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## MINUTES

### Standing Committee on Services • Board of Trustees • Batavia Public Library District

#### *Special Meeting*

Tuesday • 2 April 2019

1. **Call to Order**

Trustee Deitchman called the meeting to order at 6:32 p.m. in the Elizabeth L. Hall Conference Room of the Batavia Public Library.

2. **Call the Roll**

**Committee Members Present:** Jennifer M. Culotta and Andrew R. Deitchman

**Committee Members Absent:** Michael E. MacKenzie

**Other Trustees Present:** None

**Staff Members Present:** Director George H. Scheetz, Lisa M. Moore, and Joanne C. Zillman

**Visitors Present:** None

3. **Approve the Agenda**

Trustee Deitchman asked whether there were any changes to the agenda.

Motion by Trustee Culotta to approve the agenda, as presented. Seconded by Trustee Deitchman. All: Aye. The motion carried.

4. **Approve the Minutes:** Special Meeting, Tuesday, 5 March 2019

Trustee Deitchman asked whether there were any changes to the minutes.

Motion by Trustee Culotta to approve the minutes of the special meeting, as presented. Seconded by Trustee Deitchman. All: Aye. The motion carried.

5. **Recommendations from Speak Up! Community Engagement Initiative**

Trustee Deitchman stated that the purpose of this agenda item was to review the revised Strategic Plan, into which the Speak Up! Recommendations were incorporated.

Director Scheetz noted that this agenda item relates to the Annual Goal Plan for Library Director (2018–2019), Goal E–1: “In collaboration with selected direct reports and appropriate committees of the Board of Library Trustees, establish priorities and develop action plans in

support of the ‘Recommendations to the Board of Library Trustees’ (‘Speak Up! Recommendations’) that resulted from the Speak Up! Community Engagement Initiative.”

The particular element of the Action Plan for Goal E–1 stated, “Incorporate the Speak Up! Recommendations into the Strategic Plan as Objectives / Projects in support of the various Goals (for review by the Standing Committee on Services on Tuesday, 2 April 2019) and continue to develop (and carry out) Action Plans for each Recommendation (Objective / Project).”

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Director Scheetz noted that a report, “Strategic Plan and Speak Up! Recommendations: Objectives / Projects for Year Five (July 2019–June 2020),” was included in the Committee packet. Discussion followed.

In response to a question from Director Scheetz, discussion followed on the approval process.

The consensus of the Committee was that, since the revised Strategic Plan was the result of the consolidation of two existing plans, both of which were approved by the Board of Library Trustees—that is, the Strategic Plan and the Speak Up! Recommendations—the newly combined document did not require further approval by the Board.

Director Scheetz noted that he would distribute the revised Strategic Plan to the Board of Library Trustees in the next Board packet as part of the Services Committee report.

#### Recommendation for Action Plan

Director Scheetz made the following recommendation vis-à-vis the Annual Goal Plan for Library Director; viz., in respect to the Action Plan for Goal E–1:—

*Consider the newly updated Strategic Plan as the basis for Year 5 (2019–2020) and convene the Action Teams in the 3rd quarter of Fiscal Year 2020 (January–March 2020) to plan for Year 6 (2020–2021) and beyond.*

Director Scheetz reported that, as noted previously, the primary Objective / Project for Year 3 (2017–2018) of the Strategic Plan was the Speak Up! Community Engagement Initiative, which served as a de facto strategic planning process and resulted in a series of 13 recommendations, which were presented to the Board in June 2018. By consensus of the Trustees, the only Objective / Project, per se, for Year 4 (2018–2019) was the referendum campaign.

In its current “Strategic Plan,” the Library has a well-established review process in place, which includes Action Teams for each goal; each Action Team includes one Trustee.

Now, having merged the two initiatives and incorporated the Step Up! Recommendations into the Strategic Plan—as the basis for Year 5 (2019–2020)—the Library is able to take advantage of its well-established review process (in the Strategic Plan) and simplify the overall planning process (for greater efficiency and economy of scale) while respecting and appropriately following up on the work that went into both the Strategic Plan and the Step Up! Community Engagement Initiative. Discussion followed.

The consensus of the Committee supported the recommendation by Director Scheetz for the Action Plan for Goal E–1, as presented.

#### 6. Employee Satisfaction / Engagement

Trustee Deitchman stated that the purpose of this agenda item was to develop an employee satisfaction / engagement survey.

Director Scheetz noted that this agenda item relates to the Director’s Annual Goal Plan (2018–2019), Goal D–1: “Develop an employee satisfaction / engagement survey and analyze the results with the Standing Committee on Services ~~by Tuesday, 2 April 2019.~~”

The particular element of the Action Plan for Goal D–1 stated, “Review instrument (and plans for its analysis) with Standing Committee on Services on Tuesday, 2 April 2019; revise as needed.”

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Director Scheetz reported that he and Lisa M. Moore, the Library’s Human Resources Manager, after due consideration of the issues reviewed by the Committee in March, recommended a change in direction—to commission HR Source to conduct a full-service employee engagement survey for the Batavia Public Library.

Moore made a formal presentation, including the results of a case study, on the services offered by HR Source. The Library is a member of HR Source (formerly Management Association of Illinois) and receives a significant discount for its services.

In summary:—

- Definition: Employee engagement represents the levels of enthusiasm and connection employees have with their organization. It is a measure of how motivated people are to put in extra effort for their organization and a sign of how committed they are to stay there.

Most important, employee engagement is an outcome that depends on the actions of an organization, particularly the actions driven by leadership, managers, and people teams.

- Purpose: Establish a measurable means to assess, track, and take action on the state of communications, collaboration, and culture within the Batavia Public Library.
- Survey: HR Source believes employee engagement is too important to leave to random interpretation and guesswork.

HR Source relies on statistical baselines, data validation, and benchmarking to provide meaningful insights drawn from statistical facts. Using its national database of normative data, HR Source will benchmark the Library’s results against peer organizations.

Discussion ensued.

In response to a question from Trustee Culotta, discussion followed on the differences between an in-house project and working with a third-party consultant on such a project.

In response to a question from Joanne C. Zillman, the Library’s Deputy Director / Youth Services Manager, discussion followed on the survey process.

The consensus of the Committee supported the recommendation to commission HR Source to conduct a full-service employee engagement survey.

### Motion

Motion by Trustee Culotta to recommend that the Board of Library Trustees to approve and authorize Director Scheetz to execute a proposal from HR Source, of Downers Grove, Illinois, for an employee engagement survey (not to exceed \$3,500.00) and presentation on the results of

said survey to the Standing Committee on Services (\$500.00), for a total cost not to exceed \$4,000, as presented. Seconded by Trustee Deitchman. All: Aye. The motion carried.

The Committee requested that Director Scheetz place this item on the Consent Agenda.

7. **Appropriate Staffing Levels**

Trustee Deitchman stated that the purpose of this agenda item was to review a “Request for Proposals for Determining Staffing Needs.”

Director Scheetz noted that this agenda item relates to the Annual Goal Plan for Library Director (2018–2019), Goal E–3 and Speak Up! Recommendation 1–3: “In collaboration with the Human Resources Manager and the Standing Committee on Services, study appropriate staffing levels and develop a staffing plan for the Library.”

The particular element of the Action Plan for Goal E–3 stated, “Develop request for proposal (RFP) for review (and approval) by the Standing Committee on Services on Tuesday, 2 April 2019.”

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Director Scheetz noted that a report, “Request for Proposals for Determining Staffing Needs,” was included in the Committee packet. Discussion followed.

In response to a question from Trustee Culotta, discussion followed on possible respondents.

Motion by Trustee Culotta to authorize Director Scheetz to issue a “Request for Proposals for Determining Staffing Needs,” as presented. Seconded by Trustee Deitchman. All: Aye. The motion carried.

The consensus of the Committee was that no further action was needed by the Board of Library Trustees, which would approve the actual contract with the successful respondent.

8. **Future Agenda Items**

- Policy on Reimbursement of Employee Expenses (pursuant to 820 ILCS 115 / 9.5)
- Policy on Leave of Absence without Pay
- Policy on a Safe and Healthful Workplace
- Review Cycle for Library Policies: Strategic Plan (2017–2018): Objective / Project 4
- [1] Identify Underserved Populations / [2] Explore New Opportunities for Programs: Speak Up! Recommendation 2–2
- New Web Site: Speak Up! Recommendation 2–3

9. **Comments from the Committee**

There were no additional comments from the Committee.

10. **Next Meetings or Events**

- a. *137th Anniversary of the Board of Library Trustees of the Batavia Public Library (4 April 1882–2019), Thursday, 4 April 2019*
- b. *138th Anniversary of the Batavia Public Library (5 April 1881–2019), Friday, 5 April 2019*

- c. *National Library Week (62nd Annual Observance, 1958–2019), Sunday–Saturday, 7–13 April 2019 — to celebrate libraries and librarians and the pleasures and importance of reading, and invite library use and support — 2019 Theme: Libraries = Strong Communities*
- d. *National Drop Everything and Read (D.E.A.R.) Day, Friday, 12 April 2019 — annual celebration on April 12, the birthday of Beverly Cleary—who wrote about D.E.A.R. in Ramona Quimby, Age 8—to remind and encourage families to make reading together on a daily basis a family priority [Note: The sponsors decided to “drop” the “day” and now promote D.E.A.R. as a month-long event in April.]*
- e. *Board of Library Trustees (Regular Meeting), Tuesday, 16 April 2019, 7:00 p.m., Elizabeth L. Hall Conference Room, Batavia Public Library*
- f. *Good Friday, Friday, 19 April 2019, Library Open [I]*
- g. *Easter, Sunday, 21 April 2019, Library Closed*
- h. *Día = El día de los niños / El día de los libros (Children’s Day / Book Day), Tuesday, 30 April 2019 — a celebration of children, families, and reading; emphasizes the importance of advocating literacy for every child regardless of linguistic and cultural background*
- i. *Children’s Book Week (101st Annual Observance), Monday–Sunday, 29 April–5 May 2019 — “A great nation is a reading nation.”—Melcher [Note: Now sponsored by Every Child a Reader, a 501(c)(3) not-for-profit organization.]*
- j. ***Standing Committee on Services, Tuesday, 7 May 2019, 6:30 PM, Elizabeth L. Hall Conference Room, Batavia Public Library***
- k. *Board of Library Trustees (Regular Meeting), Tuesday, 21 May 2019, 7:00 p.m., Elizabeth L. Hall Conference Room, Batavia Public Library*

11. **Adjournment**

Motion by Trustee Culotta to adjourn the special meeting. Seconded by Trustee Deitchman. All: Aye. The motion carried.

Trustee Deitchman declared the meeting adjourned at 7:16 p.m.

Respectfully submitted,

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George H. Scheetz  
Director