

**GLENVIEW PUBLIC LIBRARY  
BOARD OF TRUSTEES  
Minutes  
June 15, 2017**

<b>PRESENT (Board)</b>	<b>Wendy Goldstein Allan Ruter M. David Johnson</b>	<b>John Miller Stella Kalfas Kathy Vega</b>
----------------------------	---	---

**ABSENT  
(Board)**                      **Carol Schmitt**

**PRESENT  
(Staff)**                      **Vickie L. Novak, Library Director  
Jane Berry, Assistant Director  
Christine Klimusko, Business Manager**

**GUESTS**                      **Nancy Stonish, League of Women Voters  
Colleen Cochran, Glenview Public Library Youth Services  
Librarian  
John Huber, Consultant, J. Huber and Associates**

**1.      CALL TO ORDER & ROLL CALL**

**President Ruter called the meeting to order at 7:30 p.m. and the roll was called.**

**2.      REPORT OF THE FRIENDS OF THE GLENVIEW PUBLIC LIBRARY**

**None at this time.**

**3.      APPROVAL OF MINUTES**

**(a)      Regular Meeting of May 18, 2017**

**MOTION      Moved by Johnson, seconded by Kalfas, to approve the Minutes of the  
May 18, 2017 Board Meeting, as amended.**

**Voice vote taken. All ayes. No nays. Motion carried.**

#### 4. APPROVAL OF WARRANTS – W. Goldstein

Trustee Goldstein reviewed the warrants for June 15, 2017. She found them to be in order and itemized those warrants and checks greater than \$5,000.00.

**MOTION** Moved by Goldstein, seconded by Miller, to approve the warrants of June 15, 2017 in the amount of \$194,183.14.

Roll call vote taken. Goldstein, Kalfas, Johnson, Miller, Vega and Ruter voted aye. No nays. Motion carried.

#### 5. EXAMINATION OF FINANCIAL REPORTS AND STATISTICS

Library Director Novak reviewed the Financial Reports and Statistics through April, 2017. Cash and investments fund balances are healthy, given the recent receipt of the first installment of property tax collections.

A total of \$3,300,558 in current year's property tax payments has been posted, with an additional \$17,000 in prior year's property taxes. 44.8% of projected revenues have been received one third into the fiscal year.

Expenditures remain light and all are at or within the 33% benchmark. The highest total expenditures are reflected in the Personnel category, with 29.7% spent. The lowest amount of funds expended is from Other Charges, with expenditures of 0.9%.

An aggregate total of 22.1% of Appropriated Funds has been spent through April. Appropriated Funds includes the library's Operating Budget, as well as the Gift Fund, the Capital Contribution Fund, the Capital Reserve Fund and the Debt Service and Bond and Interest Funds.

Each year the Library gets a report titled the "13th Month," which is a summary of the previous fiscal year's totals after all outstanding charges have been debited or credited to their respective fund categories. The 13th Month report for 2016 has been included in this packet. Total library expenditures for 2016 were 96.1%.

#### 6. PRESIDENT'S REPORT

President Ruter distributed the Board Committee assignment for 2017 – 2019.

Trustees have been invited to participate in the Harry Potter and the Sorcerer's Stone Read-A-Thon on Monday, July 31<sup>st</sup> to commemorate the 20<sup>th</sup> anniversary of the book.

The American Library Association Conference will be held in Chicago next week, June 23<sup>rd</sup> through the 27<sup>th</sup>. President Ruter will be attending.

President Ruter has requested that the Department Head Executive Summary prepared each month be one page, highlighting accomplishments or challenges within the department.

## 7. ACCEPTANCE OF STAFF REPORTS AND STATISTICS

- (a) Library Director's Report
- (b) Statistics for May, 2017
- (c) Electronic Statistics for May, 2017
- (d) Library Website Electronic Usage
- (e) MyPC Reservation Service
- (f) Electronic Payment Transaction
- (g) Inter Library Loan
- (h) Monthly Vending Summary from Mark Vend
- (i) Drive-Up Window Usage
- (j) Staff Reports
  - i) Assistant Director
  - ii.) Head of Circulation
  - iii.) Director of Communications
  - iv.) Information Technology
  - v.) Head of Reader Services
  - vi.) Head of Reference Services
  - vii.) Head of Technical Services
  - viii.) Head of Youth Services
- (k) Report from Associated Technology Partners
- (l) Press Releases
- (m) Miscellaneous Speak Ups
- (n) Correspondence

**MOTION** Moved by Miller, seconded by Goldstein, to approve the Staff Reports and Statistics as presented.

Voice vote taken. All ayes. No nays. Motion carried.

Trustee Johnson requested the Facilities Department Head Mark Depa prepare a

report on the hot water heater issue and look in to a tankless option should the hot water heater fail again.

## 8. BOARD COMMITTEE REPORTS

None at this time.

## 9. PUBLIC PRESENTATION

None at this time.

## 10. UNFINISHED BUSINESS

None at this time.

## 11. NEW BUSINESS

- (b) Approval of Intergovernmental Agreement – Electronic Content Consortium

**MOTION** Moved by Johnson, seconded by Goldstein to approve the Intergovernmental Agreement – Electronic Content Consortium.

Roll call vote taken. Goldstein, Kalfas, Johnson, Miller, Vega and Ruter voted aye. No nays. Motion carried.

- (c) Presentation by John Huber – High Spot Review Summary Report

President Ruter introduced John Huber of J. Huber & Associates. Huber spoke at Staff Training Day in February. With the All Staff presentation, Huber kicked off a four month external assessment of nine (9) supply delivery chains within the library. The service delivery chains reviewed were: Holds, Shelving, Technical Services, New Book Selection, Reference Services, Computer Services, Inter Library Loan, Youth Services and Reader Services.

Huber noted that he was impressed with the professionalism of the library Staff. He felt it is obvious that Staff care about this library. This can be seen in the staff culture: they have a deep concern for patrons, service, and the community.

Huber gave a brief biography. By profession he is an Industrial Engineer. He started consulting in 1986 and began working with libraries in 2001. Huber found that

libraries and manufacturing companies have a lot in common. They are similar with regards to: manufacturing, organization, product development, distribution, retail and marketing. After several years, Huber discovered what was even more important is what makes manufacturers and libraries different. He found that whatever additional time library staff can free up from daily tasks can be used to focus on community outreach.

By definition, a Supply Delivery Chain, according to Huber, are activities required to provide a service to the customer from first event of the process to the end when the customer receives the service or product. Service delivery chains cross all department boundaries, functions and physical demarcations and support all library activities.

The first step in the External Assessment was to form a Leadership Team and a Cross Functional Team. The Cross Functional Team was comprised of members from each of the Supply Delivery Chain departments being evaluated. Cross Functional Team meetings were held every Thursday afternoon for 10 weeks. Huber studied processes and challenged staff as to why things are done in many areas. Staff scored very high in some service areas, but Huber suggested modifications which could make performance even better – changes which would free up staff time spent on repetitive tasks, which could be spent on Community Engagement activities.

Huber's final recommendations were presented to the Board. The Board will review Huber's report and recommendations. The Board will use information from the External Assessment, along with the Internal Assessment completed last year as the basis for developing the library's next Strategic Plan in 2018.

President Ruter thanked Huber for the information.

## 12. ANNOUNCEMENTS

- (a) ALA Conference, Chicago – June 22 – 27, 2017

The ALA Conference will be held in Chicago from June 22<sup>nd</sup> through June 27<sup>th</sup>. The exhibit booths will be at McCormick Place.

## 13. OTHER

None at this time.

**14. PUBLIC COMMENTS**

**None at this time.**

**15. EXECUTIVE SESSION**

**None at this time.**

**16. ADJOURNMENT**

**There being no additional business to be brought before the Board, President Ruter requested a motion to adjourn.**

**MOTION Moved by Kalfas, seconded by Goldstein to adjourn.**

**Voice vote taken. All ayes. No nays. Motion carried.**

**The meeting adjourned at 9:54 p.m.**

**Respectfully submitted,**

**Stella Kalfas, Secretary  
Glenview Public Library Board of Trustees**