



NEW LENOX PUBLIC LIBRARY
DISTRICT BOARD MEETING
May 14, 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 May 14, 2018 at the New Lenox Library, 120 Veterans Parkway, New Lenox, Illinois.

Present were Trustees: President Dr. Edward A. Tatro, Vice President Linda Evans, Lou Broccolo, Colette Loecke, Michelle Monbrod, Bonnie Ulstad.

Absent: Ann Podoba

Staff present: Michelle Krooswyk: Director and Recording Secretary, Michael Stubler: Business Manager, Ashley Middleton: Digital Services Assistant

Visitors: Alex Vancina

Minutes

- General meeting minutes from the April regular meeting were approved on a motion by Trustee Evans, seconded by Trustee Ulstad.
- Finance committee meeting minutes were approved on a motion by Trustee Ulstad, seconded by Trustee Evans.
- Personnel committee meeting minutes were approved on a motion by Trustee Loecke, seconded by Trustee Evans.

Audience to Visitors

- None.

Staff Report

Ashley Middleton: Digital Services Assistant – Ashley first heard of Niche Academy at the technology conference she attended in March of 2017. It plugs into our website to amplify everything we do here. Ashley showed a 90 second video from Niche Academy to give a background (<http://www.nicheacademy.com/>) . It provides up to date training for both patrons and staff on library specific resources. Niche Academy can be added to website to allow additional assistance to our patrons even when we aren't open. It takes it one step further than just providing, for example, digital books and takes the patron or staff member through the process of installing and actually using digital books. On the staff side, it provides more in depth help to assist the patron. In addition, it allows managers to track educational requirements, such as ensuring they have read over policies, understand the basics and get a solid introduction to our culture. Libraries have proven a direct correlation between Niche Academy application to the website and a marked increase in usage of online resources. Trustee

Monbrod asked if there was an annual fee; yes, it's \$1,800 a year. Trustee Tatro asked if we knew if tutorials are accurate. Staff have to screen what tutorials are selected to appear on the website, and then Niche Academy staff ensure tutorials are updated. Ashley is very excited about the program. Trustee Tatro also expressed his concern of the big brother aspect of tracking staff and whether or not they are completing the modules. He is concerned that it would be used against a staff member. Trustee Ulstad interjected and explained how as a substitute teacher she has to take online quizzes and pass them successfully in order to continue teaching. Director Krooswyk mentions that it helps managers by allowing the tool to track staff educational requirements instead of managers having to do it themselves. Also, if we decide to provide sexual harassment or other training that is a legal requirement, it is easily tracked and keeps the organization protected should something happen in the future regarding those legal topics.

Correspondence

Newspapers

- New Lenox Patriot "Friends of the New Lenox Library hosts Capote-inspired Spring Gala Fundraiser" May 3, 2018

Other

- Google Review:
Pat: (5 Stars) I love this place. Staff are very friendly and helpful and the book & movie selection are good. The coffee shop hours, but the owner is the best.
Director: *Hello Pat,*
As the Director of the New Lenox Public Library, I appreciate your kind words and positive review. I'm glad that you find our library welcoming and convenient. Please let us know if we can improve anything in the future; we look forward to seeing you again soon in our library.
Regards,
Michelle Krooswyk
Library Director
- Square – Credit Card Software
 - "The entire Gala was a great event!!"

Director's Report

Administration

In addition to the regular Director's Report, Director Krooswyk utilized President Tatro's suggestion to give a "Director's Update." She apologized that she has not yet done this with the Board, which is an oversight because she provides these "Updates" at the semiannual staff days. Director Krooswyk mentioned that in her first 6 months she was intentional about meeting with every staff member because it was important for her to understand what type of organization she would be leading. She gained some valuable insights; most importantly how passionate staff were about their jobs. After sitting down with all 38 staff members, she noticed two areas of needed improvement. During her first year, she made some changes, but nothing extreme because she wanted to personally observe one full year cycle of the library's operations. These personal observations fell in line with what staff shared with her. Director

Krooswyk can't blame staff for these two aspects; a lot of times when staff are so passionate about what they do and are consumed by the day to day jobs, they tend to lose sight of the long term goals, but that is one of the major jobs of the Director. The 2 things that came up are library department siloing of departments; this happens frequently in most libraries. Also, lack of consistent, clear and well-communicated procedures and expectations. When something goes awry, it's usually due to lack of expectations, trust, or communication or all three. In regards to procedures, procedures have already been created for emergency closings, invoicing and returning from sick leave. Also, a strategic plan was formulated with board, community and staff input. Staff are also assigned to tactics to ensure goals are completed and that they have stake in a document that drives the mission and direction of the library.

Three projects were discussed. First, for reformatted evaluations staff were consulted regarding core values last fall, and those top core values were incorporated into the new evaluations. Job specific standards on evaluations and essential duties in the job descriptions will be updated with the management team. By April 2019, all the job specific standards and evaluations will be used. Second, Director Krooswyk spoke about the possibility of a referendum. With the direction of the strategic plan, there are things that the library and its staff want to accomplish, but we do not have the funds. Also, the building is aging and the library needs to continue to be a place to partner with community organizations. As mentioned in her interview, she used the services of John Chratska and EveryLibrary to determine whether it was feasible to go to referendum. If decide to go to referendum, we are targeting April 2019 to accommodate the early payoff of the bonds in December 2019. Director Krooswyk mentioned staff reorganization. She saw issues right away, and she also did not want to make some extreme changes upon her arrival. After observing for the year, she knows that we are understaffed in technical services. Director Krooswyk is planning to connect the circulation department with technical services department in the fall with the purpose of sharing circulation clerks to assist with technical services tasks. Trustee Monbrod asked if Mary was aware of this. Director Krooswyk said that she has been talking with Mary for months about this potential change and Mary is excited about the move. Finally, back in January a discussion started with both Youth and Adult Services Managers by the Director about looking at the most efficient staffing structure for the entire library, which may include the circ/tech staffing change in addition to the DML becoming its own department. From speaking with area directors and her own personal experience at Johnson County Library with their extremely successful Makerspace, it is becoming the norm to pull the DML out of other departments and make it its own entity. She wants to see the DML flourish and this allow for a better patron experience because the position will focus solely on the DML, not the adult services desk or other duties. It will also result in consistent staff training. In the future, the Director wants to reach out to Dominican University and JJC to see if we can obtain interns, then adding possible additional staff in the future.

Director Krooswyk also spoke about the idea of change. She understood from day one that staff are in a rough spot. They have had multiple changes in leadership, and the first reaction is to retreat back into ones department because that is safe and predictable. Now that changes are starting to be made it is normal for hiccups and bumps in the road, but this is all part of any change process. Her goal is for this library to be even more amazing, which requires change in

order to stay relevant. If the library doesn't do so, people will not want to use us as much and stick to phrases such as "we are just books" and "I can just find everything online." She requested that if the Board hears anything, to ask that staff member to first talk to their manager and then the Director per Personnel Policy 111. She also welcomes constructive criticism because she enjoys learning and growing. Ultimately her goal is to make the library a wonderful place to work; if staff enjoy their jobs, the patrons will have an even better experience. Trustee Evans asked if the Director is telling staff this information all the time. Director Krooswyk responded by saying that this information and personal passion for this library has been communicated to staff at semiannual in-service days and management team meetings. Trustee Evans wanted to specifically know if the Director is telling this to staff every day. Director Krooswyk thanked Trustee Evans for that question and told her that essentially it's impossible to speak with every one of the 41 staff members every day. Her mode of communication is through the management team that meets every other week and also Friday News. Through the management team meetings, the Director relies on managers to deliver that information to their staff. She reiterated that this is important to her and she wants to attend to concerns to make this organization as high functioning as possible.

- **Budget:** The draft budget has been reviewed and recommended for the Board to approve by the Finance Committee. The mistake with the overage in the licensing budget line was discovered when the IT Manager was going through the budget. As a result, the library has already received a \$3,181 refund from one of its vendors.
- **Chamber of Commerce:** Recently, the Adult Services and the Director attended a "Pitch your Business" event. The presentation was recorded and played via Facebook live and will be shown on Channel 6.
- **Continuing Education (CE) Events:** Due to our budget being continuously under, the library was able to send 7 staff members to Illinois Library Association's Reaching Forward conference. Starting with the next fiscal year, staff will be required to request approval for any CE events that will need to be paid for by the library. This creates transparency, consistency and accountability. After the staff member has attended, they will also be expected to fill out a form that allows them to review the event. These reviews of CE events will be shared with staff so that knowledge can be gained by everyone, not those who just physically attended the event.
- **Door to Door Survey:** As approved at the regular April Board Meeting, the library is moving forward with scheduling, training and planning routes for the door to door survey. Managers are required to staff two shifts to set the example that this is important for the future of this organization. Any additional staff that are interested can also sign up and Board Members are encouraged to do the same.
- **Evaluation Format:** Included in the Board packet is an example of a first draft of the reformatted staff evaluations. Over the next year, managers will work together with their staff on Job Specific Standards in conjunction with reviewing and updating the library's job descriptions. This will provide an additional and practical tool that managers can use during their quarterly required checkins with their direct reports. For all staff, it provides for consistent and fair expectations for each position.

- **Leadership Meeting:** The intergovernmental meeting was held at the end of the month. Trustee Lou Broccolo attended along with the Library Director.
- **Loyalty Day Parade:** Thank you to Board President and all the staff that attended the parade and handed out the ever popular necklaces. It was lots of fun and great to see/hear people cheering for how much they love the library.
- **List of staff Responsibilities by Committees, Classes and Events:** To provide transparency and promote understanding of other departments and staff responsibilities, the Director asked staff to fill out a list of classes, events and committees and who they are staffed by. The list is included in your packet to show how much staff are doing here at the library.
- **Maintenance Manager:** The Director is working with the current Maintenance Manager to go through the job description and responsibilities prior to posting the opening for Maintenance Manager.
- **New Youth Services Manager:** Alissa Raschke-Janchenko was internally promoted from Youth Services Outreach Liaison. She brings with her an MLS, a plethora of knowledge from 20 years of working in libraries along with management experience. Alissa's values are very much in line with the library's mission and vision, and she is passionate to provide continued excellent customer service, classes and events for our community. This is evident in her work with the New Lenox area schools over the past few years as the library's YS Outreach Liaison. Alissa's official start date will be May 21.
- **Networking:** The Library Director continues to reach out to area Library Directors to establish good working relationships outside of the library. Recently, Winfield Library Director met together after both lecturing at Dominican University for the same course.
- **Niche Academy:** Ashley Middleton discovered a great resource that allows us to educate patrons and staff on commonly requested tasks or processes. This database can be tailored by making modules from scratch or utilizing hundreds of other videos shared by other libraries that are already using Niche Academy. Ashley will be presenting on this new software at the May Board Meeting.
- **Procedures:** A list of procedures that was collected from Managers after multiple checkins and Management Team Meetings has been included. Continuing to create staff procedures will allow for cross training, understanding of all basic functions to assist patrons and a staff that is more comfortable doing tasks outside of their everyday expertise.
- **Rewards and Recognition Committee:** Adult Services executed their quarterly pot luck; it was a Cinco de Mayo theme. The new Rewards and Recognition Team is stepping up and working on the transition process since this is the first "changing of the guard."
- **Staff Recognition:** As a way to recognize and appreciate staff, the Director hung signs in the hallway outside of the staff break room encouraging staff to write down what they appreciate about each other. A picture has been included in your Board packet.
- **Switch:** The Management Team continues to discuss the Leadership book Switch by Chip and Dan Heath. This month the discussion took place regarding specific examples of situations where managers felt that went above and beyond. The discussion continued on how managers and staff can make the customer service better when serving our own patrons.

- **Technical Services:** The processing area has been moved around after speaking with the Technical Services Manager and Clerk. The Director and Tech Services Manager worked together to move existing bookcases to create more storage for books that were delivered and waiting to be processed. The bookcases were not being utilized by circ and therefore the library did not have purchase any additional furniture or spend money to fulfill the needs of the Technical Services Department.
- **Village:** The Director has been working closely with the Village Manager and Event Coordinator to prepare and involve one another with upcoming Village and Library events.
- **Will County Polling Place:** We are in the process of becoming a polling place during elections. This aligns well with Pillar Three of our strategic plan to act as a community and culture center.

Upcoming

- **Next Board Meeting:** Monday, June 11, 2018

Marketing/Outreach

News and Events:

- Been working on a Facebook campaign to bring up our views. I have been posting daily, live streaming bi-weekly, and promoting services x3 a week. Our views have steadily gone up. Our live streaming videos have on average 2,000 views.
- New Summer Guide is complete and out to the public.
- Attended Health and Safety Fair on April 9. This is a fair that is geared to adults as well as seniors, we had a raffle basket at our table, and we interviewed with Channel 6 promoting summer learning challenge. This event had 800 in attendance for the weather portion and we had about 250 visit us.
- In May plan on visiting the high schools with Melissa to increase the teen attendance at our programs, we have built a survey and will have raffle baskets for visits.

Information Technology Department

- Battery Backups for our server have been ordered to replace 16 year old units
- Work is being continued on initiating a help desk ticketing system for staff concerns and issues.
- Departments have been consulted regarding technology and equipment needs for the remaining fiscal year.
- iPads have finally been installed in the Youth Services MakerSpace.

Adult Services Department

- Our passport training is done and our paperwork is in Washington. We are just waiting to hear back from them.
- We are partnering with the Village and Friends of the Library to sponsor the July 20 Friday after Five in the Commons.

Circulation Department

- Three patrons with accounts in collection paid \$ 50.00 for the month of March. Seven patrons paid \$ 267.65 and returned materials of \$ 60.00 in the month of April.

- The system requests a patron purge for libraries annually. New Lenox had 16,884 patrons before the purges. After the purges, the number was 14,939 patrons. However, this number is constantly changing since the library continues to register new patrons daily.
- Cari Shelton, Assistant Circulation Manager, is accepting, and reviewing applications for the seasonal page position.

Youth Services Department

- Dana accepted a position at the Aurora Public Library as Senior Manager of Children's Services. She begins her new position on May 14th.
- Sheena presented at the LACONI Youth Services Section program "Putting the 'A' and 'M' in STEAM" on Friday, April 27. She was part of a group of presenters that gave multiple short presentations on art and math programs at their libraries. Sheena presented on the YS program "Bedtime Math."
- Dana and Alissa attended the Chicago Comic & Entertainment Expo on April 6th. Dana attended several panel discussions: collection development in public libraries, an interview with R.L. Stine, a panel celebrating the 20th anniversary of Harry Potter, and a panel on middle grade graphic novels and the appeal this format has for this age group.
- The Haines and Nelson Prairie third grade classes came to the library for an introduction to services and tours of the library.

Treasurer's Report

- Michael Stubler gave the Treasurer's Report explaining income and expenses for April 2018. Budgeted expenses should be at 83.33%, and the actual expenses were 81.06%.
- Trustee Evans moved and Trustee Loecke seconded to approve disbursements for April 2018 in the amount of \$61,495.31; motion passed by unanimous roll call vote.

Board Reports

- None

Committee Reports

A. Personnel: The committee met Wednesday, May 2 at 3:00 pm and will discuss in closed session.

B. Finance: The committee met Friday, April 27 at 2:00 pm. The Finance committee recommends the FY2019 budget for approval to the Board.

C. Building and Grounds: Director Krooswyk will schedule a meeting.

D. Policy: None.

E. Fundraising: None

F. Other: None.

Old Business

- **DISCUSS:** Strategic Plan Review: Pillar One – Research Assistance and Instruction – Director Krooswyk reviewed the status on goals and their corresponding tactics.

- REVIEW: Serving Our Public: Chapter 1 – Core Standards: We are meeting all the requirements suggested by the Illinois Standards. Director Krooswyk also provided a copy of the new statewide standards that will take effect on July 1, 2018.
- REVIEW: Policy Review: Personnel Policy 111 – Open Door Communications/Problem Solving Policy: Due to recent concerns, Director Krooswyk reminded the Board that we do have a process for staff to follow when they have a concern. They should speak with their manager first, then bring it to the Director. If the Director cannot find a solution, they are welcome to bring that to the Board.

New Business

- APPROVE: Non-Resident Fee: New non-resident fee was calculated for this year and will be \$218, which is a \$5 increase. Trustee Tatro asked how many non-resident cards were purchased, and Michael consulted the treasurer's report that showed one was purchased. The new non-resident fee of \$218 to take effect July 1, 2018 was approved by a unanimous roll call vote on a motion by Trustee Evans, seconded by Trustee Broccolo.
- APPROVE: Mission and Vision Statement: Board Members provided suggestions for the vision statement. Director Krooswyk will collocate these and bring them back to the next board meeting for review.
- APPROVE: Working Budget as recommended by Finance Committee: Discussion ensued regarding moving of Adult Services Non-Fiction to developer fee funds and removing YS books from that line to lessen the library's dependence on developer fees. Business Manager Michael Stubler also explained to movement of technology based and interdepartmental lines into the administration section. Trustee Evans moved and Trustee Loecke seconded to approve the working budget for FY2019 and motion passed by unanimous roll call vote.
- APPROVE: Salary increases for FY2019 (*discussed in executive session, approved in open session*). Please see "Executive Session" below.
- APPROVE: Director's recommendation for closed meeting minutes (*discussed in executive session, approved in open session*): Please see "Executive Session" below.
- DISCUSS: Door to Door Survey/Feasibility Study Final Details: Director Krooswyk showed the current list of staff members that are signed up for door to door. Trustee Ulstad volunteered her time for the Tuesday evening shift. Director Krooswyk explained that training will occur, participants will be going in teams of two to each home and that we have bright yellow library shirts that say "We're with the Library." Trustee Monbrod asked if we could do something other than the door to door, and Director Krooswyk mentioned that we plan to also do tabling to gather more responses. Suggestions of the fish fry, the fire department breakfast and further suggestions were requested.

Executive Session

- The Board voted to enter executive session at 8:32 pm with a motion by Trustee Ulstad, seconded by Monbrod pursuant to 5 ILCS 120/2: the appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body including hearing testimony on a complaint lodged

against an employee of the public body or against legal counsel for the public body to determine its validity. Motion passed by unanimous roll call vote.

- The executive session ended at 9:39 pm on a motion by Trustee Broccolo, seconded by Trustee Monbrod and passed by unanimous roll call vote.
- APPROVE: Salary increases for FY2019 (*discussed in executive session, approved in open session*). Please see “Executive Session” below. Trustee Broccolo moved and Trustee Evans seconded to approve salary adjustments due to range narrowing and based upon salary study for four staff members. Motion passed by unanimous roll call vote.
- ACTION: Approve Director’s recommendation for closed meeting minutes review. Director Krooswyk recommended that closed meeting minutes remained closed due to performance of specific employees of the public body. Executive meeting minutes were approved on a unanimous roll call vote to be kept closed on a motion by Trustee Broccolo, seconded by Trustee Monbrod

Trustee Comments

- Trustee Broccolo asked if we would be getting updated directories. Director Krooswyk said that she would have them for the next board meeting.
- Trustee Evans said that the move of Ashley Middleton (Digital Services Assistant) bothered her. She stated that if Ashley is moved to a desk in back, then she won’t be available to the public. Director Krooswyk asked Trustee Evans what made her think that she wouldn’t be available. Trustee Evans responded by asking if Ashley will be available if she isn’t at a desk. Director Krooswyk answered that Ashley will be doing the same amount of work. Just because her personal desk is further away due to space constraints of the building, it doesn’t mean it will affect her normal duties negatively. Since the position is being removed from adult services, it is not fair to the adult services staff to continue to take up room in their designated office. She clarified that the desk in back will be her personal desk that will allow storage of all the extra DML equipment; the actual DML desk is not being removed. Trustee Evans was just concerned that the move was happening because the new IT Manager needed assistance. Director Krooswyk said that was not the case; she is aware of comments from staff regarding his schedule, but there have not been concerns brought directly to her about work not being completed. Trustee Monbrod had a concern about the day of the Gala and that she was used to Alex taking down the computers for the event. Trustee Monbrod didn’t see him help break down or set up the computers. Director Krooswyk asked if Phillip had been asked to assist with the event. Director Krooswyk will put a reminder on her calendar for next year to ensure Phillip assists with the Gala computer setup for next year’s event.
- Trustee Broccolo mentioned that the patio outside the café needs to be cleaned. He also suggested just taking out the reception desk out front and modifying the bank teller desks all at once. He also brought up the concern of the easement property, and that the rest of entities on the commons takes care of their easement property. Director Krooswyk will contact the landscaping company to see if they can do the additional bushes on the easement for the same cost. He also asked about the damaged bushes surrounding the east parking lot.

Adjournment

Trustee Broccolo moved and Trustee Evans seconded that the meeting be adjourned 9:42 p.m.
Motion passed by unanimous vote.

Colette Loecke, Secretary

Respectfully Submitted,
Michelle Krooswyk
Director, Recording Secretary