

March 18, 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, March 18, 2015.

CALL TO ORDER

Mark Prosperi, President, called the meeting to order at 7:31 p.m.

Members present: Mark Prosperi, President; Diana Hunter, Vice President/President Emerita; Eugene F. Griffin; Jonathan H. Maks, MD; Zelda Rich; and Carolyn A. Anthony, Director.

Members absent: Karen Parrilli, Secretary; Susan Greer.

Staff present: Richard Kong, Deputy Director; Susan Carlton, Co-Manager, Community Engagement.

APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF FEBRUARY 11, 2015

Mr. Griffin made a motion, seconded by Dr. Maks, to approve the minutes of the regular meeting of February 11, 2015, 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/Dashboard; Reports from Department Heads; Program Statistics Third Quarter F.Y. 2014-15; Gifts; Personnel)

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

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/DASHBOARD
2. REPORTS FROM DEPARTMENT HEADS
3. PROGRAM STATISTICS THIRD QUARTER F.Y. 2014-15
4. GIFTS: \$50.00 FROM DORIS MARGOLIS IN APPRECIATION; \$300.00 FROM BRIAN McGUIRE IN MEMORY OF WILLIAM KATZ; \$1,000.00 FROM MB FINANCIAL BANK FOR NATIONAL LIBRARY WEEK

5. PERSONNEL: HIRES: JEANINE BREEN, PART-TIME PROGRAM ASSISTANT, LEARNING EXPERIENCES, EFFECTIVE MARCH 2, 2015; JENNIFER HARGRAVE, PART-TIME PROGRAM ASSISTANT, LEARNING EXPERIENCES, EFFECTIVE MARCH 2, 2015; TENZIN CHOEYING, TEMPORARY PART-TIME BOOMBOX MENTOR, LEARNING EXPERIENCES, EFFECTIVE MARCH 4, 2015; LORRIE HANSEN, FULL-TIME ADMINISTRATIVE ASSISTANT/PROOFREADER, ADMINISTRATION, EFFECTIVE MARCH 10, 2015; SHELLEY SUTHERLAND, FULL-TIME YOUTH SERVICES MANAGER, YOUTH SERVICES, EFFECTIVE APRIL 13, 2015; POSITION CHANGE: JIMMY GONZALEZ VICKER FROM PART-TIME MATERIALS PAGE, ACCESS SERVICES, TO TEMPORARY PART-TIME BOOMBOX MENTOR, LEARNING EXPERIENCES, EFFECTIVE MARCH 4, 2015; TERMINATIONS: DESI RUSSELL, FULL-TIME ADMINISTRATIVE ASSISTANT/PROOFREADER, ADMINISTRATION, EFFECTIVE FEBRUARY 19, 2015; ANNA GOLASH, PART-TIME PROGRAM ASSISTANT, LEARNING EXPERIENCES, EFFECTIVE FEBRUARY 5, 2015; LEV KALMENS, PART-TIME DIGITAL LITERACY SPECIALIST, LEARNING EXPERIENCES, EFFECTIVE MARCH 8, 2015.

The roll call vote for approval was unanimous.

Mrs. Hunter suggested MB Financial Bank be recognized for their National Library Week contribution.

### BILLS

A motion was made by Dr. Maks, seconded by Mr. Griffin:

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

USAGE----Circulation in February was up 7.4%, with big gains in adult and youth DVD circulation as people huddled at home to stay warm. Nevertheless, people braved the cold to visit the Bookmobile which had a 20% increase in circulation. Reciprocal borrowing

was up, accounting for nearly 9% of circulation. Part of this may be because much of the Morton Grove Public Library is still under construction. Although gate count was only up 4%, there were gains of one third in information requests at service desks, more than 20% in computer use and over 19% in use of study rooms. More than 2,000 children attended a library program. For 1,175 of them, it was a storytime. The Tech Desk continued to field the most requests. More than 33,500 visits were made to the library website and about 18,000 people read one of the blogs written by library staff. Blind Date with a Book was a big hit with readers.

**LIBRARY LEADERS----**Richard Kong was selected to attend the PLA Leadership Academy, to be held in Charleston, S.C. in late March. Amy Koester was selected to attend Synergy, Illinois' library leadership program that meets in three sessions in different locations in Illinois over the coming year.

**PARTNERSHIPS----**It is flattering to be approached by other organizations seeking partnerships. Oakton Community College has asked the library to be part of their "Over 50" program. The program will provide funding for some technology workshops at the library. And representatives from the Apple Store have asked to meet with staff. Their staff want to be more engaged with the community and saw potential in partnering with the library. First Bank & Trust approached us about being the feature of a social media campaign for the library, to be conducted in May. They will purchase up to \$500 in books for participants in the Booking with a Buddy program this summer.

**INNOVATIVE DIRECTORS MEETING----**Mrs. Anthony attended the Innovative Directors meeting in New Orleans in early March. The meeting included academic as well as public librarians and Directors of libraries using Polaris which has been purchased by Innovative as well as long-time Innovative Directors. She spoke on a panel about the ALA Digital Content Working Group. The news from Innovative was that the various products they currently support will continue to be maintained, but in time all will be moving to the cloud where they will eventually merge.

**PLA LEADERSHIP ACADEMY----**Mrs. Anthony will be a mentor and a presenter at the PLA Leadership Academy in Charleston the week of March 23. This was an initiative of her PLA Presidency which received funding support from the Institute of Museum and Library Services.

**COMMUNITY/PROFESSIONAL ACTIVITIES----**In other activities this past month, Mrs. Anthony welcomed attendees at the 65th India Republic Day observance held in the Petty Auditorium. She also attended the ILA Legislative Breakfast in Buffalo Grove,

talking with State Senator Daniel Biss and Representative Laura Fine as well as getting an update on happenings in Springfield from ILA's lobbyist, Kip Kolkmeier.

IMET MEETING----Mrs. Anthony attended the meeting of IMET participants on March 10 and updated the Board on the issues discussed.

#### PROPOSED BUDGET FY 2015-2016

The proposed budget for FY 2016 was distributed. Salaries are always the largest share of the budget (57% of operating expenditures, excluding capital expense last year). When benefit costs are included, personnel expense accounts for 73% of the operating budget, excluding capital expense, last year. Salary expense in FY 2015 shows a nominal increase over FY 2014 although many continuing staff received a cost of labor adjustment of 1.1% and a merit increase of 2% for a total increase of 3.1%. Turnover kept the increase in the Salaries line to a minimum as new staff generally start at a lower rate than departing staff. Because we will have a balance of about \$300,000. in the Salaries line this year, there should be sufficient funds to cover a 3.6% increase for many current staff without increasing the Salaries line for FY 2016. The IMRF line has also been adjusted as it is dependent on salary expense.

Another line that has been adjusted considerably since the last draft budget in February is the line for Materials Processing and ILL Fee which has been increased to \$95,000. but this will be changed to \$65,000. We pay for pre-processing on a number of library materials which arrive with book jackets and some labels already applied. This saves time in getting materials out to the shelves quickly. Some of these costs have been absorbed within the Materials Budget. By breaking them out, we will have a clearer picture of expense for pre-processing and expense for library materials.

Similarly, the Maintenance of Equipment line shows a big increase because we are consolidating there all the expense for maintenance of 3M equipment for self-check and RFID. Some of this expense was previously in the Technology/Network line.

New figures for library materials expense have been included this month in the proposed budget. Plans call for us to spend \$1,023,000. on physical library materials including books and AV materials for adults and youth. Expense for licensed content representing digital formats has been increased to \$175,000. to allow growth in number and scope in these collections, including more nonfiction and youth eFormats as well as more fiction and audiovisual copies. Learning platforms include software for self-paced learning in areas such as technology and languages. Research or Electronic Resources are databases of articles and data for remote or on-site use.

The Operating Budget does not need to be adopted until the April meeting.

Brief discussion followed.

#### APPROVAL OF COST OF LABOR ADJUSTMENT FOR STAFF

Last month, Mrs. Anthony distributed the report from the Bureau of Labor Statistics showing a 1.6% annual increase in wages and salaries for state and local government workers for calendar 2014. It has been the Board's practice to use this report in determining an across-the-board adjustment to the salary scale for the following Fiscal Year.

A copy of the proposed salary scale for FY 2015-2016 with the 1.6% adjustment across the scale was distributed. Mrs. Anthony asked the Board to approve this scale adjustment.

While in the past, typically all staff would receive the 1.6% adjustment at the beginning of the new Fiscal Year, we have had higher turnover in the past year, with more new employees joining the staff. Mrs. Anthony recommends that the cost of labor increase be given to all staff who started work in 2014 or earlier, with an adjustment for staff started in 2015 only as needed to bring them to the beginning level of the scale for their grade. A 2% merit or "step" adjustment for which staff who are not at top of scale would be eligible is also recommended. This means that many staff will realize a 3.6% salary adjustment in FY 2016. The budget as proposed allows for this increase.

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

MOTION:     THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES  
                  APPROVE A 1.6% COST OF LABOR ADJUSTMENT TO THE  
                  LIBRARY SCALE AND THE COST OF LABOR INCREASE SHALL  
                  BE GIVEN TO ALL STAFF WHO STARTED WORK IN 2014 OR  
                  EARLIER, WITH AN ADJUSTMENT FOR STAFF STARTED IN 2015  
                  ONLY AS NEEDED TO BRING THEM TO THE BEGINNING LEVEL  
                  OF THE SCALE FOR THEIR GRADE; AND A 2.0% INCREASE FOR  
                  ALL ELIGIBLE STAFF AT THE TIME OF THEIR PERFORMANCE  
                  REVIEW FOR FISCAL YEAR 2016.

The roll call vote for approval was unanimous.

#### DISCUSSION ON COMMUNITY CONVERSATIONS

Four staff members and Mrs. Anthony have taken the Harwood training which is designed to elicit authentic information about the community. Rich Harwood talks about

libraries as agents of social and civic change, but he cautions librarians to turn outward, gather qualitative data rather than relying on statistics, quantitative data, and professional opinion.

Susan Carlton, Co-Manager of Community Engagement, has led an initiative to hold community conversations and individual interviews with people in Skokie as a means of gathering information from the community that might help us in planning library programs and community partnerships.

Susan's summary of her activity and what has been learned from it was distributed. Mrs. Anthony also distributed an article "Roundtable on Community Engagement and Collective Impact" from the Stanford Social Innovation Review to put Mrs. Carlton's findings in a larger context.

Mrs. Carlton discussed the differences between outreach and community engagement and what was learned during ten community conversations. Discussion ensued.

The Board asked Mrs. Carlton to return in three months with updated information. Mrs. Carlton left the meeting at 8:25 p.m.

#### APPROVAL OF INTRODUCTION OF A TEEN CARD

Currently, young people under age 16 cannot get a library card without their parent's signature. The signature has been required because of the potential risk of financial loss due to open limits on borrowing of library materials. Over the past few years, we have worked with the K – 8 school districts in Skokie to have parents authorize their child's card on parent/teacher conference night at school. With this practice, we have achieved approximately 95% registration of young Skokie students. The schools have agreed to help maintain this high level of registration by having parents of new children register for a public library card at the time they register for school. Since the schools verify the address of the student, this registration practice will maintain accurate registration records at the Skokie Public Library while maintaining a level of registration close to 100%.

Currently, there is no such system for registration of high school students. A review of circulation records revealed that over 50% of all high school aged students in the database have lapsed library cards. Staff recently surveyed high school students who were regularly in the library and found that only about one student in six had a working card.

Library cards are not just used to check out library materials, but they are also used to sign up online for a library program, to log on to library computers, to access databases to

do homework, and to check out equipment to be used in-house in the Digital Media Lab, DVD viewer, game program, etc. So teens without a working library card may be shut out of these activities.

Our Teen Librarian Jessi Schulte would like to see increased library card use by Teens, resulting from increased Teen registration and a higher percentage of active cards. The success of this effort will be able to be measured by increased use of library databases for school work, increased Teen attendance at programs, increased use of library technology, and a better perception of the library as an important part of their lives, a critical step in forming the habit of library use. She has several proposals for increasing the number of high school students with active library cards.

Many of the high school students with library cards have blocked access due to fines in excess of \$10. It is very easy to incur such fines by keeping a few DVDs overdue for a few days. Young people with fines on their cards frequently lack the independent funds to pay the fines and are reluctant to admit to their parents that they have incurred fines. Jessi Schulte proposes that overdue fines (not fees for lost materials) be able to be worked down through alternate means such as by volunteering at the library, attending a library program or event, earning a digital badge, writing a book review, or participating in summer reading, Teen Read Week, or Teen Tech Week. This option would also be offered to junior high students with overdue fines that block their access.

Secondly, some Teens have trouble getting their parents to come to the library to sign for a library card. This is a problem we have also seen with younger children and we have worked around it through registration at parent teacher conference night. Jessi proposes that Teens who cannot coordinate getting a parent's signature could get a "T" Card for a Teen patron type. The card would be restricted to no more than three items checked out at a time, thereby limiting the risk of excessive fines while enabling them to use the card for program registration, computer sign up, database use and other uses that do not involve checking materials and/or equipment out of the library. The card would be set to expire on the date they are to graduate from high school. One free replacement card would be provided. Teens who want broader borrowing privileges would need to enroll for a traditional library card with a parent's signature.

A third suggestion for increasing Teen registration for library cards is to have them sign up for a public library card when they register for school. The District 219 Superintendent is willing to work with us on this procedure which would basically be an "opt-out" approach to library card registration, similar to what is happening for new

students in the K – 8 schools. Neighboring libraries in Niles, Lincolnwood and Morton Grove have been contacted to see if they would also adopt this approach, making it easier for District 219 to make public library card sign-up a part of registration for high school.

Jessi Schulte recommends that the Board approve these measures to increase library card access and use by Skokie Teens. With increased library card access, young adults in Skokie will form the habit of strong library use, developing a lifelong pattern. This is a transformative opportunity that Richard Kong and Mrs. Anthony, as well as the Department Heads endorse.

Discussion followed. The Board would like to see a written policy developed with details spelled out especially regarding District 219 students.

By consensus, the Board tabled this item until the April Board meeting.

#### APPROVAL OF PALO ALTO SECURITY APPLIANCE UPGRADE / REPLACEMENT

Board approval is sought for the purchase, against the 2014-2015 Technology budget line, of a Palo Alto Networks (PAN) PA3020 appliance, for the sum of \$14,815.19.

Our PAN appliance (major router) is the single-most important piece of library hardware. All Internet traffic passes through it. In addition, the appliance provides advanced threat protection for the local network and URL filtering for a small, isolated group of youth computers. Palo Alto has recently announced an end-of-sale date for our current PA2020 model and is offering incentives to upgrade.

Palo Alto claims that the upgrade provides “more security services” and “includes 30 new enhancements.” Be that as it may, we have two reasons to upgrade today: improved performance and gigabit connectivity. The graphical interface of our current PAN box is not very responsive, which makes it difficult to make changes or troubleshoot. The box can take up to 20 minutes to reboot, and simple interface tweaks can take a minute or more before the screen refreshes. These performance issues are mitigated by hardware enhancements in newer models. However, the most compelling reason to upgrade now is to future-proof ourselves for ever-increasing bandwidth needs. Our current PAN box supports a 500Mbps network interface. In order to realize Internet bandwidth speeds of 1Gbps or more, a hardware upgrade is essential. Given the goal of 1Gbps Internet access by 2017, there is no better time than the present to prepare the library’s network with the capacity to meet future needs.

Discussion followed.



A motion was made by Mrs. Rich, seconded by Mr. Griffin:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE PURCHASE OF A PALO ALTO NETWORKS (PAN) PA3020 APPLICANCE IN THE AMOUNT OF \$14,815.19. THIS EXPENSE WILL BE PAID FROM THE FY 15 TECHNOLOGY LINE.

The roll call vote for approval was unanimous.

#### APPROVAL OF MEETING ROOM AV UPGRADES

The AV systems in library meeting rooms were all installed with the renovation in 2002 and therefore are now thirteen years old. Needless to say, technology has improved over the past decade with projection that is brighter and clearer and the ability to present wirelessly from a laptop. Mark Kadzie and his staff have worked with a consultant to develop the specifications and price estimates for new AV equipment for the Board Room, Youth Program Room, and Adult Computer Lab. The Youth Craft Room which has not had AV equipment would have AV equipment installed for visible demonstration of crafts and use for other activities. For example, the BOOMbox programs on gardening will be held in that room because it has a sink and running water.

Updating and improvements to the AV system in the Board Room would allow for wireless presentations, also eliminating all wiring on the Board Room table. A camera and microphones will be installed to allow for Skype communication with a distant Board member or presenter.

Details of the upgraded equipment and proposed uses for each room were presented. Estimated prices for all the equipment specified have been estimated by the consultant to total about \$64,000. There will also be some installation costs. It is proposed to charge this expense to the Capital line of the budget.

Permission of the Board to solicit bids for the meeting room AV upgrades was requested. A report on proposals received will come back to the Board for approval before a contract is awarded.

Discussion followed. The Board would like each room ranked from most important to least important; how is staff currently performing tasks now and how will the upgrade assist; who will benefit from the upgrades – public or staff?

A motion was made by Mrs. Hunter, seconded by Dr. Maks to table this item until the April Board meeting. The motion passed unanimously.

### APPROVAL OF PURCHASE OF NEW LIBRARY VEHICLE

The library van has been in the shop for serious repairs three times in the past several months. There have been recurrent problems with the brakes. While the vehicle only has 78,000 miles on the odometer, it was purchased in 2003 and may have just aged to a point at which replacement makes sense.

Various government programs bid out specs for vehicles so that each municipality and/or local governmental unit will not have to go out to bid for such vehicles on their own. For the type of vehicle the library needs to ferry staff to meetings, conduct homebound delivery and attend various meetings and events in Skokie, a van or larger SUV is needed. The State of Illinois program continues to specify the Dodge Caravan in its class. The Northwest Municipal Conference program specifies some SUV's in various size categories. The Ford Explorer can seat up to seven persons and, without the third row of seats, has ample cargo space for most errand-running to the Post Office or neighborhood schools.

The contract for the Ford Explorer was awarded to Bredemann Ford in Glenview. The base price for a fleet vehicle through May, 2015, is \$25,910. The vehicle comes with a 3 year/36,000 mile warranty with 5 year/60,000 mile warranty on the drive train. Mrs. Anthony distributed the specifications including the list of options. After discussion with Maintenance staff, Mrs. Anthony requested the following options: XLT basic package for front wheel drive \$2,211; package for remote starter and screens \$1,309.; navigation \$694.; mats \$66.; rear bumper protector \$66.; rustproof and undercoat \$345.; Scotch Guard \$165. plus the cost of license transfer.

Mrs. Anthony asked for the Board's permission to order a new Ford Explorer for the library at a cost of \$30,766. The library pays no tax on the purchase.

A motion was made by Mr. Griffin, seconded by Mrs. Rich:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES  
APPROVE PURCHASE OF A 2016 FORD EXPLORER THROUGH  
THE NORTHWEST MUNICIPAL CONFERENCE IN THE AMOUNT  
OF \$30,766.

The roll call vote for approval was unanimous.

Dr. Maks left the meeting at 9:02 p.m.

### DIGITAL CONTENT QUARTERLY REPORT

### Digital eBook Circulation and Content

As mentioned in the December 2014 Digital Content Quarterly report, the pace of eBook growth has slowed both nationally and in the library. However, our eBook checkouts from OverDrive still increased in the last calendar year, rising 21% from 2013 to 2014.

The library's other current major eBook provider, 3M, launched in February 2014 and has had relatively steady growth. Monthly average checkout per active patron on 3M is 2.4 titles, which is slightly above 3M's national average. As we continue to build the 3M collection (we currently have about 1600 eBook copies in 3M versus 5300 in OverDrive), we expect the numbers to increase.

Circulation	February 2014	February 2015	Percentage increase
eBooks from OverDrive	2128 checkouts	2194 checkouts	3%
eBooks from 3M	217 checkouts	412 checkouts	89%

We're also looking to learn more about our eBook readers to help guide collection development. While our most popular eBook titles of the last month mirror those at the top of the print bestseller lists (*The Girl on the Train*, *Gone Girl*, and *All The Light We Cannot See*), the breakdown of our February OverDrive checkouts by genre reveals that many of our "power users" are romance and suspense/thriller readers.

Skokie Public Library's top 10 genre categories by checkout (Feb. 2015):

1. Romance	897
2. Suspense/Thriller	667
3. Literature	473
4. Historical Fiction	317
5. Mystery	306
6. Nonfiction	255
7. Fantasy/Science Fiction	215
8. Young Adult Fiction	190
9. Juvenile Fiction	138
10. Biography	132

However, the popularity of these categories also reflects the fact that users can only check out what's readily available. Initially, the bulk of eBooks offered to libraries was popular fiction. The range of options is increasing as publishers gain confidence in the

format. We're in the process of developing collection development goals for a broader assortment of eBook titles, particularly nonfiction aimed at students. For example, we plan to enhance the collection of our GVRL eBook platform, as this provides a variety of nonfiction eBooks with no limitations on simultaneous use (i.e., the title is never "checked out" and thus can be read by multiple users at the same time). As an added benefit, GVRL titles are owned, not leased, by the library.

### **Zinio and Digital Magazine Promotion**

We are exploring ways to better promote Zinio, our digital magazine provider, now featuring improved functionality and a library-specific mobile app. Zinio is most popular during the summer and holidays, as it allows patrons to download an unlimited number of magazine issues to enjoy on their mobile devices. We've recently added subscriptions to popular titles such as *Vanity Fair*, *Cook's Illustrated*, and *The Atlantic* to our collection of nearly 80 magazine titles, viewable at <https://www.rbdigital.com/skokieil/service/zinio/landing>.

Skokie Public Library's highest-circulating Zinio titles (February 2015):

1. Us Weekly
2. OK! Magazine
3. The Economist
4. Chicago Magazine
5. Eating Well
6. The Atlantic
7. Vanity Fair
8. Cook's Illustrated
9. Discover
10. Martha Stewart Living

The Digital Content Quarterly Report was noted.

### **STAFF ENGAGEMENT SURVEY**

During the organizational realignment officially implemented in January 2014, many staff experienced significant change, including new departments, responsibilities, supervisors, and office spaces. One year into the realignment, we invited all staff to participate in an online staff engagement survey. This came six months after an initial staff engagement survey conducted in July 2014. The purpose of these surveys was to give all staff an opportunity to provide feedback about working at the library and library

leaders an opportunity to gain insights about what we can do to improve as an organization. A total of 97 staff members completed the January 2015 survey. All responses were anonymous, though staff were asked to identify the department in which they work.

Results show that we are clearly heading in the right direction in many areas. The largest increases from July 2014 to January 2015 were found in staff who agree or strongly agree with the following:

- Understand how my work contributes to the library's goals (93%, up from 83%)
- Have opportunities to express ideas and opinions related to my job (76%, up from 54%)
- Staff adapt well to difficult situations (73%, up from 61%)
- Managers and supervisors recognize strong job performance (72%, up from 55%)

There are other positive signs. For the most part, staff agree or strongly agree with the following:

- Enjoy my work (90%)
- My supervisors and I have a good working relationship (94%)
- My co-workers and I have a good working relationship (91%)
- Library positively affects people's lives (90%)

Still, there are some indications that we need to improve in certain areas.

- Communication between departments is not as strong as we would like with only 44% saying they agree or strongly agree that it is good.
- Our organizational culture is also not as strong as we would like, with only 57% agreeing or strongly agreeing that they are satisfied with the culture. This is up from 51% from the last survey, but clearly not satisfactory.
- Only 46% agree or strongly agree that staff willingly accept change. We have certainly been through some major changes in the past year and are all still learning to accept and understand change.

Those who worked at the library prior to the start of the realignment, 77% of the respondents, were asked additional questions about the realignment.

- 29% said they are more enthusiastic about their work since the realignment, 36% said they are equally as enthusiastic, and 28% said they are less enthusiastic.
- 49% agree or strongly agree that they see the benefits of the realignment on the community so we still have some work to do here as well. The fact is the realignment

has resulted in some significant benefits and we need to do a better job of sharing our successes with each other.

### **Comparison from July 2014 to January 2015:**

*Percentages represent staff who agree or strongly agree with each statement*

*Highlighted areas denote the most significant increases*

<b>Statement</b>	<b>July 2014</b>	<b>Jan 2015</b>
Satisfied with my opportunities for professional growth and development	64%	63%
Satisfied with the job-related training at the library	65%	73%
Satisfied that I have the opportunities to apply my talents and expertise	69%	78%
Understand how my work contributes to the library's goals	83%	93%
Feel involved in and focused on my work	91%	92%
Enjoy my work	83%	90%
Have opportunities to express ideas and opinions related to my job	54%	76%
My supervisors and I have a good working relationship	85%	94%
My co-workers and I have a good working relationship	94%	91%
Satisfied with my overall job security	76%	76%
Satisfied with the culture of the library	51%	57%
Staff adapt well to difficult situations	61%	73%
Staff effectively identify future challenges and opportunities	54%	61%
Staff take the initiative to help each other when the need arises	87%	83%
Staff willingly take on new tasks as needed	75%	73%
Staff willingly accept change	43%	46%
Communications b/w my department's managers/supervisors and staff is good	49%	81%*
Communication b/w departments or teams is good	34%	44%
Managers and supervisors recognize strong job performance	55%	72%
There is trust b/w my department's managers/supervisors and staff	49%	78%*
Staff treat each other with respect	84%	82%
Library positively affects people's lives	92%	90%
Library is dedicated to diversity and inclusiveness for staff	70%	75%

*\*Added "my" to statement in January 2015 survey*

### **SHORT TAKES FOR TRUSTEES VIDEO: BOARD MEETINGS**

The Board will view the video, *Board Meetings*, at the April Board meeting.

### **REACHING ACROSS ILLINOIS LIBRARY SYSTEM (RAILS)**

There was no RAILS report as Mrs. Parrilli was absent.

### **COMMENTS FROM TRUSTEES**

There were no Comments from Trustees.


COMMENTS FROM OBSERVERS

Email from Rena Helprin, Secretary/Administrative Assistant, Hillel Torah North  
Suburban Day School, Skokie Library Board, dated March 12, 2015 re Library Card

No action was taken.

ADJOURNMENT

At 9:08 p.m. a motion was made by Mrs. Hunter, seconded by Mr. Griffin to adjourn the regular meeting. The motion passed unanimously.

A handwritten signature in cursive script, reading "Karen Parrilli", is written over a horizontal line.

Karen Parrilli, Secretary