

**LAKE FOREST LIBRARY BOARD OF TRUSTEES**  
**360 East Deerpath Road, Lake Forest, IL 60045**  
**Tuesday, December 8, 2020, 7:30 p.m.**  
**Regular Meeting by Remote Access (Virtual)**

The Library Trustees will be remotely attending this regularly scheduled Board of Trustees meeting by electronic means, in compliance with Governor's Executive Order 2020-07, issued on March 16, 2020, that suspended certain Open Meetings Act provisions relating to in-person attendance by members of a public body. Specifically, the Governor's Order: (1) suspends the requirement in Section 2.01 that "members of a public body must be physically present:" and (2) suspends the limitations in Section 7 on when remote participation is allowed. This Executive Order is effective the duration of the Gubernatorial Disaster proclamation. The Library provides members of the public with an opportunity to participate in the meeting.

Members of the public can participate remotely in the meeting via Microsoft Teams by clicking the following link: [Join Microsoft Teams Meeting](#). Or by calling: +1 872-240-4516. Conference ID: 939 812 002#.

Alternatively, members of the public may email comments to Catherine Lemmer, Library Director, at [clemmer@lakeforestlibrary.org](mailto:clemmer@lakeforestlibrary.org), before noon on the day of the Board Meeting, and the comments will be entered into the meeting minutes. Board meeting information and minutes are available at: [www.lakeforestlibrary.org/board-meetings](http://www.lakeforestlibrary.org/board-meetings). The Library website is updated after the meeting.

### **Agenda**

1. Call Meeting to Order.
2. President's Remarks:

This meeting of the Lake Forest Library Board is being held as a virtual meeting because the Illinois Governor has declared the COVID-19 pandemic a disaster and it is not practical or prudent for in-person meetings. The Library Director is on-site at the Library for this meeting and may be reached by calling 847.810.4602. This meeting is being recorded and the recording will be posted on the Library's website.
3. Board of Trustees Roll Call/Confirmation that can hear the discussion.
4. Opportunity for the Public to Address the Board and Correspondence
5. Call for Additions to the Agenda

6. Consent Agenda (omnibus vote on the following items following presentation on Item 6(d))
  - a. Approval of the Agenda
  - b. Approval of the November 10, 2020 Meeting Minutes
  - c. Approval of November 2020 Financial Report
  - d. Approval of January 21, 6:00 pm, as date and time of Library Trustee Workshop
7. Discussion of Illinois Library Standards in support of 2021 per capita grant requirements and authorization to file grant application
8. Facilities and Technology Report, Ed Finn, Head of Operations
9. Director Report
10. Unfinished Business
11. New Business
12. Adjournment

**Upcoming Meetings: Regular Board Meeting, 7:30 pm, January 12, 2020**

Special meetings may be called at any time with proper notice pursuant to the Library's bylaws.

Individuals with disabilities who require certain accommodations in order to allow them to observe and/or participate in this meeting, or who have questions regarding the accessibility of the meetings or the facilities are requested to contact the Library Director at 847.810.4602 promptly to allow the Library to make reasonable accommodations.

## **PUBLIC COMMENT AT BOARD MEETINGS POLICY**

The Illinois Open Meetings Act provides in Section 2.06 that at meetings of public bodies, “any person shall be permitted an opportunity to address public officials under the rules established and recorded by the public body.” 5 ILCS 120/2.06(g).

The Board of Trustees welcomes public participation. This policy provides the following rules and guidelines for public participation at its meetings.

Individuals attending board meetings must conduct themselves with respect and civility toward others. Abusive, profane, threatening, or harassing language and/or personal attacks will not be permitted. The Board President or presiding officer may prohibit further comment at the meeting by a speaker whose remarks violate this rule.

Public comments are permitted during the time designated on the Board of Trustees meeting agenda, unless otherwise directed by the Board President.

The Board President determines the order in which speakers will be recognized.

When recognized by the Board President, the speaker should begin by stating his or her name and address.

Public comments will ordinarily be limited to three (3) minutes per speaker. The Board President shall have discretion to modify this time limit, as well as to limit repetitive comments.

Members of the public will not be allowed to speak a second time until all members of the public who wish to speak have been allowed to do so. The Board President will determine whether second public comments will be permitted, and if so, the appropriate amount of time for public discussion, and will end public comment at his/her discretion.

Board members are not obligated to respond to comments from the public. Issues requiring possible action by the board may be added to a future meeting agenda, and issues that can be addressed by library administration will be noted.

A copy of these guidelines will be placed next to the sign-in sheet made available to members of the public at the entrance to board meetings.

Petitions or written correspondence directed to the board shall be presented to the board by the Board President or Secretary at the next regularly scheduled board meeting.

Minutes are a summary of the board’s discussion and actions. Speaker requests to append written statements or correspondence to the minutes are not favored. Generally, written materials presented to the board will be included in the library’s files rather than in the minutes. The Board President shall have the authority to determine procedural matters regarding public participation not otherwise defined in these guidelines. (Approved January 9, 2018.)

**December 2020 Board Meeting– November 2020 Public Correspondence**

**Patron Comments/Suggestions:** Comments are transcribed from the “How are we doing? Share your comments, suggestions, compliments, or complaints” cards in the foyer of the Library. Comments also come via phone, email, and U.S. post. This does not include program evaluation comments.

**Suggestion Box - none**

**Comments from the Library Capital Improvement Project Webpage**

- During November eight residents signed up to receive updates on the Capital Improvement Project.

**Email**

- Email received on 11.15.2020 and 11.16.2020 from Rommy Lopat asking for three of the architectural renderings from the slides shown at the August 2020 board meeting. The slides were provided via email. The slides were provided via email.
- Two emails were received on 11.19.2020, one from Russell Janes, and one from Tita Christoffel, regarding the architectural rendering the Lake Forest Preservation Foundation choose to include in its November print magazine. The following response was sent:

Thank you for sharing your perspective. The Lake Forest Preservation newsletter contains incorrect and inaccurate information. The photograph in the article is severely out of date and was an early rendition to assist the Board in understanding a range of options in the early days of the project. The image as pictured was not approved by the Library Board and is not the current design option.

The current design is detailed in the Library's newsletter, which should be arriving to Lake Forest residents this week. The newsletter is also available online at: <https://www.lakeforestlibrary.org/visit-events/news/library-enews-newsletter-and-social-media>. If you scroll down, you will see the Winter newsletter. Our website also describes all the actions taken since 2016 on this project at: <https://www.lakeforestlibrary.org/visit-events/news/library-capital-improvement-project>. You can sign up to receive ongoing updates on the project on the Library website at this same link.

The Library Board and HGA have been working with an advisory committee composed of members of the Historic Preservation Commission, Cathy Czerniak, and others in the community. The Library's architect, HGA, was retained due to their expertise both in building libraries and in historic building restorations and expansions. The current design, while not final, was reviewed by historic preservation architects against the City's Historic Preservation Standards and found to be in compliance.

The Library is an important civic asset that has served the community well; but Library services and needs have outgrown the current facility. The Library Board has worked to preserve the original facility while providing new services requested by the Lake Forest Community in a sympathetic expansion. I urge you to view the August 10 Library Board meeting which has a presentation of the most recent design by HGA. You will find it here: <https://www.lakeforestlibrary.org/board-meetings>. The presentation details the current design and its rationale.

It is unfortunate that the article is out of date and that the Lake Forest Preservation Foundation did not seek input from the Library Board or Library Staff prior to publishing the article. Again, I am thankful for your feedback and available to discuss any concerns you may have at any time. Stay well and safe.

### **Facebook**

- Library's post on the new space generated an inquiry about the public art on the front lawn given the restoration of the historic front walkway. Kaye Grabbe, 11.24.2020. Commenter was directed to the Library's Capital Improvement Project webpage to sign up for additional updates.

**Lake Forest Library Board of Trustees**  
360 E Deerpath Road, Lake Forest, IL 60045  
Regular Meeting (Remote Access) Minutes  
7:30 p.m. November 10, 2020

CALL TO ORDER

President Wendy Darling called the meeting to order at 7:31 p.m. with the following statement:

This meeting of the Lake Forest Library Board is being held as a virtual meeting because the Illinois Governor has declared the COVID-19 pandemic a disaster and it is not practical or prudent for in-person meetings. The Library Director is on-site at the Library for this meeting and may be reached by calling 847.810.4602. This meeting is being recorded and the recording will be posted on the Library website.

ROLL CALL/CONFIRMATION OF ABILITY TO HEAR PROCEEDINGS

Trustees Present: Germaine Arnson, Bryan Bertola, Wendy Darling, JoAnn Desmond, Elizabeth Grob, John F. Johnson, Andrea Lemke, David Rose and Carrie Travers. All yeas. 9 trustees in attendance, a quorum was present.

Staff Present: Catherine Lemmer, Library Director; Ed Finn, Head of Operations

OPPORTUNITY FOR THE PUBLIC TO ADDRESS THE BOARD AND CORRESPONDENCE

No request to address the board.

ADDITIONS TO THE AGENDA

None

CONSENT AGENDA

- A. Approval of the Agenda
- B. Approval of the October 13, 2020 Meeting Minutes
- C. Acceptance of the FY2020 Audit Report by Baker Tilly

Director Lemmer shared that the Library received a clean letter from the auditors and explained that the Library receives its separate audit and, yet, is also part of the City audit, which was reviewed at the last City Council meeting.

Trustee Johnson acknowledged the efforts of Director Lemmer and her staff in noting that, even in a challenging year, the audit documented a 3% increase in revenue over what was budgeted in FY2020, while reflecting expenditures at 23% under budget resulting in a significant surplus.

After discussion, President Darling called for a vote to approve the Consent Agenda as presented. 9 yeas, motion carried with a roll call vote.

DISCUSSION AND APPROVAL OF THE OCTOBER 2020 FINANCIAL REPORT AND AMENDMENT TO FY2021 BUDGET LINES

Director Lemmer provided a summary report of the October 2020 financials in the board packet and reported that finances are in a good position in spite of the delay in Lake County's collection of property taxes. She explained that they are carefully watching expenditures in the event all the final tax revenues are not received. Ms. Lemmer recommended an amendment to adjust two budget line items assigned to the Special Project and Capital Improvements accounts to enhance transparency for expenditures that are specifically related to the Special Project.

Trustee Rose made a motion, seconded by Trustee Johnson, to approve the October 2020 financial report and amend the FY 2021 budget allocations to increase the Special Projects Line from \$130,000 to \$245,000 and reduce the Capital Improvement Line to \$10,000, as presented. 9 yeas, motion carried with a roll call vote.

DISCUSSION AND APPROVAL OF THE FY2022 LEVY AND TRANSFER OF FUNDS TO CAPITAL ACCOUNTS

Director Lemmer reviewed recent levy history and proposed a CPI levy increase and transfer of surplus funds to capital improvement accounts.

Trustee Arnson made a motion, seconded by Trustee Grob, to approve a 2020 CPI levy of 2.3% plus the new growth distribution generating total proceeds of \$4,495,731 for the FY2022 budget and the transfer of \$750,000 in FY2020 and FY2019 surplus to the capital improvement accounts. 9 yeas, motion carried with a roll call vote.

FACILITIES AND TECHNOLOGY REPORT (ED FINN, HEAD OF OPERATIONS)

Mr. Finn provided an update on technology and facilities activities taking place in the Library. He reviewed the history of issues and repairs with the Dome that followed the comprehensive HGA study in 2017. Mr. Finn discussed the need to redo the shrink wrap to prevent further damage and the challenges with identifying qualified vendors. After actively soliciting bids, only three vendors responded and only two with quotes for shrink wrap. Trustee Bertola suggested consulting with HGA to determine if there was a better long-term solution than shrink wrap that could contribute to the overall project.

Trustee Arnson made a motion, seconded by Trustee Darling, to provisionally authorize Director Lemmer to enter into a contract with the lowest quote, Country Living Construction, not to exceed \$50,000 pending consultation with HGA and clarification of specific details. 9 yeas, motion carried with a roll call vote.

LIBRARY DIRECTOR REPORT

Director Lemmer shared that COVID is currently a primary concern of Library staff who are watching closely to determine if there would be a need to make service changes. She is in

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Regular Meeting (Remote Access) Minutes  
November 10, 2020

frequent contact with other library directors who are all discussing their plans in this rapidly changing environment. Ms. Lemmer acknowledged her staff for their innovation, creativity and caring during these challenging times. The Library continues to do good work and receives many positive comments from patrons.

Ms. Lemmer indicated that the Friends of the Library are still not taking donations because of the lack of adequate space for quarantining materials under COVID safety precautions.

Director Lemmer provided a brief capital improvement project update and indicated that they are continuing the momentum from the October 19<sup>th</sup> City Council meeting. She discussed the November 2020 to June 2021 timeline for community engagement and several ideas for communicating with residents. Several trustees offered suggestions for outreach to the community considering the limitations of COVID.

Ms. Lemmer reviewed the *Standards for Illinois Public Libraries; Serving Our Public 4.0* and how the Lake Forest Library was striving to meet each of these core standards. There will be several new objectives presented when the Strategic Plan is updated at the Trustee workshop in January. Director Lemmer indicated a need to develop a succession plan for personnel. She also identified that Access Standards is an area where much work needs to be done to serve our entire community and the Capital Improvement Project is needed to address these core standards. Ms. Lemmer will survey the Trustees about a preferred date in January to schedule the workshop. Trustee Arnson acknowledged Director Lemmer for doing an amazing job in accomplishing so many of these core standards since her arrival here. Director Lemmer noted that the Trustees and Library Staff have been instrumental in this work.

UNFINISHED BUSINESS

No unfinished business.

NEW BUSINESS

No new business.

ADJOURNMENT

Trustee Travers made a motion, seconded by Trustee Grob, to adjourn the meeting at 9:01 p.m. 9 years, motion carried.

Upcoming Meetings:

**Regular Board Meeting: December 8, 2020 7:30 p.m., Remote Access**

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JoAnn Desmond, Secretary

Minutes approved by the Board on December 8, 2020.



**Lake Forest Library**  
**Year-to-Date Monthly Financial Report**  
**November 2020**  
**Unaudited Month 7**

**FY2021**

<b>REVENUES</b>	<b>Current Month Actual</b>	<b>Year to Date Actual</b>	<b>Year to Date Budget</b>	<b>Annual Budget</b>	<b>(Over)/Under Variance</b>	<b>% of Annual Budget</b>
Unassigned Funds on Hand	\$1,895,491	\$1,895,491	\$1,895,491	\$1,895,491		
Tax Based (Levy, SSN, IMRF)	\$168,361	\$4,007,599	\$3,899,076	\$4,253,537	\$108,524	94.22%
Non Tax Based	\$3,119	\$90,152	\$56,700	\$97,200	\$33,452	92.75%
Gifts (includes Friends)	\$10,000	\$106,907	\$49,000	\$84,000	\$57,907	127.27%
<b>TOTAL REVENUES</b>	<b>\$181,480</b>	<b>\$4,204,658</b>	<b>\$4,004,776</b>	<b>\$4,434,737</b>	<b>\$199,882</b>	<b>94.81%</b>
<b>TOTAL FUNDS ON HAND</b>	<b>\$2,076,971</b>	<b>\$6,100,149</b>	<b>\$5,900,267</b>	<b>\$6,330,228</b>	<b>\$199,882</b>	
<b>EXPENDITURES</b>						
Salaries & Wages	\$114,844	\$877,367	\$1,038,742	\$1,800,486	\$161,375	48.73%
Fringes	\$23,090	\$198,638	\$291,380	\$466,208	\$92,742	42.61%
SSN	\$8,534	\$65,350	\$96,874	\$154,998	\$31,524	42.16%
IMRF	\$11,700	\$89,814	\$125,071	\$200,113	\$35,257	44.88%
Materials (print, AV, tech, e-res)	\$43,297	\$330,603	\$375,667	\$644,000	\$45,064	51.34%
Other Operating Expenses*	\$98,156	\$420,799	\$520,799	\$675,303	\$100,000	62.31%
Building Maintenance	\$13,733	\$119,710	\$140,000	\$240,000	\$20,290	49.88%
Sub Total	\$313,354	\$2,102,280	\$2,588,532	\$4,181,108	\$486,251	50.28%
Capital *	\$49,390	\$74,218	\$145,833	\$250,000	\$71,615	29.69%
<b>TOTAL</b>	<b>\$362,745</b>	<b>\$2,176,499</b>	<b>\$2,734,365</b>	<b>\$4,431,108</b>	<b>\$557,866</b>	<b>49.12%</b>
<b>BALANCE</b>		<b>\$3,923,650</b>	<b>\$3,165,902</b>	<b>\$1,899,120</b>		
*Adjustments not yet reflected						
<b>RESERVES</b>						
Capital Improvements	\$2,800,000					
Technology Improvements	\$300,000					
Capital Equipment	\$300,000					
	<b>\$3,400,000</b>					

**Lake Forest Library**  
**November 2020 (Month 7) FY2021**  
**Financial Notes**

**Revenues**

Funds on Hand: \$1,895,491 (unrestricted/unaudited).

Note: Awaiting an allocation for the FEMA reimbursement and additional November tax revenues. The Library is pursuing additional FEMA reimbursements on its standing in December.

Tax-Based: \$4,007,599 payments typically received in June and September. Currently at 94% of FY budget. Budget is carrying a \$64,247 reserve for potential reserve for loss tax revenue.

Non-Tax-Based: \$90,152 non-tax revenues; includes \$19,549 replacement of personal property tax payment, \$24,219 per capita grant; \$13,258 impact fees, and \$14,347 investment income, and other income streams. Investment income is underperforming last year. Small lines for Library generated income such as copying and other fees are down. Overall non-tax- based income at 93% of FY budget.

Gifts: \$106,907; Includes Friends FY2021 grant of \$74,000. 127% of FY budget.

**Expenditures**

Salaries, Fringes: \$877,367 for salaries: 49% of FY budget; \$198,638 for fringes: 43% of FY budget. \$65,350 for SSN: 42% of FY budget; \$89,814 for IMRF: 45% of FY budget.

Materials: Books, AV and Electronic Services: \$330,603: 51% of FY budget. Annual payments for periodical and database subscriptions paid. Print materials on back order are now starting to be delivered.

Other Operating Expenditures: \$420,799: 62% of FY budget. Includes \$12,569 in administrative fee to City of Lake Forest, \$5,140 audit fees, and \$193,606 for special projects. All expenses are being monitored and reduced where possible.

Building Maintenance: \$119,710: 50% of FY budget. Reflects cleaning service contract, service calls and repairs for HVAC, elevator, and other systems; and annual liability and casualty insurance premiums. COVID-19 expenses such as additional cleaning services and PPE impact reflected. First application for FEMA reimbursement has been submitted. Library is preparing a second independent submission.

Capital: \$74,218, 30% of FY budget. Payment of the work on switch gear approved in February and delayed due to COVID-19 and roof tarping in December. Overall lines for capital improvement are \$250,000; awaiting reallocation of \$115,000 to special projects line.

**Reserves**

\$1,895,491 - Operating cash reserve (fund balance-unassigned). The Library's reserves are currently \$3,400,000: capital equipment (\$300,000), capital improvements (\$2,800,000), and technology (\$300,000).

Year to Date FY2021: 50% of budget expenses; 95% budget revenues.

## **Agenda Item 6(d)**

### **Approval of date and time of Library Trustee Workshop**

Requested Action: Motion to approve January 21, 6:00 pm, as the date and time of the Library Trustee Workshop.

At the Trustee Workshop the Library Board will discuss the Strategic Plan 2020-2023, proposed technology updates, annual policy updates, and enhanced services for the west side.

An agenda will be posted and sent prior to the meeting.

Discussion of progress made in meeting and advancing *Serving Our Public 4.0: Standards for Illinois Public Libraries* and authorization to submit the 2021 Per Capita Grant Application

The 2021 Per Capital Grant Application requires a review of the standards by the Library Board and staff. Once completed, the grant application may be filed. If approved, the Library will move to file the grant application by December 15. The Library's past awards were just over \$24,000.

**Recommended Action:** Motion to authorize the Library Director to submit the 2021 Per Capita Grant Application.

**Summary Report Meeting and Advancing the *Serving Our Public 4.0: Standards for Illinois Public Libraries***

**November 2020: Chapters 1 – 8**

**December 2020: Chapters 9 – 13**

**Per Capita Grant 2021: Review of *Serving Our Public 4.0: Standards for Illinois Public Libraries***

In anticipation of the Library's submission for a 2021 Illinois Per Capita Grant, the Library Board and Staff are reviewing *Serving Our Public 4.0: Standards for Illinois Public Libraries*. A review of the Core Standards and the Chapter Standards is followed by a completion of each chapter checklist. The goal of the review is not only to identify deficiencies, but to also identify a path towards resolving any identified deficiencies.

The Lake Forest Library meets the 23 Core Standards. The following is a more detailed analysis of each checklist and work underway on standards.

In reviewing the Standards, the goal is to continue to improve how we serve the Lake Forest Community.

**Analysis of Checklists**

**Chapter 2: Governance and Administration.** There are two items on the checklist that will come to the Library Board in the coming months. Although the Library Board extended the Strategic Plan through 2020, Library Staff are developing new objectives for each of the goals and will bring them to the Board for review and approval at the Trustee Workshop in January 2021. The Library is also undertaking the annual review and updating of the Employee Handbook (personnel manual). The revisions, which will include succession planning provisions, will be brought to the Board in January 2021. Last, although not imminent, the Library is updating its Trustee Orientation materials in anticipation of the three open board positions in FY2022. The new Trustee SharePoint site was a positive first step in getting current information to Trustees that we will continue to build on.

**Chapter 3: Personnel.** The Library Board and administration have worked to provide transparency, competitive salaries, and comply with all applicable employment law. The increased use of SharePoint and Office 365 have greatly enhanced the ability of the Library to better manage personnel record keeping. The Library works closely with the City of Lake Forest to provide the most up to date information regarding payroll and benefits. While currently in compliance with the checklist, three items will be addressed in the coming year. First, the Library is working to revise the Employee Handbook to recognize changes to the work environment. Second, the Library will re-examine the salary benchmarking and adjust

accordingly to market changes since the last benchmarking in 2018. This work will build on the work of the last few years to develop position descriptions and salary grades. Finally, while currently retaining all records and technically in compliance with state and local records acts, the Library is working with the state to develop a comprehensive record retention policy for both physical and digital records.

**Chapter 4: Access.** The Library Board and Staff are focused on providing adequate and accessible space for all users. The Core Standards around access have been driving the Library's Capital Improvement Project (the "CIP") for the last five years. While the CIP continues to evolve, the Library is taking interim steps to provide access within the confines of its current building, these steps include such things as updating interior signage, carving out a teen space, reworking children's room shelving, and relocating large print and audio books to more senior friendly areas. In addition, the Library is reviewing options to bring additional services to the west side residents.

**Chapter 5: Building Infrastructure and Maintenance.** Building infrastructure lays the foundation for the success of any organization. The Library Board and staff recognize the important role properly maintained building systems, furnishings, and grounds play in successfully delivering outstanding service to the Lake Forest community. By ensuring inspections and maintenance occur on a regularly scheduled cycle we ensure that costs are reduced by extending service life of certain building systems, preventing frequent breakdowns of equipment and maintain a facility that is not only visually pleasant but provides a comfortable and environmentally friendly building to both its staff and patrons. While the Library's current maintenance checklist meets standards, two items included in the capital improvement plan (HVAC and Copper dome) have exceeded their expected life cycles. In addition, as identified in the 2012 PNH report, the Library facility has significant ADA issues that impact adversely on access. The Library will continue to work to ensure that all options have been explored for repairs or replacement within the near future.

**Chapter 6: Safety.** In 2017, the Library put together its first Emergency Procedure and Safety Manual. The manual has been updated as needed. COVID-19 has created unusual safety circumstances for Lake Forest Library. While the Library staff continue to focus on safety issues, based on the current safety and security manual, we have taken extra steps to ensure that staff and patrons are safe from the spread of COVID-19 whether it is through interaction with other persons or browsing the collection. We remain committed to a 7-day quarantine rotation of our library collection to ensure that items are as safe as possible without delaying the availability of items for an unreasonable amount of time. Staff interaction with the items being returned has been limited to the facilities department to minimize the number of staff who encounter items prior to them being deemed safe for recirculation. This allows us to more effectively perform contact tracing should we determine an infection was caused by a returned library item. Outside of COVID-19 specific-actions, the Library is working on updating and reconfiguring the safety manual to ensure all staff regardless of position can easily and efficiently utilize the information provided in the event of emergency.

**Chapter 7. Collection Management.** The Library provides a full range of print, audio-visual, and electronic materials that are relevant to the Lake Forest community. The materials budget for FY2021 is 14% of the Library's operating budget, exceeding the recommended 12%. The print and audio-visual collections are evaluated and weeded on an on-ongoing basis. Important steps were taken in FY2021 to evaluate and update the juvenile print collection. Our close management of the collection allowed the Library to quickly

pivot to add more e-resources in response to COVID-19. The Library does need to update its overall collection management policy and is doing so currently. It is anticipated that the policy will come to the Library Board for discussion and approval in the first quarter 2021.

**Chapter 8. System Member Responsibilities and Resource Sharing.** The Library is an active participant in its system, RAILS (Reaching Across Illinois Library System), and in promoting programs sponsored by the Illinois State Library. The Library is a net lender (3 to 1) in its 28-member library CCS consortium and routinely loans materials to other libraries throughout the state via ILL. Library staff are active on consortium and other library committees.

**Chapter 9. Public Services: Reference and Reader's Advisory Services.** The Library's Adult Public Services efforts meet the standards. All Adult Services librarians provide both Reference and Reader's Advisory Services to Library patrons, in person, on the telephone, and via email, chat, and social media using a wide array of print and electronic resources. Even though there are personal areas of expertise and preference, all Adult Services staff are familiar with popular authors and titles and the nonfiction collection. Adult Services staff also create targeted Reader's Advisory materials, both print and e-format, that provide and recommend reading suggestions. Adult Services staff periodically host social media reader advisory events through Facebook Live and Instagram. The Library's Book Club Collection is well developed and kept current. The Adult Service's motto is "Never let a patron leave the Library without a book to read." Homebound and outreach efforts reach those who are unable access the building for materials.

**Chapter 10. Programming.** Although youth programming has always been a mainstay of the Library, adult programming is a relatively new service starting in 2016. Adult Services staff have continued to experiment with different programs and collaboration partners to engage the Lake Forest community. Averaging 20+ programs offered each month with 200+ participants, today's Library programs for adults range from literature, art, and cultural events, to family programs, to technology and digital educational offerings. Programs for Youth, Young Adult and Adults is designed to be inclusive and address issues of diversity. Library programs are funded with grants and provided free of charge to the public. The Library strives to work around the physical barriers presented by the facility to ensure no one is prevented from attending a program. As noted in the discussion on other chapters, accessibility is one of the driving factors of the capital improvement program.

**Chapter 11. Youth/Young Adult Services.** The Youth Department provides services to young people ages 0 through 18 in the Library and throughout the Lake Forest community. The Youth Department meets the recreation and education needs of young people with programs, print and digital collections, reader's advisory, reference, and outreach. The Youth and Young Adult team continue to improve their efforts through continued education on authors and non-fiction subjects, programming, and outreach. The Youth Department staff does an exemplary job making materials and relevant programs available to patrons. Library programs are funded with grants and provided free of charge to the public.

Youth and Young Adult services continually and actively promote respect for cultural diversity to create a welcoming, and respectful library atmosphere that embraces diversity and inclusion. An ongoing focus area is work on making the collection and environment (both physical and virtual) accessible to all. The challenges faced by the Youth Department are the same as those of the entire Library--that being, the bare minimum of ADA compliance where structurally possible. As a team we will continue to provide and improve our welcoming environment. We need to improve and enhance our environment to make sure

that all patrons have a positive inspiration filled experience when they visit the Library whether it be in the physical building or virtual!

**Chapter 12. Technology.** While in compliance with the checklist related to this chapter, the library is constantly striving to do more in the way of technology. We are working to re-evaluate changing internet needs and the ability for library patrons and staff to communicate in an ever-expanding and connected world. Our new managed services provider is exploring a move to fiber internet to increase reliability and the speed of our online service offerings. The introduction of SharePoint and Office 365 has helped to create a new staff intranet, assist with professional development, and acts as a repository for planning and programs. In addition to addressing connectivity needs, the Library is also exploring a unified communication system to merge Office 365 and Microsoft Teams with a new phone system. Finally, the implementation of fiber internet will position the library to successfully institute new innovations, including the implementation of an RFID system and self-checkout stations.

**Chapter 13. Marketing, Promotion, and Collaboration.** The Communications Department's marketing, promotion and collaboration efforts meet the checklist. Standard 1, developing and evolving a marketing plan, continues to be a goal and will serve us well toward improving our compliance with all the standards. We are currently working toward a thorough understanding of our routine workload so that we can make room in our schedule to create a plan, which would include steps to: build stronger relationships with partner marketers to cross-promote community resources and events; nurture Library ambassadors to share Library messages on social media; innovate ways to reach non-library users, new residents, and individuals with different communication needs; work with Library Staff to develop a shared vision of how staff are expected to participate in marketing and content creation; and support Library Staff in sharing unified or focused marketing efforts.

## Facilities and Technology Report

### Facilities

- Dome Wrap
  - The dome repair was completed on December 4<sup>th</sup> by Country Living (Belfor) as authorized by the board and on budget. (see pictures and descriptions on the next page.
  - The project took a little longer due to wet weather but places the Library in a good position for the Winter.
  - Pictures were taken and put on Social Media, directing the public to the CIP website (see pictures and descriptions on the next page).
- Lobby Reconfiguration
  - The lobby has been reconfigured for pickup only, with large wooden doors closed to the public.
  - The West courtyard door has been left unlocked to provide an emergency exit. The East courtyard will be unlocked after the removal of scaffolding.
  - The Facilities team is working on a way to reduce the possibility of a slip/fall in the courtyards.
- HVAC and Mechanical
  - Chris Wheeler, Facilities Manager, is exploring options for the renewal of the Library's contract with Murphy & Miller, as well as other options for combined services.

### Technology

- Office 365 – The library continues to work with OSG to enhance security, combine user accounts, and update collaborative groups. The use of SharePoint and other apps is allowing for more streamlined communication.
- Remote Printing – This service will re-launch in the coming weeks with smaller print jobs (less than 20 pages) at no cost to patrons. Patrons will be able to pick up print jobs in the foyer.
- Public Access Computers and Internet – While all desktops are currently unavailable to the public, the library is exploring circulation options for laptops and mobile hotspots for those needing computers or internet access.
- Fiber Internet and Unified Communications – Library staff is working closely with OSG to explore the best and most fiscally responsible solution.
- RFID – Library staff continue to explore different options that are both fiscally responsible and would enhance service for patrons in the form of self-check and multi-format dispensing unit.



Overall pictures of the project:



Extra shrink wrap heated and wrapped over sharp corners. This was an area where the previous wrap had started to give out. Belfor cut and adhered extra wrap here to help reduce the time in which the dome will break through the tarp.

Tie downs go all the way around the base of the dome and over the top of the down and are secure into the boards. Should any of the tarp start to come loose over time this will help to ensure there is less chance it will fly off as the previous wrap started to do.

Tarp attached to the boards using large flat washers. The extra surface area helps to make sure the tarp will not tear off the screws in high winds.



**Library Director Report**

**December 8, 2020**

**Services**

The Lake Forest Library has an amazing team! Due to increase number of COVID cases, the Library was forced to execute two significant service shifts in one week. On Wednesday, November 18, the Library moved to Grab & Go, removing all the chairs and computers but still allowing patrons the ability to continue to browse the physical collection. Holds were still selected and processed for pick-up in the lobby as that remained a popular option even after the Library reopened for browsing.

As neighboring libraries began to close, the Library became an “attractive” option for neighboring communities. As COVID cases continued to increase, it became a safer option to serve the Lake Forest community by closing access to the Library and providing for materials pick up in the lobby. On Monday, November 23, the Library started the Monday through Saturday pick up in the lobby service. The lobby hours are Monday through Friday, 11:00 am – 6:00 pm; and Saturday 10:00 am – 5:00 pm

Holds may be placed online or via phone. In addition, patrons can note their preferences using the *Grab & Go Care Kit* service. Patrons then have the option of having a librarian create a personalized reading/viewing list or having the materials pulled and processed for lobby pick up. The Library continues the 30-minute tech help sessions by phone and email is also exploring additional technology options for the public. We are managing staff through a combination of on-site and remote work options

**Gifts**

The Library received a \$10,000 check from The Buchanan Family Foundation.

**Selected Performance Measures**

The Library’s performance numbers continued to trend in a positive manner in October. In October, there were 3,994 visitors to the Library reflecting a slight increase over September.

Although overall collection use was down 10% in October 2020 as compared to October 2019, collection use did continue to improve:

	May	June	July	August	September	October
Compared to same month last year	(70%)	(81%)	(61%)	(25%)	(15%)	(10%)

Overall, positive circulation use is driven by a 34% increase in the e-Media resources. The use of the streaming/borrowing platforms Freegal, Hoopla, 3M Cloud Library, RB Digital, OverDrive (Libby), and Kanopy continues to outpace last year's usage.

	May	June	July	August	September	October
Compared to same month last year	+81%	+64%	+42%	+39%	+31%	+34%

Usage indicates a sustained and increased interest in the e-resource collection. The effect of the coming merger of RB Digital (e-magazines) and OverDrive is unknown. It is expected that the return to lobby pick-up in November may trend Kanopy and Hoopla (film and movie) upward again. The chart notes change in usage as compared to the same month last year.

	May	June	July	August	September	October
Hoopla	+81%	+102%	+34%	16%	18%	-10%
3M Cloud	+53%	0%	-13%	22%	-33%	-13%
OverDrive	+79%	+70%	+58%	54%	47%	53%
RBDigital	+26%	+35%	+44%	21%	40%	44%
Kanopy	+368%	+115%	+27%	50%	44%	-12%

Use of the DVD2GO media bank in the West Train Station continues to decline. 65 movies were borrowed from the DVD2GO in October. This chart shows usage of the DVD2GO since it was put into service in 2012. Note the DVD2GO was offline April through mid-July due to COVID.

Fiscal Year	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21
May	n/a	574	272	292	431	362	359	252	232	189	0
June	n/a	118	243	394	451	366	260	293	245	177	0
July	n/a	122	269	599	370	294	257	228	207	156	28
August	n/a	550	526	546	368	254	197	202	211	110	126
September	n/a	559	544	427	268	205	261	193	211	126	88
October	n/a	428	500	375	332	207	185	192	203	168	65
November	n/a	470	578	545	303	216	181	216	177	153	
December	n/a	553	491	437	437	275	230	165	304	172	
January	n/a	532	649	528	361	293	300	221	254	218	
February	n/a	537	444	368	244	282	274	199	149	185	
March	n/a	578	352	413	328	346	273	304	265	93	
April	399	657	385	399	323	390	277	256	239	0	
Total	399	5678	5253	5323	4216	3490	3054	2721	2697	1747	307

In October the use of the Library’s database collection was down as compared to last year, reporting 6,272 uses as compared to 8,196 last October. ValueLine, ProQuest Ancestry, and World Book Encyclopedia were the three most used databases, each having over 1,000 uses.

In October, Reference and RA assists from all the departments totaled 1,709. Services are delivered via chat, email, in person, and social media platforms. Homebound and outreach activities are on-going.

All Library programs remain virtual and we find that there is continued enthusiasm for evening programs. We anticipate continued interest as the weather turns and it is easier to log in for an interesting program than venturing out in the cold and dark. There is tremendous variety in the programs, from online science projects, storytimes, and coding clubs to book clubs, history lectures, and author interviews on critical and important topics. The Children’s Library and YA department prepare and give out Grab&Go kits that support participation in online virtual programs. Circulating tech options are being added to support those families that want to participate in the technology classes. Attendance and viewing of the Library’s programs remain strong, as well as social media shares and comments.

	April	May	June	July	August	September	October
Programs Offered	30	45	46	39	35	46	54
Views, Attendance	4,840	5,449	5,163	7,137	3,153	1,836	2,002

### Program Highlights

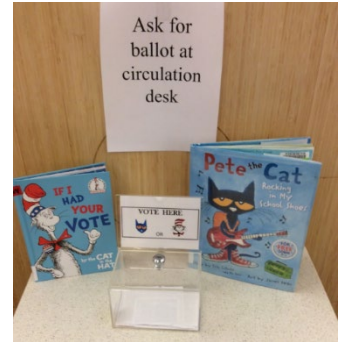
The 8<sup>th</sup> annual *Lake Forest Reads: Ragdale* concluded with author events on November 5 and 6. Jean Kwok, author of the selected work, *Searching for Sylvie Lee*, wrapped up the one-book one-community read program with three unique virtual events. Ms. Kwok was an engaging author, and the events were well attended and received positive feedback. The winner of the adult short story writing contest was *Five Demands, Not One Less*, A.J. Bullough. The winning entry is posted on the Library’s blog.

*Read Between the Ravines*, the non-fiction two community read with Lake Bluff Library is proud announce that it has selected *Reading With Patrick* by Michelle Kuo. Programming around the work and the author’s visit in April start in late January and February.

A new Business Librarian’s virtual brown bag lunch was offered several times in October on the Library’s business focused databases.

The Children's Library engaged children with an on-site election project. Younger children voted for either Pete the Cat or the Cat in the Hat and older children voted for Percy Jackson or Harry Potter.

Gracie Clawson and Alexander Wan won the Spooky Teen Writing Contest held in October. Virtual game nights and Dungeons & Dragons continue to be favorite activities for Emmy Neal, the Library's YA Librarian, to connect and interact with teens and tweens.



### Friends of the Library

The Friends of the Library are participating in the Community Pop-up Store at the east train station. They will accept donations at the pop-up shop on December 22. We are working with them to have the materials stored in the Library's parking lot pod while they complete a quarantine period. They are not accepting donations at the Library as there is no place to quarantine the materials prior to sorting. The Library submitted a \$42,000 grant request for FY2022 to support programming and other specialty projects the Friends regularly fund. For example, the digitization and hosting of the *Lake Forester*. The attached grant request, which is significantly less than other years given the Capital Improvement Project, will be considered at the January 16, 2021 Friends Board meeting. The grant if awarded will be funded on May 2, 2021. The Friends have asked for a mid-year accounting for the FY2021 grant that was awarded in May 2020. The mid-year report is being prepared and will be delivered to the Friends before December 10. As of this date the Library expects to spend the full amount of the grant funds by the April 30, 2020 (*i.e.*, the end of the grant period).

### Library Capital Improvement Project

The Library is working with HGA, THG, and Cathy Czerniak on the community engagement pieces of the Library's Capital Improvement Project. The two-page spread in the Library's quarterly print newsletter was the first official public statement about the entirety of the project and it has received positive comments. The article provides basic information and directs readers to the Library's website for more information on the project.

Additional material is added, and the page refined on an ongoing basis. As material is added, the content is introduced via our social media channels and a redirect provided to the Library's website for more details. On the website there are multiple opportunities to leave comments and sign-up for more information and/or participate in community engagement opportunities (<https://www.lakeforestlibrary.org/imagine>). In November, the page had over 600 visitors. Visitor comments left to date are positive. The Board will be updated on additional community engagement opportunities at the Board meeting

### **Community Engagement**

The Library continues to participate in community wide projects, such as the Market Square window tree decorating. The Library purchased the ornaments and coordinated distributing them for decorating. There is also an ongoing invitation to the community to vote for new library card designs. The 20 options and ballot are on the Library's blog the options at: [www.lakeforestlibrary.org/blog/library-card-designs](http://www.lakeforestlibrary.org/blog/library-card-designs).

### **Administration and Operations**

The Library staff has completed the *Traliant* Harassment Prevention training required by the State of Illinois. Using Microsoft Teams, they are also wrapping up the review of Library standards for the Per Capita Grant application. The checklists for chapters 9-13 will be reviewed with the Board at the meeting.

### **Lunch Time Staff Book Discussion**

The discussion group is reading *Me and White Supremacy: Combat Racism, Change the World, and Become a Good Ancestor* by Layla Saad.





## FY2022 Grant Request to the Friends of Lake Forest Library

November 19, 2020

Dear Friends of Lake Forest Library,

The Lake Forest Library is requesting a grant of \$42,000 for FY2022 (May 1, 2021 – April 30, 2022). We make the request at this time to align with our FY2022 budget process. The award, if any, would be payable May 2, 2021.

We greatly appreciate your consideration of our request at your January 16, 2021 Board meeting. Your funding helps to raise the visibility of the Lake Forest Library and its important work during this crucial time of the capital campaign to restore and expand the Library's 1931 building to meet the current needs of the Lake Forest Community.

### **Support for programming**

\$9,500: support of Family and Children's programming, including summer reading

\$8,300: support Adult programming, including summer reading and Media Lab

\$8,000: partial funding of author fee and events for the 9<sup>th</sup> annual fall fiction one-community read (in FY2022 the program will seek authors from outside the Ragdale Foundation residency program)

\$8,000: partial funding of author fee and events for 4<sup>th</sup> annual spring nonfiction one-community read

\$5,700: support of Tween and Teen programming, including summer reading

\$2,500: continued digitization and indexing of the *Lake Forester*.

Please do not hesitate to reach out to me if you have questions. Thank you again for continued support and advancement of the Lake Forest Library.

Regards,



Catherine A. Lemmer, Library Director

cc: Lake Forest Library Board of Trustees