

New Lenox Public Library District Board of Trustees Meeting

120 Veterans Parkway, New Lenox, Illinois

February 8, 2021

Regular Meeting - 7:00 pm



MINUTES – REGULAR MEETING

The regular meeting of the New Lenox Public Library District Board of Trustees was called to order at 7:04 p.m. by President Dr. Edward A. Tatro on February 8, 2021 at the New Lenox Library, 120 Veterans Parkway, New Lenox, Illinois.

Trustees Present at the Library Building: Dr. Edward A. Tatro, Ann Podoba, Alex Vancina

Trustees Present via Remote Meeting (Zoom): Bonnie Ulstad, Linda Evans, Colette Loecke, Michelle Monbrod

Absent: None

Staff present at the Library Building: Michelle Krooswyk: Director and Recording Secretary, Michael Stubler: Business Manager, Ashley Middleton: Digital Services Manager

Visitors (Online via Zoom): None

Visitors (In-Person): 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.

Audience to Visitors

- None

Staff Report

- Ashley Middleton: Digital Services Manager – Ashley presented on some recent library history projects, including scanning documents into the digital archive with assistance from other library staff. Historical library videos were recently uploaded to “History of the New Lenox Public Library” page of the website. The timeline on this page was also updated to include recent events like the referendum.

Minutes

- Meeting minutes from the January General Meeting on January 11, 2021 were approved on a motion by Trustee Podoba, seconded by Trustee Evans. Motion passed by unanimous roll call vote.

Correspondence

- Department specific correspondence was shared along with an article from the Herald about our new Hoopla service. An article was submitted to the New Lenox Neighbors magazine.

Director’s Report

Administration

- **Annual Library Certification:** RAILS and the Illinois State Library have been working together to start collocating all the annual reporting documents into one centralized location. The first project they are working on is the Illinois State Library Annual Certification. The process was transferred to L2,

which is a site used to house a directory of Illinois libraries and staff. Director Krooswyk volunteered to be a test library for this modified process along with a dozen other libraries. The process went smoothly and hopefully more of the annual reports will be moved to this platform.

- **Building Updates (short-term):** The Director and the Maintenance Manager will be moving forward with planning for new carpeting and paint in the meeting room to allow patrons to see upgrades that resulted from the increased referendum funding. The next project will include an update to the administration area to streamline processes and accommodate new staff. Further planning will involve StudioGC to ensure functionality and building aesthetics are maintained.
- **Building Updates Discussion (long-term):** Discussions have been initiated with staff and the Management Team regarding aspects of the building that could be improved upon or changed as we move forward with building modifications over the next few years. During the continuing education section of the February regular meeting, Director Krooswyk would like to start discussions with the Trustees about this type of information. The plan is to then involve StudioGC to create a multiyear plan that updates the building in phases and sections.
- **Café:** Similar to the previous tenant, it was suggested to temporarily decrease or provide months with no rental fee due to COVID-19 limiting the café tenant's ability to provide food services. Director Krooswyk will investigate the current Memorandum of Understanding for the start date of the license agreement.
- **Compensation Study:** Director Krooswyk met with an HR Source representative to officially kick off our study, which hasn't been completed in 10 years. Results and a final report will be completed in 5-6 weeks (late February/early March). The Board will be responsible for finalizing pay grades and ranges as recommended by HR Source.
- **Consolidated Election:** Director Krooswyk has certified the two candidates with the Will County Clerk for the upcoming April 6, 2021 Consolidated Election.
- **Hiring:** Due to anticipated additional weekday and Sunday hours starting in late summer or early fall, hiring has begun. Two part time Youth Services positions that have been vacant most of the fiscal year are being filled; these are not new positions. Adult and Teen Services is hiring one new part time position. Once the compensation study is complete and approved by the Board, we plan to hire a full time Digital Media Lab Coordinator, a part time Administrative Assistant, and a full time Adult and Teen Services Outreach position.
- **ILA Legislative Meetup:** Director Krooswyk attended this year's virtual Legislative Breakfast. Newly elected Representative Tim Ozinga was contacted, but unfortunately he was unavailable. Director Krooswyk has reached out to other library directors to request best practices on how to establish working relationships with newly elected officials.
- **Library Reopening:** The library reopened the building on January 18 for browsing and computer use. Meeting rooms, study rooms, and seating is still not available. Many patrons have expressed their appreciation for the library building being open once again.
- **New Services:** As promised in our referendum campaign, we are starting to provide new services. These include going fine free to promote accessibility, new Hoopla streaming service, planning for additional hours on Sundays and weekdays at the end of summer, and additional/dedicated outreach services staff with the restructuring of our job descriptions.

Adult and Teen Services Department

- Our Winter Review Challenge started January 6th and runs through February 27th.
- The AARP tax volunteers will be filing taxes for patrons this year. All appointments have been booked.

- RBDigital magazines will be transferred to Overdrive February 4th. Checkouts for ebooks through Overdrive went up 18%. Digital magazine checkouts increased 42%.
- Melissa produced a guide to mental health resources for teens. Copies are available in the Teen Scene.
- On January 20th, Abraham Lincoln expert and presenter Kevin Wood talked about Lincoln's leadership.
- On January 21st, ISA Corps presented a teen program on finding a college.
- On January 26th, Jill Geers from the Career Services Center at Joliet Junior College presented a digital workshop on resume writing.

Circulation Services Department

- 7,093 items were circulated in the month of January. That is way up from December when only 4,911 items circulated!
- We successfully reopened on January 18th and the patrons were very grateful that we are open again for browsing. Circulation staff was very highly complimented by multiple patrons!
- Curbside requests are still being made and Circulation is cooperating well with the coordination of this service between departments. I am very impressed with their ability to pivot and adapt throughout this time. Circulation has also done an amazing job communicating with other departments to keep items in the lobby stocked and looking great.
- We had 68 digital library card requests in January! Passports are also beginning to pick up. We had 7 passports processed during the month.
- January also begins tax season so we have been busy forwarding and answering tax related inquiries in coordination with Adult Services. Circulation manager has also been working together with our systems administrator and Director to finalize fine free implementations.
- As of February 1st, we will finally be a fine free library joining hundreds of other public libraries across the nation!

Digital Services Department

- Digital Services has digitized two library history videos, from 1986 and 2001, and put them on YouTube. They are also embedded in the Library History page of our website.

Information Technology Department

- The IT department has made changes to help with changing workloads.
- Receipt printers have been added to AS and YS desks.
- The copier that was in the lobby has been put in the circulation area for ease of access.
- The quick print station and copier in the lobby were popular. A dedicated patron service area in the lobby with a quick print station would be a welcome addition for future remodeling plans.

Maintenance Department News

- Wunderlich Doors returned to the Library to assess repairs to the worn hinges on the west main entrance which are causing the door to sag, leading to the door failing to close and latch properly. Wunderlich is also preparing an estimate for full door replacement at both main entrances, both interior and exterior which would include all aluminum frames and hardware.
- New Look Floor Coverings came out to the Library to measure and develop estimates for replacing the carpeting throughout the building. This is being done to provide a benchmark for pricing provided by a reputable source who has performed work for the Library in the recent past. The estimate will give a rough idea of the total cost to budget for when the time comes to develop a formal RFP to hire a flooring contractor. Greg Mach, the sales representative, will also bring out flooring samples and discuss the options available in the commercial flooring industry.

- Thompson Elevator Inspection Service performed the semi-annual inspection of the elevator on Jan. 22 as required by the Village of New Lenox. An updated inspection placard indicating approval will be forthcoming from the Village.

Marketing Department

- **Facebook:**
 - Post reach 12,262 (up 18.8%), Clicked links are 226 (up from 5), Comments 53, Shares 108, Reactions 402, Photo views 49, New Followers 22 (up from 10), Net followers 14 (up 40%), Post engagement 1,872 (up from 1,507), Video minutes view 1.5K (up 53.2%), 1-minute video views 53 (down 53.5%), 5.6K - 3 seconds views (up 145%), Video engagement 95 (down 32.6%), Net followers 14 (up 40%)
 - Note: two boosted posts were created for adult and teen programs, with a quick 15-second video posted in January. This is a new tactic to use a small commercial with Marketing creating videos. Also, these videos were sent to Channel 6 and aired in January 2021
 - Resume writing had 2.5K views with 14 clicks to take them to registration. 12 signed up for Zoom class and 9 attended
 - College 101 had 1.9K views and 9 clicks to take them to registration. 6 signed up for Zoom class and 5 attended
- **Instagram**
 - Library account: Followers 471 (up from 438 last month up 7.5%), Instagram reach 889 (up 289%), Interactions 85
 - Kids account: followers 154 (up from 150 last month), Interactions 73 (down 78%)
 - Teen Account: followers 320 (up from 315 last month)
- **Twitter**
 - Followers 432 (down 8%), 34 tweets (down 15%), Profile visitors 132 (up 41.9%), Tweet impressions 3,871 (up 21.2%), Mentions 1
- **YouTube**
 - 279 views for the last 28 days, 12 hours of view time, 0 new subscribers

Technical Services

- Erin and Mary are still working on the juvenile paperback call numbers and replacing children's DVD's with large checkout numbers.
- Karen and Mary are working on the juvenile materials weeding project.
- Monica, Annette and Mary discussed how we are going to proceed with Binge Boxes. Annette is working on the artwork and Tech is waiting for DVD's to arrive.

Youth Services Department

- We are hiring for two part-time specialists (positions vacated during COVID).
- We have also completed our J-Fiction weeding and re-labeling project, and wrapped up the winter reading program.

Treasurer's Report

- Business Manager, Michael Stubler, presented the Treasurer's Report. Trustee Evans moved and Trustee Vancina seconded to approve disbursements for January 2021 expenses in the amount of \$96,111.47; motion passed by unanimous roll call vote (Trustee Loecke and Trustee Ulstad abstained from the vote due to inability to view the digital version of the report).

Committee Reports

- **Personnel:** Scheduled to meet April 12, 2021
- **Finance:** Scheduled to meet May 10, 2021
- **Building and Grounds:** Scheduled to meet February 8, 2021
- **Policy:** Scheduled to meet March 8, 2021
- **Continuing Education:** Scheduled to meet June 14, 2021

Old Business

- **REVIEW: RAILS Membership Standards: Customers-** The library is satisfying all requirements for the presented standards.
- **REVIEW: Serving Our Public 4.0 – Chapter 2: Governance and Administration.** The library is satisfying all requirements for the core standards. The Board decided to change the fundraising committee to a continuing education committee to ensure the Trustees were further accomplishing the standards set forth in this section.
- **REVIEW: Policy Review – General Policies 102, 209 & Personnel Policy 102:** The aforementioned policies was reviewed with no recommended changes.
- **REVIEW: Strategic Plan progress for Pillar 2: Enrich – Self-Directed Education.** Director Krooswyk reviewed the library’s progress associated with goals for the library’s strategic plan.

New Business

- **ACTION:** Approve fine free policy updates in General Policy 204 and 206. Final adjustments to policies related to the new fine free program were presented for approval to the Board. Trustee Evans moved and Trustee Loecke seconded to approve updates to General Policies 204 and 206; motion passed by unanimous roll call vote.
- **DISCUSS:** Future building updates –The first project will be updated carpet and paint in the public meeting room. While a multi-year plan is being created in consultation with Studio GC, we will start updating some staff areas to allow for efficiencies and work areas for incoming staff. Director Krooswyk presented a document that listed input from all staff regarding ideas for future building improvements. The issue with ice constantly falling of the handicapped ramp at the west entrance was discussed.

Executive Session

- None.

Trustee Comments

- Trustee Ulstad mentioned a program she heard about in California where kids can read down their fines.
- Trustee Tatro wanted to compliment our IT Manager, Phillip Bormet, for salting and clearing snow away from the front entrances

Adjournment

Trustee Loecke moved and Trustee Evans seconded that the meeting be adjourned 8:20 p.m. motion passed by unanimous vote.

Michelle Krooswyk, Recording Secretary

Respectfully Submitted,
Michelle Krooswyk, Director & Recording Secretary