for sending emails, due to the redesign, but we still sent more than 23,000 emails, with an average open rate of 30%.



Discussion followed. Mrs. Anthony reported the best ways to reach Skokie residents are through our newsletter which is delivered to every household bimonthly and digitally via email and social media. Staff are also using small business-like cards introducing Beanstack, a new product and recommendation tool offered for parents with children 12 and under. Mrs. Anthony distributed some of the cards to the Board so they may help spread the word about Beanstack. Mrs. Anthony also showed a small plastic container with various cards made by staff that have a game on one side for children and helpful tips for parents on the other side. Each time the family comes in to the library for the POP (Parents of Preschoolers) program, they are given additional cards.

INTERNET SURVEY

Mikael Jacobsen, Learning Experiences Manager, submitted the following Internet Survey report.

From September 1 through September 30, 2015 the library conducted the 2nd adult desktop Internet and WiFi user survey. The survey consisted of four questions.

Q1: Why are you using the library's computers or wireless internet today? (indicate all that apply)

- Looking for a job
- Improving my job skills
- Doing my job
- Looking for information on starting or running a business
- Connecting people (Facebook, email, dating websites, etc.)
- Looking for medical or health information
- Looking for government services or information (taxes, DMV, licenses, permits, etc.)
- Accessing entertainment (games, TV/movies, music, reading, etc.)
- Taking a class or researching for school (online classes, MOOCs, etc.)
- Learning about a topic for personal use (repairing a household item, cooking a recipe, researching family genealogy, etc.)
- Managing finances (bank, stock reports, etc.)
- Online shopping/selling

Q2: Do you have internet access at home through a device other than a phone?

Q3: What is your current zip code? (This was a new questions designed to allow us to gain information on patrons eligible for Skokie Library cards.)

We received 1,963 responses; 1,780 from desktop users, 183 from WiFi users, and 1,327 from patrons who live in zip codes eligible for Skokie Library cards. 2015 responses were down to 1,963 from 2,151 in 2014. WiFi responses were up to 182 from 157. The library recorded 8,091 adult desktop computer uses in September 2015 for a 22% response rate from desktop users.

What was learned?

Internet Access

- Desktop users were less likely to have Internet access through a device other than a phone in 2015 (47.75%) as compared to 2014 (48.51%).
- WiFi users indicated that they were more likely to have Internet access at home through a device other than a phone in 2015: 92.86% in 2015 as compared with 85.71% in 2014.

- Of internet users from zip codes that are eligible for a Skokie Public Library card, 55.6% have Internet at home through a device other than a phone.

Jobs

- Overall a little over 44% of Internet users were conducting job-related activities online, down from about 55% in 2014.

Looking for a Job

- A significant drop in Internet users looking for jobs was discovered: 16.9% in 2015 from 30.3% in 2014.

Improving my job skills

- A slight decrease in people using the Internet to improve job skills was recorded: 8.4% in 2015 from 10.4% in 2014.

Doing my job

- A significant increase in people doing their job at the library: 19.1% from 14.7% overall. 30.2% of WiFi users are doing their job at the library, an increase from 26.4%. Patrons now doing their job on library computers/WiFi outnumber those looking for a job, an interesting change.

Looking for information on starting or running a business

- 4.9% of Internet users are running or starting a business. This is down from 7.6% overall in 2014. WiFi users are more likely to be using the Internet for starting or running a business.

Connecting with people

- 28.6% of WiFi users are connecting with people through the Internet, as compared to 23.7% of desktop Internet users.
- Overall connecting with people is down to 24.1% of Internet users from 29.4% in 2014.
- Internet users who are eligible for Skokie Public Library cards were slightly more likely to be using the Internet to connect with people: 26.1% vs. 24.1% of all Internet users.

Looking for medical and health information

- 6.8% of Internet users were looking for medical or health information; down from 9.6% of Internet users in 2014.

Looking for government services and information

- Internet users looking for government services and information went down slightly to 6.2% in 2015 from 7.1% in 2014.
- WiFi Internet users very rarely (only 1.7%) look for government services and information.

Accessing entertainment

- Overall, only 10.3% of computer users identified themselves as coming for entertainment purposes. This is down from 13.8% in 2014.

Education

- WiFi users went from nearly 66% using Internet access for educational purposes in 2014 to 69% in 2015.

Taking a class or researching for school

- 51.1% of all WiFi users in 2015 are studying or taking a class. This is up from 48.6% in 2014.
- Internet users eligible for Skokie Public Library cards were slightly more likely to be taking a class or researching for school.

Learning about a topic for personal use

- More people are using the library's Internet access to learn about topics for personal use: 18.4% in 2015 from 16.7% in 2014.

Managing finances

- Slightly more Internet users are managing their finances on library computers: 8.3% from 7.2%.

Online Shopping/Selling

- Online shopping and selling decreased significantly overall to 5.2% in 2015 from 10.9% in 2014.

Selection of responses from question 4: Is there anything else you would like us to know about library use today?

- "This library is a true blessing for me and my family. We're doing improvements on our house and 2 days a week I need to do my work from the library. The kids practically live here over the summer and the capabilities of the library open them up to so much." 9/1 10:13 AM

- “I am a docent at a museum - and all our communication is thru email - I need to have computer access. I have an old phone and an old version (1) iPad - that doesn't have a camera and I cannot access Facebook. I LOVE coming here and working on all my communications. I volunteer a lot and often give lectures and need to do the research electronically. I am also a retired bookseller and a Skokie resident, and I often use the other facilities of this wonderful library. THANK YOU - :-).“ 9/2 10:59 AM
- “My primary purpose in coming to the library was to complete school work. Even though I have Internet access at home, it is easier to focus at the library.” 9/3 7:04PM
- “I love Skokie Public Library, this is absolutely my favorite place to study. I haven't lived in Illinois for years but my family is still here, and this library is invaluable to us and to the town.” 9/4 3:03 PM
- “My phone and computer broke down so I came to the library. Thank goodness for the library computers!” 9/5 2:32 PM
- “The computer staff is GREAT!! Very helpful, friendly, intelligent and accommodating. Thank you all!” 9/5 5:40 pm
- “I love the study room. They are very personalized and a great place to study. Thanks for them!” 9/9 1:57 pm
- “I love how the library provides excellent access to wi-fi and laptops which makes it very convenient and efficient to get work done.” 9/12 1:17 pm
- “I have a Library card through my work and this is the first time I have used it. This is a lovely Library and a great place to get some work/reading/resting done.” 9/15 3:02 pm
- “Grateful that the machines and the wifi are here. It's going to be a while before I have internet at home again.” 9/15 7:52 pm
- “I use WiFi because I assist people in locating resources in the community and government benefits as part of my job.” 9/16 10:17 am
- “Learning to computer.” 9/16 1:17 pm
- “It means the world that the librarians were so accommodating when I asked if I could pray in the room behind the desk. They were very kind and welcoming. I really appreciate it and I commend the staff for being so wonderful. Thank you again.” 9/16 8:35 PM
- “No. Actually yes, I want you to know that you're awesome. Have a nice day.” 9/17 3:15 PM
- “Great connection!” 9/18 2:58 PM
- “KEEP UP THE GOOD WORK - THIS IS A GREAT LIBRARY!” 9/18 3:21 PM

- “I come to the this library even though I have internet access at home because it give me a place to focus on my studies in a clean, semi-quiet environment without the distractions of my family at home and friends at my school library.” 9/19 3:36 PM
- “This is my first day as a member. I'm excited so I'm checking out everything!!” 9/21 12:22 PM
- “I am doing my Masters and the environment at the Skokie library allows me to get a lot accomplish in terms of school assignments and studying for finals. Especially for some finals that are administered on-line.” 9/26 10:46 AM
- “I’m pleased to live in a place where I have such a well-furnished, inviting, and accessible library.” 9/28 11:39 AM
- “I’m new to this country and this library is how I pass my day without getting bored. Everything over here is organized and well maintained. Thankful for the services.” 9/28 3:51 PM
- “I’m quite impressed at how relaxing the environment is. I can get right to work with no distractions and really focus on the task at hand.” 9/28 8:32 PM

The Board reviewed the Internet Survey report.

REACHING ACROSS ILLINOIS LIBRARY SYSTEM (RAILS)

Mrs. Parrilli reported that the following are highlights from the October 30, 2015, RAILS Board of Directors meeting’s from the supporting documents. The videoconference recording was not available.

Financial Report: The written report from RAILS Finance Director Jim Kregor again reported that a budget comparison was not included in the Board packet because of the non-receipt of FY2016 Area and Per Capita Grant payments due to the state budget crisis. The cash and investment balance ending September 30, 2015, is \$14,400,000, covering 18.5 months of operation.

The following is a verbatim report from the RAILS website:

At its October 30, 2015 meeting, the RAILS Board:

- Received an update on the work of the Membership Standards Committee from Dee Brennan, Kathy Parker, and Veronda Pitchford.
- Approved changes to the RAILS bylaws that were required by Illinois statute and requested by the Illinois State Library.

- Passed a resolution in agreement with the changes being made to the LIMRiCC intergovernmental agreement. This includes moving from a fully-insured plan to a self-insured plan.
- Approved adding a Health Savings Account (HSA) plan as a fourth option for medical coverage.
- Presented a brief synopsis of the Local Records Act as the RAILS Board development topic.

The Illinois State Library reported there is still no additional information on the Illinois budget.

The State Library also reported that only 51% of public libraries have filled out the one-page capital needs assessment survey. All public libraries are encouraged to complete the brief survey even if no capital improvements are needed at this time to convey to the General Assembly and the general public the need for capital improvements in our public libraries.

The November board meeting will be held at the RAILS Coal Valley service center and at designated videoconference locations on Friday, November 20, at 1 p.m.

There will also be a lunch at the RAILS Coal Valley Service Center prior to the Board meeting. All RAILS members in the area are invited to attend to learn more about RAILS, and have an opportunity to share their ideas, questions, etc. It will also be a great opportunity to network with each other and interact with RAILS Board and staff. The lunch will begin at 11:30 a.m. and members are invited to attend both the lunch and the RAILS Board meeting.

Next meeting: November 20, 2015, at the Coal Valley Service Center.

DIRECTOR SEARCH UPDATE

The Request for Proposal (RFP) was sent to five search firms on November 2. The firms have 35 days to respond after which time the proposals will be copied and sent to the entire Board. Mr. Prosperi suggests interviewing three or four firms. The hope is to have a search firm in place by the first of the year.

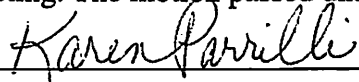
COMMENTS FROM TRUSTEES

Mrs. Parrilli commented that the holiday boutique is charming.

Mr. Prosperi said that photos of the Board will be taken prior to the start of the December 9 meeting at 6:30 p.m.

ADJOURNMENT

At 8:50 p.m. a motion was made by Mrs. Parrilli, seconded by Mrs. Greer to adjourn the regular meeting. The motion passed unanimously.

A handwritten signature in cursive script that reads "Karen Parrilli". The signature is written in black ink and is positioned above a horizontal line.

Karen Parrilli, Secretary