

September 13, 2000

Minutes of the regular meeting of the Board of Trustees of the Skokie Public Library held in the Skokie Public Library Board Room, Wednesday, September 13, 2000.

CALL TO ORDER

John Graham, President, called the meeting to order at 7:34 p.m.

Members present: John Graham, President; Diana Hunter, Vice President/President Emerita; Eva D. Weiner, Secretary; Susan Greer; Richard J. Witry; John M. Wozniak and Carolyn A. Anthony, Director.

Also present: Barbara A. Kozlowski, Associate Director for Public Services; Skokie resident Carole Riding.

Member absent: Zelda Rich.

APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF AUGUST 2, 2000

Dr. Wozniak made a motion, seconded by Mrs. Hunter, to approve the minutes of the regular meeting of August 2, 2000, subject to additions and/or corrections.

There being no additions or corrections, the minutes were approved and placed on file. Mr. Witry abstained from voting as he was not present at the August 2, 2000 Board meeting.

APPROVAL OF THE MINUTES OF THE SPECIAL MEETING OF AUGUST 30, 2000

Mr. Witry made a motion, seconded by Dr. Wozniak to approve the minutes of the special meeting of August 30, 2000, subject to additions and/or corrections.

There being no additions or corrections, the minutes were approved and placed on file. Mrs. Hunter abstained from voting as she was not present at the August 30, 2000 special meeting.

CONSENT AGENDA ITEMS

FINANCIAL STATEMENTS

LIST OF BILLS

Mr. Witry made a motion, seconded by Mrs. Weiner:

MOTION: THAT THE FINANCIAL STATEMENT FOR THE MONTH OF AUGUST, 2000, THE LIBRARY NOTE FUND, THE YEAR-TO-DATE BUDGETARY STATUS AND THE LIST OF BILLS BE APPROVED FOR PAYMENT, SUBJECT TO AUDIT.

The roll call vote for approval was unanimous.

CIRCULATION REPORT

LIBRARY USE STATISTICS

REPORT(S) FROM DEPARTMENT HEAD(S) (1)

CORRESPONDENCE

GIFT

PERSONNEL

Mrs. Weiner made a motion, seconded by Mr. Witry:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES PLACE ON FILE THE FOLLOWING CONSENT AGENDA ITEMS:

1. CIRCULATION REPORT
2. LIBRARY USE STATISTICS
3. REPORT(S) FROM DEPARTMENT HEAD(S)
4. CORRESPONDENCE: E-mail from David Whelan, Director, Legal Technology Resource Center, American Bar Association; Letter from Bhavna Sharma-Lewis, Principal, John Middleton Elementary School; Letter from Peter Illing, LCSW, Executive Director, NTSW; E-mail from Stuart Gosenpud; Letter from Eldon Burk, President, Library Board of Trustees, Des Plaines Public Library
5. GIFT: \$100. from Klaus H. Kraft for summer reading club
6. PERSONNEL: Status Change: Christine Rich, Technical Services, from part-time hourly to part-time salaried, effective August 2, 2000; Promotion: Clifton Healy, part-

time Adult Services Page to part-time Bookmobile Assistant, effective August 14, 2000; Hires: Michael Farrelly, part-time Youth Services Computer Assistant, effective August 21, 2000; Resignations: Mary Hopper, part-time Youth Services Librarian, Youth Services, effective September 7, 2000; Yuri Kaplanskiy, part-time Information Services Desk Clerk, Adult Services, effective September 10, 2000; and Nancy Shlensky, full-time Head of Youth Services, effective September 15, 2000.

Mr. Graham noted the press we are getting from all over the country in regard to our website, particularly in regard to Reader's Advisory tools. Mrs. Anthony called attention to the Open House at the Des Plaines Public Library September 24. The motion to place the Consent Agenda items on file was unanimously approved.

DIRECTOR'S REPORT

Usage—Circulation in August was up only slightly over last year with decreases in book circulation and increases in use of audiovisual materials. The gate count is down about 5% as has been typical since telephone renewals and remote access were introduced. Page requests on the Library's website are up 43% over August last year. Features most heavily used included the film schedule for showings at the Library, the books made into movies page, job openings and remote access to resources. Remote requests for licensed databases were 2,721 in August, fewer than in July. Nevertheless, remote access is becoming a significant factor in overall Library use.

Retaining Wall Replacement—The Village received a complaint about the condition of the retaining wall on the south side of the Library's property and has requested that we consider repairing it. The wall will need to be replaced. We received an estimate of \$65,000. for the job. It seems wise to defer any work until after building

construction is completed as the wall may be damaged by heavy equipment used in the building process.

Tax Appeal Settlement—The Tax Appeal Cooperative has accepted a settlement offer from Old Orchard Shopping Center and Bloomingdale’s. The settlement offer was for the values as appraised by McCann, retained by the government tax coalition and they are much closer to the Board of Review’s valuation than to the appellants’ valuation.

<u>Property</u>	<u>Board of Review</u>	<u>Appellant’s Valuation</u>	<u>Settlement</u>
Old Orchard Center	41,748,731	33,440,000	40,280,000
Bloomingdale’s	5,472,000	4,864,000	5,130,000

Property Tax Appeals for 1999—We have received notice of property tax appeals from W.W. Grainger and 3337 Golf Road so far for 1999 assessments. To date, the Government Tax Appeal Cooperative has been challenging appeals from 1998.

Library Cable Network—Library programming is up and running for subscribers to 21st Century Cable. While there are only a couple hundred subscribers so far, the company has largely completed the installation of fiber and is poised to begin marketing. The Village made arrangements for LCN programming to appear on 21st Century Cable and even requested Channel 24 on our behalf.

SkokieNet Praised—One of the Reference staff had a call from Florida this week. The caller wanted us to know that he had obtained all the information he was looking for on the SkokieNet site and he thought it was terrific.

OCLC Workshop—Mrs. Anthony is going to Dublin, Ohio this weekend for an invitational meeting on “Visioning the Future of Public Libraries” sponsored by OCLC. OCLC not only maintains the largest international bibliographic utility, but has become

quite involved in the provision of licensed databases. It has developed in close cooperation with libraries and library agencies. She expects it to be an interesting session.

Mrs. Anthony reported on her trip to Dublin, Ohio; it was a very useful meeting.

Booking with a Buddy—Over 100 volunteers, many of them teens, turned out for the thank you ice cream social for participants in the Booking With a Buddy program.

There was strong interest in continuing to volunteer for Youth Services through the year.

We will not be able to accommodate most of the requests, but the support is appreciated.

Negotiations with Innovative Interfaces—Camille Cleland, Assistant Director for Technical Services and Automation Coordinator, consultant Sue Epstein and Mrs. Anthony will meet with Innovative Interfaces September 28 to negotiate a contract. A proposed document will be brought to the Board in October or November after review by legal counsel.

Mrs. Anthony informed the Board that Dr. Laura Schlessinger's (TV personality) program this Friday is about libraries. Dr. Laura will show a 15-year-old girl accessing pornography on the Internet at the Denver Public Library. Bob Willard, Head of the National Commission on Libraries and Information Science in Washington was kept in the green room for most of the show and had about two minutes to speak. We are in readiness to answer questions on Friday and have been checking our policies.

BUILDING PROJECT

Mr. Graham informed the Board that after the interviews are held with the construction manager candidates, and a choice between one or two candidates is made, the candidates will appear before the entire board so they can participate in a discussion. Mr. Graham and Mrs. Anthony will meet on Thursday afternoon with Bob Hunter and

will go over this matter. We are interested in getting a good assessment of the construction manager's track record.

TECHNOLOGY PLAN 2000-2001

After much discussion, Mrs. Greer made the following motion, seconded by Dr. Wozniak:

MOTION: That the Skokie Public Library Board of Trustees approve the Technology Plan 2000-2001 as presented (copy attached).

The motion passed unanimously.

ILLINOIS FUNDS, PRIME FUND

Mrs. Anthony explained that Skokie Public Library has had money in the Illinois Funds for many years. The Illinois Funds program has operated like a money market fund with invested monies earning interest from day of deposit to day of withdrawal and constant availability of monies for withdrawal. The rates are almost always slightly higher than those in commercial banking institutions. Now the Illinois State Treasurer has announced the inception of a Prime Fund, designed for excess funds which can be invested for 30 days or longer. The Illinois Funds, Prime Fund has earned Standard & Poors' highest rating (AAAm). Fund investments will be collateralized or insured. The Prime Fund will require a minimum 30-day deposit period with a minimum 7-day withdrawal notice. The Prime Fund will seek yields higher than the money market fund by 15 to 30 basis points, depending on market conditions. Because Library tax revenue is received within a narrow time frame twice a year for use throughout the year, the Prime Fund could be a useful vehicle.

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

MOTION: That the Skokie Public Library Board of Trustees allow investments in the new Prime Fund of the Illinois Funds.

Mrs. Hunter then amended her motion to:

MOTION: That the Skokie Public Library Board of Trustees allow investments in the new Prime Fund of the Illinois Funds and that the Skokie Public Library's Investment Policy would be revised to reflect this change (specifically Paragraphs III and V).

A roll call vote for approval was unanimous. The Investment Policy will be brought before the Board at the October meeting with the corrected wording.

RATIONALE FOR FEES

The rationale for fees was adopted by the Board in November 1993, at a time when many tax-supported agencies were introducing a number of fees for service as a means of coping with uncertain or limited tax revenues.

The Board discussed at length fees for certain services (e.g. fee for videotapes) to local residents and fees to nonresidents (reciprocal borrowing). Mr. Graham stated that we will wait until we have a specific recommendation(s) before changing the policy regarding certain fees. The Board continues to agree with the rationale for fees as stated.

WEB PAGE FROM SEATTLE PUBLIC LIBRARY LINKING TO SKOKIE PUBLIC LIBRARY

The web page from Seattle Public Library linking to Skokie Public Library was noted by trustees.

LIBRARY CABLE NETWORK CHANNEL 24

The September 2000 Cable Guide was noted by the trustees.

NORTH SUBURBAN LIBRARY SYSTEM

There was no report from Pat Groh.

COMMENTS FROM TRUSTEES

Mr. Graham said Mrs. Hunter sent the Board several pictures from artists she would like the Board to consider. Mr. Graham said if other members would like to recommend artists we could revisit this topic in March or April. Mrs. Anthony had mentioned a piece by Richard Hunt.

Mrs. Hunter mentioned an article on the North Shore Sculpture Park in last Thursday's Reader. John Graham would like a copy of the article.

Mr. Witry asked if the type on the signs in front of the Mary Radmacher Meeting Room and Petty Auditorium could be enlarged.

Dr. Wozniak was delighted to see in the NSLS newsletter a very fine article and portrait of Mrs. Anthony and Gail Shaw, Technology Manager.

COMMENTS FROM VISITORS

Carole Riding commented regarding video fees. When she was employed at Skokie Public Library and patrons asked about the \$1 fee for videos she told patrons we used the money to buy the most current videos.

ADJOURNMENT

At 8:56 p.m. the meeting adjourned. The Director's Self-Assessment will be discussed at the October Board Meeting.

Eva D. Weiner, Secretary

SKOKIE PUBLIC LIBRARY

TECHNOLOGY PLAN 2000-2001

Abstract

Currently, Skokie Public Library provides an integrated online system (Dynix) from epixtech for circulation of library materials; the public access catalog; cataloging; materials acquisition; serials control; placement of patron holds; dial-in and web access to the public catalog; touchtone telephone service for renewals and record checks; and Z39.50 server access from other library systems. These services are provided through the Joint Computer Program for Libraries (JCPL), a consortium of four public libraries formed in 1983. Internet service is also provided through JCPL and is available from all 121 patron and staff networked workstations within the Skokie Public Library building. Twenty-one patron workstations and all 66 staff workstations provide Internet browsing capabilities. The Library has a Windows NT local area network (LAN) providing 100Mbps access to the Library catalog and to numerous CD-ROM and Internet-based databases from all networked workstations. A WinU menu and staff-developed resource guides help the public select and use appropriate databases.

In June 2000, the decision was made to break up the JCPL consortium as of April 30, 2001. After a cost/benefit analysis of continued consortium participation was completed, it was shown to be in the best interests of Skokie Public Library to withdraw from the consortium and go standalone. Following this decision, Skokie Public Library has chosen a new automated system vendor, Innovative Interfaces, Inc. The Library has also embarked on a building expansion program, with actual construction scheduled to begin in August 2001.

Vision

Skokie Public Library's goal is to use the capabilities of appropriate technology to expand access to resources and to enhance service to Library users. It is our intent to not only enable Skokie residents to access a wealth of resources within the Library, but to provide convenient access to many of those same resources from their homes, schools, or offices. Remote access methods have been developed and implemented to allow for connectivity to Library resources via the Internet using a graphical Web browser interface. The Library recognizes a responsibility to be a leader in the community in assisting other agencies in using information databases and electronically disseminating information about their services. The Library also has a role in helping individuals learn to access and evaluate information.

Technology Assessment

Community and Library

Together with the school districts, Village, and Park District, the Library will continue to explore the potential of a Village Institutional Network (I-Net) for which infrastructure should be in place by late 2000. Fiber optic cabling was run to the Library building in July 2000 in preparation for the I-Net connection. The I-Net has the potential for facilitating communication among Skokie agencies, each of which has developed an independent internal network.

The Library has implemented remote access to databases by community institutions and individuals using an authentication system. In order to ensure broad access opportunities, we are looking at developing offsite Skokie community information network (SkokieNet) locations together with the Village and Park District.

The Library currently uses a Windows-based public access catalog with a graphical user interface (PAC for Windows). Web-based access to the public access catalog (WebPAC) was implemented in 1999. When the Innovative Interfaces automated system is implemented in 2001, access to the catalog will be available solely through a web-based interface.

Plans for information literacy services (finding, evaluating, and using information effectively) are in continuous development. Significant work has been completed and continues on digitization of special collection materials related to the planned Nazi march in Skokie (1978). Other projects for digital imaging are being evaluated.

Internet and Computer Use Policies

Internet policies for patrons, and policies for staff computer and Internet usage are attached. An online version of the Internet policy statement was implemented in the spring of 2000, which requires patrons to agree to their acceptance of the policies before opening the program for general web browsing.

Technology Inventory

Hardware

- One (1) Dell fileserver
Operating system: Windows NT Server 4.0
New system; not yet configured
Future: Primary domain controller
- One (1) Hewlett Packard fileserver
Operating system: Windows NT Server 4.0
Primary domain controller
Future: Backup domain controller; fax modem; Exchange email server
- One (1) Compaq CD-ROM fileserver with 28 CD-ROM drives in four towers
Operating system: Windows NT Server 4.0 with Meridian CDNet NT v3.0
Backup domain controller
Future: Retirement
- One (1) Meridian CD-ROM fileserver with 28 integrated CD-ROM drives
Operating system: Windows NT Server 4.0 with Meridian CDNet NT v3.0
Future: Integrate remaining CDs from retired Compaq fileserver (above)
- One (1) Compaq fileserver for remote access
Operating system: Citrix WinFrame v1.7
Future: Retirement
- One (1) Dell server for remote access using EZProxy
Operating system: Windows NT Server 4.0
Future: Remote access; Internet Information Server (IIS) for websites
- 111 networked LAN workstations
- Two (2) networked LAN workstations with ADA adaptations for visually-impaired patron use
- Eighteen (18) workstations with terminal emulation for text-based automated system access
- Seven (7) dumb terminals for text-based automated system access
- Two (2) notebook systems with wireless modems for Bookmobile access to Internet
- Fourteen (14) standalone workstations
- Nineteen (19) laser printers for patron use, each shared by two workstations with cardreader charge systems
- Five (5) flatbed scanners
- Seven (7) networked laser printers for staff use
- Fourteen (14) local laser printers for staff use
- Fourteen (14) local dot-matrix printers for staff use

Primary networked software

- Microsoft Office applications for all staff; limited-function versions for patrons
- Eight (8) CD-ROM products
- Twenty-eight (28) selected Internet-based databases for reference and research

Primary client-based software

- Microsoft Internet Explorer (graphical Web browser)
- epixtech automation system (Dynix)

Telecommunications

- Level 5 category cabling throughout building
- T1 line to Internet
 - Currently, connection via PSINet shared by JCPL consortium members
 - In fall 2000, separate connection via Illinois Century Network (ICN) for Skokie Public Library
- Cellular Digital Packet Data (CDPD) wireless service via Ameritech for remote Bookmobile access to Internet
- Northern Telecom Meridian 1, Option 11 telephone system:
 - 65 standard telephones
 - 29 telephone lines
 - Service provider: Focal Communications Corporation

Technology Staffing

At the present time, the Library has three full-time staff devoted to technology:

- **Technology Manager:** Maintains and has day-to-day responsibility for the operation of the local area network; coordinates, develops, and maintains web-based resources for the Library and community partnerships
- **Technology Specialists (2):** Oversee the status and operability of computer hardware, such as CPUs, monitors, and printers; maintain equipment inventory records; perform staff training

In the near future, an Assistant Technology Manager/System Administrator position will be added. With the decision having been made to leave the consortium, this position will have full responsibility for the day-to-day operation of the integrated online library system, as well as assigned LAN projects.

Library Goals and Strategies

JCPL Consortium Objectives

- Break apart the JCPL consortium: bibliographic records with associated holdings data must be separated for each library
- Implement required OCLC code changes to identify each library's holdings

Skokie Public Library Objectives

Upgrade access to electronic resources

1. Implement Innovative Interface's automated system (*spring 2001*)
Cost: circa \$ 250,000
2. Implement Microsoft Exchange email server, Microsoft Outlook client applications, and transfer email communications services from North Suburban Library System to Library (*winter 2001*)
Cost: \$ 10,000
3. Establish SkokieNet connection via kiosk at one remote site in Skokie for ready access to information about Skokie community resources (*spring 2001*)
Cost: \$3,000 to \$10,000 depending on hardware, plus line costs

Skokie Public Library website

1. Redesign and restructure Library website
2. Continue to develop and maintain Library website
3. Implement and configure an Internet Information Server, and transfer website from North Suburban Library System to Library
4. Plan and develop a staff Intranet
5. Develop additional interactive services to enhance website usage

Professional development plans

1. Continue to establish basic computer competencies for staff and provide training as needed
2. Continue to train new staff in telephone use, voicemail, catalog skills, and email use
3. Continue to train staff and public in electronic resources usage
4. Continue to develop Web-based resource guides to assist public in selecting and using appropriate databases
5. Continue to provide learning and training opportunities through scheduled presentations and demonstrations

Other objectives

1. Continue to weigh advantages and disadvantages of CD-ROM vs. Web-based access to products; review offerings of competing vendors for scope, accessibility, and cost
2. Continue to replace workstations and other hardware on a three-year cycle
3. Continue cablecasting of Library Cable Network programming and monitor opportunities for interactive programming; explore cablecasting via 21st Century Cable in addition to AT&T Cable

Future technologies for evaluation

1. Video-conferencing capabilities
2. Handheld devices to aid in portable reference, circulation, and patron services
3. Smart Card technologies
4. Village Institutional Network (I-Net) possibilities
5. Electronic book (e-book) integration
6. Thin-client network technology

Budget

Skokie Public Library has a line in the Operating Budget for technology hardware and software of \$90,000 in the 2000-2001 fiscal year. The Library also contributes monthly to a capital growth fund account for technology which has a current balance of approximately \$325,000.

Skokie Community Information Network Partners

The Library continues to be a leader in encouraging participation in SkokieNet, the Skokie community information network, with the goal of including churches, schools, medical agencies, nonprofit organizations, government agencies, clubs, and local businesses.

Evaluation Process

Evaluation methods are both quantitative and anecdotal. The number of uses of each database, access to the Skokie Public Library website, and requests for website pages of agencies participating in SkokieNet are examples of quantitative indicators of use. Anecdotal reports of questions answered through access to Web-based databases, SkokieNet success stories, and interesting questions received via email are examples of narrative reports which will help to evaluate the extent to which use of newer technologies has expanded access to resources and enhanced Library service to users. Both Library user and community surveys were conducted in the winter of 1999, in preparation for a new planning cycle.