



SHOREWOOD LIBRARY BOARD OF TRUSTEES
May 11, 2016 – Approved Minutes

Trustees Present: Mariann Maris, Jean Gurney, Alex Dimitroff, Pat Linnane
Trustees Excused: Alex Handelsman, Maggie Marks, Bryan Davis

Others Present: Assistant Village Manager Tyler Burkhart, Library Director Rachel Collins, Assistant Library Director Emily Passey, Administrative Assistant Angela Andre

Call to order: at 5:04 pm the meeting of the Shorewood Library Board of trustees was called to order by Mariann Maris.

Statement of Public Notice: Ms. Andre confirmed that the meeting had been posted and noticed according to law.

Wellness Program and Scorecards (Assistant Village Manager Tyler Burkhart)

The trustees were briefed on the Wellness Program and scorecard that have been adopted by the Village. Mr. Burkhart is asking for direction as to whether or not the Library Board would like to offer library employees the option of participating in the program.

Background

Mr. Burkhart helped develop the Wellness program in response to what he saw as trends in three areas of benefits and compensation: 1. Wellness focus, 2. Compensation through performance evaluations, and 3. Paid time off. Mr. Burkhart was charged with examining these topics for the Village and ensuring that as an employer, they stay ahead of the curve and are able to attract and retain employees.

Why a formalized wellness program?

The Village has had an informal wellness initiative in place for several years and has seen a high level of participation from library employees. They would now like to create a more formalized wellness program that is tied to health insurance. Mr. Burkhart noted the potential benefits of such a program:

- Encourage healthy decisions among employees and reduce the amount of time they are sick
- Send a positive message to the public
- Build a team oriented environment among staff
- Potential to prevent high cost medical claims

The Village has met with Horton Group Consultants who report that in their experience with similar programs, they see a 50% participation rate. Mr. Burkhart stated that the program is cost neutral having no impact on the budget but participants have an opportunity to pay a lower rate for their health premium.

Scorecard

Currently the Village covers 88% of an employee's health insurance premium and the employee is responsible for 12%. In 2017, the Village will cover 85% of an employee's health insurance and the employee is responsible for 15%. If the employee chooses to complete the Wellness Scorecard, the premium is reduced to 10% with the Village covering 90%.

To complete the scorecard an employee must earn the minimum amount of points required for achievements in each of two categories: Wellness and Activities and Education and Prevention which have been found to be equally important in overall wellness of an individual. The employee gains points by checking off activities/achievements such as doctor visits, lab tests, fitness, or educational activities. They are asked to provide various kinds of documentation to show they have completed a task.

The scorecard is for the employee only and not dependents. It does not ask the individual to reveal any personal information or details, only to mark off achievements.

Employees who wish to complete the scorecard will submit it to Tyler by a deadline in October of this year in order to see an impact on their premium payment in 2017.

Mr. Burkhart will check the completed scorecards for accuracy. After the process is complete, the Wellness and Benefits committees will meet to evaluate the outcomes and consider changes to the scorecard if needed.

The scorecard was created through the efforts of representatives from all Village departments and went through many iterations before this final version.

Trustee responses:

Ms. Maris suggested that the Shorewood Community Fitness Center be contacted to inquire about discounts for Village staff use. Mr. Burkhart recommended that the wellness/benefits committee draft a letter to the Fitness Center to that effect.

Ms. Maris also wondered if the scorecard included any aspects of mindfulness as a category of wellness. Mr. Burkhart pointed out that such activities could fall under the "Make a Healthy Lifestyle Choice" section of the scorecard.

Mr. Linnane asked if there is any evidence that such programs have resulted in higher morale or general well-being of groups of employees. Tyler stated that though this is a fairly new concept, he has seen evidence of higher morale and team building benefits. The purpose of the program is to get employees to start setting goals and reaching them is a morale boost.

Ms. Dimitroff suggested that staff would also benefit from the discount enjoyed by Shorewood residents for recreation classes if that were to be permitted.

The trustees asked the Director and Assistant Director for their input in terms of staff reaction to the wellness scorecard. Both answered that they have received overall positive feedback since they were introduced to the program and pointed out that library staff has already been very active in the informal wellness program. Ms. Passey expressed that many employees have an awareness of healthcare negotiation as a worthwhile aspect of their work culture these days.

Mr. Linnane stressed that the Board would be passing approval of the option for library employees to earn the health care premium incentive. If they do not pass approval, the employees will not have the option and would be paying the standard rate of 15% in 2017.

Action

Ms. Gurney motioned that library employees who are eligible will be given the option to participate in the Annual Wellness Reporting Form process and will therefore have the option to receive the incentive of paying a lower rate on their health insurance premium next year. Motion seconded by Mr. Linnane and passed unanimously after a vote.

Village Performance Reviews and Merit Increases (Tyler Burkhart / informational)

Performance evaluations have been drafted based on input from department heads and staff. There are eight general characteristics that are important across all departments. Supervisors are evaluated based on three additional characteristics. The form is flexible to allow for changes and improvements.

The Village has adopted the use of these evaluations to inform employee wage increases. The Library Board may choose whether or not to adopt the same practice for library employees. The cycle of evaluations runs from July of one year to June of the next. The rationale behind a six month wage increase opportunity is that it offers a mid-year morale boost.

The process starts as each employee receives a matrix of what they will be evaluated on so that expectations are clear.

Mr. Burkhart noted that some form of performance driven merit increase is already informally in place to some extent; this is a way to formalize that practice. There will be no merit increases 1% above cost of living increases because higher start rates could result in an employee reaching their salary cap faster with less incentive down the line.

Tyler then took questions and comments from the trustees:

Ms. Dimitroff asked for clarification: Are the performance evaluation and merit increase combined? Mr. Burkhart said, not necessarily- they could be two separate exercises – but he encourages the library to use the evaluation even if it is separate from their wage increase process. Ms. Passey added that if they are combined, the evaluation will inform the merit pay.

Speaking from her experience on the Library's Personnel Committee Ms. Gurney commented on the value of the form the Village has developed and asked that the committee receive a copy.

Ms. Maris expressed her concern over merit based pay especially in relation to librarians with various areas of expertise. It may also knock down some of the staff's sense of team.

Ms. Dimitroff stated that she has witnessed hard feelings develop when increases are made public, therefore she understands the appeal of separating merit pay from evaluations. She also understands that it can be complicated when it comes to public entities with limited funds.

Mr. Burkhart stressed the importance of communicating expectations in the form of matrices. He noted that a system of across the board increases can also foster resentment from those employees who feel their coworkers' efforts have not equaled their own.

Ms. Gurney asked for more information about employee evaluations at future meetings and Mr. Burkhart offered to provide that at any time.

Ms. Passey pointed out that if an employee receives a rating of "meets expectations" that still merits a pay increase. Director Collins added that supervisors have the flexibility to weight elements of the matrix higher than others and would make that clear to the employee. Mr. Linnane stressed the importance of being transparent about the way evaluations are weighted.

Mr. Burkhart emphasized that pay ranges and how to accumulate points will also be made clear to the employee.

Ms. Maris asked for staff opinions.

Director Collins reported that she and Ms. Passey have been in regular discussions working to refine the document that maps out expectations. Staff has been informed about the Village adopted process and Ms. Collins said that they seem to be warming to it. Overall, however, they are most pleased about getting evaluated since there has been a long period of time without any kind of evaluations at all.

One of the benefits, as Ms. Collins sees it is that at the very least, this process would require staff and management to touch base multiple times during the year. She added that part of the adjustment process will be getting used to a culture of giving and receiving feedback and that will come with practice. Overall, staff has been positive about the prospect.

Finally, Mr. Burkhart wanted to stress that the Village looks at the pay ranges of other municipalities so that our range falls at about the mid-range pay levels.

Mr. Burkhart stated that a decision is not needed from the Board today but the evaluations will be starting in the Village this July. The Board does need to take action by August. Since there will be no August meeting, action will be taken at the June or July meeting.

Consent Agenda

Gurney motioned for approval of the entire consent agenda, Dimitroff seconded; approved after vote. Ms. Gurney asked for a correction to the minutes. Under the Facilities Planning Committee section, she asked that the first sentence be removed for accuracy.

Additional topics not on the agenda

Several years ago, the library purchased a magazine shelving system called *mag boxes*. Much of the order was not needed and remains in storage. After consulting with the Village Finance Director, Ms. Collins has decided to sell the surplus boxes and is asking the trustees for their opinion. A public posting will be required and an advertisement has been created.

Action

Ms. Gurney endorsed the sale and motioned to approve Ms. Collins efforts to sell the extra *mag boxes*. Motion seconded by Mr. Linnane and all voted in favor.

Code of Conduct Policy Revision (discussion)-DRAFT provided

Ms. Collins is submitting revisions to the draft for approval. Just before this meeting, however, she encountered some other issues that she feels should also become a part of the Code of Conduct for the Library. The new additions would be:

1. Prohibiting photo and video recording without the subject's consent (this includes patrons and employees)

-Ms. Gurney recommends putting this item under the title of "providing a safe environment..."

-Ms. Maris wondered if this should be a separate policy to better highlight the issue, thinking it may get buried in the code of conduct.

-Mr. Linnane suggested that if this item is added, staff could post an announcement to increase awareness that this is an element of our Code of Conduct.

2. Requesting ID of patron if it becomes evident that behavior in violation of code is not going to stop after several warnings

- Ms. Passey stated that in her experience, this would apply more often to young people. Adults who exhibit behavioral issues are usually known to staff. The first step of communicating expectations usually results in compliance with adults, but that's not usually the case with young people. Without the ability to identify them in some way, the librarian cannot take the next step of contacting the family.

Ms. Collins added that being able to touch base with a family member when problems arise is also an important aspect of creating a comfortable environment and for strengthening a collaborative, supportive environment between the Village and the community.

When Mr. Linnane expressed concern about the legality of requesting ID Ms. Collins confirmed that she would be running the language by the Village attorney before making that addition.

The revised policy will be brought back to the Board at the June meeting.

Facilities Planning Committee Report (Pat Linnane)

At the last meeting each committee member was assigned an area of focus: library interior, village hall interior, and building exterior. From their initial observations, they realized that the scope of the facilities plan is huge and that they could narrow it down.

A spreadsheet was created to list observations, suggestions and actions. It will be an ongoing, active worksheet. The spreadsheet also documents staff input and suggestions. Ms. Gurney noted that she has also been in touch with Jeff Hanewall who has kindly offered to help set up a facilities replacement schedule.

Mr. Linnane added that so far the process has been very revealing and they are discovering just how many elements of a facilities plan would be shared by other departments.

Friends of the Shorewood Library Liaison Report (informational)

Ms. Gurney reported that at their last meeting the Friends:

- Approved \$700 to fund the teen summer reading program. (Last year the program recorded over 250 participants.)
- Approved the purchase of two baby changing stations. (They are already installed in both the men's and women's restrooms)
- Reported that there are currently 159 active and paid-up members.

Auction Report (Mariann/Rachel/informational)

The Milwaukee auction of library art works through Leslie Hindman Auctioneers netted approximately \$2 thousand. There were two items that did not receive any bids and they will need to be picked up by the library. Ms. Gurney suggested they be taken to Chattel Changers. There is a possibility of further sales when the remaining items go up for auction in Chicago. The Board needs to decide where to put the money raised from the sales. Ms. Collins suggested that it may be used for new art in the library, particularly updating the environment in the children's areas. This will be an item for the June meeting where additional suggestions will be addressed.

Post PLA Conference Recommendations (Rachel/Emily/discussion)

Recommendations for actions were listed in priority order on a document given to the trustees. Ms. Maris also requested supporting staff input on their priorities for changes in the library. The items that were highest on that list were security upgrades and signage.

RC/EP Recommendations:

1. Furniture Purchase

Director Collins clarified that there is \$34 thousand available for furniture upgrades of which \$14 thousand comes from a gift from the Onufrock memorial donation. Ms. Collins hopes to touch base with the architectural firm that worked on the building for a consultation about furniture ideas. The money to pay for such a meeting cannot come from the Village portion of the funds. The Village finance department would like to see the money spent by the second quarter.

2. Project Outcome Enrollment

Project Outcome is a surveying tool which would help us transition from output data to something that gives a fuller story of how the library is essential to the community. Director Collins explained that the library field as a whole is moving in this direction of measuring outcomes versus outputs. The product is free and has a user friendly dashboard. It surveys the public and quantifies outcomes to the community.

3. Adult Technology Program

Assistant Director Passey and Librarian Johnson are taking the lead on developing technology assistance programs. They would like to have learning opportunities for adults in place by this Fall.

4. Evanced Spaces

This would be a free upgrade the room reservation software currently used to book the village center meeting rooms. This version is more user friendly and includes pictures of the rooms.

5. Capital Request: Upgrade Self-Check Machines

This would be an upgrade to the software that would make the user interface more attractive and easier to navigate

6. Collection Development Plan Update

Mr. Linnane thanked Rachel and Emily for their reports from PLA.

Other items

- Mr. Linnane announced that this meeting would be his last with the Library Board. He expressed his admiration for his fellow trustees and for the staff he worked with over his term. Trustees and staff thanked Mr. Linnane for his invaluable service to the Board and the Library and let him know that he would be greatly missed.

Adjournment: Mr. Linnane motioned for adjournment; seconded by Ms. Gurney. Meeting adjourned at 7:00 PM. Recorded by Administrative Assistant Angela Andre; Reviewed and Submitted by Director Rachel Collins.