

RACINE PUBLIC LIBRARY  
BOARD OF TRUSTEES  
September 19, 2019 at 4:30 pm  
Emily Lee Room  
AGENDA

- I. Call to Order
  - a. Welcome Alder Maurice Horton, new City Council representative, replacing Alder Mollie Jones
- II. Public Comment
- III. Discussion of the Future of the Library
  - a. President's Report
- IV. Liaison reports
  - a. Report from City Council designee (Mr. Horton)
  - b. Report from RUSD designee (Mr. O'Connell)
  - c. Report from RPL Foundation (Board President)
  - d. Report from Friends of the Library liaison (Ms. Trottier)
- V. Old Business
  - a. Organizational Management Goals – Patrons are served by a strong, flexible organization

**FACILITY**

**1. Outcome: Patrons have free parking when using the library**

Action Plan: Develop a plan to present to City Council for free parking at the library

Who: Executive Director

Timeline: By August 31, 2018, a plan will be presented to the library board

Progress: October 18, 2018, draft plan approved by library board and sent to City Administrator.  
August 2, 2019, Downtown Redesign Draft Plan, including recommendations for parking, did not include free parking at the library. Full report has not yet been presented.  
September 19, 2019, request for free parking from December 2019 through April 2020 during the VITA (Volunteer program will be presented to the Public Works and Services Committee on September 24, 2019 at 6:30pm, Room 303, City Hall.  
Request for \$7,000 from the Boernke Fund to fund a part-time assistant for the United Way of Racine County's Volunteer Income Tax Assistance (VITA) program so that the Racine Public Library can be added as a VITA tax preparation site (enclosure 1)

GOAL ONGOING

2. **Outcome:** Patrons have questions answered efficiently and issues resolved effectively by appropriate staff, minimizing being referred to another service desk

Action Plan: Investigate possibility of using a "call center" to allow staff more time for face-to-face help and outreach activities

Who: Managers

Timeline: By December 31, 2019, develop recommendation for library board

Progress: January 26, 2017, visit Arlington Heights Public Library.

June 28 and July 3, 2019, two all-staff meetings were held to discuss the process being used to analyze and redesign service points, including a call center

July 18, 2019, presentation to library board held on the planning process being used.

August 13, 2019, proposal from architects presented to Building & Grounds Committee; tabled until September 19, 2019 board meeting (enclosure 2)

GOAL ONGOING

- b. **Engaging the Community Goals - RPL is a unique, innovative, interactive destination inspiring community pride**

VI. **New Business**

- a. **Financial Statement (enclosure 3)**

- b. **Organizational Management Goals – Patrons are served by a strong, flexible organization**

**PERSONNEL**

Action Plan: Library board recognizes library employees by funding part of the cost of an annual holiday party for them; also, a recognition lunch shall be held every year to celebrate all staff celebrating five-year increments of library service, paid from the library's endowment funds

Who: Executive Director and Library Board

Timeline: By November 30, 2019, the staff will have the funds for part of the cost of a holiday party and recognition lunch

Progress: September 19, 2019, request funding from library board (in 2018, \$1000 was approved); recognition breakfast has been scheduled for October 18, 2019.

Action Plan: Part-time employees who are not covered by health insurance will receive flu vaccinations at no cost to them

Who: Library board, city health department

Timeline: By November 30, 2019, flu vaccinations will be available to part-time employees

Progress: September 19, 2019, library board requested to approve this annual expense from the Health Insurance line item, approximately \$40 per employee. City health department cannot provide this, even if reimbursed, to employees not on the healthcare plan.

**POLICIES**

**Outcome:** Patrons and staff are protected by policies which are up-to-date  
**Action Plan:** Policies more than three years old will be reviewed and updated if necessary  
**Who:** Library Executive Director and managers  
**Timeline:** Annual  
**Progress:** January 17, 2019, Naming of Library Buildings Policy reviewed and approved.  
 March 21, 2019, the following policies were approved:  
 Collection Development Policy (including current Library Bill of Rights, Interpretations of the Library Bill of Rights, Freedom to Read, and Freedom to View statements), amended  
 Equipment Use Policy and Rules and Regulations, amended  
 Reference Services Policy and Rules and Regulations, amended  
 Display Cases Use Policy and Rules and Regulations, new  
 April 18, 2019, library board approved changes to Employee Handbook  
 April 18, 2019, request for library board to consider changes in Bylaws, consider for approval May 16, 2019  
 May 16, 2019, changes in Bylaws approved  
 May 16, 2019, changes to Employee Handbook and a new Social Media Policy for the Public approved  
 August 15, 2019, revised Rules and Regulations regarding the Use of Library Equipment approved  
 September 19, 2019, revised Rules and Regulations for the Customer Promise presented (enclosure 4)

**TRAINING**

**Action Plan:** Collaborate with Kenosha Public Library and Kenosha Library System for training on Compassion Resilience in Customer Service  
**Who:** Darcy Mohr, Jessica MacPhail  
**Timeline:** By December 1, 2019, training will be presented  
**Progress:** September 19, 2019, request permission from library board to close all day on Friday, November 15, 2019 so all staff can participate in this training

VI. Information

- a. **Organizational Management Goals – Patrons are served by a strong, flexible organization**

**PERSONNEL**

**Action Plan:** Recruit a social worker to help assist the staff and patrons with compassionate care  
**Who:** Darcy Mohr  
**Timeline:** By December 31, 2019, a social worker intern will be recruited to work part-time with staff and patrons  
**Progress:** August 17, 2019, Carol Pagan began her work as a social worker intern, 24 hours a week. Her schedule will be Monday-Thursday, from 4:00 - 8:00 pm and Saturday from 8:30 to 4:30.

Action Plan: Recruit a Volunteer Coordinator to recruit and train volunteers  
Who: Executive Director and Volunteer Center of Racine County  
Timeline: By December 31, 2019, a Volunteer Coordinator will be in place  
Progress: August 20, 2019, Janice Jordan began her duties as Volunteer Coordinator

## **POLICIES**

**Outcome:** Patrons are involved in setting the mission and vision of Racine Public Library

Action Plan: Mission and vision of RPL will be reviewed to keep current

Who: Executive Director, board, staff, Foundation, Friends

Timeline: By December 31, 2019, community will be engaged in a process of refining the library's mission and vision.

Progress: July 18, 2019, library board approved request to hire consultant David Jakes to lead the board, community and staff through a process of setting a new vision, mission, values and goals.

July 30, 2019, contract sent to City Attorney's office

August 27, 2019, contract signed

September 4, 2019, first meeting with Board President and Executive Director

GOAL ONGOING

- b. ALA reports – Ms. Austin, Dr. Craig, Mr. O'Connell
- c. Report of Upcoming continuing education opportunities for trustees:
  - 2019:
    - YWCA presents "Unlearning Racism" at Sienna Center, from 1-5pm:
      - Thursday, September 19th, 2019
      - Thursday, October 3rd, 2019
      - Thursday, October 17th, 2019
      - Thursday, October 31st, 2019
      - Thursday, November 14th, 2019
      - Thursday, December 5th, 2019
    - Social Justice and Public Libraries: Equity Starts With Us, October 28-29, Chicago Public Library
    - School and Public Library Partnerships, October 3-4, 2019, Indianapolis Public Library
    - Wisconsin Library Association Annual Conference, October 8-11, 2019, Kalahari Resort & Convention Center, Wisconsin Dells
  - 2020:
    - Public Library Association Conference, February 25–29, 2020, Nashville, Tenn.
    - Wisconsin Association of Public Libraries Annual Conference, April 29-May 1, 2020, Best Western Premier Waterfront Hotel & Convention Center, Oshkosh
    - American Library Association Annual Conference, June 25-30, 2020, Chicago, IL

- Wisconsin Library Association Annual Conference, October 27-30, 2020, Hyatt Regency & KI Convention Center, Green Bay
- 2021:
  - American Library Association Annual Conference, June 24-29, 2021, Chicago, IL
- 2022:
  - Public Library Association Conference, March 22–26, 2022, Portland, Ore.
  - American Library Association Annual Conference, June 23-28, 2022, Washington, DC

**VII. Consent Agenda**

- Minutes of the August 15, 2019 board meeting (enclosure 5)
- Vouchers and credit card purchases from previous month (enclosure 6 )
- Personnel Report:
  - New Hire PT: Maria DeGroot - Desk Clerk I
  - Tern PT: John Olson - Page
- Dashboard report for previous month (enclosure 7)

**VIII. Items for the Next Agenda**

- a. Employee Handbook revisions
- b. Patron privacy audit – “The library has explicit policies for technology product and service partnerships”

**IX. Next regular meeting date is October 17, 2019**

**X. Adjournment**

If you have accessibility needs or need information interpreted for you, please call the Racine Public Library’s Business Office at (262) 636-9170 at least 72 hours prior to the meeting.