

**BARTLETT PUBLIC LIBRARY DISTRICT
REGULAR BOARD MEETING MINUTES
Monday, January 20, 2020**

The regular meeting was called to order at 7:00 p.m. by President Barry.

ROLL CALL: Present were Trustees Olsen, Deyne, DeSmidt, Sias, Hopkins, Bucaro and Barry.

Staff members present: Library Director Karolyn Nance, Human Resources Generalist Dina Castelvechi, IT Manager Bridgett DeJohn, Adult & Technical Services Manager Mary Jane O'Brien, Facility Supervisor Jacob Coy, Public Relations Specialist Roslyn Schmaltz, and Graphic Artist Lisa Marinelli

Patrons Present: Ralph Tovar, Marianne Kingsmill, Kristen Carren

Guests Present: Paul Inserra from McClure, Inserra & Company

Recording Secretary: Jodi Baxter

TOWN HALL: None

APPROVAL OF ITEMS ON CONSENT AGENDA

A motion was made by Trustee Olsen to remove two items from the Consent Agenda:

Item a) the Minutes from the December 16, 2019 meeting;

Item b) Approval of Bill List

Trustee Deyne seconded the motion and it was approved by roll call vote. All ayes. Trustee Sias abstained.

A motion was made by Trustee Bucaro to accept the Consent Agenda as amended and seconded by Trustee Deyne. The motion passed by roll call vote. All ayes. Trustee Sias abstained.

Item a) Minutes of December 16, 2019. The following changes were noted:

1. Approval of Bill List - ThermoSystems Invoice: Trustee DeSmidt requested that the following third and fourth sentences be added:

“Trustee DeSmidt inquired on the cost for the motor for the boiler, and requested the invoice for the repair. Trustee DeSmidt also questioned overtime payment, as ThermoSystems is not arriving until 9:00 a.m. or later.”

2. Compromise of Computer Systems: Trustee Olsen proposed the addition of this statement before the second paragraph:

“Director Nance stated that she had made the final decision to wipe/reformat the servers without verifying that full backups existed.”

Trustee Olsen proposed the addition of the following statement before the third paragraph:

“Trustee Olsen asked Manny Garza if a new backup software application hadn't been installed on November 22, 2019 by Computers for Business (CFB). Trustee Olsen asked if the backup software had been tested to verify what was being backed up and that it was successful. Manny Garza was unable to verify that this had been done.”

Trustee Olsen proposed the addition of the following statement after the third paragraph:

“Trustee Olsen asked what the backup procedures are and whether backups are verified to ensure they are successful, whether a manual log of backups is maintained. Manny Garza could not answer these questions. Trustee Olsen asked why in light of changes, the IT department made no effort to verify that backups were

being correctly and fully done. Trustee Olsen asked that IT check backups to be certain that emails had not been done in the past.”

3. Loan Periods, Renewals, and Fine Policy. Trustee DeSmidt requested adding the following two sentences after the first sentence:

“Trustee DeSmidt inquired whether patrons would have longer holds due to the extension. She was informed that the department would be watching for that activity.”

4. Zero Based Budgeting. Trustee Olsen asked that the first paragraph be changed as follows:

“Trustee Olsen stated Zero Based Budgeting had been requested in writing by him with the request going to Director Nance with a copy to President Barry on December 5, 2019. No attempt was made by Director Nance or President Barry prior to the finalization of the Board packet to contact Trustee Olsen regarding the intent to make the change. Trustee Olsen stated that President Barry had exceeded his authority by making the change. Trustee Barry stated that he wanted to delay due to the absence of Trustee Sias at the December Board Meeting.”

Board Discussion to #4: Trustee DeSmidt reviewed the zero based budget discussion from the December meeting, which was submitted by Trustee Olsen as an action item and placed on the discussion agenda by President Barry. She did not disagree with President Barry’s action, but thought that there should have been feedback, and President Barry agreed. Trustee Hopkins stated it is standard for a new topic to be added as a discussion item so that everyone understands, and a new topic is not automatically an action item. Trustee DeSmidt shared that priority concerns have been discussed in the past with one to three trustees absent.

Board Discussion to #3: Trustee Hopkins recalled that Director Nance and IT staff decided collectively. She also stated that, operating in the mode of full disclosure, she thought that the line of questioning Trustee Olsen directed at IT Assistant Manny Garza at the December meeting was inappropriate and harassment. Trustee Deyne agreed. Trustee DeSmidt stated that her recollection was that there was a group discussion about the servers between Bridgett DeJohn, Manny Garza, and Karolyn Nance, but of course, Director Nance made the final decision, as she is the director.

Trustee Hopkins made a motion to approve the minutes as amended. Trustee DeSmidt seconded the motion and it was approved by roll call vote. All Ayes. Trustee Sias abstained.

Item b) Bill List

Trustee Olsen asked for clarification regarding the \$5,000 invoice paid to Computers for Business. IT Manager Bridgett DeJohn stated that \$4,800 related to ransomware work, and the remaining \$200 related to Microsoft support. Trustee DeSmidt asked if the ransomware would be covered under the insurance policy. Director Nance responded that it has been submitted to insurance. Other expenses will also be submitted.

Trustee Olsen made a motion to approve the Bill List. Trustee Bucaro seconded the motion and it was approved by roll call vote. All ayes. Trustee Sias abstained.

CORRESPONDENCE:

Director Nance shared that the Library received a memo from Attorney Roger Ritzman, detailing new Illinois legislation effective January 1, 2020, for the Board’s review.

REPORTS: President Barry shared that RAILS has good news that the organization is financially healthy, with 19 months of operating costs in its bank account.

Trustee Deyne made a request that all information and reports be in good format prior to submission.

Trustee DeSmidt shared details of the recent ILA Executive Board meeting. The Board's focus is on the upcoming Trustee Training event on March 14, 2020 at the Marriott in Oak Brook, as well as planning the October 2020 convention, focusing on laws for homeless and self-evaluation procedures.

Trustee Olsen shared information regarding the "Anythink Library" in Colorado, a unique library that provides educational opportunities and art-related programs for patrons. An interesting approach to a difficult service market for libraries in general.

ACTION ITEMS

Zero Based Budgeting

Trustee Barry made a motion to move Zero Based Budgeting to the top of the Agenda. Second by Trustee Olsen.

Trustee Olsen then made a motion to adopt zero-based budgeting as the methodology used by the Bartlett Public Library District. Second by Trustee DeSmidt, followed by discussion.

Trustee Olsen provided data to the Board for discussion, to assist in evaluating the Bartlett Library against comparable entities. He used the IMLS database to gather comparative information from 18 libraries with similar populations. He reviewed the number of users (cardholders), and revenue per individual resident with the district. He noted that only five libraries have less revenue than the Bartlett Library.

Trustee Sias asked if this discussion related to Zero Based Budgeting. Trustee Olsen responded that with the library's current budgetary methods, the library has no funds set aside for capital needs. Zero Based Budgeting will allow the library to analyze all activities in order to set funds aside for capital needs and develop effective programs for the community.

Trustee Bucaro asked if any comparable libraries are using zero based budgeting. Trustee Olsen stated that 44% of all governmental agencies use zero based budgeting, but that he did not have information regarding other libraries. Director Nance shared that Fox River Valley Library uses modified Zero Based Budgeting, and believes that we are also doing a modified version. The Library should pay off the deficit by June, and then use funds towards capital expenditures.

Trustee DeSmidt welcomed Mr. Paul Inserra, of McClure & Inserra, to present his review of the Library's financials. Mr. Inserra stated that Zero Based Budgeting needs to be defined by the Board. He reviewed a draft of the Library's most recent audit, and noted the general fund deficit. President Barry stated this was due to overrun on a major construction project, and not due to imprudent spending. Mr. Inserra also noted that for the past year, the library has had a surplus, and appears to be moving in the right direction.

Trustee DeSmidt asked Mr. Inserra about surplus in certain funds, such as salary line items. Mr. Inserra stated that surplus dollars are generally added to the general fund. However, the Board can decide to move the surplus to capital reserve. Trustee Olsen stated that full-time staffing positions are not reviewed automatically as part of the budget. Director Nance disagreed and stated that there has been a significant decrease in the number of employees.

Trustee Olsen stated that a reserve is needed not only for operations, but for capital needs as well. Trustee Hopkins replied that this is similar to what is being done. "As far as budgeting and building special funds,

we'll do that, but we need to pay off the deficit, which is due to problems from a construction issue. Funds will then go to capital needs." Trustee Hopkins stated.

Trustee Bucaro stated that once the Board takes care of the deficit, the Library would also be able to apply for grant funds. Trustee DeSmidt stated that she is torn. She has heard great things about zero based budgeting, but not sure, if it works with a smaller library, if a modified version is already working. Trustee Sias stated that while he is open to judging this methodology on its merits, the discussion sounded like a thinly veiled attack and not a good use of time.

On the motion to approve Zero Based Budgeting, Trustee Olsen voted aye. All other nays. Motion failed.

Trustee Olsen asked to make a comment after the vote. He believes that budgets are the responsibility of the Board, not the director, and that more understanding of the zero-based budgeting process is needed. Trustee Deyne stated that other the Trustees did not agree with him.

Request for Qualifications

After individually reviewing the five RFQs, each Board Member submitted a completed rubric to Director Nance. The top three companies selected were Grumman/Butkus, Elara Energy Services, and IMEG Corporation. Trustee Olsen confirmed with Director Nance that cost was not included in the rubric.

Trustee Hopkins made a motion to move forward with obtaining quotes from Grumman/Butkus, Elara Energy Services and IMEG Corp. Trustee Bucaro seconded the motion and it was approved by roll call vote. All ayes.

Printing Quotes

Graphic Artist Lisa Marinelli and Public Relations Specialist Roslyn Schmaltz made a presentation to the Board regarding printing options. They stated that the Library has used the same vendor, Creekside Printing, for approximately eight years, and have been seeing price increases. They reached out to RAILS and other libraries for suggestions. The majority use Vogue Printers, which offered the lowest bid on the newsletter format, low charge fees and flexibility for last minute changes.

A 4x9 format for the newsletter was also presented. Discussed options for public feedback. If there is enough negative feedback, we can simply go back to the old format. Trustee Olsen would like to see content changes as well. Graphic Artist Lisa and Public Relations Specialist Roslyn explained how they include services in the Newsletters, and intentionally choose specific services to highlight rather than all of the services at once as to not to make the pages overwhelming. Trustee Deyne asked for confirmation regarding postage, which would increase from \$.76 for the standard newsletter, to \$.91 for the new format.

Trustee Sias made a motion to approve changing the printer to Vogue Printers, as well as to approve the new format for the 2020 Fall Newsletter. Trustee Hopkins seconded the motion and it was approved by roll call vote. All ayes.

Expectation of Library Users Policy

Trustee Olsen made a motion to approve the Expectation of Library Users Policy. Seconded by Trustee DeSmidt. Discussion occurred regarding firearms, prohibition of drugs, and special use permits for alcohol. We have historically had events approved by the Library Board where alcohol has been served.

Trustee Olsen withdrew his motion, and moved to table this discussion until the February meeting. Second by Trustee Bucaro. Motion carried.

Interlibrary Loan Policy

IT Manager Bridgett DeJohn presented changes to the Interlibrary Loan Policy:

- a) Change to restrict services to Bartlett Public Library District residents being able to place interlibrary loans. This is a service paid for by the Library, and should benefit its residents.
- b) Decreasing amount of interlibrary loan requests that patrons can place with staff from six to five per day.
- c) Additional formatting changes: Eliminated second sentence of policy; changed the format of the first sentence to reflect residents instead of those who use the Library; changed the word “charged” to “request;” removed First Search before OCLC.

Trustee DeSmidt made a motion to approve the Interlibrary Loan Policy. Trustee Hopkins seconded the motion and it was approved by roll call vote. All ayes.

DISCUSSION ITEMS

WorldCat OCLC – New Process for ILLs

Discussion occurred regarding new features that will allow patrons to search for items and place interlibrary loan requests from home. Director Nance shared a goal to purge obsolete WorldCat records. Trustee DeSmidt asked the Marketing Department to pursue avenues to make the public aware of this new feature.

Press Releases

Trustee Olsen expressed the following concerns regarding the removal of press releases from the Library website without Director Nance being aware. Removal of general press releases is not an issue. But the press release regarding the recent hacking incident should remain on the website, as it is a historical fact.

Trustee Olsen also expressed several concerns regarding the content of the hacking press release. It addressed loss and restoration of the catalog, but did not address the complete loss of emails. Important that the public is aware that historical records were lost, as it is the Board’s responsibility to safeguard assets of the Library. Also, press releases should be published wherever the library legally publishes.

Board Agenda

Trustee Olsen stated that he was not happy at the last Board Meeting, when his request for an action was instead added as a discussion item. He read several sections from the Trustee Manual. He asked Trustees to review the manual.

Forensic Computer Companies

Director Nance and IT Manager Bridgett DeJohn informed the Board that they are reaching out to three forensic companies to determine whether any emails can be recovered. There will be an update in February 2020.

Trustee Olsen asked if the insurance reimbursement amount was known. Director Nance stated that invoices have been submitted for the computer consultant, and she is waiting until mid-February to submit material loss fees. The Library expects an insurance reimbursement of \$4,000 in February 2020.

ThermoSystems

Overtime charges occurred when staff was not informed that the company was arriving later in the day and working past business hours. This issue has been resolved. If work is not done by 3:30p.m., it will need to be done the next day to avoid overtime charges unless it is an emergency.

Facility Supervisor Jacob Coy and Director Nance are working to review all invoices. Currently, a credit of 5-1/2 hours is expected. Trustee Bucaro asked if we have an idea of the amount of the credit. Director Nance can obtain this information for the Board.

The ThermoSystems contract ends in June 2020. Trustee DeSmidt asked whether a different company should be bought in. Director Nance stated that if there is an immediate need, such as a leaking boiler, it would be difficult to stop the process and obtain three quotes to use a different company. She recommends continuing to work with ThermoSystems; they are knowledgeable about our equipment. In June, we can obtain quotes for a new maintenance service company.

Trustee DeSmidt stated that had she not raised the question regarding overtime, the practice could have continued. She asked that Director Nance keep the Board informed of any additional service fees. She also requested information on current contracts, and that perhaps low level repairs could be handled more efficiently by local service providers.

Legislative Lunch

President Barry, along with Trustees Olsen and DeSmidt, shall attend the Legislative Lunch on Monday, February 3, 2020.

Trustee Forum

The 2020 Spring Trustee Forum is scheduled on Saturday, March 14, 2020 at the Oak Brook Marriott from 8:00 a.m. – 3:30 p.m. Contact Director Nance if attending.

Foundation Update

Next meeting is scheduled Monday, January 27, 2020 at 4:30 p.m.

Friends Update

Next meeting is scheduled Tuesday, January 21, 2020 at 7:00 p.m.

Executive Session.

There will be an Executive Session after this meeting.

Upcoming Meetings and Events

Monday, February 3, 2020

Legislative Lunch 12:00 p.m. (Oak Brook Marriot)

Saturday, March 14, 2020

Trustee Forum 10:00 a.m. (Oak Brook Marriot)

TOWN HALL: None

ADJOURNMENT

There being no further business, a motion to adjourn to Executive Session was made by Trustee Hopkins and seconded by Trustee DeSmidt. The motion was approved.

Meeting adjourned to Executive Session at 8:36 p.m. Litigation (as permitted by 5 ILCS 120/2 Section 2(c)11 of the Illinois Open Meeting Act.)

Present were Trustees Olsen, Deyne, DeSmidt, Sias, Hopkins, Bucaro and Barry.

Staff members present: Library Director Karolyn Nance and Human Resources Generalist Dina Castelvechi

Trustee DeSmidt made a motion to adjourn back into regular session at 9:08 p.m. Trustee Bucaro seconded the motion. The motion was approved.

Trustee DeSmidt made a motion to adjourn the regular session at 9:09 p.m. Trustee Sias seconded the motion. The motion was approved.