

May 10, 2017

Minutes of the regular meeting of the Board of Trustees of the Skokie Public Library held in the Skokie Public Library Board Room, Wednesday, May 10, 2017.

CALL TO ORDER

Mark Prosperi, President, called the meeting to order at 6:29 p.m.

Members present: Mark Prosperi, President; Diana Hunter, Vice President/President Emerita; Karen Parrilli, Secretary; Susan Greer; Eugene F. Griffin; Jonathan H. Maks, MD; and Richard Kong, Director.

Staff present: Laura McGrath, Deputy Director; Lindsay Braddy, Assistant Department Head, Access Services.

Observers present: Kevin Long.

Guest present: Mira Barbir.

INTERVIEW / TRUSTEE CANDIDATE

The Board interviewed Mira Barbir for the vacant trustee position created by the resignation of Zelda Rich. Mr. Kong and Mrs. McGrath were not present for this part of the meeting.

APPROVAL OF THE MINUTES OF THE REGULAR AND CLOSED MEETINGS OF APRIL 12, 2017 AND THE SPECIAL MEETING OF APRIL 26, 2017

Mr. Griffin made a motion, seconded by Dr. Maks, to approve the minutes of the regular and closed meetings of April 12, 2017 and the Special Meeting of April 26, 2017, subject to additions and/or corrections. There being no additions or corrections, the minutes were approved unanimously and placed on file. The vote was 6 ayes and 0 nays.

BILLS

On the spreadsheet following the List of Bills which lists Visa charges over \$500. Dr. Maks requested the total dollar amount of the Visa bill be placed on the bottom of the page. He also requested a column stating the actual account description (such as Supplies, Building and Grounds, etc). Mr. Kong stated this will start with the June Board packet.

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

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

The roll call vote for approval was 6 ayes and 0 nays; the motion passed unanimously.

YEAR-TO-DATE BUDGETARY STATUS

The Year-to-Date Budgetary Status was noted. Mr. Kong stated we ended the fiscal year under budget and he may ask for approval of a transfer to the Reserve Fund at the June meeting.

FINANCIAL STATUS / ANALYSIS OF GENERAL OPERATING FUND FOR THE SEVEN FISCAL YEARS

The Financial Status / Analysis of the General Operating Fund for the Seven Fiscal Years was noted.

CONSENT AGENDA (Financial Statement; Circulation Report/Dashboard; Reports from Department Heads; Program Statistics Fourth Quarter F.Y. 2016-17; Correspondence; Gifts; Personnel)

Mrs. Parrilli 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 FOURTH QUARTER F.Y. 2016-2017
4. CORRESPONDENCE: LETTER FROM SECRETARY OF STATE AND STATE LIBRARIAN JESSE WHITE TO RICHARD KONG DATED APRIL 6, 2017 RE AWARD OF PER CAPITA GRANT
5. GIFTS: \$200. FROM ALLEN TUTZER IN SUPPORT OF THE LIBRARY'S VISUALLY-IMPAIRED DISCUSSION GROUP; \$20 FROM MARYELLEN SCOTT IN APPRECIATION
6. PERSONNEL: TERMINATION: LOUISE BARNETT, PART-TIME LIBRARIAN, YOUTH SERVICES, EFFECTIVE JUNE 23, 2017.

The motion passed unanimously. There were 6 ayes and 0 nays.

DIRECTOR'S REPORT

Usage

With the close of FY 2017, our total circulation stands at 2,167,979, which is a slight decrease of 1.5% (33,881) from last year. The circulation from April was down 1.3% compared to last April, but it should be noted that we were open one less day in April due to Easter falling in April. This also affected the total gate count in April, which was down 3% from last year. Use of eBooks was down slightly by 2.4% compared to last April, but YTD circulation of eBooks rose 34%. Total circulation of adult materials was down 6.8% from last April, but youth materials were up 3.3%, with physical youth books up 8.2% from last April. Bookmobile circulation was up 1.8% from last April. We issued 346 library cards in April, bringing the total number of active Skokie cardholders to 32,382. Total program attendance increased in 22.6% from last April, with a 23.5% increase in adult program participation and a 31.7% increase in youth program attendance. Staff fielded close to 20,000 questions in April at various service points, which is an increase of 10.3% from last April. More information will be provided in the June board packet to provide a fuller picture of usage in FY 2017.

The Board requested departmental annual reports be split up over the next three Board meetings.

Summer Reading 2017

Staff have been working diligently on this year's Summer Reading program, Camp Imagine. The program will be held from June 1 to August 13, 2017, but early bird registration will be available at the Festival of Cultures on May 20-21, 2017. Patrons of all ages will be invited to participate.

National Library Legislative Day

More than five hundred library advocates from across the country attended the National Library Legislative event recently. Mr. Kong joined others from the Illinois delegation to meet with Congresswoman Jan Schakowsky and staff from the offices of both Senator Durbin and Senator Duckworth to advocate for libraries. The focus was on asking for full funding support for critical federal library programs including the Library Services and Technology Act (LSTA) at \$186.6 million for FY 2018 and Innovative Approaches to Literacy (IAL) program at \$27 million in FY 2018. LSTA is the only federal funded program for libraries, and most of the resources go to individual libraries through each state. In 2016, Illinois received \$5,488,648 in LSTA grants. IAL helps school libraries

and non-profits obtain essential materials, books, and supplies to children in high-need communities. The President's proposed budget plan to eliminate the Institute of Museum and Library Services (IMLS), net neutrality, and privacy were also main topics of discussion. Mr. Kong also joined other PLA leaders in two separate meetings with staff associated with the Small Business Administration (SBA) and the House Committee on Agriculture. The goal of the meeting with SBA was to discuss possible common areas of interest with libraries to support local small businesses, and Mr. Kong shared what we are doing to help connect patrons with SCORE mentors and learn about SBA loans. The goal of the second meeting with staff working with the House Committee on Agriculture was to increase awareness of how libraries are increasingly playing a role, with efforts like our summer lunch program, to address food insecurity in our local communities.

Mr. Prosperi asked that the circulation report be adjusted starting next month to show the total number of books, eBooks, and eAudiobooks borrowed to see if circulation is going up or down; this would be in addition to the categories listed previously.

Dr. Maks commented on the increase in questions fielded increasing by almost 20%. Dr. Maks suggested putting month-to-month figures on the dashboard for comparison.

Artistic Discovery Presentation and Reception

On Monday, May 8, 2017, the library hosted the annual Artistic Discovery event. This event is tied to a nationwide high school arts competition sponsored by Members of the U.S. House of Representatives. Local high school students exhibit their artwork in the library, and Congresswoman Jan Schakowsky attended the presentation and reception to honor this year's artists. The overall winner for our district will be displayed for one year in the U.S. Capitol.

Data Summit

Many staff from various departments participated in a recent data summit organized by Deputy Director Laura McGrath and Youth and Family Programming Supervisor Amy Koester. A wide variety of data sets was presented, including information about collection use, program attendance, and more. This is part of our effort to increase our ability to make data-driven decisions (Goal 3 of the Strategic Plan). Large posters from the data summit are currently on display in the Board Room.

Communico for Events

Staff are working to switch our events management system from Evanced to Communico. This will provide greater ease of use for staff creating and entering events into the system and a better experience for patrons viewing and registering for events.

Internal Grant Program

This year, library staff will have the opportunity to pitch creative new ideas to serve the community through an internal grant process. A small committee will manage the application process and award multiple grants totaling no more than \$2,500. The idea for this program came from hearing about San Francisco Public Library's internal grant-making process, which led to projects such as Biblio Bistro, a mobile cooking cart that allows library staff to teach healthy cooking classes to people out in the community. Open to anyone who works at the library, the hope is that this program will create a way for staff to bring forth fresh new ideas that not only help the community but also tap into their personal passions and talents. It is also a way to encourage staff to grow as leaders within the organization.

PLA (Public Library Association) Inclusive Internship Initiative

PLA recently created an initiative to offer high school students from diverse, underrepresented backgrounds an introduction to the library profession. Students will have an opportunity to participate in a paid internship with libraries across the country this summer. The experience will also include a visit to the Library of Congress. Our young adult librarians have submitted an application to participate in this program.

YWCA Stand Against Racism

Library staff and patrons participated in the YWCA Stand Against Racism on Friday, April 28 between 10:25-10:50 a.m. It was a beautiful day and we saw many others, including Village employees, D69 students, and members of St. Peter's United Church of Christ participate along Oakton Street.



State of the Village Breakfast

The Chamber of Commerce held its annual State of the Village Breakfast on April 28, 2017. Board President Mark Prosperi and Board Secretary Karen Parrilli attended, along with various members of the staff, including Laura McGrath, Susan Carlton, Terry Ratoff, Shauna Anderson, and Christie Robinson. Mayor George Van Dusen gave a presentation highlighting new economic developments in the Village, including a note that the Village has several strong proposals for the vacant lot across from Village Hall. He also spoke about the importance of the “Skokie Welcomes Everyone” campaign, sharing comments he has heard from residents who appreciate the message and pointing out the lawn signs that were designed by library graphic designer, Vanessa Rosenbaum.

APPROVAL OF PURCHASE OF BIBLIOCOMMONS BIBLIOCORE

Ms. Braddy presented a proposal for a three-year contract with BiblioCommons for their BiblioCore catalog product. With the subscription to our current public-facing library catalog, Encore, up for renewal in 2017, we took the opportunity to evaluate whether it still effectively meets our goal of providing patrons with user-friendly searching and account management. Although Encore has served us satisfactorily for six years, it is an

expensive product and has been increasingly subject to software bugs. It also lacks mobile-friendly functionality for the many patrons who access the catalog from smartphones and tablets. Moreover, Encore's parent company, Innovative Interfaces, has acknowledged that Encore's software architecture is becoming outdated, but they do not yet have a timeline on developing an updated product or mobile version.

In late fall 2016, we began a thorough evaluation process, including a staff questionnaire and online patron survey that yielded more than 1,200 responses. These helped us identify priorities for a library catalog: intuitive search, relevant and sortable results, and ease of account management on both mobile and desktop devices. Patrons were particularly interested in simpler account access. In-person catalog testing followed, where we observed patrons often typing literal searches (i.e. "mystery book" or "by Emma Cline"), a type of query not supported by Encore.

At the same time, we researched other catalog solutions. Toronto-based BiblioCommons stood out as the best alternative option. BiblioCore, BiblioCommons' well-reviewed catalog product, is used by public libraries throughout North America, including those in Boston, Portland, Minneapolis, Seattle, Vancouver, and Chicago. We tested BiblioCore with staff and patrons in April, including inviting 11 community members to come in for 1-on-1 interviews and having 24 others use a demo site from home. Testers praised a number of useful features:

- Intuitive account management for reviewing checkouts and holds, renewals, and reading lists
- The ease of use and clear design of the site
- The ability to save materials for later
- The ability to directly search for formats (such as "new movies")
- An easy-to-navigate mobile site that has the same built-in functionality as the desktop site
- A review feature that provides book and movie ratings from library users across North America, including highlighted staff reviews and recommendations

While our testing revealed that no product currently provides an exactly Google-like catalog search, we concluded that BiblioCore not only meets our needs but provides features that our patrons were excited about using. BiblioCommons works exclusively with public libraries (Encore is a product for both academic and public institutions), so we are confident future enhancements will continue to improve usability for patrons. It also is a more affordable product. Even taking into account an implementation fee, a

three-year BiblioCommons contract is \$40,000 less than the three-year renewal contract quoted to us by Innovative Interfaces for Encore. Pricing for the first year of BiblioCore is \$32,000 (a one-time \$20,000 implementation fee plus a \$12,000 subscription fee); in years two and three the subscription fees are \$12,360 and \$12,730.80, respectively.

Implementation would take approximately six months, giving us a target date of January 2018 for launch. Staff training would commence in the fall, as would a marketing campaign to announce the change and alert users to the fact that, as a security feature, they will need to use a PIN to access their BiblioCore account. Once that is done patrons can create a username for faster login.

After providing a PowerPoint on BiblioCore and answering questions from the Board, Ms. Braddy requested Board approval of the three-year contract with BiblioCommons to provide BiblioCore at a total cost of \$57,090.80.

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

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE THREE-YEAR CONTRACT WITH BIBLIOCOMMONS TO PROVIDE BIBLIOCORE FOR A TOTAL COST OF \$57,090.80.

The roll call vote for approval was 6 ayes and 0 nays; the motion passed unanimously.

Ms. Braddy left the meeting at 7:36 p.m.

APPROVAL OF HUMAN RESOURCES MANAGEMENT SYSTEM

Mr. Kong explained that we currently have an Applicant Tracking System (ATS) and Human Resource Information System (HRIS) that costs \$5,495 annually. The system is cumbersome for library staff and is not user friendly for job applicants. After researching alternative solutions, Beth Dostert, Human Resources Manager, recommends BambooHR.

The benefits of switching to BambooHR include:

- The ATS is easier to use for the administrator, customizable based on specific job openings, and more user-friendly for the applicant. A more efficient system will save approximately 45 hours of staff time annually. More importantly, applicants will find it easier and less time-consuming to apply for open positions. They will also be able to easily attach supporting documents and edit an application.

- BambooHR has an onboarding feature that will allow our HR Manager to hire a candidate and immediately send them an electronic file that includes all of the required new-hire paperwork. This will reduce the amount of paper per hire, reduce postage cost, and save time for both new employees and library staff. This feature will save approximately 50 hours of staff time per year.
- BambooHR has a Learning Management System that will allow HR staff to track employee training and ensure that mandatory training is completed by all staff.
- The new HRIS will also be user-friendly, and will allow HR staff to pull up information about the benefits of current employees. Currently, this information is handled through paper files and spreadsheets.
- There is an off-boarding feature that will ensure action items are completed when someone's employment at the library is ending. Currently, these steps are handled through a series of emails to various employees and is inefficient.

The annual cost for BambooHR is \$10,200.00 (\$4,705 more than we pay for our current system), plus a one-time implementation cost of \$2,399.

Mr. Kong recommends Board approval of BambooHR at a total cost of \$12,599.00 for the first year.

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

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE PURCHASE OF BAMBOOHR FOR ONE YEAR AT A TOTAL COST OF \$12,599.00 AS PRESENTED.

The roll call vote for approval was unanimous. The vote was 6 ayes and 0 nays.

APPROVAL OF PROPOSED OBJECTIVES FISCAL YEAR 2018

At the end of each fiscal year, library staff create a new set of objectives for the upcoming year. These annual objectives are designed to help us reach the broader goals outlined in the current strategic plan.

Staff used the following criteria to determine the new objectives:

- **Specific:** Is it well defined?
- **Measurable:** How will we know we have achieved it?
- **Achievable:** Is it practical given our resources, knowledge, and time?
- **Relevant:** Is it appropriate given community aspirations and the strategic plan?
- **Time-bound:** Does it have a clear time frame or target date?

The proposed Fiscal Year 2018 objectives were distributed. These objectives were developed by the management team with input from other staff. All library staff were provided opportunities to contribute their ideas and feedback online and in-person during drop-in sessions.

Mr. Kong requested Board approval of these objectives.

Brief discussion followed.

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

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE OBJECTIVES FOR FISCAL YEAR 2018 AS PRESENTED.

The motion passed unanimously. The vote was 6 ayes and 0 nays.

APPROVAL OF NIGHT CLEANING SERVICE

As Mr. Kong mentioned during the March Board meeting, he has been looking at the possibility of contracting with a cleaning service to provide after-hours cleaning in the library. Rich Simon, Maintenance and Security Manager, is supportive of this plan because it would supplement the cleaning already performed by our in-house maintenance staff and allow our staff to focus on other areas that require more attention (e.g., detail cleaning throughout the library, painting, regular inspections of the facility).

An RFP (request for proposals) was posted in early April, and we received four proposals from local companies. Master Maintenance Service, Inc. submitted a proposal for a one-year contract for a total of \$49,980 (\$4,165/month). They were the lowest bid, and they come with very positive references, including one from the Maintenance Manager of Arlington Heights Memorial Library, which is similar in size to our library.

If the proposal is approved by the Board, the contractor would provide cleaning services for seven days per week after the library closes to the public. A regular cleaning crew of 2-3 people would empty all waste and recycling containers, vacuum all carpeted areas, mop all hard surfaces, and clean and stock restrooms. A supervisor would inspect the premises once a week to make sure the work is carried out correctly.

The contractor would also provide liability and property damage insurance covering all of their operations in the library, worker's compensation insurance, and proof of all insurance and bonding with the proposal.

When the topic was brought up during the March Board meeting, the Board requested a cost comparison of contracted services and permanent employment of additional staff. Mr. Simon estimates the work would require two extra FT employees. At the starting pay rate for custodians, the salaries for two FT custodians would be \$51,480 combined. IMRF would cost an additional amount of approximately \$5,662 for both employees. Insurance would cost between \$6,185-\$19,126 for each FT staff member depending on the plan they choose and the coverage level. Without also factoring in the library's additional costs for social security, state and federal taxes, and worker's comp insurance, the total cost would be at least \$69,512/year for these two FT employees. Contracting for the annual cleaning service with Master Maintenance Service, Inc. would provide a savings of \$19,532 per year. Even if we hired a number of PT employees who were not eligible for IMRF and insurance benefits, the salary cost would be more than the proposed annual fee from Master Maintenance Service, Inc.

The budget for the Maintenance of Buildings and Grounds for FY 2018 was increased to accommodate this additional expense for contracted cleaning services. Mr. Kong recommends that the Board approve the proposal from Master Maintenance Service, Inc. for \$49,980 for one year of cleaning services. After one year, Mr. Simon and Mr. Kong will evaluate the effectiveness of this new approach before agreeing to a second year.

Discussion followed. Mr. Kong confirmed we have budgeted for night cleaning services for Fiscal Year 2018 and references have been checked.

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

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE PROPOSAL FROM MASTER MAINTENANCE SERVICE, INC. FOR CLEANING SERVICES FOR ONE YEAR IN THE AMOUNT OF \$49,980.00 AS PRESENTED.

The roll call vote for approval was unanimous. The vote was 6 ayes and 0 nays.

Mrs. Hunter commented the vestibule's new carpeting looks great.

Mr. Prosperi asked the Board to move the regular order of business and go directly to Reaching Across Illinois Library Systems (RAILS). The Board agreed.

REACHING ACROSS ILLINOIS LIBRARY SYSTEM (RAILS)

Mrs. Parrilli reported the following highlights from the April 28, 2017, RAILS Board of Directors meeting's from supporting documents and videoconference.

Financial Report: A staff member from the Finance Department reported that the General Fund unassigned cash and investment balance ending March 31, 2017, totaled \$9,300,000 covering 9.6 months of operation. Total funds in cash and investments total \$19,500,000. Expenditures continue to be under budget. After a state bidding process, RAILS went into a new three-year contract agreement with Dynegy Energy Services for electric service for the Burr Ridge Service Center, which is 8.6% less than the previous contract.

Executive Director's Report: Executive Director Dee Brennan, in her written report, plans to address the issue of providing public library services to the "unserved" Illinois residents with the State Library on May 17.

She mentioned that the election for the six open seats on the RAILS Board ends May 12.

Ms. Brennan presented the FY2018 Plan of Service and budget. She remains hopeful that state funding will deliver the entire Area and Per Capita Grant of \$9,879,109.95, which is the same amount received in FY2015.

Illinois State Library: Staff updated the RAILS Board on the current status of the state budget, which still reflects funding for FY2018 through the Area and Per Capita Grants, Talking Book programs, and other literacy grants. They remain hopeful and confirmed the Secretary of State's commitment to the library systems. They are also closely following the federal government's library and museum funding negotiations in Congress.

Now through May 15, RAILS is conducting an online auction of office furniture, computers, and miscellaneous inventory from the Burr Ridge Service Center. This is in preparation of the renovations planned for Burr Ridge in June.

Next meeting: May 26, 2017, at the Cherry Valley Public Library, Rockford.

COMMENTS FROM TRUSTEES

Mrs. Hunter commented that this month's ALA magazine was the best one ever and worth reading.

COMMENTS FROM OBSERVERS

Mr. Long had no comments.

CLOSED SESSION

At 8:03 p.m., a motion was made by Mrs. Parrilli, seconded by Mrs. Hunter, to go in to closed session pursuant to 5ILCS 12/2(c)1 of the Open Meetings Act (the appointment, employment compensation, discipline, performance, or dismissal of specific employees

of the public body, including hearing testimony on a complaint lodged against an employee to determine its validity) and 5ILCS 12/2(c)3 (the selection of a person to fill a public office, as defined in the Open Meetings Act, including a vacancy in a public office.) The motion was approved unanimously. The vote was 6 ayes and 0 nays. The motion passed.

The Board discussed the performance of a specific employee. Consensus was reached.

The Board discussed the four candidates interviewed for library trustee to fill the vacancy created by the resignation of Zelda Rich. Consensus was reached.

Adjournment

At 8:39 p.m. a motion was made by Mrs. Parrilli, seconded by Mrs. Greer:

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

The motion passed unanimously. The vote was 6 ayes and 0 nays.

Open Session

APPROVAL OF APPOINTMENT OF TRUSTEE

At 8:40 p.m., Mrs. Parrilli made a motion, seconded by Mrs. Greer:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES
APPOINT MIRA BARBIR TO COMPLETE ZELDA RICH'S
UNEXPIRED TERM AS SKOKIE PUBLIC LIBRARY TRUSTEE
ENDING APRIL 2019.

The roll call vote for approval was unanimous. The vote was 6 ayes and 0 nays.

Mr. Prosperi will contact Ms. Barbir.

ADJOURNMENT

At 8:41 p.m. a motion was made by Mrs. Hunter, seconded by Mr. Griffin to adjourn the regular meeting. The motion passed unanimously.

Karen Parrilli, Secretary