

**MINUTES
ELMHURST PUBLIC LIBRARY
BOARD OF TRUSTEES
Tuesday, December 16, 2014
Administration Conference Room, 7:00 p.m.**

President Linda Wheaton called the December 16, 2014 meeting of the Board of Trustees to order at 7:01 p.m. in the Administration Conference Room.

Board members in attendance included Marsha Baker, Carol Jacobsen, Monica Iacono, Ingrid Becton, Teresa Menolascino, Susan Sadowski, and William Shanklin. William Ryan was absent. Also in attendance were Library Director, Mary Beth Campe, Assistant Director of Administration Services, Marcy Rodriguez, Assistant Director of Public Services, Catherine Ingram, Administration/HR Manager, Rita Andreuccetti and Public Information Coordinator, Cheryl Moore.

Visitor in attendance was Fiona McMahon.

There was no correspondence.

The first order of business was the approval of the Minutes of the November 18, 2014 Regular Board Meeting. William Shanklin moved:

THEREFORE BE IT RESOLVED:

That the Minutes of the November 18, 2014 Regular Board Meeting be approved as presented.

Susan Sadowski seconded the motion. The motion carried.

The next order of business was the approval of the December 16, 2014 Accounts Payable. Monica Iacono moved:

THEREFORE BE IT RESOLVED:

That the December 16, 2014 check registers be approved for payment.

Carol Jacobsen seconded the motion. Director Campe responded to several questions about the invoices. The motion carried.

Director Campe presented the Financial Reports. She reviewed the revenue and expenditure reports with the Trustees. She noted that another property tax payment was received this month.

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In her Director's Report, Ms. Campe stated that circulation statistics were up 3% this month over last year. Print and AV have stayed steady, the increase generated from digital materials. The Library held its first ever DIY fair on December 6. It was very successful with over 250 patrons.

Study for Finals program was held December 13-18. The program brings in hundreds of high school aged kids who use the Library to study during finals week. The Library hires teachers from York to provide tutoring help.

There was no President's Report

Cheryl Moore presented the Public Information Report.

Ms. Campe reviewed the cost accrual of the Adult Services Department Reconfiguration Project. Director Campe responded to several questions.

The first item of New Business was the approval of the Reference Policy. Susan Sadowski moved:

THEREFORE BE IT RESOLVED

That the Reference Policy be approved as presented.

REFERENCE POLICY 7.6

PURPOSE

Reference is a major service of the Elmhurst Public Library, and Library staff will make every effort to ensure that patrons are aware of this service and receive assistance in meeting their informational needs. The following policy is designed to ensure that Elmhurst patrons (persons with EPL cards, people with access to an **Elmhurst Business Library Card**, Elmhurst residents, or persons with an EPL Business Sticker) receive the highest possible level of accurate, efficient, and user-friendly service. Limited reference service will be provided to individuals from other communities ~~as outlined at the end of this policy.~~

SERVICE TO ELMHURST PATRONS

I. Availability of service

Reference service will be provided on an equitable basis by ~~professionally-trained~~, Elmhurst Public Library staff to all Elmhurst patrons ~~regardless of age during all hours that the Library is~~

~~open. The entire collection will be available for reference purposes to patrons of all ages. All requests for information will be handled impartially and with confidentiality.~~ Library staff will strive to provide service in a manner that preserves the privacy of the patron.

~~During hours when the Library is closed, access to a cooperative ready reference service will be provided through a link on the website.~~

Reference service will be provided in response to all forms of inquiry, ~~including in person, electronic, telephone, fax and mail.~~ In general, if ~~telephone or chat~~ transactions cannot be completed within five minutes, a patron will be contacted later with the desired information. Typically, a response or status report will be provided within 24 hours.

Due to time constraints and the difficulty of accurately communicating large amounts of data, only a limited amount of directory, stock price, or statistical information will be provided by library staff. ~~by telephone. a reasonable amount of reference information will be mailed, emailed, or faxed to patrons upon request.~~ Individuals requesting large amounts of information or assistance with research projects ~~may~~ will be asked to come to the Library **or be instructed on how to locate the information themselves.**

II. Service priorities

In-person requests will take precedence over other requests to the extent that they can be answered while the patron is waiting. There is no set limit to the amount of time that may be spent on a reference question; the librarian will decide when all reasonable sources have been exhausted. When other patrons are waiting, staff will generally defer complex questions to a less busy time. ~~Patrons will then be notified of the outcome of the search.~~ Questions requiring further research will not be accepted without the patron's name and contact information.

III. Sources and types of information provided

Reference staff ~~can~~ will use all available sources of information to answer questions subject to policy limitations. This includes, but is not limited to, books, magazines, electronic databases, the Internet, government agencies, and associations, ~~and personal acquaintances.~~ Long-distance telephone calls and/or email may be used to answer questions. Citations to sources of information will be given when questions are answered.

The librarian's personal opinion will never be given as fact. While the librarian will provide sources of information, information will not be interpreted and the librarian will not offer legal, medical, or tax advice. When the requested information is not readily available through Library sources, patrons may be referred to another organization with subject-specific expertise.

Staff will guide people doing extensive research or compiling large amounts of information to appropriate sources. Post-secondary students will be directed to their college or university library when EPL resources are insufficient. When a patron requests a book which is not on the shelf or not in the Library's collection, staff will offer to obtain the material. (NOTE: Patrons will be encouraged to obtain materials directly from Elmhurst College if available at that location. ~~Elmhurst College students will be referred to the Elmhurst College Library for interlibrary loans of academic material.~~) If the material is needed immediately, staff will try to locate it at another local library and have it held for the patron to pick up. Every reasonable effort will be made to fill each request and answer each question fully and accurately.

IV. Homework Assignments (Elementary and Secondary Students)

In recognition of the Library's vision of providing access to information for work and learning. Reference staff will cooperate with Elmhurst elementary and secondary schools in handling homework assignments. Assignment alerts will be solicited from the schools, and preparations will be made to deal with large assignments. Where appropriate, books will be pulled and placed on in-house reserve to ensure that adequate resources are available for all students. Instruction in the use of library materials will be provided if desired, but in general, homework questions will be treated like all other reference questions. ~~Access to live homework help will be provided through the Library's website.~~

V. Fees

Reference service will be provided free of charge except when charges are levied by a supplying agency. The patron will be responsible for these charges. For ILL and photocopy charges, see Circulation Policies 5.4 and 5.4.1.

Patrons specifically asking staff to print material (articles, tax forms, recipes, etc.) will be charged the standard fee for printing per page. Staff may print some material for patrons free of charge while researching a reference question. Typically, if more than 10 pages are printed during the course of a question, staff will start charging for printing. Information will be emailed when possible.

~~Up to ten pages of material printed by staff while researching a reference question will be provided free of charge; the standard fee for printing will be charged for larger amounts or print-outs of pages specifically requested by the patron.~~

SERVICE TO NON-ELMHURST PATRONS

As time permits, limited reference service will be available to non-Elmhurst patrons. Remote access to electronic databases is not available to non-Elmhurst patrons due to licensing

agreements. Non-residents who visit the Library will be guided in finding resources but will be referred to their local libraries when the information sought is not readily available at the Elmhurst Public Library. Telephone callers will be referred to their local libraries if the information requested cannot be provided quickly. **Elmhurst information, which is unavailable elsewhere, will be emailed or mailed only in the case of requests from outside the Chicago metropolitan area.**

PERIODIC REVIEW

This reference service plan will be periodically reviewed by the adult and kids' reference staff, administration, and the Board of Trustees, although changes may be made as the need arises. The quality of reference service will be evaluated periodically by Library staff.

The Library's written reference policies will be made available to the public on the Library's web site and in print on request.

Marsha Baker seconded the motion. The motion carried.

The next item of New Business was the approval of the Lost /Damaged Materials Fees, Receipts, and Refunds policy. Susan Sadowski moved:

THEREFORE BE IT RESOLVED

That the Lost /Damaged Materials Fees, Receipts, and Refunds policy be approved as presented.

5.3

LOST/DAMAGED MATERIALS FEES, RECEIPTS AND REFUNDS

FEES FOR LOST/DAMAGED MATERIALS

Patrons reporting lost material will be required to pay the cost of the item as listed in the computer or the average retail price for that type of material - whichever is higher - plus a processing fee. ~~For cataloged paperbacks, the average retail price for nonfiction will be the price of "trade" publications while the average retail price for fiction will be the price of "mass market" publications.~~ In addition to paying for the material, individuals losing catalogued library material will also be responsible for paying a processing fee to cover the costs associated with removing the item from the collection and preparing a replacement. Fees will be set by Administrative staff based on average processing costs.

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Rather than paying for lost **Elmhurst Public Library materials**, individuals have the option of purchasing a new replacement copy for the Library and paying the processing fee. ~~Fees for damaged material may include the total cost of replacement depending upon the extent of the damage.~~ **This does not apply to lost or damaged items obtained through LINKin or Interlibrary Loan.**

When material has been damaged beyond repair, and the replacement cost has been paid, ownership of the material may revert to the patron on request, if the Library can no longer use the material.

RECEIPTS

Receipts are issued at the time of payment for lost material. A receipt listing the price paid for the material and any fees collected will be given to the patron.

REFUNDS

No refunds will be issued for lost materials that have been paid for by a patron. Once an item has been paid for by a patron, ownership of the material reverts to the patron.

Teresa Menolascino seconded the motion. The motion carried.

The next item of New Business is the approval of Directors and Officers Insurance Renewal. William Shanklin moved:

THEREFORE BE IT RESOLVED

That administrative staff are authorized to renew the Directors and Officers insurance for 2015 at a cost of \$4,693.

Ms. Campe stated that Directors & Officers Insurance Policy renews on January 9, 2015. There is an 11% increase in the premium. Per our insurance agent, Philadelphia has been taking significant rate increase across to the board due to the uptick in employment related claims. Monica Iacono seconded the motion. The motion carried.

The next item of New Business was the review of the Salary Schedule for 2015. Ms. Campe stated that the Board reviews the salary schedule annually and adjustments are made to maintain competitive salaries. The salary schedule was adjusted last year. Comparing the Library's salary scale to libraries of similar size, the Library remains very competitive. She recommended that no adjustments be made to the salary schedule.

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The next item of New Business was the approval to transfer of annual interest from the Library Employee Appreciation Fund. Ingrid Becton moved:

THEREFORE BE IT RESOLVED:

That the interest earned in the Library Employee Appreciation Fund for FY 2014 be transferred to the Operating Fund to cover expenditures this fiscal year.

Ms. Campe reminded the Board that under the terms of the agreement with the anonymous donor, the Board of Trustees must spend, at a minimum, all of the annual interest from the Library Employee Appreciation Fund. This year's interest as of 10/31/14 is \$100.44. A small amount of additional interest will be received in November and December.

To date, LEA expenses are \$2,823.66 so the annual interest has been spent on staff enrichment. The Board must now approve transferring the interest to the Operating Fund. Susan Sadowski seconded the motion. The motion carried.

The next order of New Business was the approval of the Sale of Nonresident Library Cards. William Shanklin moved:

THEREFORE BE IT RESOLVED:

That, effective January 1, 2015, the Elmhurst Public Library will provide library cards to people without public library service living within the boundaries of Elmhurst Community Unit School District 205 by applying the same tax rate paid by Elmhurst homeowners to the equalized assessed valuation of nonresident property. For this same service, renters will pay a fee equal to 20% of one month's rent.

Marsha Baker seconded the motion. The motion carried.

The next order of business was a Resolution of Appreciation to the Elmhurst Garden Club. William Shanklin moved:

Whereas, members of the Elmhurst Garden Club have continued their tradition of decorating the Library for the holiday season for the 62nd year with an elegant theme featuring throughout the building: and

Whereas, the Elmhurst Garden Club contributed to the spirit of the holiday season for Library staff and visitors;
and

Whereas, members of the Elmhurst Garden Club generously and consistently have given of their time and talent in service to the Elmhurst community through their creative, charitable and educational projects year round;

THEREFORE, BE IT HEREBY

Resolved, that the Board of Trustees of the Elmhurst Public Library offers its sincerest gratitude and commendation to the Elmhurst Garden Club on behalf of the Library's patrons and staff and all the citizens of Elmhurst.

Susan Sadowski seconded the motion. The motion passed.

The next order of New Business was the Staff Holiday Greeting. Marsha Baker moved:

To EPL Staff:

Thank you for your contributions to the Elmhurst Public Library this past year.

Your dedication and commitment to providing outstanding library service truly enrich life in Elmhurst. We congratulate you on achieving a four-star rating in the Library Journal Star Library Rankings. We look forward to another year of outstanding programs, innovative services, and community involvement at EPL!

We wish you and your families a happy and peaceful Holiday Season.

Monica Iacono seconded the motion. The motion carried.

The next order of New Business was the approval of 2015 Regular Monthly Board Meetings. William Shanklin moved:

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THEREFORE BE IT RESOLVED:

That, the 2015 Regular Monthly Board Meetings be approved as presented.

Tuesday, January 20, 2015	7:00 p.m.	Kossmann Room
Tuesday, February 17, 2015	7:00 p.m.	Kossmann Room
Tuesday, March 17, 2015	7:00 p.m.	Kossmann Room
Tuesday, April 21, 2015	7:00 p.m.	Kossmann Room
Tuesday, May 19, 2015	7:00 p.m.	Kossmann Room
Tuesday, June 16, 2015	7:00 p.m.	Kossmann Room
Tuesday, July 21, 2015	7:00 p.m.	Kossmann Room
Tuesday, August 18, 2015	7:00 p.m.	Kossmann Room
Tuesday, September 15, 2015	7:00 p.m.	Kossmann Room
Tuesday, October 20, 2015	7:00 p.m.	Kossmann Room
Tuesday, November 17, 2015	7:00 p.m.	Kossmann Room
Tuesday, December 15, 2015	7:00 p.m.	Kossmann Room

Ingrid Becton seconded the motion. The motion carried.

The next order of New Business was the approval to close the Library for Staff Institute Day.
Monica Iacono moved:

THEREFORE BE IT RESOLVED:

That the Library will be closed to the public for a staff institute training day on Friday,
August 21, 2015.

Susan Sadowski seconded the motion. The motion carried.

The next order of New Business was the strategic plan retreat dates. Ms. Campe suggested the
the following dates: January 24, 31 or February 21. The Board decided on January 31, 2015.

The Board toured the ADS construction area.

There being no other business, the meeting adjourned at 8:20 p.m.