



## WESTMONT PUBLIC LIBRARY

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*Providing the community with the keys to lifelong learning.*

### MINUTES OF THE REGULAR MEETING OF THE LIBRARY BOARD OF TRUSTEES DECEMBER 20, 2022

#### 1) Call to Order

The meeting was called to order at 7:01 p.m. by Board President Jason Fichtel on Tuesday, December 20, 2022 at the Westmont Public Library.

#### 2) Roll Call

**Present:** Secretary Heather Booth, Vice President Elaine Carmichael, Trustee Melissa Donoghue, Trustee Beth Krotiak, Treasurer Kerry O'Connor, Trustee Joanne O'Malley, and President Jason Fichtel

**Absent:** None

**Also present:** Assistant Village Administrator Spencer Parker and Director of Finance Jamie Cunningham

**Staff present:** Director Julia Coen, Assistant Director Colleen Seisser, and Administrative Assistant Michelle Mahlan

#### 3) Pledge of Allegiance

#### 4) Approval of Consent Agenda

- a. Minutes of the regular board meeting November 15, 2022
- b. Communications log November 2022
- c. Director's report December 2022

**Motion:** Krotiak moved to approve the Consent Agenda, Carmichael seconded.

**Discussion:** None

**Vote:** All in favor

**Motion passed**

#### 5) Open Forum:

- a. **Public:** Spencer Parker and Jamie Cunningham present from the Village of Westmont had no comments.
- b. **Board:** Booth noted that she attended the November Illinois Library Presents program at the Library. It was an excellent program and it is really great that we have the opportunity to get speakers with name recognition and that the Library can participate in the program at an affordable rate. O'Connor mentioned that he booked a study room at the Library for his daughter and friends to prepare for their Math midterms. O'Connor noted that Coen was able to accommodate his group with a larger room which was great for the group and he was thankful to have this resource available. Fichtel thanked Booth and O'Connor for sharing the community invitation to attend the Speakers Corner program at the Junior High to hear 8th grade speeches. Booth mentioned that there will also be a Decade project in the spring when 8th graders will prepare speeches about the 1980s.
- c. **Director:** Coen noted that the Book Drop insurance claim has been filed with a \$2,500 deductible. During the upcoming cold weather event, police and fire stations will serve as warming centers. Based on current weather projections, the Library may be closed on Friday, December 23.

- d. **Staff:** Seisser noted that staff decorated a Holly Days tree with wood slice ornaments made during a family craft program. Library staff participated in the Westmont Marching Band Boosters craft show. Library staff also marched in the Holly Days Parade on December 3. Of note in the Library Collection, the “Most Wanted DVDs” will be moving to “New DVDs.”

**6) Additions and Deletions**

**Motion:** Carmichael moved to include Additions and Deletions with Bills and Salaries, O’Malley seconded.

**Discussion:** None

**Vote:** All in favor

**Motion passed**

**7) Treasurer’s Report**

**Motion:** O’Connor moved to file the Treasurer’s Report for audit, Booth seconded.

**Discussion:** None

**Vote:** All in favor

**Motion passed**

**8) Bills and Salaries**

**Motion:** Booth moved to approve Bills and Salaries Report, Carmichael seconded.

**Discussion:** None

**Vote:**

Ayes: Booth, Carmichael, Donoghue, Krotiak, O’Connor, O’Malley, and Fichtel -- 7

Nays: 0

Absent:

**Motion passed**

**9) Unfinished Business:** None

**10) New Business:**

**a. Board to consider a motion to approve FY22 audit and management letter**

**Motion:** Booth moved to approve the FY22 audit and management letter, Donoghue seconded.

**Discussion:** Coen noted that copies were in the Board Packet by Sikich. In that report is information about assets, liabilities, fund balances, revenue and expense reports, and notes to those Financial Statements. There are no changes to Accounting or Financial Policies in the last several years. Question was asked regarding what Capital Lease Agreements the Library has. Coen noted that the Capital Lease Agreement is for the copiers. Coen noted that the approved audit would be posted on the website.

**Vote:**

Ayes: Booth, Carmichael, Donoghue, Krotiak, O’Connor, O’Malley, and Fichtel -- 7

Nays: 0

Absent:

**Motion passed**

**b. Board to discuss survey results and updates to the Strategic Plan**

**Discussion:** Seisser noted that a copy of the resident and staff survey results were included in the Board Packet. The Patron Survey was conducted in Fall 202/Winter 2022 and the Staff Survey was conducted in Fall 2022. Of note, the patron survey was conducted when the Library still had some service restrictions in place due to COVID. There are five keywords that best describe the different categories of survey feedback and they are Awareness, Collections, Environment, Programs, and Services.

According to the “Big Picture” results from Patron Survey, patrons “love the library” and had a lot of positive feedback regarding the staff, services, and collections.

**Awareness** survey results provided feedback about how patrons access information about the Library. The most used resource is the Explorer newsletter. Patrons and staff alike are looking for more education about how to use digital resources and the Makery.

**Collections** survey results provided feedback about how new cardholders access the collections. Both patrons and staff appreciate the Makery/Library of things.

**Environment** survey results provided feedback about the Library layout and the different spaces available for different age groups. Trustee questioned if it was a good response that half of patrons like Youth and Teens spaces. Seisser mentioned that the total survey responses was “37” so having half of patrons responding that they were happy with the spaces was a good response. Seisser explained that the survey asked patrons to rate each survey item as Not Satisfactory/Satisfactory/Very Satisfactory. Coen noted that the survey feedback was most likely in response to the teen spaces since seating has not been as available in that space. The Youth playspace has always been one of the most valued spaces in the Library.

**Programs** survey results provided feedback about programming offered to patrons. Seisser noted that programming feedback is less statistical and more subjective with regard to the type of programs offered. At the time of the survey, in-person programming was scaled back so it makes sense that patrons were asking for more programming.

**Services** survey results provided feedback about Library services. At the time of the survey, Curbside Pickup was the most valuable service. Both patrons and staff would like to see more book recommendations.

Seiser noted two questions for Board members to consider when considering revisions to the Strategic Plan:

1. In what ways has this presentation caused you to think differently about our current Strategic Plan?
2. Do you agree with the proposed changes (in the attached document) or is there anything missing?

Coen noted that she feels the current strategic plan is strong but we do need to address space and communication issues brought up in the surveys. Coen noted that a pillar for “Facilitating Spaces” was added to the Strategic Plan and several goals about communication were incorporated into several pillars of the plan. She also noted that the goals listed under the “Connecting with Technologies” pillar were integrated into the other four pillars. Coen noted that this agenda item is only a discussion at this point and that official adoption of changes to the Strategic Plan will be considered at the January or February Board Meeting.

A trustee noted that there was a survey comment about better communication with the schools. Coen noted that staff have built strong relationships at the schools. Additionally, our Teen Librarian has strong relationships with the Junior High. We are continuously looking at ways to improve communication with the schools, parents, and students. Donoghue asked if the Library goes to all the local preschools and another Trustee asked if we go into Church Preschools. Coen noted that Miss Adrian routinely visits local preschools and was featured in the recent District 201 newsletter. Coen also noted that preschools are good at seeking out programming from the Library but that we do regularly reach out to them as well.

Booth noted that engaging with the community has always been a top priority. Booth wanted to know what other communication approaches are being considered and asked if there are things that the Board can do to provide additional support to make this happen. Coen noted that the Marketing team does consistent and targeted communication and that our Explorer print newsletter is the main way people find out about our services. The

marketing team will continue to provide this publication. Seisser noted that an annual marketing plan has been created to cover all marketing and communications goals for the upcoming year. Seisser noted that social media is under consideration to reach different target audiences. Booth asked if the outdoor spaces can be marketed as she sees the outdoor spaces as a way to welcome the community into the Library. Coen said she will work that into the “Facilitating Spaces” section of the plan. Carmichael asked if the mission statement was changing. Coen noted that there was no immediate plan to change the mission statement.

**11) Adjournment:**

**Motion:** Carmichael moved to adjourn at 7:28 p.m., Booth seconded.

**All in favor**

**Motion passed**

**Respectfully submitted,**

**Heather Booth**

**Westmont Public Library Board of Trustees, Secretary**