DOWNERS GROVE PUBLIC LIBRARY
BOARD OF TRUSTEES
REGULAR MONTHLY MEETING
APRIL 26, 2017, 7:30 P.M.
LIBRARY MEETING ROOM

MINUTES

1. **Call to Order**. Secretary Humphreys called the meeting to order at 7:34 p.m.

2. **Roll Call**. Members present: Trustee Ed Earl, Trustee Susan Eblen, Trustee David Humphreys, Trustee Art Jaros, Absent: Trustee Jonathan Graber.

   Also present: Director Julie Milavec, Assistant Director for Support Services Sue O'Brien, Assistant Director for Public Services Bonnie Reid, Executive Assistant Katelyn Vabalaitis, Public Relations Manager Melissa Fischer, Friends of the Library President Joni Hansen, Library Foundation Vice President Ed Pawlak, Residents Sue Farley, Mary Blanchard, Lindsay Frost, Kelly Fallon-Wilson, Elissa Baker, Lisa Scott. President Greene arrived at 7:35 p.m.

3. **Welcome to Visitors**. President Greene welcomed the visitors and thanked them for their interest in the library.

4. **Approval of Minutes**.
   a. March 22, 2017 Regular Monthly Meeting. Humphreys noted the name of the church cited in the Director's Report should be changed to "First Congregational Church". It was moved by Earl and seconded by Eblen THAT the corrected Minutes of the March 22, 2017 Regular Monthly Meeting be approved. Motion passed by voice vote.

   b. March 22, 2017 Committee of the Whole Meeting. It was moved by Jaros and seconded by Humphreys THAT the Minutes of the March 22, 2017 Committee of the Whole Meeting be approved as circulated. Motion passed by voice vote.

5. **Financial Matters**.
   a. March 2017 Financial Report. Milavec presented the report. Library Fund Balance reports were passed out to Board members. These will become permanent parts of the Board packet moving forward. Milavec responded to questions regarding annual database charges.

   b. April 2017 Invoices. It was moved by Jaros and seconded by Eblen THAT the payment of April 2017 invoices totaling $188,198.21, the acceptance of April 2017 credit memos totaling $126.59, and the ratification of March 2017 payrolls totaling $212,365.70 be approved. Roll call: Ayes: Earl, Eblen, Humphreys, Jaros, Greene. Nays: None. Abstentions: None.

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

7. **Public Comment on Other Library Business**. President Greene invited comment. Ed Pawlak commented on the new condos being built all over the village. He asked with DGPL hitting record usage already, how will the influx of new residents affect the library and if capacity is reached, how do we plan to expand? Greene explained that the strategic plan, which is currently in development, will help to answer these questions and assist the library in planning for the future.

   Kelly Fallon-Wilson asked about potential options the library has to handle a large number of incoming new residents. Milavec responded that even with these new developments, the village's overall population is projected to remain stagnant, although there is a projected shift in demographics. Current practice is to plan for one square foot of building per capita, and the library is currently above that projection.

   Kelly Fallon-Wilson also wanted to know who is involved in the facilities assessment. Milavec responded that Product Architecture + Design and Shales McNutt Construction will be completing the assessment. The library has a relationship with both firms from the last building renovation, so they are very familiar with the facility. Jaros and Humphreys commented on the library's lack of parking and said that the Village provides our parking, so it is our job to lobby for enough parking for our facility.

   Ed Pawlak asked when circulation numbers are higher than average, does the library adjust the "one square foot of building per capita" rule to accommodate. Milavec explained it is not a hard and fast rule and that the library's circulation numbers went up when the collection was last trimmed. The challenge is to find a balance between current services and what is getting the most use. Greene commented that the building's structure would support a third story if it were ever needed.

8. **Unfinished Business**.
   a. <u>Resolution 2017-1 Establishing a Special Reserve Fund</u>. Milavec presented the revised draft. It was noted that the library can establish the reserve fund without transferring money in right away, which will allow the Board to wait for the audited 2016 figures from the Village. It was moved by Jaros and seconded by Eblen THAT Resolution 2017-1 Establishing a Special Reserve Fund be adopted as published. Roll call: Ayes: Earl, Eblen, Humphreys, Jaros, Greene. Nays: None. Abstentions: None.

9. **New Business**.
   a. <u>Facilities Assessment Proposal – Product Architecture + Design</u>. It was moved by Humphreys and seconded by Eblen THAT the Board engage Product Architecture + Design to fulfill the proposal for a Facilities Assessment Plan. Roll call: Ayes: Earl, Eblen, Humphreys, Jaros, Greene. Nays: None. Abstentions: None.

b. Rotary Grove Fest – Library as Emergency Weather Shelter.
The Board discussed the possibility of the library becoming an emergency weather shelter during Rotary Grove Fest. Earl asked if this was a new request. Milavec responded that this request has come before the Board before and was always turned down. If the Board approves this request, Trustee Humphreys would be present in the building the entire time it is being used, and staff can work with him on the procedure to open and close the building. There was discussion about how many people the library could house, what parts of the building would be used, and how the insurance would be handled. The Board agreed that they would like the library to be added to the Rotary Club insurance for this event. Earl offered to partner with Humphreys to collaborate on this request, and Milavec will move forward with the Rotary Club.

10. **Library Director's Report** (attached). Milavec presented the report.
Staff will be meeting with the current telephone provider, Medlin Communications, in May to discuss an ideal new phone system. The goal is to have a recommendation from Medlin to bring before the Board in June.

Lighting projects are on hold while we wait for the facilities assessment to be completed.

Executive Assistant Katelyn Vabalaitis was welcomed back from maternity leave.

11. **Board Member comments and requests for information**.
Humphreys would like to see the maintenance of the library's artwork included in the facilities plan. Earl commented that the Foundation is talking about the library's artwork, and this would be a good conversation to have with them.

Humphreys mentioned the lighting in the Curtiss Street entry and wondered if replacing it with LED bulbs would be cheaper.

Jaros requested that the formulas on the statistics page be reviewed for accuracy.

Earl asked if there was more detail on the negative comments from the How Did We Do analysis and if they will go into the strategic plan. Milavec and Reid said no, as the negative comments were too broad.

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

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AGENDA ITEM 10

LIBRARY DIRECTOR'S REPORT

a. Telephone System

The library will move forward with Medlin Communications to provide proposals, pricing and a recommendation for an updated telephone system. After investigating use of a technology consultant for an RFP process vs. utilizing our current telephone system service provider, the estimated additional cost of the consultant is well over the estimated cost savings of a competitive bid process. Medlin Communications represents multiple vendors for both premise- and cloud- based systems, which will allow for comparison among the systems for pricing. Through the library's long-term relationship with Medlin, the company has demonstrated a high level of customer service, particularly during the 2014 renovation work and the recent telephone line issues with vendor XO Communications.

b. Mural Project

The mural is underway! Artist John McDavitt takes time to engage with patrons observing his work. Stop by the Kids Room to view his progress – or watch for the updates on the library's social media. The Mural Dedication will be held Sunday, June 11, 1:30-2:30pm, with refreshments and a meet-and-greet with the artist.

c. Strategic Planning

The first draft of the Strategic Plan is underway. The management team is working on wordsmithing the Values, Purpose and Core Services statements and draft Strategies statements. We hope to have a draft to the Library Board of Trustees in May.

d. Lighting Projects

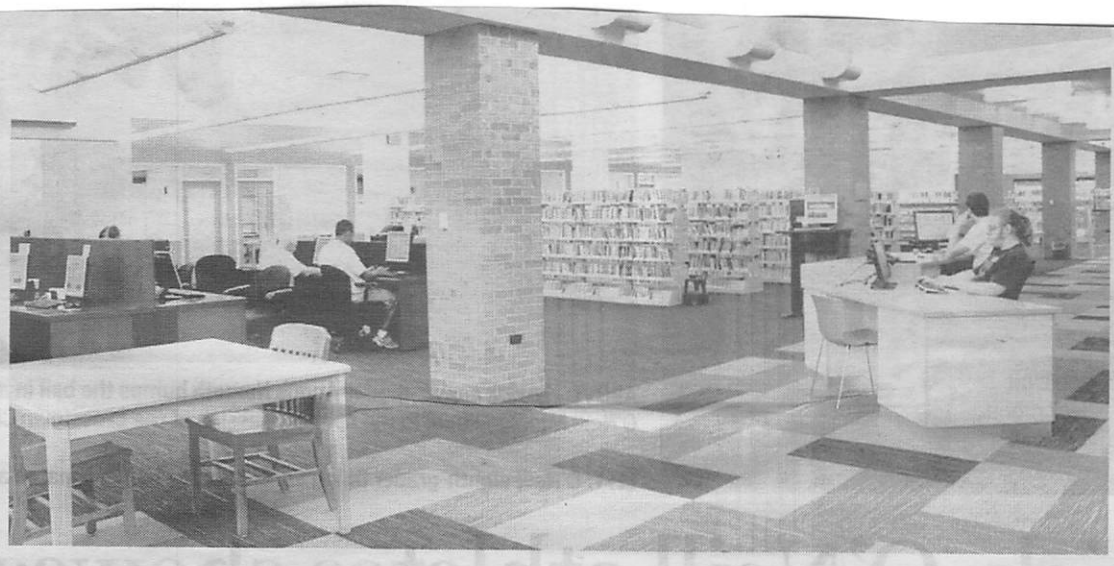
The Lighting projects are on hold pending the outcome of the Facilities Assessment, to ensure that the project includes all of the items prioritized in the assessment.

e. Automatic Renewal of Materials

Beginning in early May, materials not on hold for another patron will be automatically renewed. Patrons will be notified via email of items that renewed and those that did not. Patrons who opt not to receive email notifications will not receive notification but will be able to see the renewals in the SWAN "My Account" screen.

f. Recent media coverage

See attached.



The Downers Grove Public Library's AV and computer help desk, located on the second floor of the library, is one of the recent updates the library has undergone to stay in touch with the needs of area residents.

Shaw Media file photo

Library's needs assessment wraps up

By DIANE MOCA
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DOWNERS GROVE – After concluding six public meetings designed to assess the most pressing needs in the village, the Downers Grove Public Library is collecting resident feedback online for one final weekend before analyzing the comments to create a strategic plan for the library's next three years.

"We're not talking about revamping core services; we're looking at how to focus those," Library Director Julie Milavec said. "We're looking to react to what's going on in the community and world. It's hard to look beyond three years because things are changing so fast."

For the past month, library staff have met with residents, nonprofit groups, village departments and the library board, as well as collected responses from the ongoing online survey at www.dglibrary.org/plan, which asks people to share their "vision for Downers Grove" and their ideas "that might make a difference."

"If the needs of our community are evolving and we ignore it or are unaware of it, we cease to be valuable to them," board President Wendee Greene said. "It's about maintaining relevance. Since we are accountable to members of the community, and they pay, it's important for them to have a voice."

The sessions were designed to focus on the village as a whole, rather than the library itself, because Milavec said that will elicit a wider array of responses.

"We can identify where are the needs, where are the gaps. It's up to library staff to figure out how the library can fit in," Milavec said. "We look for overarching themes, not just direct services, things we can do like partnership or referral. Those are roles the library can take on to get info to our community."

She said common issues discussed at the focus groups included downtown residential development, downtown parking, opportunities for civic engagements, community dialogue and arts and culture.

"The needs of our patrons are constantly changing," Greene said. "Ten to 15 years ago we wouldn't have had a need for digital content. Now it's such a part of our lives. We would have done a disservice if we had not looked for ways to serve those needs."

Milavec said the library's renovation in 2014 resulted from community feedback and included study rooms, a teen area and a media lab with photography, filmmaking and audio recording programs.

"We don't have a resistance to change, which is present in so many institutions that serve the public good," Greene said.

She said the board's initial brainstorming workshop focused on values and identified literacy and learning, accessibility, and fiscal responsibility and accountability as priorities.

Milavec said library staff will spend another month identifying the needs of organizations and businesses before summarizing and categorizing all the information collected. She expects to put together a draft plan in the spring and work with the board on approval of a final plan this summer.

"This library has a long history of being a loved community resource," Milavec said. "In 2016, our 125th anniversary year, we had a record number of checkouts – over 1 million. This strategic planning process will ensure we remain focused on that excellence and providing the services patrons love."

Limit homelessness access to Downers Grove library

As much as I enjoy the Downers Grove Public Library, of late it's become a bit of an issue as far as the so-called guest passes for guest patrons is concerned. And I'm mainly speaking of the homeless people that come to the library. They seem to have lost all manners when they walk in the door, usually drinking and eating at the computers, using the bathrooms as their own shower stalls, staying there all day, occupying the computers for tax-paying residents of the area ... I think policy should be changed in order for residents to have first say-so in using materials, particularly the computers and guest passes be limited to no more than maybe three hours a day at the very most. ... I'm not trying to restrict people, just give those that have earned it and respect the library and the surroundings and the materials and the people that are there their just due.

Downers Grove Library sees record number of checkouts, demand for tech

By DIANE MOCA
editorial@mysuburbanlife.com

Photo provided

The AV and computer help desk is located on the second floor of the Downers Grove Public Library. Despite heavy advertising of the media lab, most don't know the lab exists, according to a recent library report.

"The 1 million circulation sets a big milestone for any library. People are taking advantage of all the digital services. I think the convenience of being able to get them on multiple devices wherever you are 24/7 plays a huge factor. ... They are not slowing down on consumption."

Julie Milavec, Downers Grove Public Library director

DOWNERS GROVE – People are seeking out local libraries more for business meetings and less for internet access as evidenced by a recent report from the Downers Grove Public Library.

The library experienced increases in study room use while seeing a drop in computer hours during 2016, signs of the continued importance of the library, staff said.

"Overall it shows how the library is important to the residents, how much they use the library," said Julie Milavec, who became the new director in 2016 when the library celebrated its 125th anniversary. "This community loves its library, and it shows."

The 2016 summary said Downers Grove Library patrons checked out more than 1 million items in 2016 – a 5 percent rise over the previous year and the highest number ever in a single year.

"The 1 million circulation sets a big milestone for any library," Milavec said. "People are taking advantage of all the digital services. I think the convenience of being able to get them on multiple devices wherever you are 24/7 plays a huge factor. There is speculation that we would reduce physical items, but we have seen that come on top of the physical items. They are not slowing down on consumption."

The report also said the library hosted 26 percent more meetings in its private rooms last year over the previous year. Milavec said telecommuters and small businesses had long used the library for that use. Patrons will be able to book study or meeting rooms online starting this year.

The report showed residents aren't using the library's computers as much, with a 10 percent drop in computer hours and a 39 percent dip in computer sessions used by library patrons in 2016 compared with 2015.

Milavec said more and more people were providing their own devices, and the library upgraded its wireless connection recently to accommodate.

"How and where we deploy computers may change," she said. "Some libraries have gone away from dedicated computer space and gone toward checkout of laptops or iPads or both for in-library use."

Technology is another area of growth for the library, with 2016 marking the first time four VHS-to-DVD converters, four portable hot spots and a digital camera were available for two-week checkout.

Max Mogavero, a technical assistant at the Downers Grove Library, said there was a monthlong backlog. Each converter comes with instructions and the option to get free training on how to use them from library staff.

Mogavero said the library's hot spots, which take a cellphone signal and convert it to a wireless signal, are also popular, with a current wait of a few weeks. He said the library has four digital cameras that record video and pictures on an SD card, with one available for checkout and the other three for use only in the library's media lab that opened in 2014 after the building's renovation.

"We do put a lot of effort into advertising the media lab; in spite of this, the reaction I get from most people is they didn't know we had it," Mogavero said.

That may be because fewer people clicking on the library's website, according to the report, which showed a 10 percent decline in page views. Despite that, the new studio and its equipment found popularity with teens, who are using the media lab to record music and mix audio and do video projects.

Mogavero said a recent group of teens brought in masks and used the green screen studio to film a "Star Wars" fan film.

"When I was a kid, it's something I would have loved to do. I would not have been able to do that without a professional production company. Now anyone can do that," he said. "People are interested in creating their own content. We have a space where they can. It's very cool."

With more teens in the building, the library is offering them more options as shown by a 50 percent increase in teen programs offered in 2016 over the previous year.

The total number of programs for all age groups jumped 32 percent from 2015 to 2016. The report provides evidence people are taking advantage of those opportunities, with program attendance up 15 percent. Even the number of people walking through the library's doors rose by 6 percent.

But many patrons didn't have to leave their home to access the library's services, with 134,831 searches performed with the library's database – a 23 percent spike.

Even though the report said the number of items in the collection went down five percent, Milavec said that's not indicative of a trend of eliminating books and other physical items.

"That is a point in time," she said. "That gives us room to buy more stuff this year."

NEWS BRIEFS

Downers Grove library announces Food for Fines drive

DOWNERS GROVE – The Downers Grove Public Library will have a week of activities and displays for its National Library Week celebration, including its annual Food for Fines drive, according to a news release from the library.

Visitors are encouraged to share their experience at the library using the hashtag #LibrariesTransform for social media posts. Each food item, paper good or toiletry item brought during the drive will waive $1 from an account, with the items going toward the FISH Pantry in Downers Grove. The event runs from April 8 through 15. For information, visit dglibrary.org.

Downers Grove library needs parking badly

As a senior citizen residing in Downers Grove I love using the library for many things. But the parking there is absolutely ridiculous. It seems that every time I go there I have to play this game and drive around the parking lot for 10 minutes or more looking for a place to park ... People are sick of it. ... I know that the people that work for the library won't like this, but as some sort of solution to this problem I think that library employees should be asked to park in the village parking tower off of Curtiss Street or somewhere else if they can. I know that this won't solve the problem, but it might help out a little. ... I can only imagine how bad this problem is going to get once all of these new condo and townhouses are finished up this and next year in the downtown area.