

LISLE LIBRARY DISTRICT
SPECIAL BOARD MEETING

November 1, 2017 - 7:00 p.m. (actual start time - 7:06 p.m.)

1. Roll call

Present:

Jay Fisher - President

Thomas Hummel - Vice President

Longry Wang - Treasurer

Liz Sullivan - Secretary

Marjorie Bartelli - Trustee

Richard Flint - Trustee

Emily Swistak - Trustee

Also present:

Tatiana Weinstein - Director

Beth McQuillan - Assistant Director

Chris Knight - Recording Secretary

Wendy Siegel - Millennia Consulting

Brenda Bannor - Millennia Consulting

Carol White - CBWhite Market Research

2. Opportunity for visitors to speak

Public comment period included remarks from two visitors. The first visitor thanked the Board for their time and for their community contributions. The second visitor informed the Board that he attended a community engagement forum meeting. He thanked the Board for the opportunity to participate.

3. Presentation - Millennia Consulting to present results of Community Engagement Project

The Director introduced the presenters from Millennia Consulting, Wendy Siegel, Brenda Bannor, and Carol White of CBWhite Market Research. She then thanked the community for participating and for making the project a success. Wendy Siegel began the presentation and talked about the project's process including timeline, methodology and qualitative analysis. Carol White presented the data that was collected via the survey; the quantitative analysis. A total of 737 surveys were completed. Of the respondents, 689 declared themselves Library "users" and 48 declared themselves as "non-users."

Points/Themes covered in the presentation:

- Demographics - Survey takers: 70% female, 91% white, 61% aged 50+, 40% from Southwest Lisle
- Overall respondent opinion of Library is positive; seen as community asset and educational resource
- Parking lot, restrooms, librarian/staff assistance and the Library's physical collections are the most commonly used resources
- Librarians, print and video collections are almost universally liked while the parking lot, restrooms, digital collection and self-check machines drew some negative ratings.

- Non-users indicated that the reason they don't use Library resources is due to not needing or not knowing what the Library offered or that they did not have time in their schedules.
- Spending priorities show most respondents see modernizing the Youth Services Department as important. Other priorities such as improving the interior space and creating a media lab received approximately 50% support. Creating a Teen space, coffee-bar, improving the parking lot garnered less spending support. Respondents showed equal spending support towards physical and digital materials. There was less support for changing operating hours and having book vending machines.

Consultants' analysis:

- Users value the Library as a meeting place, as an inter-generational community center, and as a democratic institution.
- Young people were under-represented in survey and leadership should plan for cutting-edge technology to support young users (STEAM and digital resources).
- Look for ways to reorganize existing space and improve and update specific areas in and around building.
- There is a need for enhanced communication about the Library and its resources; raise awareness.
- This project should inform, not dictate, the future planning for the LLD. Leadership's responsibility is to consider, research, and plan for the Library's future - five, ten, twenty, years forward.

4. Discussion

President Fisher asked the Board if they had questions for the presenters. Trustee Bartelli asked if there were any questions about Board meeting communications in the survey. The presenters said that communication questions were more generalized and not specific to the Board. President Fisher asked the presenters if they could expand on the community forum and focus group meeting data. Wendy and Carol stated that the forums and focus groups helped craft the survey questions. They also stated that information gleaned from those meetings informed their overall analysis of the project.

President Fisher asked if there was a description of a media lab in the survey. Carol mentioned that on page 45 of the presentation, there was a brief description. Brenda and Wendy commented that in the focus groups, participants discussed 3D printers and STEAM (science, technology, engineering, art & math) resources when the term "media lab" was mentioned.

Treasurer Wang stated that she was impressed with the project and that the Board looks to have a quality plan to guide the Library into the future.

President Fisher opened the floor to the public to ask questions. A number of audience members took the opportunity to ask questions and comment. A summary of the Q&A follows:

- How can the public access the narrative/open-ended text section of the survey and can you tell the public more about what was shared within those sections?
 - Wendy responded by giving the example of a respondent commenting on the Library's entrance; it feeling not welcoming, dark and the space not being well utilized. Carol and the Director stated that the open-ended questions will be made available to the public.
- What is a media lab?
 - The consultants referred the question to the Director. The Director offered that there are many ways to define a media lab; from simple carts that hold 3D printers, to whole rooms dedicated to media editing and other technology resources.

- Who could take the survey? Lisle residents only? Board and staff as well?
 - Carol stated that the survey was for residents of the Lisle Library District. There were 737 respondents. Carol stated that this number was significant for a voluntary survey with no incentive.
- Was the survey anonymous?
 - Carol answered, "Yes."
- Will the presentation be made available online?
 - President Fisher answered, "Yes."
- Are the meeting rooms free to use or is there a fee? Who can use them?
 - The Director answered that the meeting rooms are available at no charge to LLD residents who have a valid LLD card.
- How will the survey impact Board decisions?
 - President Fisher said that the results will be used in strategic planning.
- When was the last time the Library conducted a survey?
 - The Director mentioned that the Library had informal, staff-created surveys in the past but that the last professional community-wide survey was conducted in 1999.
- An audience member suggested that the Board create a timeline for projects and also suggested that Board members use microphones during meetings.
 - President Fisher affirmed that the Board was in the process of acquiring microphones for recording future Board meetings.
- Will Board meetings be videotaped?
 - President Fisher stated that the Board has decided to audio record and that the Board will soon discuss videotaping Board meetings.
- An audience member offered her professional assistance to assess security, space and hours of operation.
- Is there any place in the Library where someone can leave comments concerning the Library?
 - The Director responded by stating that there are a number of ways to communicate with leadership; there are patron suggestion boxes throughout the building, patrons may email Board members, email the Director, and/or email other employees listed on the Library website contact page. Patrons may also call the Library or stop by and ask to speak with the Director.

President Fisher thanked the public and the consultants and asked for a motion to close the meeting.

5. Adjourn

MOTION: Trustee Flint moved to adjourn the meeting. Vice President Hummel seconded.

Voice Vote - All Aye

The meeting adjourned at 8:34 p.m.

Recorded by

Chris Knight, Recording Secretary

Approved by the Board of Trustees on December 13, 2017.

Approved by

Liz Sullivan, Secretary of the Board