

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

The mission of the Racine Public Library is to enhance our community's quality of life by providing information, ideas, and creative works.

Vision: The Racine Public Library is a trusted source of information. Residents have positive experiences in a dynamic, participatory, people-focused organization.

Present were board members Tracy Austin, Nat Coffman, Marie Craig, Maurice Horton, Melissa Kaprelian, James O'Hagan and Sue Trottier. Ms. Cruz, Mr. O'Connell, Mr. Qawi, Mr. Terry and Ms. Woods were excused. Executive Director Jessica MacPhail and Business Manager Dan Schultz were present. Vicky Selkove from the Mayor's Office and Lori Riffer from United Way were also present.

- a. President Austin called the meeting to order at 4:35pm and welcomed Alder Maurice Horton, new City Council representative, replacing Alder Mollie Jones. With no objection, Ms. Selkove and Ms. Riffer were allowed to present first.

II. Public Comment - none

III. 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.

**Ms. Trottier moved and Dr. Craig seconded a motion to approve \$7,000 from the Boernke Fund for a part-time United Way assistant for the VITA program. Motion carried.**

GOAL ONGOING

IV. Discussion of the Future of the Library

- a. President's Report – Ms. Austin reported on the Smart Cities conference and the long-range planning process with David Jakes.

V. Liaison reports

- a. Report from City Council designee (Mr. Horton) – Health insurance
- b. Report from RUSD designee (Mr. O'Hagan) – student ID's now working as library cards again
- c. Report from RPL Foundation (Ms. Trottier) – no report
- d. Report from Friends of the Library liaison (Ms. MacPhail) – Friends funded \$7,000 towards programming, including a Native American exhibit during Indigenous Peoples Week, October 14-18, 2019

VI. Old Business

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

**FACILITY**

- 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

**Ms. Kaprelian moved and Mr. O'Hagan seconded a motion to defer. Motion carried.**

GOAL ONGOING

VI. New Business

- a. **Ms. Trottier moved and M. O'Hagan seconded a motion to accept the Financial Statement. Motion carried.**
- 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.

**Mr. O'Hagan moved and Ms. Kaprelian seconded approval of \$1,000 towards a staff recognition breakfast. Motion carried.**

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.

**Mr. O'Hagan moved and Dr. Coffman seconded a motion to defer until the funding for this has been identified. Motion carried.**

## **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

**Ms. Trottier moved and Ms. Kaprelian seconded a motion to approve the revised Rules and Regulations for the Customer Promise. Motion carried.**

## **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

**Ms. Kaprelian moved and Dr. Craig seconded approval to close November 15, 2019. Motion carried.**

VII. 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

VIII. Consent Agenda

- Minutes of the August 15, 2019 board meeting, August 13, 2019 Buildings & Grounds Committee meeting, and August 15, 2019 Finance & Personnel Committee meeting
- Vouchers and credit card purchases from previous month
- Personnel Report:
  - New Hire PT: Maria DeGroot - Desk Clerk I
  - Term PT: John Olson - Page
- Dashboard report for previous month

**Mr. O’Hagan moved and Ms. Kaprelian seconded a motion to approve the Consent Agenda. Motion carried.**

IX. Items for the Next Agenda

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

- X. Next regular meeting date is October 17, 2019
- XI. There being no further business, at 6:10pm the meeting was adjourned

Jessica MacPhail  
Recording Secretary