

**Highwood Public Library Board of Trustees Regular Meeting
January 15, 2018**

Present—Trustees: Bertha Chavez, Lucy Hospodarsky, Maribeth Kuebler, Laurie Lenzini, Patricia Lenzini, Catherine Regalado; John Mitchell (director)

Absent: Barbara Cizek, Diana Joren, Nora Loredo

Ms. Hospodarsky called the meeting to order at 7:07 pm.

Public Comments - None

President's Report

The President obtained an estimate for an East Building opening plaque. It will include state library required text, and names of trustees and city council.

Ms. Joren joined the meeting at 7:10 pm.

Secretary's Report

Ms. Hospodarsky moved to approve the minutes from the December 18, 2017 meeting. Ms. P. Lenzini seconded and the motion carried unanimously.

Communication

An invitation to the Highwood Chamber of Commerce dinner and annual meeting on February 3rd was received. The President will try to attend. Ms. P. Lenzini noted that for 2018 as a city-related non-profit the library will be exempt from dues.

Treasurer's Report

Ms. Hospodarsky presented the December financials and January invoices in Ms. Loredo's absence. Ms. Hospodarsky moved to approve the January 2018 invoices, Ms. L. Lenzini seconded, and the motion carried unanimously.

Finance questions discussed:

- Adult periodicals over-budget situation has not been sorted out yet. Director believes there have been double payments. Each periodical will be contacted to determine current status and end date, and to request billing by fiscal year. Memo line in Quickbooks should have subscription term. President requested a spreadsheet or budget worksheet update. Director contacted Pioneer Press to determine subscription date – paid through 2019.
- Freight charge splits to book categories has been implemented.
- Director confirmed there was no maintenance fee at IMET. Director didn't transfer \$50000 from Reserve Fund and \$65 from Capital Improvement account until Jan 2, so was not on December reports and will be reflected on next report.
- Director today sent out 3 new financial reports with changes prompted by president's questions, including adding dates.
- Director and president will meet with city official to review all invoices to library including liability insurance, and optimal billing schedule, and will discuss cybersecurity coverage.
- Question on negative payroll balance – director hadn't transferred enough money to cover unusual tax payments. Can accountant help this not to happen again?

Librarian's Report

- Director reported that he puts program suggestions received into a program folder. Board is interested in pursuing new programming, including one on helping with taxes. Board asked for current meeting room usage. Documentation on smartphone safety for children could be posted.
- Books were ordered from Secretary of State bicentennial reading list.
- Pipes froze over New Year's holiday (2 days closed) in staff kitchen. Director talked with contractor and there is not enough insulation for section near wall.
- HVAC unit in children's room went down; Beck's replaced a part. There are 5 HVAC units for building. Copy of service invoices must be placed in B&G binder. Director will review boxes of finance records from audits for these.
- Some items remain in city storage, including A-frames for DVDs and 10 wheeled desk chairs. Mr. Knutson can review electrical equipment still in storage. Other furniture was moved back from city storage Wednesday, and back storage room is ready for review as library is taking its required space. New staff room is still not being used. Board encouraged moving of refrigerator and director to ask staff to use.
- Director did not complete disaster and recovery plan for physical building by Jan 1 as promised, but will complete by February meeting.
- Some East Building signage has been installed and board requests directional signage and meeting room signage.
- Staff meeting notes are not yet on the drive. Director will have them by the February meeting.
- Director contacted NYT about digital access in the library, authenticated by IP address – would be an additional charge.
- Board asked director to move to trustee list to Board Documents where previous versions are.
- Director still to review DVD policy, contacted Biblionix Tech Support today and arranged that children cannot check out adult movies. There was discussion about ILS customer support.
- Director to look into new crack on west wall of meeting room. There was a question about temporary blinds and reducing light for presentations.
- Director will follow up about discount on MMM; proration not possible as 90 day notice needed before 2019 to leave contract.
- There was a construction information request via website. Director should have asked requester to fill out a FOIA form as in all cases of information request, and will correct director's report.

Committee Reports

Building and Grounds Committee - Director has another company giving a quote on pipe sealing at roof tomorrow. B&G committee to be updated by director and make sure these items occur before next meeting, including tuckpointing quotes.

Policy Committee: made minor bylaws change to reflect current practice and electronic storage of materials now.

Old Business - None

New Business

- Board term expirations on library's list are not correct. Ms. Chavez, Hospodarsky, P Lenzini will expire 2019, Ms. Loreda and L. Lenzini in 2020, and 2 other new trustees will be 2018 and 2020.
- Ms. Regalado and Ms. Kuebler reviewed updates to bylaws. Ms. Regalado moved to approve the bylaws as presented, Ms. Hospodarsky seconded, and the motion carried unanimously.

Ms. Chavez and Ms. Joren left the meeting after voting, at 8:15 pm

Ms. Regalado provided an overview of the completed patron survey, with more in-depth summary to come. Significant volunteer time and costs were incurred to mail to every Highwood household (2137), and email to all addresses available. Board was disappointed with poor mail distribution by post office.

180 responses received, 6 in Spanish. Board discussed how to improve response rates.

Key findings:

- 80%+ have Highwood Library card; 60% have reciprocal privileges elsewhere
- 70% happy with library hours, though mentions of Friday and opening too late
- Only 9% thought we did not do a good job providing types of materials they like to use
- There were good specific materials suggestions, including more Spanish language books, more materials for kids, more movies, more newer books...
- Highest used services: 40% use ILL; 25% WiFi; 25% work/study spaces; 23% computer; 21% children's programs; 15% adult programs. However 21% don't use any of these services.
- Materials: 21% not happy with the books and DVDs provided
- 6% don't think a good job providing electronic resources, but 37% don't use those materials
- Programming suggestions: children's, technology, book clubs, and specific offerings
- 74 responses for what library does to make you use it less often. Ambiance, lack of titles, hours were some of the themes
- 65 pieces of additional feedback
- Specific offers of cooperation with Oak Terrace, offers of programming should be followed up.

Tech committee provided director 2 lists of patrons requesting email notice of due dates, and text to send. This was not turned around quickly. President asked that director make a priority list from patron survey suggestions, look for quick wins, and implement. This will show public that they were heard. Ms. Regalado will meet with Ms. Hospodarsky and Ms. P, Lenzini about survey next steps, then convey survey results to director. President wants to include summary of survey outcomes in next city newsletter.

Director is offering new adult programming: introduction to computers. Board discussed how to publicize. Director will look into Constant Contact and other programs Mr. Knutson was reviewing for email notice, as Ms. P Lenzini believes there is no cost. Director will advertise program on library Facebook page, and email flyer to patrons who would like to be notified of library events.

Ms. Regalado moved and Ms. Hospodarsky seconded to adjourn the meeting. The motion carried unanimously.

Meeting adjourned 9:09 pm.

Next regular board meeting will be Monday, February 19, 2018.