

**MINUTES OF THE REGULAR BOARD MEETING OF THE
ZION-BENTON PUBLIC LIBRARY DISTRICT
March 21, 2017**

President Beverly Mull called the meeting to order at 6:32 p.m.

ROLL CALL:

Trustees: Present: Driver, Holmes, Martin, Mull, Onan, and Sandoval. Absent: Ridder.

Staff: Dawn Abron, Mollie Brumbaugh, Ryleigh Busch, Carol Dolin, Sarah Washkoviak, and Bonn Busch (departed after public comment).

Visitors: None.

PLEDGE OF ALLEGIANCE

AGENDA

Motion: Mrs. Driver moved to adopt the agenda as presented. **Second:** Holmes. **Roll Call:** Aye: Driver, Holmes, Martin, Mull, Onan, and Sandoval. Nay: None. Abstain: None. **Motion Carried.**

COMMENTS BY VISITORS

Mrs. Brumbaugh introduced Mr. Busch as the library's new Security and Maintenance Supervisor. Trustees welcomed Mr. Busch and extended their well wishes to him and Ryleigh on the imminent arrival of their second child, who is due any day.

MINUTES

The minutes from the 2.28.17 regular meeting were presented.

Mrs. Onan said she did not think she had made the motion to approve the February bills list. The approval of the minutes from the 2.28.17 regular meeting were tabled until the April Board Meeting.

The minutes from the 2.28.17 regular meeting executive session were presented.

Motion: Mrs. Driver moved to approve the regular meeting executive session minutes as presented.

Second: Martin. **Roll Call:** Aye: Driver, Holmes, Martin, Mull, and Sandoval. Nay: None. Abstain: Onan.

Motion Carried.

TREASURER'S AND INVESTMENT REPORTS

The treasurer's report and investment reports ending February 28, 2017 were presented. Mrs. Driver asked about the DMB Bank CD rollover date and when it would mature. Mrs. Dolin said she was not sure, but she had planned to bring more detailed information about the library's investments, liquidity, and the HVAC project schedule and anticipated costs to the Finance Committee in April so trustees can have a detailed report for the April Board Meeting. Mrs. Martin asked about Employee Education costs, which included a management team trust building workshop by Doug LaBelle. Overall expenses are at 61% spent at 66% through the fiscal year.

BILLS

The list of bills for February 2017 was presented for review.

Motion: Mrs. Driver moved to approve payment of wire transfers and checks #41332-41388, in the amount of \$164,491.10. **Second:** Martin. **Roll Call:** Aye: Driver, Holmes, Martin, Mull, Onan, and Sandoval.

Nay: None. Abstain: None. **Motion Carried.**

BOARD REPORTS

Mrs. Mull reported on trustee attendance at the Legislative Breakfast. She enjoyed hearing about library issues starting at the National level with legislators in Washington, DC and working down through the state and local levels. It is helpful to hear what is in the pipeline that will affect us. It is also good to hear what is going on in other libraries. And, the food is good! Mrs. Sandoval reported that as someone new to the Board, it was helpful to hear what other libraries are doing and sharing what we do. It was very inspirational. Mrs. Martin and Mrs. Driver echoed their sentiments.

LIBRARY DIRECTOR'S REPORT

Mrs. Dolin presented the statistical, narrative, and incident reports for February 2017. We continue to see increases in the use of eResources and we anticipate even more growth as teachers are requesting staff demonstrations to use as they move toward one-to-one ration or students to computers. The streaming content is perfect for chrome books and tablets. The library offered many fun programs during February with pictures to illustrate. The new face out shelving and furniture configuration in Youth Services seems to be promoting more use of pictures books. The area seems brighter and more open, which is encouraging more family interaction and play with the train and Lego tables and toys. Mariel's first bilingual storytime drew 18 children and 10 parents.

COMMUNICATIONS

- Lakeshore Chamber of Commerce eNews
- Jubilee Days Parade Application
- Letter of support for Waukegan Public Library's ESL, bilingual learning, and GED classes grant
- Peer compliment form for Ben
- Peer compliment form for Steve

ACCENTUATE THE POSITIVE

Most of the library staff and ten employees of the City of Zion participated in Connecting with Customer Training by Doug LaBelle of LaBelle Training. It was a great day of learning together and identifying ways to make the people we serve feel good about themselves when they leave. Staff had great ideas about what we can do to help people who visit the library, City of Zion, and police department feel valued and respected. Trustees identified the Appendix with Words that Help and Words that Do Not Help as particularly powerful. Mrs. Dolin responded that the exercises in that section of the training were very helpful as well and that several staff members are very gifted with words and phrasing things in ways that are positive. We look forward to putting what we learned into practice.

TRUSTEE DEVELOPMENT

Serving Our Public 3.0: Standards for Illinois Public Libraries: Chapter 1: Core Standards

Mrs. Driver outlined several of the core standards that she felt most strongly about observing and practicing. Core 6 discusses adhering to the *Public Library Trustee Ethics Statement*, and the *Code of Ethics of the American Library Association*, which she shared with the trustees. Cores 7-12 delineate the duties of the Board from those of the Library Director. Core 15 states that the Board annual reviews the library director. Core 24 states that the Board determines of the library facility is sufficient to meet the needs of the community.

Trustees will adopt United for Libraries' Public Library Trustee Ethics Statement after swearing in new trustees following the election.

Mrs. Onan will report on Chapter 2: Governance and Administration in April.

UNFINISHED BUSINESS

HVAC System Replacement Update

Mrs. Brumbaugh reported that she requested a detailed assessment and a schedule for the project with associated costs by April 12. This can be presented with a draft of the budget for next year at a Finance Committee Meeting on April 18 and presented to the full board at the April 25 Board Meeting. A representative or two from Trane can be present to answer any questions the trustees have about the project.

Staff Culture Survey

Mrs. Dolin presented the results of the staff culture survey. 27 employees (61% of the staff) responded to the survey. The majority of staff (50-70%) agreed or strongly agreed that they accept change, take initiative to help others, proactively identify future challenges and opportunities, always keep going when the going gets tough, are excited to come to work, feel safe physically at work, and feel their opinions and ideas are respected and matter. 48% feel empowered at work. Themes in the responses to what is positive and can be built on were connection to and caring for the community, service to the public – especially helping children, and teamwork and collaboration. Themes in the responses to what could be changed to make things better included improving communication, clarifying expectations, empowering staff to accommodate patrons, and there are

still several people who said the director has to go, either be fired or resign. Since the survey, the management team participated in a trust building workshop, a large group of staff members received training on strategies to use when dealing with difficult customer service situations, and all staff received training on connecting with customers in positive ways. Staff were also required to attend all staff meetings to review the revised personnel policy manual and the survey results. Supervisors and managers are working together and independently to update procedures, identify policies that need revision or elimination, and work on strategies to improve communication. Weekly meetings with the management team are ongoing, and monthly department meetings are being planned. Managers and supervisors are reviewing job descriptions and staff goals and will begin meeting their supervisors in April to prepare for performance evaluations. Some staff members in the staff meetings objected to the meanness of some the comments and said people should be kinder to each other. Several others expressed agreement with this and offered to help with policy or communication strategies. It will feel good for many staff members to find ways to build on this sentiment.

NEW BUSINESS

Director's Evaluation

The Director's evaluation is due by the June Board Meeting. Mrs. Dolin is to bring her evaluation and goals from last year, the three forms she provided for the Board last year to the next board meeting, and the form used for Mrs. Hilyard's evaluations to the next meeting.

ALA Annual Conference

The early bird registration ends on March 22. Mrs. Driver, Ms. Holmes, Mrs. Martin, Mrs. Mull, and Mrs. Onan plan to attend the ALA Annual Conference in Chicago in June. Mrs. Dolin will register them before the deadline ends tomorrow. Trustees will travel by train or automobile to the sessions they wish to attend.

EXECUTIVE SESSION:

Motion: Mrs. Onan moved to enter Executive Session under 5 ILCS 120/2(c)(1). **Second:** Driver.

Roll Call: Aye: Driver, Holmes, Martin, Mull, Onan and Sandoval. Nay: None. Abstain: None. **Motion Carried.**

TIME OUT: 8:51 p.m.

ADJOURNMENT

Motion: Mrs. Driver moved to adjourn the meeting. **Second:** Onan. **Roll Call:** Aye: Driver, Holmes, Martin, Mull, Onan, Sandoval. Nay: None. Abstain: None. **Motion Carried.**

The meeting adjourned at 8:51 p.m.

Approved:

Signed: /S/ Beverly Mull
 President

Attest: /s/ Mary Martin
 Secretary

Recording Secretary: Sarah Washkoviak/Carol Dolin