

**DOWNERS GROVE PUBLIC LIBRARY
BOARD OF LIBRARY TRUSTEES
FEBRUARY 26, 2020, 7:30 P.M.
LIBRARY MEETING ROOM**

MINUTES

1. **Call to Order.** President Graber called the meeting to order at 7:36 p.m.
2. **Roll Call.** Members present: Trustee Swapna Gigani, Trustee David Humphreys, Trustee Barnali Khuntia, Trustee Kim Stapleton, President Jonathan Graber. Absent: Trustee Carissa Dougherty.

Also present: Director Julie Milavec, Executive Assistant Katelyn Vabalaitis, Public Relations Manager Cindy Khatri.

3. **Welcome to Visitors.** President Graber welcomed visitors and thanked them for their interest in the library.
4. **Approval of Minutes.**
 - a. January 22, 2020. It was moved by Stapleton and seconded by Gigani THAT the Minutes of the January 22, 2020 Regular Monthly Meeting be approved as presented. Motion passed by voice vote.
5. **Financial Matters.**
 - a. Final 2019 Year End Financial Report. Milavec presented the report. The final 2019 numbers looked really great. On the revenue side, the library was \$120,000 over initial revenue estimates, primarily due to the Illinois Public Library Per Capita Grant. The library budgeted for half of the grant but ended up receiving the full \$1.25 per capita. The investment income came in higher than expected and the library received more contributions than estimated, including from the Downers Grove Public Library Foundation. On the expense side, the library was \$280,000 under budget. The wage and salary lines went both over and under and ultimately balanced each other out. The library was significantly under budget in several lines. The materials lines were over in print and under in electronic and audio visual, creating a wash. The Village's Certified Annual Financial Report will not be available until May or June.
 - b. January 2020 Financial Report. Milavec presented the report. The library's 2020 financials are off to a good start. Milavec mentioned an anomaly for the year, where there will be 27 pay periods instead of the usual 26. It is a quirk of the calendar that happens about every nine years. This means there will be three months with three payrolls, starting with January.

c. February 2020 Invoices. It was moved by Khuntia and seconded by Humphreys THAT the payment of February 2020 operating invoices totaling \$129,040.79, the acceptance of February 2020 credit memos totaling \$534.84, and the ratification of January 2020 payrolls totaling \$348,336.62 be approved. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

6. **Public Comment on Agenda Items.** President Graber invited comment. There was none.

7. **Public Comment on Other Library Business.** President Graber invited comment. There was none.

8. **New Business.**

a. Purchase of Six Bibliotheca SelfCheck 500 Stations. The library is looking to replace all of the Bibliotheca self-check machines in the building with their new style. The old style has a built-in printer that is no longer supported by the company. This plan was built into the budget for 2020. The new machines come with one year of maintenance support included.

It was moved by Humphreys and seconded by Gigani THAT the purchase of six Bibliotheca selfCheck 500 stations and accessories in the total amount of \$57,405.50 be approved. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

b. Bibliotheca Annual Service and Maintenance Agreement Renewal. The maintenance agreement covers the self-check machines, sorter, and software used for all of the equipment.

It was moved by Humphreys and seconded by Stapleton THAT the Bibliotheca Annual Service and Maintenance Agreement in an amount not to exceed \$42,028.92 be approved. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

c. Use of Library Capital Replacement Fund for Purchase of Trane VAVs. Replacement of the VAV boxes is included in the capital needs assessment project, starting with a batch this year. It was discovered that the amount that was budgeted for these replacements is less than the cost of the boxes. This is partially because the library upgraded its automation system and now requires the Wi-Fi-enabled boxes, which cost more. The cost of installation would be paid out of the maintenance services budget line, but the library is asking for the cost of the boxes to come from the Capital Replacement Fund.

It was moved by Stapleton and seconded by Khuntia THAT an expenditure of \$23,541.00 from the Library Capital Replacement Fund for purchase of eight VAV boxes from Trane be approved. Roll call: Ayes: Gigani, Humphreys, Khuntia, Stapleton, Graber. Nays: None. Abstentions: None.

- d. General Policy Update – Section 2.9 Code of Conduct. Milavec requested that the library's Code of Conduct be updated to reflect the legalization of recreational marijuana. It was moved by Humphreys and seconded by Gigani THAT the update to the General Policy Section 2.9 Code of Conduct be approved as presented. Motion passed by voice vote.

9. **Unfinished Business.** There was none.

10. **Library Director's Report.** Milavec presented the report. The website went through a wonderful upgrade. Last night, Milavec and Public Relations Manager Cindy Khatri made a presentation to the Village's Human Services ad hoc committee. This committee has made a recommendation to the Village Council to reconstitute the Human Services Commission. The library was present last night with the superintendents from the school districts to talk about programs and services currently offered. The library's social work intern, Octavia Neyland, also attended the presentation. She is currently working on a resource guide for librarians, a needs assessment survey for patrons, and will begin office hours in March.

Milavec thanked Board President Jonathan Graber, Mayor Bob Barnett, Library Foundation President Brooks Ruyle, and Artist Melissa Leandro for the wonderful art unveiling on Sunday. There was a great turnout and Graphics and Display Coordinator Grace Goodwyn managed to capture the event for Facebook Live, which had great traction. Milavec discussed the library's diversity, equity, and inclusion trajectory with the Board. The library would like to bring in a DEI consultant, Reesheda Graham Washington, to listen to the Board, library staff, and the public and then craft a plan for the library as an organization.

- a. Public Relations Department, Public Relations Manager Cindy Khatri. Public Relations Manager Cindy Khatri gave an overview of the Public Relations Department and discussed current trends and future plans. Cindy has been in her role for a year now and has two other staff in her department that both started last year, Graphic Design and Display Coordinator Grace Goodwyn and Marketing Content Coordinator Brian Ruane. The PR department is a very fresh department and is navigating how they want to shape this new era of PR.

The PR department is in charge of marketing the library and promoting community engagement events. This includes managing the style guide and considering the library's brand and reputation. PR handles all of the print and digital marketing for the library, including the Discoveries newsletter, library signage, press releases, general branding, social media, website content, and Cover to Cover podcast.

When thinking about the library's marketing goals, PR is looking at the strategic plan and what initiatives and programs can enhance the goals of the strategic plan. PR tries to think like a patron and eliminate library jargon to make everything as accessible as possible. They also handle reputation management for the library. PR responds to the public as well as provides internal customer service, working with all departments of the library. In terms of community engagement, PR handles all of the general outreach, including Farmers Market, Concert Series, The Cupboard, and Organization of the Month. They also take care of all of the rotating displays in the library.

In the last year, the department started auditing all of the library's social media accounts, revamped the Discoveries newsletter, redesigned the library's website, and updated the library's program priority list. This year, PR is focusing on standardizing the library's general outreach in hopes of more meaningful interactions, targeting specific groups in marketing efforts, and creating a brand new marketing plan.

11. Trustee Comments and Requests for Information.

Trustee Humphreys commented on Cindy Khatri's presentation, noting that he attended a program at Oak Trace that had an emphasis on last October's month of homelessness awareness. Cindy gave a very engaging presentation and did a great job.

Trustee Khuntia wanted to follow up on the email the library received about the lack of programming for Black History Month. She is happy that staff are taking the feedback seriously.

Trustee Humphreys was also happy to see action taken by staff on the lack of Black History Month programming and was embarrassed that it had to be pointed out. He commented that it is an area for the library to be proactive.

Trustee Stapleton read through the Illinois Public Library Annual Report and found it interesting that Board members are perfectly spread across the two zip codes in Downers Grove.

12. Adjournment. President Graber adjourned the meeting at 8:34 p.m.