

**REACHING ACROSS ILLINOIS LIBRARY SYSTEM BOARD MEETING**

Friday, November 20, 2020 | 1:00 PM

**Minutes**

1. WELCOME AND INTRODUCTIONS

Michael Campbell, President of the RAILS Board called the meeting to order on Friday, November 20, 2020 at 1:00 p.m.

2. ROLL CALL OF RAILS BOARD MEMBERS

Ms. Palmisano called the roll of the RAILS Board members:

RAILS Burr Ridge: Michael Campbell

RAILS East Peoria: Thomas Stagg, Dianne Hollister (joined at 1:08 p.m.)

Telephone/Zoom: Sue Busenbark, Halle Cox, Kris Kenney (joined at 1:04), Sarah McHone-Chase, Paul Mills, Jenna Nemec-Loise, Scott Pointon, Becky Spratford, Beth Tepen (joined at 1:10 p.m.), Alex Vancina

Absent: Percy Harris

3. 3. RECOGNITION OF GUESTS

Mr. Campbell read the following: In accordance with the Government Emergency Administrative Act PA100-0640, the RAILS Board of Directors finds an in-person meeting is not practical or prudent and believes it is in the best interest of RAILS to hold a virtual meeting to perform essential business.

Burr Ridge: Monica Harris

East Peoria: Kendal Orrison

Illinois State Library: No one in attendance

Via telephone/Zoom: Deirdre Brennan, Anna Duff, Jim Kregor, Stacy Palmisano, Grant Halter, Greg Pronevitz, Ryan Hebel, Joe Filapek, Dan Bostrom, Mark Hatch, Mary Witt, Ann Slaughter, Ricardo Hernandez, Shabman Mahmood

4. PUBLIC COMMENTS AND ANNOUNCEMENTS

There were no public comments

5. OATH OF OFFICE

Newly appointed Board member Jennifer McIntosh read the oath of office. Ms. McIntosh is the Associate Dean of Library at the College of DuPage. Ms. McIntosh expressed that she is looking forward to the opportunity to engage with members and colleagues. She is the current chair of NILRC, the Network of Illinois Learning Resources in Community Colleges and hopes to bring the community college perspective to the board.

6. CONSENT AGENDA

6.1 Adoption of the Agenda

6.2 Approval of RAILS Board Minutes of October 23, 2020 Regular Meeting

6.3 Approval of Expenditures – October, 2020 – Jim Kregor

Mr. Mills moved for the adoption of the consent agenda. Ms. McHone-Chase seconded and a roll call vote was taken: Ayes: Susan Busenbark, Halle Cox, Dianne Hollister, Kris Kenney,

Sarah McHone-Chase, Paul Mills, Jenna Nemece-Loise, Scott Pointon, Becky Spratford, Tom Stagg, Beth Teppen, Alex Vancina, Michael Campbell. Nays: none

## 7. RAILS Financial Report

Mr. Kregor reported the October, 2020 unassigned General Fund (\$18.4 million) cash and investment balances would fund an estimated 19.9 months of operations. Total General Fund revenues of \$8,235,705 through October were \$3,604,644 above budget as we received Area and Per Capita (APC) Grant payments of \$1,614,386 on September 30 and \$5,362,500 on October 1. Investment Income was \$47,112 below budget as interest rates have declined from the 1.0% rate budgeted, which was the market rate at the time we prepared the budget. Total General Fund expenditures of \$4,275,474 through October were \$337,997 below budget due to lower expenditures in nearly all major cost categories. Special Revenue Fund expenditures through October were \$272,709, of which \$210,059 were incurred by the Census 2020 Program and \$62,650 by the L2 Replacement Program. Mr. Kregor reported that on October 27, 2020, our banking representatives informed the Finance department of a fraudulent cashing of checks situation using RAILS' issued checks that were stolen. A report was filed with the Village of Burr Ridge Police Department, the United States Post Office and the FBI. RAILS uses a positive pay system with our banker, which identifies the check number and the amounts of the checks only. Since the payee only was altered, no warnings were issued by the system. We immediately upgraded to a system which will also match the payee name. Mr. Kregor also reported that RAILS has received four fraudulent unemployment claims.

## 8. REPORTS

### 8.1 Report from the RAILS President

Mr. Campbell had no report.

### 8.2 RAILS Board Committee Reports-Committee Chairs

#### 8.2.1 Advocacy Committee

Ms. Nemece-Loise reported that the Advocacy Committee met on November 12, 2020 and had a very robust meeting. The committee discussed several topics that included "The Library Ecosystem" program that the committee presented at the ILA Virtual. Ms. Cox joined the meeting to discuss better ways for RAILS to advocate for special libraries. Other topics included how RAILS can forge partnerships with school libraries and academic libraries and ways to advocate for the role of both high school libraries and academic libraries to help transition students from secondary education to higher education. The discussion also included Mr. Harris reporting on the upcoming ILA Trustee Forum.

#### 8.2.2 Consortia Committee

Mr. Mills reported that committee has not met.

#### 8.2.3 Equity, Diversity and Inclusion Committee

Ms. Hollister reported that the committee will have the first meeting on December 2, 2020 at 2:00 p.m. RAILS' EDI consultant Ms. Lindsay-Ryan will attend the meeting.

There were 42 applicants for membership in the committee from member libraries.

#### 8.2.4 Executive Committee

Mr. Campbell reported that the committee has not met.

#### 8.2.5 Policy Committee

Mr. Stagg reported that the committee has not met.

#### 8.2.6 Resource Sharing Committee

Ms. Brennan reported that the committee will meet on December 14, 2020 at 10:00 a.m.

#### 8.2.7 Universal Service Committee

Ms. Busenbark reported that the committee has not met. The next meeting will be in December or January. Once the Illinois State Library announces the revised administrative rules regarding nonresident cards and the Cards for Kids Act the meeting will be scheduled.

### 8.3 RAILS Reports

#### 8.3.1 RAILS Monthly Report

Ms. Brennan gave the RAILS monthly report and announced that Program Manager, Ms. de la Fuente's last day with RAILS is November 30. Ms. de la Fuente did an amazing job on the census project and has been a great colleague and friend to us all at RAILS for the last year. The ILA Trustee Forum will meet on Saturday, November 21, 2020. The meeting will be Mr. Harris' first meeting as the new manager of the forum. Ms. Brennan and Ms. Hollister have been collaborating on agenda topics for the new RAILS EDI Committee that will meet on December 2, 2020. EDI consultant Biz Lindsay-Ryan will attend the meeting and help to facilitate the committee's steps going forward. RAILS received a grant from the Illinois State Library of \$125,000 to purchase e-books.

#### 8.3.2 RAILS Service of the Month Report:

Mr. Halter, RAILS Data Analysis Manager gave an overview of several data related projects that he has completed and projects he is currently working on. His focus over the past year and a half has been on sustainable data and making the data actionable. One project completed was adjusting the formula for the LLSAP support grant and another project was creating a process to track vendor deals to assist with RAILS Deals & Discounts. Numerous surveys were updated or created with a focus on actionable, usable data. An example of some of the surveys Mr. Halter has worked on is a revision of the delivery survey, a survey for the unserved and one to determine the interest in statewide databases. Mr. Halter shared the dashboard of the Google Data Studio reopening survey that he created to chart libraries reopening plans in response to the pandemic. The survey has been very successful with many libraries participating on a regular basis. Mr. Halter shared the IPLAR survey dashboard, which he presented at the ILA Virtual Conference and will soon have it available to RAILS and Heartland libraries to review the data. Data projects also include updating continuing education

evaluations, cleaning up and adding school enrollment data to L2, evaluating e-content usage and purchasing methods, as well as evaluating the performance of RAILS E-news. Mr. Halter has held numerous trainings for libraries as well as data analyst focused meetings. Lastly, he is working on developing new standard questions for the annual library certification. Ms. Brennan praised Mr. Halter on his tremendous contribution to RAILS. Ms. Spratford commented that she liked the idea of training library staff how to use their data. Ms. McIntosh suggested a page on the RAILS website exclusively for data information. Mr. Halter confirmed that he is currently working on a data page and plans to have it complete by the end of the year.

#### 8.4 Illinois State Library Report

ISL staff did not have a report.

### 9. NEW BUSINESS

#### 9.1 Delivery Planning

Delivery consultant, Mr. Pronevitz, reported on a study that he conducted that focused on RAILS delivery and gave his recommendations. There were five parts to the study. The first part was to examine the quality and cost-effectiveness of RAILS' delivery services. Mr. Pronevitz visited the service centers, held library focus groups, a delivery survey was conducted that generated over 400 responses and an RFI (request for information) was issued to determine cost effectiveness of current delivery services. The survey results were very positive with a high level of satisfaction with RAILS services. The RFI response showed not to be an exact comparison to the RAILS services. The second part to the study was to determine advisability of bringing outsourced work to in-house. Mr. Pronevitz showed that when it came to quality of work RAILS' clients have a high satisfaction rate (97%) whereas the contractor has a lower satisfaction rate (82%). However, the cost comparisons to bring the work in house showed that the vendor is less expensive. He recommends a new RFP (request for proposal) since the vendor contract term is ending and to include a feature to the contract that imposes financial penalties for substandard services. The third part of the study is to determine advisability of outsourcing in-house work at other service centers. Since the first RFI did not have sufficient pricing information, a second RFI is recommended that clearly describes the work done at the four service centers and separates the work into sorting, delivery and shuttle services. The fourth part of the study explored options to automate sorting services. There are two sorting options, manual and label-less. Mr. Pronevitz complimented the very efficient sorting pods that RAILS currently uses. Automating sorting systems are very efficient but also expensive. The recommendation is that RAILS should initiate the conversation of automating sorting services statewide. Lastly, additional recommendations are to brand the delivery service and to seek efficiencies in library workflows. The conversation continued to include the LASA study, which focused on the logistics, and routing of the hubs. The study determined that the hub locations in Illinois were appropriate.

### 10. UNFINISHED BUSINESS

No unfinished business to discuss.

## 11. BOARD DEVELOPMENT

### 11.1. RAILS BOARD MEMBER REPORTS:

#### Special Libraries-Trends & Challenges

Ms. Cox gave a report on trends and challenges facing special libraries. Special libraries are truly diverse from the type of library to their patron base to how they receive their funding. There are 181 special libraries in the RAILS memberships alone. Ms. Cox praised RAILS work in reaching out to special libraries to offer support and help. Many special libraries are part of numerous specialized associations not only RAILS. The vast majority of special libraries have solo librarians or have extremely small staff and might not be as active in RAILS as they would like to be. Ms. Cox offered several recommendations to RAILS in ways to support special libraries. She recommended advocating and networking with specials, to invite them to speak on specialized topics, communicate through list-serves, challenge other libraries to reach out to specialized libraries to make connections and to form grant partnerships, and lastly to push out discounts and continuing education that can be attended remotely. Mr. Bostrom, RAILS Member Engagement Manager added to the conversation that he agreed with Ms. Cox that special libraries are extremely diverse and that he continually reaches out to special libraries for site visits.

## 12. AGENDA BUILDING FOR THE NEXT RAILS BOARD MEETING

The next RAILS Board meeting will be on Friday, January 15, 2021 at 1:00 p.m. There will be no meeting scheduled in December. At the January meeting the RAILS communications team will report on the My Library Is.. campaign and Ms. Brennan will report on advocating opportunities for RAILS Board members.

## 13. ADJOURN

The meeting was adjourned at 2:37 p.m.