



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

The regular meeting of the New Lenox Public Library District Board of Trustees was called to order at 7:00 p.m. by President Dr. Edward A. Tatro on March 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, Bonnie Ulstad. Vice President Linda Evans arrived at 7:04 pm.

Absent: None

Staff present: Michelle Krooswyk: Director and Recording Secretary, Michael Stubler: Business Manager, Cari Shelton: Circulation Services Assistant Manager

Visitors: Alex Vancina

### **Minutes**

- General meeting minutes from the February regular meeting were approved on a motion by Trustee Podoba, seconded by Trustee Broccolo.
- Special meeting minutes from the March 5, 2018 meeting were approved on a motion by Trustee Podoba, seconded by Trustee Broccolo.

**Audience to Visitors** - None.

### **Staff Report**

Cari Shelton: An overview of the Friends of Library ongoing book sale was made. The volunteers, the process and the setup were presented by Cari. For FY2017, the Friends' Bookstore took in \$4,279. When the storage room gets full, they will run specials, such as the current buy one, get one free. Trustee Tatro asked how the books are organized, and Cari answered that they are rough sorted by topics.

### **Correspondence**

- Suggestion Box: "Magazine area is too cramped! Please expand back into "middle" area. Also – are readers supposed to re-shelf mags, or pile them somewhere for proper placement? Thanks!"

Dear Anonymous,

Thank you for your suggestion regarding our magazines. We are moving forward with opening up the quiet reading area to provide a more comfortable seating area, which

requires us to condense the magazines. We appreciate your patience as we make this transition.

In regards to your question regarding re-shelving magazines, are you finding items misplaced? Please feel free to speak to me or email me at [director@newlenoxlibrary.org](mailto:director@newlenoxlibrary.org) so that I may answer your question to your satisfaction.

Thank you,

Michelle Krooswyk

Director

Trustee Tatro asked about the empty space where the old Teen Scene used to take place. Director Krooswyk explained that the DVDs will be migrating to the empty middle section once some shelving in storage is erected and molded acrylic DVD trays are purchased.

## **Director's Report**

### **Administration**

- **Budget:** Director Krooswyk contacted Will County Tax Extension Office and discovered that levy extensions rates and amounts will be delivered between March 16 and 23. After that happens, work will begin on the FY 2019 budget. Finance committee will plan to meet in April to review the tentative budget, which will be scheduled later this month.
- **Community Engagement Networking Meeting:** The library hosted over 30 library staff from across the Chicagoland area. Director Krooswyk presented to the group about our library's current outreach efforts including summer reading program partnerships with the school, homebound services and how the Digital Media Lab partners with local businesses.
- **Maker Day:** In place of last year's summer reading kickoff and finale party, the staff have decided to pursue a single summer program that focuses on the strategic plan's focus of education. As a result, the library will be hosting a Maker Day to highlight the youth services Makerspace, the Digital Media Lab and any "maker skills" that staff and/or volunteers can demonstrate. The tentative date for this event is Saturday, August 25.
- **Procedures:** Procedures for returning from extended leave, unexpected library closing, and hotspot checkout have been created. The Management Team is providing suggestions for future procedures to be created to improve communication and consistency across the library.
- **Rewards and Recognition Committee:** The first Happiness Hero award was given at the staff in-service day to Fran Burdelik for going above and beyond when helping with school outreach nights. The committee has been organized to promote exceptional staff behavior by intentionally recognizing efforts and encourage teamwork and fun with regularly scheduled staff events. Work anniversary cards are also created and distributed by this committee.
- **Staff In-Service Day:** The Staff In-Service Day on March 2 went well. Director Krooswyk presented on accomplishments over the past year, update on the strategic plan, upcoming referendum plans, planned changes to staff evaluations and staff culture. The

New Lenox Fire Protection District visited to answer questions regarding first aid and AED use. Liz Wetmore then presented on the library's plan to market with live streaming to our patrons. After lunch, staff participated in team building exercises and split out into departments to work on current projects.

- **Staff Intranet:** Ashley Middleton and Director Krooswyk are continuing to work on an internal website that allows staff to easily access frequently used forms, view all department schedules and host documents in an easier to use interface.
- **Strategic Planning:** Staff have been assigned to tactics to ensure they are completed by end of the year.
- **Switch:** The Management Team will be working over the next three months to review and discuss the book Switch by Dan and Chip Heath. The focus of this book is making transitions and changes easier by being cognizant of emotional, logical and environmental factors.
- **Teen Services and Programming Coordinator:** Denise Wargowsky will end her employment with the library on March 16. Adult Services Manager Amy Hollis and Director Krooswyk have re-evaluated the position requirements and responsibilities prior to posting the position externally.
- **Recently Banned Patron:** A patron was banned for one month for damaging a piece of equipment. During that time, he never returned to the library. There have been another incident at a local library and Director Krooswyk will contact legal counsel about the possibility or limitations of a long term ban as well as advise staff to document any undesirable future behavior with this patron.

## **Marketing/Outreach**

### **News and Events:**

- Marketing started a Live Streaming at the Library Campaign. This will be library wide, and all departments will participate. Our goal is to live stream an event on Facebook twice monthly. Attached is the PowerPoint presentation, given at the in-service staff day. We kicked off the first live stream on Valentine's Day with Michelle giving a valentine message and results on our community survey. We had 1,772 views for this live stream. By incorporating live streaming into our social media calendar we will be able to reach more than double the audience.
- Facebook Calendar- a calendar has been created and shared with the staff on what will be posted on Facebook daily. My goal is to promote services that the library offers once to twice a week; the other days will be programs and events, live stream promotions and events, and general fun stuff.
- Teen Scene Awareness: We have created a new teen scene area for our teen patrons. We wanted to highlight this by doing a live stream with a tour of the new area. We also will be having a raffle for the entire month of March. Any teen that comes in to check out the new area, will be entered into a raffle to win an Amazon Kindle Fire and other prizes. We feel this is a great way to get the teens in to check out their new area.

- Continue to help small businesses by having one on one session with small business owners that need help boosting their business. Marketing gives a one-hour consultation filled with ideas to help grow their business. I had 2 appointments in February.
- Attended New Lenox Safety Committee meeting on Feb. 28th

#### **Adult Services Department**

- Denise Wargowsky has given her notice. Her last day will be Friday, March 16.
- We have obtained two new VHS to DVD converters for our DML as ours quit working and this has become popular.
- We have planned programming to celebrate Illinois' Bicentennial, with more programs to come.
- We have moved the Senior tax appointments into the study rooms in Adult Services. The process has been going extremely well this year.

#### **Circulation Department**

- Delivery Count for the system was February 16-February 23.
- A client from Cornerstone was here on February 12 to learn how to organize a cart.
- Only 3 patrons with accounts in collection paid \$ 50 this past month.
- Staff were very busy on February 10<sup>th</sup> following the library closure on February 9<sup>th</sup>.

#### **Youth Services Department**

- Dana attended the Rebecca Caudill Children's Choice selection committee meeting in Champaign, IL to help choose the 20 titles for the 2019 list.
- Dana attended an all-day meeting about creating makerspaces in a library space. The presenter shared information on the whys of having such a space and then shared information on the kinds of activities that can be done in Makerspaces, which can include much more than technologies. There were also opportunities to do some of those activities.
- Dana also attended a LACONI Youth Services Section program called *Using Multicultural Literature to Teach Empathy and Literacy*. There were three presenters. The first talked about the critical need for teaching empathy which needs to start with very young children and how libraries can use multicultural literature to do that. The second presenter was an author who lived in Colombia, South America as a child. Those experiences helped developed her empathy. Anderson's Bookshop booktalked 50 diverse titles that should be considered for purchase.
- Carolyn, Sandy, and Alissa attended Anderson's Children's Literature Breakfast where they were able to hear presentations from authors about their careers and writing. Booktalks were also given.
- Liz O'Neill attended a Customer Service Webinar, and it reaffirmed why we provide good customer service and gave tips on how to provide customer service including active listening and possible language to use in difficult situations.

#### **Facilities Department**

##### **Electrical:**

- Maintained as required, no problems to report.

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

- Change filters in lower section of 1<sup>st</sup> floor Air Handler.

- Clean dust and Inspect Frequency Drives for the 2<sup>nd</sup> floor Air Handler Motors. All OK.
- Inspect seals and motors for Hot Water Heating Circulation System. All OK.
- Clean and inspect Central Humidifier...All OK.

**Plumbing:**

- The Hot Water Tank was flushed to remove sediments.

**Compliance/ Inspections:**

- No activity to report.

**Safety/Security**

- The AED (Defibrillator) was Tested and passed the monthly inspection.
- We have been experiencing ongoing intermittent problems with the two exterior Handicap Door Controllers. They have been repaired in house several times but were starting to fail more frequently. Door Systems was called out to test the receiver's response from the transponder. Upon inspection it was determined that the frequency of signals was no longer consistent. Replacement Controllers and receivers were installed to correct the problem. The interior Handicap Operators were not replaced as they have been operating without failure.

***Maintenance is currently operating about 15% under budget YTD.***

**Treasurer's Report**

- Michael Stubler gave the Treasurer's Report explaining income and expenses for February 2018. Budgeted expenses should have been at 66% and the actual expenses were 61%.
- Trustee Podoba asked about a check that was made for IMRF and Michael Stubler clarified information regarding the expense.
- Trustee Evans moved and Trustee Ulstad seconded to approve disbursements for February 2018 in the amount of \$66,152.22 and motion passed by unanimous roll call vote.

**Board Reports**

- None

**Committee Reports**

**A. Personnel:** Personnel will have to meet soon to evaluate the Director. The committee decided upon Tuesday, April 24 at 3:00 pm.

**B. Finance:** Meeting was postponed to allow conversation of both the budget and the financial management plan proposal.

**C. Building and Grounds:** Trustee Broccolo requested leaf cleanup near the entrances. He also offered to donate money towards completing a paver border around the flowers at the front entrances.

**D. Policy:** None.

**E. Fundraising:** None

**F. Other:** None.

### **Old Business**

- REVIEW: Pillar Two – Self Directed Education – Director Krooswyk reviewed the status on Goal 3, 4, and 5 tactics. Staff are being assigned as additional point person to ensure goals are accomplished.

### **New Business**

- APPROVE: Update to Personnel Policy 106: Overtime and Comp Time – Trustee Ulstad moved and Trustee Evans seconded to approve removing the additional comp time benefit when a staff member receives overtime by unanimous roll call vote.
- DISCUSS: Update to General Policy 206: Checkout limits for non-PrairieCat users. Director Krooswyk provided the background surrounding circulation tables for grouping types of items together. PrairieCat staff have suggested moving everything with the exception of our new items out of the highly limited category. The Board discussed concerns or further questions they have; Director Krooswyk will followup with PrairieCat staff.
- DISCUSS: Information presented at Special Board Meeting on March 5, 2018: Trustee Broccolo said that John Chrastka presented some great information and appreciated his attitude of not comparing ourselves to schools, fire district or even previous referendums. Trustee Broccolo also likes the idea of performing a survey beforehand. Business Manager Michael Stubler interjected that all of his work is pro bono. Director Krooswyk reviewed the schedule going forward: discuss the information at tonight’s meeting, approve going forward with the survey at the April meeting and approve final details and methods at the May meeting.
- DISCUSS: Ehler’s Proposal for a Financial Management Plan – Director Krooswyk contacted John Piedmonte at Ehler’s and updated him on our future uses of the plan. She also explained that she does not want to create a plan tailored towards a referendum if decide not to go that route.
- REVIEW: Serving Our Public Chapter 11 – System and IILINET Membership Responsibilities - We are meeting all the requirements suggested by the Illinois Standards.
- REVIEW: Video: Everyday Advocacy – Why the Library Matters? Part 2: The Board reviewed the video and discussed content that was interesting. Ideas discussed included out of the box advertising suggestions.

### **Executive Session**

- None.

### **Trustee Comments**

- Trustee Monbrod had a few people in the last week comment that libraries are not used that much anymore, but she told them that was not true. We have people in and out of our doors constantly, so when we advertise to people we should let them know that. Trustee Broccolo asked what our current visits are per day. Daily visits are approximately 400 per day, give or take. Trustee Ulstad said she talks to people all the time about everything we offer.

**Adjournment**

Trustee Evans moved and Trustee Broccolo seconded that the meeting be adjourned at 8:25 p.m. Motion passed by unanimous vote.

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Colette Loecke, Secretary

Respectfully Submitted,  
Michelle Krooswyk  
Director, Recording Secretary