

**MONROE COUNTY PUBLIC LIBRARY  
BOARD OF TRUSTEES WORK SESSION  
November 11, 2020, 5:45pm  
Main Library Meeting Room 1B/1C**

**AGENDA**

1. Call to Order – John Walsh, President
2. Disaster Recovery for Computer Systems (confidential document, sent via email to Board) – Marilyn Wood
3. Draft 2021-2023 Strategic Plan – (page 1-8) Marilyn Wood, Grier Carson, Josh Wolf
4. Policy 2.04, Pre-Employment and Criminal History Checks (page 9) – Kyle Wickemeyer-Hardy
5. 2021 Employee Insurance Package – (page 10-13) Kyle Wickemeyer-Hardy
6. Public Comment
7. Adjournment

View the Board Packet on the Library's website: <https://mcpl.info/library-trustees/meetings>

**Monroe County Public Library Public Comment Policy**

The Library Board of Trustees shall have a time providing for public comment during all public meetings. Comments should be relevant to Library matters, excluding personnel issues. Individual speakers are asked to limit their remarks to three–five minutes. The chair shall be allowed to limit the time for individual speakers and to limit the total time for public comment.

Public comment time is provided for the public to express their opinions or concerns about matters over which the Board of Trustees has authority or responsibility. Comments are intended to be statements from speakers; speakers may not engage the Board in a question & answer exchange during public comments. Questions relating to Library or administrative procedures which could be addressed outside of a Library board meeting should be referred to the appropriate Library staff at other times. Expressions of opinion about these matters are appropriate for the public comment time on the agenda.

Approved by the Library Board of Trustees July 17, 2019

## **DRAFT of 2021-2023 Monroe County Public Library Strategic Roadmap**

### **TOC**

Monroe County Public Library in 2020

The Strategic Team's work and Community Needs

Mission, Vision, Values

Collaboration with public libraries and community partners

Goals and Year 1 Actions

Evaluation methods

Financial resources/budget

Professional Development Strategy

Community Quotes and Photos

### **Appendices**

- A. Long range maintenance and repair documents and budget**
- B. The Information Technology inventory and long range plan and budget**
- C. Links to survey results**

## Monroe County Public Library in 2020

Monroe County Public Library (MCPL) serves an estimated 148,431 county residents through facilities in Bloomington and Ellettsville Indiana, along with a dynamic outreach program. The population grew by 7.6% from 2010-2019 and this growth trend is expected to continue. 19.9% of the county's population is under 18 years of age and 13.6% is over 65. The racial and ethnic makeup of the community is 83% white, 3.7% black or African American, 7.3% Asian and 3.6% Hispanic or Latino. 8.3% were foreign born. County wide the poverty rate is 21.4% as compared to the City of Bloomington where 36.6% of the population is living in poverty. 82.8% of the County's residents have access to broadband in their household. In the years 2014-2018, an estimated 7.8% of adult residents (25+) were not high school graduates - which is nearly 12,000 individuals. 8.3% of the population under 65 are living with a disability.

These figures confirm potential demands of a public library which can adequately address needs of not only adults, children, and teens, but also senior citizens, individuals with low-literacy or low socio-economic status, and the disabled. The Library provides a vibrant community gathering place, meeting rooms and spaces where individuals of every age and socio economic or educational status can read, learn, connect and create. Community members support and promote a Library which is inclusive and supportive and low barrier for everyone. Marginalized members of the community also need services outside the Library setting.

Outside the Library, the Bookmobile travels to rural locations around the county, and visits more than 25 locations during its six days of operation each week. The Library provides personalized delivery of materials to Monroe County residents who are unable to visit the Library due to physical disability, extended illness, or significant transportation problems through its Homebound Service. Items are selected based on patron requests and preferences and are delivered once a month. Additionally, the Outreach Van provides Library materials to residents of assisted-living and senior-living facilities. Its lobby stops and deposit collections help meet the needs of patrons who cannot access other Library offerings. Another outreach service provides books to inmates at the County jail where the library is visited by about 200 inmates and 1,000 books are circulated each month.

Monroe County Public Library offers free specialized programming for sensory integration issues which provide support to families in need of services not found elsewhere. MCPL staff receive training to build skills in dyslexia awareness, implicit bias, and dementia friendly practices. The Library provides programming for caregivers for individuals living with Alzheimer's and dementia, specialized public computing and equipment, accessible collections as well as subject expert librarians who continuously evolve their skills to address demand and needs which exist in the community.

Nurturing the curiosity and creativity of our youth is a staple library service. Early literacy, play, and STEAM exploration are built into our [Birth-6](#) and [Tween](#) spaces. In the Community, staff provide early literacy support for Head Start locations and other preschool facilities through onsite programming, book deliveries, and Every Child Ready to Read workshops.

Teens have their own space at both our Library facilities. These spaces facilitate teen leadership, creativity, collaborative work, quiet study, and recreation. They include DIY design studios, books, music, board games, video games, cozy spots, virtual reality, and more!

Community Access Television Services provides coverage of local events, government meeting coverage and telecast, all which are dedicated constitutional forums for the purpose of providing citizens of

Bloomington and Monroe County access to the distribution of information, opinion and other constitutionally protected forms of speech.

VITAL - Volunteers in Tutoring Adult Learners - provides a safe and respectful learning environment for adults who want to improve their reading, writing, math, or English-language skills. It offers tutoring, English language groups, and helps learners prepare for the high school equivalency exam, driver's license test, and citizenship test. Adults of all ages, nationalities, and economic and social backgrounds are welcome. VITAL's learner-centric approach accommodates different learning styles by providing individualized lesson plans and high-quality resources.

The Library services and programs were recognized in a number of ways in 2018-2020. The Library was the recipient of the following awards:

2019	Greater Bloomington Chamber of Commerce Community Anchor Award	Recognizes a business or organization that has contributed positively to the local community over a sustained period.
2019	Indiana Library Federation Programming Award	Honors and recognizes a library system or branch of a library system that has successfully provided ongoing, innovative, and diverse programming designed to meet its community's needs.
2019	Indiana Library Federation Outstanding Staff Award	Honoring and recognizing a non-certified staff person who has contributed to his or her employing library or media center in Indiana.
2018	Indiana Library Federation Tom Zupancic Literacy in Libraries Award	VITAL program recognizing community advocacy of literacy in libraries by an individual or organization in cooperation with a library.
2018	Greater Ellettsville Area Chamber of Commerce	Chamber Award of Excellence (small business). Recognizing MCPL's vision, dedication, service and leadership on behalf of the Ellettsville community.
2018	Indiana University Health	Dementia-Friendly Level 2 certification

The Library has undergone several significant improvements in services to the community and facilities since the last strategic planning process:

- The Ellettsville Branch Library reopened in 2019 with renovated space and improvements which include a new Pre-K space, a teen room, two new meeting rooms, a conference room, an outdoor garden area, and other enhancements.
- Installation of a new (aMH) sorter which dramatically improves materials return processes and enhances access to materials.
- Wallpaper removal, re-painting, and re-carpeting completed in most portions of the third floor, Indiana Room, Children's Room and other areas at the Main Library
- Review of Polaris to ensure best experiences for both customers and staff
- Our commitment to physical accessibility led to the following improvements: a regraded parking lot and new accessible restrooms at the Ellettsville branch, a new caregiver restroom at the Main Library, a motorized accessibility cart, and a second portable assistive listening kit for use in our program rooms.
- Successfully completed Request for Proposal and contract for Christine Matheu Architects for new Southwest Branch Design.
- Completed preliminary branch site work with broker; identified site, met with owners, conducted site survey; meetings with multiple city and county stakeholders/officials.
- In 2019 total CATS coverage of governmental meetings was 550, which is an all-time record. Community productions (produced by CATS) was 349. CATS continued its partnerships with several community organizations
- CATS Main engineering/master control renovation nears completion. All of the wiring and internal network conductivity, as well as live signal paths are in place, production workstations have been migrated to the new architecture, and over 2500 community programs have been digitized for use on the new playback server. With a massive storage array (270 terabytes), and multiple system redundancy, the new CATS HD environment will reliably serve the community coverage needs of Bloomington and Monroe County for years to come.

**Long range maintenance and repair documents and budget can be found in appendix A**

**The Information Technology inventory and long range plan and budget can be found in Appendix B**

### **Expressions of Community Need**

The Library convened a Strategic Direction Team of staff representatives to lead the Strategic Direction planning process in 2019. The Team's charge was to identify the process by which the Library would engage with the community and staff. Following this engagement, the team would collect and analyze data and develop an overview of the strategic priorities as identified through community engagement. Team members possessed a strong community focus, and respect and understanding for all library services to ensure a broad and deep understanding of the data received and possibilities for improvement or implementation.

The Strategic Team conducted their work during the COVID 19 pandemic. Although many of the responses received looked back or forward to a non-COVID time, the results were nonetheless colored by individual current perspectives of the pandemic. With this in mind, the results not only provide guidance for the Library in difficult times and ideas for new ways to conduct business, but they also provided a great sense of the community's passion for access to the Library and important information about the programs, services or partnerships that are seen as most important and dearly missed when not available.

Members of the Strategic Roadmap Team were:

- Kim Baker, Community Librarian
- Grier Carson, Associate Director
- Josh Caswell, Subject Expert
- Mandy Hussey, Manager, Communications and Marketing
- Maggie Hutt, Information Assistant
- Chris Jackson, Special Audiences Strategist
- Josh Wolf, Manager, Customer Engagement and Learning Services
- Marilyn Wood, Director

The Strategic Direction Team, working with the Senior Research Director from Indiana University Center for Survey Research, developed a survey tool. This tool would collect information from the community as well as serve as an outline for community conversations with organizational stakeholders. The survey was distributed by mail to all county residents. It was also posted from XXX to XXX on the Library's website and promoted extensively via social media.

In order to identify the trends of greatest interest to the community, the Strategic Roadmap Team divided and reviewed the 2,669 survey responses. The Team focused primarily on a single qualitative question: "One way Monroe County Public Library can better serve me and my family is?" The remaining questions were analyzed quantitatively using tools provided by the survey software. This quantitative data will help guide the library in areas of programming, collections, and services in the library and community.

When respondents answered how the Library could better serve them, clear themes emerged. They can be grouped under four broad categories: Collections, Services, Programs, and Marketing.

Below is a short list of the most commonly mentioned themes.

### **Collections**

- More ebooks
- More e-audio (specifically)
- More breadth to collection (many instances of specific genres and subjects were suggested)
- More best sellers and copies of new titles
- Increase number of holds
- Many requests for a Library of Things (tools, baking equipment)
- Make renewal times longer and provide more renewals
- Simplify discovery of and access to online collections (web)
  - Add a mobile app

## **Services**

- Reopen Soon
  - Expand beyond traditional library hours
- Positive comments regarding opening a new branch, some specific to the proposed location
- Requests for more bookmobile stops and offsite services
  - Requests for book drops throughout the county
- More social services onsite, some calls for an onsite social worker

## **Programming**

- More Evening and Weekend Programs, especially children's programs
- More adult programming
  - More programming for new adults (20s)
- Gardening, sustainability and DIY programming
- Expand and continue virtual programming, even after reopening
- Calls for more STEAM and technology programs for every age, but especially for teens
  - Adults: basic computer skills and workforce development skills
- Add more family programming with traditional values
- More programming that celebrates diversity and inclusion
  - LGBTQ+
  - POC

## **Marketing and Website**

- Easier navigation within the library - better signage
- Better promotion of online services
- Mentions of unawareness of programs and services

Additionally, the Team conducted community conversations with partners and stakeholders in Monroe County. The Strategic Roadmap Team reached out to 74 community agencies and invited them to participate in our Strategic Roadmap by either filling out the survey or participating in a community conversation. Some of the agencies did not respond, but most agencies opted to take the survey. Twelve agencies met with us online or by phone.

In order to integrate this input with our survey responses, we used the survey questions as scaffolding for our conversations. However, our facilitators also encouraged participants to provide input outside of the proscribed questions. Each of these agencies expressed a deep appreciation for the work that the library is already doing.

These 12 conversations with such partners as United Way, The Bloomington Chamber of Commerce, community educators, the Community Foundation and others provided the following input:

Organizations support library partnerships that provide skills in financial literacy, teen adulting skills and parenting skills. They serve individuals who would benefit from workforce development and soft skills required for job applications and interviews. One participant expressed that the most important thing the Library can do in the next three years is to promote digital literacy among all ages, and focusing on older adults.

Networking and training opportunities for small business owners was also seen as an important service of the Library. Several participants felt the Library needs to build its capacity as a gateway resource for

social services. Ideas to accomplish this include enhanced social services training for all staff, a dedicated staff member with social work qualifications, and life skills programming for teens and new adults. Everyone saw a need for resilience and recovery programs and their promotion, primarily due to the pandemic.

Both CATS and VITAL were seen as extremely valuable assets which support literacy and democracy. The Libraries physical spaces and availability of meetings rooms and gathering spaces are also seen as vital contributions to the community, as is outreach.

Following analysis of the data and the establishment of the trends and priorities revealed, the team identified draft updates to the mission, vision, values and goals of the Library. These were reviewed and finalized by the Leadership Team. The goals will serve as the direction for all actionable plans of projects for the Library.



## **Mission**

The Library strengthens our community and enriches lives by providing equitable and impartial access to information and opportunities to read, learn, connect, and create.

## **Vision**

A knowledgeable, inclusive, diverse, and engaged community empowered by the Library.

## **Values**

- Accessibility
- Respectful Discourse
- Diversity
- Inclusiveness
- Integrity
- Intellectual Freedom
- Lifelong Learning and Literacy
- Safety
- Service
- Stewardship

## **Goals**

- Provide free and equitable access to information, materials, and services
- Support reading, lifelong learning, technological literacy, and other essential life skills
- Facilitate and promote inclusive, diverse, and respectful dialogue in safe and welcoming spaces
- Adapt and respond to community and partner needs

**Proposed November 18, 2020**

#### **2.04 PRE-EMPLOYMENT INTERVIEWS AND CRIMINAL HISTORY CHECKS**

Pre-employment interviews may be used to gather information and screen applicants for MCPL employment. Interviews are conducted by the manager and/or the assistant manager, and others as appropriate. Reference checks, employment verification and criminal history checks are performed prior to making an offer of employment.

##### **Criminal History Checks for Employees and Volunteers**

Criminal history checks are required for all prospective library staff and volunteers who are 18 years of age or older, prior to performing any work or activity on behalf of the library. Criminal history checks will be conducted for active employees and volunteers every five years. A criminal history check will not be required for service organizations who volunteer as a group and are supervised by an organization's representative, or library-supervised volunteers restricted to custodial or facilities maintenance activities.

The results of a criminal history check may affect hiring, promotion and continued employment or volunteer status. If an applicant attempts to withhold information or falsify information pertaining to his or her background, previous convictions, etc., he or she will be disqualified from further employment consideration. If, after hire, an employee is found to have withheld or falsified information regarding his or her background, he or she may be subject to disciplinary action and/or termination.

# Health Care Premium Contributions for Year 2021

Full-time and 30-hour Employees  Insurance + Clinic	PPO \$500   \$1,000 deductible <i>Embedded (LMA)</i>				HSA - Buy-up \$2,800   \$5,400 deductible <i>Embedded (E1 Rx C5)</i>				HSA - Core \$5,000   \$10,000 deductible <i>Embedded (E4 Rx C5)</i>			
	CONTRIBUTIONS				CONTRIBUTIONS				CONTRIBUTIONS			
	Employee		Library		Employee		Library		Employee		Library	
Employee Only	Annual	Biweekly	Annual	Bi-weekly	Annual	Biweekly	Annual	Bi-Weekly	Annual	Biweekly	Annual	Bi-weekly
37.5 Hr/Week FT	\$0	\$0.00	\$7,236	\$278.31	\$0	\$0.00	\$6,528	\$251.08	\$0	\$0.00	\$5,592	\$215.08
clinic	\$0	\$0.00	\$508	\$19.54	\$0	\$0.00	\$508	\$19.54	\$0	\$0.00	\$508	\$19.54
H S A	\$0	\$0.00	\$0	\$0.00			\$300	\$11.54			\$500	\$19.23
30 Hr/Week/PT	\$1,809	\$69.58	\$5,427	\$208.73	\$1,632	\$62.77	\$4,896	\$188.31	\$1,398	\$53.77	\$4,194	\$161.31
clinic	\$127	\$4.88	\$381	\$14.65	\$127	\$4.88	\$381	\$14.65	\$127	\$4.88	\$381	\$14.65
H S A							\$225	\$8.65			\$375	\$14.42
<b>EE/Child(ren)</b>												
37.5 Hr/Week FT	\$3,345	\$128.65	\$10,035	\$385.96	\$3,018	\$116.08	\$9,054	\$348.23	\$2,586	\$99.46	\$7,758	\$298.38
					-\$1,000	-\$38.46	\$1,000	\$38.46	-\$1,000	-\$38.46	\$1,000	\$38.46
clinic	\$254	\$9.78	\$763	\$29.34	\$254	\$9.78	\$763	\$29.34	\$254	\$9.78	\$763	\$29.34
H S A		\$0.00	\$0	\$0.00	\$0	\$0.00		\$0.00	\$0	\$0.00		\$0.00
<b>EE/Spouse</b>												
37.5 Hr/Week FT	\$3,960	\$152.31	\$11,880	\$456.92	\$3,573	\$137.42	\$10,719	\$412.27	\$3,060	\$117.69	\$9,180	\$353.08
					-\$1,000	-\$38.46	\$1,000	\$38.46	-\$1,000	-\$38.46	\$1,000	\$38.46
clinic	\$254	\$9.78	\$763	\$29.34	\$254	\$9.78	\$763	\$29.34	\$254	\$9.78	\$763	\$29.34
H S A		\$0.00	\$0	\$0.00	\$0	\$0.00		\$0.00	\$0	\$0.00		\$0.00
<b>Family</b>												
37.5 Hr/Week FT	\$5,460	\$210.00	\$16,380	\$630.00	\$4,926	\$189.46	\$14,778	\$568.38	\$4,221	\$162.35	\$12,663	\$487.04
clinic	\$509	\$19.56	\$1,526	\$58.67	\$509	\$19.56	\$1,526	\$58.67	\$509	\$19.56	\$1,526	\$58.67
H S A		\$0.00	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00	\$0	\$0.00

Note: Employee must participate in clinic in order to enroll dependent

\*H S A - The employee may also contribute additional funds (pre-tax) up to the annual cap. The maximum in 2021 is \$3,600 for employee only and \$7,200 for those with dependent/family coverage.

Voluntary Activate Clinic Employees & Dependents <u>not</u> covered by MCPL Health Insurance	Voluntary Activate Clinic Coverage 50%				Voluntary Activate Clinic Coverage @ 75% paid by Part Time (15/20/25 Hr. Staff)			
	CONTRIBUTIONS				CONTRIBUTIONS			
	Employee		Library		Employee		Library	
Employee Only	Annual	Biweekly	Annual	Bi-weekly	Annual	Biweekly	Annual	Bi-weekly
	\$254	\$9.77	\$254	\$9.77	\$127	\$4.88	\$381	\$14.65
Additonal <u>Per Dependent</u>	\$254	\$9.77	\$254	\$9.77				
Family/Employee +3 Dep	\$1,017	\$39.12	\$1,017	\$39.12				



Monroe County Public Library

## Addendum B

### HRI Dental Premiums

#### Dental Care Premium Contributions for Year 2021

Coverage Type and Employee Status	Dental Contributions			
	Deductible \$25 In-Network / \$75 Out-of-Network			
	Annual Maximum \$1,250			
	Employee Contributions		Library Contributions	
Employee Only	Annual	Biweekly	Annual	Bi-weekly
37.5 Hr/Week FT	\$21.47	\$0.83	\$348.13	\$13.39
30 Hr/Week/PT	\$91.10	\$3.50	\$278.50	\$10.71
25 Hr/Week/PT	\$137.51	\$5.29	\$232.09	\$8.93
20 Hr/Week/PT	\$183.93	\$7.07	\$185.67	\$7.14
<b>EE/Child(ren)</b>				
37.5 Hr/Week FT	\$531.47	\$20.44	\$438.13	\$16.85
30 Hr/Week/PT	\$619.10	\$23.81	\$350.50	\$13.48
25 Hr/Week/PT	\$677.51	\$26.06	\$292.09	\$11.23
20 Hr/Week/PT	\$735.93	\$28.31	\$233.67	\$8.99
<b>EE/Spouse</b>				
37.5 Hr/Week FT	\$367.15	\$14.12	\$409.13	\$15.74
30 Hr/Week/PT	\$448.97	\$17.27	\$327.31	\$12.59
25 Hr/Week/PT	\$503.52	\$19.37	\$272.76	\$10.49
20 Hr/Week/PT	\$558.08	\$21.46	\$218.20	\$8.39
<b>Family</b>				
37.5 Hr/Week FT	\$866.74	\$33.34	\$497.30	\$19.13
30 Hr/Week/PT	\$966.20	\$37.16	\$397.84	\$15.30
25 Hr/Week/PT	\$1,032.51	\$39.71	\$331.53	\$12.75
20 Hr/Week/PT	\$1,098.81	\$42.26	\$265.23	\$10.20

In this option, the Library contributes an equal amount to each full-time employee

**\$348.13**

Part-time contributions are calculated based on the percentage of time worked (20 hrs. = 53%; 25hrs. = 66%; 30hrs. = 80%).

*The Library contributes 15% of Family/Spouse/Children premiums for full-time employees.*

Annual deductible for an individual is \$25.00. *The family deductible limit is 3 per family, and must be met by one, or combination of, family members before plan coverage takes effect at 100%.*



Monroe County Public Library

## Addendum C

### HRI - EyeMed Network Vision Premiums for Year 2021

#### Voluntary/Employee Paid

	Annual Rate	Monthly Rate	Bi-Weekly Rate
Employee Only	\$77.88	\$6.49	<b>\$3.00</b>
Employee/Children	\$155.64	\$12.97	<b>\$5.99</b>
Employee/Spouse	\$163.32	\$13.61	<b>\$6.28</b>
Employee/Family	\$227.16	\$18.93	<b>\$8.74</b>

**Addendum D**  
**Monroe County Public Library**  
**2021 Short Term Disability (STD) Benefit Offering**

**The Library offers the voluntary Short Term Disability benefit on a cost shared basis.  
This benefit helps to protect employees' income when they are unable to work  
for an extended period of time due to qualifying health conditions.**

**What you need to know**

- Employees working 37.5, 30 and 25 hours per week are eligible for the STD benefit.
- Employees must exhaust accumulated sick and personal leave before using STD.
- The cost of coverage is based on individual income and will differ for each employee.

**The Library contributes up to an annual maximum of \$150  
per employee enrolled in STD coverage.**

Employees working **37.5** hours per week receive a **\$150** annual contribution

Employees working **30** hours per week receive a **\$120** annual contribution

Employees working **25** hours per week receive a **\$100** annual contribution

You will find your bi-weekly **AUL** STD premium rates in your on-line benefits enrollment packet. Identify your annual salary and associated estimated bi-weekly rate.

*Note that salaries are rounded to the nearest \$5,000. The payroll deduction amount may vary by a few cents due to rounding.*

The amounts listed below are the bi-weekly amounts that MCPL will contribute.

**37.5 hours per week: \$5.77 per pay**

**30.0 hours per week: \$4.62 per pay**

**25.0 hours per week: \$3.85 per pay**

