NORTHBROOK PUBLIC LIBRARY BOARD OF TRUSTEES
1201 Cedar Ln., Northbrook, IL  60062
Personnel Committee Agenda
October 18, 2021 at 4:00 p.m.
Civic Room


1    Call Regular Meeting to Order – Ms. Maura Crisham

2    Board of Trustees Roll Call – Ms. Jennifer McGee

3    Approval of the Agenda – Ms. Maura Crisham

4    Approval of the September 13, 2021 Minutes- Ms. Maura Crisham

5    Public Comments

6    Unfinished Business
        6.1  Discussion of process for evaluating the Executive Director

7    New Business

8    Adjourn

FINAL VOTE OR ACTION MAY BE TAKEN AT THE MEETING ON ANY AGENDA ITEM SUBJECT MATTER LISTED
ABOVE, UNLESS THE AGENDA LINE ITEM SPECIFICALLY STATES OTHERWISE.


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observe and/or participate in this meeting, or who have questions regarding the accessibility of these meetings or the facilities are
requested to contact 847-272-7074 promptly to allow the Northbrook Public Library to make reasonable accommodations for
those persons.  Hearing impaired individuals may establish TDD contact by calling 847-272-7074.
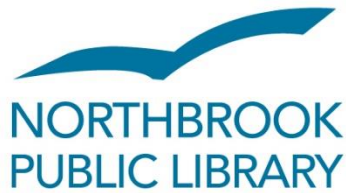
## Memorandum

DATE: 10/15/2021

TO: Personnel Committee

FROM: Kate Hall, Executive Director

RE: Personnel Committee Meeting 10.18.21

Included in your packet for Monday's meeting is:
- a tentative timeline for evaluations each year
- my goals from FY16-21 broken out by category.  Some fit into multiple categories so I listed the areas they fit so we can discuss how you would best like to approach those.

The timeline discussed at the last committee meeting was:
- November: Present new board categories and evaluation timeline to board
- January: Approve finalized evaluation format
- February:  Begin new evaluation process as outlined in timeline

# DIRECTOR EVALUATION TIMELINE

January

- Executive Director (ED) reviews evaluation timeline with board president

February

- ED presents self-evaluation to board
- Board fills out individual assessments based on rubric and goals
- Board president asks for volunteer to compile board assessments

March

- Compiled assessments are reviewed
- Board volunteer creates single evaluation document

April

- Board reviews finalized evaluation
- Board presents finalized evaluation to ED
- Board and ED discuss goals for next year

May

- Goals for next year are finalized

| | Community Engagement | Intergovernmental Engagement | Professional Engagement | Board Relations | Personnel Leadership | Facilities Management | Financial Management | Quality of Library Services | Strategic Plan | Future planning |
|---|---|---|---|---|---|---|---|---|---|---|
| **Goals for FY16** | | | | | | | | | | |
| • Perform a Compensation and Salary Survey | | | | | 1 | | 1 | | | |
| • Develop a Digital/Maker Space | | | | | | 1 | | | | 1 |
| • Organization of Project Documents | | | | | | 1 | 1 | | | 1 |
| • Investigate RFID | | | | | | 1 | | | | 1 |
| • Crafting a Strategic Plan | | | | | | | | | | 1 |
| • Furnish Lobby | | | | | | 1 | | | | |
| • Revise Board Statistics | | | | 1 | | | | | 1 | |
| **Goals for FY17** | | | | | | | | | | |
| • I have attached the project list that the staff and I developed. This encompasses the majority of my goals for the next year as well as some additional summation of what I did this year. | | 1 | | | 1 | 1 | 1 | 1 | | 1 |
| • In addition, I know we will still be seeing projections) and hiring and onboarding new staff will be a key goal in the coming year, especially if other members of the management team retire. | | | | | 1 | | | | | |
| • Continue to work on getting to know the community and staff. | 1 | | | | 1 | | | | | |
| **Goals for FY18** | | | | | | | | | | |
| • Strategic Plan- My goal is to finalize, and roll out the plan to the staff and community and then start on the year one action plan developed as part of the strategic planning process. | | | | | | | | | | 1 |
| • Migration to New ILS- We will be migrating to a new ILS in spring 2018. My goal is to see the Library through this process including working with staff on training, procedures, streamlining data, and making decisions on how the ILS will function in order to go live in spring 2018. | | | | | | | | | 1 | 1 |
| • Building Master Plan- My goal is to work with the management team on a building master plan that will provide a better use of our internal space and meet the needs of the patrons | | | | | | 1 | | | | 1 |
| • Makerspace- My goal is to get the new maker space up and running by the end of this calendar year. | | | | | | 1 | | | | 1 |
| • Project List- There are a number of projects also listed on the project list that will be done in the coming year. | 1 | | | | 1 | 1 | | | 1 | 1 |
| **Goals for FY19** | | | | | | | | | | |
| Continue completing FY18 goals | | | | | | | | | | |
| **Goals for FY20** | | | | | | | | | | |
| My goals are structured around the strategic plan. The strategic plan action items I will be working on in the coming year are: | | | | | | | | | | |
| • Research connections and forge partnerships with community and corporate partners. | 1 | | | | | | | | | 1 |
| • Analyze current programs and use data gathered to determine how to increase relationship building and human connections in programs. | | | | | | | | | 1 | 1 |
| • Conduct annual data summit to review and assess data collection and usage. | | | | | | | | | 1 | 1 |
| • Hold annual collection development summit that analyzes patron usage and data in order to drive collection development practices. | | | | | | | | | 1 | 1 |
| • Create plan to gather better metrics for data analysis including contacting businesses for input and assistance and using local resources like the GIS Department at the Village Hall. | | | | | | | | | 1 | 1 |
| • Review internal processes and determine which can be streamlined to improve workflow. | | | | | 1 | | | | | 1 |
| • Identify corporate entities and foundations in town. | | 1 | | | | | | | | 1 |
| In the upcoming year, I will also work on large projects including: | | | | | | | | | | |

| | Community Engagement | Intergovernmental Engagement | Professional Engagement | Board Relations | Personnel Leadership | Facilities Management | Financial Management | Quality of Library Services | Strategic Plan | Future planning |
|---|---|---|---|---|---|---|---|---|---|---|
| • Repaving the Parking Lot | | | | | | 1 | | | | |
| • Redoing the Landscaping | | | | | | 1 | | | | |
| • Painting the Building | | | | | | 1 | | | | |
| • Updating the Employee Handbook | | | | | 1 | | | | | |
| • Update the General Policy Manual | 1 | | | | | | | | | |
| • Add Study Rooms in Reference | | | | | | 1 | | 1 | | |
| • Implement New Phone System | | | | | | 1 | | | | |
| • Plan for Marketplace addition in FY21 | | | | | | 1 | | 1 | | |
| • Research and present plan for RFID consideration | | | | | | 1 | | 1 | | |
| • Implement time card system | | | | | 1 | | | | | |
| **Goals for FY21** | | | | | | | | | | |
| In the upcoming year, I will plan to work on the following large projects with staff: | | | | | | | | | | |
| • Restarting in person services for patrons after COVID-19 | 1 | 1 | | | | | | | | |
| • Develop a Popular Materials Plan | | | | | | | | | 1 | 1 |
| • Repair the Exterior Façade | | | | | | 1 | | | | |
| • Implement Bamboo HR (online applicant tracking software) | | | | | 1 | | | | | 1 |
| • Implement Technology Competencies for all staff | | | | | 1 | | | | | 1 |
| • Work on updating the landscape | | | | | | 1 | | | | |
| • Implement RFID & remodel the circulation lobby and workroom | | | | | | 1 | | | | 1 |
| • Update collection development policy | | | | | | | | | 1 | |
| • Continuing to train staff on using data to make data driven decisions relating to our work. | | | | | | | | | | 1 |
| In addition to the work outlined above, I will also be focusing on the results from the areas for growth. | | | | | 1 | | | | | |
| **Goals for FY22** | | | | | | | | | | |
| My goals for FY22 are: | | | | | | | | | | |
| • Continue to navigate the library through the end and after effects of the COVID-19 virus ensuring we keep staff healthy and connected while providing educational and recreational support to patrons. | 1 | 1 | | | | | | | | |
| • Establish and deepen relationships with new village and school leaders to ensure we retain strong relationships with the other governmental agencies in town. | | 1 | | | | | | | | |
| • Focus on enhancing our equity, diversity, and inclusion efforts amongst staff by working with an EDI consultant and doing an organizational assessment to determine what our next steps are for creating an inclusive organization. | | | | | 1 | | | | | |
| Here are some of the projects that we will be working on this year: | | | | | | | | | | |
| 1. Finish planning and implement the bid and construction process for the Fiction & Media Staff space | | | | | | | 1 | | | |
| 2. Begin planning for the next masterplan project, creating a Middle and High School Space Navigating through COVID-19. | | | | | | | 1 | | | |
| 3. Fully onboard Kelly Durov in her new role as Assistant Director. | | | | | 1 | | | | | |
| 4. Assess replacing library boilers as part of the facility plan. | | | | | | | 1 | | | |
| 5. Begin planning for the Cameras, Access Control, and Alarm System project as part of the facility plan. | | | | | | | 1 | | | |

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|---|---|---|---|---|---|---|---|---|---|---|
| 6. Working in partnership with the village, complete the design and bidding of the Cedar Lane Project & Landscaping projects with construction happening in early FY23 | | 1 | | | | | 1 | | | |
| | 8 | 4 | 0 | 1 | 13 | 23 | 3 | 13 | 17 | 5 |
| | | | | | | | | | | |

| PROJECT | FY START | DESCRIPTION | COMPLETED |
|---|---|---|---|
| Redesign Statistics for Board and Staff Use | FY15 | Determine what stats we keep and how we compile them; Then revise stats and come up with templates and definitions for all stats to provide consistency in our data collection. | 2/2018 |
| Provide Access cards and do key inventory for all staff | FY16 | secure building and redo key schedule | 9/1/2015 |
| Meeting Room Bookings | FY16 | Create procedures and implement meeting room bookings by outside groups | 9/1/2015 |
| Purchase a Bookdrop for Sedans | FY16 | purchase a bookdrop that is lower for sedans (and coupes) | 9/1/2015 |
| Hire and onboard New YS Manager & Asst Mgr | FY16 | Hire and onboard new YS manager | 10/1/2015 |
| CPR/AED Vendors | FY16 | Provide CPR and AED training to interested staff | 11/1/2015 |
| Develop better system to replace wall in circ | FY16 | Purchase rolling baskets to replace the wall in circ | 11/1/2015 |
| Develop Programming Committee | FY16 | Create committee to do regular library wide programming that also assesses programming in the Library and provides procedures for consistency | 11/1/2015 |
| IT Outsourcing | FY16 | As Thom is retiring, we will be investigating outsourcing of IT for our higher level functions. Joe and Bob will remain, but fall directly under Digital Services. | 12/1/2015 |
| Implement Standardized Committee Charges | FY16 | Using the programming committee charge as a template, have each committee create a charge and then store on the N drive. | 2/1/2016 |
| Redesign Interactive Classroom | FY16 | Redesign IC and get laptops, new furniture, paint, whiteboards etc; The goal is to make this room more modular and available for other types of programming. | 2/1/2016 |
| Compensation and Salary Survey | FY16 | As discussed previously, we will be doing a salary and compensation study with the Management Association of Illinois to determine if everyone is where they need to be in terms of pay grade and level and make adjustments where necessary. | 3/1/2016 |
| Redesign Statistics for Board and Staff Use | FY16 | Determine what stats we keep and how we compile them; Then revise stats and come up with templates and definitions for all stats to provide consistency in our data collection. | 3/1/2016 |
| Redesign website | FY16 | This has been in process and will be done soon. | 3/1/2016 |
| Update Job Descriptions | FY16 | Revise as part of Salary and Compensation Study | 3/1/2016 |
| Redesign Newsletter | FY16 | Working with multiple departments, evaluate and redesign the newsletter to meet the needs of the community | 3/1/2016 |
| Marketing Plan | FY16 | create a plan for what we will market in the coming year and how we will focus our attention | 9/1/2015 |
| Cleanliness in the library | FY16 | Determine areas we are weak in cleanliness and come up with a plan on how to fix that. | 2/17 |
| Train all staff on meeting rooms | FY16 | Train all staff on basic, intermediate, and advanced use of the rooms | 2/17 |
| Install New Servers | FY16 | Upgrade all servers | 4/17 |
| Redo interior and exterior Signage | FY16 | Redo signage throughout building including shelf, friends, digital, library and create signage guidelines. | 2018 |
| SurePeople | FY17 | Implement SurePeople ERTi Training and Assessment for Managers | 4/2017 |
| New chairs for tables on 2nd and 3rd floors | FY17 | The chairs on the 2nd and 3rd floors are badly in need of replacing. We will be getting rid of the old chairs for both seating and computer areas and replacing them. | 4/17 |
| Install new Chiller System | FY17 | includes replacing chillers in maintenance nad cooling towers on Roof | 4/17 |
| Migrate to a New Email Service | FY17 | Migrate to Gmail | 42675 |
| Restructure N Drive | FY17 | Redo how it is set-up and create a file hierarchy and procedures for what goes where | 4/17 |
| Revise Employee Evaluations | FY17 | revise employee evaluations to provde a numeric and narrative portion | 4/17 |
| Upgrade and expand WiFi | FY17 | Redo the wifi network and create separate staff and patron networks | 5/17 |
| Create a Branding and Style Guide | FY17 | Create a style guide that will outline what colors, fonts, logos, information, etc should be used on all library publicity and marketing to ensure consistency and tie in to the newly created marketing plan. | 5/17 |
| Merge RS & MM | FY17 | merge RS & MM into one department with one desk | 5/17 |
| Create a backup system for servers | FY17 | put a redundant backup system in place for servers and IT infrastructure | 8/17 |
| Create Master Plan | FY17 | Work with Product Architecture and Design to develop plans for reworking of spaces within departments  (See breakout for list) | 10/17 |
| Internet Backup | FY17 | Research our internet speeds and deterine if we need more bandwidth; also research and find a back-up internet service | 10/17 |
| Lobby Design | FY17 | Now that construction is finished, we need to evaluate what we should have in the Lobby and how it will be laid out. | 3/2017 |

| PROJECT | FY START | DESCRIPTION | COMPLETED |
|---|---|---|---|
| MM/RS Reconfigure (one desk) | FY17 | redo as part of masterplan | 5/2017 |
| Create a Branding and Style Guide | FY17 | Create a style guide that will outline what colors, fonts, logos, information, etc should be used on all library publicity and marketing to ensure consistency and tie in to the newly created marketing plan. | 1/2018 |
| Create Strategic Plan | FY17 | Create a strategic plan per the Board's request that we wait until I have been here for a year. | 1/2018 |
| Develop New Lost and Found Procedures | FY17 | Create and implement new procedures for lost and found | 2/2018 |
| Implement a Ticketing System | FY17 | Implement a help desk/ticketing system for staff to use to submit requests for maintenance, it, graphics | 3/2018 |
| Revise Employee Evaluations | FY17 | revise employee evaluations to provde a numeric and narrative portion | 3/2018 |
| Digital/Maker Space Department | FY17 | Start planning for creating a space in the Library that is a digital/maker space | 5/2018 |
| Revitalize Volunteer Program | FY17 | Redo how we handle volunteers and create a system that includes training and recruitment of new volunteers along with a restructuring of what we have volunteers do. | 5/2018 |
| Update Emergency Manual | FY17 | Update and then offer staff training | 2018 |
| Marketing Guidelines | FY17 | create guidelines for departments on priotization of marketing efforts | 2018 |
| Marketing Project List | FY17 | abbreviated marketing plan on what and where we will focus our marketing efforts for the year | 2018 |
| Offer credit card payments for copiers | FY18 | Offer credit cards payments at the circ desk and on the copier machines and determine how to comply with PCI | 11/17 |
| PC Res Update | FY18 | Upgrade PC Reservation or migrate from PC Res; PC Res is our print and patron computer management system. | 11/17 |
| Create a backup system for servers | FY18 | put a redundant backup system in place for servers and IT infrastructure | 11/17 |
| Migrate to New ILS | FY18 | CCS is going to migrate from Sirsi's Symphony to Innovative's Polaris | 4/2018 |
| Digital/Maker Space Department | FY18 | redo as part of masterplan | 5/2018 |
| Implement Merit Based Compensation | FY18 | research and implement a merit based compensation program combined with a COLA increase | 5/2018 |
| Implement Password Keeper | FY18 | Implement a library wide password keeping program to store passwords and better encrypt our systems. | 12/18 |
| New chairs for tables and lounge areas on 2nd and 3rd floors | FY18 | The chairs on the 2nd and 3rd floors are badly in need of replacing. We will be getting rid of the old lounge chairs and replacing them | 5/18 |
| Technology Plan | FY18 | Create a plan to address our technology needs and how we will get there over the next 3-5 years. | 9/2018 |
| Facility Plan | FY18 | create a plan laying out all major and minor building projects and the approximate cost for the next 5-10 years. | 8/2019 |
| Replace all CAT 3&5 cabling with CAT 6 cabling | FY19 | Replace all CAT 3&5 cabling with CAT 6 cabling | 3/2018 |
| Asset Valuation | FY19 | For insurance purposes and record keeping , we need to do a full valuation of all items within library including materials, furniture, equipment, etc | 11/2018 |
| Staff Intranet | FY19 | Develop a staff intranet that can be used to access important information, contacts, and other items necessary for staff to effectively do their jobs. This would replace and expand upon the Form Finder. We will use Wordpress and have different landing pages for each department, committee, managers, LICs, and library wide | 2018 |
| Investigate New Phone System | FY19 | Investigate new phone system that gives phones for all staff that need one and better caller ID and other features. | 1/2020 |
| Redesign TS | FY19 | redo as part of masterplan | 6/2019 |
| Repave Blacktop | FY19 | repair and repave blacktop including shoring up sewer lines | 8/2019 |
| Investigate and Upgrade from Evanced | FY19 | look into Signup and Space and Communico and determine if we want to upgrade from our current program registration program | 11/2019 |
| Redo Landscaping | FY19 | replace dead bushes, redo flowers, determine if we need to hire a landscaper | 3/2020 |
| Update General Policies | FY19 | look at and update all general policies and add any policies we are missing | 10/2019 |
| Records Disposal | FY19 | Work with Illinois State Archives to go through and update Records Disposal Application, train staff, and implement new process | 9/2019 |
| Develop Procedure Manual | FY19 | Create a procedure manual for all staff that lays out how to do different tasks by department and library wide. | 5/2019 |
| Create Maintenance Office | FY19 | redo as part of masterplan | 6/2019 |