

LAKE FOREST LIBRARY BOARD OF TRUSTEES
360 East Deerpath Road, Lake Forest, IL 60045
Thursday, January 21, 2021, 6:00 p.m.
Special Meeting by Remote Access (Virtual)

The Library Trustees will be remotely attending this regularly scheduled Board of Trustees meeting by electronic means, in compliance with Governor's Executive Order 2020-07, issued on March 16, 2020, that suspended certain Open Meetings Act provisions relating to in-person attendance by members of a public body. Specifically, the Governor's Order: (1) suspends the requirement in Section 2.01 that "members of a public body must be physically present:" and (2) suspends the limitations in Section 7 on when remote participation is allowed. This Executive Order is effective the duration of the Gubernatorial Disaster proclamation. The Library provides members of the public with an opportunity to participate in the meeting.

Members of the public can participate remotely in the meeting via Microsoft Teams by clicking the following link: [Join Microsoft Teams Meeting](#). Or by calling: +1 872-240-4516. Conference ID: 434 857 174#.

Alternatively, members of the public may email comments to Catherine Lemmer, Library Director, at clemmer@lakeforestlibrary.org, before noon on the date of the meeting and the comments will be read into the meeting minutes. The minutes of the meeting will be available on the Library's website after they are approved at the next meeting of the Library Board of Trustees. Current and past meeting information is available at: www.lakeforestlibrary.org/board-meetings.

Agenda

1. Call Meeting to Order.
2. President's Remarks:

This meeting of the Lake Forest Library Board is being held as a virtual meeting because the Illinois Governor has declared the COVID-19 pandemic a disaster and it is not practical or prudent for in-person meetings. The Library Director is on-site at the Library for this meeting and may be reached by calling 847.810.4602. This meeting is being recorded and the recording will be posted on the Library's website.
3. Board of Trustees Roll Call/Confirmation that can hear the discussion.
4. Opportunity for the Public to Address the Board and Correspondence.
5. Call for Additions to the Agenda

6. Consent Agenda (omnibus vote on the following items following presentation on Item 6(b)) (10 minutes)
 - a. Approval of the Agenda
 - b. Approval of the January 12, 2021 Meeting Minutes
7. Discussion and Approval of 2021-2023 Strategic Plan
8. Update on Technology Initiatives, Ed Finn, Head of Operations
9. Discussion and Approval of Issuance of an RFP for RFID-based services
10. Unfinished Business
11. New Business
12. Adjournment

Upcoming Meetings:

Regular Board Meeting, February 9, 2021, 7:30 p.m.

Special meetings may be called at any time with proper notice pursuant to the Library's bylaws.

Individuals with disabilities who require certain accommodations in order to allow them to observe and/or participate in this meeting, or who have questions regarding the accessibility of the meetings or the facilities are requested to contact the Library Director at 847.810.4602 promptly to allow the Library to make reasonable accommodations.

PUBLIC COMMENT AT BOARD MEETINGS POLICY

The Illinois Open Meetings Act provides in Section 2.06 that at meetings of public bodies, “any person shall be permitted an opportunity to address public officials under the rules established and recorded by the public body.” 5 ILCS 120/2.06(g).

The Board of Trustees welcomes public participation. This policy provides the following rules and guidelines for public participation at its meetings.

Individuals attending board meetings must conduct themselves with respect and civility toward others. Abusive, profane, threatening, or harassing language and/or personal attacks will not be permitted. The Board President or presiding officer may prohibit further comment at the meeting by a speaker whose remarks violate this rule.

Public comments are permitted during the time designated on the Board of Trustees meeting agenda, unless otherwise directed by the Board President.

The Board President determines the order in which speakers will be recognized.

When recognized by the Board President, the speaker should begin by stating his or her name and address.

Public comments will ordinarily be limited to three (3) minutes per speaker. The Board President shall have discretion to modify this time limit, as well as to limit repetitive comments.

Members of the public will not be allowed to speak a second time until all members of the public who wish to speak have been allowed to do so. The Board President will determine whether second public comments will be permitted, and if so, the appropriate amount of time for public discussion, and will end public comment at his/her discretion.

Board members are not obligated to respond to comments from the public. Issues requiring possible action by the board may be added to a future meeting agenda, and issues that can be addressed by library administration will be noted.

A copy of these guidelines will be placed next to the sign-in sheet made available to members of the public at the entrance to board meetings.

Petitions or written correspondence directed to the board shall be presented to the board by the Board President or Secretary at the next regularly scheduled board meeting.



Minutes are a summary of the board's discussion and actions. Speaker requests to append written statements or correspondence to the minutes are not favored. Generally, written materials presented to the board will be included in the library's files rather than in the minutes. The Board President shall have the authority to determine procedural matters regarding public participation not otherwise defined in these guidelines.

(Approved January 9, 2018.)

INSPIRATION ♦ IDEAS ♦ COMMUNITY

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360 E Deerpath Road, Lake Forest, IL 60045
Regular Meeting (Remote Access) Minutes
7:30 p.m. January 12, 2021

CALL TO ORDER

President Wendy Darling called the meeting to order at 7:30 p.m. with the following statement:

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ROLL CALL/CONFIRMATION OF ABILITY TO HEAR PROCEEDINGS

Trustees Present: Bryan Bertola, Wendy Darling, JoAnn Desmond, Elizabeth Grob, John F. Johnson, Andrea Lemke, David Rose, and Carrie Travers. Absent: Germaine Arnson. All yeas. 8 trustees in attendance, a quorum is present.

Staff Present: Catherine Lemmer, Library Director; Ed Finn, Head of Operations

OPPORTUNITY FOR THE PUBLIC TO ADDRESS THE BOARD AND CORRESPONDENCE

No request to address the board.

ADDITIONS TO THE AGENDA

None

CONSENT AGENDA

- A. Approval of the Agenda
- B. Approval of the December 8, 2020 Meeting Minutes
- C. Approval of the December 2020 Financial Report
- D. Discussion and approval of Reference Services Policy, Home Bound Service Policy, and Collection Management Policy

Director Lemmer shared that revenue is pacing at about 98% of FY21 budget with some revenue lines not performing as well as expected. Expenses are pacing at 55% of FY21 budget. Overall, she stated that the budget is being well managed, and no issues are expected with expenses or revenues going forward as adjustments are being made in anticipation of the revenue shortfall.

Ms. Lemmer explained that as the Library staff worked through the review of *Serving our Public 4.0: Standards for Illinois Public Libraries* for the filing of the Per Capita Grant application, they identified a need for some new policies and to update existing antiquated ones. The three

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policies, Reference Services, Home Bound Delivery, and Collection Management were updated at the same time because the topics covered are related.

Regarding the Home Bound Policy, Ms. Lemmer shared that the Library has been providing this service for years and thought it prudent to have a policy that outlines the parameters of the service. She indicated that they would be fixing a typo in the form and, more importantly, after reflecting on the Reading History Log requirement, staff has determined it is more appropriate to edit the language to indicate that the Library may ask permission to keep a Reading History Log. If a Home Bound patron does not want the Library to maintain the Log, the Library will not do so.

Director Lemmer responded to questions from Trustee Johnson about the safety protocol for Home Bound deliveries and the process used to “thoughtfully curate” Library selections in the Collection Management Policy.

After discussion, Trustee Desmond made a motion, and Trustee Lemke seconded, to approve the Consent Agenda as presented. 8 yeas, motion carried with a roll call vote.

FACILITIES AND TECHNOLOGY REPORT (ED FINN, HEAD OF OPERATIONS)

Mr. Finn provided a power point with cost and service comparisons between the Library’s current Comcast cable provider and J.A. Communications (AT&T) for fiber services. He described how a fiber connection would address our current service issues and allow for increased innovation regarding library services, productivity, and overall operations management. The move to fiber would include the integration of the Library’s phone system, which would address reliability problems and allow for full implementation of the Microsoft Phone System.

In response to Trustee questions, Mr. Finn indicated that connectivity of the fiber could take anywhere from three weeks to three months. However, implementation would most likely be around two months.

Mr. Finn also shared that they are making progress on researching an app for catalogue and other library services. He explained the options and associated costs that are being explored. In response to a question from Trustee Johnson, Mr. Finn explained how a library user would get assistance if they had difficulty with the app technology, stating it would be similar to how the Library supports the other technology it provides for users. He also explained troubleshooting steps if issues were not related to usability.

LIBRARY DIRECTOR REPORT

Prior to the commencement of the Director's Report, President Darling congratulated Director Lemmer, the Library staff, and the Board on earning the prestigious Library Journal Three-Star Award. Ms. Lemmer noted that it is truly a team effort and that receipt of the award demonstrates the Library's commitment to service.

Director Lemmer shared that the Library staff was studying how the Library will come back up to allow for in-person services. They are trying to understand who is not being served by not being physically open and how to address that issue. They are looking at neighboring libraries, school districts, and Covid-19 metrics for decision making. She estimated it would likely be sometime in February and hopes to avoid multiple services changes that confuse the public. Ms. Lemmer indicated that a new replacement bin would be ordered for the West side train station to make it more convenient for returning materials, especially when Deerpath Road is under construction.

Regarding the Capital Improvement Project, Director Lemmer indicated that they had a very good meeting with City administrators last week. The Library received clear direction about concerns and issues, so we know what we need to put together. It is basically putting together specifics about what it is going to be; what it is going to do; and that is it not going to be threatening to other institutions. Ms. Lemmer indicated that this can be done with existing Library resources. She shared the suggestion from Trustee Rose about creating a presentation about a Day in the Life of the Library. Additional meetings with HGA will be scheduled on the needed marketing pieces.

Director Lemmer indicated that residents agree on the need for an improved and expanded Library and acknowledged that there are challenges with what some in the community think the outside of the building needs to look like. The City believes that the processes it has in place will get us there.

Ms. Lemmer stated that the Gorton Board has invited the Library to make a presentation on February 8. She indicated that this would be a good opportunity to assure them that the Library and Gorton are vital partners and not competitors.

UNFINISHED BUSINESS

No unfinished business.

NEW BUSINESS

No new business. Trustee Johnson asked if there was anything that the Library Board could do to assist the Foundation Board. Director Lemmer indicated that the Library and the Community

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are so fortunate to have these five individuals working on behalf of the Library and that the Foundation's work was progressing well. She also reported that an informational letter about the project is being sent to the Hamill Family Foundation.

ADJOURNMENT

Trustee Darling made a motion, seconded by Trustee Johnson, to adjourn the meeting at 8:17 p.m. 8 years, motion carried.

Upcoming Meetings:

Board Workshop, January 21, 2021, 6:00 p.m.

Regular Board Meeting: February 9, 2021 7:30 p.m., Remote Access

JoAnn Desmond, Secretary

Minutes approved by the Board on January 21, 2021.

2021-2023 Strategic Plan Objectives

The Lake Forest Library is a visible and vibrant presence in the Lake Forest Community. Our community role is to encourage life-long learning, civic conversations and engagement, equity, diversity, inclusion, and cultural awareness. With our outstanding resources, services, and programs we seek to create a safe and inviting environment for all Lake Forest residents to engage with each other and find inspiration in their own lifelong learning. The Library staff strives to provide a welcoming and fully-accessible community space for exploration, learning, and engagement whether you seek information to improve your skills, explore a new passion, learn more about the world, participate in a reading program, or attend an event. In all that we do, we practice fiscally responsible stewardship of the Library and community's resources.

[Insert Photo with caption: The Library is your connection to knowledge and discovery.]

In 2017 the Library engaged the Lake Forest Community in a Community Needs Assessment and Survey, distilling its results to develop the 2017-2019 Strategic Plan. Since its adoption, the 2017-2019 Strategic Plan's four goals have guided the work of the Library.

This 2021-2023 Strategic Plan builds on the important work and goals in the previous Strategic Plan. While there are many documented achievements and successes, some important initiatives are still ongoing. Using continuing feedback from the Lake Forest Community and the open initiatives and projects, the Library Board and staff developed new objectives to guide the Library's work through 2023, the anticipated completion date of the Library Capital Improvement Project.

Enhance the user experience

The Library is a vibrant and responsive learning center that provides high quality services, deep collections, outstanding programs from storytime to cultural programming, and the latest tools and technology for school and life success.

Since its founding in 1898, Lake Forest Library has played a vital role in enriching the lives of Lake Forest Residents by continually evolving to meet the changing needs of the community. In today's world, Lake Foresters are increasingly able to individualize experiences based on interest, need, and convenience. The Library seeks to respond to patron expectations of personalized and inclusive service by delivering innovative services, resources, and programs.

- Foster a staff culture that appreciates and understands concierge level customer service, focusing on "getting to yes."
- Ensure collections, information, technology, and programs serve diverse populations by promoting accessibility, equity, and creating an inclusive environment for users of all ages, abilities, and backgrounds.
- Serve as a trusted, safe space for diverse groups to meet and facilitate coming together for information, networking, and shared meaning making.

- Investigate and adopt technological solutions to automate and streamline workflows, with the goal of improving processes, service delivery, reducing costs, and redirecting staff time to higher level patron services.
- Expand the community's collective experience by offering unique services and opportunities for discussion around challenging topics.
- Support additional educational opportunities to develop library staff to expand their roles and responsibilities, enabling the Library to continue to evolve new services and resources.
- Support and grow a culture of innovation and assessment:
 - Develop a performance assessment tool and system of metrics for library programs, services, and resources.
 - Develop educational resources for staff on using performance assessment tools.
 - Regularly involve library staff in developing and responding to performance metrics.
 - Report annually to Library Board on assessment objectives and results.

[Insert Photo with caption: Create/design/personalize your library.]

Ensure access for all Lake Forest Residents to Library Resources

The Library strives to meet and exceed the information, resource, and technology needs of Lake Forest residents. To do so, the Library works to ensure that its services, print and other physical resources are accessible and inclusive. The Library increasingly plays a vital role in providing access to technologies that make important learning resources available inside and outside the Library's physical space. In doing so, the Library seeks to ensure all ages have access to and understand emerging technology and digital learning opportunities.

- Evaluate and upgrade support for computer systems and wireless networks to keep pace with user demand to ensure adequate speed and bandwidth.
- Meet user expectations of convenient and intuitive access to library resources, including databases and website.
- Develop programs, including classes, that educate users on the role of technology in our everyday lives (responsible digital citizens/informed content consumers and creators).
- Evaluate and appropriately invest in digital collections.
- Strengthen our business community by actively listening, soliciting ideas, and providing resources for entrepreneurs, small businesses, home office workers, remote workers, and job seekers.

[Insert Photo with caption: we solve your information and technology needs!]

Improve Library spaces to ensure accessibility and desired functionality

The Library is highly conscious of its important role in preserving the past, serving the present, and shaping the future. A 21st century institution that serves individuals of all ages and interests, the Library needs to improve its physical spaces to respond to community needs for exploration, collaboration, and creation.

- Continue work on the Capital Improvement Project with HGA, The Hodge Group, The Lake Forest Library Foundation, and Lake Forest City Administration to develop a fully accessible and welcoming facility that delivers on the spaces advocated for by the Lake Forest Community in the 2017 Community Needs Assessment and Survey.
- Continue work with The Hodge Group to develop an on-going culture of philanthropic support and an endowment for the Library.
- Install effective signage to encourage independent exploration of the collection, resources, and services.
- Provide access to print, technology, and audio-visual materials with flexible hours on the west side of Lake Forest.
- Develop engagement activities and programs for delivery on the west side of Lake Forest.
- Encourage collaboration for communication, work, and study of all ages by providing the space, tools, and technology that empower patrons to work collectively.
- Foster an environment of creativity, making, and self-expression through the delivery of maker spaces.

Establish the Library's role as a community connector.

The Library fosters a culture of culture of community collaboration and resource sharing. The Library wants to develop a more robust marketing effort to ensure all members of the Lake Forest Community are aware of its services, resources, programs, and interest in collaborating.

- Provide opportunities for social interaction and civic engagement.
- Develop a cross-department engagement team that (i) works to strengthen existing community relationships while pursuing new opportunities for community engagement and (ii) updates Library administration and the Library Board on its efforts.
- Conduct periodic surveys of the community to gather data, identify trends, determine needs, and realign services as needed.
- Develop a small network of Library Ambassadors in the Lake Forest digital community to share Library initiatives, programs, services, or resources in their circles.
- Build relationships with marketers and graphic designers at local organizations (History Center, Gorton Community Center, Chamber of Commerce, Elawa Farm, Dickenson Hall Senior Center, Ragdale Foundation, etc.) to identify cross-marketing opportunities and implement quality assurance when Library materials are displayed on partner channels.

- Proactively solicit feedback from community non-profit and civic organizations and underserved groups to determine how the Library can better meet their needs.
- Collaborate and partner with a wide variety of community schools, organizations, groups, and governmental entities to further weave the library's presence in the community.

[Insert Photo with caption: we connect Lake Forest]

Evolve and upgrade internal operations

During the implementation of the 2017-2020 Strategic Plan, the Library became aware of staffing needs that impact on its ability to provide outstanding service to the Lake Forest Community. To address these staffing needs, this additional goal is added to the 2020-2023 Strategic Plan.

- Strive for equity, diversity, and inclusion among Library staff.
- Create a model of cross training that strengthens basic Library functions and uninterrupted services while encouraging professional growth of individual staff.
- Engage in an organizational management review to determine the best organizational management structure for the Library and determine implementation schedule.
- Create a succession plan for Library administration.

[Insert Photo]

Update on Technology Initiatives

Move to Fiber Internet

The Library has entered into a two-year agreement with Airespring to provide fiber internet to the building. The underlying carrier is AT&T Fiber and will cover both the Library building and the special connection at the West Metra train station. As mentioned during the last meeting of the board on January 12, 2021, the Library will not be bound to the service contract until a site visit is conducted by AT&T and the Library agrees to any additional “build out” costs. It is not anticipated that there will be additional costs. This move to more reliable and faster internet is also an integral part of converting the collection to RFID and moving to self-checkout options.

Microsoft Phone Update & Phone Replacement

Library staff continues to work with our managed services provider, Outsource IT Solutions Group (OSG), to explore the replacement of our current phone system with a cloud version that integrates with the Office 365 suite. The move to fiber is a foundational component to allow this exploration. OSG is collecting information from several vendors (Polycom, CDW, Jabra) to find the most flexible and effective technology that is certified for Microsoft Teams.

Mobile App Update

Library staff continues to explore a catalogue access app for patrons. However, as part of this research, operations and communications have discovered that some apps offer more advanced options than just catalogue access. Optional items include web integration, room management, self-checkout, event/program management, and even integrations with Overdrive and other library services. We have arranged demonstrations and have begun to discuss pricing options and discounts through the RAILS consortium.

Agenda Item 9

Discussion and Approval to Proceed with a Request for Proposals for RFID-based services.

Radio Frequency Identification (RFID) will allow the Library to modernize circulation practices, while also allowing an expanded footprint for services at the West Metra train station. This discussion will focus on some of the lessons learned through research and conversations with other libraries and vendors. Library staff will present various use cases and the strategy for how to proceed with the Request for Proposals. A few of the advantages to this system are presented here:

Immediate

- Ability to check out multiple items at once, without scanning individual barcodes.
- Automatic security deactivation/re-activation.
- Self-checkout integrations.
- Collection management.

Future

- Automatic sorting of materials.
- Ability to checkout/return limited items at the West Metra train station.
- Possible integration with mobile app for seamless checkout experience.

While this is not an all-inclusive list of benefits, the Library sees this as a forward-looking approach to how we circulate materials and assign staff to higher tasks. In addition to discussing the benefits, various implementation models will also be presented for input from the Board.