### **Lake Forest Library Board of Trustees**

360 E Deerpath Road, Lake Forest, IL 60045 Special Meeting (Remote Access) Minutes 6:00 p.m. April 27, 2020

### CALL TO ORDER

President Carrie Travers called the meeting to order at 6:00 p.m.

### **ROLL CALL**

Trustees Present: Germaine Arnson, Wendy Darling (arrived 6:20pm), JoAnn Desmond, Elizabeth Grob, Andrea Lemke, Ron Levitsky, David Rose, Carrie Travers. Trustees Absent: Todd Puch. Staff Present: Catherine Lemmer, Director; Ed Finn, Head of Operations.

Guest Presenters: Jane Dedering, Victor Pechaty, Jason Vanselow – HGA; Penny Hummel – Penny Hummel Consulting.

### **ADDITIONS TO THE AGENDA**

None

### **APPROVAL OF THE AGENDA**

Trustee Rose made a motion, seconded by Trustee Desmond, to approve the agenda. The motion carried unanimously.

### OPPORTUNITY FOR THE PUBLIC TO ADDRESS THE BOARD, AND CORRESPONDENCE

No request to address the board, nor was there any new correspondence.

### DISCUSSION AND APPROVAL OF APRIL 14, 2020 REGULAR MEETING MINUTES

Trustee Lemke made a motion, seconded by Trustee Desmond, to approve the April 14, 2020 Regular Meeting Minutes. The motion carried, with one abstention (Trustee Levitsky).

### PRESENTATION BY PENNY HUMMEL CONSULTING AND HGA

Jane Dedering began the presentation with a review of the goals of the square footage analysis.

Penny Hummel then presented her findings. Public and staff space requirements were assigned based on current and proposed usage, accessibility, flexibility, and growth, with a respect for key historic areas. Trustee Levitsky made a motion, seconded by Trustee Darling, to accept the receipt of the PHC Library Program Report, and authorize HGA to use the report as input for their space planning and building design. The motion carried unanimously.

Victor Pechaty briefly reviewed the history of the HGA portion of the Library Capital Improvement Project. He identified changes to the proposed site plan that have occurred due to the progression of the McKinley Road project. HGA will work with the City to reconfirm property lines and related boundaries. In addition, Mr. Pechaty requested that informal discussions with the

Lake Forest Library Board of Trustees Special Meeting Minutes April 27, 2020

Historic Preservation Commission begin early in the design process. Three preliminary exterior design concepts were shared. Each referenced a key architectural feature of the current Library building. Exterior and interior design work will continue, addressing site plan changes, the PHC space report, costs, budget, and continued input from the Library. The next meeting scheduled to discuss the design will be held May 19, 2020.

### **UNFINISHED BUSINESS**

No unfinished business.

### **NEW BUSINESS**

No new business.

### **ADJOURNMENT**

Trustee Desmond made a motion, seconded by Trustee Travers, to adjourn the meeting at 8:26 p.m. Motion carried unanimously.

**Upcoming Meetings:** 

Regular Board Meeting: May 12, 2020 7:30 p.m., Remote Access

\_\_\_\_\_

Germaine Arnson, Secretary

Minutes approved by the Board on May 12, 2020.

### Lake Forest Library Year-to-Date Monthly Financial Report April 2020 Unaudited Month 12 FY2020

REVENUES	Current Month Actual	Year to Date Actual	Year to Date Budget	Annual Budget	(Over)/Under Variance	% of Annual Budget
Unassigned Funds on Hand 5/1	1,727,562	1,727,562	937,906	937,906		
Tax Based (Levy, SSN, IMRF) Non Tax Based Gifts (includes Friends) TOTAL REVENUES	1,171 4,668 - 5,839	171,185 114,442	4,227,995 63,200 83,000 4,374,195	4,227,995 63,200 83,000 4,374,195	(33,362) 107,985 31,442 106,065	99% 271% 138% 102%
TOTAL FUNDS ON HAND	\$ 1,733,401	\$ 6,207,821	\$ 5,312,101	\$ 5,312,101	\$ 895,720	
EXPENDITURES						
Salaries & Wages Fringes SSN IMRF Materials (print, AV, tech, online) Other Operating Expenses Building Maintenance Sub Total Capital	126,558 26,544 9,406 12,178 487,235 25,480 15,975 703,376	366,619 119,151 131,973 537,541 467,270 158,725 3,379,893	1,817,898 408,470 145,659 189,170 639,000 570,375 245,800 4,016,372 205,000	1,817,898 408,470 145,659 189,170 639,000 570,375 245,800 4,016,372 205,000	219,284 41,851 26,508 57,197 101,459 103,105 87,075 636,479 187,167	88% 90% 82% 70% 84% 82% 65% 84% 9%
BALANCE		2,810,094	1,090,729			
RESERVES Capital Improvements Technology Improvements Capital Equipment	\$ 2,050,000 \$ 300,000 \$ 300,000 \$ 2,650,000					

### Lake Forest Library April 2020 (Month 12) FY2020 Financial Notes

### Overall

Currently pacing at a projected year-end budget surplus of approximately \$480,000; \$200,000 in personnel due to unfilled positions, step back from 1.5 time on Sundays, managed OT, and reduction in IMRF payment; savings in general operations of \$100,000 (vending, legal expenses, office supplies, training and development, special project line, and meetings); and \$180,000 in capital expenditures. Revenues over performed the budget by 106,000 (2%) (interest income and gifts). This surplus with existing unrestricted reserves will help the library weather the coming months if FY2021 revenue streams are impaired. Year to Date FY2020: 78% of budget expenses; 102% budget revenues.

### Revenues

- <u>Funds on Hand</u>: \$1,727,562 (audited).
- <u>Tax Based</u>: \$4,194,632 (99%); payments received in June and September.
- Non-Tax Based: \$171,185 non-tax revenues; includes quarterly payments representing the Library's portion of the RAILS LLSAP (local library support automation program) Support Grant due to CCS for becoming a LLSAP unit of RAILS; a rebate from CCS; per capita grant of \$24,218; \$9,470 impact fee; \$8,898 library fines; and \$109,187 in investment income.
- <u>Gifts</u>: \$114,442; Includes Friends FY2020 grant of \$73,000.

### **Expenditures**

- <u>Salaries, Fringes</u>: \$1,598,614 for salaries: 88% of FY budget; \$366,619 for fringes: 90% of FY budget. \$119,151 for SSN: 82% of FY budget; \$131,973 for IMRF: 70% of FY budget. Budgeted high due to unknown about overall state pension liabilities.
- Materials; Books, AV and Electronic Services: \$537,541: 84% of FY budget. Final bills still to come. New circulating technology will come from this line. Annual payments for periodical and database subscriptions come in during first quarter.
- Other Operating Expenditures: \$467,270: 82% of FY budget. Includes administrative fee payments paid to City of Lake Forest of \$20,438 and audit fee of \$6,995. Also includes Special Project payments of \$47,274 (The Hodge Group and HGA). Significant surplus from legal and special projects lines because capital improvement project slowed down.
- <u>Building Maintenance</u>: \$158,725: (actually \$183,000; reduced by deposit of Hanover check for pending work) 65% of FY budget. Reflects cleaning service contract, service calls and repairs for HVAC, electrical, and other systems; and annual liability and casualty insurance premiums.
- <u>Capital</u>: \$17,833: 9% of FY budget. Includes the replacement of the two separate amp services due to the transformer blow-out.

### **Reserves**

\$1,727,562 - Operating cash reserve (fund balance-unassigned). Current assigned reserves: capital equipment (\$300,000), capital improvements (\$2,050,000), and technology (\$300,000), resulting \$2,650,000 in reserves.

### **Checks Over \$10,000**

The following checks in amounts over \$10,000 were paid on May 8, 2020 and will be reflected in the May 2020 financial report.

Check: 327176	CVI (MSP quarterly)	\$16,950.00
Check: 327173	CCS (May-June consortium)	\$12,704.24
Check: 327176	HGA	\$12,823.88
Check: 327182	Hanover Insurance	\$35,076.00

### **Appointment of Nominating Committee Members**

The President will appoint two Trustees to serve as the Nominating Committee. The Nominating Committee may meet virtually via phone, email, or teleconferencing. The date, time, and outcome of the meeting should be recorded so that minutes for the Committee may be prepared. See format below.

The Nominating Committee will report the slate at the June 9, 2020 meeting with the election to be held at the July 14, 2020 meeting. The term limits and descriptions of the roles are set forth below for your convenience.

### **Excerpts from Library Bylaws**

### Section 2. Tenure and Filling of Vacancies

The officers of Lake Forest Library shall be elected at the Annual Meeting of the Board of Trustees and serve a term of one year. The same Board member may hold the office of President for not more than two consecutive one-year terms.

### Section 4. President

The President shall be the principal executive officer of the Library. He or she shall preside at all meetings of the Board of Trustees. He or she shall sign all papers and documents to which his signature may be necessary or appropriate. In general, he or she shall perform all duties incident to the office of President and such other duties as may from time to time be prescribed by the Board of Trustees.

### Section 5. Vice-President

In the absence of the President or in the event of his or her inability to act, the Vice-President shall perform the duties and shall have all the power of the President. In general, he or she shall perform all duties incident to the office of Vice-President, and such other duties as may from time to time be assigned to him or her by the President or be prescribed by the Board of Trustees.

### Section 6. Secretary

The Secretary shall keep the minutes of all meetings of the Board of Trustees, shall be custodian of the Corporate records, shall sign all papers and documents to which his or her signature shall be necessary or appropriate. In general, he or she shall perform all duties

incident to the office of Secretary and such other duties as may from time to time be assigned to him or her by the President or prescribed by the Board of Trustees.

### Section 7. Treasurer

The Treasurer shall oversee the books of account for the Library, and shall in general perform all duties incident to the office of Treasurer and such other duties as may from time to time be

assigned to him or her by the President or prescribed by the Board of Trustees. The Board shall annually employ a certified public accountant to perform an audit of the Library's records.

### **Format of Minutes**

### **Lake Forest Library**

### **Nominating Committee**

### Minutes

	Williutes
_	tee met via [insert format, email, phone, etc.] on, 2020. and were present.
	Committee recommended the board approve the following slate of 0 meeting with the election to occur at its meeting on July 14, 2020.
President -	
Vice Presid	lent -
Secretary -	
Treasurer -	
These minutes accurately, 2020.	reflect the actions of the Nominating Committee this day of
/s/ [insert name of Truste	e]
/s/ [insert name of Truste	e]
Meetings held and signat	ures provided electronically due to the COVID-19 pandemic.

### Remote Work Policy and Wage Payment and Collection Act, as amended, Reimbursement

The attached Remote Work Policy establishes the parameters and expectations of a remote work arrangement. The policy tracks the HR Source approved policy. During the last few weeks, all staff have been working offsite and we have moved some equipment offsite to support that work. Some staff will continue to work offsite to minimize contact and support social distancing requirements. Adoption of this policy will protect both the employee and the Library.

### **Technology Stipend Reimbursement**

There are differing legal opinions on the requirement to reimburse employees that remote work due to the COVID-19 pandemic. The Illinois Wage Payment and Collection Act, as amended, requires employers to reimburse employees for reasonable business expenses incurred while remote working.

The current theory is that reimbursement requirement also includes some stipend for technology, *e.g.*, phone and internet. Northbrook Public Library averaged the costs of the various providers and calculated the number of hours in the work week against the number of hours in the week. The basis being that for 37 hours of the week (21%) the internet and phone are being used for work. Northbrook Public Library is then reimbursing full time staff \$20 a month and part time staff \$10 a month. It is a reimbursement that the employee must request. On the other hand, one library notes its staff is working at 60% productivity but because the library is "requesting" not "requiring" that the staff remote work the library will not be paying the reimbursement.

Many of the full time library staff have been working close to their 37-hour work week during the month of April. In addition, we will continue to keep many full time staff remote working for a time to minimize contact and support social distancing requirements. My recommendation is that effective May 1, we put the remote work arrangements in place and start to pay the reimbursements if the employee makes the request. The Lake Forest Library amounts would be similar to those paid by Northbrook Public Library, resulting in about \$800 a month if every full time and part-time staff member submitted a reimbursement request.

### **Lake Forest Library**

### **Remote Work Policy**

Remote work is a work arrangement that allows employees to work at home or at some other off-site location for all or part of their regularly scheduled work week. The Library considers remote work to be a viable alternative work arrangement where the individual employee, the job, and the supervisor are suited to such an arrangement. Not all employees or positions are suited for remote work. Remote work is a voluntary work alternative. Remote work is not an entitlement; or an organization-wide benefit; and it does not change the terms and conditions of employment with the Library.

Either the employee or a supervisor can suggest remote work as a possible work arrangement. Formal remote work arrangements are approved on a case-by-case basis and may be terminated at any time for any reason at the discretion of the Library. Permission for remote work arrangements must be granted by the Library Director or their designee. Informal remote work arrangements such as working when away from the office during business travel do not require completion of the Library's Remote Work Agreement.

### Eligibility

The following conditions must be met for an employee to be eligible for a remote work arrangement:

- Employee must have been employed by the Library for a minimum of 12 months of continuous, regular employment.
- Employee must be able to satisfactorily carry out the same duties, assignments, and other work obligations at their home and/or offsite location as they do when working on the library premises.

### **Conditions**

Employees are expected to work their normal work schedule unless they receive their supervisor's prior approval to adjust their schedule. Employees need to remain productive and responsive during their scheduled hours.

Employees are expected to maintain a presence within their department while working remotely. Presence may be maintained using appropriate technology, including but not limited to a phone, computer, email, video conferencing, shared documents, and other means used by the employee's department. Employees must be accessible by phone or email and are expected to maintain the same response time by phone and email as when they are at work at the Library and will make themselves available to attend scheduled onsite and remote work meetings as required and/or requested.

Employees may be required, at any time, to commute to their onsite work location. This is considered commute time, and remote workers are not eligible to receive reimbursement for this travel.

Employees must arrange for child/elder care during their work hours. Remote work is not designated to be a replacement for appropriate child/elder care. Although an individual employee's schedule may be modified to accommodate child/elder care needs, the focus of the remote work arrangement must remain on job performance and meeting business demands. Personal tasks and errands should only be performed during the employee's scheduled breaks and lunches.

Remote work employees will be required to record all hours worked in a manner designated by the Library.

Requests for remote work arrangements must be in writing to the employee's supervisor and include the following:

- Brief statement of reason for request and affirmation that the remote work location has the necessary technology to support the employee's work.
- Requested start date.
- Length of time, if applicable.
- List of any equipment needs
- Address of remote work location.

The supervisor and employee will meet to discuss the suitability of the arrangement and agree upon the number of remote days allowed each week, the work hours and schedule that the employee will customarily maintain, and the manner and frequency of regular communication with the supervisor and other members of the Library staff. The supervisor will then forward the request to the Library director for approval.

Requests for remote work arrangements are approved on a temporary basis (e.g., one month) to ensure the arrangement is satisfactory to both the Library and the employee. The availability of remote work as a flexible work arrangement for employees can be discontinued or suspended at any time at the discretion of the Library, for any reason or for no reason at all. Once approved, a written remote work agreement will be signed by the Library and the employee.

An employee entering into a remote work agreement may be required to forfeit use of a personal office or workstation at the Library in favor a shared arrangement to maximize the Library's office space needs.

### Office Environment and Safety

Employees are responsible for providing all necessary office furnishings and equipment such as desks, chairs, file cabinets, phone, printers, and lighting at their own expense. The employee

will establish a safe, appropriate work environment within their home or offsite location for work purposes. Employees may request use of library equipment such as a computer, which will be reviewed on a case by-case-basis.

When the Library's equipment is used at alternate work locations, employees working remoting must exercise reasonable care for the equipment and should take appropriate action to protect the equipment from damage or theft. Remote workers may be held liable for damage caused by negligence. Library equipment should be used for business purposes only and will be maintained by the Library. The employee and the Library will work together to determine the most effective means of maintaining any offsite equipment.

The Library is not responsible for operating costs of any personal equipment (including, but not limited to, personal devices, computers, cellular or standard phones), home maintenance of personal equipment, or other incidental costs (including, but not limited to, utility provider costs, telephone costs, or for any supply costs used in the home) associated with the use of an employee's alternative work arrangement.

Employees are responsible for properly managing and securing the use of confidential and privileged information and preventing unauthorized access to any Library system in the remote worksite.

Injuries sustained by the employee while at their home and/or offsite locations and in conjunction with their regular work duties may be covered by the Library's workers' compensation policy. Employees with remote work arrangements are responsible for notifying the employer of such injuries as soon as possible after they occur. The employee is liable for any injuries sustained by visitors to their remote worksite.

### **Business Expense Reimbursement**

If the remote work arrangement is at the request of the Library for reasons such as space utilization or extended building closures, the Library will reimburse the employee for reasonable pre-approved business expenses as required by the Illinois Wage Payment and Collection Act, as amended.

### **Library Capital Improvement Project**

On May 7, Russ Hodge and Bharat Krishnan, of The Hodge Group, met with the Library Director, Head of Operations, and Head of Communications to discuss the Foundation and the seating the Foundation's Board.

At the meeting, the Board will be provided with any updates from the May 12 bi-weekly call with The Hodge Group.

Penny Hummel is finishing her Library Building Program Report and the Library should have it shortly. Version 5 (the current version) of the space usage needs is on the Trustee's SharePoint site.

The next meeting with HGA is May 19, 2020 at 6:00 pm. The meeting will be held on HGA's Zoom account but will be posted and conducted as a special meeting. Peter Witmer provided HGA with the plat showing the new lot lines to the McKinley Development. I have reached out to Cathy Czerniak, Community Development Officer, about an early meeting with the Historic Preservation Commission but have not heard back.

On Tuesday, May 12, the Plan Commission is considering the Plat of Condominium for 705 N McKinley Road (Phase 2) to allow each unit to be held in separate ownership and to identify the shared ownership spaces. There will be no changes to the previously approved site plan and building are proposed. The Plan Commission agenda and building plans are attached.



### Notice of Public Hearing - Plan Commission Plat of Condominium – 705 N. McKinley Road (Phase 2 Building) Date: Tuesday, May 12, 2020 6:30 p.m. REMOTE ACCESS MEETING

This meeting will be conducted remotely, all Plan Commissioners and staff will attend this 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 for the duration of the Gubernatorial Disaster proclamation.

The City will be providing members of the public with various opportunities to watch or participate in this meeting. Members of the public can participate remotely in the meeting by following the public audience link <a href="https://us02web.zoom.us/j/89771304616">https://us02web.zoom.us/j/89771304616</a> Members of the public can also watch the meeting on Channel 17.

Submission of written comments by email to <u>czerniac@cityoflakeforest.com</u> in advance of the meeting is encouraged. Any correspondence received will be distributed to the Commissioners in advance of the meeting. Members of the public who wish to comment during the meeting will have the opportunity to participate by phone by calling 847-810-3643.

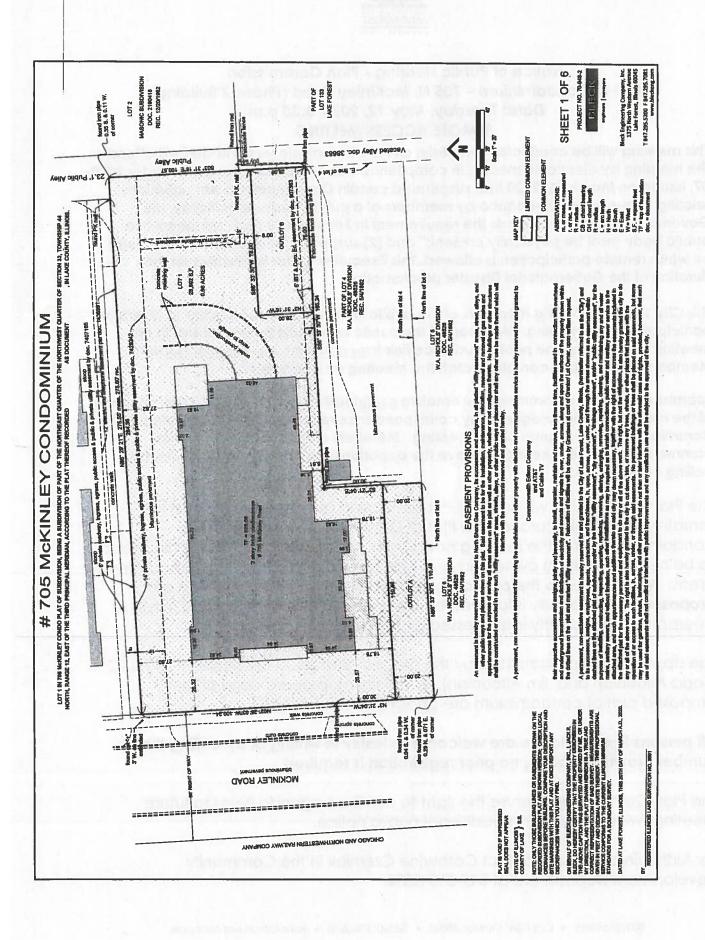
The Plan Commission will hold this Public Hearing to consider a request for tentative and final approval of a Plat of Condominium to allow each condominium unit in the building now under construction at 705 McKinley Road to be held in separate ownership and to identify common and limited common areas. No changes to the previously approved site plan and building are proposed. The property is located on the east side of McKinley Road, north of Deerpath. The property is addressed as 705 N. McKinley Road.

The application was submitted by the property owner, 711 McKinley Road, LLC (Todd Altounian and Jim Altounian). A vicinity map and a copy of the proposed plat of condominium are attached to this notice.

All persons in attendance are welcome to testify in writing or by calling the number provided above, no prior registration is required.

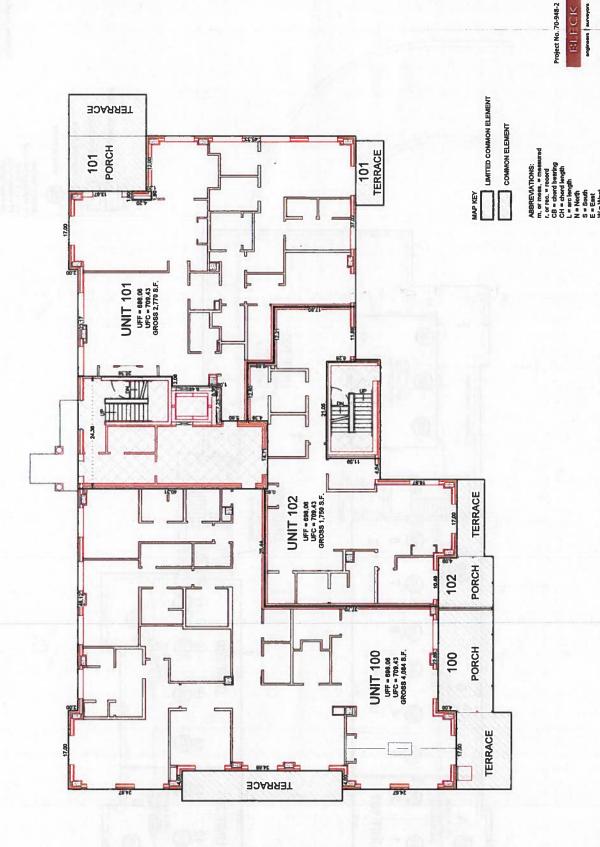
The Plan Commission reserves the right to continue agenda items to future meetings without providing additional public notice.

For further information contact Catherine Czerniak in the Community Development Department at 847-810-3504.



### Bleck Engineering Company, Inc. 1375 North Western Avenue 1375 North Western Avenue 1ake Forest, Iffinois 60045 T 847,295,500 F 847,295,7081 www.bfeckerg.com Project No. 70-948-2 angineers surveyors LIMITED COMMON ELEMENT COMMON ELEMENT SS STORAGE SPACE GS) GARAGE SPACE # 705 McKINLEY CONDOMINIUM 979 3 UNIT 100 UFF = 688.36 UFC = 697.38 GROSS 134 8.F. UPC = 898.58 UPC = 897.58 GROSS 527 8.1. UNIT 100 GARAGE FLOOR (8) 1 UNIT 100 UFF = 683.86 UFC = 687.36 GROSS 74 S.F. O (S) UFF-688.38 **UNIT 102** SURVEYOR'S NOTE: MANAGERS ASSOCIATION (BOMA) STANDARD METHODS OF MEASUREMENT - METHOD "A" GROSS. UNITS UNDER CONSTRUCTION 1-12-2018. 694 E ® @ o <del>6</del>@ UNIT 200 (S) 4 4 5 UNIT 300 <del>ද</del>ි.@ **3** 4 <del>4</del>® **@**ო **®** ~ UNIT 201 UNIT 101 892 SHEET 2 OF 6

# # 705 McKINLEY CONDOMINIUM FIRST FLOOR





SHEET 3 OF 6

SURVEYOR'S NOTE:

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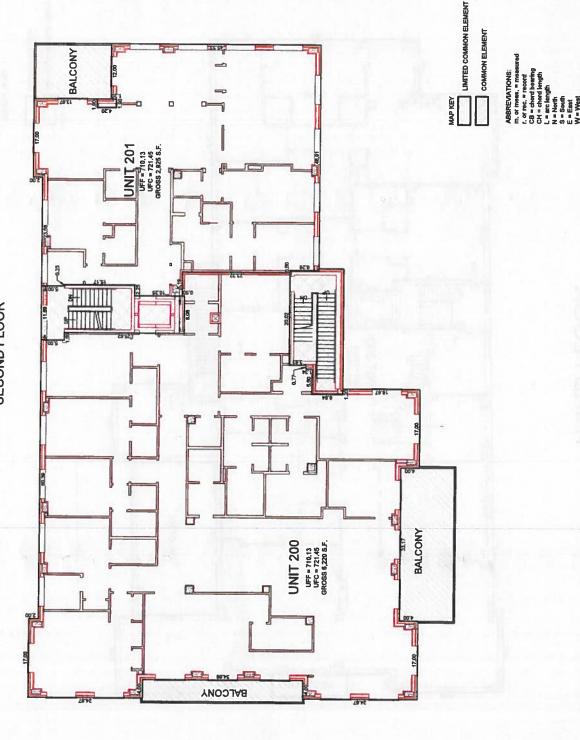
UNITS UNDER CONSTRUCTION 1-12-2018.

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## # 705 McKINLEY CONDOMINIUM SECOND FLOOR







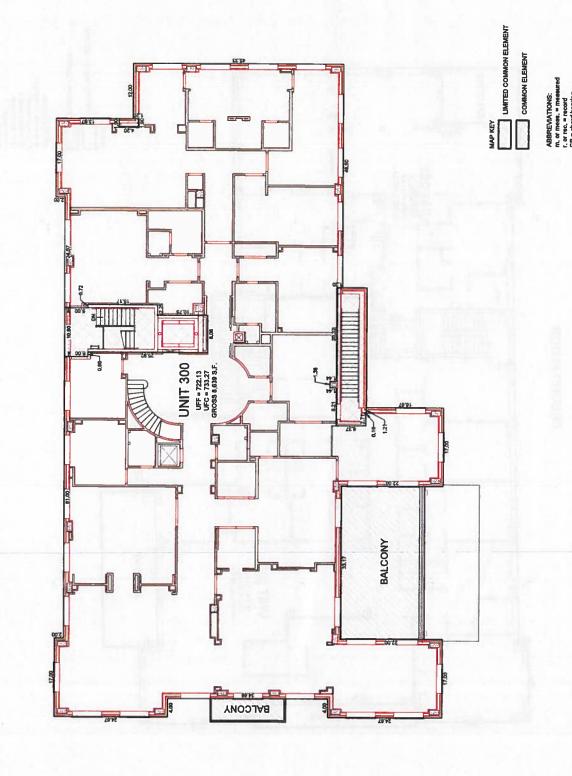
SHEET 4 OF 6

SURVEYOR'S NOTE:
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UNITS UNDER CONSTRUCTION 1-12-2018.

Bleck Engineering Company, Inc. 1375 North Western Avenue Lake Forest, Illinois 60045 T 847,295,5200 F 847,295,7081

Project No. 70-948-2

## # 705 McKINLEY CONDOMINIUM THIRD FLOOR



SURVEYOR'S NOTE:
WILDING OWNERS AND MANAGERS ASSOCIATION (BOMA) STANDARD
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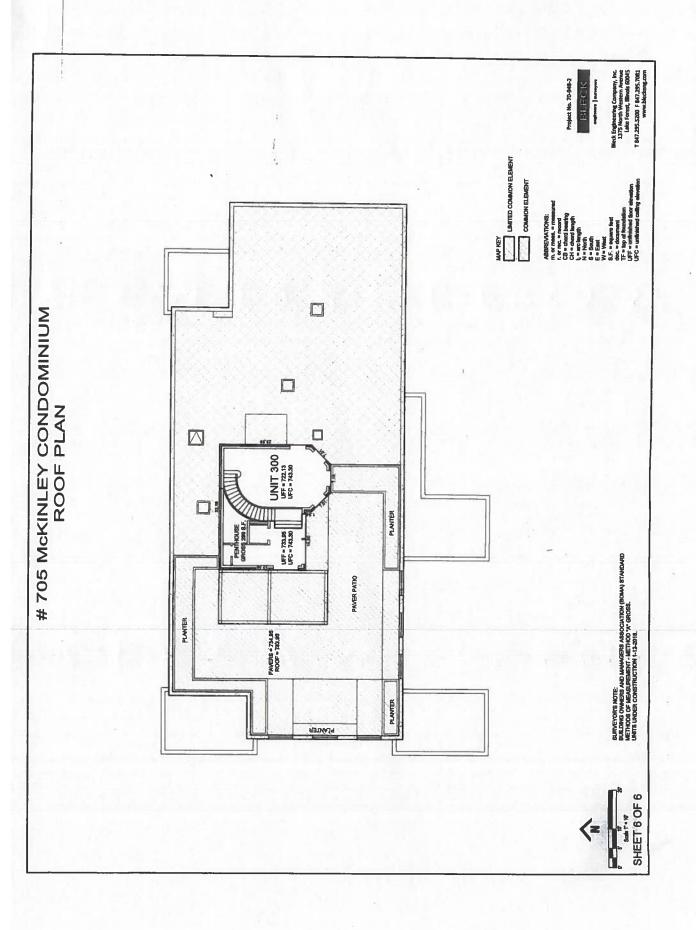
SHEET 5 OF 6

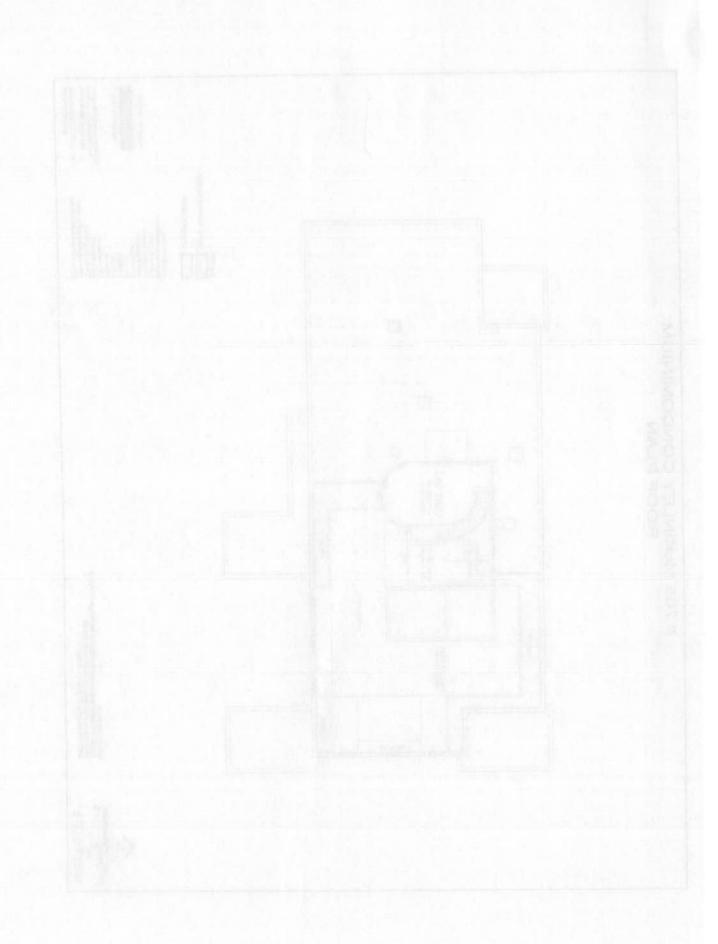
Project No. 70-948-2

Bleck Engineering Company, Inc.
1375 North Western Avenue
Lake Forest, Illinois 60045

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### **Library Director Report**

### May 12, 2020

### **New Board Members**

The Mayor and City Council will approve JJ (John) Johnson and Bryan Bertola as Trustees to the Library Board at the City Council meeting on May 18, 2020. Both specifically selected the Library as an institution they were interested in serving and I look forward to working with them. I've met JJ at LF/LB Rotary. He was one of the candidates that came for a full-scale building and information tour prior to his caucus interview. I have not yet met Bryan Bertola. Please note they might not yet be aware of the appointment. I'll reach to them next week.

### Our Library Family grew by one!

Liz Poppenhouse, Digital Services Coordinator, and her spouse, Brandon, welcomed their first child Levi Thomas Sander on April 28. He is "healthy and adorable" and his parents are doing well.

### **Trustee SharePoint Site**



SharePoint

We created a site to hold information relevant to the Board. You access the site at: <a href="https://lakeforestlibrary.sharepoint.com/sites/board">https://lakeforestlibrary.sharepoint.com/sites/board</a>. Once you favorite the site (click the little star in upper right-hand corner next to the word "Following"), the site will appear when you log into Office.com and click SharePoint icon.

Please review the site and its contents and let me know if there is anything else that we should be housing here for your convenience. For example, if you wanted a Services Committee folder for your recent work. Creating a place for your documents has been on the to-do list for a couple of years and O365 finally gave us a platform that is easy to use and update. If you have any issues accessing the site, reach out to Ed (efinn@lakeforestlibrary.org) or me.

### **Personnel – Staying Connected**

Similarly, we are pleased and excited to announce that a *Staff Information Hub* has been created and launched on SharePoint. The site links staff to employment and benefits information, 365 Training, and the web forms for Workplace Activity Reporting and Suggestion Box for Virtual Services. Staff can log in directly from the site to the weekly Wednesday *All Staff Coffee with Catherine*. The site is making it easier to collaborate and stay engaged during the building closure. It is the launching point for staff training and engagement that has been on the to-do list for a few years.

### **Statistics**

As noted in the FY2020 Library Director Evaluation supporting document, the first ten months of FY2020 was a very successful period for the Library. I prepared some additional comparative statistics for Penny Hummel earlier this week and thought you would find them interesting. The statistics compare FY2021 to FY2020 for the same ten-month period of May through February 2020.

- Patron visits held, FY2020 was up .18%
  - On average, each Lake Forest resident visited the Library 18 times
  - On average, each Lake Forest household visited the Library 45 times
- Circulation is up 6% (driven by e-content)
  - On average, each Lake Forest resident checked out 16 items
  - On average, each Lake Forest household checked out 41 items
- Use of reference and reader's and viewer's advisory was up with the Library responding on average to four questions per Lake Forest resident
- Library offered 38% more programs, primarily in the addition of tech classes and offsite programs at schools and other sites
- Overall program attendance was up 25%
- While use of the Media Lab declined, the Library offered 6% more Medial Lab classes; and 23% more residents attended Media Lab Classes
- Library provided 985 one-on-one e-tutorials/tech tutorials, just under 100 a month

### What's Circulating? It is All About E!

Resource	April 2019	April 2020	% Change
Illinois Digital Library			
(Overdrive/Libby)	1689	3,086	83%
Cloud Library	245	423	73%
RBDigital (magazines)	335	652	95%
Kanopy	135	799	492%
Hoopla	579	1,137	96%
Freegal (music)	139	190	37%

Format Type Across Resource	April 2019	April 2020	% Change
e-books	1,359	2,688	98%
e-audio books	984	1,539	36%
films	251	1,159	362%

Overall database use increased 88% from March 2020 to April 2020. The significant increases were in the investment, major daily newspapers, Ancestry, and historical newspapers databases. The general research databases provided through EBSCO reflected increased usage as well.

### **Virtual Library Statistics**

The shift to the Virtual Library is stabilizing and becoming stronger and more professional every day. The Virtual Team lead by Joy Schmoll, Head of Communications, and Ed Finn, Head of Operations, is being creative and innovative in keeping the Library connected and relevant to the Lake Forest Community.

In April the Library hosted 30 programs via Facebook Live, Instagram, and Microsoft Teams. The programs ran the gamut from baking bread, books made into movies, and the weekly Saturday Connect with Catherine to ask questions about the library. All but one of the programs was produced in-house.

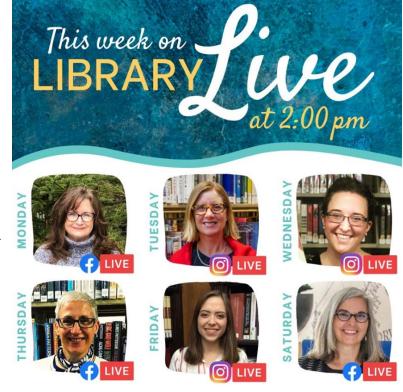
Host	Programs	Attendees	Views	Comments	Shares
Children's	9	117	2423	2540	7
Adult	11	143	54	88	8
Services					
YA	6	94	139	133	0
Admin	4	53	1404	22	4
Total	30	407	4020	2783	19

How to interpret these stats? Views count as "on-demand" attendance as the recordings stay available for anyone to watch and comment on. All but one of the programs was produced inhouse.

The in-house programs are branded under "This week on Library Live" and occur at the same time and on the same day each week.

Summer Reading will happen on a platform called Readsquared. The program tracks reading, awards badges, and prizes that support local businesses.

The theme is *Imagine Your Story*. Each reader will be encouraged to Read, Investigate and Discover their own story. We are currently testing the program with a May reading program for library staff.

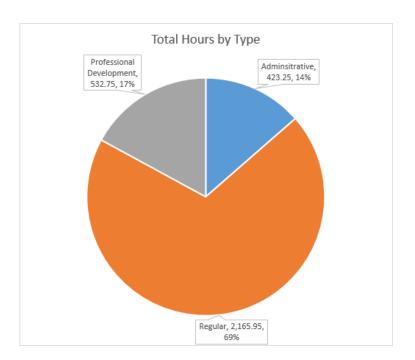


### Staff Activity Form – Engagement and Productivity

When the Library closed in March, we wanted to make sure to keep the entire staff engaged, in particular those that would not be able to contribute directly to the Virtual Library activities and those who duties could not be performed outside the building.

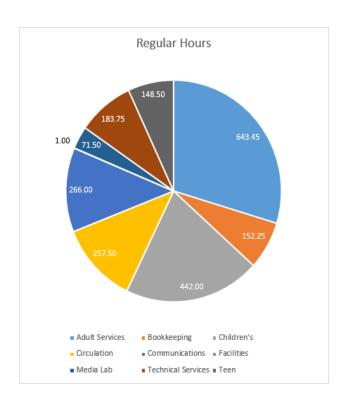
Within a week, we developed an online form for all staff members to use to record work activity – whether it was professional development or day-to-day regular work. The <u>Staff Activity Form</u> links from the Staff Information Hub and enables staff to record administrative tasks, regular work, and professional development hours. We encouraged the use of webinars and other professional development options to keep everyone engaged. Everyone, with the exception of the Head of Operations, Head of Communications, and Library Director, completes the forms.

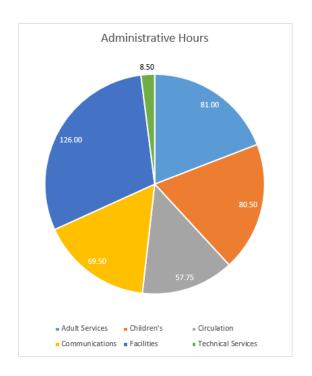
During the month of April 2020, 3,122 hours were submitted, the equivalent of 21 FTE. The Library currently has an FTE of 29.

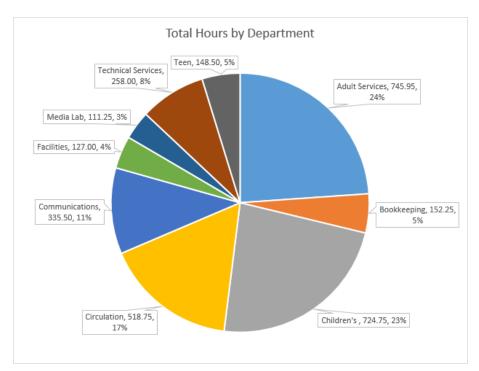


In April we saw the shift from professional development to "real work" as measured by the hours in Regular Hours and Administrative Hours. As to be expected, Communications, Children's, Teen, and Adult Services contribute heavily to the "Regular" as they are the major components of the Virtual Team.

Ed Finn, Head of Operations, will be at the meeting to provide any additional background on this topic.







### **COVID Response**

We continue to educate ourselves and prepare on how best to re-open the library space to staff and eventually to our patrons. Governor JB Pritzker's *Restore Illinois* plan (<a href="https://www.dph.illinois.gov/restore">https://www.dph.illinois.gov/restore</a>) did not lift the Stay-at-Home order and it remains in place until May 29, 2020. *Restore Illinois* did move the entire state to:

Phase 2 (Flattening): Non-essential retail stores reopen for curb-side pickup and delivery. Illinoisans are directed to wear a face covering when outside the home and can begin enjoying additional outdoor activities like golf, boating, and fishing while practicing social distancing.

There is endless discussion about whether libraries fit into the category of non-essential businesses or whether they are government entities able to make their own choices. Rather than trying to fit the library into a category, we have designed a strategy focused on the concept that libraries are unique in that our materials circulate the community in a continuous cycle. At the board meeting, we are bringing to you a plan for a service modification that we believe will make physical materials available while doing the most to keep staff and patrons safe.

RAILS, IHLS, and Illinois Library Association are co-hosting a Zoom webinar on "Everything Library Trustees Need to Know During COVID-19," on Thursday, May 14, from 2 – 4 p.m. The webinar provides public library trustees with important information to help them make decisions during this time. Library directors and any other interested library staff are also encouraged to attend. You can register at <a href="https://www.librarylearning.info/events/?eventID=31382">https://www.librarylearning.info/events/?eventID=31382</a>.

### **Facilities**

The library building was deep cleaned after it was closed for the Governor's Shelter-in-Place order. Since March 16, Joe Faust, Head of Facilities, has done a daily inspection of the building. The carpets were cleaned the last weekend in April. We are scheduling limited staff in the building. Staff are required to wear masks and gloves at all times while in the building.

### **Friends of Lake Forest Library**

No news on whether the fall book sale will be held.

### **Jury Duty**

I have been called for jury duty on May 12; but should be able to make the meeting. Felicia Song, Assistant Director, and Ed Finn, Head of Operations, will also be attending the meeting.

### **Holds Service Modification**

We continue to prepare on how to best to re-open the library space to staff and eventually to our patrons. Governor Pritzker's *Restore Illinois* plan (<a href="https://www.dph.illinois.gov/restore">https://www.dph.illinois.gov/restore</a>) did not lift the Stay-at-Home order and it still is in place until May 29, 2020. *Restore Illinois* did move the entire state to:

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There is endless discussion about whether libraries fit into the category of non-essential businesses or whether they are government entities able to make their own choices. Rather than trying to fit the library into a category, we have designed a strategy focused on the concept that libraries are unique in that our materials circulate the community in a continuous cycle.

At the board meeting, we are bringing to you a plan for a service modification that we believe will make physical materials available without adversely impacting on the Library's FY2021 budget while doing the most to keep staff and patrons safe. The modification is in keeping with the Library's goal to deliver concierge-level services.

