



**CITY OF NOVI LIBRARY BOARD
MINUTES, REGULAR MEETING
October 23, 2013**

1. Call to Order and Roll Call

Library Board

Mark Sturing, President
Willy Mena, Vice President
Scott Teasdale, Secretary
Larry Kilgore, Board Member
David Margolis, Board Member
Ramesh Verma, Board Member

Absent and Excused

Larry Czekaj, Treasurer

Student Representatives

Jessica Mathew
Ziyang Huang

Library Staff

Julie Farkas, Director
Marcia Dominick, Administrative 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 Mark Sturing, President at 7:00 p.m.

2. Pledge of Allegiance

The Pledge of Allegiance was recited.

3. Approval and Overview of Agenda

A motion was made to approve the October 23, 2013 Agenda as presented.

1st – Willy Mena

2nd – Ramesh Verma

The motion passed unanimously.

4. Consent Agenda

A motion was made to approve the October 23, 2013 Consent Agenda as presented.

1st – Larry Kilgore
2nd – David Margolis

The motion was passed unanimously.

5. Correspondence

A. Fireup Fest Thank You from Greg Morris, Recreation Supervisor – September 17, 2013

Greg Morris, City of Novi Recreation Supervisor, thanked the Library for participating in this year's Fireup Fest event. This was another successful partnered event with 782 youth in attendance. The Library enjoys taking an active role in the School's and City's programs.

B. Thank you from National Women's Book Association – October 10, 2013

The Novi Public Library hosted the first National Women's Book Association Author Event on October 10, 2013. This year, the panel consisted of four (4) nationally known authors and 40 guests were in attendance. It is anticipated that this will become an annual event. The Read-A-Latte Café offered their services and the committee was quite pleased with their presentation.

6. Presentation

There was no presentation.

7. Public Comment

There was no public comment.

8. President's Report

A. Library Goals Document 2013-2014

The 2013-2014 Goals document is located on pages 15-17 of the October 23, 2013 Library Board Packet. Highlights include:

- Participated in the City's Ethnic Taste & Tune Fest and Fall for Novi.
- Partnered with Novi Community Schools and the City of Novi for Fireup Fest.
- A Technology survey is being finalized and is expected to be available November 1 for the public to complete. It will cover Library offerings, programs, devices and technology, and how we can enhance our services. The survey is expected to be available during the month of November.
- Perpetual log-ins with 7 minute time-out implemented for public catalog and MeLCat, allow use to place multiple holds without re-entering library card information.
- The Teen Space has a new ping pong table added to their space. This was purchased in conjunction with the Novi Public Library and the Novi Community Schools.
- City of Novi Department of Public Services assisted in removing the READ Box from Lakeshore Park. They also assisted with pavement markings and other parking lot issues at the Library.

9. Treasurer's Report

A. Library Budget 2013-2014

The 2013-2014 Budget dated March 20, 2013 is included in the October 23, 2013 Library Board Packet on pages 18-19.

B. Library Financial and Walker Fund

The Library Financials and the Walker Fund Reports ending September 30, 2013 were distributed at the Library Board meeting.

The Library Board was informed that the final audit on the Finances will not be completed until November or December 2013. Once approved, they will be provided to the Library Board.

Trustee Czekaj requested a response to the question he posed to Director Farkas regarding the (\$31,810.93) *Due to General Fund* posted in the Library Fund 268 Balance Sheet. Director Farkas stated that she would check with the Finance Department and provide a response.

In the absence of the Treasurer, Trustee Margolis provided a summary report of the Library Fund 268 and Walker Fund 269.

Trustee Margolis questioned the Budget on pages 18-19 stating that the second column, 2012-13 Year End, the only change to this column is the revenue portion, but the expenditures shown are not correct.

Trustee Margolis commented that he appreciates everything the City is doing on behalf of the Library, preparing the financials and taking care of all the accounting work on our behalf – thank you, thank you, but he expects consistency in terms of the delivery. The reporting of the August financials is different than what is reported in the September year-to-date financial information. There is a discrepancy in the year-to-date balance between the two months. He states that if there is going to be changes, at least alert the Library to that; we shouldn't have to stumble upon it and discover there was an additional \$26,000 spent.

Until the Financial Directors position is filled, the final audited report, the specific numbers will not be accurate. Trustee Margolis requested that the 2012-2013 Year End be removed until the final figures are provided. When the Director receives all the final audit figures, she then updates the figures in the Year End column. When the final numbers are reported, then the Year End column can be provided.

Library Fund 268: Revenues

- Property Tax – September shows a reduction of (\$867.00). The Library was credited for \$2,283,000, which is above the \$2,254,000 that was budgeted.
- No investment gain or loss reported last meeting. On a year-to-date basis we are down \$3,400.

Library Fund 268: Expenditures

- Personnel Services \$125,506 or 6.9%, which is normal
 - Healthcare Insurance – there was a reduction in healthcare insurance of \$2,500. Trustee Margolis questioned how this occurred. Director Farkas will investigate.
 - Materials and Supplies – spent \$44,843 or 9.25%, which is normal for the month
 - Services and Charges – spent \$23,406 or 5.61%, which is normal for the month
- Combining all accounts - \$193,756 or 7.07% was spent for the month. 28.7% which is below the expected year-to-date expenditure of 30% and represents 23.3% of revenues.

On a year-to-date basis, the Library is showing a \$120,000 deficit which is well within allocations. However, our revenues are front-loaded, but if spread equally; we are still well within our budget allocations.

Walker Fund 269:

- Cash was down \$7,854
- Accounts payable up by \$982
- No change in the fund balance other than Revenues vs. Expenditures is down \$8,836.

Investments:

- Unrealized gains for loss on investments there was a gain for the month of almost \$11,000.
- There was a loss of \$13,000 from the prior month which wasn't reflected, so on the year-to-date basis we're up \$2,000 market-to-market.

Trustee Sturing stated that at the August Board Meeting, the Property Tax Revenue was not recorded. However, looking at the statement, it was recorded for the first three months, but not recorded in September, so therefore, they didn't show it in August and they didn't show it in September, but somehow it's there. They restate them month-to-month.

Trustee Margolis stated that he was vehemently opposed to receiving statements on a quarterly basis, but would like to continue to receive them on a month-to-month basis. This forces the Board to examine trends as they are happening.

C. Library Café Revenue Report – due 15th of the month – September 2013

The Library Board commented that there have been two months without a report of income from the Café. Julie informed the Board that there have been delays in receiving payments, but at this time, those funds have been received but not posted.

10. Director's Report

Director Julie Farkas, along with Trustee Verma and a few Library employees, attended this year's Michigan Library Association Annual Conference held in Lansing. Julie and City Manager, Clay Pearson, presented at the Conference about how Libraries and City government can work together; sharing ideas, communication, programming and communitywide publications, to name just a few. There were approximately 80 in attendance who were mostly library directors. Trustee Verma commended Julie and Clay Pearson on their presentations and their working relationship.

The Library Trustees thanked Director Farkas and Trustee Verma for attending and representing the Library.

In 2015, the Novi Public Library will serve as host for the Michigan Library Association Annual Conference.

- October 9 - The Library partnered with the Women's National Book Association to hold their first Author event to celebrate National Reading Group month.
- October 22 – The Library partnered with Fox Run to hold their first annual Authors Live event. There were over 150 in attendance that enjoyed a lunch and listened to three (3) authors, Monica Wood, Allison Leotta, and Teresa Irish. Each speaker delivered a view of their books.
- November 14 – This will be the 4th Community Read event and will be presenting Mark Binelli, author of *Detroit A Good Place to Be*. This event is in partnership with Northville

District Library, Wixom Public Library, Salem-South Lyon District Library and Lyon Township Library.

- The Management Team will attend a Workshop “Leading from Within: Leading Together” in conjunction with the City of Novi Leadership Team on October 24, 2013. This is an interactive team session.
- The Library’s new open hours are being well received.
- A committee was formed to discuss the usage of the Group Study Rooms. The study will be brought back for further discussion at a future Library Board meeting.

A. Policy P6: Information and Reference Services (revision)

The Information and Reference Services Policy was reviewed due to the onset of the Affordable Care Act and the services that staff can and cannot provide the community. Policy P6 will be discussed and brought forward for approval by the Trustees in Section 16. Matters for Board Action.

11. Additional Reports

A. Public Services Report

The Public Services Report is included on pages 23-24 of the October 23, 2013 Library Board Packet.

The Library partnered to bring the following events to the community:

- Ethnic Fest
- Fireup Fest
- Fall for Novi
- Annual Walk to School Day with Novi Woods Elementary
- Library Card Sign-up Day at Novi Middle School
- Listen @ the Library returned for its third season

There were seven (7) featured adult programs provided this month as well as over 30 monthly adult programs. There were seven (7) featured youth programs which included Armor: Bully and Predator Prevention, as well as over 35 monthly youth programs, and three (3) Tween and Teen Programs.

This month's featured collections include:

Adult: Night of the Living Dead

Youth: ABC –123

Databases: Help Now by Brainfuse

B. Building Operations Report

The Building Operations Report is included on page 25 of the October 23, 2013 Library Board Packet.

Highlights include:

- The READ Box located at Lakeshore Park has been removed and will be stored for the winter season.
- Moving forward with the HVAC issues.
- Moving forward with the Fire Code issues.
- Tech Time sessions continue to be popular.
- Proposals for snow removal are being received.

C. Library Usage Statics – September 2013

The September statistics are included on pages 26-32 of the October 23, 2013 Library Board Packet.

Highlights include:

- 491 Library Cards issued
- 64,664 items checked out
- Number of items borrowed from TLN – 3,912
- Number of items borrowed from MEL – 64
- Number of items loaned through TLN – 4,618
- Number of items loaned through MEL – 106
- Read Box – Adult 13; Youth 42
- 58.94% of all items checked out were completed on self-checkout stations
- Total circulation 64,664
- Daily average people using the Library was 1,074
- Early Literacy workstation usage 777
- Daily average Computer Logins 1,277
- Technology Sessions: 21 with 37 participants
- Check-outs Freegal 1,424; Overdrive 3,160; Zinio 402
- Charging Station Usage 2
- Meeting Room Rentals 49

12. Friends of Novi Library Report

A. Minutes – September 11, 2013, DRAFT

The Friends of Novi Library draft minutes for September 11, 2013 are located on pages 33-34 of the October 23, 2013 Library Board Packet. Highlights of the minutes include:

- September 17 – Dr. Rick Solomon – Autism Intervention program
- September 25 – Gluten Free Living
- September 26 – History of Sanders
- October 22- Haunted Michigan
- December 19 – Motown Hits

The Friends had 24 new members enroll and 140 individuals renewed their memberships. There were 29 members who chose not to renew their memberships.

The Book Nook had a record income this past month, \$1,900 in sales.

The Memorandum of Shared Understanding between the Friends of the Novi Public Library and the Novi Public Library for 2013 requires signatures of Patrick Brunett, Friends President, Mark Sturing, Library Board President, and Julie Farkas, Director of the Novi Public Library.

13. Student Representatives' Report

The Student Representatives' Report is included on page 35 of the October 23, 2013 Library Board Packet. Highlights of the report include:

- Over 1,000 teens and tweens visited the Library during the month of September.
- First TAB meeting of the year was held on September 13, 2013 with 13 teens in attendance.
- Following the TAB meeting, a Pizza Taste-Off was held with 36 in attendance.
- The Teen Space is very popular with the teen population. Of the 20 sessions held this month, the Teen Space saw 838 students.

14. Historical Commission Report

The City of Novi Historical Commission draft minutes for September 25, 2013 are located on pages 36-37 of the October 23, 2013 Library Board Packet.

The Library worked with the Historical Commission to create a brochure of Historical Landmarks. A thank you to Sheryl Walsh and the staff of the Neighborhood and Business Relations Department for the City of Novi for creating such an informative and well-designed brochure.

15. Committee Reports

A. Policy Committee (Margolis, Teasdale, Kilgore – chair)

There was no report provided.

B. HR Committee (Kilgore, Verma – chair)

There was no report provided.

C. Finance Committee (Czekaj, Teasdale, Margolis – chair)

There was no report provided.

D. Fundraising Committee (Sturing, Mena – chair)

There was no report provided.

E. Strategic Planning Committee (Kilgore, Sturing, Mena – chair)

There was no report provided.

F. Building/Landscape Committee (Kilgore, Margolis, Czekaj – chair)

There was no report provided.

16. Public Comment

There was no public comment.

17. Matters for Board Action

A. Policy P6: Information and Reference Services (revised)

It has been three years since the Information and Reference Services Policy has been reviewed. Policy P6: Information and Reference Services Policy was reviewed due to the onset of the Affordable Care Act and the services that staff can and cannot provide the community.

Proposed Policy P6: Information and Reference Services:

Forms of Inquiry

Inquiries are accepted in person, by telephone, by electronic means and through the mail. Priority is given to in-person requests. Staff will, however, complete a telephone conversation in process before attending to in-person requests.

Responses to Requests for Assistance

Reference service is provided by trained staff during all hours the Library is open. When working at a service desk, response to patron service needs, including reference inquiries, takes precedence over other staff duties.

Requests will generally be handled in the order in which they are received. Requests submitted by patrons in the Library are given priority over telephone requests that are received at the same time. Reference staff members will attempt to answer questions at the time the request is made and to work within the patron's time requirements. If necessary, staff will inform the patron that a longer response time is needed or that assistance should be sought from another library or agency.

Staff will offer their best professional opinion when providing reader's advisory or recommending the best source to answer a question. Staff will not give opinions, advice,

or interpretation beyond the scope of their expertise and training in library reference work. When answering a patron's reference question, reference staff will cite the resource (s) from which the information is obtained. The producers of that resource, not the Library itself, are responsible for that resource's accuracy. The librarian will decide when all reasonable resource options have been exhausted at the Library and when it is time to cease working on a question and refer the patron elsewhere.

If it proves to be both possible and practical to do so, staff will attempt to guide and instruct patrons in the use of library resources when responding to reference inquiries.

Staff will assist as they are able in helping patrons with computer applications or electronic reading/listening devices and may refer patrons to appropriate books, online tutorials, or classes for further assistance. When assisting patrons with computer resources, staff will not enter personal information for patrons.

Staff will not provide the following kinds of assistance, which are deemed to be beyond the scope of the Library's service responsibilities:

- Interpretation, advice, or personal recommendations in any area other than the use of Library resources. This includes, but is not limited to, legal, medical, or tax advice.
- Critiquing or editing patron documents, including resumes for job seekers.
- Completing forms (including online forms) for patrons, or assisting patrons in completing such forms.
- Solving or troubleshooting problems with patron's personal computers or other electronic devices. (In such instances, staff is permitted to assist by attempting to locate relevant instructions and similar kinds of information for patrons).

A motion was made to approve Policy P6: Information and Reference Services as Presented.

1st – David Margolis
2nd – Ramesh Verma

After discussion of the proposed revised policy, it was determined to revise the third paragraph to read:

Reference service is intended to be provided by trained staff during all hours the Library is open. When working at a service desk, response to patron service needs, including reference inquiries, takes precedence over other staff duties.

A motion was made to approve Policy P6: Information and Reference Services as amended.

1st – Ramesh Verma
2nd – David Margolis

The motion was passed unanimously.

18. Adjourn

A motion was made to adjourn the meeting at 7:50 p.m.

1st – Larry Kilgore

2nd – Willy Mena

The motion passed unanimously.



November 20, 2013

Scott Teasdale, Secretary

Date