



## NEW LENOX PUBLIC LIBRARY DISTRICT BOARD MEETING February 12, 2018

The regular meeting of the New Lenox Public Library District Board of Trustees was called to order at 7:01 p.m. by President Dr. Edward A. Tatro on February 12, 2018 at the New Lenox Library, 120 Veterans Parkway, New Lenox, Illinois.

Present were Trustees: President Dr. Edward A. Tatro, Lou Broccolo, Colette Loecke, Michelle Monbrod, Ann Podoba.

Absent: Vice President Linda Evans, Bonnie Ulstad.

Staff present: Michelle Krooswyk: Director and Recording Secretary, Michael Stubler: Business Manager, Phillip Bormet: Information Technology Manager

Visitors: Alex Vancina

### **Minutes**

- General meeting minutes from the January regular meeting were approved on a motion by Trustee Podoba, seconded by Trustee Monbrod.

### **Audience to Visitors**

None.

### **Staff Report**

Phillip Bormet: IT Manager – He graduated from Western Illinois University and he worked in their IT department working closely with faculty and students. The budget was extremely tight there. Trustee Broccolo asked what Phillip's degree was from Western and he answered with Network Technology and Information Systems. He learned a lot about saving money at the University, which will allow him to save the library money. Currently, he is looking at resources that may be redundant or not needed any longer to streamline things. In the next few weeks, Phillip will be meeting with managers to understand their needs, whether those are currently being met or if they need more support. All staff are being consulted regarding their everyday processes as well as future desires.

## Correspondence

### Newspapers

- American Libraries – Happy Birthday Harry – January/February 2018
- New Lenox Patriot – Library reaches new heights with Summer Reading Program, events – January 4, 2018
- New Lenox Villager – Christmas in the Commons article – January 2018 (attached)
- Daily Southtown – What’s everyone reading these days? Ask a librarian - <https://goo.gl/hMC3kR>

### Suggestion Box

- “Promote the Digital Media Lab more. I never knew about the great things inside until now: I’m sure others feel the same ☺”

### Email

- Email to Liz Wetmore from Hometown Design Studio (attached)

### Other

- Staff Comments: Carolyn Boyer email (attached)

## Director’s Report

### Administration

- **Digitization Committee:** As a quick update on the digitization committee’s work, Adult Services is currently training staff in Digital Media Lab equipment. The goal is to work on this project for one to two hours a week.
- **Evaluations:** Work has begun reformatting staff evaluations and making them more consistent. Library values, job specific objectives, personal goals, strategic plan goals and continuous education will all be included.
- **EveryLibrary:** John Chrastka will be speaking to the Board at a special meeting on Monday March 5, 2018 at 7:00 pm regarding preliminary steps to take regarding a referendum.
- **EZ Text:** IT Manager Phillip Bormet and Director Krooswyk have reinstated a phone texting system to notify staff in case of closings due to unforeseen circumstances. It has been tested and is free of charge to the library.
- **Food Pantry Visit:** Met with Kathie Johnson at the New Lenox Township Food Pantry for a tour and discussion regarding its operation. Possible partnerships were discussed including donations to their book shelf in the waiting room and participating in future TRIAD meetings.
- **ILLINET and State Certification:** Our annual state certification was complete and submitted.
- **Leadership Lunch:** This meeting took place on January 26. The importance of library partnerships was presented to the group; the library looks forward and welcomes the opportunity to work together with other groups.
- **Pop Tops:** A great partnership was established with a local family; we are now a drop off spot for collecting pop tops.
- **Procedures:** After realizing that there were very few procedures in place, Director Krooswyk is starting to create defined procedures for Leave (initial leave agreement and returning from leave), and for unexpected library closings.

- **Rewards and Recognition Committee:** This committee has created a Happiness Hero award where staff can nominate co-workers for going above and beyond for both patrons and staff. There will be monthly awards and a large annual award.
- **Rotary:** Presented to the group regarding the library on January 11. Rotary is currently searching for alternative meeting places.
- **Staff In-Service Day:** Planning is in full swing for the March 2 staff in-service day. Topics to be covered include first aid, Happiness Hero award introduction, director update, team building, and department breakouts.
- **Staff Intranet:** Director Krooswyk is working with Ashley Middleton to create an easy to navigate staff intranet page to provide a more easily navigable interface with access to frequently used forms/sites, staff directory, evaluation criteria and job descriptions/competencies, to name a few.
- **Strategic Planning:** Department Managers are in the process of assigning staff members to tactics for first year action plan to promote accountability, ownership and pride in our organization
- **Unique Management Services:** Per the 2018 Annual Recovery Report states that we are averaging a return of \$6 back for every \$1 spent on services. In 2017, Unique helped us to recover over \$6,000 in cash and materials, and we paid \$1,261.95 for their services.

### Marketing/Outreach

- Completed Spring Guide PDF version will be included in your packet.
- Completed an online course 10 hours for live streaming at the library. This course was through RAILS. I will be rolling out a live streaming campaign for the library.
- Attended a LACONI event at Elmhurst Library about creating large scale all ages events for the library. This was great to get an idea of what other libraries are doing. I am hoping we can build on this, and do more large scale events in the future.
- Toured Helen Plum Library. Talked to their marketing and make connections that might help us with our referendum as they have recently gone through one.
- I started having one-on-one sessions with small businesses. I give a 30-minute meeting, to help them with their marketing. This is a new service we are offering at the library. In January I had 3 sessions, below is the business along with their feedback that they sent to me after the session.
- Hometown Design Studio- January 17, 2018
  - Jason Holicky & Nicole Bews: Comments: Nicole and I would like to thank you for taking the time to meet with us yesterday. It was very helpful to hear about your experience and how being a lifetime learner has help you adapt to your client's needs. Your energy has re-motivated us to grow our skill sets and expand our company's offerings.
  - "The knowledge you provided during our discussion and in your materials is priceless. Thank you for taking the time to be available to business owners. It is an awesome service that you provide the community. Are there any events that you are hosting for small business? Thank you again for all your time, we really appreciate it. Thank you, Jason K. Holicky, Lead Developer / Project Manager, Hometown Design Studio

- Joint Pro Physical Therapy –
  - Michelle Deering January 23, 2018: Posted on Facebook: Calling all New Lenox residents and /or business owners! Want a FREE consultation to help you marketing your business better? Call Liz Wetmore at the New Lenox library today! I just met with her this morning and walked out with 2 pages full of innovative and easy ideas. She’s amazing. You owe it to yourself and your future customers to give her a call.
- Rodan + Fields
  - Beth Leonard January 30, 2018: Comments on email: Thank you so much Liz! I enjoyed meeting you and hearing all of the great ideas that you had! I will work on these suggestions and let you know how they go. Thank you so much! It is so great to have you part of our library!!

#### **IT Department**

- Began looking into cost effective options for replacing our almost nine year old OPAC computer systems. Replacing this system with new computers running windows 10 would improve network security.
- Evaluating vendors to find the computing equipment that would best fit library and patron needs.

#### **Adult Services Department**

- We are currently planning programming around the Bicentennial for Illinois. We have 4-5 programs planned, with a couple of more in the works for the year.
- We are in the process of weeding our Fiction collection. It has not been done in years, and we have a lot of materials in poor condition that should not be on the shelves.
- We have set up for AARP Tax Prep again this year. We are taking appointments again, but have moved them upstairs to our study rooms.

#### **Circulation Department**

- Patrons with accounts in collection returned materials valued at \$ 373.00, and paid fees of \$ 684.50 for the months of November, December 2017, and January 2018.
- Patrons paying by ECommerce paid \$194.89 for the month of January.
- Library received payment from PrairieCat for \$547.30 for the months of October-December 2017. This is the amount patrons paid online for late fees and unreturned materials.
- Circulation Department is assisting the Tech Department when needed.

#### **Youth Services Department**

- Dana watched a makerspace webinar on using the process of design thinking when creating activities for older children in makerspaces. The idea is to think about an issue/problem from a design thinking point of view whereby five elements are gone through when designing something: empathize, define, ideate, prototype, testing. While interesting, not really sure that it is a practical application for our space.

#### **Facilities Department**

##### **Electrical:**

- **General lighting:** Lighting repairs are ongoing as needed for proper maintenance...No major problems to report.

##### **HVAC System:**

- Resolve intermittent start-up problems associated with the 1<sup>st</sup> floor Energy Management Software in Automatic Mode.

**Plumbing:**

- The Hot Water Tank was flushed to remove sediments.
- No Plumbing problems to report.

**Compliance/ Inspections:**

- The Annual Fire Alarm Inspection and Compliance Certification was completed by CES and no problems were evident...Battery Back-ups were replaced.
- The Annual Fire Extinguisher Inspection and Compliance Certification has been completed and all Extinguishers have been recertified.

**Safety/Security:**

- The AED (Defibrillator) was Tested and passed the monthly inspection.

**Elevator:**

- The Annual State Safety, Hydraulic Test and Certification has been completed for the Elevator...All systems were verified and No Violations were noted.

**Interior:**

- Remove and Store all Holiday Decorations.
- Completed fabricating all interactive boards for the "MAKERSPACE" area in the Children's Department.
- Complete Relocations of Book Shelving, Study Carousals and Furniture to make room for the New Teen Area in Adults. Unpack and assemble new furniture and complete set-up of area as requested.
- Repair Panic Door Alarm on Children's West Exit Door.
- Remove metal DVD Shelving Stack and relocate to lower level Maintenance Room for pick up by Frankfort Library...(Complete).
- Remove and store study carousals for sale in Adults as directed.

**Exterior:**

- New Winches (3) along with New Flags have been installed on the Flagpoles as the old winches would no longer keep the flags up due to wear.
- A sink hole developed near a Storm Drain in the rear parking lot near the book drop access.
- It has since been completed at a cost of around \$950.00.
- In house repairs were required to fix the PC Board for the Handicap Transponder on the West Exterior Handicap Door.

**Treasurer's Report**

- Michael Stubler gave the Treasurer's Report explaining income and expenses for January 2018. Budgeted expenses should have been at 58.33% and the actual expenses were 53.94%.
- Trustee Monbrod moved and Trustee Loecke seconded to approve disbursements for January 2018 in the amount of \$93,893.04 and motion passed by unanimous roll call vote.

**Board Reports**

- None

**Committee Reports**

**A. Personnel:** None.

**B. Finance:** Will have to meet sometime in the next few months in preparation for the budget and to review the Ehler's proposal. Director Krooswyk will contact the committee to schedule a meeting date.

**C. Building and Grounds:** None.

**D. Policy:** None.

**E. Fundraising:** None

**F. Other:** None.

### **Old Business**

- **REVIEW:** Pillar One – Research Assistance and Instruction – Director Krooswyk reviewed the status on Goal 1 and 2 tactics. Staff are being assigned as additional point person to ensure goals are accomplished.

### **New Business**

- **APPROVE:** Update to Personnel Policy 201 – Clarification of eligible staff for vision, dental and health insurance was presented. Trustee Broccolo moved and Trustee Podoba seconded to approve the update to personnel policy 201 and motion passed by unanimous roll call vote.
- **APPROVE:** Mission and Vision Statement as it relates to 2018-2020 Strategic Plan – Discussion ensued regarding the library's current mission and vision statement. It was decided that the mission statement would be updated to reflect the new strategic plan to "We deliver high-quality public education that strives to inform, enrich and enlighten." The Board requested that Director Krooswyk look at the vision statement and try to reword it, while attempting to incorporate "an essential center of the community" as requested by Trustee Loecke. Trustee Podoba moved and Trustee Broccolo seconded to approve the new mission statement and motion passed on unanimous vote.
- **REVIEW:** Ehler's Proposal for a Financial Management Plan (FMP)– The need for an FMP is long overdue since the library has not had one completed since 2005. It will assist our future budgeting and referendum planning by having a neutral, professionally licensed and experienced financial company. The Board was concerned with the price, and Director Krooswyk said she would ask other libraries about their FMP company and similar price points.
- **REVIEW:** Serving Our Public Chapter 10 – Marketing – We are meeting all the requirements suggested by the Illinois Standards.

Trustee Monbrod left the meeting at 7:58 pm.

- **REVIEW:** Video: Everyday Advocacy – Why the Library Matters? – The Board reviewed the video and discussed content that was interesting. The presentation talked about the return on investment tool that we already use on our website. It also spoke about showing what patrons checkout and printing it out on a receipt; unfortunately this is not an affordable option right now that will work with the current ILS. The presenter also talked about crunching numbers to provide the value of programs and services. Director Krooswyk

commented that this information was part of her presentation at the Strategic Planning Community Stakeholder meeting.

### **Executive Session**

- None.

### **Trustee Comments**

- Trustee Broccolo mentioned that a couple lights were out in the parking lot. Director Krooswyk said that she would consult with Dominic, the maintenance manager.
- Trustee Loecke showed the article from the The Patriot regarding Margo McDermod's senior technology fair. It was suggested that we should do something similar.
- Trustee Broccolo asked if we could have a new staff directory. Director Krooswyk stated that a staff member would be taking pictures at the staff in-service day on March 2, so that is why the new booklet has been delayed. Krooswyk will make the Board aware what time photos will be taken that day if they would like to also participate in getting their photos updated.

### **Adjournment**

Trustee Broccolo moved and Trustee Podoba seconded that the meeting be adjourned at 8:15 p.m. Motion passed by unanimous vote.

---

Colette Loecke, Secretary

Respectfully Submitted,  
Michelle Krooswyk  
Director, Recording Secretary