

Pinnacle Library Cooperative Governing Board Minutes
Strategic Planning Special Meeting– January 17, 2025
Fountaindale Public Library
300 W. Briarcliff Rd.
Bolingbrook, IL

1. **Call to Order and Roll Call of Members Present:** Chairperson Scott Pointon (White Oak Library District) called the meeting to order at 10:00 am. Roll call was conducted. Regular members present: Jennie Mills (Shorewood-Troy Public Library District), Megan Millen (Joliet Public Library), Paul Mills (Fountaindale Public Library District), Lisa Pappas (Plainfield Public Library District), Scott Pointon (White Oak Library District) and Mary Golden (Lemont Public Library District). Regular members absent: none. Staff present: Matt Hammermeister.

Others Present: Nancy Korczak (Fountaindale, PinOps); Justin Williams (Lemont, PinOps); Vanessa Liptack (Lemont, Pintech); Rebecca Pfenning (Plainfield, PinOps); Leslie Lovato (Shorewood-Troy, PinOps); Evangeline Stephenson (White Oak, PinOps); Jessi Wakefield (White Oak, PinOps); Brandon Swarhout (White Oak, PinOps); Brittany Smith (Pinnacle); Conal MacNamara (White Oak, PinOpac).

2. **Changes/Additions to the Agenda:** There were no additions or changes to the agenda
3. **Public Comment:** There was no public comment.
4. **Review Progress on 2024 Strategic Plan Goals**
 - a. Matt reviewed the progress that had been made in 2024 towards meeting goals, including 1) solidifying a schedule for regular training workshops; 2) creating onboarding training new hires and committee members; 3) working with library staff to identify training needs and priorities; 4) establishing budgets for training and continuing education for each committee; 5) establishing procedures for potential new member libraries with cost-sheet and policies; 6) establishing PinOps; 7) using the Pinnacle newsletter to increase the visibility of committees member libraries and library staff; 8) investigating options for Pinnacle-branded swag for library staff; 9) create a rotating schedule for Pinnacle staff visits to member libraries; 10) investigate the possibility of PinStacks and 11) work on standardizing circulation settings to increase patron satisfaction.

5. **New Business:**

A. **Pinnacle Training:** The group discussed training at length, and how training could be configured. Coassemble is the new training platform that will be used; Brittany and Matt have been working with PinOps to get it configured and set up. The data fairly clearly shows that asynchronous training appears to be the mode that is most useful for our staff, unless it is on-demand training – a particular department or a particular library needs a deep-dive into the software for new project or something similar. Brittany and Matt have also found it useful to go to individual libraries for their Staff Day and do a basic summary of Pinnacle and do an overview of the Intranet, here's how to place a helpdesk ticket, etc. Additional items discussed:

1. Doing bite-sized video-training of 90-second to 3-minutes on a very focused topic so people can just get a brief answer
2. PinOps could work with Matt and Brittany to develop a catalog of training options
3. Training will never be "complete" or done – it will have to be continually updated as software changes.

b. **Pinnacle Day:** The discussion evolved into two tracks:

A. Pinnacle Day itself with a target date in 2026. All libraries could potentially look at having a synched-Staff Training Day. Training would either be at JJC (Megan will explore) or two of the larger libraries. It would be treated as a mini-ILA, and heavy staff involvement would be expected. We would also try to get staff from IMRF to answer IMRF questions, and maybe make our HR staff available to answer insurance and benefit questions to individual employees.

B. The other track would be achievable this year and would be on the model of what was done before with PinKids – try to get together mini-forums of staff that are focused on very specific tasks (think acquisitions, ILL) to meet in-person, with food provided, to network and ask questions of each other. This is intended to get people who may not know their cohorts at the other libraries to meet each other. The mini-forums could happen once a quarter or twice a year. Supervisors of the staff and/or Directors should encourage attendance of the staff at these forums.

c. **PinStacks:** Matt and PinOps members reviewed the statistics of books weeded from our libraries that were "last copies held." Approximately 34,000 titles annually would be the last copies of any items held by our six libraries. Matt showed how that would, over time, fill shelves, then ranges of shelves.

PinOps then stated that they had reached the point where they could not make any further decisions without more input from Governing Board.

6. **Action Items for 2025:** Matt and Brittany heard that they were taking away the following takeaways for 2025:
 - a. Offering a training menu with options to request particular training
 - b. Quarterly training forums for particular staff groups in 2025
 - c. Explore having a Pinnacle Staff Day in 2026
 - d. Launching Coassemble in in 2025
 - e. Working on the Pinnacle Website/Intranet in 2025
 - f. Further explore practicality of PinStacks

7. **Adjourn:** Lisa Pappas moved to adjourn, and Megan Millen seconded the motion. All voted yes, and the motion carried. The meeting adjourned at 11: 50 am.