

MINUTES

Waukegan Public Library – Board of Trustees Meeting

Wednesday, July 21, 2021, 6:30 PM

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

I. Call to Order

The meeting was called to order at 6:31pm.

II. Roll Call

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

Trustees absent: Ms. Chetara Jenkins (with notice).

Ms. Martha Padilla-Ramos joined the meeting at 6:40pm. A motion to bring Ms. Padilla-Ramos into the meeting was made by Mr. McShane and seconded by Ms. Amorella. Motion passed.

Also, present Mr. Jon Gaskill, Acting Executive Director; Ms. Gale Graves, Acting Assistant Director; Ms. Anna Guthman, Business Office Manager; Ms. Karina Martinez, Acting Marketing Manager; Mr. Isaac Salgado, Interim IT Manager; and Ms. Susan Royer, HR Coordinator.

III. * Public Comment -

Public comments submitted to the Board by Aaron Clarke and Chris Heslin. Copies of the comments were distributed to the Board for the record.

IV. Agenda and Minutes

A motion to approve the Agenda for WPL Board of Trustees Wednesday, July 21, 2021, meeting was made by Mr. Pasillas and seconded by Ms. Smith. Motion passed.

A motion to approve the Minutes of the WPL Board of Trustees June 16, 2021, meeting was made by Ms. Smith and seconded by Mr. McShane. Motion passed.

V. Finance Committee Report

The Finance Committee met prior to the regular Board meeting to review the WPL Profit and Loss and Check Detail Reports and found all to be in order. Ms. Guthman provided an overview of the budget status.

A motion to approve the June 2021 disbursements was made by Ms. England and seconded by Mr. Pasillas. Motion passed.

Mr. McShane reminded the Board anyone who wishes to attend the Finance Committee Meetings is welcome to attend.

VI. Acting Executive Director's Report

Mr. Gaskill provided his report to the Board.

It has been a busy month here at WPL- we have had two visits since our last board meeting from the Kohl Children's Museum pop-up on our courtyard, with the final visit coming this Friday- it is a great program, and fun for kids to play in a safe, outside, socially distant way for staff and patron safety. We had our first successful summer concert this past Saturday with Nico Barberan and his band from 5-7 and are excited to welcome Kaleidoscope Eyes (Beatles Tribute Band) on August 21 from 5-7, in conjunction with Art Wauk.

The library will be fully open starting Sunday, August 1st. 10-7 M-F, 10-3 Sa/Su, with full access to the lower level (Children's minus ELC and the Literacy Suite) and the Hinkston Fieldhouse Branch is open M-F 10-2. Our home delivery process is in its final stages so we may implement this program to the public September 1. Our Branch will receive a slight makeover, and we look forward to holding a grand re-opening in September as well. More information is forthcoming, and I will keep you in the loop, as always.

We have put together a cross-functional Patron Services team to meet the needs of our patrons and make sure each person receives personalized service. This is part of a culture shift at our library which puts the patron at the center of our service and gives us an opportunity to focus on relationship building, not just in-and-out transactions. We will be conducting further training to make sure staff are apprised, and for our current level of service, this model is sufficient. It allows for cross-training to help staff fully understand what is happening at the library, and to make sure each patron is directed to the appropriate person. I hope to explain this and our staffing individually with each board member in the coming weeks- please reach out to Susan or myself to schedule your meeting slot. I hope to also pick board members' brains about the Use of the Library policy, and how you would like our service to reflect our mission, vision, and strategic plan.

This is our last meeting via Zoom, we will meet August 18 at the library building, and I will be discussing how we can safely allow the public to attend. More information is forthcoming, so stay tuned. I am also excited to be working with Susan and our Admin team to put together a board retreat in August! We hope to bring everyone up to speed about the trustee role, and to get a better understanding of how our library operates. This training is a long time coming, and a welcome addition to our arsenal of library tools.

As always, my door is always open- please feel free to reach out with any questions, comments, or concerns. I welcome meeting with each trustee as time and your schedule allows to make sure the library is headed in the right direction, and that we have open dialog about the library and our respective community.

Mr. Gaskill also reported on staff departures and congratulated Ms. Martinez on her acceptance to Grad School, she will be missed as she did a great job, but we are very excited for her.

VII. Services Report

Ms. Graves provided an update on services.

As WPL continues to expand its services, we are seeing more patrons return and new patrons coming into the library. The following is a brief overview of the last 30 days and some key points regarding the new 30 days.

Expansion of Services

- With the changes of July 1, patron visits are increasing with the expansion of services available on the main floor. Patrons have full access to the collection, public computers, study rooms and children's resources such as a dedicated space with seating, popular components of the collection, staff, and an increase in on-site programming (outdoors). Dedicated public computers are available for adults, teens, and children on the main floor. There has been a positive response to unrestricted access to the computers (no time limits for adults).

Children's Services

- Effective August 1, the children's department on the lower level will open. Physically the department will be refreshed with changes in how space is utilized, and the collection is presented. Access to the comfy bean bag seating and tables/chairs will be relocated to outside of the ELC. Access to the ELC is under evaluation.
- July included the launch of Discovery Bags to promote science-based fun, as well as a Bring It! Make It! Take It.
- Plans for September 1, include a Library wide Back to School Celebration (for children and adults) and a robust Library Card Sign Up campaign.

Adult Services

- We continue to have a librarian virtually embedded in the Cool Learning Experience summer camp program. Onsite tours with the students and even some job shadowing will also occur.
- Two contests are under way – the Colorful Adult Art contest and Writing Contest.

Adult Education Services

- One-on-one virtual appointments are transitioning to face to face appointments for intake, health literacy referrals, literacy/ESL intake and testing. Enrollment is increasing across all the programs. Plans for August and September are to deliver services in a hybrid model.
- A "Meet and Greet" was held for the two Social Workers that will be hosting "Talk Time" and one-on-one appointments. These services are open to the public for free. These services are more like Mom's Groups, Peer Groups, etc. and are not meant to serve those with chronic or acute behavioral health needs.
- Wi-fi hotspots are being checked out and used by patrons and adult education students. This represents another needed tool in our toolbox for the public.
- WPL engaged with 80 community members at our Juneteenth event. Each attendee engaged with staff, learned important information about Juneteenth, learned about the library's collection, resources, programs and services and had fun!
- At 4:39 pm, we were informed the Adult Literacy/ESL Tutoring Program has been fully funded by the Secretary of State of Illinois Office of Adult Literacy for FY2022.

VIII. Marketing Report

Ms. Martinez provided an update on marketing and community engagement.

- Late-June Recap
 - Juneteenth Celebration.
 - Community members, families, and leaders stopped by to learn more about library resources and services. Visitors picked up an activity bag and even played a quick game of trivia!
 - Waukegan Park District Independence Parade: Shoebox Edition: The Waukegan Public Library will be participating in this year's virtual celebration.
 - Although the library did not make it to the top 3 winners, our "float" did receive a lot of attention and engagement on social media.

- Reading Colors Your World: Summer Library Fun
 - Kohl Children’s Museum Learning Lab
 - Every other Friday
 - Courtyard Concert
 - WPL joined ArtWauk on July 17, with our first live concert in over a year!
 - Free Summer Lunches (Ends August 7)
 - Monday – Friday, 12:00 – 1:00 pm
 - Friends Book Sale
- Community Outreach and Engagement
 - Freshman Orientation
 - Boys and Girls Club Family Night
- United Way of Lake County School Supply Drive
 - WPL is helping UWLC collect school supplies for WPS60 now through July 25.

IX. President’s Report

Ms. England commented oh how great the Kohls museum event was and how great the craft bags from Cindy are.

She thanked the staff who worked on Juneteenth and expressed excitement for the upcoming back to school programs.

Ms. England also informed the Board of an executive session to be held next Wednesday at 6:00pm.

X. New Business/Action Agenda

a. Per Capita Grant Award

The library was awarded a per capita grant from the Illinois Secretary of State in the amount of \$131,390.05, a \$20,000 increase over last year.

b. Review and approve quotes for a security camera upgrade for the WPL.

Mr. Salgado provided an overview/comparison of the quotes he received for new security cameras to the Board. Following a Q&A session it was decided the Board would revisit the quotes during the August Board Meeting.

c. IT update on WPL internet service providers

Mr. Salgado provided an explanation of the billing of the internet providers contracted with the library and the services included in those costs.

ICN and AT&T

We are paying Illinois Century Network (ICN) for the following services:

- Service provisioning and implementation
- Incident resolution
- Routine maintenance
- Secure Data Communications
- Connectivity consultation via Enterprise Network Services (ENS) that assist in the planning, installation, and upgrading needed for connection to the ICN
- IP addresses and NAT services as the time of initial connection as well as procuring additional addresses as needed in the future
- Use of various monitoring and analysis tools to assist directly connected sites in tracking bandwidth utilization, circuit status, performance and other information that may be valuable in troubleshooting or to develop technology plans

We are paying AT&T for the following:

- Usage of the fiber circuit on which our internet is delivered
- Maintenance needed on physical fiber lines

This internet is purchased from the State of Illinois and is currently in use for Staff. This has been in place since 2016. We are using a fiber optic internet with 100 Mbps and is very reliable compared to cable.

ICN bill = \$650.00

AT&T bill = \$522.56

Total bill = \$1,172.56

New subscribers will pay \$1,918.00 for same service

Comcast

We have two Comcast accounts. One account is in use at the main library for patrons and the second account is in use at the Hinkston branch for both staff and patrons. The class of service that we use is cable internet with 50 Mbps at the main library and 25 Mbps at the branch. The Comcast internet at the main library can also be used as backup in case of any failures on the staff side with ICN.

Comcast 128 County bill = \$219.85

- established April 2012

Comcast 800 Baldwin bill = \$153.35

- established June 2013

XI. Announcements/Trustee Comments

Mr. Pasillas thanked the staff for the great work over the summer.

Ms. Padilla-Ramos thanked staff for the newsletter, she found it very informative.

Ms. Amorella encouraged Board members to contact Mr. Gaskill or Ms. Graves with any questions they may have and to meet with them.

She also commented of the free lunch program and how great it is seeing books given away with the lunches as well as how great the Kohls museum activities are.

Ms. Amorella requested the Board make sure committee meetings happen so they can all be on the same page when the Board meets as whole.

Ms. Smith inquired about open positions and the job shadowing program. She also thanked staff for the wonderful job they are doing and requested why the newsletter is still not coming to her as an occupant.

Mr. McShane said bravo to Jon and Gale for the work being done and congratulated Ms. Martinez on her new career and said she will be missed. He also suggested including trustee names in the newsletter.

Mr. Escobar echoed comments on the summer programs. He also is glad to hear the Board will be meeting in person again and will be offering Board training.

He also congratulated Ms. Martinez.

Mr. Escobar provided a brief update on the Carnegie project.

Mr. Freeman stated he has been coming to the library a lot and finds it to be welcoming. He thanked Mr. Salgado for his presentation.

Mr. Pasillas encouraged the Board to take a tour of the library to see the work that has been done over the past year.

XII. Adjourn - Motion to adjourn at 7:48 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.