

MINUTES

Waukegan Public Library – Board of Trustees Meeting

Wednesday, November 18, 2020 6:30 PM

Virtual Meeting <https://www.youtube.com/user/wplstaff>

I. Call to Order

The meeting was called to order at 6:30pm.

II. Roll Call

Trustees present: Ms. Sylvia England, Mr. Josue Pasillas, Mr. Larry McShane, Mr. Bryan Escobar, Mr. Robert Freeman, and Ms. Tatiana Amorella.

Trustees absent: Ms. Martha Padilla-Ramos (with notice), Ms. Jean Smith (with notice), and Ms. Chetara Jenkins (with notice).

Also, present Mr. Jon Gaskill, Acting Executive Director; and Ms. Gale Graves, Acting Assistant Director, Ms. Anna Guthman, Business Office Manager' Mr. Doug Dorando, Legal Counsel, Martha Trotter, representing Sikich, LLP and Ms. Susan Royer, Executive Assistant.

III. Public Comment

Hello,

It was nice to meet you today. Thank you for listening to my complaint. I wanted to follow up in writing with facts that you should address with the board and your staff. I have copied the board member in charge of taking in public issues for next week's meeting. Additionally, I have copied Mayor Cunningham as I am thinking sensitivity training is likely needed throughout the various departments.

- Taking temperature of each individual or denying access. Regulatory or discretionary? Plan of action.
- Taking temperatures via head vs arm or other method. Regulatory or discretionary? Plan of action. (As well as allowing admittance of those with disabilities that ask, or caregivers voice, their temperature not be taken).
- Masks required for admittance. Regulatory or discretionary? Plan of action. (You may have a person have an anxiety attack or asthma attack coming on who may remove their mask while in the building or prior to entrance-what is your plan?)
- Respecting a patron with disabilities. Regulatory or discretionary? Plan of action.
- Inquiring on types or disabilities or refusing service of a disabled person due to their disabilities, while failing to provide REASONABLE ACCOMMODATIONS as the ADA law title 2 requires. Plan of action for avoiding lawsuits on staff, WPL, City of Waukegan, Board of Trustees and affiliates.
- What are some ways Waukegan can be more accessible to all disabilities (even invisible disabilities)?
- Wheelchair accessible/adjustable height computer desk needed. (Minimum 1)
- Adjustable desk station for standing and working on computer. (Minimum 1)
- Education of staff as to invisible illnesses and about the importance of accommodating ALL PATRONS as to not discriminate against any single patron.
- NO patron (disabled or not) should be told they must use a specific area. You are a public service it is imperative that all patrons are able to move freely in the areas open to the public

and not restricted, ESPECIALLY due to disability. (I would reference today and the patron with the service dog being questioned and then told she MUST sit at a specific computer workstation. The dog should be welcomed as the patron and then when the patron requests and accessible computer station-directed to such. Please note that the patron STILL HAS THE RIGHT to sit where ever they choose and should not be questioned nor harassed.

- Arguments about rules should be disregarded especially when the patron has voiced a disability and/or is physically or mentally disabled by staff's common knowledge of disabilities.
- (This would apply to ALL patrons including homeless, poor, belligerent, etc. Staff should cease from engaging in argument and understand possible mental health issues or invisible physical illnesses causing pain and frustration). The patron should not NEED to always self identify to receive RESPECT and common courtesy given to other patrons.
- I do also recommend that the staff member I spoke to today be counseled by Human Resources. I feel that the manner in which he argued with me when I repeatedly asked for a supervisor was out of line. As I expressed to you, I feel that I am engaging in a power struggle every time I enter the building and he is there. I feel that he would be better suited working in another area as your first impression and final goodbye that make the library either an enjoyable experience or negative one.

Thank you again for listening and being reasonable today,

Nicole Hernandez

IV. Agenda and Minutes

A motion to approve Agenda for WPL Board of Trustees November 18, 2020 meeting was made by Mr. Pasillas and seconded by Mr. McShane. Motion passed.

A motion to approve the Minutes of the WPL October 21, 2020 meeting was made by Mr. Pasillas and seconded by Mr. McShane. Motion passed.

V. Auditor's Report

Ms. Martha Trotter provided an overview of the Audit. The audit was conducted virtually/electronically this year and all testing was completed without issue; the Library had a clear opinion—the highest possible rating. Ms. Trotter thanked Ms. Guthman for ensuring a smooth process. Copies of the audit have been provided to the Board.

VI. Finance Committee Report

The Finance Committee met to review the financial reports prior to the regular Board meeting. The financials were in good order.

There were significant expenditures related to the Cares Act Grant. One disbursement to Long Grove Confectionary in the amount of \$32,694 was questioned. It was explained this was for the PPE kits for the community and was part of the CARES Act Grant funds.

A motion to Approve October 2020 disbursements was made by Mr. McShane and seconded by Mr. Pasillas.

Mr. Pasillas, Mr. McShane, Mr. Escobar, Mr. Freeman and Ms. England voted Aye

Ms. Amorella voted Nay

Motion passed.

VII. Acting Executive Director's Report

Reopening:

We were open and headed to seven-days-a-week and in a moment's notice, with rising numbers in our community, the Governor rolling us back to Phase 3, and the request by local officials to stay home unless absolutely necessary, we closed the library to in-person service within the building. Elimination of this risk and unknown factor from the public mitigates exposure for our staff so we can continue to offer Touchless Curbside (and even expand it!) and provide expanded service to the community. Our leadership team is hard at work to develop more virtual methods to connect with patrons and our community, including virtual reference assistance, 1:1 virtual services and library card services using technology available to most people.

Covid-19 efforts:

Thus far, only one staff member has tested positive, but this individual is primarily working from home. We had a few close calls and a false alarm on Friday, though we are taking proactive steps to isolate/quarantine as appropriate, and all staff experiencing symptoms or in direct contact with COVID-19 are encouraged to stay home and seek a test and are not to return until we receive the results of the test. One person out, as a precaution, can mean a whole department is wiped out for up to two weeks, there are challenges, but we are coming together to provide solutions.

Board Member/Budget discussions:

We need to reiterate the importance of communication- I would still appreciate the opportunity to get together with Board members 1:1, (preferably via Zoom) to discuss the WPL and its role in the community, and our efforts moving forward in this new normal. Budget discussions begin with Library leadership over the next few weeks, and before the budget is presented to the full Board, we would like to take a moment to discuss our funding moving into the future. We still do not know the full impact of COVID-19, but we do know there will be one and what we do now assures we can continue to provide service to our community, focused on our mission and vision, and the strategic direction of the Library.

VIII. Services Report

Ms. Graves provided an update on services including:

We continue to receive positive responses to the newsletter. The next newsletter will include more virtual programming being offered.

The Library continues to work on expanded services and is also working with the school district to expand services.

The majority of the Cares Act Grant has been spent for preparation of the PPE kits. The kits will be distributed throughout Lake County, with our partners, in areas highly affected by COVID.

Ms. Graves continues to look for additional grants and is working on digital literacy education; access to refurbishes laptops and hot spots.

IX. Governance Committee Report

The Governance Committee meeting was cancelled. They will meet again on December 2nd at 5:30pm.

X. President's Report

Ms. England provide the Board with Committee Meeting Schedules; going forward meetings are as follows:

- Governance Committee meetings, the first Wednesday of the month at 5:30pm
- Friends of the Library/Foundation, the 2nd Wednesday of the month at 6:00pm
- Development Committee, the 3rd Monday of the month at 5:30pm
- Finance Committee, the 3rd Wednesday of the month at 5:45pm, prior to the regular Board

meeting at 6:30pm

The Development Committee met on November 16. Items discussed included:

- Putting together an orientation package for new trustees
- Trustee roles
- A long-range plan for the Library
- Education of Trustees

More information to come.

Ms. England also thanked Ms. Debra Jordan for all the work she did for the Library.

XI. New Business/Action Agenda
None

XII. Announcements/Trustee Comments

Ms. Amorella asked how tonight's Public comment will be addressed. Ms. England explained Mr. Gaskill will address the comment and if further action is needed it will come to the Board. Ms. Amorella also thanked staff for their work.

Mr. Escobar stated he loves the content on the Library's Facebook page.

Mr. McShane said Bravo to all staff and expressed that he is impressed with Mr. Gaskill and thinks he is doing a very good job. He was also impressed with the You-Tube videos put out by staff.

Mr. Pasillas thanked staff for their continuous excellent work and called out Ms. Graves and Ms. Cordova for their work out in the community.

Mr. Freeman announced to all patrons there are new guidelines in place to become citizens.

XIII. Adjourn - Motion to adjourn at 7:18 PM.

For question or comments, please email the Board at wplboard@Waukeganpl.info or visit the Board's website at www.waukeganpl.org/board-of-trustees. For assistance in accessing the meeting, contact 847-775-2551.