

MONROE COUNTY PUBLIC LIBRARY BOARD OF TRUSTEES MEETING

Wednesday, September 8, 2021, 5:45pm, Ellettsville Branch Library

Via Zoom: <https://us02web.zoom.us/j/85401822227?pwd=TGRtazBYYjZxTFNXYjExM0RteEFVdz09>

AGENDA

1. Call to Order – John Walsh, President
2. Proposed COVID-19 Emergency Sick Time Policy – Kyle Wickemeyer-Hardy (page 1)
3. Proposed Smithville Services Contract – Ned Baugh (page 2)
4. Update on Continuous Improvement Activities and Proposed Happeo Contract – Grier Carson (page 3-11)
5. Construction Bid for SW Branch – Marilyn Wood, Gary Lettelleir – (page 12-14)
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

Monroe County Public Library Temporary COVID-19 Emergency Paid Sick Leave

Proposed to the Library Board of Trustees on ~~January 20,~~
~~2021~~September 15, 2021
Effective ~~January~~September 1, 2021

The Monroe County Public Library Board of Trustees will re-evaluate this temporary plan by ~~June 30, 2021~~December 31, 2021. Any Federal COVID-19 employee relief plans will supersede this plan.

This policy is an added effort to encourage vigilant adherence to safety measures to protect oneself and others from the spread of the virus. All Monroe County Public Library employees who have been employed for at least 30 days prior to their request are eligible for this plan under the following circumstances.

COVID-19 Emergency Paid Sick Leave

An eligible employee scheduled but unable to work (or telework) due to one of the following reasons:

1. The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
2. The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis.
3. The employee has a bona fide need to care for an individual subject to quarantine (pursuant to Federal, State, or local government order or advice of a healthcare provider).

Employees shall have access to 10 days of paid sick leave related to COVID-19 Emergency Paid Sick Leave for the period starting ~~January~~September 1, 2021 through ~~June 30~~December 31, 2021, even if they took paid leave related to COVID ~~previously~~in 2020.

Covid-19 Paid Leave Benefit - Up to 10 days of paid sick leave based on an employee's regular rate of pay and their regular average hours according to their classified hours status and their normally scheduled work hours.

Documentation from a health care provider may be requested.

The Human Resources Manager or their designee will coordinate the COVID-19 Employee Paid Sick Leave.



Smithville®

Dedicated Internet Access Proposal

Customer	Monroe County Library
Service Address	See below
Contract Term	Options below
Sales Person	Dion Newton
Email	Dion.newton@smithville.com
Phone	812-340-3753
Address	1600 W Temperance St, Ellettsville, IN 47429

Location 303 Kirkwood: Your offer highlighted in green.				
Service		Term	Your Discounted Monthly Recurring	Installation Cost
300MB/300MB		36 Mo	\$1651.00	\$0 One-time
		60 Mo	\$1551.00	

Location 600 W Temperance St: Your offer highlighted in green.				
Service	Regular cost	Term	Your Discounted Monthly Recurring	Installation Cost
100MB/100MB Point to Point	\$1100	36 Mo	\$525.00	\$0 One-time
	\$990	60 Mo	\$490.00	
Additional Terms		<ul style="list-style-type: none"> • Service Level Agreement monitored by team of engineers 24/7/365. 		

Note to the MCPL Board of Trustees

The following document summarizes MCPL's Continuous Improvement initiative and has served as a guide for our teams as they work together on their respective charges. The introduction defines the initiative, acknowledges the need for improvement, and outlines the process by which the Library plans to conduct an internal review of the following:

- Management structure (specifically public services departments and operations) and the roles and responsibilities of positions within those areas
- Accountability (specifically staff evaluations and performance management processes)
- Training and Support across departments (including onboarding and professional development)
- Communication, collaboration, and a fostering a workplace culture of transparency and inclusiveness

The remaining sections explain the specific charges (referred to as "action items"), define the deliverables, and provide some guardrails for proposing changes.

Continuous Improvement: Themes and Action Items MCPL 2021

The Continuous Improvement and Organizational Effectiveness Initiative is designed to facilitate meaningful dialogue among all Library staff regarding organizational structure, internal communication, and workplace culture in an ongoing effort to provide the very best service to the community through the implementation of effective and sustainable operational models and the adoption of appropriate and inclusive workplace norms. This initiative is the direct result of long-standing conversations across all levels of staff about what is and is not currently effective and how the Library can improve in these areas. This work amounts to an internal review of operations and workplace norms with the goal being to enhance efficiencies, ensure operational sustainability, and increase overall staff engagement and job satisfaction. Strong collective efforts notwithstanding, no such initiative can solve every problem an organization faces. Instead, this work will address specific areas of concern that have been consistently identified among staff as needing improvement.

Themes and Action Items

Staff conversations began in earnest at the February 2020 Staff Day in the form of facilitated small group discussions. Suggestions for areas of improvement have since been shared, examined, analyzed, and expanded through a series of committee and all-staff discussions to better understand what areas are most in need of review and to articulate the desired outcomes for any proposed changes. These discussions have suggested remarkably consistent *themes* centered around the following four areas:

- clarification and/or reconsideration of current staff **roles and responsibilities** (primarily in Cocu, ACS, and the role of the Strategist position)
- consistent application of **accountability** measures across all areas of the Library
- enhanced **training and support** plans across all units and at all levels including system-wide onboarding
- improved **communication and collaboration** tools and best practices

Each theme in turn suggests a set of *action items* - specific areas of Library operations and practices that warrant evaluation. When taken together, these action items constitute an internal review of areas of operations that are not currently effective, sustainable, or equitable. Each action item will be assigned to a team of six to eight different staff members, led by a member of the Leadership Team, and charged with different *deliverables* - for example, an evaluative report, a proposal, or an implementation plan appropriate to the nature of the action item itself. Many of these action items represent significant challenges with implications beyond the limited scope of the areas in question.

Teams and Deliverables

Teams will conduct their work during the first half of 2021, meeting no less than once a month and, as needed, with other teams to examine the potential implications of points of intersection between action items. Team leads will reach out to individual staff members with invitations to participate on respective teams. Team leads will be charged with leading and/or facilitating group discussions, coordinating work among team members, and reporting on their group's work. Team

members will attend meetings, participate in discussions, conduct research, and otherwise contribute to the collaborative process. Staff not directly involved on a team may be consulted on specific areas of expertise and/or experience and may be asked to participate in portions of a team's work. Teams will also meet periodically with the administrative team overseeing Continuous Improvement to discuss progress. Deadlines for action item deliverables will be unique to each team's charge.

A note on proposals. Any proposal for structural changes to our current operating model:

- should strive to remain budget neutral (no significant ongoing costs incurred)
- must remain staff-neutral (no additions or reductions to current number of positions)
- should strive to remain job-neutral (no promotions or demotions relative to current positions)
- must adhere to current state and local law governing the organization and funding of public libraries

Continuous Improvement monthly progress reports, team rosters, and related documents will be shared with all staff by way of Google Drive and All Staff Meetings.

Continuous Improvement Themes and Action Items

Theme: Roles and Responsibilities

Team 1: Re-Evaluate Community and Customer Engagement Unit for Improved Organizational Effectiveness.

Team Lead: Marilyn Wood

Deliverable: Proposal for Updated Delineation of Roles and Responsibilities

Begin with an understanding of the critical functions of the unit and the current roles and responsibilities of the three positions (IA, SIA, and Librarian) and three managers. Guiding questions/topics include but are not limited to:

1. Roles
 - a. Consider current roles and their impact on ability to support the Library's mission.
 - b. Imagine alternative supervisory models that may provide better staff support and, ultimately, better customer service
2. Consider current procedural ambiguities and their impact on decision-making (ex: programming, visual merchandising, service expansion and partnerships, unit-specific training and support)
 - a. Appropriate and sustainable approaches to staffing service points (specialization vs cross-training, appropriate and sustainable number of service points, scheduling solutions)
 - b. Appropriate and sustainable commitment to programming (volume, schedule, and coordination) and project implementation
3. Intersections - how will potential suggestions from Strategist Action Item impact this discussion?

Team 2: Re-Evaluate Access and Content Services Unit for Improved Organizational Effectiveness. **Team**

Lead: Bara Swinson/Chris Hosler

Deliverable: Proposal for Updated Delineation of Roles and Responsibilities

Begin with an understanding of the critical functions of the unit and the current roles and responsibilities of the various positions. Guiding questions/topics include but are not limited to:

1. Collection Development - review current processes and procedures with regard to current workflows as well as future collections and trends in non-traditional materials management and circulation.
2. Collection Management - better-delineate roles and responsibilities between Materials Handlers and Senior Materials Handlers for improved collection management procedures.

Team 3: Re-Evaluate the role of the Strategist with regard to core duties, supervision, and overall leadership responsibilities.

Team Lead: Grier Carson

Deliverable: Proposal for Updated Delineation of Roles and Responsibilities

Begin with an understanding of the critical functions of this unique position and how it serves our mission (look at job descriptions and notes on experiences/perspectives from Strategists themselves). Guiding questions/topics include but are not limited to:

1. Roles
 - a. Community Engagement - how can we refine the current role of the Strategist with regard to community engagement?
 - b. Strategic Vision - how can we refine the current role of the Strategist with regard to strategic vision for library services?
 - c. Leadership - how can we refine the current role of the Strategist with regard to leadership, supervision, and staff support and collaboration
2. Intersections - how will potential suggestions from Cocu Action Item impact this discussion?

Theme: Consistency and Accountability

Team 4: Research and propose a Performance Management program that ensures equitable, ongoing, and consistent evaluative measures and work support plans for all staff.

Team Lead: Matt Neer/Lorraine Martin

Deliverable: Report on Performance Management Needs/Goals and Recommendations for Performance Management Programs

Guiding questions/topics include but are not limited to:

1. discuss what we need in order to achieve greater consistency, accountability, and recognition regarding staff performance
2. discuss what we're currently missing and what the right performance management program could address
3. identify specific goals for a system-wide performance management program including ongoing performance evaluation and individual work plans
4. research skills and training needed to use a program effectively
5. research available options (marketplace, library-specific)

Team 5: Re-evaluate current hiring procedures with regard to industry best practices, evolving trends, and overall interviewing consistency in order to recruit and retain the best possible staff.

Team Lead: Elizabeth Gray/Kyle Wickemeyer-Hardy/Grier Carson

Deliverable: Report on Hiring and Retention Practice Needs/Goals and Proposal for Updated Hiring Practices

Guiding questions/topics include but are not limited to:

1. discuss desired outcomes for improved hiring and retention practices
2. evaluate current hiring process and identify areas for improvement
3. outline unit-specific and job-specific considerations as they relate to overall hiring practices
4. identify core desired attributes for all Library staff
5. research available resources, programs, consultation solutions
6. discuss training and ongoing support for implementation

Theme: Training and Support

Team 6: Identify and propose a system-wide onboarding and training program that facilitates ongoing organizational understanding while allowing for unit-level and job-specific training and professional development. **Team Lead: Josh Wolf/Adam Stillwell/Brian Leibacher**

Deliverable: Proposal for Training and Support Program

Deliverable: Proposal for Training and Support Program

Guiding questions/topics include but are not limited to:

1. what does system-wide onboarding and continuous training look like and how does it impact ongoing organizational awareness?
2. what does unit-specific training look like?
3. what does job-specific training and professional development look like?
4. what role would mentorship play across all these levels of training and support?

Theme: Collaboration and Communication

Team 7: Adopt and implement an enhanced digital workspace solution to aid in facilitating effective internal collaboration and to standardize best practices for communication.

Team Leads: Grier Carson/Mandy Hussey/Ned Baugh

Deliverable: Proposal and Implementation Plan 2021

Begin with an understanding of current digital communication and collaboration tools and best practices. Guiding questions/topics include but are not limited to:

1. updated/improved functionality of Lint and possible alternatives
2. goals for an improved Library-wide shared platform and impact on methodology
3. unit/job-specific considerations
4. impact on current use of Google Drive, F drive, and local storage practices
5. importance of implementation plan and intersection with methodology

Team 8: Facilitate a greater degree of transparency between Leadership and staff regarding suggestions and feedback and their ongoing impact on operational decision-making (the question of how to “connect the dots” for everyone at MCPL).

Team Leads: Chris Jackson/Bethany Turrentine

Deliverable: Report and Possible Proposal

Begin with an understanding of our current communication norms, styles, and expectations and discuss what may warrant change/improvement. Guiding questions/topics include but are not limited to:

1. what are some of the leading initiatives surrounding workplace communication culture for libraries and similar organizations?
2. what factors have contributed to the communication challenges we face at MCPL, both historically and more recently?
3. what expectations for internal communications should we set for all staff going forward?
 - a. effective use of email across units
 - b. Staff Announcements and All Staff meetings
 - c. communication as part of core duties
4. how do staff want to hear about discussions and related decisions made on the part of LT?
 - a. Leadership announcements and directives
 - b. Unit-specific announcements and directives
 - c. Director/Associate Director updates
5. best method(s)/tool(s) for providing ongoing and constructive feedback?

Monroe County Public Library

Monroe County Public Library

303 East Kirkwood Avenue

Bloomington, IN 47408

United States

Grier Carson

Associate Director

gcarson@monroe.lib.in.us

812.349.3094

Reference: 20210728-233125982

Quote created: 28 July 2021

Quote expires: 18 September 2021



Happeo OY

Iso Roobertinkatu 4-6

00120, Helsinki

FI

Quote created by: James Perrineau

SMB Account Executive

james@happeo.com

+358 45 6016 944

Total **\$20,400.00**

PRODUCTS & SERVICES	SKU	QUANTITY	TERM	DISCOUNT	PRICE
Recommended Plan	S-Y-RECP	150	for 3 years	--	\$12,960.00 / year
Add-on: Advanced Analytics (Yearly)	A-A-AANA	1	for 3 years	-55%	\$3,240.00 / year
Growth Onboarding Plan	O-Y-GROW	1	--	--	\$4,200.00

PRODUCTS & SERVICES	SKU	QUANTITY	TERM	DISCOUNT	PRICE
SUBTOTALS					PRICE
Annual subtotal					\$16,200.00
One-time subtotal					\$4,200.00

Total	\$20,400.00
--------------	--------------------

Comments

Happeo Recommended Plan includes:

- ✓ Channels, Pages, People
- ✓ Google SSO
- ✓ Permission configuration
- ✓ Native Google Workspace integration
- ✓ Community features
- ✓ Enterprise search
- ✓ Multi-language interface
- ✓ Post translation
- ✓ Chat integrations
- ✓ Advanced post types
- ✓ Google Analytics integration
- ✓ Lifecycle management
- ✓ Branded look and feel
- ✓ Advanced community features
- ✓ Ghostwriting
- ✓ Post approval workflows
- ✓ App launcher

Please find detailed feature descriptions [here](#).

Add-on - Advanced Analytics

Happeo analytics allow you to identify top collaborators and influencers, as well as trending topics within your Channels.

Happeo Growth Onboarding Plan

For all of our customers, we include a minimum-required onboarding package. During onboarding, our customer success team will teach you how to use the Happeo platform, create content, start channels, manage settings, and how to train your team.

Happeo Deliverables:

- Kick-off session
- Technical workshop
- Content workshop
- Content-creation workshop
- Weekly consultation session (4x)

Onboarding is deemed completed once any of the following milestones are reached:

- Project Deliverables are completed
- 60 days have elapsed from the subscription start date

Purchase Terms

Subscribed Services: As defined in section "Products & Services" of this Order Form

Subscription Start Date: 15-Sept-2021 *

Initial Subscription Term: 36 months as of Subscription Start Date

Renewal: Automatic renewal for 12 months at a time

Billing interval: Annually upfront

Payment term: Net 14 days

Payment method: Wire transfer (or upon written request credit card in which case 3% credit card surcharge will apply). All payments shall refer to the invoice reference number.

Special billing terms: One-time fees are invoiced at Subscription Start Date; additional users are invoiced retroactively based on monthly user counts at *USD 7.20* per seat per month.

Happeo may use Customer as a reference and Customer commits to a case study.

By signing this Order Form, Customer confirms Subscription of Services as detailed in this Order Form and agrees to these Main Terms and Conditions and Happeo's online Terms of Service as may be updated from time to time that can be accessed [via this link](#). The online Terms of Service apply to all Services provided by Happeo. The customer undertakes to check that its invoicing information presented in this Order Form is correct and inform its Happeo contact person of any errors without undue delay.

To learn how Happeo processes personal data, see our [Privacy Policy](#).

* Access to the Services is granted at the earliest as of the date of Customer's signature.

Signature

Signature

Date

Printed name

Countersignature

Signature

Date

Printed name



205 N. College Ave
Suite 010
Bloomington
IN 47404
Tel. 812 339 1235
Fax 812 339 1238
www.cmatheuarchitect.com

September 2, 2021

Monroe County Public Library
303 W. Kirkwood Ave.
Bloomington, IN 47408

Re: BIDDING / NEGOTIATION PHASE LETTER OF RECOMMENDATION
Monroe County Public Library – Southwest Branch
Project No. 1908

To the Monroe County Public Library Board of Trustees:

The following Bidding/Negotiation Phase Letter of Recommendation has been prepared by Matheu Architects, PC for the Monroe County Public Library – Southwest Branch project.

Bids for construction of the project were received on Tuesday, August 31, 2021. The following three (3) general contractors submitted bids for the project:

- Fox Construction Co., Inc.
- Strauser Construction Co., Inc.
- Weddle Bros. Building Group, LLC

Matheu Architects has reviewed the bids for compliance with the bidding requirements and all three bids were complete. The apparent low bidder is Strauser Construction Co., Inc.

It is the recommendation of Matheu Architects that the MCPL – Board of Trustees accept the following Base Bid and, if funding is available, the three (3) Alternate Bids submitted by Strauser Construction Co., Inc.:

Base Bid:.....	\$	10,414,000.00
Alternate #1: Amphitheater:.....	\$	174,000.00
Alternate #2: Labyrinth	\$	41,400.00
Alternate #3: Lower Level Parking Garage Painting	\$	11,600.00

TOTAL BASE BID & ALTERNATES: \$ 10,641,000.00

To: MCPL – Board of Trustees
From: Mr. K Floyd
Re: MCPL – Southwest Branch
Date: September 2, 2021

We also recommend that the Board approve moving forward with value engineering discussions with the apparent low bidder as a possible means by which to reduce the cost of the project.

Once we receive your approval to accept the above Base Bid, Alternates, and any value engineering items, we will proceed with the preparation of the “Standard Form of Agreement Between Owner and Contractor”, AIA Document A101 – 2007 for the project. The Agreement would be in the amount of the Base Bid and accepted Alternate Bids. Any savings to the Owner through the value engineering process would be deducted through a Change Order that would modify the original contract amount. The Change Order would be signed at the same time the Owner-Contractor Agreement is signed.

Please let us know if we may be of assistance in answering any questions you may have.

Sincerely,



Kristopher Floyd, Associate, LEED AP

Enclosures

cc: Marilyn Wood – Director MCPL
Gary Lettelleir – Financial Officer MCPL
File 1908

SW Branch Financial Report

2021-2040 Construction bond - \$6,000,000

8/31/2021	Actual Spending	September 2021 Bid/estimates	March 2021 Estimates
Available Funds			
Bond sale		6,000,000	6,000,000
less issuance cost		(300,000)	(300,000)
2021 Month End LIRF Balance less 1 mil reserve		1,092,073	1,092,073
2021 Month End Rainy Day Balance less 1 mil reserve		3,987,570	3,987,570
Note - One Million Dollars surplus in LIRF, Rainy Day, and Operating are not include in available funds			
2019 Bond - Estimated Branch Allocation		318,400	318,400
2021 Friends Pledge		650,000	650,000
Grant Funds - Teaching Kitchen		40,760	
2021 Operating Surplus - estimated		1,700,000	1,700,000
Funds Available		13,488,803	13,448,043
Project Cost Estimates/Bid			
Land cost estimate	137,961	137,500	137,500
Site Development			956,888
Building Construction 21,000 sq. ft.		10,414,000	7,949,936
Construction Contingency 5%			445,341
Alt 1 Ampitheater		174,000	
Alt 2 Labyrinth		41,400	
Alt 3 Garage Paint		11,600	
Furnishings and Equipment			
Tech Eq		410,000	410,000
Furniture		200,000	200,000
Teaching Kitchen		40,760	40,760
Shelving		339,000	339,000
Collection		850,000	850,000
Other costs			
Legal & other fees		25,000	25,000
Architect fees		712,706	712,706
total legal / architect	450,980		
Prof fees - Furn		25,000	25,000
Survey and soil testing	9,650	30,000	30,000
Reimbursable Expenses		15,000	15,000
	598,591	13,425,966	12,137,131
Estimated available funds balance		62,837	1,310,912