

February 12, 2014

Minutes of the regular meeting of the Board of Trustees of the Skokie Public Library held in the Skokie Public Library Board Room, Wednesday, February 12, 2014.

CALL TO ORDER

Diana Hunter, Vice President/President Emerita, called the meeting to order at 7:29 p.m.

Members present: Diana Hunter, Vice President/President Emerita; Karen Parrilli, Secretary; Susan Greer; Jonathan H. Maks, MD; Denis O'Keefe; Zeldia Rich; and Carolyn A. Anthony, Director.

Member absent: Mark Prospero, President.

Staff present: Richard Kong, Deputy Director; Holly Jin, Preschool Outreach/Early Literary Librarian.

Observer present: Robert Swartz, 8027 Kostner, Skokie, IL 60076.

APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF JANUARY 15, 2014

Mrs. Parrilli made a motion, seconded by Dr. Maks, to approve the minutes of the regular meeting of January 15, 2014, subject to additions and/or corrections. There being no corrections, the minutes were approved and placed on file.

CONSENT AGENDA (Financial Statement; Circulation Report; Reports from Department Heads; Gifts; Personnel)

Dr. Maks made a motion, seconded by Mr. O'Keefe:

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
2. REPORTS FROM DEPARTMENT HEADS
3. GIFTS: 15 SHARES OF EXXON MOBIL CORPORATION STOCK FROM GLORIA D. BLOOM; \$50. FROM MICHAEL AND DIANE BLENK IN MEMORY OF JOHN WOZNIAK; \$400. FROM NORTH SHORE COMMUNITY BANK FOR WINTER READING

PROGRAM; \$3,000. FROM COLE TAYLOR BANK FOR NATIONAL LIBRARY WEEK

4. PERSONNEL: RETIREMENT: LYDIA HWANG, FULL-TIME MATERIALS HANDLER, ACCESS SERVICES, EFFECTIVE FEBRUARY 28, 2014; TERMINATION: BILL TZIAVARAS, PART-TIME CUSTOMER SERVICES ASSISTANT, CUSTOMER SERVICES, EFFECTIVE JANUARY 30, 2014; HIRES: PEDRO DIAZ, PART-TIME CUSTODIAN, MAINTENANCE DEPARTMENT, EFFECTIVE FEBRUARY 8, 2014; VANESSA ROSENBAUM, FULL-TIME GRAPHIC DESIGNER, ADMINISTRATION, EFFECTIVE FEBRUARY 25, 2014; MICHAEL BRODIE AUSTIN, FULL-TIME VIRTUAL COMMUNITY ENGAGEMENT MANAGER, COMMUNITY ENGAGEMENT, EFFECTIVE MARCH 10, 2014; PROMOTION: LYDIA MORRIS-DRUMMOND, FROM PART-TIME MATERIALS SHELVING, ACCESS SERVICES TO PART-TIME CUSTOMER SERVICES ASSISTANT, CUSTOMER SERVICES, EFFECTIVE FEBRUARY 7, 2014.

The motion passed unanimously.

#### YEAR-TO-DATE BUDGETARY STATUS

The Year-to-Date Budgetary Status report was noted.

#### BILLS

A motion was made by Mrs. Parrilli, seconded by Mr. O'Keefe:

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

The roll call vote for approval was unanimous.

#### BALANCE SHEET FOR THE NINE MONTHS ENDING FROM 5/1/13 THRU 1/31/14

The Balance Sheet for the Nine Months Ending from 5/1/13 thru 1/31/14 was noted.

#### DIRECTOR'S REPORT

USAGE----Circulation in January was down nearly 8% and the gate count was down nearly one third at 58,675. Given the repeated snowstorms and several days of arctic weather, it's amazing that so many people did get out to the Library! The Bookmobile

was off the road for two full days and parts of two other days, contributing to lower in-person use. However, use of digital eBooks and digital audiobooks has nearly doubled since last January. Database use was close to last January's record high. A total of 58,159 virtual visits were made to Library sponsored websites, nearly equal to the number of in-person visits.

NATIONAL LIBRARY WEEK GRANT----We received a check for \$3,000. from Cole Taylor Bank for support of National Library Week programming April 13-20. Cole Taylor will be recognized in the Library calendar as our National Library Week Sponsor.

BOOKMOBILE -----The Bookmobile lost power steering control February 6. Our regular garage Nick and Ernie's was helpful in making adjustments to enable the Bookmobile to return to the Library safely. The vehicle will be in the garage here at the Library until February 12 or 13 when the necessary part to repair the Bookmobile arrives in Skokie.

REALIGNMENT----People and things are literally easing into place with the realignment as most of the physical moves of office space have been largely completed. Maintenance staff has been working hard to patch and paint walls, assemble desks, and move files---all between flurries of shoveling and salting outside. A lot of interviews have been completed and some new staff hired including the new Graphic Artist and a replacement Virtual Community Engagement Manager. Other announcements should come shortly. The switchboard operations moved into the new Call Center February 10. At least one Customer Service staff member and an Adult Services staff member will be there at all times, with an occasional third as needed. With some training, staff will handle most calls as received, transferring few to other service desks. Next week staff will also begin working with implementation staff from Vocera to train on the system and to specify back-up call groups, enabling staff to refer a patron or summon additional assistance. A new electronic newsletter, "Hey, did you know?" has been started to communicate the latest developments in the realignment.

COMING TOGETHER IN SKOKIE----This year's Coming Together in Skokie and Niles Township with a focus on Korea launched with a kick-off at Niles West January 26. Monday, January 27, the Library hosted a Korean first birthday celebration for attendees at baby story time, and Saturday, February 1, there was a popular Korean cooking program and a reception for the opening of an exhibit of Korean American art. Other programs are happening in the area almost daily. Board members are invited to take part.

USE OF IPRF GRANT----Richard Kong prepared a submission for the pledged IPRF grant of nearly \$3,000. for the purchase of upgraded emergency exit signs for the Petty auditorium and some other locations on the first floor. The upgrades will ensure that emergency exits are clearly marked, even in the event of a power loss.

SCHEDULE OF DEPARTMENT REPORTS----The Board will continue to receive the Circulation Report and the Monthly Dashboard reflecting data in each of the three Library priority areas of Provide Access, Foster Learning, and Build Community. In addition, each of the Departments will prepare a narrative report for the Board quarterly, with Youth Services and Access Services reporting this month, Learning Experiences and Customer Services next month, and Adult Services and Community Engagement in April. Board comment on the reports is welcome.

SPEAKING IN MARYLAND----Mrs. Anthony flew to Baltimore for the day January 17 to speak to the Maryland Public Library Administrators group about the Future of the Public Library. The group had a lively dialogue. She also had the opportunity to visit the new Miller Branch of the Howard County Public Library. HCPL was the Library Journal Library of the Year this past year. It was exciting to see that they use some of the concepts we are implementing such as a personal call system for improved teamwork and a call center. The building was light, airy, LEED Gold, surrounded by gardens and a huge parking lot, and very busy with patrons of all ages.

ALA MIDWINTER----Four staff and Mrs. Anthony attended the Midwinter meetings of the American Library Association in Philadelphia January 24-27. Mrs. Anthony attended a planning meeting for the Public Library Association, presided over the PLA Board, participated in a meeting of the PLA Performance Measures Task Force, attended meetings of ALA Division Presidents and financial meetings for ALA. ALA is experiencing a loss of membership and reduced finances requiring rethinking of strategies and structure. Plans for the PLA National Conference in Indianapolis in March are proceeding well, with strong conference registration and exhibitor participation. Richard Kong won a storage locker unit from a vendor. It is a piece of equipment that can be used in a remote location such as a train station or shopping center for people to conveniently pick up reserves even when the Library is closed. We will need to get more information on the size and discuss where it might be used.

ILLINOIS HUMANITIES COUNCIL----Diana Hunter and Mrs. Anthony went downtown to a farewell reception in honor of Kristina Valaitis, who has retired after more than 30 years with the Illinois Humanities Council. She has been quite successful in

obtaining money for the humanities in Illinois and expanding both the visibility of humanities programs and public participation in the sessions.

PER CAPITA GRANT----We received notification that the Library was awarded a FY2014 Illinois Public Library Per Capita Grant in the amount of \$80,980.00.

The Board agreed to change the order of the agenda.

#### PROPOSED BUDGET FY 2014-2015

The nine month balance sheet of revenues and expenditures confirms that our estimates of static revenues including Corporate Replacement Taxes, Fines and Fees, Interest, Grants and Other are about on target for the coming year. On the expense side, the Bureau of Labor Statistics data for twelve months ending December 2013 show a wage and salary increase for state and local government workers of 1.1%. The Salary line in the budget allows for a 1.1% across the scale increase at the start of the Fiscal Year and an additional 2% step increase at the time of their evaluation for those staff who are not at top of scale. We have contracted with the Management Association of Illinois for a review of our position grades and interrelationships in order to determine if adjustments are needed given recent changes in position responsibilities.

The Maintenance of Equipment line has been increased to accommodate maintenance changes for the RFID system and Automated Materials Handling equipment which will have a service agreement of \$27,503. Our new phone system is under warranty and we prepaid for three years maintenance so that will not be part of the budget for several years out.

In FY 2015, ALA Conferences are in Las Vegas and Chicago and there is no PLA National Conference. Nevertheless, staff is choosing to go to some specialized conferences for technology and Internet services.

I anticipate changes in the categories and distribution of collection expenditures, but will have further information for the Board on that subject next month.

The Professional Services line will be overspent this year due to consultant services for the Re-alignment as well as unusually high expense for graphic design. Neither will be factors next year.

The FICA and IMRF lines have been separately broken out as requested by the Board and the adjusted IMRF rate of 13.31% has been factored into that line.

Brief discussion followed. Mrs. Anthony welcomes questions and comments on the budget during this development phase.

#### APPROVAL OF SERVICE MAINTENANCE AGREEMENTS

The Library's automated systems have large annual maintenance charges that support the software used as well as some hardware. Paying the maintenance ensures that we receive software upgrades and "fixes" as they become available. Although we really have no choice but to maintain these systems, the cost is at a level that should go to the Board and it is useful for the Board to know what it takes to maintain these systems.

Charges have been adjusted to align to the Library's Fiscal Year. The cost of maintenance for the various modules the Library uses from Innovative Interfaces came in at \$56,952.00. Gail Shaw has reviewed the document in detail and asked that some charges be deleted for modules we are no longer using. Innovative Interfaces was in agreement so the quote may be slightly lower. Mrs. Anthony asked that the Board approve this maintenance expense for our Innovative systems for FY 2014-2015.

Also, our RFID and Automated Materials Handling Systems from 3M are now up for renewal maintenance after the initial warranty and prepaid maintenance periods. The cost of this maintenance for FY 2014-2015 is \$27,503.02. Mrs. Anthony asked for Board approval of this expense.

A motion was made by Mr. O'Keefe, seconded by Mrs. Parrilli:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE MAINTENANCE AGREEMENT WITH INNOVATIVE INTERFACES FOR FY 2015 IN AN AMOUNT NOT TO EXCEED \$56,952.; AND THE MAINTENANCE AGREEMENT WITH 3M FOR RFID AND AUTOMATED MATERIALS HANDLING SYSTEM FOR FY 2015 IN THE AMOUNT OF \$27,503.02.

The roll call vote for approval was unanimous.

#### DEALING WITH eBook VENDORS

Mrs. Anthony reported that several years ago, Skokie Public Library joined with a group of about fifty libraries in the Urban Libraries Council that wanted to have a stronger voice with publishers and distributors regarding the availability of eBooks to public libraries. The Book-Op Center for the New York Public and Queens Public Libraries has taken leadership on this issue. Through conference call meetings and digital collaboration, the group adopted Four Key Principles regarding eBook acquisitions, with

the needs of the user in mind, hence the name of the group ReadersFirst which has grown to nearly 300 libraries representing 200 million readers.

1. Search one comprehensive catalog to access all of a library's offerings.
2. Place holds, check out and renew items, view availability, manage fines, and receive communications within the single source the library has determined will serve their users best (website, catalog, or other).
3. Seamlessly enjoy a variety of eContent.
4. Download eBooks that are compatible with all reading devices.

As may be inferred from the principles, libraries have been presented with eBook catalogs from various distributors that required leaving the library website and/or catalog to view a separate list of available eTitles from that distributor. eBooks are available in different formats that may not work on all eReaders (Kindles, Nooks, tablets, etc.).

A report from the Pew Research Institute indicated that at the end of 2012, 33% of Americans age 16 or older owned a dedicated eReader or tablet. The expectation of the public is that libraries will have a growing collection of eContent.

Next month, at the March meeting, staff will report to the Board where we are in an evolving approach to collection development, including a larger role for eContent.

Mrs. Anthony distributed a report which is an evaluation of the offerings of major eContent distributors according to the ReadersFirst principles. Skokie Public Library's primary source of eBooks to date has been OverDrive. This month, we have also started listing titles from the 3M Cloud Library in our catalog. Both vendors score highly in the ratings.

Reviewing this report will give the Board background information in preparation for the report and discussion next month of specific principles for making eContent available at Skokie Public Library.

Brief discussion followed.

#### SPECIAL NEEDS SERVICES PRESENTATION BY HOLLY JIN

Holly Jin's presentation focused on youth special needs services and programs that Library staff are involved with. Mrs. Jin discussed Club Wonder, Rainbow Therapy Time, Lekotek toys, Spring Fling, and SNaLLS blog spot. The Board thanked Mrs. Jin for her presentation and Mrs. Jin left the meeting at 8:19 p.m.

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

Mrs. Parrilli reported on the highlights from the January 31, 2014 Board of Directors meeting held at the Burr Ridge Service Center.

Treasurer's Report: Treasurer Jim Kregor reported that the balance as of December 31, 2013, was \$16,800,000. The balance reflected just over twenty-one months of operating revenue, which is in line with their reserve.

President's Report: Board President Kathy Parker asked and received approval from Board members to establish a policy on evaluating the Executive Director. The Policy Committee was assigned this task.

Executive Director's Report: Dee Brennan reported on new committees working with the Illinois State Library, two of which are to review the interlibrary loan policy. The ISL is conducting a state-wide survey on resource sharing. The results will be reviewed at a summit in 2015, which marks the 50<sup>th</sup> anniversary of the establishment of library systems.

She thanked the RAILS I.T. staff for setting up a form on the website listing library closings.

Her report to the Board mentioned the new sorting and delivery service out of the Burr Ridge Service Center, which officially was taken over by CTS on January 6. She admitted that there were many problems, mainly due to severe weather conditions. Because CTS operates a 24/7 service, members can expect deliveries within a day (including Saturdays), despite weather conditions. Some members have reported back they are pleased that the new delivery service allows them to save space because there is no need to sort and store bins. A separate report from the Delivery Committee explained in detail the delivery operations by CTS.

Continuing Education and Consulting Report: Joe Filapek, newly hired by RAILS to manage continuing education and consulting, introduced himself. He briefly talked about the progress of continuing education programs and how they should be delivered throughout the RAILS area. His other focus is setting up consulting services to meet current needs of library members.

New Membership: Board approved RAILS full membership to SG2 located in Skokie in the special library category. SG2 is a health care consultation service.

Strategic Planning: Director Dee Brennan distributed a draft of the Strategic Plan for Board discussion. The Board was asked to comment and make suggestions on the initial terminology, goals and initiatives, values, vision statement, and mission statement. Ms.



Brennan mentioned that the first goal of strategic plan, as suggested by the Planning Committee, is resource sharing. The final Strategic Plan should be approved by their May meeting.

Executive Session: After adjourning the Executive Session, the Board approved the motion to have staff move forward with the bid process of the Geneva Service Center.

Next meeting: Friday, February 28, 2014.

#### COMMENTS FROM TRUSTEES

Mrs. Parrilli will not be at the March Board meeting.

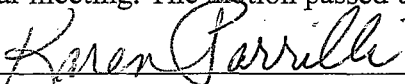
#### COMMENTS FROM OBSERVERS

Robert Swartz said he works with disadvantaged kids and suggests the Library purchase instructional DVDs on skiing, snowboarding, rock climbing, backpacking, wilderness survival, etc. The three DVDs the Library owns on skiing are not available. He does not want digital format and would be glad to suggest specific DVDs. The Board thanked Mr. Swartz for his comments.

Mr. Swartz left the meeting at 8:26 p.m.

#### ADJOURNMENT

At 8:27 p.m. a motion was made by Mrs. Parrilli, seconded by Mrs. Greer to adjourn the regular meeting. The motion passed unanimously.



Karen Parrilli, Secretary