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MINUTES

Board of Library Trustees of the Batavia Public Library District

Regular Meeting

Tuesday • 19 January 2010

1. **Call to Order**

President Gibson called the regular meeting to order at 7:01 p.m. in the Elizabeth L. Hall Conference Room of the Batavia Public Library.

2. **Pledge of Allegiance to the Flag**

3. **Call the Roll**

Trustees Present: Randall E. Gibson, Maureen A. Jakubowski, Douglas S. Sullivan, James F. Trefil, and J. Thomas Von Lunen

Trustees Absent: Virginia C. Babcock and Edward F. Skahan

Staff Members Present: Director George H. Scheetz, Stacey L. Cisneros, Joy K. Ganster, Lisa M. Moore, Pam W. Weber, and Joanne C. Zillman

Visitors Present: Barb Mabbs, volunteer, Batavia Access Television (BATV), Inc.

4. **Comments from the Audience**

There were no comments from the audience.

5. **Approve the Consent Agenda**

Trustee Gibson read the consent agenda.

Trustee Gibson asked whether there were any changes to the consent agenda. In response to a request from Trustee Sullivan, Agenda Item # 5 a (3) was removed from the consent agenda and deferred to the next meeting.

Motion by Trustee Sullivan to approve the consent agenda, as amended, to include the following items:

a. **Minutes:**

- (1) Public Hearing, Tuesday, 17 November 2009
- (2) Regular Meeting, Tuesday, 17 November 2009
- ~~(3) Closed Session, Tuesday, 17 November 2009~~

b. **Expenditures:**

- (1) Expenditures (“Cash Disbursement Detail Report”) for November 2009 and December 2009, including General Fund checks (9980–10097) in the amount of \$221,950.95, and payroll and taxes in the amount of \$211,717.77, for a grand total of \$433,668.72 in expenditures.

c. **Other Action Items:** None

Seconded by Trustee Von Lunen. Roll Call: Gibson, aye; Jakubowski, aye; Sullivan, aye; Trefil, aye; Von Lunen, aye. The motion carried, 5–0, with two members absent.

6. **Approve the Agenda**

Motion by Trustee Von Lunen to approve the agenda, as presented. Seconded by Trustee Jakubowski. All: Aye. The motion carried.

7. **Financial Reports:** December 2009

- 2009–2010 Working Budget
- 2009–2010 Statement of Revenue and Expenditures (Annual Budget and Appropriation)
- 2009–2010 Investment Report

Business Manager Ganster reported that the Library is halfway through its Fiscal Year 2009–2010. She asked whether there were any questions regarding the financial reports.

In response to a question from Trustee Von Lunen, Ganster explained the difference between the annual budget and appropriation (statement of revenue and expenditures) and the working budget. Discussion followed on grants.

In response to a series of questions from Trustee Gibson, discussion followed on various revenue codes, the Maintenance Fund, the new OPAC stands, and snow removal services.

8. **Good News**

- Director Scheetz reported that several positive comments were received about the annual holiday decorations and, in particular, the Christmas tree near the Check Out Desk.
- Director Scheetz reported that Theodore B. “Ted” Clauser, Jr., Youth Services librarian, received an especially nice compliment from a patron regarding his willingness to help her son with some computer issues.

In response to a question from Trustee Von Lunen, discussion followed on employee recognition.

9. **Correspondence and Communication**

The following items of correspondence and communications were included in the Board packet or distributed at the meeting.

- Letter from Patrick King, assistant internal auditor—employer audits, Illinois Municipal Retirement Fund, to Joy K. Ganster, in which he found no exceptions in an Employer Audit of the Library (18 December 2009).

Director Scheetz congratulated Ganster for the excellent audit.

- Memorandum from Jo Ellen Mahr, Property Tax Division, Illinois Department of Revenue, in which she reported that the Consumer Price Index to use in calculating the 2010 tax extensions (taxes payable in 2011) under PTELL is **2.7%** (16 January 2010).

10. **Director's and Librarians' Reports**

Director Scheetz highlighted portions of his written report, as follows:

- **Statistical Reports**

Total Circulation

The total circulation in November reflected an increase of **16.5%** over November 2008 (59,674 compared to 51,229)—for an average of 2,057.7 items checked out per day over 29 days (the Library was closed on November 26 for Thanksgiving)—or an average of 215.4 items per hour over 277 hours.

The total circulation in December reflected an increase of **15.1%** over December 2008 (52,376 compared to 45,494)—for an average of 1806.1 items checked out per day over 29 days (the Library was closed on December 24–25 for Christmas)—or an average of 185.1 items per hour over 283 hours!

Total year-to-date circulation (July–December 2009) reflected an increase of **18.9%** over the same period in the previous fiscal year (367,976 compared to 309,460).

Total Number of Visitors

The total number of visitors in November reflected an increase of **4.2%** from November 2008 (26,696 compared to 25,502)—for an average of 920.6 visitors per day over 29 days (the Library was closed on November 26 for Thanksgiving).

The total number of visitors in December reflected an increase of **6.5%** from December 2008 (21,763 compared to 20,435)—for an average of 750.4 visitors per day over 29 days (the Library was closed on December 24–25 for Christmas).

Total year-to-date number of visitors (July–December 2009) reflected an increase of **6.1%** over the same period in the previous fiscal year (164,754 compared to 155,270).

- **Other Highlights**

“ShareThis”: Director Scheetz reported that the Library has added a new feature to its Web site, called “ShareThis.” Users just click on the “Share This” icon to open a box that will allow them to save the page or share it with others via e-mail, Instant Message, or a variety of social networking and bookmarking sites.

New Service Model: Director Scheetz reported that most telephone calls to the Library are received at (630) 879-1393—and answered by employees in the Circulation Services department. In the last 18 months, the workload related to answering the telephone—in a department that has seen its workload increase every month for several years—has become oppressive.

In order to address this issue, several members of the Management Team began working last year to develop a plan to use the Library’s automated attendant system during open hours on all three published telephone numbers. The Library currently uses the system primarily during closed hours, in order to provide after-hours messages and access to employee’s voice-mail accounts. The latter feature (voice-mail) is always available to callers, day or night.

The project team has worked carefully to develop menu options and scripts that are designed to give the caller prompt and pleasant service. This new, improved service model, which will allow a greater level of personal service and productivity in Circulation Services, will launch in Spring 2010.

In response to a question from President Gibson, discussion followed on aspects of the automated attendant system.

Live Homework Help®—Powered by Tutor.com: Director Scheetz reported that the use of Live Homework Help increased significantly in November–December.

In response to a question from President Gibson, discussion followed on reasons for the jump. Stacey L. Cisneros, head, Adult Services, suggested that the change was due to good word of mouth. She noted, as well, the importance of marketing the service; for example, different flyers were distributed to the schools last spring.

- **Report from Youth Services**

Joanne C. Zillman presented highlights from her written report and, in particular, presented information about the Winter Reading Club—“Polar-Palooza.”

In addition, Zillman presented information on future programs, including the very popular, annual Preschool Fair that is scheduled for 21 January 2010, in which over 17 preschools from Batavia, Geneva, and St. Charles will participate.

- **Report from Adult Services**

Stacey L. Cisneros presented highlights from her written report and, in particular, presented information on forthcoming “One Book, One Batavia” events and the new online book discussion, all of which lead up to the author’s visit on 18 March 2010.

In response to a question from Trustee Sullivan, discussion followed on the time frame and schedule for the series of “One Book, One Batavia” events. Cisneros noted that the schedule was designed, in part, to allow patrons more opportunity to participate.

11. **President’s Report**

President Gibson stated that he had no special report.

12. **Committee and Liaison Reports**

- a. **Standing Committee on Facilities:** There was no meeting in January.
- b. **Standing Committee on Finance:** Trustee Sullivan reported that the minutes of the committee meeting were included in the Board packet.

Agenda items included a review of the three-year financial plan, goals for the Working Budget for 2010–2011, and funding options for the Capital Improvements Plan.

In summary, the goals for the Working Budget were established as follows:

- **Books and Other Materials:** Budget at least at the level of the suggested standard in Illinois for books and other materials (12% of the operating budget)
- **Salary Issues:** Budget a “salary pool” of at least 3.0% of the Working Budget for 2010–2011, in order to accommodate employees below the salary schedule, as well as merit pay; present options
- **Reserve Funds:** Budget zero reserve funds from the Library Fund; present options
- **Overall:** Make a good faith effort to reduce expenditures and improve revenues without diminishing the overall quality of service; the Committee recognized that not using reserve funds could lead to a reduced budget for 2010–2011

In response to a question from Trustee Gibson, discussion followed on reserve funds. Trustee Gibson challenged the Library to come up with “out of the box” ideas to balance the budget.

- c. **Standing Committee on Outreach:** There was no meeting in January.
- d. **Standing Committee on Services:** Trustee Gibson reported that the minutes of the committee meeting were included in the Board packet.

In addition to one item on the Board agenda (special project), agenda items included a proposed one-year extension to the café lease. The current lease expires on 31 December 2010.

- e. **Batavia Public Library Foundation:** Director Scheetz presented a brief report on the work of the Batavia Public Library Foundation, which has started to explore several fundraising ideas.
- f. **Friends of the Batavia Public Library:** There was no meeting in December.
- g. **Library Integrated Network Consortium (LINC):** There was no meeting in January

13. **Special Project: CDs; Computers; Teens** (Standing Committee on Services)

Director Scheetz presented an proposal to rearrange several carrels and stack units adjacent to the Reference Desk, as well as to recommend that the Board of Library Trustees approve the purchase of additional stacks and shelves—including 26 additional pull-out browser boxes to increase the shelf capacity of the compact disc (CD) collection—from Embury Ltd., of DeForest, Wisconsin, at a cost of \$9,810.94, delivered. Discussion followed.

In response to a comment by Director Scheetz, discussion followed on the water fountains near the Reference Desk.

In response to a question from Trustee Von Lunen, discussion followed on additional services needed to complete the project, including electrical work and help from Embury Ltd. to effect the move. Trustee Gibson commented that Library employees should take special care to avoid injury in a project of this nature, and expressed support for working with Embury Ltd.

Motion by Trustee Sullivan to approve the purchase of additional stacks and shelves from Embury Ltd., of DeForest, Wisconsin, at a cost of \$9,810.94, delivered, and the cost to relocate electricity and Ethernet services on a time-and-materials basis, at an estimated cost of \$1,500.00, as presented. Seconded by Trustee Jakubowski. Roll Call: Gibson, aye; Jakubowski, aye; Sullivan, aye; Trefil, aye; Von Lunen, aye. The motion carried, 5–0, with two members absent.

14. **Future Agenda Items**

Director Scheetz noted that an updated list of future agenda items was included in the Board packet.

15. **Comments from the Board**

There were no additional comments from the Board.

16. **Next Meetings or Events**

- a. *Birthdays of Martin Luther King, Jr. (Observed) (3rd Monday in January), Monday, 18 January 2010, Library Open*
- b. *Lincoln's Birthday, Friday, 12 February 2010, Library Open*
- c. *Washington's Birthday (Observed) (3rd Monday in February)—official name (5 U.S. Code 6103); also known as Presidents Day, Monday 15 January 2010, Library Open*
- d. ***Board of Library Trustees (Regular Meeting), Tuesday, 16 February 2010, 7:00 p.m., Elizabeth L. Hall Conference Room, Batavia Public Library***
- e. *Daylight Saving Time Begins at 2:00 a.m. (2nd Sunday in March), Sunday, 14 March 2010*
- f. ***Board of Library Trustees (Regular Meeting), Tuesday, 16 March 2010, 7:00 p.m., Elizabeth L. Hall Conference Room, Batavia Public Library***

17. **Adjournment**

Motion by Trustee Von Lunen to adjourn the meeting. Seconded by Trustee Sullivan. All: Aye. The motion carried.

Trustee Gibson declared the meeting adjourned at 7:53 p.m.

Respectfully submitted,

Randall E. Gibson
President

Maureen A. Jakubowski
Secretary