



The regular meeting of the New Lenox Public Library District Board of Trustees was called to order at 7:00 p.m. by Vice President Linda Evans on February 10, 2020 at the New Lenox Library, 120 Veterans Parkway, New Lenox, Illinois.

**Trustees Present:** Vice President Linda Evans, Colette Loecke, Ann Podoba, Bonnie Ulstad, Alex Vancina.

**Absent:** President Dr. Edward A. Tatro, Michelle Monbrod

**Staff present:** Michelle Krooswyk: Director and Recording Secretary, Michael Stubler: Business Manager, Brian Goebel: Maintenance Manager

**Visitors:** Matthew Bruns, CPA

### **Minutes**

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- Meeting minutes from the Fundraising Meeting Minutes on January 13, 2020, & January General Meeting on January 13, 2020 were approved on a motion by Trustee Podoba, seconded by Trustee Ulstad. Motion passed by unanimous vote.

### **Audience to Visitors**

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- Matthew Bruns – The annual audit was reviewed and there were no notable concerns. Reports were provided to each Board Member, Business Manager and Library Director.

### **Staff Report**

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- Mary Byford: Technical Services Manager – For fiscal year 2020, 6,418 items were added to the collection, and 7,746 items were deleted due to a much needed weeding project. New Lenox is fourth in our consortium for items added. Mary also touched upon all the outreach that she and her staff have been doing. Director Krooswyk thanked Mary for doing such a great job at the many events she volunteered to work.

### **Correspondence**

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#### **Newspapers & Magazines**

- New Lenox Patriot – January 2, 2020
  - *Year in Review – pg. 15*
- New Lenox Patriot – January 16, 2020
  - *Area Artists: New Lenox Library's Art Attack Club allows local children to practice their art skills – pg. 17*
- New Lenox Patriot – January 23, 2020
  - *LWC book club and the New Lenox Public Library collaborate for its January meeting – pg. 28*

- New Lenox Patriot – January 30, 2020
  - *New Lenox School District 122 Board of Education – pg. 6*
  - *Social Snapshot – Girl Scout Troop Facebook Post – pg. 15*
- New Lenox Neighbors: Basic Library Contact Information and Library Events Advertised– Jan. 2020

## **Director's Report**

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### **Administration**

- **Adult Services Manager:** We are excited that Monica Waligorski has accepted the position of Adult Services Manager effective immediately. The search for a new Adult Services Assistant Manager has started; position closes February 21.
- **Café:** The Board suggested that the library will accept Request for Proposal submissions for the café space until the Friday before the next board meeting to allow for review of submissions at the March regular Board Meeting.
- **Chamber of Commerce Community Expo:** This will be a joint event with the Mokena Chamber of Commerce. It will take place on Saturday, March 14 from 9:00 am until 1:00 pm. Staff have been scheduled to work the event, and we are looking for Board Members to attend in one or two hour increments.
- **Chamber of Commerce State of the Village Address:** This will be held at Silver Cross Hospital this Thursday, February 13 at 7:00-9:00 am (flyer attached). We can have two additional Board Members attend in addition to the Director.
- **Channel 6:** Don Winnie from our local television station recorded an interview with the library and Chamber of Commerce on Monday January 20 as well as the January 22 referendum informational meeting. These videos are available as links on our website and through Channel 6's YouTube channel.
- **Display Case:** We have removed the display case from the front entryway due to glass panels that were broken. This change has been reflected in General Policy 202.
- **Election Day:** The library will be fully open at 6:00 am on Election Day
- **JJC Adult Literacy Partner:** We have renewed our partnership with Joliet Junior College's Adult Literacy program.
- **National Library Week:** The library will be focusing on digital services for this year's National Library Week. As a result, there are plans to visit the train station during that week to reach out to Metra commuters so they can use our digital resources while on the train.
- **Statement of Economic Interest:** Please return your SOEI to Director Krooswyk as soon as it is completed. If you didn't receive an email about this, please let her know.

### **Adult Services**

- On January 10<sup>th</sup>, we said goodbye to our Adult Services Manager, Tana Petrov. She is the new Outreach Services Manager at the Fountaindale Public Library. She will be greatly missed. We wish her well.
- We hired a new volunteer coordinator, Annette Maguire. She comes to us from the Hinsdale Public Library's Adult Services Dept.
- Melissa's outreach event at Lincoln Way West on Monday, January 27<sup>th</sup> was a huge success. 85 teens participated.

- 42 people attended our R.I.P. Sugar program.
- Monica Waligorski attended the Deputy Registrar Refresher Course at the Will County Clerk's office. The other attendees were New Lenox Village staff. They reported that a good number of teens are coming in to register to vote.

#### **Circulation Services**

- Passports were in high demand this month with 94 passport applications having been accepted!
- Circulation is excited to be partnering with Digital Services with the transition of the Tech2Go collection being featured in the lobby starting February 18<sup>th</sup>.

#### **Digital Services**

- January 2020 was our busiest month in almost a year!
- Our "Save Your Memories" program was highlighted in the New Lenox Patriot, which led to an increase in digitization equipment usage and one-on-ones.
- Ashley Middleton is currently taking *Managing a Diverse & Inclusive Workplace for Public Libraries* as her 7<sup>th</sup> class out of 8 in the University of Michigan's online Professional Certificate in Public Library Management program.

#### **Information Technology**

- Office licensing was brought up to the latest 2019 version. All staff computers were updated to use Office 2019 as a standard. All public computers will be updated to 2019 at a later date.
- Refurbished online catalog computers have been installed to replace the 10-year-old ones that were in place. These refurbished units will be replaced with older computers that have been retired. The new configuration of these public catalogs will allow.
- The MacBook pros on the laptop cart have been reimaged with new updates and general-purpose software.

#### **Maintenance**

##### **Building & Grounds Improvements:**

- Maintenance and IT managers attended the How Technology Can Improve Your Disaster Plan webinar presented by Niche Academy.
  - Many of the ideas presented in the webinar are already implemented in NLPL's current Disaster Plan. By comparing the examples provided in the webinar to the current plan at the library, it was good to see that NLPL has a clear, concise plan in place.
- Cintas Corporation facilities services representative meeting held Jan 31<sup>st</sup> discussed the following:
  - Replacing the functionally obsolete AED machine.
  - Inspection, certification, documentation of emergency light tests.
  - Explore the possibility of Cintas servicing our restroom supplies.

##### **Building & Grounds Repairs:**

- Commercial Electronic Systems will be scheduled to perform fire alarm system testing on Wednesday, February 12<sup>th</sup>.
- Precision Control performed maintenance and repairs on the building's steam HVAC humidifier unit, which is now in operation for the first time in a number of years.

### **HVAC Repairs; Boiler System Evaluation:**

- The boiler system water supply requires immediate attention for chemical enhancement and sediment reduction in the system. Problems were identified by the then newly hired Maintenance Manager back in late 2018, but budget constraints did not allow intensive investigation and remediation until now. Over the last year-and-a-half, Maintenance has found the following:
  - In the summer of 2018, it was immediately recognized that there was no provision for sediment filtration for the boiler system. It was also noted that the boiler system chemical additive equipment appeared to be improperly installed; it appears as if it was initially forgotten/neglected and only added as an after-thought sometime after the initial system installation in 2001.
  - As the entire HVAC system began to be assessed, the HVAC budget was adjusted to accommodate probable repair expenses.
  - As time passed, it was identified that a number of HVAC hot water re-heat valves showed external signs of serious corrosion and leakage. These electrically automated valves are for “make-up” heat coils that are located in the ceiling throughout the entire library; they open and close as extra heat is demanded by the system in each area.
  - As the adjusted 2020 budget now allowed, serious concerns about the boiler water condition and testing practices were able to be fully investigated. Since 2001, the boiler water was tested only once annually via a single nitrite chemical test and only during this time would chemicals be added to bring system levels up to par.
    - HOH Water Technology (a company specializing in commercial, industrial, and production system fluid testing and maintenance) was contacted to laboratory test the boiler water and review NLPL testing procedures. They confirmed the following:
      - Although HOH has been a past chemical provider, the most recent purchase from HOH would have been in 2014, which is a production date stamped on the side of a barrel of HOH branded chemical additive currently in the boiler room. Records cannot be located to prove 1) how the library ever paid for the chemicals, and 2) when or if a HOH certified engineer had ever been requested to evaluate the boiler system.
      - The methods, chemicals, and test kit used to test and treat the boiler water were inadequate, horribly outdated, and completely inaccurate. Lack of proper training for previous NLPL personnel and a misunderstanding of the system design contributed to the current issues. Age of the system components is also a grave concern, given the lifetime of improper maintenance.
        - Water chemical level testing for a system designed like the library’s should have been performed weekly as opposed to annually. The minimum industry standard is a monthly test.

- No matter the intended design or engineering, HOH identifies the currently installed library boiler system as being designed to be periodically drained, flushed, and refilled, which in and of itself is a design philosophy which is outdated by at least 30 years for a system of this size. This could explain the lack of sediment filters on the system, even though sediment filters became an industry standard for new commercial buildings in the mid-1990's. Judging from the amount of dissolved solids in the system (iron/rust, calcium, copper, etc.) it is safe to assume that the system has never been flushed.

**HVAC Assessment, Remediation, and Repair Solutions:**

- It was determined that attempting to flush the system at this late date would do more harm than good and could lead to equipment failure and/or leaks.
  - Chemicals are on order to bring boiler system levels up to proper specifications.
  - A Quantrol, five-cartridge stainless steel industrial boiler sediment filtering system is on order, to be installed A.S.A.P. Removing the sediment build-up slowly is much better than trying to flush it all out at once, in this case.
  - The system will continue to be closely monitored and chemical levels will be tested and adjusted daily until they return to proper specifications.
- HOH has provided two new test kits and proper training to the Maintenance Manager. Previously, no one was trained and the single system test kit was seven years out of date. Multiple different tests can now be performed to provide more accurate monitoring and adjustment of the system.
- Conversations with Precision Control Systems and HOH Water Technology have confirmed that as of now, a catastrophic leakage failure of the system is unlikely; the library shouldn't flood, but it might drip.
  - In regards to whatever significant damage to the valves and HVAC hot water plumbing that has occurred due to past practices, HOH and Precision doubt that there would have been anything that even the previous Maintenance Manager could have done differently to prevent it. Most of the damage would have occurred within the first three to four years of system operation.
  - The re-heat valves are designed to "weep" rather than burst. Problems with the re-heat valves will likely present themselves as wet spots on ceiling tiles and/or inoperable stuck valves.
  - Boiler system piping will be continually assessed for damage or leaks.

**Marketing/Outreach**

**Referendum News:**

- The Channel 6 interview with Emily Johnson and Director Krooswyk was shared on our Facebook page and our vote page. We have had over 3K views, 52 engagements, and 2 shares.
- An email blast was sent out to the entire database on January 15 with the Referendum announcement.
- All posters and informational signage were put up throughout the library.

- Continue to post on Facebook 2x a week with referendum information
  - We did a paid post for January 22 informational meeting. This post reached an additional 2K Facebook users and people that are not connected to our Facebook page. We had 32 go to our website to check out our vote page. We had 8 shares of this post.
- We placed a voting page in our Spring Guide; this came out 3 weeks earlier than planned (out January 27), so we could have it in our patrons' hands in time for the election.

#### **Outreach:**

- Melissa went to high schools in January. Marketing supplied her with handouts for her upcoming programs and posters. Melissa has partnered with libraries at the schools where she makes crafts with the kids.
- Safety Meeting of New Lenox, January 29. Michelle spoke to the group about our upcoming referendum and Burbio and handed out our informational sheet to the group.

#### **Continued Education:**

- I attended a webinar on Marketing & Community Partnerships – January 16, 2020. This webinar gave me some great ideas we are working on implementing. Involving marketing our digital services.

#### **Social Media:**

- We continue to grow our Instagram account; we post to this daily. We have 132 followers to date.
- On Twitter, we posted daily in January. We had 5.1K impressions. 11 retweets, and 17 likes. Twitter is a social platform we are building up as well.
- Facebook: 17,989 post reach, 5,108 engagement, 3 new recommendations, 36 new followers, and 394 video views. Our top post was the informational meeting with 4.8K views, and our second being passports with 3.3K views.

#### **Youth Services**

- YS just wrapped up Winter Reading Program, where we had 200 kids participate, and we collected 76 pairs of mittens, 8 scarves, and 39 hats for the mitten tree.
- Progress has been slow but sure on changing call numbers in J FIC. We are about half-way through the alphabet, thanks to tech services!
- YS staff is always looking for innovative ways to increase circulation on our audio items, and Liz O. recently set up a great display pairing audio with the hard copy books.

#### **Technical Services**

- Items Added - 977
- Items Deleted - 499
- Volunteer Hours - 9

#### **Treasurer's Report**

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- Michael Stubler gave the Treasurer's Report explaining income and expenses for January 2020. Budgeted expenses should be at 58.33%, and the actual expenses were 51.88%.
- Trustee Vancina moved and Trustee Loecke seconded to approve disbursements for November 2019 in the amount of \$67,106.95; motion passed by unanimous roll call vote.

## **Committee Reports**

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- **Personnel:** Scheduled to meet April 13, 2020 at 6:00 pm.
- **Finance:** Schedule to meet May 11 at 6:30 pm.
- **Building and Grounds:** Met before this meeting. Brian Goebel, Maintenance Manager gave a brief summary of the meeting, including current status of boilers and associated water system.
- **Policy:** Scheduled to meet March 9 at 6:30 pm.
- **Fundraising:** Scheduled to meet June 8, 2020, 2020 at 6:30 pm.
- **Other:** Next intergovernmental meeting is Friday, February 28.

## **Old Business**

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- **REVIEW:** RAILS Membership Standards: Facilities– The library is meeting all standards and is exemplary in this category with the exception of hours due to our lack of Sunday hours.
- **REVIEW:** Serving Our Public Chapter 2 – Governance and Administration – The library meets all the requirements for this chapter for the statewide standards.
- **REVIEW:** Regular Policy Review Schedule – General Policies 207, 208 & Personnel Policy 107, 206
- **REVIEW:** Strategic Plan Pillar 1 – Research Assistance and Instruction – updates from multiple departments were provided to Board Members.

## **New Business**

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- **APPROVE:** Year Three Tactics for 2018-2020 Strategic Plan – Director Krooswyk provided the Board with copies of the proposed tactics for the current year. These tactics were the result of input garnered and conversations held with the Management Team and staff. The tactics were reviewed and there were no questions from the Board Members. A motion to approve the Year three tactics for the 2018-2020 Strategic Plan was made by Trustee Ulstad and seconded by Trustee Podoba; motion passed by unanimous vote.

## **Executive Session**

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- None.

## **Trustee Comments**

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- Trustee Loecke mentioned that she was talking with friends at breakfast about large unknown costs like our elevator inspections. Trustee Podoba mentioned that we need to talk about the upcoming minimum wage as well.

## **Adjournment**

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Trustee Loecke moved and Trustee Podoba seconded that the meeting be adjourned 7:55 p.m. motion passed by unanimous vote.

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Michelle Krooswyk, Recording Secretary

Respectfully Submitted,  
Michelle Krooswyk, Director & Recording Secretary