

BROADVIEW PUBLIC LIBRARY DISTRICT (BPLD)
PERSONNEL COMMITTEE
AGENDA
THURSDAY, JULY 2, 2015
6:30 PM

1. Call to Order / Roll Call

2. Pledge of Allegiance

3. Moment of Silence

4. Approval of Agenda

5. Public Comment

Visitors are asked to introduce themselves at this time and present any issues they wish to discuss. Visitors wishing to address specific agenda items will be granted three (3) minutes or less at the discretion of the President. Visitors please address your items to the board.

6. Approval of Minutes

7. Presentation – Executive Director Search Firm

Welcome! Mr. Keister of John Keister & Associates

8. Executive Session

9. Adjournment

John Keister & Associates

Executive Search for Library Directors

374 E. Marseilles Street
Vernon Hills, IL 60061

Phone: (847) 955-0540
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June 17, 2015

Ms. Katrina Arnold
President, Board of Trustees
Broadview Public Library District
2226 S. 16th Avenue
Broadview, IL 60155

Dear Ms. Arnold:

We appreciate the opportunity to submit this proposal for executive search services to identify, evaluate, and recruit candidates for the position of library Executive Director. Hiring a new Executive Director is one of the most important decisions a library board will make and we would be pleased to provide advice and assistance. In addition to conducting the search, we can facilitate the process, keep things on track, and help the library board reach consensus on the final candidates.

Experience

John Keister & Associates is a full-service, nationwide Executive Search firm founded by John and Beth Keister in 1987. Our firm has two practice areas: Library Directors and private sector Engineering Executives. Our extensive experience enables us to identify and evaluate management and leadership traits in candidates, as well as the “soft” characteristics that indicate which candidates will be an ideal fit for a certain organization or position.

We enjoy working with libraries because they are the heart and soul of their communities. Whether serving a small town, a densely populated region, or an academic or special interest institution, a library represents the interests, passions and goals of a special group of people — its patrons. Every library is unique. Should you decide to work with us, we’ll ask the correct questions and help you hire the Director who is right for your library and right for your community.

We are proactive in searching for and recruiting top candidates, rather than relying on passive approaches, such as job postings, to locate talented leaders. Our success is the result of networking and actively building long-term relationships with the best and brightest library leaders.

Project Team

John Keister has more than 28 years of executive search experience, working with respected global corporations and libraries of all sizes. When working with libraries, John draws upon his extensive experience as an elected public library Trustee and library Board President. He also served multiple terms on the Board of Directors of the North Suburban Library System, a library consortium of academic, public, school, and special libraries in suburban Chicago. John has advocated on behalf of libraries at the local, state, and federal levels, been an invited speaker at numerous library conferences, and has raised community awareness of library issues through town meetings, focus groups, print and broadcast media. Through RAILS (Reaching Across Illinois Library System), one of two regional library systems in Illinois, John provides customized coaching and training to help library boards become more efficient and effective. John holds a Bachelor of Science degree in Mechanical Engineering with post-graduate coursework in business management and administration.

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Beth Keister handles many of the “behind the scenes” functions of our firm, designing and maintaining our databases and websites, conducting research for the search process, and using social media to create awareness. Previously, Beth trained the staffs of several libraries and library organizations on a variety of software packages and consulted with libraries on creating programs and reports that support daily operations. Beth holds a Master of Science degree in Statistics and a Bachelor of Science degree in Mathematics.

Sarah Keister Armstrong specializes in providing community needs assessments and strategic planning services to libraries through her own firm, Turks Cap Consulting. Her awareness of library trends and issues, coupled with a keen understanding of each library’s unique circumstances and demographics, helps us focus our efforts on the type of leader who will be most effective for every library search we undertake. Sarah is a Public Library Trustee and serves on the Board of RAILS (Reaching Across Illinois Library System). She is an active member of the American Evaluation Association, American Library Association, and Illinois Library Association. Sarah holds a Master of Public Policy and Administration degree and a Bachelor of Arts degree in Political Science and Sociology.

Search Process

We have the resources in place and are prepared to initiate the search upon selection by the library board. John Keister will be the primary contact representing our firm and conducting the search.

Though each search is unique and presents its own characteristics, we find that the search process from our initial client meeting to candidate offer and acceptance is generally about 3½ months. Since we would tailor the search to meet your needs and deadlines, we’d be happy to revise the schedule, as needed, after our initial meeting with your search committee.

Initial Meeting

Our first step is to thoroughly understand your needs. John will meet with the search committee and key constituencies to gain an understanding of your environment and to learn what is expected of the new Director. It is important that we meet with staff at the beginning of the search, as this will provide us with valuable insights into the daily routines of the library, including what is working well and what challenges may exist. The board and/or search committee will have a different and broader perspective: what are you looking for in a new director and what opportunities lie ahead for the library? Other constituencies may include Friends or Foundation groups. Together, these individuals will help us understand your distinctive organizational culture, mission, and current concerns.

Website for the Executive Director Search

For each of our library searches, we design, develop and host a comprehensive website that includes information on the position, the library, and the local community. The website is a helpful tool for sharing information with potential candidates and it allows for easy updates as the search progresses.

Examples of recent websites include those created for the Crete Public Library District (www.johnkeister.com/crete), the Berwyn Public Library (www.johnkeister.com/berwyn).

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Strategy

Our strength as a search firm lies in our personal contacts with individuals in the library field. In addition to attracting candidates through traditional advertising and use of the custom website, we will carry out an extensive networking and social media effort to identify outstanding candidates who do not normally respond to ads or announcements. We have discovered that many excellent people are interested when approached by a respected recruitment firm. With this multi-pronged approach, we will ensure that we locate the best candidate(s) for your position.

Candidate Qualifying

Once we have identified candidates, we will conduct in-depth interviews. When possible, these conversations will be in person. If that is not practical, we will conduct detailed Skype and telephone interviews. Our conversations with candidates allow us to thoroughly evaluate their personality, work ethic, and how they may fit into your particular library.

Candidate Presentation

After the interviewing/qualifying work has been completed, we will present you with resumes and additional information for the most viable candidates. We'll also be ready to discuss each individual in some detail, and to answer any questions from the search committee. This approach allows for valuable give-and-take of information with you and/or other decision makers, and allows you to further reduce the list, if desired, to a feasible number of semi-finalists or finalists.

Finalist Interviews

We have found it is very beneficial for John to be on-site at the library during the finalist interviews to answer questions, make suggestions, and generally facilitate the process. We strongly recommend that candidates meet with staff, the board, and other key stakeholders as part of the process. During this crucial time, as important decisions are made, we can provide whatever support you need, including ideas about interview questions, advice on questions to avoid for legal reasons, and tips on interview approaches and potential pitfalls. We can also make suggestions on how to handle salary negotiations and benefits questions, deal with relocation issues, and "close" the most desired candidate. Staff input is particularly important and we can help the board use that information wisely. Many boards have never gone through the final steps of hiring a director and find that this is where our experience can be particularly helpful.

Verifying Employment Duties And Performance Levels

We will interview references, by telephone, for final candidates and will present summaries of the reference investigations. We believe that phone references provide a more accurate assessment of candidates than do prepared written statements since people are often more comfortable disclosing information conversationally than in writing.

Pre-Employment Background Investigation

If the library does not have a pre-employment background investigation process in place, we can assist with such arrangements for the final candidate. This investigation should include verification of credentials

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and an examination of professional, personal, financial, and criminal records. A law enforcement agency or professional firm with expertise in this field should complete the investigation.

Fee

Our *all-inclusive fee* for search services is \$15,500. Part of this fee (\$5,100) will be payable upfront, to help us defray our search expenses and to initiate the search. A second payment of \$5,100 will be due upon your acceptance of a slate of candidates. The balance of the fee will be billable upon selection of the new Director, and payable within 30 days after acceptance of the offer by the new administrator.

Our professional fee includes:

- Design, development and hosting of a custom website for the Executive Director search
- Advertising expenses
- All consultant expenses, including travel.

Not included in our fee are costs incurred by candidates who are asked to interview in-person with the library. The cost, if any, for a pre-employment background investigation by a professional firm or law enforcement agency is also not included in our fee.

Guarantee:

If the new Director leaves the position within the first year after acceptance, we will, on a one-time basis, reactivate the search upon your request. Such a reactivation must assume that we will be allowed to pursue our own approach to achieve the reasonable results you anticipate. The library will assume all expenses directly related to a reactivated search, but we will expect no additional search fee.

We thank you for your interest in John Keister & Associates. Please contact us if you have any questions. We look forward to working with you.

John Keister & Associates



John W. Keister
President

If these terms are acceptable, please sign this letter and return one copy to us. Thank you.

Broadview Public Library District

By: _____ Title: _____ Date: _____

Our firm is committed to Equal Employment Opportunities, and will not discriminate against any candidate because of race, color, religion, national origin, age, gender, disability, veteran status, or sexual orientation.

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References

Warren-Newport Public Library District

Gurnee, Illinois
www.wnpl.info
Ms. Jo Beckwith
Board of Trustees
Phone: 847-814-1346
jobeckwith@sbcglobal.net

Warren-Newport Public Library District serves more than 66,000 residents with a 58,000 sq. ft. building, a bookmobile, and an operating budget of about \$7 million. The search was conducted due to the retirement of the former Director.

In our unique situation, I would not have wanted to select anyone that did not acknowledge *full-on* that we would have a problem attracting candidates. You said that and also insisted that any candidate be told the full story so that we would not be ambushing anyone by keeping our situation a secret. This was not only practical, but also an issue of integrity, in my view.

Your style is informal and laid back. You use humor to make a point. The processes you use, though, are not laid back. They are organized, well-thought out, and professional. You tried to get us to articulate the characteristics that we wanted rather than telling us the typical list.

You back up your process with a lot of experience both as a trustee and a search consultant. Your knowledge of Illinois libraries and directors is quite impressive. And so is your love of libraries. What a great bonus! Thanks for helping WNPL find the next great Illinois library director.

With gratitude,
Jo Beckwith, Trustee

Beloit Public Library

Beloit, Wisconsin
www.beloitlibrary.org
Mr. John Watrous
President, Board of Trustees
Phone: 608-363-9179
watrousj@gmail.com

Beloit Public Library serves 48,000 residents with a 55,000 sq. ft. building and an operating budget of \$2.2 million. We were asked to conduct the search for a Director after failed attempts by another library executive search firm.

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Our first contacts with you were extremely positive and confirmed for the board that you were a good fit for us. You showed enthusiasm for our library and our community, and you made it clear to us that you were eager to work with us on this search.

We were looking for a bold and creative leader more than a competent manager. You understood this and designed a search process that identified leadership and networking skills. There were doubtless a lot of things that you did on the back end that we never saw, but what we did see pleased us. For example, the website that you created to advertise the Director position was very professional. There were important instances when you gave us excellent advice.

Everyone I've spoken to (including board members, library staff, members of the Friends and Foundation, and people in city government) agrees that the three finalists we did bring to the library were by far the most impressive group we could remember from a Director search. The candidate we hired has been wonderful, and we are extremely pleased to have him at our library. Nick is providing us with the kind of creative leadership and community outreach that we wanted all along in our new Director.

John Watrous, President, Board of Trustees

Geneva Public Library District

Geneva, Illinois
www.gpld.org
Mr. Robert Shiffler
President, Board of Trustees
Phone: 630-232-0642
Boshiff@aol.com

Geneva Public Library District serves over 30,000 residents with a 28,000 sq ft. building and an operating budget of about \$6.5 million. The search was conducted due to the resignation of the former Director.

John, just wanted to send a quick note to let you know that we are extremely pleased to have Christine as our Library Director. She works very well with the staff and has made a great start in turning around the low morale issues. She regularly is proposing and implementing new ideas to make the library more user friendly, as well as improvements in the facility itself. She is definitely a "high energy" person and a pleasure to work with. Many thanks to you and your wife for helping us to bring her on board.

We were very confident after the interviews that we had selected the right search firm. I think that the search proceeded in a very timely fashion, and we were able to meet our timeframe to have a new director in place.

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I think the inclusion of the library staff in the process was very beneficial in getting their buy-in and in helping the transition to a new director. We are very pleased with Christine, and the Library District is in a stronger position having her on board.

Thanks,
Bob Shiffler, President, Board of Trustees

Huntington City-Township Public Library

Huntington, Indiana
www.huntingtonpub.lib.in.us
Mr. Fred Scheiber
Board of Trustees
Phone: 260-359-9404
Fred.Scheiber@GraphicCommunications.com

Huntington City-Township Public Library serves about 22,000 residents with a 46,000 sq. ft. main building and a 2,500 sq. ft. branch library. Operating budget is about \$1.8 million. The search was conducted due to the retirement of the former Director who served the library for 30 years.

I like your enthusiasm and unique approach of involving the entire staff in the process. I have recommended you already and will continue to in the future. You helped with salary information after the new director was hired and were always readily available. In the end, I thought we found the best person suited for the position and the process worked well. The staff felt they had input in the process and now I believe feel the Board is accessible. It was a win-win for the staff and the Board. If we ever needed a new Executive Director, you would be my first phone call!

Fred Scheiber, President, Board of Trustees
