

Minutes of the Regular Monthly Meeting of the Board of Library Trustees of the Orland Park Public Library held November 21, 2016

The meeting was officially called to order by President Healy at 7:04 p m.

Call To Order

Members present: Nancy Healy, Christian Barcelona, Joanna Leafblad, Elan Kleis

Roll Call

Members absent: Denis Ryan, Diane Jennings, Catherine Lebert

Staff present: Mary Weimar, Library Director; Mary Adamowski, Assistant Library Director; Ross Kimmey, Finance Manager; Jackie Boyd, Public Information Manager; Aaron Peterson, Senior Administrative Coordinator; Carol Maresh, Cataloger II

Trustee Barcelona made a motion to approve the October 17, 2016 minutes. Trustee Leafblad seconded. No discussion. A roll call vote as follows: Barcelona – aye; Healy – aye; Jennings – absent; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – absent.

Minutes

Motion passed. 4 ayes, 0 nays, 3 absent.

Dennis Walsh, Attorney from Klein Thorpe and Jenkins

Introduction of Visitors

Public speakers introduced themselves and were given five minutes to speak in front of the Board. The speakers were as follows:

Public Comment

Jeff Reiter
Janet Almen

None

Executive Session

Trustee Leafblad moved to accept the Treasurer's Report for October 2016. Trustee Kleis seconded. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – absent; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – absent.

Treasurer's Report

Motion passed. 4 ayes, 0 nays, 3 absent.

Trustee Kleis moved to accept the accounts payable listing from 10/18/16-11/21/16. Trustee Barcelona seconded the motion. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – absent; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – absent.

Motion passed. 4 ayes, 0 nays, 3 absent

The library is investigating a library app using a well-known vendor Boopsie for libraries. Public Information Manager Boyd is investigating this service and talked about the Boopsie app and how it will integrate with Polaris to allow patrons to scan a barcode at a bookstore and reserve it at our library if it is available. Trustee Kleis asked if it would have access to Worldcat and Boyd said she would find out. President Healy asked if anyone around used the app and Boyd said Palatine and Elgin use it. Trustee Kleis asked how we would go about promoting programs and Boyd and Director Weimar said on our website and via Facebook.

Librarian's Report

Sprint made a presentation on circulating Library HotSpots. The cost is just about \$900 per device for

service. A few libraries have started to offer this service, but although the device may cost \$.99 to initially get, replacement costs are over \$179. Every feature such as managing mobility which monitors the service and protective cases are additional costs. For next year's Per Capita Grant requirement, a discussion on Chapter 6 of *Serving Our Public 3.0: Standards for Illinois Public Libraries* will be presented later in the meeting. The library currently is hosting "For All People: A Century of Citizen Action in Health Care Reform," a traveling display sponsored by the National Library of Medicine and tells about the lesser known stories of people who helped shape our health care system. These panels are located on the second floor. The library will be adding a feature on the Polaris catalog which will give cover images for audiovisual materials. The library currently only subscribes to the print module of Syndetics, a third party vendor which works with our ILS. It is hoped these cover images will be available by mid-December. A note the circulation for last month increased by 2% from October, 2015. Chinese delegates from the Zhejiang Public Library of Modern Public reading Service specializing in the library field came for a day long visit on November 2. The 21st Century Institute sponsored this informative gathering. These delegates have been traveling throughout the Chicagoland area visiting different types of libraries. The department heads spoke about how their departments operated and their responsibilities. A very big thank you to our Head of Technical Services, Wendy Xie, who acted as our interpreter throughout the day. The library also hosted a third Chinese delegation tour on November 15. This tour was in conjunction with the 21st Century Institute and the Village of Orland Park. The delegates held various positions within the Shanghai government.

Jody Ebert began his duties as temporary Maintenance Assistant on October 19. He has been a great help to Steve Newman with the fall projects and getting ready for the winter season.

Steve and Joe removed the aerator from the pond in anticipation of the freezing weather. It will be cleaned and replaced in spring after the last freeze.

B & R Irrigation Systems repaired a broken sprinkler head and also winterized the system.

The library's interior painting project will begin on November 28. CertaPro, a local painting company, will be painting the staff hallway, the archways on the first and second floors, the second floor columns, as well as the AV area. The project is expected to take approximately 3 days to finish, with no interruption of service to our patrons.

Six moveable display shelving units, (3 for AS/3 for YS) have been ordered. Delivery is expected before the end of the year. The shelving units will allow both departments to highlight their new fiction titles using face-out display technique. This will allow for easier browsing by our patrons, which hopefully increase circulation of these popular titles.

Administration and Steve Newman have been discussing the need for an update to the Summit Control system. The current system is a Trane product which controls our HVAC and boilers, and is now 12 years old. At this time the system is working properly with Steve overseeing its functionality, but due to its age there are no further software upgrades. Discussions have been held with Trane, as well as Midwest Mechanical, who services the HVAC system, to hear about the options available to the library. At this time, the project could cost \$35,000—\$80,000 to replace. Due to the cost being over \$20,000 the library will begin the bid process in early 2017.

In October, the library replaced the lobby's Christmas tree. The old artificial tree, which was 12 feet high, had burned-out strings of lights, as well as needles shedding. Steve will be putting the tree up in the lobby tomorrow morning,

No reports at this time.

- a. Flooring replacement for high traffic areas on the first and second floors – For Discussion

Trustee Barcelona met with Assistant Director Adamowski to discuss flooring options and look at samples earlier this week. Mary Adamowski and Mary Weimar suggested that the carpet remain on the 2nd floor due to noise issues with the two suggested options. Mary Adamowski mentioned the carpeting can be spot cleaned as well and isn't as bad as the 1st floor. Director Weimar, Assistant Director Adamowski and Maintenance Superintendent Steve Newman visited the Elgin and

Other Staff Reports

Building and Maintenance

Fountaindale Libraries to see examples of Nurazzo and rubber flooring in use. Director Weimar had spoken to the Illinois State Library about updating the staircase flooring as part of the grant instead of the second floor carpet. Nurazzo will be used at the entrance staircase and surrounding flooring. Rubber flooring will be installed down the hallway into the youth area on the 1st floor.

No report at this time

Finance

No report at this time.

Service & Policy

No report at this time.

Personnel

No report at this time.

Law

No report at this time.

Strategic Plan

No report at this time.

**Capital
Campaign
Committee**

RWK Design, Inc. technology services contract from January 1, 2017 through December 31, 2019 - For Action

**Unfinished
Business**

Trustee Kleis motioned to accept the RWK Design, Inc. technology services contract from January 1, 2017 through December 31, 2019. Trustee Barcelona seconded.

Discussion in regards to the terms and condition of the RWK contract were discussed. One of the last issues to be resolved was the Limitations of Liability clause in the RWK contract. The Library worked hard to try and resolve the outstanding issue. Trustee Leafblad asked if the liability clause was in the last agreement and Director Weimar stated yes. The Master Agreement document had been updated by RWK from one page to three and this clause was pointed out by Attorney Walsh as being problematic for the library if there was an incident which could involve legal action, liability or damages to the Library. Attorney Walsh explained he had several discussions with RWK's legal counsel to try to resolve the issue and they had not come to an agreement to resolve this clause. It was asked by the Library if the clause could contain an ability to recoup losses up to the limit of RWK's aggregate liability insurance and this suggestion was rejected by RWK unless the price doubled. Trustee Leafblad inquired if other technology consultant contracts had this same term and condition. Director Weimar stated she was investigating other companies and will inquire. President Healy questioned the high cost of the contract if this clause was not included. Trustee Barcelona asked what kind of incidents could happen to cause damages. Attorney Walsh stated it was hard to predict, a possible virus or malicious malware were some examples, but if there is damage or liability incurred by the Library, the Library should at least be able to recoup financial losses up to the insurance limits of RWK and not just get its money back.

Following this discussion Trustee Leafblad motioned to table the motion regarding the RWK Design, Inc. technology services contract from January 1, 2017 through December 31, 2019 until the next regularly scheduled Board meeting. Trustee Kleis seconded. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – absent; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – absent.

Motion passed. 4 ayes, 0 nays, 3 absent.

Approval to go to bid for the flooring replacement of the high traffic areas on the first and second floors amended to the 1st floor and staircase– For action

President Healy asked about who they had met with earlier this week and Director Weimar said it was the Dan Pohrte the architect who gave the presentation at the last meeting. Director Weimar suggested that the Nurrazo be put in the lobby to the staircase up the staircase and into the landing where the staircase ends and rubber be used into the children's area.

President Healy inquired about the presence of the logo. The logo will be imbedded by two different colors in the Nurrazo. Director Weimar observed that the walk off grate is problematic; heavy-duty walk off carpet between the doors would be a good idea.

Trustee Leafblad motioned for approval to go to bid for the flooring replacement of the high traffic areas on the first floor and the staircase. Trustee Barcelona seconded. Barcelona – aye; Healy – aye; Jennings – absent; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – absent.

Motion passed. 4 ayes, 0 nays, 3 absent.

Per Capita Grant 2017 – For Discussion

New Business

Director Weimar referred to the Management Team's answers to Chapter 6 of *Standards for Illinois Public Libraries: Serving Our Public 3.0* discussed on March 30, 2016 as to how our library met the requirements for patron's access to services and more at our library. The department heads stated our library provided current information on the website which was updated at least weekly; public service desks provided personal assistance to patrons whenever the library was open at all seven public service desks; and the library was open every day except for eight holiday closings. Patrons are informed of services and programs through the newsletter, Econnection emails, and flyers and posters; and the Board and staff continually evaluate circulation lending rules to be responsive to patrons needs. Our ILS provides links to our databases for patrons remotely and all of our subscription services are available 24/7 (Hoopla, Overdrive, Zinio, databases, and library card registration) to our patrons. Other points on the Per Capita Grant were discussed with the Board in regards to meeting the needs of the community as a provider of educational programs and training opportunities. Outreach Services staff developed and provides a program utilizing memory applications on iPads. Once per month, at two separate assisted living facilities, Outreach Services hosts a one-hour program for seniors with memory issues. Seniors work with colorful and engaging digital graphics on iPads to sharpen their memory and reaction time. Both of the facilities have recognized this program as contributing to patient memory improvement. Our library provides free practice driving tests through Driving-Tests.org. With the creation of the Library's NASA Special Collection, Outreach Services staff developed a NASA database, accessed from the library's website, which anyone can browse through. Each artifact is highlighted with information and links so that those researching space topics can explore the entire collection. Part of the 2016-2017 Strategic Plan involves digitizing our library history documents and make this database search-able to the public. This project will be started in January, 2017. The Library will be linking the Pritzker Military Museum database which was recently debuted from our website by the end of the year, allowing veterans and their families to find useful information on a variety of resources from health insurance, medical information, continuing education, and more. Information Technology staff offer computer classes ranging from keyboard basics to using social media. In response to numerous requests from the community the library has partnered with an educational organization called CE2 Education and began offering ACT and SAT practice tests and College Prep Workshops in fall, 2016. These workshops covering financial aid, study habits and essay writing help make the college application process more comprehensible for high school students and their families. These are just some of the services and programs offered for patrons.

Public Information Coordinator Boyd said she surveyed people about what the most important info to be on signs was and that some new signs were even going up tomorrow.

President Healy mentioned that the Pritzker Library is a good reference for questions for the Orland Park Public Library Oral History project.

Approval of Resolution Number 2016-07 Resolution for Reimbursement of Travel, Meal and Lodging Expenses to Comply with the Local Government Travel Expense Control Act” (50 ILCS 150) – For Action

President Healy asked about who “officers” referred to and Attorney Walsh said that was the term used in the new Act, and they were likely referring to Board members. She also asked if expenses needed to be approved in advance only. Director Weimar said Exhibit B, the Travel Reimbursement Request form, which is used for the purpose of expense reimbursements. President Healy asked if it should say pre-approval is needed and possibly add an Exhibit B-1. The travel expenses of any officer or employee that exceeds the maximum amount under the resolution and the travel expenses of any trustee must be approved by roll-call vote during an open meeting. Attorney Walsh said preapproval of expenses can also be approved if the Board wants to manage the expenses. President Healy said she just wants it to be consistent. An open roll call will approve the expenses even if they occur afterwards that were not originally known. Finance Manager Kimmey said you can preapprove when possible or be reimbursed in a post expense situation in which that cost has been deemed reasonable by the Board. Attorney Walsh noted a receipt has to be attached and the intent is that expenses need to be made public and approved. Director Weimar said for example Uber is ok because sometimes it is really necessary, as long as it is cost effective.

Trustee Kleis motioned to approve of Resolution Number 2016-07 Resolution for Reimbursement of Travel, Meal and Lodging Expenses to Comply with the Local Government Travel Expense Control Act” (50 ILCS 150). Trustee Leafblad seconded. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – absent; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – absent.

Motion passed. 4 ayes, 0 nays, 3 absent.

Approval of the BAL Carpet Cleaning Contract for 2017 for at or below \$12,000 – For Action

Trustee Leafblad motioned to approve of the BAL Carpet Cleaning Contract for 2017 for at or below \$12,000. Trustee Kleis seconded the motion. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – absent; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – absent.

Motion passed. 4 ayes, 0 nays, 3 absent.

Engagement letter for the audit of the library’s financial statements for the year ended December 31, 2016 from McClure Inserra in the amount of \$11,250 – For Action

Trustee Kleis motioned for the engagement letter for the audit of the library’s financial statements for the year ended December 31, 2016 from McClure Inserra in the amount of \$11,250. Finance Manager Kimmey mentioned he works well with Chris McClure. They do a very good job for the library and stay on top of new GASB pronouncements. Ross recommends going with McClure Inserra again. Trustee Leafblad seconded. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – absent; Kleis – aye; Leafblad – aye; Lebert– absent; Ryan – absent.

Motion passed. 4 ayes, 0 nays, 3 absent.

Strategic Plan Update- For Discussion

The Strategic Plan 2017 committee and library staff have been continuing to finish the plan’s action steps, and Public Information Coordinator Boyd gave an update on their progress.

She said that as we were informed at our last meeting, she has taken over as committee chair. Assistant Director Adamowski remains on the committee since so much of the plan is related to building maintenance and improvement.

Goal 1 Objective 1: This one is about providing excellent customer service. The project to digitize the library's founding documents is now under way. Kelly and the Outreach team are scanning the documents up and using a database the former web developer created to organize and display these important document to the public.

The strategy behind this project is similar to posting a large map of the village on the wall and having patrons find where they live. It helps the community take more ownership and pride in the library.

Goal 1 Objective 3: This is part of building improvements. The library has ordered movable display shelving to make the collection more conducive to browsing in Adult and Youth Services. This objective also addresses how the library's patrons view the building. You may have noticed, we did propagate a survey through check-out receipts and on social media to measure satisfaction and gauge expectations. Those results are still coming in, but we have had 974 responses, and over 94 percent of them are mostly positive.

To give you a point of comparison, the last digital customer survey took in 692 results and 94 percent of respondents rated the library's customer service as above average or exceptional.

Goal 2 Objective 2: This is the objective that connects the marketing plan to the strategic plan. With the help of the new web developer, department heads have been able to review their department's sections of the library website and get them updated.

You may have particularly noticed that the "New Books" section now has books we have just gotten in. The databases section has been renamed "Online Resources", as we find patrons are more able to identify what an Online Resource is over a Database.

Goal 2 Objective 3: This is about increasing circulation. The Head of Tech Services, has added many MARC record to the catalog for electronic subscriptions as well as having improving the search ability of the catalog and changing the icons to be more intuitive.

The library is also working on adding more cover art for movies and other AV items to better market the collection.

Goal 3 Objective 3: This one is about improving the management of the volunteer process and setting more standards for taking on interns. Administration put together a brochure to help volunteers better understand what opportunities there are at the library for volunteering, and part of that brochure is a questionnaire to assess potential volunteers' interests and abilities.

Goal 4 Objective 3: Managers have now developed a workflow timeline, uploaded their departmental procedures, and started using email invitations for meetings to make sure staff is operating off of a collective calendar.

Goal 4 Objective 4: One of the most important things library staff has done since our last Board update is create purpose statements for each committee and establish written goals. Now each committee has an action plan and timeline specific to its purposes.

Goal 4 Objective 5: This one is about determining staff talents and identifying staff that could be contributing in more ways. We did conduct a survey of staff talents, and we are currently reviewing the results.

Public Information Coordinator Boyd pointed out the Commemorative and Paver Stone Guide brochure handout that was given to Board members was reviewed and updated. Director Weimar commended Boyd and Graphic Assistant Kristen Holding on their hard work, and mentioned that 12 pavers were placed this fall. Everyone will receive a copy of this updated brochure.

Announcements

Treasurer Jennings moved to adjourn the meeting and it was seconded by Trustee Lebert. A roll call vote took place as follows: Barcelona – aye; Healy – aye; Jennings – absent; Kleis – aye; Leafblad – aye; Lebert – absent; Ryan – absent.

Adjournment

Motion passed. 4 ayes, 0 nays, 3 absent.

The meeting was adjourned at 9:04 p.m.

Catherine Morrissey-Lebert
Secretary

Approved: _____

Date: _____

Minutes prepared by Aaron Peterson