

Crystal Lake Public Library
Board of Trustees

Special Planning Workshop Meeting – November 9, 2019
Minutes

Call to Order: The Special Planning Workshop Meeting of the Crystal Lake Public Library Board of Trustees was called to order by President Terri Reece at 9:00 am in the Ames Meeting Room at the Library.

Roll Call:

Present: James Becker, Bonita Drew, Chuck Ebann, John Engebretson, Alice Fellers, Stacey Lorenz, Terri Reece, Cary Waxler, William Weller

Absent: none

Other: Joe Huberty, Engberg Anderson

Staff Present: Kathryn I. Martens, Library Director (recorder); Karen Migaldi, Assistant Director; Stephanie Price, Public Relations Coordinator; Becky Fyolek, Head of Youth Services; Julie Gibson, Head of Circulation Services; Penny Ramirez, Head of Technical & Automation Services; Nancy Weber, Head of Adult Services

1. **Vision – public library services to Crystal Lake** – following a green light session, the group combined concepts into a series of statements. As a follow-up exercise, each participant will rank by priority order so as to achieve a consensus on vision & priorities that will guide us going forward.
2. **Service Philosophies:** jumping off from the Space Audit report from David Vinjamuri the group discussed
 - Staff help vs self help
 - Collection
 - vs general people space
 - Collection vs meeting spaces
 - Shelving heights, aisle widths
 - Display & Discovery

Consensus guidelines for moving forward included:

- Staff help vs self help
 - The current 50/50 split of checkouts by staff/self check machines is our minimum level. Any increases in the % of circulation handled by self check machines, based on patron choice, will mean the Library has the ability to redeploy personnel to other direct patron services. We do not desire to force self-check into a high percentage by eliminating the staff options; we will adjust staffing assignments to be in sync with our patron's behavior and preferences.
 - Automated materials handling is an important element to incorporate as it will improve customer service, reduce manual workload, and help mitigate the impact of minimum wage increases over the next 5 years.

- Collection
 - Needs to be reduced and reconfigured
 - Balance collection/people spaces within the confines of the space available in the current facility
 - People spaces need to be flexible/multi-use; new furniture
 - Better sight lines to destination seating areas
 - Reduce amount of tall stacks
 - Display & Discovery
 - Define and implement better wayfinding system
 - Enhance display/merchandising
3. **5, 10, 15 year options** – after much discussion and voting with dots, consensus was reached that
- repairs should be made to the current facility, within budget constraints and over time as funds become available, with the concept of operating out of this building for about 10 years
 - a new library building is still the best long term solution in order to provide 21st century public library services to Crystal Lake and the best use of taxpayers' dollars
4. **Spending Special Reserve Funds we currently have (about \$2.4 million).** The consensus of the group included:
- make the priority infrastructure repairs detailed in Part 4a of Joe Huberty's report totaling about \$1.3 million
 - Use the balance of the funds to make interior improvements in line with vision priorities. Concepts for interior improvements were outlined in Part 3 of Joe Huberty's report; staff will work through the design process with Joe and report back to the Facilities Committee.
5. **Funding Options and next steps.** Terri Reece and Bill Weller shared information from their experience with the 2016 referendum. With Don Peters and Terri Reece off the Library Board, new lines of communication need to be established between the Library Board and City Council.

Planning Workshop ended at 1:15 pm