

New Lenox Public Library District

Board of Trustees Meeting

120 Veterans Parkway, New Lenox, Illinois

July 13, 2020

Regular Meeting - 7:00 pm



MINUTES

The regular meeting of the New Lenox Public Library District Board of Trustees was called to order at 7:02 p.m. by President Dr. Edward A. Tatro on July 13, 2020 at the New Lenox Library, 120 Veterans Parkway, New Lenox, Illinois.

Trustees Present at the Library Building: President Dr. Edward A. Tatro, Colette Loecke, Michelle Monbrod, Ann Podoba, Alex Vancina.

Trustees Present via Remote Meeting (Zoom): Bonnie Ulstad

Absent: Vice President Linda Evans

Staff present at the Library Building: Michelle Krooswyk: Director and Recording Secretary, Michael Stubler: Business Manager, Brian Goebel: Maintenance Manager

Visitors (Online via Zoom): None

All the Board Trustees agreed that the meeting would occur by audio or video conference call. (5 ILCS 120/7(a) of the Open Meetings Act). The public, staff, and Trustees were able to access the meeting in person at the library building or via a Zoom link provided in the Board Agenda, which was posted online and at the front entrance of the library building.

Minutes

- Meeting minutes from the June General Meeting on June 10, 2020 were approved on a motion by Trustee Podoba, seconded by Trustee Vancina. Motion passed by unanimous roll call vote.

Audience to Visitors

- None

Correspondence

- There have not been as many articles due to The Patriot folding, but Sean Hastings has continued to write about stories in the area via his blog entitled "Stories from Home." There have been many great comments on social media from our patrons who are excited about the library reopening. Director Krooswyk also shared an article from ILA's Reporter where the library was featured in an article about making and our MakerDay.

Director's Report

Administration

- **Café Update:** Teardrop at the Library is planning to open on July 20, which is one week after our library building reopens.
- **Curbside Pickup:** Many patrons have expressed gratitude for our curbside service and we will continue to offer this option once we reopen. Patrons will benefit from the convenience of this service and it will serve as an accommodation for patrons who cannot wear a mask.

- **Director's Manual:** Currently, the Director is working on creating a manual that details the responsibilities (daily, monthly, annually) of the Library Director. This will include annual board agenda items, annual events for the Board, public and staff, and detailed instructions. This will present an example for other department managers, which will ideally be a task for all managers in FY22.
- **Facility Assessment Update:** Director Krooswyk will be working with Maintenance Manager, Brian Goebel, to dive into the Facility Assessment and plan for projects this current fiscal year as well as the following year. One of the large projects will be the overhaul of the HVAC system, which will have a significant cost associated with it.
- **Library Position Overhaul:** Now that we know we will have additional funding thanks to the referendum, many of the projects that were put on hold can now commence. One of these long awaited projects is the Library Position Overhaul. Director Krooswyk will be creating a Gantt style schedule that will include an assessment of the overall organizational/staffing structure, an update of job descriptions, completion of Job Specific Standards for annual evaluations, execution of a salary study with a contracted HR company and initiation of a 37.5 hour work week for full time staff. This process is planned to be finished by July 1, 2021.
- **Notice for B&A Hearing:** The Budget and Appropriation Ordinance hearing will be held on August 10, 2020 at 6:45 pm. Immediately following the hearing, the B & A is scheduled to be approved at the regular August Board Meeting. Per state requirements, the notice for this hearing will be published the week of July 6 in The Daily Herald since The Patriot is no longer in operation.
- **Per Capita Grant:** The library was extended full funding for this year's Per Capita Grant in the amount of \$46,058.75 (please see included letter).
- **Phased Reopening:** July 13 is our first day open since March. A great amount of time and planning was spent figuring out how to reopen safely to our public while keeping staff and patrons' wellbeing in mind. Patrons were provided with reopening information on our website (www.newlenoxlibrary.org/reopening). A reopening informational handout was provided to all staff as well as two Zoom Director Q&A sessions on Zoom to ask questions. Anonymous questions were submitted via paper and addressed in the zoom meeting.
- **Statistics:** An improved format for statistics is in progress. The goal is to provide a clear and easy to navigate layout that separates annual and monthly statistics while incorporating previous IPLAR data.
- **Summer Learning Challenge:** A big thank you goes out to the Friends of the Library and Senator Hastings for donating prizes in the form of gift cards purchased from local businesses. We hope that this will help to support our New Lenox businesses and stimulate our local economy.

Adult Services Department

- Kelli Adams left the library on June 4th.
- We have had 16 applicants for the Adult Services Programming Coordinator position.
- The entire dept. has been assisting with curbside pickup.
- 92 adults and 33 teens have signed up for the Summer Learning Challenge.
- AS and YS received \$1200 in gift cards from the Friends and \$50 in gift cards from Senator Hastings office to be used for Summer Learning Challenge prizes.
- Melissa ran an art contest for teens during the month of June.
- Monica attended the ALA Digital Conference from 6/24 - 6/26.
- Pam is doing genealogy one-on-ones via Zoom.
- The Fiction Book Club met in June via Zoom.

Circulation Services Department

- RAILS officially changed COVID quarantine times to 3 days on 6/22 and delivery between libraries began at the end of June. We have been instructed to quarantine items incoming and outgoing for 3 days.
- We once again are accepting impact fees for the village.
- We are not currently accepting Passport applications at this time. This decision will be made by the US department of state not by the acceptance facility itself. They are implementing a 4 phase reopening process and The Department of State is pleased to announce 4 passport agencies and centers are in Phase 2 of our planned three-phase resumption of operations as of July 6, 2020.
- On the Friday before curbside began, we had 479 online requests. The majority of these were pulled and checked out to the patrons the same day. All departments pulled together fantastically to get these items pulled and we were able to process the bulk of these requests the same day.
- Digital library card applications are up to 200 as of 7/9/20-all requests have been fulfilled at this time.
- We checked out over 1400 items between 6/4 and 6/14 and our requested items numbers are beginning to grow.
- We are also beginning to track how many patrons are coming into the building to pick up items as of 7/9 We have had over 981 patrons come through our doors during 3 weeks of curbside service!
- As of 7/9/20 Adult Services and Youth Services combined have had over 450 items requested by phone!

Digital Services Department

- Providing Take & Make craft projects in June & July; looking into August
- Adjusting the Digital Media Lab to match best practices for patron and staff safety before reopening that space
- Working on library history digitization project

Information Technology Department

- Worked with public departments on prepping computer and electronics spaces for reopening.
- Made changes to PC reservation settings to allow for more organization with reservations.
- Retrain staff as needed after 3 months off.
- Make final purchases with the remainder of the budget available.

Maintenance Department News

Building & Grounds Operations and Improvements:

- The following actions were performed over the last several months in preparation for reopening the library to patrons:
 - All carpeting, soft upholstered seating, and ceramic tile in the building were cleaned and chemically sanitized. This included cleaning of all rolling office chairs and restroom floors.
 - To expedite visits inside the library, public seating areas were all but eliminated. Seating areas were blocked off and furniture was placed into storage and/or made to be unserviceable. The IT Manager was instrumental in assisting Maintenance with organizing and completing this task.
 - Limited socially distanced seating was provided at tables near the Reference Desk in Adult Services and at the few available computers in both departments. All seating and equipment will be sanitized by staff after each use.

- Plexiglass sneeze guards were placed at all public desks to protect employees and patrons during patron service interactions.
- Face masks, gloves, disinfectant, and hand sanitizer was stocked and will be provided as needed at each of the desks for employee use.
- Disposable facemasks were also stocked to provide for patron use in the event a patron does not have a mask upon entering the library.
- Hand sanitizer dispensers have been installed at the library entrance and at the computer areas for patron use.

Building & Grounds Repairs:

- The air conditioning on the second floor completely failed on June 30th. Repairs were made to get one half of the system operating, but the other half needs more extensive repair. Precision Control will continue working to repair the other half of the system.
- Arborvitaes planted by K & S Landscaping near the book return driveway have suffered in the heat and a few appear to have died. These will be replaced at no cost to the library, yet those replacements might be held off until the weather cools down a bit.

Marketing Department

- We are starting back up with Hello Welcome, which is a group that welcomes new members into the community and provides them information on everything New Lenox. We will be adding our digital bookmark into all of the packets for the upcoming months (see below). Marketing has created reopening signage to go throughout the building. We have ordered a lobby sign holder to feature directions and safety precautions of the library.

Summer Learning Challenge

- We have created monthly guides for the summer programs; a new guide came out this week for July. Guides will continue to be monthly for the time being. We will have a print and online version.
- Summer Learning Challenge has been highlighted at least x2 weekly on social platforms and paid boost.
- Coloring sheets promoting SLC are posted weekly as a fun reminder to join the challenge, also at the end of all our program videos is a clip about joining the SLC.

Social Media:

- Programs continue to be posted daily throughout June and July. During library closure, patrons have more and more relied on social platforms for their information and questions. We have continued to build Instagram and Twitter accounts.

Twitter: We currently have 423 followers, we tweeted 65 times in June, and we have 12K impressions, which is up 23% from last month.

Instagram:

- **Library account:** 295 followers **Kids Account:** 137 Followers **Teen Account:** 285 Follower

YouTube:

- In June, we had 531 views, 6K impressions (how often this came up as a recommendation in timelines). We use YouTube as a vehicle to house our videos on; we don't currently promote this channel or seek to get new subscribers.
- My plan for 2021 is to investigate how this platform could be used to increase library resources. There has been a lot of change, and the need for digital platforms in the last couple of months. It is a necessity to build on these platforms, which marketing will be working towards as a goal for the upcoming year.

Facebook:

- Facebook is currently, by far, our most used platform. Patrons know we have a great reaction time, and if they ask a question, we will answer it promptly, because of this our followers continue to grow.
- June Statistics:
 - Page Views: 1,142 up 7% - these are people that come to our Facebook page directly.
 - New Page Likes: 26 up 30%
 - Post Reach: 23,159 down 3% (this would be due to doing less paid boost for the month of June)
 - Post Engagement: 5,728 down 25%
 - Video views: 25,525 up 24% - the month of June was almost entirely video-driven, with seven new videos a week.
 - New followers: 60 down 9% - this was down due to not doing paid boost as often in June.

Boosted post in June:

All these results are from people not following us and new to our content

- Curbside Pickup video featuring Director: 3,828 reach, 671 full views (meaning watched the entire video) – spent \$25
- The Art of Brewing Beer: 2,085 reach 24 full views – spent \$5
- Books and Ballerinas: Reach 1,590, 86 full views, 86 – spent \$20
- Training your dog: 846 reach, 476 full views – spent \$15

Technical Services

- Tech processed and entered 1,265 items for the month, and we were #3 in the PrairieCat system.
- Coded all the bills and invoices for the Business Dept.

Youth Services Department

- YS staff created Mystery Bags to circulate, where a staff member will curate a selection of items and bag them up, and patrons get to be surprised with new materials. In the last week of June, when we started this service, YS made 150 bags.
- More than 450 kids are signed up for the Summer Learning Challenge and many have already completed.
- YS library assistant Leslie Whitehead left us this month to take a teaching job at Vine Academy. We will miss her!
- YS staff has been creating original daily video content for Monday-Friday.

Treasurer's Report

- Trustee Monbrod moved and Trustee Podoba seconded to approve disbursements for June 2020 in the amount of \$119,988.15; motion passed by unanimous roll call vote.

Committee Reports

- **Personnel:** Scheduled to meet November 9, 2020 at 6:30 pm.
- **Finance:** Scheduled to meet December 14, 2020 at 6:30 pm.
- **Building and Grounds:** Met today, July 13, 2020 at 6:30 pm.
- **Policy:** Scheduled to meet October 12, 2020 at 6:30 pm.
- **Fundraising:** Scheduled to meet January 11, 2021 at 6:30 pm.
- **Other:** The Intergovernmental lunch will not meet until the school year resumes.

Old Business

- REVIEW: RAILS Membership Standards – Professional Leadership and Training: The library is satisfying all requirements for the core and exemplary standards.
- REVIEW: Serving Our Public 4.0 – Chapter 7: Collection Management: The library is currently spending 8.4% of its budget on materials, and the suggested range is 8-12%. This could potentially be more depending on 2021 tax disbursements and amount in contingency at the end of the fiscal year.
- REVIEW: Policy Review – General Policies 215, 221 & Personnel Policies 105, 204: Policies were reviewed individually with no recommended changes.
- REVIEW: Strategic Plan – Pillar 1: Research Assistance and Instruction – Director Krooswyk reminded the Board that the current Strategic Plan has been extended through December 2021 due to interruption of normal services with COVID-19.

New Business

- APPROVE: FMLA Leave Expansion and Emergency Paid Sick Leave Policy Due to COVID-19. Motion made by Trustee Podoba and seconded by Trustee Vancina to approve the FMLA Leave Expansion and Emergency Paid Sick Leave Policy; motion passed by unanimous roll call vote.
- APPROVE: Director's Recommendation for Closed Meeting Minutes – All executive/closed session minutes were discussed individually in closed session. A motion was made by Trustee Monbrod, and seconded by Trustee Ulstad, to release the following closed session minutes. Motion passed by unanimous roll call vote:
 - January 9, 2012
 - April 9, 2012
 - November 15, 2012
 - June 15, 2015
 - July 20, 2015
 - May 9, 2016
 - June 20, 2016
 - July 13, 2016
 - July 25, 2016
 - November 14, 2016
 - January 5, 2017
 - May 8, 2017
 - May 30, 2017
 - June 12, 2017
 - May 2, 2018
 - June 11, 2018
 - May 10, 2019
 - May 13, 2019
 - June 4, 2020
 - June 8, 2020
- REVIEW: Tentative Budget and Appropriations Ordinance 20-1: The board reviewed the ordinance. The hearing will be held at 6:45 pm on Monday, August 10, 2020 and scheduled to be approved shortly thereafter at the regular August Board Meeting.
- REVIEW: Ordinance 20-2 to levy .02% tax for Maintenance, Repairs, and Alterations of Library Building Equipment: The board reviewed the ordinance. It is schedule to be approved at the regular August Board Meeting.
- REVIEW: Estimate of Revenues for FY2021: The board reviewed the estimate of revenues, and it is schedule to be approved at the regular August Board Meeting.

Executive Session

- Trustee Vancina motioned and Trustee Ulstad seconded at 7:42 pm to go into executive session pursuant to 5 ILCS 120/2: Discussion of minutes of meetings lawfully closed under this Act, whether for purposes of approval by the body of the minutes or semi-annual review of the minutes as mandated by Section 2.06; motion passed by unanimous roll call vote.
- Trustee Podoba motioned and Trustee Monbrod seconded to exit executive session at 7:55 pm; motion passed by unanimous roll call vote.

Trustee Comments

- Trustee Monbrod commented that the chairs in the meeting room were uncomfortable.

Adjournment

Trustee Ulstad moved and Trustee Vancina seconded that the meeting be adjourned 7:57 p.m. motion passed by unanimous vote.

Michelle Krooswyk, Recording Secretary

Respectfully Submitted,
Michelle Krooswyk, Director & Recording Secretary