

WEST CHICAGO PUBLIC LIBRARY DISTRICT
BOARD OF TRUSTEES
REGULAR MEETING MINUTES
MONDAY, SEPTEMBER 23, 2024
7:00 P.M.

A. CALL TO ORDER: President Pro Tem Fokta called the meeting to order at 7:00 p.m.

B. ROLL CALL:

TRUSTEES PRESENT: Frank Fokta, Vice President; Corrine Jakacki, Treasurer; Diane Kelsey, Secretary; Richard Bloom and Maureen Navadomskis, Members.

STAFF PRESENT: Benjamin R. Weseloh, Library Director; Amanda Ghobrial, Adult Services Manager; Michael Novy, Technical Services; Luke Sutton, Youth Services Manager; Gabriel Cardenas, Circulation Manager; Jason Rock, IT Specialist.

C. APPROVAL OF THE MINUTES:

1. Board Meeting - August 26, 2024: Ms. Jakacki moved to approve the Board Minutes of August 26, 2024 as amended; seconded by Mr. Bloom. Motion carried.

- Page 2, Item I-1, third paragraph was amended to reflect that Mr. Bloom is working as a consultant on the Little Free Library project with David Sabathne, who is building the LFL box.

D. RECOGNITION OF THE PUBLIC: None.

E. PUBLIC COMMENTS: None.

F. AGENDA - ADDITIONS/DELETIONS: Under Item I, Presentations, Tamara Korbel from Sikich will speak first, and Leanne Furby will speak second.

G. TREASURER'S REPORT:

1. Approval of the Bills for September 2024: Ms. Jakacki moved to approve the payment of the bills in the amount of \$425,322.53.

Seconded by Mr. Bloom.

Roll call vote - Yes: Bloom, Fokta, Jakacki, Kelsey, Navadomskis.

Motion carried.

2. Financial Statements for August 2024: Ms. Jakacki provided the trustees an updated copy of the bill total. The Library is approximately 17% of the way through the fiscal year; revenues are above 50%, as discussed at the August meeting; and expenditures are trending at 17%.

Mr. Weseloh provided a report on the Financial Statements in his Director's Report, Item J-2.

H. COMMUNICATIONS: None.

I. PRESENTATIONS:

1. ILEAD Trustee Training: Dr. Lee Anne Furby, Illinois Heartland Library Systems, spoke about the organization's website which is designed to provide a one-stop training source for trustees at all libraries in the State of Illinois. The trustees watched a ten-minute demo video and then viewed the website. The system offers monthly workshops and keeps a list of the workshops and when they are available for viewing.

The ILEAD portal is grant-funded; and at this time it is limited to individuals within the State of Illinois. The portal is accessible 24/7.

After completing a module, participants are able to produce and print out a certificate of completion. Some of the module topics include: ALA Bill of Rights, Freedom to Read, the History of the Public Library, How Libraries Are All the Same, and Ethical Principles. New modules will include Building and Maintenance, Facilities 101, What Do You Need to Know As a Trustee, Community Engagement, Developing a Communication Plan, and Finance For Public Libraries. All content is reviewed by an attorney who is familiar with public library law.

There is not currently an IT module; Ms. Furby will suggest that topic to the advisory committee.

2. Managed Care IT Update (Sikich): Tamara Korbel from Sikich provided an overview of the Managed Care Services, including the following information:

Ms. Korbel is the escalation point contact for Mr. Weseloh and Mr. Rock for any technology or security-type events in the library, and she provides quarterly business reviews; Sikich goes through a deep health check of the Library's environment for solutions that are on premise, cloud solutions, and the end points that patrons and staff use. She introduced by photograph the Sikich team of Ken Klikia, Josh Vince, and Don Nimms. Sikich provides a high level overview of how it can help with some of the budget, financials, and any future planning as pertains to maintaining the work stations, the servers, the cloud environment where data is stored, and monitoring those end points 24/7.

The company provides technical implementations such as changes to the Library's environment, upgrades or enhancements, security improvements,

and software and hardware renewals. Sikich has received high satisfaction ratings on surveys in 2023 and 2024 regarding trouble

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tickets logged from the Library team, with scores at 4.96 out of 5. There was a spike in number of tickets logged by staff in 2021 during COVID when many team members were working from home. Some of the troubles had to do with passwords, antivirus programs running on Library devices, servers, and laptops, possible failures of hard drives, drives that are filling up, or patching that needs to take place.

The Library's data is moved between data centers across the United States, which helps eliminate down time. Multifactor authentication is being pursued; and library staff are being educated and trained on how not to be caught in phishing campaigns where someone is trying to phish for information on computer systems.

For risk management, employees exiting employment are to be removed from the system as quickly as possible. Sikich will make recommendations on adjusting library policies and procedures to ensure it is in compliance with cyber security. If there is a cyber incident that may be happening, Sikich would engage its forensics team and work with the Library to ensure that any doors are closed as quickly as possible.

Sikich partners with Artic Wolf for elevated security services, which the library does not currently have. Ms. Korbel has been professionally involved with systems recovery from ransomware attacks, which on average can cost \$409,000 per incident to resolve. Cyber security, risk management, vendor qualification, and incident response are the type of security services Sikich gets involved in. This additional level of service would incur an additional service cost.

Ms. Korbel recommended a comprehensive risk assessment where Sikich will review all the library's policies and procedures, make recommendations on filling gaps in any policies and procedures, as well as do an internal and external vulnerability scan. This service would be a three-month engagement. Sikich also can provide managed security, in which the company installs an additional piece of software that creates logs with the help of Arctic Wolf, and the client's environment is scanned constantly 24/7.

Discussion was had regarding whether the Library is required to comply with any particular IT regulations. Mr. Weseloh stated he believes the Library is required to comply a best-practices type of model, more data retention than security, including email and data files. Generally firewall software should be replaced every five years.

J. REPORTS:

1. President's Report:

- a. Mr. Fokta and Ms. Kelsey accepted the appointment to serve on a

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Committee for Semi-Annual Review of Closed Session Minutes and Executive Session Recordings.

2. Library Director: The Library is 17% through its fiscal year elapsed. Expenses are generally running at 15%, with some line items running ahead due to being front-loaded such as insurance, computer purchases, and databases. Lauterbach & Amen were onsite September 11 and 12 to gather materials; and the Library is on track to have its MD&A letter complete by the November board meeting for final approval.

Additional troubleshooting has been ongoing on Boiler 2. The problems are not resolved. The contractor will return September 26, 2024.

Midwest Mechanical will be onsite on September 26, 2024 to begin the VAV box replacements as part of the capital projects work. The timeline for completion of the remaining capital projects will be provided after the lead times for all the supplies are available. The public will be informed of the work as it is scheduled.

Mr. Weseloh closed the Facilities Assistant position. The position had been posted for a month on the Library's website, Chamber of Commerce job board, and the RAILS job board. One application was received which did not meet the requirements. If there are no applications received by the end of the September, the position will be posted on Indeed.

The Library is again participating in the citywide Loteria with the Cultural Arts Commission. Game pieces are on the front door, and some game boards are available for pickup at the circulation desk. Trunk Or Treat is scheduled for October 26, 2024. In 2023 over 1,000 people participated.

Staff anniversaries were reviewed. A retirement party for Jennifer Winter is scheduled for October 10, 2024.

Mr. Weseloh attended the joint review board for the TIF districts meeting. The several TIF districts were discussed, the most recently created being the 2022 Roosevelt-Fabian TIF District which has 125 parcels over 43 acres.

Mr. Weseloh is scheduled to attend the ILA annual conference October 8, 2024.

3. Department Managers - Circulation Services: Gabriel Cardenas, Circulation Manager provided a report on the Department:

Mr. Cardenas created a map in 2017 depicting the Library District and locations of cardholders when the district's cardholder rate was near 50%. Since then the Library has been purging inactive cards from the

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database. The home addresses cardholders with lower number of registrations are the apartment complexes: Timberlake, Aspen Ridge, Riverwoods, Town & Country. Approximately 35% of the district population has library cards: on average single family homes having one card per house; and homes addresses of cardholders who live in an apartment complex is at a concentration of approximately 14 to 17%..

Circulation Services provides the following functions for the Library: manage the library collection, including checking items out and in, holds, shelving, tracking item location, and ensuring the items are available for everyone. The department provides important customer service and is the first point of contact for patrons. Circulation enforces library policies: managing overdue materials, fines, and makes sure the collection is well maintained and accessible to all. The department also supports library programs and services.

Mr. Cardenas provided some statistics: the collections is comprised of 85,000 items; there were 125,000 physical checkouts in 2023; 20,000 interlibrary loans from other libraries, with approximately 1,000 coming from other states; 1,000 card registrations a year; circulation staff check out approximately 410 items per day; and 60,000 people visited the library in 2023.

In 2017 Mr. Cardenas began changing the library card design each year, and a card design contest was held in 2018. One of the design winners is now studying graphic design in college. Some of the card designs have included Toy Story, Baby Yoda, Alebrijes, the eclipse, and Snoopy.

Nine of the eleven team members in Circulation are fluent in Spanish. Spanish is spoken by 48.5% of the community, approximately 70%/80% of the people who visit the library speak Spanish, and 60% of the visitors speak only Spanish.

The department provides notary public services -- approximately 20 documents per week; voter registration; helps patrons with the photocopier -- approximately 5,000-6,000 copies made on the lobby copier per year. The services of the department are accessible, affordable -- free -- and convenient.

The department partners with the West Chicago High School to provide

training for five to seven students per semester through a Transition Program. The students are onsite three times a week; and the staff try to simulate a real work environment to build the students' skills for the future.

Circulation staff participate in community outreach: they have engaged in 110 outreach visits, meeting 2,400 participants in the last fiscal year, and donated more than 1500 items over the last three years.

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Outreach locations include nursing homes, senior residences, schools, and community events. Donations are provided to Puente de Pueblo, a children's after-school program; Aperion Care, Wood Glen, and Franciscan Court.

The Library provides books for Little Free Libraries, which facilitates community engagement and environmental sustainability; and is a convenient and accessible way for people to share books and connect with neighbors. The locations are Early Literacy Indian Knoll School, Riverwoods Apartment, and Town & Country Apartments.

The department staff provide a positive patron experience and contribute to community engagement through access to material and promoting library use.

4. Policy Committee: Mr. Bloom reported the Policy Committee met on September 12, 2024. Present were Frank Fokta, chair; Mr. Bloom, member; and Mr. Weseloh, staff. The meeting was called to order at 6:02 p.m.

The Committee approved the minutes of the July 18, 2024 meeting. There was no public or public comment; and no additions or deletions to the agenda.

Under unfinished business, they reviewed the check policy, which still needs to be worked on; and the Freedom of Information policy, which was on the Board Agenda for a vote under New Business. Under new business, they reviewed the Public Comment policy; the Exhibits, Displays, and Artwork policy; the Audit and Review procedures; Service to Patrons With Disabilities policy; and the Display or Distribution of Notices, Pamphlets or Other Materials policy

The meeting was adjourned at 6:25 p.m.

K. Unfinished Business:

1. Bylaws of the Board of Library Trustees: Mr. Bloom stated the Policy Committee recommends that the Board approve the updated version of the Bylaws of the Board of Library Trustees. The role of ethics officer was added to the document.

Motion carried by unanimous voice vote.

L. New Business:

1. Adoption of Certified Estimate of Revenue By Source: Ms. Jakacki moved that the board approve the Chief Fiscal Officer Certificate of Estimated Revenue By Source for the West Chicago Public Library District, DuPage County, for the Year Starting July 1, 2024, and Ending June 30, 2025. The estimated amount is \$4,738,052.

Roll Call Vote - Yes: Bloom, Fokta, Jakacki, Kelsey, Navadomskis.

Motion carried by unanimous voice vote.

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2. Freedom of Information Policy: Mr. Bloom stated the Policy Committee recommends that the Board approve the Freedom of Information Act policy as amended. On Page 1 the working hours were removed. On Page 2 the Index of Available Public Records, which is informational, was removed and can stand alone as a separate document, as recommended by the Library's attorney.

Motion carried by unanimous voice vote.

3. Public Comment Policy: Mr. Bloom stated the Policy Committee recommends the Board approve the Public Comment policy, which is unchanged.

Motion carried by unanimous voice vote.

4. Exhibits, Displays, and Artwork Policy: Mr. Bloom stated the Policy Committee recommends the Board approve the Exhibits, Displays, and Artwork policy. There were no changes to the policy.

Motion carried by unanimous voice vote.

5. Policy Audit and Review Procedures: Mr. Bloom stated the Policy Committee recommends the Board adopt the Public Audit and Review Procedure policy with the minimal changes in wording.

Motion carried by unanimous voice vote.

6. Service to Patrons with Disabilities: Mr. Bloom stated the Policy Committee recommends the Board approve the Service to Patrons With Disabilities policy. There were no changes.

Motion carried by unanimous voice vote.

7. Display or Distribution of Notices, Pamphlets, or other Printed Materials: Mr. Bloom stated the Policy Committee recommends the Board approve the Display or Distribution of Notices, Pamphlets, or Other Printed Materials policy. One phrase was added on Line 31, "including but not limited to."

Motion carried by unanimous voice vote.

8. Library Tour for Library Trustees: The tour was postponed when the

full board has the opportunity to attend.

M. CLOSED SESSION: None held.

N. RETURN TO OPEN SESSION: None held.

O. ADJOURNMENT: Mr. Fokta adjourned the meeting at 9:04 p.m.