

MINUTES OF THE JACKSONVILLE PUBLIC LIBRARY BOARD MEETING

August 9, 2021

The regular meeting of the Jacksonville Public Library Board of Directors was held August 9, 2021 in the conference room of the Jacksonville Public Library. Present were President Mary Ferguson, Forrest Keaton, Kevin Eckhoff, Lisa Haley, Craig Albers and library director Chris Ashmore. Elizabeth Kennedy, Noel Beard, Ted Roth, and Katie Weeks were absent.

President Ferguson called the meeting to order at 4:30 PM.

It was moved by Keaton and seconded by Eckhoff that the minutes of the July Board Meeting be accepted as submitted. Motion carried.

It was moved by Albers and seconded by Haley that all financial reports for August be approved and that all properly approved bills for August in the amount of \$58,691.57 be paid out of general funds as funds are available. Motion carried.

There was no updated report on the Endowment Fund, as the number for July 31, 2021 had not been received yet.

Director's Report

July started off to be another great month at the Jacksonville Public Library. The first half of the month went very nicely. Patrons, both young and old, were participating in the summer reading programs. We had some very popular library programs. All was good with the world. The second half of July was a different story. It seemed that everything that could go wrong did go wrong.

First, we discovered a crack in the laminated glass of our front door. I contacted Voelkel Glass and they came out to take a look. The crack is interior and is currently not dangerous or hazardous. Voelkel said that the glass crack is due to pressure from the door and they did not recommend replacing the glass until someone came out to look at the door and make some repairs – or the glass would eventually crack again. They recommended that the bottom of the door be sealed/stained, the hinge be adjusted or replaced, and either the bottom of the door trimmed or the threshold step be addressed. Doug Megginson will be coming out to take a look at the door. In fact, he was scheduled to come out the last week of July, but I canceled with him because I had to leave town and we both agreed it would be better if I was here when he came.

Secondly, the compressor that pumps air into our dry sprinkler system conked out. The air pressure then dropped and tripped the alarm in the middle of the night. I was lucky

enough to spend one evening from 11:30 PM until 4:30 AM here at the library while a technician was dispatched to fix the problem. The initial solution was to flood the dry sprinkler system with water until we could get a new compressor, and thus act as a wet sprinkler system until the dry system could be put back online. This worked for a while until we noticed a small drip coming through the ceiling. Two leaks were discovered in the dry system piping that were leaking water into the ceiling. It took a while to get a hold of the right person, but eventually I got someone from Johnson Controls to drain the water out of the dry sprinkler system and leave that part of our sprinkler system offline until the compressor arrives and the dry sprinkler system can be restored. The infinitesimal chances of a fire for the first time in 117 years occurring in the dry sprinkler system area was outweighed by the damage being caused by all of the water coming in. Those dry pipes, normally filled with air, are not meant to be flooded with water for that length of time. At the present time, we are waiting for some new piping to replace the pipes with the leaks and also waiting for the new compressor. When all is done, the dry sprinkler system should be back online and ready to go. In the meantime, I have an appointment with Service Master out of Mt. Sterling to take a look at any water still standing in the ceiling and assess any water damage.

Lastly, on July 22, our phone system was hacked and 28 international calls were placed to Tunisia. The Fraud department at Frontier notified me of the breach and blocked international calling. In order to restore international calling (which is not really a concern) and to make a claim to be credited for the \$4,000 dollars' worth of calls placed, we had to have a technician come out and secure the phone system against hacking. The hacking came through the voice mailbox system. After several attempts at finding the right person for the job, the phone system was secured on August 4 by a Frontier Technician, who was required to send in a list of things that had to be done to secure the system. If we have no hacks in thirty days from the securing of the system, they will process our credit request. No further hacks occurred once I had everyone change their voicemail box passwords, but the security steps were needed in order to ensure we would have no further hacks and to not be charged for the international calls. Needless to say, it is time to look into a new phone system and I will be placing initial discussions for this on the August Agenda. We should probably start with an Automation and Technology Committee meeting with Matt Martin consulting.

Each of these issues that, of course, took way longer to resolve than they should have – not due to us, but to the bureaucracy of each company we had to deal with – ran into August and I am still dealing with them to some extent. My staff, in particular Sarah and Bridget, did a great job of helping handle these issues, because of course they were ongoing when I was out of town for my father's passing and funeral, the last week of July. It was all a bit overwhelming, but I am much more confident about everything as I

write this report. We will be out some money for these issues and will determine by the bills whether to pay some of the costs from the Special Reserve Fund.

I apologize if it sound likes I am complaining. I am not. I realize that it is all part of the job. Once a decade type things like this just don't usually happen within the same couple of weeks, which was a bad time for me personally as well. On the brighter side, I had Green Works do some tree trimming in July – just getting branches that were hanging over the building, steps or walkways and making things look nicer. They do a great job. We also had our annual elevator inspection in July, which we passed. We have a year, however, to change our elevator phone to a hands free phone. Perhaps this can happen with the new phone system.

I had a couple of more interviews for the Youth Services Librarian position that I had to cancel when I was out of town. I have them rescheduled for early August and will hopefully have a hire made in August. Other tasks keeping me busy in August included Facebook and web site maintenance, event planning and maintaining the day-to-day operations of the library.

Adult Services

The Adult Services department had a great month. Sarah had seven formal technology appointments and helped patrons with other daily technology questions. She continued working with Rebecca, the library's volunteer, to finish digitizing the yearbook collection. Cindy and Sarah worked together to get the Youth Services programs uploaded onto Facebook. Sarah spent time researching and promoting events and library services using social media, sending items to local media outlets, and more. Sarah also worked on research projects with patrons relating to local history and genealogy and helped with other daily reference questions. She updated the blog, social media and website as time permitted. Sarah adjusted our standing order authors by deleting authors that hadn't published books in a long while along with those who are no longer popular; she added a few authors that were becoming very popular with our patrons.

The library had two hybrid programs via Zoom and one in-person event in July. The first event was with the best-selling author Kate Moore who wrote a book of local interest about Elizabeth Packard and the State Hospital called, *The Woman They Could Not Silence*. The event was on Zoom and in-person here at the library via our videoconferencing equipment for those who didn't have the technology to use Zoom from home. There was a mix of people attending the event in both ways; there were around 75 attendees overall with many more watching the recording. It was one of the more successful events the library has put on; Sarah and I received much positive feedback.

The second event was also on Zoom and patrons could watch it at home or on a tablet here at the library. It was called “The History of Vintage Baseball Cards and Memorabilia.” The event had moderate attendance but brought in patrons we don’t always see. Patrons were able to learn all about baseball cards and get a better idea of how to value their own. The last event was a live portrayal of Thomas Jefferson presented by local teacher, David McGraw. Although the event focused largely on the founder’s religious views, all aspects of his life were discussed. The event was very well-attended and well-researched.

Sarah researched items to purchase for the collection and placed book and AV orders as needed. She also put up a new display of materials. Sarah discussed the possibility of starting a new social work student internship with a few professors from Illinois College. Sarah and I will be meeting with them in August to find out more. Last but not least, Sarah attended a training event about making the most out of the library’s digital collection. She discovered some good ideas for promotion and hopes to soon make use of what she learned.

Interlibrary Loan/Holds

In July, there were 830 items borrowed from other libraries; 698 items lent to other libraries; and 359 reciprocal circulations.

Circulation Services

The library provided wonderful service to every patron that walked in the door during the month of July. The Circulation Staff was very busy with helping people on computers, microfilm and helping with summer reading on both floors. Diane Hequet was very busy cleaning disks, fixing books, and helping patrons. Andy Mitchell was busy helping patrons and pulling books for patrons with health issues so they could just check out their books and not have to look around during Covid.

Bridget also worked on the library’s Pinterest account and kept the Pinterest pages up to date. She also kept track of the ISD and ISVI books to see if they had been turned in at the student’s home libraries. Bridget mailed out the overdue notices every day, comparing the information with the patron’s accounts to make sure the items had not been turned in yet. She continued to work on weeding books to make room for all the new books that have been switched over. Bridget continued to put “mark the reader labels” in all the books so patrons can initial to keep track of what they have read. She had three tech appointment in July. Bridget also removed and updated patron emails based on reports sent by RSA. She also started training a new page, Patricia Mullens, who is doing great.

Bridget and Raine worked hard every Friday with bookmobile. Bridget, Andy, Raine and I set up for the Downtown Concerts every Friday night. We had several people sign up for library cards at the concerts. We set out library news and had books that patrons could check out. We also set up a rock coloring station and had bubbles for the kids to play with. Bridget and Andy set up every other Saturday for Farmer's Market. Our patrons loved to see us and we had a few books get checked out and signed up a few people for library cards.

Extension Services

In July, Outreach Services continued in the established routine, with the addition of several new homebound patrons. Activity Directors at the local assisted living facilities called Heidi for materials to support and supplement their upcoming activities.

Many new books were ordered and added to the Large Print collection, and the process of adding "Mark of the Reader" labels to the books continued.

Youth Services

We wrapped up another year of Summer Reading in Youth Services. Cindy continued the Summer Reading programming with a mixture of online and in-person programming. All of the events had regular and steady attendance.

The K-5th grade top reader and Loreen Ray award winner was Jackson Ray. His brother, Benjamin Ray took second place. We had a large tie for third place and another 6 kids who tied for fourth place, so Cindy presented awards to all of them. The Pre-K top reader was Evelyn Ray, sister to Benjamin and Jackson. Second place and third place also had several people tied, so Cindy presented awards to all of them as well. Our teen program had two main winners, Eli Walker won the technology prize and Abby Mayberry won the craft prize. However, we had several others who we felt deserved a prize as well, so those were also awarded. The Grand Prize winner for the K-5th grade level was Benjamin Ray. He won the trip to Chicago for four. The Pre-K Grand Prize winner was Nelly Walker. She won passes to Ergadoozy in Springfield.

This was Cindy's last Summer Reading in Jacksonville and she would like to thank everyone for their help and participation over her thirteen years and for making her time here a wonderful experience. It is a bittersweet time for her. She is looking forward to the future, but will miss the friendships and support she had at the Jacksonville Public Library.

Technical Services

Things continued to operate smoothly in Technical Services. Lauren did a great job with cataloging, and was ably assisted by Linda.

COMMITTEE REPORTS

Automation/Technology

Ashmore reported that he would contact Beard about whether to schedule a committee meeting to discuss a new phone system.

Building and Grounds

None

Finance

None

Personnel

Ashmore updated the board on the search for a new Youth Services Librarian.

Public Relations

None

FRIENDS OF THE LIBRARY

Ashmore reported on the Friends of the Library July Board Meeting.

RAILS/RSA

None

Old Business

None

New Business

The board discussed the new CDC and State of Illinois recommendation that all persons in indoor public places wear a mask, regardless of vaccination status. It was decided not to begin requiring masks in the library for the fully vaccinated, as long as this remained a recommendation as opposed to a mandate. Signs, however, will be placed at the entrances and around the library, notifying patrons of the recommendation.

There being no further business, the meeting was adjourned at 5:25 PM on a motion by Keaton, seconded by Eckhoff.

Respectfully submitted by Chris Ashmore