

October 17, 2018

Minutes of the regular meeting of the Board of Trustees of the Skokie Public Library held in the Skokie Public Library Board Room, Wednesday, October 17, 2018.

CALL TO ORDER

Mark Prosperi, President, called the meeting to order at 6:31 p.m.

Members present: Mark Prosperi, President; Diana Hunter, Vice President/President Emerita; Karen Parrilli, Secretary; Mira Barbir; Eugene Griffin; Jonathan H. Maks, MD; and Richard Kong, Director.

Member absent: Susan Greer

Staff present: Laura McGrath, Deputy Director; Blythe Trilling, Finance Director

Observer present: Alex Ryan

COMMENTS FROM OBSERVERS

Alex Ryan congratulated the library on the work it is doing. He has read the board meeting minutes going back a year. He had some suggestions regarding the master plan:

- Would like for the teen area to be some sort of a “convertible” area so that adults can use it when it is not being occupied by teens. He feels it is hard to find space to plug in his laptop but he is not allowed in the teen lounge as an adult.
- Would like for there to be more study rooms and for them to be better utilized (i.e. it is frustrating when someone is using a study room just to read a book quietly).
- Feels like we could decrease the amount of books in order to better utilize space in the library for other things.
- It would be good for us to look at what’s going on in other libraries to compare.
- He thinks we have a good balance sheet but that we should use an investment advisor and make some investments.
- He would also like it if the master plan were to be made available to the public at some point.
- He was glad to see AEDs back on the agenda.
- Mr. Kong and members of the board responded to Mr. Ryan’s comments, noting that many of his concerns would be addressed with the renovation and that they appreciated his feedback.

Dr. Maks mentioned that the library’s staff are national leaders in the library profession and we do a lot with other libraries to work together and elevate libraries all over the country.

Ms. Barbir mentioned that board members visited different libraries when reviewing the master plan. She explained that many others come to Skokie because they see it as a leader.

Ms. Hunter lamented the loss of the previous coalition of libraries.

APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF

SEPTEMBER 12, 2018

Mrs. Parrilli made a motion, seconded by Mr. Griffin to approve the minutes of the regular meeting of September 12, 2018, subject to additions and/or corrections. There being no additions or corrections, the minutes were approved unanimously and placed on file. The vote was 6 ayes and 0 nays.

DIRECTOR'S REPORT

Renovation Update

Architect Andrew Berman and his associate Alex McLean recently visited the library for two days. They participated in lively discussions with staff to restart their work with the schematic design phase and reexamined areas throughout the 1st and 2nd floors. They also began their search process for MEP, lighting, and structural consultants who will work as their subcontractors.

Staff received more information about the master plan report through intranet updates and large posters of plans and renderings placed in the staff lounge. The Skokie Review published an article online providing an update on the status of the project for the public. Over the next couple of months as the schematic design phase nears completion, Mr. Kong will work with colleagues to plan for additional information to be shared with the community, including a webpage that will provide periodic updates.

The RFQ for Construction Management Services was issued in September. A number of firms sent representatives to the guided site visit at the end of September. Mr. Kong provided more information about the top firms during the October meeting.

Mr. Kong showed the posters from the staff lounge of the renderings and floor plans to the Board. He also noted that some of the questions and answers from staff regarding the plan were provided to board members in their folders. He mentioned that staff will discuss rolling out information about the plan to the public.

Per Capita Grant Application Requirements for Trustees

The requirements for the 2019 Per Capita Grant from the Illinois State Library include a review of chapters 6-10 of the "Trustee Facts File Third Edition" (available on Board members' iPads) and completion of at least one free online training opportunity focusing on meeting the needs of patrons with challenges or disabilities. Trustees can find archived webinars on the RAILS website that would satisfy this requirement. Trustees were instructed to send an email or call Mr. Kong to let him know that they have completed these requirements by December 1, 2018.

Mr. Griffin commented that he tried to access the webinars and the links were not working. Ms. Chavez will look into resolving that issue.

2nd Floor Service Point

Later this month, the services currently provided at the Tech Help Desk on the 2nd floor will be shifted to the Reference Desk. The new combined service point will be referred to as the Information Desk, and will provide an easier, more cohesive experience for our patrons. The new arrangement will allow staff, reference librarians, and digital literacy specialists working together, to test potential changes in our service model for the 2nd floor, and will inform the design of the library's future renovated spaces.

Call Center Staffing Adjustment

Staff recently performed a thorough analysis of the Call Center operations, examining data such as the frequency of calls and types of questions asked by callers. They determined changes are needed to increase efficiency and effectiveness in the Call Center, and provide better services throughout the library. Since the data clearly shows that the vast majority of calls are of the type currently handled well by Customer Services staff, we plan to staff the Call Center primarily with the Customer Services team. Staff will continue to work closely with reference librarians to provide responses to research questions. The library will pilot this new service model in October, monitoring for service quality. If all goes well, we plan to put the new service model in place in November.

Insurance Rates for 2019

LIMRiCC (Library Insurance Management and Risk Control Combination), the consortium that provides the library its medical, dental, vision, and life insurance, held its Fall Meeting recently. Member libraries were notified of the following changes:

- The PPO and HSA medical plan premiums will increase 2%. There is no premium increase for the HMO plan.
- There are no premium increases for the dental, vision, or voluntary life plans.
- A \$1,000 lifetime orthodontia benefit (up to age 19) was added to the dental PPO plan. The HMO already has this benefit.

The group health plan will renew with BCBS for medical, Delta Dental of Illinois for dental, VSP for vision, and Unicare for life and voluntary life. Once we receive benefit summaries to distribute to staff, human resources manager Beth Dostert will communicate changes to the plans and instructions for open enrollment to the staff.

Ms. Hunter expressed her hope that staff recognize the medical coverage as an important employee benefit the library provides.

Credit Cards

Blythe Trilling, Finance Manager, completed the transition from the library's former Citibank credit card account to a new MB Financial credit card account. A few staff will use the new account for purchasing needs such as library materials, supplies, and conference registration and travel/lodging expenses.

Equity, Diversity, Inclusion Training

Corrie Wallace, the library's consultant for EDI (equity, diversity, inclusion) training, will attend

next month's meeting to lead the Board in a brief training exercise. The goal will be to increase awareness of EDI concepts and give the Board a stronger understanding of the EDI training provided for library staff.

Staff Picnic

On September 18, 2018, library staff enjoyed their annual "staff picnic" in the staff lounge. The library's social committee worked with Epic Burger for the food order. The staff thanks the Board for its continued support of this annual event.

ILA 2018 Conference

The Illinois Library Association (ILA) 2018 Conference took place in Peoria this month. A number of staff attended the conference, with the following staff representing the library as presenters.

- Laura McGrath (presenter) "Cultivating a Constructive Culture"
- Holly Jin and Andrew Hazard (presenters) "Cultivating a Neurodiverse Workforce: Why Your Staff Should Include Employees on the Autism Spectrum"
- Laurel Johnson (presenter) "Now Train This!: Creating Dynamic Staff Training That is Useful, Inclusive, and Embraced By All"
- Katrina Belogorsky (poster session presenter) "Diversity Report"
- Caitlin Myers (presenter) "TABLE TALK: Reaching Neophytes and Nerds Beyond the Classroom"

Professional Activities

In mid-October, Mr. Kong presented two sessions at the 2018 Pennsylvania Library Association Conference as a representative from the PLA (Public Library Association) Board. The sessions focused on developing an organizational culture that supports EDI (equity, diversity, inclusion) and compassionate library leadership.

In early November, Mr. Kong will be traveling to the PLA fall board meeting in Nashville, TN, site of the PLA 2020 National Conference. Travel and lodging costs will be covered by PLA.

Lastly, Mr. Kong participated in the revision of the revised leadership development model for PLA. The next PLA Leadership Academy will be held in March 2019. Mr. Kong completed the program in 2015 and deputy director Laura McGrath completed it in 2017.

BILLS

Mrs. Parrilli asked for clarification about the bills from Interior Tropical Gardens and The Bird Machine. Mr. Kong explained that The Bird Machine is the artist that will design the exterior of the book bike that just arrived. The payment was towards that wrap design. Mr. Kong explained that the ITG bill was for our plant service and the large bill was because it was 2 invoices together.

Ms. Barbir asked about the capital expenditures on the list of bills for the month. The payments

made to CDW and Meridian were for IT expenditures approved by the Board a few months ago and Forward Space was the deposit for the task chairs that arrived yesterday.

Ms. Barbir asked about amount from the American Express bill that was going towards conference/membership/workshops. Mr. Kong pointed to the itemized breakdown of these costs and explained that continuing education is budgeted for every year and that staff keep a close eye on it.

A motion was made by Mrs. Parrilli, seconded by Mr. Griffin:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE BILLS, SUBJECT TO AUDIT.

The roll call vote for approval was 6 ayes and 0 nays; the motion passed unanimously.

CONSENT AGENDA (Financial Statements; Circulation Report; Reports from Department Heads; Gifts; Personnel)

Dr. Maks made a motion, seconded by Mr. Griffin:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES APPROVE THE FINANCIAL STATEMENTS, SUBJECT TO AUDIT, AND THAT THE FOLLOWING CONSENT AGENDA ITEMS BE PLACED ON FILE:

1. CIRCULATION REPORT
2. REPORTS FROM DEPARTMENT HEADS
3. GIFTS: \$100 FROM MAUREEN LITTLEFIELD, CHICAGO RESIDENT, IN GRATITUDE FOR THE SERVICES AT THE LIBRARY; \$100 FROM DONNA L. HALPER IN GRATITUDE FOR SERVICES PROVIDED; \$200 FROM BENJAMIN C. BIBB, \$18 FROM PAMELA AND ROBERT SCHUR, AND \$50 FROM JERROLD AND CAROLD ZAR IN MEMORY OF LARRY BOARD
4. PERSONNEL: HIRES: LOGAN SUTHERLAND, TEMPORARY PART-TIME MATERIALS PAGE, ACCESS SERVICES, EFFECTIVE SEPTEMBER 21, 2018; TERMINATIONS: ANNIE TILLMAN, PART-TIME DIGITAL LITERACY SPECIALIST, ADULT SERVICES, EFFECTIVE OCTOBER 12, 2018.

The motion passed unanimously. There were 6 ayes and 0 nays.

ANNUAL OBJECTIVES INTERIM REPORT

The Interim Report on this year's Annual Objectives for the first half of FY 2019 was provided to the Board. These objectives provide specific, measurable, achievable, relevant, and time-bound steps to help the library make further progress on the broader goals outlined in the Strategic Plan 2016-2019.

Overall, we are making significant progress on this year's objectives, and Mr. Kong anticipates even more movement towards our strategic goals to occur in the second half of the fiscal year.

Mr. Kong welcomed comments and questions about the interim report from the Board.

Mr. Griffin noted the work around childhood trauma. Dr. Maks mentioned one of the trends happening now is around social determinants of health. Mr. Kong mentioned that District 69 is doing a lot of work around the community schools model that looks at the whole child versus just academics.

Mr. Griffin expressed interest into the January convening of community leaders to discuss library data we have compiled.

Mr. Kong mentioned that Ms. Barbir and Mr. Griffin have agreed to serve on the strategic planning core committee, and that the Board can expect regular monthly reports regarding the strategic plan and renovation plans.

AEDs/CPR TRAINING

Now that AEDs (Automated External Defibrillators) have become commonplace in many public locations (airports, health clubs, schools, government buildings), staff have asked if they can be made available in the library and if AED/CPR training can be provided. The fire department reports that during a cardiac emergency, every minute that someone does not receive CPR reduces their chance of survival by 10%. Since it takes the Skokie Fire Department three minutes to get to the library, even an immediate call to 911 could result in a 30% decrease in the chance of survival.

Learning and Development Coordinator Leah White and Deputy Director Laura McGrath have done some research and recommend that the library purchase one AED for each floor of the library (three total) and locate them in a central location on each floor (the exact location will be determined in conjunction with our Building and Safety Department). AEDs cost between \$1300-\$1800 per unit. The library will work with the fire department to order them through their vendor which should be the most cost effective option. Equipment will be maintained in accordance with the manufacturer's recommendations and we will arrange for staff to renew their training as needed.

AEDs are very simple to use and are designed to be used by the layperson in an emergency. Most models feature a recording that gives step-by-step instructions for using the device and for administering CPR. To make sure that key staff are comfortable using the AEDs in an emergency

we would like to train the entire Building Services and Safety team (11 staff) as well as all staff who serve as Librarian in Charge on a regular basis (19 staff) in the use of AEDs/CPR. Ms. McGrath has spoken with Assistant Village Manager, Jason Wicha, and he has coordinated with the Skokie Fire Department to provide free CPR training for 30 library staff. According to Gabriel L. G. Millard, Battalion Chief and EMS Coordinator for the Skokie Fire Department, the Good Samaritan Act protects staff from liability were they to use their AED/CPR skills in an emergency.

In the past we have not provided AED/CPR training for staff but feel that a change in approach is warranted given the prevalence of AEDs in public locations and the rising awareness of the importance of quickly intervening in cases of cardiac emergency. Ms. McGrath welcomed any comments or questions from the Board about our plans.

Since the writing of the memo, Ms. McGrath received one quote from a vendor for \$4,700 for three machines and maintenance.

Mrs. Hunter asked about liability and whether there have been test cases regarding the use of AEDs in libraries. Mr. Kong explained that the library's attorneys have advised that the library is covered under the Good Samaritan law. Ms. Barbir asked about the requirements for inspections, refresher training, etc. Mr. Kong stated that a tight procedure and policy will be developed around the AEDs/CPR. We would need to check with the fire department whether they would be willing to continuously provide training free of charge. Dr. Maks mentioned that many hospitals or public organizations provide free and reduced cost trainings.

Mrs. Parrilli asked if there has ever been an incident in the library when we would have needed an AED. Ms. McGrath mentioned a potential situation last year.

QUARTERLY INVESTMENT UPDATE

The investment policy states that the director shall prepare a quarterly report on investments and their returns.

The library's Reserve Fund for Sites and Buildings includes the following accounts, with their respective balances at the end of the 3rd Quarter 2018.

- MB Financial Reserve Fund (\$1,028,386)
- IL Funds Reserve Account (\$4,379,675)
- IMET Reserve Fund (\$552)
- North Shore Community Bank Max Safe 4 CDs (\$1,035,521)
- First Bank & Trust CDs (\$2,309,825)

The total balance of the Reserve Fund as of September 30, 2018 is \$8,753,959. This is an 8.06% increase from the balance at the start of the calendar year, but also includes the \$550,000 that was transferred into the Reserve Fund from the Operating Fund at the end of FY 2018.

The spreadsheet provided to the Board included more detail about the accounts that make up the Reserve Fund and their returns.

REVIEW OF FINANCE POLICY AND INVESTMENT POLICY

As mentioned in previous meetings, Mr. Kong is working on a new set of policies related to the library's finances. Blythe Trilling, Finance Manager, and the library's attorneys at Robbins Schwartz have consulted with Mr. Kong on a draft of a new combined Finance Policy and a slight revision of the Investment Policy.

The Finance Policy provided to the Board includes the following sections:

- Fiscal Authority
- Budgeting, Purchasing, and Disbursements
- Corporate Credit Cards
- Disposal of Property
- Donations
- Fund Balances (revision of current Fund Balance policy adopted in April 2012)

The revision of the Investment Policy provided to the Board included minor grammatical changes. According to the current Investment Policy, the policy needs to be reviewed on an annual basis by the Board.

Mr. Kong did not ask the Board for approval of the Finance Policy nor the revised Investment Policy. He welcomed comments and questions about both policies. Based on the Board's feedback, he plans to bring both policies back to the Board for approval in November.

Ms. Barbir asked who drafted the finance policies. Mr. Kong answered that it was a collaboration between him, Ms. Trilling, and the library's attorneys, and that they are grounded in statutes and laws. Ms. Barbir requested an overview of the policies and Mr. Kong summarized each section.

There was brief discussion about section 2.2 and it was decided that "unbudgeted purchases" will be removed from the third paragraph in that section.

There was discussion about section 2.2.2 Price Quotations and the amounts designated in that section. There was a suggested increase of the minimum amount in 2.2.2 to \$3,000 (and the subsequent edit to section 2.2.3). The Board agreed to raise the minimum amount to \$3,000. There was also a question from Mr. Griffin about why there is a \$25,000 limit listed in this section if there is not a different procedure for purchases over \$25,000. The Board requested that this language be tightened up.

There was brief discussion about the amount of money that should be kept in reserves to borrow from in case of delayed receipt of tax funds. Ms. Trilling recommended a reduction to 3 months instead of the current 5 months. Ms. Hunter stated she would like an evaluation period before adopting a change. Mr. Kong would like to add language about the amount to the policy. Mr. Prospero expressed concern that we might "hamstring" ourselves if this is added to the policy and we need the money for the renovation. There was a suggestion from Mr. Prospero of having a "policy" of three months of reserves but a

“practice” of five months. Mr. Griffin recommended having a policy but adding language that would allow it to be changed with board approval. There was consensus among the board that at any time during the year, the reserve fund should be at five months of operating expenses.

Mrs. Parrilli felt that the policy is very comprehensive. Ms. Barbir would like to consider monitoring the issue of hiring an investment advisor. Mr. Kong proposed bringing in an investment advisor to make a presentation regarding our investments and what they could potentially do with them.

Mr. Griffin left the meeting at 7:57 pm and returned at 7:58 pm.

Ms. Barbir said she would like to know what funds other libraries of our size are invested in. Ms. Trilling replied that she could look into it with her business managers group to find out if they are using investment advisors and what funds they are investing in. The information she gleans will be put in the memo for next month’s board meeting.

There was consensus among the Board that the investment policy be brought to them for review every 2 years instead of every year.

Mr. Kong will bring the revised policies back to the Board for approval at the following meeting.

DISCUSSION OF STATEMENTS OF QUALIFICATIONS FOR CONSTRUCTION MANAGEMENT SERVICES

The library received a strong response to its RFQ (request for qualifications) for construction management services. Eight construction firms sent statements of qualifications. Deputy director Laura McGrath, building services manager Tim Murphy, and Mr. Kong each reviewed all eight submissions applying the evaluation criteria detailed on page 9 of the RFQ. All three of them independently ranked the same three firms at the top of their lists.

The following firms make up the short list, in alphabetical order:

- FQC (Frederick Quinn Corporation) (Addison, IL)
- Pacific Construction Services (Chicago, IL)
- Shales McNutt Construction (Elgin, IL)

Statements of Qualifications (in PDF format) were shared with the Board, and hard copies were made available upon request.

Mr. Kong asked the Board to determine the following:

- Which firm(s) would you like to interview in-person?
- When should interviews be scheduled? Is a special meeting preferred sometime during October 22-November 9 or would the Board like to schedule interviews during its next regular meeting on November 14?

- What kind of interview/presentation format would be most helpful?

Once the Board approves a final ranking of the short list, Mr. Kong will ask the top-ranked firm for more information about its fees structure, and work out contractual terms with that firm to present to the Board for final approval.

Questions and suggestions from the Board were welcomed.

Mr. Kong suggested that a special meeting be scheduled to interview the potential firms. He suggested 30 minutes for each presentation and all during one special meeting. There was consensus among the board that all three firms be interviewed.

Mr. Kong and Andrew Berman checked references for the three firms. They all came back positive. The key person on the Construction Management team would be the on-site superintendent who is on site every day during the construction period.

Mr. Kong briefly provided comments regarding the three firms. There was discussion among the Board regarding next steps. Ms. Barbir was pleased with the level of research that has been done at this point regarding the firms. The Board agreed to schedule a special meeting on Monday, October 29 at 7 pm. Mr. Kong will reach out to the firms regarding that date. October 30 will be a backup date.

APPROVAL OF DATES OF UPCOMING BOARD MEETINGS

The calendar of Board meeting dates for 2019 and 2020 was provided to the Board. The Board reviewed the schedule to see if there were any known conflicts with religious holidays or events that might impede attendance by a majority of the Board.

A motion was made by Mrs. Parrilli, seconded by Ms. Barbir:

MOTION: THAT THE SKOKIE PUBLIC LIBRARY BOARD OF TRUSTEES
APPROVE THE CALENDAR OF DATES OF UPCOMING BOARD
MEETINGS AS PRESENTED.

The vote for approval was unanimous. The motion passed with 6 ayes and 0 nays.

REACHING ACROSS ILLINOIS LIBRARY SYSTEM (RAILS)

Mrs. Parrilli reported the following highlights from the August 24, 2018, RAILS Board of Directors meeting from supporting documents and recorded videoconference.

Financial Report: Finance Director Jim Kregor reported that the unassigned General Fund total cash and investment balance ending August 31, 2018, was \$10,400,000, which would fund 10.7 months of operation. As of this date, there was nothing to report on the FY2018 Area and Per Capita

Grant funds, which amounts to over \$6,300,000. Board discussion ensued regarding RAILS meeting its financial obligations, providing services, and the limited means of generating revenue when state funding is delayed. The annual financial report, ending fiscal year June 30, 2018, was approved by the Board as presented by the auditing firm Sikich, as well as the FY 2018 Annual Report, as required by the Illinois State Library.

Executive Director's Report: Deirdre Brennan introduced a representative from Laboratory Applied Spatial Analysis (LASA), a group from Illinois Southern University, which specializes in evaluating data with spatial components. They were contracted to advise RAILS on a new delivery system to make it more time and cost efficient. Currently, the RAILS delivery system services 1,495 locations from four separate hubs, traveling over a million miles annually with a budget of \$2,890,261. Not included in the analysis was the out-sourced delivery service through Continental Transport Logistics.

Lastly, Ms. Brennan asked and received Board approval on the RAILS 2018-2022 Strategic Plan.

ISL Report: Before representatives from the Illinois State Library made their presentation, Ms. Brennan thanked the Secretary State's office for a check received this week in the amount of \$1,700,000.

Next meeting: Friday, October 26, 2018, at Coal Valley Service Center.

Mrs. Parrilli noted a couple of grant possibilities she saw in the RAILS e-newsletter.

COMMENTS FROM TRUSTEES

There were no comments from trustees.

ADJOURNMENT

At 8:30 p.m. a motion was made by Mrs. Hunter, seconded by Dr. Maks to adjourn the regular meeting. The motion passed unanimously.

Karen Parrilli, Secretary