

BLOOMINGTON PUBLIC LIBRARY
BOARD OF TRUSTEES MEETING

Tuesday, November 19, 2019
5:30 p.m.

William C. Wetzel Reading Room
205 E. Olive Street, Bloomington, IL 61701

Minutes

- I. Call to Order
President Westerhout called the meeting to order at 5:30 p.m.
- II. Roll Call
Trustees Present: John Argenziano, Alicia Henry, Dianne Hollister, Susan Mohr, Catrina Parker, Matt Watchinski, Alicia Whitworth, Julian Westerhout

Trustees Absent: Van Miller

Others Present: Jeanne Hamilton, Kathy Jeakins, Caprice Prochnow
- III. Introduction of Public
There were no public present.
- IV. Public Comment
There were no public comments.
- V. Highlight of Library Services: "Removing Barriers: Instituting Automatic Renewals and Eliminating Fines" Presentation featuring BPL's Fresh Start Program by Director Hamilton and Circulation & Outreach Manager Shaw
Jeanne Hamilton shared that she and Colleen Shaw, Circulation & Outreach Manager, presented at the Illinois Library Association Conference, along with Champaign Public Library, which has automatic renewals and Decatur Public Library, which has gone fine free. She stated that they shared how the Fresh Start program was rolled out with the new Polaris Library System, and how both systems were implemented. She went on to say that they shared some of the challenges that they had encountered. One of those was to make sure staff understood that the focus was really on working with patrons for a positive impact. Staff really have shifted to being forgiveness-minded rather than using the fear factor. Jeanne went on to say that the clutter of uncollected fines and fees of \$300,000 and \$370,000 of lost items were cleaned up in the system. She shared that circulation numbers are up, but not sure if this can be contributed to this program. Jeanne shared some "feel good" stories that have

happened with this program. She went on to say that Colleen has really tried to instill the “I see you, I hear you, I understand and I want to help you” mentality into her staff.

Jeanne stated that going forward, the idea is to possibly move to auto renewals. She went on to say that there is a good model with the Champaign Public Library and being aware of the mistakes they had made. Jeanne stated that Champaign had noted that there was a 66% decrease in fine revenue after the auto renewal was put into place. She went on to say that patrons receive notices of what was not renewed, so it is up to the patron to pay attention to these notices. If automatic renewals were put in place, the three-renewal limit would stay in place.

There was some discussion on what was presented.

VI. Highlight of Library Services: Alert Media Demonstration by Support Services Manager Prochnow

Caprice Prochnow, Support Services Manager, shared that the Library had been searching for a mass notification system for some time. She and Tom Drewry, Security Site Supervisor, had attended a Security Roundtable event in Downers Grove in February and discovered the Alert Media platform. Caprice proceeded to share the features of the Alert Media Mass Notification System, and demonstrated some of these.

VII. President’s Report

President Westerhout reported that Jeanne Hamilton has been honored by being asked to submit her name for nomination for President of ILA, and the slate will be announced in March.

President Westerhout shared that he and Jeanne will be interviewed tomorrow for Sound Ideas on WGLT and they will be discussing the library expansion.

VIII. Director’s Report

Director Hamilton stated that the book chosen this time for Bloomington Reads is “White Rose” by Kip Wilson. This is about a group of resistors during World War II in Germany. It is written in prose and is a quick read. Along with this, there will be a children’s book this year too, that will be a different title, with a similar topic.

Jeanne shared that there is a staff group that has been working hard on a Memory Care collection. With this, there will be books for caregivers of those with Alzheimer’s disease and/or Dementia, along with books for folks who are suffering from either of those. She went on to say that studies have shown that children’s books with pictures have been helpful to those with memory issues. Jeanne stated that a soft launch will probably occur in March and a grand opening in May.

Jeanne stated that she received an email from Director Brian Chase, at the Normal Public Library, and the NPL Board is interested in having a Library Social and inviting surrounding libraries to attend. Brian wanted to know if the BPL Board Trustees would have interest in attending something like this. There was some discussion on this, and the consensus was that the Trustees would be interested in this, preferably after the holidays not on a board meeting night.

IX. Fiscal Report Presentation

Kathy Jeakins reported that things should be at 50%, revenues are at 95% as most of the Property Tax Distributions have been received, and expenditures are at 45%. She entertained questions.

X. Consent Agenda

A. Approve Minutes of October 15, 2019 Regular BPL Board Meeting

B. Approve Bills List of October 2019

Dianne Hollister moved, John Argenziano seconded, to approve the consent agenda. The motion carried unanimously.

XI. Action Items

A. Approve Next Steps in BPL's Fresh Start Program

Jeanne Hamilton stated that if it was decided to go with auto renewals, there is no definite time frame in mind for implementation. She shared that this was first discussed about a year ago at a 3P's Committee meeting. Jeanne stated that \$75,000 in fine revenue is in the budget, and half of the amount is fines and the other half is for lost items. She went on to say that fine collection is down, and this is a trend across the country. There was much discussion on the pros and cons of going to automatic renewals.

Alicia Whitworth moved, John Argenziano seconded, to approve Automatic Renewals for the library. The motion carried with a 7-1 vote.

B. Approve Revisions to Director's Evaluation Tool from the Budget and Personnel Committee

Alicia Henry, Budget & Personnel Committee Chair, shared that the Committee met a few weeks ago, and determined how the instrument could be broke out into two different instruments, one for staff and one for Board.

President Westerhout shared that the consensus of the committee was that immediately after Jeanne's evaluation in April, the Committee will begin working on paring down and revising the instrument.

John Argenziano shared his thoughts on some of the questions that seemed redundant but it was decided those questions are fine for this year's tool. There was discussion on the instruments presented and overhauling what is in place now. The word "library" will be added in front of strategic plan on 1.4 of the Board instrument and 1.3 of the Staff instrument.

Alicia Whitworth moved, Dianne Hollister seconded, to approve the revisions to Director's Evaluation Tool. The motion carried unanimously.

XII. Discussion Items

A. Discuss Per Capita Grant Requirements

i. Report on Chapter 3 of Serving Our Public 3.0: Standards for Illinois Public Libraries, 2014 by Jeanne Hamilton

Jeanne Hamilton shared that this chapter was really easy for this library, since this is a larger library, and all of the boxes were checked.

ii. Report on Online Webinar about Organizational Management by John Argenziano
John Argenziano stated that he viewed the webinar on "Leading Tough Conversations" and reviewed the topics covered. John distributed a "Facilitations Tool – Gradients of Agreement" handout, which is a scale for someone to fill out on how much they agree/disagree with a person.

iii. Report on Services Provided by the Digital Public Library of America and the Illinois Digital Archives by Catrina Parker

Catrina Parker shared that the services varied that were offered by the Digital Public Library of America, and she chose the education service, which covered

school age children from Kindergarten through 12th grade. She shared that there were resources available for students, Title 1 teachers (low income), and for the family.

Catrina shared that the Illinois Digital Archives (IDA) offer pictures of history from various sources, such as State, community, military, industrial, etc.

Director Hamilton stated that there is an ongoing Museum of History project to digitize the Pantagraph and add them to the IDA.

B. Discuss Library Expansion

President Westerhout stated that the Request for Qualifications were released for architectural firms.

Jeanne stated that there were 24 downloads of the RFQ, and some of these were construction companies, that will not actually respond. There were 14 firms represented at the pre-statement meeting, which included a tour of the library and some history on the project. She went on to say that these are due on November 26. Once they have been received, she will bundle all that were received, and the Trustees can pick up and review them prior to the December 17 Board meeting.

There was some discussion.

XIII. Comments from Board of Trustees

Alicia Henry stated that she really likes the new monthly statistics format. She noticed that the Online Resource Use dropped 54% from last year and wondered if this was correct. Along with this, she stated that this library is fortunate to not have to ask City Council for money for resources unlike some other libraries. Jeanne stated that there have always been struggles with compiling accurate numbers for this particular statistic and will look into it.

Dianne Hollister shared her appreciation for the William Hazelgrove program. Dianne shared that RAILS is looking to approach the Illinois Library Association and the Illinois State Library for some funding for core databases for libraries in Illinois. She shared that a topic that keeps coming up at the RAILS Board meetings is privacy for patrons that have books on a Holds shelf with patron names displayed. They are looking for a solution so that others do not know what a person is checking out.

XIV. Adjournment

Matt Watchinski moved, Dianne Hollister seconded, to adjourn the meeting.
The motion carried unanimously.

President Westerhout adjourned the meeting at 7:05 p.m.