

League of Women Voters Observers Report

Board meeting attended: Woodridge Public Library

Date and Location of meeting: June 20, 2018 at Woodridge Public Library

Meeting started: 7:30 p.m.

Meeting adjourned: 8:56 p.m.

League Observer(s): Mary Hobein

Board Members/Trustees present (P) not present (NP) tardy (T): Jay Tiede (P), John Majewski (P), Jane Whiteside (P), Judy Bloom (P), Clinton James (P), William J. Thompson, Jr. (P), Christopher Tripp (P)

Staff Members Present: Pam Dubé (Director), Deb Fowler (Assistant Director), Patti Naisbitt (programs director)

Estimated Number Attending (excluding Board and Staff): 2

Agenda can be found at: Woodridge Public Library website:
<http://www.woodridgelibrary.org/board-trustees>

PUBLIC COMMENT: None

CONSENT AGENDA: approved by all Board Members

LIBRARY DIRECTOR'S REPORT: No comments or discussion

PRESIDENT'S REPORT: None

NEW BUSINESS:

- A.** Presentation of Community Survey Findings from Northern Illinois University Center for Government Studies. The presenter was Mindy Schneiderman. The presentation was detailed and made use of Power Point. The presentation took up most of the meeting. The survey was sent to 2400 randomly selected residents of Woodridge. An email invitation was sent in March, and 3 reminder notices. There was a paper version and an on-line version. The on-line version was in Spanish as well as English. However, even among Spanish speakers, most of the replies were in English. 550 people (26.2%) responded, which is considered high. 298 responses were on-line. To distinguish users from non-users, the survey asked if anyone in the household had used the library or the library website within the last 12 month. Demographic information, such as age, race or ethnicity, whether there were children or teens in the household, and how long the respondent had live in Woodridge, was asked. The people who were the

least likely to have used the library were older non-whites, households with no children, people with less than 4-year degree or income less than \$50,000, and people who had lived in Woodridge less than five years. Of those considered to be users, 42% used the library once a month and 31% once a week. Of the non-users, 37.2% said they were not aware of the services, 6.4% said they were not interested in the materials, and only 1% said it was an inconvenient location. The number of people who visited the website decreased with age, but the total was 55%. 56.2% preferred using the library building, 25% preferred website, and others liked both. Those who lived north of 87th Street were more likely to visit the building than those who did not. 75% said that the library was their only destination, while others included it with other errands. Respondents said that the map included with the survey was hard to read. 77% of users borrowed materials, 62.4% of those with children attended children's programs. More than 90% said they were satisfied with the library's purposes. 89.2% said the library was valuable and 53.7% said very valuable. People were asked if they were familiar with the following library services: streaming music, children's programs, video games, employment resources, business services, early literacy programs, large meeting rooms, teen programs, comic/graphic novels, and Spanish language resources. Then those familiar with a particular service were asked if they wanted it to be increased, decreased, or stay the same. Of those who said they were familiar with the teen and early literacy programs, 60% said they would like those programs increased. The non-users who said they were familiar were more likely to want the on-line and streaming music services increased. Respondents were divided as to whether the books and audio books should be increased or stay the same. For all the other services, the response was to keep them the same. For future programs, educational, health, tech training, and financial resources were mentioned. For entertainment programs, 73.7% wanted musical programs, 69% cooking classes, 67% movies. Pam Dubé said that current musical programs were well attended but not by younger people. 18-24 year olds were most interested in music and movies and people with children were interested in movies. Potential service possibilities were creativity/maker space and a collaboration room with flat screens and laptop connections for business meetings. The traditional roles and functions of the library were affirmed -- encourage children and young people to read, learn and create; life long learning; social space; offer books, periodicals and other materials. People wanted to have more programs for seniors and children in the evening. More than 50% of respondents got their information from the library's mailed newsletters. Non-users got their information from the Village newsletter or local paper, even the library newsletter is mailed to all Village residents. The open-ended comments were mostly positive. The main complaint had to do with kids climbing on the kitchen set. The staff is aware of this and wants to change the layout of the set. There were questions and comments from the staff. To encourage new residents to use the library, Patti Naisbitt would like to make the library insert to the newcomers packet more attractive. This could include more information about the children's programs and the on-line services. It could also mention that the library is close to the post office, the junior high school, and a

grocery store. Judy Bloom suggested seasonal follow-ups to the newcomers packets, such as at the beginning of a school year. Patti Naisbitt said that in the past an apartment manager had helped to give library information to new renters, but that manager was no longer there. Since people had expressed an interest in movies, there was a discussion about which movies should be shown. Except for Black Panther, super hero movies were not well attended but Darkest Hour and children's movies were well attended. Since we have a high minority population, it was suggested that foreign movies should be considered. Patti Naisbitt pointed out that movie licensing had strict rules about how you could advertise the movie. Genealogy and history programs, as well as author talks are well attended. Pam Dubé asked about the value of a random selected survey vs. simply putting the survey on the website for anyone to fill out. Ms. Schneiderman said that had been tried with the same library and the results were wildly different. It was also pointed out that it would be easy to game the system with the same person filling out the survey multiple times.

- B. FY Treasurer's Report to be approved. The report was approved unanimously without questions, comments, or discussions
- C. Prevailing Wages. The Board unanimously approved.
- D. ADA Compliance Policy Pam Dubé feels that the policy is needed. Patti Naisbitt backs up Pam Dubé on implementation. Accommodation requested usually has to do with elevators. A service animal, which can be a dog or horse (!) must be accommodated, but not therapy animals. (They have never had a horse.) Staff may ask if this is a service animal, but may not ask about the disability. The person with the service animal is not required to supply proof that it is a service animal. If a special service is needed, such as a sign language interpreter, 5 days notice is required. If a patron has an interest in a particular item at a Board meeting and the service cannot be obtained in time, the specific agenda item can be tabled until the next meeting. Occasionally, a patron will bring his or her own interpreter. Deb Fowler is researching interpreters and the cost. The cost is paid by the library. Patti Naisbitt will put the 5-day notice information in the library newsletter. The ADA policy was unanimously approved.

UNFINISHED BUSINESS: None.

General Features

	Yes	No	Comments
Did the meeting start on time?	x		
Were members attentive and prepared?	x		

Were members courteous to each other?	x		good camaraderie
Were members attentive to the publics' comments?			n/a
Was the facility adequate?	x		
Could the audience see and hear?	x		
Were visual aids easily visible to the audience	x		
Were the meeting facilities handicapped accessible	x		

FOIA (Complete once, unless information changes.) Completed for May 2017 meeting. No changes,

Illinois Open Meetings Act requirements

	Yes	No	Comments
Was the agenda posted 48 hours before the meeting? If yes, note where	x		library website
Did the agenda items clearly describe what was to be discussed?	x		
Were background materials made available to the public?		x	
Was there adequate discussion of the issues?	x		
Was there a closed session before, during or after the meeting?		x	
If there was a closed meeting, was any action taken after the closed session? If so, what action?			N/A

Date Submitted: July 24, 2018

By: Mary Hobein