



## CITY OF PARK RIDGE

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# JOURNAL OF THE PROCEEDINGS

## MAYOR'S ADVISORY BOARD

CITY HALL  
FINANCE CONFERENCE ROOM  
505 BUTLER PLACE  
PARK RIDGE, IL 60068

MONDAY, JUNE 19, 2017 AT 6:00 P.M.

### I. Roll Call

Chairman Mazzuca called the meeting to order at 6:02 p.m.

Chairman Mazzuca and Ald. Moran, Wilkening and Moran were present.

Deputy Clerk Peterson recorded the minutes.

Three other individuals were present.

### II. Approval of Minutes

#### A. June 5, 2017

Moved by Chairman Mazzuca. Seconded by Ald. Moran.

**Motion carried; voice vote.**

### III. Interviews

(Library Board of Trustees – 3 year term; 7/1/17 to 6/30/20)

#### 6:00 p.m. Joshua Kiem (new)

Mr. Kiem, a long-time resident, provided his opening statement (attached) which included information regarding his work history, his family, his experiences at the Library including how it has enriched his life, and the direction in which he would like to see the Library grow and progress.

In response to questions from the Board, Kiem indicated that he expects to see transparency and continued efforts to make the transition effective when adding self-serve check-out kiosks and automated sorting equipment. Staff will be able to move into different positions, creating more value. There will be attrition and skill development by those persons displaced by cultural changes. The Board will need to build more trust with its staff which he believes may be lacking. If he did not see results that were expected, he would choose to have a dialogue to seek explanation and resolution. Although he believes in metrics, you need to count on people by building trust with them. He provided an example of when he worked for Motorola and was able to demonstrate positive change through collaboration of "warring tribes." In regards to finding a replacement of the former Library Director, he encourages internal employees to apply. You must send them a positive message. However, he does not believe the search should be limited to internal applicants. He does not believe it was professional or civil to have the Director's performance review done publicly. It provides a disadvantage of any future job searches. He does not believe there would be any problem filling the position of the Library Director. The current Library employees should not be disrespected and thought given to the ideas they provide. When questioned about consideration of representing other Boards, he has always been a big fan of the Library. It is something of great heart to him and a key piece of the City's culture. He would like to see the idea of RFID checkout come to fruition.

Ald. Mazzuca briefly explained the process including next steps.

**6:15 p.m. Jennifer LaDuke (new)**

Chairman Mazzuca explained the process to Ms. LaDuke.

She has been a resident of Park Ridge for 5 years, formerly from Chicago. She spoke of her family and how her career goals have changed from a litigation attorney to one involved with mediation. She has served on organizational Boards and Committees and is familiar with the time and service required. She spearheaded the development of a new process within her organization allowing appeals to be streamlined and less formal. She enjoys working with mediation, explaining that the process allows the two parties to come together and agree on acceptable terms. She believes this process is also very useful when it comes to working with Boards. She has a desire to become more active and involved in the community; she is a current member of the Newcomers Club, Book Club and running group. If selected, the Board would have a person with a legal background, experience as a mediator having prior Board service and knowledge, and an interest in the Library and City overall.

She expects staff to be very receptive and helpful providing good customer service. She would engage in conversation with Administration if there was a problem she noticed that did not get addressed. Options would need to be evaluated and solutions considered for change if necessary. She clarified that there were no conflicts in her work schedule that would prevent her from attending Board meetings. When looking for a replacement for a Library Director, in addition to the person having good credentials, she believes background experience in conflict management could be very helpful. Reflecting on past Board minutes or meeting attendance, she thought most were conflict free. She was uncertain what information was provided to Board members but would find more information to be useful. She would like to see the Library make residents more aware of the materials and services that it offers.

Ald. Mazzuca briefly explained the process including next steps.

**6:30 p.m. Robert J. Trizna (re-appt.)**

Chairman Mazzuca explained the process to Mr. Trizna.

Mr. Trizna did not provide an opening statement since he believes his application provided ample information. He commented on improvements that he believes are worth mentioning and highlighting. The Library has made Board proceedings more transparent by televising the meetings at City Hall; attendance has also increased at its meetings. The Committee of the Whole structure was adopted allowing for a more engaged and knowledgeable Board. He would like to see Social Media posts be monitored more frequently to avoid any misleading information. RFID technology for auto check in/out and re-shelving is being considered and will save manpower. Research is needed to find out why 2/3 of the community is not utilizing the Library based on data that is available. The Library has embarked on the renovation process which is now being held up by the building department at the City due the need for a sprinkler system. It is important for the Library to know what the community wants it to provide.

He expects to see high quality service from the Library. The staff in his opinion is very good based on what he sees and hears from the community. The Library previously ran at deficits. More leadership is needed and he would like to see the Library innovate. He would work through the director if he did not see things being addressed that were to be done. He reiterated, he is quite impressed by the job that staff provides with an A-B grade for which the director deserves credit. His meeting attendance rate has been above average. He spoke about the replacement of the Library Director. He hopes a few of the employees consider the Director Position. A few will most likely serve as interim directors for the time being. However, the Board still intends to work with an outside search firm for finding a replacement. He would like to see someone who has forward thinking and a forward vision of the Library. Consideration will be given to someone who is comfortable with business and management and not necessarily librarian skills. He has invested much time in the Library and is driven to make it a better place, whatever it takes. Education, knowledge, and mental discipline of information is foremost. He does not anticipate any problems filling the position as Library Director. He ended by indicating that it has been a privilege and honor serving in this capacity for 6 years and would like to remain in this position for one more term.  
three.

Ald. Mazzuca briefly explained the process including the next steps.

**IV. Deliberations / Recommendations**

The Board did not have ample time to deliberate. The Board agreed to postpone deliberations until June 26 at 6:30 p.m. Deputy Clerk Peterson indicated any appointments could be made at the Special City Council Meeting scheduled for July 10, 2017.

**V. Adjournment**

The meeting adjourned at 6:59 p.m.

## Statement of Josh Kiem for the Mayor's Advisory Board

Thank you, Mr. Chairman, and Aldermen, and Alderwoman, for the chance to meet you tonight.

Vicki Myron, long-time librarian, wrote, "A great library doesn't have to be big or beautiful. It doesn't have to have the best facilities or the most efficient staff or the most users. A great library provides. It is enmeshed in the life of a community in a way that makes it indispensable. A great library is one nobody notices because it is always there, and always has what people need."<sup>1</sup>

We are blessed in Park Ridge with a GREAT library that's loved both in its reality and in its promise. In the years I've lived here, I have engaged with our library from many perspectives:

I joined Motorola in 1978 as a young engineer. I have the Library to thank for providing the resources as I sharpened my skills to qualify for positions and promotions in marketing, rising to the role of senior director with global strategy and project responsibilities.

The technology industry changes at a dizzying pace. I have the Library to thank for providing periodicals and references needed to stay abreast of developments in business and technology.

In 2001, I left Motorola to start a small software company. The three of us stretched our capital by learning to leverage the Library's legal and business resources.

And when our startup folded, I became unemployed for the first time in my life. As with many of my generation, I relied on the library as a great place to focus on my job search.

I have three adult daughters. Each has spent many hours in the Library. From story times to summer reading clubs, they grew up appreciating our Library's wonder. All three are graduates of D64 and D207, attended UIUC, graduated with high honors, and have since added master's degrees. As a proud dad, I am grateful for the role the Library played in their success!

Some of you, or your neighbors, or your children, may know my wife Susan, who is a part time preschool teacher at our Park District. I've seen the incredible programs that our Children's Department sponsors in support of Park Ridge's schools and teachers. These programs take place behind the scenes, but they're indispensable to the schools and their missions.

When I was a night student pursuing my MBA, I studied at the Library. I also made the library and Uptown development the basis of a study on citizen attitudes towards our business district.

I am a taxpayer, of course. And a voter. And an engaged citizen, interested in the library's development. Oh, and I'm a lifelong pleasure reader, of course...

For over thirty years now, I never once felt our Library wasn't deeply enmeshed in our community or wasn't completely aligned with my family's needs. I trust our Library.

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<sup>1</sup> Myron, V., & Witter, B. (2008). *Dewey: A small-town library cat who touched the world*. New York: Grand Central Pub. (I checked out the Large Print edition from PRPL—another blessing.)

Brick-and-mortar libraries are more than bricks, mortar, and warehouses for books. And they're more than budgets and taxing entities, and they're more than a set of metrics.

It's more critical than ever that our Library fulfill its role in connecting information, events, and citizens. We don't live in Walter Cronkite's America anymore. While you can read almost anything on-line, it is NOT true that the perspectives we need as an informed citizenry are equally or fairly represented in cyberspace. Our library has a critical role to play in our democracy as a TRUSTED center of civic engagement. Additionally, as we are neighbors, the Library must remain an institution of CIVIL discourse.

Last year, the community was stirred up about the Board's tutoring policy. There were eleven candidates for the three seats available. That so many people stepped up to serve is a testament to our citizens' emotional connection to our Library as the heart of our City.

There were eight candidates who were not selected by this committee last year. Seven elected to dedicate themselves to other pursuits. I have attended as many Board and COW meetings as any incumbent Board member. I participate in the celebrations and the deliberations, and contribute to discussion on most topics of the Board's interest. I know the Board members and appreciate, if not always agree with, their perspectives. Dean, Pat, and Bob are dedicated public servants and solid Board members. Each has unique skills I admire.

I've also made it a mission to explore the nooks and crannies of the Library's service offerings this year. I've taken e-lab training and might be the only candidate who has checked out ebooks and Internet audio books. I've joined the Friends of the Library, and attended the movies. **I'm all in.**

Were we to have met a week ago, I would have told you that the renovation and operational funding were the two largest challenges that the Board faces. I would have noted concern about the technology, the culture, and the organization associated with the changes. I would have repeated what I've said at several Board meetings. The Library renovation tackles three distinct areas: Facility realignment to evolving patron needs, carpeting/furniture/fixture refreshment, and behind-the-scenes automation to reduce staffing and operational expenses. The overarching challenge will be creating the trust and the communication that will bridge the staff and the community from today to our 2018 Library. We can't succeed without cooperation and trust.

These were last week's challenges, when we had a Librarian who had been trusted by her staff for years.

Tonight, with the retirement of Librarian Van De Carr, cooperation between the Board and Library Staff cannot be overemphasized as we search for a new librarian. There are many moving parts in the next year. Please consider this, as my experiences in trust building and with working cooperatively and creatively on projects are a good part of what I bring to the table.

I want to thank you for your contributions. I have a keen understanding that each City Council member dedicates hours to community service. My family and I are grateful for your work in shaping Park Ridge.

Any of the candidates you interview would make solid contributions to the Board. Each has passion for the library. Any of us can evaluate a budget, or do cost/benefit analyses. The library has been my thirty year partner: shaping the perspectives and the tools which I now ask to put to use FOR our Library, the Board and the community.

