

**Agenda**

Novi Public Library Board of Trustees--Regular Meeting  
Wednesday, April 27, 2017  
at 7:00 p.m.  
City of Novi, Council Chambers  
45175 W. Ten Mile Road, Novi, MI 48375

*Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community.*

- 1. Call to Order by President, Craig Messerknecht
- 2. Roll Call by Secretary, Ramesh Verma
- 3. Pledge of Allegiance
- 4. Approval and Overview of Agenda
- 5. Consent Agenda
  - A. Approval of Claims and Warrants L553.....5-7
  - B. Approval of Regular Meeting Minutes – March 23, 2017 .....8-14
- 6. Correspondence
  - A. N/A
- 7. Presentation/Special Guest
  - A. TAB (Teen Advisory Board) summer reading video presentation (Lindsay Fricke and TAB)
- 8. Public Comment
 

In order to hear all citizen comments at a reasonable hour, the Library Board requests that speakers respect the five minute time limit. This is not a question-answer session, therefore, Library Board members will not respond to questions. It is an opportunity to voice your thoughts with the Novi Public Library Board of Trustees.

DISCLAIMER: Audiovisual presentations are welcome. To insure adequate equipment needs, please contact Library Administration at least 5 days in advance of the meeting
- 9. Student Representatives Report ..... 15-17
  - A. Email from Cathy Lancaster, Library of Michigan – April 12, 2017 Re: Teen Summer Reading Video.....18
- 10. President's Report (Craig Messerknecht)
  - A. Goals Update (Updates: March/April 2017) ..... 19-36
  - B. Library Board Goal Setting Session: Saturday, May 6<sup>th</sup> 10am – 12pm, Novi Library Board Room
  - C. Election of Officers: President, V. President, Secretary and Treasurer (these offices will go into effect at the May 25<sup>th</sup> meeting)
- 11. Treasurer's Report (Melissa Agosta)
  - A. Library Budget Fund 268 – 2016-2017 Approved ..... 37-39
  - B. Contributed Fund Budget 269 ..... 40
  - C. Proposed 2017-2018 Budget 269 Contributed Fund.....41

D.	City of Novi 2017-2018 Draft Budget Information (Library financial, departmental and stats).....	42-48
E.	Library Fund 268 Expenditure & Revenue Report (March 31, 2017) .....	49-52
F.	Contributed Fund 269 Expenditure & Revenue Report (March 31, 2017) .....	53
G.	Balance Sheets for Funds 268 and 269 .....	54-55
12.	Director's Report.....	56-67
A.	Information Technology Report .....	68-74
B.	Facilities Report .....	75-76
C.	Information Services Report.....	77-78
D.	Support Services Report .....	78-79
E.	Library Usage Statistics .....	80-88
F.	Friends of the Novi Library – Agenda – April 12, 2017, Approved Minutes – November 9, 2016 .....	89-95
G.	Novi Historical Commission – February 22, 2017 Approved Minutes .....	96-99
13.	Committee Reports	
A.	<b>Policy Committee: Review current public policies for the Library</b> (Michener–Chair, Poupard)	
	<ul style="list-style-type: none"> <li>• Library Staff is currently reviewing current policies. Meetings Held: 9/29, 11/3, 1/19, 3/8.</li> <li>• Meeting scheduled with Board Policy Committee on April 24, 207 to review the final draft that was submitted by the staff team. Each member of the Board will receive a draft copy to review up until the May meeting. Questions and discussion pertaining to the draft can be taken at the May 6<sup>th</sup> Goal Setting Session. I would be looking for the Policy Manual to be approved at the May 25<sup>th</sup> Library Board meeting.</li> </ul>	
B.	<b>HR Committee: HR Policies, Director Review, Salary Study</b> (Verma– Chair, Michener) – No action at this time.	
	<ul style="list-style-type: none"> <li>• Decision made at February 4<sup>th</sup> Library Board budget session to continue work on the salary structure that relates to the changes with minimum wage and other salary categories effective January 1, 2018.</li> <li>• April 22, 2017: Administrative staff is pulling more data from the State Aid Report that is related to Class 6 libraries in Michigan.</li> </ul>	
C.	<b>Finance Committee: Financial plan based on building assessment review</b> (Agosta- Chair, Messerknecht, Lawler)	
	<ul style="list-style-type: none"> <li>• Tentative mtg. scheduled for end of March with a firm (at no cost) to discuss Endowment/Trust options</li> <li>• End of March meeting was cancelled. Need to reschedule. The spring break holiday was a factor in setting up the follow-up meeting.</li> </ul>	
D.	<b>Events/Marketing/Fundraising Committee 2016 Gala, outreach events</b> (Michener – Chair, Agosta, Wood)	
	<ul style="list-style-type: none"> <li>• Trustee Lawler and Trustee Agosta attended the National Library Proclamation presentation at the April 10, 2017 City Council Meeting.</li> </ul>	
E.	<b>Strategic Planning Committee: Annual review of current plan</b> (Poupard- Chair, Wood). Review completed in November 2017. No further action.	

**F. Building/Landscape Committee: Entrance project, Energy Reduction Coalition project, Building assessment**

(Messerknecht – Chair, Lawler, Verma, Wood)

- Meeting held on Tuesday, March 14, 2017 with a lighting design firm recommended by the City of Novi to help provide the scope/specifications for the LED Lighting project that will lead to RFP. The person I met with was Robert White from Illuminart. Rob will be getting me a preliminary cost estimate for the work that will be provided leading up to RFP, RFP specifications and review of bids for the project. At this time, the Library Board approved \$2,000 for design and bid specs. I do not know what the cost of this prep work will be. Rob is planning to have a cost to me by Monday, March 20th at which time I will bring to the Library Board.
- Director requested additional contractor information for another firm to present an additional quote for LED spec/bid work. City of Novi supplied information on 3/29. Director contacted firm with invitation to provide quote and sent email with guidelines. Firm was interested. 4/20 a follow-up call was made to firm to receive quote and firm said they were working on a quote. 2<sup>nd</sup> quote has not been received as of 4/21.
- A new Landscaping/Lawn company – Expert Lawn has been hired for the 2017 season. Work will include a spring clean-up, weekly lawn care on Mondays, weekly weeding and bed care, weed control and new mulch (expected in May, near Memorial Day), and fall clean-up. Lawn care began on Wednesday, April 19 (unfortunately, the weather did not cooperate and more work still needs to be done from the initial visit).
- 5 complete bids were received for the over band crack fill, sealcoating and line striping for the library's parking lot. This work was reviewed by the City of Novi DPS department prior to bid and help on the bid specs was received by DPS as well as Sue Morianti. HUGE thank you to the City for their assistance. A meeting will be held on Thursday, April 27<sup>th</sup> with the low-bidder to discuss a work plan and contract details.

**G. Bylaw Committee: Review of Library Board Bylaws**

(Lawler- Chair, Agosta) – Bylaw review completed September 2016. No additional action.

14. Public Comment

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**15. Matters for Board Action**

- A. Approval for a potential 1-2 day closing of the Library to allow for the parking lot sealing project to occur (dates cannot be determined until the planning meeting which is scheduled for Thursday, April 27<sup>th</sup>).
- B. Approval of the 2017-2018 269 Contributed Library Fund – 1<sup>st</sup> Draft (April 23, 2017)

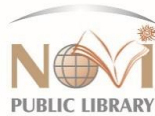
16. Adjourn

**Supplemental Information:**

- Novi Today Magazine – Spring 2017 Edition: Service with a Purpose.....100-101
- Novi Today Magazine – Spring 2017 Edition: Build a Better World.....102
- Novi News – April 4, 2017: Fox Run, Novi Library Partner for Program.....103
- Novi News – April 3, 2017: Early Literacy Expert to Speak to Parents in Novi..... 104
- Flyer: The Secrets of Customer Loyalty..... 105
- Library Calendar ..... 106

**Future Events:**

- **Library Board Goal Setting Session – Saturday, May 6<sup>th</sup> 10am – 12pm, Novi Library – Board Room 2<sup>nd</sup> floor**
- Friends of Novi Library Regular Meeting – Wednesday, May 10<sup>th</sup> at 7:00pm, Novi Library
- LIBRARY CLOSED – May 14<sup>th</sup>
- Spring Palooza Community Event – Friday, May 19<sup>th</sup> 6:00-9:00pm, City of Novi Atrium
- City of Novi Historical Commission Meeting – Wednesday, May 24<sup>th</sup> at 7:00pm, Novi Library
- Library Board of Trustees Regular Meeting – Thursday, May 25<sup>th</sup> at 7:00pm, City of Novi Council Chambers
- LIBRARY CLOSED – May 28<sup>th</sup> and 29<sup>th</sup>



**Inform. Inspire. Include.**

45255 W. Ten Mile Road, Novi, MI 48375, Telephone: 248-349-0720

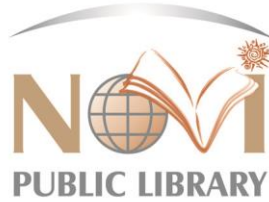
<http://www.novilibrary.org>

<b>Warrant 553</b>	<b>268 Accounts</b>	<b>April 2017</b>	
<b>Payable to</b>	<b>Invoice #</b>	<b>Account number</b>	<b>Account Total</b>
Global Office Supply (03/27/17)		268-000.00-727.000	\$ 66.78
The Office Connection (03/21/17)		268-000.00-727.000	\$ 1,165.76
Postage Stamps (3/15/17)	3 Rolls	268-000.00-728.000	\$ 147.00
CDW Government (3/14/17)	Vmware View	268-000.00-734.000	\$ 6,765.00
Global Office Supply (03/27/17)	DVD-R	268-000.00-734.000	\$ 36.55
SunTel Services (3/9/17)	voice services	268-000.00-734.000	\$ 262.88
TechLogic (03/01/17)	CirclIT Software 04/01/17-03/31/18	268-000.00-734.000	\$ 6,056.96
Wondershare.com (3/7/17)	DVD/Video/Filmora licenses	268-000.00-734.000	\$ 221.78
Amazon (3/7/17)	phone case	268-000.00-734.500	\$ 79.89
CDW Government (3/14/17)	Intel Nuc Kit	268-000.00-734.500	\$ 2,248.67
Store Supply Warehouse (3/7/17)	acrylic boxes (2)	268-000.00-734.500	\$ 40.71
Allied Eagle Supply Co (3/2/17)		268-000.00-740.000	\$ 746.04
Batteries&Bulbs (03/27/17)		268-000.00-740.000	\$ 174.36
Big Frog Custom T-Shirts & More (3/14/17)	Bk Club Kit bags (5)	268-000.00-740.000	\$ 60.00
Computype (2/21/17)		268-000.00-740.000	\$ 364.67
Discount Paper Products (03/20/17)		268-000.00-740.000	\$ 320.50
Global Office Solutions (3/27/17)		268-000.00-740.000	\$ 146.79
Sam's Club (3/8/17)		268-000.00-740.000	\$ 54.80
Showcases (03/14/17)	DVD Cases	268-000.00-740.000	\$ 40.00
Amazon.com (3/4/17)		268-000.00-742.000	\$ 619.70
Barnes & Noble (2/22/17)		268-000.00-742.000	\$ 618.48
Brodart (3/23/17)		268-000.00-742.000	\$ 10,127.00
Center Point Large Print (3/8/17)		268-000.00-742.000	\$ 221.70
DK Agencies (03/14/17)		268-000.00-742.000	\$ 396.80
Gale/Cengage (3/24/17)		268-000.00-742.000	\$ 1,008.49
Genealogical Publishing (03/10/17)	Locating Your Roots	268-000.00-742.000	\$ 53.90
Michigan Chamber Services (3/20/17)	Employment Law Handbk-17	268-000.00-742.000	\$ 149.00
Multicultural Books & Videos (03/14/17)		268-000.00-742.000	\$ 443.52
Novi Community School District	Beyond Bedtime Stories	268-000.00-742.000	\$ (205.05)
Thomson Reuters (02/04/17)	MI SCAO Approved Forms	268-000.00-742.000	\$ 128.00
Tsai Fong Books (02/14/17)		268-000.00-742.000	\$ 551.01
Addison Township Public Library (03/28/17)		268-000.00-742.100	\$ 3.95
Northville District Library (3/29/17)		268-000.00-742.100	\$ 25.00
River Rouge Public Library (03/28/17)		268-000.00-742.100	\$ 4.95
Brodart (02/17/17)		268-000.00-744.000	\$ 227.91
Midwest Tape (03/07/17)		268-000.00-744.000	\$ 2,719.26
Midwest Tape (3/14/17)		268-000.00-745.200	\$ 4,423.78
Graphic Sciences, Inc. (2/28/17)	microfilm	268-000.00-745.300	\$ 673.22
Bright House Networks (02/26/17)		268-000.00-801.925	\$ 32.30

Merchant Billing Statement		268-000.00-802.100	\$ 216.27
Johnson, Rosati, Schultz & Joppich, P.C. (3/10/17)	ERC/LED	268-000.00-806.000	\$ 131.30
Waste Management		268-000.00-808.100	\$ 98.72
Novi Rotary	Spring 2017 dues; Sanders	268-000.00-809.000	\$ 380.00
Toastmasters at Walsh College-Nov	Salvatore; eff thru 9/30/17	268-000.00-809.000	\$ 96.50
H & K Janitorial Service (02/28/17)	Cleaning February	268-000.00-817.000	\$ 3,900.00
AT&T (3/13/17)	2/14-3/13/17;DTE	268-000.00-851.000	\$ 189.81
Verizon (2/28/17)	1/29-2/28/17	268-000.00-851.000	\$ 352.39
Zurmuehlen, Maryann	TLN Vendor Demos; 2/15-28/17	268-000.00-862.000	\$ 74.90
Muniweb (3/6/17)	February	268-000.00-880.000	\$ 772.50
Alberga, Kathleen (03/06/17)	Dr. Seuss; Cookies with a Cop	268-000.00-880.268	\$ 84.16
Amazon.com (3/4/17)		268-000.00-880.268	\$ 98.79
Barnes & Noble (3/2/17)	Battle of Bks prizes	268-000.00-880.268	\$ 270.00
Baudville (03/02/17)	Yth Pgm; Battle of Books Prizes	268-000.00-880.268	\$ 56.00
Big Frog Custom T-Shirts & More (3/09/17)	BattleBooks t's (10) Teen Vol	268-000.00-880.268	\$ 120.00
Brush, Emily	Youth Program	268-000.00-880.268	\$ 32.35
Discount School Supply (02/21/17)	Youth Program	268-000.00-880.268	\$ 44.99
Five Below (3/6/17)	Battle of the Books prizes	268-000.00-880.268	\$ 90.00
Fricke, Lindsay	Big Frog; Battle Bks t-shirts	268-000.00-880.268	\$ 36.00
Hobby Lobby (3/29/17)	Youth Program	268-000.00-880.268	\$ 32.35
Little Conductors, LLC (03/15/17)	Novi's Spring Palooza	268-000.00-880.268	\$ 425.00
Oriental Trading (3/13/17)	Yth Pgm	268-000.00-880.268	\$ 127.37
Sam's Club (3/8/17)	Battle of the Books	268-000.00-880.268	\$ 114.82
Wise, Craig (3/15/17)	Novi's Spring Palooza	268-000.00-880.268	\$ 200.00
Chelsea Alehouse Brewery (3/30/17)	On the Road Bus Trip 4/28/17	268-000.00-880.271	\$ 286.00
Common Grill/Craigs, Inc. (03/28/17)	On the Road Bus Trip 4/28/17	268-000.00-880.271	\$ 990.00
City of Novi	Engage Jan - Apr 17 inc HC/Friends	268-000.00-900.000	\$ 6,108.80
Friends of the Novi Public Library	Engage January - April 2017	268-000.00-900.000	\$ (127.27)
Millennium Business Systems (3/13/17)		268-000.00-900.000	\$ 463.47
Vengage, Inc. (04/01/17)	Infographics	268-000.00-900.000	\$ 9.58
Consumers Energy	no invoice this month; rev billing sys	268-000.00-921.000	\$ -
DTE Energy	2/21-3/20/17	268-000.00-922.000	\$ 8,343.51
Dalton Commercial Cleaning Corp (3/6/17)	Mthly carpet	268-000.00-934.000	\$ 1,000.00
Lyon Mechanical (3/7/17)	3/6/17 service	268-000.00-934.000	\$ 870.29
North Star Mat Service (02/28/17)	2/7/17-2/28/17	268-000.00-934.000	\$ 159.92
Orkin (02/21/17)		268-000.00-934.000	\$ 62.72
Schindler Elevator (02/27/17)		268-000.00-934.000	\$ 3,427.00
Signs by Tomorrow (03/24/17)		268-000.00-934.000	\$ 25.00
Stanley Access Tech, LLC (3/2/17)	3/2/17 service	268-000.00-934.000	\$ 145.50
Brien's Services, Inc. (2/28/17)	Salting; February 2017	268-000.00-941.000	\$ 750.00
Millennium Business Solutions (3/13/17)	paying one mth in adv.	268-000.00-942.000	\$ 1,504.44

Corrigan Storage (3/1/17)	March	268-000.00-942.100	\$ 23.06
ALA Store (3/29/17)	Web 5/4&11/17	268-000.00-956.000	\$ 72.00
City of Novi (03/03/17)	State of City Address Refund	268-000.00-956.000	\$ -
Farkas, Julie (03/06/17)	Metro Det Bk & Author 5/15/17	268-000.00-956.000	\$ 80.00
Fricke, Lindsay	TLN Y/Teen Serv Mtg; 3/10/17	268-000.00-956.000	\$ 42.80
Friends of the PDL (3/7/17)	Fr Lib Bk Auth; 5/12/17; Stevenson/Schenk	268-000.00-956.000	\$ 60.00
Lang, Elizabeth	Historical Conf; 3/3-4/17	268-000.00-956.000	\$ 69.76
Michigan Library Association (3/13/17)	Adt/Yth Mental Hlth FirstAid	268-000.00-956.000	\$ 190.00
Zurmuehlen, Maryann	SASUG Mtg; 7/28&12/8/16	268-000.00-956.000	\$ 24.61
CDW Government (3/14/17)	Intel Nuk Kit	268-000.00-986.000	\$ 11,993.44
Petty Cash			\$ 79.92
<b>TOTAL</b>			<b>\$ 85,820.83</b>

<b>Warrant 553</b>	<b>269 Accounts</b>	<b>April 2017</b>	
<b>Payable to</b>	<b>Invoice #</b>	<b>Account number</b>	<b>Account total</b>
Simply Sublime (3/22/17)	Tree donation marker	269-000.00-742.231	\$40.33
<b>TOTAL</b>			<b>\$40.33</b>



**CITY OF NOVI LIBRARY BOARD  
MINUTES, REGULAR MEETING  
March 23, 2017**

**DRAFT**

**1. Call to Order and Roll Call**

**Library Board**

Craig Messerknecht, President  
Tara Michener, Vice President  
Melissa Agosta, Treasurer  
Ramesh Verma, Secretary  
Bill Lawler, Board Member (Absent and excused)  
Doreen Poupard, Board Member  
Geoffrey Wood, Board Member

**Student Representatives**

Ravenna Joshi, Student Representative (Departed 7:08)  
Lahari Vavilala, Student Representative (Departed 7:08)

**Library Staff**

Julie Farkas, Director  
Julie Prottengeier, Office Assistant

The meeting was held at the Novi Civic Center, Council Chambers, 45175 W. Ten Mile Road, Novi, Michigan, 48375, and was called to order by Craig Messerknecht, President, at 7:00 p.m.

**2. Pledge of Allegiance**

The Pledge of Allegiance was recited.

Trustee Messerknecht reported that Trustee Michener would be leaving at 8:00 p.m. if the meeting was not adjourned at that time.

**3. Approval and Overview of Agenda**

- Trustee Messerknecht noted two errors on the Agenda that needed correcting. Item **5A. Approval of Claims and Warrants L549** should be changed to **Warrant L552**. Item **13E. Strategic Planning Committee: Annual Review of Current Plan** was completed in November 2016, not 2017 as written in the Agenda.



- Trustee Farkas requested two additions to the Agenda. She asked that an additional item be added to the President's report that allowed for the discussion of the election of officers in April. She also noted that discussion about the LED project in **10F. Building and Landscaping Committee** may lead to Matters for Board Action.
- Trustee Agosta asked about changes to item **7. Presentation/Special Guest** and Ms. Farkas reported that Ms. Schenk was unable to attend the meeting.

A motion was made to approve the Approval and Overview of Agenda as corrected.

1<sup>st</sup>—Doreen Poupard

2<sup>nd</sup>—Ramesh Verma

The motion passed unanimously.

- Trustee Agosta inquired about \$1,900.00 from account 268-000.00-941.000 B&B Landscaping on page 5 of Warrant L552. Ms. Farkas explained that B&B was the old landscaping company and the money was the final payout for past services.

#### 4. **Consent Agenda**

##### A. **Approval of Claims and Warrants L552**

A motion was made to approve the Claims and Warrants LL52.

1<sup>st</sup>—Doreen Poupard

2<sup>nd</sup>—Melissa Agosta

The motion passed unanimously.

##### B. **Approval of Regular Meeting Minutes –February 23, 2017**

A motion was made to approve the regular meeting minutes from February 23, 2017.

1<sup>st</sup>—Doreen Poupard

2<sup>nd</sup>—Melissa Agosta

The motion passed unanimously.

#### 5. **Correspondence**

There was no correspondence.

#### 6. **Presentation/Special Guest**

##### A. **Introductions of new full time librarian Jessie Schenk**

Ms. Schenk was unable to attend the meeting.

#### 7. **Public Comment**

There was no public comment.

#### 8. **Student Representatives Report**

The Student Representative Report can be found on pages 12-15 of the March 23, 2017 Library Board packet.

**A. Programs**

2/07/17: Tween Chocolate Party (Attendance=27)

2/14/17: Teen Chocolate Party (Attendance=50)

2/21/17: Maker Tween Club (Attendance=25)

**B. Upcoming Programs**

4/04/17: Miniature Golf in the Library

4/05/17: Gordon Russ Magic Show

4/06/17: Movie Matinee

4/11/17: Teen Volunteer Appreciation Event

4/18/17: Maker Tween Club—Chain Reaction

4/21/17: TAB meeting

4/24/17: Teen Volunteer Orientation Summer Reading Program

4/26/17: Teen Volunteer Orientation Summer Reading Program

**C. TAB Update**

At the TAB meeting on February 17, 2017 the student representatives for the Library Board were introduced. The members discussed fall programming ideas for the months September through December, 2017. TAB members then went to the Teen Stop to pick out their favorite book and craft a book mark about the book. The book marks were then put on display through the month of March which is National Reading month.

**D. Teen Space 571 attendees for the month of February. There was no Teen Space on February 20-22, 2017.**

**9. President's Report**

**A. Goals Update (April, July, October, January)**

Ms. Farkas explained that the Goals document will be included in the April, July, October and January Library Board packets.

**B. Library Board Goal Setting Session**

The Goal Setting Session will be held on Saturday, May 6, 2017 from 10:00-12:00 in the Board Room at the Novi Library.

- Trustee Poupard asked if the Board would be receiving any information prior to the meeting. Ms. Farkas explained that they would not, but if there was anything the Board members would like discussed they are welcome to let her know.

**C. Election of Officers**

Trustee Verma volunteered to create the slate of officers for the next fiscal year Library Board. He recommends candidates email him if they are interested in a Board position. He will present the slate at the April 27, 2017 Library Board meeting. Trustee Michener offered her assistance also.

**10. Treasurer's Report**

Trustee Messerknecht noted that changing the Library Board meeting date from the third Wednesday of the month to the fourth Thursday of the month has helped the accuracy of the financial numbers in the Treasurer's Report.

**A. Library Budget Fund 268—2016-2017**

The approved 2016-2017 Fund 268 budget can be found on pages 16-18 of the March 23, 2017 Library Board packet.

- Total revenue is budgeted to be \$2,774,726.00, and total expenditures are expected to be \$3,035,900.00 consuming \$261,174.00 of the fund balance.

**B. Contributed Fund Budget 269**

The Contributed Fund Budget 269 can be found on page 19 of the March 23, 2017 Library Board packet.

**C. Library Fund 268 Revenue and Expenditure Report (February 28, 2017)**

The Fund 268 Expenditure and Revenue Report can be found on pages 20-23 of the March 23, 2017 Library Board packet.

- Revenue year-to-date is \$2,749,905.00 which is an increase of \$18,385.00 in the month of February.
- The year-to-date expenditures total \$1,731,627.00 which is an increase of \$241,579.00 in the month of February. Trustee Agosta explained that the Library is through 8 months of its fiscal year with a remaining budget for expenditures of \$1,304,272.00. Since expenditures total around \$250,000.00 per month, based on these numbers little to no fund balance usage should be required.

**D. Contributed Fund 269 Expenditure & Revenue Report (February 28, 2017)**

The Contributed Fund 269 Expenditure & Revenue Report can be found on page 24

of the March 23, 2017 Library Board packet.

- The year-to-date revenue for Fund 269 is \$11,366.15 and the year-to-date expenditures are \$7,625.71.

**E. Balance Sheets for Funds 268 and 269**

The balance sheets for funds 268 and 269 can be found on pages 25-26 of the March 23, 2017 Library Board packet.

- Fund 268 has an ending fund balance in February of \$2,772,795.76.
- Fund 269 has an ending fund balance in February of \$1,675,553.56.

- Ms. Farkas reported that she is working with the City of Novi on a 2017-2018 Fund 269 budget and that she will present it to the Board at the April Library Board meeting.
- Trustee Messerknecht asked Ms. Farkas if she had received the information from the Finance Department regarding the Board's request for information on the Library's interest on investments. Ms. Farkas has not received such information yet, but she would follow up.

**11. Director's Report**

The Director's Report can be found on pages 27-29 of the March 23, 2017 Library Board packet.

- Ms. Farkas shared an email from Kelly Masters, Money Smart Week Coordinator, thanking the Novi Library and Community Financial Credit Union for helping to sort and package 8,000 books for delivery to libraries across the state of Michigan in honor of Money Smart Week.

- Ms. Farkas shared statistics from TLN that show 90.51% of the materials circulated at the Novi Library are from Novi residents.
- On page 43 of the March 23, 2017 Library Board Packet, Ms. Farkas included a flier for an upcoming Students for Success program. On April 19, 2017, author Nell Duke will be presenting her book, *Beyond Bedtime Stories*, at The Novi Middle School. The Library has 50 copies of the book available for checking out. Ms. Farkas feels this presentation will help continue the momentum for registering preschoolers for the Raising a Reader in Novi program.
- Ms. Farkas included an article from the Novi News highlighting the 2,000 books that were gathered and donated by the Neighborhood Library Association to the SAY Detroit Play Center.
  - Trustee Poupard requested that Ms. Farkas check with the Friends to make sure that people who made donations were sent a letter of thanks as well as an acknowledgment for tax purposes.

**A. Information Technology Report**

The Information Technology Report can be found on pages 29-30 of the March 23, 2017 Library Board packet.

**B. Facilities Report**

The Facilities Report can be found on pages 31-32 of the March 23, 2017 Library Board packet.

- Trustee Verma asked if records are kept when the strobe lights and fire extinguishers are checked. Ms. Farkas reported that facility staff members perform the checks on a monthly basis and cards are signed for the fire extinguisher inspections.

**C. Information Services Report**

The Information and Services Report can be found on pages 32-34 of the March 23, 2017 Library Board packet.

- 216 children have registered for Raising a Reader in Novi. The goal is 250 and Ms. Farkas feels with Summer Reading programs coming in June the goal will be easily reached.

**D. Support Services Report**

The Support Service report can be found on pages 34-35 of the March 23, 2017 Library Board packet.

**E. Library Usage Statistics**

The Library Usage Statistics can be found on pages 36-38 of the March 23, 2017 Library Board packet.

- At the Board's request, Ms. Farkas included self-check statistics, meeting room numbers, and drive-up window numbers.

**F. Friends of the Novi Library**

No Report. An April meeting is scheduled.

**G. Novi Historical Commission**

The Novi Historical Commission minutes from January 25, 2017 can be found pages 39-41 of the March 23, 2017 Library Board packet.

- On page 41 of the March 23, 2017 Library Board packet is the 2017-2018 Historical Commission Budget that was approved by the Historical Commission and will be presented to the City for final approval.

**H. Bits and Pieces**

TLN continues to work on finding a new shared automation system that will be used by the libraries in the network. The committee has narrowed down the choices to three finalists.

**12. Committee Reports**

**A. Policy Committee (Michener– Chair, Poupard): Review current public policies for the Library.**

- April 24, 2017 is the next scheduled meeting for the committee.

**B. HR Committee (Verma – Chair, Michener): HR policies, Director Review, Salary**

**C. Finance Committee (Agosta – Chair, Messerknecht, Lawler): Financial plan based on Building assessment review.**

- Ms. Farkas has an upcoming meeting about the endowment but that the Friend's will not be attending.

**D. Events/Marketing/Fundraising Committee (Michener—Chair, Agosta Wood): 2016 Gala and outreach events.**

- Ms. Farkas thanked Mayor Gatt and the City Council for highlighting the Library in the State of the City address on March 9, 2017.

**E. Strategic Planning Committee (Poupard—Chair, Wood): Annual review of current plan.**

**F. Building/Landscape Committee (Messerknecht—Chair, Lawler, Verma, Wood): Entrance**

**Project, Energy Reduction Coalition project, building assessment.**

- Ms. Farkas reached out to the City of Novi because they have already completed their LED lighting project. They recommended Illuminart for helping the Library through the whole LED process. The engineers would write up the specs, complete the RFP process and review the bids when completed. The original budget was \$2,000, but after meeting with the Illuminart Ms. Farkas learned the cost would be \$7,500. Ms. Farkas said the money is available in the 2017-2018 budget if the Library forgoes the building assessment.
  - Trustee Poupard recognizes the size of this project and feels putting money upfront for expertise is worth it.
  - Trustee Verma requested that Ms. Farkas talk to the company and see if there is room for negotiation. He also requested to see the RFP before it goes out to bid.
  - Trustee Verma asked if the engineer from the company had been in the building and Ms. Farkas said that he had. Trustee Verma

said that Illuminart should be able to provide a budget proposal to her for the cost of the whole project.

- Trustee Poupard suggested that LED lights provide different kind of light than what is currently being used in the Library. Lighting is very critical to a Library, so it is important to have experts available.
- Trustee Agosta asked if a second company had been recommended by the City and feels it would be a good idea to have something to compare it to.
- Trustee Michener suggested Ms. Farkas continue to gather information for the Board. Ms. Farkas agreed to gather more information but hopes to have a plan in place no later than the April 27, 2017 Library Board meeting.

**G. Bylaw Committee (Lawler—Chair, Agosta): Review Library Board bylaws**

- Trustee Verma asked if Board positions were for one or two years and Ms. Farkas said she would check the bylaws and email an answer to him.
- Trustee Verma wondered if the financial information on the Board packet is given to the Student Representatives. Ms. Farkas explained that because it is public information it is included in their packets.

**13. Public Comment**

There was no public comment.

- Trustee Verma asked if there were any issues with the Café and she reported that there were no issues.

**14. Matters for Board Action**

There was no action taken.

**15. Adjourn**

A motion was made to adjourn at 7:43.

1<sup>st</sup>—Melissa Agosta

2<sup>nd</sup>—Doreen Poupard

The motion passed unanimously.

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Ramesh Verma, Secretary

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Date

## **Student Representative Report**

By: Raveena Joshi, Lahari Vavilala

### **Programs:**

The Coding Bitsbox and Javascript Workshop took place on March 7th. AccelerateKID gave middle and high school students a lesson on Bitsbox and Javascript coding. (Attendance =18)

Battle of the Books took place at the Civic Center on March 11. 12 teams were tested on their knowledge of 6 books. The top 3 teams were given certificates.

The Maker Tween Club: Robotics Demonstration took place on March 28. Sylvan Learning Center of Novi, one of our sponsors, gave attendees a robotics demonstration on how to build and program robots with Lego Bricks and software. (Attendance = 13)

### **Teen Space Update:**

There were 637 attendees in Teen Space in March. There was no Teen Space on March 24<sup>th</sup> due to a half day. The Teen Space End of Winter Celebration took place on March 29<sup>th</sup> and brought in 75 teens. Teens enjoyed crafts, treats, and a photo prop area.

### **Teen Advisory Board Update:**

At this month's TAB meeting, members helped to film segments for the tween Summer Reading Program video that will be shown in the schools. The Activities Director is working to edit the video with the Information Services Librarian, Lindsay Fricke. Members also made decorations to be displayed in Teen Stop during April. Also, members got to decorate a sugar cookie. During the month of April, TAB is holding a donation drive to help Hospitality House Food Pantry, who gave TAB a donation last September. (Attendance = 21)

### **Upcoming Programs:**

Cinco De Mayo Celebration - May 5

Study Skills Survival Guide - Sylvan Learning Center - May 13

Teen Advisory Board (TAB) Meeting - May 19

Board Games at the Library - May 2



AccelerateKID teaches middle and high school students about Bitsbox and Javascript.



Book Opps, the winning team of this year's Battle of the Books!





Robotics demonstration attendees show their ferris wheel LEGO creation.



Teen Advisory Board members show the cookies they decorated before they ate them.

Email from Cathy Lancaster, Library of Michigan (April 12, 2017)

Congratulations to the teens at Novi Public Library for having their video selected as Michigan's TVC winner - their video and other state winners are now available for viewing on the CSLP website, <https://www.csllpreads.org/2017-teen-video-challenge/>, please see the attached (or below) press release. Feel free to use the videos to promote summer reading to teens in your area.

Thank you,  
Cathy Lancaster

#### FOR IMMEDIATE RELEASE

April 14, 2017: The Collaborative Summer Library Program (CSLP) announced the winners of the 2017 Teen Video Challenge. The Teen Video Challenge is a national competition for teens to get involved with reading and their public library's summer reading program. Winning videos were selected at the state level to be recognized as an official CSLP Teen Video Challenge winner for 2017.

This video competition ended in its seventh year of encouraging teens to get involved with promoting summer reading and public libraries with a focus on the CSLP 2017 slogan, "Build a Better World." Each participating state selected one winning video to be named the official CSLP Teen Video Challenge state winner for 2017. Fourteen states and over seventy teens participated in the creation of these winning videos.

The winners were announced the week of April 10, 2017 during the CSLP Annual Meeting held in Charleston, South Carolina.

Official CSLP Teen Video Challenge winners were named from the following states: California, Colorado, Florida, Idaho, Indiana, Maine, Massachusetts, Michigan, New Jersey, New Mexico, New York, Oregon, South Carolina and Washington.

To view this year's winning videos, please visit CSLP's website at [www.csllpreads.org](http://www.csllpreads.org). The winning videos can be used by all teens and all public libraries to promote summer reading nationwide.

The winning videos illustrate the diversity of our nation and of the teens that create them. Whether produced by an individual teen, groups of teens, a teen library club or a teen school group, all exhibit creativity and illustrate quality work on the part of the industrious teen film makers. The videos use a variety of references to communicate the "Build a Better World" idea. In addition to promoting reading and the "Build a Better World" slogan, it is clear from all these videos that teens value their public libraries.

The Collaborative Summer Library Program (CSLP) is a consortium of states working together to provide a unified summer reading theme along with professional art and evidence-based materials so that member libraries can provide high-quality summer reading programs at the lowest possible cost and to play a significant role in literacy initiatives.

## NOVI PUBLIC LIBRARY – 2016/2017 GOALS (March/April 2017)

AD= Administration F=Facilities IS=Information Services IT=Information Technology SS=Support Services

### Goal #1:

#### Maintain excellent customer service in all facets of the library's operations, Board functions, and community involvement.

Tactic	Owner	Status	Due Date
Investigate holds – way for family members to pick up each other's holds; advertise ways to make the pick-up process easier for patrons.	SS	Discussed WF group cards at SASUG/with JF again. Determined this option did not meet our needs. Voiced needs at SASUG meeting about true family card. <b>SS Staff are educating patrons about Smart Phone apps to download/scan all family cards.</b>	12/16
Customer Service Committee: Participates by attending 3 of 4 quarterly meetings; monitor progress of dept. goals related to customer service and reports status to department members; provide a final presentation to the Library Board in July 2017 on obstacles and successes.	All Depts. Represented	9/15 – Introduction mtg. Established goals 10/27 – first meeting of committee; discussed 10 Common Customer Service Mistakes; 12/29 second meeting, discussed article "The Answer is Yes"	9/16; 12/16
Investigate electronic birthday cards for patrons.	SS-Outreach	Currently offer a birthday email to patrons that gives a discount at Paradise Park	7/16
Culture Club: Staff are meeting 4 times per year to discuss how to better serve or diverse community.	All Depts. Represented	Staff In-Service 8/16 introduced Social Justice to staff; Staff Culture club Into Mtg.; committee members sent to a workshop on "Increasing Understanding of Muslim and Arab Americans" – currently working on a PowerPoint to share with staff <b>2/27: All Staff Culture Club workshop "Increasing Understanding of Muslim and Arab Americans" with NPD Officer Hashim (10)</b> <b>2/28: All Staff Culture Club workshop "Micro/Marco – Aggressions by Tara Michener" (15); 4/11 – (6)</b>	8/16; 11/16; 2/17; <b>4/11</b>
Investigate the options for updating patron info (phone/email online); renew their library card on-line.	IT/SS	TLN driven initiative	10/16
Celebrate/recognize long-term residents' years of having a library card; engage TLN with historical date field; first anniversary.	SS/AD	Ran a Director Station report to determine long term patrons, but can only go back to 2004 per TLN.	11/16
Provide superior customer service to NPL patrons and coworkers by fully demonstrating the 5 Support Service Department Customer Service Ideals throughout the year; two separate survey periods (both internal and public) will be held in the fall and spring to assess the level of improvement in departmental customer service	SS	Compiling survey questions and creating survey. IT staff created customer service survey in Google Forms; <b>held first survey period during the month of January and compiled results. Working on our 3 customer service goals and 5 department customer service ideals until the next survey period.</b>	10/16, 12/16; <b>3/17</b>

and a goal of moving up an average of one scale, on a sliding scale of 1-5.			
With the completion of the Support Services Department Training Manual and the corresponding training videos, retrain existing staff to be fully competent in using and/or explaining to patrons the OPAC, how to navigate the library, and where to be directed for common questions and issues. Competency will be measured by written test.	SS	Continuing to work on training manual with each round of new hires for the SS Dept. Addressing minor retraining of current staff as needed.	3/17
Create new volunteer application with specific types of potential jobs.	AD	2/17: Updating volunteer application process with City of Novi May 15, 2017: Volunteer Appreciation scheduled	2/17
Meet all meeting room renters at their room at the start of their event to make sure their accommodations are met.	AD	Based on staff schedules, AD and Facilities staff is making efforts to coordinate an in-person greeting	
Survey the staff to find out how the facilities department can better serve the library employees; look at results and identify at least two areas for improvement.	F	Survey ended on 10/31; Info is being compiled	10/16
Improve the donation of large donation process (5 boxes/bags or more) by offering 3 specific days of the week for donation drop off; less than 5 boxes/bags can be dropped in the main vestibule; provide a contact number for facilities to connect directly with a staff person for arranging drop offs.	F	Began new process as of 10/1/2016; 11/10 flyer has been revised based on patron feedback and misunderstandings	10/16
Create a facilities emergency manual for staff to better serve them and the public when situations arise including drill information, building descriptions and contact information.	F	Fire Drill 10/13/2016 – revision of fire procedures; Staff have been sent all the revised emergency procedures to review; first draft of manual shared with Management Team; Tornado Drill 4/19/2017	10/16; 11/16; 12/16; 4/17
Increase the usage of the Self-Check Stations to 60% by assigning Support Services staff to direct patrons to and educate them on the self-check process.	SS	Clerks are approaching patrons on self-checks and keeping stats on how many they educate.	10/16
Review the current program evaluation form to see if it meets current needs; make necessary changes to the form to provide the most useful information.	IS	Beginning to receive more forms from staff and noticing how few comments are made. Considering revising with fewer more targeted questions; more evaluation forms are being turned in by staff and patron responses have provided some useful recommendations; recommending that staff have the evaluation form available so patrons have choice.	9/16; 10/16; 12/16
Investigate creating a pajama story time in the evening once per month.	IS	Investigating potential days and times, as well as, themes; an evening story time has been scheduled for the second Monday of each month in June, July, and	9/16; 12/16, 2/17

		August. They will fill the spot that Snack Tales normally occupies during the school year and will be a family story time; <b>visited another library to see how other librarians do their evening story times.</b>	
Integrate Zinio e-magazines with physical magazines, relabeling the magazine room for greater discoverability, and creating procedures and promotion for the Zinio tablets.	IS	Researching tablet chargers that can be easily retrieved and accommodate multiple devices; met with SS to investigate check out procedure; Zinio will be debuting a new look and log-in in February so we are waiting until after that to premier tablets. RGB Digital that owns Zinio has delayed premiering their new look, so the tablets will be delayed as well; <b>have purchased two iPads and will load the magazines despite the lack of an updated app by the company; The most popular titles have been loaded on the tablets. A staff maintenance schedule has been created. The Zinio list has been updated. Signage has been created and they will be deployed soon.</b>	9/16; 10/16; 12/16, 1/17; <b>2/17; 3/17</b>
Work with the TLN ILS Committee to improve functionality and usability of the public catalog; investigate new potential ILS companies.	IS	Attended a meeting at the Redford Library; TLN is currently reaching out to members for feedback on catalog; proposals and scores have been evaluated and demos will be offered in February –staff planning to attend; <b>Library staff attended all demos and will submit their vote for the ILS they prefer.</b>	9/16; 12/16; <b>2/17</b>
Hire, supervise and develop interns – use task lists, goals, projects, and reviews to measure their performance; create a job posting and interview candidates for future openings.	IS	Currently have 2 interns on staff, assigned tasks and created goals. Reviewing projects as well.	9/16
<b>Goal #2:</b>			
<b>Balance the needs of the community with fiscal responsibility and reduce the deficit spending.</b>			
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Investigate funding resources and park use for Story Walk; discuss idea with City of Novi and Novi Parks and Rec; secure funding.	IS	Began looking at grant opportunities; scheduled an appointment to meet with Novi Parks and Rec to discuss possible placement; P & R offered other parks rather than Fuerst Park; <b>investigated costs of removable frames and submitted grant request from Walmart Foundation</b>	9/16; 10/16, 11/16; <b>2/17</b>
Investigate the opportunity with the Energy Reduction Coalition (ERC) to reduce lighting costs in the Library	AD/F	Meetings began in spring 2016; timeline mtg.; meeting with DTE regarding lighting options 10/4; 10/31/16; 3 lighting vendors have been contacted and have walked the building – waiting on quotes for materials/labor	9/16; 10/16; <b>2/17; 3/17; 4/17</b>



		2/4/17: Board approved RFP process for LED Project; 3/14/17: Library Director met with lighting designer for preliminary design proposal 3/29 and 4/20: Library Director reached out to another lighting designer for an additional quote – still pending.	
Investigate an Endowment/Trust financial opportunity for the Library based on a Novi resident gift.	AD	Gift meeting with resident; contact with attorney to investigate options 9/16; 10/25/16: Mtg. w/attorney re: endowment options; 11/8/16: Mtg. w/C. Bauer and S. Johnson re: endowment options through the Friends of NPL; met with resident based on conversations with Library Finance Committee regarding gift and moving forward with endowment language	8/16; 9/16; 10/16; 11/16; 12/16
Effectively use Director's Station; work with staff using Director's Station to run reports using their parameters; use Director's Station to aid staff in reaching proper QSAC collection levels; better use of purchasing and weeding of collections.	IS	Have started running reports for staff for effective collection development; many staff are using Director's Station reports to effectively keep their collections up to date. Once the new QSAC collection levels are established staff will review and compare. Director's Station will be used for the coming collection clean up to prepare for any potential ILS moves.	9/16; 10/16; 12/16; 1/17
Quality Services Audit Checklist project – take training through Library of Michigan, review current work that has been initiated, complete assessment, potentially submit to Library of Michigan for all 3 levels (Essential, Enhanced and Excellent).	IS	Began looking at notes and progress made from previous employee responsible for this, LOM is not currently offering training, but will keep looking for when they do; LOM will be debuting a new checklist in January; <b>due to staff change project has been reassigned and delayed temporarily.</b>	9/16, 11/16; 2/17
Investigate migrating current Exchange server email accounts to Google mail.	IT	Investigating and developing possible migration timeline; applied/received Google for Non-Profit status and in process of creating staff accounts to test transfer capabilities. Migration is complete.	9/16, 11/16, 1/17
Investigate Cloud options for network storage/back-up.	IT	Researched Cloud options and propose moving forward with iDrive	11/16
Assess and weed the Library's current magnifier collection; use Outreach funds to purchase new magnifies where needed; search for replacement for the Optelek machine; have all magnifies barcoded for checkout; market collection in available media.	IS	Working with Dr. Amy Crissman at Town and Country Eyecare to identify new magnifiers on the market; will be meeting in November with Dr. Crissman; Placed an order for several magnifiers and met with Maryann to discuss cataloging; picked up magnifiers from Dr. Crissman of Town and Country Eyecare, cleaned current magnifiers and shelves, updated low vision brochure, updated magnifier brochure, working on plan with Support Services on cataloging, barcoding, and how to best check out to patrons; <b>magnifiers have</b>	9/16; 10/16, 11/16, 12/16; 2/17

		been barcoded, cataloged and returned to their case with a new check out procedure.	
<b>Goal #3:</b>			
<b>Provide quality and diverse services, materials, programs and technology.</b>			
<b>Tactic</b>	<b>Owner</b>	<b>Status</b>	<b>Due Date</b>
Expand on Community Read events – more authors; investigate a Local Author in conjunction with a new collection; local author showcase, local artist showcase.	IS/AD	Added Walled Lake City Library; recorded and created DVDs of event that were distributed to sponsoring libraries; 11/16-1/17: Adopting a sister Library and NLA and SAY Detroit – collecting new/gently used books from communities to donate to a newly created lending library in Detroit; Book delivery 2/23. <b>3/28/17: Community Reads planning mtg.</b>	2/16; 11/16; <b>3/17</b>
Explore projects or tasks that the TAB (Teen Advisory Board) can be involved in to help the library and its staff; investigate ways to recognize and thank all of the Library's teen volunteers.	IS	Investigating how TAB may be able to make a promotional video about the Summer Reading Program to promote at Novi Meadows and the Middle School; Certificates of Appreciation with total hours volunteered were printed and made available for our teen volunteers and a teen volunteer appreciation event is being planned for next April; several TAB committees are being worked out to help put up displays in the Teen Stop on the windows and a Summer Reading Program committee to help put together a video to promote the SRP to the 4 <sup>th</sup> -6 <sup>th</sup> graders; <b>video was made and entered, Novi TAB group was chosen to represent the State on the national level.</b>	9/16; 10/16; <b>4/17</b>
Evaluate hardware/software used in the meeting rooms and by the public for possible upgrades.	IT	Deployed device to transfer audio from vinyl records and cassette tapes to a digital format with software for tagging and audio editing tools; Purchased laptop for use in the Youth Activity Room; Obtained quote for upgrading meeting room audio/visual equipment connections to HDMI; Installed three 30 AMP 220V circuits in the server room to accommodate datacenter's upgraded stand-by power option; included meeting rooms audio-visual upgrade proposal in 2017-18FY IT Department proposed budget; installed upgraded stand-by power option for the datacenter; updated phone	10/16, 11/16, 12/16, <b>2/17</b>

		system auto-attendant menu options and scripts to reflect collection location changes; upgraded software/hardware for Creation Station used by patrons; replaced two of the Youth iPad enclosures; <b>installed wireless appliance for the 2<sup>nd</sup> Floor Meeting Room's DVD player since the cable was damaged;</b>	
Evaluate hardware/software used by staff for possible upgrades.	IT	Began deploying upgraded staff workstations; obtained quote to replace stepper side chutes on AST hardware with fixed chutes to eliminate possible future motor failures and reduce noise; investigating upgrade to CircIT software used by staff/self-checks; the fixed chutes on the AST hardware have been installed; upgraded hardware in the Friends of the Novi Library work area; new copier contract resulting in lower costs and improved functionality; new staff workstations deployed to accommodate staff task reassignments.	11/16, 12/16, 1/17
Promote and highlight the Local History collection/space and its relevance to the community 3 times per year; offer an open house; increase web and physical presence; assist with patron queries, digitizing collections, Historical Commission projects.	IS	Offering a Document Donation day on Oct. 23; put up the display on William Macdermaid, which includes his Fire Helmet- posted on Facebook.	10/16; 12/16
Increase/implement programming opportunities for each patron group implementing 15 programs per year, averaging 50 attendees at each program	IS/IT/AD	Tot Time (55), Tot Time (63), Family Story Time (53); Tot Time (64), Star Wars Reads Day (54), Costume Dance Party (130), Family Story Time (50), Tot Time (67), Time for Twos (65), Halloween Tales (400+), Pumpkin Decorating Palooza (73), Listen @ the Library (60), Author's luncheon (60), Pumpkinfest MSU Tollgate (300+), Time for Twos (53), Mickey Mouse (75), Candyland (63), Harry Potter (100), Listen @ the Library (80); Light Up the Night (516), Family story time (50), Gingerbread engineering (68), Novi Concert Band (62); MLK Unity Breakfast (102),MLK crafts (62) Movin' Munchkins Dance Party (130), Keeping Safe Self-Defense Workshop (72), <b>For the Love of chocolate (52), Cooking with Soul (61), Teen Chocolate Party (50), Parade of Preschools (75), Kiddie Craft (75).</b>	9/16; 10/16; 11/16; 12/16, 1/17; <b>2/17</b>
Investigate and add new collections/pathfinders for our patrons based on their interests and needs	IS/SS	SS Head met with IS staff to discuss introduction of STEAM kits. Shelves assisted with LP/BOC move; SS Head met with IT Head to introduce HotSpots into circulation and met with IS staff to discuss eReader	10/16; 11/16; 1/17, <b>2/17</b>



		tablets for magazines; met with IS Head to discuss addition of magnifiers; updated grade level/AR bibliographies, continued labeling picture books by subjects; added a youth bibliography on Computers & Technology; Who Was video and poster created, revamped the Who Was bibliography, 3D committee will print out small "thumbs up" shelf talkers to promote good reads within the shelves; edited and updated the International Resources brochure, Signage with QR codes have been placed in the Chinese International Collection to promote our Chinese language digital collection on Overdrive.	
Become a partner with the Novi School District to introduce Social Justice to the Novi community by creating a core collection, providing space for forums/events, participating in committee learning sessions.	IS/AD	PAASN is meeting monthly at NPL 2/13/17: RISE Community Event	9/16-6/17; 2/17
Investigate adding new and more interactive play components for the youth area.	IS	Added a child's rocking chair, a small table with a chalkboard top and two small chairs to go with it; added a play kitchen; added puppets, blocks, and a wooden community set via the Friends Wish List	9/16; 10/16; 12/16
Partner with the City/Older Adults Center to attract older adults at the Library for programming, services, resources, technology.	IS/AD	Planning on having local Activities Directors meeting at Meadowbrook with the Older Adults Center	10/16
Implement a patio program series in order to hold more activities on the patio; 5 programs May-October (weather permitting)	IS	Friends Patio Party; hosted part of Business Blender program on patio	8/16; 9/16
Host music/dance programs by different cultural groups to educate others – one per year.	IS	Held a Diversity Day program October 4 <sup>th</sup> (1,000 in attendance) 1/27/17: Cultures Connect – Art & Interaction 2/26/17: Partnership with Passport – Cultures Connect	10/16; 1/17; 2/17
Investigate loaning out reader devices and other technical devices to library patrons; investigate grant options for funding.	IT/SS	Met with IS staff to determine device requirements for iPads for Zinio use by patrons in-house; equipment has been ordered. One iPad was given to the IS staff and the other iPad is on backorder; second iPad given to IS staff;	9/16; 12/16, 1/17, 2/17
Increase the usage of the Self-Check Stations to 60% by assigning Support Services staff to direct patrons to and educate them on the self-check process.	SS	Clerks are approaching patrons on self-checks and keeping stats on how many they educate.	10/16

Investigate the adoption of a sister library-Skype, trade info, videoconferencing events, etc.	IS	Spoke with a librarian from the Tamarack Library during the MLA Conference about doing a Community Read based program via skype or video conferencing	10/16
Investigate with City of Novi to be a "go to" for additional city services; offer/advertise a new city service annually at library, if applicable.	AD	Program promotion in Library monthly e-news; Waste Management garbage pick-up project advertised for Novi residents in Library lobby.	7/16-8/16
Publicize more info about Oakland County services for the blind quarterly; engage the Older Adult Community with this info.	IS/AD	Have moved the adaptive technology computer with the large font keyboard and low vision software closer to the display for the Oakland County Services for the Blind display; looking into a new service called Sitecues to help low vision patrons see our website better; updated brochures	9/16; 10/16 12/16
Expand info to Meadowbrook Commons newsletter, table tent info in dining hall, flyers door-to-door; attend Older Adult programs to promote library programs, kiosk for library info, survey Meadowbrook residents, plasma screen advertising at Meadowbrook.	IS/AD	Continuing with plasma screen marketing each month.	9/16; 10/16, 11/16, 12/16, 1/17; 2/17
Engage local older adult talent (displays, arts, crafts, collections); reach out quarterly.	IS/AD	<b>Fox Run Expo visits scheduled for May and June 2017 (library info and card sign-up/renewal);</b>  <b>3/24/17: Fox Run Y.O.U. planning meetings for Authors LIVE</b>	3/17
Engage the City of Novi IT/Novi School District IT with quarterly meetings to review opportunities for resource sharing; technology best practices; technology education.	IT	Met with City of Novi IT personnel for Treadmill Desk demo; <b>met with Novi School District IT for tour of Novi Meadows Makerspaces;</b>	11/16, 2/17
Host an ethnic food tasting event	IS	Indian food and continual; new Diversity Day; <b>Cooking with Soul</b>	1/13; 10/16, 2/17
Develop a survey component to be used annually to solicit technology needs of our library patrons in order to meet hardware/software and programming/training needs.	IT/IS	Plan for 04-01-2017 through 05-01-2017 survey period with a goal of 300 responses.	9/16
Increase activities with Novi School District and area districts over the 5 yrs. (benchmark from current activities).	IS/AD	Hosted annual Media Specialists breakfast; participated in Walk to School day at Novi Woods, met with Novi Preschool Coordinator to plan for story time visits.; met with Instructional coach to prepare SRP presentation to School Board, The Novi Middle School Robotics Team presented at our Lego Club; provided a library tour and scavenger hunt to two Special Education classes from the Novi High School;	10/16; 10/16, 11/16

		arranged for the Robotics Team: FTC (FIRST Tech Challenge) 11276 Dream Machine - from the Novi Middle School to demonstrate/discuss the team, robot building, programming and competitions. Presented to the Novi School Board on the ways that the Library partners with the schools throughout the year as well as the summer reading program.	
Investigate with Café owner to offer lower prices and different cultural food options.	AD	Café owner reports he has tried new options, however, his greatest clientele is the student population and they prefer snack options.	
Investigate computer lab rental for community/local businesses.	AD/IT	Building instructional resources in preparation for possible rentals.	9/16
Increase use of the Youth Activity Room for more craft/hands-on events by 5%.	IS/IT	Over the course of January – early March the room is offered for use to the Battle of the Books teams for open practice.	1/17-3/17
Provide on-going training in order to meet basic skill competency; weekly/monthly 10 minute training sessions available for staff in the Break Room during mealtimes – “Tech Tips and Tricks”.	IT	Surveyed the staff to determine topics they would need training sessions developed. 1 <sup>st</sup> sessions were on the use of A/V equipment in the meeting rooms; “Using WordPress Content Management System” sessions are being done on a one-on-one basis as needed; demonstrated equipment to staff for Traveling Story Time sessions; this month’s topics were Minecraft, Excel, converting video and using the VPN; <b>new Google Mail interface and copier training;</b>	9/16; 10/16, 12/16, 1/17, <b>2/17</b>
Create a content management system for patrons/staff that would contain a searchable NPL Knowledge Base containing technology FAQs.	IT	Met with IS staff to determine their needs and are currently testing new internal wiki with IS and IT staff; Created categories and adding content and registering new users; continue to add content in Knowledge Base; added documentation on 3D printing and transferring VHS to DVD and cassette/vinyl to digital; <b>added content on miscellaneous subjects including Google Mail;</b>	9/16; 10/16; 11/16, 12/16, <b>2/17</b>
Create and implement a staff technology orientation checklist.	IT	Integrating checklist with on-going training in basic skill competencies; <b>presented checklist to Management Team for feedback;</b>	9/16, <b>2/17</b>
Provide meeting room booklet electronically for website which will include all meeting room information in one location; update meeting room photos on website.	AD	Booklet published for public on website including costs, policies	10/16
Revision of the Circulation Desk Schedule to suit the full range of responsibilities for Circulation Clerks.	SS	With more staffing shortages, revised holds process to include Circ Clerks to facilitate task; schedule has	10/16; 1/17

		been revised again to breakdown tasks for better staff understanding and facilitation.	
Supervise and bring to completion the Patron Database Cleanup Project.	SS	Part 1 of project (lost notifications) has been completed; Part 2 and 3 (purge and notify via) of project has been completed. Part 4 (patron account cleanup) has been given to team to work on for the rest of the year until completion.	1/17; 3/17
Track time spent shelf reading with the aim to accumulate consistent and regular shelf reading per week.	SS	Staff have reported regular shelf reading stats to supervisors each month.	1/17
Complete the Technical Services Sticker/Label Updating and Revision Project.	SS	Completed inventory of different types of stickers/labels used.	10/16
Complete training in Unclaims List NOS Maintenance Procedure, and perform weekly evaluation and upkeep of Unclaims List.	SS	Completed initial training in process with commencement scheduled for week of 10/10/16.	10/16
Complete the update of the MeLCat Manual to include "Reports to Run" and "How to Solve Common and Uncommon Issues" instruction sheets.	SS	Began creation of specific cheat sheets.	10/16
Implement phone system changes to be in compliance with the E-911 law which improves the information received by emergency services personnel.	IT	Submitted floor plans/phone locations to our vendor to determine the number of E-911 zones that are necessary; submitted naming convention for E-911 zones to vendor for approval; E-911 phone system has been completed and verified with the Novi Police Department.	9/16; 11/16, 12/16
Implement and maintain a file organization system for work desk space in order to keep track of multiple assignments.	SS	Created and implemented a filing system.	12/16
Complete training for placing Brodart order in WorkFlows to take on role of backup/substitute orderer, and periodically maintain skills by placing Brodart orders at regular intervals.	SS	Clerk began training in August. Continues to place a small amount of orders each week to keep skills fresh; Clerk resigned as of 2/21/17.	10/16; 3/17
Complete training for AST Room procedures and for unloading the TLN delivery.	SS	Shelvers have begun training for both procedures.	11/16
Maintain and respond to the Program Proposal Form; evaluate its usage by providing documentation on the pros and cons and whether it should be scrapped, stay as is, or be redesigned.	IS	Although this is not used that often it is a convenient option for patrons/presenters so we will keep for now; changing location on website for better viewing	9/16; 12/16
Evaluate scope of parenting and expand collection accordingly; feature a specific topic within the collection each month.	IS	Have finished moving all relevant parenting books out of the adult non-fiction and into the parenting collection downstairs. Currently also providing a small display within that collection to focus on	9/16; 10/16; 12/16; 1/17; 2/17

		certain parenting topics; September's topic was Reading and October's was the benefit of Play; current display is Parenting Teenagers; current month is all about babies; <b>February was All About Boys and March will be All About Girls</b>	
Evaluate the need of bibliographies in Youth non-fiction and implement accordingly.	IS	Making targeted purchases on computers and coding before creating bibliography on this topic; began compiling a list of titles and creating sections for "Computers & Coding" bib. Investigating book buddies matching pictures books with non-fiction books on the same topic; finished developing Book Buddies bibliography.	9/16; 10/16; 12/16
Explore new ways to incorporate STEM and sensory activities into Family Story Time.	IS	Viewed archived webinar on integrating STEAM into the story times; created sensory bags for squishing that help fine motor skills Create dinosaur footprints with plastic toys and paint.	9/16; 10/16
Increase the number of Family Story Times from once a month to twice a month beginning January 2017.	IS	Implementing this by combining Kiddie Crafts into the Family Story time	9/16
Continue working on the Shark Bowl project and with the 3D printing committee to revise any procedures as needed and perform 3D prints for the display and the public.	IS	Several teens have designed and printed object; have started offering 3D Print Project programs to encourage use; updated/streamlined 3D Printer Form and Procedure	9/16; 10/16, 12/16
Research adding 3D scanner to current 3D services.	IT	Purchased, demonstrated, developed documentation and patron programming for 3D scanner.	10/16
Run a Focus Group and create a Survey about Youth, Tween, and Teen programming for parents to investigate patron requests and interests.	IS	Have surveyed a few parents informally at programs, working on creating a draft of a survey; draft of survey has been reviewed and changes are being made; Survey has been marketed; gathering results from survey. Survey has been completed results will be reviewed.	9/16; 10/16; 11/16; 12/16; 1/17
Start a Maker Tween Club which focuses on STEAM learning for students in Grades 4-6.	IS	Hosted a "Hack Your Notebook" program in September involving the use of programmable circuits; October involved Balloon Race Cars; November involved coding. January's program was Choose Your Own Adventure, kids designed booklets that let the reader decide their story and ended with a light up feature; <b>kids made catapults this month.</b>	9/16; 10/16; 11/16; 1/17; <b>2/17</b>
Write a monthly spotlight on Novi history to be included in e-newsletter; offer the opportunity to the Historical Commission to participate in these spotlights.	IS	The first issue began in the August issue of our e-newsletter, the Historical Commission liked the idea and provided a few pieces; November focused on	9/16; 12/16; <b>2/17</b>

		Agriculture in Novi and December was the history of Tollgate; February spotlight was on the Chapman School, a one-room school in Novi.	
Make information on the Local History computer more useful to our patrons by indexing it and working it into a use database; upload to OCHR, then some of this information can be added to the Local History site; this would entail no additional cost or software.	IS	Researching and learning software to accomplish this.	2/17
Improve findability in the Music CD collection by creating clearer, more specific classifications and re-dividing collection into those categories.	IS	Using Director's Station lists was able to create a first draft of reclassifying the existing collection to improve findability, possible changes could be implemented in early 2017; have created a feature collection to focus on trending music	9/16; 10/16
Strive to better reflect our diverse patron base by making targeted purchases in international music and marketing those acquisitions to patrons through signage and featured displays.	IS	Evaluating what is currently available in the World classification, as well as, looking into resources to guide future purchases; Looking at what World-Music is circulating and of interest to our patrons, as well as, expanding the languages in which we collect music to reflect the languages in which we have books and other materials.	9/16; 11/16
Effectively utilize library material to enhance the feature displays; create pathfinders for each of the displays for future patron and staff use; add an element to each display that focuses on material found through our website.	IS	Multiple displays have been accomplished with both print material and visuals of materials available; different displays created each month, created an Early Chapter Book Series List document to help both patrons and staff when looking for books that are targeted towards newly independent readers and are a step-up from the easy readers; created a poster with pictures of some of the Early Chapter Book series and the location of where to find each series; the Battle of the Books display featured both print and QR codes to our Overdrive e-books and audiobooks	9/16; 10/16; 12/16
Create special collections in OverDrive-International Language and Graphic Novels for youth and adult.	IS	Graphic novels for Overdrive were investigated and purchased. Added some popular Chinese language titles	9/16; 1/17
Investigate creating a Tween audiobook collection to mirror the tween book collection.	IS	Now that the Large Print and Audiobooks have been switched and the Playaways have been removed we can move forward with creating this collection, lists are being shared between Selectors; will wait to make this change at the end of the fiscal due to changing of fund numbers.	9/16; 10/16

Create an online book discussion group to offer book discussion options to patrons who may not be able to attend in person.	IS	Currently investigating online books discussions that are hosted by other organizations to get ideas; working with Goodreads to announce monthly books that are being read; Looked into how to use FB and Twitter for book discussions.	9/16; 10/16; 11/16
Update Book Discussion section of website to enhance the current look, and to increase the amount of information currently available.	IS	Some basic updates have been made to the archives; a mock-up of the new page is being developed	9/16; 12/16
Research virtual reality systems that fuel the community's passion for learning and innovation with diverse technologies.	IT	Demonstrated possible VR programming ideas and researching top systems for costs as well as pros/cons; Included VR hardware purchase in 2017-18FY IT Department proposed budget; VR Committee being formed to plan/implement events; <b>Committee composed of staff from the Administration, Information Services, Facilities and Information Technology departments;</b>	10/16; 11/16, 1/17, <b>2/17</b>
Research feasibility of a circulating "HotSpot" program.	IT	Met with vendor to determine costs/devices and developing patron/staff documentation with possible Dec/Jan launch; HotSpots made available for checkout 11-01; Due to popularity of HotSpots, investigating adding 3 more devices; three additional hotspots have been ordered; hotspots have been put in service	10/16; 11/16, 12/16, 1/17
Improve Story Time Room programming options by adding digital equipment.	IT/IS	Met with IS staff to determine technology requirements and placed equipment order. Apple TV, iPad and monitor installed/configured and apps are being selected and downloaded. Demonstration for "The Friends" scheduled for November; a Bluetooth microphone was purchased for staff use during Story Time sessions.	9/16, 10/16, 11/16
Improve the volunteer recognition event with the City; become involved in the planning of the event; recognize all regular volunteers with a bookplate in a book purchased by the Library in the year they volunteered.	AD	Julie Prottengeier will coordinate with city staff for the May 2017 event	11/16

**Goal #4:**

**Promote the Library in Novi's residential and business communities and provide outreach to non-library users.**

Tactic	Owner	Status	Due Date
Reach out to homeowner's groups by letter to President, get in newsletters, offer tours/talks.	AD		
Library Board/Library inviting groups to have their meetings at the Library (one time rental freebie).	AD	Ongoing	
Community Engagement from Library Board		Friends Patio Party: August 26, 2016 Light up the Night: December 2, 2016 Evening of Appreciation: December 9, 2016 Annual City Council Presentation: December 9, 2016 MLK Event: January 16, 2017 State of the City Address: March 9, 2017 Battle of the Books: March 11, 2017 National Library Week Proclamation: April 10, 2017	
Host Homeowners Associations for meetings, highlight a subdivision in e-News, display of kid's art from subdivision, contest for most card holders in a subdivision.	AD	July 2016 Monday, July 18, 6:30-8:30 pm-North Haven Woods HOA Tuesday, July 19, 6:30-8:30 pm – Crosswinds West Condominium Assoc. August 2016 Tuesday, August 16, 6:30-8:45 pm –Vista Hills Condominium Assoc. Thursday, August 18, 6-7 pm – Normandy Hills HOA Monday, August 29, 6:30-7:30pm – Valencia HOA September 2016 Sunday, September 11, 4-5:45pm-Barclay Estates HOA Wednesday, September 14, 6:30-8:30pm-Vista Hills Condominium Assoc. Tuesday, September 20, 6:30-8:30pm –Crosswinds West HOA October 2016 Monday, October 17, 5:45-8:45pm-Barclay Estates HOA November 2016 Monday, November 14, 6:30-8:30pm-Barclay Estates HOA	July -- June



		<p>Tuesday, November 15, 6:30-8:30pm – Crosswinds West Condominium Assoc.</p> <p>Monday, November 21, 7-8 pm-Westmont Village HOA</p> <p>December 2016</p> <p>NONE</p> <p>January 2017</p> <p>Tuesday, January 10, 7-8:45pm-Cheltenham Estates HOA</p> <p>Tuesday, January 17, 6:30-8:30pm-Crosswinds West HOA</p> <p>Tuesday, January 17, 6:30-8:45pm-Chase Farms HOA</p> <p>Tuesday, January 24, 6:30-8:30pm-Roma Ridge HOA</p> <p>Monday, January 30, 6:30-8:45pm-Barclay Estates HOA</p> <p>February 2017</p> <p>Tuesday, February 21, 6:30-8:30pm-Crosswinds West HOA</p> <p>Wednesday, February 22, 6-8pm –Berkshire Pt. HOA</p> <p>Sunday, March 5, 1:30-3pm – Briarwood Village HOA</p> <p>Monday, March 6, 6-8:45 pm – Vista Hills HOA</p> <p>Tuesday, March 7, 7-8:45 pm-Greenwood Oaks 3&amp;4 HOA</p> <p>Wednesday, March 15, 6-8:45pm Churchill Crossing HOA</p> <p>Tuesday, March 21, 6:30-8:30 pm Crosswinds West Condominium HOA</p>	
Increase publicity of meeting rooms and patio.	AD	Meeting room info packet was created for publicity	9/16
Consider an annual mailing of the Novi Library and YOU to homeowners/businesses: 4 page brochure about the Library.	AD	Investigating a one-time mailing for the promotion of a library card	7/16-6/17
Market work from home benefits at the Library (Wi-Fi, Space, databases)	IS/AD		
Investigate the options for remote drop boxes or a satellite library in the community (north end).	SS/AD	2 tours will take place in November 2016 to investigate options for lending library concepts; visited Licking County and Worthington Library to review 2 lending library concepts; Met with 3 board members for review of Lending Library demos. Presented expense considerations for SS Dept; added budget considerations to the FY17/18 SS Dept budget proposal.	11/16; 12/16; 1/17

Implement a regular (weekly/monthly) Library column in Novi News/Patch.com.	AD	Ongoing	
Investigate more spotlights on the Library through Facebook, twitter, videos, podcasts; create 1 video/podcast per year that talks about library services for website	AD	Info graphics being investigated as of 7/16 – being used for Strategic Planning feedback session in November 2016	
Consider looking at needs not age of a patron – Are you new to the web, reading interests, downloading, E-books, Large Print, computers for marketing programs, services, collections, resources, technology	IS/AD		
Increase amount of library card holders in each Novi subdivision by 10% over the next 5 years based on geo-mapping data	AD	Met with K. Blough at City of Novi to discuss an update to the current mapping of library cards in the Novi area	10/16
Ensure a social media presence that best suits NPL, investigating new options/technologies to meet our community needs.	IS/IT	New Electronic Services Librarian; Info graphics?; Electronic Services Librarian attended Social Media Strategy workshop; added Select Reads and a family barcodes option to the Library App	6/16; 9/16, 1/17
Implement the 1,000 Books Before Kindergarten program; choose 100 book titles; purchase books for Novi Preschool; augment library's collection with the same titles; sticker 100 books for easy identification; create book list brochure; purchase prizes to be given for every 100 books read; coordinate for prize distribution at preschool; determine number of parties to host when program is completed; purchase books for patrons choosing – label and add to collection.	IS	Kick-off Literacy event 8/27; Open House at ECEC 8/31; 100 book titles chosen and purchased for both preschool and in-house, books have been stickered, book list brochure done, prizes purchased and set up in staff area for quick access, photo booth set up for kids and parents to use when they finish each 100, this will be added to the website and/or social media; this has been added to the website and parents have been sending pictures that they took in the photo booth; Books for the school are ready to go and will be delivered in January when story times start; planning date of first party for those reaching 1000 for this summer.  3/16/17: Hosted a new cable show called Let's Read with Superintendent Matthews that book talks picture book and tween reads for the student/parent audiences (hoping to do it quarterly) 4/19/2017: Hosted Author Nell Duke in partnership with the Novi Community School District for promoting literacy in the very young (26 attended)	8/16; 9/16; 10/16; 11/16; 12/16; 4/17
Provide weekly Story Times for the students of the new Novi Community Preschool; planned story time visits to the Novi Community Preschool; acquire any duplicate materials needed to present at a second location; assist the preschool director with planning a schedule that works for them and the	IS	Working on developing a schedule to fit the needs of the school with the current staff hours available; Start date will be January; Story times have started at the preschool.	9/16; 11/16; 12/16

library; develop a relationship with the students that fosters a strong and lasting relationship with me/the library.			
Seek out information from local area Story Time locations by visiting Downtown Farmington, Farmington Hills, Northville, South Lyon and Plymouth Libraries' Story Times.	IS		
Increase Outreach library card ownership at Waltonwood, Brookdale Living and the Meadowbrook Activity Center by 5% by holding library card sign-up events at those facilities and any other available means.	IS	Ordered white and black tote bags to use as giveaways; sent flyers marketing the event with Outreach staff and to Activities Directors; Increased Outreach library card ownership by over 10%.	9/16

## Goal #5

**Ensure that the Library maintains policies and planning strategies that promote safe, efficient, productive and enjoyable experiences for patrons and staff.**

Tactic	Owner	Status	Due Date
Investigate adding more staff/resources to dedicate to teen population based on outcomes/needs from the Teen Space pilot program (programming/outreach)	IS/AD	Teen Space Monitor employed permanent part-time from September to June	15/16
Investigate installing an electronic sign at 10 Mile to advertise library programs.	AD	Gathering cost proposals for 17/18 budget; decision made by Library Board on 1/7/17 to not fund an electronic sign on Ten Mile	11/16; 1/17
Complete the Support Services Department Training Manual and the corresponding training videos to be used for future new hires to the department and to complete a retraining program for existing staff.	SS	Continuing to work on training manual with each round of new hires for the SS Dept. Addressing minor retraining of current staff as needed.	3/17
Take part in the Policy Review Committee. Review current policies, take part in individual department meetings to discuss policies with library staff, report back to committee edits/changes/new language. Present changes to Library Board Committee for consideration of adoption. Must participate in 3 committee planning meetings and edit policies related to specific departments. Present revised policies to staff once Board approves.	AD/SS/IS/F/IT	Held meeting with IT staff to review/discuss current policies; meeting held November 3 <sup>rd</sup> ; Full committee first review meeting 11/3/16; 2 <sup>nd</sup> meeting 12/22/16; 3 <sup>rd</sup> mtg. 1/19/17; 4 <sup>th</sup> mtg. 3/8/17; Final draft mtg. 4/13/17; Library Board Policy Review Committee mtg. 4/24/17.	9/16; 11/16; 12/16; 1/17; 4/17
Identify and evaluate the programming needs of the Information Services Department; review current programming (summer/fall); meet with each staff member to discover the types of programs they do, what	IS	Implemented a program proposal form for staff to help facilitate the best placement of programs on the calendar and to determine the need for the program; will continue to	9/16; 11/16

they want to see the library do for programs, and the best ways to implement these changes, this would include filtering program ideas from staff.		analyze throughout this next Engage cycle; Continue to assess programs and make changes as necessary.	
Participate in the Customer Service Committee by attending 3 of 4 quarterly meetings; monitor progress of department goals related to customer service and reports status to department members; provide a final presentation to the Library Board in July 2017 on obstacles and successes.	AD/IS/SS/F/IT	Intro meeting held 9/15 to discuss the progress of each department's goals; 10/27 – first meeting of committee; discussed 10 Common Customer Service Mistakes; 12/29 second meeting, discussed article "The Answer is Yes"	9/16; 10/16
Manage project and create procedure where selectors of the fiction, mystery, and audiobook collects move toward consistency in author placement across all collections.	IS	Sharing authors in various genre's among selectors; <b>created master Mystery authors list, checking it against regular fiction, large print mystery, and audiobook collections. Making decisions on where to place authors based on topic, where other libraries place, and best practices for staff and patrons.</b>	9/16, <b>2/17</b>
Upgrade security camera system. Install panic alarm buttons at Service Desks/Administration Office and create "Procedure to Contact the Police – Non-Emergency/911/Panic Alarm Button".	IT	Security camera upgrade completed and client deployed to staff; panic alarm buttons installation completed and procedure reviewed with staff on activation; <b>server reconfigured for performance;</b>	10/16, <b>2/17</b>

<b>2017-2018 Library Budget 268</b>							
<b>February 23, 2017</b>		<b>2015-2016 Audited</b>	<b>2016-2017 Approved</b>	<b>2016-2017 Year End</b>	<b>2017-2018 Approved</b>	<b>2018-2019 Projected</b>	<b>2019-2020 Projected</b>
<b>Revenues</b>							
<b>Account</b>	<b>Description</b>						
403.000	Tax Revenue - Current Levy	2,461,558.07	2,522,777.00	2,536,930.00	2,629,295.00	2,729,208.00	2,832,918.00
403.001	Tax Revenue - Cnty Chargebk	294.61	-21,000.00	1,043.00	-15,000.00	-15,000.00	-15,000.00
403.002	Tax Revenue - Tx Tribunal	15,558.00	-5,000.00	0.00	-5,000.00	-5,000.00	-5,000.00
403.003	Tax Revenue - Brow nfield Cap	-214.67	-220.00	-217.00	-225.00	-234.00	-243.00
420.000	Tax Reveune - C/Y Del PPT	-4,846.69	-5,100.00	0.00	-5,000.00	-5,200.00	-5,400.00
567.000	State Aid	34,495.52	29,000.00	29,000.00	34,000.00	34,000.00	34,000.00
633.100	Insurance Reimbursement	0.00	0.00	0.00	0.00	0.00	0.00
657.000	Library book fines	66,886.35	70,000.00	62,000.00	62,000.00	62,000.00	62,000.00
658.000	State penal fines	111,926.44	83,000.00	117,000.00	100,000.00	100,000.00	100,000.00
664.000	Interest on Investments	41,574.64	30,000.00	32,000.00	35,000.00	36,000.00	37,000.00
664.500	Unrealized gain(loss) invest	23,055.12	0.00	0.00	0.00	0.00	0.00
665.000	Miscellaneous income	15,020.65	16,500.00	15,000.00	15,000.00	15,000.00	15,000.00
665.100	Copier	2,727.08	2,200.00	2,100.00	2,100.00	2,100.00	2,100.00
665.200	Electronic media	217.50	200.00	50.00	50.00	50.00	50.00
665.266	SRP - T-shirt sales	131.17	0.00	0.00	0.00	0.00	0.00
665.289	Adult Programing	4,267.33	0.00	2,500.00	2,500.00	2,500.00	2,500.00
665.290	Library Fundraising	0.00	3,000.00	0.00	0.00	0.00	0.00
665.300	Meeting Room	35,193.65	32,000.00	34,000.00	34,000.00	34,000.00	34,000.00
665.400	Gifts and donations	5,205.32	6,000.00	200.00	1,000.00	1,000.00	1,000.00
665.404	Novi Tow nship Assessment	6,154.00	6,369.00	6,197.00	6,300.00	6,426.00	6,555.00
665.650	Library Caf�	5,658.29	5,000.00	5,000.00	5,000.00	5,000.00	5,000.00
<b>Total Revenues</b>		<b>2,824,862.38</b>	<b>2,774,726.00</b>	<b>2,842,803.00</b>	<b>2,901,020.00</b>	<b>3,001,850.00</b>	<b>3,106,480.00</b>

2017-2018 Library Budget 268 February 23, 2017		2015-2016 Audited	2016-2017 Approved	2016-2017 Year End	2017-2018 Approved	2018-2019 Projected	2019-2020 Projected
<b>Expenditures</b>							
<b>Personnel Svcs.</b>							
<b>Account</b>	<b>Description</b>						
704.000	Permanent Salaries	848,742.23	805,000.00	805,000.00	795,000.00	813,000.00	830,000.00
704.200	Wages (non-pensionable)	10,000.00		0.00	0.00	0.00	0.00
704.250	Final Payout	18,963.41	0.00	6,557.00	0.00	0.00	0.00
705.000	Temporary Salaries	552,249.03	661,000.00	600,000.00	686,000.00	700,000.00	714,000.00
715.000	Social Security	106,814.50	112,200.00	100,000.00	104,000.00	106,000.00	108,000.00
716.000	Insurance	224,763.56	217,000.00	220,200.00	224,400.00	240,000.00	256,800.00
716.200	HSA - Health Savings Acct.	998.21	1,500.00	1,500.00	1,500.00	1,500.00	1,500.00
716.999	Ins. Employee Reimbursement	-41,734.26	-43,400.00	-43,000.00	-45,000.00	-48,150.00	-51,520.00
718.000	Pension DB	14,112.00	0.00	0.00	9,144.00	9,300.00	9,500.00
718.050	Pension - add'l DB	-17,097.72	0.00	0.00	15,852.00	16,100.00	16,500.00
718.200	Pension - Defined Contribution	24,086.16	26,400.00	30,700.00	32,000.00	32,640.00	33,300.00
719.000	Unemployment Ins	1,295.20	0.00	0.00	0.00	0.00	0.00
720.000	Workers' Comp	1,948.58	4,300.00	2,800.00	3,000.00	3,000.00	3,000.00
<b>Total Personnel Services</b>		<b>1,745,140.90</b>	<b>1,784,000.00</b>	<b>1,723,757.00</b>	<b>1,825,896.00</b>	<b>1,873,390.00</b>	<b>1,921,080.00</b>
<b>Supplies</b>							
<b>Account</b>	<b>Description</b>						
727.000	Office supplies	19,615.69	23,000.00	23,000.00	23,000.00	23,000.00	23,000.00
728.000	Postage	623.79	700.00	700.00	700.00	700.00	700.00
734.000	Computer software/licensing	66,110.20	82,000.00	82,000.00	75,000.00	75,000.00	75,000.00
734.500	Computer supplies equip	29,899.05	60,000.00	66,300.00	74,000.00	74,000.00	64,000.00
740.000	Operating supplies	18,702.42	30,000.00	30,000.00	27,000.00	27,000.00	27,000.00
740.010	Gift and Donations expense	1,199.04	0.00	0.00	0.00	0.00	0.00
740.200	Desk, chairs, cabinets, etc.	0.00	3,500.00	3,500.00	2,000.00	0.00	0.00
741.000	Uniforms	134.95	300.00	300.00	300.00	300.00	300.00
<b>Materials</b>							
742.000	Books	174,336.21	190,000.00	190,000.00	196,000.00	196,000.00	196,000.00
742.010	Lending Library Books				10,000.00	20,000.00	20,000.00
742.100	Book Fines	779.42	1,000.00	1,000.00	1,000.00	1,000.00	1,000.00
742.666	Books - Misc. Grants	0.00	0.00	0.00	0.00	0.00	0.00
743.000	Library Periodicals	20,297.83	23,800.00	23,800.00	24,800.00	24,800.00	24,800.00
744.000	Audio visual materials	67,548.99	76,000.00	76,000.00	76,200.00	76,200.00	76,200.00
745.200	Electronic media	44,507.93	51,000.00	51,000.00	46,000.00	46,000.00	46,000.00
745.300	Online (Electronic) Resources	50,362.92	60,000.00	60,000.00	59,000.00	59,000.00	59,000.00
<b>Total Supplies &amp; Materials</b>		<b>494,118.44</b>	<b>601,300.00</b>	<b>607,600.00</b>	<b>615,000.00</b>	<b>623,000.00</b>	<b>613,000.00</b>

2017-2018 Library Budget 268 February 23, 2017		2015-2016 Audited	2016-2017 Approved	2016-2017 Year End	2017-2018 Approved	2018-2019 Projected	2019-2020 Projected
<b>Services &amp; Charges</b>							
<b>Account</b>	<b>Description</b>						
801.925	Public Information (cable)	369.29	500.00	500.00	500.00	500.00	500.00
802.100	Bank Services	3,112.49	4,800.00	2,500.00	2,500.00	2,500.00	2,500.00
803.000	Independent Audit	665.00	700.00	665.00	700.00	700.00	700.00
804.000	Medical Service	1,286.00	1,500.00	1,500.00	1,500.00	1,500.00	1,500.00
806.000	Legal Fees	4,230.00	1,000.00	2,500.00	2,500.00	2,500.00	2,500.00
808.000	Rubbish	0.00		1,200.00	1,200.00	1,200.00	1,200.00
809.000	Memberships & Dues	4,331.00	5,000.00	5,000.00	5,200.00	5,200.00	5,200.00
816.000	Professional services	2,356.00	10,000.00	5,000.00	12,000.00	5,000.00	5,000.00
817.000	Custodial Services	46,800.00	46,800.00	46,800.00	46,800.00	46,800.00	46,800.00
818.000	TLN Central Services	3,995.00	4,500.00	3,495.00	3,500.00	3,500.00	3,500.00
851.000	Telephone	12,932.05	11,500.00	11,500.00	14,000.00	14,000.00	14,000.00
855.000	TLN Automation Services	52,801.04	61,000.00	56,000.00	56,000.00	56,000.00	56,000.00
861.000	Gasoline and oil	125.07	1,500.00	500.00	500.00	500.00	500.00
862.000	Mileage	184.61	300.00	100.00	300.00	300.00	300.00
880.000	Community Promotion	9,065.00	20,000.00	25,000.00	25,000.00	20,000.00	20,000.00
880.267	Library Programming - Book It	0.00	0.00	0.00	0.00	0.00	0.00
880.268	Library Programming	17,495.94	22,500.00	22,500.00	22,500.00	22,500.00	22,500.00
880.271	Adult Programming	2,640.19	3,000.00	3,000.00	3,000.00	3,000.00	3,000.00
900.000	Print, Graphic Design, Publish	27,533.58	29,500.00	29,500.00	29,500.00	29,500.00	29,500.00
910.000	Property & Liability Insurance	13,464.00	14,800.00	13,222.00	14,000.00	15,000.00	16,000.00
910.001	Ins deduct/Uninsured claims	0.00	0.00	0.00	0.00	0.00	0.00
921.000	Heat	8,483.52	11,500.00	10,000.00	11,500.00	11,500.00	11,500.00
922.000	Electricity	95,236.64	106,000.00	102,000.00	99,000.00	99,000.00	99,000.00
923.000	Water and Sewer	9,477.30	5,500.00	5,500.00	5,500.00	6,000.00	6,000.00
934.000	Building Maintenance	47,114.55	100,000.00	75,000.00	80,000.00	84,000.00	84,000.00
935.000	Vehicle Maintenance	215.80	0.00	0.00	0.00	0.00	0.00
941.000	Grounds Maint.	51,558.43	33,000.00	37,800.00	52,000.00	42,000.00	42,000.00
942.000	Office Equipment Lease	14,734.88	15,000.00	13,000.00	12,000.00	12,000.00	12,000.00
942.100	Records storage	251.09	300.00	300.00	300.00	300.00	300.00
956.000	Conferences & Workshops	10,577.11	13,500.00	13,500.00	15,500.00	13,500.00	15,500.00
<b>Total Services &amp; Charges</b>		<b>441,035.58</b>	<b>523,700.00</b>	<b>487,582.00</b>	<b>517,000.00</b>	<b>498,500.00</b>	<b>501,500.00</b>
<b>2017-2018 Library Budget 268 February 23, 2017</b>		<b>2015-2016 Audited</b>	<b>2016-2017 Approved</b>	<b>2016-2017 Year End</b>	<b>2017-2018 Approved</b>	<b>2018-2019 Projected</b>	<b>2019-2020 Projected</b>
<b>Capital Outlay</b>							
<b>Account</b>	<b>Description</b>						
962.000	Building Maint.						
941.000	Grounds Maint./Entrance Project	40,000.00					
976.000	Building Improvements/Entrance	4,784.96			70,000.00		
976.100	Parking lot improvements	0.00	53,400.00	53,400.00			
986.000	Internal Tech - Capital Outlay	54,619.88	56,000.00	56,000.00	30,000.00	27,000.00	0.00
986.000	Data Proc - camera replace		17,500.00	17,500.00	2,100.00	2,100.00	2,100.00
990.000	Furniture	9,475.50			31,000.00	9,000.00	9,000.00
<b>Total Capital Outlay</b>		<b>108,880.34</b>	<b>126,900.00</b>	<b>126,900.00</b>	<b>133,100.00</b>	<b>38,100.00</b>	<b>11,100.00</b>
965.269	Walker Transfer						
<b>Total Expenditures</b>		<b>2,789,175.26</b>	<b>3,035,900.00</b>	<b>2,945,839.00</b>	<b>3,090,996.00</b>	<b>3,032,990.00</b>	<b>3,046,680.00</b>
<b>680.000</b>	<b>TOTAL Fundbalance</b>	<b>35,687.12</b>	<b>-261,174.00</b>	<b>-103,036.00</b>	<b>-189,976.00</b>	<b>-31,140.00</b>	<b>59,800.00</b>

\*\* 2/4/17: Approval for account 269: 1 Lending Library unit, 1 dropbox unit \$39,965

269 - Library Contributed Funds - Revenues & Expenditures					
		<b>2016-2017 Budget (Amended 9/21/2016)</b>			
<b>Revenues</b>			<b>Year End (6/30/16)</b>	<b>2016-2017 Approved</b>	<b>2016-2017 Amended</b>
664.000		Interest on Investments	26,726.32	15,000.00	15,000.00
664.500		Unrealized gain (loss) on investments	18,051.92	5,000.00	5,000.00
Interest Income			44,778.24	20,000.00	20,000.00
<b>Donations</b>					
665.230		Collections/Materials Revenue	461.35	2,000.00	2,000.00
665.231		Buildings/Ground/Furniture Revenue	5,150.71	2,000.00	2,000.00
665.232		Programming Revenue	18,387.46	2,000.00	2,000.00
		Raising a Reader in Novi Sponsors		5,000.00	5,000.00
665.233		Technology Library Revenue	409.00	500.00	500.00
665.234		Undesignated Misc. Donations	3,212.09	500.00	500.00
TOTAL			\$27,620.61	\$12,000.00	\$12,000.00
<b>TOTAL Revenues</b>			<b>72,398.85</b>	<b>32,000.00</b>	<b>32,000.00</b>
<b>Expenditures</b>					
742.230		Collections/Materials Expenditures	187.13	5,000.00	5,000.00
742.231		Buildings/Ground/Furniture Exp	6,672.11	18,000.00	-
742.232		Programming Expenditures	16,344.22	3,000.00	3,000.00
742.233		Technology Library Expenditures	965.00	4,000.00	4,000.00
		Automated Lending Library			-
742.234		Undesignated Misc. Expenditures	6,023.03	2,000.00	-
		Staff Recognition		-	1,000.00
TOTAL			30,191.49	32,000.00	13,000.00
<b>TOTAL Expenditures</b>			<b>30,191.49</b>	<b>\$32,000.00</b>	<b>13,000.00</b>
		Beginning Fund Balance Yr. End		1,629,605.26	1,671,812.62
		Revenues	72,398.85	32,000.00	32,000.00
		Expenditures	30,191.49	32,000.00	(13,000.00)
		NET Revenues vs. Expenditures	42,207.36	0.00	19,000.00
		Beginning Fund Balance	1,629,605.26		
		Net of Rev/Exp 2015/2016			
Amended 9/21/2016		Ending Fund Balance Expected	<b>\$1,671,812.62</b>	<b>\$1,629,605.26</b>	<b>\$1,690,812.62</b>



269 - Library Contributed Funds - Revenues & Expenditures							
			<b>2017-2018 (Draft 4/27/17)</b>				
				<b>Year End (6/30/16)</b>	<b>2016-2017 Approved</b>	<b>2016-2017 Amended</b>	<b>2017-2018 Proposed</b>
<b>Revenues</b>							
664.000		Interest on Investments		26,726.32	15,000.00	15,000.00	36,000.00
664.500		Unrealized gain (loss) on investments		18,051.92	5,000.00	5,000.00	6,000.00
Interest Income				44,778.24	20,000.00	20,000.00	42,000.00
<b>Donations</b>							
665.230		Collections/Materials Revenue		461.35	2,000.00	2,000.00	1,000.00
665.231		Buildings/Ground/Furniture Revenue		5,150.71	2,000.00	2,000.00	1,000.00
665.232		Programming Revenue		18,387.46	2,000.00	2,000.00	2,500.00
		Raising a Reader in Novi Sponsors			5,000.00	5,000.00	1,000.00
665.233		Technology Library Revenue		409.00	500.00	500.00	500.00
665.234		Undesignated Misc. Donations		3,212.09	500.00	500.00	500.00
TOTAL				\$27,620.61	\$12,000.00	\$12,000.00	\$6,500.00
<b>TOTAL Revenues</b>				<b>72,398.85</b>	<b>32,000.00</b>	<b>32,000.00</b>	<b>48,500.00</b>
<b>Expenditures</b>							
742.230		Collections/Materials Expenditures		187.13	5,000.00	5,000.00	2,000.00
742.231		Buildings/Ground/Furniture Exp		6,672.11	18,000.00	-	500.00
742.232		Programming Expenditures		16,344.22	3,000.00	3,000.00	3,000.00
742.233		Technology Library Expenditures		965.00	4,000.00	4,000.00	2,000.00
		Automated Lending Library/Drop box				-	39,965.00
742.234		Undesignated Misc. Expenditures		6,023.03	2,000.00	-	
		Staff Recognition			-	1,000.00	1,000.00
TOTAL				30,191.49	32,000.00	13,000.00	48,465.00
<b>TOTAL Expenditures</b>				<b>30,191.49</b>	<b>\$32,000.00</b>	<b>13,000.00</b>	<b>48,465.00</b>
Beginning Fund Balance Yr. End					1,629,605.26	1,671,812.62	1,679,802.77
Revenues				72,398.85	32,000.00	32,000.00	48,500.00
Expenditures				30,191.49	32,000.00	(13,000.00)	(48,465.00)
NET Revenues vs. Expenditures				42,207.36	0.00	19,000.00	35.00
Beginning Fund Balance				1,629,605.26			
Net of Rev/Exp 2015/2016							
Ending Fund Balance Expected				<b>\$1,671,812.62</b>	<b>\$1,629,605.26</b>	<b>\$1,690,812.62</b>	<b>\$1,679,837.77</b>



# FINANCIAL SUMMARIES

## Library Fund

Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community. The Library supports intellectual freedom and access to information resources for all, while maintaining the privacy of its patrons and providing a safe and secure environment. The Library is funded primarily from property taxes in accordance with a special City Charter millage.

<b>LIBRARY FUND</b>					
	<b>ACTUAL 2015-16</b>	<b>ESTIMATED 2016-17</b>	<b>BUDGET 2017-18</b>	<b>PROJECTED</b>	
				<b>2018-19</b>	<b>2019-20</b>
<b>ESTIMATED REVENUES</b>					
Property tax revenue	\$ 2,472,349	\$ 2,491,457	\$ 2,604,070	\$ 2,703,774	\$ 2,807,275
Donations	9,472	6,000	1,000	1,000	1,000
Fines and forfeitures	178,812	153,000	162,000	162,000	162,000
Interest income	64,630	30,000	35,000	36,000	37,000
Other revenue	65,103	65,269	64,950	65,076	65,205
State sources	34,496	29,000	34,000	34,000	34,000
<b>TOTAL ESTIMATED REVENUES</b>	<b>\$ 2,824,862</b>	<b>\$ 2,774,726</b>	<b>\$ 2,901,020</b>	<b>\$ 3,001,850</b>	<b>\$ 3,106,480</b>
<b>APPROPRIATIONS</b>					
Personnel services	\$ 1,745,141	\$ 1,784,000	\$ 1,825,896	\$ 1,873,390	\$ 1,921,080
Supplies	494,118	601,300	615,000	623,000	613,000
Other services and charges	441,036	523,700	517,000	498,500	501,500
Capital outlay	68,881	126,900	133,100	38,100	11,100
Transfers out	40,000	-	-	-	-
<b>TOTAL APPROPRIATIONS</b>	<b>\$ 2,789,176</b>	<b>\$ 3,035,900</b>	<b>\$ 3,090,996</b>	<b>\$ 3,032,990</b>	<b>\$ 3,046,680</b>
<b>NET OF REVENUES/APPROPRIATIONS - FUND 268</b>	<b>\$ 35,686</b>	<b>\$ (261,174)</b>	<b>\$ (189,976)</b>	<b>\$ (31,140)</b>	<b>\$ 59,800</b>
<b>BEGINNING FUND BALANCE</b>	<b>1,719,423</b>	<b>1,755,109</b>	<b>1,493,935</b>	<b>1,303,959</b>	<b>1,272,819</b>
<b>ENDING FUND BALANCE</b>	<b>\$ 1,755,109</b>	<b>\$ 1,493,935</b>	<b>\$ 1,303,959</b>	<b>\$ 1,272,819</b>	<b>\$ 1,332,619</b>
<b>Fund balance as a percentage of total annual expenditures</b>	<b>63%</b>	<b>49%</b>	<b>42%</b>	<b>42%</b>	<b>44%</b>
<b>Estimated Change in Fund Balance</b>	<b>2%</b>	<b>-15%</b>	<b>-13%</b>	<b>-2%</b>	<b>5%</b>

# FINANCIAL SUMMARIES



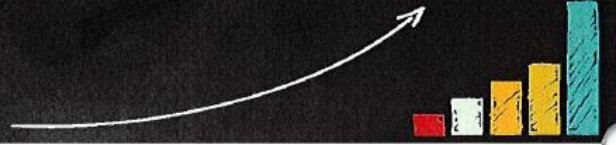
## Library Contribution Fund

In May 2004, the City of Novi's Library received a generous gift of \$1,000,000 from Charles and Myrtle Walker for use in the replacement or expansion of the then existing Library building. The Library Board also entered into a Library Building Fund Gift Agreement with the Walker family to encourage additional donations. The library has continued to receive donations. As of January 1, 2014, the restrictions on the use of these funds expired.

### LIBRARY CONTRIBUTION FUND

	ACTUAL 2015-16	ESTIMATED 2016-17	BUDGET 2017-18	PROJECTED	
				2018-19	2019-20
<b>ESTIMATED REVENUES</b>					
Donations	\$ 27,620	\$ 12,000	\$ 11,965	\$ 12,000	\$ 12,000
Interest income	44,778	20,000	42,000	42,000	42,000
<b>TOTAL ESTIMATED REVENUES</b>	<b>\$ 72,398</b>	<b>\$ 32,000</b>	<b>\$ 53,965</b>	<b>\$ 54,000</b>	<b>\$ 54,000</b>
<b>APPROPRIATIONS</b>					
Supplies	\$ 30,191	\$ 13,000	\$ 53,965	\$ 32,000	\$ 32,000
<b>TOTAL APPROPRIATIONS</b>	<b>\$ 30,191</b>	<b>\$ 13,000</b>	<b>\$ 53,965</b>	<b>\$ 32,000</b>	<b>\$ 32,000</b>
NET OF REVENUES/APPROPRIATIONS - FUND 269	\$ 42,207	\$ 19,000	\$ -	\$ 22,000	\$ 22,000
BEGINNING FUND BALANCE	1,629,605	1,671,812	1,690,812	1,690,812	1,712,812
<b>ENDING FUND BALANCE</b>	<b>\$ 1,671,812</b>	<b>\$ 1,690,812</b>	<b>\$ 1,690,812</b>	<b>\$ 1,712,812</b>	<b>\$ 1,734,812</b>
<b>Fund balance as a percentage of total annual expenditures</b>	<b>5537%</b>	<b>13006%</b>	<b>3133%</b>	<b>5353%</b>	<b>5421%</b>
<b>Estimated Change in Fund Balance</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>

# DEPARTMENTAL INFORMATION



## Library (268.00)

### Overview

Novi Public Library provides the resources and programs to support the educational, cultural, informational and recreational needs of its diverse community. The library supports intellectual freedom and access to information resources for all, while maintaining the privacy of its patrons and providing a safe and secure environment.

### Performance Measures, Goals, and Objectives

#### Objectives

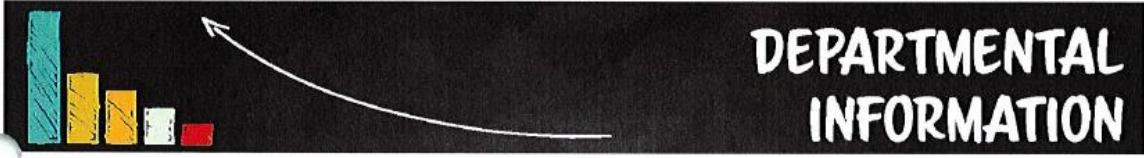
- **Library Motto:** Inform. Inspire. Include.

#### FY 2016-17 Performance Measures

- Continue offering of extended hours: Fridays and Saturday until 6pm, Sundays 12:00-6:00pm and Sundays open 12:00-6:00pm year round.
- Achieve highest Summer Reading Program attendance on record with 2,584 participants.
- Celebrate 5 years in our building (June 2015) and 55 years as a Public Library (September 2015).
- Launch FREE online courses on over 300 topics.
- Continue partnership with The Library Network for central services and gasoline usage

### LIBRARY FUND

	ACTUAL 2015-16	ESTIMATED 2016-17	BUDGET 2017-18	PROJECTED	
				2018-19	2019-20
<b>ESTIMATED REVENUES</b>					
Property tax revenue	\$ 2,472,349	\$ 2,491,457	\$ 2,604,070	\$ 2,703,774	\$ 2,807,275
Donations	9,472	6,000	1,000	1,000	1,000
Fines and forfeitures	178,812	153,000	162,000	162,000	162,000
Interest income	64,630	30,000	35,000	36,000	37,000
Other revenue	65,103	65,269	64,950	65,076	65,205
State sources	34,496	29,000	34,000	34,000	34,000
<b>TOTAL ESTIMATED REVENUES</b>	<b>\$ 2,824,862</b>	<b>\$ 2,774,726</b>	<b>\$ 2,901,020</b>	<b>\$ 3,001,850</b>	<b>\$ 3,106,480</b>
<b>APPROPRIATIONS</b>					
Personnel services	\$ 1,745,141	\$ 1,784,000	\$ 1,825,896	\$ 1,873,390	\$ 1,921,080
Supplies	494,118	601,300	615,000	623,000	613,000
Other services and charges	441,036	523,700	517,000	498,500	501,500
Capital outlay	68,881	126,900	133,100	38,100	11,100
Transfers out	40,000	-	-	-	-
<b>TOTAL APPROPRIATIONS</b>	<b>\$ 2,789,176</b>	<b>\$ 3,035,900</b>	<b>\$ 3,090,996</b>	<b>\$ 3,032,990</b>	<b>\$ 3,046,680</b>



**Full-Time Personnel Summary**

	<b>2015-16</b>	<b>2016-17</b>	<b>2016-17</b>	<b>2017-18</b>
	<b>ACTUAL</b>	<b>BUDGET</b>	<b>ACTUAL</b>	<b>BUDGET</b>
<b>LIBRARY</b>				
Administrative Assistant	1.0	1.0	1.0	1.0
Collections Specialist	1.0	1.0	1.0	1.0
Communications Coordinator	1.0	1.0	1.0	1.0
Department Head-Information Systems	1.0	1.0	1.0	1.0
Department Head-Information Technology	1.0	1.0	1.0	1.0
Department Head-Support Services	1.0	1.0	1.0	1.0
Facilities Assistant II	1.0	1.0	1.0	1.0
Librarian	4.0	4.0	4.0	4.0
Librarian-Electronic Services	1.0	1.0	1.0	1.0
Library Director	1.0	1.0	1.0	1.0
Supervisor	3.0	3.0	2.0	2.0
System Administrator	1.0	1.0	1.0	1.0
	<b>17.0</b>	<b>17.0</b>	<b>16.0</b>	<b>16.0</b>



# STATISTICAL INFORMATION AND SUPPLEMENTAL DATA

## City Millages

The City is the fiduciary for the collection of taxes for Novi, Northville, South Lyon, and Walled Lake School Districts; the related transfer districts; as well as for the State Education Tax, Oakland County, Schoolcraft College, and Oakland County Community College. The photo shows the allocation of your "2016 Property Tax Dollar" for fiscal year 2016-17 (homestead taxpayer).

The City continues to maintain one of the lowest municipal tax rates in Oakland County at 10.5376 mils. Property taxes are expressed in terms of millage with one mil being equal to \$1.00 per thousand dollars of taxable value.

## City of Novi Homestead Property Tax Rate Information (Novi & OCC School Districts)



Where does your property tax dollar go?  
The image above shows the updated allocation of "Your Property Tax Dollar" (homestead taxpayer).



If your homestead's taxable value is \$150,000 and your estimated City taxes are \$1,493 annually, in the data shown above, you will spend:

**\$676   \$347   \$60   \$114   \$60   \$84   \$240**

The City of Novi receives 26.4c for every property tax dollar paid. The City of Novi overall taxable values continue to fare relatively well (declining less than most), supported by a diverse tax base of residential and other properties, combined with new construction.

# STATISTICAL INFORMATION AND SUPPLEMENTAL DATA

## Operating Indicators by Function/Program (Last Ten Fiscal Years)

Function/program	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
<b>Election data</b>										
Registered voters	33,253	35,117	36,320	35,764	36,921	37,366	38,757	39,248	39,341	38,706
Voters at polls	20,612	9,020	19,684	2,887	14,535	3,633	20,484	4,719	14,341	3,423
Absentee ballots	4,500	2,768	8,455	2,212	4,575	2,386	6,765	2,599	5,029	2,588
Percent voting	62%	26%	77%	14%	52%	10%	75%	19%	49%	10%
<b>Police</b>										
Part A crimes	2,077	2,102	2,018	1,868	1,679	1,841	2,048	1,736	1,654	1,508
Part B crimes	1,388	987	721	793	814	627	665	673	622	638
Injury accidents	203	242	264	216	272	288	310	276	295	300
Property damage	1,853	1,825	1,737	1,602	1,761	1,631	1,495	1,153	1,037	1,084
Moving traffic violations	11,486	6,813	11,184	11,635	10,167	9,381	10,058	8,487	8,216	7,916
Parking violations	427	N/A	N/A	512	285	288	199	185	75	231
Adult arrests	2,001	1,703	1,987	2,353	2,368	2,082	2,241	2,355	2,574	2,428
Juvenile arrests	237	189	229	201	213	166	137	142	98	98
OUII arrests	398	266	369	363	415	335	342	268	164	217
False claims	2,664	2,403	2,275	2,262	2,357	2,090	2,270	2,638	2,164	2,094
<b>Fire</b>										
Fire incidents	287	266	1,015	134	92	120	112	120	113	124
Service incidents	1,207	1,218	567	2,006	1,311	1,249	1,360	1,345	457	642
Fire inspections conducted	2,301	2,619	3,049	2,341	2,920	3,557	3,063	2,919	3,108	2,898
Medical emergencies	2,458	2,724	2,766	2,957	3,259	3,169	3,383	3,425	3,811	3,784
Paid-on-call staff	59	56	68	68	66	68	55	54	39	71
<b>Parks and recreation</b>										
Youth classes/clinics	780	572	715	1,154	1,238	1,544	1,420	1,149	1,584	1,475
Adult classes/clinics	493	428	213	439	458	414	340	402	1,244	549
Youth leagues	3,091	2,983	2,198	2,585	2,371	2,431	2,512	2,471	2,199	2,934
Adult leagues	1,990	2,240	2,394	2,750	4,024	4,120	5,220	5,279	5,300	3,868
Summer day camp	367	341	339	742	703	668	N/A	334	498	747
Lakeshore Park vehicle entry	7,910	10,335	7,065	11,533	9,846	10,822	13,000	15,462	14,391	1,007
Lakeshore Park attendance	17,120	17,777	17,663	28,833	24,615	27,055	32,800	38,655	35,978	37,488
Lakeshore Park picnic shelter rental	104	163	130	128	98	105	116	125	120	231
Senior citizens served (1)	106,522	87,188	78,978	78,432	68,517	76,462	77,759	75,832	79,172	77,687
Special event attendance	9,981	11,413	11,049	12,071	14,311	14,018	17,021	20,028	16,840	18,153
Civic Center Rentals	2,746	2,731	2,116	1,060	1,516	1,492	1,520	1,560	1,058	1,203
Civic Center Attendance	96,503	97,249	81,810	57,519	37,457	35,506	17,021	44,200	33,988	23,023
Novi Theaters - Cost	284	226	214	206	181	198	253	293	86	-
Novi Theaters - Audience	4,929	6,392	4,548	5,041	4,757	4,715	5,454	4,997	1,705	-
<b>Library (2)</b>										
Items circulated	544,874	580,438	628,724	556,582	759,021	803,552	800,031	799,475	734,643	793,991
Book collections	126,259	128,711	123,884	137,220	146,187	152,024	151,724	152,236	149,941	140,895
Audio/Video/CD collections	13,805	13,774	13,232	14,295	18,015	20,618	23,807	25,677	27,776	29,077
Periodical subscriptions	170	179	162	185	215	208	210	242	207	207
Requests of information	158,265	159,485	154,735	171,324	220,427	210,950	N/A	115,392	115,392	113,778
Youth Summer Reading	1,171	1,491	1,491	1,061	1,261	1,338	2,042	2,340	2,584	2,084
Program participants	26,720	35,062	18,772	24,145	34,198	45,572	34,899	40,010	40,901	45,854
Visitors	265,795	269,815	280,560	262,826	371,274	378,571	389,220	401,984	392,047	404,979
Interlibrary loans	55,102	60,182	78,214	67,615	100,342	109,274	109,330	106,250	105,988	112,016
<b>Water and Sewer</b>										
Customers:										
Residential	12,708	12,716	12,641	12,874	12,940	13,191	13,604	13,760	13,946	14,105
Commercial	1,399	1,280	1,287	1,225	1,239	1,254	1,223	1,204	1,259	1,264
Water (in thousand gallons):										
Purchased from Detroit	\$ 2,424,237	\$ 2,402,589	\$ 2,182,409	\$ 2,041,594	\$ 2,166,712	\$ 2,459,402	\$ 2,321,313	\$ 2,216,075	\$ 1,835,567	\$ 2,276,389
Sold to residents	\$ 2,353,938	\$ 2,192,050	\$ 2,079,696	\$ 1,919,763	\$ 2,024,406	\$ 2,109,414	\$ 2,222,787	\$ 2,138,305	\$ 1,811,910	\$ 1,963,221
Rates:										
Fixed rate quarterly water charge	-	-	-	-	35.00	37.00	40.00	57.00	57.00	80.00
Additional usage per 1,000 gallons	2.94	3.17	3.95	4.06	3.31	3.44	3.86	4.00	4.13	3.05
Fixed rate quarterly sewer charge	-	-	-	-	5.00	5.00	6.00	6.00	6.00	30.00
Sewer (per thousand gallons of water usage)	2.21	2.32	2.51	2.67	2.90	4.00	4.25	4.00	4.30	3.40

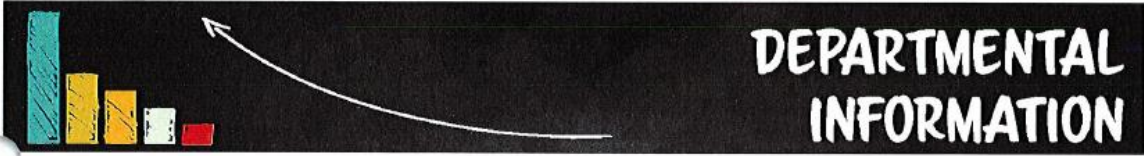
(1) The total utilization no longer includes the phone calls and questions fielded by the Novi Senior Center. The June 30, 2008 total is a true reflection of those actually served at the center via programs and services. This tracking methodology will be used for all future years.

(2) This information represents 10 months worth of information. The Library was closed for the months of April and May. The New Library opened on June 1, 2010.

(3) Effective August 1, 2010 the City of Novi adopted a fixed rate structure for water and sewer usage which does not include a minimum consumption charge.

Source: City's finance department records





**Historical Commission (803.00)**

**Overview**

Since 1986, the Novi Historical Commission has worked in partnership with the City of Novi, Novi Public Library, educators, and others to provide programs and services concerning the history of our community. The Commission's work includes the development of presentations, exhibits, and events that showcase the over 180 year history of Novi. The Novi Historical Commission is located within the Novi Public Library and offers open office hours in the Local History Room on the first and third Mondays of each month.

**Performance Measures, Goals, and Objectives**

Objectives

- Continue to collect and preserve the history of Novi through the solicitation of donated documents, photographs, and recorded personal experiences.

**Budget Summary**

	<b>ACTUAL</b>	<b>ESTIMATED</b>	<b>BUDGET</b>	<b>PROJECTED</b>	
	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>	<b>2018-19</b>	<b>2019-20</b>
Dept 803.00-HISTORICAL COMMISSION					
OTHER SERVICES AND CHARGES	\$ 7,993	\$ 14,000	\$ 14,500	\$ 14,500	\$ 14,500
TOTAL Dept 803.00-HISTORICAL COMMISSION	\$ 7,993	\$ 14,000	\$ 14,500	\$ 14,500	\$ 14,500



4/17/2017 REVENUE AND EXPENDITURE REPORT FOR CITY OF NOVI										
PERIOD ENDING 03/31/2017										
% Fiscal Year Completed: 75.07										
		END BALANCE	2016-17	MTH ACT	MTH ACT	MTH ACT	MTH ACT	YTD BALANCE	AVAILABLE	
		06/30/2016	ORIGINAL	JULY 2016	JAN 2017	FEB 2017	MAR 2017	03/31/2017	BALANCE	% BDGT
GL NUMBER	DESCRIPTION	NORM (ABNORM)	BUDGET	INCR (DECR)	INCR (DECR)	INCR (DECR)	INCR (DECR)	NORM (ABNORM)	NORM (ABNORM)	USED
Fund 268 - LIBRARY FUND 268										
Dept 000.00-treasury										
Property tax revenue										
268-000.00-403.000	Property Tax Revenue - Current Levy	2,461,558.07	2,522,777.00	2,536,929.51	0.00	0.00	0.00	2,536,930.91	(14,153.91)	100.56
268-000.00-403.001	Property Tax Revenue- County Chargebacks	294.61	(21,000.00)	0.00	75.76	52.68	0.00	1,271.06	(22,271.06)	(6.05)
268-000.00-403.002	Property Tax Revenue - Tx Tribunal Accr	15,558.00	(5,000.00)	0.00	0.00	0.00	0.00	0.00	(5,000.00)	0.00
268-000.00-403.003	Property Tax Revenue -Brownfield Capture	(214.67)	(220.00)	(217.02)	0.00	0.00	0.00	(217.02)	(2.98)	98.65
268-000.00-420.000	Property Tax Revenue - C/Y Del PPT	(4,846.69)	(5,100.00)	0.00	0.00	0.00	0.00	0.00	(5,100.00)	0.00
Property tax revenue		2,472,349.32	2,491,457.00	2,536,712.49	75.76	52.68	0.00	2,537,984.95	(46,527.95)	101.87
State sources										
268-000.00-567.000	State aid	34,495.52	29,000.00	0.00	0.00	0.00	0.00	18,225.12	10,774.88	62.85
State sources		34,495.52	29,000.00	0.00	0.00	0.00	0.00	18,225.12	10,774.88	62.85
Fines and forfeitures										
268-000.00-657.000	Library book fines	66,886.35	70,000.00	5,078.43	4,421.24	5,982.20	5,291.85	46,730.84	23,269.16	66.76
268-000.00-658.000	State penal fines	111,926.44	83,000.00	0.00	0.00	0.00	0.00	117,150.58	(34,150.58)	141.15
Fines and forfeitures		178,812.79	153,000.00	5,078.43	4,421.24	5,982.20	5,291.85	163,881.42	(10,881.42)	107.11
Interest income										
268-000.00-664.000	Interest on investments	41,574.64	30,000.00	2,690.75	4,335.43	4,567.12	0.00	35,209.53	(5,209.53)	117.37
268-000.00-664.500	Unrealized gain (loss) on investments	23,055.12	0.00	(103.16)	1,431.68	2,136.96	0.00	(47,762.47)	47,762.47	100.00
Interest income		64,629.76	30,000.00	2,587.59	5,767.11	6,704.08	0.00	(12,552.94)	42,552.94	(41.84)
Other revenue										
268-000.00-665.000	Miscellaneous income	15,020.65	16,500.00	1,151.48	1,310.72	1,349.75	1,524.72	11,713.03	4,786.97	70.99
268-000.00-665.100	Copier	2,727.08	2,200.00	160.85	117.55	153.15	157.05	1,566.71	633.29	71.21
268-000.00-665.200	Electronic media (previously VHS)	217.50	200.00	17.00	0.00	0.00	64.00	81.00	119.00	40.50
268-000.00-665.266	Summer reading t-shirt sales	131.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
268-000.00-665.290	Library fund raising revenue	0.00	3,000.00	0.00	0.00	0.00	0.00	0.00	3,000.00	0.00
268-000.00-665.300	Meeting room	35,193.65	32,000.00	3,056.21	7,133.39	3,952.68	9,341.77	38,582.08	(6,582.08)	120.57
268-000.00-665.404	Novi Township assessment	6,154.00	6,369.00	6,197.00	0.00	0.00	0.00	6,197.00	172.00	97.30
268-000.00-665.650	Library Cafe	5,658.29	5,000.00	408.61	338.16	428.74	425.19	3,673.30	1,326.70	73.47
Other revenue		65,102.34	65,269.00	10,991.15	8,899.82	5,884.32	11,512.73	61,813.12	3,455.88	94.71
Donations										
268-000.00-665.289	Adult programs	4,267.33	0.00	0.00	1,575.03	702.19	1,212.15	3,575.92	(3,575.92)	100.00
268-000.00-665.400	Gifts and donations	5,205.32	6,000.00	0.25	426.45	0.00	118.78	1,821.05	4,178.95	30.35
Donations		9,472.65	6,000.00	0.25	2,001.48	702.19	1,330.93	5,396.97	603.03	89.95

		END BALANCE	2016-17	MTH ACT	MTH ACT	MTH ACT	MTH ACT	YTD BALANCE	AVAILABLE	
		06/30/2016	ORIGINAL	JULY 2016	JAN 2017	FEB 2017	MAR 2017	03/31/2017	BALANCE	% BDGT
GL NUMBER	DESCRIPTION	NORM (ABNORM)	BUDGET	INCR (DECR)	INCR (DECR)	INCR (DECR)	INCR (DECR)	NORM (ABNORM)	NORM (ABNORM)	USED
Personnel services										
268-000.00-704.000	Permanent salaries	848,742.23	805,000.00	37,262.97	59,005.80	58,879.36	88,415.10	581,070.30	223,929.70	72.18
268-000.00-704.200	Wages - Stipend	10,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
268-000.00-704.250	Final Payout	18,963.41	0.00	0.00	0.00	0.00	0.00	6,558.03	(6,558.03)	100.00
268-000.00-705.000	Temporary salaries	552,249.03	661,000.00	23,713.78	42,686.83	45,454.18	68,963.21	423,164.07	237,835.93	64.02
268-000.00-715.000	Social security	106,814.50	112,200.00	4,520.29	7,532.30	7,733.83	11,801.41	75,135.27	37,064.73	66.97
268-000.00-716.000	Insurance	224,763.56	217,000.00	18,343.53	17,537.61	19,177.08	13,938.47	165,059.29	51,940.71	76.06
		END BALANCE	2016-17	MTH ACT	MTH ACT	MTH ACT	MTH ACT	YTD BALANCE	AVAILABLE	
		06/30/2016	ORIGINAL	JULY 2016	JAN 2017	FEB 2017	MAR 2017	03/31/2017	BALANCE	% BDGT
GL NUMBER	DESCRIPTION	NORM (ABNORM)	BUDGET	INCR (DECR)	INCR (DECR)	INCR (DECR)	INCR (DECR)	NORM (ABNORM)	NORM (ABNORM)	USED
268-000.00-716.200	HSA - employer contribution	998.21	1,500.00	0.00	975.00	0.00	0.00	1,868.75	(368.75)	124.58
268-000.00-716.999	Insurance - Employee Reimbursement	(41,734.26)	(43,400.00)	(1,894.65)	(3,351.96)	(3,353.26)	(3,353.26)	(29,509.64)	(13,890.36)	67.99
268-000.00-718.000	Pension - DB Normal Cost	14,112.00	0.00	1,121.00	1,121.00	1,121.00	1,121.00	10,089.00	(10,089.00)	100.00
268-000.00-718.010	Pension - DB Unfunded Accrued Lia	(17,097.72)	0.00	(1,252.38)	(1,252.38)	(1,252.38)	(1,252.38)	(11,271.42)	11,271.42	100.00
268-000.00-718.200	Pension - defined contribution	24,086.16	26,400.00	1,430.17	2,367.48	2,359.89	3,545.61	22,770.08	3,629.92	86.25
268-000.00-719.000	Unemployment insurance	1,295.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
268-000.00-720.000	Workers compensation	1,948.58	4,300.00	204.00	186.89	191.74	288.73	1,948.15	2,351.85	45.31
Personnel services		1,745,140.90	1,784,000.00	83,448.71	126,808.57	130,311.44	183,467.89	1,246,881.88	537,118.12	69.89
Supplies										
268-000.00-727.000	Office supplies	19,615.69	23,000.00	3,206.77	1,737.60	1,114.66	1,508.38	13,470.64	9,529.36	58.57
268-000.00-728.000	Supplies - Postage	623.79	700.00	1.93	0.00	0.00	147.00	599.93	100.07	85.70
268-000.00-734.000	Computer supplies, software & licensing	66,110.20	82,000.00	7,319.29	906.98	1,479.97	13,969.26	42,548.43	39,451.57	51.89
268-000.00-734.500	Computer supplies/equipment	29,899.05	60,000.00	3,233.44	4,165.09	1,978.17	1,182.36	25,348.22	34,651.78	42.25
268-000.00-740.000	Operating supplies	18,702.42	30,000.00	938.23	1,353.82	2,523.64	1,482.49	25,587.20	4,412.80	85.29
268-000.00-740.010	Gift and donations expense	1,199.04	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
268-000.00-740.200	Supplies - Desk chairs and file cabinets	0.00	3,500.00	0.00	0.00	0.00	0.00	0.00	3,500.00	0.00
268-000.00-741.000	Supplies - Uniforms	134.95	300.00	0.00	45.56	0.00	0.00	184.56	115.44	61.52
268-000.00-742.000	Library books	174,336.21	190,000.00	12,432.85	14,976.54	10,946.13	7,840.97	110,264.21	79,735.79	58.03
268-000.00-742.100	Library Book - Fines	779.42	1,000.00	40.00	205.75	90.93	3.95	940.82	59.18	94.08
268-000.00-743.000	Library periodicals	20,297.83	23,800.00	182.00	0.00	178.50	0.00	14,893.69	8,906.31	62.58
268-000.00-744.000	Audio v isual materials	67,548.99	76,000.00	12,204.82	3,411.00	3,113.39	3,227.86	52,282.46	23,717.54	68.79
268-000.00-745.200	Electronic media	44,507.93	51,000.00	5,100.31	1,103.08	1,812.78	4,363.29	28,857.95	22,142.05	56.58
268-000.00-745.300	Electronic resources (CD rom materials)	50,362.92	60,000.00	38,982.40	5,144.30	673.22	0.00	55,929.82	4,070.18	93.22
Supplies		494,118.44	601,300.00	83,642.04	33,049.72	23,911.39	33,725.56	370,907.93	230,392.07	61.68

		END BALANCE	2016-17	MTH ACT	MTH ACT	MTH ACT	MTH ACT	YTD BALANCE	AVAILABLE	
		06/30/2016	ORIGINAL	JULY 2016	JAN 2017	FEB 2017	MAR 2017	03/31/2017	BALANCE	% BDGT
GL NUMBER	DESCRIPTION	NORM (ABNORM)	BUDGET	INCR (DECR)	INCR (DECR)	INCR (DECR)	INCR (DECR)	NORM (ABNORM)	NORM (ABNORM)	USED
Other services and charges										
268-000.00-801.925	Public information (cable, etc)	369.29	500.00	32.30	32.30	32.30	0.00	258.40	241.60	51.68
268-000.00-802.100	Bank Service Charges	3,112.49	4,800.00	42.00	113.86	216.27	200.33	1,592.03	3,207.97	33.17
268-000.00-803.000	Independent audit	665.00	700.00	0.00	0.00	0.00	0.00	665.00	35.00	95.00
268-000.00-804.000	Medical service	1,286.00	1,500.00	0.00	98.00	294.00	294.00	1,481.00	19.00	98.73
268-000.00-806.000	Legal fees	4,230.00	1,000.00	0.00	0.00	229.30	0.00	1,911.80	(911.80)	191.18
268-000.00-808.000	Rubbish	0.00	0.00	98.72						
268-000.00-809.000	Memberships and dues	4,331.00	5,000.00	2,676.07	188.00	0.00	476.50	4,832.57	167.43	96.65
268-000.00-816.000	Professional services	2,356.00	10,000.00	0.00	0.00	0.00	0.00	500.00	9,500.00	5.00
268-000.00-817.000	Custodial services	46,800.00	46,800.00	3,900.00	3,900.00	3,900.00	0.00	31,200.00	15,600.00	66.67
268-000.00-818.000	TLN Central Services	3,995.00	4,500.00	0.00	0.00	0.00	0.00	3,495.00	1,005.00	77.67
268-000.00-851.000	Telephone	12,932.05	11,500.00	865.68	1,813.05	986.95	(90.00)	8,089.16	3,410.84	70.34
268-000.00-855.000	TLN Automation Services	52,801.04	61,000.00	12,261.46	13,326.81	0.00	0.00	40,787.31	20,212.69	66.86
268-000.00-861.000	Gasoline and oil	125.07	1,500.00	0.00	0.00	0.00	0.00	0.00	1,500.00	0.00
268-000.00-862.000	Mileage	184.61	300.00	0.00	0.00	0.00	74.90	90.56	209.44	30.19
268-000.00-880.000	Community promotion	9,065.00	20,000.00	1,205.88	1,390.74	1,208.98	1,400.00	10,425.09	9,574.91	52.13
268-000.00-880.268	Library programming	17,495.94	22,500.00	2,600.13	1,151.80	996.94	1,164.48	10,906.04	11,593.96	48.47
268-000.00-880.271	Adult programs	2,640.19	3,000.00	0.00	595.00	0.00	990.00	1,685.00	1,315.00	56.17
268-000.00-900.000	Printing, graphic design and publishing	27,533.58	29,500.00	1,126.26	355.89	386.40	208.93	17,523.78	11,976.22	59.40
268-000.00-910.000	Property & liability insurance	13,464.00	14,800.00	13,222.00	0.00	0.00	0.00	13,222.00	1,578.00	89.34
268-000.00-921.000	Heat	8,483.52	11,500.00	130.81	2,868.49	1,641.87	0.00	6,551.34	4,948.66	56.97
268-000.00-922.000	Electricity	95,236.64	106,000.00	9,612.31	0.00	15,260.50	0.00	66,975.32	39,024.68	63.18
268-000.00-923.000	Water and sewer	9,477.30	5,500.00	0.00	0.00	0.00	1,781.20	5,425.20	74.80	98.64
268-000.00-934.000	Building maintenance	47,114.55	100,000.00	11,436.89	4,501.09	6,340.64	1,421.74	44,537.04	55,462.96	44.54
268-000.00-935.000	Vehicle maintenance	215.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

		END BALANCE	2016-17	MTH ACT	MTH ACT	MTH ACT	MTH ACT	YTD BALANCE	AVAILABLE	
		06/30/2016	ORIGINAL	JULY 2016	JAN 2017	FEB 2017	MAR 2017	03/31/2017	BALANCE	% BDGT
GL NUMBER	DESCRIPTION	NORM (ABNORM)	BUDGET	INCR (DECR)	INCR (DECR)	INCR (DECR)	INCR (DECR)	NORM (ABNORM)	NORM (ABNORM)	USED
268-000.00-941.000	Grounds maintenance	51,558.43	33,000.00	55.00	2,739.80	750.00	0.00	14,893.72	18,106.28	45.13
268-000.00-942.000	Office equipment lease	14,734.88	15,000.00	999.00	716.40	1,120.16	1,504.44	9,810.00	5,190.00	65.40
268-000.00-942.100	Records storage	251.09	300.00	31.64	22.18	22.18	23.06	203.47	96.53	67.82
268-000.00-956.000	Conferences and workshops	10,577.11	13,500.00	899.00	1,516.54	3,470.35	547.42	9,663.53	3,836.47	71.58
Other services and charges		441,035.58	523,700.00	61,195.15	35,329.95	36,856.84	9,997.00	306,724.36	216,975.64	58.57
Transfers out										
268-000.00-965.101	Transfer to general fund	40,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Transfers out		40,000.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Capital outlay										
268-000.00-976.000	Building improvements	4,784.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
268-000.00-976.100	Parking lot improvements	0.00	53,400.00	0.00	0.00	0.00	0.00	0.00	53,400.00	0.00
268-000.00-986.000	Internal Technology - Capital Outlay	54,619.88	56,000.00	26,267.40	0.00	11,569.15	84.49	55,992.84	17,507.16	76.18
268-000.00-990.000	Furniture	9,475.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Capital outlay		68,880.34	109,400.00	26,267.40	0.00	11,569.15	84.49	55,992.84	70,907.16	44.12
Net - Dept 000.00-treasury		35,687.12	(243,674.00)	2,300,816.61	(174,022.83)	(183,323.35)	(209,139.43)	794,241.63	(1,055,415.63)	
Fund 268 - LIBRARY FUND 268:										
TOTAL REVENUES										
		2,824,862.38	2,774,726.00	2,555,369.91	148,932.17	13,709.59	10,012.69	2,728,024.36	46,701.64	
TOTAL EXPENDITURES										
		2,789,175.26	3,018,400.00	254,553.30	202,136.38	292,873.99	184,083.33	933,647.00	2,102,253.00	
NET OF REVENUES & EXPENDITURES		35,687.12	(243,674.00)	2,300,816.61	(53,204.21)	(279,164.40)	(174,070.64)	1,794,377.36	(2,055,551.36)	

Fund 269 - LIBRARY CONTRIBUTION 269										
Dept 000.00-treasury										
Interest income										
269-000.00-664.000	Interest on investments	26,726.32	15,000.00	2,429.12	2,225.43	2,576.43	0.00	20,225.61	(5,225.61)	134.84
269-000.00-664.500	Unrealized gain (loss) on investments	18,051.92	5,000.00	(93.10)	734.71	1,205.94	0.00	(24,278.77)	29,278.77	(485.58)
Interest income		44,778.24	20,000.00	2,336.02	2,960.14	3,782.37	0.00	(4,053.16)	24,053.16	(20.27)
Donations										
269-000.00-665.230	Collections/Materials Revenue	461.35	0.00	50.00	400.00	0.00	0.00	600.00	1,400.00	30.00
269-000.00-665.231	Buildings/Ground/ Furniture Revenue	5,150.71	0.00	0.00	0.00	0.00	434.10	1,449.26	550.74	72.46
269-000.00-665.232	Programming Revenue	18,387.46	0.00	1,250.00	1,838.10	1,272.70	270.70	16,767.31	(14,767.31)	838.37
269-000.00-665.233	Technology Library Revenue	409.00	0.00	0.00	0.00	0.00	0.00	0.00	500.00	0.00
269-000.00-665.234	Undesignated Misc Donations	3,212.09	12,000.00	0.00	0.00	0.00	0.00	1,092.45	(592.45)	218.49
Donations		27,620.61	12,000.00	1,300.00	2,238.10	1,272.70	704.80	19,909.02	(12,909.02)	284.41
Supplies										
269-000.00-742.230	Collections/Materials Expense	187.13	5,000.00	0.00	198.37	0.00	0.00	198.37	4,801.63	3.97
269-000.00-742.231	Buildings/Ground/ Furniture Expense	6,672.11	18,000.00	0.00	0.00	0.00	0.00	111.53	(111.53)	100.00
269-000.00-742.232	Programming Expense	16,344.22	3,000.00	0.00	773.31	(750.00)	240.50	6,068.57	(3,068.57)	202.29
269-000.00-742.233	Technology Library Expense	965.00	4,000.00	0.00	0.00	0.00	0.00	0.00	4,000.00	0.00
269-000.00-742.234	Undesignated Misc	6,023.03	2,000.00	0.00	0.00	200.90	0.00	1,487.24	(1,487.24)	100.00
Supplies		30,191.49	32,000.00	0.00	971.68	(549.10)	240.50	7,865.71	4,134.29	65.55
Net - Dept 000.00-treasury		42,207.36	0.00	3,636.02	4,226.56	5,604.17	464.30	7,990.15	7,009.85	
END BALANCE 2016-17 MTH ACT MTH ACT MTH ACT MTH ACT YTD BALANCE AVAILABLE										
		06/30/2016	ORIGINAL	JULY 2016	JAN 2017	FEB 2017	MAR 2017	03/31/2017	BALANCE	% BDGT
GL NUMBER	DESCRIPTION	NORM (ABNORM)	BUDGET	INCR (DECR)	INCR (DECR)	INCR (DECR)	INCR (DECR)	NORM (ABNORM)	NORM (ABNORM)	USED
Fund 269 - LIBRARY CONTRIBUTION 269:										
TOTAL REVENUES		72,398.85	32,000.00	3,636.02	5,198.24	5,055.07	704.80	15,855.86	11,144.14	53.27
TOTAL EXPENDITURES		30,191.49	32,000.00	0.00	971.68	(549.10)	240.50	7,865.71	4,134.29	53.27
NET OF REVENUES & EXPENDITURES		42,207.36	0.00	3,636.02	4,226.56	5,604.17	464.30	7,990.15	7,009.85	53.27
TOTAL REVENUES - ALL FUNDS 2,897,261.23 2,806,726.00 2,559,005.93 26,363.65 24,380.54 18,840.31 2,790,604.50 11,121.50										
TOTAL EXPENDITURES - ALL FUNDS 2,819,366.75 3,050,400.00 254,553.30 196,159.92 202,099.72 227,515.44 1,988,372.72 1,059,527.28										
NET OF REVENUES & EXPENDITURES		77,894.48	(243,674.00)	2,304,452.63	(169,796.27)	(177,719.18)	(208,675.13)	802,231.78	(1,048,405.78)	

04/12/2017		BALANCE SHEET FOR CITY OF NOVI	
		As of 03/31/2017	
GL Number	Description	Balance	
Fund 268 - LIBRARY FUND 268			
*** Assets ***			
268-000.00-003.000	Cash-Pooled Cash(Fifth Third & Comerica)	(50,182.96)	
268-000.00-017.000	Investments - Pooled	2,624,267.70	
268-000.00-018.000	Cash on hand	500.00	
268-000.00-020.000	Current taxes receivable	29,570.81	
	Total Assets	2,604,155.55	
*** Liabilities ***			
268-000.00-202.000	Accounts payable	37,282.69	
268-000.00-259.702	Accrued liabilities-tax	14,000.00	
268-000.00-276.400	Deposit for Cafe	500.00	
	Total Liabilities	51,782.69	
*** Fund Balance ***			
268-000.00-390.000	Fund balance	1,755,110.14	
	Total Fund Balance	1,755,110.14	
	Beginning Fund Balance	1,755,110.14	
	Net of Revenues VS Expenditures	797,262.72	
	Ending Fund Balance	2,552,372.86	
	Total Liabilities And Fund Balance	2,604,155.55	

GL Number	Description	Balance
<b>Fund 269 - LIBRARY CONTRIBUTION 269</b>		
<b>*** Assets ***</b>		
269-000.00-003.000	Cash-Pooled Cash(Fifth Third & Comerica)	50,728.54
269-000.00-017.000	Investments - Pooled	1,629,074.23
	<b>Total Assets</b>	<b>1,679,802.77</b>
<b>*** Liabilities ***</b>		
	<b>Total Liabilities</b>	<b>0.00</b>
<b>*** Fund Balance ***</b>		
269-000.00-390.000	Fund balance - Unrestricted	1,562,697.29
269-000.00-390.230	Fund Balance Collections/Materials	34,468.23
269-000.00-390.231	Fund Balance Buildings/Ground/Furniture	52,054.29
269-000.00-390.232	Fund Balance Programming	16,343.76
269-000.00-390.233	Fund Balance Technology Library	6,249.05
	<b>Total Fund Balance</b>	<b>1,671,812.62</b>
	Beginning Fund Balance	1,671,812.62
	Net of Revenues VS Expenditures	7,990.15
	Ending Fund Balance	1,679,802.77
	<b>Total Liabilities And Fund Balance</b>	<b>1,679,802.77</b>

## **Director's Report by Julie Farkas**

### **Out & About in Novi and the Library Profession**

- Novi Rotary 3/23, 3/30, 4/6, 4/13
- 3/24: Fox Run Y.O.U. planning mtg. for Authors LIVE, Novi Youth Assistance
- 3/28: City of Novi Leadership mtg., Contract signing for Lawn care, Community Read planning mtg.
- 3/29: Twelve Oaks public story-time event, City of Novi business development tour/planning mtg. w/Hillary Hentschel, Staff Culture Club mtg.
- 4/3-4/9 Out of Building – Vacation
- 4/10: Novi Youth Assistance staff mtg., Marketing stats mtg., National Library Week proclamation at City Council
- 4/11: Novi Youth Assistance Board mtg., staff policy review mtg.,
- 4/18: Budget materials mtg.
- 4/19: Nell Duke author presentation with Novi Community School District
- 4/20: Read Box planning mtg., Novi Youth Assistance Youth Recognition Ceremony
- 4/21: Money Smart Week kick-off mtg.

### **Lending Library Update**

I met briefly with Jeff Muck, Director of Parks & Rec. Plans have been approved by City Council to move forward with renovations to Lakeshore Park. At this time an estimated date of the park opening is late June 2018. I have met with Maryann Zurmuehlen, Support Services Manager, to share that we will begin planning the library's lending library process beginning in early fall. A staff Lending Library Committee will be formed to plan the project. This will be a very busy time for the Support Services Department as a new ILS system will be planned to launch in spring 2018 as well.

### **CitiStat Presentation**

On Tuesday, April 25, 2017, I will present the following statistics to the Leadership Team at the City of Novi. This information gives a snap shot through stats of how the Library has performed since 2010 through 2015 based on particular areas of interest. This is information that is both compiled for the State Aid report as well as government purposes which the City must report.



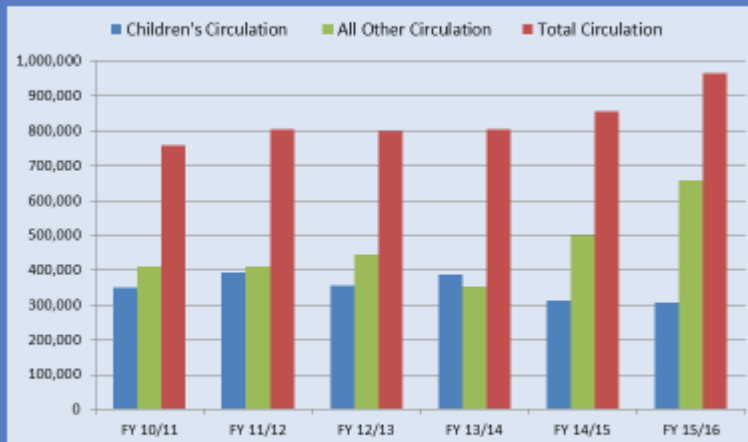
# Novi Public Library

Inform. Inspire. Include.

**Mission:** To provide library materials and services to support the informational, educational, and recreational needs of the community.

- [Circulation by Type](#)
- [Collections](#)
- [Visitors](#)
- [Programs Offered](#)
- [Summer Reading Programs Offered](#)
- [Volunteers & Service Hours](#)
- [NoviLibrary.org](#)
- [Facebook Page](#)
- [Constant Contact](#)
- [Twitter](#)

## Library Circulation by Type



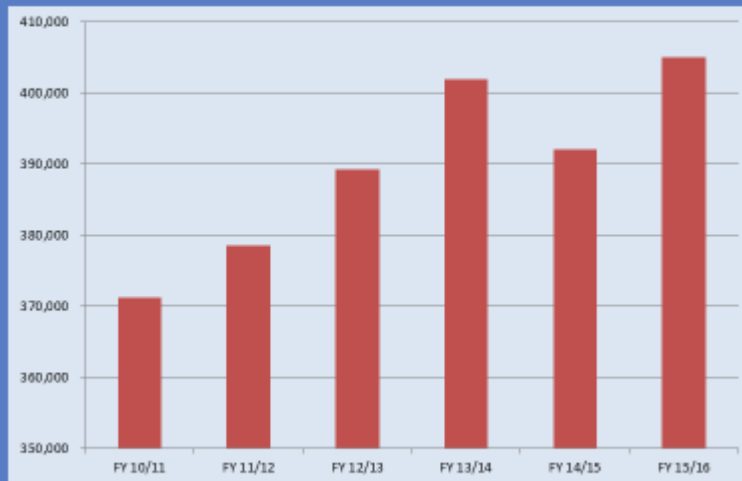
Source: City of Novi Library, Library Grants

## Library Collections



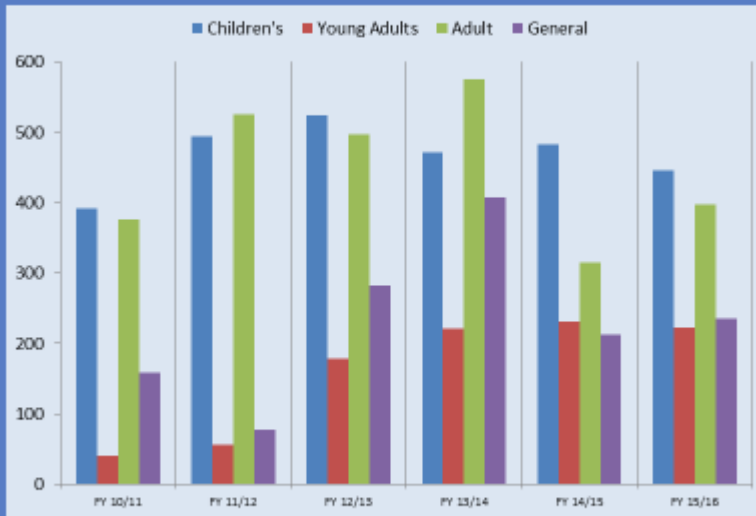
Source: City of Nova Library, Library Graphs

## Library Visitors



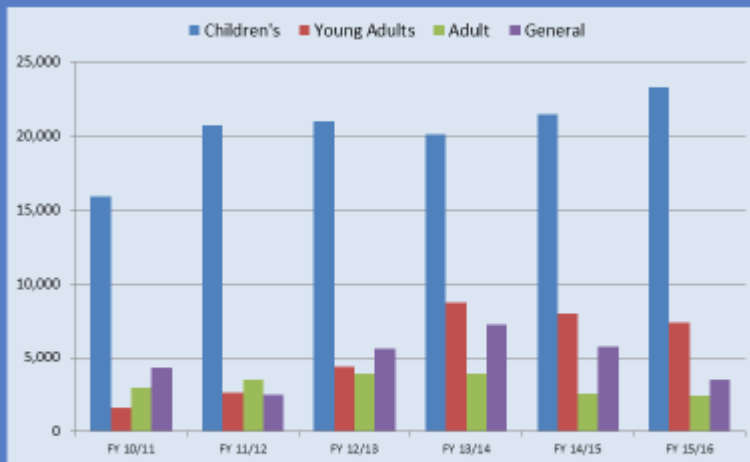
Source: City of Nova Library, Library Graphs

## Library Programs Offered



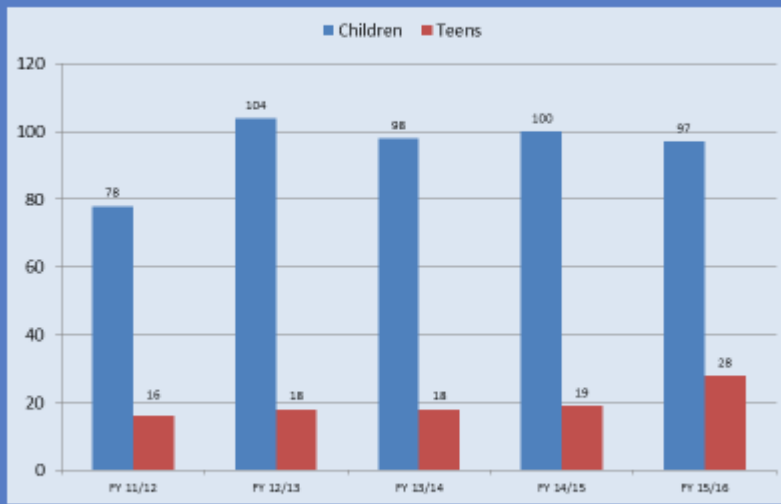
Source: City of Now Library Library\_Graphs

## Library Program Attendance



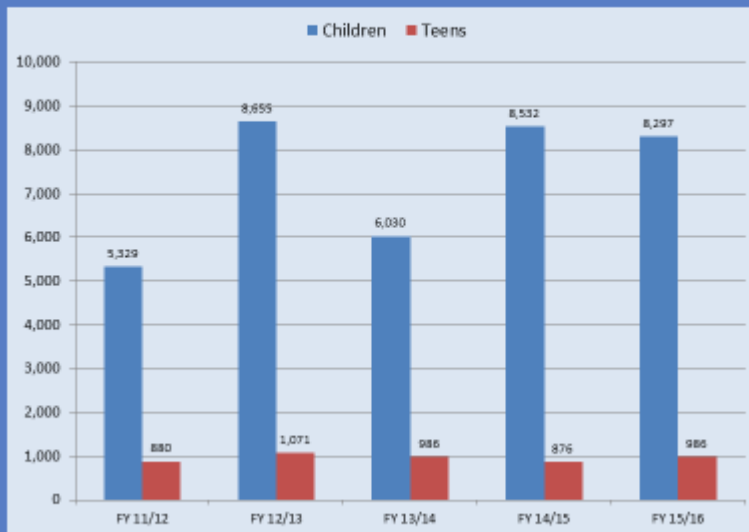
Source: City of Now Library Library\_Graphs

### Library Summer Reading Events Programs Offered by Demographic



Source: City of Now Library, Library Graphs

### Library Summer Reading Events Attendance by Demographic



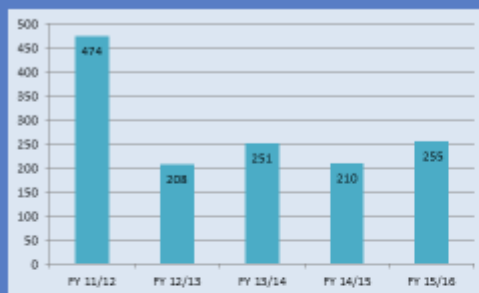
Source: City of Now Library, Library Graphs

## Library Summer Participants



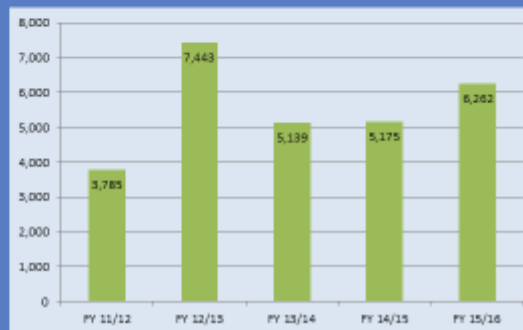
Source: City of Now Library, Library\_Grants

## Library Volunteers



Total Number of Volunteers by Fiscal Year

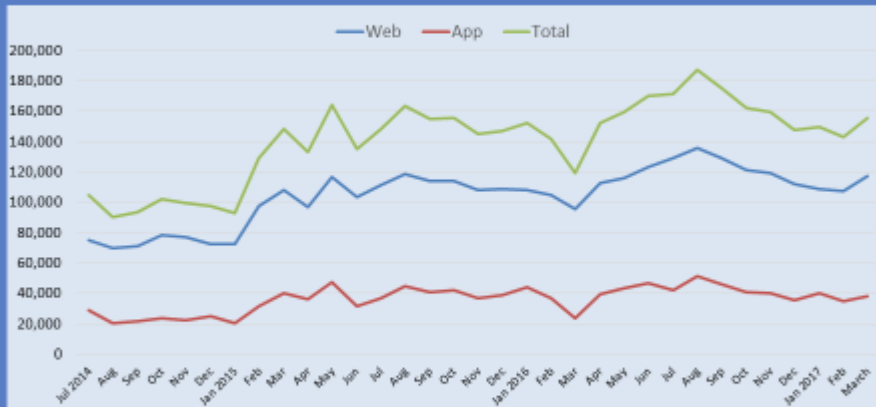
Total Number of Volunteer Service Hours by Fiscal Year



Source: City of Now Library, Library\_Grants

## NoviLibrary.org Visits

July 2014 - YTD



Source: NoviLibrary.org Web Analytics

## NoviLibrary.org

### Top Pages Visited

- Catalog
- My Account
- Zinio
- OverDrive
- Events



Source: NoviLibrary.org Web Analytics

## Novi Public Library Facebook Page

As of March 7, 2017

Total Page Likes as of Today: 1,983



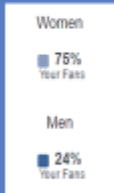
Source: Novi Public Library, Facebook Analytics

## Novi Public Library Facebook Page

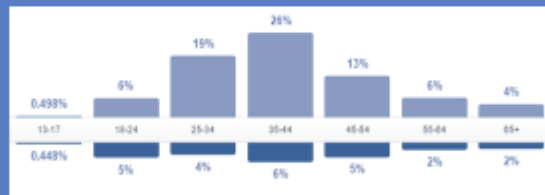
### Facebook Demographics of People Who Liked the Page

Total Number of Followers: 1,914

#### By Gender



#### By Age Group



Source: Novi Public Library, Facebook Analytics


## Novi Public Library Facebook Page

### Facebook Top Post from 3/7/16 to 3/7/17

**Novi Public Library** added 5 new photos

Published by David Stoltzman on November 12, 2016

W-I-C-K-E-D!  
W-O-U-S-E!  
We celebrated hockey's Birthday Party at N-PLC with crafts, games, and treats!



3,403 people reached

View Photo

Like Comment Share

**5,403** People Reached

**72** Likes, Comments & Shares

69 Likes	60 On Post	8 On Shares
2 Comments	2 On Post	8 On Shares
1 Share	1 On Post	6 On Shares

**521** Post Clicks

443 Photo Views	8 Link Clicks	78 Other Clicks
-----------------	---------------	-----------------

**NEGATIVE FEEDBACK**

0 Hide Post

0 Report as Spam

0 Hide All Posts

0 Unlike Page


Source: Novi Public Library, Facebook Analytics

## Novi Public Library Facebook Page

### Facebook Top Post from 3/7/16 to 3/7/17

**Novi Public Library** shared a link

Published by David Stoltzman on February 23 at 11:06am



**Mandatory boil-water notice issued in Novi**

The city of Novi has issued a mandatory boil-water notice to all residents near 8 Mile and Haggerty roads.

CLICK4DETROIT.COM

**Get More Likes, Comments and Shares**  
Boost this post for \$5 to reach up to 1,200 people

3,906 people reached

Boost Post

Share Nothing, Sarah Degen and 13 others

57 Shares

Like Comment Share

**3,906** People Reached

**163** Reactions, Comments & Shares

48 Like	12 On Post	38 On Shares
1 Love	0 On Post	1 On Shares
20 Wow	2 On Post	17 On Shares
4 Sad	0 On Post	4 On Shares
2 Angry	0 On Post	2 On Shares
31 Comments	0 On Post	31 On Shares
87 Shares	87 On Post	0 On Shares

**724** Post Clicks

0 Photo Views	881 Link Clicks	143 Other Clicks
---------------	-----------------	------------------

**NEGATIVE FEEDBACK**

0 Hide Post

0 Report as Spam

1 Hide All Posts

0 Unlike Page

Source: Novi Public Library, Facebook Analytics



## Novi Public Library Facebook Page

### Facebook Top Post from 3/7/16 to 3/7/17

**Novi Public Library**  
Published by David Silberman on September 14, 2016

19 students from Novi High School have been named National Merit Scholarship Program semifinalists. These students represent less than one percent of U.S. high school seniors, including the highest earners in Michigan.

Approximately 1.6 million students in more than 22,500 high schools entered the National Merit Scholarship Program.

**NOVI HIGH SCHOOL ANNOUNCES NATIONAL MERIT SEMIFINALISTS**  
NOVEMBER 14, 2016 — Novi, MI — Novi High School proudly announced that 19 students have been named National Merit Scholarship Program semifinalists.

Approximately 1.6 million students across the U.S. entered the National Merit Scholarship Program to compete for 300 National Merit Scholarships (worth \$2,500 each).

Only 1% of the students across qualified as semifinalists. These 19 students represent less than one percent of U.S. high school seniors, including the highest earners in the state of Michigan.

We applaud the following students for their exceptional academic achievement and leadership skills:

[Novi High School National Merit Scholarships.pdf](#)  
NOVI LIBRARY.COM

**Get More Likes, Comments and Shares**  
Don't miss this post for 35 to reach up to 1,200 people

1,726 people reached

3,726 People Reached

201 Reactions, Comments & Shares

144 Likes	88 On Photo	88 On Shares
6 Retweets	2 On Photo	4 On Shares
45 Comments	11 On Photo	34 On Shares
6 Shares	2 On Photo	4 On Shares

931 Post Clicks

0 Photo Views	426 Link Clicks	507 Other Clicks
---------------	-----------------	------------------

**NEGATIVE FEEDBACK**

0 Hide Post	1 Hide All Posts
0 Report as Spam	1 Unlike Page

Source: Novi Public Library, Facebook Analytics

## Library Constant Contact

**Total Contacts: 2,415**

**Average Open Rate: 36%**

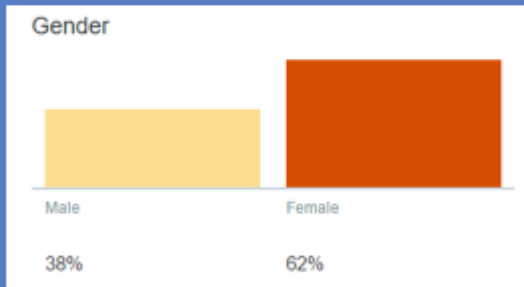
**Opens by Device: Mobile 54%**  
**Desktop 46%**

Source: Novi Public Library, Constant Contact Data

## Novi Public Library Twitter Analytics

Follower Demographics as of March 16, 2017

Total Number of Followers: 1,814



Source: Novi Public Library, Twitter Analytics

## Novi Public Library Twitter Analytics

Post Reach as of March 16, 2017



Source: Novi Public Library, Twitter Analytics

**The Information Services Department had several new employees join their team in past few months**

Please welcome...



**Sarah Andrus;** our new 18 hour adult Librarian. Sarah loves technology and will be working with the 3D printer committee. She will be ordering books for our adult non-fiction 400's and 500's, as well as, designing and implementing various programs. In addition to her work here at Novi she also works at the Benson Ford Research Center.



**Hillary Hentschel;** our new 22 hour Business Librarian. Hillary comes to us from Gale Cengage where she designed many of the business databases that we currently use. Hillary will be ordering for our Business Collection and Careers. She will continue our partnerships with SCORE and SBDC, as well as, the City Novi. In addition, she will design and implement our business, financial, and career development programs.



**Julie Mills;** our new 18 hour youth Librarian. Julie comes to us with a wealth of experience in reference, programming, and management. Julie will be ordering for our youth DVD and Blu-ray collection, as well as, expanding our early elementary programs.



**Jessie Schenk;** our new full-time adult Librarian. Jessie has been with us in a part-time role since August of 2013. In addition, to keeping her audiobook collections she has taken on the ordering of the adult fiction collection. She is also responsible for the Library's book discussion groups including the Meadowbrook Commons group. Jessie provides programs for all ages and started our Dog Days @ the Library program.

## Information Technology Report by Barbara Rutkowski

Updates: 03-01-2017 through 03-31-2017

Currently providing a technology survey to the public both in building and electronically for patron feedback.

45 IT Help Desk tickets were closed.

- Dominic Doot held 1 3D Thursday, 1 Basic Photo Editing (GIMP), 1 Vinyl/Cassette to MP3 and 6 VHS to DVD sessions.
- Topics requested during the 12 Tech Time sessions included: Facebook, MS Word, scanning and emailing photos, converting from cassette to MP3, converting from VHS to DVD, converting from vinyl to MP3s, OverDrive and Windows.
- Twelve 3D objects were printed.
- Barb Rutkowski attended the "Computers in Libraries" conference.
- Scott Rakestraw submitted articles to the staff wiki on Google Drive and how to lockdown the Zinio iPads.
- Scott provided training for staff on creating and using forms.
- All network systems were restored and documentation was updated after the power outage on Saturday, 03-18-2017.
- The in-house Exchange email server was shut down on 03-18-2017.
- In an effort to limit spam, spoofing and phishing, changes were made to our DNS record to implement DomainKeys Identified Mail (DKIM). DKIM is a protocol that allows an organization to take responsibility for transmitting a message in a way that can be verified by mailbox providers.
- A replacement rack UPS was installed in the data center.
- The Library's fax phone line has been separated from the trunk lines in order to allow an improved method for receiving faxes to be implemented.
- The chain drive for the conveyor belt on the AST was repaired and the bi-monthly cleaning was performed.



- New workstation hardware was deployed to several staff members with an updated software image.
- Two iPads were locked down to a single application, Zinio, and given to the IS Staff for project implementation.

- An updated Creation Station was deployed along with documentation for improved services.



- Our library app has been enhanced with an informational banner and the ability to push notifications to our users.
- Several meetings held on-site were broadcast to the TLN membership.
- An initial site survey of our wireless access points was performed to identify areas that need enhancement.
- Scott is testing Cloud storage for data and recovery.
- To streamline procedures, we are reviewing our Local History Room's logins, data and backups with staff.
- Patrons were assisted with scanning/scaling images, becoming familiar with a new laptop, copier scanning to USB/email and 3D printing.
- Routine tasks were completed: assisted in the set up for multiple staff programming and patron rentals; replaced failed hardware; prepped servers for multiple library events; Windows updates were deployed and the internet filter received several definition updates.

**Computers in Libraries 2017 by Barb Rutkowski**

Think outside the box really was the theme at this year's conference. Robots, augmented reality (AR) and virtual reality (VR) are transforming library programming.

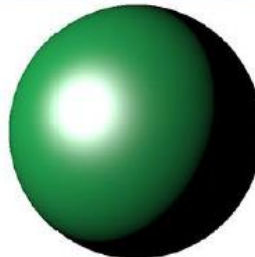
**Robots:**

Below are a few of the robots being used in programming for younger patrons. Cubelets have computers inside that can communicate with each other to create a robot with its own behavior. A robot that will drive faster as the light in the room gets brighter will need a battery cube connected to a brightness sense cube and a drive action cube. For Bee-Bot, enter commands with the directional keys to make him go through a sequence of commands such as forward, back, left or right. For Blue-Bot, place tiles in the reader to make him move across the floor starting with the first command tile through the last.



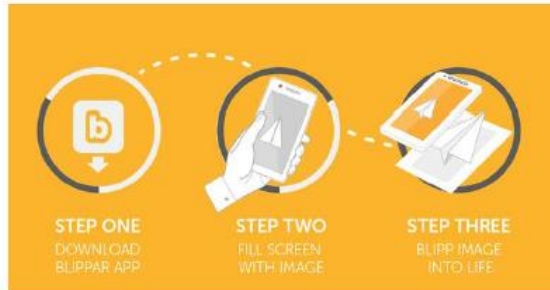
**Augmented Reality (AR):**

AR devices like the Microsoft HoloLens is able to project images on top of the real world. These images are so realistic that when the AR toys roll on the floor, they roll around and bounce just like actual toys. The best part was controlling or interacting with the holograms. Imagine someone wearing goggles in the middle of the room repeatedly swiping their finger downward in mid-air – that was me. Below is Michael McEvoy, the Northville District Library's Technology Coordinator using HoloLens.





Bethanie O'Dell, a librarian in the Montour School District in Pennsylvania is using AR in the online class she's teaching. It's called Blippar -- download the app to your phone then open the camera app and fill the screen with an image that has been blipped so it can come to life. Usually online classes have communication between the instructor and student, but sharing blippings on a discussion board allowed students to explore each other's projects and offer feedback.



Art students used free video and green screen apps to create videos that were uploaded to Blippar so visitors could learn about the techniques behind each work. AR is about creating information in a new and engaging way, but the focus is still on communicating information.

Also, look for the Blippar logo on products for AR experiences from your favorite brands.





Virtual Reality:

The Delamare Library in Nevada started having VR programming about a year ago and, in their words, "they are wildly popular". Using the controllers with the paint brush program, users can move to draw on the entire virtual room. The base stations use tracking technology which lets the headset and controllers track their exact location and movement.





Raspberry Pi:

A Raspberry Pi is an inexpensive credit-card sized computer running a Linux operating system originally designed for education. Libraries are finding new uses for the Pi such as OPAC terminals, Makerspace projects, digital signage and people counters.



The Smithsonian Institution Libraries are working on a project to enhance their visual literacy resource called "I See Wonder", by making their digital image collection available online. They are using a Raspberry Pi with their "Museum in a Box" program where 2D and 3D objects are fitted with sensors that connect with the computer in the box called the brain. Touching an item on the brain plays back a story or fact about the object.



General:

The Topeka and Shawnee County Library in Kansas, which was named the Library Journal Library of the Year for 2016, is embedding staff with pop-up learning labs in employment/social services offices, hospitals/doctors' offices, and municipal/correctional facilities. One of their programs called "Read to Me", has staff recording female inmates reading books their children would enjoy and then sending that video digitally to the inmate's family.

The New York Public Library's Mid-Manhattan Library's "Picture Yourself Online" program provides digital photos for patrons to use in their LinkedIn account or other social media platforms.

The Brookings Public Library in South Dakota have hands-on programming aimed at small business owners so they can develop their social media skills while they networked with others called "Wine and Web". The classes included lessons using Facebook, Instagram and Pinterest so business owners can create an online presence.

Visiting the exhibit hall gave me an opportunity to view and ask questions about the latest library products such as the automated book scanners and through the discussion groups I learned what services other libraries are offering their communities.

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## **Facilities Report by Keith Perfect**

In the past month the Facilities Department has closed 15 Facilities tickets, 78 Meeting Room Requests and has updated 350 Periodic Maintenance tickets.

The monthly fire extinguisher check/inspection has been completed and all are in good working order.

The monthly boiler check/inspection has been completed and both boilers are operating as they should.

The monthly emergency horn/strobe test was completed and all are in good working order.

The monthly AED inspection/battery check has been completed and is showing sufficient charge.

The monthly van wash/fluid check has been completed and all fluids were at their normal operating levels.

The monthly study room window washing has been completed and all are squeaky clean.

The weekly public workstation cleaning and sanitization has been performed. (4 times)

The weekly urinal flush and deodorizer in all men's rooms has been performed.

The monthly pop can return has been completed and \$31.20 in funds were collected for break room supplies.

The bi-weekly cleaning/dusting of the AST machine has been completed.

All sorting bins were checked for lost materials.

Many light bulbs throughout the building have been changed.

The weekly indoor plant care has been performed and all plants are still alive. (4 times)

All high-traffic carpet has been cleaned.

Facilities Staff has accepted 4 large book donations at the receiving door.

- Approximately 8.5 hours of snow removal performed by Facilities Staff, 16 bags of ice melt (salt) has been used for this month .
- Two deliveries of donated/discarded books have been dropped off to Thrift Books, 60 boxes at 2,714lbs. Any books that are sold, the library will receive 50% of the profit. The library has received \$118.48 for sold books , with a total of \$602.33 since we have been working with Thrift Books.
- The vestibule air curtain was serviced by vendor and a new capacitor was installed.

- A repair and other maintenance to the front entrance door lock was completed by vendor.
- A shipment of Money Smart books were received and sorted, then shipped.
- 68 shelves were switched out in Reference collection on second floor.
- A contract has been signed with Xpert Lawn Care for lawn maintenance.
- A sign post near the handicapped parking spaces was hit by vehicle, this sign post has been straightened by Facilities Dept.
- The flags have been lowered and raised multiple times in observance for fallen/lost, soldiers/dignitaries.
- The parking lot overband crack-fill/sealcoat and line striping project has gone out for bids.

## **Information Services Report by April Stevenson**

- ~The Information Services Department put on 127 programs.
- ~Big thank you to Jeff and Theresa Wainwright of Paradise Park for lending us putters and golf balls, as well as, providing 100 certificates for a free game of mini golf for our mini-golf program.
- ~Kathleen, Linda, and Emily attended the Every Child Ready to Read Workshop-Incorporating the 5 Practices into Story Time Programs.
- ~Sarah attended the Michigan Library Association Social Justice workshop, and viewed a webinar on Whole Person Librarianship.
- ~Betty attended the Oakland County Historical Resources Consortium annual meeting. She also attended the 59<sup>th</sup> Annual Michigan in Perspective History Conference
- ~Youth staff conducted a raffle to win two tickets to Alice in Wonderland at the Marquis Theater.
- ~Jessie added 5 new Book Club Kits and updated the brochure.
- ~Mary Storch attended the Dine & Dash program at Whitehall of Novi.
- ~Mary Storch connected with the new Activities Director at Brookdale Living to let her know of our services, collections and programs.
- ~Kathleen conducted two outreach story times with four kindergarten classes at Thornton Creek Elementary School.
- ~Kathleen registered the library for Children's Book Week.
- ~Mary Storch gave a tour to Tom Gordon, the property manager at Meadowbrook Commons. He will be sharing what he learned with residents to encourage library use.
- ~Several staff attended the Staff Culture Club presentation on increasing Understanding of Muslims and Arabs in America, as well as, the presentation on Micro-Aggressions by Library Board Vice President Tara Michener.
- ~Lindsay entered the Macmillan sweepstakes for a chance to win a poster set, and a DK sweepstakes to win a Raspberry Pi and Coding Workbook.
- ~Lindsay attended the TLN Youth and Teen Services meetings.
- ~Kathleen added a picture book titles with African-Americans as the subjects, and/or picture book titles by African-American authors to our Picture Book Subject binder.
- ~Lindsay presented at the Michigan Library Association Spring Institute on the implementation of the Library's STEAM Kits.

### **March Adult Programs & Displays**

In addition to our regularly scheduled programs we also offered:

- Ladies Night Out - 29
- Listen @ the Library – 75
- Morning Arts Series – 34
- Hands On Magnifiers and Low Vision Aids – 3
- Heritage Quest 101 - 10
- Our Adult Feature Display hosted Women's History Month
- A second Adult Feature Display hosted books on astronomy
- Our Adult Music Display featured Made in Detroit
- First Floor Display case featured Women's History Month

### **March Tween/Teen Programs & Displays**

- Battle of the Books – 250
- Coding Bitbox/Javascript Workshop - 18
- Maker Tween Club: Robotic Demonstration - 13
- The Teen Stop Display was book recommendations from the Teen Advisory Board

### **March Youth Programs & Displays**

In addition to our regularly scheduled story times and programs we also offered:

- Sensory Sunday Story Time – 10
- Dr. Seuss' Birthday Celebration – 70

- Cookies with a Cop Story Time – 170
- AAUW Let's Read Math (2 separate sessions) – 32 each
- Our Parenting collection showcased books "All About Girls"
- Our Youth Non-Fiction/Biography Display was all about National Geographic Books
- Our Youth Feature Display was Dr. Seuss books
- Our Picture Book Display included; Food, Farm, Wild West
- Our first floor information desk display featured Reading Takes You Up, Up and Away and Dr. Seuss



**March Raising a Reader Stats:**

**220 children have registered for the program.**

100 Books – 85	600 Books – 13
200 Books – 58	700 Books – 13
300 Books – 38	800 Books - 9
400 Books – 22	900 Books - 8
500 Books – 19	1000 Books - 4

**Support Services Report by Maryann Zurmuehlen**

**Hot Spot Check-Outs** (instituted by Barbara Rutkowski, IT)

Initial 3 since 11/5/16 = 61 Checkouts

Added 3 since 1/26/17 = 32 Checkouts

**Steam Kit Check-Outs** (instituted by Sarah O'Brien, IS)

We have **37** kits, they span a wide range of age-levels and topics.

The collection was launched on **February 15, 2017**.

So far, the kits have each gone out between four and ten times; the majority have gone out six or more times. The shelves are frequently EMPTY because all 37 are checked out. We rarely have more than ten on the shelf on a given day.

Total of **256** checkouts.

**MARCH – APRIL 2017**

**Department Head/General**

- Support Service Department Monthly meetings were held on Tuesday, March 14<sup>th</sup> and Wednesday, March 15<sup>th</sup>.
- Board Packet Statistics were completed for the Support Services Department.
- The Goals Document was updated for the month for the Support Services Department.
- Smarty Pants Awards (beginning in March) were awarded to the following employees:

For March:

Best Display of our 5 Customer Service Ideals:	Holly Lubzik
Worked Most Diligently Towards Goals:	Sandee Lim
Employee of the Month for Going Above & Beyond:	Mary Grewell

For April:

Best Display of our 5 Customer Service Ideals: Robin Dircks  
Worked Most Diligently Towards Goals: Rebecca Davis  
Employee of the Month for Going Above & Beyond: Jolanta Borek

- Maryann:
  - attended the TLN Circ meeting at NPL on Thursday, March 9<sup>th</sup>.
  - attended the TLN SASUG meeting at NPL on Thursday, March 23<sup>rd</sup>.
  - held interviews for a Shelver position on Thursday, March 23<sup>rd</sup>.
  - is conducting a two week training program for our newest Tech Services Clerk hire.
  - held an In-Service Committee meeting on Tuesday, April 4<sup>th</sup>.
  - met with 3 new Information Services staff members for SS Dept Orientation on Monday, March 20<sup>th</sup> and Tuesday, April 11<sup>th</sup>.
- The Management Team met to go over finalized budgets on Monday, March 13<sup>th</sup>.
- Maryann, April Stevenson, and Julie Farkas attended a Brodart vendor meeting to meet our new reps on Wednesday, March 15<sup>th</sup>.
- Maryann, Elizabeth Kopko, April Stevenson, and Mary Storch attended an Outreach Meeting on Wednesday, April 12<sup>th</sup>.

### Circulation & Shelves

- We will be holding interviews for a 12 hour Shelver position on Monday, April 17<sup>th</sup>.
- Circ Clerks handed out rubber wrist bands April 9-14 to celebrate National Library Week.
- Clerks are working on their goal to increase our Self-Check Station usage percentage by directing patrons to the stations and educating them about the process.
- The Outreach Team and Conor Schultz continue to work on the Patron Account Database Cleanup Project.
- Circ Clerks & Shelves continue to handle the steady flow of new card signup, material checkouts and returns, daily holds and unclaims, and delivery and transit of other TLN library materials.

### Tech Services

- Tech Services continues to work on the following projects: YA Bio/NF Switchover.
- We had a 23 hour Clerk, Kayla Parsh, start on Monday, April 3<sup>rd</sup>. Please welcome her to the library when you see her.
- Tech Services continues to assist the Outreach Team with the Patron Account Database Cleanup Project.
- The first preparation phase of the Catalog Database Cleanup Project has begun.

### Statistics (March 2016)

- **Library Cards Issued:** 390
- **Items Checked Out:** 65,425
- **Items Interloaned for NPL Patrons:** 5,698 (132 through MeLCat)
- **Items Interloaned to Other Libraries:** 5,353 (70 through MeLCat)
- **Items Added to the Collection:** 1,331
- **Items Discarded from the Collection:** 1,100
- **MAP Checkouts:** 2
- **Outreach:**
  - 11 Facilities Visits / 132 Items Checked Out
  - 1 Homebound Patron / 12 Items Delivered
  - 6 Book Discussions / 102 Items Provided

Support Services Statistics 2016-2017													
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	TOTAL
<b>Cards Issued</b>	419	407	417	311	297	213	337	310	390				<b>3,101</b>
<b>Items checked out</b>	77,623	72,263	57,501	60,728	58,116	52,596	63,571	59,122	65,425				<b>566,945</b>
<b>Items borrowed</b>	5,348	5,226	4,579	4,223	4,195	4,116	5,540	4,751	5,698				<b>43,676</b>
<b>Items loaned</b>	4,633	5,029	4,285	4,352	4,642	4,099	5,991	4,765	5,353				<b>43,149</b>
<b>Read Boxes</b>	267	248	248	7	0	0	0	0	0				<b>770</b>
<b>MAP Checkouts</b>	24	30	9	7	1	2	5	2	2				<b>82</b>

	March 2017	March 2016		October 2016	October 2015
Library cards issued	390	346			
Total checkouts	65,425	67,917	READ Boxes	Adult 0	0
				Youth 7	0
Items borrowed	TLN 5,566	5,407		Total 7	0
	MeL 132	131			
	5,698	5,538			
Items loaned	TLN 5,283	4,363			
	MeL 70	98			
	5,353	4,461			

May 4 through October 12, 2016 was our fourth season of Read Box service in Novi. Lakeshore Park is the original location with Rotary and ITC Parks added in 2014. ITC Park proved to be the most used with Lakeshore coming in a close second.

Read Box Totals May 4 - October 12, 2016:

	2016	2015
Adult	178	244
Youth	1,239	1,047
Total	1,417	1,291



<b>Self-Check Totals 2016-17 Fiscal Year</b>									
	<b>Total Circulation</b>	<b>Self-check % of Total</b>	<b>Total Self-checks</b>	<b>Self-Check #1</b>	<b>Self-Check #2</b>	<b>Self-Check #3</b>	<b>Youth #1</b>	<b>Youth #2</b>	<b>Adult South</b>
<b>July</b>	77,623	56.07%	43,527	8,895	6,634	5,395	7,916	13,049	1,638
<b>August</b>	72,263	56.95%	41,153	9,328	6,700	3,623	7,791	12,102	1,609
<b>September</b>	57,501	53.40%	30,706	7,407	4,967	3,040	5,464	8,732	1,096
<b>October</b>	60,728	55.11%	33,469	7,870	5,209	3,620	6,358	9,083	1,329
<b>November</b>	58,116	54.33%	31,572	7,210	4,762	2,903	6,714	8,844	1,139
<b>December</b>	52,596	49.31%	25,937	6,204	4,181	2,384	4,627	7,717	824
<b>January</b>	63,571	56.15%	35,697	7,905	6,057	3,403	6,836	10,276	1,220
<b>February</b>	59,122	52.23%	30,878	7,051	5,526	2,972	5,921	8,375	1,033
<b>March</b>	65,425	53.14%	34,765	8,054	5,735	3,377	6,177	10,282	1,140
<b>April</b>									
<b>May</b>									
<b>June</b>									
<b>FYTD</b>	<b>566,945</b>	<b>54.08%</b>	<b>307,704</b>	<b>69,924</b>	<b>49,771</b>	<b>30,717</b>	<b>57,804</b>	<b>88,460</b>	<b>11,028</b>

Library Usage											
2015-2016 Fiscal Year					2016-2017 Fiscal Year						
	Monthly Total	Daily Average	Hours Open	Days Open		Lobby	Drive-Up	Total	Daily Average	Hours Open	Days Open
July	42,588	1,469	280	29	July	41,803	4,401	46,204	1,540	275	30
August	34,009	1,134	281	30	August	39,539	4,021	43,560	1,452	289	30
September	29,854	1,106	261	27	September	38,934	3,911	42,845	1,587	258	27
October	32,524	1,049	291	31	October	38,993	4,371	43,364	1,399	289	31
November	33,567	1,157	266	29	November	25,943	3,487	29,430	1,015	271	29
December	33,716	1,204	263	28	December	22,348	3,640	25,988	1,000	253	26
January	29,989	1,000	278	30	January	22,426	3,477	25,903	809	302	32
February	29,908	1,031	275	29	February	22,934	3,570	26,504	947	264	28
March	32,239	1,112	283	29	*March	23,008	4,054	27,062	902	286	30
April	34,696	1,157	280	30	April			0	0	264	28
May	34,733	1,240	269	28	May			0	0	274	28
June	37,156	1,281	274	29	June			0	0	277	29
<b>FYTD Total</b>	<b>404,979</b>	<b>1,160</b>	<b>3,301</b>	<b>349</b>	<b>FYTD Total</b>	<b>275,928</b>	<b>34,932</b>	<b>310,860</b>	<b>1,182</b>	<b>3,302</b>	<b>348</b>

\* Closed March 18 due to power outage

<b>Computer Logins</b>											
<b>2015-2016 Fiscal Year</b>						<b>2016-2017 Fiscal Year</b>					
	<b>Public Workstations</b>	<b>Wireless</b>	<b>Lending Laptops</b>	<b>Total</b>	<b>Daily Average</b>		<b>Public Workstations</b>	<b>Wireless</b>	<b>Lending Laptops</b>	<b>Total</b>	<b>Daily Average</b>
<b>July</b>	3,794	74,618	5	78,417	2,704	<b>July</b>	3,364	86,571	1	89,936	2,998
<b>August</b>	3,607	73,816	6	77,429	2,581	<b>August</b>	3,873	84,255	1	88,129	2,938
<b>September</b>	3,047	72,714	1	75,762	2,806	<b>September</b>	3,098	83,276	1	86,375	3,199
<b>October</b>	3,278	71,625	1	74,904	2,416	<b>October</b>	3,363	80,006	2	83,371	2,689
<b>November</b>	2,154	71,483	1	73,638	2,539	<b>November</b>	3,185	78,646	0	81,831	2,822
<b>December</b>	2,532	69,924	1	72,457	2,588	<b>December</b>	2,461	76,091	0	78,552	3,021
<b>January</b>	2,747	63,846	2	66,595	2,220	<b>January</b>	3,161	68,433	2	71,596	2,237
<b>February</b>	2,639	68,165	5	70,809	2,442	<b>February</b>	3,068	72,684	6	75,758	2,706
<b>March</b>	2,996	71,567	1	74,564	2,571	<b>March</b>	3,787	78,532	5	82,324	2,744
<b>April</b>	2,763	72,856	2	75,621	2,521	<b>April</b>					0
<b>May</b>	2,735	72,680	1	75,416	2,693	<b>May</b>					0
<b>June</b>	3,274	76,245	0	79,519	2,742	<b>June</b>					0
<b>FYTD Total</b>	<b>35,566</b>	<b>859,539</b>	<b>26</b>	<b>895,131</b>	<b>2,565</b>	<b>FYTD Total</b>	<b>29,360</b>	<b>708,494</b>	<b>18</b>	<b>737,872</b>	<b>2,806</b>

Early Literacy Workstation Usage							
2015-2016 Fiscal Year				2016-2017 Fiscal Year			
	Monthly Sessions	Monthly Time (In Minutes)	Average Session (In Minutes)		Monthly Sessions	Monthly Time (In Minutes)	Average Session (In Minutes)
July	1,505	37,569	24	July	1,202	25,840	21
August	1,416	35,537	25	August	1,211	26,145	21
September	953	20,433	21	September	844	16,616	19
October	938	19,497	20	October	911	18,000	19
November	869	18,597	21	November	843	17,349	20
December	841	17,415	20	December	658	13,529	20
January	904	20,182	22	January	1,064	22,786	21
February	866	18,705	21	February	908	19,564	21
March	970	19,812	20	March	1,037	22,274	21
April	1,047	19,812	20	April			
May	821	15,847	19	May			
June	932	15,847	19	June			
<b>FYTD Total</b>	<b>12,062</b>	<b>259,253</b>	<b>21</b>	<b>FYTD Total</b>	<b>8,678</b>	<b>182,103</b>	<b>20</b>

**Technology Training Sessions 2016-2017 Fiscal Year**

	Tech Time	eReader	VHS to DVD	iPad	Vinyl/Cassette to MP3	GIMP Photo Editing	Zinio Magazines	Staff Training	3D Printing	Impromptu	Total Classes	Total Patrons
<b>Jul</b>	5	1	2	2			1		1	2	14	
<i>patrons</i>	<b>4</b>	<b>3</b>	<b>2</b>	<b>0</b>			<b>3</b>		<b>8</b>	<b>2</b>		<b>22</b>
<b>Aug</b>	5	1	1	2				1	2	4	16	
<i>patrons</i>	<b>4</b>	<b>3</b>	<b>1</b>	<b>5</b>				<b>1</b>	<b>25</b>	<b>4</b>		<b>43</b>
<b>Sep</b>	5		2			1			1	3	12	
<i>patrons</i>	<b>5</b>		<b>2</b>			<b>5</b>			<b>5</b>	<b>3</b>		<b>20</b>
<b>Oct</b>	12		3			1			1	2	19	
<i>patrons</i>	<b>12</b>		<b>3</b>			<b>4</b>			<b>5</b>	<b>2</b>		<b>26</b>
<b>Nov</b>	5		2			1			1	7	16	
<i>patrons</i>	<b>4</b>		<b>1</b>			<b>3</b>			<b>2</b>	<b>7</b>		<b>17</b>
<b>Dec</b>	4		3			1		2		1	11	
<i>patrons</i>	<b>3</b>		<b>3</b>			<b>3</b>		<b>2</b>		<b>1</b>		<b>12</b>
<b>Jan</b>	5		2		5	1			1	11	25	
<i>patrons</i>	<b>3</b>		<b>2</b>		<b>5</b>	<b>0</b>			<b>3</b>	<b>11</b>		<b>24</b>
<b>Feb</b>	5		2		2	1		3	1	10	24	
<i>patrons</i>	<b>5</b>		<b>2</b>		<b>2</b>	<b>1</b>		<b>3</b>	<b>2</b>	<b>10</b>		<b>25</b>
<b>Mar</b>	4		6		1	1			1	8	21	
<i>patrons</i>	<b>3</b>		<b>6</b>		<b>1</b>	<b>2</b>			<b>2</b>	<b>8</b>		<b>22</b>
<b>Apr</b>											0	
<i>patrons</i>												<b>0</b>
<b>May</b>											0	
<i>patrons</i>												<b>0</b>
<b>Jun</b>											0	
<i>patrons</i>												<b>0</b>
Sessions	50	2	23	4	8	7	1	6	9	48	158	
<i>Patrons</i>	<b>43</b>	<b>6</b>	<b>22</b>	<b>5</b>	<b>8</b>	<b>18</b>	<b>3</b>	<b>6</b>	<b>52</b>	<b>48</b>		<b>211</b>

2016-2017 Fiscal Year						
	Freegal		Zinio		Gale Courses	
	Check-outs	Number of Patrons	Novi Checkouts	Consortium Checkouts*	Active Learners	Completed Classes
July	2,193	224	848	18,796	49	0
August	2,131	200	619	19,247	35	0
September	1,747	183	673	17,701	53	1
October	2,145	198	660	19,870	17	0
November	1,859	177	645	18,638	51	1
December	1,997	200	814	17,603	23	1
January	1,905	172	902	21,698	39	0
February	1,797	176	609	185,647	23	1
March	1,781	173	994	20,258	19	0
April						
May						
June						
<b>FYTD Total</b>	<b>17,555</b>	<b>1,703</b>	<b>6,764</b>	<b>339,458</b>	<b>**</b>	<b>4</b>

2016-2017 Fiscal Year				
OverDrive				
	Consortium Collection	Advantage Collection	Total OverDrive	New Users
July	3,020	1,238	4,258	99
August	2,960	1,326	4,286	108
September	2,611	1,071	3,682	76
October	2,567	1,122	3,689	82
November	2,432	1,131	3,563	83
December	1,925	1,857	3,782	87
January	2,686	1,439	4,125	118
February	2,396	1,160	3,556	83
March	2,733	1,281	4,014	78
April				
May				
June				
<b>FYTD Total</b>	<b>23,330</b>	<b>11,625</b>	<b>34,955</b>	<b>814</b>

<b>Meeting Room Rentals</b>					
<b>2015-16 Fiscal Year</b>			<b>2016-17 Fiscal Year</b>		
	<b>Rentals</b>	<b>Attendees</b>		<b>Rentals</b>	<b>Attendees</b>
<b>Jul</b>	21	522	<b>Jul</b>	29	755
<b>Aug</b>	47	996	<b>Aug</b>	41	1,224
<b>Sep</b>	46	960	<b>Sep</b>	41	1,284
<b>Oct</b>	40	738	<b>Oct</b>	41	883
<b>Nov</b>	31	652	<b>Nov</b>	45	1,166
<b>Dec</b>	26	425	<b>Dec</b>	25	567
<b>Jan</b>	41	934	<b>Jan</b>	37	1,221
<b>Feb</b>	43	796	<b>Feb</b>	48	1,185
<b>Mar</b>	31	811	<b>Mar</b>	72	1,763
<b>Apr</b>	38	1,125	<b>Apr</b>		
<b>May</b>	26	890	<b>May</b>		
<b>Jun</b>	41	1,249	<b>Jun</b>		
<b>FYTD</b>	<b>431</b>	<b>10,098</b>	<b>FYTD</b>	<b>379</b>	<b>10,048</b>



Library App - 2016-17 Fiscal Year							
	Number of Visits	Most Requested Webpages			Number of Visits	Most Requested Webpages	
<b>July</b>	42,461	1.	Catalog	<b>January</b>	40,469	1.	Catalog
		2.	My Account			2.	My Account
		3.	Zinio			3.	OverDrive
		4.	OverDrive			4.	Zinio
		5.	Library Locator			5.	Library Locator
<b>August</b>	51,441	1.	Catalog	<b>February</b>	35,100	1.	Catalog
		2.	My Account			2.	My Account
		3.	Zinio			3.	Zinio
		4.	OverDrive			4.	OverDrive
		5.	Library Locator			5.	Library Locator
<b>September</b>	45,985	1.	Catalog	<b>March</b>	38,519	1.	Catalog
		2.	My Account			2.	My Account
		3.	Zinio			3.	Zinio
		4.	OverDrive			4.	OverDrive
		5.	Library Locator			5.	Library Locator
<b>October</b>	41,177	1.	Catalog	<b>April</b>		1.	
		2.	My Account			2.	
		3.	Zinio			3.	
		4.	OverDrive			4.	
		5.	Library Locator			5.	
<b>November</b>	40,503	1.	Catalog	<b>May</b>		1.	
		2.	My Account			2.	
		3.	Zinio			3.	
		4.	OverDrive			4.	
		5.	Library Locator			5.	
<b>December</b>	35,733	1.	Catalog	<b>June</b>		1.	
		2.	My Account			2.	
		3.	Zinio			3.	
		4.	OverDrive			4.	
		5.	Library Locator			5.	
				<b>Total</b>	<b>371,388</b>		

**Friends of the Novi Public Library  
Meeting of the Board of Directors  
Agenda – April 12, 2017**

I. Call to Order, Roll Call Sue Johnson

II. Minutes of the November 9, 2016 Meeting \* Barb Brunett

III. Treasurer's Report\* Carol Bauer

- December 2016, January, February, March 2017 Income and Expense
- Statement Balances

IV. Reports

- Library Director Marcia Dominick
- Promotion Committee Vicky McLean
- Book Nook Carol Hoffman
- Membership Sue Johnson
- Scholarship winner Evelyn Young
- President Sue Johnson
  - o Julie Abrams donation
  - o Revision to renewal envelopes
  - o June Newsletter
  - o Discussion of 2017 Gala
  - o Discussion of Morning Music program (Gail Anderson)
  - o Outstanding Michigan Friends of the Library Award – did not win
  - o Overview of progress on archives – visit to storage room
  - o Review of new Procedures manual
  - o Endowment

V. Announcements

VI. Calendar

- April 23 - Listen@Library - Detroit Symphony Orchestra Strings Trio , Sunday, 3—4:00 pm
- April 27, 2017 – Kaleidoscope - Discovering and Sharing Detroit's History, Mysteries and Surprises by Paul Sewick, 7-8:30 pm
- May 10, 2017 – Friends Board Meeting
- May 23, 2017 – Kaleidoscope – "Highland Fling!" by Pipe Major David B. Martin, Performance and History of Bagpipers, Bagpipes and Bagpipes Music, 7-8:30 pm
- July 12, 2017 – Annual Friends Board Meeting

VII. Adjournment\*

\*Requires Action

Minutes of the Friends of the Novi Public Library Board Meeting  
 Wednesday, November 9, 2016

Present: Evelyn Young, Sue Johnson, Pat Brunett, Barb Brunett, Carol Hoffman, Carol Neumann, Evelyn Cadicamo, Carol Bauer, ~~SMOKEY BUTLER~~  
 Absent: Marilyn Amberger, Vicky McLean  
 Library Liaison: Marcia Dominick

- I. Call to Order/Roll Call: Board President, Sue Johnson, called the meeting to order.
- II. Minutes of October 12, 2016 Meeting  
 Amendment to Director's Report to read: "Preliminary plans: Participants are requested..."  
 Motion to approve Minutes as amended—Carol Bauer; second—Carol Neumann. Motion passed 8-0.
- III. Treasurer's Report—Carol Bauer

Income for October	\$ 2,557.46	CF CD	\$ 10,097.35
<u>Expenses for November</u>	<u>-9,679.98</u>	CF Checking	2,274.43
Total	\$ -7,122.52	Vibe Checking	6,971.50
		<u>Vibe Savings</u>	<u>+10,614.72</u>
		Total	\$ 29,958.00
		Startup	+ 100.00
		Total Cash Amt:	\$30,058.00

The motion to approve the report—Carol Hoffman; second—Barb Brunett. Passed 8-0.  
 Marcia Dominick thanked the Friends for jackets for the staff.

- IV. Reports
  - A. Library Liaison—Marcia Dominick—No report
  - B. Information Services Librarian—Kathleen Alberga demonstrated the new educational video materials in the children's room.
  - C. Promotion Committee—Vicky McLean (absent)
  - D. Book Nook—Carol Hoffman
    - Just under half of the used DVDs have sold.
    - Confusion regarding the Book Nook Donation flyer is being rectified.
    - Locks have been repaired.
    - A locker and key has been made available to the Friends to store their belongings.
  - E. Membership—Sue Johnson
    - December is a big sales month.
    - A gift of a membership or a gift certificate is being considered as an incentive.
  - F. Friends Wish List—Pat Brunett  
 Additional ideas for Wish List:  
 --Bags with "Friends" on them to be given to patrons on rainy days  
 --Additional means of controlling light in the Book Nook  
 --Improve sound system in the large meeting rooms  
 --Julie Farkas informed Sue that a patron has requested a \$10,000 endowment be established with his/her \$10,000. The Friends have an extra \$10,000 in current funds which could be used as seed money while offering a challenge to others to match \$100,000 in additional funds. This action would necessitate the services of a CPA, possibly also as an auditor of Friends funds. Julie will inquire into this matter.

Pat Brunett--Motion to explore the feasibility of setting aside \$10,000 of excess Friends' funds as seed money for an endowment fund. 2<sup>nd</sup>—B. Brunett. Passed 9-0.

Addendum re: Friends Wish List

Julie Farkas asked us to make a change to the 2016-17 Wish List. We voted to take the funds associated with the bench for the foyer, \$1,000, and the MS tablet for reading magazines, \$1150, and allocate these funds to the STEAM\* project that received the \$1,000 grant from Community Financial. This would be a total of \$2,150 from the Wish List as well as the \$1,000 grant money.

The change was proposed to the Friends Board by Sue Johnson through e-mail; the motion passed unanimously, 11-0.

\*STEAM stands for Science, Technology, Engineering, Arts, and Math. Lindsay Fricke wrote a grant for a Library project and won \$1,000 from Community Financial. The Friends received the grant and provided it to Lindsay for the project

G. President—Sue Johnson

- SAY Detroit Project—Adopt a Sister Library  
Sue proposed a \$500 donation from Friends funds for the purpose of purchasing teen books. A box, envelopes and receipts made available to the circulation desk for matching the Friends' donation. Gift of Reading donation could possibly go for this use this year. Motion to participate in the SAY Detroit Project—B. Brunett, 2<sup>nd</sup>—Evelyn Y. Passed 9-0.
- Review of Patio Party—Postponed.
- Newsletter Topics—Suggestions requested.
- New reimbursement procedure—Forms need to be filled out to request reimbursements for monies spent.
- Harriet Larson Founders Award  
Applied for, but Friends didn't qualify this year. Sue will submit application elsewhere.
- Board reviewed Mel's list of Friends Programs.

V. Announcements—Next meeting: Luncheon at Sue's home—11:30 Wednesday, December 12, 2016  
Bring salads, appetizers, or desserts.

Vi. Calendar—Calendar of future Friends events made available.

Vii. Adjournment—Motion to adjourn—Sue Johnson, 2<sup>nd</sup>—Evelyn Cadicamo

Respectfully submitted,  
Barbara Brunett, Secretary

Account Balances - As of 3/31/2017  
As of 3/31/2017

4/11/2017

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Account	3/31/2017 Balance
<b>Bank Accounts</b>	
CF CD	10,163.24
CF Checking	5,380.44
Vibe Checking	7,384.04
Vibe Savings	10,615.77
<b>TOTAL Bank Accounts</b>	<b>33,543.49</b>
<b>Cash Accounts</b>	
Startup Fund	100.00
<b>TOTAL Cash Accounts</b>	<b>100.00</b>
<b>OVERALL TOTAL</b>	<b>33,643.49</b>

Cash Flow from 11/1/2016 - 3/31/2017  
11/1/2016 through 3/31/2017

4/11/2017

Page 1

Category Description	11/1/2016- 3/31/2017
<b>INFLOWS</b>	
Book Sales	
Book Nook - weekly	8,762.26
Book Nook Events	63.20
TOTAL Book Sales	8,825.46
Donations	50.00
Interest Inc	62.37
Membership	2,789.20
SAY Detroit Lending Library	675.00
<b>TOTAL INFLOWS</b>	<b>12,402.03</b>
<b>OUTFLOWS</b>	
Annual Lib Contribution	
Battle of the Books	499.40
Book Page	480.00
Community Reads	1,500.00
Engage	127.27
Listen at the Library	200.00
Morning Arts	500.00
TOTAL Annual Lib Contribution	3,306.67
Book Nook	21.18
Director's Wish List	
Digital Photo Frame	239.98
Play Area - kitchen-blocks	200.28
STEAM project	2,710.00
TOTAL Director's Wish List	3,150.26
Fees, Dues, Registration	80.00
Gift of Reading	1,175.95
Kaleidoscope Program	320.00
Supplies and Postage	23.63
Taxes	744.00
<b>TOTAL OUTFLOWS</b>	<b>8,821.69</b>
<b>OVERALL TOTAL</b>	<b>3,580.34</b>

**Friends Budget - 2016/2017**

7/1/2016 through 6/30/2017 Using Friends Budget 2016/2017

4/11/2017

Page 1

Category Description	7/1/2016 Actual	Budget	6/30/2017 Difference
<b>INCOME</b>			
Book Sales			
Book Nook - weekly	17,959.47	20,000.00	-2,040.53
Book Nook Events	204.20	500.00	-295.80
Thrift Books	0.00	0.00	0.00
Other Book Sales	0.00	0.00	0.00
<b>TOTAL Book Sales</b>	<b>18,163.67</b>	<b>20,500.00</b>	<b>-2,336.33</b>
Div Income	4.97	0.00	4.97
Donations	50.00	500.00	-450.00
Gala Raffle	226.00	0.00	226.00
Gala Sponsors	1,000.00	500.00	500.00
Grants			
Other Grants	1,000.00	0.00	1,000.00
<b>TOTAL Grants</b>	<b>1,000.00</b>	<b>0.00</b>	<b>1,000.00</b>
Interest Inc	92.54	20.00	72.54
Membership	5,146.41	5,000.00	146.41
SAY Detroit Lending Library	675.00	0.00	675.00
<b>TOTAL INCOME</b>	<b>26,358.59</b>	<b>26,520.00</b>	<b>-161.41</b>
<b>EXPENSES</b>			
Annual Lib Contribution			
Battle of the Books	499.40	500.00	0.60
Book Page	480.00	500.00	20.00
Community Reads	2,523.34	2,900.00	376.66
Engage	383.10	400.00	16.90
Listen at the Library	1,200.00	3,000.00	1,800.00
Morning Arts	1,100.00	1,600.00	500.00
Programming in North End	0.00	400.00	400.00
Staff In-Service	500.00	500.00	0.00
Students for Success	3,000.00	3,000.00	0.00
Summer Reading	2,500.00	2,500.00	0.00
Other Annual Lib Contribution	0.00	0.00	0.00
<b>TOTAL Annual Lib Contribution</b>	<b>12,185.84</b>	<b>15,300.00</b>	<b>3,114.16</b>
Book Nook	1,336.92	1,000.00	-336.92
Cards or Gifts	0.00	100.00	100.00
Director's Wish List			
Digital Photo Frame	239.98	200.00	-39.98
Laptop for Youth Activity Room	641.59	1,000.00	358.41
Lego Baseplate	239.90	250.00	10.10
Play Area - kitchen-blocks	300.27	375.00	74.73
Staff Jackets	2,500.00	2,500.00	0.00
Staff Lunch	0.00	500.00	500.00
STEAM project	3,150.00	2,150.00	-1,000.00
Storytime - Board Book Sets	786.25	800.00	13.75
Storytime Digital Equipment	2,047.31	2,100.00	52.69
Teen - Coffee Table	0.00	750.00	750.00
Teen Book Display Kiosk	2,500.00	2,500.00	0.00
Three Tier Display Rack - DVD	77.12	180.00	102.88
Other Director's Wish List	0.00	0.00	0.00
<b>TOTAL Director's Wish List</b>	<b>12,482.42</b>	<b>13,305.00</b>	<b>822.58</b>



### Friends Budget - 2016/2017

7/1/2016 through 6/30/2017 Using Friends Budget 2016/2017

4/11/2017

Page 2

Category Description	7/1/2016 Actual	- Budget	6/30/2017 Difference
Fees, Dues, Registration	100.00	250.00	150.00
Gala	3,380.52	1,500.00	-1,880.52
Gift of Reading	1,175.95	500.00	-675.95
Kaleidoscope Program	870.00	1,250.00	380.00
Scholarship	1,000.00	2,000.00	1,000.00
Special Program	0.00	500.00	500.00
Supplies and Postage	23.63	700.00	676.37
Taxes	1,116.00	1,500.00	384.00
<b>TOTAL EXPENSES</b>	<b>33,671.28</b>	<b>37,905.00</b>	<b>4,233.72</b>
<b>OVERALL TOTAL</b>	<b>-7,312.69</b>	<b>-11,385.00</b>	<b>4,072.31</b>



**NOVI HISTORICAL COMMISSION**  
Wednesday, February 22, 2017 7pm  
Novi Library History Room

**Call to Order** 7:15pm

**Members:** Rachel Manela, Tammy-Lee Knopp, John MacInnis, Kim Nice, Betty Lang (Library Liason)

**Introductions of guests:** Sue Grifor (Volunteer, Cabinet Manager)

**Approval of Agenda:** Approved, unanimous Motion by John, 2<sup>nd</sup> by Kim.

**Approval of Minutes-December 2016** Approved

**Approval of Minutes- January 2017** Approved

**Communications**

Request from Walled Lake to promote their historical speaker series on March 3<sup>rd</sup>.

**HISTORY ROOM Hours Sign Up:**

12-2 March 6 Tammy-Lee 6-8 March 20 Kim

12-2 April 3 \_\_\_\_\_ John \_\_\_\_\_

**Mileage and conference fees are approved to be eligible for reimbursement. Everyone who attended the conference need to fill out and submit a request for reimbursement.**

**Library Liaison Report, Betty Lang**

**Upcoming Library/Friends Programs:**

**March** Michigan Literary Luminaries, Anne Clarke

**April:** Thursday April, 27 Discovering Detroit: Mysteries and Surprises

**May:** Tuesday May 23<sup>rd</sup>, Highland Fling, Bagpipes

**Previous Genealogy Program:** 29 attendees, 2 presenters and 6 helpers.

History Conference March 3 & 4-Sterling Heights

(Kathy, Sue, Betty and Tammy-Lee are attending)

2017 History Skills Workshops "Keeping Cemeteries Alive" (Kathy & Sue 2/17 attended)

Sue told us about the event. Loretta Sandway, Memory Minders, maintaining headstones.

Spoke about a group in Lansing that developed to restore and maintain historic cemeteries.

Something to consider for our local historic cemeteries.

There was also someone who spoke about national registry of headstones.

For future reference, events like this if you attend for the commission are eligible for reimbursement.



**NOVI HISTORICAL COMMISSION**  
Wednesday, February 22, 2017 7pm  
Novi Library History Room

**Historical Commission Programs for Spring/Fall:**

**Detroit History Tours presents "Dames of Detroit" March 2, was subsequently canceled**  
**War Dog Memorial-Thursdays, May 11, 2017**  
**Discovering Michigan Counties A-Z, Barbara Vandermolten Sept. 28**  
**October**  
**French Festival Nov. 9 Genot Picor**

**For future events we plan on ensuring there is a sign up sheet and evaluation forms for events, to keep track of what people liked/didn't liked etc.**

**Villa Barr**

**Book Sales**

We ordered another 100 books  
What happens to the money from the book sales?  
Where has the money gone and where is it going?  
How many do we have left?

**Villa Barr presentation**

Kathy Mutch was not able to attend the January Meeting  
Looking to March? For Kathy Mutch to represent the redone presentation

**Display Cabinet Downstairs Volunteer Sue Grifor, Cabinet MANAGER**

**Ideas for new displays?**

March, women's History Month Display  
April/May War Dogs display

**Website updates new Facebook link/Instagram**

Need to reconfigure website to accommodate more photos  
Instagram and Facebook are doing well.

**Mistakes in the historic marker/place pamphlets**

John noticed a potential mistake and will be looking into finding out about plot 16 and confirming that the plot maps are correct



**NOVI HISTORICAL COMMISSION**  
Wednesday, February 22, 2017 7pm  
Novi Library History Room

**Goals 2017/City of Novi 50<sup>th</sup> Anniversary**

The 50<sup>th</sup> Anniversary Project is in its very early stages

The city is looking for ideas

We want to make sure we are involved in the talks about plans

Plan for everyone on the commission to come to the March meeting with a goal for a project they want to do for 2017/2018, possibly connected to the city's 50<sup>th</sup> anniversary.

Hoping that everyone can develop their own project that they're working on and will check in each month about its progress.

**New Business/Other Business**

*March 27 3:30-6pm Civic Center Atrium*  
Kim Nice and Rachel Manela need to get their picture taken for the Commission display at the Civic Center

In June we are looking to get 2 new members for the commission which will make our commission = 7 members

We all need to set up times to have a tour/instruction in how to use the Local History Room to better help people who come in.

**NEXT MEETING: NOTE:, Wednesday, March 22 7pm**

**Adjourn: 8:20pm Motion by Tammy-Lee, 2<sup>nd</sup> by John MacInnis, All in favor.**



**NOVI HISTORICAL COMMISSION**  
**Wednesday, February 22, 2017 7pm**  
**Novi Library History Room**

**Motor Sports hall of fame has moved from Novi to Florida**

They came in looking for pictures of the Novi Special for a presentation/exhibit. Their official opening in Florida was Feb. 17<sup>th</sup>.

**School Visit— Rae**

Spoke to 4 second grade classes using 'time travel' to talk about the history of Novi from the first settlers in the 1800s to today.

**Elections**

Postponed since Kathy Crawford was absent

**Wooden Nickels—Tammy-Lee**

Using 4imprint to order about 2500 wooden nickels  
 Cost: \$253 with part of the fee being a set up charge  
 Will be used at Spring into Novi and similar events

**Budget 2017/2018**

Display Cabinet	<b>\$800</b>
Marketing	<b>\$800</b>
Equipment/Supplies	<b>\$500</b>
Programs/Speaker Fees	<b>\$1,000</b>
Storage Unit	<b>\$2,500</b>
Acquisition	<b>\$400</b>
Conference/Continuing Ed	<b>\$1,500</b>
Special Projects	<b>\$6,500</b>
-Villa Barr	
-Photography	
-Veteran's Sign	
-Oral Histories	
Etc.	
<b>Total</b>	<b>\$14,000</b>

**Budget was voted on and approved in December.**



# Service with a Purpose

## Feed the Need Novi offers far more than just a free meal

The stories she hears are both heart-wrenching and heart-warming. The hugs from kids are both emotional and uplifting.

Yet Tia Marie Sanders wouldn't have it any other way. As the program coordinator for Feed the Need Novi, Sanders rides an emotional wave all summer. She gets to see families at their lowest of lows and their highest of highs.

The lows are what drive her and the numerous volunteers every day. And the

highs come not just from providing a healthy meal, but giving families the opportunity to nourish their bodies with socialization, activity and a feeling of respect.

Being part of Feed the Need Novi is a "dream come true" for Sanders, a former 10-year resident of Novi who also works at the Novi Public Library during the school year. She knows many of the families the organization helps personally.

"Seeing what we want to do come to

fruition is extremely rewarding," she said. "Connecting with our families and hearing how the program has helped them, or them feeling like a human being at our programming, means so much to me."

### IDENTIFYING A NEED

Feed the Need Novi started in the summer of 2015 after a conversation Darby Hoppenstedt, an intervention specialist for Novi Schools and Novi Rotarian, had with members of the Novi Interfaith Group.

Many of the group's members also were Novi Rotary members and they were looking for an opportunity to serve students in the area.

The two organizations wanted to give back locally and create something that was not just a one-time project.

Hoppenstedt, who has also worked as a counselor in the district, immediately knew where they could help as she has come across numerous Novi families who struggle during the summer months to provide meals for their children.

Of the 6,500 Novi Community School





District students, more than 500 (more than 8 percent) qualify for the federal free and reduced lunch program. While that number is low compared to some surrounding districts, for Hoppenstedt, Sanders and the entire Feed the Need team, it is still far too many.

One downfall of the free and reduced lunch program is that meals are only provided during the school year. Come summer, families now must spend money on food they don't normally account for.

That is where Feed the Need Novi comes in.

"Every child matters," said Hoppenstedt. "And we are fortunate that we are an affluent community that can take care of children who may not have as many resources as others."

The program started providing free meals in June 2015 at Village Oaks Elementary and was so successful that two satellite locations were added at Oakland Glens Mobile Home Park and Novi Ridge Apartments by mid-summer. Those who came to the Village Oaks location received food along with access to some programs, while the satellite locations offered bagged lunches students could take. It was only available one day per week, and by the end of year more than 1,700 lunches had been served.

In 2016, lunch was served five days a week at Village Oaks and the satellite locations at Oakland Glens and Novi Ridge. Two other satellite locations at Country Cousin and Novi Meadows Mobile Home Park also started providing lunch one day per week.

The organization finished the summer having served 5,280 lunches at all five locations, averaging 480 lunches per week.

### MORE THAN JUST LUNCH

Feed the Need offers a variety of services. Tutoring is offered at Village Oaks along with lunch on Tuesdays and Thursdays, while Wednesdays typically feature some type of interactive program or field trip. Last year kids and families got to see food demonstrations, visit Tollgate Farm and Paradise Park, and hear from guest speakers.

"Many of our families are in difficult situations, whether temporary or for a long period of time," Sanders said. "Dignity, feeling respected and understood were important parts to what I wanted the program to feel like."

One of the most popular days last summer was a health fair that featured a mobile dentist, blood pressure checks and other free screenings. Thanks to the screenings, one resident was actually diagnosed with an issue and sent to a doctor for further testing.

"Some of these kids have never had their teeth cleaned or examined because their families cannot afford it," she said. "While we are quite an affluent community, we don't have anyone who accepts Medicaid for dental. You have to go outside Novi to see a dentist."



Sanders said the health fair will be back this summer and they will be adding a career day to help with resume writing and job searching for adults.

"If we can help in that area, the need for coming for a simple lunch won't be a necessity," Sanders said.

Another unique aspect of Feed the Need Novi is they do not require families to prove they need help. "If you are in need of food, resources, health care, we are here to feed that need. You don't have to go through extra hoops trying to prove how poor you are because that can be quite humiliating," Sanders said.



The organizers of Feed the Need Novi cannot rave enough about its strong base of supporters that have helped the program grow so fast in such a short period of time. But in order to keep up with the need and expand offerings, additional volunteers, donations and sponsors are a necessity.

Anyone 14 and older can volunteer, and they also are looking for translators this summer to help connect those from different countries.

For more information about the program, sign up as a volunteer or donate, visit [feedtheneednovi.org](http://feedtheneednovi.org), email [feedtheneednovi@gmail.com](mailto:feedtheneednovi@gmail.com) or call (248) 667-8007.

Feed the Need Novi	
<b>Established:</b>	Summer of 2015.
<b>Who is served:</b>	More than 8 percent of Novi Community School District students qualify for the federal free and reduced lunch program.
<b>Locations:</b>	Village Oaks, Oakland Glens, Novi Ridge, Country Cousin and Novi Meadows Mobile Home Park.
<b>Lunches served (2016):</b>	5,280 lunches at all five locations, averaging 480 lunches per week.
<b>Phone/E-mail:</b>	(248) 667-8007; <a href="mailto:feedtheneednovi@gmail.com">feedtheneednovi@gmail.com</a> . Website: <a href="http://feedtheneednovi.org">feedtheneednovi.org</a> .





# BUILD A BETTER WORLD!

Summer Reading Program sure to be a hit with whole family

**B**uild a better world this summer at the Novi Library. The summer reading program is geared towards all ages. Adults, Teens, Tweens and Youth will all have the same themed program this year which is intended to encourage people of all ages to keep up with their reading during the summer months and enjoy some fantastic programs and activities along the way.

Beginning May 15 and running until Saturday, August 5, readers can sign up and record their reading minutes online at [novilibrary.org](http://novilibrary.org) or stop by the

library to register. Teen volunteers are available along with library staff to help patrons record their reading minutes and register during the summer. Track your time spent reading, visit the library to pick up your prizes, attend programs and discover the many resources the library offers to the community.

Summer Reading is not just for kids. Adults can also enjoy a fun-filled summer experience with weekly drawings, programs, and three grand prizes available. Plus, earn a free book or DVD just by signing up.

Along with reading, many programs are featured including a variety of different activities and events, drawings, story times, and a finale trip to Paradise Park for students in grades K-6 and a

Teen After Hours Party for grades 7-12.

The ongoing support from the Friends of the Novi Library, Paradise Park, Novi Community School District, Everbrook Academy, Twelve Oaks Mall and Town & Country Eyecare help make this summer program a huge success. Their generous financial contributions allow

the library to offer an enhanced variety of programs and services to our community.

The summer reading program is a favorite tradition to many patrons who look forward to it every year. The Novi Library hopes to see everyone reading, learning, and enjoying the many activities and resources that are offered to them this summer.

For more information

about the Novi Public Library or the summer reading program visit [novilibrary.org](http://novilibrary.org) or stop by at 45255 W. Ten Mile Road.





## **Fox Run, Novi library partner for programs**

Hometown Life 10:27 a.m. ET April 4, 2017

A partnership between the Novi Public Library and Fox Run brings free programming, books and technology to the retirement community's residents year-round while enabling them to experience the library's vast educational, cultural and recreational venues.

The partnership started 10 years ago, when the library offered a book club at Fox Run. It today encompasses four book clubs and many special literary events, most notably an annual Authors LIVE event hosted by the library at Fox Run in partnership with the Friends of the Novi Library, Fox Run and Fox Run's Y.O.U. (You're Our University), a resident group which helps the library make the decisions about the authors they want to hear from.

Authors LIVE typically hosts guest authors speaking about their most recent title. A wonderful lunch provided by Fox Run's catering department is served and opportunities for book selling and signing follow the presentations. The event, which is scheduled this year for Oct. 11, has welcomed more than 100 guests in attendance each year. Local Michigan authors and more prominent writers from across the country have presented.

"The venue at Fox Run is perfect for this type of community outreach and the library enjoys the opportunity to go to the readers instead of always wanting readers to come to the library," said Julie Farkas, director of the Novi Public Library. "One of the things I am most proud of is the relationship I have with the residents of Fox Run. They are an amazing group of people who care deeply about the importance of reading and connecting with their friends."

Library staff comes to Fox Run to sign residents up for library cards. The staff does this at Fox Run's annual expo and at a day program in which all the services that the Novi Public Library provides to residents are explained.

The Fox Run transportation department takes residents, at their leisure, to and from the Novi Public Library on the second and fourth Thursdays of each month. A Thursday morning music session is attended by residents who stay after the concert to enjoy lunch and beverages from the library's "Read-a-latte" Café.

In addition to the four book clubs, a Mystery Book club held once a month is coordinated by the Novi Public Library.

"Fox Run residents love to plan – just like librarians," Farkas said. "I can't think of a better partner for the library."

The library has been in existence for more than 55 years, serving a community of just over 60,000 residents. Its motto is to "Inform. Inspire. Include." On average, the library sees about 1,200 people a day in its building. It checks out 800,000 items each year. In 2016, the library added 3D printing technology for the community to explore and play with and it has an amazing one-of-a-kind art collection. For more information, go to <http://www.novilibrary.org/>.

## **Early literacy expert to speak to parents in Novi**

Hometown Life 3:56 p.m. ET April 3, 2017

Students For Success, a joint effort by the Novi Community School District and the Novi Public Library to foster student achievement, is bringing a literacy education expert to Novi Middle School later this month. Nell Duke, a professor at the University of Michigan who studies early literacy development, will speak at the middle school beginning at 7 p.m. Wednesday, April 19.

Duke teaches in U-M's School of Education. Duke is the author of "Beyond Bedtime Stories: A Parent's Guide to Promoting Reading, Writing and Other Literacy Skills from Birth to 5," which district parents are encouraged to read. (Copies can be checked out at the library, 45255 W. 10 Mile.) The program is free, but registration is required. Register by calling the library at 248-349-0720 or online at [www.novilibrary.org](http://www.novilibrary.org). Novi Middle School is at 49000 W. 11 Mile. Scholastic, the publisher of "Beyond Bedtime Stories," is a sponsor of Duke's appearance.

The district and the library are also teaming for Raising a Reader in Novi, which promotes early learning and literacy by having parents and caregivers read with preschool-aged children. The goal is for each preschooler in the program to read 1,000 books before she or he enters kindergarten. Parents and caregivers can drop by the library information desk for a reading log (with suggested titles) or find one on the [library website](#) to print and document their reading with their young children. Reading 100 books entitles children to a prize (and a new reading log), while children who read 1,000 books will get to attend a special party. Vibe Credit Union, the Rotary Club of Novi and the Friend of the Novi Library are co-sponsors of Raising A Reader.



## THE SECRETS OF CUSTOMER LOYALTY: A BOOK CLUB FOR LEADERS WHO WANT LOADS OF REPEAT BUSINESS

Monday, May 8, 15 & 22

7:30-9am

Novi Public Library

Registration Required

Wish your staff cared about service as much as you do? Would you like to train your team to handle the most difficult customers with ease? Then this series is for you! Network with other community leaders who strive for service excellence, ideate solutions to some of your stickiest service challenges, and learn works-in-real-life methods to exponentially increase your repeat and referral business.

Who should attend? Managers and leaders who want to teach and inspire their teams to deliver the best possible customer service, internally and externally.

**Sessions led by:** Marilyn Suttle, coauthor of “Who’s Your Gladys? How to Turn Even the Most Difficult Customer into Your Biggest Fan” and “Taming Gladys! The Busy Leader’s Guide to Creating Fierce Customer Loyalty”

**Included:** You will receive a copy of the bestselling book, “Who’s Your Gladys? How to Turn Even the Most Difficult Customer Into Your Biggest Fan”

### Session 1:

Who’s Gladys? She’s Your Team’s Best Customer Service Teacher!

### Session 2:

Taking a Long Term Approach to Exceptional Service

### Session 3:

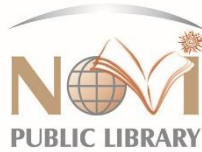
Up Close and Personal: The Important Part YOU Play in Creating Stellar Service

Novi Public Library  
45255 W. Ten Mile Rd.  
Novi, 48375

To Register call:  
248-349-0720

Novilibrary.org





## Library Board Calendar

### **2017**

April 9-15	National Library Week
April 15	Library Closed
April 16	Holiday—Easter, Library Closed
<b>April 27</b>	<b>Library Board Regular Meeting</b>
April 24-28	Money Smart Week @ Library
<b>May 6</b>	<b>Library Board Goal Setting Session, NPL Board Room 10:00-12:00</b>
May 14	Mother's Day, Library Closed
<b>May 25</b>	<b>Library Board Regular Meeting</b>
May 28	Library Closed
May 29	Holiday – Memorial Day, Library Closed
June 18	Father's Day, Library Closed
<b>June 22</b>	<b>Library Board Regular Meeting</b>
<b>June 22</b>	<b>Library Director Annual Review</b>
July 4	Holiday – Independence Day, Library Closed
<b>July 27</b>	<b>Library Board Regular Meeting</b>
August 10	Community Reads Book Unveiling
August 18	Staff In-Service, Library Closed
<b>August 24</b>	<b>Library Board Regular Meeting</b>
September 2	Library Closed
September 3	Library Closed
September 4	Holiday – Labor Day, Library Closed
<b>September 28</b>	<b>Library Board Regular Meeting</b>
<b>October 26</b>	<b>Library Board Regular Meeting</b>
<b>November</b>	<b>Annual Library Report – City Council Meeting, TBD</b>
<b>November</b>	<b>Strategic Planning Sessions-TBD</b>
November	Community Read, Library TBD
November 8	General Election Day
November 11	Holiday – Veteran's Day – Library Open
<b>November 15</b>	<b>Library Board Regular Meeting</b>
November 22	Wednesday before Thanksgiving, Library Closes at 5 p.m.
November 23	Holiday – Thanksgiving, Library Closed
<b>December 20</b>	<b>Library Board Regular Meeting</b>
<b>December 20</b>	<b>Library Director – Mid-year Review</b>
December 24	Holiday – Christmas Eve, Library Closed
December 25	Holiday – Christmas, Library Closed
December 31	Holiday – New Year's Eve, Library Closed

- Friends Board Meeting meets the second Wednesday of the month, 7 p.m. at the Library.
- Historical Commission meets the fourth Wednesday of the month, 7 p.m. at the Library.